

From: RLW
Sent: Mon, 21 Sep 2020 15:33:49 +0000
To: RLW
Subject: TRAVEL - Eastern North Carolina Extension Unveiling
Attachments: SECVA Invitation for Eastern North Carolina Extension Site.pdf

**Department of
Veterans Affairs**

SEP 21 2020

Date:

From: Under Secretary for Benefits (20)

Subj: Invitation to the Unveiling of the Eastern North Carolina Extension Site

To: Secretary of Veterans Affairs (00)

1. I would like to cordially invite you to be our honored guest speaker for the unveiling of VBA's state of art contact center, the Eastern North Carolina Extension Site, which will embody the future concept for contact center modernization. This facility will focus on providing increased access channels for Veteran's and their families. Special guests will be provided the opportunity to tour the facility.
2. The following event is planned for your consideration:
 - a. The event includes a ribbon cutting ceremony on Tuesday, December 8th from 11:00am to 12:00pm.

This event will take place at the Eastern North Carolina Extension Site located at 1132 Henderson Drive, Jacksonville, NC 28540.

3. Attendees will include VBA Leadership, Veteran Service Organizations, Veterans and other local stakeholders.
4. Thanking you in advance for your consideration and support. Please provide a response regarding availability **Monday, October 9, 2020**, to Ms. (b)(6) at (b)(6) or via email at (b)(6)@va.gov.

Sincerely,


Paul R. Lawrence, Ph.D.

From: RLW
Sent: Mon, 21 Sep 2020 16:16:18 +0000
To: RLW
Subject: HOLD - Travel to North Carolina

From: RLW
Sent: Wed, 30 Sep 2020 19:10:43 +0000
To: RLW
Subject: HOLD - Travel to Tampa, FL

From: RLW
Sent: Wed, 16 Sep 2020 12:40:40 +0000
To: RLW
Subject: No scheduling - travel back to DC

From: RLW
Sent: Fri, 11 Sep 2020 13:06:37 +0000
To: RLW
Subject: ERT

The location for the **VA-Elizabeth Dole Foundation 2020 Convening on 19 October**—at which the Secretary’s agreed to speak—will be at **Virtual | Studio Space: Autoshop in Union Market, Washington, DC**. I’m seeing that as 416 Morse Street Northeast, Washington, DC, but know your drivers / security will confirm location.

From: RLW
Sent: Fri, 11 Sep 2020 13:06:46 +0000
To: RLW
Subject: ERT

From: RLW
Sent: Mon, 21 Sep 2020 14:07:54 +0000
To: RLW
Subject: 6:58am Wheels Up to MIA

From: RLW
Sent: Fri, 11 Sep 2020 17:46:40 +0000
To: RLW
Subject: 8:15am Wheels up from TPA - CLT

From: RLW
Sent: Fri, 11 Sep 2020 17:47:13 +0000
To: RLW
Subject: Layover in CLT

From: (b)(6) EOP/OVP
Sent: Mon, 28 Sep 2020 15:58:28 +0000
To: (b)(6)
EOP/OVP (b)(6) @HHS.GOV (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov;
(b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov;
l@hhs.gov (b)(6) @hhs.gov (b)(6) @fda.hhs.gov (b)(6) @fda.hhs.gov (b)(6) @fda.hhs
.gov (b)(6) @fda.hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6)
(b)(6) @hhs.gov (b)(6) @cms.hhs.gov (b)(6) @cms.hhs.gov (b)(6)
(b)(6) @cms.hhs.gov (b)(6)
(b)(6) @cms.hhs.gov (b)(6) @hrsa.gov (b)(6) @hrsa.gov (b)(6) @cdc.gov (b)(6) @cdc.gov (b)(6) @niaid.
(b)(6) .gov (b)(6) @nih.gov (b)(6) @od.nih.gov (b)(6) @niaid.nih.gov (b)(6) @nih.g
ov; (b)(6) @od.nih.gov;RLW;Powers, Pamela (b)(6)
(b)(6) @sd.mil (b)(6) @dol.gov (b)(6) @dol.gov (b)(6) @usda.gov (b)(6)
(b)(6) @usda.gov (b)(6) @usda.gov (b)(6) @fema.dhs.gov (b)(6) @fema.dhs.gov
(b)(6) @fema.dhs.gov (b)(6) @hud.gov (b)(6) @hud.gov (b)(6) @tre
asury.gov (b)(6) @treasury.gov (b)(6) @mail.mil (b)(6) @mail.mil (b)(6)
(b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @hq.dhs.gov (b)(6)
(b)(6) @dot.gov (b)(6) @cms.hhs.gov (b)(6) @treasury.gov (b)(6) CDR USN
WHMO/WHML (b)(6) EOP/OMB (b)(6) EOP/OMB (b)(6)
EOP/NSC (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
(b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) M. EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP;DL WHO COMMS Speechwriters;DL OVP
NSA EXECSEC;OVPSchedule
Subject: White House Coronavirus Task Force Meeting
Attachments: WH Coronavirus TF Agenda 9.29.20.docx

All,

There will be a **White House Coronavirus Task Force Meeting** at **2:00pm** on Tuesday, September 29th in the White House (b)(6) Materials will be forthcoming, but a draft agenda has been attached for your convenience.

Thank you,

(b)(6)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President

(b)(6)

Page 3 of 3

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Fri, 11 Sep 2020 17:47:57 +0000
To: RLW
Subject: 11:14am Wheels up from CLT to LAX

From: RLW
Sent: Mon, 21 Sep 2020 14:07:54 +0000
To: RLW
Subject: 6:58am Wheels Up to Miami (MIA)

From: RLW
Sent: Mon, 21 Sep 2020 21:06:31 +0000
To: RLW
Subject: Breakfast

From: RLW
Sent: Fri, 11 Sep 2020 17:49:00 +0000
To: RLW
Subject: 12:40pm Wheels up from ONT - DFW

From: RLW
Sent: Fri, 11 Sep 2020 17:50:47 +0000
To: RLW
Subject: 7:00pm Wheels up from DFW to Billings, MT

From: RLW
Sent: Fri, 11 Sep 2020 17:49:00 +0000
To: RLW
Subject: Wheels Up to Billings Logan Internat'l Airport via DFW

From: RLW
Sent: Mon, 21 Sep 2020 20:02:27 +0000
To: RLW
Subject: Naturalization Ceremony

From: RLW
Sent: Mon, 21 Sep 2020 17:49:58 +0000
To: RLW
Subject: Interview - WUSF Radio (Tampa, FL NPR)
Attachments: Stephanie Colombini_WUSF (NPR Tampa)_092220.pptx

From: (b)(6)@va.gov>
Sent: Monday, September 21, 2020 1:41 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Cashour, Curtis (b)(6)@va.gov>; Hutton, James (b)(6)@va.gov>; Northstar, Jan (b)(6)@va.gov>; Scott, Traci (b)(6)@va.gov>; Noel (Mandreucci), Christina (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: Confirmed Secretary Interview - WUSF Radio (Tampa, FL NPR) - Tuesday, Sep. 22 - 10-10:30

All – we have a taker for tomorrow from 10-10:30. Quad chart attached.

v/r

(b)(6)

Interview with Stephanie Colombini, WUSF (NPR) – Tampa, Fla.



Stephanie Colombini joined WUSF Public Media in December 2016 as Producer of Florida Matters, WUSF's public affairs show. She's also a reporter for WUSF's Health News Florida project. Stephanie was born just outside New York City, and graduated from Fordham University in the Bronx. Her work in feature reporting and podcast production has earned her awards from the Public Radio News Directors, Inc. and the Alliance for Women in Media.

POTENTIAL QUESTIONS Interview:

***Positive, Negative, Neutral or Unknown COVID deaths. Increased use of telemedicine. Participation in COVID-19 convalescent plasma study. Expanded access to care, modernization of VA clinics. Suicide prevention efforts.**

COVID-19As of Sept. 16, Tampa VA tested 14,463 veterans for COVID-19; 667 were positive. There have been 22 deaths; 7 inpatients are currently in treatment. Tampa VA is participating in convalescent plasma study. Tampa VA increased VA Video Connect by 4,840% since this time a year ago. Expanded Access to Care & Clinic Modernization Tampa VA broke ground on a four-story bed tower (July 2018) that will provide 96 rooms, 40 ICU beds, and private rooms (expected in 2022). This is one of the first VA construction projects managed by the U.S. Army Corps of Engineers, resulting in high scrutiny to complete the project on time and under budget. Tampa VA gained the Lecanto CBOC from the Gainesville VAMC. The New Port Richey OPC groundbreaking took place in 2019 and will activate in 2022. Expansion and consolidation efforts are also underway at: Brooksville CBOC (2021), Lakeland CBOC (2024), and Zephyrhills CBOC (2021). Suicide Prevention Tampa VA's suicide prevention team has forged robust community relationships. Among the team's creative and innovative goals is a partnership with recreational therapy to reach veteran populations in virtual communities, such as Twitch.

PHONE INTERVIEW Media Outlet:

WUSF (NPR, Tampa) Reporter: Stephanie Colombini, (b)(6) @wusf.org Date: Tuesday, September 22 Time: 10 a.m. Phone: (b)(6)

(b)(6) INTERVIEW: VA should initiate a call to Stephanie's cell phone at 10 a.m.



Choose VA

SECVA Media Interviews - Travel

VA



U.S. Department
of Veterans Affairs

From: RLW
Sent: Tue, 22 Sep 2020 13:21:13 +0000
To: RLW
Subject: HOLD: Phone Call w/ (b)(6)

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
Subject: HOLD - Phone Call w/

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
Subject: HOLD - Phone Call w/Dave McIntyre

From: (b)(6) EOP/OVP
Sent: Tue, 29 Sep 2020 17:26:45 +0000
To: (b)(6)
EOP/OVP (b)(6) @HHS.GOV; (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov;
(b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6)
l@hhs.gov (b)(6) @hhs.gov (b)(6) @fda.hhs.gov (b)(6) @fda.hhs.gov (b)(6) @fda.hhs
.gov; (b)(6) @fda.hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6)
(b)(6) @hhs.gov (b)(6) @cms.hhs.gov (b)(6) @cms.hhs.gov (b)(6)
(b)(6) @cms.hhs.gov (b)(6)
(b)(6) @cms.hhs.gov (b)(6) @hrsa.gov (b)(6) @hrsa.gov (b)(6) @cdc.gov (b)(6) @cdc.gov (b)(6) @niaid.
nih.gov; (b)(6) @nih.gov; (b)(6) @od.nih.gov (b)(6) @niaid.nih.gov (b)(6) @nih.g
ov (b)(6) @od.nih.gov; RLW; Powers, Pamela (b)(6)
(b)(6) @sd.mil; (b)(6) @dol.gov (b)(6) @dol.gov; (b)(6) @usda.gov; hail
(b)(6) @usda.gov (b)(6) @usda.gov; (b)(6) @fema.dhs.gov (b)(6) @fema.dhs.gov
(b)(6) @fema.dhs.gov (b)(6) @hud.gov (b)(6) @hud.gov (b)(6) @tre
asury.gov (b)(6) @treasury.gov (b)(6) @mail.mil (b)(6) @mail.mil (b)(6)
(b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @hq.dhs.gov (b)(6)
(b)(6) @dot.gov (b)(6) @cms.hhs.gov (b)(6) @treasury.gov (b)(6) CDR USN
WHMO/WHMU (b)(6) EOP/OMB (b)(6) EOP/OMB (b)(6)
EOP/NSC (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
(b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP; DL WHO COMMS Speechwriters; DL OVP
NSA EXECSEC; OVPSchedule
Cc: (b)(6) EOP/WHO; OVP NSA Plans and Ops Calendar (b)(6)
R. EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/WHO (b)(6) OST (b)(6)
(b)(6) EOP/OVP (b)(6) EOP/NSC
Subject: White House Coronavirus Task Force Meeting
Attachments: (b)(5)
(b)(5)

All,

There will be a **White House Coronavirus Task Force Meeting** at **2:00pm** on Tuesday, September 29th in the White House (b)(6) Materials attached.

Thank you,

(b)(6)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President

(b)(6)

Page 3 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 4 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 5 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 6 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 7 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 8 of 8

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Wed, 30 Sep 2020 12:15:47 +0000
To: RLW
Subject: En Route to WH

From: RLW
Sent: Wed, 30 Sep 2020 12:15:55 +0000
To: RLW
Subject: En Route to VACO

From: RLW
Sent: Mon, 28 Sep 2020 18:35:06 +0000
Subject: Meet w/Mr. Sitterly re: Bioterrorism

From: RLW
Sent: Mon, 14 Sep 2020 11:40:57 +0000
To: RLW
Subject: HOLD - Media

From: RLW
Sent: Mon, 28 Sep 2020 18:35:06 +0000
To: RLW
Subject: Meet w/Mr. Sitterly re: Bioterrorism (classified)

From: RLW
Sent: Mon, 14 Sep 2020 11:41:15 +0000
To: RLW
Subject: HOLD - Media

From: RLW
Sent: Tue, 15 Sep 2020 12:52:20 +0000
To: RLW
Subject: Interview - Michael Koolidge Radio Show (Chicago, IL)
Attachments: Quad - Michael Koolidge - Michael Koolidge Show.pptx

All – we have a taker for tomorrow from 1:30-2. Prep materials to follow.

v/r

(b)(6)

OUTLET: Michael Koolidge Radio Show (Chicago, IL)
REPORTER: Michael Koolidge
DATE/TIME: Wednesday, Sep. 15, 1:30 p.m. EASTERN
INTERVIEW TYPE: Phone

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Mon, 28 Sep 2020 18:35:06 +0000
To: RLW
Subject: Meet w/Mr. Sitterly re: Bioterrorism Defense Threat (classified)

From: RLW
Sent: Fri, 11 Sep 2020 20:23:44 +0000
To: RLW
Subject: Coin Recognition

From: RLW
Sent: Mon, 28 Sep 2020 12:36:15 +0000
To: RLW
Subject: HOLD (b)(6) Invite - United in Song
Attachments: DMR INVITATION FINAL.pdf

From: (b)(6) EOP/WHO <(b)(6)@who.eop.gov>
Sent: Friday, September 25, 2020 4:58 PM
To: (b)(6)@gmail.com>; (b)(6)@stormchaserfilms.com>; (b)(6)
Esper (b)(6)@gmail.com>; (b)(6)@me.com>; G Bernhardt
(b)(6)@gmail.com>; (b)(6)@gmail.com>; (b)(6)
(b)(6)@me.com>; (b)(6)@gmail.com>; (b)(6)@aol.com>; C
(b)(6)@gmail.com>; (b)(6)@yahoo.com>; (b)(6)
<(b)(6)@windquest.com>; (b)(6)@riponsociety.org>; (b)(6)@yahoo.com>;
(b)(6)@gmail.com>; (b)(6)@lrclegal.com>

Subject: Invitation for members of the Cabinet

All,

Please find attached an invitation that would have gone to your spouse's scheduling team. David Rubenstein asked that I pass along that he hopes to welcome as many of the Cabinet Members and their spouses who would like to attend. As always, it's recommended you check with your agency's ethics officials regarding accepting a gift of attendance.

Warmly,

(b)(6)

DAVID M. RUBENSTEIN INVITES YOU TO

UNITED IN SONG:

Celebrating the Resilience of America

GEORGE WASHINGTON'S MOUNT VERNON

3200 Mount Vernon Memorial Hwy, Mount Vernon, VA 22121

WEDNESDAY, SEPTEMBER 30, 2020

6pm Performance - Act I | 7pm Cocktail Reception | 8pm Performance - Act II

Join us for an evening of powerful performances to unite and celebrate our country, affirming our commitment to come together as Americans through the arts. This star-studded evening will be filmed for national broadcast on PBS and conclude with a fireworks finale. The program will also feature a narrative by Anna Deavere Smith and special performance by Denyce Graves remembering the enslaved individuals who lived at Mount Vernon. PLEASE RSVP BY SEPTEMBER 20 TO RSVP@NOUVEAUPRODUCTIONS.COM

WITH PERFORMANCES BY:



AUDRA MCDONALD



BRIAN STOKES MITCHELL



PATTI LABELLE



DENYCE GRAVES



RENÉE FLEMING



ANNA DEAVERE SMITH



BRANDI CARLILE



JOSHUA BELL



JEAN-YVES THIBAUDET



JOANN FALLETTA

FEATURING:



National Symphony Orchestra
The Kennedy Center



American Pops Orchestra



Attire: Business Casual. Please note all guests will be seated outside. This socially distanced event will adhere to all COVID-19 related CDC guidelines, including required face masks for all guests & staff. Please contact rsvp@nouveauproductions.com with additional questions.

• Special thanks to the Mount Vernon Ladies' Association •

From: (b)(6) EOP/OVP
Sent: Mon, 14 Sep 2020 15:15:46 +0000
To: (b)(6)

EOP/OVP (b)(6) @HHS.GOV (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov;
(b)(6) @hhs.gov (b)(6) @hhs.gov; (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov;
o@hhs.gov (b)(6) @fda.hhs.gov; (b)(6) @fda.hhs.gov (b)(6) @fda.hhs.gov; (b)(6) @fda.
hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6) @hhs.gov (b)(6)
1@cms.hhs.gov (b)(6) @cms.hhs.gov (b)(6) @cms.hhs.gov; (b)(6)
(b)(6) @cms.hhs.gov (b)(6) @hrsa.gov (b)(6) @hrsa.gov (b)(6) @cdc.gov (b)(6) @cdc.gov (b)(6) @niaid.
nih.gov (b)(6) @nih.gov (b)(6) @od.nih.gov; (b)(6) @niaid.nih.gov (b)(6) @nih.g
o (b)(6) @od.nih.gov; RLW; Powers, Pamela (b)(6)
(b)(6) @sd.mil; (b)(6) @dol.gov; (b)(6) @dol.gov (b)(6) @usda.gov (b)(6)
(b)(6) @usda.gov (b)(6) @usda.gov (b)(6) @fema.dhs.gov (b)(6) @fema.dhs.gov
(b)(6) @fema.dhs.gov (b)(6) @hud.gov (b)(6) @hud.gov (b)(6) @tre
asury.gov; (b)(6) @treasury.gov; (b)(6) @mail.mil (b)(6) @mail.mil (b)(6)
(b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @sd.mil (b)(6) @hq.dhs.gov; (b)(6)
(b)(6) @dot.gov (b)(6) @cms.hhs.gov (b)(6) @treasury.gov (b)(6) CDR USN
WHMO/WHMU (b)(6) EOP/OMB (b)(6) EOP/OMB (b)(6)
EOP/NSC (b)(6) EOP/WHO; (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO; (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
(b)(6) EOP/WHO; (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO; (b)(6)
(b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/WHO (b)(6)
EOP/WHO; (b)(6) EOP/WHO (b)(6) EOP/WHO; (b)(6)
EOP/WHO (b)(6) EOP/WHO (b)(6) EOP/OVP (b)(6) EOP/OVP
(b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) EOP/OVP (b)(6) EOP/OVP (b)(6)
EOP/OVP (b)(6) EOP/OVP; (b)(6) EOP/OVP; DL WHO COMMS Speechwriters; DL OVP
NSA EXECSEC; OVPSchedule

Subject: [EXTERNAL] White House Coronavirus Task Force Meeting
Attachments: WH Coronavirus TF Agenda 9.15.20.docx

All,

There will be a **White House Coronavirus Task Force Meeting** at **3:30pm** on Tuesday, September 15th in the White House (b)(6) Draft agenda attached with other materials forthcoming.

Thank you,

(b)(6)
Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President
(b)(6)

Page 2 of 2

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Tue, 22 Sep 2020 21:12:14 +0000
To: RLW
Subject: HOLD: Phone Call w/Dave McIntyre, TriWest

From: RLW
Sent: Fri, 11 Sep 2020 20:28:30 +0000
To: RLW
Subject: Facility Tour

From: RLW
Sent: Wed, 16 Sep 2020 17:09:04 +0000
To: RLW
Subject: Phone Call w/ Senator Daines

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
To: RLW
Subject: Phone Call w/Dave McIntyre

(b)(6)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President

(b)(6)

Page 3 of 3

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Fri, 11 Sep 2020 20:22:27 +0000
To: RLW
Subject: Leadership Briefing

From: RLW
Sent: Wed, 30 Sep 2020 19:11:18 +0000
To: RLW
Subject: HOLD - Possible travel back to DC

From: RLW
Sent: Fri, 11 Sep 2020 16:10:48 +0000
To: RLW
Subject: Daily Sync Mtg

From: RLW
Sent: Fri, 11 Sep 2020 20:31:15 +0000
To: RLW
Subject: Media Availability

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
To: RLW
Subject: Phone Call w/Dave McIntyre, CEO TriWest

From: RLW
Sent: Fri, 11 Sep 2020 20:29:40 +0000
To: RLW
Subject: Media Prep

From: RLW
Sent: Thu, 10 Sep 2020 13:48:31 +0000
To: RLW
Subject: HOLD - Travel to Jacksonville, NC
Attachments: ENCES Unveiling Ceremony Invite Letter - SECVA.pdf

From: (b)(6)@va.gov>
Sent: Thursday, September 10, 2020 1:42 PM
To: SecVAinvites (b)(6)@va.gov>; OSVA Support Ops (b)(6)@va.gov>
Cc: (b)(6) VBAVACO (b)(6)@va.gov>; (b)(6) VBAVACO (b)(6)@va.gov>; (b)(6) VBAVACO (b)(6)@va.gov>
Subject: FW: Invitation for SECVA
Importance: High

The Secretary has accepted the attached invitation for October 5, 2020. Remarks are required (pending confirmation from Teri M in VBA).

(b)(6) - While in NC – he'd like to visit the New Bern cemetery.

Thank you,

(b)(6)

Department of Veterans Affairs

Date: August 25, 2020

From: Under Secretary for Benefits (20)

Subj: Invitation to the Unveiling of the Eastern North Carolina Extension Site

To: Secretary of Veterans Affairs (00)

1. I would like to cordially invite you to be our honored guest speaker for the unveiling of VBA's state of art contact center, the Eastern North Carolina Extension Site, which will embody the future concept for contact center modernization. This facility will focus on providing increased access channels for Veterans and their families. Special guests will be provided the opportunity to tour the facility.
2. There are two events planned for your consideration:
 - a. The first event includes a ribbon cutting ceremony on Tuesday, October 5th from 10:00am to 11:00am.
 - b. The second event includes a grand opening ceremony on Monday, October 26th from 10:00am to 11:00am

These events will take place at the Eastern North Carolina Extension Site located at 1132 Henderson Drive, Jacksonville, NC 28540.

3. Attendees will include VBA Leadership, Veteran Service Organizations, Veterans and other local stakeholders.
4. Thanking you in advance for your consideration and support. Please provide a response regarding availability **Monday, September 14, 2020**, to Ms (b)(6) at (b)(6) or via email at (b)(6)@va.gov.

Sincerely,


Paul R. Lawrence, Ph.D.

From: RLW
Sent: Fri, 11 Sep 2020 20:34:22 +0000
To: RLW
Subject: Lunch

From: RLW
Sent: Mon, 28 Sep 2020 13:45:53 +0000
To: RLW
Subject: 7:36am - KTSA, 107.1 FM / 550 AM for the Morning Show with Trey Ware
Attachments: 201001 - KTSA, Trey Ware Morning Show (San Antonio), 107.1 FM and 550 AM.pptx

(b)(6) - Can you see if the Secretary is willing to do this radio interview at 7:36 a.m. on Thursday, 1 October?

KTSA, 107.1 FM / 550 AM for the Morning Show with Trey Ware

James

James Hutton
Assistant Secretary
Office of Public and Intergovernmental Affairs
Department of Veterans Affairs
810 Vermont Ave, NW
Washington, D.C. 20420
Office (b)(6)
Email (b)(6)@va.gov
Twitter: @jehutton
VA on [Facebook](#) . [Twitter](#) . [YouTube](#) . [Flickr](#) . [Blog](#)

From: (b)(6)@va.gov
Sent: Monday, September 28, 2020 7:21 AM
To: Hutton, James (b)(6)@va.gov
Subject: Trey Ware Show Timing

James – FYI below. The Trey Ware show only takes guests from 6-8 a.m. eastern. They’ve offered the Secretary 7:36 a.m. eastern. Do you want us to pursue and ask (b)(6) if that’s possible?

v/r
Mark

From: Jacobsen, Jessica B. <(b)(6)@va.gov>
Sent: Sunday, September 27, 2020 10:01 PM
To: (b)(6)@va.gov; (b)(6)@va.gov; (b)(6)
(b)(6)@va.gov; (b)(6)@va.gov; (b)(6)
(b)(6)@va.gov; (b)(6)@va.gov; (b)(6)
(b)(6)@va.gov; (b)(6), VACO (b)(6)@va.gov; (b)(6), VACO
(b)(6)@va.gov
Subject: Re: SECVA Interview Windows - Oct. 1-2

(b)(6)

Can you ask if SECVA would be available for a 7:36 am EASTERN interview on KTSA, 107.1 FM / 550 AM for the Morning Show with Trey Ware on Thursday, October 1. That is the only time he has live guests (5-7 am CENTRAL). Producer states he has a different show from 7-9 am CENTRAL and he doesn't do guest interviews during that window.

Interview would last approx 5-7 minutes, no call ins.

Jessica Jacobsen
Dallas Office of Public Affairs

(b)(6) (cell)
(office)

Page 3 of 3

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Fri, 11 Sep 2020 20:41:53 +0000
To: RLW
Subject: ERT / Arr Providence VA Medical Center

From: RLW
Sent: Thu, 10 Sep 2020 14:42:50 +0000
To: RLW
Subject: HOLD: Call w/Sen Rounds

From: RLW
Sent: Mon, 28 Sep 2020 14:09:25 +0000
To: RLW
Subject: HOLD - Departure to Cheyenne, Wyoming

From: RLW
Sent: Fri, 11 Sep 2020 20:33:47 +0000
To: RLW
Subject: ERT / Arrive Lunch

From: RLW
Sent: Fri, 25 Sep 2020 12:10:29 +0000
To: RLW
Subject: HOLD - Rolling Thunder National Convention

From: (b)(6)@comcast.net>
Sent: Monday, September 21, 2020 2:53 PM
To: (b)(6)@va.gov>
Subject: RE: [EXTERNAL] Invite

(b)(6)

Yes it is in-person. Anytime on the 6th or 7th. The 5th will be travel time for our member.

(b)(6)

On 09/21/2020 8:03 AM (b)(6)@va.gov> wrote:

Sir – Just confirming this conference in person. Correct? Thank you.

From: (b)(6)@comcast.net>
Sent: Wednesday, September 16, 2020 4:16 PM
To: (b)(6)@va.gov>
Subject: RE: [EXTERNAL] Invite

Thank You

On 09/16/2020 4:05 PM (b)(6)@va.gov> wrote:

Thank you for the invitation, Sir. We'll review with the Secretary and get back to you shortly.

From: (b)(6)@comcast.net>
Sent: Wednesday, September 16, 2020 4:02 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: (b)(6)@att.net>; (b)(6)@verizon.net>
Subject: [EXTERNAL] Invite

Good afternoon,

My name is (b)(6) Board Member for Rolling Thunder Inc. National. Rolling Thunder Inc. National will be having it's 23rd Annual Conference

Nov 5-7 at the (Hyatt Regency Crystal City-2799 Jefferson Davis HWY-Arlington, Va. 22202.)

We would like to invite Secretary Robert Wilkie to speak at our conference on Nov 5th or 7th if possible.

If you need more information please let me know. Contact info. below

Look forward hearing from you.

Sincerely.

(b)(6)

Government/Veterans Affairs
POW/MIA Matters
National Board Member
Rolling Thunder®, Inc. National

(b)(6)@comcast.net

(b)(6)

US Army 62-64

(b)(6)

Government/Veterans Affairs Chairman
POW/MIA Matters
National Board Member
Rolling Thunder®, Inc. National

(b)(6)@comcast.net

(b)(6)

US Army 62-64

(b)(6)

Government/Veterans Affairs
POW/MIA Matters
National Board Member
Rolling Thunder®, Inc. National

(b)(6)@comcast.net

(b)(6)

US Army 62-64

From: RLW
Sent: Thu, 24 Sep 2020 15:42:16 +0000
Subject: HOL

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
To: RLW
Subject: HOLD - Phone Call w/Dave McIntyre

From: RLW
Sent: Fri, 11 Sep 2020 20:43:01 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 20:43:43 +0000
To: RLW
Subject: Leadership Briefing

From: RLW
Sent: Fri, 11 Sep 2020 20:46:06 +0000
To: RLW
Subject: Coin Recognition

From: RLW
Sent: Tue, 29 Sep 2020 18:04:16 +0000
To: RLW
Subject: Wreath Laying Ceremony at Arlington

From: RLW
Sent: Fri, 11 Sep 2020 20:48:06 +0000
To: RLW
Subject: Facility Tour

From: RLW
Sent: Thu, 17 Sep 2020 15:23:30 +0000
To: RLW
Subject: HOLD - Scheduling and Travel Coordination Meeting

From: RLW
Sent: Mon, 21 Sep 2020 17:15:47 +0000
To: RLW
Subject: 2020 Made in America Product Showcase

All—wanted to pass along a quick update on timing. Cabinet participation will take place between **9:30 – 11:00 AM.**

As a reminder, Cabinet Members can come and go as they please during this window.

If you have not already, please let us know whether or not your Principal is able to attend. If they do plan on attending, please let us know what time they plan on arriving.

Thank you,

(b)(6)

From: (b)(6)

Good afternoon,

All members of the Cabinet are invited to the 2020 Made in America Product Showcase on **Monday, October 5, 2020** on the White House State Floor and South Lawn. Exact timing is still being determined, but Cabinet participation will take place in the morning.

Similar to last year's Made in America Product Showcase, this event will be "open house" style, meaning members of the Cabinet are able to come and go as they please.

This event will provide an opportunity to highlight the Administration's commitment to products that are made in America. The White House will use this opportunity to highlight and celebrate every state's effort and commitment to American made products by including products from each state in this showcase.

Please let us know whether or not your Principal would like to attend.

Thank you!

Best,

(b)(6)

(b)(6)

Office of Cabinet Affairs
The White House

M: (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 20:49:54 +0000
To: RLW
Subject: Media Hold

From: RLW
Sent: Mon, 21 Sep 2020 12:43:16 +0000
To: RLW
Subject: Daily Sync Mtg

From: RLW
Sent: Thu, 17 Sep 2020 11:15:05 +0000
To: RLW
Subject: 9:25am Interview- Joe Piscopo Radio Show AM 970 WNYM
Attachments: Quad_WNYM-AM_Joe_Piscopo_New_York_Sept_18_2020.pptx

Jackie,

Can we lock-in the following for Friday, 18 Sep?

- “Bernie and Sid in the Morning,” at 8:40 a.m.

CONTACT INFO: 77 WABC Radio - New York City - Bernie and Sid in the Morning, 6:00AM-10:00AM ET, Matt Meany, producer, (b)(6)@wabcradio.com, (b)(6)

- Joe Piscopo, at 9:25 a.m.

CONTACT INFO: AM 970 WNYM - NYC, New York - Piscopo In the Morning, 6:00AM-10:00AM ET, Joseph Sibia, producer (b)(6)@nycradio.com, call-in number: (b)(6)
○ alternate contact: (b)(6)@nycradio.com

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Fri, 11 Sep 2020 11:34:37 +0000
To: RLW
Subject: HOLD - Belgian Embassy

From: RLW
Sent: Fri, 11 Sep 2020 20:49:24 +0000
To: RLW
Subject: Media Prep

From: RLW
Sent: Tue, 15 Sep 2020 19:59:55 +0000
To: RLW
Subject: Phone Call w/ Meghan Burris

From: Burris, Meghan (Federal) (b)(6)@doc.gov>
Sent: Tuesday, September 8, 2020 2:58 PM
To: RLW (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: [EXTERNAL] Two Small Favors for an Old Friend

Mr. Secretary/Robert,

Hello! I hope you're doing well amid these quite unusual times! I miss the days of running into you outside the Navy Mess, but more so the days in the Tillis office.

I'm reaching out for two reasons: The first and foremost is that I hope we can find time to catch up soon. I've always deeply appreciated your advice and would welcome your thoughts on a few things I'm considering career-wise over the next several months. I know you're incredibly busy but let me know if you can pencil in some time for an old friend!

Secondly, a very good family friend, (b)(6) is retiring next week after 20+ years of service with the Department's VA Medical Centers. I'm not sure if you've met him, but he has spent most of his time in the Durham and Fayetteville VAMCs, manly as a Physician's Assistant, in addition to a long career in private practice beforehand. He is far too humble for any sort of gathering to celebrate his service so we're collecting cards from those who would like to send him a special note. Would you be willing to sign a letter thanking him for his service? I know it's a lot to ask with so much going on, so if you'd like me to draft the letter I'm more than happy to do so. I also completely understand if you don't typically do these types of things, so please do not feel the need if you wouldn't do it for others! I just wanted to make the ask!

I know you can pick up the phone and call anyone you need, but if there's ever anything I can do for you here at Commerce, please give me a ring! I hope we can catch up soon.

All my best,
Meghan

Meghan K. Burris
Director of Public Affairs
U.S. Department of Commerce
(b)(6)
(b)(6)@doc.gov

From: RLW
Sent: Thu, 17 Sep 2020 11:13:15 +0000
To: RLW
Subject: 8:40am Interview - Bernie and Sid in the Morning Radio WABC
Attachments: Quad_WABC-AM_Bernie_and_Sid_New_York_Sept_18_2020.pptx

(b)(6)

Can we lock-in the following for Friday, 18 Sep?

- “Bernie and Sid in the Morning,” at 8:40 a.m.

CONTACT INFO: 77 WABC Radio - New York City - Bernie and Sid in the Morning, 6:00AM-10:00AM ET, Matt Meany, producer, (b)(6)@wabcradio.com, (b)(6)

- Joe Piscipo, at 9:25 a.m.

CONTACT INFO: AM 970 WNYM - NYC, New York - Piscopo In the Morning, 6:00AM-10:00AM ET, Joseph Sibia, producer, (b)(6)@nycradio.com, call-in number: (b)(6)

- alternate contact: (b)(6)@nycradio.com

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Tue, 15 Sep 2020 13:43:03 +0000
To: RLW
Subject: 2:45pm Wheels up from MIA to CLT

From: RLW
Sent: Tue, 15 Sep 2020 12:20:15 +0000
Subject: Meet re: Transition Plance

From: RLW
Sent: Tue, 15 Sep 2020 13:44:14 +0000
To: RLW
Subject: Layover 1hr 24min

From: RLW
Sent: Tue, 15 Sep 2020 12:20:15 +0000
To: RLW
Subject: Meet re: Transition Plans w/Dat Tran

From: RLW
Sent: Thu, 17 Sep 2020 13:23:40 +0000
To: RLW
Subject: HOLD: Media

From: RLW
Sent: Fri, 25 Sep 2020 14:55:58 +0000
To: RLW
Subject: HOLD - Media

From: RLW
Sent: Fri, 11 Sep 2020 14:31:36 +0000
To: RLW
Subject: En Route to DC VAMC

From: RLW
Sent: Fri, 25 Sep 2020 14:56:39 +0000
To: RLW
Subject: HOLD - Media

From: RLW
Sent: Mon, 21 Sep 2020 19:59:34 +0000
To: RLW
Subject: En Route to Baltimore, MD

From: RLW
Sent: Fri, 11 Sep 2020 14:31:44 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Tue, 29 Sep 2020 15:38:32 +0000
To: RLW
Subject: HOLD - (b)(6)

From: RLW
Sent: Tue, 15 Sep 2020 15:35:43 +0000
To: RLW
Subject: HOLD - Eisenhower Museum Tour

From: RLW
Sent: Tue, 15 Sep 2020 12:43:26 +0000
To: RLW
Subject: Data Breach Meeting

From: RLW
Sent: Fri, 11 Sep 2020 16:37:53 +0000
To: RLW
Subject: Phone Call w/French Ambassador, Etienne

From: (b)(6)
Sent: Friday, September 11, 2020 12:18 PM
To: (b)(6)@diplomatie.gouv.fr> (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: RE: [EXTERNAL] Phone Call Request / Amb Etienne

Stand by, (b)(6) He is getting ready to depart the Building. We'll get back to you ASAP.

From: (b)(6)@diplomatie.gouv.fr>
Sent: Friday, September 11, 2020 12:06 PM
To: (b)(6)@va.gov>, (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: [EXTERNAL] Phone Call Request / Amb Etienne

Bonjour (b)(6)

I just spoke to JP about the possibility of arranging a brief phone chat today between the Ambassador and Secretary Wilkie if the Secretary's schedule permits today.

It would be a very short call, just for the Ambassador to personally express his regrets for having to cancel so last minute and to have a moment for the two of them to connect.

Let me know what works for the Secretary and I can cross check it with the Ambassador's schedule !

Thank you all for your assistance.

Warm Regards,

(b)(6)



(b)(6)
Social Secretary to the Ambassador of France
Résidence de France
2221 Kalorama Road, NW
Washington, D.C., 20008
Tel. (b)(6)
(b)(6)@diplomatie.gouv.fr

From: RLW
Sent: Fri, 11 Sep 2020 14:32:58 +0000
To: RLW
Subject: En Route to VACO

From: RLW
Sent: Tue, 15 Sep 2020 13:44:59 +0000
To: RLW
Subject: 6:51pm Wheels up from CLT to TPA

From: RLW
Sent: Fri, 18 Sep 2020 17:41:41 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 14:33:05 +0000
To: RLW
Subject: Lunch

From: RLW
Sent: Wed, 30 Sep 2020 16:16:39 +0000
To: RLW
Subject: HOLD - Blair House Visit

From: RLW
Sent: Fri, 18 Sep 2020 17:41:41 +0000
To: RLW
Subject: HOLD - (b)(6)

From: RLW
Sent: Mon, 28 Sep 2020 12:37:42 +0000
Subject: En Route to Mount Vernon

From: RLW
Sent: Tue, 15 Sep 2020 16:17:51 +0000
To: RLW
Attachments: Sept 16 2020.docx

DAILY BRIEFING BOOK

Wednesday, September 16, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
9:30 am	ERT BVA Offices, 425 I Street		
10:00 – 11:00 am	REMARKS & Swearing-In Veterans Law Judges		Tab 1
11:00 am	ERT VACO		
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:30 – 2:00 pm	Radio Interview w/ Michael Koolidge Show (taped) *(b)(6)	SECVA Suite	Tab 2
3:15 pm	ERT DCA		
4:43 pm	Wheels up		

From: RLW
Sent: Thu, 17 Sep 2020 13:24:15 +0000
To: RLW
Subject: HOLD: Media

From: RLW
Sent: Tue, 15 Sep 2020 17:00:27 +0000
To: RLW
Subject: HOLD: HVAC Call

From: RLW
Sent: Fri, 11 Sep 2020 20:50:41 +0000
To: RLW
Subject: ERT / Arr T. F. Green Airport (PVD)

From: RLW
Sent: Mon, 28 Sep 2020 13:00:04 +0000
Subject: En Route to Residence

From: RLW
Sent: Wed, 30 Sep 2020 19:10:43 +0000
Subject: HOLD - Possible Travel to

From: RLW
Sent: Fri, 11 Sep 2020 20:53:34 +0000
To: RLW
Subject: Wheels up to DCA

From: RLW
Sent: Fri, 11 Sep 2020 16:12:48 +0000
To: RLW
Subject: HOLD: WH/VA VSO Phone Call
Attachments: RE: White House/VA VSO phone call

From: (b)(6)
Sent: Thu, 10 Sep 2020 17:32:31 +0000
To: (b)(6); Tucker, Brooks
Cc: (b)(6)
Subject: RE: White House/VA VSO phone call

Yes, circling back with (b)(6) on this they see the Secretary as the key note and would defer to him. That makes this the Secretary's call where (b)(6) and her office would like to be on the call and offer updates.

Let me know if that makes sense.

(b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, September 10, 2020 12:41 PM
To: Tucker, Brooks (b)(6)@va.gov> (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: RE: White House/VA VSO phone call

Please advise on how soon this will need to take place and how long we need to hold for this event. That will help us determine which days we might be able to look at. Assuming this would be virtual??

(b)(6)

*Executive Assistant to the Secretary
Office of the Secretary
Department of Veterans Affairs*

(b)(6)

From: Tucker, Brooks (b)(6)@va.gov>
Sent: Thursday, September 10, 2020 12:35 PM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: White House/VA VSO phone call

+ EAs

From: (b)(6)@va.gov>
Sent: Thursday, September 10, 2020 12:34 PM
To: Tucker, Brooks (b)(6)@va.gov>
Subject: RE: White House/VA VSO phone call

Roger, I'll run it down with (b)(6). are there any specific days or times the secretary would like to do?

From: Tucker, Brooks (b)(6) @va.gov>
Sent: Thursday, September 10, 2020 12:33 PM
To: (b)(6) @va.gov>
Cc: Syrek, Christopher D. (Chris) (b)(6) @va.gov> (b)(6) (b)(6) @va.gov>; (b)(6) @va.gov>; Powers, Pamela (b)(6) @va.gov>
Subject: RE: White House/VA VSO phone call

(b)(6) SECVA has agreed to do this. Need details for scheduling with SECVA and the Unders, if desired.

SECVA EAs cc.

Brooks D. Tucker
Acting Chief of Staff
Department of Veterans Affairs
810 Vermont Avenue NW
Washington DC 20420

From: (b)(6) @va.gov>
Sent: Thursday, September 10, 2020 11:14 AM
To: Tucker, Brooks (b)(6) @va.gov>
Cc: Syrek, Christopher D. (Chris) (b)(6) @va.gov>
Subject: White House/VA VSO phone call

Chief,

(b)(6) and the WH crew hit me up on doing a joint VSO Phone call early next week and wanted to find the right time for the Secretary's schedule.

He described the phone call as an opportunity for the WH to go through their agenda items and have the Secretary brief a current update along with any of the Secretary's leadership team as appropriate. Based on his request I believe the WH intends to do the logistics and host the call with VA leadership in support.

Please let me know if this is feasible and what time could work for the Secretary.

Send me!

(b)(6)

Senior Advisor, VSO Liaison Office of the Secretary

U.S. Department of Veterans Affairs

810 Vermont Avenue, NW

Washington, D.C. 20420

Desk: (b)(6)

Email: (b)(6)@va.gov

From: RLW
Sent: Wed, 16 Sep 2020 12:37:41 +0000
To: RLW
Subject: HOLD - Call w/GOV Edwards

From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
To: RLW
Subject: Phone Call w/Dave McIntyre, CEO TriWest - He will call us

With Dr. Lieberman

From: RLW
Sent: Fri, 18 Sep 2020 21:56:24 +0000
Subject: HOLD - Phone call w/SEN.

From: RLW
Sent: Fri, 18 Sep 2020 21:56:24 +0000
To: RLW
Subject: HOLD - Phone call w/SEN. Boozman

Hey Jackie,

Sorry for the late afternoon email, but I was just notified that the Secretary would like a phone call with Senator Boozman on Monday. If you could let us know any availability we will work to get the Senator on the phone.

Thanks!

(b)(6)

(b)(6)

Senior Advisor
Office of Congressional & Legislative Affairs
810 Vermont Ave. NW
Washington, DC 20420



Choose VA

From: RLW
Sent: Mon, 21 Sep 2020 14:07:00 +0000
To: RLW
Subject: 5:45am ERT DCA

From: RLW
Sent: Mon, 21 Sep 2020 15:31:31 +0000
To: RLW
Subject: Video Taping: Alaska Federation of Native's (AFN) 54th Annual Convention

From: RLW
Sent: Wed, 30 Sep 2020 19:10:43 +0000
To: RLW
Subject: HOLD - Possible Travel to Tampa, FL

From: RLW
Sent: Fri, 11 Sep 2020 17:45:38 +0000
To: RLW
Subject: 6:58am Wheels up from DCA to Miami, FL

From: RLW
Sent: Wed, 16 Sep 2020 12:41:15 +0000
To: RLW
Subject: HOLD - NO scheduling

From: RLW
Sent: Wed, 16 Sep 2020 14:34:14 +0000
To: RLW
Attachments: Sept 21 2020.docx

DAILY BRIEFING BOOK

Monday, September 21, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
9:00 – 10:30 am	VA Operations Board Meeting	OBCR	Tab 1
10:30 – 11:00 am	Phone Call w/ Chairwoman Wasserman Schultz ** She will call us on (b)(6)	SECVA Suite	Tab 2
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:45 pm	ERT White House, WW 223		
2:00 – 3:00 pm	Meet w/DPC Director Brook Rollins ** A/DEPSEC will accompany you		Tab 3
3:00 pm	ERT VACO		

From: RLW
Sent: Mon, 21 Sep 2020 16:35:43 +0000
To: RLW
Subject: HOLD - Media

From: RLW
Sent: Wed, 16 Sep 2020 12:40:40 +0000
To: RLW
Subject: HOLD - No scheduling - travel back to DC

From: RLW
Sent: Fri, 11 Sep 2020 20:22:27 +0000
To: RLW
Subject: Leadership Briefing/Coin Recg./Tour

From: RLW
Sent: Wed, 30 Sep 2020 19:10:43 +0000
To: RLW
Subject: HOLD - Travel to Tampa, FL

From: RLW
Sent: Mon, 28 Sep 2020 13:10:54 +0000
To: RLW
Subject: ERT/Arrive at Fort Harrison VAMC

From: RLW
Sent: Mon, 14 Sep 2020 11:29:33 +0000
To: RLW
Subject: En Route to WH

From: RLW
Sent: Tue, 15 Sep 2020 11:38:11 +0000
To: RLW
Subject: ERT/Arrive at Connecticut Healthcare System - Newington

From: RLW
Sent: Mon, 28 Sep 2020 13:15:42 +0000
To: RLW
Subject: ERT/Arrive at Missoula VA Clinic

From: RLW
Sent: Mon, 21 Sep 2020 19:08:52 +0000
To: RLW
Subject: HOLD: Prep w/Dr. Stone & Cathy H re: Lott & Breaux call

From: RLW
Sent: Mon, 28 Sep 2020 13:22:11 +0000
To: RLW
Subject: ERT/Arrive at Kalispell VA Clinic

From: RLW
Sent: Mon, 14 Sep 2020 13:30:23 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 20:33:47 +0000
To: RLW
Subject: Leadership briefing/Coin Recg./Tour

From: RLW
Sent: Mon, 28 Sep 2020 14:09:25 +0000
To: RLW
Subject: Departure to Cheyenne, Wyoming

From: RLW
Sent: Thu, 17 Sep 2020 20:55:22 +0000
To: RLW
Subject: HOLD - (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 15:02:54 +0000
To: RLW
Subject: 3:29pm Wheels up from BDL to PHL

From: RLW
Sent: Mon, 21 Sep 2020 19:09:08 +0000
To: RLW
Subject: HOLD: Phone Call w/Senators Lott & Breaux

From: RLW
Sent: Tue, 15 Sep 2020 11:33:53 +0000
To: RLW
Subject: Layover 52mn

From: RLW
Sent: Mon, 21 Sep 2020 20:31:52 +0000
To: RLW
Subject: Second Lady's Arrival

Second Lady is scheduled to arrive at 1010.

From: RLW
Sent: Wed, 16 Sep 2020 15:56:09 +0000
To: RLW
Subject: HOLD - South Carolina & Florida

From: RLW
Sent: Tue, 15 Sep 2020 11:35:11 +0000
To: RLW
Subject: 5:41pm Wheels up from PHL to DCA

From: RLW
Sent: Fri, 11 Sep 2020 15:02:54 +0000
To: RLW
Subject: 5:36pm Wheels up from PVD to DCA

From: RLW
Sent: Fri, 11 Sep 2020 20:29:40 +0000
To: RLW
Subject: Media Prep/Avail

From: RLW
Sent: Fri, 11 Sep 2020 20:52:22 +0000
To: RLW
Subject: Gate Transition / Aircraft Boarding

From: RLW
Sent: Fri, 11 Sep 2020 15:01:28 +0000
To: RLW
Subject: 6:41pm Wheels up from PHL to BDL

(b)(6)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President

(b)(6)

Page 3 of 6

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 4 of 6

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 5 of 6

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 6 of 6

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

(b)(6)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President

(b)(6)

Page 3 of 7

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 4 of 7

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 5 of 7

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 6 of 7

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 7 of 7

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Mon, 28 Sep 2020 14:09:25 +0000
To: RLW
Subject: 4:37pm Wheels up from DCA to DEN

From: RLW
Sent: Mon, 28 Sep 2020 14:33:08 +0000
To: RLW
Subject: BVA re: Procedures for Board Members
Attachments: RE: Meeting Request, image001.jpg, Draft - Secretary Memo on VLJs - Board Chairman 10-13-2020.docx



From: (b)(6)
Sent: Mon, 28 Sep 2020 19:39:51 +0000
To: (b)(6)
Cc: (b)(6)
Subject: RE: Meeting Request

Hi (b)(6)

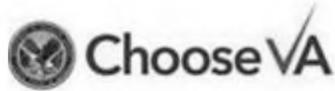
October 13th works perfectly! I will get you the EBS hopefully this week. We may have another attendee, but I will let you know soon if we'd like to add another.

Thank you,

(b)(6)

Senior Advisor to the Chairman
Board of Veterans' Appeals
425 Eye Street, NW
Washington, D.C. 20001

(b)(6)



This e-mail and any attachments are intended only for the use of the addressee(s) named herein and may contain privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments thereto, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and via telephone at (202) 382-2735 and permanently delete the original and any copy of any e-mail and any printout thereof.

From: (b)(6)@va.gov>
Sent: Monday, September 28, 2020 2:23 PM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
(b)(6)@va.gov>
Subject: RE: Meeting Request

(b)(6)

The first opportunity for both principals to be in the office together is Oct 13 at 1:30pm. We'll need an EBS to be completed for the meeting as soon as possible. Let me know who should be included on the invite besides SECVA/DEPSEC & COS.

(b)(6)

Executive Assistant to the

**Secretary
Department of Veterans Affairs**

(b)(6)

From: (b)(6)@va.gov>
Sent: Monday, September 28, 2020 9:57 AM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: Meeting Request

Good Morning (b)(6) & (b)(6)

I hope you are doing well! I'm writing to see if it would be possible to set up a meeting between Chairman Mason, Secretary Willkie and Acting Deputy Secretary Powers sometime in the coming weeks.

On September, 9th, Secretary Wilkie authorized the Board work on a Secretarial memo to prescribe procedures for Board members (Veterans Law Judges), and Chairman Mason would like to brief him as well as Ms. Powers on that.

Please let me know if you have any questions or need anything from me at this time.

Thank you,

(b)(6)

Senior Advisor to the Chairman
Board of Veterans' Appeals
425 Eye Street, NW
Washington, D.C. 20001

(b)(6)



This e-mail and any attachments are intended only for the use of the addressee(s) named herein and may contain privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments thereto, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and via telephone at (202) 382-2735 and permanently delete the original and any copy of any e-mail and any printout thereof.



choose

4 of 8

Date:

From: Secretary of Veterans Affairs

Subj: Veteran Law Judges Performance Reviews and Removal

To: Chairman of the Board of Veterans' Appeals

1. **Purpose.** Title 38, United States Code, Section 7101A establishes basic parameters for the appointment, pay, performance standards, and removal procedures pertaining to all members of the Board of Veterans' Appeals (the Board) other than the Chairman. Subsection (g) of Section 7101A requires the Secretary to prescribe more detailed procedures, including deadlines and time schedules for different actions under that section. Except for the Vice Chairman and Deputy Vice Chairmen, the Board Members are not members of the SES. These non-SES Board members occupy a unique status as Board Members/Veterans Law Judges (VLJs) and the purpose of this memorandum is to distinguish unique status of VLJs to establish more detailed procedures regarding VLJ performance reviews and removal. These procedures will be memorialized in a policy at a later date.

2. Historical Background.

- a. By Executive Order 6230, on July 28, 1933, President Roosevelt created the Board, Veterans Regulation No. 2(a), to conduct appellate adjudication of claims for Veterans' benefits. The Secretary, formerly known as the Administrator, delegated the authority to render final decisions on appeals to the Board. When VA later became a Cabinet-level agency in 1989, the Board was similarly realigned so that the Chairman reports directly to the Secretary and that Board decisions are rendered on behalf of the Secretary.
- b. While the Chairman is a Presidentially-appointed and Senate-confirmed position, Title 38, United States Code, Section 7101A mandates the Vice Chairman and all other Members of the Board "shall be appointed by the Secretary, with the approval of the President, based upon recommendations of the Chairman." This unique requirement for Presidential approval has been in place since the Board's inception in 1933, and Congress has repeatedly included this requirement during subsequent legislation related to the appointment of Board members.
- c. **Board Changes After Creation of U.S. Court of Veterans Appeals -**
The passage of the Veterans' Judicial Review Act (VJRA) in 1988 established the U.S. Court of Veterans Appeals (the Court). However, shortly after the Court was created Congress became increasingly focused on VA's adjudication system, especially the role of the Board. Therefore, in March 1994, the Secretary chartered a "Select Panel on Productivity Improvement at the Board of Veterans' Appeals." Chaired by Mr. Guy McMichael, Chairman of

the Board of Contract Appeals, the Select Panel included the Under Secretary for Benefits, VA's Office of General Counsel, the Board, officials from the Social Security Administration, and representatives from the leading Veterans' service organizations (VSOs). The Select Panel was specifically charged with one overarching purpose:

"Conduct a systematic review of the Board of Veterans' Appeals and its relationship with other Departmental elements, and make recommendations regarding the mission, structure and operations of the Board that will result in more timely processing of claimants' appeals."

- d. **1994 and 1998 Legislation** – Adopting many of the findings and recommendations of the Secretary's Select Panel, Congress passed two pieces of legislation in 1994 that fundamentally changed the Board's structure and operations, particularly with respect to the selection, approval, appointment, evaluation, and removal of Board Members. The provisions of both bills¹, now codified in 38 U.S.C §7101, et seq., had a significant impact on Board operations, particularly with respect to the quality and timeliness of its decision-making. The statutory provisions permitted Board decisions to be issued by a single judge versus a panel, eliminated term limits for Board members, and removed previous restrictions on how many judges could be appointed to the Board. The provisions also provided unique career incentives, stability, appointment procedures, and evaluation criteria for Board members. While the law restored the practice of pay equity between Board members and federal administrative law judges (ALJs), Congress expressly directed performance standards and a certification process for Board members that are separate and distinct from those pertaining to ALJs. Congress also retained the longstanding practice that Secretarial appointments of Board members must be approved by the President. In 1998, Congress made two slight amendments: (1) requiring all Board members to be attorneys who must maintain good standing with a State Bar, and (2) granting certain removed judges the right to return to their previously-held attorney status at the Board.² VA later published 38 C.F.R. 20.100, et seq., which, among other things renamed, all non-SES Board members as VLJs.

3. Performance Reviews for Board Members/Veterans Law Judges.

- a. The Chairman, subject to the approval of the Secretary, shall establish standards with objective and fair criteria for evaluating the job performance of all members of the Board.³
- b. As set forth in the statute, the Chairman will establish panels to either annually or at minimum every 3 years to review the performance of VLJs. The Chairman will serve on each performance review panel, which will include two members of the Board who are not the Vice Chairman. Panel membership should rotate to ensure each member of the Board (other than

¹ Pub. L. 103-271, 108 Stat. 740 (Jul. 1, 1994); Pub. L. 103-446, 108 Stat. 4655 (Nov. 2, 1994).

² Pub. L. 105-368, 108 Stat. 446 (Nov. 2, 1994).

³ 38 U.S.C. §7101A(f).

the Vice Chairman) has an opportunity to serve on a review panel.⁴ If the position of Chairman is vacant, then the senior member of the Board performing the duties of the Chairman will serve on each performance review panel. This may be the Vice Chairman, so long as the Vice Chairman is performing the duties of the Chairman because the Chairman position is vacant.

- c. VLJ appointments to the Board shall be recertified by the Chairman if the performance review panel determines the VLJ meets the established performance standards.⁵ If the performance review panel determines a VLJ fails to meet any of the objectives or criteria established in the performance standards, then the Chairman has discretion to: (1) grant the VLJ “conditional” recertification or (2) recommend to the Secretary that the member be “noncertified.”⁶ The VLJ may provide their own statement for consideration.
- d. If a VLJ is granted “conditional” status, a performance review panel must reconvene within one year of the date of the conditional recertification to make a further determination whether the VLJ meets standards or still does not meet all required performance standards.⁷ If the panel determines the VLJ does not meet established performance standards for a second consecutive performance year, the Chairman shall recommend to the Secretary that the member be noncertified and have his or her Board member status removed.⁸

4. Removal of Board Member/Veteran Law Judge Status.

- a. **Performance-Based Removals.** Whenever the Chairman is going to recommend to the Secretary that a VLJ be “noncertified” for reasons related to performance, the VLJ shall have the right to respond to that recommendation and to submit matters for consideration by the Secretary. Upon written notice that the Chairman recommends noncertification, a Board member shall have seven (7) business days to submit a response or other written matters for consideration by the Secretary. The Secretary has the discretion to grant the member “conditional” recertification and may direct any reasonable conditions or limitations upon that recertification. If the Secretary determines the Board member should be “noncertified,” then that member’s appointment to the Board shall be terminated and will be removed from holding status as a Board member.⁹ If the removed member served in an attorney position in the civil service before being appointed as a Board member, the removed member may request appointment to an attorney position at the Board and the Secretary shall grant that request so long as the Secretary determines the removed member would be qualified to hold the attorney position.¹⁰ In such cases, the removed member will have five (5)

⁴ 38 U.S.C. §7101A(c)(1)(A).

⁵ 38 U.S.C. §7101A(c)(2)

⁶ 38 U.S.C. §7101A(c)(3).

⁷ 38 U.S.C. §7101A(c)(4)

⁸ *Id.*

⁹ 38 U.S.C. §7101A(d)(1)

¹⁰ 38 U.S.C. §7101A(d)(2)

business days to request appointment to an attorney position at the Board and the effective date of the removal will be tolled during that five-day period. If the removed member seeking the attorney appointment served in an attorney position at the Board immediately prior to appointment as a Board member, then the removed member shall be appointed in the grade and step held immediately before appointment as a Board member.¹¹ The Secretary's decision is final.

- a. **Removal for Other Reasons.** The Secretary has discretion to remove a VLJ for any other reason as determined by the Secretary.¹² Grounds for removal of a VLJ may include, but is not limited to, misconduct, neglect of duty, unavailability, failure to uphold professional rules of responsibility governing the legal profession, and failure to maintain good standing of the bar of a State.¹³ If the Chairman decides to recommend removal of a VLJ, the Chairman shall send the VLJ written notice of the specific reasons and evidence supporting the proposed removal under this section. The VLJ will have seven (7) business days after receipt of the written notice to reply orally, in writing, or both and to submit any other written matters for consideration by the Secretary in whether to seek removal of the VLJ. On behalf of the Secretary, or other designated representative, may receive any replies and supporting materials and to summarize any oral replies for the Secretary to consider before deciding whether to file a complaint with the Merit Systems Protection Board seeking removal of the VLJ. If the Secretary decides removal of the VLJ is appropriate, removal of Board members for other reasons will be covered by the same [statutory] requirements as apply to removal of an administrative law judge under 5 U.S.C. § 7521 and that VLJs removed for non-performance related reasons would then have the same rights set out in Title 5, United States Code, Section U.S.C. § 7513(b).¹⁴ During the processing of the removal of the VLJ, the Secretary may limit or reassign the duties to be performed by the VLJ, pending final resolution.

Robert L. Wilkie

¹¹ *Id.*

¹² 38 U.S.C. §7101A(e)(1)

¹³ *See, e.g.*, 38 U.S.C. §7101A(a)(2)

¹⁴ 38 U.S.C. §7101A(e)(2)

From: RLW
Sent: Mon, 28 Sep 2020 16:22:17 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Mon, 28 Sep 2020 18:35:06 +0000
To: RLW
Subject: Meet w/Mr. Sitterly re: Bioterrorism Defense Threat (classified) w/Dr. Stone

From: RLW
Sent: Tue, 29 Sep 2020 14:11:36 +0000
To: RLW
Subject: VHA's COVID Update Mtg

From: RLW
Sent: Tue, 29 Sep 2020 14:31:46 +0000
To: RLW
Subject: RAH
Attachments: Oct 1 2020.docx

DAILY BRIEFING BOOK

Thursday, October 1, 2020

SECRETARY ROBERT L. WILKIE

7:36 am	Phone Interview w/ The Morning Show w/ Trey Ware, KTSA, San Antonio, TX ** (b)(6)	SECVA Residence	Tab 1
9:30 am	Phone Interview w/ Dan Rivers Radio Show, Youngstown, OH *(b)(6)	SECVA Residence	Tab 2
3:30 – 5:00 pm	VHA's COVID Update Mtg ** 872-701-0185 / code (b)(6) #	SECVA Residence	

From: RLW
Sent: Tue, 29 Sep 2020 14:41:28 +0000
To: RLW
Subject: RAH
Attachments: Oct 2 2020.docx

DAILY BRIEFING BOOK

Friday, October 2, 2020

SECRETARY ROBERT L. WILKIE

9:35 am	Phone Interview w/ Bob Rose Radio Show, Gainesville,FL **(b)(6)	SECVA Residence	
---------	---	-----------------	--

From: RLW
Sent: Tue, 29 Sep 2020 15:37:38 +0000
To: RLW
Subject: 9:55am Wheels up from DEN to DCA

From: RLW
Sent: Tue, 29 Sep 2020 15:38:32 +0000
To: RLW
Subject: (b)(6)

Chief
Deputy Chief
Dr. Lieberman

From: RLW
Sent: Tue, 29 Sep 2020 15:40:50 +0000
To: RLW
Subject: En Route to DCA

From: RLW
Sent: Mon, 21 Sep 2020 21:08:38 +0000
To: RLW
Subject: American Indian Veterans Memorial Groundbreaking Ceremony

From: RLW
Sent: Tue, 29 Sep 2020 18:04:16 +0000
To: RLW
Subject: Wreath Laying Ceremony at Arlington & visit to Audie Murphy gravesite

From: RLW
Sent: Mon, 21 Sep 2020 21:22:19 +0000
To: RLW
Subject: ERT / Arr Ontario International Airport (ONT)

From: RLW
Sent: Mon, 21 Sep 2020 21:22:52 +0000
To: RLW
Subject: Executive Time

From: RLW
Sent: Mon, 21 Sep 2020 21:23:20 +0000
To: RLW
Subject: Gate Transition / Aircraft Boarding

From: RLW
Sent: Wed, 30 Sep 2020 16:16:39 +0000
To: RLW
Subject: Blair House Visit

Per (b)(6)

From: RLW
Sent: Mon, 21 Sep 2020 21:27:49 +0000
To: RLW
Subject: ERT / Arr Hilton Garden Inn

RON

From: RLW
Sent: Tue, 22 Sep 2020 13:21:13 +0000
To: RLW
Subject: Phone Call w/ (b)(6)

From: RLW
Sent: Mon, 14 Sep 2020 11:29:33 +0000
To: RLW
Subject: En Route to WH (b)(6)

From: VHA Healthcare Operations Center
Sent: Wed, 30 Sep 2020 17:19:35 +0000
To: VHA Healthcare Operations Center; (b)(6) Tucker, Brooks; VHA VISN Directors (b)(6) (WMC) (b)(6) (b)(6) (VACO) (b)(6); Christy, Phillip (SES) (b)(6) VHACO (b)(6) Cussatt, Dominic (SES) (b)(6) (b)(6) Everett, John P. (SES) (b)(6) (10RCS) (b)(6) (b)(6) (HEFP/10NA5E) (b)(6) (WMC) (b)(6) (b)(6) HA NCOD (b)(6) (b)(6) (WMC); Powers, Pamela (b)(6) (b)(6); VHA HOC All Staff; VHA OHT C19 Action (b)(6) (b)(6) (HEFP/10NA5C) (b)(6) (b)(6) (Physician); VHA VISN CMO Only (b)(6) (b)(6) (V17) (b)(6) (b)(6) MD, MBA, FACHE (b)(6) @deloitte.com; (b)(6) (b)(6); VHA VISN DNDs (b)(6) (Deloitte Consulting) (b)(6) (b)(6) (VACO) (b)(6) (V20) (b)(6) (Portland) (b)(6) (V20) (b)(6) (OGC) (b)(6) (OGC) (b)(6) VBAVACO; (b)(6) (b)(6) (V20); (b)(6) (Prometheus); (b)(6) (b)(6) DURVAMC (b)(6) (ERPi) (b)(6) (VHA) (b)(6) (b)(6) (VACO) (b)(6) RICVAMC (b)(6) (b)(6) (OHT) (b)(6) (VACO) (b)(6) (b)(6); VHA LOGOPSCENTER; (b)(6) (b)(6) @mckinsey.com (b)(6) (b)(6) (Microsoft) (b)(6) (V20) (b)(6) VHA HOC (b)(6) (b)(6) OEM (b)(6) (VHACO) (b)(6) (b)(6) @erpi.net; (b)(6) @erpi.net (b)(6) (b)(6) @bw-thinking.com; (b)(6) (b)(6) (HEFP\10NA5A) (b)(6) (b)(6) (ERPi) (b)(6) (b)(6) (VISN 22) (b)(6) (b)(6) Deloitte Consulting (b)(6) VHA CO 10N Support Staff; (b)(6) D.(VHATAM) (b)(6) (TUA) (b)(6) (Puget Sound) (b)(6) (VISN 20); VHA USH Meeting Requests (b)(6) (b)(6) (Booz Allen Hamilton) (b)(6) CSCO (b)(6) (b)(6) VISN10; Miller, Garth G. FACHE (SES); (b)(6) (b)(6) MD, MBA, FACOG; (b)(6)

Subject: COVID19 Moving Forward - Encounters
Attachments: Untitled

This meeting invite will be refreshed monthly.

VHA leadership will continue to host COVID19 Moving Forward call focused on Encounters every Thursday

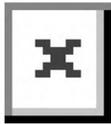
Please remember to mute your phones when you are not speaking. The entire audience may be muted; if you are dialing in, you must press *6 to unmute yourself. If you are able to, using the Teams integrated audio through your computer may provide a better meeting experience.

Join Microsoft Teams Meeting

[+1 872-701-0185](tel:+18727010185) United States, Chicago (Toll)

Conference ID: #

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



Sent:

Thu, 22 Oct 2020 13:56:11 +0000

This meeting invite will be refreshed monthly.

VHA leadership will continue to host COVID19 Moving Forward call focused on Encounters every Thursday

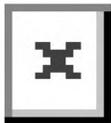
Please remember to mute your phones when you are not speaking. The entire audience may be muted; if you are dialing in, you must press *6 to unmute yourself. If you are able to, using the Teams integrated audio through your computer may provide a better meeting experience.

Join Microsoft Teams Meeting

[+1 872-701-0185](tel:+18727010185) United States, Chicago (Toll)

Conference ID: #

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



From: RLW
Sent: Mon, 14 Sep 2020 13:30:23 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Tue, 22 Sep 2020 15:41:20 +0000
To: RLW
Subject: RAH
Attachments: Sept 30 2020.docx

DAILY BRIEFING BOOK

Wednesday, September 30, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
8:30 – 8:40 am	Bio Defense Threat Briefing	SECVA Suite	
9:00 – 10:30 am	Bi-Weekly Mtg w/ US & AS ** this meeting will include Ethics Training	OBCR	Tab 1
10:30 – 10:45 am	(b)(6)	Room 230	
11:00am – Noon	Phone Call w/ VSOs	OBCR	Tab 2
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:00 – 2:00 pm	Briefing re: Caregivers Programs & CARMA IT System	OBCR	Tab 3
2:00 – 3:00 pm	ERT USCIS Baltimore Field Office, 3701 Koppers St, Baltimore, MD		
3:15 – 4:15 pm	REMARKS: Naturalization Ceremony		Tab 4
4:30 – 5:30 pm	ERT Residence		

From: RLW
Sent: Mon, 21 Sep 2020 11:46:00 +0000
To: RLW
Subject: No scheduling

From: RLW
Sent: Wed, 30 Sep 2020 18:58:23 +0000
To: RLW
Subject: Phone call w/NH Gov Sununu
Attachments: Bio_New_Hampshire_Governor_Sununu.docx, (b)(5)
(b)(5) EBS_SECVA_Governor
Sununu_5_October_2020.docx

Governor Sununu – NH cos indicated that the Governor would appreciate talking with the Secretary as soon as possible regarding the following issue:

‘The Governor would like to please setup a phone call with Secretary Wilkie if possible. The issue he would like to discuss is feedback he is receiving from New Hampshire business owners who are indicating that VA construction vendors operating in our state are massively underbidding, and then not paying their subcontractors.’

Page 02 of 10

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information

Page 03 of 10

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 04 of 10

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 05 of 10

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 06 of 10

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 07 of 10

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

EXECUTIVE BRIEFING SUMMARY

Governor Chris Sununu – NH

Monday, 5 October 2020

3:30pm

SECVA Suite

SECVA CALL Governor's mobile: (b)(6)

POINTS OF CONTACT:

Mr. Thayer Verschoor
Executive Director
Office of Intergovernmental Affairs, OPIA

(b)(6) Direct
(b)(6) @va.gov

Ms. Jane Millerick
Chief of Staff
Governor's Office

(b)(6) Office
(b)(6) Mobile
(b)(6) @nh.gov

Ms. (b)(6)
Director of Scheduling
Governor's Office

(b)(6) – Direct
(b)(6) – Mobile
(b)(6) @nh.gov

PURPOSE OF EVENT:

- CALL – Governor Sununu Request

SECVA ROLE:

1. SECVA addresses the Governor's concerns regarding a department prime contractor (Monument Construction a Service-Disabled Veteran-Owned Small Business and New Hampshire corporation) for allegedly **not** providing payment to sub-contractors.
2. Several sub-contractors have called the Governor requesting assistance.
3. The Governor has not indicated which of the **22** sub-contractors have potentially been affected or specific details.

ATTENDEES:

Department of Veterans Affairs

1. The Honorable Robert Wilkie, Secretary
2. Mr. Chris Syrek, Deputy Chief Staff
3. Mr. (b)(6) Chief, Procurement Law Group, OGC
4. Dr. (b)(6) Ph.D., Executive Director, Procurement Group

Governor's Office

5. The Honorable Chris Sununu, Governor of New Hampshire

AGENDA:

Informal Discussion

BACKGROUND:

Pursuant Assistant Secretary, Enterprise Integration:

- We have not been able to discern if there is validity to the allegation that the prime contractor is not paying the subcontractors.
- The Departments Senior Procurement Executive, (b)(6) Ph.D. and team are still reviewing all active contracts and modifications.
- Purpose of the call is to discuss feedback Governor Sununu is receiving from New Hampshire business owners who are indicating that some VA construction vendors operating in our state are underbidding, and then not paying their subcontractors.
- A Prime Contractor, Monument Construction, a Service-Disabled Veteran-Owned Small Business (SDVOSB), New Hampshire Corporation. Monument Construction has approximately **22** subcontractors **some** of whom have indicated they are not receiving payment.
- The Department supports SDVOSB's and we want them to be successful, however they should pay subcontractors.
- I directed my Chief Acquisition Officer to a conduct a preliminary fact finding of Monument Constructions contracts to determine if there were specific contract clauses requiring timely payment to their subcontractors.
- The Department has several contracts with Monument Construction administered by the Veterans Health Administration.
- *The preliminary fact finding is ongoing and should be completed by Thursday October 9.*
- Thank you again for your efforts to combat COVID-19 and for supporting our Nation's Veterans.

ATTACHMENTS:

1. The Honorable Chris Sununu
Governor of New Hampshire
See bio below

Page 10 of 10

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information

From: RLW
Sent: Mon, 21 Sep 2020 12:02:12 +0000
To: RLW
Subject: Daily Sync Mtg

From: RLW
Sent: Mon, 21 Sep 2020 12:03:22 +0000
To: RLW
Subject: Lunch

From: VHA Healthcare Operations Center
Sent: Wed, 30 Sep 2020 17:19:37 +0000
To: VHA Healthcare Operations Center;(b)(6);Tucker, Brooks;VHA VISN Directors;(b)(6);(WMC);(b)(6);(b)(6);(VACO);(b)(6);Christy, Phillip (SES);(b)(6);VHACC;(b)(6);Cussatt, Dominic (SES);(b)(6);(b)(6);Everett, John P. (SES);(b)(6);(10RCS);(b)(6);(b)(6);(b)(6);(HEFP/10NA5E);(b)(6);(WMC);(b)(6);(b)(6);VHA NCOD;(b)(6);(b)(6);(b)(6);(WMC);Powers, Pamela;(b)(6);(b)(6);VHA HOC All Staff;VHA OHT C19 Action;(b)(6);(b)(6);(HEFP/10NA5C);(b)(6);(b)(6);(b)(6);(Physician);VHA VISN CMO Only;(b)(6);(b)(6);(b)(6);@deloitte.com;(b)(6);(b)(6);;VHA VISN DNDs;(b)(6);(Deloitte Consulting)
Cc: (b)(6);(b)(6);(VACO);(b)(6);(Portland);(b)(6);(V20);(b)(6);OGC;(b)(6);OGC;(b)(6);BAVACO;(b)(6);(b)(6);(Prometheus);(b)(6);(b)(6);DURVAMC;(b)(6);(ERPi);(b)(6);(VHA);(b)(6);(b)(6);(b)(6);(VACO);(b)(6);(b)(6);RICVAMC;(b)(6);(b)(6);OHT);(b)(6);(VACO);(b)(6);(b)(6);VHA LOGOPSCENTER;(b)(6);(b)(6);@mckinsey.com;(b)(6);(b)(6);(b)(6);(Microsoft);(b)(6);(b)(6);VHA HOC;(b)(6);(b)(6);OEM;(b)(6);(VHACO);(b)(6);(b)(6);@erpi.net';(b)(6);@erpi.net;(b)(6);(b)(6);@bw-thinking.com;(b)(6);(b)(6);HEFP\10NA5A);(b)(6);(b)(6);(ERPi);(b)(6);(b)(6);(VISN 22);(b)(6);(b)(6);(Deloitte Consulting);(b)(6);VHA CO 10N Support Staff;(b)(6);D.(VHATAM);(b)(6);(TUA);(b)(6);(Puget Sound);(b)(6);(VISN 20);VHA USH Meeting Requests;(b)(6);(b)(6);(Booz Allen Hamilton);(b)(6);VCSCO;(b)(6);(b)(6);VISN10;Miller, Garth G. FACHE (SES);(b)(6);(b)(6);MD, MBA, FACOG;(b)(6)

Subject: Copy: COVID19 Moving Forward - Consults
Attachments: Untitled

This meeting invite will be refreshed monthly.

VHA leadership will continue to host COVID19 Moving Forward call focused on Consults every Tuesday

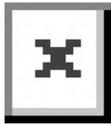
Please remember to mute your phones when you are not speaking. The entire audience may be muted; if you are dialing in, you must press *6 to unmute yourself. If you are able to, using the Teams integrated audio through your computer may provide a better meeting experience.

Join Microsoft Teams Meeting

[+1 872-701-0185](#) United States, Chicago (Toll)

Conference ID #

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



Sent:

Thu, 22 Oct 2020 13:56:15 +0000

This meeting invite will be refreshed monthly.

VHA leadership will continue to host COVID19 Moving Forward call focused on Consults every Tuesday

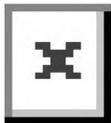
Please remember to mute your phones when you are not speaking. The entire audience may be muted; if you are dialing in, you must press *6 to unmute yourself. If you are able to, using the Teams integrated audio through your computer may provide a better meeting experience.

Join Microsoft Teams Meeting

[+1 872-701-0185](tel:+18727010185) United States, Chicago (Toll)

Conference ID #

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



From: RLW
Sent: Wed, 23 Sep 2020 13:30:06 +0000
To: RLW
Subject: TRAVEL to Tampa

Up and back

From: RLW
Sent: Thu, 10 Sep 2020 12:17:19 +0000
To: RLW
Subject: VA Operations Board Meeting
Attachments: 200914 VAOB.pptx

Welcome to the VA Operations Board (VAOB) for Management Issues/CXO Updates

The meeting will begin shortly

As you join the Meeting: Please mute your phones. The Acting Deputy Secretary and Acting Assistant Secretary for Enterprise Integration will lead the discussions. Presentations should be limited to the time allotted on the agenda. Please keep side-bar discussions to a minimum. Other Information: Please limit participation unless you are providing a presentation. If you have a salient point please announce yourself by name and ask to contribute.



VA Operations Board Meeting

Management Issues/CXO Updates

September 21, 2020 In-Person and
Virtual Meeting



Agenda

Item #	Topic	Briefer	Time
1	Opening Comments	Ms. Pamela Powers, Acting Deputy Secretary of the Department of Veterans Affairs	
2	Introduction	Mr. Dat Tran, Principal Deputy Assistant Secretary for Enterprise Integration (OEI)	
3	CXO Updates		5 Min Each
	a. Chief Financial Officer	Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)	
	b. Chief Information Officer	Mr. Jim Gfrerer, Assistant Secretary and Chief Information Officer, Office of Information and Technology(OIT)	
	c. Chief Acquisition Officer	Mr. Phillip Christy, Deputy Executive Director, Acquisition, Logistics and Construction, Office of Acquisition, Logistics and Construction (OALC)	
	d. Chief Experience Officer	Dr. Lynda Davis, Chief Veterans Experience Officer (VEO)	
	e. Chief Human Capital Officer and Chief Security Officer	Mr. Daniel Sitterly, Assistant Secretary, Human Resources and Administration (HRA)/Operations, Security and Preparedness (OSP)	

Agenda

Item #	Topic	Briefer	Time
4	Management Deep Dives		
	<p>a. VA Technical Debt’s Effect on IT Modernization</p> <p>b. USAccess Implementation</p> <p>c. VEO Experience Improvement: Transitioning from VA311 to VA411</p>	<p>Mr. Jack Galvin, Associate Deputy Assistant Secretary, IT Operations and Services, and Mr. Dan McCune, Acting Associate Deputy Assistant Secretary, Enterprise Program Management Office, Office of Information and Technology</p> <p>Mr. Lewis Ratchford, Deputy Assistant Secretary for Office of Emergency Management and Resilience, Human Resources and Administration (HRA)/Operations, Security and Preparedness (OSP)</p> <p>Dr. Lynda Davis, Veterans Experience Officer, and Ms. Trish Dang, Deputy Director, Multi-Channel Technology Veterans Experience Office (VEO)</p>	<p>15 min</p> <p>10 min</p> <p>10 min</p>
5	Upcoming VA Operations Board Meetings		
	<p>a. September 28, 2020 – Budget Execution and Performance Review</p> <p>October 14, 2020 – Management Issues/CXO Updates</p> <p>c. November 16, 2020 – Budget Execution and Performance Review</p>	<p>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</p> <p>Ms. Karen Brazell, Principal Executive Director and Chief Acquisition Officer, Office of Acquisition, Logistics, and Construction (OALC) and Acting Assistant Secretary for Enterprise Integration (OEI)</p> <p>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</p>	
	Closing Remarks and Actions	<p>Ms. Pamela Powers, Acting Deputy Secretary of the Department of Veterans Affairs</p>	

Chief Financial Officer



Chief Financial Officer

Key Updates

security – Joint OIT / OM-Office of Business Oversight initiative
Debt Management Center – Debt Landing Page Update
NCA Go-Live on Integrated Financial and Acquisition Management System (iFAMS) in November 2020
Health Executive Committee – VA-Defense Health Agency (DHA) Claims Matching Pilot: September 3, 2020
Upcoming topics/actions for deep dive/decision
No significant to report



Chief Financial Officer

Risks and Mitigations

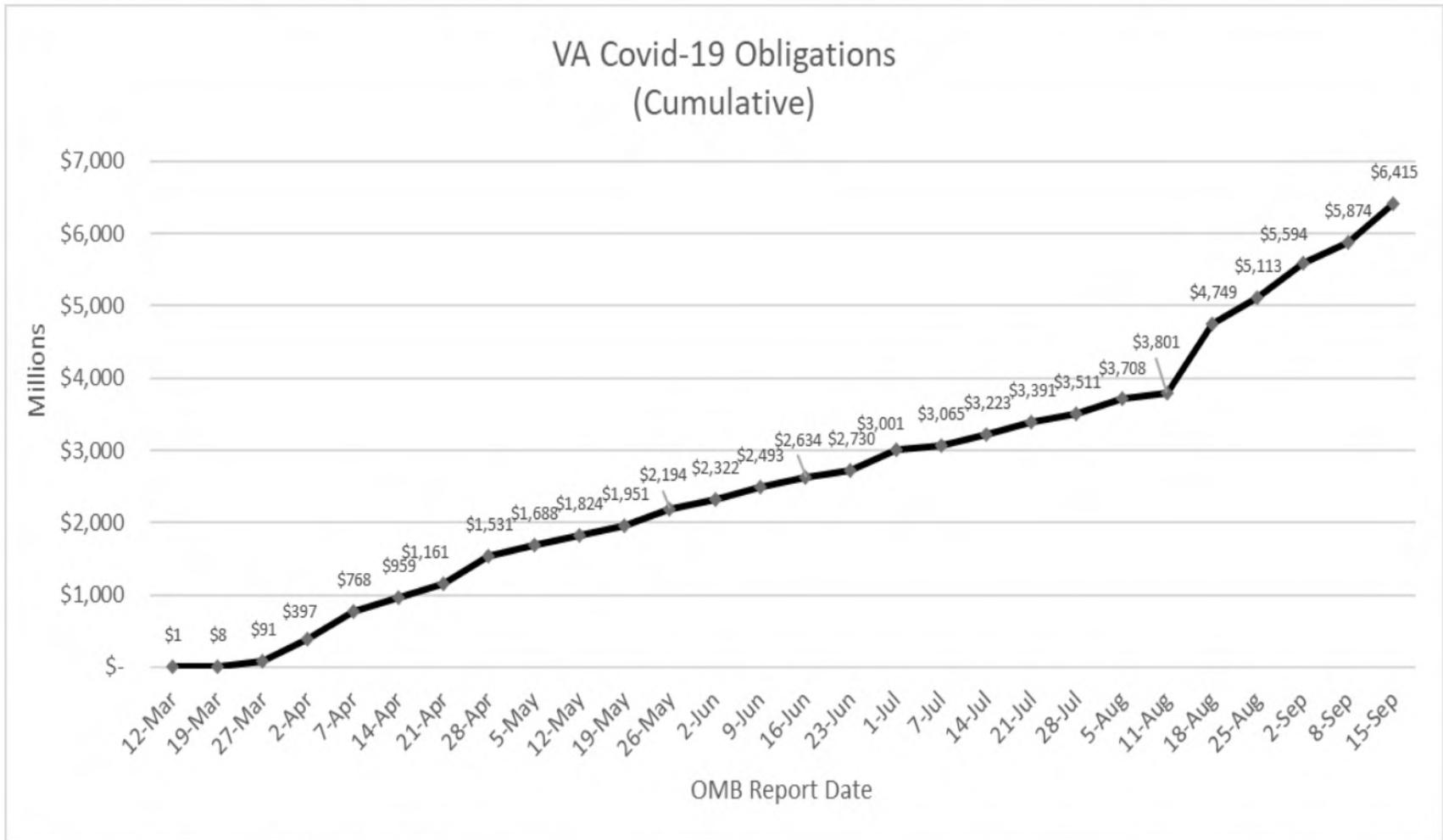
Risks	Mitigations
(b)(5)	

Key Decisions and Milestones

- Revised iFAMS Go-Live for NCA Wave: November 2020



VA Obligations for COVID-19 Response



VA has obligated \$6.415 billion for COVID-19 response through September 15, 2020. This is an increase of approximately \$541 million from September 8, 2020.

Chief Information Officer

Chief Information Officer

Key Updates

February/March 2021. This is a high-profile training event designed to provide OIT senior leaders with a messaging framework for use in media and public speaking appearances, particularly providing witness testimony and briefing practice to the United States Congress using current technology. Recent key changes, decisions, and activities Prescription Drug Monitoring Program (PDMP): Pilot sites (Aurora, IL, Madison, WI, Pittsburg, PA and Salisbury, MD) have installed Computerized Patient Record System (CPRS) version 31 and are continuing with Pre-Production testing events. National Release date will start October 2020 and end in December 2020. Upcoming topics/actions for deep dive/decision Technical Debt Deep Dive (September 2020)



Chief Information Officer

Risks and Mitigations

Risks

Mitigations

(b)(5)

Key Decisions and Milestones



Chief Acquisition Officer

Chief Acquisition Officer

Key Updates

and Facilities Management (CFM) briefed Congressman Ed Case's (D-HI, 1st District) staff on the Aloha Project. September 16, 2020: VA is scheduled to brief HVAC Oversight and Investigation (O&I) on Supply Chain and Medical Surgical Prime Vendor (MSPV). Recent key changes, decisions, and activities August 21, 2020: Threshold achieved – Office of Procurement and Logistics (OPAL) executed 400 contract actions obligating over \$1.1B in support of COVID. August 25, 2020: Chief Acquisition Officer (CAO) attended EHRM Go-Live with the Centralized Scheduling Solution/System (CSS) at the Columbus, OH Medical Center. August 31, 2020: VA Acquisition Academy launched two Acquisition Intern Program and Warriors to Workforce Cohorts. The Fredericksburg, VA, Outpatient Clinic's lease execution package was finalized. This allowed the Congressional Notification letter to be sent August 28, 2020, supporting a September 30, 2020, lease award. Developing a Federal Critical Thinking/Problem Solving Course with the Federal Acquisition Institute. October 1, 2020: Award of Community Care Network (CCN) Region 5 contract for Alaska; 90-days ahead of schedule. Upcoming topics/actions for deep dive/decision Departmental Category Management Plans: Draft Charters completed and working final approval for OMB submission NLT October 2020. Category Management Training provided to over 300 acquisition workforce members in last 30 days. Scheduled to complete all Head of Contracting Agency elements prior to the end of the calendar year (3,000 + FTEs). Principal Executive Director (PED) OALC/CAO staff to provide technical support, analytic assistance, training, and business advice to Department category managers (on-going).



Chief Acquisition Officer

Risks and Mitigations

Risks	Mitigations
(b)(5)	

Key Decisions and Milestones

- Target DMLSS “go live” November 3, 2020: Puget Sound, WA January 12, 2021: Spokane, WA October 2020: MSPV 2.0 award



Chief Experience Officer

Chief Experience Officer

Key Updates

and the importance of leadership in creating a culture supportive of HCB practice that enables organizations to design solutions around the customer. VEO is coordinating training opportunities for several groups, including: Leadership VA (LVA), White House Leadership Development Program, and a CX Symposium sponsored by GovCIO, focused on a target audience of High Impact Service Providers (HISPs), CIOs and Deputy CIOs from across government agencies. Recent key changes, decisions, and activities CX Technology: August 24, 2020: A new Cerner-developed Centralized Scheduling Solution (CSS) launched at VA Central Ohio Healthcare System in Columbus. CSS will enable more efficient patient scheduling, offering visibility into clinician availability within a unified system. CSS is a critical component of VA's EHRM effort to improve the efficiency of medical appointment scheduling and visits and will be implemented across VA facilities. With CSS, providers no longer have to log in to multiple applications to coordinate calendars, clinicians, rooms, and equipment, eliminating time-intensive manual data entry and workarounds to finalize appointments. The new EHR system will unify all VA health care facilities into one system linked with DoD, creating a comprehensive health record to provide seamless care for service members and Veterans. VHA-VEO CX Projects: September 8, 2020: Community Care Veterans Signals (VSignals) Survey Launch. The new set of VSignals surveys (six different surveys) will measure and track Veterans' community care experience. Each of the surveys is designed for a specific moment throughout a Veteran's community care experience (choosing VA Community Care; scheduling an appointment; attending an appointment; filling a prescription; receiving a bill; contacting VA about billing). Initially, the surveys will only capture Likert (1 to 5) scale responses, a free-text option will be



Choose VA

Chief Experience Officer

Key Updates (continued)

virtual Own the Moment Training Workshop (over 500 FTE trained). OIT – led Human-Centered Design Training Workshop to Account Management Office (AMO) team. VEO provided three days of HCD training using a pre-defined problem to walk them through the HCD process. Employee Experience (EX): Completed 152 employee interviews for EX Project. VEO is synthesizing the data to build VA's first ever Employee Journey Map identifying moments that matter. CX Engagement: August 27, 2020: Veterans Experience Live (VetXL): Back to School – Live Q&A. Participants included VA and community partners to provide information and responses on Back to School resources, GI Bill, learning options, and virtual tools. The event resulted in 107,000+ viewing participants and 300+ questions and answers from VA and community experts. <https://www.rallypoint.com/command-post/vetxl-back-to-school-live-q-a-with-va-and-community-partners-what-are-your-questions#VetResources> Newsletters August 26, 2020: Sent weekly newsletter to 11.4M, opened by 1.9M and drove 769K clicks to resources. Topics included: VA Home Loan Means NO DOWN PAYMENT, Free Training for Women Service Members, and Ask Q's About Going Back to School. August 28, 2020: Sent targeted newsletter for Hurricane Veteran Resources (including VA hotlines, local support organizations, and a message from SECVA) to 917K Veterans in Texas, Louisiana, and Arkansas (331K opens/36% open rate).



Chief Human Capital Officer

Chief Human Capital Officer

Key Updates

are not required to exhaust annual and/or sick leave balances before entitlement to paid parental leave is established. Congressionally Mandated Report on VA Exit Surveys signed by SECVA and transmitted to Hill. Report consists of data for the most common reasons employees choose to leave VA, steps taken to improve retention, demographic data, legislative barriers, and the number of employees that voluntarily separated. Collaborating with other federal agencies and OPM to explore impact of COVID-19 on federal employee use of disabled Veteran leave and whether legislative change is needed to extend time to use such leave. OPM issued interim regulations on scheduling of annual leave by employees performing services determined to be essential for the response to certain national emergencies, and notice of the determination that the national emergency concerning COVID-19 constitutes an exigency of the public business for the purpose of restoring forfeited annual leave. Forbes Magazine identified VA as the Best Employer in 2020 in 17 States. FY21 legislative proposal to raise the cap on awards and incentives moving to Congress. OPM authorized VA's use of special non-Combined Federal Campaign (CFC) solicitation for employees impacted by Hurricane Laura and California Wildfires.

Chief Human Capital Officer

Key Updates (continued)

to women. U.S. Immigration and Customs Enforcement recently announced an additional 30-day extension of the flexibility rules related to the Form I-9 completion due to COVID-19. The I-9 flexibility is extended until September 19, 2020. Thank you to the learning leaders in the administration and staff offices who have put in significant effort with the Talent Development Council (TDC) over the past year. The TDC and the Human Capital Service Center (HCSC) prioritizes employee experience and engagement in implementing improvements for learning and development for all VA employees. Emergency Alerting and Accountability System (EAAS) – As of August, EAAS Registrations is at 84.28%, up over 40% from January. VACO is at 99.79% NCA is at 99.05% VBA is at 93.20% VHA is at 82.31% Top 3 VISN's that are at 100% are VISN's 2, 4 and 9 VISN 10 went from 24.71 to 98.64% in one month FY20 All Employee Survey (AES) administration will be September 14 through October 5, 2020, and will include all core AES items, a COVID module and a diversity and inclusion module. Data will be available the second week in December 2020.



Chief Security Officer

Chief Security Officer

Key Updates

employees. The PIV Task Force meets bi-weekly which includes all Administrations and Staff Offices. OSP and OIT continue to meet bi-weekly to focus on resolving issues on USAccess implementation, certificate migration, PIV related COVID-19 response actions, and the August 2021 cliff event. Monitoring the nationwide protest activity and civil unrest as the intelligence is very fluid and constantly changing. The CSO has no specific direct threat or credible information regarding any threat directed toward protected VA personnel or facilities. Intelligence sources predict high risk for continued civil unrest with potential for escalation of violence. OSP anticipates similar activity throughout the remainder of the year. Continuing to monitor and prepare as needed for extreme weather, wildfires, tropical cyclones, and disturbances that have the potential to impact VA facilities, assets, or interests. Coordinate with the interagency on response and recovery actions before, during, and after disasters as well as COVID response operations. Partnering with the National Counterintelligence Task Force on a campaign to focus on talent recruitment plans funded by the Chinese Government. Goal of this campaign is to identify USG activities related to protecting the U.S. research enterprise from foreign threats and integrate them into highly impactful mitigation operations to protect intellectual property from the identified threat. OSP continues to work with program owners where the risk to VA's intellectual property exists. Coordinated with VHA to suspend the on-site inspections of facility security and law enforcement programs due to the unprecedented pressure COVID-19 has placed on VA medical centers. Options are being evaluated for a potential restart in the last week of October 2020.



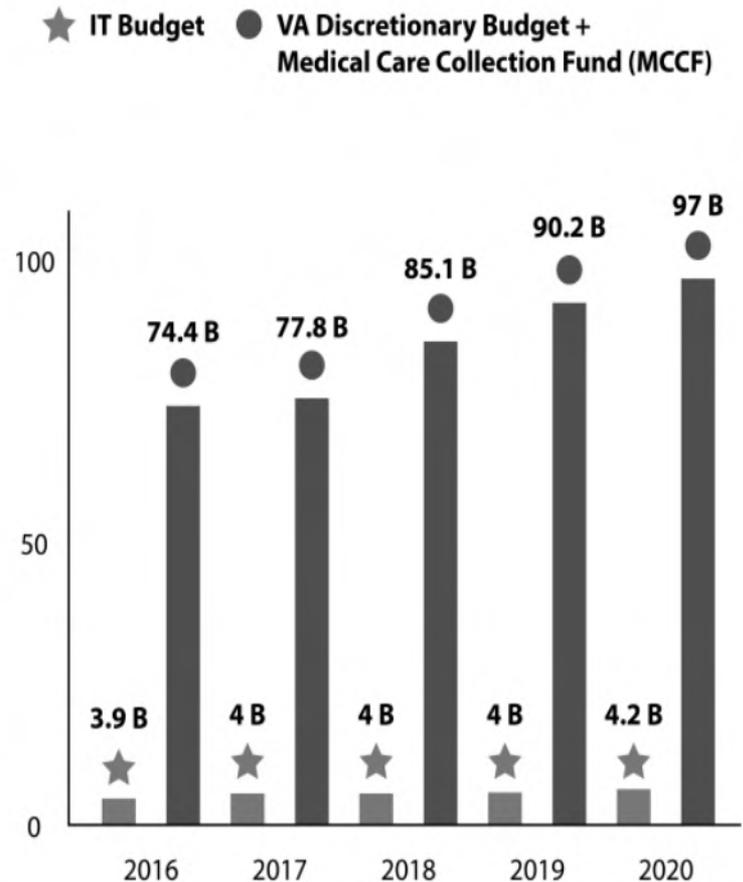
VA Technical Debt's Effect on IT Modernization Presented By: Mr. Jack Galvin Associate Deputy Assistant Secretary, IT Operations
and Services Office of Information Technology (OIT)
Mr. Dan McCune Acting Associate Deputy Assistant Secretary, Enterprise
Program Management Office Office of Information Technology (OIT)



Technical Debt

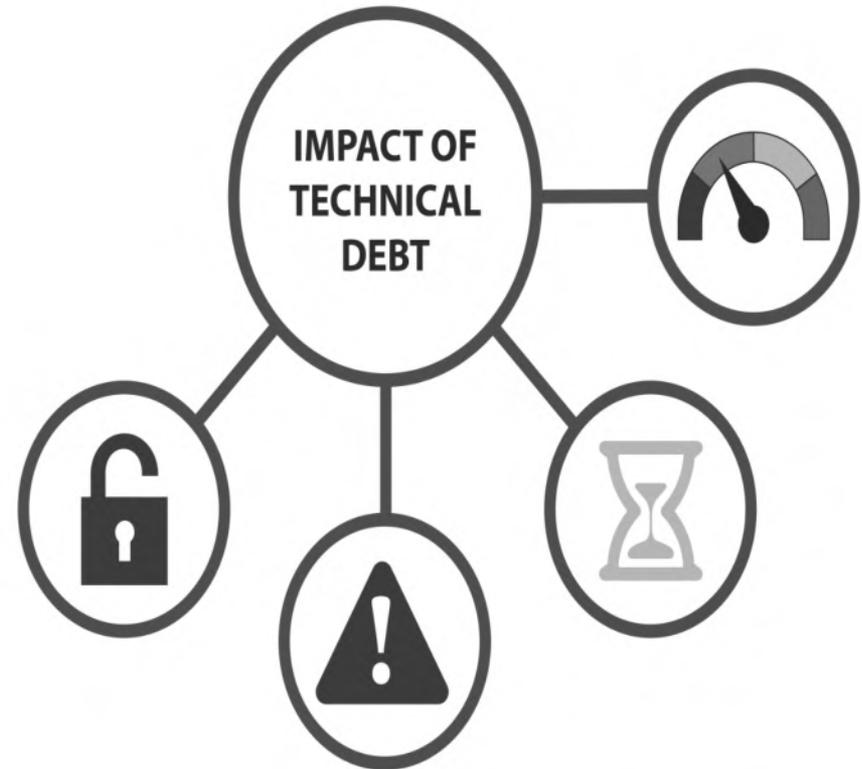
- Business growth is outpacing ITVA technical debt: \$1.3B hardware \$1.6B software (number of apps increased 66%) \$1.0B human capital, and up to 4,000 FTEs Debt increases \$500M annually Federal requirements mandate modernization: Data Center Optimization Initiative Federal Cloud Computing Strategy (Cloud Smart) IT Modernization is key driver in the President's Management Agenda (PMA) GAO reports on Internet Protocol Version 6 508 (U.S.C. Title 29) Federal Information Technology Acquisition Reform Act (FITARA) holds CIO accountable for modernization VA score is "D" Last among federal agencies No current budget line(s) for modernization/innovation

IT Budget vs. VA Discretionary Budget



Impact of Technical Debt

- Security vulnerabilities
Downtime of critical systems
Long lead times for new
Degraded performance
Decreased responsiveness at facility level



“Old things break more often, are less secure, and are harder to fix”



Strategy

- OIT will have sustainable modernization budget
Catch up with past VA growth
Keep pace with future growth
Invest in modern software
Modernize infrastructure
Modernize tools
Close human capital debt



Plan

Components	Description	Notes	FY22\$ 1.62B	FY23\$ 1.56B	FY24\$8 82M	FY25 \$915M	FY26\$94 3M
Re-platform legacy apps	Scrum teams to migrate capabilities to Platform as a Service (PaaS)/ Software as a service (SaaS) (ones older than 8 years or that are on antiquated technologies)	222 apps \$4.5M/each	\$560M	\$577M	\$185M	\$185M	\$185M
Move to cloud	Scrum teams to migrate apps from Austin Information Technology Center(AITC) to Veterans Affairs Enterprise Cloud (VAEC)	250 apps 3 teams * 5 months	\$180M	\$204M	\$47.5M	\$47.5M	\$47.5M
Reduce defect backlogs	Scrum teams to work down defect backlogs, refactor code, add monitoring and automation for apps that aren't re-platformed	20% of Dev budget FY19 Dev = \$542M	\$270M	\$270M	\$108M	\$108M	\$108M
Hardware Modernization/Refresh	Modernize key “common core” infrastructure to enable agile, continuously available capabilities such as:Transport layer, Collaboration and Communication platforms, Storage and Compute, and Desktop/LaptopLeverage OpEx for on-demand, scalable solutions	\$1.3B Cumulative Tech Debt Balanced state: FY23N/A	\$613	\$513	\$542	\$572	\$603



Balanced State

- Software changes are 6x faster
More funding available for new ideas and less eaten up by sustainment
Uptimes are on par with industry (99.9%)
VA's information security posture is stronger to defend against security attacks

VA enters a “continuously ready” state for change—anytime, anywhere



Conclusion

- OIT can no longer defer investment in a sustainable, scalable technology framework that enables a modern employee experience and a seamless Veteran experience Two choices Stop new work and invest in modernization Continue new work + additional funding for modernization OIT has implemented the “get well” strategy to modernization with a phased multi-year execution plan

USAccess Implementation Status Update
Deputy Assistant Secretary
and Resilience

Presented By: Mr. Lewis Ratchford
Office of Emergency Management
HRA/OSP

Background

- July 2019: Joint memo from VA CIO and AS HRA/OSP re-affirmed VA plans to decommission the legacy VA PIV system in 2021 and implement the General Services Administration's (GSA) USAccess shared service PIV card system. Implementation has been impacted by COVID-19 response operations and initiatives. Current PIV system will need to stay in operations for a longer time period while full implementation of USAccess is completed. The current VA PIV system reliance on outdated infrastructure and aging printers create delays in PIV card issuances. OMB has directed a government-wide transition to a new PIV card stock version due to security weaknesses identified in legacy PIV card stock, which will require upgrades to facility physical access control systems (PACS). COVID-19 will continue to challenge USAccess transition operations.

Key Dependencies and Risks

In order to achieve success with VA PIV Plan, the below list of dependencies must be satisfactorily addressed.

DEPENDENCY	DESCRIPTION
Security Identifier (SecID) and Federal Unique Identifier (FedUID)	The security identifiers must be successfully encoded onto the USAccess PIV Card and VA digital certificates, and EHRM systems must be able to support use of these identifiers.
Certificate Authority (CA) Migration	Current VA PIV card holders cannot be issued USAccess cards until their digital certificates are migrated from the Verizon CA to Treasury (Entrust) CA. (New VA staff are not affected by the CA migration). The CA migration is being performed as part of the deployment rollout.
Dual PIV Systems	PIV Card Issuing Facilities (PCIFs) will face the challenge of using both the current VA PIV system and the USAccess system concurrently. This is being mitigated through Role Holder training and communications.

Migration Schedule

MILESTONES	PCIFs	CARD HOLDERS	START	END
Pilot Wave	13	32,934	8/17/2020	10/5/2020
Early Adopter	54	47,733	9/28/2020	11/16/2020
1	19	50,717	10/5/2020	11/23/2020
2	18	50,504	10/12/2020	12/7/2020
3	21	49,269	10/19/2020	12/14/2020
4	15	50,927	10/26/2020	12/28/2020
5	19	50,588	11/2/2020	1/4/2021
6	18	49,942	11/9/2020	1/11/2021
7	19	49,248	11/16/2020	1/11/2021
8	17	49,519	11/23/2020	1/18/2021
9	21	48,437	11/30/2020	1/25/2021
10	17	49,196	12/14/2020	2/1/2021

Updated Implementation Plan

Near-Term Plan (August 2020 through end of 2020): VA will initiate bulk migration of existing cardholders at 12 Pilot sites and begin issuing USAccess PIV badges to new staff and replace existing badges as certificate migrations are completed.

Mid-Term Plan (Q4 FY20 through FY21): Complete migration for the rest of current user certificates; issue all PIV cards using the USAccess system and take current PIV system hardware out of operations. De-commissioning activities of the current VA PIV CMS will begin in September 2021.

Long-Term Plan (FY22 to FY25): VA and the Department of Defense (DoD) will develop and update plans to implement a common, integrated set of Identity, Credential and Access Management (ICAM) solutions to enhance interoperability.

Pilot Wave Sites

	PIV Card Issuing Facilities	Location	Start Date	Finish Date
VHA	Alvin C. York Murfreesboro Campus	Murfreesboro, TN	8/17/2020	10/5/2020
Staff Offices	Austin Automation Center	Austin, TX	8/17/2020	10/5/2020
VHA	Central AL Veterans HCS East Campus	Tuskegee, AL	8/17/2020	10/5/2020
VBA	Denver RO	Lakewood, CO	8/17/2020	10/5/2020
Staff Offices	Financial Services Center	Austin, TX	8/17/2020	10/5/2020
VBA	Indianapolis RO	Indianapolis, IN	8/17/2020	10/5/2020
VBA	Jackson RO	Jackson, MS	8/17/2020	10/5/2020
VHA	Jesse Brown VAMC	Chicago, IL	8/17/2020	10/5/2020
VHA	Kansas City VAMC	Kansas City, MO	8/17/2020	10/5/2020
VHA	Nashville Campus TN Valley HCS	Nashville, TN	8/17/2020	10/5/2020
VBA	VA Reno Regional Benefits Office	Reno, NV	8/17/2020	10/5/2020
VBA	VBA Central Office	Washington, DC	8/17/2020	10/5/2020
Staff Offices	Veterans Affairs Central Office	Washington, DC	8/17/2020	10/5/2020



Choose VA

Draft – Pre-Decisional Deliberative Document Internal VA Use Only

VA



U.S. Department
of Veterans Affairs 35

Summary

- Certificate migration will continue to be the decisive point of VA's transition from the current legacy Card Management System (CMS) to USAccess. USAccess Deployment Plan has been coordinated with OIT's Migration and Deployment schedules to assure operational solvency. Deployment began in August 2020 at 13 identified Pilot sites, followed by deployment at 54 Early Adopter sites that will initiate late September 2020. New VA Team Members will not require migration, will be enrolled, and issued USAccess credentials (PIV Card) as they onboard with VA. Transition operations will continue to account for and mitigate challenges associated with the current COVID-19 environment.



Veteran Experience Improvement:

Transitioning from VA311 to VA411 Based on Veteran Feedback Presented By: Dr. Lynda Davis
Experience Officer Veterans Experience Office

Deputy Director, Multi-Channel Technology Experience

Chief Veterans

Ms (b)(6)

Veterans Experience Office



Current VA311 Experience

Veterans tell us that they want a single point of entry to connect with VA by phone

Benefits: Calling VA311 connects Veterans to an automated, self-service information on VA locations, services, and benefits 24/7. Immediate warm connections to Veterans Crisis Line and Homelessness Call Center. Access to VA Medical Centers for scheduling, nurse triage, and pharmacy. Access to VBA, VHA, and NCA agents for detailed benefits inquiries. Live Assistance at VA's Tier 1 Contact Center. VA311 handles approximately 1M calls annually.

VA311 (844-698-2311)



Choose VA

Veteran Interviews on VA311 Experience¹

What We Learned

**91%
Agree**

Veterans universally see value in a single point of entry to VA via phone

- Veterans expressed a clear desire for the number to begin with “800”
Veterans expressed a slightly stronger desire for an easy string of numbers rather than a combination of numbers and words

**92%
Agree**

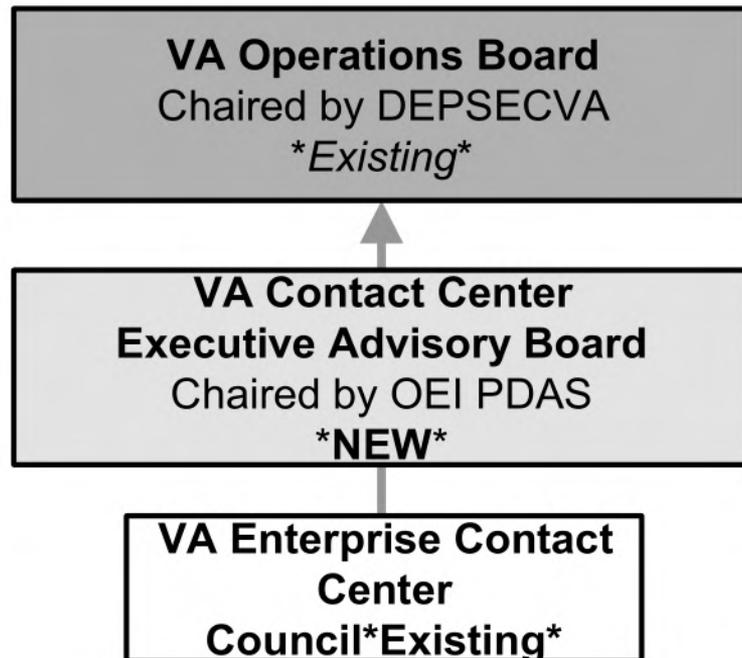
Veterans nearly unanimously supported the VA311 concept after hearing about the features

- Veterans want to speak with a live agent and dislike automated answering machines requiring them to make multiple selections
Veterans expressed excitement of warm handoff when accessing the contact center

¹ “VA311 Discovery Report” Veterans Experience Office, February 2020



Veteran Experience Improvement: Change to VA411 Based on Veteran Feedback



- VA Contact Center Executive Advisory Board unanimously decided to “Formalize the use and advertising of a single primary phone number for Veterans and their families, caregivers and survivors to begin their journey and respond to general inquiries.” VA Enterprise Contact Center Council was thus charged with acquiring the new VA411 number to respond to Veteran feedback and VA CC EAB decision. Veteran-preferred VA411 (800) 698-2411 phone number has been acquired.

For ADEPSEC Decision: Affirm decision to improve the Veteran Experience by changing from VA 311 to VA411 based on Veteran feedback Approve implementation of VA411 by Veterans Day, 2020



Critical Strategic OIT Programs with the Business

- VBA: Robotic Process Automation (expedite benefit processing)

VHA: Guest Wi-Fi (eliminate duplicate infrastructure spend,

\$\$Millions in VHA cost avoidance)NCA: Digitization of grave

sitesORD**: Scalable Scientific Computing capabilities in the

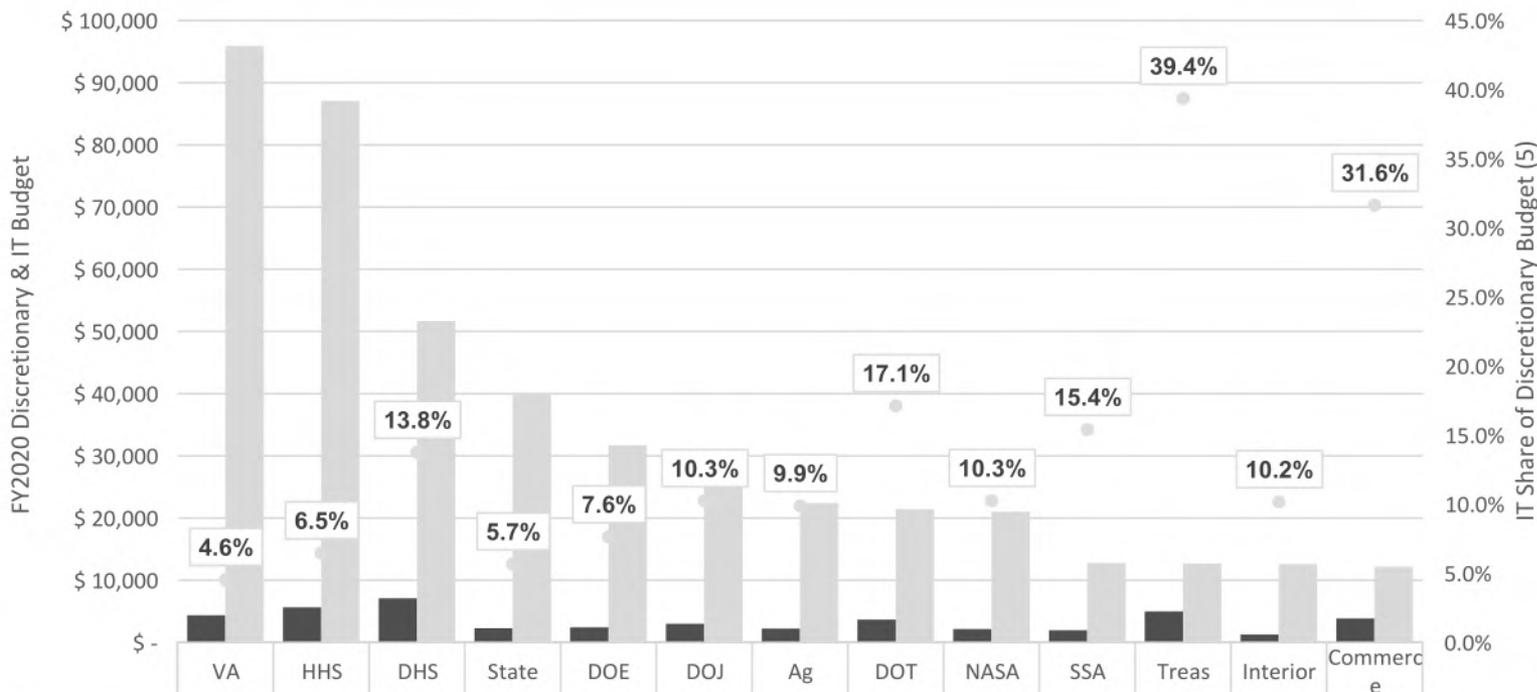
CloudCorporate: Bedrock (uniform data analytics for enhanced

agency decision support)**Office of Research and Development

(ORD)

VA IT Budget Comparison

VA's IT Budget as a share of discretionary budget is the lowest among all agencies with >\$1B IT spending



■ FY2020 IT Budget (\$Ms)	\$ 4,372	\$ 5,646	\$ 7,108	\$ 2,272	\$ 2,424	\$ 2,995	\$ 2,217	\$ 3,669	\$ 2,157	\$ 1,969	\$ 5,000	\$ 1,283	\$ 3,861
■ FY2020 Discretionary Budget (\$Ms)	\$95,900	\$87,100	\$51,672	\$40,000	\$31,700	\$29,200	\$22,400	\$21,422	\$21,000	\$12,773	\$12,700	\$12,599	\$12,200
● IT Share of Budget	4.6%	6.5%	13.8%	5.7%	7.6%	10.3%	9.9%	17.1%	10.3%	15.4%	39.4%	10.2%	31.6%

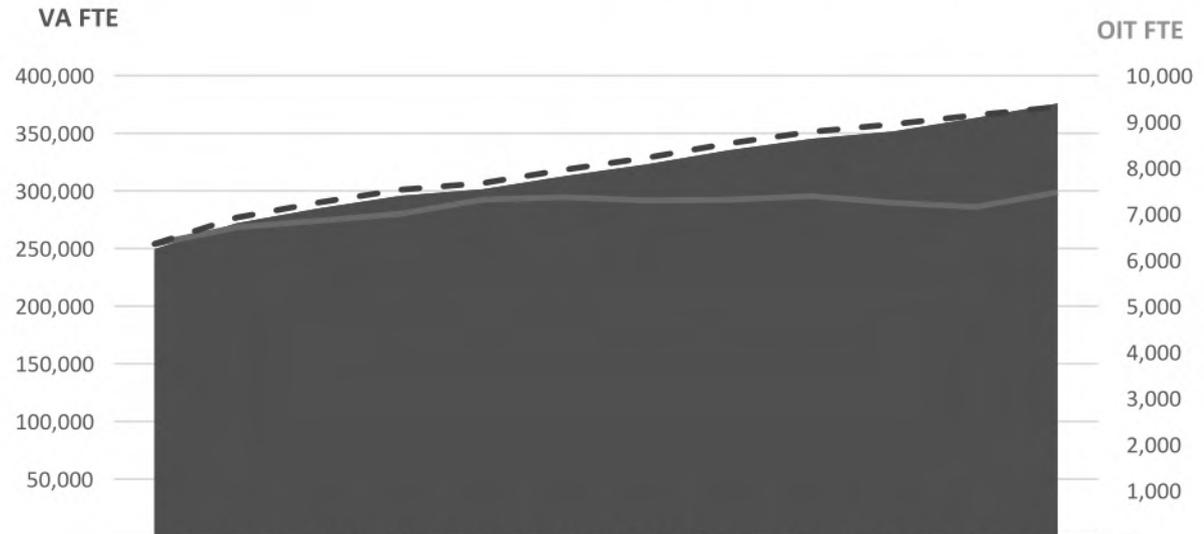


Full Time Employee

OIT Headcount Remains Relatively Flat 2008-2019

VA FTE increased only 28% This put heavy strain on OIT staff to support increasing technology demands FTE increased 47% from 2008 to 2019 while OIT

VA FTE
Comparison to
OIT FTE

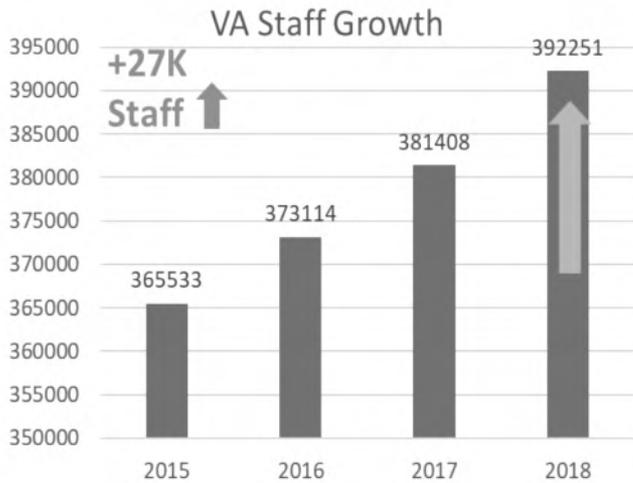


	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
VA FTE	249,498	271,981	284,825	295,742	301,366	312,843	323,016	335,280	345,141	351,580	363,297	375,813
OIT FTE	6,348	6,710	6,853	7,004	7,311	7,362	7,291	7,309	7,387	7,241	7,152	7,469
OIT FTE Needed to Support VA Growth	6,348	6,920	7,247	7,525	7,668	7,960	8,219	8,531	8,781	8,945	9,142	9,320



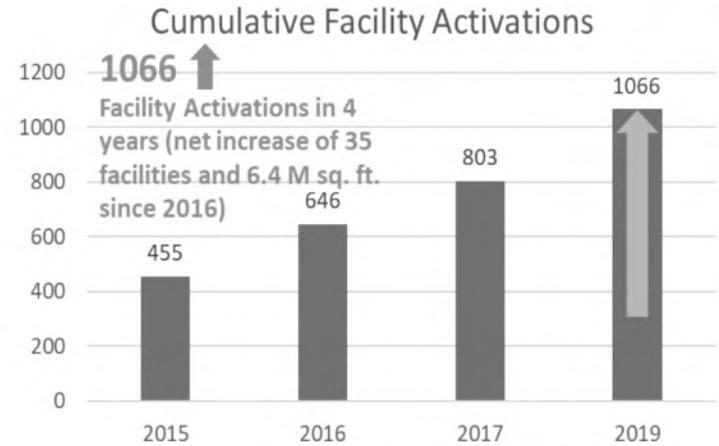
Increased Computing Needs

Operational Computing Needs Rise as VA Grows

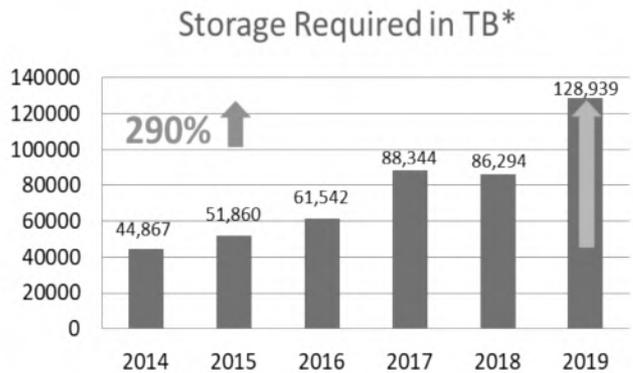


1. 27K Net VA FTEE New Hires

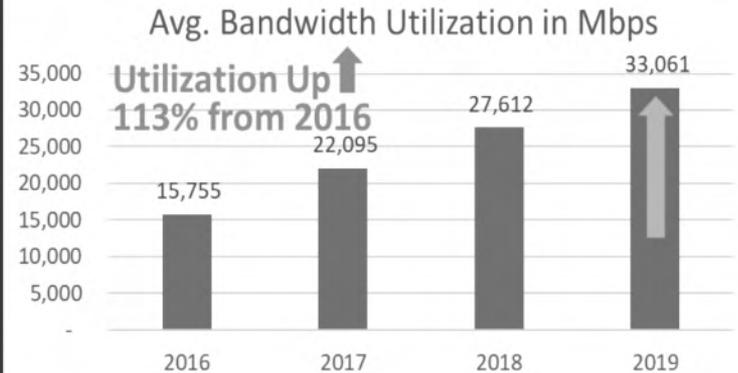
2. Structured and Unstructured Data Storage needs rise with growing business requirements



3. New Space/Facilities activated annually must be sustained

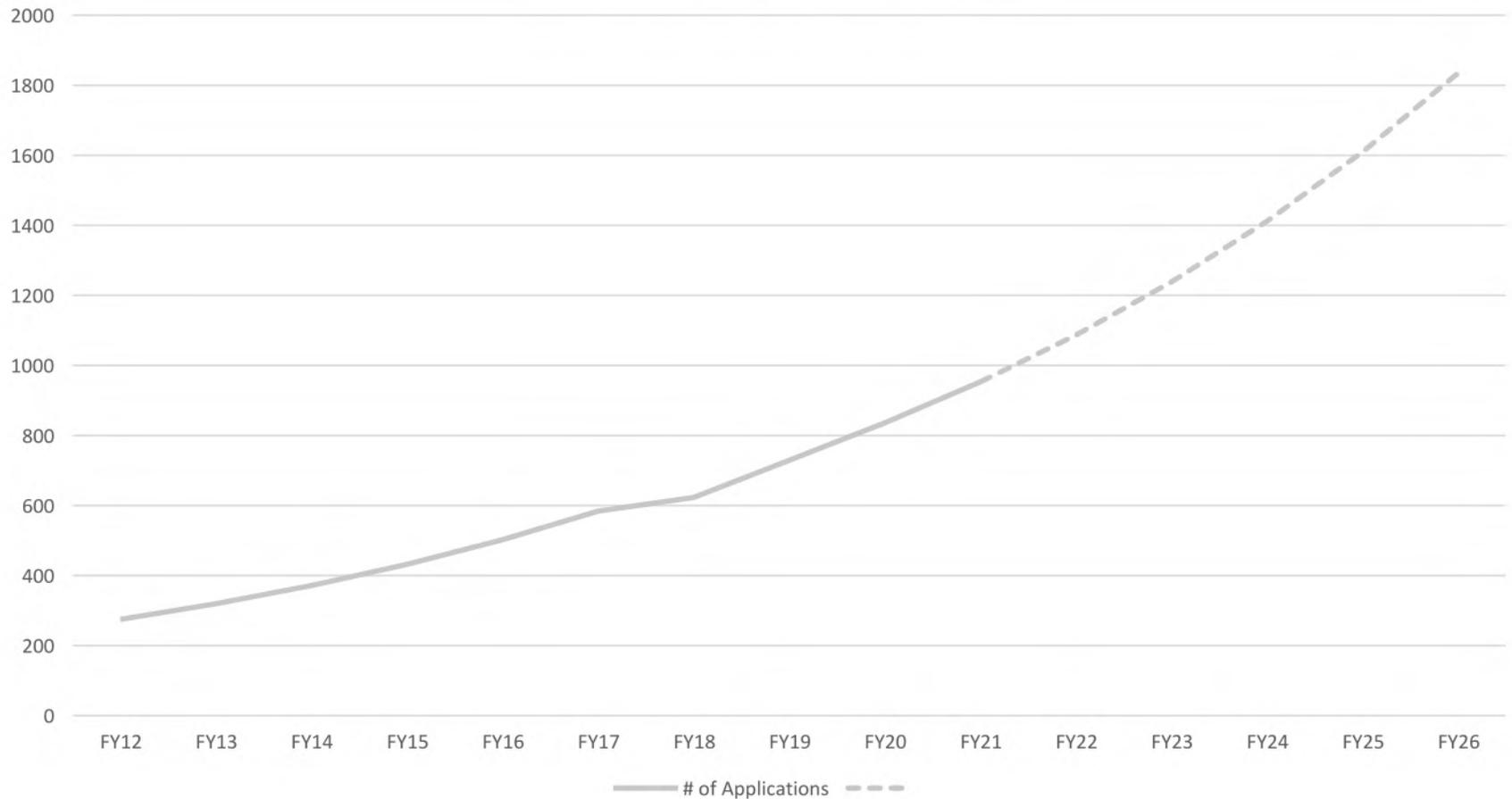


4. New Staff and facilities, along with new models** of modes of access for the business, lead to significant bandwidth utilization increases



Eliminating Technical Debt

Getting rid of Technical Debt



USAccess Overview

USAccess is a shared, end-to-end PIV management service that serves several cabinet level agencies, including US Department of Agriculture (USDA), Treasury, and OPM. Significant investment of both money and time has been put into USAccess deployment by the VA through testing, training, and coordination across the VA issuing facilities. The following details some of the capabilities and benefits of switching to the system:



Role Holder Administration and Management Separate and distinct privileges to sponsor, enroll, adjudicate, and activate PIV credentials. **Benefit:** Standardizes processes for PIV issuance, streamlines onboarding.



PIV Card Lifecycle Manages PIV card issuance, activation and management of a PIV card.

Benefit: Allows VA personnel to receive PIV credentials in an expedited manner and improves card lifecycle management.



Reporting Capability to generate various system reports to track the progress on applicants or shipments of credentials. **Benefit:** Improves daily workflow for reporting through a web-based application.



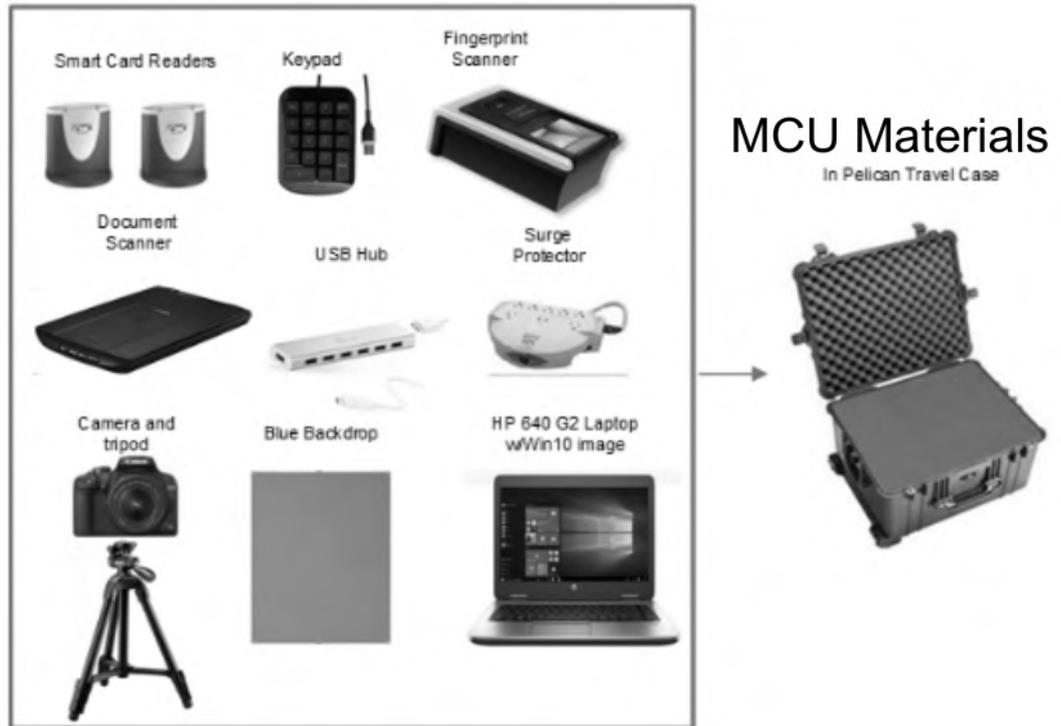
PIV Card Certificates USAccess PIV cards are provided with four digital certificates (credential authentication, identity, e-mail signing, and e-mail encryption). **Benefit:** USAccess-issued PIV cards are valid for 5 years, reducing the frequency of renewals for card holders.



USAccess Equipment

The following details the components of a USAccess Mobile Credentialing unit (MCU) and Light Activation Station (LAS), the key components for USAccess badge issuance:

MCUs perform all credentialing functions, and allow for ease of travel or shipping from site to site: One laptop (optional depending on kit ordered) One fingerprint reader One camera One document scanner One tripod and light blue backdrop (no stand) Two smart card readers and PIN entry keypad All software needed to conduct enrollments and activations Install CD and documentation CDCables for equipment, power strip/surge protector, network cable Locked travel case



The LAS components include two smart card readers, one fingerprint scanner, and a VA issued Laptop. The LAS allows for the activation of USAccess PIV cards.

Deployment Activities

ACTIVITIES	TIMEFRAME
Create and associate SecID value for all unique VA users	In progress
Modify the current VA PIV system to force compliance with EHRM requirements; USAccess already forces compliance with EHRM requirements	In progress
Provide Role Holder training	In progress
Start Certificate Authority (CA) migration	Beginning August 2020
Begin USAccess badge issuance at Pilot and Early Adopter sites	Beginning August 2020
Implement USAccess badge issuance at all sites	Q2 FY21
Initiate decommissioning activities for current VA CMS PIV system	Q4 FY21

Long-Term Activities (FY22 – 25)

ACTIVITIES	TIMEFRAME
Transition to PIV Cards V8 to meet OPM Requirements	FY22 – FY23
VA Facility Physical Access Control Systems (PACS) upgraded to support PIV Card V8 transition	FY24
Begin solutioning the DoD/VA integrated common set of ICAM solutions	FY25



VA PIV Roles vs USAccess Roles

It takes a minimum of (3) three separate Role Holders to issue a PIV Card in USAccess. PCIF employees may hold multiple roles, however; Separation of Duties require that the Sponsor, Adjudicator and Registrar all be a different individual

CURRENT CMS ROLE HOLDERS	VS	USACCESS ROLES
PIV Credential Issuing Manager (PCI Manager)	➔	Site Manager/Security Officer
Sponsor	➔	Sponsor
Registrar	➔	Registrar
Issuer	➔	Activator/Credential Inventory Tool (CIT) Operator & Print Operator
Personnel Security and Suitability (PSS) Security Specialist	➔	
	➔	Adjudicator

Deployment Wave Milestones

MILESTONES	RESPONSIBILITY
New Load of all Identities	OIT
Order Equipment	OSP
Start Issuance for new applicants	OSP/PCIF Staff
Prepare Upload Files - Cardholders	OIT
Notify Cardholders and PCIF Staff of upcoming migration	OSP
Migrate Cardholders	OIT
Start Issuance for existing cardholders	OSP/PCIF Staff
Deploy USAccess Equipment	OIT
Excess Old Equipment	OIT

Pilot Wave Sites

VISN	PIV Card Issuing Facilities	Location	Start Date	Finish Date
VHA	Alvin C. York Murfreesboro Campus	Murfreesboro, TN	8/17/2020	10/5/2020
Staff Offices	Austin Automation Center	Austin, TX	8/17/2020	10/5/2020
VHA	Central AL Veterans HCS East Campus	Tuskegee, AL	8/17/2020	10/5/2020
VBA	Denver RO	Lakewood, CO	8/17/2020	10/5/2020
Staff Offices	Financial Services Center	Austin, TX	8/17/2020	10/5/2020
VBA	Indianapolis RO	Indianapolis, IN	8/17/2020	10/5/2020
VBA	Jackson RO	Jackson, MS	8/17/2020	10/5/2020
VHA	Jesse Brown VAMC	Chicago, IL	8/17/2020	10/5/2020
V15	Kansas City VAMC	Kansas City, MO	8/17/2020	10/5/2020
V09	Nashville Campus TN Valley HCS	Nashville, TN	8/17/2020	10/5/2020
VBA	VA Reno Regional Benefits Office	Reno, NV	8/17/2020	10/5/2020
VBA	VBA Central Office	Washington, DC	8/17/2020	10/5/2020
Staff Offices	Veterans Affairs Central Office	Washington, DC	8/17/2020	10/5/2020



Early Adopter Wave Sites

VISN	PIV Card Issuing Facilities	Location	Start Date	Finish Date
V20	Alaska VA HCS And RO	Anchorage, AK	9/28/2020	11/16/2020
VBA	Albuquerque RO	Albuquerque, NM	9/28/2020	11/16/2020
VHACO	Atlanta Health Eligibility Center	Atlanta, GA	9/28/2020	11/16/2020
VBA	Atlanta RO	Decatur, GA	9/28/2020	11/16/2020
VBA	Baltimore MD RO	Baltimore, MD	9/28/2020	11/16/2020
VBA	Boston VA RO	Boston, MA	9/28/2020	11/16/2020
VBA	Buffalo RO	Buffalo, NY	9/28/2020	11/16/2020
VBA	Chicago RO	Chicago, IL	9/28/2020	11/16/2020
VBA	Cleveland RO	Cleveland, OH	9/28/2020	11/16/2020
VBA	Columbia RO	Columbia, SC	9/28/2020	11/16/2020



Early Adopter Wave Sites

VISN	PIV Card Issuing Facilities	Location	Start Date	Finish Date
VHACO	Denver Health Administration Center	Denver, CO	9/28/2020	11/16/2020
VBA	Des Moines RO	Des Moines, IA	9/28/2020	11/16/2020
VBA	Detroit RO	Detroit, MI	9/28/2020	11/16/2020
VBA	Houston RO	Houston, TX	9/28/2020	11/16/2020
VBA	Huntington RO	Huntington, WV	9/28/2020	11/16/2020
VBA	Lincoln VA RO	Lincoln, NE	9/28/2020	11/16/2020
VBA	Los Angeles RO	Los Angeles, CA	9/28/2020	11/16/2020
VBA	Louisville RO	Louisville, KY	9/28/2020	11/16/2020
VBA	Milwaukee RO	Milwaukee, WI	9/28/2020	11/16/2020
VBA	Montgomery RO	Montgomery, AL	9/28/2020	11/16/2020
VBA	Muskogee RO	Muskogee, OK	9/28/2020	11/16/2020



Early Adopter Wave Sites

VISN	PIV Card Issuing Facilities	Location	Start Date	Finish Date
VBA	Nashville RO	Nashville, TN	9/28/2020	11/16/2020
VHA	New Orleans VAMC Issuance Office	New Orleans, LA	9/28/2020	11/16/2020
VBA	New York RO	New York, NY	9/28/2020	11/16/2020
VBA	North Little Rock RO	Little Rock, AK	9/28/2020	11/16/2020
VBA	Oakland RO	Oakland, CA	9/28/2020	11/16/2020
VHA	Orlando VAMC	Orlando, FL	9/28/2020	11/16/2020
VBA	Philadelphia RO And Insurance Center	Philadelphia, PA	9/28/2020	11/16/2020
VBA	Phoenix RO	Phoenix, AZ	9/28/2020	11/16/2020
VBA	Pittsburgh RO	Pittsburgh, PA	9/28/2020	11/16/2020
VBA	Portland RO	Portland, CT	9/28/2020	11/16/2020
VBA	Providence Veterans Benefits Office	Providence, RI	9/28/2020	11/16/2020
VBA	Roanoke VA RO	Roanoke, VA	9/28/2020	11/16/2020



Early Adopter Wave Sites

PIV Card Issuing Facilities	Location	Start Date	Finish Date
Salt Lake City RO	Salt Lake City, UT	9/28/2020	11/16/2020
San Diego RO	San Diego, CA	9/28/2020	11/16/2020
San Juan RO	San Juan, CA	9/28/2020	11/16/2020
Seattle RO	Seattle, WA	9/28/2020	11/16/2020
St. Louis RO	St. Louis, MO	9/28/2020	11/16/2020
St. Paul RO	St. Paul, MO	9/28/2020	11/16/2020
St. Petersburg RO	St. Petersburg, MN	9/28/2020	11/16/2020
VA CMOP Charleston	Charleston, NC	9/28/2020	11/16/2020
VA CMOP Chelmsford	Chelmsford, SC	9/28/2020	11/16/2020
VA CMOP Dallas/Lancaster	Dallas, TX	9/28/2020	11/16/2020
VA CMOP Great Lakes (Hines)	Great Lakes, MO	9/28/2020	11/16/2020
VA CMOP Leavenworth	Leavenworth, SC	9/28/2020	11/16/2020



Early Adopter Wave Sites

PIV Card Issuing Facilities	Location	Start Date	Finish Date
CMOP Mid-South (Elam Farms)	Murfreesboro, TN	9/28/2020	11/16/2020
CMOP Mid-South (Sam Jared)	Murfreesboro, TN	9/28/2020	11/16/2020
CMOP Tucson	Tucson, AZ	9/28/2020	11/16/2020
VA Technology Acquisition Center	Eatontown, NJ	9/28/2020	11/16/2020
Waco RO	Waco, TX	9/28/2020	11/16/2020
Wichita RO	Wichita, KS	9/28/2020	11/16/2020
Winston-Salem RO	Winston Salem, NC	9/28/2020	11/16/2020



USAccess PIV and PIV I Examples

Employee



Contractor



PIV I Card has a horizontal orientation.



Choose VA

Back-Up Slides
Veteran Experience Improvement:
Transitioning from VA311 to VA411 Based on Veteran Feedback



Veteran-Preferred VA411 Implementation Plan

- ✓ VA411 / Tier 1 Agents in place and trained (complete) Tier 1 Calls will have VSignals surveys (4Q FY20) (complete) VA411 Interactive Voice Recognition (IVR) operational (complete) Downstream stakeholders aware and participating (complete) Secure new Veteran-preferred (800) 698-2411 phone number (complete) Finalize and implement internal and external communications TARGET formal launch date: Operational before Veterans Day 2020



Expanding Tier 1 Experience

Improved Veteran Experience in FY2020

- Connection to Tier 1 agents 24/7 for directory assistance and general information about VA care, benefits and services including: COVID-19 Medical C updates MISSION Act Technical support for www.VA.gov assistance and troubleshooting. Warm transfer of at-risk Veteran Crisis Line and the National Call Center for Homeless Veterans. VSignals surveys measuring Tier 1 Customer Experiences beginning in 4Q FY20.



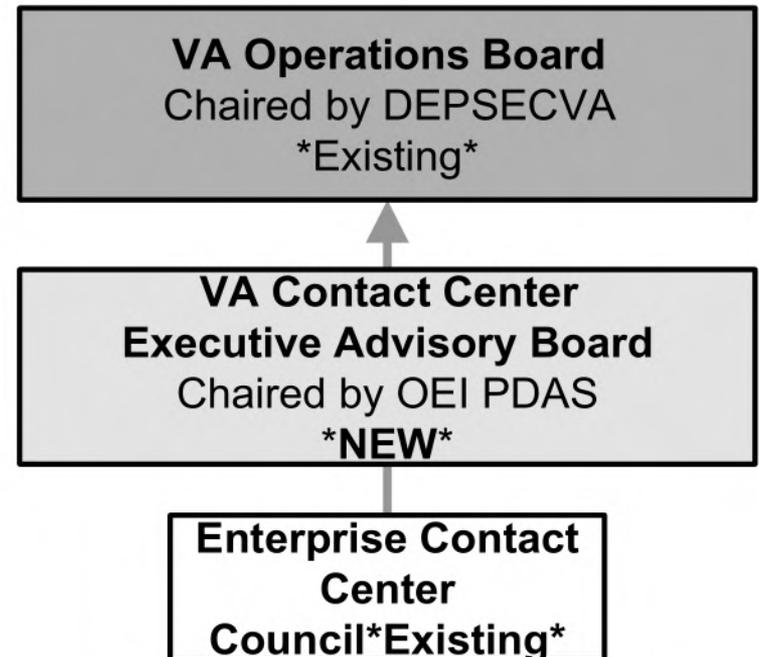
VA Contact Center Executive Advisory Board (CC EAB)

VA CC EAB established in March 2020 at the request of stakeholders

Purpose

- 1.1. Enhance
- 1.2. Accelerate decision making and implementation for

Structure



Council
or
reporti



Choose VA

Upcoming VAOB Meetings

Date	Topic
Monday, September 28, 2020	Budget Execution and Performance Management
Wednesday, October 14, 2020	Management Issues/CXO Updates
Monday, October 26, 2020	Budget Execution and Performance Management
Monday, November 16, 2020	Management Issues/CXO Updates

From: RLW
Sent: Mon, 21 Sep 2020 14:07:54 +0000
To: RLW
Subject: 6:58am Wheels Up to Miami (MIA)

From: RLW
Sent: Mon, 14 Sep 2020 20:38:44 +0000
To: RLW
Subject: RAH
Attachments: Sept 15 2020.docx

DAILY BRIEFING BOOK

Tuesday, September 15, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
9:00 – 9:30 am	Video Taping – AES and South Korean	VACO Broadcast Studio	TAB 1
10:00 – 11:00 am	PREVENTS Congressional Event – Virtual	SecVA Suite	TAB 2
11:15 am	En Route to WH - (b)(6) - EEOB	EEOB – (b)(6)	
11:30 am	(b)(6)		
12:00 n	Abraham Accords Signing	WH – South Lawn	TAB 3
12:30 pm	En Route to VACO		
1:00 – 1:30 pm	Phone Call w/Takano and Roe	SecVA Suite	TAB 4
3:30 – 4:30 pm	WH Coronavirus Task Force Meeting	SecVA Suite	TAB 5

From: RLW
Sent: Mon, 21 Sep 2020 14:09:12 +0000
To: RLW
Subject: Phone Call w/SEN Boozman - he will call us

From: RLW
Sent: Thu, 10 Sep 2020 14:43:04 +0000
To: RLW
Subject: Phone Call w/Senators Rounds & Thune
Attachments: SECVA Signed dated 9-9-2020 VIEWS # 278282 Rounds.pdf, Sen. Rounds, Mike (R-SD).docx, Sen. Thune, John (R-SD).docx, 200911_Media Clips_Black Hills ROD Rescission.docx, EBS for SecVA - Sens. Rounds_Thune_ROD Rescission_9-11-2020.docx



**THE SECRETARY OF VETERANS AFFAIRS
WASHINGTON**

September 9, 2020

The Honorable M. Michael Rounds
United States Senate
Washington, DC 20510

Dear Senator Rounds:

Thank you for your March 11 and May 19, 2020, letters to the Department of Veterans Affairs (VA) regarding the Hot Springs VA campus and the 2017 VA Black Hills Record of Decision (ROD). I understand your concerns and have decided to rescind the ROD. VA will proceed with a formal rescission and provide public notice of such pursuant to the National Environmental Policy Act.

I did not reach this decision lightly or quickly. During my visit to your state in March, I was impressed with the commitment of the South Dakota Congressional delegation, Governor Noem, VA Black Hills Health Care System (BHHCS) and community representatives to VA's whole health and residential rehabilitation services for South Dakota; however, these services are limited by current appropriations restrictions in place.

In support of VA's sweeping modernization efforts, I am requesting that the South Dakota Congressional delegation work to repeal section 233 of division F of the Further Consolidated Appropriations Act, fiscal year (FY) 2020 (Public Law 116-94), which prevents VA BHHCS from conducting "an environmental assessment, or to diminish healthcare services at existing Veterans Health Administration medical facilities" utilizing FY 2021 advance appropriations. This language severely limits their ability to develop a revised long-term strategic plan or realign local services to support or increase health care delivery to Veterans receiving care on the Hot Springs campus. Here are just a few examples of improvements that cannot occur if the language is not repealed:

- Renovate the Residential Rehabilitation Treatment (RRTP) from barracks-like setting:
 - Studio apartments reduce the overall bed capacity from 100 to 42 (best environment).
 - Private and semi-private rooms reduce overall bed capacity from 100 to 78.
- RRTP Teaching Kitchen:
 - Removes or reduces RRTP access to dining.
 - Dependent on RRTP renovations.

Page 2.

The Honorable M. Michael Rounds

- Radiology:
 - Install a fixed Computerized Tomography (CT); requires removal of the Single-Photon Emission Computerized Tomography (SPECT).
 - SPECT is underutilized; CT installation would reduce referrals to the community and provide same-day access to Veterans.

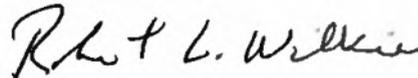
- Expanded CLC/Nursing care:
 - Reduces acute beds.
 - Accommodates higher-need for hospice and Community Living Center care.

By repealing the appropriations restrictions, we can ensure the future stability and continued care to Veterans on the Hot Springs Campus.

Should you have further questions, please have a member of your staff contact Mr. (b)(6) Congressional Relations Officer, at (b)(6) or (b)(6)@va.gov.

Thank you for your continued support of our mission.

Sincerely,



Robert L. Wilkie

**Department of Veterans Affairs (VA)
Response Regarding Hot Springs VA**

Question 1: Whether and/or when the public ROD will be rescinded or the VA will release a new ROD reflecting a final decision to take the “no action alternative” assessed in the 2016 Final Environmental Impact Statement.

VA Response: VA has reviewed the 2017 VA Black Hills Record of Decision (ROD) within the context of VA’s sweeping modernization efforts while honoring the ROD’s commitment to supporting high quality, safe and accessible care for South Dakota Veterans. VA is rescinding the ROD. Now the Appropriations language needs to be repealed to allow VA BHHCS to align services at the Hot Springs Campus, which is hampered by H.R. 2745, Section 232.

Question 2: Whether the VA intends to maintain all current service hours and staffing at Hot Springs.

VA Response: No changes are planned at this time. As part of our modernization efforts, we are performing comprehensive market assessments across all VA health care markets. VA will review the new, up-to-date data from the South Dakota West Market (comprises VA BHHCS) along with the ROD data to define a clear path forward so VA can successfully and effectively provide high quality, safe and accessible care to Veterans in an ever-changing modern system of care.

Question 3: The extent to which taking no action to reconfigure the BHHCS may affect the planned facility expansion in Rapid City and if so, a summary of the impacts to that expansion.

VA Response: VA evaluated this as part of our review.

Department of Veterans Affairs
September 2020

Page 05 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 06 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 07 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 08 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 09 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 10 of 15

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information



Veterans Affairs Media Summary and News Clips

11 September 2020

3.1 - Rapid City Journal: VA sends letter to Senate, Hot Springs VA Medical Center to remain open (10 September, Siandhara Bonnet, 340k uvm; Rapid City, SD)

The Hot Springs Veterans Affairs Medical Center will remain open and see renovation in the future, Sen. Mike Rounds told the media Thursday. Rounds said the delegation received a phone call and copy of a proposed letter from the Department of Veterans Affairs stating VA Sec. Robert Wilkie intends to rescind the 2017 record of decision as he promised in March.

3.2 - KEVN (FOX-7, Video): VA facility in Hot Springs will not close (11 September, Anderley Penwell, 60k uvm; Rapid City, SD)

The Town of Hot Springs and veterans in the area can rest easy, knowing the VA campus in Hot Springs will remain open. In March 2020, the Secretary of the Department of Veterans Affairs, Robert Wilkie, visited the Hot Springs VA, and said he intended to rescind a 2017 record of decision that would have closed the facility.

3.3 - KNBN (NBC-1, Video): Sen. Rounds: VA intends to keep Hot Springs facility open (10 September, Chris Dancy, Rapid City, SD)

Secretary of Veterans Affairs Robert Wilkie has declared in writing that he intends to rescind a 2017 decision that would have closed the full-service health care facility and soldiers' home in Hot Springs and established a community-based outpatient clinic in its place.

1. Business Transformation

3.1 - Rapid City Journal: VA sends letter to Senate, Hot Springs VA Medical Center to remain open (10 September, Siandhara Bonnet, 340k uvm; Rapid City, SD)

The Hot Springs Veterans Affairs Medical Center will remain open and see renovation in the future, Sen. Mike Rounds told the media Thursday.

Rounds said the delegation received a phone call and copy of a proposed letter from the Department of Veterans Affairs stating VA Sec. Robert Wilkie intends to rescind the 2017 record of decision as he promised in March.

The 2017 order identified the 113-year-old Battle Mountain Sanitarium as part of a closure that was initiated under the Obama administration.

The record of decisions would have constructed a multi-specialty outpatient clinic (MSOC) and 100-bed residential treatment program in Rapid City, and created a community outpatient clinic on the Hot Springs campus while discontinuing other services.

"While I support continuing to build the MSOC in Rapid City, I do not support the reduction of current services at the Hot Springs campus that would reduce it to an outpatient clinic," Rounds said. "The Hot Springs VA facility provides truly top-notch care to veterans across the region, and we expect it to continue to do so now that that record of decision has been rescinded."

He said he believes they'll be able to work with the VA to move forward with the clinic in Rapid City while revitalizing the Hot Springs center.

“This is a victory for the Hot Springs community that wants nothing more than to continue to be of service to veterans across the upper Midwest,” Rounds said.

Next steps include holding the VA accountable, going through the appropriations process, and pushing that the clinic in Rapid City moves forward, Rounds said.

“In the Senate and in the House, there has been really strong support for additional funding for the VA,” he said. “I don’t expect that to change. I think they’ll continue to find a way to fund our needs for our veterans.”

He said his concern is Congress will operate under a continuing resolution and that the Democratic legislators don’t want to do appropriations for next year.

Rounds said if Democrats take over the Senate and perhaps presidency, they would wait until next year to undo some tax and policy changes. With that in mind, he said he doesn’t expect any appropriations until December at the earliest and more probably into the new year.

“I think we’ve got a good possibility of being able to... once we know for sure and are comfortable the language is appropriate, we can ask the appropriations committee to take the hold off of the money that would otherwise be used to change any services at the VA in Hot Springs,” Rounds said.

[Back to Top](#)

3.2 - KEVN (FOX-7, Video): VA facility in Hot Springs will not close (11 September, Anderley Penwell, 60k uvm; Rapid City, SD)

HOT SPRINGS, S.D. (KEVN) - The Town of Hot Springs and veterans in the area can rest easy, knowing the VA campus in Hot Spring will remain open.

In March 2020, the Secretary of the Department of Veterans Affairs, Robert Wilke, visited the Hot Springs VA, and said he intended to rescind a 2017 record of decision that would have closed the facility.

The plan was to close the Hot Springs campus and build a multi-specialty outpatient clinic and a 100 bed residential rehabilitation program in Rapid City.

Wednesday night, Senator Mike Rounds received word from Wilke that the Hot Springs VA would remain open.

Rounds supported the multi-specialty outpatient clinic in Rapid City, but did not support a reduction at the Hot Spring Campus.

“The Hot Springs VA facility provides truly top notch care to rural veterans across the region, and we expect it to continue to do so,” said Rounds, in a media phone call. “Now that record of decision has been rescinded and we are very optimistic moving forward that we will be able to work with the VA to move forward with an outpatient clinic in Rapid, but also the sanitarium revisions and improvements in Hot Springs.”

Rounds said this is a victory for the Hot Springs community. He said the community wants to continue to be of service to veterans across the Upper Midwest.

[Back to Top](#)

3.3 - KNBN (NBC-1, Video): [Sen. Rounds: VA intends to keep Hot Springs facility open](#)
(10 September, Chris Dancy, Rapid City, SD)

WASHINGTON, D.C. — Secretary of Veterans Affairs Robert Wilkie has declared in writing that he intends to rescind a 2017 decision that would have closed the full-service health care facility and soldiers' home in Hot Springs and established a community-based outpatient clinic in its place.

South Dakota Sen. Mike Rounds told reporters on Thursday that his office received a letter from Secy. Wilkie Thursday morning confirming that intent, fulfilling a promise the Secretary made during a visit to the facility in March 2020.

Sen. Rounds called the change in decision a “huge win” for the community of Hot Springs and for rural veterans throughout western South Dakota.

He said next steps include making sure the VA takes the actions necessary to keep the facility operating, and to make sure the Department has the funds necessary to do so. He said that there is strong support in both parties in the House and Senate Appropriations Committees to ensure the nation's veterans are taken care of.

During the same call with reporters, Sen. Rounds said he was disappointed that Democrats prevented debate on a Republican bill to provide a new round of COVID-19 financial relief. He said believes the Democrats misread the American public and may end up back at the negotiating table when they realize that.

He also updated reporters on his wife Jean's cancer, saying she is home and recuperating from the latest treatment. He said her recent setback is nothing other families dealing with cancer haven't experienced, and that they will see what the next check-up in 90 days brings.

[Back to Top](#)



EXECUTIVE BRIEFING SUMMARY

SECVA – Sens. Rounds & Thune Teleconference

Monday, September 14, 2020

1:00p.m.

Teleconference

POINT OF CONTACT: Jason M. Melton, Congressional Relations Officer, VA-OCLA, Jason.Melton@va.gov; 202-461-0623

PURPOSE OF EVENT/MEETING:

- | | | |
|-------------------------------------|--|---|
| <input type="checkbox"/> Decisional | <input type="checkbox"/> Informational | <input type="checkbox"/> Pre-Event |
| <input type="checkbox"/> Remarks | <input type="checkbox"/> Other | <input checked="" type="checkbox"/> Courtesy Call |

OVERVIEW OF EVENT:

Request for phone call with SECVA by Sens. Rounds and Thune to thank the Secretary for his decision to rescind Black Hills ROD and assure Secretary they will work to repeal section 233 of division F of the Further Consolidated Appropriations Act, Fiscal year 2020 (Public Law 116-94).

SECVA ROLE: Listening role, stress the importance of repealing Section 233 and affirm importance of timeline to develop VA justification of rescission.

ATTENDEES:

Brooks Tucker, Acting CoS, VA

Robert Davenport, Chief Counsel, VA

Cathy Haverstock, Acting Assistant Secretary, OCLA

Chris Anderson, SA, Assistant Secretary, OCLA

(b)(6) Congressional Relations Officer, OCLA

OBJECTIVE:

1. Whole health and residential rehabilitation services to support or increase health care delivery to Veterans receiving care on the Hot Springs Campus

and throughout the Enterprise is limited by current appropriations language in place.

2. Limitations in Section 233 inhibit VA's ability to develop a revised, long-term strategic plan or realign local services to support or increase health care delivery to Veterans receiving care on the Hot Springs campus and throughout the Enterprise.
3. Repealing the appropriations restrictions will ensure the future stability and continued care to veterans on the Hot Springs campus and throughout the Enterprise.
4. The VA needs sufficient time (30-60 days) to develop a good rationale for rescission of the Black Hills ROD. The rationale is important to ensure that the Agency's action is not considered arbitrary or capricious.

BACKGROUND INFORMATION:

Mr. Davenport and Mr. Melton participated in a call with Sen Round's Chief Counsel, Deputy Chief of Staff and a staffer from Sen Thune's office and discussed the process for rescission of the ROD. Staffers were seeking clarification on the need for a justification and the federal register publication of the notice. The following points were made:

- The Secretary is the final decision maker for the Department and has the authority to rescind the NEPA record of decision (ROD) for the Black Hills environmental impact statement.
- The Secretary's September 9, 2020 letters to Sens. Rounds and Thune and Rep. Johnson reflect the Secretary's commitment to rescind the ROD.
- The rescission action should include adequate justification for the decision (i.e. change in the Agency's mission, lack of prioritization for the proposed project, etc.). The justification is required to ensure that the Agency's action is not considered arbitrary or capricious.
- Once the justification is developed, there will be federal register notification of the Agency's rescission action. The VA does not intend to request public comment on the rescission.
- The timeline for the above described process can be 30-60 days.

LOGISTICS: Briefing will happen via teleconference. The Secretary's scheduler has sent calendar invites to attendees.

ATTACHMENTS:

1. Congressional Bios
2. SECVA letter to Sen. Rounds (Sen. Thune letter is identical).
3. Media Clips re VA Black Hills ROD Rescission – September 11, 2020

From: RLW
Sent: Tue, 15 Sep 2020 11:33:53 +0000
To: RLW
Subject: Layover PHL 52 min

From: RLW
Sent: Mon, 21 Sep 2020 15:31:31 +0000
To: RLW
Subject: Video Tapings: Alaska Federation of Native's (AFN) 54th Annual Convention /
VEO Mini Summit
Attachments: 2020 10 06-2 VEO CS CX MINI SUMMIT (script).docx, 2020 10 06-2 ALASKA
FEDERATION OF NATIVES (script).docx

DRAFT 2

VIDEO MESSAGE

SCRIPT: State of Veteran Customer Experience with Community Partners

Airs: 15 Oct

~3 minutes

The night before the 82nd and 101st Airborne Divisions launched the liberation of Europe, General Matthew Ridgway relied on the promise God made to Joshua: “I will not fail thee, nor forsake thee.”

Today’s Customer Experience Community Partner Summit is about reinforcing our strong partnerships that serve America’s Veterans, whom we will neither fail nor forsake.

...

I’m Veterans Affairs Secretary Robert Wilkie, and I’m glad you are joining us today.

VA has made customer experience a top priority. These days, we put Veterans at the center of everything we do.

As a result, we are significantly improving service delivery.

Veterans’ trust in VA care hit a record high this year, and we are working to modernize the way we do business so Veterans receive the care and benefits they’ve earned, and deserve.

Your partnerships with VA are contributing to this ongoing improvement process.

I'm talking about the excellent work of:

- State Departments of Veterans Affairs across the country,**
- Veterans Service Organizations like Veterans of Foreign Wars, the American Legion, Wounded Warrior Project, Student Veterans of America,**
- Non-profits like TAPS and the American Red Cross Military Veteran Caregiver Network,**
- And many others.**

You're making a real difference in Veterans' lives, by:

- Transporting Veterans to VA hospitals and clinics,**
- Providing respite care for caregivers,**
- Offering education resources for student Veterans,**
- Building local community Veterans engagement boards**
- And supporting expanding Veteran access to telehealth and tele-mental health.**

This sort of community engagement is vital to serving Veterans even more effectively.

I thank you for all you've done.

...

In the next hour, you will hear more about how VA's culture has changed to improve Veterans' outcomes.

VA leaders and community and VSO partners will share important examples of excellence in customer service and customer experience at the community level.

And I want to invite you to join us next Tuesday for our Customer Experience Corporate Partner Summit.

Leaders from Amazon, T-Mobile, Walmart, USAA, Philips, and others will share their best practices improving Veteran experiences.

Customer service is my top priority. So, please, stay tuned.

And thank you for your commitment to the noble endeavor of serving America's Veterans, families, caregivers, and survivors.

###

DRAFT 2

VIDEO MESSAGE

SCRIPT: Alaska Federation of Natives Convention

Airs: 15 Oct

~5 minutes

Screen Banners: Veterans Crisis Line Contact Info

Alaska Territorial Guard Day is Sunday, and Veterans Day is fast approaching.

So I want to speak directly to Alaska Native Veterans:

Native Americans serve in the military in greater numbers than any other group, and it is because of your sacrifices that all Americans can sleep soundly at night.

I'm inspired by your bravery, by your warrior tradition, and by the proud legacy of your forebears, the heroic Alaska Territorial Guard, the Eskimo Scouts.

Thank you for your courageous service.

I'm Veterans Affairs Secretary Robert Wilkie.

Back in 2018, I made my first official address as Secretary to the Alaska Federation of Natives.

Now, two years later, it is my honor to be with you again, joining tribal elders watching from across the state and around the world.

On behalf of VA, I affirm to you once again that we are committed to honoring tribal sovereignty, committed to consulting with tribes before we make decisions that affect tribal governments and citizens.

For VA, tribal consultation is about more than just listening.

It's about sitting together, candid conversations, and collaborating on policies affecting Indian Country.

It is what your convention is about—for “Good Government, Alaskans Decide.”

And speaking of good government, there are none better than Senators Lisa Murkowski and Dan Sullivan and Representative Don Young, all devoted to Alaska’s Veterans.

Because of their work and President Trump’s support, if you are an eligible Alaska Native Veteran of the Vietnam-era—or an heir—you get another 5-year window to apply for up to 160 acres of federal land in Alaska.

And the new program eliminates prior restrictions, so even if even you’ve moved to the Lower 48, you may still be eligible.

If you have not already heard from the Department of Interior, reach out to your Bureau of Indian Affairs Realty Tribal Service Provider.

It’s important eligible Alaska Native Vietnam Veterans everywhere use this tremendous benefit.

It’s also important that you all know about the great changes taking place at your VA.

In just three years, VA has undergone the most transformation since the end of World War II, and all of it is to improve our service to Veterans and their families.

- The MISSION Act is giving millions of Veterans access to care in their communities, and we will soon expand our Caregiver Program to include Vietnam Veterans of my father’s generation.
- The Harry Colmery Veterans Educational Assistance Act, or Forever GI Bill, expanded benefits for Post-9-11 Veterans.
- We’re bringing the electronic health record on line.
 - In Alaska, you can expect to see the new electronic health record next fall thanks to the help of the Alaska Native Tribal Health Consortium and providers at the Alaska Native Medical Center.
- We’re maintaining and enhancing Alaska tribal health program reimbursement agreements because they are vitally important to your VA healthcare access.

And we've launched a nationwide effort to end Veteran suicide, which is our top clinical priority.

Tragically, Alaska Veterans die by suicide at a rate higher than fellow Veterans in the Lower 48—and at more than twice the national rate.

But we can change that.

The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—PREVENTS—is helping connect Veterans in crisis to mental health services, whether that's with VA or other resources.

And from the Aleutian Chain to Prudhoe Bay, from Nome to Eagle Village, Alaska's nearly 400 Tribal Veteran Representatives have a vital role connecting Veterans to mental health resources.

We have to work together on this.

Preventing Veteran suicide is a mission-critical task for us all.

We cannot fail nor forsake our Veterans on this.

That is the same promise God make to Joshua.

It is the same promise General Matthew Ridgway relied on the night before launching the liberation of Europe in World War II.

And it's VA's promise to Alaska Native Veterans and all of Alaska's Veterans.

We will neither fail nor forsake you.

President Kitkaa [kit-KAH] and Co-Chairs Ana [ah-NAH] Hoffman and Will Mayo [MAY-oh], thank you for inviting me, and God bless.

From: RLW
Sent: Thu, 10 Sep 2020 15:10:03 +0000
To: RLW
Subject: VA Operations Board Mtg

From: RLW
Sent: Thu, 24 Sep 2020 15:03:16 +0000
To: RLW
Subject: Scheduling & Travel Coordination Meeting

From: RLW
Sent: Tue, 15 Sep 2020 11:35:11 +0000
To: RLW
Subject: 5:41pm Wheels up from PHL to DCA

From: RLW
Sent: Thu, 10 Sep 2020 15:18:04 +0000
To: RLW
Subject: LUNCH

From: RLW
Sent: Tue, 15 Sep 2020 11:38:11 +0000
To: RLW
Subject: ERT / Arr Connecticut Healthcare System - Newington

From: RLW
Sent: Thu, 10 Sep 2020 15:18:28 +0000
To: RLW
Subject: En Route to DCA

From: RLW
Sent: Thu, 24 Sep 2020 15:43:51 +0000
To: RLW
Subject: Phone call w/Timothy Davis, The Greatest GENERATIONS Foundation

w/Brooks Tucker

PROGRAM #1:

CONNECTING GENERATIONS: BREAKING THE SILENCE - RETURN TO VIETNAM

Our return programs to the battlefields of Vietnam justifies the timeless principles of peace and justice by raising awareness of the selfless courage all Vietnam veterans exercised when they answered the call to help defend the ideals of our nation, in hopes that future generations will never forget their sacrifices and those who were left behind.

PROGRAM #2:

CONNECTING GENERATIONS: BROTHERHOOD WITHOUT BOUNDARIES

Brotherhood Without Boundaries provides valuable encouragement to heal Combat Veterans and Gold Star Families experiencing invisible injuries such as Post-traumatic stress disorder (PTSD) by amplifying combat stress reaction (CSR) and mental toughness through intergenerational, all-inclusive, short-duration, high-impact experiences with combat veterans of past wars, making this the first platform utilizing all five living generations of American veterans.

ABOUT THE GREATEST GENERATIONS FOUNDATION

The Greatest GENERATIONS Foundation is a non-governmental organization (NGO) dedicated to sponsoring veterans back to their former battlegrounds and memorials to ensure their legacies and the heroes of those who made the ultimate sacrifice are recorded in perpetuity for future generations.

From: The Greatest Generations Foundation (b)(6)@tggf.org>
Sent: Wednesday, September 23, 2020 6:41 PM
To: RLW (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: Re: [EXTERNAL] Meeting with Timothy Davis

Rob,

I am flexible too.

Look forward to connecting soon.

Sincerely,

Timothy DAVIS
President & CEO
The Greatest GENERATIONS Foundation
"Every Day is MEMORIAL Day"

Mobile / Text: +1.303.653.4555 (USA)
Email: (b)(6)@tggf.org | Web: www.tggf.org

REMEMBERING THE FORGOTTEN WAR – THE 70TH ANNIVERSARY KOREAN WAR – [PLEASE CLICK HERE](#)

From: RLW <(b)(6)@va.gov>
Date: Wednesday, September 23, 2020 at 3:57 PM
To: The Greatest Generations Foundation (b)(6)@tggf.org, (b)(6)
(b)(6)@va.gov
Cc: (b)(6)@va.gov
Subject: Re: [EXTERNAL] Meeting with Timothy Davis

No rush

Get [Outlook for iOS](#)

From: The Greatest Generations Foundation (b)(6)@tggf.org
Sent: Wednesday, September 23, 2020 12:07:48 PM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov; RLW (b)(6)@va.gov
Subject: Re: [EXTERNAL] Meeting with Timothy Davis

Hi (b)(6)

I would like to set up a meeting with Secretary Robert Wilkie?

Can you please let me know his schedule over the next three weeks?

Do you happen to know if he will be traveling to Colorado?

Sincerely

Timothy Davis
President & CEO
The Greatest **GENERATIONS** Foundation
“Every Day is Memorial Day”

Address: 501 S. Cherry Street | 11th Floor | Suite 201 | Denver | Colorado | 80246
Telephone: (303) 495-2485 (office) | (b)(6) (direct & text)
Web: www.TGGF.org | Email: (b)(6)@TGGF.org

DONATE to support our Mission: [DONATE HERE](#)

Join the **MOVEMENT**, and follow us on [FACEBOOK](#)

RETURN TO VIETNAM: BREAKING THE SILENCE

[CLICK HERE](#) to watch a short trailer on our return programs back to Vietnam.

(NEW) THE MAN WHO ENDED WORLD WAR II

[CLICK HERE](#) to watch short film of Greg Melikian, the MAN who ended World War II.

(NEW) HARMONICA PETE PERFORMS AMAZING GRACE IN NORMANDY

[CLICK HERE](#) to watch Peter DuPre perform at TGGF European Headquarters in Normandy.

From: RLW
Sent: Tue, 15 Sep 2020 11:38:36 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Thu, 10 Sep 2020 19:42:18 +0000
To: RLW
Subject: RAH
Attachments: Sept 12 2020.docx

DAILY BRIEFING BOOK

Monday, September 12, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
8:30 – 9:00 am	Phone Call w/French Ambassador, Mr. Phillipe Etienne – he will call x (b)(6)	SecVA Suite	
10:00 – 11:30 am	Bi-Weekly w/ US & AS	OBCR	Tab 1
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:00 – 1:30 pm	Phone Call w/ Senators Rounds & Thune ** 1-800-767-1750 / code (b)(6) #	SECVA Suite	Tab 2
1:45 – 2:15 pm	Meet w/Mr. Hutton and OPIA re: Veterans Day plans/options		
2:30 – 3:00 pm	ERT 1430 K St, 10th Floor (Embassy Offices)		
3:00 – 3:30 pm	Meet w/Belgium Ambassador Dirk Wouters		
3:30 – 4:00 pm	ERT Residence		

From: RLW
Sent: Thu, 24 Sep 2020 17:57:34 +0000
To: RLW
Subject: Phone Call w/ MT Governor Bullock
Attachments: Re: SECVA - Governor Bullock - MT Potential Call 2 October or 6 October ,
Bio_Montana_Governor_Bullock.docx, (b)(5)

(b)(5)

Flathead Beacon (Kalispell, Mont.), Sept. 29: VA Secretary Proclaims Montana ‘Ground Zero’ for Telehealth Expansion

From: RLW
Sent: Thu, 24 Sep 2020 17:45:14 +0000
To: (b)(6)
Cc:
Subject: Re: SECVA - Governor Bullock - MT Potential Call 2 October or 6 October

Certainly

Get [Outlook for iOS](#)

From: (b)(6)@va.gov>
Sent: Thursday, September 24, 2020 9:36:27 AM
To: RLW (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: FW: SECVA - Governor Bullock - MT Potential Call 2 October or 6 October

Sir,

MT Governor Bullock is requesting a call since he isn't available during your upcoming visit. Looks like we can accommodate an Oct 6 call if you're agreeable to it.

Would you like us to schedule a call?

Standing by,

(b)(6)

*Executive Assistant to the Secretary
Office of the Secretary
Department of Veterans Affairs*

(b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, September 24, 2020 12:31 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Syrek, Christopher D. (Chris) <(b)(6)@va.gov>; Verschoor, Thayer <(b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: SECVA - Governor Bullock - MT Potential Call 2 October or 6 October
Importance: High

Looping in the Secretary's Office for determination.

1. Governor Bullock is not available on 29 September or during the Secretary's Montana visit timeframe for a brief (15 minute) call.
 2. The Governor has requested the following potential dates/times outside the Montana trip timeframe:
 - **2 October** at 11:45 am MDT or 1:30 pm MDT
- or

- **6 October** from 11:00-11:30 am MDT or 1:30 – 3:00pm MDT timeframe.

Thanks for the guidance on how to proceed.

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) – Office
(b)(6) – Mobile

From: (b)(6)

Sent: Wednesday, September 23, 2020 3:58 PM

To: (b)(6) @va.gov; (b)(6) @va.gov

Cc: Syrek, Christopher D. (Chris) (b)(6) @va.gov; Verschoor, Thayer (b)(6) @va.gov; (b)(6) @va.gov; (b)(6) @va.gov

Subject: SECVA - Governor Bullock - MT Confirmed Call @ 10:45am 29 September

Importance: High

1. Governor's Office has indicated the Governor has family commitments on 27 September and unavailable.
2. Can the original 29 September @ 10:45am be re-confirmed with the Governor's Office if the Governor remains available?

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) – Office
(b)(6) – Mobile

From: (b)(6) @va.gov

Sent: Monday, September 21, 2020 6:19 PM

To: (b)(6) @va.gov; (b)(6) @va.gov

Cc: Syrek, Christopher D. (Chris) (b)(6) @va.gov; Verschoor, Thayer (b)(6) @va.gov; (b)(6) @va.gov; (b)(6) @va.gov

Subject: Re: SECVA - Governor Bullock - MT Confirmed Call @ 10:45am 29 September

I will report back.

Get [Outlook for iOS](#)

From: (b)(6)@va.gov>
Sent: Monday, September 21, 2020 5:57:27 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Syrek, Christopher D. (Chris) <(b)(6)@va.gov>; Verschoor, Thayer <(b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: Re: SECVA - Governor Bullock - MT Confirmed Call @ 10:45am 29 September

Good Afternoon (b)(6)

We had some slight adjustments with SECVAs schedule. Do you mind checking with the Governor's Office to see if it's possible to slide the call back to 11:40am?

Thank you so much.

Best regards,

(b)(6)
Special Assistant to the Secretary
Office of the Secretary
810 Vermont Ave. NW
Washington, DC 20420
Office: (b)(6)
Cell: (b)(6)

From: (b)(6)@va.gov>
Sent: Wednesday, September 16, 2020 10:24:04 AM
To: (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Syrek, Christopher D. (Chris) <(b)(6)@va.gov>; Verschoor, Thayer <(b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: SECVA - Governor Bullock - MT Confirmed Call @ 10:45am 29 September

SECVA **confirmed to call** Governor Bullock on **29 September @ 10:45am MDT** via the **Governor's Mobile:** (b)(6)

Ms. (b)(6)
Deputy Scheduler
Office of Governor Bullock
(b)(6)

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) – Office
(b)(6) – Mobile

From: (b)(6)@va.gov
Sent: Wednesday, September 16, 2020 12:08 PM
To: (b)(6)@va.gov; (b)(6)@va.gov
Cc: Syrek, Christopher D. (Chris) <(b)(6)@va.gov>; Verschoor, Thayer
(b)(6)@va.gov
Subject: RE: SECVA - Governor Bullock - MT Potential Call @ 12noon 29 September

Good Afternoon (b)(6)

SECVA will be boarding the aircraft at that time but he does have time available at the airport prior to boarding from 10:45-11:00am on September 29. Do you know if that time might work for the Governor?

Best regards,

(b)(6)

Special Assistant to the Secretary

From: (b)(6)@va.gov
Sent: Wednesday, September 16, 2020 12:01 PM
To: (b)(6)@va.gov; (b)(6)
(b)(6)@va.gov
Cc: Syrek, Christopher D. (Chris) <(b)(6)@va.gov>; Verschoor, Thayer
(b)(6)@va.gov
Subject: SECVA - Governor Bullock - MT Potential Call @ 12noon 29 September
Importance: High

Governor Bullock's Office can confirm a call between 12noon-12:30pm on 29 September.

Please advise if this works and will lock it down.

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) – Office

(b)(6) - Mobile

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 1:41 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Verschoor, Thayer (b)(6)@va.gov>
Subject: RE: Governor Bullock - MT Potential Call 29

Good Afternoon (b)(6)

I apologize as SECVA will be traveling back to DC during this time. Are there any other timeframes available?

Best regards,

(b)(6)

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 1:07 PM
To: (b)(6)@va.gov>; (b)(6)
(b)(6)@va.gov>
Cc: Verschoor, Thayer (b)(6)@va.gov>
Subject: Governor Bullock - MT Potential Call 29
Importance: High

Governor Bullock has the following timeframe open for a call **4-4:30 pm on 29 September.**

Please advise how to proceed.

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420
(b)(6) Office
(b)(6) Mobile

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 12:41 PM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: Verschoor, Thayer (b)(6)@va.gov>
Subject: RE: Governor Bullock - MT

Hi (b)(6)

Ok, great! Please see available times below.

Monday, 9/28

- 10:45am-12:00pm
- 3:00pm-5:00pm

Best regards,

(b)(6)

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 12:21 PM
To: (b)(6)@va.gov> (b)(6)
(b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: Governor Bullock - MT
Importance: High

Thanks (b)(6)

1. Governor Bullock wants to connect via phone with the Secretary. Just waiting on some options from the Governor's Office.
2. Please let me know what options best for the SECVA and I will circle back with the Governor's Office.

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) - Office
(b)(6) - Mobile

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 12:17 PM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; Verschoor, Thayer
(b)(6)@va.gov>
Subject: IGA Engagements - MT

Good Afternoon (b)(6)

I wanted to check-in to see if there are any planned engagements during SecVA's upcoming visit to MT? If any additional information is requested, please let me know.

Locations:

9/26 Billings

9/28 Helena/Fort Harrison

9/28 Missoula

9/29 Kalispell

Best regards,

(b)(6)

Special Assistant to the Secretary
Office of the Secretary
810 Vermont Ave. NW
Washington, DC 20420

Office: (b)(6)

Cell: (b)(6)

Page 09 of 14

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information

Page 10 of 14

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 11 of 14

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 12 of 14

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 13 of 14

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

Page 14 of 14

Withheld pursuant to exemption

(b)(5)

of the Freedom of Information

From: RLW
Sent: Tue, 15 Sep 2020 12:20:15 +0000
To: RLW
Subject: Meet re: Succession Plan for Transition w/Dat Tran & Deputy

From: RLW
Sent: Mon, 21 Sep 2020 16:53:58 +0000
To: RLW
Subject: James Hutton

From: RLW
Sent: Fri, 11 Sep 2020 11:34:37 +0000
To: RLW
Subject: Meet w/Mr. Dirk Wouters - Belgium Ambassador

(b)(6)

From: RLW
Sent: Tue, 15 Sep 2020 12:43:26 +0000
To: RLW
Subject: Data Breach Follow-Up Meeting

From: RLW
Sent: Tue, 15 Sep 2020 12:47:15 +0000
To: RLW
Subject: AES and Korean Tapings

From: RLW
Sent: Fri, 11 Sep 2020 13:06:46 +0000
To: RLW
Subject: ERT to VACO

From: RLW
Sent: Mon, 21 Sep 2020 19:08:52 +0000
To: RLW
Subject: Prep w/Dr. Stone & Cathy H re: Lott & Breaux call

On the phone:

Dr. Stone

(b)(6)

A rectangular box with a black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, representing a redacted area.

From: RLW
Sent: Fri, 11 Sep 2020 14:27:36 +0000
To: RLW
Subject: En Route to Belgium Embassy Offices

From: RLW
Sent: Mon, 21 Sep 2020 19:09:08 +0000
To: RLW
Subject: Phone Call w/Senators Lott & Breaux

From: RLW
Sent: Fri, 11 Sep 2020 14:27:43 +0000
To: RLW
Subject: En Route to Residence

From: RLW
Sent: Mon, 21 Sep 2020 19:51:35 +0000
To: RLW
Subject: Zoom Interview w/ Haley Bull, WFTS-TV, Tampa, FL, ABC
Attachments: Haley Bull_WFTS (ABC Tampa)_092220.pptx

Join Zoom Meeting

<https://ewscripps.zoom.us/j/93162254011?pwd=Mmo5QUFQbUg3MFRsL0YrTkxwbS9lUT09>

Meeting ID: 931 6225 4011

Passcode:

Interview with Haley Bull, WFTS (ABC) – Tampa, Fla.



Haley Bull is an Emmy-nominated reporter at WFTS in Tampa, Florida. The Buckeye state native and University of Maryland grad came to Tampa in 2019 from WXIN in Indianapolis, Indiana. In college, Haley was a double major in Government and Politics and Broadcast Journalism. Haley landed her first job at KFDM in Beaumont, Texas, going from MMJ to Weekend Anchor and Investigative Reporter.

POTENTIAL QUESTIONS Interview:

***Positive, Negative, Neutral or Unknown COVID deaths. Increased use of telemedicine. Participation in COVID-19 convalescent plasma study. Expanded access to care, modernization of VA clinics. Suicide prevention efforts.**

COVID-19As of Sept. 16, Tampa VA tested 14,463 veterans for COVID-19; 667 were positive. There have been 22 deaths; 7 inpatients are currently in treatment. Tampa VA is participating in convalescent plasma study. Tampa VA increased VA Video Connect by 4,840% since this time a year ago. Expanded Access to Care & Clinic Modernization Tampa VA broke ground on a four-story bed tower (July 2018) that will provide 96 rooms, 40 ICU beds, and private rooms (expected in 2022). This is one of the first VA construction projects managed by the U.S. Army Corps of Engineers, resulting in high scrutiny to complete the project on time and under budget. Tampa VA gained the Lecanto CBOC from the Gainesville VAMC. The New Port Richey OPC groundbreaking took place in 2019 and will activate in 2022. Expansion and consolidation efforts are also underway at: Brooksville CBOC (2021), Lakeland CBOC (2024), and Zephyrhills CBOC (2021). Suicide Prevention Tampa VA's suicide prevention team has forged robust community relationships. Among the team's creative and innovative goals is a partnership with recreational therapy to reach veteran populations in virtual communities, such as Twitch.

ZOOM INTERVIEW Media Outlet: WFTS

(ABC, Tampa) Reporter: Haley Bull,

(b)(6) @wfts.com Date: Tuesday, September

22 Time: 9:30-10 a.m. Phone: (b)(6) Zoom link to follow

From: RLW
Sent: Mon, 28 Sep 2020 11:25:43 +0000
To: RLW
Subject: Phone Interview w/Dan Rivers Radio Show (Youngstown, OH) - (b)(6)
Attachments: Quad - Dan Rivers - The Dan Rivers Show.pptx

All – we have a taker for Thursday from 9:30-10. Prep materials to follow.

v/r

(b)(6)

OUTLET: Dan Rivers Radio Show (Youngstown, OH)
REPORTER: Dan Rivers
DATE/TIME: Thursday, Oct. 1, 9:30 a.m. EASTERN
INTERVIEW TYPE: Phone

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Mon, 21 Sep 2020 20:01:51 +0000
To: RLW
Subject: En Route to Baltimore

From: RLW
Sent: Tue, 15 Sep 2020 16:17:51 +0000
To: RLW
Subject: RAH
Attachments: Sept 16 2020.docx

DAILY BRIEFING BOOK

Wednesday, September 16, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
9:30 am	ERT BVA Offices, 425 I Street		
10:00 – 11:00 am	REMARKS & Swearing-In Veterans Law Judges		Tab 1
11:00 am	ERT VACO		
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:00 – 1:30 pm	Radio Interview w/ Michael Koolidge Show (taped) **(b)(6)	SECVA Suite	Tab 2
1:30 – 2:00 pm	Zoom Interview w/ KOCO-TV, Oklahoma City (NBC)	SECVA Suite	Tab 3
3:15 pm	ERT DCA		
4:43 pm	Wheels up		

(b)(6)@uscis.dhs.gov

From: (b)(6)@uscis.dhs.gov>

Sent: Monday, September 21, 2020 6:22 PM

To: (b)(6), EOP/WHO (b)(6)@who.eop.gov>

Cc: 'Hutton, James' <(b)(6)@va.gov>; Cashour, Curtis <(b)(6)@va.gov>; Noel (Mandreucci), Christina (b)(6)@va.gov>; Rosenberg, Ronald M (Ron) (b)(6)@uscis.dhs.gov>

Subject: Re: 9/30 BAL Naturalization Ceremony w/Sec. Wilkie

Thank (b)(6) Adding (b)(6) from our Field Ops Directorate.

(b)(6)

Associate Director, External Affairs

USCIS

From: (b)(6), EOP/WHO (b)(6)@who.eop.gov>

Sent: Monday, September 21, 2020 4:47:21 PM

To: (b)(6)@uscis.dhs.gov>

Cc: 'Hutton, James' (b)(6)@va.gov>; Cashour, Curtis (b)(6)@va.gov>; Noel (Mandreucci), Christina (b)(6)@va.gov>

Subject: 9/30 BAL Naturalization Ceremony w/Sec. Wilkie

Hi (b)(6)

I am emailing you to let you know that Secretary Wilkie is interested and able to attend a naturalization ceremony at your Baltimore Field Office on Wednesday, September 30th at 3:15pm. I'm connecting you with VA's team here.

Please let me know if you need anything else.

Thank you,

(b)(6)

Deputy Director of Government Communications

The White House

(b)(6)

FOR OFFICIAL USE ONLY – DO NOT DISTRIBUTE
DRAFT 1

THE HONORABLE ROBERT WILKIE
SECRETARY OF VETERANS AFFAIRS
TRAVEL ITINERARY
BALTIMORE, MD
SEPTEMBER 30, 2020

TRAVELING PARTY:

The Honorable Robert Wilkie
Michael Meador, Special Assistant to the Secretary
Traci Scott, Senior Advisor for Strategic Communications

(b)(6)

EXECUTIVE PROTECTION:

(b)(6); (b)(7)(C) Special Agent (Adv)

(b)(6); (b)(7)(C) c

EVENT / SITE POCs:

(b)(6) USCIS Baltimore Field Office Director

(b)(6) c

SCHEDULING POCs:

(b)(6) Travel Coordinator
(b)(6) Special Assistant, OSVA
(b)(6) – Special Assistant, OSVA

(b)(6)

Wednesday, September 30, 2020

Attire: Business

Weather: Washington, DC H-°; L-° -
Baltimore, MD H-°; L-° -

1405-1500 ERT / ARRIVE USCIS' BALTIMORE FIELD OFFICE (55 min)

3701 Koppers St, Baltimore, MD 21227
Drive Time: 55 min / 45 miles
Greeted By:

1500-1607 U.S. CITIZENSHIP AND IMMIGRATION SERVICES NATURALIZATION CEREMONY (1 hr 07 min)

Run of Show:

- 1500 Candidates for Naturalization arrive / Check-in
- 1530 All Candidates are to be seated
- 1530 Ceremony Principals are seated
- 1530-1532 Welcome Remarks –
Ms. (b)(6) Section Chief
- 1532-1535 National Anthem

Updated by: (b)(6)

Mission Operations

Last updated: 9/01/2020 3:20 PM

**FOR OFFICIAL USE ONLY – DO NOT DISTRIBUTE
DRAFT 1**

- 1535-1540 Video: “Faces of America”, with introduction by Ms. (b)(6)
- 1540-1544 Call of Countries and Presentation of Candidates for Naturalization
 - Ms. (b)(6) will call the countries and then present the candidates for naturalization
- 1544-1554 Administration of the Oath of Citizenship and Congratulatory Remarks - Mr. (b)(6) Field Office Director
 - Mr. (b)(6) will administer the Oath of Allegiance and deliver congratulatory remarks.
 - Mr. (b)(6) will introduce Secretary Wilkie and then return to his seat.
- 1554-1600 Keynote Remarks –
The Honorable Robert L. Wilkie, Secretary of Veterans Affairs
 - Mr. Wilkie delivers the Keynote Remarks and then returns to his seat.
- 1600-1605 Message from the President of the United States
 - Ms. (b)(6) will return to the podium to introduce the President’s message
- 1605-1607 Pledge of Allegiance
 - Ms. (b)(6) remains at the podium to lead the Pledge of Allegiance.

1620-1735 ERT / ARRIVE RESIDENCE (1 hr 15 min)

MC

From: RLW
Sent: Tue, 15 Sep 2020 16:25:19 +0000
To: RLW
Subject: Zoom Interview w/ KOCO TV, Oklahoma City (NBC)
Attachments: 200916 - Oklahoma City, KOCO, Perris Jones.pptx

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Mon, 21 Sep 2020 20:02:41 +0000
To: RLW
Subject: En Route to Residence

From: RLW
Sent: Fri, 11 Sep 2020 15:00:30 +0000
To: RLW
Subject: Layover in PHL

From: RLW
Sent: Tue, 15 Sep 2020 17:23:57 +0000
To: RLW
Subject: Phone Call w/VSOs
Attachments: Untitled

Sent: Thu, 22 Oct 2020 13:56:43 +0000
To: RLW
Attachments: September 30 VSO Call Agenda.docx

Ticket No. A101428FY20

Ticket No. A101428FY20

From: RLW
Sent: Mon, 28 Sep 2020 12:59:59 +0000
To: RLW
Subject: Virtual MT Tribal Officials Engagement

From: RLW
Sent: Mon, 21 Sep 2020 20:25:38 +0000
To: RLW
Subject: RAH
Attachments: Sept 22 2020.docx

DAILY BRIEFING BOOK

Tuesday, September 22, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:15 am	Daily Sync Meeting	SECVA Suite	
8:30 – 9:00 am	Prep w/Dr. Stone & Cathy H re: Phone Call w/ Senators Lott & Breaux ** VANTS 1-800-767-1750 / code (b)(6) # ** Dr. Stone to call in	SECVA Suite	Tab 1
9:30 – 10:00 am	Zoom Interview w/ Haley Bull, WFTS (ABC), Tampa, FL	SECVA Suite	Tab 2
10:00 – 10:30 am	Phone Interview w/ Stephanie Colombini, WUSF, NPR, Tampa, FL	SECVA Suite	Tab 3
11:00 – 11:30 pm	Phone Call w/ Senators Lott & Breaux ** 1-800-767-1750 / code (b)(6) # ** Dr. Stone will call in / Cathy H will attend in person	SECVA Suite	Tab 1
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:00 – 1:15 pm	Phone Call w/ John Hesse ** He will call us	SECVA Suite	

From: RLW
Sent: Fri, 11 Sep 2020 15:01:28 +0000
To: RLW
Subject: 6:41pm Wheels Up to Hartford Bradley Internat'l Airport (BDL)

From: RLW
Sent: Tue, 15 Sep 2020 18:41:55 +0000
To: RLW
Subject: Phone call w/Senator Daines - He will call us

From: RLW
Sent: Mon, 21 Sep 2020 20:30:45 +0000
To: RLW
Subject: ERT / Arr Miami VA Healthcare System

From: RLW
Sent: Fri, 11 Sep 2020 15:02:05 +0000
To: RLW
Subject: ERT / Arr Courtyard Orange / Milford Hotel

From: RLW
Sent: Tue, 15 Sep 2020 19:02:17 +0000
To: RLW
Subject: Phone Call w/HVAC Takano & Roe
Attachments: VA Customer Engagement Portal_Data Breach Summary as of 9.15.2020.docx,
EBS COVID 091820 HVAC.docx



Financial Services Center Customer Engagement Portal (CEP) Data Breach

Background

- In mid-June, the VA Financial Services Center (FSC) was advised by a healthcare vendor that they had not received a payment as expected. The FSC worked with the vendor to block access to bank records out of an abundance of caution and notified the Office of the Inspector General (OIG) of this anomaly and the possibility of fraudulent activity.
- In mid-July, OIG notified the FSC that the referral officially became a criminal investigation. At around the same time, VA's Office of Information and Technology (OIT) and the FSC confirmed that a breach had occurred and took the application completely off-line.
- A preliminary review indicated that unauthorized users employed social engineering to access the application and change certain bank account information. Because of their access, they were also able to view Veterans' Personally Identifiable Information (PII) and Protected Health Information (PHI) associated with health care providers.
- FSC has worked with the OIG, OIT and Privacy Office to carefully validate the Veterans and vendors affected.
- VA's Chief Information Officer is engaging with the affected providers from an IT security standpoint.
- FSC is reviewing the underlying business processes and working with OIT to complete a full review of the system before re-establishing provider online accessibility.

Current State

- OM and OIT have provided two separate briefings (initial and update) to the 8 Corners Staffers and OMB
- Total number of Veterans with potential unauthorized access to their PII and PHI is ~46,033.
 - VA Notification Letters were mailed to Veterans (38,431), Next of Kin (5,877), and Vendors (13) in advance of Monday's Press Release
- Portal relaunch is pending outcome of IT Security Scans (CSOC) – currently estimated for Sept 23
- Since CEP Portal is offline, users have been calling the Financial Services Center Help Desk for assistance

- Fraud amounts as of Sept 11th:
 - Payment Amount: \$3,433,631.39;
 - Returned Amount: \$1,078,498.45;
 - Outstanding (Loss) Amount: \$2,355,132.94

Frequently Asked Questions:

Question: How did this breach occur?

Answer: Unauthorized users gained provider identity access to a program called the Customer Engagement Portal (CEP), which provides payment information to healthcare providers concerning the care they provide Veterans. In addition to provider information, the information access also included Veterans' PII and PHI. The specific details of the incident are part of an ongoing VA OIG investigation.

Question: How much money was diverted by this breach and how many providers were affected?

Answer: That specific information is part of the ongoing VA OIG investigation; VA is proactively engaging with impacted providers to help mitigate the situation.

Question: Will you look to reimburse or make those providers 'whole' as a result of this?

Answer: Yes.

Question: What support will you provide Veterans or their Next-of-Kin?

Answer: VA will offer, at no cost to the Veteran or Next-of-Kin, one year of credit monitoring through MyIDCare including instructions for obtaining credit reports and setting fraud alerts on their accounts with the major credit bureaus. Veterans or Next-of-Kin will receive this information via a notification letter and may also contact the FSC Customer Help Desk by calling 877-353-9791, emailing vafscshd@va.gov, or writing to:

Department of Veterans Affairs
Financial Services Center
Attn: Customer Engagement Center
PO Box 149971
Austin TX 78714-9971

Question: What type of Veteran information did the unauthorized users see?

Answer: Based on the current status of the ongoing VA OIG investigation, the review indicates that unauthorized users accessed the application and were able to view Veterans' names, social security numbers, and related health information with providers. By law, VA must notify the individual Veterans and Next-of-Kin via a formal notification letter of the data breach and potential risk to their personal information. VA's OIT is conducting a full review of the data breach and coordinating with VA OIG and FSC on the findings.

Question: What provider information was compromised by this breach?

Answer: Unlike public notifications for similar incidents, that specific information is part of the ongoing VA OIG investigation and not appropriate for release at this time. However, VA is engaging with providers affected to mitigate the situation.

Question: What are you doing to fix the CEP program and when will it be back up online?

Answer: CEP will remain offline until appropriate safeguards are in place. Providers that use CEP can contact the VA FSC Customer Help Desk for payment status. VA OIT is supporting the ongoing VA OIG investigation and working to strengthen user validation protocols and get the CEP application online as soon as possible.

Communication Timeline

<u>Comms</u>	<u>Mode</u>	<u>Lead</u>	<u>Date (NLT)</u>
8 Corners Notification	Email	OM / OCLA	Sept. 1
Briefings to Congressional Committees (2 briefings)	Teleconference	OM / OCLA	Sept. 8
Credit Monitoring Notification	Letter	FSC	Sept. 11
Next-of-Kin Notification	Letter	FSC	Sept. 11
Provider CEP Notification	Letter	FSC	Sept. 11
Press Release	Media	OPIA	Sept. 14
HHS Notification	Email	OIT	Sept. 17
Congressional Notification	Quarterly Report	OIT	Oct. 2020



EXECUTIVE BRIEFING SUMMARY
Chairman Takano/Ranking Member Roe
Friday September 18, 2020
11:00 A.M. Call

September 18, 2020 11:00 A.M

OCLA POC: Cathy Haverstock

Driver: 4 Corners Request

Subject: COVID 19 Response

Participants: Chairman Takano/Ranking Member Roe, and other Members TBD **VA:** SECVA, Dr. Stone, Dr. Lawrence

PURPOSE OF EVENT/MEETING:

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Decisional | <input type="checkbox"/> Informational | <input type="checkbox"/> Pre-Event |
| <input type="checkbox"/> Remarks | <input checked="" type="checkbox"/> Other | <input type="checkbox"/> Courtesy Call |

OVERVIEW OF EVENT:

Teleconference with Members to discuss the Department's response to COVID-19.

CONTINGENCY PLANNING TALKING POINTS:

- VA has contingency plans in place to address the needs of the Veteran enrollee population and has been activating our 4th mission as the civilian health care system needed assistance. VA has been modeling the COVID-19 spread in across the nation in order to prepare for outbreaks and to reinforce areas where the civilian health care system is stressed.
- Mitigation strategies include the following actions: postponing non-urgent and routine health care appointments, screening all visitors to VA facilities for symptoms, restricting admissions and visitation, converting acute care beds to intensive care unit beds (ICU) and cross-leveling supplies and workforce across regions. The activated VHA Emergency Management Coordination Cell (EMCC) is the liaison between the national and network levels of the response.
 - VA has begun modeling the COVID-19 spread in several different cities and states in order to prepare for outbreaks and to reinforce markets where the civilian health care system appears stressed.
 - VA continues to monitor the status of supplies and equipment daily.
- The Health Eligibility Center (HEC) remains fully operational and prepared for an increase of workload related to increases in enrollment. Most applications are adjudicated within a few days. When a Veteran presents for care, VA will immediately begin the process of enrollment. If a patient is found not to be eligible for VA healthcare, VA will treat that patient under the humanitarian mission.

- VA developed an enterprise-wide plan that leverages capacity and optimizes the Veterans Health Administration (VHA) workforce for COVID-19 related surges in care with staff and supplies in Intensive Care Units (ICU), Emergency Departments (ED) and inpatient wards.
- In anticipation of the projected COVID-19 surge patterns, facilities are required to take immediate action to repurpose certain staff with acute care capabilities to leverage capacity and optimize the workforce to care for our Veterans. Staff will be expected to initially assist within their own respective VISNs with the potential for enterprise-wide expansion as needed as the COVID-19 pandemic requires. Facilities must plan to augment ICU, ED and inpatient hospital staff through deployment of direct care personnel as well as those who may assist by telehealth modalities. Our collective occupancy rate is 56%.

FOURTH MISSION TALKING POINTS:

- FEMA is the lead federal agency directing the federal response to COVID-19. When a State, Tribe, or Territory has determined that the maximum capacity of intrastate or interstate resources are exhausted, they may request assistance from the federal government through their local HHS Regional Emergency Coordinator (REC). VA cannot receive direct requests for assistance from state and local governments.
- FEMA can request that VA provide resources to civilian health care systems or that VA hospital care and medical services be provided to non-Veteran patients in VA facilities, dependent upon the availability of resources and funding, and consistent with the VA mission to provide priority services to Veterans.
- VA currently has 22 ongoing mission assignments. We have provided care to a total of 47 states and territories thus far.
- Cumulative SVH admissions to VA facilities: 1032; Cumulative Civilian admission to VA facilities: 343.

PROTECTIVE MEASURES TALKING POINTS:

- We have plans in place to protect and provide a safe environment for everyone who gets care, visits or works at one of our facilities. Veterans are being told to call their VA medical center before going to a clinic, urgent care center, or emergency room if they have symptoms of fever, cough, and shortness of breath. VA offers comprehensive COVID-19 screening and treatment services.
- One issue we have noticed is that Veterans, employees and the public are not aware of or misinterpreting the guidelines for appropriate PPE use. VHA staff have been instructed to adhere to the PPE requirements outlined by the Centers for Disease Control and Prevention (CDC) and follow Standard and Transmission-Based Precautions.

- Please note: Not all VA personnel who work in a VA facility will come into contact with a COVID-19 infected patient. There is specific CDC guidance for when to use a facemask/face covering vs an N95 respirator given the demand on the supply chain. VA will continue to follow CDC guidance and prioritize PPE based on high risk activity.

TESTING TALKING POINTS:

- VA offers comprehensive COVID-19 screening and treatment services. VA health care facilities have been testing Veterans who meet the testing criteria provided by the CDC. We are taking samples on-site and having external labs process our tests. In some locations, VA can perform tests in our own labs.
- VHA has a plan for testing employees. VHA employees who experience an unprotected exposure (e.g., no mask, eye protection) to a COVID-19 positive Veteran are offered testing for COVID-19, based on risk. Employees may choose to have testing performed at VA or at their personal healthcare provider. Employees who develop COVID-19 associated symptoms while at work are offered testing as well.
- VA is working hard to increase our supply of testing materials, including swabs, reagents, transport media, and other items, to be able to offer any employee or Veteran who would like a test the opportunity to schedule one to determine if they are positive at the time of the test. Some facilities are able to offer this capability, while others are not, given the worldwide shortage of such materials. At this time, every facility can provide a test to those who need one due to an exposure or who is showing symptoms. VA is also working towards offering a serologic, or antibody, test, which would confirm whether an employee or Veteran has been exposed in the past.
- VA completed testing all patients and employees in our Community Living Centers and Spinal Cord Injury Units to protect our most vulnerable populations.
- VA is sourcing machines, reagents and software from a variety of sources.
- VA currently has 8 facilities providing high through-put testing to other VA facilities, rapid testing available at 141 medical centers and can access additional testing through commercial laboratories. Turnaround times for the high through-put systems is currently 48 hours while testing at commercial laboratories may take up to 5 days
- We have received results on over 660,000 tests.
- Testing is based on many factors, including the severity of symptoms, other existing illnesses or conditions, possible exposure, and other criteria.

INCREASING CAPACITY TALKING POINTS:

- VA has taken the following steps to conserve resources and reduce non-COVID health care demand in the event surge capabilities are needed:
 - With best medical interest of Veterans and risk reduction from COVID-19 paramount, VHA facilities ceased non-urgent elective procedures by Wednesday, March 18, 2020. This action will reduce unnecessary hospitalizations and Intensive Care Unit (ICU) utilization and will free up resources to address COVID-19, if needed. VA is reviewing elective procedures with active clinical review and management to ensure Veterans continue to receive the appropriate, high-quality care.
 - VA is taking steps to shift appropriate, routine care to telephone and other virtual modalities (telehealth) and/or postponing appointments based upon results of health screenings and Veteran requests to minimize exposure to COVID-19 at health care sites. Non-essential use of the VA network is being minimized to support increased telehealth capabilities.
 - We are now conducting over 30,000 video telehealth sessions per day, an increase of over 900%
 - VA will continually assess how these mitigation measures are affecting access to care at local facilities and communities and may update or adjust this guidance in the next 30 days

- VA has expanded bed capacity by approximately 2,000 ICU and Medical/Surgical beds across the system. The number of Med Surge and ICU beds available for the treatment of COVID related patients has increased by 53% since March.

SUPPLY CHAIN TALKING POINTS:

- VA is equipped with essential Personal Protective Equipment (PPE) and supplies and continues to monitor the status of those items daily. The status of these items changes hourly. VHA is a national healthcare system that is constantly rebalancing our capacity based on need. One issue we have noticed is that Veterans, employees and the public are not aware of or misinterpreting the guidelines for appropriate PPE use. VHA staff have been instructed to adhere to the PPE requirements outlined by the Centers for Disease Control and Prevention (CDC) and follow Standard and Transmission-Based Precautions. VA will continue to follow CDC guidance and prioritize PPE based on high risk activity.
- VA will be issuing further guidance with more granularity about when which type of PPE is required, and by whom. That said, experts are nearly unanimous in indicating that not everyone in a hospital needs an N95 mask. A face covering is sufficient for those not in direct contact with a COVID-19 patient, and is currently mandatory for all patients, visitors, and staff in every VA healthcare facility.

- Our supply chain is currently forecasting sufficient PPE, at the burn rate we are currently sustaining, for the next few months. Obviously, much of that could change as the global supply chain continues to respond to increased demand from all corners.

WEST COAST WILDFIRES TALKING POINTS:

VISN 20: Incident Command Center activated.

Vulnerable Patient Outreach: Impact areas; ongoing.

Eugene HCC & Downtown Clinic: Laboratory CLOSED; face to face care suspended; urgent/emergency care only.

VISN 21: Vulnerable Patient Outreach: Impact areas; ongoing.

Northern Cal: Deployed a team from Primary Care to provide evacuation shelter outreach.

Central CA HCS (Fresno): Oakhurst CBOC closed.

Northern California HCS: All facilities OPEN.

VISN 22: Vulnerable Patient Outreach: Impact areas; ongoing.

San Gabriel Valley CBOC closed September 14-18 due hazardous outdoor air quality, will be re-evaluated September 19.

HURRICANE LAURA TALKING POINTS:

The following is a list of mobile assets deployed to the Lake Charles, LA, alternate care site:

- Mobile Pharmacy Unit (MPU)
- MENU truck (Mobile Emergency Nutritional Unit)
- 53' Telehealth Trailer
- 25' Reefer Truck (refrigeration unit) accompanying the canteen
- 30' Mobile Medical Unit (MMU)
- 30' Mobile Vet Center (MVC)
- 25' Mobile Utility Vehicle (MUV)
- Four (4) Generator trailers
- 2 VSAT (Very Small Aperture Terminal) trailers for connectivity
- 5 Western Shelter Tents

The following is a summary of patients seen from 02 Sept 2020 through 12 September 2020:

Mobile Medical Unit:

Veterans 220; Non-Veterans 21; Staff 9; TOTAL of 250 for an average of 23 encounters per day.

Mobile Pharmacy Unit:

Veterans 158; Non-Veterans 14; Staff 6; TOTAL of 178 for an average of 16 encounters per day.

A total of 255 prescriptions were filled.

The following is a summary of patients seen from 04 Sept 2020 through 12 September 2020:

Mobile Vet Center:

Veterans 147; Non-Veterans 63; Staff 51; TOTAL of 261 for an average of 29 encounters per day.

HURRICANE SALLY TALKING POINTS:

- VHA is still accessing full impacts of the damage, which includes flooding in most areas. The biggest challenge at this time includes ensuring appropriate staffing levels.

South Central VA Healthcare Network

Incident Command Center activated.

Alternate Care Site in Lake Charles activated taking walk-in patients only.

(5)C-Forts/Western Shelters onsite and established. MENU, MMU, MCU, and Telehealth are operational. Mobile Vet Center (MVC) arrived and onsite.

New Orleans LA VAMC: Vulnerable Patient outreach ongoing. Baton Rouge, Bogalusa, Franklin, Hammond, Houma, Slidell, St. John, New Orleans Mental Health (CLOSED).

Biloxi MS VAMC: Vulnerable Patient outreach ongoing. Biloxi OP Clinics, Ft. Walton, Mobile, Panama City, Pensacola, Eglin (CLOSED). Mobile Vet Center, Pensacola, Okaloosa, Bay County, FL Vet Centers Closed. Biloxi, MS Vet Center (CLOSED).

Jackson MS VAMC: Vulnerable Patient outreach ongoing.

Tuskegee, AL VAMC: Monroeville, AL (CLOSED) 16 & 17 Sept.; Ft Rucker, Dothan, AL CBOC's closed 2:00 pm 16 Sept thru 17 Sept.; Montgomery, AL Vet Center (CLOSED). Columbus, GA and Ft Benning Clinic. (CLOSED 16 SEP 10 AM)

From: RLW
Sent: Mon, 28 Sep 2020 13:00:20 +0000
To: RLW
Subject: Executive time

From: RLW
Sent: Mon, 21 Sep 2020 20:31:52 +0000
To: RLW
Subject: Second Lady Scheduled to Arrive

From: RLW
Sent: Fri, 11 Sep 2020 15:02:54 +0000
To: RLW
Subject: 3:29pm Wheels Up to PHL

From: RLW
Sent: Tue, 15 Sep 2020 19:39:29 +0000
To: RLW
Subject: Brief re: Caregivers Programs & CARMA IT System
Attachments: Caregiver SECVA Brief 9-30-20_.pptx

Ticket No. A101427FY20

From: (b)(6)@va.gov>
Sent: Tuesday, September 15, 2020 3:27 PM
To: (b)(6)@va.gov>
Subject: RE: Meeting Request 9/28/2020

Hello (b)(6) – We finally worked this out our end. Can you please let me know what SECVA availability would be on 9/30 for 1hr?

Purpose: *Brief the SECVA on the Caregivers Program and recommendation on certification of the CARMA IT system*

Principal Attendee(s): SECVA, ADEPSEC, Karen Brazell, Jim Gfrerer, Brooks Tucker, James Hutton, Cathy Haverstock, Dr. Richard Stone, Dr. Steve Lieberman, Dr. Jennifer MacDonald, Richard Hipolet, Lisa Pape, (b)(6) Lloyd Thrower, (b)(6) Davis

Other Attendee(s): (b)(6) Paul Brubaker, Maria Llorente, (b)(6) Susan Blauert, (b)(6)

Duration: 45 minutes

Read Ahead Materials Expected (Y/N): Yes, to be provided by Ginger Parker. Please forward any read ahead materials to the following email address NLT noon, one business day prior to the scheduled meeting: (b)(6)@va.gov.

If you have any questions and/or require changes (i.e., VANTS line/additional meeting room or attendees) to your meeting, please contact (b)(6) at (b)(6)@va.gov.

Thanks,

(b)(6)

VETERANS HEALTH ADMINISTRATION

Department of Veterans Affairs (VA) MISSION Act of 2018 Caregiver Support Program Expansion

September 30, 2020



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

VA MISSION Act

The VA MISSION Act of 2018 authorized VA to: Expand the Program of Comprehensive Assistance for Family Caregivers (PCAFC) to eligible Veterans of all eras of service, which will occur in two phases: Phase I: Eligible Veterans injured on or before 5/7/1975 Phase II: Eligible Veterans injured between 5/7/1975 to 9/11/2001 Expansion timeline Expansion of the PCAFC will begin when VA has fully implemented a required information technology (IT) system and certifies this to Congress. Once the IT system is successfully deployed, the expansion will begin with Phase I. The final phase will begin two years later.



Plan for CARMA Certification on 10/1/2020

Activities on 10/1/2020
6:00 a.m.: New user interfaces and workflows necessary to support regulatory changes activated within Caregiver Record Management Application (CARMA)
8:00 a.m. - Noon: Staff will confirm the functionality works as expected
12:30 p.m.: Dr. Stone, Jim Gfrerer and Karen Brazell will confer to discuss staff assessment of system stability and make recommendation on whether CARMA is ready for SECVA certification
1:30 p.m.: Certification Letter sent to 8 Corners
1:45 p.m.: Release memo to Network Directors
2:00 p.m.: Press release issued announcing program expansion; internal and external stakeholders notified
2:00 p.m.: Veterans Service Organization (VSO) Notification
3:00 p.m.: GovDelivery Notification



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Program Enhancement through IT Modernization (CARMA)

The Caregiver Support Program has modernized the IT system and achieved system integrations with other VA systems. As a workflow management tool, CARMA is designed to support improved oversight and monitoring of the changes VA is making to improve and expand the PCAFC. Results are increased efficiencies and effectiveness for VA staff but more importantly, increased ease of access and use for Veterans and caregivers. System automations and integrations will replace several manual processes. A digital version of the 10-10CG Form allows individuals to apply for the PCAFC online. With a click of a button in CARMA, an electronic health record will be created for a Family Caregiver where Caregiver Support Coordinators (CSC) will document their clinical interactions. Available through an integration with Enrollment Services in CARMA, the Veteran's service-connected rating or dates of service displays. Available through an integration with the Financial Management System, payment information flows from CARMA directly to the Financial Services Center/Treasury to support processing of stipend payments to Primary Family Caregivers. CARMA will help guide consistency by systematically adjusting VA's stipend payment calculations to the GS pay table; alert users when annual reassessments of PCAFC participants are due; and institute date rules to more accurately monitor the completion of what will soon be referred to as Wellness Contacts, among other key functionality.



Choose VA

VA



U.S. Department
of Veterans Affairs

Established Operational Support Structure

Call Centers
Caregiver Support Line (CSL) calls will be assisted by the Health Eligibility Center (HEC) call center with the goal of answering all calls in less than 30 seconds.
09/28/2020: Extended CSL hours to cover evenings and weekends.
Monday thru Friday: 7:30 a.m. – 10 p.m. EST
Saturday and Sunday: 8 a.m. – 5 p.m. EST
09/28/2020: Additional staff were added to support the CSL.
OIT Robust IT support plan to assist users transition to the new CARMA system – similar to support for the June 2019 MISSION Act launch.
Caregiver Support Program Office Support
CSP VISN Leads provide first level support
CSP VA Central Office staff provide second level support



Choose VA

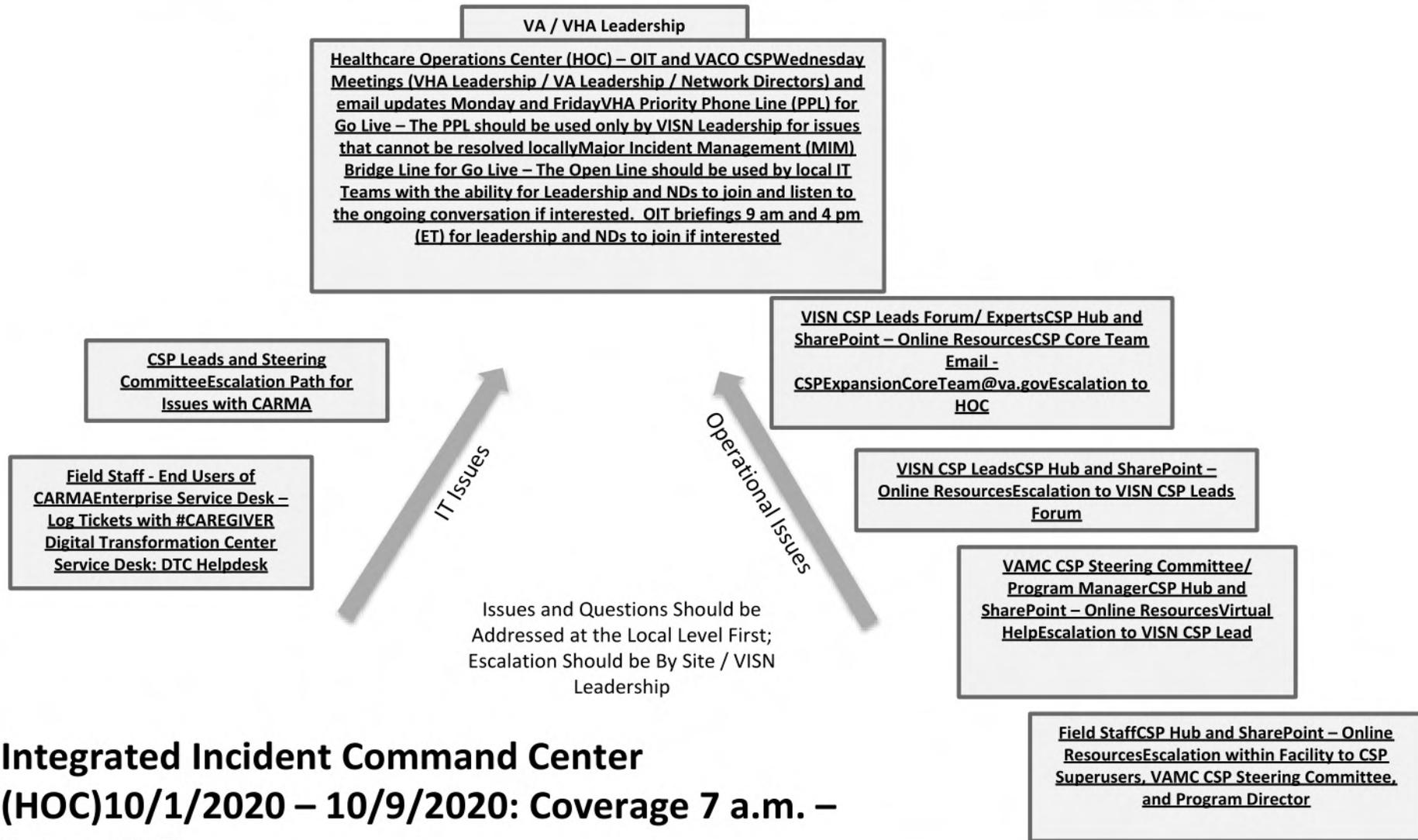
Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

HOC Operations & Issues Escalation for Field Staff



Integrated Incident Command Center

(HOC) 10/1/2020 – 10/9/2020: Coverage 7 a.m. –

9 p.m. EST



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use Only

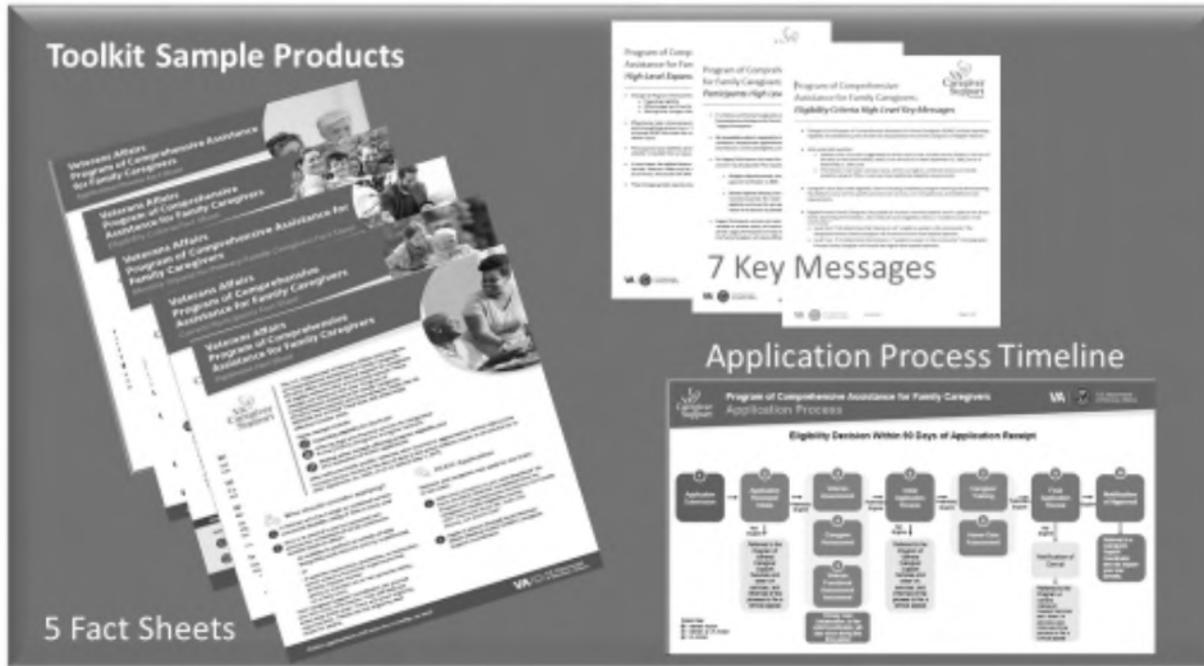


U.S. Department of Veterans Affairs

Released Communications Toolkit

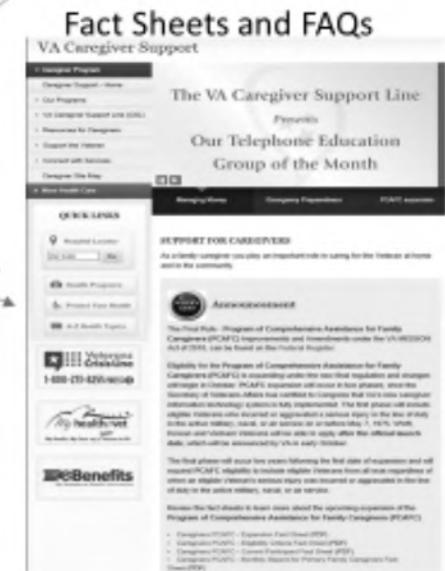
CSP Expansion Communications Products Released

- Toolkit: Four Chapters – 21 Products as of 9/25/20
 - All toolkit products including Six Essential Questions on SharePoint
 - SharePoint link released to NDs, PAOs, Call Centers and CSP Leads
 - Fact Sheets and FAQs on External CSP Website



SharePoint

CSP Website



Program Readiness



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

More Than Doubled Field Workforce

Hired dedicated staff to standardize program operations and foster consistent and standardized clinical decision making. Phase I: Expanded field staff to ~1,100 Established new VISN Lead and VISN Centralized Eligibility and Appeals Teams Established new Program Managers, Clinical Assessors, increased Caregiver Support Coordinators Phase II: Launched hiring initiative in August to add ~740 additional staff Secured 27 Traveling Nurse Corp full-time equivalent as additional support Developed VISN-to-VISN coverage as needed



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use Only

VA



U.S. Department
of Veterans Affairs

Conducted Extensive Training

Trained Veterans Health Administration (VHA) workforce and dedicated staff. Ensured staff is prepared to deliver the best experience to Veterans and caregivers on Day 1

Three virtual training conferences

Standard operating procedures and consult training series

Hands-on training

Scenario-based clinical decision-making eligibility training

Standardized assessment tool training

Clinical appeals training

CARMA system training

Talent Management Systems modules delivered to VHA Workforce



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use Only

VA



U.S. Department
of Veterans Affairs

Met Regularly with External Partners

**Engaged VSOs and 8 Corners staff on a monthly basis
Provided monthly status updates on IT system development, Policy and Program changes
Provided in-depth briefings on governance, staffing, hiring, training, standardized assessment instruments and CARMA
Conducted a CARMA demonstration
Held several listening sessions during the regulation development process and post publication for public comment
Delivered four training sessions in September on key regulatory changes to VSOs
Presented to Federal Advisory Committees: The Prosthetics & Special Disabilities and The Caregiver and Veterans' Family, Caregiver and Survivors
Participated in the Veterans Experience Office (VEO) Facebook events with RallyPoint Partners**



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use Only

VA



U.S. Department
of Veterans Affairs

Regulatory Changes



Published Final Regulation on 7/31/2020

Public Comments 3/6/2020: Published proposed rule 5/5/2020: Public comment period closed VA received 271 unique comments and 14 organizational comments. Most of the public comments centered on elements associated with elimination of the lowest tier level Tier 1 includes Veterans who only needed sporadic assistance with activities of daily living or did not require in person assistance. Determination of eligibility for Tier 1 has presented the most difficulty for the program staff to implement consistently across the country. These Veterans and caregivers are generally the least reliant on VA for medical care, so they present added challenges for monitoring. 7/31/2020: Published Final Rule



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Added New Financial Planning and Legal Services

MISSION Act legislation added new financial planning and legal services benefits for Primary Family Caregivers. Legal Services Assistance Advanced Directives, Power of Attorney, simple wills, guardianship Education on legal topics relevant to caregiving and referral service for other legal services. Financial Planning Services assistance Develop plans to manage their personal finances and increase financial capability Education and assistance with household budget planning, debt management, retirement planning review and education, and insurance review and education. Due to need to publish final regulation before developing the contract Statement of Objectives, services likely won't be available until January 2021.



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Expanded PCAFC Eligibility Criteria

Pre-Expansion Program VA required a connection between the need for personal care services and the qualifying serious injury. **Expansion Changes** Eliminates the need for a connection between personal care services and the qualifying serious injury. **Redefines serious injury** to now include any service-connected disability – regardless of whether it resulted from an injury, illness or disease. **Why This is Important:** In most cases, the eligible Veteran has multiple conditions that may warrant a need for personal care services. Veterans' needs may be so complex that it can be difficult to determine what specific condition, out of many, causes the need for personal care services.



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Changed Eligibility Criteria to Focus on Moderate and Severe Needs

70% Service Connection Modified the definition of serious injury to require a single or combined service-connected disability rating of 70% or more.

In Need of In-person Personal Care Services For a minimum of six (6) continuous months based on either: An inability to perform an activity of daily living (ADL) each time the activity is performed, or A need for supervision, protection, or instruction, which means a functional impairment that directly impacts his/her ability to maintain his or her personal safety on a daily basis.

Eliminated Tier for Veterans with Lowest Needs Replaced the current three (3) tiers with two (2) levels. Levels are based on whether a Veteran is unable to self sustain in the community.



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use Only

VA



U.S. Department
of Veterans Affairs

Established Requirement to Reassess Current Program Participants

Evaluation of Legacy Participants and Legacy Applicants Definition: Veterans and Primary Family Caregivers who were approved based on pre-expansion eligibility requirements. All legacy participants will be reassessed using the new eligibility criteria. Per the Regulatory Impact Analysis approximately 8,300 current participants will not meet the new eligibility criteria. Those who are reassessed and determined not eligible, will be discharged from the PCAFC at the conclusion of a one-year transitional period which starts on 10/1/2020. Legacy participants maintain their automatic eligibility through 9/30/2021. Caregivers of Veterans will receive stipends through 12/1/2021 and extended benefits through 3/1/2022.



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Restructured Stipend Payments

Changed Stipend Payment Methodology Stipend payment methodology shifts from a modified Bureau of Labor Statistics calculation to a General Schedule 4, Step 1 payment scale. **Impact on Current Program Participants** In the Regulatory Impact Analysis, VA estimated 4,500 caregivers will experience a decrease in stipend payments. Those who are reassessed and determined eligible at a lower stipend amount, will not experience a decrease until the conclusion of the one-year transitional period and a 60-day advanced notice. Those who are reassessed and determined eligible at a higher stipend amount will receive an increase, effective immediately, with a retroactive payment back to 10/1/2020.



Choose VA

Draft - Pre-Decisional Deliberative Document Internal VA Use
Only

VA



U.S. Department
of Veterans Affairs

Enrollment and Budget



Estimated Enrollment Changes

The table below details the expected annual enrollment based on the new eligibility criteria.

Estimate of Expanding Stipend Benefits to Pre-9/11 Veterans ²				
Fiscal Year	Pre-Vietnam	Vietnam	Post-Vietnam	Total Expanded Unique Sponsor Counts
2021	6,829	13,551	0	20,380
2022	10,644	23,178	0	33,822
2023	12,162	28,851	8,871	49,884
2024	11,980	31,061	15,517	58,559
2025	10,491	29,927	20,009	60,428

² Source: Economic Regulatory Impact Analysis for RIN 2900-AQ48(F), Program of Comprehensive Assistance for Family caregivers Improvements



Estimated Budget Changes

The 2021 President’s Budget submission originally requested \$1.540B for FY 2022. However, as a result of delayed program expansion (from June 2020 to October 2020), the recent FY 2022 OMB submission revised the request to account for shifts in costs and enrollment.

Caregivers Program Budget Request (Dollars in Thousands)				
	FY 2021 Revised Request (FY 2021 PB)	FY2022 Advance Appropriation (FY 2021 PB)	FY 2022 Revised Request (OMB Request)	FY 2023 Advance Appropriation (OMB Request)
Caregiver Program Budget Amounts	1,195,846	1,540,189	1,353,133	1,750,155
FY 2022 Delta Between FY 2021 PB and FY 2022 Request:				
		\$187,056		

Notes:1. The FY 2022 OMB Request reduction in costs are due to the delay of the expansion from 6/1/20 to 10/1/20.2. RIN 2900-AQ48 costs are included in the total budget request amounts.



From: RLW
Sent: Mon, 28 Sep 2020 13:00:47 +0000
To: RLW
Subject: Lunch

From: RLW
Sent: Mon, 21 Sep 2020 20:32:55 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Mon, 28 Sep 2020 13:01:18 +0000
To: RLW
Subject: ERT Hotel

From: RLW
Sent: Mon, 21 Sep 2020 20:33:53 +0000
To: RLW
Subject: Roundtable with Mrs Pence

From: RLW
Sent: Mon, 28 Sep 2020 13:01:47 +0000
To: RLW
Subject: Helena, MT TDY

From: RLW
Sent: Mon, 21 Sep 2020 20:34:40 +0000
To: RLW
Subject: Second Lady Scheduled to Depart

From: RLW
Sent: Wed, 16 Sep 2020 12:40:40 +0000
To: RLW
Subject: No scheduling - travel back to DC

From: RLW
Sent: Mon, 28 Sep 2020 13:10:54 +0000
To: RLW
Subject: ERT/Arrive at Fort Harrison VAMC and COVID Screening

From: RLW
Sent: Mon, 21 Sep 2020 20:35:16 +0000
To: RLW
Subject: Leadership Briefing / Working Lunch

From: RLW
Sent: Wed, 16 Sep 2020 12:41:15 +0000
To: RLW
Subject: HOLD - NO scheduling - travel back to DC

From: RLW
Sent: Mon, 28 Sep 2020 13:13:36 +0000
To: RLW
Subject: Leadership Briefing/Coin Recg./Tour

From: RLW
Sent: Mon, 21 Sep 2020 20:36:12 +0000
To: RLW
Subject: Coin Recognition

From: RLW
Sent: Wed, 16 Sep 2020 12:51:05 +0000
To: RLW
Subject: No scheduling

From: RLW
Sent: Mon, 28 Sep 2020 13:14:18 +0000
To: RLW
Subject: Media prep/avail

From: RLW
Sent: Mon, 21 Sep 2020 20:37:20 +0000
To: RLW
Subject: Facility Tour

From: RLW
Sent: Wed, 16 Sep 2020 12:52:48 +0000
To: RLW
Subject: NO SCHEDULING

From: RLW
Sent: Mon, 28 Sep 2020 13:15:02 +0000
To: RLW
Subject: ERT/Arrive at Lunch

From: RLW
Sent: Mon, 21 Sep 2020 20:38:19 +0000
To: RLW
Subject: Media Prep

From: RLW
Sent: Wed, 16 Sep 2020 14:23:21 +0000
To: RLW
Subject: RAH
Attachments: Sept 18 2020.docx

DAILY BRIEFING BOOK

Friday, September 18, 2020

SECRETARY ROBERT L. WILKIE

8:40 – 9:10 am	Radio Interview w/ Bernie & Sid in the Morning, WABC, NY City ** (b)(6)	SECVA Residence	
9:25 – 9:55 am	Radio Interview w/ Joe Piscipo, WNYM, NY City ** (b)(6)	SECVA Residence	
10:00 – 10:30 am	Phone Call w/ Governor Edwards ** SECVA calls cell @ (b)(6)	SECVA Residence	
11:00 – 11:30 am	Phone Call w/ HVAC Takano & Roe 1-877-446-3914 Code: (b)(6)	SECVA Residence	Tab 1
1:00 – 2:00 pm	Keynote Speaker: VHA's HRO HeRO Awards Virtual Ceremony ** VANTS 1-800-767-1750 ** Code (b)(6) # <i>This is for the main speakers. Anyone using this code may press *5 to lecture/mute the audience.</i>	SECVA Residence	Tab 2

From: RLW
Sent: Mon, 28 Sep 2020 13:15:42 +0000
To: RLW
Subject: ERT/Arrive at Missoula VA Clinic (b)(6)

From: RLW
Sent: Mon, 21 Sep 2020 20:38:50 +0000
To: RLW
Subject: Media Availability

From: RLW
Sent: Fri, 11 Sep 2020 17:46:40 +0000
To: RLW
Subject: Gate Transition / Boarding

From: RLW
Sent: Wed, 16 Sep 2020 14:34:14 +0000
To: RLW
Subject: RAH
Attachments: Sept 21 2020.docx

DAILY BRIEFING BOOK

Monday, September 21, 2020

SECRETARY ROBERT L. WILKIE

7:45 – 8:00 am	Daily Sync Meeting	SECVA Suite	
8:05 – 8:35 am	Radio Interview w/ Bernie & Side in the Morning, WABC, New York City	SECVA Suite	Tab 1
8:45 – 9:00 am	Radio Interview w/ Sam Malone Show, Houston, TX	SECVA Suite	Tab 2
9:00 – 10:30 am	VA Operations Board Meeting	OBCR	Tab 3
11:00 – 11:30 am	Scheduling & Travel Coordination Mtg	SECVA Suite	
11:30 am – Noon	Video Taping – Sullivan Valor Award	Broadcast Center	Tab 4
12:00 – 1:00 pm	Lunch	SECVA Suite	
1:00 pm	ERT DC VAMC		
1:30 pm	(b)(6)		
2:00 pm	ERT VACO		
2:45 – 3:00 pm	SECVA Phone Call w/ Senator Boozman ** Boozman will call us on x (b)(6)	SECVA Suite	

From: RLW
Sent: Mon, 28 Sep 2020 13:16:42 +0000
To: RLW
Subject: Leadership briefing/tour

From: RLW
Sent: Mon, 21 Sep 2020 20:39:32 +0000
To: RLW
Subject: ERT / Arr Miami Vet Center

From: RLW
Sent: Fri, 11 Sep 2020 17:47:57 +0000
To: RLW
Subject: Lunch

From: RLW
Sent: Wed, 16 Sep 2020 14:37:12 +0000
To: RLW
Subject: Phone Call w/GOV Edwards - SecVA to call (b)(6)

Pursuant your direction:

SECVA confirmed to call Governor Edwards on 18 September @ 10:00am EDT via the Governor's mobile (b)(6)

(b)(6)

Senior Special Assistant to the Governor Edwards

(b)(6) – Direct
(b)(6) – Mobile

(b)(6)@la.gov

(b)(6)

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

(b)(6) – Office
(b)(6) – Mobile

From: RLW
Sent: Mon, 28 Sep 2020 13:18:24 +0000
To: RLW
Subject: Media prep/avail

From: RLW
Sent: Mon, 21 Sep 2020 20:40:26 +0000
To: RLW
Subject: Facility Tour

From: RLW
Sent: Fri, 11 Sep 2020 17:49:00 +0000
To: RLW
Subject: Wheels Up to Dallas Fort Worth (DFW)

From: RLW
Sent: Wed, 16 Sep 2020 15:53:22 +0000
To: RLW
Subject: Lunch / Executive Time

From: RLW
Sent: Mon, 28 Sep 2020 13:19:01 +0000
To: RLW
Subject: ERT/Arrive at Missoula Vet Center

From: RLW
Sent: Mon, 21 Sep 2020 20:41:01 +0000
To: RLW
Subject: Coin Recognition

From: RLW
Sent: Fri, 11 Sep 2020 17:49:59 +0000
To: RLW
Subject: Layover in DFW

From: RLW
Sent: Wed, 16 Sep 2020 15:54:27 +0000
To: RLW
Subject: Gate Transition / Boarding

From: RLW
Sent: Mon, 28 Sep 2020 13:19:29 +0000
To: RLW
Subject: Tour

From: RLW
Sent: Mon, 21 Sep 2020 20:41:51 +0000
To: RLW
Subject: ERT / Arr Miami Airport Marriott

RON

From: RLW
Sent: Fri, 11 Sep 2020 17:50:47 +0000
To: RLW
Subject: Wheels Up to Billings Internat'l Airport (BIL)

From: RLW
Sent: Wed, 16 Sep 2020 15:56:09 +0000
To: RLW
Subject: Travel - South Carolina & Florida

From: RLW
Sent: Mon, 28 Sep 2020 13:20:02 +0000
To: RLW
Subject: ERT/Arrive at Hotel

From: RLW
Sent: Mon, 21 Sep 2020 20:43:12 +0000
To: RLW
Subject: ERT / Arr Miami International Airport (MIA)

From: RLW
Sent: Fri, 11 Sep 2020 17:51:40 +0000
To: RLW
Subject: 12:30pm Wheels up from Kailspell, MT to DFW

From: RLW
Sent: Wed, 16 Sep 2020 15:57:22 +0000
To: RLW
Subject: ERT / Arr Residence

Mission complete.

From: RLW
Sent: Mon, 28 Sep 2020 13:22:11 +0000
To: RLW
Subject: ERT/Arrive at Kalispell VA Clinic (b)(6)

From: RLW
Sent: Mon, 21 Sep 2020 20:48:24 +0000
To: RLW
Subject: Wheels Up to Los Angeles (LAX)

From: RLW
Sent: Fri, 11 Sep 2020 17:52:20 +0000
To: RLW
Subject: Layover in DFW

From: RLW
Sent: Wed, 16 Sep 2020 17:45:53 +0000
To: RLW
Subject: Video Taping (b)(6) Valor Award
Attachments: RE: SECVA Video Request: (b)(6) Valor Award, image001.png



From: Lovinger, Laura
Sent: Wed, 16 Sep 2020 16:42:54 +0000
To: (b)(6)
Cc: (b)(6); VHA USH Meeting Requests
Subject: RE: SECVA Video Request: Sullivan Valor Award

Good afternoon Ladies,

Please see draft remarks for SECVA below:

Reads at 51.90

There is no greater honor that I can bestow upon my fellow VA team members than the Award of Valor. It is a privilege to present this award to Officer (b)(6) (b)(6) of the VA Eastern Colorado Health Care System Police Department.

Valor is defined as showing “great courage in the face of danger...” Officer (b)(6) did just that. While recognizing the danger in the situation, the threat to his fellow officers and the Veteran’s need for help, he demonstrated integrity and bravery.

Officer (b)(6) risked his life to save the life of another. It is because of men and women like him that I continue to be impressed and humbled by our workforce.

Thank you Officer (b)(6) for your commitment to your VA family and the Veterans you proudly serve. May you always remember today and the lives you have impacted.

With Appreciation,

(b)(6)

Office of the Under Secretary for Health

Office: (b)(6)

Mobile: (b)(6)

Email: (b)(6)@va.gov



VA Core Values: Integrity Commitment Advocacy Respect Excellence
VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6)@va.gov>
Sent: Wednesday, September 16, 2020 8:36 AM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: FW: SECVA Video Request: (b)(6) Valor Award

(b)(6) – Boss has agreed to do this – I’ve asked VHA for a draft script.

(b)(6) – We will need that ASAP. Bos is traveling today and tomorrow and then again, starting Tuesday so we don’t have much time to tape this.

Thanks!

(b)(6)

From: (b)(6)@va.gov>
Sent: Wednesday, September 16, 2020 8:18 AM
To: (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: SECVA Video Request: (b)(6) Valor Award

Good morning ladies,

Happy Wednesday! Please see the below/attached invitation for SECVA.

Event: Valor Award Presentation
Date: Thursday, September 24, 2020
Location: Virtual
Request: Present Valor Award to ECHCS Police Officer

With Appreciation,

(b)(6)

Office of the Under Secretary for Health

Office: (b)(6)

Mobile: (b)(6)

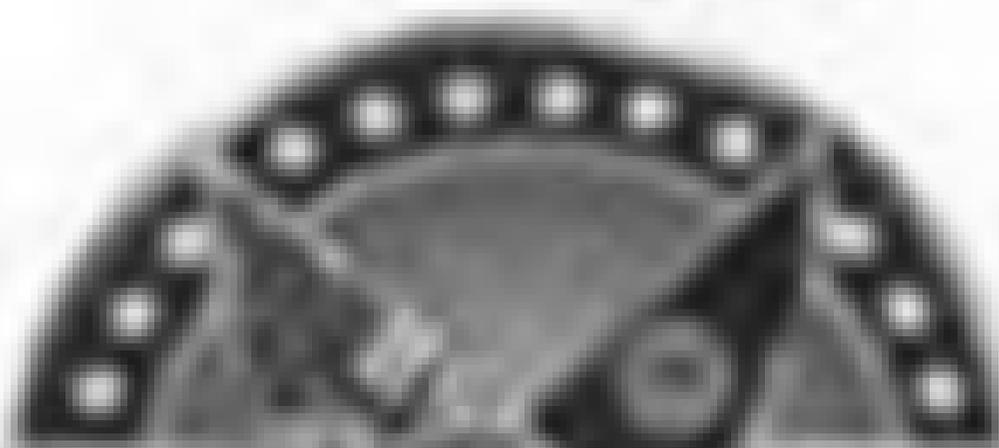
Email: (b)(6)@va.gov



VA Core Values: Integrity Commitment Advocacy Respect Excellence

VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.



ICARE

5 of 5

From: RLW
Sent: Mon, 28 Sep 2020 13:23:29 +0000
To: RLW
Subject: Leadership briefing/tour

From: RLW
Sent: Mon, 21 Sep 2020 20:53:25 +0000
To: RLW
Subject: VA Long Beach Healthcare System

From: RLW
Sent: Fri, 11 Sep 2020 17:53:10 +0000
To: RLW
Subject: 6:50pm Wheels up from DFW to DCA

From: RLW
Sent: Mon, 28 Sep 2020 13:23:56 +0000
To: RLW
Subject: Media prep/avail

From: RLW
Sent: Mon, 21 Sep 2020 20:54:39 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Fri, 11 Sep 2020 18:25:21 +0000
To: RLW
Subject: Meet w/James Hutton and others re: Veterans Day Options

From: RLW
Sent: Mon, 28 Sep 2020 13:30:56 +0000
To: RLW
Subject: ERT/Arrive at Kalispell Vet Center

From: RLW
Sent: Mon, 21 Sep 2020 20:55:09 +0000
To: RLW
Subject: Canteen Visit

From: RLW
Sent: Fri, 11 Sep 2020 20:18:58 +0000
To: RLW
Subject: ERT / Arr VA Connecticut Healthcare System, West Haven Campus

From: RLW
Sent: Thu, 17 Sep 2020 14:09:24 +0000
To: RLW
Subject: VBA Briefing re: DBQs & VA's Website
Attachments: DBQ SecVA Paper 9-16-2020 MDE dm.docx, DBQ Bill S 4511 sec 406 (8-21-20)
mde.docx

VBA would like to request a 30 minute discussion with the Secretary to take place either this Friday or Monday, if possible. Margarita Devlin and Dave McLenachen will brief the secretary on VBA's decision to remove DBQ's from VA's public facing website. The Secretary will be discussing the subsequent legislation with RM Roe in the very near future and we want to make sure he is up-to-date on the subject.

Mandating Public DBQs – S. 411

Issue

This legislation would require VA to make its Disability Benefits Questionnaires (DBQ) publicly available despite VA's determination that it would be bad public policy for Veterans.

Background

Why did VBA issue public DBQs in 2010?

Congress authorized VBA to contract for completion of medical disability examinations (MDE) for its compensation and pension programs. These MDE contracts did not initially provide adequate coverage of rural areas in the United States, correctional facilities, and foreign countries. As an interim solution, VBA made its internal DBQs, which it developed with VHA to ensure that VA's C&P examiners provide a disability assessment that is adequate under VA's Schedule for Rating Disabilities, publicly available to Veterans and their private healthcare providers.

Why did VBA discontinue public DBQs in April 2020?

- Contract examinations are now available nationwide, to include rural areas, and in U.S. territories and foreign countries.
- VBA has a statutory duty to assist Veterans in their claims, which specifically includes exams, so no Veteran should have to incur the cost of an examination.
- The availability of public DBQs created an exam industry characterized by abusive business practices that harmed Veterans (e.g., payment from Veterans' benefits and other abusive charging practices, unauthorized telephonic exams, no treatment relationship). After Veterans had paid for these examinations, they were often unusable by VA and delayed the claims process.
- VA's OIG recommended that VBA determine whether public DBQs remain effective for gathering evidence and, if necessary, take steps to discontinue their use.
- Public DBQs were about 2% of all DBQs that VBA received. The cost of administering a public DBQ program that monitors and controls for the abuse, ensures adequate training of private providers, and enforces violations of VA policy outweighs by far any potential benefit for Veterans.
- Current regulations require VBA to decide a claim based on the private provider medical evidence it receives without an examination if it is adequate for rating purposes. If a Veteran identifies private medical evidence, VBA administers a program that gathers it in about five days. There is no need for a DBQ.

Congressional Communications

VBA briefed Ranking Member Roe and Representative Barr on VBA's policy decision. It also held several meetings with Four Corners staff and responded to their requests for technical assistance on the draft bills. At no time during these communications did Ranking Member Roe, Representative Barr, or committee staff offer a policy rationale

for the legislation, explain why Congress should legislate evidentiary matters, or rebut VBA's policy analysis and choice.

Technical Assistance – S. 4511, Section 406
Veterans Benefits Administration
August 17, 2020

Issue: Senate Veterans Affairs Committee is seeking technical assistance on S. 4511 section 406, Publication and Acceptance of Disability Benefit Questionnaire Forms of Department of Veterans Affairs.

Summary: Section 406 would amend 38 U.S.C. § 5101 to require VA to publish on the VA website its disability benefits questionnaire (DBQ) forms for the submittal of evidence from non-Department medical providers regarding a claimant's disability. The bill would require VA to accept the previous version of the DBQ form filed by the Veteran claimant if he or she provided the previous version to the non-Department provider before an updated version was made available on the website and the claimant filed the previous version of the form during the one-year period following the date the form was completed by the non-Department medical provider. If needed, VA would request any other information from the Veteran that the updated version requires and apply the updated laws or regulations required to adjudicate the claim as if the claimant filed the updated version of the form.

The bill would allow the Secretary to waive any interagency approval process required to approve a modification to a DBQ form if such requirement only applies by reason of the forms being made public on the VA website. The bill would require that, not less frequently than once each year through 2023, the VA Inspector General (IG) submit to Congress a report on the findings of the IG with respect to the use of the public DBQ forms. The bill would require VA to begin carrying out proposed section 5101(d) by publishing the DBQ forms in effect on January 1, 2020.

The bill provides that no later than 180 days after the date of the enactment of the bill, VA shall assess the feasibility and advisability of replacing DBQs that are used by non-Department providers with another consistent process that considers evidence "equally," whether provided by Department or non-Department providers, and submit to Congress a report of the findings with respect to the assessment and a plan to replace the DBQs.

The bill provides that VA may only determine in its assessment that replacing the DBQ forms is feasible and advisable if VA certifies: it is in the best interest of veterans to do so; the replacement process would include all the medical information needed to adjudicate a claim for benefits; and the new process will ensure that all medical information provided will be considered equally, whether it is provided by a Department or non-Department provider.

The bill provides that if the Secretary determines that replacing the forms is feasible and advisable, the Secretary shall do so no later than two years after submission of the report to Congress. If the Secretary replaces the forms, the IG shall, "not [less]

frequently” than once each year, submit a report to Congress on the replacement process and whether such process properly protects veterans. The bill specifies that nothing in 38 U.S.C. § 5101(d), as added by the bill, may be construed to require VA to develop any new information technology system or otherwise require the Secretary to make any significant changes to the VA website.

Comment One: Based on the bill’s apparent intent under newly proposed subsection (d)(1) of § 5101 to overturn VA’s recent decision to sunset the availability of public-facing DBQs, VA offers the following background explaining this business decision.

Beginning in 2010, the Veterans Benefits Administration (VBA) provided Veteran claimants the option of submitting DBQs, as many Veterans living in rural areas or overseas were forced to travel long distances to attend a Medical Disability Examination (MDE). Since that time, VBA, through its contract examination program, has greatly expanded its coverage into rural areas and federal and state prisons. As an example, one of VBA’s contract vendors now conducts MDEs in 33 countries.

VA has observed a growing industry of individuals and for-profit companies marketing the service of completing DBQs for Veterans. While some have provided honest and valuable services, others have designed business practices that have been detrimental to the Veteran claimant. Examples of these practices include charging upfront flat fees, requiring payment of 3 months of the Veteran’s benefits, and submitting DBQs completed remotely despite the requirement that such DBQs be based on an in-person examination. VBA has made hundreds of referrals to the VA Office of Inspector General of individuals and companies who are engaged in these unethical or fraudulent practices. Unfortunately, VA does not have the appropriate authority to prevent many of these business practices (see more discussion on this topic under comment four).

After considering the bill as originally drafted and as revised, VA cannot discern the drafters’ intent. As noted in this document, VA discontinued public DBQs because it could no longer justify the policy. VA has a statutory duty to assist claimants in the development of their claims, to include providing an examination of their disability at no cost. The scope of VA’s examination contracts is now extensive, to include thoroughly covering all areas of the United States and 33 foreign countries. Under current law as implemented by VA, no Veteran should have to pay for an examination. Nonetheless, by implication, the bill would encourage continuation of a for-profit industry that is harmful to Veterans. Moreover, if the bill became law, the cost of administering a public DBA program that does not harm Veterans, generates good evidence for adjudication of claims, and holds individuals accountable for their abusive business practices would outweigh by far any benefit to the Veterans that choose to use the process. During the years that the public DBQs were in use, only about 2 percent of all DBQs that VA received were of the public type, and VA’s recent sampling and validation found that only 18 percent were based upon a valid in-person examination of the Veteran. Without knowing the policy rationale for bill, VA is unable to fully advise Committee staff regarding its technical concerns or suggest potential modifications.

Comment Two: VA questions the utility of the provision under newly proposed subsection (d)(2) of § 5101 that requires VA to accept the previous (outdated) version of a public-facing DBQ but apply the new regulation or laws to this DBQ. VA notes that the Veteran would likely still be required to attend a separate MDE to ensure VBA possesses the correct medical information to rate the claim under the new law or regulations. Moreover, addressing the provision that VA would request any other information from the claimant that the updated version requires, again, it is not likely that the Veteran claimant would be able to produce the new information since his or her DBQ would have been completed using outdated criteria.

Comment Three: While VA appreciates the provision in newly proposed subsection (d)(3) of § 5101, VA is of the opinion that language providing that the Paperwork Reduction Act (PRA) shall not apply to collection of information with external DBQs would be clearer and avoid any confusion regarding PRA requirements.

Comment Four: While the bill includes a provision in subsection (b) that would require the IG to submit a yearly report to Congress, VA does not believe reporting on problems with using public DBQs, without other appropriate mechanisms, will improve the problems. In this regard, VA would require more adequate methods for performing oversight of the program. This would include statutory authority to enforce certain measures to safeguard and protect Veterans and hold accountable those individuals or companies completing DBQs. This may include levying fines or penalties against non-VA healthcare providers who violate the law and/or making referrals to State Licensing Boards. In addition, VA would require authority to limit DBQ submissions to medical providers who have an established treatment history with the Veteran and, further, to certify and train non-VA healthcare providers who choose to complete DBQs. In addressing the authority to limit individuals or companies committing unlawful acts from submitting DBQs, VA notes the authority maintained by the Social Security Administration (SSA), as provided in section 812 of the Bipartisan Budget Act of 2015, whereby the SSA maintains a list of all currently excluded individuals and entities to include healthcare providers and organizations called the List of Excluded Individuals/Entities (LEIE), available at <https://exclusions.oig.hhs.gov/>. VA would seek to match any prospective providers against this federal database to determine whether a DBQ was submitted by an individual or entity that is excluded from submitting evidence to other Federal agencies.

Comment Five: Proposed subsection (d)(2) of the bill would require VA to assess the feasibility of replacing the DBQ forms used by non-Department providers with a consistent process that considers evidence “equally.” VA is unclear on the intent of Congress in requiring VA to create a process that *considers evidence equally*. In the context of a disability claim, VA adjudicators are required to weigh all evidence and determine the probative value of the evidence before rendering a decision. In evaluating the probative value and relative weight of medical evidence, regardless of whether such evidence is from Department or non-Department sources, VA considers factors such as: qualifications of the medical professional, medical rationale, knowledge of a patient’s history, and degree of specificity.

Moreover, VA regulation at 38 CFR § 3.326(b) states: “Provided that it is otherwise adequate for rating purposes, any hospital report, or any examination report, from any government or private institution may be accepted for rating a claim without further examination.”. To the extent that Congress is contemplating an alternative to the former public DBQs, it is already prescribed in section 3.326 and implemented in VBA’s current claims process. In this regard, assuming that Congress revises the bill to remove equal consideration of evidence, the legislation would essentially codify VA’s regulation and thus is unnecessary.

Comment Six: Regarding the provision in subsection (e) of the bill, although such provision states that nothing in proposed § 5101 “may be construed to require [VA] to develop any new information technology system,” VA notes that such development of information technology (IT) systems would in fact be required if the bill is enacted. Without development of an IT solution, implementation of proposed new subsection (d)(2) of 38 U.S.C. § 5101 would present a significant challenge. It is unclear how VA would know when the public form was printed by the claimant and provided to the non-Department medical provider in order to determine if the timeframe for acceptance of the form was met. An IT solution such as the addition of a unique barcode, including adding the date to the form when printed, may partially resolve this issue, although this would only document the date printed, not the date provided to the medical provider. Without such documentation, VA would have to use the date the form was completed by the medical provider, which may not be the same as the date it was provided.

In addition, maintaining public-facing DBQs will require new IT solutions to properly address the risk of fraud and questionable practices that have been observed by VBA. For example, a secure online portal would be required to allow transmission of DBQs from private providers to VBA. Additional resources would be required to administer annual training and audit reviews for private providers who complete DBQs for more than 10 Veterans per year.

Comment Seven: On page 46, line 9, “feasibility” should be replaced with “feasible”. On page 47, lines 11-12, “not frequently” should be replaced with “not less frequently”, assuming that is the intent. Also, on page 47, line 13, “an report” should be replaced with “a report”.

From: RLW
Sent: Mon, 28 Sep 2020 13:31:41 +0000
To: RLW
Subject: Tour

From: RLW
Sent: Mon, 21 Sep 2020 20:56:38 +0000
To: RLW
Subject: Leadership Briefing

From: RLW
Sent: Fri, 11 Sep 2020 20:20:23 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Thu, 17 Sep 2020 15:23:30 +0000
To: RLW
Subject: Scheduling and Travel Coordination Meeting

From: RLW
Sent: Mon, 28 Sep 2020 13:33:06 +0000
To: RLW
Subject: ERT/Arrive at lunch

From: RLW
Sent: Mon, 21 Sep 2020 20:57:21 +0000
To: RLW
Subject: Coin Recognition

From: RLW
Sent: Fri, 11 Sep 2020 20:22:27 +0000
To: RLW
Subject: Leadership Briefing / Coin Recognition / Tour

From: RLW
Sent: Mon, 28 Sep 2020 13:33:43 +0000
To: RLW
Subject: Executive time

From: RLW
Sent: Mon, 21 Sep 2020 20:57:56 +0000
To: RLW
Subject: Media Prep

From: RLW
Sent: Fri, 11 Sep 2020 20:29:40 +0000
To: RLW
Subject: Media Prep / Availability

From: RLW
Sent: Fri, 18 Sep 2020 14:10:15 +0000
To: RLW
Subject: 8:45am - Radio Interview w/ Sam Malone Show, Houston, TX
Attachments: 200921 - Houston, KNTH 1070 The Answer, Sam Malone.pptx

Page 2 of 2

Withheld pursuant to exemption

(b)(5) ; (b)(6)

of the Freedom of Information

From: RLW
Sent: Mon, 28 Sep 2020 13:34:25 +0000
To: RLW
Subject: ERT/Arrive at Glacier Park airport

From: RLW
Sent: Mon, 21 Sep 2020 20:58:24 +0000
To: RLW
Subject: Media Availability

From: RLW
Sent: Fri, 11 Sep 2020 20:33:47 +0000
To: RLW
Subject: Facility Tour / Leadership Brief / Coin Recognition

From: RLW
Sent: Fri, 18 Sep 2020 17:41:24 +0000
To: RLW
Subject: En Route to DCVAMC

From: RLW
Sent: Mon, 28 Sep 2020 13:35:04 +0000
To: RLW
Subject: Executive time

From: RLW
Sent: Mon, 21 Sep 2020 21:00:20 +0000
To: RLW
Subject: Facility Tour

From: RLW
Sent: Fri, 11 Sep 2020 20:49:24 +0000
To: RLW
Subject: Media Prep / Avail

From: RLW
Sent: Fri, 18 Sep 2020 17:41:41 +0000
To: RLW
Subject: (b)(6)

From: RLW
Sent: Mon, 28 Sep 2020 13:35:22 +0000
To: RLW
Subject: Aircraft boading

From: RLW
Sent: Mon, 21 Sep 2020 21:02:41 +0000
To: RLW
Subject: ERT / Arr Marriott Riverside Convention Center Hotel

RON

From: RLW
Sent: Fri, 11 Sep 2020 20:50:41 +0000
To: RLW
Subject: ERT / Arrive at Hartford Bradley Airport (BDL)

From: RLW
Sent: Fri, 18 Sep 2020 17:41:48 +0000
To: RLW
Subject: En Route to VACO

From: RLW
Sent: Mon, 21 Sep 2020 21:05:15 +0000
To: RLW
Subject: Media Prep

From: RLW
Sent: Mon, 28 Sep 2020 14:00:56 +0000
To: RLW
Subject: 9:35am Phone Interview w/ Bob Rose Radio Show, Gainesville, FL -- 352-380-0923
Attachments: Bob Rose__The Bob Rose Show__(WSKY-FM-Gainesville)_100220.pptx

All – we have a taker for Friday from 9:30-10. Please note the interview is scheduled for 9:35-9:45. Prep materials to follow.

v/r

(b)(6)

OUTLET: Bob Rose Radio Show (Gainesville, FL)
REPORTER: Bob Rose
DATE/TIME: Friday, Oct. 2, 9:30 a.m. EASTERN
INTERVIEW TYPE: Phone

Interview with Bob Rose - The Bob Rose Show (WSKY, 97.3 FM) – Gainesville, Fla.



Bob RoseBob Rose is the Czar of Talk Radio in North Central Florida and has been a Gainesville icon for nearly 20 years. If it happens here, you'll hear about it on The Bob Rose Show. His show offers an uncompromising look at local news and world events, and how those events impact Ocala and Gainesville. Bob's show features Greg Cassidy, along with up-to-the-minute traffic and weather, and unique callers on what's happening now. Fun, informative, opinionated, and local, The Bob Rose Show with Greg Cassidy is the way North Central Florida starts the day.

POTENTIAL QUESTIONSInterview:

*Positive, Negative, Neutral or UnknownCOVID cases, deaths, and possible uptick with state easing restrictions Increased use of telemedicine Participation in COVID-19 convalescent plasma studyExpanded access to care, modernization of VA clinicsGrant Per Diem programSuicide prevention effortsPOTUS elections, comments on VA leases

COVID-19As of Sept. 30, the North Georgia/South Florida Veterans Health System has had 61 COVID-19 positive veterans and 46 known deaths; 5 inpatients are currently in treatment. The North Florida/South Georgia Veterans HS (Gainesville VAMC) is participating in a convalescent plasma study, and successfully adapted to a changing environment brought on by COVID-19. The facility used care technology to help inpatient veterans visit family, printed 3D face shields, purchased an automated CPR compressor, and installed an observation camera in negative pressure rooms. The facility increased VA Video Connect by 2,015% since the beginning of FY2020. Expanded Access to Care & Clinic ModernizationThe VAMC started construction on new replacement clinics in Ocala (expected completion-summer 2021) and St. Augustine (spring 2021). It activated a replacement clinic in Valdosta (August 2020), and a new outpatient clinic in Middleburg (Sept. 2020). Three major leases have been authorized to modernize operations and provide outpatient services. This includes a new Jacksonville OPC/domiciliary, a Gainesville primary care clinic, and Gainesville mental health clinic (summer 2022). Suicide PreventionVAMC hosted its first "Pledge to Prevent" suicide awareness virtual event with guest speaker Kevin Hines, a suicide prevention and mental health activist. Veteran Homelessness The Grant Per Diem program is making a difference in the VAMC's catchment, awarding five community agencies about \$4.5M in funding to help provide transitional housing and services for homeless veterans, geared toward establishing residential stability.

PHONE INTERVIEWMedia Outlet: The

Bob Rose Show (WSKY, 97.3 FM) Reporter: Bob Rosebob.rose@entercom.comDate: October 2, 2020 Time: 9:35 a.m.Phone: (b)(6)

(b)(6) INTERVIEW: VA should initiate a call to the station at 9:35 a.m. (Note: The phone may ring a couple of times because he's live, wrapping up the traffic report.)



Choose VA

SECVA Media Interviews - Travel

VA



U.S. Department of Veterans Affairs

From: RLW
Sent: Mon, 21 Sep 2020 21:06:03 +0000
To: RLW
Subject: Media Availability

From: RLW
Sent: Mon, 21 Sep 2020 21:06:31 +0000
To: RLW
Subject: Breakfast

From: RLW
Sent: Mon, 21 Sep 2020 21:07:46 +0000
To: RLW
Subject: ERT / Arr Riverside National Cemetery

HR Community,

Please share this message with your employee population.

The VA *Employee* Health and Wellness program is inviting you to a **“Time Management”** webinar. Are you always running late? What is making you late? Being prompt and being punctual. Let to do if you are always late...

Webinar: **“Time Management”**

When: **Tuesday, October 06, 2020** at 12:00 pm to 1:00 pm EST

Access the LIVE webinar:

<http://va-eerc-ees.adobeconnect.com/time-management/>

Join by Phone

1-800-767-1750 Participant Code:

Instructions (VANTS line):

Dial 1-800-767-1750 and follow the voice prompts. When asked, please enter the Participant Code followed by the # key. If you are disconnected for any reason, repeat instructions above.

Available VANTS lines are limited and only intended for those not using the Adobe Connect audio through computer speakers.

This presentation will also be recorded and will be available on our [SharePoint Site](#) (Health and Wellness Webinars) after the event.

Thank you,

VA *Employee* Health & Wellness Program

For more information please email the VA *Employee* Health & Wellness Team at: vacohwteam@va.gov.

From: (b)(6) (CSEMO)
Sent: Sat, 12 Sep 2020 10:11:08 +0000
To: (b)(6); VACO CSEMO Directors; VA CSEMO SES; VA CSEMO Title 38; VA CSEMO PAS; VA CSEMO DAS; (b)(6) (VHATAM); (b)(6)

(b)(6) VBAVACO; (b)(6)
(b)(6) FNCVAMC; (b)(6)
(b)(6) (OGC); (b)(6)
(b)(6) VBAVACO; (b)(6) (WMC); (b)(6)
(b)(6)

Cc: (b)(6) VBAVACO; (b)(6) VHASDC; (b)(6)
(OGC); (b)(6) KCVA; (b)(6)
(b)(6) VBAVACO; (b)(6)
(OAWP); (b)(6) (VACO); (b)(6) RBCI; (b)(6)

(b)(6)
(b)(6) MD, MBA, FACOG; (b)(6)
(b)(6)
(b)(6) (OGC); (b)(6)
(b)(6) VBADET; (b)(6)

(b)(6)
(b)(6) VBAVACO; Goins, Gregory W, (SES); (b)(6)
VHAREN; (b)(6) (Portland); (b)(6) (ALX); (b)(6)
(b)(6) (Columbus); (b)(6) VBAVACO; (b)(6)
VBAVACO; (b)(6) VISN 6 HQ; (b)(6)

(b)(6) VBAVACO; (b)(6) VASPT; (b)(6) VBAMPI; (b)(6)
VBASTL; (b)(6) BECVAMC; (b)(6) Cussatt, Dominic (SES); (b)(6)
(b)(6) (Walla Walla); (b)(6))CC; (b)(6)
VBAWASH; (b)(6) (V20); (b)(6) (NOLA); (b)(6)
ASHVAMC; (b)(6) (OGC); (b)(6)

(b)(6)
(b)(6) VBAVACO; (b)(6) MD (VHACO); (b)(6) VBAVACO; (b)(6)
(b)(6) (OAWP); (b)(6) VBAVACO; Everett, John P. (SES); (b)(6)
(b)(6) VHAIRO; (b)(6)

(b)(6) (OGC); (b)(6) (HOU); (b)(6)
(b)(6) VBAPITT; (b)(6) (FAV); (b)(6) VBANASH; (b)(6)
(b)(6) (WMC); (b)(6)
(b)(6) VBAMONT; (b)(6) (DMC St. Paul); (b)(6)
(b)(6) (ORMDI); (b)(6)

(b)(6) VBAHOUS; (b)(6) (Orlando); (b)(6) (OGC); (b)(6)
(b)(6) CMOVAMC; (b)(6)
(b)(6) VBAPROV; (b)(6) DGC; (b)(6)
(b)(6) (MRN); (b)(6) White, Joy N. (SES) -

VACO; (b)(6) (V15); (b)(6) VBACLE; (b)(6)
(WMC); (b)(6) VBAVACO; (b)(6)
(b)(6) (OGC); (b)(6)
(b)(6) (OGC); (b)(6)
VBAVACO; (b)(6) VBAMUSK; (b)(6) MD, MBA, FACHE; (b)(6)
(1ORCS); (b)(6) SAMVAMC; (b)(6) VISN 22; (b)(6)

(b)(6) (WMC); (b)(6)

(b)(6) VBALAX (b)(6) (VAAA) (b)(6)
(b)(6) (OGC) (b)(6) VBANYC (b)(6)
RICVAMC (b)(6) (V15) (b)(6)
(b)(6) VHACO (b)(6) VBACMS (b)(6)
VBAWAC (b)(6)
(VHA) (b)(6) VHA NCOD (b)(6) VBALOUV (b)(6)
(b)(6)
(b)(6) VBAOAKL (b)(6)
(b)(6) VACO (b)(6) (OIG) (b)(6)
(HOU) (b)(6)
(b)(6) , VBAVACO; (b)(6)
(b)(6) NCOD; (b)(6) (VHATUA) (b)(6) (OGC) (b)(6)
(b)(6) NCP (b)(6) VBAJAX (b)(6) VBAVACO (b)(6)
(b)(6) ; Foster, Michele (SES) (b)(6)
(b)(6) (ROS) (b)(6) VBAPHNX (b)(6)
(b)(6)
(b)(6) VBAVACO (b)(6) HAMVAMC (b)(6)
VBAVACO (b)(6) VBAVACC (b)(6)
(b)(6) (V17) (b)(6) VACO (b)(6)
(b)(6) , MD (b)(6) VBAINDY (b)(6)
(VACO) (b)(6) VACO 101 (b)(6)
(b)(6) (OGC) (b)(6)

Subject: CSEMO's First Friday Chat

Join Microsoft Teams Meeting

+1 872-701-0185 United States, Chicago (Toll)

Conference ID (b)(6)

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

