

Advisory Committee on United States Outlying Areas and Freely Associated States Annual Meeting



December 11, 2024



Choose **VA**

VA



U.S. Department
of Veterans Affairs

Business Meeting Opening

Mr. Bernard Johnson



Choose **VA**

VA



U.S. Department
of Veterans Affairs

Veterans Experience Office

Mr. Adam Kijanski



Choose **VA**

VA



U.S. Department
of Veterans Affairs

VETERANS EXPERIENCE OFFICE

VA Customer Experience

By deeply understanding our Veterans, VEO designs with and for our community to enable VA to deliver exceptional products and services.

FY 2024, Quarter 3

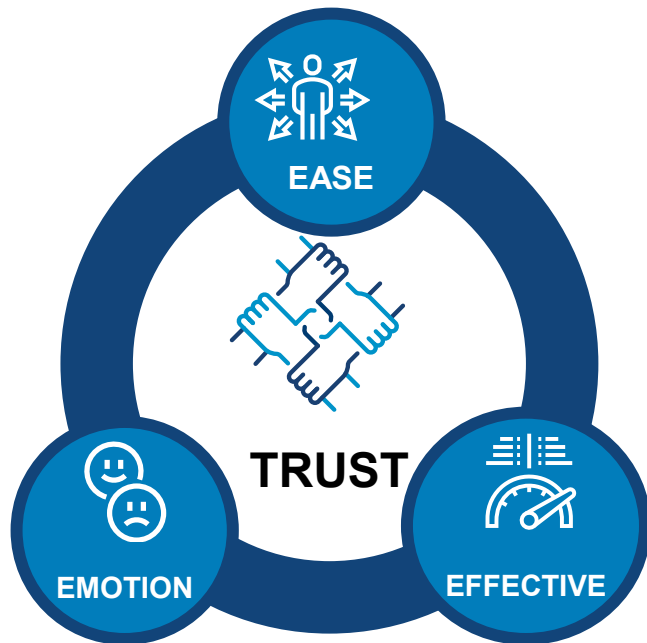
VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Integrated Veteran Care

What is Customer Experience (CX)?



VA defines CX* as the product of interactions between an organization and a customer over the duration of their relationship. VA measures these interactions through:

- **Ease.** VA will make access to VA care, benefits and memorial services smooth and easy.
- **Effectiveness.** VA will deliver care, benefits and memorial services to the customer's satisfaction.
- **Emotion / Empathy.** VA will deliver care, benefits and memorial services in a manner that makes customers feel honored and valued in their interactions with VA.

The combination of these factors impact the **overall trust** the customer has in VA. Learn more by reading the **VA Trust Report**, available on [VA.gov/Trust](https://www.va.gov/Trust).

*38 C.F.R. § 0.603 Customer Experience Principles

Veterans Experience Office (VEO) Mission and Vision



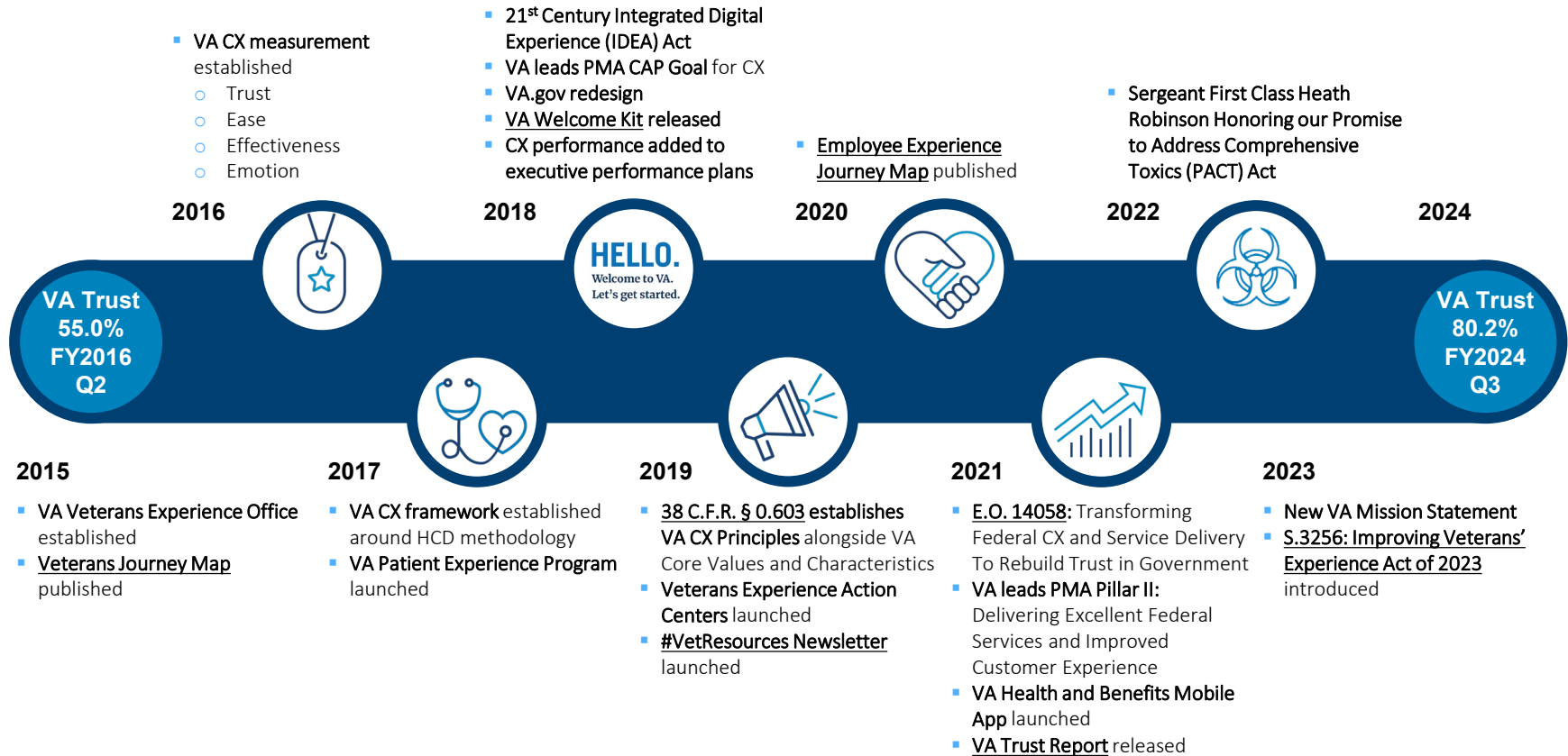
VEO is **VA's CX insight engine**, enabling the best experiences to Service members, Veterans, their families, caregivers and survivors.



To be the **best CX organization in Government and industry**, validated by **90% of customers trusting VA**.

VA's CX Journey Line

Through transformational leadership and dedicated employees, VA committed itself to core values, characteristics and principles that define the organization and how it serves Veterans, their families, caregivers and survivors.



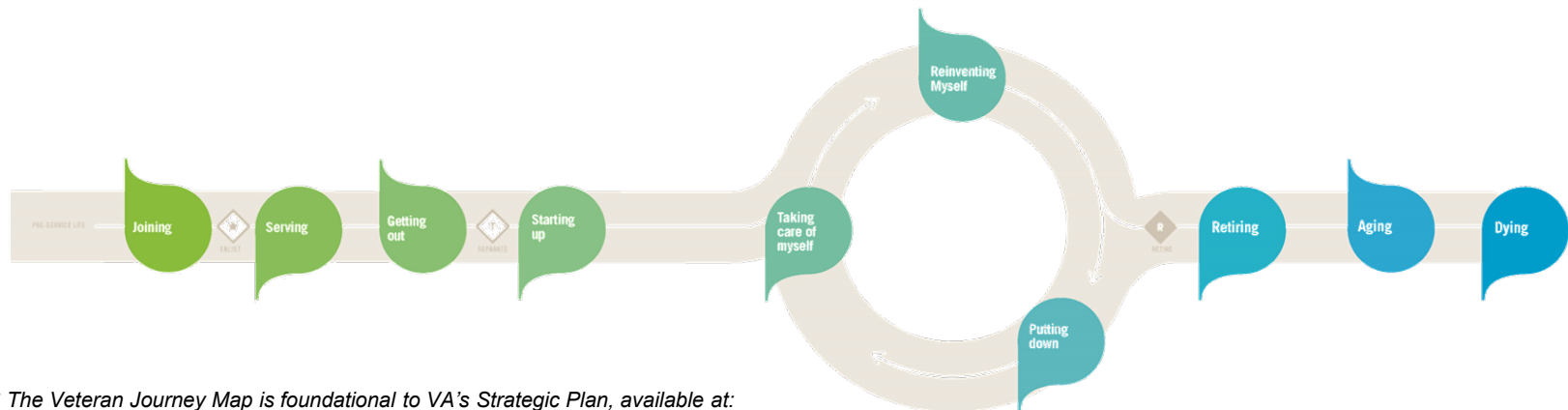
Driving the Delivery of VA Services from the Veteran's Perspective

VA from a VA Perspective



VA from a Veterans Perspective

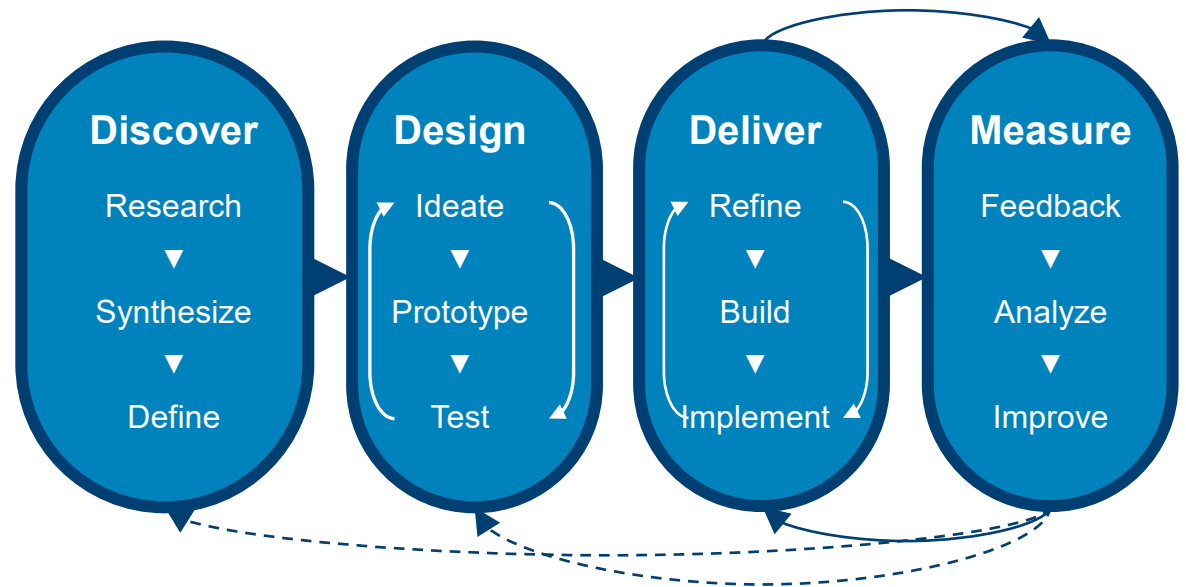
The Journeys of Veterans Map* covers ten life stages any Veteran may encounter, from pre-service to end of life. These life stages are organized in three phases in which Veterans' goals and aspirations are distinctly different.



* The Veteran Journey Map is foundational to VA's Strategic Plan, available at: <https://www.va.gov/oei/docs/va-strategic-plan-2022-2028.pdf>

Veteran at the Center Framework: Human-Centered Design (HCD)

Through HCD methodology we are able to better understand the moments that matter to Veterans, their families, caregivers and survivors and identify bright spots or pain points in the experience journey.



CX in Action: VA's Digital & Telephonic Front Door

VA.gov

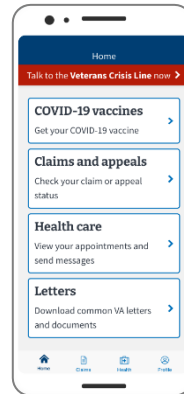
Redesigned and launched in November 2018 to be Veteran-focused, customer satisfaction with the site **increased 23%** and **average monthly total users increased by 221%**. After customer feedback, VA.gov was updated again and relaunched July 2023.



- Features include:
- Global navigation with benefit hubs
 - Global account, help, and search utilities
 - Top user tasks
 - News stories
 - Benefits index

VA Mobile Application

Launched in July 2021, the app has been downloaded nearly 2 million times. With ratings of **4.8/5★** in the App Store and **4.6/5★** in Google Play, VA's Health and Benefits App is on par with industry leading applications.



- Features include:
- View/cancel appointments
 - Profile updates
 - Check claims and appeals status
 - Message securely
 - Biometric log-in
 - Locate facilities
 - Access Veterans Crisis Line

1-800-MyVA411

One easy-to-remember number to connect Veterans, their families, caregivers and survivors with all parts of VA and 24/7 live agents.

Through MyVA411, **VEO's Contact Center answers 1M+ calls annually** – with average speed to answer 46



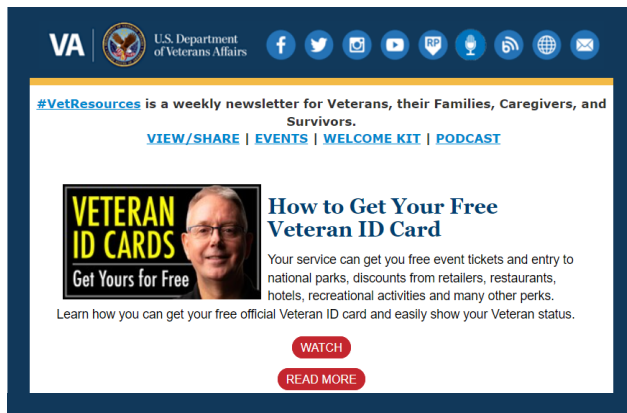
CX in Action: Customer Communications

Through easy-to-read products and resources designed for customers, VA is improving transparency and access to resources.

#VetResources Newsletter

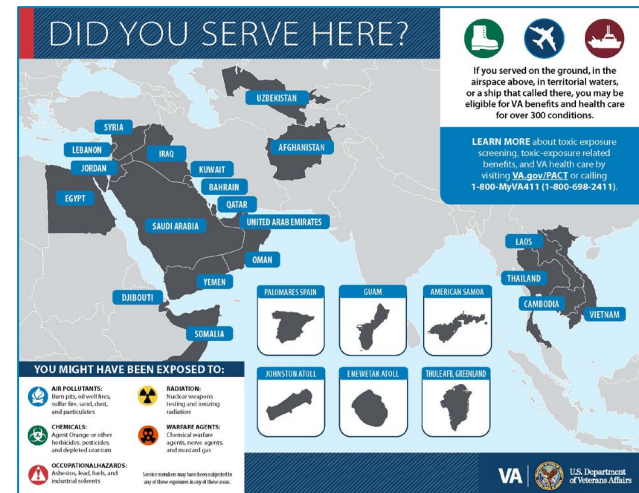
VEO's weekly newsletter sent to 13.9M+ subscribers highlighting VA and non-VA resources for Veterans, their families, caregivers and survivors.

- 1.9 billion+ emails sent
- 500M+ opens
- 90M+ clicks to resources
- 8M+ clicks to VA.gov resources



Outreach Materials

The integrated VA PACT Act implementation team centered on creating communications that would enable the Veterans to see themselves in it.



CX in Action: VA Mission Statement

Discover

VA hosted **virtual workshops** with **Veterans, caregivers, external partners and VA employees** to better understand the values/qualities that are important in a VA mission statement.

Design & Implement

VA created **options based on these insights** and launched **2 surveys** with Veterans and employees to rate a variety of options for the proposed new VA mission statements.

Respond and Improve

The new VA mission statement was chosen over the current version by:

- every age group;
- men and women;
- LGBTQ+ Veterans; and
- white, Black/African American, Hispanic/Latino, Asian and American Indian/Alaska Native Veterans.



To fulfill President Lincoln's promise to care for those who have served in our Nation's military and for their families, caregivers, and survivors.

CX in Action: Bringing Outreach and Customer Communications Together*

This targeted approach enables VA to optimize email outreach and connect more Veterans to VA benefits and services.



36,202

Health care enrollments



23,095

Toxic exposure screenings



49,284

Intents to file a claim



680

Events held

VA CENTRALIZED OUTREACH MODULE (VACOM)



**EVENT PLANNING
OUTCOMES**

OUTREACH

VACOM is a one-stop shop for PACT Act event planning, outreach and outcomes. All VA outreach teams may identify and engage with PACT Act eligible Veterans, this tool streamlines facility outreach event processes – from recording event information, requesting event support services, emailing local Veterans, to accessing direct after-action outcomes.

**Data reflected is events held between March 5-August 13, 2024*

VA-Wide Trust FY2024 Q3



Trust 80.2%

"I trust VA to fulfill our country's commitment to Veterans."



Ease 75.4%

"It was easy to get the care or service I needed."



Effectiveness 79.9%

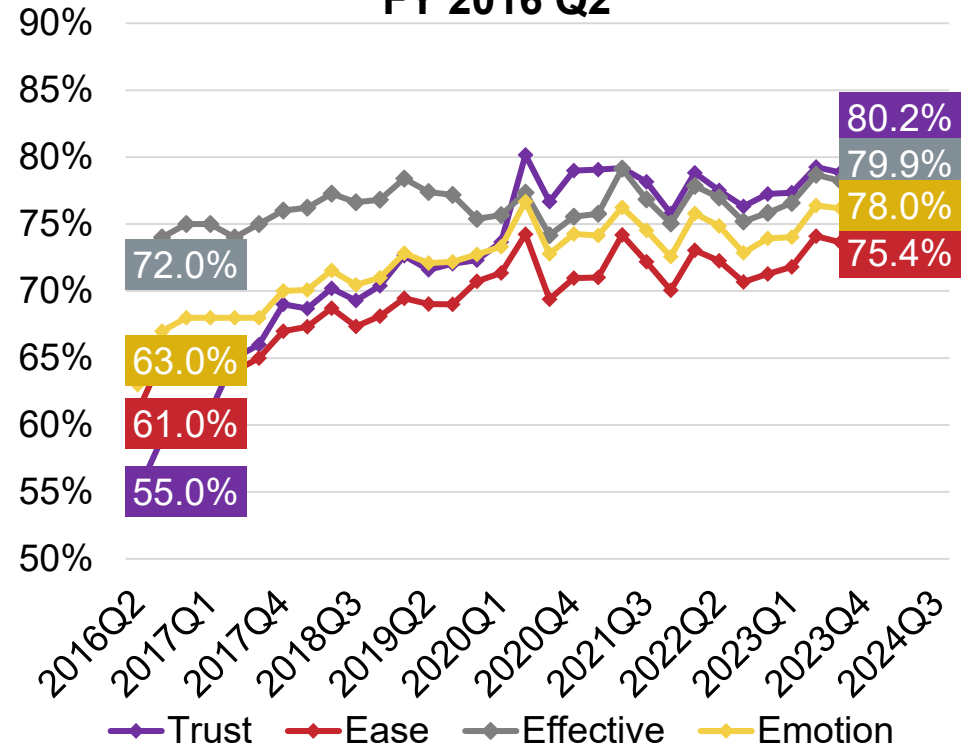
"I got the care or service I needed."



Emotion 78.0%

"I felt like a valued customer."

VA-Wide Trust Survey Results Since FY 2016 Q2*



* VA-wide trust data is released quarterly on the VA Trust Report, available at [VA.gov/Trust](https://www.va.gov/Trust).

Resources and References

REFERENCES

- **38 C.F.R. §§ 0.600-0.603, Core Values, Characteristics, and Customer Experience Principles of the Department:** <https://www.govinfo.gov/content/pkg/CFR-2019-title38-vol1/pdf/CFR-2019-title38-vol1-part0-subpartA.pdf>
- **Employee Experience Journey Map:** <https://www.blogs.va.gov/VAntage/82394/va-creates-governments-first-ever-employee-experience-journeymap/>
- **Executive Order 14058 - Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government:** <https://www.govinfo.gov/content/pkg/FR-2021-12-16/pdf/2021-27380.pdf>
- **OMB A-11 Circular Section 280 – Managing Customer Experience and Improving Service Delivery:** <https://www.whitehouse.gov/wp-content/uploads/2018/06/s280.pdf>
- **President’s Management Agenda:** <https://www.performance.gov/pma/>
- **VA APG:** <https://www.performance.gov/agencies/va/>
- **VA Customer Experience Institute:** <https://www.VA.gov/VE/VACXi>
- **VA Directive 0010: VA Customer Experience:** https://vaww.va.gov/vapubs/viewPublication.asp?Pub_ID=1217&FTYPE=2
- **VA Strategic Plan:** <https://www.va.gov/oei/docs/va-strategic-plan-2022-2028.pdf>
- **VA Trust Report:** <https://www.va.gov/trust>
- **VEAC:** <https://www.va.gov/initiatives/veterans-experience-action-centers/>
- **VEO FY 2025 Budget Submission (p. 389):** <https://www.va.gov/opa/docs/remediation-required/management/fy2025-va-budget-volume-iii.pdf>
- **Veterans Journey Map:** <https://department.va.gov/veterans-experience/wp-content/uploads/sites/2/2024/04/veteran-journey-map-2016-508-V4.23.24.pdf>

RESOURCES

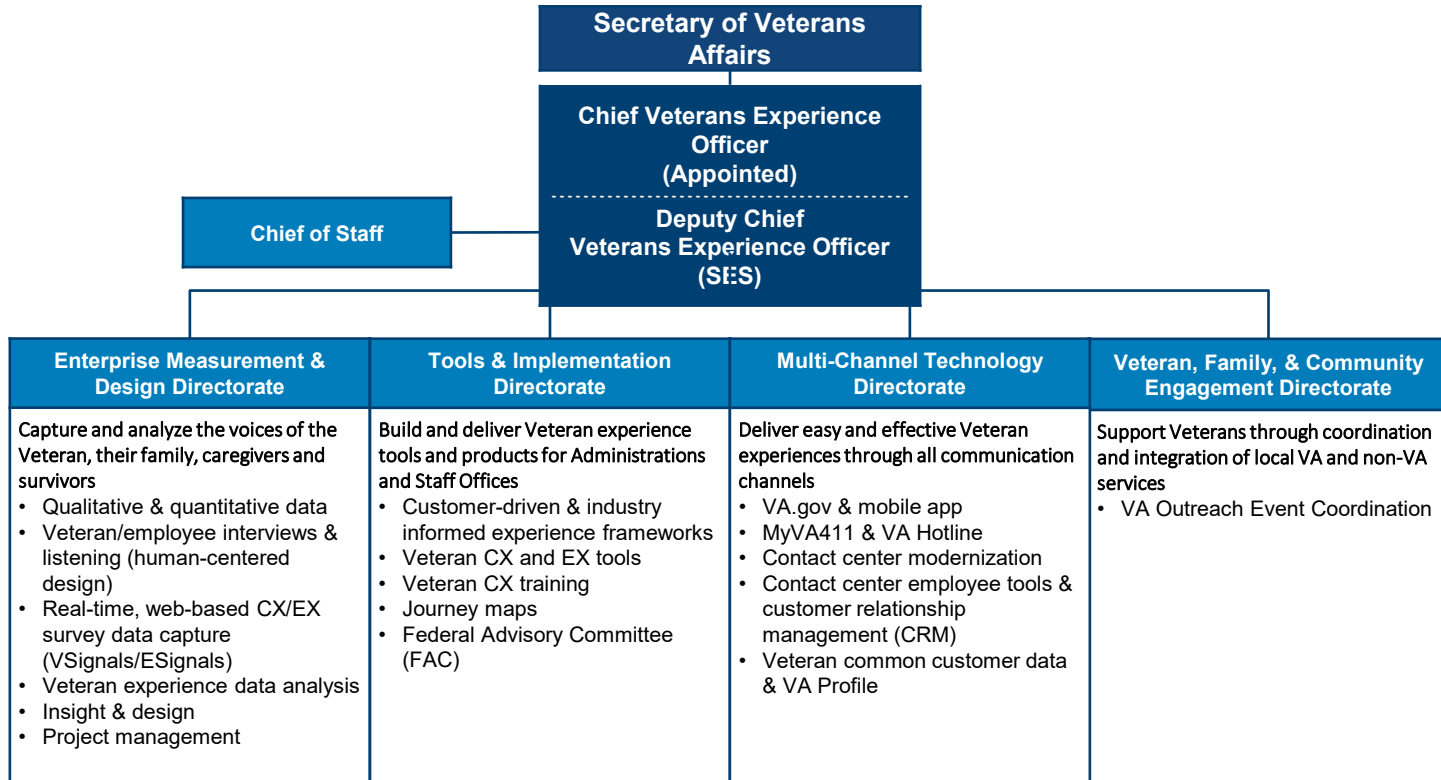
- **VA Community Playbook:** <https://department.va.gov/veterans-experience/wp-content/uploads/sites/2/2022/10/va-community-playbook.pdf>
- **VA CX Accomplishments Report:** <https://department.va.gov/veterans-experience/wp-content/uploads/sites/2/2023/04/VEO-FY2022-Report-V4.24.2023-0830hrs.pdf>
- **VA CX Cookbook:** <https://www.va.gov/ve/docs/cx/customer-experience-cookbook.pdf>
- **VA Welcome Kit and Quick Start Guides:** <https://www.va.gov/welcome-kit/>
- **VEO:** <https://department.va.gov/administrations-and-offices/veterans-experience-office/>
- **VEO Catalog of Services:** <https://www.va.gov/ve/docs/cx/customer-experience-capabilities.pdf>
- **VEO SharePoint Site (for VA only):** <https://dvagov.sharepoint.com/sites/VACOVEO/>
- **#VetResources Newsletter Sign up:** <https://www.va.gov/VetResources>
- **Virtual Events for Veterans, their Families, Caregivers and Survivors:** <https://www.va.gov/outreach-and-events/events/>



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

VEO Structure

VEO was established in 2015 with VA's Chief Veterans Experience Officer reporting directly to the Secretary and is structured around its four core capabilities of DATA, TOOLS, TECHNOLOGY and ENGAGEMENT.



CX Drivers

VA through VEO is **hardwiring CX as a core capability to provide the best experiences** in delivery of care, benefits and memorial services to Veterans, Service members, their families, caregivers and survivors.



Congress

- **Trust in Public Service (TIPS) Act** (introduced May 2021)
- **Federal Agency Customer Experience (FACE) Act of 2021** (introduced March 2021)
- **21st Century Integrated Digital Experience (IDEA) Act** (signed into law December 2018)



White House

- **EO 14058: Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government** (December 2021)
- **President's Management Agenda (PMA) Priority 2: Delivering excellent, equitable, and secure Federal services and customer experience** (November 2021)
- **OMB A-11 Circular, § 280: Managing Customer Experience and Improving Service Delivery** (May 2018)



VA

- **VA CX Agency Priority Goals (APGs)** (2015-present)
- **VA Strategic Plan** (2016-present)
- **VA Directive 0010: VA Customer Experience** (December 2020)
- **38 C.F.R. § 0.603 CX Principles** (May 2019)
- **CX Performance Elements in all SES plans** (October 2018)
- **Veterans Experience Office** (established January 2015)

CX Driver: Executive Order 14058

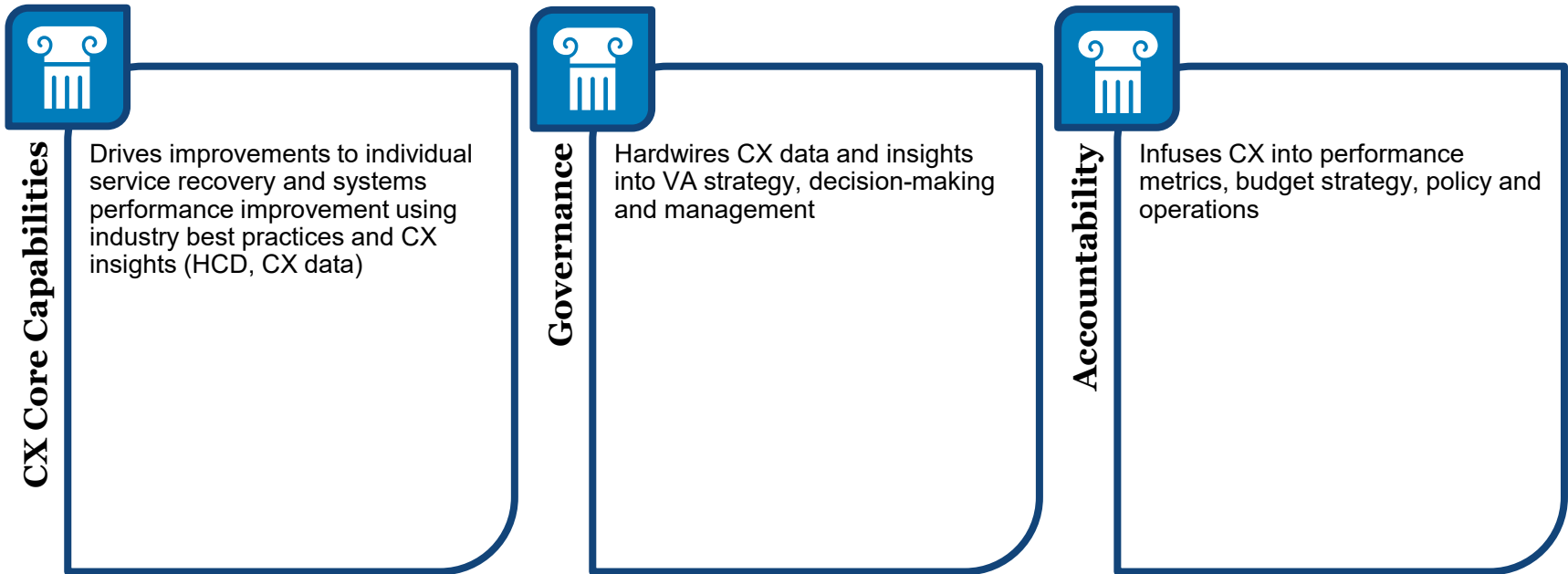
“ Government must be held accountable for designing and delivering services with a focus on the actual experience of the people whom it is meant to serve.

“ ...the Federal Government’s management of its customer experience and service delivery should be driven fundamentally by the voice of the customer through human-centered design methodologies; empirical customer research; an understanding of behavioral science and user testing...

– Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government

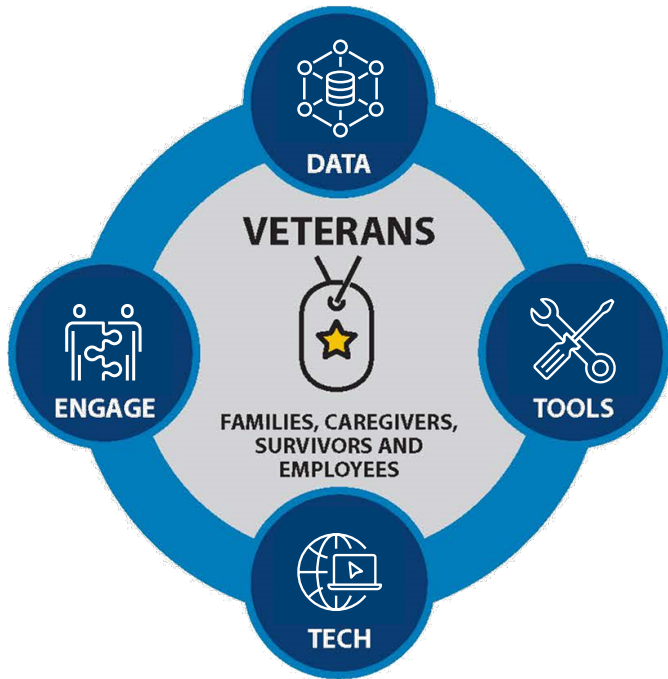
VA CX Strategy

Pursuant to **VA Directive 0010: VA Customer Experience**, VA is strategically institutionalizing CX goals in policy and operational decision-making to deliver exceptional customer experiences along **3 key pillars**:



VA CX Core Capabilities

Modeling after the private sector, VA is implementing CX with four core capabilities: **DATA, TOOLS, TECHNOLOGY and ENGAGEMENT***.



Capture and analyze the voices of Veterans, their families, caregivers and survivors

HCD Research | Veterans Signals (VSignals) Surveys | Employee Signals (ESignals) Surveys | Community Signals (CSignals) Surveys | CX Data Analytics | VA Trust Score | VA Trust Report | PACT Act Dashboard



Build and deliver tangible CX tools and products across VA

VA Welcome Kit & Quick Start Guides | Own the Moment Training | I CARE Training | WECARE Rounding | VA Customer Experience Institute (VACXi) – HCD Training and PX University | Red Coat Ambassador Program | Inpatient Solutions | CX Consultations | EX Solutions



Deliver easy and effective Veteran experiences through all communication channels

1-800-MyVA411 & VEO Contact Center | VA Profile | Contact Center Modernization | Digital Modernization (VA.gov & VA Mobile App) | Unified Customer Relationship Management | Patient Advocate Tracking System-Replacement (PATS-R)



Drive customer communications and connect with local public / private services in a coordinated support network for Veterans, their families, caregivers and survivors

Veterans Experience Action Centers (VEACs) | #VetResources Newsletter | #VetResources Community Network (VRCN) | Community Veteran Engagement Boards (CVEBs) | Federal Advisory Committees



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Veterans Health Administration
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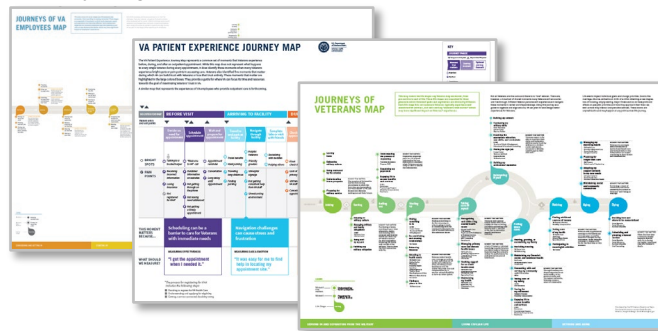
**See VEO's Catalog of Services for a full listing of project types VEO can support*
<https://www.va.gov/ve/docs/cx/customer-experience-capabilities.pdf>



Qualitative

HCD enables VEO to gather insights directly from Veterans, Service members, their families, caregivers, survivors and employees to identify the moments that matter, pain points and bright spots that may not naturally appear on traditional operational dashboard

- VEO created more than 70 unique journey maps and insight reports that are used to prototype and ultimately deploy tangible CX tools



Quantitative

The Veterans Signals (VSignals) survey platform **collects and analyzes CX data and insights in real-time** to inform service recovery and performance improvement efforts across VHA, VBA, NCA and the Board.

- Monitor Veteran insights identified as **priorities of Administrations and Staff Offices** with access to descriptive, predictive and prescriptive analytics
- **Measure CX metrics** (ease, effectiveness, emotion, trust) at the service level and compare across business lines
- **Live Feed:** Review Veteran insights within seconds of a survey or any digital insight submission
- **Intelligent Search:** Search insights data to monitor priorities, compliments, concerns and recommendations; data by location, age, gender and time frame, utilizing predictive analytics to identify emerging topics
- **Social Media Scraping** on VA digital accounts
- Monitor conversations to detect or predict **emerging topics**, especially before topics Veterans discuss intensify

189
UNIQUE
SURVEYS

96.6 MILLION
SURVEYS
SENT

15.0 MILLION
RESPONSES

15.5%
RESPONSE
RATE

4.9 MILLION
FREE-TEXT
COMMENTS

Data current as of 7/5/24

VA's Customer Experience Institute (VACXi)

Expanding CX across VA through a platform to share insights learned on what customers need, provide resources to enable a more human-centered approach and co-design and problem solve together with our VA community.



Goals

- **Create a community** of CX champions and practitioners across VA
- **Provide a platform** that fosters connection and collaboration across VA and with other Agencies in support of improving CX across Government
- **Develop CX skills and practices** within our VA colleagues through HCD; helping to create a stronger, more innovative workforce



Guiding Principles

- **Orient Veterans to the world of VA** through products and services that set expectations, provide clear steps and the right information at the right time.
- **Empower Veteran self-advocacy** with products and services that enable a Veteran-first mindset above the system and using plain language.
- **Personalize the Veteran's experience** through services and programs that ask and listen, as well as are courteous and respectful.
- **Unify the VA experience** with services and programs that provide a continuous experience and a consistent brand expression.

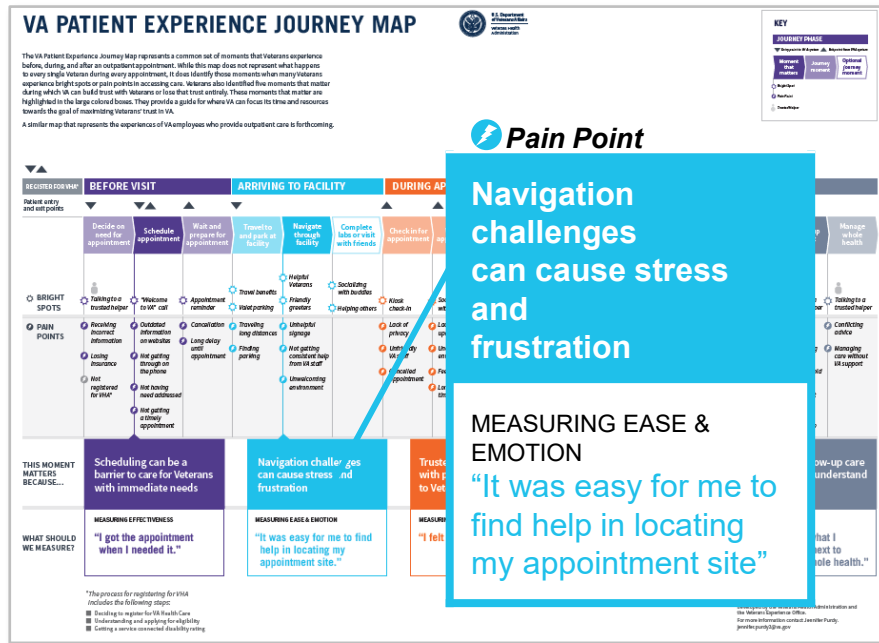


Current Training Offerings

- **CX Foundations for Leaders** is an introductory course for leaders to gain a high-level understanding of CX, how it is used in VA and how to enable a customer-focused culture that thrives.
- **HCD 101** provides an overview of HCD methodology, examples of how it is used in VA and practical approaches for use.
- **HCD for Patient Experience** is a patient-focused overview of HCD processes, mindsets, outcomes and interviewing skills.
- **Own the Moment** employs HCD principles and modeling HCD best practices. This module reinforces and builds on HCD 101 on how VA employees deliver CX.

Visit [VA.gov/VE/VACXi](https://va.gov/VE/VACXi) for more information

CX in Action: Red Coat Ambassador Program



Discover

- » In-person qualitative feedback sessions at VA facilities
- » Borrowed from an individual VA facility's best practice

Design & Implement

- » Volunteers across VA health care facilities wear red coats to greet and assist Veterans with wayfinding services, and information about services and programs

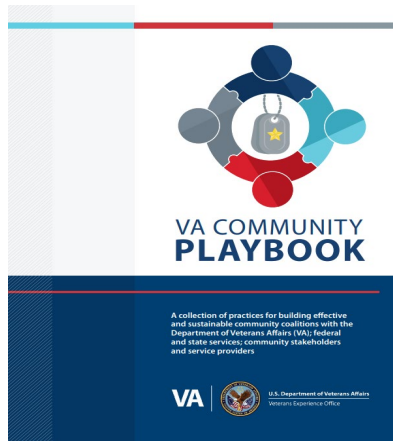
Respond & Improve

- » Deployed at VHA sites nationwide
- » Ease of navigation between FY 2018-19: **4%↑**

CX in Action: VA's Front Door for Community Engagement

VEO conducted research to understand VA's current community engagement practices and needs from Community Veteran Engagement Boards (CVEBs). Themes identified from CVEBs included the need for assistance filling information gaps and providing a framework to know how to with VA.

In response to those insights VEO released the VA Community Playbook in October 2022, followed by the #VetResources Community Network (VRCN) Community of Practice in November 2022. There are currently 400 VRCN members and with 300+ consultation requests received.



The Community Playbook focuses on three overarching strategies to guide readers:



VETRESOURCES COMMUNITY NETWORK (VRCN)
Expand collaboration by joining the VRCN and Community of Practice

Veteran Support Networks

- VA Veterans Community Connections
- DOD-Berghin Health & Wellness Communities
- Community Veterans Emergency Services (CVES)
- National Factors
- State Office of Veterans Governmental Affairs

Community of Practice

- TOOLS**
 - Crowd-sourcing idea platform to invite feedback, discussion, and establish priorities both locally and nationally
 - Signals to measure the Veteran Community Experience
 - Community Challenge Competitions, including scalable Veteran community solutions
- CONNECTIONS**
 - Community Mentoring Program to connect coalitions, reduce duplication, and maximize impact
 - National Workshops, including guest speakers (VA and non-VA) best practices, and Community Playbook Deep Dives
 - Regional Workshops, including smaller breakout sessions focused on regional connections
 - Example: MBS, VCATs
 - Transferable practices
- ADVICE**
 - VEO Community Advisors
 - Community Mentoring Program, including best practices from other networks and Community Playbook Walkthroughs
 - Building relationships with local VA facilities
 - Establishing community goals

<https://department.va.gov/veterans-experience/wp-content/uploads/sites/2/2022/10/va-community-playbook.pdf>

CX in Action: VA Welcome Kit



HELLO.
Welcome to VA.
Let's get started.

WHAT'S INSIDE?

- 2 **YOUR BENEFITS**
Understand how VA can meet your needs
- 3 **YOUR ELIGIBILITY**
Understand more about it and how it affects your VA benefits
- 4 **YOUR DISABILITY RATING**
Understand how your disability rating affects your eligibility
- 5 **YOUR JOURNEY**
See how VA can support you throughout your life
- 14 **YOUR CHECKLIST**
Learn about ways to access the benefits and services you deserve
- 15 **YOUR EMERGENCY RESOURCES**
Find mental health resources and access immediate care
- 17 **YOUR QUICK START GUIDES**
Get additional details on accessing key VA benefits and services



VERSION 3.0 - NOV 2021

The **VA Welcome Kit** (www.VA.gov/welcome-kit/) gives customers clear and accurate guided journeys to navigate VA's comprehensive offerings. Contains **Quick Start Guides**, which describe in simple steps and plain language how to access specific VA benefits and services (currently 18 available).

Get started with Mental Health Services

This guide will help you access mental health services, which may include treatment and support for mental health problems like post-traumatic stress disorder (PTSD), the effects of military sexual trauma (MST), depression, grief, substance use problems, and anxiety related conditions.

I need help with:
 Call, text or chat with our self-care, qualified experts on the Veterans Crisis Line. Visit the resources on Veterans Information. The online guides for topics like:

- Call: 1-800-273-8255
- Online resources on iClick VA!
- Self-reading on iClick VA!

 For emergency mental health care, you can also go directly to your local mental care center, regardless of your discharge status or insurance or whether you have a health care card.

I'm not in crisis, I'm just having problems sleeping, controlling my anger, or remembering to do things like:
 You can get help. There is a lot of support and resources available. You can get help from your primary care or mental health provider, your VA health care provider or a counselor. You can also get help for these services from the VA. We are able to connect you with mental health resources and appointments.

Am I eligible for VA mental health care?
 You are eligible for VA mental health care if you are a veteran, active-duty service member, or a family member of a veteran. You may also be eligible for VA mental health care if you are a dependent of a veteran. You may also be eligible for VA mental health care if you are a dependent of a veteran. You may also be eligible for VA mental health care if you are a dependent of a veteran.

How much will I cost?
 VA mental health care is provided at no cost to you. You do not have to pay for VA mental health care. You do not have to pay for VA mental health care. You do not have to pay for VA mental health care.

How do I get started?
 You can get started by visiting the VA website or by calling the VA. You can also get help from your primary care or mental health provider. You can also get help from your primary care or mental health provider.

What if I have any questions, please give us a call at 1-877-322-8713 or 1-877-322-8887.

CONTACT US | **HELP US ONLINE** | **SEE US IN PERSON** | **GET IT BY MAIL**

Apply for VA Survivor Benefits

This guide will help you identify VA survivor benefits and services you may be eligible for after your loved one has passed. It provides information about the different services benefits and programs available, contact information, required forms, application process, and where to find assistance.

A checklist to help veteran spouses and/or dependents apply for survivor benefits:

1. PREPARATION
 It's time to get different types of survivor benefits and services. You and your family members may be eligible for (see links for list):

- Collect the documents necessary to apply for survivor benefits
- Veterans Death Certificate (DD214 or other separation document)
- Veteran's death certificate (copy)
- Proof of your relationship to the veteran (marriage certificate, birth certificate)

2. APPLICATION
 Apply by completing all required documents, to include the applicable VA Form and the veteran's death certificate, to the **correct processing location** for each benefit you are applying for.

- You can find the VA mailing address at <https://www.va.gov>
- You can find VA Regional Offices (ROs) for assistance.
- You can find your local RO at www.va.gov or by calling 1-800-828-0844

3. NEXT STEPS
 Once you've submitted all required documents, you will be notified of your claim.

- If possible, the VA may request additional information requested by VA. If approved, take steps to access your awarded benefits.

WHERE CAN I FIND A VETERAN'S SEPARATION DOCUMENT?
 To find the separation document of the veteran you wish to make an application on, visit www.va.gov or contact the VA. You can also contact the VA. You can also contact the VA.

Who can help me determine which programs and services are available to me and the veteran I care for?
 Veteran Support Coordinators on each service can answer all your questions and provide you with the resources you need.

- Call the Caregiver Support Line at 1-800-368-1014, Monday - Friday 8 a.m. - 8 p.m. (EST)
- Visit a local VA Caregiver Support Center (CSC) or a local VA Caregiver Support Center (CSC) or a local VA Caregiver Support Center (CSC)
- Find a Caregiver Support Coordinator (CSC) at www.va.gov

CONTACT US | **HELP US ONLINE** | **SEE US IN PERSON** | **GET IT BY MAIL**

Get started with caregiver benefits

This guide will help caregivers of veterans access support via that may include caregiver education and training, mental health services, peer support, access to health care benefits, financial assistance, and more care.

Am I a "caregiver?"
 Caregivers are family members or "caregivers" that do, or will, care for a veteran who is unable to care for himself or herself due to a disability, mental health, traumatic brain injury, or other condition. Caregivers receive a range of support from VA. **Learn how to become a caregiver for a veteran.**

1. Requirements, such as care hours or eligibility for a veteran who needs help with their care?
2. How to get support, such as education and training, mental health services, peer support, access to health care benefits, financial assistance, and more care?
3. How to get support, such as education and training, mental health services, peer support, access to health care benefits, financial assistance, and more care?
4. How to get support, such as education and training, mental health services, peer support, access to health care benefits, financial assistance, and more care?

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CONTACT US | **HELP US ONLINE** | **SEE US IN PERSON** | **GET IT BY MAIL**

CX in Action: VA Profile

VEO is the business owner for **VA Profile, the authoritative source for 16M+ Veterans' customer data profiles**. VA Profile **streamlines Veteran interactions** with all VA benefits and services, **empowering Veterans to manage their information** through a simple, personalized experience on VA.gov or VA's Mobile App.

Once signed-in to VA.gov or VA's Mobile App, Veterans can view and update their contact information, even choose how they would like VA to communicate with them. Once submitted, VA Profile synchronizes information across VA systems.

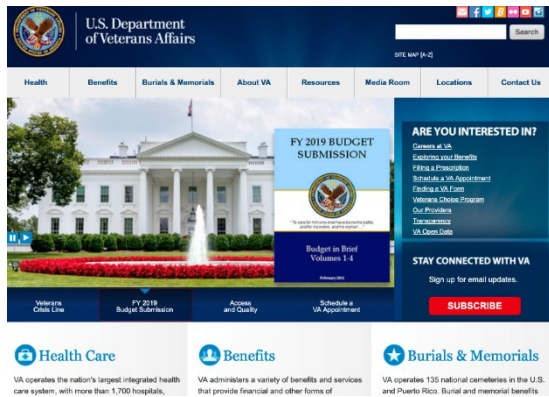
In June 2022, VA **launched an update to enable Veterans to indicate their preferred name and self-identified gender**. This will help employees address customers respectfully and appropriately – ensuring all Veterans feel honored and welcome at VA.



CX in Action: VA.gov

BEFORE – Agency focused

- Above-the-fold content focused on agency-level announcements
- Main content sections reflect VA org chart with links to websites about the various offices



AFTER – Veteran focused

- Global navigation with benefit hubs
- Global account, help and search utilities
- Top user tasks
- Benefits index



Discover

- » In-person qualitative feedback sessions at VA facilities and in Veterans' homes
- » Quantitative survey-based research

Design & Implement

- » Beta testing – previewed 90 days in advance, with daily changes made based on feedback
- » Top Veteran interactions with VA are up front
- » User-friendly language and design
- » Customized profile

Respond & Improve

- » Launched November 2018
- » Average monthly total users: 221%↑
- » Online health care applications received: 33%↑
- » Customer satisfaction: 23%↑

CX Drivers: PMA Priority 2 and EO 14058

PMA Priority 2: Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience

SETS CX STRATEGY

Strategy 1: Improve the service design, digital products, and CX management of Federal high Impact Service Providers by reducing customer burden, addressing inequities, and streamlining processes.

Strategy 2: Design, build, and manage Government service delivery for key life experiences that cut across Federal agencies.

Strategy 3: Identify and prioritize the development of Federal shared products, services, and standards that enable simple, seamless, and secure CX across the Federal Government.

EO 14058: Transforming Federal Customer Experience and Service Delivery to Rebuilt Trust in Government

URNS STRATEGY TO ACTION

Sec. 4. Agency Actions to Improve CX.

(h) The Secretary of Veterans Affairs shall:

(i) provide digital services through a single, integrated, and equitable digital platform on VA.gov and the VA mobile app; and

(ii) provide on-demand customer support through the channels that work best for customers, including personalized online chat with a virtual or live agent.

(n) Joint Agency Actions:

(i) The Secretary of Veterans Affairs and the Administrator of General Services shall collaborate to provide seamless integration of Login.gov accounts to allow customers to access VA.gov, the VA mobile application, and other customer-facing digital products and to eliminate outdated and duplicate customer sign-in options.

E.O. 14058 in Action: VA CX Projects



Digital Experience

CX Commitment: Provide digital services through a single, integrated, and equitable digital platform on VA.gov and the VA mobile application, as well as provide on-demand customer support through the channels that work best for customers, including personalized online chat with a virtual or live agent.

- **VA.gov:**
 - Expanding VA.gov user personal profile information demographics (i.e., self-identified gender, pronouns, sexual orientation)
 - Piloting appointment check-in for VAMCs
- **VA mobile application:**
 - Creating view of pending health care appointment requests
 - Creating ability to request a health care appointment
- **Login.gov:**
 - Transitioning eBenefits application sign-in page to VA-wide unified sign-in
 - Added Login.gov as a sign-in credential to eBenefits
- **Virtual agent/chatbot:**
 - Authenticated virtual agent/chatbot on “Contact Us” on VA.gov

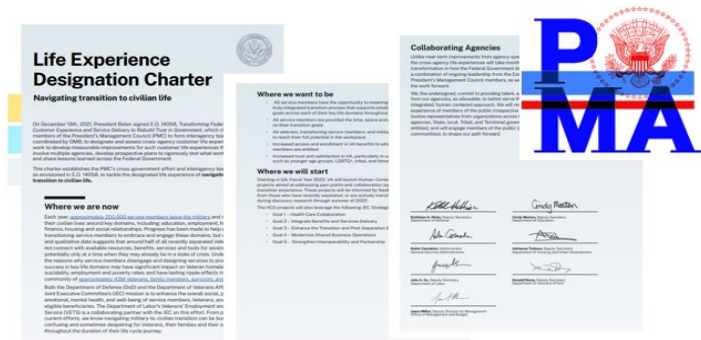


Transition Experience

CX Commitment: Conduct HCD research to document CX bright spots, pain points and opportunities relating to military-to-civilian transition.

HCD Research: Interviews with transitioning Service members and Veterans to understand the moments that matter most to them in their transition, pain points and bright spots; sprint 1 interviews complete (interviews completed across service branches) and synthesis underway; planning for sprint 2 underway.

Deliverables: Transitioning Service Member Experience Journey Map with associated findings report and personas.



<https://www.performance.gov/cx/projects/transitioning-to-civilian-life>

E.O. 14058 in Action: Transition Experience Project

Insights

- **50** recently separated Veterans
- **71** transitioning Service members
- **10** family members
- **69** individuals from VA, DoD, DoL and community SMEs

Framing for collective thinking about customer pain points

- **How might we** provide a transparent transition process that focuses on the future success of the transitioning Service member?
- **How might we** help transitioning Service members approach social reintegration in a genuine and dedicated way before and after separation?
- **How might we** provide equitable, relevant, and high-quality individualized guidance and clear instructions available throughout the transition process?
- **How might we** consider opportunities to improve existing military resources that ease the Service members' reintegration post-separation?

<https://www.performance.gov/cx/life-experiences/navigating-the-transition-to-civilian-life/>

The True Separator
Driving Decides I just want to get out of the military.

The Purpose Seeker
Driving Decides I am trying to find a way to reach my future goals.

The Goal Oriented
Driving Decides I am trying to let go of the military even though it means everything to me.

The Lifer
Driving Decides I am trying to let go of the military even though it means everything to me.

Transition Consideration Charts:

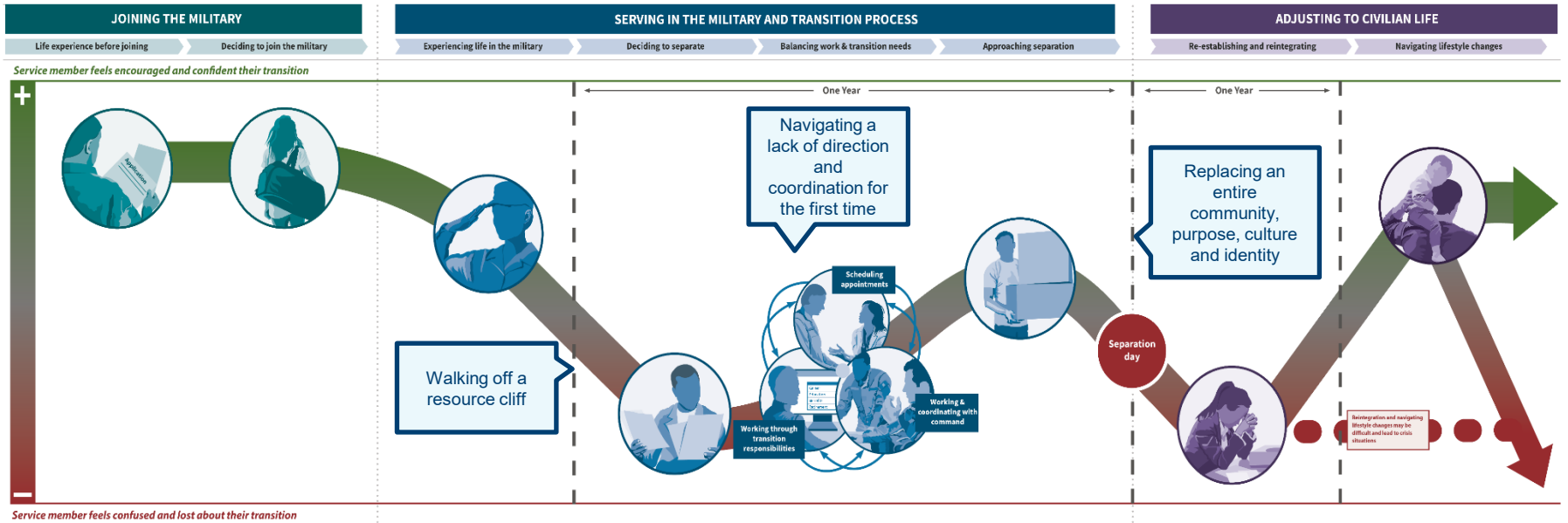
- The True Separator:** Planning (High), Support (Low), Access to Resources (Low), Housing (Low), Family (Low), Education (Low), Employment (Low), Finance (Low), Health (Low).
- The Purpose Seeker:** Planning (High), Support (Low), Access to Resources (Low), Housing (Low), Family (Low), Education (Low), Employment (Low), Finance (Low), Health (Low).
- The Goal Oriented:** Planning (High), Support (Low), Access to Resources (Low), Housing (Low), Family (Low), Education (Low), Employment (Low), Finance (Low), Health (Low).
- The Lifer:** Planning (High), Support (Low), Access to Resources (Low), Housing (Low), Family (Low), Education (Low), Employment (Low), Finance (Low), Health (Low).

Personal Narratives:

- The True Separator:** I just want to get out of the military. I don't want to be in the military anymore. I want to go home and start a new life.
- The Purpose Seeker:** I want to reach my future goals. I need to find a way to transition out of the military that allows me to continue my education and career.
- The Goal Oriented:** I want to let go of the military even though it means everything to me. I need to find a way to transition out of the military that allows me to continue my education and career.
- The Lifer:** I want to let go of the military even though it means everything to me. I need to find a way to transition out of the military that allows me to continue my education and career.

These personas portray the motivations and behaviors of Service members as they navigate life prior-to, during, and after separation from the military.

E.O. 14058 in Action: Transition Experience Journey Map



Service member feels confused and lost about their transition

CUSTOMER PAIN POINTS

Transition Process	Life Planning	Education and Timing	Program and Service Connection
The current transition framework lacks standardization across its processes and clarity around what is important to the customer, how and when to achieve personal goals; and accessing VA services can be confusing and difficult for Service members.	Service members often do not develop comprehensive plans for life after the military beyond meeting their most immediate and priority needs.	Service members are provided with “too much information” over a compressed timeframe while transitioning; which often prevents understanding and actionability.	Service members often struggle to navigate and become aware of the numerous resources that are available and lack protected time to engage with them.

The CX Cookbook

Sharing a collection of key ingredients and recipes for embedding CX in Federal services



In 2018, VA/VEO was designated as **lead agency partner with OMB** to drive the President’s Management Agenda (PMA) Cross-Agency Priority (CAP) Goal on Improving Customer Experience with Federal Services

As a capstone project at the conclusion of this PMA cycle, VA/VEO created a **CX practitioner’s guide** to share with sister Agencies to help build, mature and sustain CX capabilities

For CX Practitioners

Providing a multi-faceted framework to build and implement CX

Prepping

Know Agency Ecosystem

Understand the levers of government operations and current agency culture, and how to actualize opportunities and minimize risks.

Build the Coalition

Identify like-minded CX thinkers and influencers.

Mixing

Identify Key Ingredients

Select any combination of ingredients from the **8 CX Cooking Categories** that will maximize positive impact within your organization.

Adapt & Adopt

Incorporate and adapt best CX practices from private sector, across government, and within the agency.

Baking









Sequence & Execute

Align key ingredients in an order that matches cultural readiness to support the needed bake times and engagement with appropriate organizational levels.

CX Cooking Categories

Leveraging 8 CX Cooking Categories to plan and execute to achieve measurable results with positive impacts for the public



-  **Strategy:**
Utilizing Internal & External Levers in Government to Fold CX into the Organization
-  **Operations:**
Folding CX into Governance, Performance Metrics, Human Resources & Acquisitions
-  **Funding:**
Secure Funding to Execute, Scale, Sustain & Mature Agency's CX Program
-  **Organization:**
Positioning CX Program in the Agency for Maximum Impact
-  **Culture:**
Utilizing Agency Mission, Training & Leadership Development Programs to Drive CX Now & in the Future
-  **Incentives:**
Reinforcing CX as a Core Business Discipline by Incentivizing CX Performance & Behaviors
-  **Partnerships:**
Leveraging Partnerships Inside & Outside of Government to Meet Mission, Build Capacity & Bring in Cutting-Edge CX Practices
-  **Capabilities:**
Implementing CX through Customer Understanding / Human-Centered Design (HCD), Measurement, Service Design & Delivery of Tangible CX Tools to Employees

Key Ingredients to Build & Implement CX

The **CX** CUSTOMER EXPERIENCE Cookbook

Prepping

Know Agency Ecosystem
Understand the levers of government operations and current agency culture, and how to actualize opportunities and minimize risks.

Build the Coalition
Identify like-minded CX thinkers and influencers.

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Select any combination of ingredients from the **8 CX Cooking Categories** that will maximize positive impact within your organization.

Baking

Adapt & Adopt
Incorporate and adapt best CX practices from private sector, across government, and within the agency.

Sequence & Execute
Align key ingredients in an order that matches cultural readiness to support the needed bake times and engagement with appropriate organizational levels.

<input type="checkbox"/> Agency Leadership <input type="checkbox"/> Top Down & Bottom Up <input type="checkbox"/> Leveraging Catalysts <input type="checkbox"/> President's Management Agenda <input type="checkbox"/> Existing Legislation <input type="checkbox"/> Agency Strategic Plan <input type="checkbox"/> Agency Regulations <input type="checkbox"/> Agency Policies / Directives <input type="checkbox"/> Agency Priority Goal (APG) & Annual Performance Plan (APP) <input type="checkbox"/> Programming, Planning, Budget, Execution (PPBE) <input type="checkbox"/> Agency Risk Registry <input type="checkbox"/> Data Strategy <input type="checkbox"/> Communications	<input type="checkbox"/> Governance <input type="checkbox"/> Agency Performance Measures <input type="checkbox"/> SES & GS Performance Measures <input type="checkbox"/> CX Positions & Capacity <input type="checkbox"/> Acquisitions	<input type="checkbox"/> Budget Authority (BA) <input type="checkbox"/> Reimbursement Authority (RA) <input type="checkbox"/> Hybrid BA/RA <input type="checkbox"/> Tie Funding Request to IDEA Act, Evidence Based Budget, PMA, APG, OMB Circular <input type="checkbox"/> Leverage Details & Other Term Partnerships	<input type="checkbox"/> Agency Chief Experience Officer <input type="checkbox"/> Direct Report to Agency Secretary <input type="checkbox"/> CX FTE <input type="checkbox"/> Existing CX Practitioners	<input type="checkbox"/> Employee Alignment with CX Practice In Mission: Empathy-Driven vs. Security Driven vs. Transaction-Driven <input type="checkbox"/> CX Included as Agency Core Value <input type="checkbox"/> Servant Leadership <input type="checkbox"/> Employee Experience (EX) <input type="checkbox"/> Employee Innovation <input type="checkbox"/> Co-Designed CX Solutions (Employees & Customers) <input type="checkbox"/> CX Hubs / CX Communities of Practice <input type="checkbox"/> CX Integration in Agency Leadership <input type="checkbox"/> CX Training / Certifications <input type="checkbox"/> CX Recognition	<input type="checkbox"/> Federal Employee Recognition (i.e. Gears of Government Award) <input type="checkbox"/> Agency Employee Recognition <input type="checkbox"/> Favorable Budget Determinations <input type="checkbox"/> CX Bonuses <input type="checkbox"/> CX Details / Rotations <input type="checkbox"/> Publish CX Feedback	<input type="checkbox"/> Federal Customer Experience Initiative (FCXI) <input type="checkbox"/> Lab @ OPM <input type="checkbox"/> Presidential Innovation Fellows (PIF) <input type="checkbox"/> United States Digital Service (USDS) <input type="checkbox"/> GSA Digital Services (DS) <input type="checkbox"/> White House Leadership Development Program (WHLDP) <input type="checkbox"/> GSA Centers of Excellence (CoE) <input type="checkbox"/> Agency Innovation Groups <input type="checkbox"/> Academia <input type="checkbox"/> Non-Profits <input type="checkbox"/> Federal Advisory Committee (FAC) <input type="checkbox"/> Private Sector Partners	<input type="checkbox"/> CX Framework <input type="checkbox"/> Human-Centered Design (HCD) Practice <input type="checkbox"/> Real-Time CX Surveys <input type="checkbox"/> CX Data Analytics & Artificial Intelligence (AI) <input type="checkbox"/> Back End Business Processes <input type="checkbox"/> Tangible CX Tools <input type="checkbox"/> Omni-Channel Technology Initiatives <input type="checkbox"/> Communications & Engagement
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PAGE 6 VED | CX Cookbook v-11/11/20

- Agencies can leverage **60+ “key ingredients”** that are common across government, making necessary adaptations and sequencing to execute based on organizational readiness.
- Ingredients provide **practical and tangible actions** Agencies can take to bake in CX throughout the organization
- Agency “recipes” showcase how different organizations have leveraged **key ingredients, adaptations and sequencing**

Role of Regional Office

Mr. Pritz Navaratnasingam



Role of District and Regional Offices



Pritz Navaratnasingam
Executive Director, VBA Pacific District



Choose **VA**

VA



U.S. Department
of Veterans Affairs

District Office Role

- The Pacific District Office is responsible for the oversight and delivery of compensation, pension and veteran readiness and employment (VR&E) benefits for 13 Regional Offices (RO) which include Albuquerque, Anchorage, Boise, Honolulu, Los Angeles, Manila, Oakland, Phoenix, Portland, Reno, Salt Lake City, San Diego and Seattle.
- In coordination with VBA's Office of Field Operations, Pacific District strategizes and determines quality and production targets for various business line operations within our RO's.
- Pacific District monitors RO's progress in achieving stated targets with the goal of providing world class benefits and services to our Nations Veterans.

Indo-Pacific Representation

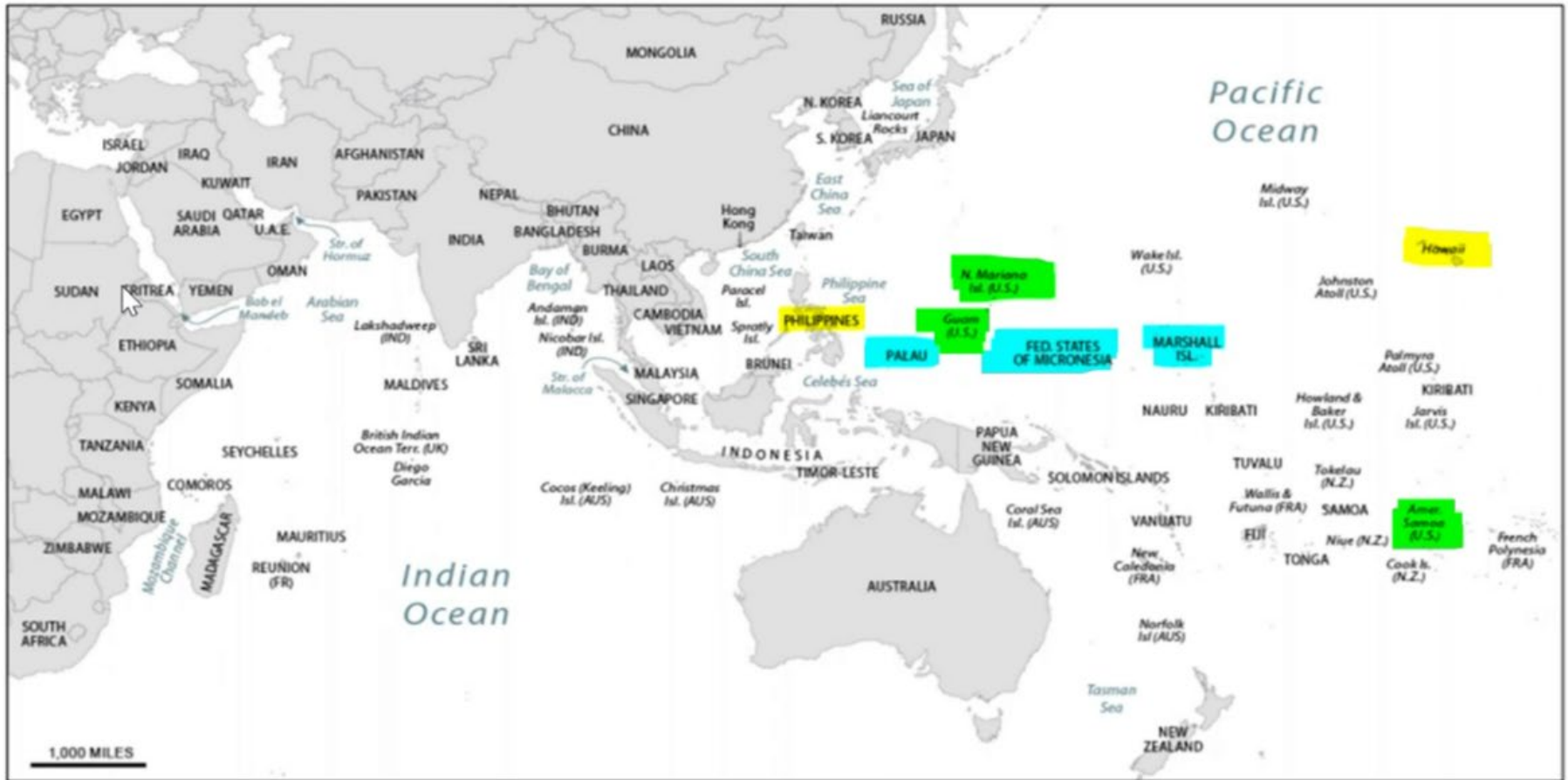
Pacific District has two Regional Offices (RO) responsible for the Indo-Pacific Region

- Manila RO serves:
 - Philippines
 - Palau
 - Micronesia
 - Marshall Islands
- Honolulu RO serves:
 - Hawaii
 - American Samoa
 - Northern Mariana Islands (CNMI)
 - Guam



Indo-Pacific Representation

Figure I. The Indo-Pacific



Manila at a Glance

- 91 VBA Employees (87 locally employed staff, 4 U.S. direct hires)
- Monthly Compensation Payments
 - Live Comp \$18.2M (Oct 24)
 - DIC \$4.6M (Oct 24)
- Outreach Activity (FY24)
 - 131 outreach events attended – 36.4% increase from previous year
 - 445 hours of outreach completed – 39.5% increase from previous year
 - 54,054 Veteran/dependent engagements – 176.8% increase from previous year



Manila Public Contact

- Manila's Public Contact Team and their LASs operate a call center, serving virtual and in-person stakeholder appointments, and taking the lead role in our outreach events in various parts in the Philippines as well as Palau, Micronesia, and Marshall Islands.
 - Manila PCT serves both US and Filipino Veterans living in the Philippines, as well as surviving spouses, dependents and VSOs with their VA-related benefit questions, etc.
 - They also serve Embassy employees with their VA-related inquiries.
 - Visitors seeking assistance from Manila RO PCT schedule virtual or in-person appointments through VERA (Visitor Engagement Reporting Application) or a call to the phone center.
 - During FY24, the phone center was staffed by an average of four employees, answering a total of 24,869 calls, a 20.3% increase from the previous year.

Manila Additional Programs

- **Filipino Veterans Equity Compensation Fund:**
 - American Recovery and Reinvestment Act of February 2009 authorized a one-time payment to eligible WWII Filipino Veterans
 - \$15,000 for U.S. citizens and \$9,000 for Filipino citizens
 - \$226,310,204.00 total awards paid to date
- **Provides outreach to:**
 - The Federated States of Micronesia
 - The Republic of the Marshall Islands
 - The Republic of Palau



Manila's Other Programs

Foreign Medical Program

- Claims are processed by VA's Office of Community Care in Denver, Colorado
- Program reimburses Service-Connected medical care for Veterans living abroad
- Implemented in the Philippines on October 1, 2017

FISCAL YEAR	BILLED AMOUNT \$	PAID CLAIMS \$	DISAPPROVED \$	% OF DISAPPROVAL
2023	3,902,215.69	3,814,453.29	87,762.40	2%
2024	9,369,273.07	6,504,050.29	2,865,222.78	31%

Manila Outpatient Clinic Services

- **Specialty Care**
 - **Audiology/ENT**
 - **Cardiology**
 - **Dermatology**
 - **Endocrinology**
 - **Gastroenterology**
 - **Nephrology/Renal**
 - **Neurology**
 - **Ophthalmology**
 - **Pulmonology**
 - **Rheumatology**
 - **Psychology (Eff. 2Q FY23)**
- **Internal Medicine**
- **Mental Health**
- **Social Work Services**
- **Laboratory Services**
- **Radiology Services**

Honolulu at a Glance

- 178 Employees
- Monthly Compensation Payments
 - Live Comp \$129.7M (Oct 24)
 - DIC \$2.3M (Oct 24)
- Outreach Activity (FY24)
 - 496 outreach events attended
 - 1,558 hours of outreach completed
 - 81,848 outreach miles traveled
 - 3,799 Veteran/dependent engagements

VA Honolulu Serves U.S. Territories

VA Honolulu RO is responsible for delivering non-medical VA benefits and services to approximately 125,853 Veterans and their families in Hawaii, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands (CNMI).

Location	Number of Veterans
Hawaii	112,677
Guam	11,516
American Samoa	975
CNMI	685
Total	125,853

*Source: US Census Bureau



VBA Honolulu Presence

Honolulu RO maintains a presence at the following locations:

- **American Samoa**
 - 1 Full Time LAS since November 2021
- **Guam**
 - 5 Full Time LAS since 2011
 - 2 Vocational Rehabilitation Counselors
- **Saipan**
 - 1 Full Time LAS since September 2021
 - The LAS stationed in Saipan travels to both Tinian and Rota every other month.



VA Honolulu Serves U.S. Territories

Services Provided:

- General Veterans Benefits Administration (VBA) customer service.
- Counseling session with Veterans, their dependents, and their beneficiaries face to face and by phone regarding all benefits available through the VA.
- Coordinates outreach and VA benefits briefings and presentations to Veterans, Service members, stakeholders, and local community groups.
- Answers inquiries to assist Veterans, their dependents, and their beneficiaries in resolving errors, delays, or other problems in obtaining benefits.



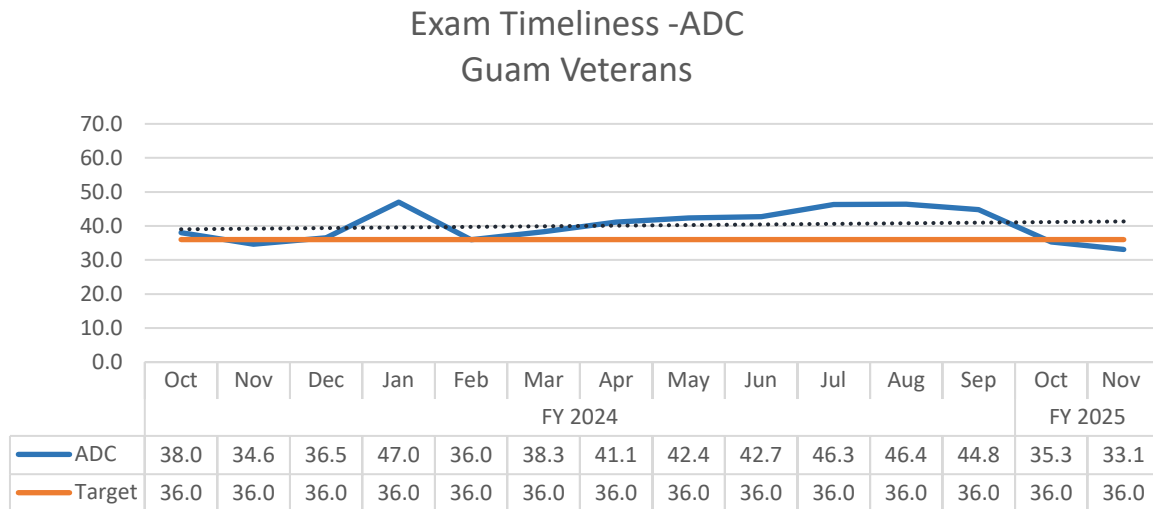
MDEO Exam Support - GUAM

- VBA has two vendors providing contract exams in Guam, Veterans Evaluation Services (VES) and QTC Management (QTC). VES is the incumbent and has been doing examinations in Guam since Fiscal Year 2017. QTC was awarded a contract in April 2022. Both vendors continue to add to their provider network as well as rely on traveling providers and alternative examination methods, such as tele-C&P and Acceptable Clinical Evidence (ACE), when applicable. Examinations in Guam are managed under the international contract for exams. U.S. territories and countries named in the international contract are processed in the same way as exams in the continental United States.
- Most examinations are completed on island by local or traveling providers located in Guam. In the limited occasion when vendors are unable to complete the examinations on the island due to network unavailability, vendors have processes in place to pay for travel outside of Guam at **no cost** to the Veteran.

Overseas Exam Timeliness

Vendors are expected to complete international examinations with overall targets for **average** days pending (ADP) of 28 days and **average** days to complete (ADC) of 36 days for the Examination Scheduling Request (ESR).

FYTD 2025 (through November 5, 2025), Medical Disability Examination (MDE) Vendors are completing an exam for Veterans in Guam in an average of 35.0 days while holding an exam in a pending status (i.e., average days pending (ADP)) for an average of 32.7 days. The following chart shows a trend of exam timeliness (i.e., average days to complete (ADC)) from FY 2024 through FYTD 2025:



Challenges for U.S. Territories

- Veterans in Guam and American Samoa not having specialty examiners and have to fly to Honolulu for certain specialty exams.
- Veterans in Saipan not having specialty examiners and have to fly to Honolulu for certain specialty exams.

Questions

Questions or inquiries can be sent to the Pacific District mailbox at pacific.vavba@va.gov



Mailing Prescriptions

Dr. Chaz Barit

Dr. Gloriann Watson



PACIFIC ISLANDS



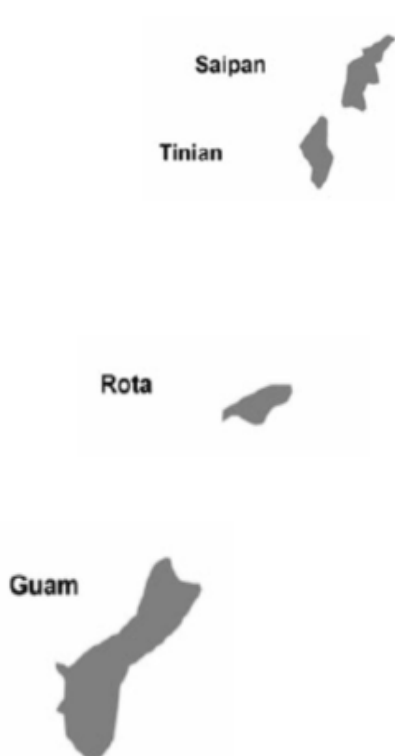
VAPIHCS Pharmaceuticals Services throughout the Pacific Region

Gloriann Watson, PharmD
Chief, Pharmacy Service
December 2024

VA Advisory Committee on U.S. Outlying Areas and Freely Associated States Annual Meeting FY2025

**VA Pharmacy Services expand
over 4.8 million square miles
and through 3 different time
zones**

**Overcome geographical barriers and
challenges in transporting
prescription services through unique
strategic solutions benefiting
Veterans across the Pacific**

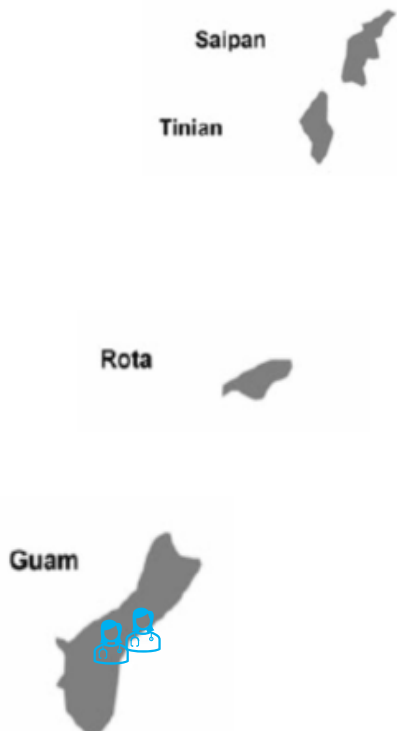


American Samoa

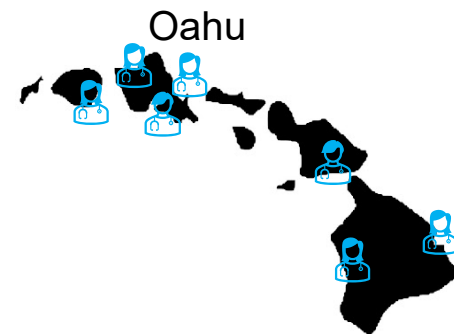


VA Pharmacy Services expand over 4.8 million square miles and through 3 different time zones

Overcome geographical barriers and challenges in transporting prescription services through unique strategic solutions benefiting Veterans across the Pacific



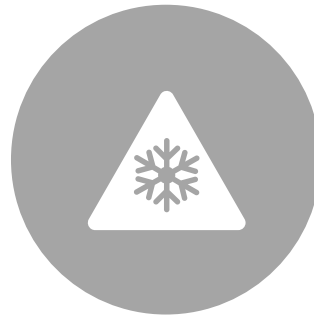
American Samoa



Shipping of Pharmaceuticals



NON-REFRIGERATED
MEDICATIONS



REFRIGERATED
MEDICATIONS

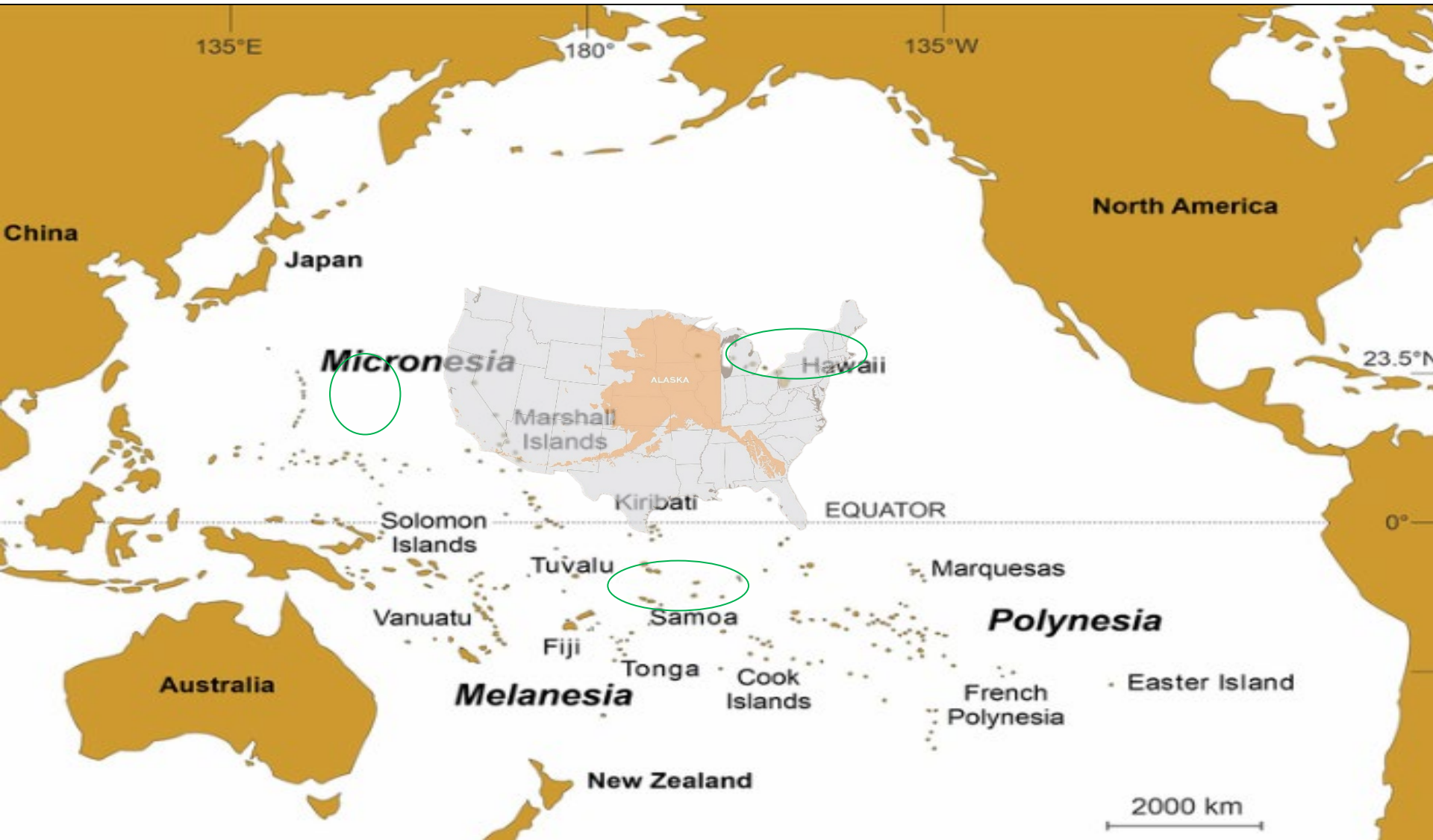


FLAMMABLE OR
HAZARDOUS

(1) VA medical facility pharmacies and CMOPs can only mail prescriptions or medical/surgical supplies within the United States (U.S.) (which include U.S. Territories and possessions, the District of Columbia (DC) and the Commonwealth of Puerto Rico). ***NOTE: The Federated State of Micronesia, Palau and the Marshall Islands are considered outside the U.S and are covered by the Foreign Medical Program (FMP).***

[VHA Directive 1108.07](#)

VHA Directive 1108.07



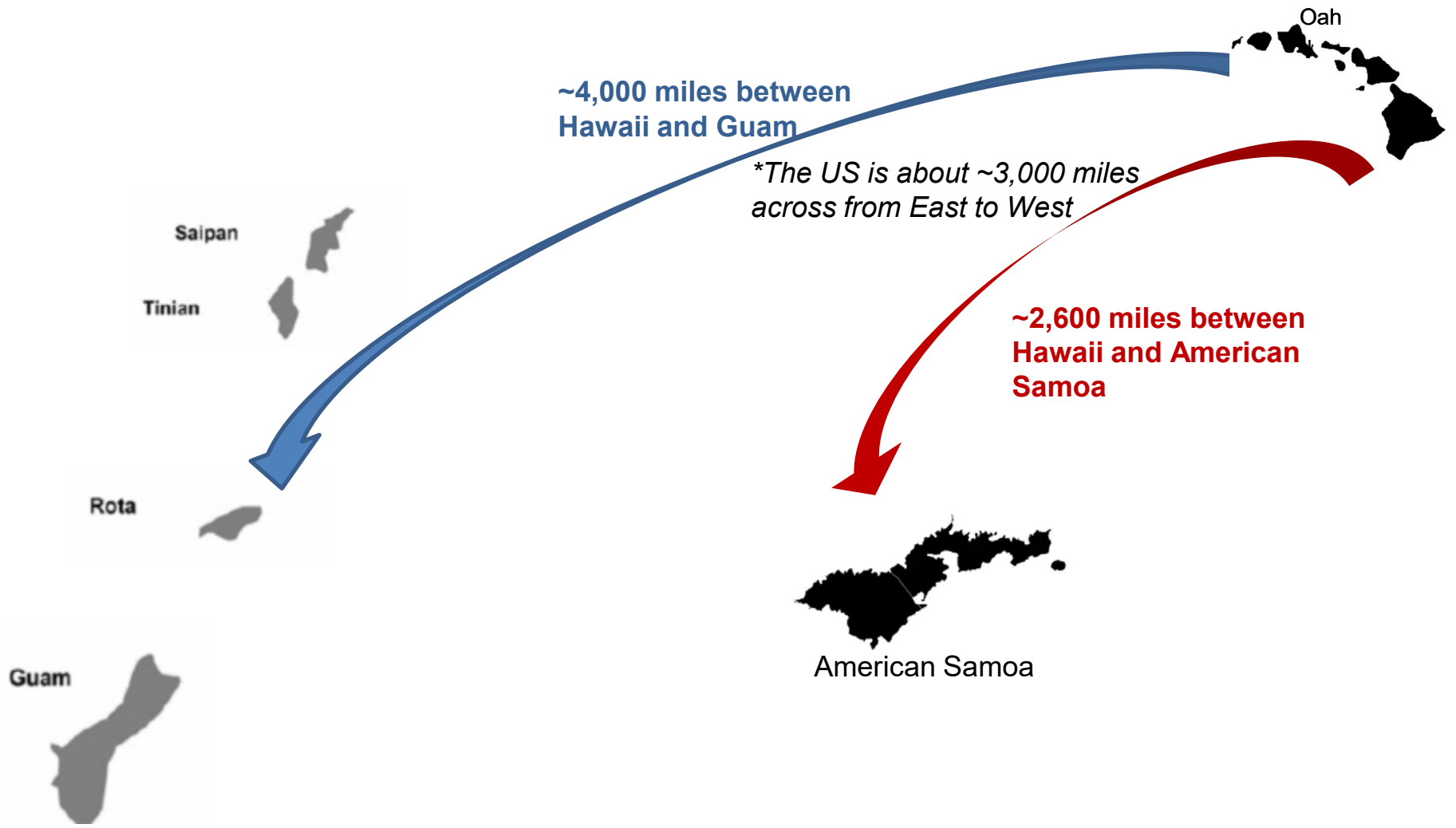
Choose VA

VA



U.S. Department of Veterans Affairs

Non-Refrigerated Pharmaceuticals



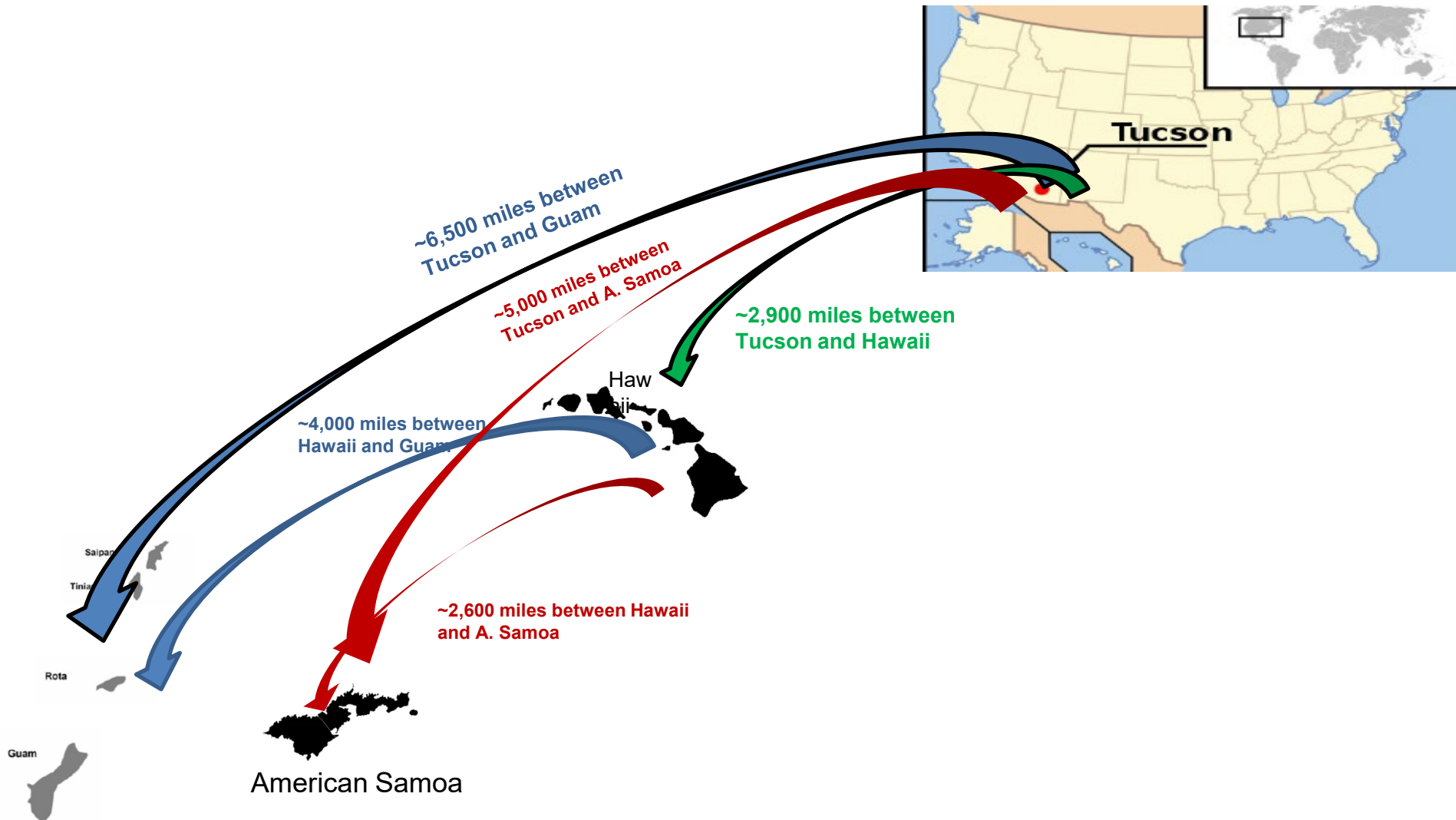
Choose **VA**

VA



U.S. Department of Veterans Affairs

Non-Refrigerated Pharmaceuticals



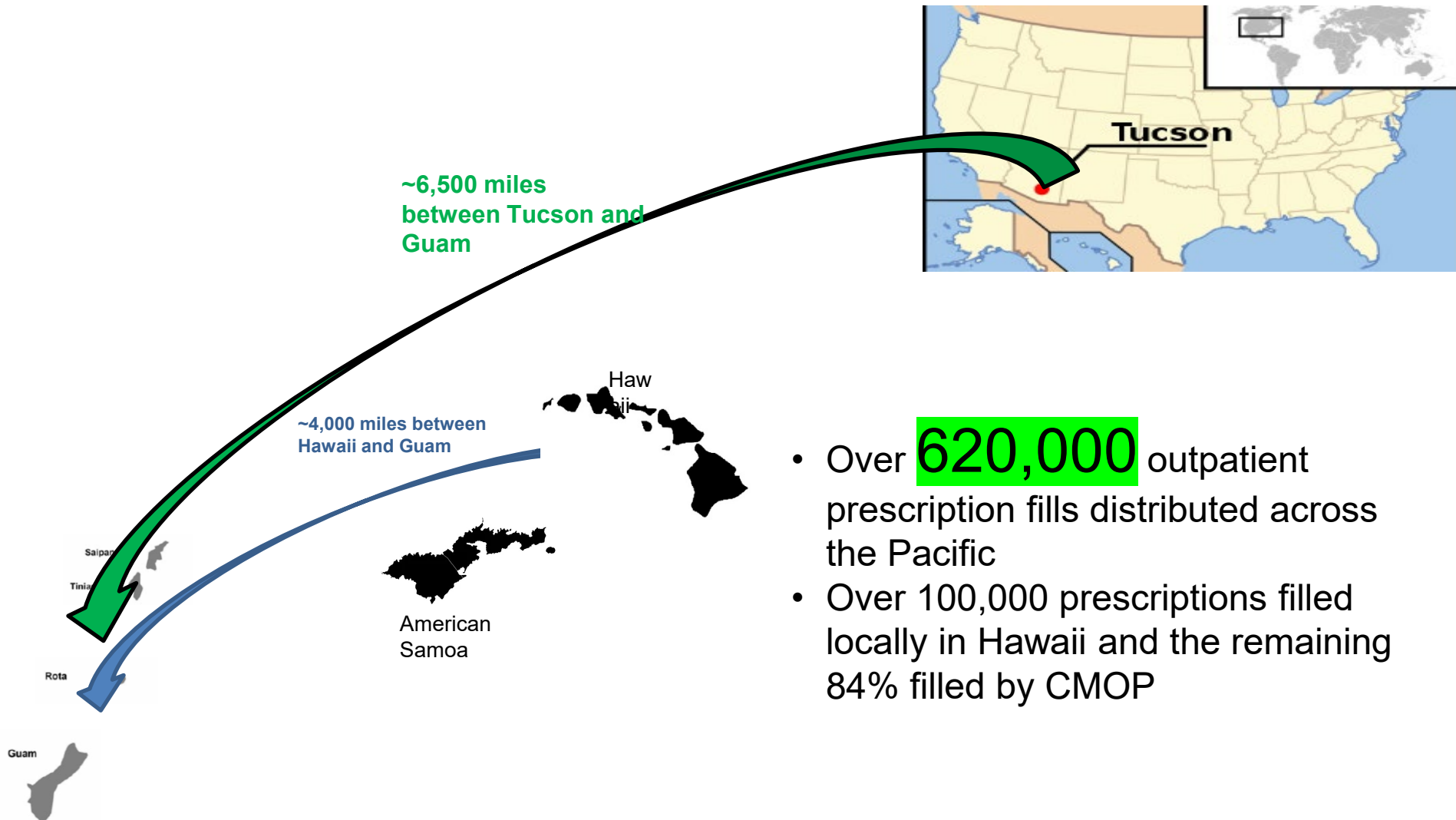
Choose VA

VA



U.S. Department of Veterans Affairs

Non-Refrigerated Pharmaceuticals



- Over **620,000** outpatient prescription fills distributed across the Pacific
- Over 100,000 prescriptions filled locally in Hawaii and the remaining 84% filled by CMOP



Choose **VA**

VA



U.S. Department of Veterans Affairs

Shipping of Refrigerated Pharmaceuticals

Delays that are due to carrier services

No reliable carrier to certain destinations (ie, Guam/Mariana Islands)

Veteran frequency of checking PO Box

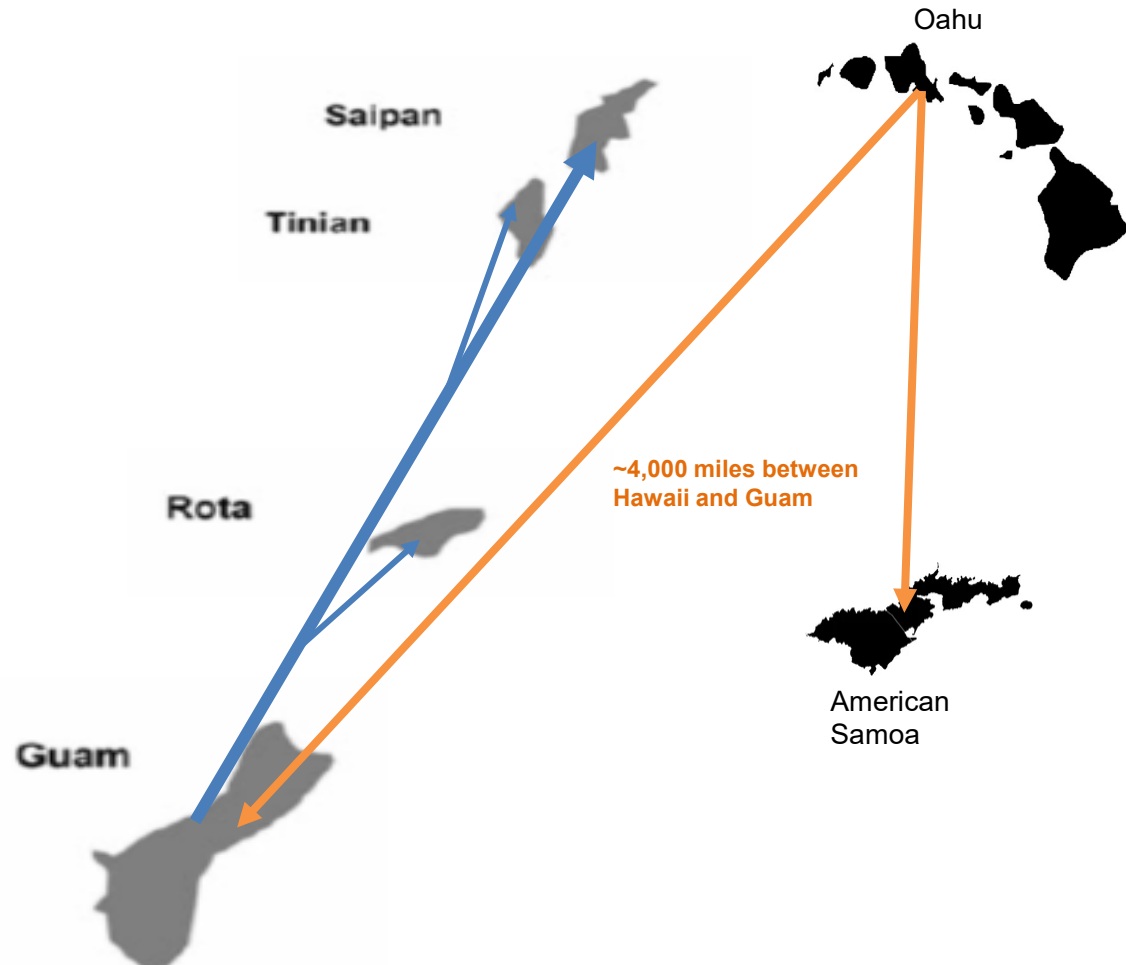
Impact on Cold Shipping products

High-cost utilization of Heritage Health services

Send patient specific medications directly to the Guam and American Samoa CBOC for local distribution

Send Saipan, Tinian, and Rota patient medications to Guam CBOC for island distribution every other month

Provide Automation access for medications deemed urgent/emergent



Choose **VA**

VA



U.S. Department
of Veterans Affairs

Automation Utilized within VA Pacific Islands



Automated dispensing machine



Remote dispensing machine

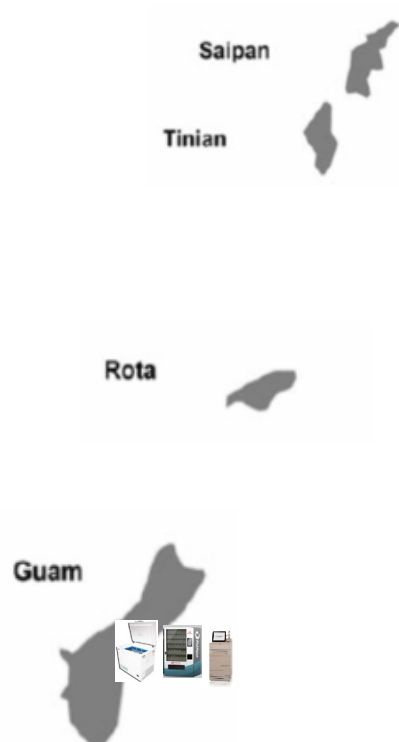


Refrigeration systems with high reliability

Strategically use automation to continually vertically integrate operations increasing VAPIHCS Pharmacy control of pharmaceutical access in pacific areas.



Reducing reliance on the community for urgent needs and reducing bottle neck pick up locations (i.e., Post



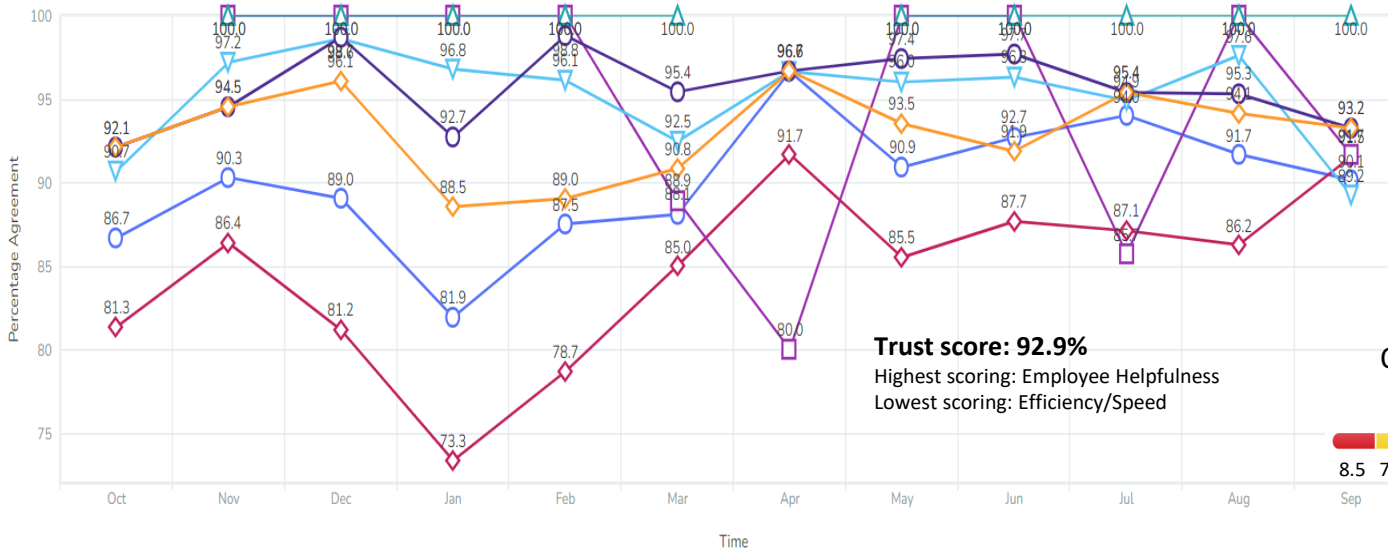
American Samoa

Shipping of Hazardous Pharmaceuticals

- CMOP does not ship hazardous pharmaceuticals.
- VAPIHCS follows the 49CFR to ship some hazardous pharmaceuticals through excepted quantities
- Most medications will get converted to another medication that we can ship safely.



Summary

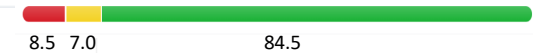


Ease/Simplicity	90.0
Efficiency/Speed	84.5
Quality	93.8
Employee Helpfulness	100.0
Equity/Transparency	95.2
Satisfaction	95.6
Confidence/Trust	92.9

Trust score: 92.9%
 Highest scoring: Employee Helpfulness
 Lowest scoring: Efficiency/Speed

Opportunity for improvement

“My wait time was reasonable.”



○ Ease/Simplicity ◇ Efficiency/Speed □ Quality ▲ Employee Helpfulness ▼ Equity/Transparency ○ Satisfaction ◆ Confidence/Trust



Data & Resources Review – VETERAN EXPERIENCE PERFORMANCE MEASURES

Questions



Break



Choose **VA**

VA



U.S. Department
of Veterans Affairs

Travel Funding

Mr. Richard Teel





VA Pacific Islands Health Care System

Veterans Transportation Program



BENEFICIARY TRAVEL

VA

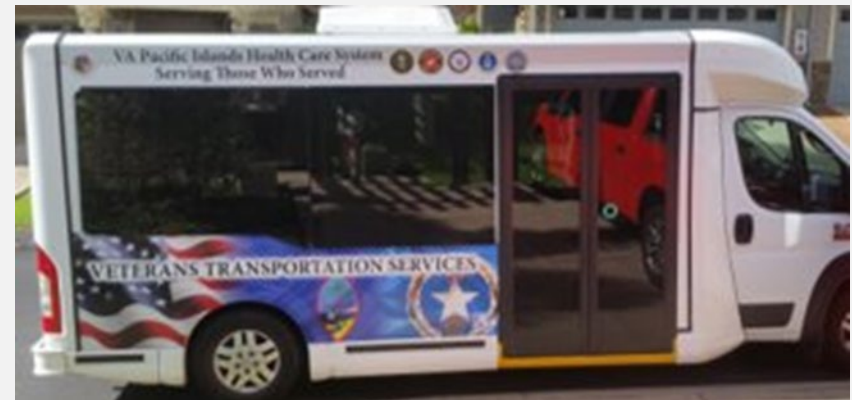


U.S. Department of Veterans Affairs

Health Pacific Island Care
808-433-0008

Hawaiian Island, Marianne Island, American Samoa

The graphic features a blue background with a white airplane in the top left, a building in the top right, and a map of the Pacific Islands at the bottom left. The VA logo and seal are prominently displayed in the center.





Data & Resources Review – VETERAN EXPERIENCE PERFORMANCE MEASURES

PATS-R

Service Line/ Veteran Satisfaction	Veteran Satisfaction	Code Count	Avg Days to close	Overdue count	Top Issue Code
VHA Member Services	96.69%	242	0.7	2	FR02
Veterans Transportation	94%	199	1.9	16	EL04
Release of Information	100%	41	1.9	4	RE03
Call Center	100%	34	3	2	AC98
Privacy/FOIA	91.30%	23	2.7	1	RE02
Call Center Scheduling	100%	1	8	1	CO04

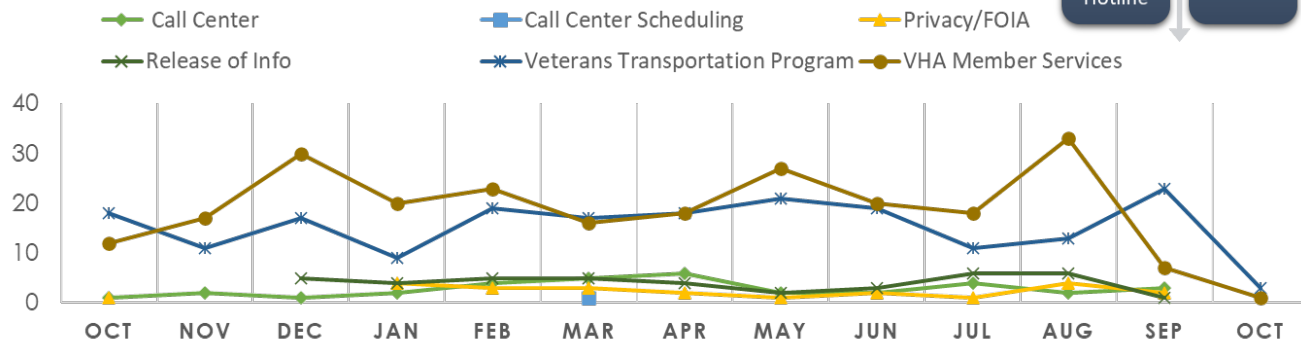
Row Labels	Count of Closed Date
VHA Member Services - 459	242
Veterans Transportation Program - 459	199
Release of Information - 459	41
Call Center - 459	34
Privacy/FOIA - 459	23
Call Center Scheduling - 497	1
Grand Total	540

PATS-R



HAS FY24 CASES

- FR02** - Internal, VHA, VBA, NCA Referral
- EL04** - Travel Eligibility
- RE03** - Copies of Medical Records/Completion of Forms
- AC98** - Request for Information/Inquiry Regarding Access/Timeliness
- RE02** - Confidentiality/Privacy in Medical Records Concerns
- CO04** - Scheduled Appointment Date/Time Misunderstood/Wrong



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VETERANS TRANSPORTATION SERVICES



VTS Trip Count:

FY 22 had 3,940 Trips

FY 23 had 8,080 Trips

FY 24 had 9,544 Trips

- We have archived an average of 242% increase over the past 2 years in Trips.

SMT Trip Count:

FY 22 had 5,872 Trips

FY 23 had 7,950 Trips

FY 24 had 10,695 Trips

- SMT trips have increased 54% over the last 2 years.

Guam

VTS Service launched October 2023 with 2 Shuttle bus and driver.

VTS Trip Count:

FY 24 had 481 Trips

FY 25 101 so far.



VETERANS TRANSPORTATION SERVICES



VHA Uber Health FY 24 - HAWAII

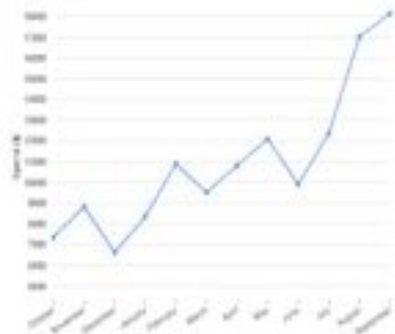
Total spend
\$131,950

Number of rides
6,007

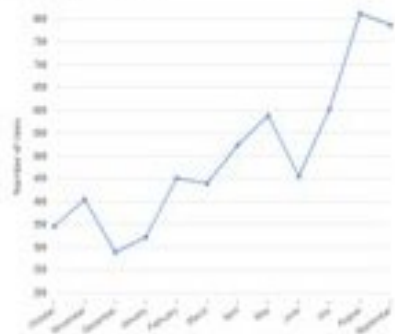
\$22 average spend per ride

Usage metrics

Total spend per month



Number of rides per month



Cities with highest spend

City	Country	Amount
Honolulu	United States	\$123,549
Big Island	United States	\$6,136
Maui	United States	\$1,553
Seattle	United States	\$511
Kauai	United States	\$198



VETERANS TRANSPORTATION SERVICES

VETERANS TRANSPORTATION SERVICE PROPOSED EXPANSION FOR HAWAII AND GUAM

Proposed Expansion:

For FY 25 Hawaii:

- We expand our VTS services to Big Island, Hilo and Kona. 2 Drivers and 2 Shuttle Buses. Ship 2 of the shuttle buses, arriving in Dec/Jan 2025 to Big Island and hire 2 new drivers and 1 additional VTS coordinators.
- Add MVP Tours as 3rd party Vendor to Transport Ambulatory/Wheelchair trips for Big Island.

For FY 25 Guam:

- We currently have 2 Motor Vehicle Operator positions in Guam and plan to send 1 NEMT van to Guam.
- We plan to Vendorize Accessible Van Transportation Service (AVTS) and Mariana's Medical Response (MMR) to provide SMT transports as 3rd party Vendors.

Benefits of Proposed Expansion:

Special Mode Transports:

VTS will be able to reduce cost for SMT transport because VTS will be conducting and increasing amount of the trips over time versus 3rd party vendors who conduct the trips presently. (I.E. CLC to TAMC/ACC) is \$100 per trip, \$250 per gurney, one way. 3rd party average \$20,000.00 in trips for these locations per month, times 12 equals \$240,000.00. Vietnam, Persian Gulf Veterans are increasing each year including with PACT.



Beneficiary Travel



BENEFICIARY TRAVEL

VA

U.S. Department of Veterans Affairs

Health Pacific Island Care
808-433-0008

Hawaiian Island, Mariana Island, American Samoa

The graphic features a white airplane in flight on the left, a modern building at night on the right, and a map of the Pacific Islands at the bottom left. The VA seal is centered in the middle. The background is a dark blue gradient.



Beneficiary Travel

What is Beneficiary Travel program:

Beneficiary Travel program pays eligible Veterans for mileage and other authorized travel expenses to and from approved health care appointments.

Reimbursement, The actual cost for meals, lodging, or both, not to exceed 50 percent of the amount allowed for government employees under 5 U.S.C. 5702, when VA determines that an overnight stay is required. Common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized non-VA health care for which the Veteran is eligible.

Veterans may apply for travel reimbursement through the Beneficiary Travel Self Service System (BTSSS) or by completing VA Form 10-3542 online. Applications for payment must be submitted within 30 calendar days from the date the travel is completed or the date the applicant is notified he or she is eligible for travel payments if the request is based on a change in eligibility.





Beneficiary Travel

- Must have a VA disability rating (SC) rating of 30 percent or higher OR
- Must be traveling for treatment of a service-connected condition, even if VA disability rating is less than 30% OR
- Must receive a VA pension OR
- Income must not exceed the maximum annual VA pension rate OR
- Must be traveling for a scheduled compensation or pension OR
- Must be traveling to get a service dog OR
- Cannot afford to pay for travel, as defined by official guidelines 38 CFR 70.





Beneficiary Travel

- BT Consult must be submitted prior to travel date of appointment minimum 7 days before travel.
- All clinical documentation notes must be included in the BT consult justification of request to traveling for treatment of a service-connected condition, even if VA disability rating is less than 30%
- Non-medical attendant (NMA) must be review by PUMA A.) Medical Attendant (MA) – PUMA may be asked to VERIFY that reason provided by CBOC for a MA is legitimate & verifiable in CPRS.
- Special Mode (SM) - PUMA may be asked to VERIFY that Veteran is Truly Gurney BOUND or WC BOUND, despite reasons provided by CBOC.
- BT Transportation request travel / lodging arrangement to Duluth and contracted Hotels.





Beneficiary Travel

As per BT Policy Memo #136-17-010, May 1,2017, Attachment A,13 “Veterans have the choice to go to any VA facility they choose for care; however, travel can only be paid to the nearest facility that can actually provide the needed care.

If a Veteran CHOOSES to go to a facility other than the one closest to his/her home, he/she is responsible for any costs beyond that for transportation to the nearest facility, including mileage and special mode transportation.”





Beneficiary Travel

VHA Handbook 1601B.05, Beneficiary Travel

38 C.F.R. § 1.900- § 1.953, § 17.38, § 17.85, § 17.102, § 17.148, § 17.1000-1008, § 70 10, §70.30, § 71.15, § 71.25, § 71.25(d), § 71.50.

VA Form 10-3542, Veteran/Beneficiary Claim For Reimbursement of Travel Expenses.

VHA Directive 1041, Appeal of Veterans Health Administration Clinical Decisions

RELATED ISSUES: H.R. 3230 – Veterans Access, Choice and Accountability Act of 2014; VHA Directive 1231(3), Outpatient Clinic Practice Management, dated October 18, 2019; VHA Directive 1230, Outpatient Scheduling Management, dated June 1, 2022; VHA DIRECTIVE 1232(5) CONSULT PROCESSES AND PROCEDURES.





VETERANS TRANSPORTATION SERVICES (BENE-TRAVEL/ VTP)

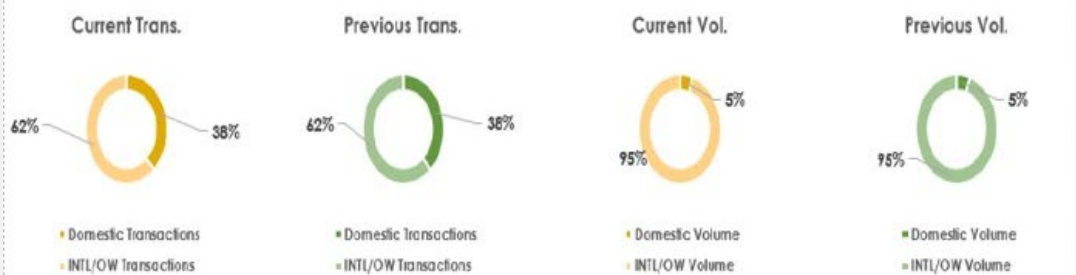
AIR SPEND SUMMARY | FY 2024

BENEFICIARY TRAVEL

U.S. Department of Veterans Affairs
Health Pacific Island Care
808-433-0008

	Oct 2023-Sep 2024	Oct 2022-Sep 2023	Change
Transactions Net Transactions	4,643	3,547	31% ▲

Volume Sales Volume	6,783,724	4,855,272	40% ▲
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Top 5 Carriers	Trans	Net Volume	Average
Hawaiian Airlines	3,243	4,004,450	1,235
United Airlines	1,061	2,694,238	2,539
Southern Airways	276	65,039	236
Star Marianas Air	72	19,685	273
Alaska Airlines	3	1,519	506

Average Ticket Price	Current ATP	Previous ATP	Agency ATP	Agency Diff
Domestic Avg.	192	189	426	↕ -55% ▼
INTL/OW	2,250	2,103	1,747	↕ 29% ▲



Questions



Telehealth

Ms. Omayra Brabham



Connected Care Telehealth VA Pacific Islands Health Care System



VA



U.S. Department
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Omayra Brabham, MHR, BSN, CMC
Associate Chief Nurse Connected Care
Veterans Affairs Pacific Island Health Care System
(VAPIHCS)

VA Pacific Islands Telehealth Services

- Synchronous Clinical Video Telehealth
- Asynchronous Telehealth
- VA Mobile Devices
- My Health e Vet/ Secure Messaging
- VA Mobile Apps
- Remote Patient Monitoring Home Telehealth
- Accessing Telehealth Through Local Area Stations (ATLAS)



VA Pacific Islands Telehealth Service Areas

VA Pacific Islands Health Care System (VAPIHCS) currently provides a broad array of healthcare services to 59,070 Veterans enrolled throughout Hawaii, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands (CNMI). VA Pacific Islands Health Care is unique due to our geographic location, 12 sites of care and three different time zones (i.e. Guam & CNMI, Hawaii, American Samoa).



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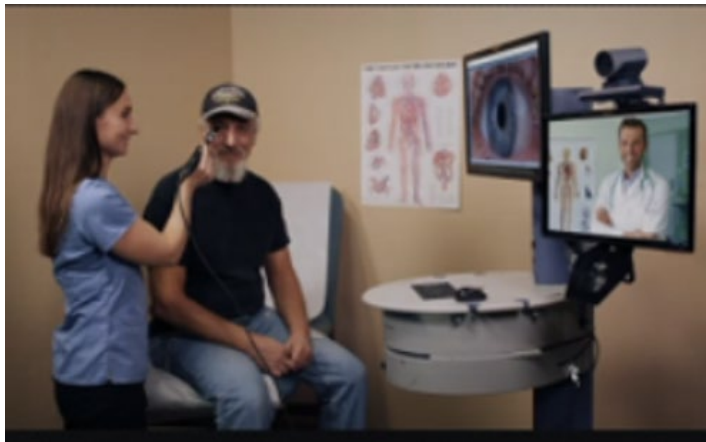
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Synchronous Clinical Video Telehealth



Synchronous telehealth happens in-live, real-time settings where the patient interacts with a provider. The patient is linked to the VA provider at a non-VA location. Provider and patients communicate directly, often resulting in a diagnosis, treatment plan and prescription. VA Pacific Islands offers the following:

- VA Video Connect (VVC)
- Clinical Video Connect (CVT)
- Phone
- VA Video Connect Groups
- Virtual Care Manager
- Telehealth Management Platform (scheduling and real time data)



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Asynchronous Telehealth



Asynchronous Store and Forward Telehealth utilizes technology to securely acquire and store clinical information (i.e. image, sound and video) that is then securely forwarded to or retrieved by a VA provider for review and clinical evaluation. In VAPIHCS we have TeleDermatology , TeleRetinal available.



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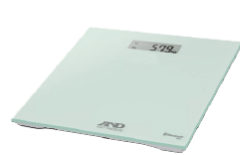


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VA Mobile Devices -Digital Divide



Connected Care/Telehealth Service assists by providing digital divide devices available to Veterans, Providers and VA Facilities. These devices allow for clinical care to be provided to Veterans both in the home and in the facility. This includes all inpatient units Community Living Center, Care Homes, Residential Day Program, and State Veterans Home. Clinical peripherals are available to assist with vital signs.



A&D Weight Scale
High Capacity
450lbs (200kg)



Swaive Thermometer
Single Button
Start/Stop



A&D Blood Pressure
AccuFit™ Plus Cuff` 8.6"-
16.5"
(22-42cm)



Nonin Pulse Oximeter
Auto On/Off Conserves
Battery Life



EKO Stethoscope
60x Amplification
and Ambient Sound
Reduction



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My Health e Vet (MHV)

My Health e Vet is an online portal that allows Veterans to be more involved in their healthcare.

MHV Premium level allows Veterans to take advantage of all the features of MHV, to include viewing their medical record, requesting refills, and accessing Secure Messaging.

Secure Messaging is available 24/7 allows Veterans and VA care teams to send and receive messages to their providers.

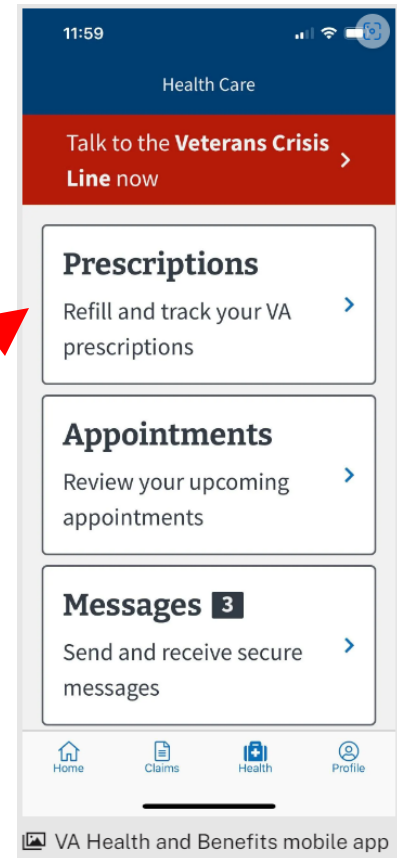
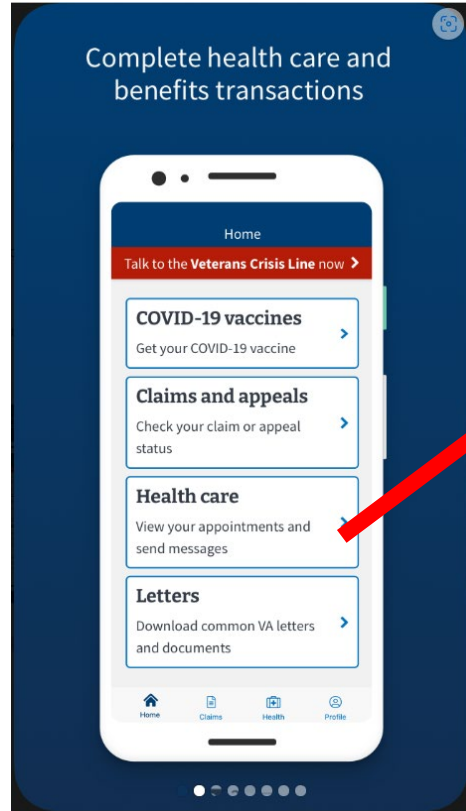
 <h3>Pharmacy</h3> <p>Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.</p> <p>Read More</p>	 <h3>Appointments</h3> <p>Keep track of your upcoming VA medical appointments and get email reminders.</p> <p>Read More</p>	 <h3>Messages</h3> <p>Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.</p> <p>Read More</p>	 <h3>Health Records</h3> <p>View, print, or download a copy of your VA medical record information, or enter your own health information.</p> <p>Read More</p>
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VA Mobile

VA Mobile aims to improve Veterans' health by providing access to VA apps that expand clinical care beyond traditional office visits.

The VA App Store puts health care into the hands of Veterans. In the App store Veterans can explore tools created to help navigate their health care, benefits, prescriptions, appointments, messages and letters using their cell phone or tablet.



Remote Patient Monitoring Home Telehealth (RPM HT)

Remote monitoring by Registered Nurses to improve clinical outcomes and access to care while reducing complications, hospitalizations, and clinic or Emergency Department visits

- Nurses utilize case management principles to coordinate care using health informatics, disease management, in home technologies, mobile monitoring, messaging and/or video technologies.
- Programs include Chronic Illness, Mental Health, and Weight Management.

May be particularly useful for:

- Veterans in post-acute care settings.
- High-risk Veterans with chronic disease.
- Veterans at risk for institutional long-term care.
- Veterans who would benefit from additional health promotion and disease prevention activities.



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Accessing Telehealth through Local Area Stations (ATLAS)

The ATLAS program establishes convenient locations for Veterans to receive VA care, reducing obstacles such as long travel times to appointments and poor internet connectivity at home.

- ATLAS sites provide Veterans with a private appointment room to meet with their VA provider.
- Using VA Video Connect, Veterans connect with VA providers through secure, real-time video.
- Internet connectivity and telephone capabilities are available within appointment rooms.
- An on-site attendant is available at ATLAS sites to guide Veterans through the process of connecting with their VA provider.
- Clinical services offered at ATLAS sites may include primary care, mental health counseling, clinical pharmacy, nutrition services, social work, and more.

ACTIVE ATLAS SITES



Tinian Health Center — Tinian, MP



Tinian Community Health Center — Tinian, MP



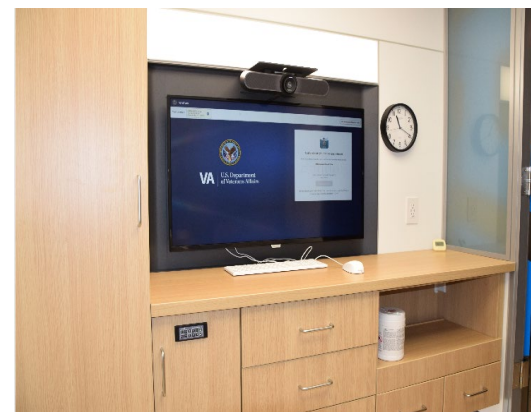
Community Guidance Center — Saipan, MP



Kagman Community Health Center — Saipa...



Rota Health Center — Rota Island, MP



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Office of Connected Care Help Desk (OCCHD)



OCCHD Office of Connected Care Help Desk: **(866) 651-3180.**

For VA Care Teams needing assistance with telehealth and all apps.

For Veterans needing assistance with VA Video Connect

24 hours a day, 7 days a week

Ticket may be placed with OCCHD at <https://occhdsupport.ironbow.com>



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MAHALO !



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VA Health Care System Tour

Lunch

Vet Center Tour



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of Veterans Affairs

Day Closeout / Updates / Reminders



Business Meeting Recess



Additional Slides

VA Manila History

- Today the U.S. military still has a good number of Filipino-Americans that serve. However, this population mainly consists of 2nd and 3rd generation Filipino-Americans. Some Filipino-Americans return to their home country (Philippines) to live after retirement.
- The U.S. Department of State estimates there are four million U.S. Citizens of Philippine ancestry in the United States and an estimated 40,000 Veterans, both American and Filipino-American, living in the Philippines.
- When VBA was in a paper process environment the Manila RO only worked claims for Veterans living in the Philippines. Today, with VBA being in a paperless environment, Manila is now a part of VBA's National Work Queue, where they now get work pushed for Veterans that filed claims from all around the U.S. and the Philippines.
- The VA presence in the Philippine's still makes sense today because of our strong ties with one of our oldest allies in the Pacific region. More importantly, the country has adopted many of the U.S. laws and government culture from when it was a U.S. territory and continues to be proficient in the English language.



VA Manila History

- The Department of Veterans Affairs (VA) has had a presence in Manila since 1921. The VA's 102-year presence in the Philippines is at the very heart of the United States' close ties with this treaty-ally nation.
- The Philippines was once U.S. Territory/Colony and like other U.S. Territories, Guam and Puerto Rico, VA has a presence due to its citizens being allowed to serve in the U.S. military, which entitles them VA benefits.
- After WW II, the Republic of the Philippines was granted independence and the U.S. Congress expanded services by authorizing limited VA benefits for eligible Filipino Veterans who served in the Philippine military but under U.S. command such as Regular Philippine Scouts, Commonwealth Army of the Philippines, Recognized Guerrillas, and New Philippine Scouts.
- Even though the Philippines was granted independence by the U.S., Filipino citizens were still allowed to serve in the U.S. military up until the two major bases, Clark and Subic, closed in the early 90's.

