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**STATE OF WISCONSIN
DEPARTMENT OF VETERANS AFFAIRS**

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WDVA Bulletin No. 1023

TO: County Veterans Service Offices

SUBJECT: Using State VBATs System for Proof of Service

As we move toward 2015 and continue to be advocates for veterans in their pursuit of benefits with the US Department of Veterans Affairs (VA); there is one area we would like all CVSOs to make use of on a more consistent basis. That area is using the state VBATs system to review for proof of service for veterans that are applying for benefits with VA.

It is noted that many of the claims this office receives from CVSOs do not contain certified DD 214s. When the WDVA Claims Office staff review the claim and check VBATs; 60% of the time, that DD 214 is in VBATs. In addition, the VA Pension Management Center will periodically provide lists of pension claims received without certified service. When that list is checked in VBATs, Claims Office personnel have been able to locate over 70% of the DD 214s required.

It cannot be stressed enough that when your offices are submitting claims to VA without certified documents of service, the claim can be delayed anywhere from 30-180 days awaiting the verification of service aspect.

The WDVA has provided CVSOs and CVSO staff that are accredited and have completed VA TRIP training and Cyber Security training the capability of accessing the state VBATs system when completing a veterans claim. Reference WDVA Bulletins [No. 973](#) dated May 21, 2012 and [No. 1017](#) dated September 8, 2014. The most recent WDVA Bulletin provides instruction on the use of the new [WDVA 1042](#) Form.

It is recommended and requested that all CSVO offices please make use of these systems and submit claims for veteran's benefits with already certified DD 214s. It will help the claim be completed in a timelier manner and be of great help to the VA to break the backlog by the end of 2015.

To be able to have access to the VBATs system, please contact Eligibility Unit Team Lead, Angela Reindl, at angela.reindl@dva.wisconsin.gov or by phone at (608) 266-6783 or Bureau of Information Systems Senior, Alan Braker, at alan.braker@dva.wisconsin.gov, or by phone at (608) 267-7330.

If you are accredited with WDVA, or any other VSO and have completed VA TRIP training; your office can order your own stamp. Keep in mind the verbiage on the stamp must be exactly as shown below:

I, _____(NAME)_____, _____(COUNTY)_____ CVSO' certify that I have completed the prescribed training on Certification of Evidence for Proof of Service and that this is a true and exact copy of either an original document or a copy issued by the service department or a custodian of records.

Signature

Date

Remember, we are all here to SERVE VETERANS FIRST.

Any questions on this bulletin should be directed to Kim T. Michalowski, Director, Bureau of Claims.