**COVID-19 content triage meeting 4.6.20**

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| **Work item** | **Source** | **Notes** | **Content team member assigned** | **Relevant stakeholders** | **Status** |
| **Determine placement for Annie protocols** | Lauren’s 4/3/20 content update | Waiting for feedback from the Annie team | Peggy Jen |  | In progress |
| **Determine approach to adding COVID-19 to VCL modal** | Lauren’s 4/3/20 content update | Pending discussion with Chris, Charles, LP, Chante | Lauren Jen |  | In Progress |
| **Add additional FAQs based on additional VBA guidance** | Lauren’s 4/3/20 content update |  |  | Sandy Tadeo | ? |
| **Create a consolidated top task tool landing page for COVID-19 support** | Jen’s Zenhub issue (#1129) | Need to collaborate with Mikki on this as well |  |  | Not started |
| **Determine if we should add any FAQs from approved Vantage Point blog to VA.gov FAQs** | Jen’s email and blog post from Sandy Tadeo at VBA |  |  | Sandy Tadeo | Not started |
| **Add select FAQs from call center documentation to VA.gov FAQs** | Edited document sent to Chante | - Add a consolidated Q&A about many services moving from in-person to phone/video  - Add a Q&A on debt management  - Potentially add in the 2-14 days for appearance of symptoms language (if we think it warrants the approval process) |  |  | Not started |
| **Add anchor links for new FAQs** | Jen’s email |  | Randi | Jeff Grandon | In Progress |
| **Other thoughts for discussion** | Danielle (see below) |  |  |  | For Discussion |

**Additional thoughts for consideration:**

1. Guidance on the general public wearing masks has just changed. Do we want to consider adding a question about this on our FAQs page, or is it too granular? Asking because I could see this potentially being a top question since it’s recently changed. Also, should we connect with Chante about updating the question about masks in the call center FAQs, or will her team handle that? I’d noted in my comments that the guidance on masks would likely evolve.
2. Dr. Kearney noted in the weekly update that they’re continuing to see increased anxiety amongst callers. Should we look for ways to emphasize our Q&A on feeling overwhelmed, or will that be addressed by the VCL conversations?
3. Chante noted she is making sure contact centers have rehiring & 4th mission content (once received from Crystal/VEO). Is this something we should think about adding to the FAQ page?
4. The Vet Center team is working with Dave C on facility status, and they’ve been connected with Chante for call center FAQs. In our meeting, Jessica from the Vet Centers noted that she was looking into their call center’s top questions. Might be a good additional source for understanding top questions going forward.