

VA Customer Experience

(1 Session: Wednesday, April 26, 1:00 - 3:00 p.m.)

Faculty: *John Boerstler, Chief Veterans Experience Officer, Veterans Experience Office; Matt Campbell, BSM, MBA, ACHE – Senior Partnerships Analyst, Veterans Experience Office*

By deeply understanding our Veterans and their families, VA's Veterans Experience Office (VEO) designs with - and for - our community to enable VA to deliver exceptional products and services that our customers trust. VEO leads and supports VA's customer experience (CX) program. VA measures customer experience through three core principles - Ease, Effectiveness, and Emotion - all of which impact overall trust customers have in the organization.



Veterans History Project

(1 Session: Wednesday, April 26, 1:00 - 3:00 p.m.)

Faculty: *Monica Mohindra, Director, Veterans History Project, Library of Congress; Travis Bickford*

The Veterans History Project at the Library of Congress collects, preserves and makes accessible the firsthand recollections of U.S. military veterans who served from World War I through more recent conflicts and peacekeeping missions, so that future generations may hear directly from veterans and better understand what they saw, did and felt during their service.



Creative Arts: Adapting, Adopting, and Succeeding

(Only 1 session: Wednesday, April 26, 3:15 - 5:15 p.m.)

Faculty: *Amy Kimbler, Director, National Veteran Creative Arts Festival*

VA offers Veterans comprehensive creative arts therapies utilizing different modalities and evidence-based clinical treatment interventions to promote recovery, rehabilitation and wellness. During this session attendees will experience first-hand how creative arts therapists may adapt and adopt methods to promote the highest success for Veterans.



Morning Yoga

(2 sessions: Wednesday, April 26, 7:30 - 8:00 a.m. & Friday, April 28 7:30 - 8:00 a.m.)

Facilitator: *Cole Schlam, Yoga from the Heart*

Yoga is one of the evidence-based complementary and integrative health (CIH) approaches within the VHA Whole Health System of care. These sessions will provide an introduction to yoga and allow you to experience one of the components of care for our Veteran population. Used to treat conditions such as chronic low back pain, depressive disorders, anxiety, and insomnia; these classes will get you started on a practice of your own.



Workshops

New VAVS Representative, Deputy Representative and CDCE Staff Training

Faculty: Jennifer Lilly, Chief, Center for Development & Civic Engagement, Coatesville VAMC

This session gives clarification on the roles and responsibilities of VAVS Representatives and Deputy Representatives as they navigate and interact with local VA sites. Participants will learn how their organization contributes to the healthcare of our Veterans and the unique relationship they will have with local VA sites. Participants will take with them creative ideas to support their local Veterans, better understanding of their responsibility, and ways to challenge their group to greater involvement with VA.



How to Create a Caregiver Friendly Volunteer Opportunity

Faculty: Melissa Comeau, Director, Military and Veteran Caregiver Network, American Red Cross

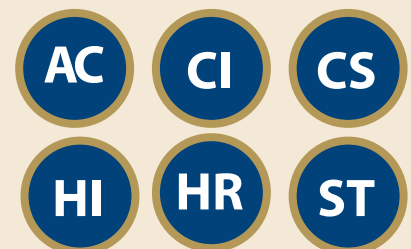
This workshop covers creating a caregiver friendly volunteer opportunity, partnering with organizations on caregiver support, core competencies of caregiver peer support training, and the difference between in person and virtual caregiver volunteers, and why all this matters. The workshop also includes a demonstration of the Red Cross Military and Veteran Caregiver Network, an exercise to discover if you are a caregiver, and a guided whole health practice.



Safe Volunteer Reintegration, Onboarding, Recognition, and Recruiting Strategies

Faculty: Michael Dobbs, Chief, Center for Development & Civic Engagement, Central Arkansas Veterans Healthcare System; John Kleindienst, VAVS National Representative, Disabled American Veterans; Kathy Balkman VAVS National Representative, National Society Daughters of the American Revolution

Collaborative sharing in a group setting to demonstrate successful partnerships between Disabled American Veterans, National Society Daughters of the American Revolution and Central Arkansas Veterans Healthcare System which promote safe reintegration, timely onboarding, and creative recognition of Volunteers. Collaborative partnerships support the retention of Volunteers, fulfillment of community partner goals, and assists Veterans, their families and caregivers in a safe manner.



Suicide Prevention and S.A.V.E. Training

Faculty: Catherine Dubicki, *Health Systems Specialist, Suicide Prevention Program, VHA Office of Mental Health & Suicide Prevention*

Developed by PsychArmor, in collaboration with the Department of Veterans Affairs, this workshop presents a general understanding of the problem of suicide in the United States. It addresses how to identify a Veteran who may be at risk and teaches what to do to help. Using the simple steps of S.A.V.E., we can all make a difference.

