

STATE OF INDIANA

DEPARTMENT OF VETERANS' AFFAIRS

302 WEST WASHINGTON STREET ROOM E120
INDIANAPOLIS, INDIANA 46204-2738



Eric J. Holcomb, Governor

Dennis A. Wimer, Director

To: Veterans' Affairs Commission

From: Indiana Department of Veterans' Affairs

Date: July 12, 2019

Subject: IDVA Policy #19-07-03

IDVA Customer Service Policy

Purpose: To provide the IDVA staff with uniform and appropriate customer service procedures for customers that contact or visit our agency.

Policy: This policy applies to all IDVA staff, whether State employees or contractors. It is prudent that all veteran families are treated with the utmost respect when they contact our agency, whether through phone call, email, or walk-in.

The procedures for employees engaging in customer service should be uniform for any method of agency contact. The employee, regardless of position, shall:

1. Treat all customers the way you want to be treated.
2. When someone enters the office, greet them, or, if it is unclear whether they have been assisted, introduce yourself and ask if they have been assisted.
3. Ask for the customer's name and use it often.
4. Ask open ended questions to establish the needs of the veteran and/or their family members. Then, listen. Much can be learned by allowing a person to tell you their story. Don't talk over them.
5. Provide the customer with necessary information for the assistance or benefit they are seeking.
6. When assisting with the Military Family Relief Fund, provide them with an application packet for MFRF, and notify them that a case manager will be with them shortly. Then, notify the MFRF staff that a veteran is currently filling out an application and is in need of assistance.
7. When assisting with State veteran benefits, provide them with the necessary information, applications, and inform them of any needed evidence documents. Assist filling out the application if needed. Determine if the customer is also eligible for any other state benefits and ask if they would like to fill out the appropriate forms for these as well.

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8. If the customer wants to apply for an initial claim or for an increase of a current disability, or VA Pension benefits, refer them to either our State Service Officer or the local County Veteran Service Officer if they are not local to the Indianapolis area.
9. Maintain your composure when dealing with a frustrated customer. Find out why they are frustrated. Listen to them and don't try to speak over them.
10. If a situation escalates to an uncontrollable point and you feel threatened call security.
11. Never promise a customer something you cannot directly provide.
12. Ask the customer if they would like to complete a customer survey of their experience.
13. Provide the customer with contact information and ask them to contact you with the results of their experience with any outside agencies they were referred to.

Effective Date: This Policy shall be in effect immediately upon approval by the Commission

Ending Date: This Policy will end upon rescission by vote of the Commission

Contact for Questions: Tim Dyke, Veteran Services Director, tdyke@dva.in.gov 317-234-8628

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INDIANA VETERANS AFFAIRS COMMISSION

IVAC Resolution 2019-4

WHEREAS The Indiana Veterans Affairs Commission, on April 5, 2019, was presented with proposed policy, "IDVA Customer Service Policy".

BE IT HEREBY RESOLVED that the Indiana Veterans Affairs Commission, acting under the legal authority granted to it by IC 10-17-12, does hereby approve the policy, "IDVA Customer Service Policy".

Be it so resolved this 12th day of July, 2019.

Signed by the appointed members of the Indiana Veterans Affairs Commission:

Kevin Colby DAV
[Signature] FVNB
Don A. Leri IDVA

Erika C. Stentumom, Chair

G. Ballal

Ken Hylton AL
Richard Caldwell AMVETS
Greg Baker VFW
[Signature] CVSO