TAMMY DUCKWORTH
8TH DISTRICT, ILLINOIS

COMMITTEE ON ARMED SERVICES
COMMITTEE ON OVERSIGHT
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# Congress of the United States
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September 12, 2014

The Honorable Carolyn M. Clancy, M.D.
Interim Under Secretary for Health
Veterans Health Administration
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, D.C. 20420

Dear Interim Under Secretary Clancy,

Thank you for your continued service and dedication to our Nation's Veterans, especially through these challenging times for the Department of Veterans Affairs. I am writing regarding one of the issues staff from the Veterans Benefits Administration (VBA) Regional Office in Chicago, Illinois brought to my attention during a town hall session last week at Edward Hines, Jr. VA Medical Factility.

Staff members are concerned about a lack of Veteran Service Representative (VSR) representation, which they see as one of the best force multipliers in maintaining the standard of care for and outreach to Veteran patients. It is no secret that navigating VBA and VHA can be challenging for any Veteran. Having boots on the ground in the form of VSRs helps ensure questions are answered and benefits are explained to Veterans better than any computer or online tool could. In response to these concerns, I am writing to request answers to the following questions.

- What is the current number of VSR representation at Hines VA Medical Facility and how has this representation changed over the past 5 years?
- How does this VSR representation compare to VA Medical facilities in the Chicago region and across the country?
- What do you need to resolve this issue and can you identify the necessary stakeholders for follow up?
- Is there anything my colleagues and I, as Members of Congress, can do to help you address this need for VSR representatives?

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Thank you for your attention to this matter. I understand the tremendous responsibility those serving throughout VA across the country face. With this in mind, I want to make sure that I am doing everything in my power as a Member of Congress so that those serving on the front lines caring for our Nation's Veterans have the resources they need. I look forward to working together to investigate what obstacles remain and identify solutions that will enable our Veterans to receive the care they need and deserve.

Sincerely,

Tammy Duckworth

Tammy Duckworth
Member of Congress