

Contact Information

The 41st Annual Florida Veteran Affairs/FAVES State Conference
June 5-8, 2017, St. Pete Beach, Florida

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to help you
find your way



VETERANS BENEFITS ADMINISTRATION



U.S. Department
of Veterans Affairs

Contact Information

TOPICS COVERED:

Processing Jurisdictions

Important Phone Numbers

School Certifying Official Hotline

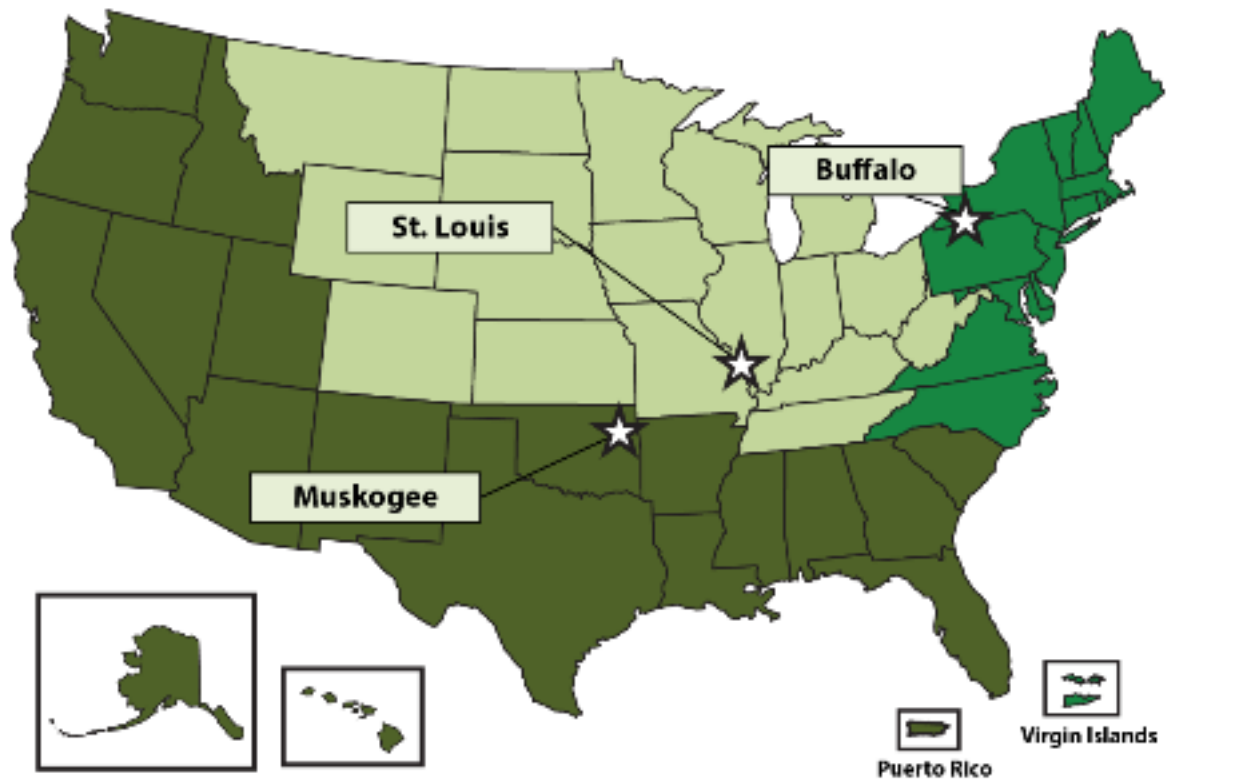
Education Call Center

Compliance Jurisdictions

Florida Outreach Office

Florida State Approving Agency

CONTACT INFORMATION PROCESSING JURISDICTIONS



CONTACT INFORMATION PROCESSING JURISDICTIONS

Muskogee	VA Regional Office PO Box 8888 Muskogee, OK 74402-8888	918-781-7863	Alabama	Alaska	Arizona
			Arkansas	California	Florida
			Georgia	Hawaii	Idaho
			Louisiana	Mississippi	New Mexico
			Nevada	Oklahoma	Oregon
			Puerto Rico	South Carolina	Texas
			Utah	Washington	Trust Territories
			Philippines		

CONTACT INFORMATION

IMPORTANT PHONE NUMBERS

Education Benefits	1-888-442-4551
Other VA Benefits (Local Regional Office)	1-800-827-1000
Monthly Verification of Enrollment & IVR (Interactive Voice Response System)	1-877-823-2378
Direct Deposit Enrollment (students)	1-877-838-2778
Overseas Schools and Students Living Overseas	1-918-781-4379
Foreign Schools (Buffalo RPO)	1-716-857-3196
VA Debt Management Center	1-800-827-0648

CONTACT INFORMATION (FOR SCHOOL OFFICIALS)

VA established a dedicated Hotline for SCOs to contact VA. The purpose of this hotline is to give SCOs across the country direct and immediate access to a VA case manager for difficult questions or issues involving school payments as well as claims requiring expedited review.

Examples of such inquiries are:

- School debt questions
- Eligibility percentage of enrolled veterans
- Questions about tuition and fee or Yellow Ribbon payments

Please send an email request to Kate Caruso, Florida ELR,
FloridaEducationOutreach.VBASPT@va.gov to obtain the toll free number.

CONTACT INFORMATION

EDUCATION CALL CENTER

The toll-free number for the Education Call Center is **1-888-442-4551**. The Call Center is in Muskogee, OK, and Education Case Managers are available 7:00 a.m. to 7:00 p.m. (CST), Monday through Friday. The system's automated functions can provide information about benefits, applications, etc., and are available 24 hours a day, 7 days a week. Individual Veterans can access their own record to obtain date of last benefit payment, check amounts, etc. Please utilize the automated system as much as possible.

Call the toll-free line for:

- Hardship cases
- Status of claim questions
- Questions on individual student payment issues

Call your ELR for:

- Approval issues
- Certification questions
- VA-ONCE technical questions

CONTACT INFORMATION

GI Bill website: <http://www.benefits.va.gov/gibill/> (for schools and veterans)

Education Call Center: 1.888.442.4551 (veterans and dependents)

SCO Hotline: for SCO use ONLY – contact SAA or ELR for number

VA Debt Management Center:

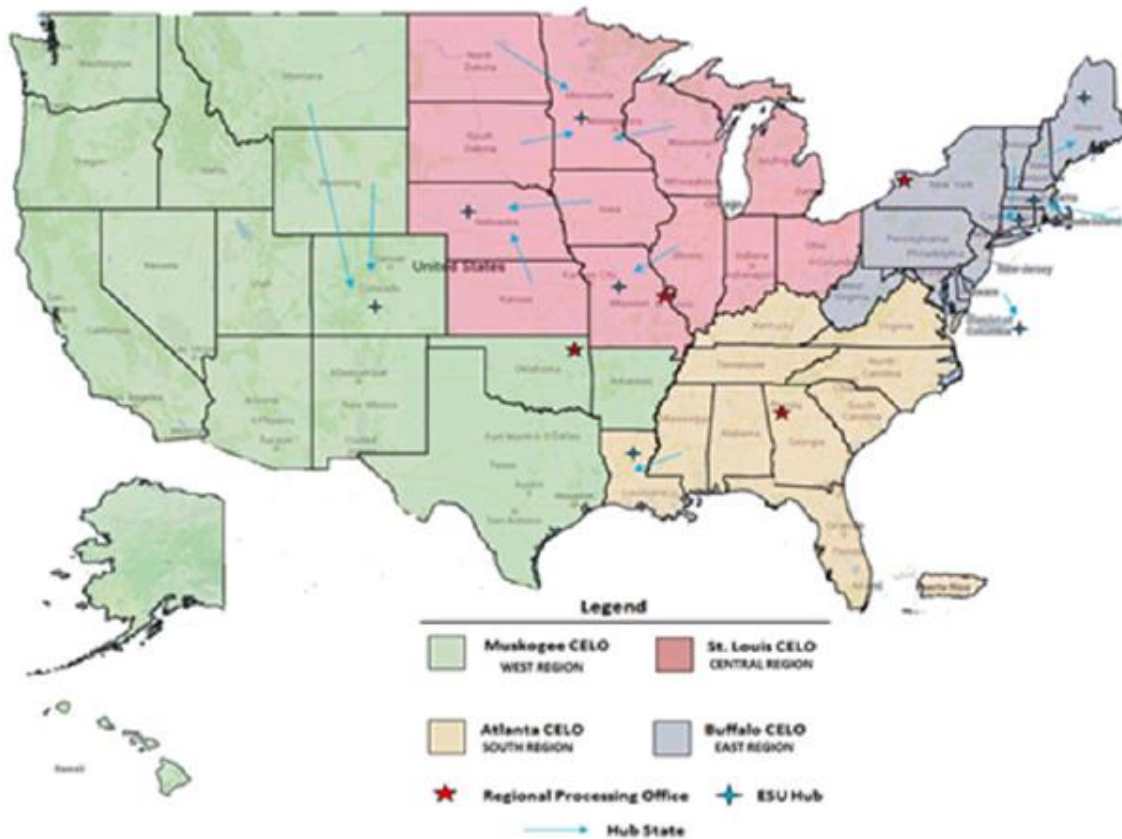
- Phone number: 800.827.0648
- Email address: dmc.ops@va.gov

Right Now Web (VA's Internet Inquiry System in the "Ask a Question" section of the GI Bill website): https://gibill.custhelp.com/app/utils/login_form/redirect/ask

(for schools and veterans)

- Status of individual unusual/complex cases
- Individual cases that have been pending for a longer than usual time
- Hardship cases
- Written response

CONTACT INFORMATION COMPLIANCE JURISDICTIONS



CONTACT INFORMATION COMPLIANCE JURISDICTIONS

Southern Region



Jerome Marshall
Chief Education Liaison Officer (CELO)
U.S. Department of Veterans Affairs

Ron Scoggins
Supervisory Education Liaison
Representative
U.S. Department of Veterans Affairs

Cynthia Kujawski
Supervisory Education Liaison
Representative
U.S. Department of Veterans Affairs

CONTACT INFORMATION (FOR SCHOOL OFFICIALS)

U.S. Department of Veterans Affairs
Florida Outreach Office

Florida



Kate Caruso

Education Liaison Representative (ELR)

U.S. Department of Veterans Affairs

E-mail: FloridaEducationOutreach.VBASPT@va.gov

Wayne Fezell

Education Compliance Survey Specialist

U.S. Department of Veterans Affairs

E-mail: FloridaEducationOutreach.VBASPT@va.gov

Chuck Peterman

Education Compliance Survey Specialist

U.S. Department of Veterans Affairs

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Rick Robertson

Education Compliance Survey Specialist

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U.S. Department of Veterans Affairs
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Education Compliance Survey Specialist

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E-mail: FloridaEducationOutreach.VBASPT@va.gov

Louis Alleva

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U.S. Department of Veterans Affairs
Florida Outreach Office



FloridaEducationOutreach.VBASPT@va.gov

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U.S. Department of Veterans Affairs
Florida Outreach Office

Florida



MAILING ADDRESS:

VA Regional Office
Attn: Education Outreach (272A)
PO Box 1437
St. Petersburg, FL 33731

PHYSICAL ADDRESS:

VA Regional Office
Attn: Education Services (272A)
9500 Bay Pines Boulevard
St. Petersburg, FL 33708

CONTACT INFORMATION (FOR SCHOOL OFFICIALS)

Florida State Approving Agency

Betsy Wickham, Bureau Chief (727) 319-7401
wickhamb@fdva.state.fl.us

Cora Stagner, Office Manager (727) 319-7402
stagnerc@fdva.state.fl.us

Florida Department of Veterans' Affairs
State Approving Agency for Veterans' Education and Training

Mailing Address:

P.O. Box 31003
St. Petersburg, FL 33731

Physical Address:

9500 Bay Pines Boulevard, Room 214
Bay Pines, FL 33744

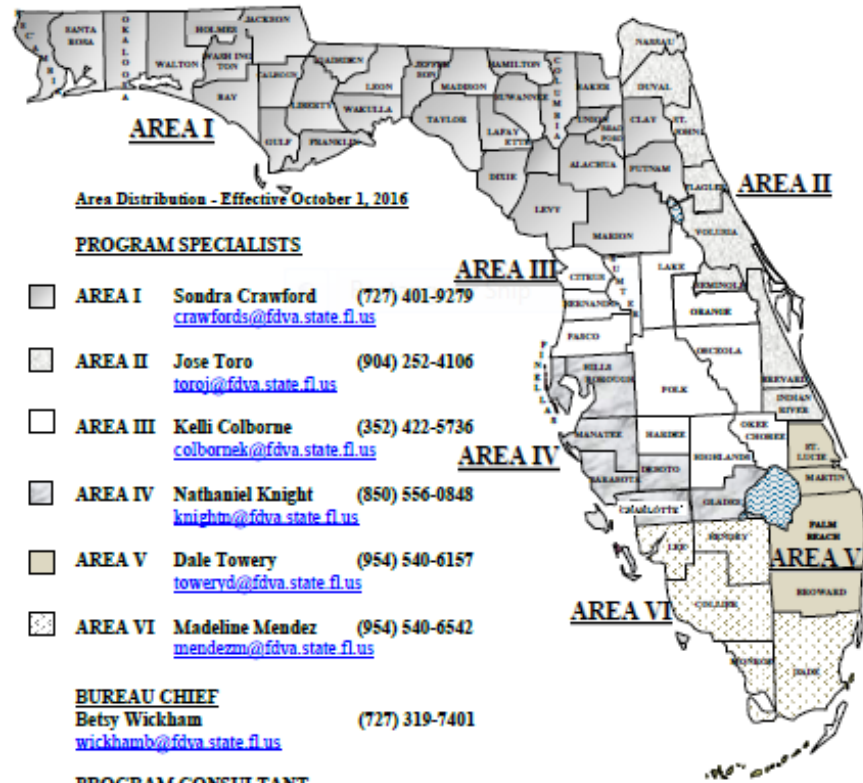
CONTACT INFORMATION (FOR SCHOOL OFFICIALS)

Florida State Approving Agency

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Katherine Snyder

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Sondra Goodman
Jose Toro
Kelli Colborne
Nathaniel Knight
Dale Towry
Madeline Mendez

Admin Assistant
Paul Smith



PROGRAM SPECIALISTS

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- AREA V** Dale Towery (954) 540-6157
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- AREA VI** Madeline Mendez (954) 540-6542
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BUREAU CHIEF

Betsy Wickham (727) 319-7401
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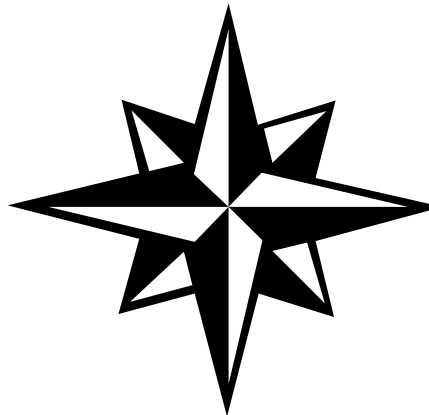
PROGRAM CONSULTANT

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QUESTIONS?



This PowerPoint presentation was created by Cynthia Kujawski, Supervisory ELR, May 2015. Last revised May 2017.