

Quick Start Guide
Veteran Experience Action Centers

Background: VE Action Centers were derived from an American Legion concept and has been executed in several locations to date with proof of concept achieved. It has been described as a VBA claims clinic that is more inclusive of community service providers, VHA, and NCA, not focused solely on VBA, but VBA is included. The VEAC is a comprehensive Veteran resource event supported by VEO in collaboration with local VA facilities and local communities for Veterans, families, caregivers, survivors, and service providers to access resources in-person with community partners, CVEB, and VSOs/MSOs working together to get Veterans the services where they live.

Purpose: To reach underserved Veteran population areas within regions of respective states in effort to provide face to face service to Veterans, families, caregivers and survivors. The VEAC is also a public relations tool which displays VA and community collaboration in the effort to reach and assist those that have had challenges in accessing benefits and healthcare. The intent of this event is to create true collaborative partnership between Veterans service and support organizations of all types, on all levels of the government and the private sector respectively. Through cooperative efforts the combined service group will address and attempt to solve issues experienced by each individual Veteran and family in attendance at the event.

Planning: 120 days to execution (at minimum) using toolkit and dependent upon engagement and participation with VA administrations at local level to implement including VBA service center for claims processing, VHA officers, mobile vet centers, and memorial affairs contacts.

Level of Effort by Local VEO representative: Local VEO Representative will provide on-site planning and support for the event. VEO National lead will provide tools, guidance and assistance in all areas necessary to make the VEAC a success. The level of effort will be dependent on the need and level of effort from the local VBA and VHA. VEO will act as a supporter and facilitator for actions deemed appropriate by SES leaders in VBA and VHA.

Type	CVEBs	Requested leadership at event
Regional State Event/National Initiative	Local and regional participation and support	Local VHA/VBA/NCA/Vet Center

- Provide guidance and support in the form of the VEO VEAC Toolkit
- Identify opportunities to conduct supporting events such as VetTalkX, CVEB public forum, and Veteran VBA/VHA information sessions
- Act as the communicative and planning liaison for the VEAC and associated Veteran centered activities
- Conduct in progress and after event reviews to identify opportunities for improvement
- Provide guidance an administration of the VEAC survey to gain insight into Veteran impressions and trust

Metrics: # Participants; # VHA Enrollees; # Claims Processed; # NCA Eligibility Packets; # Vet Center Support; # Attendees

Areas of Influence/Value: Access, Navigation Support, Community Needs, SECVA Priority (Memo), Trust (3 E's)

Stakeholder Engagement: CVEB, Community, State, Local VA (VHA/VBA/NCA)

Communications: TV, Radio, Print media, tweets, blogs, and VEO/VA newsletters.

National Lead: Cajun A. Comeau, Program Analyst, Cajun.comeau@va.gov



Veterans Experience Action Center (VEAC)

A comprehensive Veteran resource event supported by VEO in collaboration with local VA facilities and local communities for Veterans, families, caregivers, survivors, and service providers to access resources in-person with community partners, CVEB, and VSOs/MSOs working together to get Veterans the services they need where they live.

“Get to Yes!”

- Make services and resources easy and accessible for the Veteran and their family
- Make a personal emotional connection with the Veteran

Key Components

- Integrated community collaboration
- On-site, in-person access
- Same-day services
- Local community marketing

Proof of Concept (Data!)

- Increased enrollments and claims across the enterprise

Ohio VEAC
 934 Attendees
 155 Original Benefits Claims
 260 VHA Enrollments, 52 Exams
 517 NCA Mobile Unit Visits

What makes this event different?

- **Integrated Community Collaboration:** VE, VHA, VBA, NCA, Vet Center, County, and community partners, such as Red Cross, United Way 211, and many more.
- **On-site, In-person Access:** Veterans and their families have access to on-site benefits claims and appeals assistance, health care enrollment, wellness exams, mental health counseling, women’s health services, LGBTQ+ Veteran resources, homestead exemption assistance, Veteran ID cards and other local, state, federal and community resources.
- **Same-day Services:** Assistance is provided in free, private, face-to-face consultations with same-day services in an atmosphere of respect and dignity.
- **Community Marketing of Event:** Community partners, academia, service providers, and VA facilities jointly market and share information on the event to maximize attendees.

2nd Annual Veterans Experience Action Center
 The most comprehensive Veterans resource event in the region
 Aug. 9, 10, and 11, 2018

Veterans Experience Action Center Services Include:

- Wellness exams and on-site enrollment in VA health care benefits
- Social services, including caregiver support and home health care
- Mental health, counseling and crisis safety education
- Homestead, low-income housing and vocational support services
- Volunteer and employment opportunities
- VA benefits compensation and pension claims
- Vocational rehabilitation, training and education services
- VA Mobile Vet Center
- VA National Careline Administration
- Member of Benefits
- Services from community partners, including:
 - Information and referrals
 - Budget coaching
 - Veterans ID cards
 - Legal services
 - Government and private insurance information
 - And much more!

Hours:
 Wednesday, Aug. 9: 9 a.m. - 3 p.m.
 Friday, Aug. 10: 9 a.m. - 3 p.m.
 Saturday, Aug. 11: 9 a.m. - 3 p.m.

For more information:
 Call 211 or 216-435-2000
 Visit us at va.gov/veac

Logos for: Cleveland Community College, Hamilton Energy, U.S. Department of Veterans Affairs, and VA logo.

What are Veterans saying?

“This is how the system should work, I am the Veteran, why should I have to come to you”

“This event is a huge benefit to the taxpayer and the Veteran”

“The rest of my life starts today; I have fought for so long. Thank God for these people and for this event”

“Meeting with the claims representative in person helped me understand the process so much better”



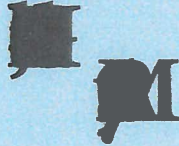


Winston-Salem VA Regional Office



Greensboro

Veterans Experience Action Center

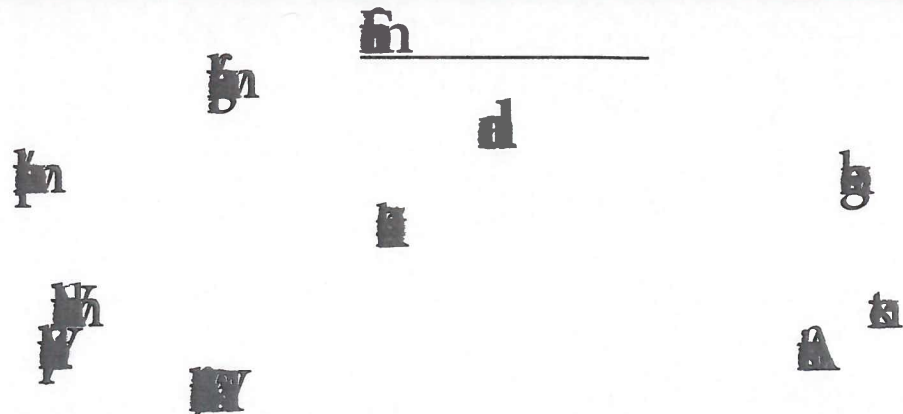


Representatives will assist with:

- Face-to-face assistance with claims and appeals
- Health benefit enrollment & assistance
- Information about benefit-related VA programs: Vocational Rehabilitation & Employment, education, home loans, insurance, pension & survivor's benefits
- Bereavement & military sexual trauma counseling; mental health screening & resources
- Employment, Legal & Housing Resources
- Educational Opportunities
- State & local Veteran benefits and resources

Important Information:

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- [Illegible]
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VEAC

Veterans Experience Action Center

Frequently Asked Questions (FAQs)

What if my claim is already pending? Representatives will be able to provide up to date information on the status and next steps, potentially including completion.

Will a decision be made on site? Representatives will review all the available information and determine the next best step. If additional evidence is needed before a decision can be made (such as an examination, medical opinion or service treatment records), then a decision likely will not be made that day but the claim will be moving forward.

On occasion, the complexity or the jurisdiction of the claim or appeal may also prevent same-day action; however, representatives will provide up to date information and assist to expedite as much as possible.

How do I get in line for services? Upon arrival, get a numbered ticket from the hosts. You must have this number to receive services.

Which day should I come? Expect long wait times.

Who should attend? Services are offered for Veterans and eligible family members. If you have questions about what benefits may be available and how to apply, this event is for you.

How Does the Disability Claim process work? VA disability claims are completed in fewer than 100 days on average. See this site for more information:

<https://www.vets.gov/disability-benefits/apply/>