

trative officer the problem involved, he finds extremely good cooperation.

Senator LONG. Thank you very much. What is that citizen's officer's name?

Mr. HAMILTON. Larry Haden.

Senator LONG. Thank you, Mr. Hamilton, for a very fine statement. It has been extremely helpful to the committee.

Mr. HAMILTON. Thank you, sir.

Senator LONG. Our next witness is Mr. Guy S. Williams, Assistant Director for Contact and Foreign Affairs of the Veterans' Administration.

Messrs. Williams are at least 50 percent of the witnesses today. We are glad to have your associate with us. I judge you have a prepared statement.

STATEMENT OF GUY S. WILLIAMS, ASSISTANT DIRECTOR FOR CONTACT AND FOREIGN AFFAIRS, VETERANS' ADMINISTRATION; ACCOMPANIED BY PHILIP V. WARMAN, DEPUTY ASSISTANT GENERAL COUNSEL

Mr. GUY WILLIAMS. Yes, sir.

I am accompanied by Mr. Philip V. Warman, Deputy Assistant General Counsel of the Veterans' Administration.

I appreciate the opportunity to appear and discuss S. 1195, a bill before this subcommittee which would establish the Office of Administrative Ombudsman to investigate administrative practices and procedures of the Social Security Administration, Veterans' Administration, Internal Revenue Service, and the Bureau of Prisons. I submit for the record the Administrator's report which states our position on the bill and points to the existing aids to claimants before the Veterans' Administration. These aids include the VA Contact Service and representation by service organization representatives. We have a detailed statement which, with the chairman's permission, I would like to submit for the record and which I will briefly summarize now.

Senator LONG. Without objection, it will be placed in the appendix of the hearing record.

Mr. GUY WILLIAMS. I understand you are interested in the assistance now available to veterans and their dependents from VA and non-VA sources in the presentation and prosecution of their claims for Veterans' Administration benefits.

The Veterans' Administration has contact representatives stationed in each of its 230 locations. It is the job of the contact representative to know by heart the requirements for each benefit, how to apply, the administrative procedures involved, and how best to assist the claimant in bringing out the facts that will present his claim in its most favorable light. He must be knowledgeable on many diverse benefit programs—compensation, pension, education, insurance, hospitalization, outpatient medical and dental care, wheelchair homes, paraplegic lifts, housing loans, guardianship, burial benefits, automobiles, and many others, as well as benefits available through other Federal or State agencies.

Senator LONG. Now, Mr. Williams, are they Federal employees?

Mr. GUY WILLIAMS. Yes, sir.