Texas Veterans App

Presentation to
Task Force on Military & Veterans Affairs

NCSL
National Conference of State Legislatures

Boston, MA
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Senior Advisor
Office of Veteran Services
• 2011 – Texas Coordinating Council for Veteran Services

• 22 State agencies providing services to Texas veterans

• Report to legislature each biennium
GRANDPA, WHAT WAS PERSONAL COMMUNICATION LIKE BEFORE SOCIAL MEDIA?

JUST LIKE THIS...

FACEBOOK PROFITS
"I want everybody to know about this - whisper it to Miss Tonks in Accounts."
HOW WAS YOUR DAY?

GOOD AND YOUR'S
• Top issue – Lack of Communication

• Solution – Smartphone App

• 2014 – Contract with selected vendor
Audience

- Active duty
- Reservists
- National Guardsmen
- Veterans
- Families
- Service Providers
- Law Enforcement
Access to

• Crisis intervention
• Benefits & Services
• Local veterans and groups
• Texas Veterans Portal
Veterans Crisis Line
800-273-8255, press 1

The Veterans Crisis Line is provided by the USDVA and is staffed 24 hours a day, seven days a week, 365 days a year by qualified, trained intervention counselors to deal specifically with veteran suicides.
Women Veterans Programs

Connects Women Veterans to programs & resources specific to women veterans & their needs

- Military sexual trauma treatment
- Homelessness resources for women veterans with children
- Employment resources
Connect with Texas Veterans

211-Texas, a 24/7/365 hotline that connects veterans and their family members with Military Veteran Peer Network and other resources in their local community

Staff with specific training on veteran issues answer this phone line
Texas Veterans Hotline 800-252-VETS

Connects to the Texas Veterans Land Board, a state agency that manages:

- Loans - Home/Land/Home Improvement
- State Veteran Nursing Homes
- State Veteran Cemeteries
- Additional access to veterans resources
Texas Veterans Portal

This links the smart phone/device to the Texas Veterans Portal, an online resource to veteran benefits provided in Texas

- Emergency Services-Food-Shelter-$$$
- Links for Law Enforcement
- Links for Service Providers
Texas Veterans Portal

This link connects a smart phone/device to the Texas Veterans Portal, an online resource to veteran benefits provided Texas

- Emergency Services-Food-Shelter-$$$
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Texas Veterans Portal

Online resource connects the user to information organized in a way they would look for it.

Tested using veterans groups & the University of North Texas Internet Testing Lab
Vendor maintains the backend to comply with all iOS updates from Apple and Android. They also provide hosting services for the App.
Gives Law Enforcement resources for Vet encounters i.e. Homeless
Vendor provides weekly statistics

### Texas Veterans App Downloads

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<td>All Operating Systems</td>
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### Texas Veterans App Service Options Accessed

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<td>Texas Veterans Portal</td>
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<td>User Guide</td>
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</tbody>
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Over 20,000 Downloads

Over 1,000 calls to the Crisis Hotline
It’s in your hands

QUESTIONS?

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