

Scott Walker, Governor  
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**STATE OF WISCONSIN  
DEPARTMENT OF VETERANS AFFAIRS**

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**WDVA Bulletin No. 975**

**TO: County Veterans Service Offices**

**SUBJECT: Claims Office Changes**

**Personnel Changes**

As you may know, Kim T. Michalowski is the new Director of the Bureau of Claims. His phone number is (414) 902-5763. You can also email him at [kim.michalowski@va.gov](mailto:kim.michalowski@va.gov). Kim brings 25 years of Federal VBA experience to this position and is looking forward to working with all to assist Wisconsin veterans.

**Automation/Scanning**

The project is continuing. As we receive new or re-opened claims, the veteran's record will be started in VIMS. There will no longer be paper copies of transmittals and 21-22s kept in the office. All documents for record will be scanned.

**Phone and Email Contact**

The main phone number for the office is (414) 902-5757. This has been consolidated and will ring all Claims Officers' desks so the next available Claims Officer will answer the call. If it is not answered in five rings, it will then ring on the desk of the Operations Associates to take a message.

The Office has also established a consolidated email box for your use. That address is [VAVBAMIW/RO/WDVA](mailto:VAVBAMIW/RO/WDVA). You are encouraged to use this email box to communicate with the claims office for any question or claim you have.

We encourage our clients to contact their Claims Officer directly via phone or email. This phone line is manned between 7:45 and 4:00 daily.

**Accreditation Training and Outreach**

Sandy Van Zeeland and Kim are in the process of developing CVSO training for FY 2013. If you have specific training needs, please do not hesitate to contact Sandy directly at (414) 902-5758 or her email at [sandra.vanzeeland@va.gov](mailto:sandra.vanzeeland@va.gov).

**CVSO Association Meetings and/or Conferences**

Please be aware that all requests for speakers from the WDVA must be coordinated through the Office of the Secretary for consideration. Please send requests directly to Julie VanMetre at [julie.vanmetre@dva.wisconsin.gov](mailto:julie.vanmetre@dva.wisconsin.gov).