

2. Veterans Outreach at VHA Facilities

Introduction This topic provides information on the outreach program for Veterans at VHA facilities, including:

- Why outreach at VHA facilities
 - VBA staffing at VHA facilities, and
 - Outreach resources for VHA facilities.
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a. Why Outreach at VHA Facilities The mission of outreach to Veterans obtaining health care at VHA facilities is to provide benefits counseling, claims assistance, and information dissemination. VA medical centers (VAMCs) and outpatient clinics are excellent locations for identifying and contacting members of targeted groups.

b. VBA Staffing at VHA Facilities VBA staffing at VHA facilities will be based on local needs. The RO representative is an important liaison between the RO and the VHA facility. Our presence at VHA facilities is an integral part of providing good customer service. Our presence also provides direct VBA representation in the community.

c. Outreach Resources for VHA Facilities To provide outreach in VHA facilities, you should:

- stock VBA pamphlets at strategic locations within the VAMC and other medical facilities such as Vet Centers and Community Based Outpatient Clinics (CBOC). Suggested locations are:
 - Waiting Rooms
 - Patient Services or anywhere Veterans register for services
 - Pharmacies
- develop a liaison with Social Work Services, particularly to identify seriously and terminally ill and homeless Veterans.
- develop a liaison with Veteran Service Officers (VSO) at the regional offices and medical facilities.