

Outreach, Transition and Economic Development (OTED) Winter Advisory Committee on Former Prisoner of War (ACFPOW) Hybrid – Meeting Notes

Date: Wednesday, November 16, 2022

Time: 8am-4:00pm (CST)

Facilitators: Julian Wright, Designated Federal Officer (DFO), OTED

E. Maguel Marshall, Alternate DFO, OTED

Attendees: Lucretia McClenney, Earl Newsome, James W. Williams, Nicole Williams, (Mr. Williams' caregiver), Dr. Joseph Milligan, Dr. Kailyn Bobb, Dr. Marion Sherman, Yareli Revve-Mendoza, Marion "Tony" Marshall, James Stokes, John M. McGrath, Norman McDaniel, Frank Wijngaarde (OTED) note taker), E. Maquel Marshall, Julian Wright, Jelessa Burney, Advisory Committee Management Office (ACMO), Umar Awan, (OTED), Eddie Thomas, (Office of Enterprise Integration (OEI) Nikki Trigg, (Michael E. Debakey VA Medical Center staff) Damon Mattox, (Michael E. Debakey VA Medical Center staff), Dr. Scott Forbes, (Michael E. Debakey VA Medical Center staff), Ronald Miesemer, (Houston Regional Office), Cindy Jones, (Houston Regional Office), Leiani Kelly, (Houston Regional Office)

Start time: 8am, meeting not recorded

Business Meeting Opening, Julian Wright, 8:05am (CST)- Meeting to Order

- Julian Wright, DFO
- E. Maquel Marshall, Alternate DFO
- Opening Remarks and Welcome to winter ACFPOW hybrid meeting at the Michael
 E. Debakey VA Medical Center in Houston, TX

Chairman's Welcome, Earl Newsome

- Welcome
- Conducted roll call of Committee Members
- Harris County largest population of Veterans in Texas
- Purpose to hear what VA is doing to Former Prisoners of War (FPOW) and Prisoners of War (POW)









Roll Call, Earl Newsome

- Committee Members attended in person John McGrath, Joseph Mulligan, Marion "Tony" Marshall, James Williams, James Stokes, Lucretia McClenney, Dr. Kailyn Bobb, Earl Newsome
- Committee Members attended virtually Norm McDaniel, Dr. Marion Sherman, Yareli Mendoza

Official Host Welcome, 8:14am -8:17am

- Francisco Vazquez- Director, Michael E. DeBakey VA Medical Center, Houston Texas
- Thanking Committee Members-especially the FPOWs attending in person and virtually
- Welcome, Houston cares for over 20,000 Veterans
- Serve and Honor through healthcare
- VHA strives to get feedback from FPOW Veterans
- Goal is to have a productive meeting and VHA wants to be the best host to the Committee

Leadership Greetings from Veterans Benefits Administration (VBA), Michael Frueh, 8:17-8:42am

- Michael Frueh, Principle Deputy Undersecretary of Benefits (PDUSB)
- Apologies for not being there in person
- Could not travel due to foot surgery
- Excited to see members who are attending the meeting in person and virtually
- VBA is busy, COVID-19 did not slow us down
- VHA ability to provide telehealth and VBA has shifted to tele-counseling
- Thank you all for being on committee
- Speak up and tell us what you need, tell us the change you want to see
- Mentioned he had a meeting with the Secretary of Department of Veterans Affairs, Deputy Secretary, and Chief of Staff prior to this Committee Meeting, and they gave their warm regards
- Advisory committees are one of the best way the agency can gain input from experts









- VA has worked with National Academy of Science Engineering and Medicineformerly Institute of Medicine, to determine the disabilities that resulted from exposure to toxins
- Apply a model by looking at other evidence like firefighters for burn pits
- Last year, VBA and VHA began to review its own data/records to determine if disabilities could be recognized-also look at other research that corroborate information received from National Academy of Science
- Over ½ million Veterans have been captured FPOWS, number way too large
- Taken steps to improve benefits delivery
- Last year, VBA was conducting 32k exams a week and to keep up with the pace of
 disability claims now currently VBA is completing 42k exams a week-42 percent
 increase. The goal is get to 60k exams a week in order to keep up with the influx
 of claims received as result of Promise to Address Comprehensive Toxics (PACT)
 Act
- One of purpose for meeting with the ACFPOW is to get an understanding of needs of FPOW Veterans
- National Personnel Record Center (NARA), explained benefit delivery
- Up to 7,500 claims a day
- More changes planned as we implement the PACT Act, VBA always gets more claims every year
- Automation Decision Support tools- takes advantage of IA and machine learning
- Claims for hypertension is using new tools to make decision under 20 days which speeds up claims process compared to 140 days, future bright with automation
- We need to do a better job at communicating new presumptive claims.
- Greatly appreciate Julian and Maquel for maintaining efforts with Federal Advisory Committee Act (FACA)
- Open to answer questions
 - Question: Dr. Joe Milligan- What are you doing to resolve very old claims? i.e- Veteran lives down the street and was an Air Force dental technician after 20 years of service- pending claim for radiation exposure for over 7 years.
 - Answer: Mr. Frueh indicated VBA will clarify if it was original claim or appeal, and provide information about claim to Maquel and Julian to review and provide status. Dr. Joe Milligan - indicated that it is an appeal.









- Mr. Frueh explained that 600K in backlog claims more than 4 mos old,
 radiation claims are hard to process because a lot of research are involved
- Board average time is 7.5-8 years, they have 100k legacy claims left in appeal
- Mr. Frueh also explained the Appeals Modernization Act of 2017 that changed the process of adjudicating claims for appeals
- Question: Dr. Joe Milligan indicated his wife was a flight nurse in Vietnam, series of claims dealing with Agent Orange herbicide exposure. Claims are almost 3 years old, wife died a year ago, Did the claim die with her?
- Answer: Mr. Frueh indicated If claim was filed before death, claim is adjudicated in favor will be prorated to the heirs, or spouse. Claim does not die. 142 days to complete a claim due to volume. Goal is to get claims processed as quick as we can. Cases was referred to Office of Client Relations (OCR)
- Question: Dr. Bobb Is there a report by FPOWs and different years with utilization of benefits/services at VA.
- Answer: Chairman Newsome has two numbers and attachments provided to members in email prior to meeting. Mr. Frueh indicated that a breakdown can be provided and Julian can provide the breakdown of benefits.
- Question: James Williams Have a count of Vietnam FPOWs that have filed a claim for Agent Orange?
- Answer: Chairman Newsome That information can be obtained. The benefits subcommittee can take that for action
- Question: John McGrath Accurate list of living FPOWs can you help with getting a list of FPOWs who are getting benefits?
- Answer: Mr. Frueh Sounds a lot like the previous question about obtaining data. Chairman Newsome added that the committee can't receive a list of names of FPOWs but numbers
- Answer: Julian informed Mr. McGrath that VBA will not provide FPOW data (names of Veterans) to the committee as mentioned on several occasionsonly numbers, not names.

Cheryl Rawls, was not able to attend ACFPOW due to another meeting

Overview of PACT Act, Bryan Lett, 8:45am -9:09am

Provided an overview of the PACT Act









- Expands benefits and healthcare
- VHA started toxic exposure screenings as of Nov. 8th
- Veterans, survivors, and dependents have been filing claims under PACT Act since August 10th. August 11th VBA saw the most claims filed in a single day
- VBA will prioritize cancer claims filed for PACT Act
- 5,000 claims a day are being filed for PACT Act
- Please use an accredited claims representative/Veteran Service Organization (VSO) to file a claim. Unscrupulous individuals are taking advantage of Veterans by committing fraud to assist with filing claims
- Outreach letter are being sent to Veterans who were previously denied for claims filed for toxic exposures
- Presumptive claims do not require proof that military service caused disability-it's presumed. Veterans just need to meet service requirements and a current diagnosed
- Survivors may also be eligible to benefits under the PACT Act
- Visit <u>The PACT Act And Your VA Benefits | Veterans Affairs</u> for additional on PACT Act
 - Question: Dr. Joseph Milligan If a Veteran is already rated at 100 percent, is there any point to filing for any of the new presumptive conditions?
 - Answer: Bryan Lett Veterans may not receive additional monetary benefits, but it affords surviving spouses and/or dependents the ability to file for survivor benefits.
 - Chairman Newsome Survivors can file for Dependency and Indemnity Compensation (DIC) if determined to be eligible
 - Question: Tony Marshall Does the PACT Act cover the toxins Veterans were exposed from water on military bases
 - Answer: Bryan Lett Locations for toxins would have to be approved in order for Veterans to eligible for disability benefits. Bryan offered Mr. Marshall his contact information for follow-up
 - Question: Chairman Newsome when you telling people to apply for benefits can they apply establishing eBenefits account?
 - Answer: Julian Wright eBenefits has sunset and claims can be filed electronically on www.va.gov









- Bryan Lett Encourage Veterans to file their PACT Act claim within the first year because if awarded VBA will pay retro back to the date the bill was signed in August
- Question: Chairman Newsome Where can Veterans obtain records to show they were in the identified locations to claim PACT Act disabilities
- Answer: Julian VA will look at different methods. NARA is the location that stores military records, and Veterans can submit online application.
- Are FPOWs are alive today, able to apply for PACT with no conditions?
 Already 100 percent, should I apply for additional PACT Act conditions?
 Answer: It may not give you more money but it could come to play for survivors benefits.

Question James Williams - Do Bryan have a phone number where we can reach you?

Answer: Maquel has Mr. Lett's contact information and will relay any additional questions from the Committee.

Overview of VHA Medical Center, Dr. Marta Smith, Associate Director 9:10am – 9:24am

- 1.8 million square feet, 349 acute beds, largest and most complex surgical area, busiest VA in the system- over 100 coming through ER
- 122k unique patients seen in 2022
- Given over 185k COVID-19 vaccinations
- Houston Healthcare System provided Veterans with breakthrough technology such as the robotic arm, hip replacement, First awake brain surgery performed on Army Veteran in 2021, perform organ transplants, liver and kidneys
- Medical center is named after Cardiologist hospital is named after Michael DeBakey - cardiovascular surgeon, WWII colonel, developed VA healthcare system, received medal of freedom for his efforts in healthcare - DeBakey
- Latest technology, will be conducting heart transplants soon
- Associated with Baylor University, received \$20 million in grants, 600 active research projects, 1 of 5 sites of a VA and CDC "SUPERNOVA"
- surveillance program. Study results informed CDC booster shot recommendations.









- Debakey offers comprehensive healthcare such as Women's clinic, post deployment, PTSD, MST, substance abuse, and specialty care programs
- Fisher House, to have three fisher houses on campus-first VA to have three Fisher Houses
- Working with LGBTQ+ Veterans, suicide prevention and Community Living Center (CLC)
- Houston has 12 area Community Outbased Clinics
- Associated 1,800 educational institutions that provide internships to doctors and other healthcare providers
 - Question: Mike McGrath Do you have an outreach program for FPOWs in Texas?
 - Answer: Dr. Smith The next presenter will discuss the outreach efforts of the medical center
 - Comment: Chairman Newsome Going to ask the team to look at the VHA
 Directive 1650 that talked about the special care team. If the directive is
 being applied when caring for FPOWs. Main referral site for New Orleans
 goes to Houston for emergency care-Debakey did a great job handling
 hurricane
 - Question: Dr. Kailyn Bobb Average number of days to get mental health is 77 days for new patients. Is that accurate? Seems a like a long time to wait for an appointment
 - Answer: Dr. Smith Veterans in crisis can be seen in the emergency room. But care in the community is longer than VA, so they wait to regular mental health care. Often Veterans are given an option -community care or treatment at VA Medical Center. Once they are established, wait time goes down. Initial mental health appointment is 77 days. Utilize tele-mental health to lower the wait time
 - Question: With PACT Act recently passing, is the VAMC ready for new enrollees to seek services? Cognitive rehabilitation? Because toxic exposure can lead to neuropsychiatric issues, Do they have the resources to address the PACT Act?
 - Answer: Dr. Smith They are hiring to meet the need of PACT Act care for Veterans

VHA FPOW Program Advocate Roles and Responsibilities, Maureen Dyman – Communication Director – 9:24am – 9:35am









- Filling in for Deborah Todd, Physician Assistant for C&P exams
- Debakey currently cares for 23 FPOW Veterans
- FPOW advocate position is a clinical psychologist, Dr. Scott Forbes (new)
- Dr. Karin Thompson, PTSD Clinic Director was introduced
- There is signage in the medical facility that list the care benefits team
- They have cared for 23, one is 101, nine are in 90s, two are in 80s, six in 70s, and one is 60s, four FPOWs have passed way recently. Almost all get regular care here.
- Looked at period November 2021 to November 2022 there have been 500 episodes of care
- The team does not forget family members when assisting FPOWs
- Outreach team consist of 28 members across many disciplines specially trained to ask Veterans about their military service and identify any FPOW
- FPOW Annual Luncheon reimagine luncheon due to COVID
 - Questions: located at Houston Medical Center
- Question: James Stokes For your annual luncheon, due to the size of your catchment area, is it done at different locations or mainly here?
- Answer: Maureen Dyman Try set up events that allow Veterans to attend if they can
- Debakey recognizes FPOWs by setting up POW/MIA Table 2nd Floor Chapel
- POW/MIA DAY Events 7 Activities, they invite media to events before covid
- Use Social Media to promote FPOWs and their stories

Dr. Karin Thompson 9:35am – 9:50am

- Came to VA in 1988 and did evaluations for FPOWS in New Orleans, Louisiana
- Started first PTSD program at New Orleans VAMC
- PTSD is specialty, inpatient and outpatient programs
- Experience of FPOW and recognizing resilience people have
- PTSD program provides gold standard treatment for PTSD, untreated PTSD creates extra risk factors, like physical and mental health conditions, including dementia
- Data to show that 80 percent of Veteran who go through treatments, sees a significant decrease in other conditions.
 - o Questions: Lucretia McClenney: What is the greatest challenge for FPOWs?









- Answer: Dr. Karin Thompson Admitting to psychological stress and psychological problems, perhaps shame and guilt due to circumstances. Relayed story of a Korean War FPOW who did not tell anyone, even his wife about his experience. Stigma and difficulty asking for that type of mental health is a challenge.
- Question: Lucretia McClenney, Do you involve the family?
- Answer: Dr. Karin Thompson Yes, they get social support from their family gives them better outcomes. Provides family, couples therapy focused on PTSD
- Question: John McGrath Do you know how many are from Vietnam, Korean, and Desert Storm FPOWs.
- Answer: Chairman Newsome Maureen please provide Julian the breakdown of numbers. VBA will have numbers of Veterans receiving benefits.
- o Question: James Stokes How is outreach conducted FPOWs?
- Answer: Maureen Dyman By phone calls and managed care by nursing homes. Make regular contact to FPOWs
- Question: Dr. Kailyn Bobb/Chairman Newsome Is the medical center involved with OIF/OEF FPOWs? Are there any OIF/OEF Veterans? Is there any connection with challenges due to age/conflict? Dessert Storm versus Korean War
- Answer: John McGrath There 10 OIF/OEF FPOWs
- Comment/Questions: Chairman Newsome Most comprehensive breakdown on FPOWs of any site the committee has visited.
 Comprehensive breakdown- CBOCs and where they are spread out? Do you see them at the medical center or CBOC?
- Answer: Maureen Dyman Most FPOWs are given care at the CBOCs.
- Questions: Chairman Newsome How does a clinic know if the Veteran is a FPOW
- Answer: Maureen Dyman FPOW status is documented in progress notes.
 It's in the demographic information collected by provider
- Question: Chairman Newsome Doing a document review the pocket card for interns/resident doesn't have FPOW as special population how does a person know what to look for if it's not on the pocket card?









- Answer: Dr. Karin Thompson Should look at adding that information back.
 They train interns every July. FPOW is not identified as a special designation
- Question: Dr. Kailyn Bobb OEF/OIF FPOWs: Do you anticipate any challenges when getting services for this population?
- Answer: Dr. Karin Thompson OIF/OEF FPOWs are Reluctant to seek mental health care, taking first step to seek care
- Comment: Chairman Newsome younger Veterans are not joining VSOs or organizations, so screening at the medical center is important for identification

Break 9:50am - 10:00am

10:05am Return

Assistant Director of VBA Houston Regional Office (RO) - Ronald Miesemer

- Asst. Director Miesemer served in the U.S. Navy-worked for the VA for 20 years
- Robert Worley is the Director of the RO
- There are two ROs in Texas Houston and Waco. Houston covers 90 of the southernmost counties in the state and Waco covers the other counties
- Houston RO employs 674 staff, 63 percent of employees are Veterans,
- The RO provides non-medical benefits for 900,000 Veterans that live within those 90 counties and \$426 million is paid to those Veterans in the 90 counties
- Managed benefits in 3 different business lines, compensation, home loan guaranty and Veterans Readiness & Employment (VR&E)
- Veterans Service Center (VSC) handles the processing of disability claims 540 employees work in the VSC. The Public Contact Team (PCT) meets with Veterans, dependents and surviving spouses to assist with filing claims or answering questions. The RO has two PCTs Houston and San Antonio sees 500 Veterans per week in person, answer questions, take claims, provide status updates
- VR&E -helps Veterans with service- connected disabilities prepare for and find employment. Veterans with severe disabilities that prevent them finding employment can participate in the independent living program
- In VR&E, there are 98 employees, serve 9,000 Veterans in the VR&E program.









- Home Loan Guaranty (LGY) 1 of 8 regional loan centers located in Houston -LGY program helps Veterans obtain, retain, and adapt their homes. There are 101 employees in LGY, and another important mission is to help Veterans avoid foreclosures and helps with adaptations
- In 2022, LGY guaranteed \$256 billion dollars in home loans- also helped 295,000
 Veterans avoid foreclosure.
- PACT Act- Heath Robinson was a combat medic and died due to lung cancer.
 - Legislation added 20 plus presumptive conditions and more exposure locations
 - To date, VBA has received up to 145k claims
 - To address the influx of claims, the RO expanded hiring 85 new employees and more will be hired
 - New VBA strategy to process claims is- automation of processing benefits, which is a game changer – medical records can be ran through an automated system to identify if a disability exist.
 - VBA will begin to process PACT Act claims on Jan. 1, 2023, encouraging all Veterans to file claim now
- Veteran Suicide -data shows we have been able to reduce Veteran suicide, July the National Suicide Prevention Hotline changed their number to 988, 988, Press 1 will direct to the Veterans Crisis Line
- Questions: James Stokes Is called the crisis hotline?
- Answer: Ron Miesemer It's the Veterans Crisis Line
- Questions: Lucretia McClenney If Veterans do not file for PACT within the year, what happens?
- Answer: Ron Miesemer They can still file a claim, but they will not get retro payment to August 10, 2022.
- Questions: Chairman Newsome Do you provide service to expats to Mexico?
- Answer: Ron Miesemer Processing of disability claims for Veterans residing in Central and South American and Caribbean has been transferred to Pittsburgh RO

Introduction of Valerie Martinez - One of 5 Assistant Service Managers

FPOW Claims Processor- Melvin Carter and Jennifer Romary - FPOW Outreach Coordinator

Veterans Service Representative (VSR), Melvin Carter









- Served as FPOW claims processor for over 1 year
- Mr. Carter indicated that FPOW expectational experiences and life does not escape them
- Claims Processor Duties, biggest part is verifying FPOW status, buddy statements are acceptable, can be used to verify, when they were interned,
- Gather as much info as possible to help adjudicate the claim
- Determine Sea Service, War Service, Peace time service
- Mr. Carter utilizes several methods to verify FPOW status:
- Step 1
 - Gather information directly from the Veteran
- Step 2
 - Defense POW/MIA Accounting Agency (DPAA)
- Step 3
 - Search Archival Databases- Genealogy Personal History website
- Step 4
 - Reach out to OTED to verify FPOW status
- Step 5
 - o Make administrative decision regarding FPOW status
- Step 6
 - Verify through the service department

Jennifer Romary- FPOW Outreach Coordinator Duties

- Introduction, Jennifer started her VA career with CHAMPVA
- Became the FPOW outreach coordinator in April 2022
- The RO working with the City of Houston attended National Vietnam War commemoration event in March
- The RO also coordinates with the Vet Centers and the main VA Medical Center campus to participate in local FPOW events
- Act as a point of contact for VA and other service provided for FPOWS and their families.
- Building strong network in Houston-VHA, 4 in local area
- 21-526EZ form asked for confinement dates and if they have ever been a POW
- Track forms to flash FPOWs in the system and recorded accurately
- Shows list of statistics for the state of Texas, since Feb. 11, 2022.









- Question: Vice chair James Stokes Entire state has 71 unaccounted for Vietnam War POW/MIA?
- Answer: Jennifer Romary Correct, whole state of Texas
- Question: James Stokes Do you update the DPAA website with information you've found
- Answer: Jennifer Romary Department of Defense (DOD) updates that webpage – Valerie Martinez crossmatched between VHA and VBA systems, SSA, DOD and other federal agencies.
- Comment: John McGrath Indicated that there are 36 FPOWs from the
 Vietnam era in Texas, numbers do not match the list he has living in Texas
- Answer: DFO Julian Wright Again DOD updates the DPAA website. The number Jennifer provided could include other eras
- o Question: Dr. Kailyn Bobb Does this include the Veterans MIA?
- Answer: Valerie Martinez POW/MIA is based off of home of record on DD214
- Questions: Dr. Kailyn Bobb Is this the same process for accounted for/unaccounted for?
- Answer: Valerie Martinez That are still missing in action based on last home address
- Questions: Chairman Newsome How many pending FPOW claim?
- Answer: Melvin Carter There are no FPOW claims pending
- Question: Chairman Newsome How many FPOW Veterans are in Texas are receiving benefits?
- Answer: Melvin Carter No sure how many FPOWs living in Texas are receiving benefits
- Question: Chairman Newsome How does VHA verify FPOWs status if a Veteran comes in for treatment- take the word of the VeteransPower of Attorney (POA) status for care?
- Answer: Melvin Carter VBA cannot answer for the hospital
- Comment: Chairman Newsome's point was to establish collaboration for outreach
- Comment: John McGrath Home of records do not match actual home addresses from the list NAM POW maintains. Mr. McGrath mentioned that VA doesn't have an accurate list of FPOWs









- Answer: Chairman Newsome ACFPOW will review FPOW data from all eras as previously explained to John McGrath and Dr. Joseph Milligan.
- Question: Dr. Joseph Milligan numbers, why using an outdated site as a reference for FPOW data if NAM POW tracks the data
- Answer: DFO Julian Wright ACFPOW will not be using outdated sites to capture data. It's important to use the most updated information to ensure the committee is tracking the most up-to-date data
- Comment: Dr. Joseph Milligan He's offended when he hears that the Committee doesn't take seriously or want to talk about the actual number of FPOWs. Some Veterans are committing fraud
- Comment: DFO Julian Wright Once again explained that VA is not the authoritative source of DOD records as it relates to verifying FPOW statusthe same message about VBA having data about FPOW numbers has been emphasized in multiple ACFPOW meetings
- Comment: Norman McDaniel recommendation initial mistake when classify FPOW, comprehensive review of when listed
- Comment: John McGrath Can has date of death since 1973, DPAA's has been accurate for over 50 years, VA's numbers have fluctuated
- Comment: Valarie Martinez The RO takes fraudulent claims very seriously and cases of fraud are referred to OIG and police for criminal prosecution

National FPOW Outreach Updates, Julian Wright

- OTED has a FPOW Program Manager, Umar Awan, he works with the FPOW coordinators located at the 56 ROs
- Mr. Awan is also responsible for updating the M27 manual that provides guidance as to how outreach is to be conducted
- OTED has a created a system that would allow FPOW coordinators at the RO verify FPOW status
- FPOW coordinator list can be updated by the RO staff
- SharePoint site for FPOW Check with Name, SSN, or Date of Birth
 - Question: Dr. Joseph Milligan Do you need to know the name? Not an outreach tool?
 - Answer: DFO Julian Wright -The tool is for verification of FPOW status when a Veteran files a claim









- Virtual Inaugural Former Prisoner of War Symposium, December 14th from 1-4pm
- Provided Umar Awan's contact information
 - Question: Dr. Joseph Milligan How to notify FPOWs about the symposium?
 - Answer: DFO Julian Wright Information about the symposium has been shared with the FPOW coordinators at the 56 ROs, posted on social media, and shared with internal and external stakeholders.
 - John McGrath and Dr. Joseph Milligan will send the invite to their network
 - Question: John McGrath Can you contact FPOWs? Indicated that Veterans in Texas haven't be outreached to
 - Answer: DFO Julian Wright VBA has the contact information of FPOWs receiving benefits. As Mr. Carter mentioned, they know all of the FPOWs who are receiving benefits, and they do check-in from time to time
 - Question: James Stokes How many FPOWs are living in Texas?
 - Answer: John McGrath 35 FPOWs and 0 Vietnam FPOWs reside in the Houston area
 - Comment: Chairman Newsome Point to bring out people tend to appreciate it if you include them in the planning process. Can assist with adding items to the agenda
 - Question: Chairman Newsome Has the outreach letter gone out yet-FPOWs reminding Veterans and surviving spouses about benefits. To the new members: FPOW outreach letter and fact sheet were updated with the assistance of ACFPOW. Has outreach letter gone out yet?
 - Answer: DFO Julian Wright Letter and fact sheet is still in concurrence process
 - Outreach recommendations -write down outreach to FPOWs
 - Question: Chairman Newsome Can the committee get a copy of the numbers that was previously provided about the 23 FPOWs related to encounters

11:14pm Lunch Break, Return by 12:30pm CST

Resume: 12:38pm

OPEN DISCUSSION









- Chairman Newsome resumed meeting by informing committee that someone from the patient eligibility office will speak on how to enroll patients into care
- Amy Gregory from eligibility office will answer questions and provide updates to the committee
- Question: Chairman Newsome How does VHA verify a FPOW? VBA puts a flash and verifies FPOW
- Answer: Amy Gregory VHA is linked with the RO's systems such as VBMS and SHARE to verify FPOW status. They would need a DD214 in the system
- Question: Chairman Newsome Does DD214 identify FPOW status?
- Answer: John McGrath DD214 does not always represent a DD214, about 50 percent of DD214s do not have FPOW status
- Answer: Amy Gregory Will look into three systems to verify information before
 they could enter it into the system. Majority of the time, they get offered an
 option to fill out an application so they can request an amendment to their
 DD214 if they cannot be verified by VBA. They will send an addendum to the
 Veteran with FPOW and their dates. So they have to retrieve their military
 records. Sometimes send a request to NARA to verify status
- Comment: Dr. Joseph Milligan Anybody retired after POW was enacted, should have a POW medal listed on their DD214 but not always-anyone before will not have POW medal on their DD214, DD215 will need to be provided
- Comment: John McGrath Clarify medal came out in 1987, most retired before 1987.
- Comment: Amy Gregory Several ways a Veteran can register for care instead
 of coming in person, They can call a phone number, go online -option to upload
 military discharge papers, If marked on application, not on DD214, then they
 review systems and then reach out to the Veteran.
- Comment: John McGrath There a lot of forged DD214s
- Chairman Newsome If enrolling and cannot verify them in the system and saying they are a POW, it does get them priority group 3 which affects copayments.

12:47- Thank you

Vice Chair James Stokes -open discussion on administrative items till 1pm

Could not hear about recommendations









- Chairman Newsome: Think about outreach, recommendations, and gathering data. Heard more about numbers than any other visit
- Breakdown or guessing. Interested to see 23 patients for which period of service.
- Question: Dr. Joseph Milligan Does Debakey have an accurate breakout of numbers of FPOWs?
- Answer: Damon Mattox Maureen Dyman is expected to provide that information to the ACFPOW
- John McGrath Wants to compare patients with his list. Once again asking for names
- Chairman Newsome: Explained that names can't be shared with the committee.
- Question: Dr. Joseph Milligan What about San Antonio?
- Answer: San Antonio is not part of Houston VAMC
- Chairman Newsome: Explain VISN and CBOCs and the responsibility of VAMCs in their catchment area. Know how many FPOWs living in nursing homes
- DFO Julian Wright Explained that VBA has two ROs in Texas- Waco and Houston

Eddie Thomas, Director of Analytic Services - OEI Update Recommendation #1

- He's the Director for National Center for Veteran Analysis and Statistics (NCVAS)
- OEI Executive Director, Kshemendra Paul and Deputy Chief Data Officer, Jake Campbell, have left the agency and current Acting Executive Director is Lisa Rosenmerkel of OEI
- Update on Recommendation #1 Update NCVAS Pocket card with numbers.
 OEI has to explain why the recommendation completed Director Thomas informed the committee that the data needed was not available
- Pocket cards are used as "cheat sheets" for senior level leadership.
- Was initially given from VBA an estimate 31,300 living FPOWs, then in April 2022 updated 28,800. Looked at another source in VBA only reported 2,730, which was reported to the committee last year
- Recently working with DOD to gain data on FPOWs
- 19.2 million Veterans









- o 5 million recipients of disability compensation
- o 9 million plus enrolled in VA health care
- o 6.42 million seen for care by VA in last 12 months
- 4.7 millions rural Veterans
- 5.1 million racial minority Veterans
- 1.9 million women Veterans
- Based on presentation to ACFPOW by OEI in September 2021, 2,730 living FPOWs according to USVETS
- Working with DOD to get additional data with POWs, PACT Act allowed VA to get 29 million records from DOD
- OEI will be able to update the committee on recommendation #1 in April 2023

Question/Answer Session

- Question: Chairman Newsome What's the anticipated timeframe to get data reconciled?
- Answer: Eddie Thomas Pocket cards are updated quarterly and the plan is to have cards updated by the 3rd quarter, still working through data challenges with VBA reconciling data from DOD
- Question: Chairman Newsome Did the 2,700 number include survivor numbers?
- Answer: Eddie Thomas It's only FPOWs
- Question: John McGrath Can I can a breakdown on Vietnam, Desert Storm, OIF/OEF on FPOW status? Are those numbers up-to-date? Pulled from slides last year
- Answer: Eddie Thomas That was data from U.S. Vets database, and it hasn't been updated. Answer: Cards gets updated quarterly not annually, hopefully to get data from 09/30/2022. To reconcile data from DOD, we do not validate status unless they get a benefit
- Chairman Newsome is a rough estimate of data reached/provided last year?
- Comment: Eddie Thomas Correct,
- Question: John McGrath There may be Veterans receiving benefits fraudulently -VA reported 765 FPOWs from Vietnam- there were 662 Vietnam FPOWs, 434 living FPOWs, VA reported 71 Desert Storm FPOWs, there are 20 living FPOWswhere are you getting your numbers. Indicated that he gets data from DPAA Agency









- Chairman Newsome NAM POW has offered to provide you FPOW data. VSOs in the state also uses VA's pocket card
- Director Eddie Thomas: 2,730 number should just include FPOWs, not surviving spouses. Purely FPOWs, not survivors
- Chairman Newsome indicated that State Director of Veterans Affairs also uses pocket cards
- Question: Dr. Joseph Milligan What is a pocket card?
- Answer: Chairman Newsome Provides the committee with an example and explains that it shows VA population and footprint

1:20pm - Open Discussion

- Chairman Newsome: OEI missed timeline to reply to recommendation but due out is still pending. Is report on website? 2020 report?
- Answer: DFO Julian Wright Information is posted on the ACMO website
- Question: John McGrath What is going on with Korea and World War II capture data?
- Comment: Chairman Newsome Clock is ticking on capturing the numbers of WWII and Korea Veterans. Mentioned his dad was 95 years old and should be connected to VA benefits. Targeted outreach is for children and spouses too, not only FPOWs
- Chairman Newsome: National FPOW studies is in Pensacola, Dr. Albano is another good source of FPOW data
- Comment: John McGrath FPOWs go down Mitchell Center to get annual physicals from all branches of service
- Question: Lucresia McClenney Does his numbers track with your numbers-John McGrath?
- Answer: John McGrath Yes, work with Dr. Albano and DPAA. Tracked the number of deaths-DPAA doesn't
- Comment: Dr. Kailyn Bobb Number includes MIAs
- Comment: John McGrath VA doesn't maintain accurate numbers, so we're just asking for correct numbers. John McGrath discussed fraud cases and exposes of false POWs. Working with Office of Inspector General (OIG) for 15 years









- Comment: Chairman Newsome Explained the advisory report process to the committee-Concur, non-concur, and concur in principle
- Question: Chairman Newsome
- Comment: Tony Marshall Can we challenge VA to provide a breakdown with we discuss recommendations
- Chairman Newsome Certainly, that will be part of the discussion tomorrow
- What two numbers: #s enrolled receiving benefits vs. # of how many totally alive?
- Question: Dr. Kailyn Bobb Are children/dependents eligible for benefits
- Answer: DFO Julian Wright Children are eligible up to age 18 to 26 if they are using Dependents Education Assistance (DEA) program

1:45pm -Break/Started Fisher House Tour

- Tour Fisher house
- Tour -Michael Debakey Medical Center

3:00pm Return

3:12pm- Review of Medical Tour Facility and FPOW Responsibilities

Summary of Day 1 - Chairman Newsome

- Recommendation # 1- accurate numbers of living POWs. They will follow-up that the cards should be done for next site visit
- Chairman Newsome More records to reconcile since they got new records from DOD
- Need to outreach for people not in the system. Proper outreach needs accurate data
- For new members, Veteran friendly organizations who capture the information
- Fact Sheet is not updated
- Outreach letters -cover that tomorrow with new members
- Question: Joe Mulligan What's a copy of the pocket card?
- Answer: Chairman Newsome The pocket card is on the website









- Chairman Newsome: There should be 2 pockets cards VHA pocket card for medical residents and VBA pocket card
- Highlighted agenda and briefing.
- Follow-up and data requests for breakdown of VHA data
- DFO Julian Wright will email copy of pocket card on VA website
- Question: Lucretia McClenney PACT Act hiring to process claims?
- Answer: Julian stated VBA has already initiated hiring efforts for claims examiners
- DFO Julian Wright will verify age determination to expediate claims
- ADFO E. Maquel Marshall provided reminders for tonight and the remainder of the meeting
 - Committee dinner at 7pm tonight
 - Friday is a closed session
 - o Recommendations can be spoken during open session on Thursday
- Question: James Williams Dress for tonight and tomorrow at the cemetery?
- Answer: ADFO E. Maquel Marshall Dress for comfort tonight and tomorrow is business casual
- 3:35pm Commute Break:
- 3:35-4:30pm Tour of Houston RO Public Contact Area
- 4:30pm Adjournment for the Day









Advisory Committee on Former Prisoner of War (ACFPOW) – Meeting Notes

Date: Thursday, November 17, 2022

Start time 9:00am (CST)

9:03am Houston National Cemetery

- Roy Luera, Director of the Houston National Cemetery provided opening remarks to the ACFPOW. Welcomed committee members, thank you for service
- Mr. Luera highlighted the numerous awards the cemetery has received and provided information about the FPOWs buried in the cemetery
- Headstones, turf looks, try to achieve the highest score
- NCA is proud of highest customer satisfaction scores 97%, higher than any private or public company
- NCA has 75% of employees are Veterans
- Explained and provided information about Presidential Memorial Certificate (PMC)
 - Bears official signature of the President of the United States
 - Presented at time of internment
 - Benefit to family
 - Played audio Thank you from family member for receiving the certificate
 - Question: Mike McGrath What is the form number for the PMC
 - Answer: Celethia Reed, Assistant Director Informed John McGrath about the form number VA Form 40-0247
 - Explained NCA Pre-Need, Grave site to add spouse or set aside with separate grave site- know ahead of time if both spouses are Veterans
- Veteran's Legacy Memorial (VLM)
 - 1st digital platform, launched in 2019









- Nearly 4.5 interned at VA's cemeteries
- Dependents/spouses can upload pictures of their Veteran
- Living document
- GPS/GIS Initiative
 - GPS = A global positioning system allows the user to pinpoint any geographic spot on the planet.
 - GIS = geographic information system for storing and manipulating geographical information on computer.

NCA Long Range Plan - stakeholders will place greater trust in NCA based on enhanced accountability

- Number on crypt to answer questions to family members to where the Veteran is buried
- The cemetery is working to upload this information in the VLM
- Cremation is called a 2nd internment, both are memorialized on same headstone
- Use tremble for headstone to get points for location data
- Discussing about POW telling a story about a POW, 1945 captured in 1944, it was his father who was a POW and did not know about benefits, He encouraged outreach on his behalf
- Ian Gonzales and Celethia Reed Assistant Directors at the cemetery provided the briefing/presentation to the ACFPOW
- Houston National Cemetery
 - Established in 1964, dedicated on Dec. 7, 1965
 - 88,557+ sites maintained
 - 462 acres, 244 developed
 - 112,000+ internment









- Discussed the Hemicycle A large semi-circular monument which surrounds a chapel and a 75' high bell tower, with a large courtyard for open air ceremonies. Largest memorial and the most visible structure at the cemetery. The Houston Cemetery is 1 of 3 cemetery-known hemicycles
- o The chapel, carillion and stage are located in the center of the hemicycle
- David Parsons, a professor of art at Rice University, sculpted a 20 ft × 6 ft sculpture of three forms, a fallen soldier supported by two comrades
- The 75-foot tower, 305-bell, carillon was dedicated May 30, 1970
- The cemetery attempts to do as much outreach as possible
- Paradise
- Value of Outreach, story of a 90 year old
- Last loving act is to prepare veteran for this time
- Many volunteer groups contribute their time to cemetery
- Sgt. John Hall, Army -Q 2078
 - Was POW who died overseas in Korea
 - In 2005, Sgt Hall's remains were identified using DNA and now his remains are located at the Houston Cemetery
- CPL Emmanuel Pantaziz, Army W -1260
 - POW, Army 1950
 - Captured and he was held as a Prisoner of War tasked with burying fellow POWs, imprisoned for two years prior to his release.
- The cemetery offers burial options, depletion & expansion
 - Casket burial, inground cremation
 - Columbaria, ossuary, memorial wall and green burial (phase 5)
 - Question: Lucretia McClenney What is Ossuary?









- Answer: Celethia Reed Vessel below ground, comingle remains (ashes) with other Veterans and they will receive a memorial plaque, similar to a scatter garden – designated area
- Video of installing ossuary on Facebook page
- Question: James Stokes What is a green burial?
- Answer: Celethia Reed Remains go back to the earth, casket will disintegrate and the remains will go back into the earth, extending the benefit to many veterans as possible

9:49am break/Tour of grounds

10:10am Bus tour

- The POW flag is displayed on the flag pole at main entrance, illuminated 24 hours a day
- Dependent child, spouse, or child under 21 and not in college can be buried in the cemetery
- 41 employees are employed at the cemetery
- In the late 80s, early 90s were flat headstones

10:46am Lunch

1:40 – Return from Lunch

American Prisoners of War – Interred om National Cemeteries Briefing Nalia Warmack, VA Student Intern

Dr. Richard Hulver, Historian

 Dr. Hulver is responsible for mentoring interns and projects, telling stories of Veterans









- Nalia Warmack is a senior at Oregon State University, History major double in political science, internship with the Dept of State, publish on WWI, history and heritage. Once she graduates, she will pursue a masters degree in history.
- Interested in Personal side of history
- She has a love for military experience
- Intern with NCA, focus on FPOW buried in the cemeteries to uncover that part of unforgotten history and make sure POWs are not forgotten
- She became interest a few years due to medical treatment on allied solders from WWII, cost of war and prisoner war, human aspect of war
- Realizing the method of healing that POWs are a consequence of war and results in being overlooked in history
- Connection to POW experience to greater non-military community, visual, personal and relatable project
- Research buried in national cemeteries in 20th conflicts to make project more relatable
- Sample of the Project
 - Link to full project at end of slide
 - Format to introduce context to POWs
 - Sections by War and brief intro to special circumstances to POWs, dates of conflict, number of POWs
 - 15 POWS highlighted 2 groups and 1 MIA during Korean War and later found out in he died in action

WWI Sample

- Induvial Experience during capture, imprisonment, release or recovered.
- The Palawan Massacre, some group experiences Project done through had of a spark so it is interactive, include as much film as possible









- Make it more relatable, excited to include those stories.
- Information on POWS became more available, each write-up became longer, Jesse Myers was the longest write-up
- The Impact of the POW Experience
- To include a section on how it is remembered today, to include national POW/MIA day, monuments and memorials
- Photos are on liberation statue to Honor
- Reflection and Conclusion -chose to do more a reflection than to provide a conclusion, food for thought ending instead of wrapping up and summarizing experiences
- Methodology link to project
- Chose individuals at random with the list and cross reference with the NCA locator and find enough information on each individual
- Email and name on first slide
- Comment: Mike McGrath: Our committee is concerned with Vietnam and Korea.
 Trying to figure out numbers of Korean POWs and number of Korean POWs are alive. Reference to previous VA study
- Tons of research went into this, 15 examples to put caps on it within a year
- Extremely modest Question: What was the challenges in her research?
- Answer: Nalia Warmack Loves archival research, most of it were primary research through the national archives, interviews – library of congress' Veteran project. Trying to piece together. Challenges – going from very difficult for one person, to something very easy, trying to find visuals and copyright which was the learning project. Very draw out in time and intensity of the project
- Chairman Newsome Did you do research on WWI in general?
- Answer: Nalia Warmack Least info on this topic, civil and WWII has more information, WWI does not have a lot of information and it is mostly forgotten about









- This will be her thesis topic for her master's degree
- Frank Buckles- last living WWI Veteran. Earl has pictures he will share. He was a civilian POW in WWII
- Question: James Stokes: Did you use any data from DPAA website?
- Answer: Nalia Warmack Yes, used their list and national archives list
- Question: Chairman Newsome Any information on women POWs? WWII nurses
- Answer: Nalia Warmack One WWI nurse is highlighted in her project
- Question: Nalia Warmack Any topics of POWs in the future? Underdiscussed stories?
- Answer: Dr. Kailyn Bobb resiliency among POWs, overcome adversity, many are successful and can finish off their careers

Comment: Norman McDaniel - FPOW for 7 years in Vietnam 1966-1973. What kept the ex-POW alive and motivated to stay alive?

1. Which ones readjusted better and why? The ones who had close family times at home versus little family or career for them/track their existence?

2:06pm Thank you

Break out into closed group sessions. 2:15-4:30pm

Break 2:13pm

(End of Open Session and Beginning of Closed Session)

Session to discuss recommendation by sub-committee groups









The parent committee separated into the subcommittees - Chairman Newsome divided committee into sub-committees:

- Benefits & Cemetery Norman McDaniel, James Williams, Dr. Joseph Milligan, Harry Corre, Marion "Tony" Marshal, John McGrath, and James Stokes
- Health Dr. Marion Sherman, Lucretia McClenney, Dr. John Albano, Dr. Kailyn Bobb, Yareli Mendoza Karen Black, and Earl Newsome

Chairman Newsome - Dr. Marion Sherman, did we have suggestion about follow-up on care teams FPOW coordinator and regional office coordinator?

Comment: Dr. Marion Sherman - We did tighten it up and brought some structure to it. But doing what is already. As number of FPOWs in VAMCs decreases, they need to revise their policy and us, our recommendations. Looking at folks who are stuck at home, having more dementia decline. Folks who never got connected. They knew how many patients and how many were in nursing homes, welcome information. Briefing from the hospital yesterday- Sherman: yes, I agree but they still seemed confused, excellent dialogue with you and Mike to look at areas of residence, make Dr. Marion Sherman question their presentation

Comment: Chairman Newsome - Informed committee that DFO Julian Wright provided a listing by VISN of 2,625 FPOWs enrolled in healthcare. Data was emailed

Comment: Chairman Newsome - Discussed the possible of one recommendation from the healthcare sub-committee to looking at VHA Directive 1650, <a href="Special Care and Benefits Teams Evaluating or Treating Former Prisoners of War, which is how FPOWs are supposed to receive care. Discusses responsibilities of the facility director and care team at the hospital. This is a VHA Directive, but it includes VBA. In 2018, the directive was first implemented. No recommendation was submitted in 2020, because the directive wasn't fully implemented

Draft Recommendation: VA/VHA conduct an assessment of the compliance of the directive by the end of 2023. Directive has been in place for three years and now it's time to determine if medical facilities are adhering to the directive.

Comments: Chairman Newsome - Is there a Care and Benefits Team (CBT) at every hospital? Is there a CBT at hospitals that have FPOWs? Does medical facility have the









personnel to follow the directive? Are you meeting the needs of the FPOWs with CBTs? All questions that will be presented to senior leadership in VACO site visit in August.

Question: James Stokes - When is the committee looking at completing the report?

Answer: Chairman Newsome – By the end of FY23 and program offices providing a response in FY24.

Question: Dr. Joseph Milligan - Did we receive the VHA directive?

Answer: Chairman Newsome - An email was sent prior to the meeting with the directive

Comment: John McGrath - The data of FPOWs who are enrolled for VA healthcare is broken down by era

Response: Chairman Newsome - The data provides an aggregate number of FPOWs who receive care. We can ask for data down the line. Up to date, the committee had not received this type of data

Question: Chairman Newsome - FPOWs on the committee, does the data coincide with the location of where FPOWs reside?

Answer: John McGrath - There are FPOWs who reside in San Diego, Dallas, Florida

Comment: Chairman Newsome – This may reflect if Veterans has not received treatment at VA facility in two years the hospital purges Veterans from the rolls. Based on the number of FPOWs currently enrolled in VA healthcare, what does VHA do to monitor and track FPOWs-particular in areas with little or no FPOWs. Numbers may vary with VBA because data can include spouses receiving Dependency and Indemnity Compensation (DIC) and survivor pension. Spouses may get CHAMPVA. In 2020, we didn't have a VHA recommendation.

James Stokes updated the committee on reporting/recommendations from benefits and cemetery sub-committee

 Tony Marshall wanted to know if transition service members receive a briefing on burial benefits

Chairman Newsome – FPOWs with receive information on benefits from the outreach letter – when is the outreach letter expected to go out?









Answer: DFO Julian Wright – The FPOW outreach letter is tentatively scheduled to go out by the end of the 3rd quarter FY23.

James Stokes – It's important to add burial benefits to the FPOW outreach letter.

Question: James Williams - Can the FPOW logo be added to the Veterans Health ID Card?

Answer: John McGrath - NAM POW has changed the FPOW logo

Comment: James Stokes - Recommend moving item to the health subcommittee about adding FPOW logo to the VHIC

Chairman Newsome - For clarification you want the FPOW logo to replace the military branch or have the option to have both

Question: Lucretia McClenney - Do you want to replace with NAM POW logo?

Answer: Chairman Newsome - The Committee will need to specific in its' request for the logo. The committee made a request to NCA to add FPOW to one of their headstone applications

Comment: ADFO E. Maquel Marshall – the committee should keep in mind the procedures will take for VA to recognize the FPOW logo on VA documents. VA already recognizes the FPOW/MIA logo. Any new use of a logo will cause an issue with concurrence. The DFO and Alt DFO are here to assist the committee with making "smart" recommendations, so we want to stay away from actions that require extensive time to complete recommendations

Chairman Newsome - Not only does the committee have to come up with the recommendation but rationale as well

Dr. Kailyn Bobb – Sounds like the image doesn't represent the FPOWs. Maybe the image should be changed

Chairman Newsome - Let's table the discussion on the FPOW logo until another meeting. Want to add FPOW to the pocket card for the residents. Is FPOW considered a special population? Needs to be added

Draft recommendation for benefits: James Stokes - Reconcile alive known FPOWs receiving benefits against the list provided by DPAA









Comment: John McGrath - Would like to change the wording- remove reconcile.

Chairman Newsome: DPAA list should be used an authoritative/prime source to verify FPOW status

Comment: John McGrath - There isn't a definitive list of FPOWs for WWII and Korean War. Asked what is the data DFO Julian Wright provided the committee

Answer: Chairman Newsome - The number FPOWs enrolled in VA healthcare. Also mentioned that FPOWs flags flown at national cemeteries was a result of a recommendation

Close out meeting: ADFO E. Maquel Marshall reminded committee of the reception at the hotel -starts 6:00pm. Pickup tomorrow is at 8:30am. Bring your bags down, and they will be secured on the bus. Committee members will be transported to the airport. Tomorrow is closed session to discuss administrative items. Attire for meeting will be travel/casual.

4:30pm Adjournment for the Day









Advisory Committee on Former Prisoner of War (ACFPOW) - Meeting Notes

Date: Friday, November 18, 2022

Start time 9:00am (CST)

Closed session meeting

E. Maquel Marshall – Alternate DFO, ACFPOW – Mr. Marshall gave a detailed financial briefing and discussed financial agreements, Committee Member stipend payments, vendor form, processing timeframe and notifications.

MEETING ADJOURNED - Julian Wright – DFO, ACFPOW closed the meeting with thanks to all.

Julian Wright

Julian Wright, Designated Federal Officer (DFO)

Advisory Committee on Former Prisoners of War (FPOW)

Earl S. Newsome AAA

Earl S. Newsome, III, Chairman

Advisory Committee on Former Prisoners of War (FPOW) Chairman





