One VA Card: Testing Facilitation Guides

## Kickoff

[Melissa or a member of her team will “MC” and kick off the call, introduce the team, and hand off to the HCD facilitator. If they are unable to attend, the facilitator will kick off the call.]

Introduction  
*My name is [...] and I work with the Veterans Experience Office. My colleagues [introduce others on the call] are also on the line, observing and documenting our conversation today and may ask some follow up questions at the end of our call.*

*Our team is working to better understand the experience of VA-issued identification cards and letters, by speaking with Veterans, Caregivers, VA staff, and retail businesses. Based on previous conversations with Veterans, Caregivers, VA and DOD staff, we have brainstormed several potential solutions to improve experiences surrounding Veteran and Caregiver IDs and would like to get your feedback on some today.*

*This is an open conversation. You are the expert here and we are just looking to learn from your thoughts and opinions. You don’t have to answer any question you don’t want to, and we can stop the session at any time.*

*While we will be documenting our conversation today through written notes, your responses will be confidential—nothing will be connected to your name in any way. We will remove or redact names of people, facilities, locations, or any other specific information that could be used to trace what you said back to you. We do this because we want to create a space where you feel comfortable being candid about your experiences. We will use the responses from this conversation, as well as other conversations, to update and change these potential solutions and guide our future Veteran identification efforts at VA.*

*Before we begin, we do need to gain your verbal consent that you consent to us documenting your anonymized quotes for our research. If you consent, please state your name and that you give us consent to document our conversation today?*

*Do you have any questions before we begin?*

**[If the facilitator does not have this information ahead of time, use the following prompts:]**

* [For Veterans]: *Also, before we begin – do you have a VA-issued Veteran ID? If so, which one?*
* [For Caregivers]: *Also, before we begin –* do you receive support from the VA? *[If yes] Do you receive support through the Program for General Caregiver Support Services (PGCSS) or through the Program for Family Caregiver Support Services?*

*Do you have any questions before we begin?*

Caregiver ID Card

*[Facilitator should share their screen or verbally walk through the concept in MURAL]*

*Based on feedback from our first round of testing, we mocked up a Caregiver ID card.*

* If you had to choose between having a vertically oriented card or a horizontally oriented card, which would you choose?

*[Use the version they select for the rest of the session.]*

* What are your initial thoughts about the card?
* Is there anything you would add, change, or takeaway?
* Is there any way you would change about how the information is laid out?*[If so, make a copy of the original card and rearrange it how they are suggesting]*
* Is there anything that you would move from the front to the back or from the back to the front?
* Do you have a preference on how the name is laid out? Last, first or First Last?
* What are your thoughts on how the Caregiver type and program are listed?
* Is there any other information or personal details you would like to add, like your date of birth, any Caregiver credentials, etc.?
* What are your thoughts on the “Caregiver” stripe?
* Is there another way you would visually distinguish the Caregiver ID from other VA IDs? (symbols, colors, etc.)
* Are there any other symbols or design features you would add to the card in addition to the stripe?
* Is there anything that would make the Caregiver ID feel more official or credible?
* How would you expect or like distribution of the Caregiver ID to work?
* How should the card be distributed to Caregivers who are already receiving services from VA?
* How should the card be distributed to Caregivers who are applying for or were recently accepted into PCAFC or PGCSS?
* [If want to receive it in the mail] Is there any information you would expect to receive with the ID card?
* Is there any other way you would want or expect [your/the] Veteran’s information to be tied to [your/the] Caregiver ID?
* In previous testing, we’ve learned that it’s important that the Caregiver ID have an expiration date. With that in mind, how often or at what key moments would it be best for the Caregiver ID to be renewed?

**Questions for Caregivers**

* On the back of the card, there’s a list of what privileges or services this card provides. Is there any services or privileges you would want to add to that list?

**Questions for VA Staff**

* For scanning the ID, would you prefer a mag stripe, barcode, chip, QR code, or a combination of any?
* In your opinion, what would be the best way to inform VA staff about the roll out of this ID?
* How is Caregiver ID tied to VHIC system to streamline things?

*[Go back to MURAL to complete card information and ranking activity.]*

* [For VA Staff; if need prompting on second activity] What is important when checking into an appointment?

VA ID Mobile App

*[Facilitator should share their screen or verbally walk through the concept in MURAL]*

**Initial Feedback**

* What are your initial thoughts?
  + Is this something you would use or find valuable? Why or why not?
  + What would you add, change, or takeaway?

**Questions for Veterans and Caregivers**

* Would you be interested in an app like this? Why or why not?
* What information would you like to be able to have in the app?
* What functions would you like the VA ID app to have?
  + ID Application
  + Show ID/Verify Information
  + Veteran Health Data
  + Access Permissions
  + Services/Discounts Available
  + Resources
* [If not already answered] Would you want your VA ID mobile app to connect with your health information or stay separate?
* Are there any other ID apps you use on your phone?
  + What do you like about them? What don't you like?
* How could a digital ID card integrate into apps you already use? (Apple wallet, Google Pay, Samsung Pay?) Would you be interested in that?
* Do you currently use any VA mobile apps?
  + What do you like about them? What don't you like about them?
  + Would you expect a VA ID app to be separated from or integrated into an existing one? (My HealtheVet or "VA Sync My Health Data" and "VA Veteran Launchpad")
* What security features would you expect to see or be part of the app?
* Do you know other Veterans or Caregivers who would be interested in an app like this? Why or why not?

Eligibility Calculator

*[Facilitator should share their screen or verbally walk through the concept in MURAL]*

**Initial Feedback**

* What are your initial thoughts?
  + Is this something you would use or find valuable? Why or why not?
  + What would you add, change, or takeaway?

**Questions for Veterans & Caregivers**

* What format would you want this eligibility calculator in? Would you prefer it to be digital or physical?
* Where would you expect to find this Eligibility Calculator?
* Would you prefer it to be more static or interactive?
* When you finish the quiz or checklist, what would you expect to happen or what information would you expect to find?
* Would you want to be able to save your quiz or checklist results?
  + How would you expect to save them?
  + Once you save them, where would you want to access the saved results?
* Are there any other quizzes or checklists you have used in the past?
  + If yes, what did you like about them? What didn't you like about them?
  + What format were they in?
  + How could we learn from them?

VA-Community Promotional Partnership Model

*[Facilitator should share their screen or verbally walk through the concept in MURAL]*

**Initial Feedback**

* What are your initial thoughts?
  + Is this something you would use or find valuable? Why or why not?
  + What would you add, change, or takeaway?

**Questions for Veterans and Caregivers**

* Outside of VA, are you a part of or do you participate in any [Veteran/Caregiver] organizations or groups?
  + *[If yes, ask the following questions]*
    - When you receive information about available services or programs from [group], how do you receive it?
    - If VA were to partner with [your organization], what information, resources, or tools would you expect to VA to provide them?
    - If [your organization] was a partner with VA, how would you expect to collaborate with them?
    - Would you like to be able to provide feedback about that partnership? Why or why not?
    - [If yes] How would you want to provide that feedback?
    - Has your organization ever partnered with another group or organization?
      * What about that relationship worked well? What did not work well? What can we learn from that experience?
  + *[If no, ask the following questions]*
    - If VA were to partner with local [Veteran/Caregiver] organizations or groups, what do you think that partnership would look like?
      * What information, resources, or tools would you expect VA to provide them?
    - In your personal or professional life, have you ever been a part of a non-profit or social group?
      * Did that group ever collaborate or partner with another group or organization?
      * What about that relationship worked well? What didn’t work well?
* How do you think local Veteran or Caregiver organizations would benefit from partnering with VA?
  + On the flip side, how do you think VA would benefit from partnering with local organizations?
  + Do you think having a partnership with VA would increase the amount and accuracy of information you'd be able to provide to Veterans and Caregivers?

**Questions for Community Partners**

**Communication with VA**

* As a partner, what information, resources, or tools would you expect to receive from VA?
  + How would you expect or like to receive that [information, tools, resources]?
* How would you like or expect VA to approach potential new partners about building a relationship and/or joining this kind of program?
* If [your organization] was a partner with VA, how would you expect to collaborate with them?
* Would you like to be able to provide feedback about your partnership? Why or why not?
  + [If yes] How would you want to provide that feedback?

**Partnerships**

* Has your organization ever partnered with another group or organization?
  + What about that relationship worked well? What did not work well? What can we learn from that experience?

**Content and Impact**

* As a partner, what would you expect to receive from VA?
* What benefit would being a partner with VA provide?
  + In what ways do you think VA would benefit from being a partner with your organization?
* Do you think having a partnership with VA would increase the amount and accuracy of information you'd be able to provide to Veterans and Caregivers?

Online ID Registration

*[Facilitator should continue sharing their screen or verbally walk through the concept in MURAL]*

**Initial Feedback**

* What are your initial thoughts?
  + Is this something you would use or find valuable? Why or why not?
  + What would you add, change, or takeaway?

**Questions for Veterans & Caregivers**

**Applying**

* If you were applying for a VA [Veteran/Caregiver] ID, would you want to apply online? Why or why not?
* Where would you expect to find an online application for a VA [Veteran/Caregiver] ID?
* If you were applying for a VA ID online, what would you expect the application to look like?
* Have you used any online applications in the past?
  + What did you like about them? What didn't you like about them?
  + Have you ever applied for a VA Veteran ID Card (VIC)? What did you think about that experience?
* If the online ID application required more personal information, like your address, phone number, or social security number, what would make you feel safe submitting that information?
  + For IDs that require more intensive identity verification, like the Veteran Health ID Card (VHIC) and the PCAFC Caregivers program - how would you expect to complete the identity verification processes?
* How would you expect to submit your photo for your ID if the application was online?
* If you needed assistance with your application, how would you go about finding it?
  + Are there any features we could add to the application to make it easier to seek assistance?

**After Applying**

* What would you expect to happen after you submit your application?
  + Would you expect to be able to sign-in to your application after you submit it?
  + [If yes] What would you expect to see after signing back in after submitting your application?
  + Would you like to be able to track the status of your ID application after submitting it?
    - How would you expect to do that?
* After applying for your ID online, how would you expect to receive it?
  + Would you be interested in receiving a digital copy of your ID in addition to your physical ID?
  + If yes, how would you expect to receive that digital copy?
* How would you expect an online ID renewal or replacement process to be different from your initial application?

Closing

*Now, I’d like to open it up to my colleagues on the call if they have any follow up questions.*

*[After others ask follow up questions] Before we wrap up, do you have any questions for us?*

*Thank you so much for volunteering your time to speak with us. We really appreciate it; this has been very informative!*

[Hand it back over to Melissa or Molly to close out the call.]