

# voices ))) of integrity



## Scott Jenkins

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*“When I pick up a claim, I treat it as if it were my own.”*

Hi, my name is Scott Jenkins. I serve as a rating quality review specialist in the Philadelphia regional office, Veterans Service Center. My primary duties include reviewing compensation claims, working in concert with management to identify trends and improve processes in quality, conducting training for VBA employees and external stakeholders, and mentoring new employees.

The division to which I am assigned specializes in processing and awarding service-connected compensation and to a lesser degree non-service connected pension benefits.

I not only navigate the VA claims process as a VA employee, but I also am a service-connected Veteran myself. So I believe for me this allows for a unique perspective, in that I cannot only advocate for Veterans as a VA employee, but also as a service-connected Veteran who knows what they are going through.

Integrity is paramount to what we do in the Veterans Service Center, my division, because my work and the work of others is often done independently, without a lot of direct oversight. And this means that those making decisions and reviewing decisions have a lot of discretion with regards to how far they may wish to pursue a certain aspect of a claim. And it is very easy for someone, anyone, to choose the easy way as opposed to the right way. And this is why integrity is

so important in every decision we make. Because a decision rendered will directly affect the welfare of a Veteran.

Quite honestly, for many Veterans that we deal with, compensation and pension benefits can mean the difference between a life of security and dignity versus a marginal existence. Sometimes it's that extreme. When we fail a Veteran because someone lacked integrity, we dishonor every Veteran, living and dead.

I believe we as Americans owe our very existence to the men and women who have come before, and those who are serving now, especially those who have given their lives in defense of this country. My grandfather and my father were both Veterans, and the admiration and respect I have for those who have served this country is really the direct result of their own influence growing up, and what eventually led to my own decision to serve this country in our armed forces.

And I use that passion to honor Veterans as an example for others to follow. I encourage every employee I have an opportunity to work with to treat every claim they touch as if it were their own, so that integrity will come naturally. That's how I apply my job every day. When I pick up a claim, I treat it as if it were my own.