

EXHIBIT 34

Outreach Activities

Compensation and Pension Service

Military Personnel – Active Duty

Accession. Since November 2004, everyone inducted into the five military branches receives VA Pamphlet 21-00-1, *A Summary of VA Benefits*, through Military Entrance Processing Stations (MEPSs). This arrangement, made by VA with the Department of Defense (DoD), assures that inductees receive basic information about VA benefits and services to which they may become eligible. MEPSs process virtually all enlisted personnel on active duty. In June 2006, VA Pamphlet 21-00-1 was distributed to graduates of the military service academies.

Transition Assistance Program (TAP) and Other Military Services Briefings. To date, VBA representatives have conducted the following transition briefings and related personal interviews. These briefings include pre and post deployment briefings for Reserve and National Guard members, and those conducted overseas.

OVERALL BRIEFINGS

<i>Fiscal Year</i>	<i>Briefings</i>	<i>Attendees</i>	<i>Interviews</i>
2003	5,840	210,025	102,402
2004	7,834	276,574	122,120
2005	8,184	326,664	124,092
2006	8,541	393,345	93,431
2007	8,154	296,855	100,976
2008	8,708	299,093	90,694
2009	8,593	356,810	97,947
*2010	1,090	55,166	12,778

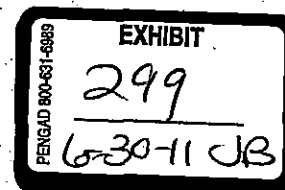
* FY 2010 figures are current through November 2009.

The following data (Overseas and Reserve/Guard Briefings) is included in the above data for overall military services briefings.

OVERSEAS BRIEFINGS

<i>Fiscal Year</i>	<i>Briefings</i>	<i>Attendees</i>	<i>Interviews</i>
2003	472	12,943	5,050
2004	624	15,183	6,544
2005	686	17,156	7,294
2006	498	11,585	3,005
2007	590	12,318	2,697
2008	829	15,170	2,405
2009	951	20,053	2,634
*2010	149	4,100	585

* FY 2010 figures are current through November 2009.



RESERVE/GUARD BRIEFINGS

<i>Fiscal Year</i>	<i>Briefings</i>	<i>Attendees</i>	<i>Interviews</i>
2003	821	46,675	N/A
2004	1,399	88,366	N/A
2005	1,984	118,658	N/A
2006	1,298	93,361	10,515
2007	1,868	96,355	11,488
2008	1,725	83,152	14,358
2009	1,738	133,239	17,495
*2010	225	13,099	1,441

* FY 2010 figures are current through November 2009.

Secretary's Letter. The Secretary sends a personal letter to each returning OEF/OIF Veteran based on lists routinely provided by the Department of Defense.

Recently Separated Veterans

Veterans Assistance at Discharge System (VADS). The VADS process generates the mailing of a "Welcome Home Package" that includes a letter from the Secretary, VA Pamphlet 21-00-1, *A Summary of VA Benefits*, and VA Form 21-0501, *Veterans Benefits Timetable*, to all Veterans recently separated or retired from active duty. VADS also sends a six-month follow up letter with the same enclosures to these Veterans.

Gulf War Veterans

C&P's main outreach to Gulf War Veterans is accomplished through the *Gulf War Review* newsletter, which is issued three to four times annually. The newsletter is mailed to about 220,000 Veterans who are on the Gulf War Registry and to other interested individuals.

The feature article of the March 2003 *Gulf War Review* focused on Public Law 107-103, Section 202 (Gulf War Veterans' Chronic Disabilities), which added fibromyalgia, chronic fatigue syndrome, and irritable bowel syndrome as qualifying chronic disabilities for which service connection, due to Gulf War service, may be granted. C&P mailed a copy of the March *Gulf War Review* to approximately 5,200 Veterans who had been previously denied service-connection for these conditions.

C&P added a special Gulf War Helpline to support Gulf War Veterans with information and assistance about benefits and services, particularly those unique to Gulf War Veterans. There were 29,197 interviews conducted on the Helpline in FY 2003; 11,842 in FY 2004; 12,766 in FY 2005; 6,749 in FY 2006; 5,781 in FY 2007; 3,115 in FY 2008; 4,062 FYTD 2009 and 305 FYTD 2010.

Vietnam Veterans Exposed to Agent Orange

The major ongoing outreach initiative for Veterans who served in-country Vietnam remains the *Agent Orange Review* newsletter published two to three times annually by VHA in partnership with VBA. The purpose of the newsletter is to keep Vietnam Veterans updated on new medical studies, changes in benefits, and other related information. The newsletter is sent to Veterans on the Agent Orange Registry, Veterans in C&P records with an in-country Vietnam indicator, and to other interested parties. It is mailed to approximately 600,000 in-country Vietnam Veterans.

C&P Outreach staff implemented special outreach programs as necessary to meet and respond to legislative changes, court decisions, etc. For example, in FY 2003, letters were sent to Veterans affected by the December 2002 US Court of Appeals for the Federal Circuit decision regarding the effective date of the regulation adding type II diabetes to the herbicide presumptive list. Approximately 25,000 Veterans were individually notified about this decision.

The Agent Orange Helpline continues to operate with 9,698 interviews conducted in FY 2003, 6,912 in FY 2004, 7,379 in FY 2005, 9,438 in FY 2006, 13,038 in FY 2007, 7,480 FY 2008; 3,240 FYTD 2009 and 795 FYTD 2010.

Elderly and Low Income Veterans – “Pension Outreach”

The data noted below was obtained from the Vetsnet Operations Reports, which is comprised on the number of claims pending and completed during the month of November 2009 for Veterans age 70 and over.

Date	Number of claims pending	Average days pending	Number of claims completed	Average days to completed
11/30/09	65,532	110	14,297	145

During the month of November 2009, the Veterans Services Outreach staff contacted representatives from the Assisted Living Federation of America (ALFA); American Association of Retired Persons (AARP), and the United States Department of Agriculture (Farm Services Agency) (FSA), to obtain registration information for attending events and staffing VA benefits information booths during their scheduled 2010 events. We plan on attending these events to enhance outreach to Elderly and Low Income Veterans. During the latter part of November 2009, we received general information from ALFA regarding their Conference and Expo, scheduled for May 25-27, 2010, in Phoenix, Arizona, including AARP's 50+ National Event and Expo, scheduled for September 30 – October 2, 2010, in Orlando, Florida. We will be contacting them during the month of January 2010 to obtain a cost estimates for booths. We are still awaiting information from FSA.

VBA Elderly Outreach Veterans Coordinators participate in various scheduled events where elderly Veterans and surviving spouses gather such as senior citizen centers, nursing homes, senior day care centers, etc. Outreach coordinators have established relationships with local Area Agencies on the Aging, Social Security Administration (SSA) offices, health care providers, and other agencies and organizations that deal with older Americans.

During the month of November 2009, VBA distributed more than one hundred and thirty nine thousand copies of VA Pamphlet 20-00-1, *A Summary of VA Benefits*, to the more than 1,300 SSA offices nationwide. The pamphlet is distributed in both English and Spanish. Regional offices are asked to contact the local SSA offices in their jurisdiction to ensure that systems were in place to refer Veterans and their spouses between the two agencies. VBA continues to work on a new outreach initiative for this targeted population. VBA staff members have held meetings with VHA officials, representatives of the Administration on the Aging under the Department of Health and Human Services, the American Association of Retired Persons, the Assisted Living Federation of America, and the National Funeral Directors Association to develop new avenues for reaching low income, elderly Veterans and surviving spouses.

Women Veterans

United States Code (U.S.C.) Title 38 requires the Department of Veterans Affairs (VA) to promote the use of VA benefits, programs and services by Women Veterans and to assess the needs of Women Veterans. Public law 98-160 established VA's Advisory Committee on Women Veterans in November 1983. This led to VA developing Women Veterans outreach programs at each facility in February 1984, and the establishment of the Women Veterans Coordinator (WVC) in each VA Regional Office (VARO) throughout the country.

Women Veterans Coordinators establish and maintain contact with various federal, state and local government organizations, as well as Veterans Service Organizations, in order to utilize their resources in fulfillment of program objectives. They meet periodically with various organizations representing Women Veterans and/or with Women Veterans to verbally present information concerning benefits and to receive information regarding their concerns and answer questions.

They maintain vigilance in the community through town hall meetings, conversations with Veterans, visits to local Women Veterans' groups and organizations, civic and religious groups, and through health fairs and Veteran information booth/displays.

Women Veterans Coordinators are encouraged to work together to conduct joint outreach initiatives and solicit the support of other VAROs, Veterans Health Administration (VHA) and/or the National Cemetery Administration (NCA) when conducting or participating in town hall meetings, health fairs and Veterans information forums. Regardless of the involvement of other VA business lines or agencies in planned outreach sessions, issues presented by Veterans will be handled by the on-site participants and appropriately referred to the business lines for follow up action. Veterans Benefits Administration (VBA) representatives at the national and local levels work closely with

the Center for Women Veterans, the VHA Women Veterans Health Strategic Health Care Group, and the Secretary's Advisory Committee on Women Veterans to improve outreach to Women Veterans.

The Veterans Benefits Administration sponsored a Women Veterans Coordinators Training Conference, August 17-21, 2009, in St. Paul, Minnesota. The WVC Training Conference was designed to provide WVCs with the necessary skills to more effectively perform their duties for their respective VA Regional Offices. Presentation topics included Personal Trauma as it relates to compensation, health care, employment and counseling; challenges during and after deployment for guard and reserve members; Veterans Health Administration initiatives; and, education and family issues. Subject matter experts and guests from VHA, the Center for Women Veterans, the Center for Minority Veterans, National Cemetery Administration, and the Department of Defense (Sexual Assault Prevention and Response Office), as well as VBA Senior Leadership, were also present.

During the fourth quarter of FY2009, Compensation and Pension Service released "*VA Benefits and Services for Women Veterans*," the first pamphlet exclusively for Women Veterans. The pamphlet will feature information about VA benefits including personal trauma, gender specific disabilities, and Women Veterans health care. This pamphlet will be used in conducting outreach specifically to Women Veterans.

Homeless Veterans

In response to Public Law 107-95, VBA established full-time Homeless Veterans Outreach Coordinators (HVOCs) at 20 regional offices in early FY 2003. Part-time coordinators are assigned at all other regional offices.

C&P Service's program manager for homeless Veterans outreach conducts quarterly national teleconferences with HVOCs. During the teleconferences, information on homeless legislation, stand-downs, grants, reporting homeless Veterans claims data, and more is discussed.

In October 2003, the directors of 10 regional offices joined the executive committee of their area's Regional Council of the Interagency Council on Homelessness (ICH). They were selected based on their proximity to each of the ICH Regional Council's base city. The HVOC for each of those offices participates in the ICH regional working group. VA representatives have key roles in implementing the national plan to end chronic homelessness in 10 years.

VBA HVOCs actively participate in stand-downs for homeless Veterans. Stand downs are typically one to three day events providing services to homeless Veterans such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other necessary services, such as housing, employment and substance abuse treatment. They are collaborative events, coordinated between local VA facilities, other government agencies, and community agencies that serve the homeless.

Stand-downs have been used as an effective tool in reaching out to and assisting homeless Veterans.

There were 183 Stand Downs conducted during the 2009 calendar year. VBA participated in 25.7% (47) of the Stand Downs. VBA's participation in Stand Downs decreased by 33.3% (61) compared to last year's participation. A total of 33,418 Veterans was served.

VBA HVOCs work closely with their VHA counterparts and participate in various homeless programs available at local VA medical centers such as the Homeless Chronically Mentally Ill (HCMI) Program, Veterans Industries, and Domiciliary Care for Homeless Veterans; Comprehensive Homeless Centers, etc. VBA representatives also work with the Social Security Administration and the Department of Labor in implementing Grant and Per Diem programs for the homeless.

The following outreach activities relating to assisting homeless Veterans were reported by regional offices:

Activity	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FYTD 2010
Shelters Contacted	2,988	4,347	4,247	4,245	4,434	3,277	2,982	318
Agencies Contacted	3,669	4,780	4,803	6,445	5,053	4,932	4,039	484
Referred to HCM/DOL*	7,793	8,606	7,416	5,605	4,006	3,417	3,809	496
Seeking Assistance from RO**	25,367	37,232	34,631	32,993	28,962	30,598	27,762	5,727

*VHA and DOL's Jobs for the Homeless program

**Personal & telephone interviews with homeless Veterans

VBA's Incarcerated Veterans Internet and Intranet web sites are completed, and went live in March 2009. The Internet web site can be found at <http://www.vba.va.gov/bln/21/Benefits/Incarcerated/index.htm>. The Intranet web site can be found at http://vbaw.vba.va.gov/bl/21/outreach/out_home.htm, click on "Incarcerated Veterans."

The C&P Service participates in the Advisory Committee on Homelessness meetings semiannually. C&P Service spoke at the Advisory Committee meeting held in Washington, DC, on November 2, 2009. An update on the status of the Advisory Committee's recommendations was provided. C&P is testing a new report that track and monitor homeless Veterans (HV) claims for all regional offices. The report runs off of VETSNET, and it is in the final testing phase. New reports are anticipated to be available by the end of December 2009; and a Fast Letter (two-fold) was drafted to combine the positions of the HVOCs and the Incarcerated Veteran Coordinator (IVC) positions, and it defines the role and duties of the HVOC/IVC at the Regional Offices.

The Veterans Health Administration Homeless Program and the Department of Veterans Affairs Office of Mental Health Services held a three day conference "Homeless Veteran Summit" at the Washington Marriott Wardman Park Hotel, Washington, DC, November 3-5, 2009. Among the 1300 VA clinicians and health care specialists, and representatives of federal agencies at the conference, twelve representatives from VBA (Central Office and Regional Offices) were in attendance. The summit was a historic event that signaled the beginning of Secretary's Shinseki's campaign to end Veteran homelessness in five years.

Eligible Dependents & Survivors

Casualty Assistance – In-Service Deaths

Regional office Casualty Assistance Officers (CAOs) visit family members and assist them in applying for benefits. These visits are coordinated with military CAOs under a Casualty Assistance Program arrangement of the Casualty Advisory Board (CAB). The CAB meets quarterly to discuss ideas to serve survivors in a timely manner. The CAB membership includes the Assistant Director for Veterans Services, Compensation & Pension Service, and representatives from DoD as well the various military service departments.

C&P streamlined the DIC application process through the use of a simplified one-page application form that is faxed to the VA Regional Office and Insurance Center in Philadelphia where those claims are centralized. VBA's goal is to process all in-service death claims within 48 hours of receipt of all required documents. At the time of the initial visit, family members are in an acute stage of grief and are not always able to absorb and understand the full range of benefits available to them. To ensure that surviving spouses and dependent children are aware of all benefits, C&P mails a six month follow up letter to surviving spouses reminding them of the benefits and services. VA offers bereavement counseling to parents, spouses, and children of Armed Forces personnel who died in the service of their country. Family members of Reserve and National Guard members are provided these same services. A special brochure, VA Pamphlet 21-02-1, *Benefits and Services for Survivors of Service members Who Die on Active Duty*, is given to survivors.

The following table depicts the summary insurance and DIC claims paid for OEF/OIF casualties divided into two categories, Insurance and DIC.

Insurance	OEF	OIF
Total casualties certified by Branch of Service	912	4,334
Total beneficiaries designated	1,232	6,018
Total beneficiaries paid	1,232	6,018
DIC	OEF	OIF
Total claims received	610	3,077
Total claims paid	607	3,077

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POC - Brad Underwood, C&P Service

*Date cumulative through December 31, 2009

Other Eligible Dependents & Survivors

Regional offices mail VA Pamphlet 21-03-1, *VA Benefits for Survivors*, to dependents indicated on VA Form 21-2008, *Application for a United States Flag for Burial Purposes*. Approximately 600,000 applications are received annually.

First Time Applicants

Regional offices include VA Form 21-0760, *VA Benefits in Brief*, with all acknowledgment letters for Compensation, Pension, and Education claims. Regional offices also mail Veterans and surviving spouses using home loan guaranty benefits a copy of VA Pamphlet 20-00-01, *A Summary of VA Benefits*, at loan closure.

Project 112/SHAD (Project Shipboard Hazard & Defense)

Background: Project 112/SHAD was part of the joint service chemical and biological warfare test program conducted during the 1960s and early 1970s. Project SHAD encompassed tests designed to identify U.S. warships' vulnerabilities to attacks with chemical or biological warfare agents and to develop procedures to respond to such attacks while maintaining a war-fighting capability.

On June 30, 2003, the Department of Defense (DoD) completed its investigation of the Project 112/SHAD operational tests. DoD planned 134 tests but conducted only 50. As of July 2008, DoD has provided VA with the names of 6,442 Veterans who participated in Project 112/SHAD tests.

Most Recent Updates: In June 2008, it was noted that VBA had received 752 claims initially identified as Project 112/SHAD claims. We adjusted this number by 111 claims found not to be Project 112/SHAD claims. The number of actual Project 112/SHAD claims received from Veterans claiming disabilities related to exposure to chemical/biological agents/substances used in testing, since the adjustment is 641.

The table below shows the number of claims pending and the number VBA has decided as of December 31, 2009. The total number of Project 112/SHAD cases granted is 39 out of 753 cases that have been decided.

Monthly	Pending	Decided	Total
December 2009	4	753	757

There are three requirements to service connect a disability: (1) evidence of a disease, injury, or event that occurred during active duty service, (2) evidence of a current disability, and (3) medical evidence establishing a nexus or link between the in-service disease, injury, or event, and the current disability. VA affords the Veteran reasonable

doubt in any decision where the evidence weighs equally in favor of grant or denial of the claim. VA assists the Veteran in obtaining the required evidence.

Project 112/SHAD calls to the Helpline are below.

Number of Interviews	Period
969	FY 2003
475	FY 2004
180	FY 2005
324	FY 2006
407	FY 2007
145	FY 2008
411	FY 2009
24	FYTD 2010 (December 2009)

Mustard Agents and Lewisite (Mustard Gas)

Since January 2006, there have been no additions to the 4,495 Veterans who had been exposed to Mustard Gas or Lewisite. From matches against BIRLS, VHA, and NCA, we found that 2,120 test participants were deceased. Of the remaining presumed living Veterans, only 371 addresses were found. The following is a breakdown of identified master records by exposure and status:

Exposure	Unique Veterans	Living Veterans	Deceased Veterans
Full-Body	330	167	163
Partial-Body	41	25	16
Total	371	192	179

Of the 179 deceased Veteran records:

- o 68 surviving spouses are receiving DIC
- o 50 surviving spouses are receiving non-service connected death pension
- o 55 known spouses with Social Security numbers are not in receipt of DIC nor death pension
- o 6 records did not have a spouse identified on the award

The RMC in St. Louis reviewed a list of 168 retired folders in May 2006 and found only 15 social security numbers, which were forwarded to C&P Service in June 2006; however, addresses for these Veterans were not found.

To date, VBA has received 1,536 claims from Veterans alleging disabilities related to exposure to Mustard Gas. The table below shows the number of these claims currently pending and the number VBA has decided.

Mustard Gas Claims/ FYTD 2010

Month	Pending	Decided	Total
December 2009	58	1478	1536

Mustard Gas calls to the Helpline are below.

Number of Interviews	Period
311	FY 2005
118	FY 2006
270	FY 2007
61	FY 2008
94	FY 2009
02	FYTD 2010 (December 2009)

Chem – Bio Exposures

In December 2005, Veterans Benefits Administration (VBA) received a list of names of 1,012 participants used in tests conducted at Edgewood Arsenal. The tests consisted of 140 known agents at the time. This was the beginning of the Chemical, Biological, Radiological, Nuclear and Explosives (CBRNE) database. The Department of Defense (DoD) met with VBA staff in February 2006, to share a draft copy of a DoD fact sheet entitled "Edgewood Arsenal Chemical Agent Exposure Studies: 1955-1975." In April 2006, VBA's Compensation and Pension Service (C&P) staff received an updated CBRNE database with an additional 3,434 names for a total of 4,446 names.

In an effort to obtain addresses for the test participants, C&P Service contacted Office of Performance Analysis & Integrity (OPA&I) in May 2006, for them to conduct a data match between the CBRNE database with BIRLS and the C&P master record. This match provided social security numbers for a limited number of test participants, 1,818 were a match. For those participants where an address was not found, C&P Service contacted Choice Point, an agency used to obtain current mailing addresses.

In June 2006, C&P Service began mailing notification letters to Veterans from the CBRNE database. In early July 2006, C&P Service sent a list of names of CBRNE test participants to Veterans Health Administration's (VHA) Eligibility Center, in order to help them determine which Veterans were eligible for medical treatment. By the end of July 2006, C&P Service mailed out 1,818 notification letters to test participants.

In early September 2006, C&P Service received an additional 2,261 names from DoD to add to the CBRNE database. This updated information brought the amount of names in the CBRNE database to 6,707. Additional notification letters were mailed to 758 test participants in March 2007 and 338 were mailed in mid September 2007.

C&P Service has sent out another 15 individual notification letters since mid September 2007.

In June 2008, C&P Service received 3,821 new names to be added to the CBRNE database, bringing the total to 10,528 names. C&P Service was able to identify and obtain current addresses for 304 of the 3,821 newly referred test participants. In March 2009, C&P Service sent out 304 notification letters with DoD's updated fact sheet to those Veterans. DoD also sent a list of all chemical agents and non-agents that were used for CBRNE testing for a total of 427 agents.

During September 2006, VBA provided the field with Training Letter 06-04, Department of Defense (DoD) Identifies Additional Service Members Who Participated in the Testing of Chemical and Biological Warfare Agents During Service, with special procedures for processing and controlling claims related to these tests. This support is supplemented by Intranet web pages linking pertinent information and procedures related to CBRNE, Mustard Gas, Project 112/SHAD, and the Khamisiyah incident in Iraq. The web site is as follows:

<http://vbaw.vba.va.gov/bl/21/outreach/ChemBio/index.htm>

VBA has received 87 claims from Veterans alleging disabilities related to exposure to chemical/biological agents/substances. The table below shows the number of these claims pending and the number VBA has decided.

Chem-Bio Claims for FYTD 2010			
Month	Pending	Decided	Total
December 2009	1	86	87

To date, two of the 86 decisions listed above include a grant of service connection.

Notification Efforts (SHAD, MG, and CBRNE): As of March 31, 2009, VBA has mailed a total of 8,053 outreach letters to Veterans who were participants in Project 112/Shipboard Hazard and Defense (SHAD), Mustard Gas (MG), and Chemical Biological Radiological Nuclear Explosives (CBRNE) tests. VBA enclosed a DoD Fact Sheet with each notification letter depending on the tests in which the Veteran participated. VBA has completed outreach efforts to Project 112/SHAD and MG participants. Outreach efforts will continue to Chem-Bio test participants because of the additional listing of names anticipated from DoD.

Data Base	Returned Mail	New SSNs	Names and SSN sent to IRS	IRS Matches with an Address	Previously Mailed	Total Letters Mailed
SHAD	459	0	459	2	4,439	4,441
Mustard Gas	22	164	186	3	318	321

CBRNE	248	775	998	338	2,649	3,291
Totals	729	939	1,643	343	7,406	8,053