

24 MAR 2015

## Investigators: Phila. VA needs change, accountability

Tags : **Veterans Affairs**

Posted By : **Synercon**

Comments : **0**

After a nine-month probe, the VA's Office of Inspector General made 35 recommendations to address shoddy record-keeping, bungled claims, inadequate security, and poor working conditions at the Philadelphia office.

Scrutiny at its Germantown facility – which oversees benefits for 825,000 veterans in eastern Pennsylvania, South Jersey, and Delaware and also houses one of the nation's three Veterans Affairs pension centers – began last June, when a whistle-blower's tip led to the discovery of dozens of mail bins brimming with claims dating back to 2011 and benefits that had been paid twice.

Read more: **[Philly.com, March 24, 2015](#)**



### 1 About the Author

The Synercon Group specialises in the provision of tools and services for best practice information governance. "Our Vision is to simplify the complexity of information governance." Find out more about us @ [www.synercon.co](http://www.synercon.co)