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**STATE OF WISCONSIN  
DEPARTMENT OF VETERANS AFFAIRS**

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April 2, 2012

**WDVA Bulletin No. 969**

**TO: County Veterans Service Officers**

**SUBJECT: Veterans Benefits Resource Center (VBRC) Launched**

Effective March 1, 2012, as part of the Wisconsin Department of Veterans Affairs (WDVA) reorganization effort, the [Veterans Benefits Resource Center \(VBRC\)](#) is operational, giving veterans improved access to information about the Department's programs, benefits and services. We fully expect that through the VBRC, we will be able to provide improved customer service to Wisconsin's veterans.

The goal of the VBRC is to ensure that veterans who call will be able to immediately speak to Center Support Staff who are trained to provide the most frequently requested information about the Department's programs, benefits and services. That is, all calls will be automatically routed to an available Center Support Staff member on their first call, rather than potentially being routed to a voicemail.

Utilizing features of the new Center, while on the phone with the veteran, even if Center Support Staff cannot answer a technical question immediately, they will each have the ability to find a subject matter expert and get answers for the veteran quickly.

Veterans will also have access to VBRC staff through the WDVA website. VBRC staff will have the ability to initiate contact and engage with veterans visiting the WDVA website through an Internet chat feature.

In addition to improved and immediate customer service, this effort will ensure that veterans' requests are tracked and managed from initial request through resolution. If a veteran calls multiple times, his or her past contact history and contact details can be easily referenced.

A team of Customer Support Staff are available to take calls from veterans from 7:45 a.m. to 4:30 p.m. each business day. The VBRC can be reached toll-free at 1-800-WIS-VETS (947-8387) or at (608) 266-1311. In addition to contacting by phone, email or chat, the center is also open for walk-ins. The address is 201 West Washington Ave. (4<sup>th</sup> Floor), Madison, Wisconsin.

If you have any questions, please contact David Rueth by email [david.rueth@dva.wisconsin.gov](mailto:david.rueth@dva.wisconsin.gov) or by phone at (608) 266-1309.