

# Governor's Advisory Council for Veteran Services

Building 4-134  
Fort Indiantown Gap  
Annville, Pennsylvania 17003  
May 16, 2018

# Aging Committee

Mr. Ed Beck

Ms. Samantha Cossman

*Co-Chairs*

## Aging Committee, Ed Beck and Samantha Cossman (co-chairs)

**Subcommittee met on:** 3/21 conf. call cancelled; 4/18 webinar; 5/16 in person

### Members:

Name	Affiliation
Ed Beck	DMVA
Samantha Cossman	PDA (PA Link)
Brian Natali	DMVA
Tim Cleveland	Tioga Co. Veterans Affairs
Kit Watson	American Legion
James Fearn / Kevin Hancock	DHS (OLTL)
Ben Laudermilch	DHS (Housing)
Christopher Kemmerer	DCNR (State Parks)
Larry Furlong	Fish and Boat
Jamie Dunlap / Sarah Merritt	PA Council on the Arts

## Aging Committee

### **Adult Day**

Identify gaps in current Adult Day coverage and consider providing education on Veteran/Military culture, systems, supports, benefits (rolling this into the work of a new workgroup under Reducing Veteran Homelessness)

### **County Home Partnerships**

Educate SNF/Rehab facilities on Veteran/Military culture, systems, supports, benefits

Goals: improve provider knowledge and understanding of Veteran considerations, make current Adult Day and LTC/Acute Rehab facilities more effective in working with/caring for Veterans, better prepare them to refer Veterans to VSOs

## Aging Committee

### **Opportunities for Aging Veterans, their Family Members and Caregivers** (community involvement, socialization, outdoor activities)

- What outlets exist for informing Veterans and Service Members of \_\_\_\_\_?  
Is there an inventory that outlines these? If not, could this be created?
- Exploring partnerships between state agencies (that offer community involvement and volunteer opportunities) and SVHs as well as Veterans posts and programs. Look into pilot sites that would like to expand programming in order to engage more aging Veterans and their families and caregivers.

DCNR

Fish and Boat

PA Council on the Arts

## Aging Committee

### ❑ **Expanding PA Link Initiatives for Aging Veterans**

- Collaboration to address caregiver support programming for military/veteran caregivers
- Develop plan to introduce all SVHs and CDVAs to Alzheimer's Association PA Chapters
- Veterans Directed Care:
  - Uncover VISN 4 VAMC interest in offering VD-HCBS (in progress)
  - Promote communication and collaboration between County Directors of Veterans Affairs and AAA Directors (two step plan; in progress)
  - List of best practices for working relationships - both AAA and CDVA perspectives (in progress)

## ❑ Reducing Veteran Homelessness

Joint Committee met via webinar on 3/8/18 and 5/1/18

Workgroups have been newly developed to focus on:

- Transitional housing
- Adult Day and LIFE
- Cross-system collaboration
- Resource inventory

# Education, Employment and Workforce Development Committee

Mr. Kory Auch  
*Chair*



## Agenda:

- Committee Members
- What's Been Happening
- Program Structure Concept
- A Program Review Concept/Format
- Way Ahead

## Education, Employment/Workforce Development Committee (EEWFD) “What Do I Want To Do Next” Committee

### Members:

Name	Affiliation
Kory Auch	Chair / Office of Administration
Ruben Pachay	Department of Labor and Industry
Christine Hawk	Department of Education
Bruce Foster	State Veterans’ Commission
Cory Bender	Department of Military and Veterans’ Affairs
Bryan Lentz	State Civil Service Commission
Larry Furlong	Fish and Boat Commission
Tina Kotsalos	Department of Banking and Securities
Thomas Applebach	County Directors for Veterans Affairs
Scott Sheely	Department of Agriculture
Shelly Forte	Office of Administration

Potential Additions:

- US DoL VETS Rep
- DCED (small business)

# What's Been Happening

## Veterans' Expo & Job Fair in York, April 9th

- 400 veterans attended ... some great stories
- 40 companies in job fair, 16 exhibitors, 19 service orgs/education exhibitors, 4 resource tables
  
- Commonwealth Participation:
  - Veteran Advocates from L&I CareerLink
  - Outreach Team from DMVA
  - Financial Counseling from Banking & Securities
  - Advertising ... Veterans Registry; Calendar of Events
  
- Future Events:
  - Berks County, May 30<sup>th</sup>
  - Capital Area, Aug 28<sup>th</sup>
  - Lancaster County, Nov 1<sup>st</sup>



## What's Been Happening



**JOBS FOR VETERANS!**

**IDAV** | **RECRUIT MILITARY**  
VETERANS JOB FAIR

**120+ JOB OFFERS EXPECTED!**

**HEINZ FIELD**

**Thursday, March 29, 2018**  
11:00 am – 3:00 pm  
100 Art Rooney Avenue  
Pittsburgh, PA 15212

**A FREE HIRING EVENT**  
FOR VETERANS, TRANSITIONING MILITARY PERSONNEL,  
NATIONAL GUARD MEMBERS, RESERVE MEMBERS AND SPOUSES  
**= COMPANIES ARE HIRING! =**

Job Opportunities • Continuing Education Opportunities • Business Ownership Opportunities  
Proudly Sponsored by  
**HIGHMARK HEALTH**  
The heartbeats of health care

**REGISTER NOW!**  
Follow us on @RecruitMilitary / Facebook

For more details, visit [RecruitMilitary.com/Pittsburgh](http://RecruitMilitary.com/Pittsburgh)

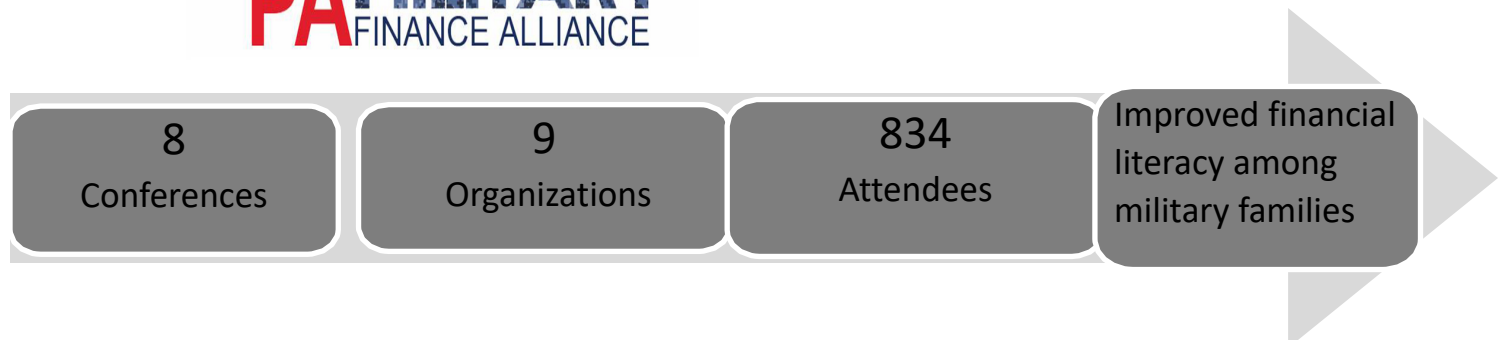
### Job Fair in Pittsburg, March 29th:

- Commonwealth Participation
  - Veteran Advocates from CareerLink
  - Advertising: Registry/Calendar
- Pitt: 16 Events / 3500+ attendees
- Philly: 32 events / 9900+ attendees
- Future Events:
  - Pittsburg, Jul 12th & Oct 18th
  - Philadelphia, Aug 9th & Nov 15th

## What's Been Happening

### Pennsylvania Military Finance Alliance:

- Program for Service Members/Veterans/Spouses
- Making \$ense of Finance ... Collaborating Organizations
- Future Events:
  - August 8<sup>th</sup>, Johnstown
  - September 7<sup>th</sup>, Ft Indiantown Gap

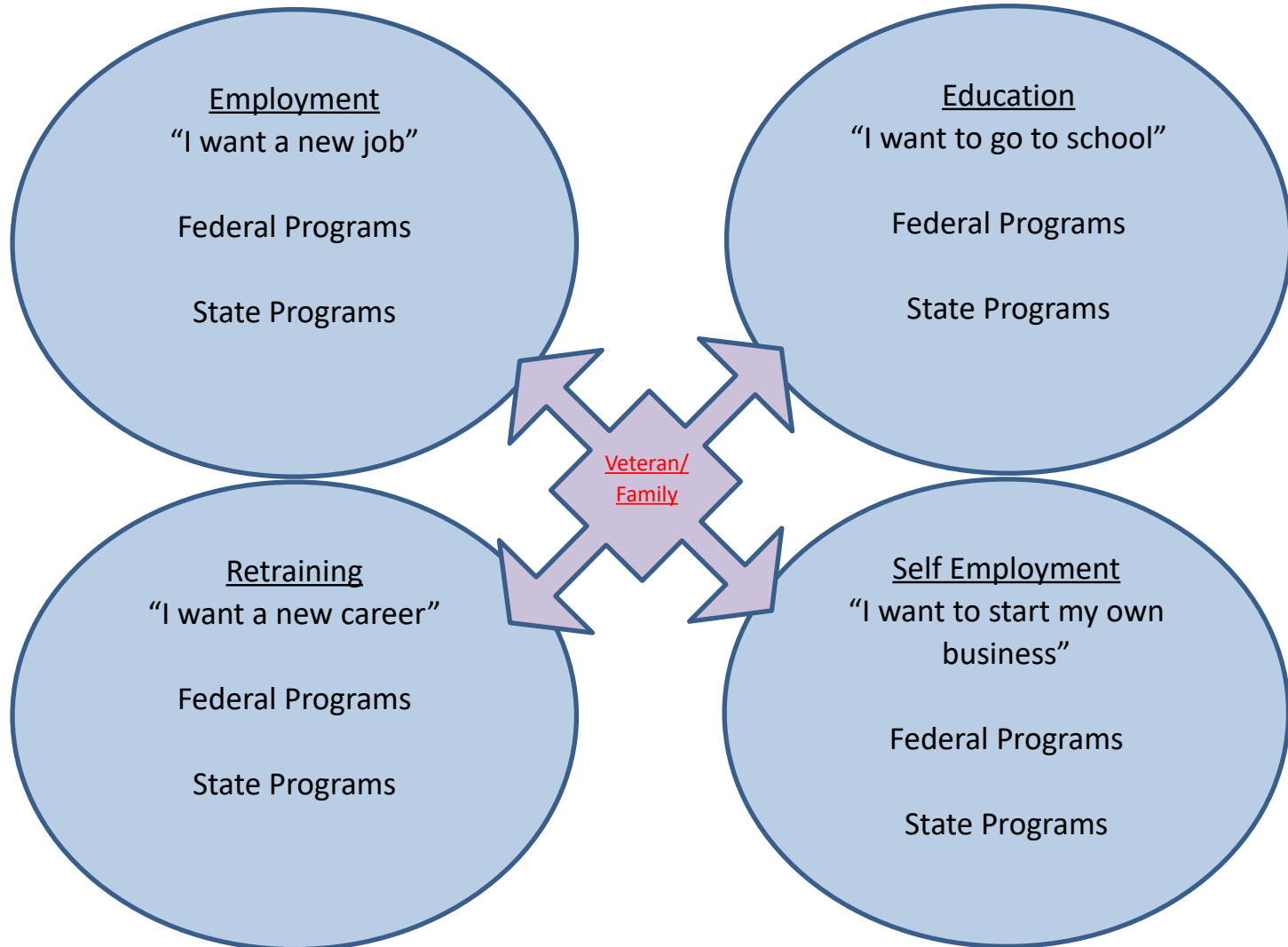


## Committee Meeting

- What problem are you trying to solve?
- What is already offered?
- How much is it used?

“Don’t build programs for programs’ sake”

Goal: Establish a construct to evaluate programs and effectiveness  
... putting the veteran at the center



# Program Awareness vs Program Advertising

## Examples:

- Awareness: CareerLink has veteran employment advisors
- Advertising: Veterans Job Fair at Heinz Field on March 29<sup>th</sup>
  
- Awareness: Military Finance Alliance offers education
- Advertising: Seminar will be conducted on August 8<sup>th</sup>
  
- Awareness: Commonwealth offers Veteran's Preference
- Advertising: Which jobs are open now



## Program Awareness and Advertising ...to those in contact with veterans

### ➤ DMVA Outreach Office (first stop ... pivot)

- GAC-VS Members (DMVA)
- State Veterans Commission (DMVA)
- County Veteran Service Offices (DMVA -> SVC -> Org) [130]
- Veteran Organizations (SVC -> Org) [11]
- Dept of VA (DMVA)
  - Veteran Centers [12]
  - Medical Facilities [48]
  - Veterans Benefit Administration [2]
- Veteran Advisors in CareerLink (L&I) [58]
- School Certifying Officials (PDE) [1,955]
  - ? Student Veterans of America (SVA) Chapters
- Area Agencies on Aging/AAAs (PDA) [60]
- Continuums of Care/CoCs (DCED) [2]

Virtual Presence...

# Program Advertising...to veterans

- Those who have served
  - Transitioning & re-integrating military members
  - Former military members looking for a change of job/career
  - Certain family members
- Must be understandable in **their** eyes
  - Aligned to their structure, not government's
  - Minimize the number of “clicks” and confusion
- Communicate ... Communicate ... Communicate [Not exclusive to EEWFD]
  - Not one size fits all
  - Multiple methods of both push and pull

## Program Assessment Format GI Bill

### Concept

- Educ Assistance ... Federal VA \$
- 6 programs for Active Duty, Guard, Reserve, and Dependents
- Most Popular: Post 9-11 GI Bill
  - 2008 – Higher Education
  - 2011 – OJT/apprenticeships/certs

### State Participation

- PDE – “State Approving Agency”
  - Educ: FY17 - 457 > FY09 - 333
  - Trng: FY17 - 202 < FY09 - 229
- School Certifying Officials
  - 1,955 (1,184 Ed/771 Trng)

### PA Key Data/Trends

- FY16 = 24,611 beneficiaries
  - 69% growth since FY08
- FY16 = \$375M VA Expenditure
  - 350% growth since FY08
- Post 9/11 ... 0 to 23K to 19K
  - Ratio of members/dependents?
  - Transfers trending within DoD

### Key Changes/Initiatives

- PA: In-state tuition for participants
- Feds: Colmery Act 2017 (31 changes)
  - Forever GI Bill vs 15 year sunset
  - Calculating eligibility ... RC
  - PDE training surge for processes

## Way Ahead

### Committee Way Ahead:

1. Program Awareness / Understanding
2. Communication Methods (DMVA Outreach Pivot Point)
3. Annual Reports / Program Reviews
4. Gap Analysis

### Agency Related Projects:

1. L&I: Common information & re-branding for PA CareerLink
2. L&I: Review “translator” for military to civilian skills
3. PDE: Implement changes to GI Bill / train School Certifying Officials

# Health and Behavioral Service Committee

Mr. Rick Hamp  
*Chair*

## Health and Behavioral Service, Rick Hamp, (Chair)

### Members:

Name	Affiliation
Rick Hamp	Department of Military and Veterans' Affairs
Mike Stelacio	State Veterans' Commission
Jodi Skiles	Department of Drug and Alcohol Programs
Angela Keen	VISN 4
Belinda Albright	County Directors for Veterans' Affairs
Robert Rounce	Department of Health

## Fairweather Lodge Updates

### Venango County

We continue to conduct referrals to this lodge  
Community Interest remains high  
2 Veterans currently living in this lodge

### Erie County (x2)

Lodge is fully furnished and interviews continue for new members  
Lodge coordinator continues to work with community leaders to  
ensure community integration and support  
4 Veterans currently living in these lodges

### Cumberland Perry (Newville)

Lodge is furnished and interviews continue for new members  
4 Veterans currently living in this lodge

### Lackawanna County

We are working closely with county officials to build stakeholder ship for a new lodge in Lackawanna  
They have a Benefactor and are finalizing financial requirements  
They have identified a provider and are formalizing their relationship

Dr. Darryl Jackson, Chief Medical Officer and SA Hamp represent the Department of Military and Veterans Affairs on the CCBHC steering committee.

The Opioid Warm Hand off Summits were a great success in bringing partners together to address the crisis. Events were held regionally:

Northwest (Venango County), April 4th (morning) - Dr. Levine (DOH)

Northcentral (Lycoming County), April 12th (afternoon) - Dr. Levine (DOH), Secretary Smith (DDAP), Maj Gen Carrelli, TAG

Northeast (Lackawanna County), April 10th (morning) - Dr. Levine (DOH), Secretary Smith (DDAP), Maj Gen Carrelli, TAG

Southwest (Westmoreland County), April 3rd (morning) - Dr. Levine (DOH)

Southcentral (Cumberland County), March 22nd (afternoon) - Secretary Smith (DDAP), Maj Gen Carrelli, TAG

Southeast (Chester County), March 27th (afternoon) - Secretary Miller (DHS) giving opening remarks; Secretary Smith (DDAP)

We continue to build partnerships with community organizations that are able to provide services to our Veterans with behavioral health challenges and co-occurring conditions such as Substance Use Disorders.

New Vitae Wellness and Recovery in the Lehigh Valley (Allentown/Quakertown)

Retreat Premier Addiction Treatment Centers – Lancaster, PA



# Women Veterans Committee

Ms. Jodi Zucco  
*Chair*

## Women Veterans Committee, Chair Jodi Zucco

**Subcommittee conducted conference calls on 3/29/18 and 4/26/18.**

**Interviews on survey conducted on 5/2/18 and 5/4/18**

### Members:

	Affiliation
Jodi Zucco	Office of Attorney General, U.S. Army Reserve (USAR) Retired
Constance Snavelly	State Veterans' Commission, U.S. Army Retired
JoAnn Tresco	ServiceMembers and Family Support Branch, PA Army National Guard (PAANG) Veteran Retired
Audrey Bergstresser	Vietnam Veterans of American, Inc.; Chapter 542, Service Officer, U.S. Army Retired, Vietnam Veteran
Lisa Kaye	County Directors for Veterans Affairs, U.S. Army Veteran
Patricia Conroy	Wilkes-Barre VA Medical Center

### Women Veterans Committee (Continued)

Mission: ***Women Veterans Outreach, Women Veterans focus in Annual Veteran Symposium, Identify emerging needs, Identify Gaps in benefits, programs and services for Women Veterans***

Critical Need: Identify Issues of Unique Concern to PA Women Veterans

Barrier: Lack of Input from our Target Population (in excess of 60,000 female veterans)

Mitigation:

- Develop and Disseminate a Questionnaire
- Town hall Meetings and Expos
- Supplemental Information, Academic Research and Studies

## **Women Veterans Committee (Continued)**

### **Questionnaire:**

Disseminated 4/19/18

### **Town Hall and Expo:**

- Pilot Event Tentatively Scheduled for 6/30/18 at Army Heritage Center
- Event Exclusively for Women Veterans
- Briefings and Outreach
- Request for Outreach support

# Judiciary Committee

Mr. Ryan Yoder  
*Chair*

## Judiciary Committee , Ryan Yoder (Chair)

### Members are as follows:

Name	Affiliation
Ryan Yoder	PA Department of Corrections (DOC)
Nicholas “Chip” Gilliland	PA Department of Military and Veterans Affairs
Richard Podguski	PA Board of Probation and Parole
Terry Stokes	Veterans Court Advocate- PA VFW
Ward Adams	GAC-VS (Member at Large)
Carl Feldman	Department of Human Services

### Judiciary Committee (Continued)

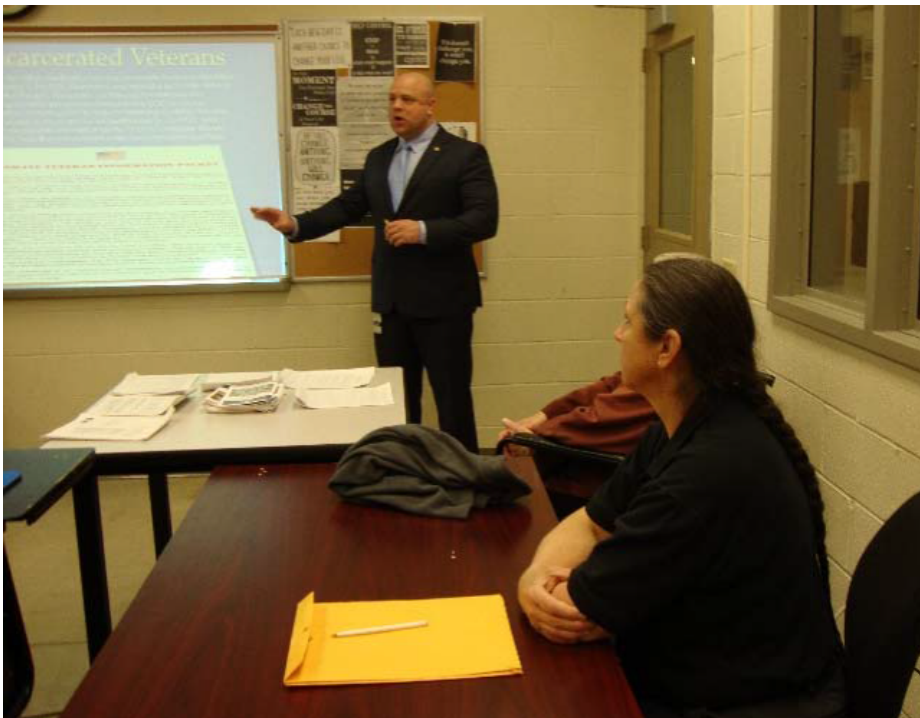
#### DOC Veterans Outreach Program

On April 16, Ryan Yoder, the DOC's statewide veterans' coordinator, and Chip Gilliland, chief of the DMVA's Reintegration and Outreach Division spoke to veteran inmates at SCI Fayette about their military service benefits.

Topics discussed included services available through the DOC Veterans Services, VA benefits and Veteran Services Unit (VSU) availability.

Yoder gave a PowerPoint presentation that highlighted statistics on incarcerated veterans and provided an overview of paperwork they can fill out to receive benefits during their incarceration and upon their release. The services available through the VSU program were discussed at length, and the inmates were encouraged to participate in the DOC's Veteran Services Unit program. Please note: A fourth VSU will be opening when SCI Phoenix becomes operational, and the first all female VSU is scheduled to open at SCI Muncy in the summer of 2018.

## Judiciary Committee (Continued)





### Judiciary Committee (Continued)

Also discussed was a potential program like the Reentry Services Office (RSO) but will be geared toward veterans. This new unit will be called the Veterans Services Office (VSO) and will be placed at all DOC facilities that do not have Veteran Service Unit's. This program will be geared toward incarcerated veterans and will assist them in getting copies of their DD214 (military discharge documentation), enroll them in the VA system and assist them with VA related services and support. In addition, incarcerated Veterans will be provided the opportunity to participate in various reentry based programming similar to the THU/VSU model. A question-and-answer session concluded the event.

Yoder and Gilliland also visited SCI Smithfield, SCI Forest, SCI Camp Hill and SCI Greene to provide inmates with the same presentation and related information. Visits to all facilities are underway.

## Judiciary Committee (Continued)

### VETERANS SERVICE OFFICE (VSO)

- Based on the VSU/THU/RSO model, the VSO will offer Veteran related services and support for all institutions currently without a VSU Program. The VSO will be made available to any incarcerated Veteran who wishes to participate in reentry programming.
- Each VSO should be supported by a Facility Veterans Coordinator, Reentry Coordinator, Social Worker, RPA and PSS. (Optional: AOD Facilitator)
- Each VSO should have access to a reentry/resource library. This library will consist of informative brochures, applications and binders containing both reentry and Veteran specific resource materials (Vet Court/legal materials, VA related applications/documents, PTSD/Mental Health assistance, Drug & Alcohol assistance, VSU related information.
- The VSO should offer a classroom setting with an ample amount of tables and chairs. TV/DVD players should be accessible for programming needs. In addition, VSO participants should have regular access to computer lab stations and other educational tools to assist with reentry programming and resources.
- The Veteran Services Office (VSO) will be offered in unison with existing THU/RSO programming within each respective institution. Incarcerated Veterans will be provided the opportunity to voluntarily participate in the various existing programs offered. In addition, supporting staff will offer Veteran specific programming, which will include but not be limited to Seeking Safety, AA/NA, RAP groups, PTSD/Mental Health, and various other programming or seminars offered by Veteran related organizations such as VA, Office of Vocational

### Judiciary Committee (Continued)

#### Bleier Takes “Quarterbacks of Life” Program to SCI Pine Grove

On April 11, Rocky Bleier was at SCI Pine Grove in conjunction with the Quarterbacks of Life Program. Quarterbacks of Life is a component of the Beating the Odds Foundation. This group is comprised of men and women who chose to fight through incredible setbacks in life, and in the end, won over adversity. They travel around the country sharing their stories with America’s youth to inspire and motivate them to achieve success in their own lives. Through their stories, they spread the key point of the Beating the Odds Foundation: By never giving up, every person can design his or her own destiny.

At SCI Pine Grove, Bleier and his group spoke to inmates and employee veterans who served during the Vietnam era.

He autographed pictures for staff and inmates and presented a Vietnam Era pin to staff member William Olp who also served in Vietnam. Bleier and his group visited SCI Greene on March 15.

## Judiciary Committee (Continued)



### Judiciary Committee (Continued)

## Unified Judicial System

- AOPC will develop a one page informational paper outlining the AOPC Veterans Court Regional development approach
- AOPC will develop presentation and deliver briefs about Veterans Courts at the following events
  - Upcoming Parole conferences
  - County Commissioners
  - GAC-Vet Services
  - PA War Veterans Council
  - State Veterans Commission
  - County Directors of Veteran Affairs
- AOPC will develop and post Veterans Court Information in CCAP Magazine
- DMVA to development Mentorship network in counties

# Administration/Technology Committee

Ms. Sandra Patterson  
*Chair*

## Administration/Technology Committee - Sandy Patterson, HHS Delivery Center CIO

Name	Affiliation
Eric Felty	DMVA – Project Manager
Tim Irvin	DMVA – IT Director DMVA
Richard Hamp	DMVA – Special Assistant to Deputy Adjutant General of Veteran Affairs
Joe Smolok	DMVA
Brian Natali	DMVA
Christine Hawk	Department of Education
Susan Leevan	IES/SAP
Robert Rounce	Department of Health
Ryan Yoder	Department of Corrections
Penni Bernard	PennDOT
Steven Wolf	Department of Labor and Industry
Kory Auch	Office of Administration
Reid Walsh	Office of Administration
Jason Swarthout	Office of Administration
Jordan Rummel	Office of Administration

## Progress to Date

- Act 69 changes to the veterans registry went live on Feb 22, 2018
- 4416 citizens visited website since 2/22
- 652 Registrations since 2/22
  - Feb – 110
  - Mar – 387
  - April – 155
- DMVA received 61 Paper forms from other commonwealth agencies
- Created resource account for veterans who use paper form and do not have an email account



## Progress to Date continued

- Started requirements gathering for the DD214 upload feature
  - Held two requirements sessions with DMVA
  - Requirements included:
    - Ability to upload DD214's and other discharge documents when registering
    - Discussing capability for current veterans within registry to update information added with Act 69
    - Creating a backend admin page for reporting and downloading of DD214 discharge documents
- GAC IT Subcommittee meeting held on May 11 to discuss Commonwealth agencies collection, retention, and use of discharge documents

## Next Steps

- Moving forward DMVA will work with GAC members to see if future phases of the registry can increase outreach with PA veterans by facilitating interaction with Sister Agencies that deliver veteran related programs

# Suicide Prevention-Peer (SPPEER) Committee

Mr. Rick Hamp  
*Chair*

## Suicide Prevention-Peer (SPPEER) Committee, Rick Hamp (Chair)

### Members:

Name	Affiliation
Rick Hamp	Department of Military and Veterans' Affairs
Mark Todero	Pennsylvania National Guard
Sherry Peters	Office of Mental Health and Substance Abuse Services
Angela Keen, Ph.D.	Veterans Integrated Service Network, Mental Health Program Lead
Randy Loss	Department of Labor & Industry, Office of Vocational Rehabilitation
Fred Nardei	VA Pittsburgh Healthcare System, Certified Forensic Peer Specialist
Ryan Yoder	Department of Corrections, Statewide Veteran Coordinator
Dave Measel	Pennsylvania Peer Support Coalition
Donald Danser, Ph.D.	Department of Veterans Affairs, Manager, BH VA and Specialty Clinics



## **SPPEER Committee**

The Leadership Team remains engaged and focused on initiatives that help our Veterans maintain Wellness.

Making a Difference in our communities – CCBHC Providing Services where they count

Warm-Hand Off Opioid Survivors Initiative– Multi-Agency Task Force addressing the Opioid Crisis in PA

Veteran Behavioral Health Support Grant Program – A chance to make a real difference in how we help Veterans with Behavioral Health issues and co-occurring Substance Use Disorders.

Co-Chairs will represent the SPPEER Committee at formal sessions of the Governors' Advisory Council for Veterans Services (GAC-VS)



## SPPEER Committee (continued)

# Community Awareness and Communications

**1LT Brandberg, Mr. Mark Todero, Joann Tresco**

Addition in Co-Chair:

Joann Tresco, Alcohol and Drug Control Officer (ADCO)

Strategic Plan to be finalized NLT 30 September 2018

Working along side other sub-committees to develop the best marketing strategies to get  
Community involved and communication lists

Working alongside American Foundation for Suicide Prevention, which has a MOU with  
the DoD to establish community partnerships with the intent of reducing the stigma,  
educating, and decreasing the number of suicides within our community and ranks.



## SPPEER Committee (continued)

# Prevention and Treatment Services and Strategies

Mrs. Sherry Peters, Working Group Chair

This subcommittee has compiled an impressive list of Suicide Prevention Resources That is now shared at the Prevent Suicide PA website <https://www.preventsuicidepa.org> Or in the Veterans/Military Families resources section of PA Recovery located at <http://www.dhs.pa.gov/parecovery/adultolderadult/vetmilfam/milresources/index.htm>

The work continues!



### SPPEER Committee (continued)

## Training and Education

### Mr. Fred Nardei, Working Group Chair

- Suicide Prevention Training Database
- The role of Peer Support in suicide prevention training
- Prevent Suicide Pa. 2018 conference
- The 6<sup>th</sup> Annual PA CARES training summit
  - Pa. National Guard readiness center May 24<sup>th</sup>  
1451 N. Market St. Elizabethtown Pa.
- Veteran “X” group
  - Veteran “X” program day at PNC park in Pittsburgh July 7<sup>th</sup>





# Questions, Concerns or Guidance from the Council



- Open Discussion
- Questions/Remarks



"Engaging Warriors, Veterans and Family - Improving Lifetime Outcomes"

Suite 302, 955 Horsham Rd. Horsham, PA 19044

267.532.1604

# GetVetsHelp - Transforming the VA to Benefit All Citizens

– Communication, Transparency, Accountability Solution

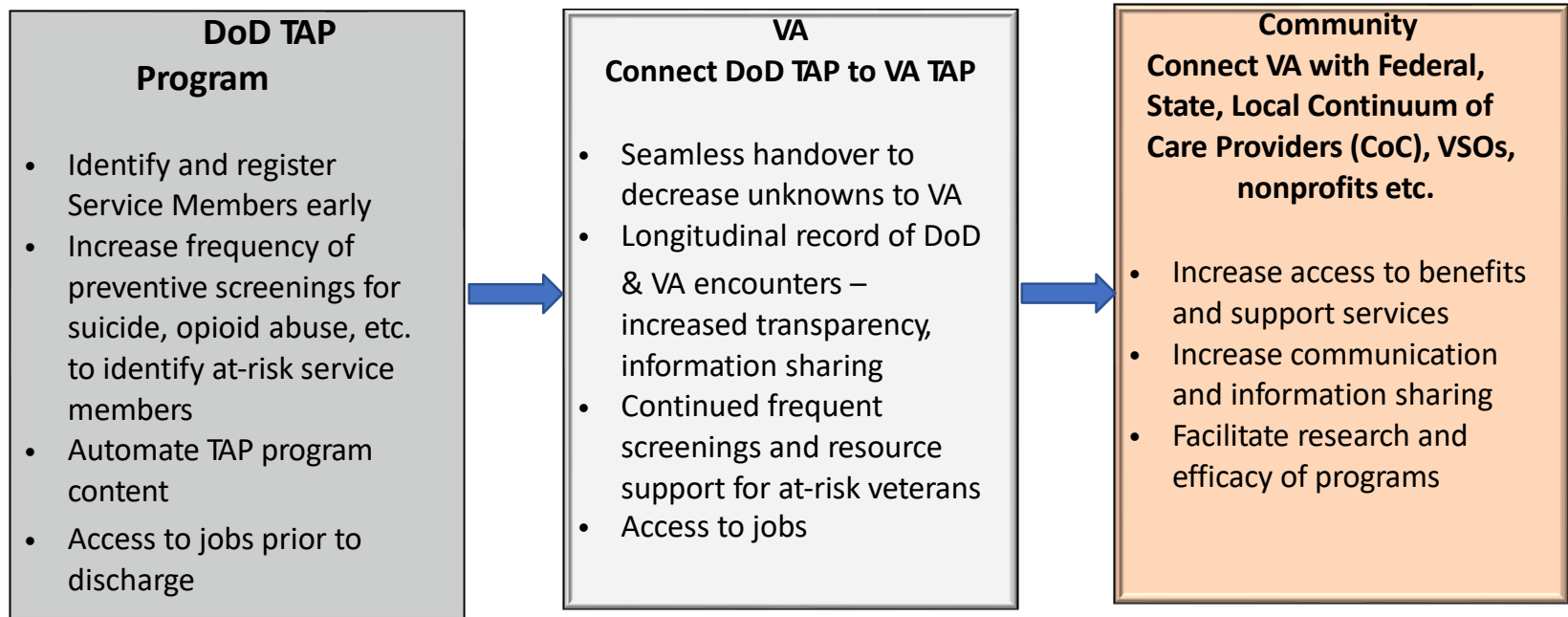
Technology- enabled strategy that integrates **Veteran self-management/VA partnership**, Fed, State local govt. and CoC connectivity and shared data model

Provides ability to rapidly implement with **minimal workforce, workflow disruption**

The merits of implementing this technology is availability of transparent outcome validation measured in: **performance, efficacies, long- term sustainability...cost benefit of tax payer dollars**

<u>Impact on Pennsylvania</u>	
✓ <u>Welfare Fund:</u>	Reduced Joblessness through direct hire and programs
✓ <u>Drug Law Enforcement:</u>	Decreased cost; early screening & detection
✓ <u>Substance Use:</u>	Reduced costs; screening, early intervention, prevention
✓ <u>Veterans Court:</u>	Decline via monitoring, ensure compliance
✓ <u>Mental Health Svc:</u>	Decline via early detection, communication, monitoring
✓ <u>Medical assistance:</u>	More Vets enrolled, more serviced
✓ <u>Veterans Homes:</u>	Decreased hospitalization, early detection
✓ <u>Veteran Suicide:</u>	Reduction through communication & early intervention`

# High-Touch Synergistic Shared Services Strategy: Service Member Proactive Screenings, Status Monitoring & Readjustment Support Steps Collaborative Implementation - Improved Access/Information Sharing

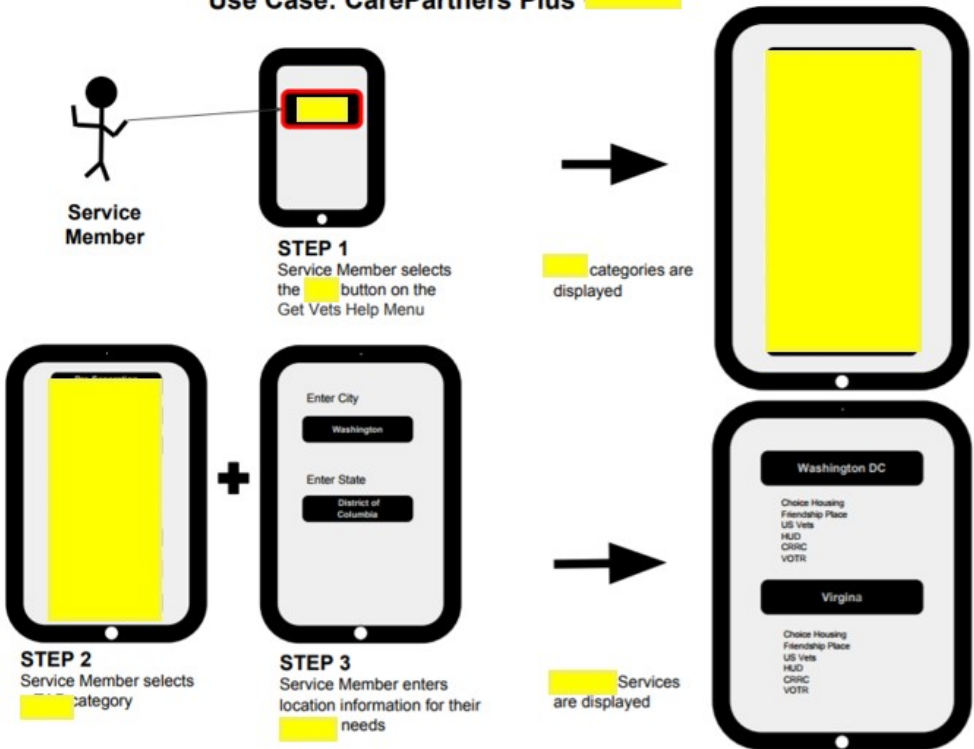


# USE CASE EXAMPLES

## TRANSITION ASSISTANCE JOB SEARCH and RE-ENTRY SUPPORT



### Use Case: CarePartners Plus



© 2017 CarePartners Plus, LLC Horsham PA 2675321604

# GetVetsHelp - Transforming the VA to Benefit All Citizens

– Communication, Transparency, Accountability Solution

## 24/7 Real-Time Operational alerts document & complete interventions

### Sample of Hi Risk Data Monitoring

- Avg. time to Open Veteran Issue
- Avg. Intervention time
- Interventions completed
- Mean Time to Issue Resolution
- Avg. Issues Resolved/Day
- Issue Status
- Satisfaction with Services provided

# GetVetsHelp - Transforming the VA to Benefit All Citizens

– Communication, Transparency, Accountability Solution

## Roll-out: immediately provides State Users Access to Federal Case Management

- GVH Versatility enables Federal Shared Services, Transparency-Accountability and Sustainability
- Enforces benefits of legislation e.g. Accountability Act
- “Shovel-ready” easily integrates User access into existing infrastructure

### Magnitude of Economic Impact

Estimate = \$695.3B improved outcomes, cost reduction,  
and economic stimulus



## Centralized Solution that will Benefit Veterans Throughout their Lifetime

Next

Steps:

- Sign-on
- Utilize GVH Solution for FREE
- Influence standards of performance, economy, efficiency and strengthen the State's responsiveness to their customers' experience
- Influence customization & versatility of Solution tools to offset contemporary problems and protect against avoidable future problems
- Rely on sanctioned services to evaluate outcomes, conduct vulnerability analysis and perform forensic economic impact scoring
- Ability to create a much leaner and more efficient process that meets beneficiaries' needs & eliminates duplication

**Wednesday, August 15, 2018 at 1:00 PM**

**Arrowheads Community Club**

**Fort Indiantown Gap**

**Annville, PA**