

CHARTER OF THE VETERANS' FAMILY, CAREGIVER AND SURVIVOR ADVISORY COMMITTEE

1. **COMMITTEE OFFICIAL DESIGNATION:** Veterans' Family, Caregiver and Survivor Advisory Committee.
2. **AUTHORITY:** This Committee is authorized under the authority of the Department of Veterans Affairs (VA). The Committee operates under the provisions of the Federal Advisory Committee Act, as amended, 5 U.S.C., Appendix 2.
3. **OBJECTIVES AND SCOPE OF ACTIVITY:** The Committee provides advice to the Secretary of Veterans Affairs, through the Chief Veterans Experience Officer, Veterans Experience Office, in support of the application of VA's customer experience principles to Veterans and their families, caregivers and survivors. The advice will be related to Veterans' families, caregivers and survivors across all generations, relationships and Veteran status; the use, and where necessary, possible expansion of VA care, benefit and memorial services by Veterans' families, caregivers and survivors; policies, regulations and administrative requirements related to the transition of Service members from the Department of Defense (DoD) to enrollment in VA and access to and use of all Federal, state and local services that impact Veterans' families, caregivers and survivors; and factors that influence access to, quality of and accountability for care, benefits and memorial services for Veterans' families, caregivers and survivors.

For the purposes of this Charter, "family" is defined as dependent spouses, children, parents, caregivers, survivors, as well as other individuals designated by the transitioning Service member or Veteran who may receive, be eligible for or support the Veterans' participation in VA care, benefit and memorial services.

The activities of the Committee include, but are not limited to:

- Advice on how VA can assist and represent Veterans' families, caregivers and survivors, including recommendations regarding expanding services and benefits to Veterans' families, caregivers and survivors who are not currently served by VA, and related policy, administrative, legislative and/or regulatory actions;
- Advice on incorporating lessons learned from current, and previous, successful family research and outreach efforts that measure the impact of provided care, benefits and memorial services on Veterans' families, caregivers and/or survivors.
- Advice on collaborating with family support programs within VA and engaging with other VA and non-VA advisory committees focused on specific demographics of Veterans' families, caregivers and survivors;
- Advice on working with interagency, intergovernmental, private/non-profit, community and faith-based organizations to identify and address gaps in service;
- Advice on utilizing journey mapping or other means to depict the life experience cycle of families, caregivers and survivors of Veterans to create a more holistic

understanding of important life cycle events and their impacts; advice on Veterans' families, caregivers and survivors' experiences and VA policies, regulations, and administrative requirements related to the transition of Service members from DoD to enrollment in VA that impact Veterans' families, caregivers and survivors;

- Advice on integrating Veterans' families, caregivers and survivors into key VA initiatives such as access to care, suicide prevention and homelessness; and
- Provide annual reports as the Committee deems necessary but not less than one report per year, to the Secretary, through the Chief Veterans Experience Officer, Veterans Experience Office, to describe the Committees activities, deliberations and findings, which may include but are not limited to: 1) identification of current challenges and recommendations for remediation related to access of care and benefit services of Veterans' families, caregivers and survivors; 2) identification of current best practices in care, benefit and memorial service delivery to Veterans' families, caregivers and survivors, and the impact of such best practices.

4. DESCRIPTION OF DUTIES: The Committee serves in an advisory capacity and recommends ways to improve and enhance VA service delivery methods by evaluating current services and identifying barriers to providing these services to Veterans' families, caregivers and survivors. Recommendations will be made to the Secretary in an annual report through the Chief Veterans Experience Officer, Veterans Experience Office.

5. OFFICIALS(S) TO WHOM THE COMMITTEE REPORTS: The Committee will report to the Secretary through the Chief Veterans Experience Officer, Veterans Experience Office.

6. AGENCY REPOSNSIBLE FOR PROVIDING THE NECESSARY SUPPORT: VA is responsible for providing the funding, organization and logistical support and resources. Within VA, support for the Committee shall be furnished by the Veterans Experience Office.

7. ESTIMATED ANNUAL OPERATING COSTS IN DOLLARS AND STAFF-YEARS: The estimated annual costs associated with supporting the Committee are \$535,000 to include costs for travel and meetings and 2.5 full-time equivalent staff.

8. DESIGNATED FEDERAL OFFICER: The Designated Federal Officer (DFO), a full-time VA employee, will approve the schedule of the Committee and subcommittee meetings. The DFO, or a designee, will be present at all meetings, and each meeting will be conducted in accordance with an agenda approved by the DFO. The DFO is authorized to adjourn any meeting when he or she determines it is in the public interest to do so.

9. ESTIMATED NUMBER AND FREQUENCY OF MEETINGS: The Committee will meet approximately two to four times a year.

10. **DURATION**: There is a continuing need for the Committee to provide and support the application of VA's customer experience principles to Veterans and their families, caregivers and survivors. The Committee is recommended for continuance.

11. **COMMITTEE TERMINATION DATE**: Unless renewed by appropriate action prior to its expiration, the Committee will terminate two (2) years from the date below.

12. **MEMBERSHIP AND DESIGNATION**: The Committee will be comprised of not more than 20 committee members, who will be appointed by the Secretary of Veterans Affairs. A member's term of service may not exceed 2 years, but the Secretary may reappoint any member for additional terms. Members will be comprised of a cross sections of Veterans' families, caregivers, survivors and stakeholders.

The Committee membership will be drawn from various sectors and organizations, including but not limited to, Veteran-focused organizations; military history and academic communities; Veterans Service Organizations; Military Service Organizations; the National Association of State Directors of Veterans Affairs; non-profit, private and corporate partners; the Federal executive branch; research experts; service providers; Veterans' families, caregivers and survivors; and leaders of key stakeholder associations and organizations. The Secretary of Veterans Affairs may appoint a VA Program Office and other VA program officials who provide services to Veterans' families, caregivers and survivors to serve as ex-officio members.

Members may be Special Government Employees, Regular Government Employees or representatives from Veteran-focused organizations who have a variety of backgrounds and knowledge sufficient to provide adequate advice and guidance to the Secretary. The Chairperson and Vice Chairperson of the Committee will be appointed by the Chief Veterans Experience Officer, Veterans Experience Office, on behalf of the Secretary, from among the Committee members.

13. **SUBCOMMITTEE(S)**: With the DFO's approval, the Committee is authorized to establish subcommittees to perform specific projects or assignments as necessary and consistent with its mission. The Committee Chairperson shall notify the Secretary, through the DFO and Chief Veterans Experience Officer, Veterans Experience Office, of the establishment of any subcommittee, including its function, membership and estimated duration. The objectives of the subcommittee are to make recommendations to the chartered Committee with respect to particular matters to the responsibilities of the chartered Committee. Such subcommittees may not work independently of the chartered Committee and must report their recommendations and advice to the full Committee for full deliberation and discussion. Subcommittees have no authority to make decisions on behalf of the chartered Committee, nor can they report directly to VA.

14. **RECORDKEEPING**: The records of the Committee shall be handled in accordance with General Records Schedule 6.2 and other approved agency records disposition

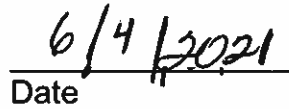
schedules. Those records shall be available for public inspection and copying, subject to the Freedom of Information Act, 5 U.S.C. § 552.

15. FILING DATE:

Approved by:



Denis McDonough
Secretary of Veterans Affairs



Date