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*Clinical & Forensic Psychology*

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LTC Thomas J. Pamperin (USAR, ret.), Chairman, and  
Members of the *Advisory Committee on Disability Compensation*  
c/o Sian Roussel, Advisory Committee Management Office (00AC)  
VIA email to: [Sian.Roussel@va.gov](mailto:Sian.Roussel@va.gov)

Dear Chairman Pamperin and Members of the Committee:

During today's meeting, Beth Murphy **misspoke** with regard to VBA's STAR quality review program. Responding to a question from a committee member regarding VA's **quality assurance** program for disability claims, Ms. Murphy said (paraphrasing from my contemporaneous notes):

the STAR program is the yardstick we use. ... But one yardstick is not enough. ... IG [VA Office of Inspector General] has conducted many audits of us the past two years ... when IG looks at us, they look at procedural compliance. But STAR looks at benefit outcome to the veteran, not policy and procedure compliance. We need something to measure procedural compliance. We are working with [another VA office] to develop such a measure.

Unfortunately, Ms. Murphy's description is the **exact opposite** of what actually happens. The reality is:

- STAR measures policy and procedure compliance.
- VA does *not* measure the reliability and validity of disability determination outcomes.

Please see the accompanying 5-page PDF document for further explanation with references to relevant materials.

Sincerely,



Mark D Worthen PsyD

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