

**Josh Geiger: We want to showcase your talents - please email VHA COVID in 20 <VHACOVIdin20@va.gov> if you have music performances you would like us to share on COVID in 20. We would LOVE to showcase the awesome VA talent we have!!!**

### **Questions**

Joy FEaly-Kalar, OPCC Field Consultant: Curious is VHA is moving away from C&P and using a contractor?  
Ms. Devlin: VBA currently has 13 contracts that provide C&P exams in all 50 states, 33 OCONUS and Pre-Discharge/Special Mission locations. In FY19, VBA contract exam vendors completed 1,061,789 examination requests. The VBA contract is utilized once VHA notifies VBA that their capacity has been met. We defer to VHA to comment regarding their present and future operating plans.

Deborah: How fast is VBA able to process claims during COVID with most VBA employees working from home?

Ms. Devlin: Fortunately, VBA has had a robust telework capability in place for several years. While VBA had not tested full-staff telework capability, VA's IT network and claims processing systems have demonstrated remarkable ability, with no lost output due to VBA employees teleworking. VBA directed all employees who were telework-ready to do so starting April 2, and VBA saw normal claims processing volumes based on work already in process in April 2020. For the month of April 2020, average days to complete a claim was 89.7 days.

VA's unprecedented stand-down on all VA disability examinations for the safety of our Veterans decreased the flow of evidence needed to decide more claims. VBA's mission is to provide access to benefits and services earned by service, and we continued to deliver claims decisions throughout the pandemic based on available evidence, tele-examination protocols, or file reviews continued to be processed. On May 28, 2020, VBA began to slowly resume examinations based on VHA's determination of local readiness to resume non-urgent medical care that did not require removal of personal protective equipment. Starting August 11, 2020, VBA authorized some locations to begin scheduling examinations that require removal of PPE, and as of August 24, exams are being scheduled for all 50 states and 19 OCONUS locations. Public information on VBA's reopening of in-person exam scheduling, to include a map depicting the above areas, is available [here](#).

Hal Messec 2: Ms.?Dr. Devlin, are we seeing any opportunities for Artificial Intelligence to help your division process the information that you have to deal with day-to-day?

Ms. Devlin: VBA has been taking steps to incorporate artificial intelligence into some of our intake operations pre-COVID and have increased this capacity due to COVID. For example, VBA is currently applying artificial intelligence in its mail processing operations

where it is used to read and understand information Veterans or claimants have provided on a form so the form can then be more rapidly triaged to claims processors. In addition, VBA is undertaking a modernization effort within the Office of Veteran Readiness & Employment (VR&E) to launch the Electronic Virtual Assistant to help Veterans securely schedule VR&E appointments, text and email their VR&E counselor, receive automated alerts, and submit documentation, all from their smartphone or computer. In addition, VBA's Office of Mission Support has undertaken an initiative to automate a substantial portion of mandatory redactions required under the FOIA/Privacy Act using new artificial intelligence systems and processes.

### **Comments**

WP: Music soooo cool!

Disha Singla: Love the music... in the meeting.. yes!

ruth munoz rn 2: Wow, the music is so smooth. Very nice!

Ann Hier: This duo, 'Hamhock and Slide,' was mentor and collaborator with one Mr. Josh JARVIS Geiger.

Janna Jorgensen: Love the music Needed that today!

Pat Dumas: Very soulfull music!

carrie kay: has the meeting started.... i am a bit late.. as usual, but i am here.

carrie kay: perfect

Elisa DiGiacomo: I like this song :)

James Mason V20-687: Great stuff!

Susy Murphy RN 2: AWESOME..LOVE THE BLUES

Sheila Sullivan: Fabulous new intro roll!

ruth munoz rn 2: everything stopped except the chat

Delvina Ford: love the music

Helen B Souza: Off to a great start with the music!

ruth munoz rn 2: Oh is someone talking/

Darla Forney: Happy Tuesday!

Ann Hier: Please see the info in the files pod for reflections!

Hal Messec 2: are administrators allowed to smile??

Ann Hier: Thanks for the beautiful art, Susy!

LM: Hey Susy! Nice!

Joy FEaly-Kalar, OPCC Field Consultant: Beautiful

Mollie W: AWESOME picture

Richard Moreland: YAY Holly!

Hal Messec 2: Nice art, what's the medium?

Cynthia Tracy: Hi, Ya'!!! :)

Richard Moreland: and the Erie VA team!

Joy FEaly-Kalar, OPCC Field Consultant: Nice Job Holly!!

C. Winschel, RN: Awesome work Holly!

jessie martin: Congrats Holly, Well Done in VAMC Erie PA

David Johnson (Omaha 636): To the tech crew: thanks for clearing up audio issues, today's episode is very clear! Appreciate your work!

Delvina Ford: awesome work

Sandy Piotrowski: Yay Erie! My hometown:)

JayC: the numerical value of chai is 18...and today is 9/1/20...and you guessed it,  $9 \times 1 \times 2 = 18$

Jami Falk: good one Jay!

David Johnson (Omaha 636): mamma mia

Mollie W: hard to keep your head still during that!

Joy FEaly-Kalar, OPCC Field Consultant: Momma Mia Mooma Mia!!

Sheila Sullivan: oh, mama mia, mamma mia...

Hal Messec 2: did that fellow buy all the "Marshal" heads they had in stock?

kat:magnifico!

Cynthia Tracy: Beau pic!!!

Jason Strickland: LVAAA in the house!

Colleen Berding: Waving at our NCA friends in Bldg 56 at JB, St. Louis MO :) Pouring rain right now...

Mollie W: Here Here

Sandra Wunschel: LVA 2007 here!

John Ammon: Love the stories of NCA staff helping family members at that stage in the Veteran's Journey!

Mollie W: Class of 2012 here!

Susy Murphy RN 2: Hal-digital...I use Ipad Pro for all of my drawings then can place on canvas, metal etc

Jason Strickland: @Margarita Delvin 2 - Go Bulls! (fellow University of South Florida graduate)

Hal Messec 2: Wow, thanks! Been trying to convince my artistic wife to use hers for that (sorry, but what Application?)

Susy Murphy RN 2: I feel close to cemetary services-my family was caregiver of National Cemetery in Alton Illinois

Susy Murphy RN 2: Hal-AutoDesk Sketch Book

Jeanine Gilson: Class of 2007 here - hey Sandi Wunschel! :)

Hal Messec 2: Ms./ Doctor? Devlin, you've been doing as many gymnastics as everyone else in the VA to "keep it goin"!

Tom Mattras: it's an terrible wind that blows no good, virtual care is here to stay!

Tammy B: CONGRATS, Holly!

Sheila: I love to hear about the rest of what VA is doing. Thank you for the topic!

Hal Messec 2: Susy, Thanks Mucho.

Amanda: That is amazing NCA, way to go!

Lisa 2: Big shout out to Calverton National Cemetery who for many weeks had double their workload and continued to provide exceptional service!

shilpa: This seems to be a common issue on the show, though, not specific to this episode/session.

Pat Woosley, Wilmington DE VAMC: It is so nice that you are going back to do the committal services

Sierra Holloway: Saint Louis VA is amazing!

Hal Messec 2: Yes Sheila, really nice to see how these 3 main divisions actually do mesh in with our vets that we also care for, in several different ways.

Joy FEaly-Kalar, OPCC Field Consultant: So proud of our NCA services as I have seen it in action with a few family members! Way to keep your satisfaction up with our families!

Pat Woosley, Wilmington DE VAMC: wow

Colleen Berding: JB is so beautiful. We're the next-door neighbors at the JB division. When COVID restrictions go away, come see us. We've got a beautiful campus.

Sierra Holloway: Agreed Colleen, i get lost there! :)

Colleen Berding: @Sierra: They have a map online. Used it with lost patients. :)

Pat Woosley, Wilmington DE VAMC: "caution fatigue"

Ann Hier: JB National Cemetery is I believe the oldest west of the Mississippi. It really is a beautiful place, overlooking the river, when the trees change in fall especially, and there are always lots of deer.

GUEST: Sounds like a very nice place

Sierra Holloway: Question for Dr. Stone: How has COVID-19 helped shape or change our priorities for FY21 and beyond? And where does Innovation fit in?

shilpa:Ann: pictures online look really beautiful

Ann Hier: Thank you, Shilpa! We are very proud of it in St. Louis. It's a very peaceful place and the NCA runs it so well and respectfully.

Colleen Berding: <https://www.cem.va.gov/cems/nchp/jeffersonbarracks.asp>

shilpa: I feel like COVID in 20 is over pretty soon after it gets started...really gets started.

Joy FEaly-Kalar, OPCC Field Consultant: Thank you both for your continued service! Great to hear from you today.

GUEST: Indeed

Jeson Hall, VA San Diego HCS: YAAS, I have been waiting for "getting out of the comfort zone" to become common practice!

### **Kudos**

L. Novorska: Thank you both - great info & great services!

Hal Messec 2: by the by, except for the echo, this the best sound/ and video I've heard and seen yet!

Kudos to the tech folks!

Sandy Piotrowski: Yes!!! Embrace the technology. Great show as usual, thank you!

Hal Messec 2: Yes, thanks to all!!

Kimberly Anderson, MD: Thanks

A. great show!

GUEST: Best wishes & thanks to all

shilpa: I want a chai cup

David Johnson (Omaha 636): Ok Oprah... ;)

GUEST: Mug

charmaine1: thank you

Susan Rourke-webb: thank you!

Helen B Souza: Let's embrace technology and ensure that as many vets have it also!!!!

LM: Susy, don't you do music too?

Kenya Singleton: Thank you, first time. Enjoyed the show!

Sheila Sullivan: #needcupandrecipe

Susy Murphy RN 2: I sent you a link to some original music from my man

Kenya: Great call!

Chelsea Fuessel: TACO Tuesday.. :)

Chai Chad: sing it Joshua!

Cynthia Tracy: mmmmmmmmm

Kimberly Anderson, MD: Great song!!

John Ammon: nice!

rachel: wow nice!

Josh Geiger: @Susy Murphy - please send me email

Susy Murphy RN 2: will do

Anne Sanford: sounding good josh  
Terry B.: Thanks so much- highlight of my week as always!  
Chai Chad: Thank you so much Ms. Devlin, Mr. Taveras...and LVAAA! just flat out awesome show  
Adrienne: Thank you , really enjoyed the speakers  
Hal Messec 2: Mellow and Soulful, nice blend  
Joy FEaly-Kalar, OPCC Field Consultant: Here is a funny for all of you!  
[https://www.youtube.com/watch?v=DYu\\_bGbZiiQ&t=10s](https://www.youtube.com/watch?v=DYu_bGbZiiQ&t=10s)  
Joy FEaly-Kalar, OPCC Field Consultant: virtual meeting madness we are all living with  
Susy Murphy RN 2: check out [www.youtube.com/retroactiveniceville](http://www.youtube.com/retroactiveniceville) we retired from performing now  
but some great videos  
Susy Murphy RN 2: great song  
rachel: talent !  
Margarita Devlin 2: Thank you for having me  
shilpa: does he have an album?  
shilpa: Josh Geiger  
Pat Dumas: Another awesome tune, Josh!  
rachel: i want the album too@  
Cynthia Tracy: Thanks, Margarit, Jeff, and Chad, and Josh!!!!  
Chai Chad: Josh promised me a Spotify channel:)  
Hal Messec 2: I'm wating for BB King and Eric Clapton to start swaping licks!  
Cynthia Tracy: Margarita!!  
Pat Dumas: So good to hear from our sister administrations today! Go VBA and NCA!  
GUEST: "Musical stylings"  
latasha: Peaceful, easy listening.  
shilpa: I would totally listen to his spotify channel  
rachel: i second that  
D.Barnes: Love it!!!  
Hal Messec 2: very Eric!  
Nikhil: Josh get back in the studio and record some more for us. Your fans are appreciative :)!  
D.Barnes: What a way to end the day!!!  
rachel: love every chord!  
Josh Geiger: Working on it - new one nearly finished  
Carol Stephenson: Great C-20 once again! Love the music too!!  
Jodi Shainberg: Another great one, Josh!  
David Johnson (Omaha 636): Thanks for a great show (again)!  
Angela Denietolis: Rock on, Josh!  
rachel: omg  
Jodi Shainberg: Great show today Chad, Ms Devlin and Mr. Taveras.  
Susy Murphy RN 2: real nice song  
WP: Great Music! Great Chai. Thanks All!

**Josh Geiger: Don't forget - we are looking for that musical VA talent. We want to share on COVID in 20. Please send our way! VHA COVID in 20 <[VHACOVIDin20@va.gov](mailto:VHACOVIDin20@va.gov)>**