# MHV Coordinator desk research

April 17, 2023

This document builds on [this one](https://docs.google.com/document/d/1PBnmi9ujcFnHmx82Zd2fK2Bg5QB_QDLKGfssJxVyPhM/edit#).

Topics addressed in [4/21/23 meeting](https://docs.google.com/document/d/1v76jqr8fFdL0QBlQzwgAIt3ZPXGpKxrYW4brrkKsiEE/edit#) with Susan Haidary

Topics addressed in [4/25/23 meeting](https://docs.google.com/document/d/1v76jqr8fFdL0QBlQzwgAIt3ZPXGpKxrYW4brrkKsiEE/edit#) with Susan Haidary

\*Questions for Coordinators

### What was included in this review

1. [MHV coordinators focus group #1 (09.2022)](https://drive.google.com/drive/folders/14IfVTj9J9t8f_YWSBOLiRTdk84ZX6yKN)
2. [MHV coordinators focus group #2 (10.2022)](https://drive.google.com/drive/folders/17KzhmJfMiDI-3X2HGQlqNr92bJ_c6sKl)
3. [Sprint 3 demo](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf)
4. [Sprint 4 demo](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.10.12%20-%20discovery%20sprint%204%20demo.pdf)
5. [MHV and Login.gov meeting about in-person proofing (04.2023)](https://docs.google.com/document/d/14m5sBSp7aXGZWK6UFqWKS2Y_i0fv_2MJHtuNtZvkiOo/edit#heading=h.x28n0e8pqqai)
6. [MHV Identity Verification Training](https://drive.google.com/drive/search?q=training)
7. [MHV Authenticator Role Training](https://docs.google.com/document/d/1hsjcXiGBRo-dg8x01QZ322e-CfvZ0hNA/edit)
8. [Document MHV coordinator(s) created to explain Login.gov to a Veteran](https://docs.google.com/document/d/1el0dbbwbtyxml_2IG-1tuGGyR7WgiJ3q/edit)
9. [Business Owner interviews from Discovery (via Elizabeth)](https://app.mural.co/t/innovationboards1199/m/innovationboards1199/1662672336538/e4ac10ef97031dabf115f7e1429d2a353db7ff52?wid=191-1662672536301)

### How coordinators work

* How many MHV Coordinators are there nationwide?
* How are they staffed:
  + 1 or more at each VAMC site?
  + At Community Care & other types of sites too?
  + By region?
  + By VISN?
* \*What does VA consider acceptable travel time for a Veteran to see an MHV Coordinator?
* What’s the difference between Coordinators & Authenticators?
* \*What are the most common things coordinators help Veterans with?
* Do coordinators work in-person or remotely?
* If remotely, how do they support Veterans? How do Veterans find out about them?
* \*If in-person, where do they work in person? Is it near eligibility and enrollment, for example, or somewhere else on the campus or facility?
* What are the policies on hours of operation or availability for MHV Coordinators?
* \*Which systems or tools do coordinators currently use?
  + MHV Admin portal?
    - Does it validate against an authoritative source?
* \*Have they used the Identity Verification Toolkit before?
* \*How do different regions or locations vary, from coordinators’ perspectives?
  + Not all VAs are created and maintained equally, adding to Veteran’s confusion when interacting with the VA. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* \*Which workarounds, if any, have coordinators developed to help them do their jobs?
  + MHV Coordinators feel the need to bend the rules and find creative workarounds in order to provide quality and efficient care for Veterans. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* \*Which Veterans do coordinators feel are being left behind?
  + The current system is designed in a way that sets up elderly, disabled, rural, and homeless Veterans for failure. Not providing the necessary human and technological assistance further marginalizes these groups. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + We need to solve for the last 5% of Veterans who are hardest to reach (rural, homebound, or unwilling to alter their digital practices), and will require special accommodations and additional resources to meet them where they are. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + While Veterans experiencing homelessness (lowest common denominator) know how to take advantage of public facilities and associated benefits (e.g. Library internet access), MFA will still remain a challenge in regards to phone number and email. Username and password, will need to remain an option or we risk excluding a large number of Veterans. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))

### \*How coordinators are trained

* How are coordinators trained? How often? By whom? Using which materials?
  + Alignment of training materials is critical for both Veterans and VA staff members especially when considering turnover. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + Investing time in more engaging and accessible training materials will prevent unnecessary asks on staff time. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Are coordinators trained to do identity verification or proofing? If so, how?
  + Yes, via TMF training modules. ([9](https://app.mural.co/t/innovationboards1199/m/innovationboards1199/1662672336538/e4ac10ef97031dabf115f7e1429d2a353db7ff52?wid=191-1662672536301))
* Do they just do this training once, at the beginning of their tenure with VA?
* When was the identity verification training module created? last updated? Is it mostly geared towards MHV Premium Accounts?
* Are coordinators trained on fraud prevention? If so, how?
  + MHV Coordinators Education is necessary, but insufficient. A culture change is also necessary, so that Coordinators and Security teams keep the bigger picture in mind, and do the right thing by all Veterans. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Are coordinators familiar with which credentials Veterans can currently use to access VA services? Are coordinators familiar with Login.gov?
  + MHV coordinators have been steering Veterans away from login options that require MFA, not exploring alternative methods of MFA. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* \*Are coordinators comfortable with introducing Login.gov to Veterans?
* \*Are coordinators aware that Veterans can now have their identity proofed at a USPS in order to finish setting up their Login.gov account?
  + Partnering with USPS hopes to remove barriers and increase access for harder to reach Veterans—a benefit to both Veterans and the VA. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Are coordinators trained to help Veterans setup Login.gov, ID.me, DS Logon and MHV Premium accounts? If so, how, for each one?
* What do you think would be the best ways to get widespread buy-in on Login.gov and in-person proofing among coordinators?

### \*How identity verification works

* How often are coordinators helping Veterans who have tried and failed verification on their own? Or, how often are they helping Veterans verify proactively?
  + An estimated 60% of those who seek help with in-person proofing have tried to proof online first. The current system is proving unusable for a wide variety of people, not just the elderly or those unfamiliar with technology. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Do coordinators do identity verification in-person, remotely, or both?
* When was the last time coordinator(s) identity verified a Veteran?
* Which systems or tools do coordinators currently use for identity verification?
* How/are they using VA Video Connect? Do Veterans like this experience? Do coordinators like this experience?
  + In our [4/19/23 call](https://themostudio.slack.com/archives/C03UP9MHKBN/p1681919035433389) with MHV Coordinator Sylvia Simpson about her experience helping a Veteran attempt in-person proofing via USPS, we heard somewhat conflicting messages. Sylvia said: “I love VA Video Connect appointments. But [Veterans] don’t. They need help setting them up. … They don’t like it. I’ve probably only set up…since going live with Cerner, maybe 10 VVC appointments? They aren’t comfortable with it. They can’t figure out how to turn the camera on.” In the same call, Susan Haidary said: “VVC has been very successful in ID proofing/authenticating Veterans.”
* What documentation do Veterans provide when they have their identity proofed?
  + There’s an opportunity to explore using the VIC card as a secondary means of authentication as part of logging in. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + To be IAL2 compliant, MHV must confirm address (phone, postal or email); however, the MHV in-person proofing has no process to collect or confirm address as part of the in-person proofing process). ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + Drivers License is STRONG evidence strength and has been allowed as a single primary evidence for MHV in-person proofing (Note that REAL ID cards are STRONG+ and are IAL2 compliant as a single ID evidence). ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + In cases where there is a mismatch with the VA record and the primary ID evidence, a single form of FAIR evidence is allowed for MHV in-person proofing, whereas, for IAL2 compliance, two forms of FAIR evidence are required in addition to the STRONG primary. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* When they are in person, how do coordinators work with Veterans to help them verify their identities? For example, do they turn their screens around so the Veteran can see as well? Do they hand over their device?
  + Theresa "Nobody's supposed to touch that keyboard. But the veteran who's registering." ([9](https://app.mural.co/t/innovationboards1199/m/innovationboards1199/1662672336538/e4ac10ef97031dabf115f7e1429d2a353db7ff52?wid=191-1662672536301&sender=uaaa67493ae613f0003928743))
* Do coordinators feel empowered in their roles, like they’re helping Veterans?
* What are the most common challenges coordinators hear from Veterans?
* What are the most common challenges coordinators face themselves?
  + MHV Coordinators and their authenticators do not have sufficient visibility into the process or access to VA-specific support to troubleshoot the myriad of issues that may be blocking a Veteran from successfully creating a Login.gov account. ([4](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.10.12%20-%20discovery%20sprint%204%20demo.pdf))
  + “If we can't see and troubleshoot where exactly the problem is, there should be some way that we can make it a positive end result, but we can't.” ([4](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.10.12%20-%20discovery%20sprint%204%20demo.pdf))
  + MHV Coordinators do not want to turn Veterans away without a solution. Until they have more visibility and education about the process and direct access to support, they will avoid recommending Login.gov and will bend proofing rules to ensure Veterans can access MHV premium. ([4](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.10.12%20-%20discovery%20sprint%204%20demo.pdf))
* Do coordinators ever call the Login.gov or VA help desks themselves?
* Which resources exist to help Veterans identity proof remotely, on their own?
* Do coordinators have experience with identity verifying using VHIC? Should VHIC be used as a proxy?
  + Because of the rigorous process required to get a VHIC, sometimes coordinators will check for a VHIC on file when by-the-book methods of proofing are difficult. There is the opportunity to include proofing for credential access when applying for a VHIC. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
  + VIC cards are FAIR evidence strength yet allowed as a single primary evidence for MHV in-person proofing, whereas a STRONG+ or SUPERIOR evidence are the only IAL2 compliant options for a single ID evidence. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Based on coordinators experience, when do they see an opportunity for Veterans to complete in-person verification and why: (a) before an appointment at a VAMC, (b) after an appointment at a VAMC, (c) during eligibility and enrollment, (d) another time

### \*How coordinators feel about being a trusted referee

* Are coordinators comfortable taking on the responsibility of verifying Veterans identities?
* What concerns do Veterans have about verifying Veterans identities in order for them to get a Login.gov account? For example, additional workload, accountability or responsibility.
  + Although all staff can act as verifiers and there are a number of other authenticators, many staff are in the habit of sending all in-person proofing to the MHV coordinator, who is also the primary source for help troubleshooting problems with access, and so becomes a bottleneck. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))
* Have coordinators heard of the term ‘trusted referee’? Is it clear what it means?
* Have coordinators heard of the term ‘proxy’? Is it clear what it means?
* Who else do coordinators feel should be trained to do identity verification?
  + Enlisting and training primary care staff and administrators opens up the opportunity for identity verification any time a Veteran is checking in for an appointment or interacting with a provider. ([3](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/login.gov-adoption/presentations/sprint%20demos/2022.09.28%20-%20discovery%20sprint%203%20demo.pdf))