

DIANE BLACK
6TH DISTRICT OF TENNESSEE

COMMITTEE ON
WAYS AND MEANS

SUBCOMMITTEE OVERSIGHT

COMMITTEE ON THE BUDGET



CONGRESS OF THE UNITED STATES
HOUSE OF REPRESENTATIVES
WASHINGTON, D.C. 20515

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July 15, 2013

The Honorable Erik K. Shinseki
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Dear Secretary Shinseki:

I write to you requesting your personal assistance given the delays my staff is experiencing when working with the Department of Veterans Affairs. While I understand that efforts are being taken on multiple fronts to increase capacity within your department to better serve our veterans, phone calls from my staff—especially district caseworkers—are not returned with any regularity or reliability. Assisting veterans in my district often necessitates quicker communication than we have been experiencing.

I am very appreciative of any steps you can take to ensure that our phone calls are returned within 48 hours of receipt. Please provide me a point of contact with whom my district staff can consistently and reliably speak to follow-up on correspondences and inquiries.

Again, thank you for the work you do on behalf of our veterans. I look forward to continuing our work together to ensure that our government adequately serves those who have given so much for the freedoms we enjoy.

Sincerely,

A handwritten signature in blue ink that reads "Diane Black".

Diane Black
Member of Congress