CASE STUDY
TAILORED
TRAINING SUPPORT

Client Scenario

A client needed a skilled training development and support team to assist their strategic capacity-building planning, identify and support targeted training activities focused on demand areas, includin technical training, system mapping/network analysis, using feedback loops, and adaptive management. Additional, the team would be responsible for identifying appropriate, demand-driven, in-person, and virtual training opportunities while supporting the conceptualization and organization of knowledge exchanges.

Solution - DOL Support

AV managed the design and implementation of the recent CommCare CRM consolidation that took two separate CRM instances and put them together. The two systems were the ChampVA CRM System and the C4 (Community Care Contact Center) CRM System. ChampVA is a program that provides medical care for the beneficiaries of Veterans, while C4's focus is Veterans. In addition, AV provided initial and ongoing training to our staff, teaching them to handle a high volume of calls efficiently.

Monthly, ChampVA handled approximately 109,000 calls from Providers and Beneficiaries. C4 was responsible for about 37,000+ calls monthly. At least 60% of all calls for both lines of business came from providers seeking information on claims status. Merging the two CRM systems enabled Customer Service agents to handle calls for either line of business without having to log into separate systems.

For the C4 line of business, the CRM system allowed agents to handle specific Veteran calls better (e.g., Adverse Credit Reporting). For example, providers begin the collection process when claims weren't processed/paid timely. When Veterans called the call center, agents used the CRM system to document the ACR call and used the workflow feature within the CRM system to have partners determine the status of a specific claim, reached out to Providers, asked them to stop the collection process, and documented the results of that call.

For the ChampVA line of business, the newest version of the CRM system has allowed agents to create work for partner groups to complete. This latest version replaced a legacy system that teams have used to create work for partner groups.

There are now approximately 900 users of the CommCare CRM system.

Solution - VA Support

For the Employment and Training Administration (ETA), AV provided state and local grantees training on the performance standards and the adjustment factors. For the Veterans' Employment & Training Service (VETS), AV provided state and competitive grantees training on using the performance reporting system and data validation techniques. For the Office of Federal Contract Compliance Programs (OFCCP), AV provided training to district office staff on statistical methods and requirements for data collection from employers being audited.

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