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TO: County / Tribal Veterans Service Offices

SUBJECT: VBATS CVSO / TVSO Viewing and Functionality Changes

In the pursuit of improving the accuracy of veterans' data and enhancing veterans' privacy, effective immediately, the following modifications have been added to the Veterans Benefit Application Tracking System (VBATS).

Additions and Edits

Concerning every **addition** or **edit** of a veteran or dependent to VBATS – the CVSO / TVSO will be able to either enter or edit the personal data, upload supporting documentation, and then submit. WDVA will verify the submitted data additions and/or edits and approve or deny the new addition to the VBATS. Upon completion of the determination of the veteran or dependent addition or edit, a confirmation email stating the result will be sent to the CVSO / TVSO that originally made the submission.

- The additions or edits of veteran and dependents' personal information will not immediately be evident in VBATS until the verification of the addition or edit is approved by WDVA. The verification timeline's expectation will be between 1 to 2 business days.
- The CVSO / TVSO can change any of the personal information data fields, pending verification. This will accelerate the process of information being updated, and reduce telephone and email requests.
- The CVSO / TVSO will be able to directly upload supporting documents on the same page while adding or editing the veteran or dependent. This will improve the efficiency of changes routed into WDVA by reducing fax and email requests. Examples of supporting documents include but are not limited to—legal name change, marriage license, divorce decree, death certificate, adoption certificate, Wisconsin driver's license, Wisconsin state ID, Social Security card, and US passport.
- Uploaded documents **must be** in a PDF format. This will allow for the documents to be efficiently imported into the veteran's electronic basefile, and the VBATS database. Please scan the documents as a PDF format for this purpose.

New and Existing Applications Personal Information

Concerning all VBATS existing and new applications—

- The veteran or dependents' personal information will not be edited within the applications.
- Dependents will be chosen from a dropdown selection (when relevant).
- Veteran or dependents' personal information must be updated from the 'Change Veteran Information' or 'Change Dependent Information' links on the Applicant Detail Page.
- Starting a new application will confirm the following required personal information already exists within VBATS.

- First Name
- Last Name
- SSN
- Date of Birth
- Address / City / State / zip code / County

Privacy and Viewing

The following veteran and dependents' information will not be viewable, by default, to CVSO / TVSO offices—

- Veteran or dependent personal information
- Statuses of all applications
- Basefile notes on the Applicant Details Page
- Eligibility Status page and Form 1800
- Existing Grave Registration information
- Assistance to Needy Veterans Grant remaining funds balance

Veteran and dependents' information within VBATS will be viewable only to a CVSO / TVSO office that meets one of the following criteria—

- Submitted the veteran's last application, or
- Matches the veteran's residence county, or
- Has an active Form WDVA 1042 (Request For Release of Military Separation Records and Personal Information To The County or Tribal Veterans Service Office)

Supplementary notes concerning the Privacy and Viewing changes—

- The VBATS search functionality and results will remain the same. Clicking on an individual in the search results will not proceed to the Applicant Details Page, unless the CVSO / TVSO office meets one of the above criteria, but will proceed to the Form WDVA 1042 process.
- The Form WDVA 1042 has been modified to include personal information and application information in addition to the separation records.

Reports Specificity and Removal

The following VBATS reports are specific to the county of the VBATS user—

- Death Report By County or Cemetery Report
- Grave Registration Activity Report
- County Benefits Report
- Museum Veteran Search

The County Analysis Report has been removed from VBATS due to inaccurate data and the report being outdated with the majority of current application types. Possibly at a future date this report will be recreated with pertinent application data.

If you have any questions, please contact Brian Jones by phone at (608) 267-1782 or by email at brian.jones@dva.wisconsin.gov.