**Slide 1**

Welcome. My name is Donna Robinson and I will be presenting today’s training.

This training will familiarize you with the VR&E TeleCounseling initiative that will deliver rehabilitation counseling services using Video Teleconferencing (or VTC) technology.

**Slide 2**

This training will provide Vocational Rehabilitation and Employment Counselors and Employment Coordinators with an overview of the skills and competencies needed to:

Use the Jabber software and, to

Understand the TeleCounseling processes and procedures that are safe, appropriate and effective for the Veteran and VR&E Case Manager

**Slide 3**

Objectives of this training are:

Understanding the Veteran’s ability to participate in TeleCounseling, and

Understanding how to utilize the VTC technology, for VR&E Case Managers and Veterans

**Slide 4**

Through the use of the Jabber software and video technology, the benefits of TeleCounseling include:

Increase in Timeliness of Communication and Resolution of a Veteran’s Issues

Reduction in Travel Costs

Increase in Veteran’s Focus on Vocational Training or Employment Search and,

More Flexibility in case management responsibilities

**Slide 5**

VHA will assist VR&E in developing a scheduling tool that will allow VRCs and Schedulers to coordinate the TeleCounseling meetings. VR&E will be using the same secure technology being used by VHA.

VHA’s system has 2 separate parts – the tool to schedule appointments and the Jabber software to conduct the counseling sessions with the Veteran through video TeleCounseling.

**Slide 6**

TeleCounseling may serve as an alternative to, or supplement, the required face-to-face counseling and case management visits with Veterans in the Chapter 31 program.

Please keep in mind that the use of ‘TeleCounseling’ is strictly voluntary. The VR&E Case Manager may not require program participants to engage in ‘TeleCounseling’.

**Slide 7**

TeleCounseling may not be utilized to deliver Chapter 36 Educational/Vocational Counseling at this time.

TeleCounseling may not be used by Vocational Rehabilitation Counselors (VRC) placed at military installations as part of the Integrated Disability Evaluation System (IDES) or VetSuccess on Campus (VSOC) sites.

We will now discuss the requirements of TeleCounseling on the following slide

**Slide 8**

To engage in TeleCounseling:

The Veteran must be actively participating in a plan of services (this excludes the Individualized Extended Evaluation Plan and the Individualized Independent Living Plan).

The provision of computer equipment or internet access to the Veteran is only permissible if the equipment is necessary for successful completion of the rehabilitation plan. Equipment may not be purchased for solely for the purpose of conducting TeleCounseling.

Veterans who haven't been provided with computer equipment or internet access as part of their rehabilitation plan, but otherwise meet the requirements to participate in ‘TeleCounseling’ may use their privately owned equipment to do so.

TeleCounseling requires the use of a computer, VTC equipment, internet, Jabber Software and VR&E Scheduler Tool.

**Slide 9**

VR&E Case Managers who hold CRC Certification should review the CRCC Code of Ethics regarding use of equipment and technology used for TeleCounseling services.

**Slide 10**

Please advise Veterans that they will be responsible for initiating the video call on the day of their scheduled appointment via Jabber.

Based on feedback from prior TeleCounseling efforts, it is recommended that the Veteran place the video call to the VR&E Case Manager instead of the Case Manager video-calling the Veteran.

**Slide 11**

Now that we’ve discussed the Circular and the Benefits of TeleCounseling, we will discuss TeleCounseling coordination.

**Slide 12**

TeleCounseling is a collaborative effort which involves the Veteran, the VR&E Case Manager, and local Regional Office Scheduler who makes the appointment. Each VR&E Officer shall determine how the scheduling of TeleCounseling appointments are handled in their office. They can allow all VR&E Case Managers to schedule their own appointments or can delegate scheduling to specified staff only.

An email confirmation containing an embedded link to install the Jabber software is sent to both the Veteran and the VR&E Case Manager. In order for TeleCounseling to occur, there must be well functioning technology for the Veteran and the Case Manager.

**Slide 13**

The Jabber software should be installed onto your VA desktop computer or VA laptop.

If VR&E Staff have not received the Jabber software, please send an email to the VR&E Service TeleCounseling mailbox to coordinate the installation.

A Jabber account will be established for you. This account is tied to your VA email address and your computer name. Both items are needed to request Jabber.

**Slide 14**

Let’s now briefly discuss the minimum Technology requirements:

The Veteran will need a PC, Laptop or Mac computer with a Webcam, Microphone and speakers.

High-speed internet access. This means cable or DSL with a minimum of 1.5 megabits per second download speed.

Telephone access to call the Veteran if the TeleCounseling software fails

Finally, the VR&E Case Manager must obtain the Veteran’s phone number and a valid email address. The Veteran must use that phone number and email address as confirmation of their appointment and to obtain their ‘Jabber Credentials which is a temporary Username and Password. A unique username and password will be assigned for each new appointment.

VR&E staff Jabber username and password will remain the same

**Slide 15**

Regarding the TeleCounseling appointment, there are a few important items to consider:

Once you or your local scheduler has made an appointment in thescheduling tool, both the VR&E Case Manager and the Veteran will receive an email confirmation of the appointment. These emails will look similar to each other.

The email will contain a link for the Veteran to click on which will activate the Jabber software. VR&E Case Managers will already have Jabber installed and do not need the link.

Appointments should not be scheduled with less than 24 hours’ notice in case the email or the account information does not arrive.

**Slide 16**

Once the appointment is scheduled, an email confirmation for the VR&E Case Manager and Veteran will be sent with instructions to download the Jabber Software. The following screen shots are provided so that you will understand the steps that the Veteran goes through to install Jabber.

Please note: You cannot use the Veteran’s installation link from behind the VA firewall. The website will not load.

**Slide 17**

Once the call is scheduled, the VR&E Case Manager and the Veteran will receive a confirmation email including instructions demonstrating how to download the Jabber software.

For installation, obtain the Jabber Username and Password required for the video visit at least 1 hour prior to the scheduled appointment.

**Slide 18**

In the body of the confirmation email, there are links and guidance provided for downloading the Jabber software.

In step 1, locate the Jabber software link in the confirmation email where it says: ‘How to install Jabber:’ and click on it.

Then follow the instructions given at the website to complete the installation of your Jabber software.

**Slide 19**

Choose your operating system (for example: Windows or Mac).

Click on the link to download the zip file: <https://downloads.va.gov/files/webops/telehealth/JabberInstallerWindow4-7.zip>

Once the pop-up window appears, click ‘Open’.

Next, click on the file to unzip.

**Slide 20**

Click ‘Run’.

Click ‘Next’ on InstallShield.

Once you have read the End User License Agreement, click the radio button to accept and click ‘Next’.

Click ‘Next’ to choose the destination folder

**Slide 21**

Click on “Install”

Once the InstallShield Wizard has completed, click on “Finish”

The Jabber login screen will appear

**Slide 22**

In Step 2, the Veteran will click the link to confirm the TeleCounseling Call.

**Slide 23**

We’ll now be confirming the TeleCounseling Call:

In the Phone Number field, the Veteran will enter the telephone number that was provided to the VR&E Case Manager.

Then Click on ‘Submit’.

**Slide 24**

Once the Veteran enters their phone number, the date & time of the appointment, and Veteran username and password information will populate. The VR&E Case Manager name will also appear.

It is recommended that the Veteran copy and paste their Username and Password to log into Jabber.

Please keep in mind, the Veteran Username and Password will be different for each session.

Veteran has the option to print scheduled appointment with credentials

**Slide 25**

The following steps will assist the Case Manager and Veteran with locating the Jabber link on their Laptop/PC.

The Case Manager will open the main Windows menu by clicking on the Start, or Windows home button.

Click on All Programs

Scroll down, locate the Cisco folder and click on that folder

Then click “Cisco Jabber Video for TelePresence”

**Slide 26**

For signing into Jabber:

In the Cisco Jabber Video window, the Case Manager and Veteran will enter their Username and password in the appropriate fields.

You may choose to check the checkbox labeled ‘Remember Me’.

Then, click the ‘Sign In’ button

Note: The unique Username and password are for the purpose of gaining access to the secured video conferencing software only and does not have any personally identifiable information or PII associated with it.

**Slide 27**

Enter the name of the Case Manager into the search field

Choose the last name and click on the ‘Start’ button.

Once the Case Manager’s name has been chosen, they can be added to favorites. The Veteran will not need to search for the same Case Manager again.

Note: The case manager must be online in order to add them to favorites.

**Slide 28**

When a Veteran places a Jabber call, a window pops up displaying the call being made and to whom.

The incoming call is identified by first initial and first three letters of the last name. The 4 digits following this are assigned by the system and unique to that call – not the Veteran. They are not associated with any Veteran PII

**Slide 29**

When the Veteran initiates the TeleCounseling call, the Case Manager will see a window appear with sound indicating a call is coming in and from whom.

Note: Peer-to-Peer (VR&E staff-to-staff) calls can be made using the Jabber Search feature. See Tips on slide

**Slide 30**

Once an incoming call is accepted, a video screen will pop up and the Case Manager and Veteran should be able to see and hear each other. The TeleCounseling session can then begin.

**Slide 31**

To end a TeleCounseling call, mouse over the video frame to view the toolbar pop up menu.

Locate the red “end” button and click to end the call. The screen will display “Call ended”.

**Slide 32**

Sign out by clicking on the ‘Tools’ icon in the upper right hand corner of the Jabber Video window.

In the drop-down menu, select ‘Sign Out’.

As with any appointment with a Veteran, VR&E Case Managers must document each video session in the CWINRS notes. The TeleCounseling sessions meet supervision requirements, and no additional face-to-face meetings are required.

**Slide 33**

Now that we’ve reviewed the minimum technology requirements, TeleCounseling set-up procedures, downloading and initiating the Jabber software, and placing and ending a call, let’s look at a few TeleCounseling Tips for the most effective and safe experience for both Veteran and Case Manager:

Be sure that all computer programs that are not in use are closed.

Adjust the camera angle to minimize any glare.

**Slide 34**

Close the door for privacy and noise reduction and ensure that no CER folders or Veteran PII is visible.

All TeleCounseling appointments should be held in private areas only. Advise Veterans that they should not be in a public space where personal information can be overheard.

Be sure that the local time zone is correct prior to scheduling an appointment.

VRC Audio Troubleshooting:

If the Veteran is having trouble hearing the caller, ensure the microphone is properly connected and not on Mute.

If the Veteran reports distorted or low sound, or echoes, check all other sound settings.

**Slide 35**

VRC Audio Troubleshooting:

If the Case Manager is having trouble hearing the Veteran, ensure all speakers or headphones are connected. The check all volume controls.

Keep in mind that the Windows volume setting will override any other volume controls. Locate the speaker icon in the lower right hand corner of your taskbar and check to be sure it’s not muted

**Slide 36**

It may be helpful to set up a practice call with a peer in order to ensure the camera, microphone and headset are properly set up.

A peer-to-peer call does not need to be scheduled through the scheduling portal. However, the person being called MUST be signed into Jabber in order for the call to connect

**Slide 37**

Enter the name of the Case Manager into the search field

Choose the last name and click on the ‘Start’ button.

Once the Case Manager’s name has been chosen, they can be added to favorites. The Veteran will not need to search for the same Case Manager again.

Note: The Case Manager must be online in order to add them to favorites.

**Slide 38**

When opening the Jabber search box to find and start another call, Jabber will place the first call on hold

A small phone icon on the bottom left of the video frame will indicate that another call is on hold

**Slide 39**

To provide technical support for the Veteran, the Case Manager should contact the National Telehealth Technology Help Desk (or NTTHD).

While Veterans are permitted to listen in on the call between the NTTHD and Counselor, they are not permitted to conduct the call independently as the help desk is not allowed to provide support directly to the Veteran.

**Slide 40**

For those Veterans who use Gmail (Google email) as their primary email address, please note the calendar layout for incoming VA Video Visit Reservation. We will look at the two highlighted sections with our focus on the date and time of the reservation.

**Slide 41**

In the ‘When’ heading, you will notice ‘UTC’ (Universal Time Coordinated for Greenwich Mean Time (GMT)) 12:30pm – 1:30pm, which can be 3 – 4 hours difference from Eastern Time. This time will differ from the time provided within the email

Now, let’s take a look at the body of the email

**Slide 42**

As shown on the slide, there is a 4 hour difference from what’s displayed in Google Calendar. The body of the email shows a beginning time of 8:30am, June 13, 2014.

**Slide 43**

When the Veteran clicks on the Apps icon, a drop down screen will appear. Choose the Calendar icon to get the calendar settings.

**Slide 44**

Click on the Calendar settings icon which is located to the right of the screen

When the dropdown window appears, click settings

**Slide 45**

Finally, go to Current Time Zone and click the dropdown button, choose appropriate time zone and click save. This will now display the correct time zone within the Gmail calendar.

**Slide 46**

For help desk support, VR&E employees may contact the NTTHD at [VHA\_NTTHD@va.gov](mailto:VHA_NTTHD@va.gov) or call 866-651-3180.

New account creation requests should go to the VRE TeleCounseling mailbox

**Slide 47**

For policy-related questions please contact your assigned field liaison. This concludes the training on VR&E TeleCounseling. Thank you for participating in this training and for your dedicated service to Veterans and Servicemembers.