

FOIA MARKER

This is not a textual record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

Collection/Record Group: Clinton Presidential Records

Subgroup/Office of Origin: Agency Liaison

Series/Staff Member:

Subseries:

OA/ID Number: 9686

FolderID:

Folder Title:

[Correspondence Regarding Frank Vera]

Stack:

M

Row:

Section:

Shelf:

Position:

[001]



THE SECRETARY OF VETERANS AFFAIRS

WASHINGTON

[REDACTED] 1997

Mr. Frank Vera
[REDACTED]

Dear Mr. Vera:

This is in reference to your VA disability claim.

The Los Angeles VA Regional Office re-evaluated your claims file for possible entitlement to an increase for back condition. Based upon the evidence of record an increase for service connection was granted for low back strain combined with osteoporosis with discogenic disease with spondylosis.

This decision entitles you to a retroactive payment of \$ [REDACTED]

Please contact me at (202)273-4830 if I can be of further assistance.

Sincerely,

Debi Bevins,
Special Assistant to the Secretary

CLINTON LIBRARY PHOTOCOPY



THE WHITE HOUSE
WASHINGTON

 1997
DATE

MEMORANDUM FOR:

FROM:

VA, 52
SUE J. SMITH *SJS*
DIRECTOR, OFFICE OF AGENCY LIAISON

SUBJECT:

REFERRAL OF CASEWORK IN BULK

An unprecedented number of individuals still write the President and the First Lady for help. I know that this has meant a far greater volume of mail for your agency than ever before. I appreciate your continuing cooperation in our efforts to be as responsive as possible.

The attached letters have not received a White House Staff response. I am forwarding this correspondence to your agency for any appropriate action.

Please return the original incoming letter, along with a copy of any written or telephone response, to me at the address below. I also would appreciate your sending a copy of your agency's log of the names and addresses of these individuals. Any misreferrals should be returned to my office. If you have questions you can reach me at 456-7486.

Sue J. Smith
Director, Office of Agency Liaison
Room 6, OEOB
The White House
Washington, D.C. 20500

Again, thank you for your continuing help.

To: The Honorable Bill Clinton

Attn: Helen

VA
R-32

Agency Liaison, Rm 6

[REDACTED] 1997

From:

[REDACTED]

Dear Helen:

As per your request, I am
resending the letter dated

[REDACTED] 1997. Thank you

for your interest in this
matter.

Sincerely,

[REDACTED]

[REDACTED]

Pages sent: 3



1997

The Honorable Bill Clinton
The President of the United States of America
and the Commander in Chief of the United States Military

Dear Mr. President:

I am certain that by now you have received correspondence /
faxes from Mr. Frank Vera regarding his problems with the
Veterans' Administration. Because Mr. Vera is dyslexic, and
very stressed over his experiences with the VA, I do his
writing for him. As such, I have had so many problems with
the VA, and have seen so many other veterans go through the
same problems Mr. Vera is going through, that I felt I had to
let you know just how poorly claims are handled and veterans
are treated by the VA.

There is no one to talk to at Secretary Jesse Brown's office
who can do anything. Over and over, I end up talking to
someone who gives me a phone number that I have already
called to no avail. I get passed around and around. When I
am told I will be hearing from someone, I rarely do receive a
call. So I decided to try to talk to Mr. Jesse Brown
himself.

I asked to speak to his scheduling secretary. The person I
spoke with (They often refuse to identify themselves.) told
me she was his scheduling secretary, so I asked to schedule a
telephone appointment. She then said she did not do that,
and that I would have to call back and talk to someone named
Shirley. I asked her why she couldn't schedule me an
appointment if she was his scheduling secretary, and she said
she scheduled in-person appointments, and that Shirley was in
charge of telephone appointments. I called back the next
day, when I was told Shirley would be in, and was told she
was not in, and that furthermore, Shirley was not one of the
scheduling secretaries. I said I really needed to talk to
Mr. Brown, and said it was personal (because I didn't want to
get shuffled around anymore), and the person screamed, "Don't
even!", and hung up. This is the level of incompetence and
lack of concern American veterans are treated with for having
offered to die for these very people who scream and hang up
on them.

Secretary Brown's office requested Mr. Vera send his medical
records, and all information pertinent to make a decision

about his claim. When they received the material, which was only 7 pages long, they said it was too much to review, while at the same time saying they cannot reach a decision without reading all the material. The only person at Secretary Brown's office who has been willing to help is a lady by the name of Jackie Holloway. Unfortunately, she is not in a position where she can resolve the matter, but she does what her position allows her to do.

I have heard that Secretary Brown can easily resolve a veteran's claim. A 20 minute telephone appointment is all I ask to once and for all resolve Mr. Vera's claim that has been mishandled for 23 years. Mr. Vera incurred injuries in the Air Force that have rendered him disabled for life, with chronic pain, and yet receives 0% disability for these injuries.

While in the Air Force, Mr. Vera's back was injured while working in the gun shop, where a 1500lb. gun system was dropped on him. He then had his back further injured in a car accident while still in the Air Force. Medical exams and x-rays have repeatedly shown his back to have ruptured disks, compression fractures, and narrowed disk spaces likely caused by an impact (at the gun shop). Still, he receives 0% disability for these injuries.

Mr. President, Mr. Vera and I have exhausted all avenues available to us to resolve this claim. We have not been permitted to contact Secretary Brown. We are simply repeatedly shuffled in the bureaucracy of the VA. We are now coming to you for help with this great injustice. Please help us.

Sincerely,

[REDACTED]