Thank you for joining, we will begin shortly.

If using your phone for audio, please dial in:
201-479-4595 Meeting ID: 292-58-062#

Veterans Relationship Management
311VET Mobile App Pilot

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What is 311VET?

The VA Center for Innovation (VACI) and Veterans Relationship Management (VRM) teamed up to pilot/field test Veteran-facing mobile apps to evaluate potential for mobile technologies and provide Veterans with an additional access point to health and benefit information.

- 311VET is an interactive Q&A service that provides general information about VA Benefits
- If the question is in the 311VET database, an answer will be provided immediately
- If the question is not found in the database, a human guide will find an answer
- User experience is seamless and transparent
- Guide-provided answers are added to the automated database for use in the future
- 311VET provides answers via mobile app or by text/SMS
What 311VET Can Answer

General questions about benefits, such as:

- How to apply
- What terminology means
- What types of benefits VA provides such as pension, education, medical, disability, loans, and other general information
- Locations of VA facilities and contact information
What 311VET Can Not Answer

- Questions about benefits which require Personally Identifying Information (PII) such as name, social security number, address, serial number, phone number, etc.

- 311VET cannot answer questions which are beyond the scope of VA benefits such as news, sports, weather, or any other general topics
Using 311VET via the App

- 311VET available for iPhone or Android phones
- Leverages smartphone capabilities for better service, such as clickable phone numbers and links
- No need to wait for the response; the 311VET service will send a notification when the answer is ready
Using 311VET via SMS

- As simple as sending a text.
- No need to have a smartphone or to install an app
- Text your question to **311VET (311838)** in plain language.
- Your question will be answered almost immediately
- Ask as many benefit-related questions as you need, including follow-up questions.
- The service is available 24/7/365
311VET Alerts

- 311VET also offers the ability to receive periodic text Alerts on topics of interest:
  - News
  - Benefits
  - Career
  - Health
  - Events
  - Tips

- To sign up: text 311VET (311838) with the word ALERT and the topic name.

- Example: ALERT HEALTH
311VET App Pilot Status

- App is available for download at iTunes App Store and Google Play App Store for free download
- Soft launch using Facebook, Twitter and Google Store to promote
  - 3 announcements so far via social media channels
- Incrementally increasing pool of more than 2100 users
- Over 1500 LIKES and 700 SHARES on FACEBOOK
- Over 100 FOLLOWERS on Twitter
Future Direction

Improving the Veteran Experience – A Paradigm Shift

- As mobile devices become more ubiquitous, customers will want and need to access VA information and services anytime, anywhere. **Which will require us to**…

- Think differently about how Veterans, Servicemembers and their families access everything from health information to VA benefits information in the mobile world. **This shift will**…

- Require a new approach to developing Enterprise Platforms where Mobile and Desktop Applications are developed concurrently to **Best Serve our Veterans**!
311VET App Pilot

QUESTIONS?
Thank you!

What future topics would you like to discuss? Let us know by providing feedback below:

https://www.surveymonkey.com/r/637XGGGX

Join us for next month’s presentation
August 28 at 2pm ET
VA Airborne Hazards and Open Burn Pit Registry