**COVID-19 content triage meeting 4.20.20**

**Completed last week:**

* FAQs: Revised prescription refill question with PBM team edits and added new prescription renewal question, added Annie content to symptom question, revised VBA questions with minor edits re: availability of video, and added direct deposit tool link.
* Facility locator: Edited COVID-19 messaging.
* MyVA311: Drafted content (needs to go through reviews).
* 4th mission: Rewrote content (needs to go through reviews).
* Chatbot: Finalized first draft of content and determined placement on site (needs to go through reviews).
* COVID-19 style guide: Drafted guidance.

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| **Work item** | **Source** | **Notes** | **Content team member assigned** | **Relevant stakeholders** | **Status** |
| **Chatbot** | | | | | |
| **Incorporate Friday’s JTF changes from FAQs into chatbot content** | Live FAQs |  | Danielle | JTF | Not started – 4.20.20 top priority |
| **Create copy directing users to chatbot** | N/A |  | Danielle/Peggy | JTD | Not started – 4.20.20 top priority |
| **Incorporate Denise edits** | Kaeli |  | Danielle |  |  |
| **Do final proof of new chatbot content changes & phone numbers** | N/A |  | Randi or Peggy | N/A | Not started – 4.20.20 top priority |
| **Take content/demo to JTF for review and incorporate any changes** | N/A |  | Lauren (approvals) Danielle (content) |  |  |
| **FAQs** | | | | | |
| **Incorporate VBA proposed edits/new questions** | Sandy Tadeo email | Sandy sent a heads up that VBA is requesting changes as well as new questions. Appears to be a large volume. We’ll need to assess how to handle and communicate back to Sandy. Then will need to implement as agreed upon. | Team (assess proposed edits/additions)  Danielle (communicate with Sandy & get SME approvals)  Peggy/Danielle/Jen/Lauren (write/edit internally)  Randi (implement in Drupal)  Lauren (JTF approvals) | Sandy Tadeo, VBA | Not started – assess in meeting; work can start afternoon 4.20.20 |
| **Restructure FAQs page to make information more digestible, and surface top questions of the week based on data.** | Slack conversations | Last week, we tried the approach of “top trending questions” overall and, after viewing in layout, determined it would not work because it would risk causing people to miss key questions in a specific category if they were anchor-linked directly to that category.  This week, we’d like to try the approach of **5** open questions and the rest accordions in each category.  Need to address any anchor link issues this may cause.   Need to keep reinforcing that other content sources need to link to FAQs rather than copying and pasting content (w/ exception of contact center emails).  **Open question:** Do we want to test this with Veterans prior to publishing? | Danielle (write ticket)  Randi (implement in Drupal) | N/A | Not started – can start afternoon 4.20.20 |
| **Determine approach to adding COVID-19 to VCL modal** | Lauren’s 4/3/20 content update | Pending discussion with Chris, Charles, LP, Chante.   **Next steps:** Wait for further direction. | Lauren (guidance update)  Jen/Danielle (content) |  | In Progress |
| **Other content projects** | | | | | |
| **Develop 4th mission content** | 4.10.20 COVID-10 Veteran Content Updates doc | **Next steps:** - Sent to JTF on Friday; awaiting review | Danielle (content)  Lauren (approvals) | Jenny H-L, Crystal, | In progress |
| **Develop MyVA311 content snippets for FAQs, website banner, contact center modals/widgets, and additional resources sections on printed content** | Stakeholder meeting + Lauren’s 4.10.20 follow-up email | **Next steps:** - Discuss any internal feedback (Danielle to update approach to FAQ page and then resend to team via email) - Share with MyVA311 team for review | Danielle (content)  Lauren (approvals) | Rebecca Keough, Jenny Heiland-Luedtke, Laura Prietula, Denise Kitts | In progress |
| **Create empathetic, plain language messaging around standards of crisis care and availability of PPE** | 4.10.20 COVID-19 Veteran Content Updates doc | Lauren writing & managing reviews of content. Danielle to edit as needed.  **Next steps:** Nothing right now. | Lauren (content, approvals), Danielle (editing as needed) | JTF, VHA Communications | In progress |
| **~~Create a consolidated top task tool landing page for COVID-19 support~~** | ~~Jen’s Zenhub issue (#1129)~~ | ~~Met with Mikki last week; need to do some user research on this.~~ | ~~Jen/Danielle (with Mikki)~~ |  | ~~In Progress~~ |
| **Create/review content for call center recording scripts** | Chante | Added this based on CTO covid standup.  **Next steps:** Chante to send content to team when ready. | Peggy/Danielle/Jen (content)  Chante and Lauren (approvals) |  |  |
| **Homepage banner** | Zenhub ticket | Update text to include MyVA311 (covered in MyVA311 updates), possibly updating call before you go in messaging to reflect limited in-person visits. PW team is going to be potentially adding this banner to other benefit pages site wide via Drupal with dismiss function. Consolidate banner text updates/review so it all goes through JTF review at once. We want to publish changes on Monday. | Jen/Danielle/PW team (content)  Lauren (approvals) |  |  |
| **Audit content for long-term solutions** | CTO covid standup | Not immediate need, but should start. | PW team; Danielle to work with Stephanie to start ticket & prioritize |  |  |