



# VR&E Electronic Virtual Assistant (e-VA powered by SARA)

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## Electronic Virtual Assistant

Department of Veterans Affairs  
VR&E, Veterans Benefits Administration

Overview Locations Duties Requirements Required Documents Benefits How to apply

### Overview

**Open & closing dates**  
09/17/2019 - 09/25/2019

**Pay scale / grade**  
GS-11

**Appointment type**  
Permanent

**Service**  
Excepted

**Salary**  
\$45,023 to \$59,572 per year

**Work schedule**  
Full-Time

**This job is open to:**

- Career transition**  
Federal employees v "displaced" employe
- Federal employe**  
Current or former co
- Federal employe**  
Current excepted ser

**Congratulations! Please welcome our newest member of the team who will be serving as our Electronic Virtual Assistant, e-VA powered by SARA.**



Choose **VA**

**VA**



U.S. Department  
of Veterans Affairs



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Vocational Rehabilitation and Employment is making substantial modernization improvements to fully align with the VBA Secretary's three priorities:

- Provide Veterans with the benefits they have earned in a manner that honors their service.
- Ensure we are strong fiscal stewards of the money entrusted to us.
- Foster a culture of collaboration.

The ultimate modernization goals are to move VR&E into a digital and paperless environment and sunset any legacy information technology tools that are still being utilized. e-VA is a key step in achieving this goal. e-VA will help reduce time spent performing routine case management tasks by providing capabilities such as:



Two-way electronic communication between staff and claimants through text message or e-mail



Online scheduling and automated alerts, follow-up messages, and appointment reminders



Case tracking and management support tools, such as caseload dashboards



Tools to extract and present data in charts, tables, and other visualizations to find useful information



Choose **VA**

**VA**



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## KEY BENEFITS

e-VA will help VR&E staff by providing many of the same types of support tasks that an administrative assistant would typically perform, relieving VRCs of routine administrative activities to focus more time on counseling and service delivery activities.

e-VA will help VR&E staff in several ways including:



### Automating follow-ups with Claimants

- Conduct required follow-ups via automated reminders and alerts
- Receive updates regarding plan progression, i.e. job search, training, health, etc.
- Exchange (upload/download) important documents



### Engaging directly with Claimants

- Text directly from your computer
- Send mass text and e-mail messages from e-VA's Bulk Actions interface
- Obtain documents and images from claimants (pay stubs, receipts, etc.)



### Documenting Correspondence and Interactions

- Correspondence within e-VA automatically converts into case notes on your behalf including:
- Every contact attempt (successful or unsuccessful)
  - Any text or e-mail conversation
  - Appointments, including changes and cancellations



### Connecting to CWINRS

- e-VA sends and receives information to/from CWINRS (and will connect with the new case management system)
- Case notes from e-VA will be sent automatically to CWINRS
- A new claimant entered in CWINRS is automatically entered in e-VA
- Claimant contact information updated in CWINRS will update in e-VA

*e-VA enhances the customer experience in a manner that honors the Veteran's service*



Choose **VA**

**VA**



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