



VA Regional Loan Center Contact List

Last updated 05.02.2012

Issue	Contact
Loan Specific Questions	The assigned Loan Technician in VALERI
System Outages	The RLC in nearest geographic proximity to your location
Data Quality Issues	valeridataquality.vbaspl@va.gov
UserID and Password Requests	Your office's VALERI Administrator
Cancelling Events	The assigned Loan Technician in VALERI
New Servicers Joining VALERI	valerihelpdesk.vbaco@va.gov
Escalating an Issue	An SLT or SO in the same RLC as the assigned technician

General Contact Information		
Atlanta	888-768-2132	http://www.vba.va.gov/ro/atlanta/rlc/index.htm
Cleveland	800-729-5772	http://www.vba.va.gov/ro/cleveland/index1.htm
Denver	800-319-9446	http://www.vba.va.gov/ro/denver/loan/lgy.htm
Houston	888-232-2571	http://www.vba.va.gov/ro/houston/lgy/home.html
Phoenix	888-869-0194	http://www.vba.va.gov/ro/phoenix/Index.htm
Roanoke	800-933-5499	http://www.vba.va.gov/ro/roanoke/rlc
St Paul	800-827-0611	http://www.vba.va.gov/ro/central/stpau/pages/homeloans.html
St Petersburg	888-611-5916	http://www.vba.va.gov/ro/south/spete/rlc/index.htm

RLC Contact Information				
Regional Loan Center	Position	Name	Phone Number	Email Address
Atlanta	Team Lead (SLT)	Angelia Mitchell-Moss	404-929-5428	angelia.moss@va.gov
Atlanta	Team Lead (SLT)	Gloria Clay	404-929-5431	gloria.clay@va.gov
Atlanta	Team Lead (SLT)	Lana Dooley	404-929-5425	lane.dooley@va.gov
Atlanta	Team Lead (SLT)	Michael Barnes	404-929-5426	michael.barnes1@va.gov
Atlanta	Team Lead (SLT)	Rick Roberts	404-929-5462	richard.roberts@va.gov
Atlanta	Team Lead (SLT)	Tom Porter	404-929-5461	thomas.porter1@va.gov
Cleveland	Team Lead (SLT)	Aleta Sattiewhite	1-800-729-5772 x3916	aleta.sattiewhite@va.gov
Cleveland	Team Lead (SLT)	Corrine Elliott	1-800-729-5772 x3930	corrine.elliott@va.gov
Cleveland	Team Lead (SLT)	Debi Durma	1-800-729-5772 x3925	debi.durma@va.gov
Cleveland	Team Lead (SLT)	James Kryska	1-800-729-5772 x3945	james.kryska@va.gov
Cleveland	Team Lead (SLT)	Jennifer Pelko	1-800-729-5772 x3848	jennifer.pelko@va.gov
Cleveland	Team Lead (SLT)	Norma Taylor	1-800-729-5772 x3943	norma.taylor@va.gov
Denver	Team Lead (SLT)	Jason Moe	303-914-5675	jason.moe@va.gov
Denver	Team Lead (SLT)	Jason Moore	303-914-5659	jason.moore1@va.gov
Denver	Team Lead (SLT)	Jody Luft	303-914-5699	jody.luft@va.gov
Denver	Team Lead (SLT)	Lisa Scribner	303-914-5691	lisa.scribner@va.gov
Houston	Team Lead (SLT)	Cheryl Carter	713-383-1762	cheryl.carter@va.gov
Houston	Team Lead (SLT)	Ronnie Lamb	713-383-1817	ronnie.lamb1@va.gov
Houston	Team Lead (SLT)	Caryn Van Valkenburg	713-383-1749	caryn.vanvalkenburg@va.gov
Houston	Team Lead (SLT)	Gloria Anderson	713-383-1756	gloria.anderson1@va.gov
Houston	Team Lead (SLT)	Joyce Pounds	713-383-1801	joyce.pounds@va.gov
Houston	Team Lead (SLT)	Lisa Lidgard	713-383-1819	lisa.lidgard@va.gov
Houston	Team Lead (SLT)	Melanie Andrus	713-383-1818	melanie.andrus@va.gov
Houston	Team Lead (SLT)	Wilbert Austin	713-383-1769	wilbert.austin@va.gov
Phoenix	Team Lead (SLT)	Keith Hendricks	602-627-3204	keith.hendricks@va.gov
Phoenix	Team Lead (SLT)	Kelly Layton	602-627-3132	kelly.layton@va.gov
Roanoke	Team Lead (SLT)	Debra Sinko	540-597-1539	debra.sinko@va.gov
Roanoke	Team Lead (SLT)	Jewell Moore	540-597-1546	jewell.moore@va.gov
Roanoke	Team Lead (SLT)	Kathy Powell-Shelhorse	540-597-1531	kathy.powell-shelhorse@va.gov
Roanoke	Team Lead (SLT)	Kevin Wright	540-597-1548	kevin.e.wright@va.gov
Roanoke	Team Lead (SLT)	Kim Burton	540-597-1523	kimberly.burton1@va.gov
St Paul	Team Lead (SLT)	Alicia Morgenroth	612-970-5515	alicia.morgenroth@va.gov
St Paul	Team Lead (SLT)	Andre Watier	612-970-5536	andre.watier@va.gov
St Paul	Team Lead (SLT)	Chase Dankers	612-970-5551	chase.dankers@va.gov
St Paul	Team Lead (SLT)	Katie Graham	612-970-5522	katie.graham@va.gov
St Paul	Team Lead (SLT)	Robert Logelin	612-970-5472	robert.logelin@va.gov
St Paul	Team Lead (SLT)	Tom Kucala	612-970-5473	tom.kucala@va.gov



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St Petersburg	Team Lead (SLT)	Bernadette Fonseca	727-319-7555	bernadette.fonseca@va.gov
St Petersburg	Team Lead (SLT)	Diane Christensen	727-319-7598	diane.christensen@va.gov
St Petersburg	Team Lead (SLT)	Marilyn Gonzalez	727-319-7534	marilyn.gonzalez3@va.gov
Atlanta	Supervisor (SO)	Lori Watson	404-929-5442	lori.Watson@va.gov
Atlanta	Supervisor (SO)	Richard Mayotte	404-929-5418	richard.mayotte@va.gov
Cleveland	Supervisor (SO)	Celeste Hill	1-800-729-5772 x3919	celeste.hill1@va.gov
Cleveland	Supervisor (SO)	Richard Adzema	1-800-729-5772 x3928	richard.adzema@va.gov
Denver	Supervisor (SO)	Andrew Post	303-914-5676	andrew.post@va.gov
Denver	Supervisor (SO)	Kay Bowersox	303-914-5653	kay.bowersox@va.gov
Houston	Supervisor (SO)	Jack Huntington	713-383-1767	jack.huntington@va.gov
Houston	Supervisor (SO)	Jo Staggers	713-383-1826	joetta.staggers@va.gov
Houston	Supervisor (SO)	Stephanie Alexander	713-383-1802	stephanie.alexander@va.gov
Houston	Supervisor (SO)	William Maldonado	713-383-1806	william.maldonado@va.gov
Phoenix	Supervisor (SO)	Theatis McKissack	602-627-3093	theatis.mckissack@va.gov
Phoenix	Supervisor (SO)	Theresa Gonzalez	602-627-3072	theresa.gonzalez@va.gov
Roanoke	Supervisor (SO)	Diane Mullen	540-597-1509	diane.mullen@va.gov
Roanoke	Supervisor (SO)	Rhonda Armitage	540-597-1537	rhonda.armitage@va.gov
St Paul	Supervisor (SO)	Nick Russo	612-970-5475	nick.russo@va.gov
St Paul	Supervisor (SO)	Robin Hulke	612-970-5505	robin.hulke@va.gov
St Paul	Supervisor (SO)	Victoria Arnoldi	612-970-5533	victoria.arnoldi@va.gov
St Petersburg	Supervisor (SO)	Michael Barthel	727-319-7516	michael.barthel@va.gov
St Petersburg	Supervisor (SO)	Sharon Mazzaro	727-319-7508	sharon.mazzaro@va.gov