# Questions for MHV Coordinators

May 5, 2023

These questions are pulled from [this document](https://docs.google.com/document/d/1GTl8OdBOnl8gLpn5oPpuRxxSurzCRgEET778nWcfwpE/edit#heading=h.id1mbvg5v0tg).

* Where do you work?
* If you work in-person, can you describe your work location? For example, I have an office near Eligibility and Enrollment at the Charleston VAMC.
* How far do Veterans travel to meet you?
* Do Veterans come to the VAMC specifically to meet you; or do they tend to have another (medical) appointment to attend on the same day?
* What are a few things you commonly help Veterans with?
* Which systems or tools do you use to do your job?
* Do you use the MHV Admin portal?
* Have you used or heard of the Identity Verification Toolkit before?
* How do different regions or locations vary, from coordinators’ perspectives?
* Which workarounds, if any, have coordinators developed to help them do their jobs?
* Which Veterans do coordinators feel are being left behind?
* How are coordinators trained? How often? By whom? Using which materials?
* Are coordinators trained to do identity verification or proofing? If so, how?
* 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?
* Are coordinators familiar with which credentials Veterans can currently use to access VA services? Are coordinators familiar with Login.gov?
* \*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?
* 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 often are coordinators helping Veterans who have tried and failed verification on their own? Or, how often are they helping Veterans verify proactively?
* 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?
* What documentation do Veterans provide when they have their identity proofed?
* 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?
* 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?
* 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?
* 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
* 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.
* 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?