



National Call Centers Provide Alternative Ways to Access VA Care

January 27
2:00 – 3:30PM EST

REGISTER

#AOSExploresAccessToCare

Over the last several years, the Department of Veterans Affairs has embarked on alternative programs to better support Service members, Veterans and their caregivers. Through **national telephone-based support services**, Military Families, regardless of location, can call and access licensed clinical social workers, psychologists, peer combat Veterans, trusted resources and warm referrals to specific services.

Join this **FREE national web event** as subject matter experts from two national VA telephone-based referral services – “Coaching Into Care” and “Combat Call Center” – explore outreach strategies, engagement solutions and the benefits of collaborating programs to provide alternative ways to access VA care. **Space is limited!**

Participants will explore:

- Challenges that may limit use of programs and services
- Communication approaches with collaborating organizations
- Outreach strategies to reach and connect Military Families with the appropriate resources
- Collaboration with other call centers within the VA and external sources for seamless referral

Having trouble registering? If you are having difficulty registering for this event, click <https://attendeegotowebinar.com/register/2533723763014639873> or email events@aosresourcecenter.com.

Presenters

Tanya H. Hess, Ph.D.

Associate Clinical Faculty
Department of Psychiatry
Perelman School of Medicine
University of Pennsylvania

Director of Training
Coaching into Care
Philadelphia VA Medical Center
Philadelphia, PA

Thomas McCabe, MS, LPC

Readjustment Counseling Service
Combat Call Center Manager
Vet Center Combat Call Center
Denver, CO

AOS Resource Center National Web Events are presented through GoToWebinar, which is part of the Citrix GoToMeeting family. If needed, please use the following links to test and/or verify system access to the Citrix GoTo platforms.

[System Test Meeting](#) [Troubleshoot Access Problems](#)

