





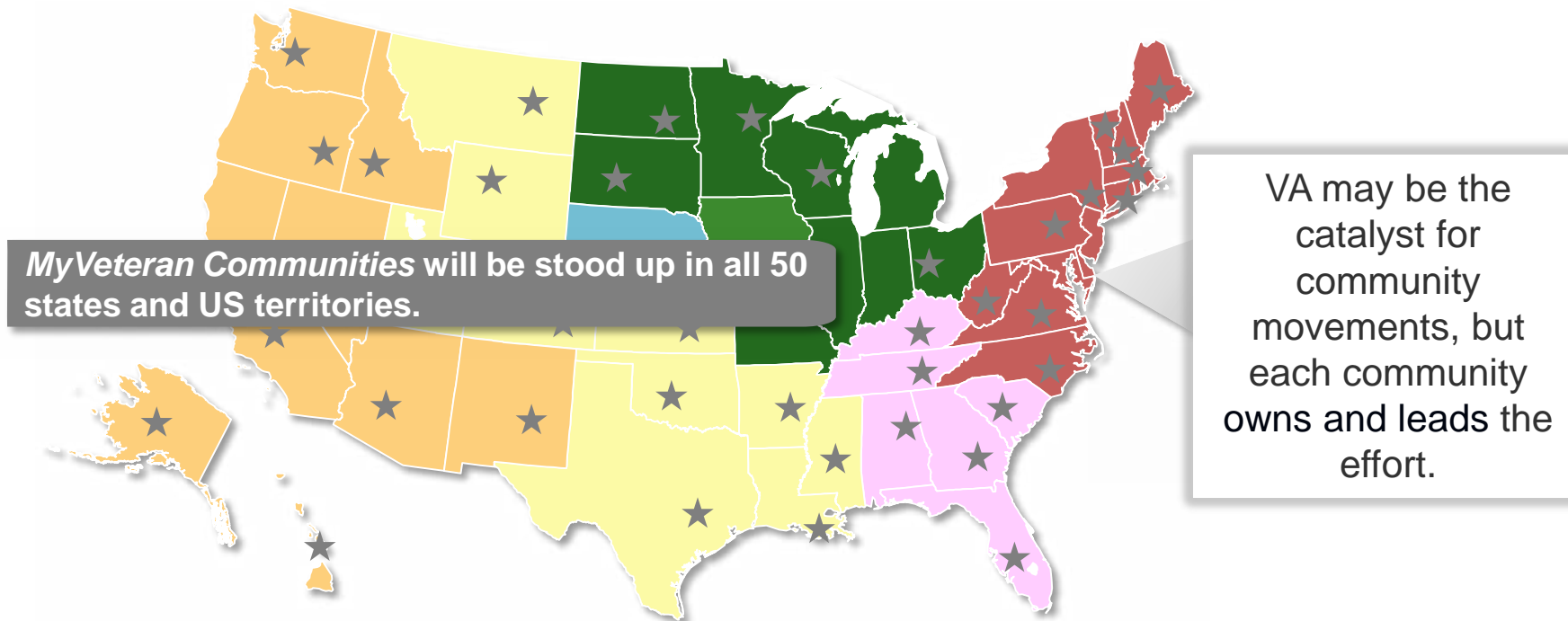
***MyVeteran Community***  
Greater Miami Valley

# Agenda

- ❖ Welcome (Barlow)
- ❖ Introductions around the room (All)
- ❖ myVeteran Community purpose (Barlow)
- ❖ GMV myVeteran Community Charter (Barlow)
- ❖ Status - Listening Sessions
- ❖ myVeteran Community Regional Forum – 24 May 17
  - ❖ Planning Committee formation – meet once a month until March
- ❖ VA Presentation on myVA311
- ❖ Discussion and Way Ahead
- ❖ Meeting Adjourned

# What is a *MyVeteran Community*?

*MyVeteran Communities* bring together local Veterans service providers, resources, advocates, and other stakeholders to improve outcomes for Veterans, Service members, and their families.



**Inclusive • Accessible • Community-Driven • Flexible • Integrated**

# What Does a *MyVeteran Community* Do?

A *MyVeteran Community* drives a **shared understanding among stakeholders** of the complex challenges that Veterans and transitioning Service Members face and **leverages its collective strengths to improve the Veteran experience.**

## *MyVeteran Community*



**Inclusive • Accessible • Community-Driven • Flexible • Integrated**



*MyVeteran Community*  
Greater Miami Valley

# GMV my Veteran Community Charter

- ❖ **Mission:** Improve support to Veterans, Service Members and their families by connecting regional Veterans service providers, resources, advocates and other stakeholders.
- ❖ **Vision:** National Leader in Serving Veterans



*MyVeteran Community*  
Greater Miami Valley

# GMV my Veteran Community Charter

## **Objectives:**

- ❖ Identify and highlight/advertise resources around the region available to Veterans, transitioning Service Members and Families
  - ❖ Assist United Way of Greater Dayton with VetLink 211 initiative to identify and connect Veterans with resources
  - ❖ Regularly meet with strategic Veteran Service providers across region to share best practices via the Dayton Region Military Collaborative
  - ❖ Assist veterans in identifying and reaching the existing resources via regular listening sessions and communiques through Ohio Department of Veterans Services and the Veterans Administration.
- ❖ Identify & facilitate forums where service providers can learn about each other in order to work together to enhance effectiveness and improve outcomes
  - ❖ Work with Ohio National Guard to add more service providers to Regional Inter-Service Family Assistance Committee meetings.
  - ❖ Promote cross function information sharing between service providers with similar missions and monitor flow/use to ensure to gap is uncovered
- ❖ Facilitate feedback mechanisms for Veterans
- ❖ Host listening sessions in every county of Region to gather Veterans' needs.



## *MyVeteran Community* Greater Miami Valley

Senator Portman's Office  
Governor's Office  
Lt Governor's Office  
Representative Rick Perales  
WPAFB  
Ohio National Guard  
Ohio Department of Veterans Services  
Veterans Administration Medical Center  
Veterans Administration National Cemetery  
Veterans Experience Office  
Montgomery County Veterans Services  
Greene County Veterans Services  
Allen County Veterans Services  
Auglaize County Veterans Services  
Butler County Veterans Services  
Champaign County Veterans Services  
Clark County Veterans Services  
Clinton County Veterans Services  
Darke County Veterans Services  
Hardin County Veterans Services  
Logan County Veterans Services  
Mercer County Veterans Services  
Miami County Veterans Services

Preble County Veterans Services  
Putnam County Veterans Services  
Shelby County Veterans Services  
Warren County Veterans Services  
Wayne County Veterans Services  
Projects Unlimited  
GE Aviation  
Dayton Development Coalition  
LexisNexis  
Kettering Foundation  
Vietnam Veterans Association  
Dayton VAMC Veterans Advisory Council  
Paralyzed Veterans of America  
Veteran Owned Business  
Omega Baptist  
United Way of the Greater Dayton Area  
Goodwill Easter Seals of the Miami Valley  
Miami Valley Human Resources Association  
Operation Pathfinder  
Military-Transition.org  
Community Support Coordinator, Ohio, West Virginia  
Disabled American Veterans  
US Veterans Motorcycle Club  
Resurrecting Lives Foundation  
Habitat for Humanity

Honor Flight  
Red Cross  
St Vincent de Paul  
Wounded Warrior Project  
Reynolds and Reynolds  
Because You Served  
Dayton Metro Library  
Extreme Focus

# GMV MyVeteran Community Members



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# Listening Session Status

- ❖ Objective:
  - ❖ Give Veterans a voice.
- ❖ Where: March-WSU/March-Huber Heights/April-Beavercreek/ Union/Vandalia/Springfield and Clark State/Spencerville/Greenville and WSU Lake Campus
- ❖ Details:
  - ❖ Professors at WSU designed study to collect data
  - ❖ Each session recorded
  - ❖ Veterans have been very interested in sharing experiences and thoughts on Veterans Services in region
  - ❖ Sessions are currently being transcribed, content analyzed
  - ❖ When transcription is complete, results will be presented to Veterans Affairs, Dayton, Ohio Department of Veterans Services and County Veterans Services Offices





*MyVeteran Community*  
Greater Miami Valley

# Veterans Moving Forward

- ❖ Objective:
  - ❖ Bring together veteran service providers from across our region once a year to network, and ensure Veterans are aware of service providers in their region.
- ❖ Where and When: 24 May 2017 (3-6) WSU Student Union, Apollo Room
- ❖ Details:
  - ❖ Honor Guard and opening from VA and State
  - ❖ Apollo Room with space for over 60 Veterans Service Providers
  - ❖ VA Mobile Clinic and Sim Center in Parking Lot
  - ❖ Food
  - ❖ Flyers through multiple venues
  - ❖ Personal invitations to Distinguished Visitors
  - ❖ Radio Ads
  - ❖ Live Radio
  - ❖ News Release
  - ❖ Sponsor Letters



## Greater Miami Valley MyVeteran Community

The MyVeteran Communities model enables Veteran advocates, service providers, Veterans, and stakeholders to have a voice in identifying their community goals and work to resolve issues at the local level to improve service delivery for Veterans, Service members, and their families.

Community involvement is key to the success of our MyVeteran Community transformation effort. As a result, VA and community leaders have begun participating more actively in community-based efforts to maximize the collective impact of local services, stakeholders, and federal/state agencies working together to improve Veteran outcomes.

### MyVeteran Com

Board Members

Meetings

Charter

Veterans Moving Forward

Contact Us

### CENTER FOR WORKFORCE DEVELOPMENT

*Wright State Research Institute*

Cassie Barlow, Ph.D.

**Phone:** (937) 705-1061

**Email:** [cassie.barlow@wright.edu](mailto:cassie.barlow@wright.edu)





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VA » Office of Interagency Care and Benefits Coordination » MyVA Community Model

## Office of Interagency Care and Benefits Coordination

### MyVA Community Model



### What is a MyVA Community?

VA is working to engage with existing community Veterans groups to improve outcomes for Service members, Veterans and their families. In areas where there are no existing community Veterans groups, VA is facilitating the development of Veteran-focused community networks, using a model we call **MyVA Communities**.

The **MyVA Communities** model enables Veteran advocates, service providers, Veterans, and stakeholders to have a voice in identifying their community goals and work to improve service delivery for Veterans, Service members, and their families.

### MyVA Community Objectives

To bring together local resources and advocates to improve outcomes for Veterans, transitioning Service members, and their families.

To enable Veterans to easily identify and reach resources available to them, voice their opinions, and provide valuable input.

To resolve concerns at the local level and improve service delivery methods.

### RESOURCES

[ICBC Home](#)

[Federal Recovery Coordination Program \(FRCP\)](#)

[MyVA Community Toolkit](#)

[Contact Us](#)

### CONNECT WITH US

Office of Interagency Care and Benefits Coordination  
810 Vermont Avenue, NW  
Washington, DC 20420

Federal Recovery Coordination Program  
(877) 732-4456

### QUICK LINKS

[National Resource Directory \(NRD\)](#)

[Veterans Benefits Administration \(VBA\)](#)

[Veterans Crisis Line](#)

[VA Caregiver Support](#)

[eBenefits](#)

[My HealthVet](#)

www.va.gov/icbc



Your VA & DoD Benefits. Online.

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www.ebenefits.va.gov

## Discussion



# MyVA311

Proudly Serving:

- ★ Dayton
- ★ Lima
- ★ Middletown
- ★ Richmond
- ★ Springfield



**VA**



U.S. Department  
of Veterans Affairs



# MyVA311

- 1-844-MyVA311
- The Number to Call When You Don't Know Who To Call
- Streamlining the phone tree
  - VAMC, Benefits, Cemetery, Housing, education, etc

## Proudly Serving:

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- ★ Middletown
- ★ Richmond
- ★ Springfield





## What Problem Are We Solving?

- Veterans and families had to navigate more than 1,000 phone numbers
- Veterans were frustrated and confused when attempting to learn about services
- New single number is “who to call when you don’t know who to call”
- Employees also frustrated, uncertain where to route Veteran inquiries

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# Current State



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- ★ Springfield





## More Than Just a Number

- Major Milestone in modernizing our call center strategy
- Employees will have initial set of standardized call center tech to quickly respond – provide timely, accurate info to Veterans
- Leadership will have access to real-time data to track, monitor, and make data-driven decisions to improve Veteran experience
- Same concept: [www.Vets.gov](http://www.Vets.gov)



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# The Data

- Patients want (and expect) to speak to a human right away
- Increased patience for humans versus machines
- Do not want all numbers replaced by a single number
- Want “general services line” to ask quick questions
- Don’t like being transferred



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- ★ Richmond
- ★ Springfield



## How's it work?

- All current numbers will continue to work – you don't have to change
- Don't know what number to call? Call 1-844-MyVA311
- Callers will be routed to major VA contact centers (Vet Crisis Line, VAMC, National Cemetery, VA Regional Office, etc)



### Proudly Serving:

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- ★ Richmond
- ★ Springfield



## What Was That Number Again?

1-844-MyVA311



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- ★ Richmond
- ★ Springfield



**VA**



U.S. Department  
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# Questions?



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- ★ Middletown
- ★ Richmond
- ★ Springfield

