



VETERANS ADMINISTRATION
DEPARTMENT OF VETERANS BENEFITS
WASHINGTON 25, D.C.

JUL 9 1962

YOUR FILE REFERENCE:

IN REPLY REFER TO: 29A

Hector P. Garcia, M. D.
3024 Morgan
Corpus Christi, Texas

Dear Dr. Garcia:

We fully appreciate your concern for the welfare of veterans in the South Texas area and have carefully considered the views you expressed in your letter to me of June 27, 1962. We have also observed the effect of the closing last December of the group of 161 offices, including Corpus Christi, on the veteran population in the areas which those offices served. Based on our findings, we do not believe we would be justified in reopening the Corpus Christi or any other of the offices.

For some years this Agency has endeavored to clarify instructional material and correspondence directed to the veteran and to the extent possible, to simplify procedures for the obtainment of the various benefits. This was done in the realization that the majority of applications based on World War II service had been filed, delimiting dates for many benefits had been reached, and that we had reached a point at which veterans could be expected to satisfactorily transact their business with this Agency by mail. Most veterans have a good understanding of the benefits available to them and in only a few instances do we feel that a personal discussion is necessary. These can often be handled by telephone.

To cite an example of what I mean, there is now in effect a procedure whereby in the case of an emergent medical need, a veteran's physician may call our nearest hospital to secure hospitalization for the veteran if indicated. We have also provided that a veteran who has established service connection for a disability and is in urgent need of treatment for this condition may secure it from his local physician without prior authorization from the Veterans Administration, provided the physician notifies us within fifteen days of the first such treatment.

Hector P. Garcia, M. D.

Admittedly, when an office is closed, service is a little less convenient to the veteran but there is certainly no evidence to indicate that as a result of withdrawal of personnel from these communities, veterans are being deprived of or are not receiving the benefits to which their military service entitles them. Our studies indicate that the need for service cannot be evaluated solely by the number of interviews but must be measured taking into consideration the nature and essentiality of assistance provided. These are the factors on which we have based our decision not to reopen the Corpus Christi Office.

In closing, I would like to assure you that our Regional Office at San Antonio will make every effort to see that each veteran's request for information and assistance which they receive is promptly and efficiently handled.

Very truly yours,



ALBERT FINNEMORE
Director, Contact and
Foreign Affairs Service