



General Assembly

February Session, 2016

Raised Bill No. 5349

LCO No. 1039



Referred to Committee on PROGRAM REVIEW AND INVESTIGATIONS

Introduced by:
(PRI)

AN ACT CONCERNING DATA DEVELOPMENT AND TECHNOLOGICAL IMPROVEMENTS WITHIN THE ADVOCACY AND ASSISTANCE UNIT OF THE DEPARTMENT OF VETERANS' AFFAIRS BASED ON A PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE STUDY.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (*Effective from passage*) The unit head of the veterans'
2 advocacy and assistance unit, described in subsection (b) of section 27-
3 102l of the general statutes, shall adopt a comprehensive written data
4 development plan to address deficiencies in the unit's internal
5 databases and operational processes, including, but not limited to,
6 each such deficiency identified by the Legislative Program Review and
7 Investigations Committee in the report "Department of Veterans'
8 Affairs: Office of Advocacy and Assistance." The unit staff of the
9 veterans' advocacy and assistance unit shall, within available
10 resources, (1) inventory each such deficiency, and (2) develop detailed
11 and specific performance measures and systems to collect data for
12 purposes of assessing the unit's performance in addressing each such

13 deficiency. Not later than December 31, 2016, the veterans' advocacy
14 and assistance unit shall submit such plan to the Commissioner of
15 Veterans' Affairs and the Board of Trustees for the Department of
16 Veterans' Affairs.

17 Sec. 2. (*Effective from passage*) The Commissioner of Veterans' Affairs
18 shall conduct a review of the veterans' advocacy and assistance unit's
19 Internet web site to identify deficiencies in content and functionality,
20 including, but not limited to, inaccuracy of published information
21 related to veterans' services or benefits, difficulty of use by customers
22 and lack of capability to request an appointment with the staff of said
23 unit or provide information for a preliminary determination of
24 eligibility for such services or benefits. Not later than December 31,
25 2016, said commissioner shall make such improvements to said unit's
26 Internet web site as he or she deems necessary to address each such
27 deficiency.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	New section
Sec. 2	<i>from passage</i>	New section

Statement of Purpose:

To address technological deficiencies in the veterans' advocacy and assistance unit's internal databases and procedures and its Internet presence.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]