Right Guide

This column is designated to give official VA answers to veterans' readjustment problems. Send questions to RIGHT GUIDE, 1380 Sepulveda blvd., Los Angeles 25, California.

Veterans would save long and unnecessary delays for themselves, thousands of work hours for the Veterans Administration and considerable expense to the government, if they would check the following points before mailing letters to the Los Angeles VA regional office:

(1) **Is this the correct agency to handle my problem?**

An average of more than 600,000 letters are received monthly by the regional office. A large percentage of these ask for information regarding terminal leave pay, review of discharges, adjustments of in-service pay accounts, housing, homestead laws, reserve status, state bonuses, California veterans' benefits and other miscellaneous matters not under the jurisdiction of the Veterans Administration. A large full-time crew is required to answer these letters and refer the writers to the proper agencies.

An inquiry to the nearest VA contact office to ask "Who handles what?" would have time and trouble.

(2) **Proper Identification**

Incomplete identification of the writer is still the biggest problem in the VA mail room.

Veterans should remember when they write the local regional office that there are more than 400,000 cases on file in this office. It is almost impossible to identify the writers by name only. A glance at the Los Angeles telephone directory will prove how many exact duplications of names there are. VA searchers are required to spend hours to find the right file when veterans or their dependents give names only.

Veterans, in writing the Veterans Administration, should give C-numbers, full names, (middle names spelled out), and complete, correct addresses. If C-numbers are unknown or forgotten, writer should then give complete service identification including branch of service, service serial number, rank and enlistment dates. However, remembering and using the C-number would save time for both veterans and the Veterans Administration.

(3) **Correct Addresses.**

Government checks cannot be forwarded.

More than $40,000 in checks to veterans and dependents is returned every month marked "Not at this address." Hundreds of veterans and a few surviving dependents of veterans have from three to twelve monthly checks accumulated in the VA Finance office. A crew of searchers in this office attempts to find veterans and send them the money they may be waiting for.

It is difficult to accurately estimate the actual VA man-hours spent, or the dollars and cents cost of sorting, identifying and answering improperly addressed and written letters received from veterans. Another cost equally hard to estimate is the long delays such letters cause the veteran writers themselves.

And now with the reduction of personnel in the Veterans Administration it is more important than ever for veterans to check subject matter of their letters, proper identification of themselves, and to be certain to keep the Veterans Administration informed as to correct addresses.

Redondo Youth Steals Garbage Truck, Injured

Senardo Soliz, 18, of Redondo Beach, was in Harbor General hospital with a seriously injured back Saturday, as a result of an accident in which he piled up a garbage truck stolen from George M. Greene of Torrance sometime Friday.

Soliz was formerly employed by Greene and had been dismissed earlier in the week, it was reported.

The youth stole the truck and, according to the sheriff's office wrecked it on Avalon Blvd., north of Rosecrans Ave., Saturday afternoon.

PROSTHETIC DEVICES

The VA has opened a public exhibit containing more than 1,000 prosthetic devices now available to disabled veterans including practically every known type of artificial arms, legs, hearing aids, aids for the blind, plastic eyes, wigs, cosmetic hands, wheel chairs, crutches and canes.

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