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

Date: SEP 21 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 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. or via email at @va.gov.

Sincerely,

Paul R. Lawrence, Ph.D.
<table>
<thead>
<tr>
<th>From:</th>
<th>RLW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent:</td>
<td>Mon, 21 Sep 2020 16:16:18 +0000</td>
</tr>
<tr>
<td>To:</td>
<td>RLW</td>
</tr>
<tr>
<td>Subject:</td>
<td>HOLD - Travel to North Carolina</td>
</tr>
</tbody>
</table>
From: RLW
Sent: Wed, 16 Sep 2020 12:40:40 +0000
To: RLW
Subject: No scheduling - travel back to DC
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: 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
<table>
<thead>
<tr>
<th>From:</th>
<th>RLW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent:</td>
<td>Fri, 11 Sep 2020 17:47:13 +0000</td>
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<tr>
<td>To:</td>
<td>RLW</td>
</tr>
<tr>
<td>Subject:</td>
<td>Layover in CLT</td>
</tr>
</tbody>
</table>
All,

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

Thank you,

(b)

Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President
From: RLW
Sent: Mon, 21 Sep 2020 14:07:54 +0000
To: RLW
Subject: 6:58am Wheels Up to Miami (MIA)
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
All – we have a taker for tomorrow from 10-10:30. Quad chart attached.

v/r

[redacted]
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.

COVID-19
As 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.

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.

PHONE INTERVIEW
Media Outlet: WUSF (NPR, Tampa) Reporter: Stephanie Colombini, [redacted]@wusf.org Date: Tuesday, September 22 Time: 10 a.m. Phone: [redacted] INTERVIEW: VA should initiate a call to Stephanie’s cell phone at 10 a.m.
From: RLW
Sent: Tue, 22 Sep 2020 13:21:13 +0000
To: RLW
Subject: HOLD: Phone Call w/ [Redacted]
From: RLW
Sent: Wed, 23 Sep 2020 15:31:44 +0000
Subject: HOLD - Phone Call w/Dave McIntyre
All,

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

Thank you,
Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President
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
From:                   RLW
Sent:                   Wed, 30 Sep 2020 12:15:47 +0000
To:                     RLW
Subject:                En Route to WH
All,

There will be a White House Coronavirus Task Force Meeting at 3:30pm on Wednesday, September 23rd in the White House. Materials will be forthcoming.

Thank you,

Operations Coordinator, White House Coronavirus Task Force  
Office of the Vice President
From: RLW
Sent: Mon, 28 Sep 2020 18:35:06 +0000
To: RLW
Subject: Meet w/Mr. Sitterly re: Bioterrorism (classified)
All – we have a taker for tomorrow from 1:30-2. Prep materials to follow.

v/r

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

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

of the Freedom of Information
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,
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
RENNÉE 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@nouveauaproductions.com with additional questions.

- Special thanks to the Mount Vernon Ladies’ Association -
From: EOP/OVP
Sent: Mon, 14 Sep 2020 15:15:46 +0000
To: EOP/OVP
Subject: [EXTERNAL] White House Coronavirus Task Force Meeting

All,

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

Thank you,

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

[EXTERNAL] White House Coronavirus TF Agenda 9.15.20.docx
From: RLW
Sent: Tue, 22 Sep 2020 21:12:14 +0000
To: RLW
Subject: HOLD: Phone Call w/Dave McIntyre, TriWest
All,

There will be a **White House Coronavirus Task Force Meeting** at 4:00pm on Wednesday, September 23rd in the White House. Draft agenda attached.

Thank you,
Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President
Withheld pursuant to exemption
(b)(5)
of the Freedom of Information
From: RLW
Sent: Wed, 30 Sep 2020 19:11:18 +0000
To: RLW
Subject: HOLD - Possible travel back to DC
The Secretary has accepted the attached invitation for October 5, 2020. Remarks are required (pending confirmation from Teri M in VBA).

- While in NC – he’d like to visit the New Bern cemetery.

Thank you,
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.
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 Hutton  
Assistant Secretary  
Office of Public and Intergovernmental Affairs  
Department of Veterans Affairs  
810 Vermont Ave, NW  
Washington, D.C. 20420  
Office  
Email  
Twitter: @jehutton

---

**From:**  
**Sent:** Monday, September 28, 2020 7:21 AM  
**To:** Hutton, James  
**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 if that’s possible?

v/r  
Mark

---

**From:** Jacobsen, Jessica B.  
**Sent:** Sunday, September 27, 2020 10:01 PM  
**To:**  
**Subject:** Re: SECVI Interview Windows - Oct. 1-2
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)
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: Mon, 28 Sep 2020 14:09:25 +0000
To: RLW
Subject: HOLD - Departure to Cheyenne, Wyoming
From: RLW
Sent: Fri, 25 Sep 2020 12:10:29 +0000
To: RLW
Subject: HOLD - Rolling Thunder National Convention

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

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

On 09/21/2020 8:03 AM [REDACTED]@va.gov> wrote:


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

Thank You
On 09/16/2020 4:05 PM [REDACTED]@va.gov> wrote:

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

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

Good afternoon,

My name is [REDACTED] 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,

[Redacted]

Government/Veterans Affairs  
POW/MIA Matters  
National Board Member  
Rolling Thunder®, Inc. National  
(b)(6)comcast.net  
US Army 62-64

(b)(6)

Government/Veterans Affairs Chairman  
POW/MIA Matters  
National Board Member  
Rolling Thunder®, Inc. National  
(b)(6)comcast.net  
US Army 62-64

(b)(6)

Government/Veterans Affairs  
POW/MIA Matters  
National Board Member  
Rolling Thunder®, Inc. National  
(b)(6)comcast.net  
US Army 62-64
From: RLW
Sent: Fri, 11 Sep 2020 20:43:01 +0000
To: RLW
Subject: (b)(6)
From: RLW
Sent: Tue, 29 Sep 2020 18:04:16 +0000
To: RLW
Subject: Wreath Laying Ceremony at Arlington
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)

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)

Office of Cabinet Affairs
The White House
M: (b)(6)
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 Piscipo, at 9:25 a.m.

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

  o alternate contact: [b](6)@nycradio.com
Withheld pursuant to exemption

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

of the Freedom of Information
From: RLW
Sent: Fri, 11 Sep 2020 20:49:24 +0000
To: RLW
Subject: Media Prep
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 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, mainly 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
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 @wabcradio.com, 

- 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 Sibilia, producer @nycradio.com, call-in number: 

  o alternate contact: @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: Fri, 25 Sep 2020 14:55:58 +0000
To: RLW
Subject: HOLD - Media
From: RLW
Sent: Tue, 15 Sep 2020 12:43:26 +0000
To: RLW
Subject: Data Breach Meeting
Stand by, He is getting ready to depart the Building. We’ll get back to you ASAP.

Bonjour

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,

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

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 – 8:15 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
</tr>
<tr>
<td>9:00 am</td>
<td>ERT BVA Offices, 425 I Street</td>
<td></td>
</tr>
<tr>
<td>10:00 – 11:00 am</td>
<td>REMARKS &amp; Swearing-In Veterans Law Judges</td>
<td>Tab 1</td>
</tr>
<tr>
<td>11:00 am</td>
<td>ERT VACO</td>
<td></td>
</tr>
<tr>
<td>12:00 – 1:00 pm</td>
<td>Lunch</td>
<td>SECVA Suite</td>
</tr>
<tr>
<td>1:30 – 2:00 pm</td>
<td>Radio Interview w/ Michael Koolidge Show (taped)</td>
<td>SECVA Suite</td>
</tr>
<tr>
<td>3:15 pm</td>
<td>ERT DCA</td>
<td></td>
</tr>
<tr>
<td>4:43 pm</td>
<td>Wheels up</td>
<td></td>
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10/22/2020 9:55 AM
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 20:53:34 +0000
To: RLW
Subject: Wheels up to DCA
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)

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??

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

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)

[b](6)
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) @va.gov>; Powers, Pamela [b](8) @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
With Dr. Lieberman
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)

Senior Advisor
Office of Congressional & Legislative Affairs
810 Vermont Ave. NW
Washington, DC 20420
Video Taping: Alaska Federation of Native's (AFN) 54th Annual Convention
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
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Notes</th>
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<tbody>
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<td>Daily Sync Meeting</td>
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<tr>
<td>9:00 – 10:30 am</td>
<td>VA Operations Board Meeting</td>
<td>OBCR</td>
<td>Tab 1</td>
</tr>
<tr>
<td>10:30 – 11:00 am</td>
<td>Phone Call w/ Chairwoman Wasserman Schultz</td>
<td>SECVA Suite</td>
<td>Tab 2</td>
</tr>
<tr>
<td></td>
<td>** She will call us on (b)(6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 – 1:00 pm</td>
<td>Lunch</td>
<td>SECVA Suite</td>
<td></td>
</tr>
<tr>
<td>1:45 pm</td>
<td>ERT White House, WW 223</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 – 3:00 pm</td>
<td>Meet w/DPC Director Brook Rollins</td>
<td></td>
<td>Tab 3</td>
</tr>
<tr>
<td></td>
<td>** A/DEPSEC will accompany you</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3:00 pm</td>
<td>ERT VACO</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
To: RLW
Subject: Leadership Briefing/Coin Recg./Tour
From: RLW
Sent: Mon, 28 Sep 2020 13:10:54 +0000
To: RLW
Subject: ERT/Arrive at Fort Harrison VAMC
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)
Departure to Cheyenne, Wyoming
From: RLW
Sent: Thu, 17 Sep 2020 20:55:22 +0000
To: RLW
Subject: HOLD {(6)(5)}
3:29pm Wheels up from BDL to PHL
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 15:01:28 +0000
To: RLW
Subject: 6:41pm Wheels up from PHL to BDL
All,

There will be a White House Coronavirus Task Force Meeting at 4:00pm on Tuesday, September 15th in the White House. Agenda and materials attached.

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

There will be a White House Coronavirus Task Force Meeting at 4:00pm on Wednesday, September 23rd in the White House. Updated agenda, seating chart, and materials attached.

Thank you,
Operations Coordinator, White House Coronavirus Task Force
Office of the Vice President
(b)(6)
Withheld pursuant to exemption

(b)(5)

of the Freedom of Information
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
Hi,

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,

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

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.

Executive Assistant to the
Good Morning &

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,

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

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 VA

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 bills, 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. 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.

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

---

the Vice Chairman) has an opportunity to serve on a review panel. 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. 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." 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. 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.

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. 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. In such cases, the removed member will have five (5)

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5 38 U.S.C. §7101A(c)(2).
8 Id.
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.\textsuperscript{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.\textsuperscript{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.\textsuperscript{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).\textsuperscript{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.

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\textsuperscript{11} Id.
\textsuperscript{12} 38 U.S.C. §7101A(e)(1)
\textsuperscript{13} See, e.g., 38 U.S.C. §7101A(a)(2)
\textsuperscript{14} 38 U.S.C. §7101A(e)(2)
From: RLW
Sent: Mon, 28 Sep 2020 16:22:17 +0000
To: RLW
Subject: b(6)
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
**DAILY BRIEFING BOOK**

**Thursday, October 1, 2020**

**SECRETARY ROBERT L. WILKIE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
<th>Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:36 am</td>
<td>Phone Interview w/ The Morning Show w/ Trey Ware, KTSA, San Antonio, TX</td>
<td>SECVA Residence</td>
<td>Tab 1</td>
</tr>
<tr>
<td>9:30 am</td>
<td>Phone Interview w/ Dan Rivers Radio Show, Youngstown, OH</td>
<td>SECVA Residence</td>
<td>Tab 2</td>
</tr>
</tbody>
</table>
| 3:30 – 5:00 pm | VHA’s COVID Update Mtg  
** 872-701-0185 / code** | SECVA Residence |   |
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:35 am</td>
<td>Phone Interview w/ Bob Rose Radio Show, Gainesville, FL</td>
<td>SECVA Residence</td>
</tr>
</tbody>
</table>
From: RLW
Sent: Tue, 29 Sep 2020 15:37:38 +0000
To: RLW
Subject: 9:55am Wheels up from DEN to DCA
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: 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: Mon, 21 Sep 2020 21:27:49 +0000
To: RLW
Subject: ERT / Arr Hilton Garden Inn

RON
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<tr>
<th>From:</th>
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<tr>
<td>Sent:</td>
<td>Tue, 22 Sep 2020 13:21:13 +0000</td>
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<tr>
<td>To:</td>
<td>RLW</td>
</tr>
<tr>
<td>Subject:</td>
<td>Phone Call w/ (b)(6)</td>
</tr>
</tbody>
</table>
En Route to WH

D(G)
From: VHA Healthcare Operations Center
Sent: Wed, 30 Sep 2020 17:19:35 +0000
To: VHA Healthcare Operations Center; Tucker, Brooks; VHA VISN
Directors; WMC; VHACC; Christy, Phillip (SES); VHA OHT C19 Action; Everett, John P. (SES); WMC; HA NCOD; VHA HOC All Staff; VHA OHT C19 Action; (HEFP/10NA5E); Christy, Dominic (SES)

Cc: VHA VISN CMO Only; V17; MD, MBA, FACHE; deloitte.com; VHA VISN DNDs; VBAVACO; (Prometheus); (HEFP/10NA5C); RICVAMC; Christy, Chris (OCO); VHA LOGOPSCENTER; @mckinsey.com; (Microsoft); VHA HOC; (HEFP/10NA5A)

Subject: VHA CLINICAL ACTION

Dear [Name],

I am writing to inform you about the recent changes in our clinical practices. As you are aware, the [specific reason or update]

Please find attached [document or attachment]

Looking forward to your feedback.

Best,
[Your Name]
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 United States, Chicago (Toll)

Conference ID (b)(6)

Local numbers | Reset PIN | Learn more about Teams | Meeting options
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.

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Conference ID ### #

Local numbers | Reset PIN | Learn more about Teams | Meeting options
### Daily Briefing Book

**Wednesday, September 30, 2020**

**Secretary Robert L. Wilkie**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:45 – 8:15 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
</tr>
<tr>
<td>8:30 – 8:40 am</td>
<td>Bio Defense Threat Briefing</td>
<td>SECVA Suite</td>
</tr>
</tbody>
</table>
| 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
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.’
Withheld pursuant to exemption (b)(6) of the Freedom of Information
Withheld pursuant to exemption
(b)(5)
of the Freedom of Information
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
Withheld pursuant to exemption
(b)(5)
of the Freedom of Information
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

POINTS OF CONTACT:

Mr. Thayer Verschoor
Executive Director
Office of Intergovernmental Affairs, OPIA
Direct
@va.gov

Ms. Jane Millerick
Chief of Staff
Governor’s Office
Office
Mobile
@nh.gov

Ms. [redacted]
Director of Scheduling
Governor’s Office
Direct
Mobile
@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 Department’s 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 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: VHA Healthcare Operations Center
Sent: Wed, 30 Sep 2020 17:19:37 +0000
To: VHA Healthcare Operations Center; Tucker, Brooks; VHA VISN Directors; (WMC); (VACO); VHA VISN (b)(6)

Cc: (VACO); VHA VISN (b)(6)

Subject: (Deloitte Consulting); VHA VISN CMO Only (b)(6)

[Striped text is not transcribed.]
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.

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Conference ID [b](6) #

Local numbers | Reset PIN | Learn more about Teams | Meeting options
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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 [b(6) #]
Up and back
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

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

<table>
<thead>
<tr>
<th>Item #</th>
<th>Topic</th>
<th>Briefer</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Management Deep Dives</td>
<td>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 TechnologyMr. Lewis Ratchford, Deputy Assistant Secretary for Office of Emergency Management and Resilience, Human Resources and Administration (HRA)/Operations, Security and Preparedness (OSP) Dr. Lynda Davis, Veterans Experience Officer, and Ms. Trish Dang, Deputy Director, Multi-Channel Technology Veterans Experience Office (VEO)</td>
<td>15 min 10 min</td>
</tr>
<tr>
<td>5</td>
<td>Upcoming VA Operations Board Meetings</td>
<td>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)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)Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. September 28, 2020 – Budget Execution and Performance Review</td>
<td>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)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)Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. October 14, 2020 – Management Issues/CXO Updates</td>
<td>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)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)Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. November 16, 2020 – Budget Execution and Performance Review</td>
<td>Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)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)Mr. Jon Rychalski, Assistant Secretary for Management and Chief Financial Officer (OM)</td>
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<tr>
<td></td>
<td>Closing Remarks and Actions</td>
<td>Ms. Pamela Powers, Acting Deputy Secretary of the Department of Veterans Affairs</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Risks</th>
<th>Mitigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)(5)</td>
<td></td>
</tr>
</tbody>
</table>

Key Decisions and Milestones

- Revised iFAMS Go-Live for NCA Wave: November 2020
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
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)
### Risks and Mitigations

<table>
<thead>
<tr>
<th>Risks</th>
<th>Mitigations</th>
</tr>
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<tbody>
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<td>(b)(5)</td>
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</tbody>
</table>

### Key Decisions and Milestones
Chief Acquisition Officer
Key Updates

and Facilities Management (CFM) briefed Congressman Ed Case’s (O-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).
## 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

## Risks and Mitigations

<table>
<thead>
<tr>
<th>Risks</th>
<th>Mitigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)(5)</td>
<td></td>
</tr>
</tbody>
</table>
Chief Experience Officer
Chief Experience Officer

Key Updates

and the importance of leadership in creating a culture supportive of HCD 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 dichotomous responses, a free-text option will be enabled at a later date. Facilities will have access to the responses submitted by Veterans.
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
**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.
Key Updates (continued)

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) prioritize 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
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.
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).
- 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

- IT Budget
- VA Discretionary Budget + Medical Care Collection Fund (MCCF)

2016: 3.9B
2017: 4B
2018: 4B
2019: 4B
2020: 4.2B

Choose VA
Impact of Technical Debt

- Security vulnerabilities
- Downtime of critical systems
- Long lead times for new projects
- 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

<table>
<thead>
<tr>
<th>Components</th>
<th>Description</th>
<th>Notes</th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
<th>FY25</th>
<th>FY26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-platform legacy apps</td>
<td>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)</td>
<td>222 apps $4.5M/each</td>
<td>$560M</td>
<td>$577M</td>
<td>$185M</td>
<td>$185M</td>
<td>$185M</td>
</tr>
<tr>
<td>Move to cloud</td>
<td>Scrum teams to migrate apps from Austin Information Technology Center(AITC) to Veterans Affairs Enterprise Cloud (VAEC)</td>
<td>250 apps 3 teams * 5 months</td>
<td>$180M</td>
<td>$204M</td>
<td>$47.5M</td>
<td>$47.5M</td>
<td>$47.5M</td>
</tr>
<tr>
<td>Reduce defect backlogs</td>
<td>Scrum teams to work down defect backlogs, refactor code, add monitoring and automation for apps that aren't re-platformed</td>
<td>20% of Dev budget FY19 Dev = $542M</td>
<td>$270M</td>
<td>$270M</td>
<td>$108M</td>
<td>$108M</td>
<td>$108M</td>
</tr>
<tr>
<td>Hardware Modernization/Refresh</td>
<td>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</td>
<td>$1.3B Cumulative Tech Debt Balanced state: FY23 N/A</td>
<td>$613</td>
<td>$513</td>
<td>$542</td>
<td>$572</td>
<td>$603</td>
</tr>
</tbody>
</table>
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
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.
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.

<table>
<thead>
<tr>
<th>DEPENDENCY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Identifier (SecID) and Federal Unique Identifier (FedUID)</td>
<td>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.</td>
</tr>
<tr>
<td>Certificate Authority (CA) Migration</td>
<td>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.</td>
</tr>
<tr>
<td>Dual PIV Systems</td>
<td>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.</td>
</tr>
</tbody>
</table>
## Migration Schedule

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

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

Chief Veterans
Ms
Veterans Experience Office

Draft – Pre-Decisional Deliberative Document – Internal VA Use Only
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.
Veteran Interviews on VA311 Experience

What We Learned

- 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.

- 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
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 sites
- ORD**: Scalable Scientific Computing capabilities in the Cloud
- Corporate: 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
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

[Graph showing VA FTE and OIT FTE from 2008 to 2019]
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

VA Staff Growth

Storage Required in TB*

Cumulative Facility Activations

Avg. Bandwidth Utilization in Mbps

Utilization Up 113% from 2016

Draft – Pre-Decisional Deliberative Document Internal VA Use Only
Eliminating Technical Debt

Getting rid of Technical Debt

# of Applications vs. Fiscal Years

- FY12
- FY13
- FY14
- FY15
- FY16
- FY17
- FY18
- FY19
- FY20
- FY21
- FY22
- FY23
- FY24
- FY25
- FY26

The graph shows the increase in the number of applications from FY12 to FY26, with a steady rise indicating the accumulation 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:

**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.

**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.

Choose VA
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

<table>
<thead>
<tr>
<th>Activities</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create and associate SecID value for all unique VA users</td>
<td>In progress</td>
</tr>
<tr>
<td>Modify the current VA PIV system to force compliance with EHRM requirements; USAccess already forces compliance with EHRM requirements</td>
<td>In progress</td>
</tr>
<tr>
<td>Provide Role Holder training</td>
<td>In progress</td>
</tr>
<tr>
<td>Start Certificate Authority (CA) migration</td>
<td>Beginning August 2020</td>
</tr>
<tr>
<td>Begin USAccess badge issuance at Pilot and Early Adopter sites</td>
<td>Beginning August 2020</td>
</tr>
<tr>
<td>Implement USAccess badge issuance at all sites</td>
<td>Q2 FY21</td>
</tr>
<tr>
<td>Initiate decommissioning activities for current VA CMS PIV system</td>
<td>Q4 FY21</td>
</tr>
</tbody>
</table>
## Long-Term Activities (FY22 – 25)

<table>
<thead>
<tr>
<th>Activities</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transition to PIV Cards V8 to meet OPM Requirements</td>
<td>FY22 – FY23</td>
</tr>
<tr>
<td>VA Facility Physical Access Control Systems (PACS) upgraded to support PIV Card V8 transition</td>
<td>FY24</td>
</tr>
<tr>
<td>Begin solutioning the DoD/VA integrated common set of ICAM solutions</td>
<td>FY25</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>CURRENT CMS ROLE HOLDERS</th>
<th>VS</th>
<th>USACCESS ROLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIV Credential Issuing Manager (PCI Manager)</td>
<td></td>
<td>Site Manager/Security Officer</td>
</tr>
<tr>
<td>Sponsor</td>
<td></td>
<td>Sponsor</td>
</tr>
<tr>
<td>Registrar</td>
<td></td>
<td>Registrar</td>
</tr>
<tr>
<td>Issuer</td>
<td></td>
<td>Activator/Credential Inventory Tool (CIT) Operator &amp; Print Operator</td>
</tr>
<tr>
<td>Personnel Security and Suitability (PSS) Security Specialist</td>
<td></td>
<td>Adjudicator</td>
</tr>
</tbody>
</table>
# Deployment Wave Milestones

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Load of all Identities</td>
<td>OIT</td>
</tr>
<tr>
<td>Order Equipment</td>
<td>OSP</td>
</tr>
<tr>
<td>Start Issuance for new applicants</td>
<td>OSP/PCIF Staff</td>
</tr>
<tr>
<td>Prepare Upload Files - Cardholders</td>
<td>OIT</td>
</tr>
<tr>
<td>Notify Cardholders and PCIF Staff of upcoming migration</td>
<td>OSP</td>
</tr>
<tr>
<td>Migrate Cardholders</td>
<td>OIT</td>
</tr>
<tr>
<td>Start Issuance for existing cardholders</td>
<td>OSP/PCIF Staff</td>
</tr>
<tr>
<td>Deploy USAccess Equipment</td>
<td>OIT</td>
</tr>
<tr>
<td>Excess Old Equipment</td>
<td>OIT</td>
</tr>
</tbody>
</table>
## Pilot Wave Sites

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

<table>
<thead>
<tr>
<th>VISN</th>
<th>PIV Card Issuing Facilities</th>
<th>Location</th>
<th>Start Date</th>
<th>Finish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>V20</td>
<td>Alaska VA HCS And RO</td>
<td>Anchorage, AK</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Albuquerque RO</td>
<td>Albuquerque, NM</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VHACO</td>
<td>Atlanta Health Eligibility Center</td>
<td>Atlanta, GA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Atlanta RO</td>
<td>Decatur, GA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Baltimore MD RO</td>
<td>Baltimore, MD</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Boston VA RO</td>
<td>Boston, MA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Buffalo RO</td>
<td>Buffalo, NY</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Chicago RO</td>
<td>Chicago, IL</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Cleveland RO</td>
<td>Cleveland, OH</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Columbia RO</td>
<td>Columbia, SC</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
</tbody>
</table>
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<th>Finish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>VHACO</td>
<td>Denver Health Administration Center</td>
<td>Denver, CO</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Des Moines RO</td>
<td>Des Moines, IA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Detroit RO</td>
<td>Detroit, MI</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Houston RO</td>
<td>Houston, TX</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Huntington RO</td>
<td>Huntington, WV</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Lincoln VA RO</td>
<td>Lincoln, NE</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Los Angeles RO</td>
<td>Los Angeles, CA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Louisville RO</td>
<td>Louisville, KY</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Milwaukee RO</td>
<td>Milwaukee, WI</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Montgomery RO</td>
<td>Montgomery, AL</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Muskogee RO</td>
<td>Muskogee, OK</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
</tbody>
</table>
# Early Adopter Wave Sites

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<tbody>
<tr>
<td>VBA</td>
<td>Nashville RO</td>
<td>Nashville, TN</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VHA</td>
<td>New Orleans VAMC Issuance Office</td>
<td>New Orleans, LA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>North Little Rock RO</td>
<td>Little Rock, AK</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Oakland RO</td>
<td>Oakland, CA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VHA</td>
<td>Orlando VAMC</td>
<td>Orlando, FL</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Phoenix RO</td>
<td>Phoenix, AZ</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Pittsburgh RO</td>
<td>Pittsburgh, PA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Portland RO</td>
<td>Portland, CT</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Providence Veterans Benefits Office</td>
<td>Providence, RI</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VBA</td>
<td>Roanoke VA RO</td>
<td>Roanoke, VA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
</tbody>
</table>
# Early Adopter Wave Sites

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<th>Start Date</th>
<th>Finish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt Lake City RO</td>
<td>Salt Lake City, UT</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>San Diego RO</td>
<td>San Diego, CA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>San Juan RO</td>
<td>San Juan, CA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>Seattle RO</td>
<td>Seattle, WA</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>St. Louis RO</td>
<td>St. Louis, MO</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>St. Petersburg RO</td>
<td>St. Petersburg, MN</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA CMOP Charleston</td>
<td>Charleston, NC</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA CMOP Chelmsford</td>
<td>Chelmsford, SC</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA CMOP Dallas/Lancaster</td>
<td>Dallas, TX</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA CMOP Great Lakes (Hines)</td>
<td>Great Lakes, MO</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA CMOP Leavenworth</td>
<td>Leavenworth, SC</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
</tbody>
</table>
## Early Adopter Wave Sites

<table>
<thead>
<tr>
<th>PIV Card Issuing Facilities</th>
<th>Location</th>
<th>Start Date</th>
<th>Finish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMOP Mid-South (Elam Farms)</td>
<td>Murfreesboro, TN</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>CMOP Mid-South (Sam Jared)</td>
<td>Murfreesboro, TN</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>CMOP Tucson</td>
<td>Tucson, AZ</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>VA Technology Acquisition Center</td>
<td>Eatontown, NJ</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>Waco RO</td>
<td>Waco, TX</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>Wichita RO</td>
<td>Wichita, KS</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
<tr>
<td>Winston-Salem RO</td>
<td>Winston Salem, NC</td>
<td>9/28/2020</td>
<td>11/16/2020</td>
</tr>
</tbody>
</table>
USAccess PIV and PIV I Examples

Employee

Contractor

PIV I Card has a horizontal orientation.
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 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. Ensure

1.2. Accelerate decision making and implementation for

Structure

VA Operations Board
Chaired by DEPSECVA
*Existing*

VA Contact Center Executive Advisory Board
Chaired by OEI PDAS
*NEW*

Enterprise Contact Center Council*Existing*
### Upcoming VAOB Meetings

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, September 28, 2020</td>
<td>Budget Execution and Performance Management</td>
</tr>
<tr>
<td>Wednesday, October 14, 2020</td>
<td>Management Issues/CXO Updates</td>
</tr>
<tr>
<td>Monday, October 26, 2020</td>
<td>Budget Execution and Performance Management</td>
</tr>
<tr>
<td>Monday, November 16, 2020</td>
<td>Management Issues/CXO Updates</td>
</tr>
</tbody>
</table>
# DAILY BRIEFING BOOK

**Tuesday, September 15, 2020**

**SECRETARY ROBERT L. WILKIE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 – 8:15 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
</tr>
<tr>
<td>9:00 – 9:30 am</td>
<td>Video Taping – AES and South Korean Broadcast Studio</td>
<td>VACO Broadcast Studio</td>
</tr>
<tr>
<td>10:00 – 11:00 am</td>
<td>PREVENTS Congressional Event – Virtual</td>
<td>SecVA Suite</td>
</tr>
<tr>
<td>11:15 am</td>
<td>En Route to WH EEOB</td>
<td>EEOB</td>
</tr>
<tr>
<td>11:30 am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 n</td>
<td>Abraham Accords Signing</td>
<td>WH – South Lawn</td>
</tr>
<tr>
<td>12:30 pm</td>
<td>En Route to VACO</td>
<td></td>
</tr>
<tr>
<td>1:00 – 1:30 pm</td>
<td>Phone Call w/Takano and Roe</td>
<td>SecVA Suite</td>
</tr>
<tr>
<td>3:30 – 4:30 pm</td>
<td>WH Coronavirus Task Force Meeting</td>
<td>SecVA Suite</td>
</tr>
</tbody>
</table>
Phone Call w/SEN Boozman - he will call us
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.
- Radiology:
  o Install a fixed Computerized Tomography (CT); requires removal of the Single-Photon Emission Computerized Tomography (SPECT).
  o SPECT is underutilized; CT installation would reduce referrals to the community and provide same-day access to Veterans.

- Expanded CLC/Nursing care:
  o Reduces acute beds.
  o 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
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.
Withheld pursuant to exemption (b)(5) of the Freedom of Information
Withheld pursuant to exemption
(b)(5)
of the Freedom of Information
Withheld pursuant to exemption (b)(5) of the Freedom of Information
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.

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 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.

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.
"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.

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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.

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.
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:

☐ Decisional ☐ Informational ☐ Pre-Event
☐ Remarks ☐ Other ☒ 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).
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.

###
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 15:18:28 +0000
To: RLW
Subject: En Route to DCA
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 battlefields and memorials to ensure their legacies and the heroes of those who made the ultimate sacrifice are recorded in perpetuity for future generations.

Rob,

I am flexible too.

Look forward to connecting soon.

Sincerely,

Timothy DAVIS
President & CEO
The Greatest GENERATIONS Foundation
“Every Day is MEMORIAL Day”
No rush

Get Outlook for iOS

Hi

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); (direct & text)
Web: www.TGGF.org | Email: @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: Thu, 10 Sep 2020 19:42:18 +0000
To: RLW
Subject: RAH
Attachments: Sept 12 2020.docx
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<td>7:45 – 8:15 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
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<tr>
<td>8:30 – 9:00 am</td>
<td>Phone Call w/ French Ambassador, Mr. Phillip Etienne – he will call x(6)</td>
<td>SecVA Suite</td>
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<tr>
<td>10:00 – 11:30 am</td>
<td>Bi-Weekly w/ US &amp; AS</td>
<td>OBCR</td>
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<td>Lunch</td>
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<tr>
<td>1:00 – 1:30 pm</td>
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<tr>
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<td>Meet w/Mr. Hutton and OPIA re: Veterans Day plans/options</td>
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<td>2:30 – 3:00 pm</td>
<td>ERT 1430 K St, 10th Floor (Embassy Offices)</td>
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<td>3:00 – 3:30 pm</td>
<td>Meet w/Belgium Ambassador Dirk Wouters</td>
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<td>3:30 – 4:00 pm</td>
<td>ERT Residence</td>
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Flathead Beacon (Kalispell, Mont.), Sept. 29: VA Secretary Proclaims Montana ‘Ground Zero’ for Telehealth Expansion
Certainly
Get Outlook for iOS

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,

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

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

Thanks for the guidance on how to proceed.

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

From: Director, State & Local Government Relations
Sent: Wednesday, September 23, 2020 3:58 PM
To: Director, State & Local Government Relations
Cc: Director, State & Local Government Relations
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?

From: Director, State & Local Government Relations
Sent: Monday, September 21, 2020 6:19 PM
To: Director, State & Local Government Relations
Cc: Director, State & Local Government Relations
Subject: Re: SECVA - Governor Bullock - MT Confirmed Call @ 10:45am 29 September
I will report back.

Get Outlook for iOS

Good Afternoon

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,

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

SECVA confirmed to call Governor Bullock on 29 September @ 10:45am MDT via the Governor’s Mobile:

Ms.
Deputy Scheduler
Office of Governor Bullock
Good Afternoon

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,

Special Assistant to the Secretary

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.
Good Afternoon

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

Best regards,

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

Please advise how to proceed.

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

From: @va.gov>
Sent: Tuesday, September 15, 2020 12:41 PM
To: @va.gov>
Cc: Verschoor, Thayer @va.gov>
Subject: RE: Governor Bullock - MT Potential Call 29

Hi
Ok, great! Please see available times below.

**Monday, 9/28**
- 10:45am-12:00pm
- 3:00pm-5:00pm

Best regards,

From: [b](6) va.gov >
Sent: Tuesday, September 15, 2020 12:21 PM
To: [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.

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

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  
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)
Withheld pursuant to exemption (b)(5)
of the Freedom of Information
Withheld pursuant to exemption
(b)(5)
of the Freedom of Information
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: Fri, 11 Sep 2020 11:34:37 +0000
To: RLW
Subject: Meet w/Mr. Dirk Wouters - Belgium Ambassador
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<tr>
<td>Subject:</td>
<td>Data Breach Follow-Up Meeting</td>
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</table>
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)
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
Join Zoom Meeting
https://ewscripps.zoom.us/j/93162254011?pwd=Mmo5QUBQbUg3MFRsL0YrTlxxbS9IUT09

Meeting ID: 931 6225 4011
Passcode: 0)(6)
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.

COVID-19 As 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.

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.

ZOOM INTERVIEW
Media Outlet: WFTS (ABC, Tampa) Reporter: Haley Bull, [email protected] Date: Tuesday, September 22 Time: 9:30-10 a.m. Phone: [number] Zoom link to follow
All — we have a taker for Thursday from 9:30-10. Prep materials to follow.

v/r

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

**Wednesday, September 16, 2020**

**Secretary Robert L. Wilkie**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:45 – 8:15 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
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<tr>
<td>9:30 am</td>
<td>ERT BVA Offices, 425 I Street</td>
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<tr>
<td>10:00 – 11:00 am</td>
<td>REMARKS &amp; Swearing-In Veterans Law Judges</td>
<td>Tab 1</td>
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<td>11:00 am</td>
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<td>12:00 – 1:00 pm</td>
<td>Lunch</td>
<td>SECVA Suite</td>
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</table>
| 1:00 – 1:30 pm| Radio Interview w/ Michael Koolidge Show (taped)       | 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                                              |              |

10/22/2020 9:56 AM
Good morning. We are pleased to have Secretary Wilkie attend and give congratulatory remarks at a naturalization ceremony on 9/30/20 at 3:15pm at USCIS’ Baltimore Field Office. USCIS Baltimore Field Office Director (cc:ed) will be your onsite point of contact. His team is preparing a flow of show document for you. In the meantime, here is some initial information.

USCIS Baltimore is located at 3701 Koppers Street, Baltimore, MD 21227. It is a standalone office park building with ample, free street level parking onsite. We will reserve a parking spot in the front of the building for the team’s arrival. We’d ask that the team arrive by 3pm. As you might expect, we have implemented Covid safety protocols, including requirements that all visitors and employees wear face coverings and maintain social distancing. Upon arrival, please contact (b)(6) on his cell at (b)(6) so his team can secure your parking, greet you, and escort you to the ceremony room. We ask that congratulatory remarks relate to:

- Importance of U.S. citizenship;
- New privileges (such as the ability to travel with a U.S. Passport, apply for a position in the Federal government, and to vote in federal elections);
- Responsibilities of U.S. citizenship (such as applying for a U.S. passport and registering to vote);
- Civic principles within the U.S. government and in the local community;
- Significance of swearing allegiance to the United States; and
- Theme of the ceremony.

Additionally, many speakers share their own family’s immigrant experience to inspire our new Americans. To uphold the integrity of the naturalization ceremony, we ask that remarks not include political (partisan or otherwise), commercial, or religious statements. For more information on VIP speakers at USCIS naturalization ceremonies, here is a link to relevant information in our USCIS Policy Manual, at Section 5(D).

If you have additional questions please feel free to contact (b)(6) or me anytime. My cell is (b)(6)

Thank you.
From: EOP/WHO<br>
Sent: Monday, September 21, 2020 6:22 PM
To: EOP/WHO<br>Cc: 'Hutton, James'; 'Mandreucci, Christina'; 'Cashour, Curtis'; 'Noel'; 'Rosenberg, Ronald M (Ron)'<br>Subject: Re: 9/30 BAL Naturalization Ceremony w/Sec. Wilkie

Thank you for adding from our Field Ops Directorate.

Associate Director, External Affairs
USCIS

From: EOP/WHO<br>Sent: Monday, September 21, 2020 4:47:21 PM
To: EOP/WHO<br>Cc: 'Hutton, James'; 'Cashour, Curtis'; 'Noel'; 'Rosenberg, Ronald M (Ron)'<br>Subject: 9/30 BAL Naturalization Ceremony w/Sec. Wilkie

Hi,

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,

Deputy Director of Government Communications
The White House
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

EXECUTIVE PROTECTION:
Special Agent (Adv)

EVENT / SITE POCs:
USCIS Baltimore Field Office Director

SCHEDULING POCs:
Travel Coordinator
Special Assistant, OSVA
Special Assistant, OSVA

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. Section Chief
• 1532-1535 National Anthem

Updated by: Mission Operations
Last updated: 9/01/2020 3:20 PM
• 1535-1540 Video: “Faces of America”, with introduction by Ms.

• 1540-1544 Call of Countries and Presentation of Candidates for Naturalization
  o Ms. will call the countries and then present the candidates for naturalization

• 1544-1554 Administration of the Oath of Citizenship and Congratulatory Remarks -
  Mr. Field Office Director
  o Mr. will administer the Oath of Allegiance and deliver congratulatory remarks.
  o Mr. will introduce Secretary Wilkie and then return to his seat.

• 1554-1600 Keynote Remarks –
  The Honorable Robert L. Wilkie, Secretary of Veterans Affairs
  o Mr. Wilkie delivers the Keynote Remarks and then returns to his seat.

• 1600-1605 Message from the President of the United States
  o Ms. will return to the podium to introduce the President’s message.

• 1605-1607 Pledge of Allegiance
  o Ms. remains at the podium to lead the Pledge of Allegiance.

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

MC
Withheld pursuant to exemption
(b)(5) ; (b)(6)
of the Freedom of Information
From: RLW
Sent: Tue, 15 Sep 2020 17:23:57 +0000
To: RLW
Subject: Phone Call w/VSOs
Attachments: Untitled
Ticket No. A101428FY20
Ticket No. A101428FY20
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
<th>Tab</th>
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<tbody>
<tr>
<td>7:45 – 8:15 am</td>
<td><strong>Daily Sync Meeting</strong></td>
<td>SECVA Suite</td>
<td></td>
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<tr>
<td>8:30 – 9:00 am</td>
<td>Prep w/Dr. Stone &amp; Cathy H re: Phone Call w/ Senators Lott &amp; Breaux ** VANTS 1-800-767-1750 / code b(6) #** Dr. Stone to call in</td>
<td>SECVA Suite</td>
<td>Tab 1</td>
</tr>
<tr>
<td>9:30 – 10:00 am</td>
<td><strong>Zoom Interview w/ Haley Bull, WFTS (ABC), Tampa, FL</strong></td>
<td>SECVA Suite</td>
<td>Tab 2</td>
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<tr>
<td>10:00 – 10:30 am</td>
<td><strong>Phone Interview w/ Stephanie Colombini, WUSF, NPR, Tampa, FL</strong></td>
<td>SECVA Suite</td>
<td>Tab 3</td>
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<tr>
<td>11:00 – 11:30 am</td>
<td><strong>Phone Call w/ Senators Lott &amp; Breaux</strong> ** 1-800-767-1750 / code b(6) #** Dr. Stone will call in / Cathy H will attend in person</td>
<td>SECVA Suite</td>
<td>Tab 1</td>
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<tr>
<td>12:00 – 1:00 pm</td>
<td><strong>Lunch</strong></td>
<td>SECVA Suite</td>
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<tr>
<td>1:00 – 1:15 pm</td>
<td><strong>Phone Call w/ John Hesse</strong> ** He will call us**</td>
<td>SECVA Suite</td>
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<td>From:</td>
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<td>Sent:</td>
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<td>To:</td>
<td>RLW</td>
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<tr>
<td>Subject:</td>
<td>6:41pm Wheels Up to Hartford Bradley Internat'l Airport (BDL)</td>
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</tbody>
</table>
Phone call w/Senator Daines - He will call us
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**

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

☐ Decisional      ☐ Informational      ☐ Pre-Event
☐ Remarks        ☐ Other           ☐ 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.

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.


**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
<table>
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<tr>
<th>From:</th>
<th>RLW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent:</td>
<td>Mon, 21 Sep 2020 20:31:52 +0000</td>
</tr>
<tr>
<td>To:</td>
<td>RLW</td>
</tr>
<tr>
<td>Subject:</td>
<td>Second Lady Scheduled to Arrive</td>
</tr>
</tbody>
</table>
From: RLW
Sent: Fri, 11 Sep 2020 15:02:54 +0000
To: RLW
Subject: 3:29pm Wheels Up to PHL
Hello – 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, Lloyd Thrower, Davis

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

**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.

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

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

September 30, 2020
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
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.
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.

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
HOC Operations & Issues Escalation for Field Staff

Healthcare Operations Center (HOC) – OIT and VACO CSPWednesday Meetings (VHA Leadership / VA Leadership / Network Directors) and email updates Monday and FridayVHA Priority Phone Line (PPL) for Go Live – The PPL should be used only by VISN Leadership for issues that cannot be resolved locallyMajor Incident Management (MIM) Bridge Line for Go Live – The Open Line should be used by local IT Teams with the ability for Leadership and NDs to join and listen to the ongoing conversation if interested. OIT briefings 9 am and 4 pm (ET) for leadership and NDs to join if interested

VISN CSP Leads Forum / ExpertsCSP Hub and SharePoint – Online ResourcesCSP Core Team Email - CSPExpansionCoreTeam@va.govEscalation to HOC

VISN CSP LeadsCSP Hub and SharePoint – Online ResourcesEscalation to VISN CSP Lead Forum

VAMC CSP Steering Committee/ Program ManagerCSP Hub and SharePoint – Online ResourcesVirtual HelpEscalation to VISN CSP Lead

Field StaffCSP Hub and SharePoint – Online ResourcesEscalation within Facility to CSP Superusers, VAMC CSP Steering Committee, and Program Director

Field Staff - End Users of CARMAEnterprise Service Desk – Log Tickets with #CAREGIVER Digital Transformation Center Service Desk: DTC Helpdesk

CSP Leads and Steering CommitteeEscalation Path for Issues with CARMA

Integrated Incident Command Center (HOC) 10/1/2020 – 10/9/2020: Coverage 7 a.m. – 9 p.m. EST
CSP Expansion Communications Products Released

• Toolkit: Four Chapters – 21 Products as of 9/25/20
  o All toolkit products including Six Essential Questions on SharePoint
  o SharePoint link released to NDs, PAOs, Call Centers and CSP Leads
  o Fact Sheets and FAQs on External CSP Website
Program Readiness
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
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.
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.
Regulatory Changes
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
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.
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.
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.
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.
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.
Enrollment and Budget
Estimated Enrollment Changes

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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Pre-Vietnam</th>
<th>Vietnam</th>
<th>Post-Vietnam</th>
<th>Total Expanded Unique Sponsor Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>6,829</td>
<td>13,551</td>
<td>0</td>
<td>20,380</td>
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<tr>
<td>2022</td>
<td>10,644</td>
<td>23,178</td>
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<td>33,822</td>
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<tr>
<td>2023</td>
<td>12,162</td>
<td>28,851</td>
<td>8,871</td>
<td>49,884</td>
</tr>
<tr>
<td>2024</td>
<td>11,980</td>
<td>31,061</td>
<td>15,517</td>
<td>58,559</td>
</tr>
<tr>
<td>2025</td>
<td>10,491</td>
<td>29,927</td>
<td>20,009</td>
<td>60,428</td>
</tr>
</tbody>
</table>

\(^2\) 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)

<table>
<thead>
<tr>
<th>FY 2021</th>
<th>FY2022</th>
<th>FY 2022</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revised</td>
<td>Advance</td>
<td>Revised</td>
<td>Advance</td>
</tr>
<tr>
<td>Request (FY 2021 PB)</td>
<td>Appropriation (FY 2021 PB)</td>
<td>Request (OMB Request)</td>
<td>Appropriation (OMB Request)</td>
</tr>
<tr>
<td>Caregiver Program Budget Amounts</td>
<td>1,195,846</td>
<td>1,540,189</td>
<td>1,353,133</td>
</tr>
</tbody>
</table>

**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 20:33:53 +0000
To: RLW
Subject: Roundtable with Mrs Pence
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: Wed, 16 Sep 2020 12:41:15 +0000
To: RLW
Subject: HOLD - NO scheduling - travel back to DC
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:40 – 9:10 am</td>
<td>Radio Interview w/ Bernie &amp; Sid in the Morning, WABC, NY City <strong>(b)(6)</strong></td>
<td>SECVA Residence</td>
</tr>
<tr>
<td>9:25 – 9:55 am</td>
<td>Radio Interview w/ Joe Piscipo, WNYM, NY City <strong>(b)(6)</strong></td>
<td>SECVA Residence</td>
</tr>
<tr>
<td>10:00 – 10:30 am</td>
<td>Phone Call w/ Governor Edwards <strong>(b)(6)</strong></td>
<td>SECVA Residence</td>
</tr>
<tr>
<td>11:00 – 11:30 am</td>
<td>Phone Call w/ HVAC Takano &amp; Roe 1-877-446-3914 <strong>(b)(6)</strong></td>
<td>SECVA Residence</td>
</tr>
<tr>
<td>1:00 – 2:00 pm</td>
<td>Keynote Speaker: VHA’s HRO HeRO Awards Virtual Ceremony <strong>(b)(6)</strong></td>
<td>Tab 2</td>
</tr>
</tbody>
</table>

10/22/2020 9:57 AM
From: RLW
Sent: Mon, 28 Sep 2020 13:15:42 +0000
To: RLW
Subject: ERT/Arrive at Missoula VA Clinic
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 – 8:00 am</td>
<td>Daily Sync Meeting</td>
<td>SECVA Suite</td>
<td></td>
</tr>
<tr>
<td>8:05 – 8:35 am</td>
<td>Radio Interview w/ Bernie &amp; Side in the Morning, WABC, New York City</td>
<td>SECVA Suite</td>
<td>Tab 1</td>
</tr>
<tr>
<td>8:45 – 9:00 am</td>
<td>Radio Interview w/ Sam Malone Show, Houston, TX</td>
<td>SECVA Suite</td>
<td>Tab 2</td>
</tr>
<tr>
<td>9:00 – 10:30 am</td>
<td>VA Operations Board Meeting</td>
<td>OBCR</td>
<td>Tab 3</td>
</tr>
<tr>
<td>11:00 – 11:30 am</td>
<td>Scheduling &amp; Travel Coordination Mtg</td>
<td>SECVA Suite</td>
<td></td>
</tr>
<tr>
<td>11:30 am – Noon</td>
<td>Video Taping – Sullivan Valor Award</td>
<td>Broadcast Center</td>
<td>Tab 4</td>
</tr>
<tr>
<td>12:00 – 1:00 pm</td>
<td>Lunch</td>
<td>SECVA Suite</td>
<td></td>
</tr>
<tr>
<td>1:00 pm</td>
<td>ERT DC VAMC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:30 pm</td>
<td>(b)(6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 pm</td>
<td>ERT VACO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:45 – 3:00 pm</td>
<td>SECVA Phone Call w/ Senator Boozman ** Boozman will call us on (b)(6)</td>
<td>SECVA Suite</td>
<td></td>
</tr>
</tbody>
</table>
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
Pursuant your direction:

SECVA confirmed to call Governor Edwards on 18 September @ 10:00am EDT via the Governor’s mobile

Senior Special Assistant to the Governor Edwards
- Direct
- Mobile

Director, State & Local Government Relations
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420
- Office
- Mobile
From: RLW
Sent: Mon, 28 Sep 2020 13:18:24 +0000
To: RLW
Subject: Media prep/avail
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: 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
RON
From: RLW
Sent: Fri, 11 Sep 2020 17:50:47 +0000
To: RLW
Subject: Wheels Up to Billings Internat'! Airport (BIL)
Mission complete.
From: RLW
Sent: Mon, 28 Sep 2020 13:22:11 +0000
To: RLW
Subject: ERT/Arrive at Kalispell VA Clinic
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
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 [redacted] of the VA Eastern Colorado Health Care System Police Department.

Valor is defined as showing “great courage in the face of danger...” Officer [redacted] 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 [redacted] 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 [redacted] 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>; 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>
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.
From: RLW
Sent: Mon, 28 Sep 2020 13:23:29 +0000
To: RLW
Subject: Leadership briefing/tour
From: RLW
Sent: Fri, 11 Sep 2020 17:53:10 +0000
To: RLW
Subject: 6:50pm Wheels up from DFW to DCA
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
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”.

Page 4 of 4
From: RLW
Sent: Mon, 21 Sep 2020 20:56:38 +0000
To: RLW
Subject: Leadership Briefing
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 13:33:43 +0000
To: RLW
Subject: Executive time
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
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: Mon, 21 Sep 2020 21:00:20 +0000
To: RLW
Subject: Facility Tour
RON
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

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 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.

COVID-19 As 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 Modernization The 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 Prevention VAMC 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.

Potential Questions:

Interview:
* Positive, Negative, Neutral or Unknown COVID cases, deaths, and possible uptick with state easing restrictions
Increased use of telemedicine
Participation in COVID-19 convalescent plasma study
Expanded access to care, modernization of VA clinics
Grant Per Diem program
Suicide prevention efforts
POTUS elections, comments on VA leases

Phone Interview:

Media Outlet: The Bob Rose Show (WSKY, 97.3 FM)
Reporter: Bob Rose
bob.rose@entercom.com
Date: 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.)
From: RLW
Sent: Mon, 21 Sep 2020 21:07:46 +0000
To: RLW
Subject: ERT / Arr Riverside National Cemetery
Subject: VA Employee Health & Wellness Webinar - "Time Management" on Tuesday, 10/06/2020 at 12pm-1pm EST
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: (b)(6)

Instructions (VANTS line):
Dial 1-800-767-1750 and follow the voice prompts. When asked, please enter the Participant Code (b)(6) 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.
Subject: CSEMO's First Friday Chat

Join Microsoft Teams Meeting

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

Conference ID: [ ]

Local numbers | Reset PIN | Learn more about Teams | Meeting options