



INTEGRATED COLMERY DELIVERY VIDEO TRANSCRIPT

Accurate and accessible benefits for Veterans

John Blankenship: Integrated Colmery Delivery will help the GIs be able to realize entitlements that they have so richly deserved by putting their life on the line. I, myself, am a veteran. I have been able to see directly the results of the GI Bill supporting and helping Veterans achieve goals that otherwise they would not be able to achieve in their lives.

Robert Orifici: Integrated Colmery Delivery will improve the Veterans' experience by providing accurate monthly housing allowance payments. In the future, we're also looking to extend benefits to Purple Heart recipients as well as improving the benefits that are currently available to our Fry Scholars, among other things.

Emilio Fernandez: I, myself, am a Marine Corps veteran and I understand how difficult the transition can be from active-duty service to civilian life, and the fact that education is one of those elements that makes a difference in that transition and education benefits are critical for our Veterans to be able to achieve their educational goals.

Stephanie Price: The Integrated Colmery Delivery Team will impact GI Bill beneficiaries by being accurate, on time and accessible. I mean, I think we've checked all three of those boxes in delivering this solution.

Maggie Pollard: The governance model for the Integrated Colmery Delivery is different than anything that I've worked on. They had the integration of IT, business and process integration all coming together. Having those three key workstreams established as the Program Integration Office set us up for success because each have a seat at the table and was able to have critical decision-making capabilities empowered.

Justin Parke: When we look at Agile, it is an exercise in shifting a lot of the work to the left. In other words, we do the work early. Whether that's testing, confirmation of requirements, building, moving all the way through the life cycle. As well as having communications and training tightly coupled with that effort.

Clarence Jones: The Integrated Colmery Delivery program is different from other projects I've lead, specifically with the full involvement from leadership across organizations and when you have the leaderships' full support, it transcends into everyone else who's involved in the project.



VIDEO TRANSCRIPT

Stephanie Price: So, on week one of our knowledge transfer sessions, it was Accenture, it was members from VBA, OIT were all in a room together and we're going over scenarios and we're talking about Sections 501 and 107. And we were having a dialogue and just all of a sudden, everyone starts commenting and it was actually valuable information to let me know that people had done their homework, that they had become familiar with the law and the way the VA does things. It was in that moment that I knew we were destined for success.

Maggie Pollard: We use both the traditional and grassroots communication outreach methods. That included things like Twitter and Facebook but also outreach that included working with Rally Point and conducting a school tour nationwide to meet GI Bill beneficiaries and school administrators where they were.

Robert Orifici: What motivates me the most is knowing that I'm supporting the veterans. They put in the effort day and night and that effort is often unappreciated. And so, by coming to work and knowing that what I do ultimately supports them and provides them with better access to the benefits they've earned, that's really all the motivation I need.

Stephanie Price: Every decision I make impacts somebody; it touches someone directly. Every yes is not just simply a yes or a no. Every decision could potentially impact someone's livelihood, someone's education, someone's family, someone's future. That's what motivates me every day.