

Jan Dils Veterans Disability Benefits Newsletter

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Amidst the joy of the holidays, it's wonderful to know that more and more Veterans and their families are receiving the help they need and deserve.

We can end 2017 celebrating two important programs that greatly assist our heroes. The first is news that the U.S. Administration of Veterans Affairs (VA) has fully staffed its 24/7 hotline. This call center was created to provide additional support with issues not being addressed through normal channels. Beyond the 'round-the-clock service, there is another special component to this hotline. Per Veterans' request, 90 percent of the call center is staffed by Veterans and/or families of Veterans – people who truly understand the caller's plight. All personnel receive rigorous training for these important jobs. It's a win-win for Veterans with questions and concerns as well as those being employed by the program.

The second story marks the 10th anniversary of a program that has helped more than 188,000 wounded or ill service members transition back into civilian life. Before 2007 it could take 500 days to navigate the system to receive benefits and assistance. The Integrated Disability Evaluation System (IDES) program streamlines the process decreasing wait times as much as 40 percent.

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Our firm is always thrilled to learn about programs that really do make a difference in the lives of Veterans. However, there is still much work to be done. If you have experienced road blocks, please do not hesitate to [contact us](#). There is a reason our motto is “We won’t take ‘NO’ for an answer.”

Lastly, as we ring in 2018, we want to reiterate what a pleasure it has been to work with Veterans for not only the past year, but since 1994. Time flies when you are doing what you enjoy. For us, that means helping people receive the benefits and compensation they deserve. Happy New Year!

Sincerely,



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**24/7 HOTLINE STAFFED FOR
VETERANS TO ASSIST VETERANS**



The U.S. Administration of Veterans Affairs Completes Hiring for 24/7 Hotline Staffed for Veterans to Assist Veterans

Ending November on a high note, the U.S. Department of Veterans Affairs (VA) announced that the White House VA Hotline, first launched in June as part of



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President Trump's commitment to reform the VA, is now fully staffed with live agents working to serve Veterans 24-hours a day, 365 days a year.

The hotline, which became 24-hour operational in mid-October, is now staffed by a team consisting of 90 percent Veterans or employees who have a Veteran family member, and is in direct response from Veterans' requests to talk to agents who could relate to their experiences.

"The White House VA Hotline provides our nation's Veterans with a direct, dedicated contact line that allows them to interact with highly trained, live agents to answer their needs and concerns," said VA Secretary David J. Shulkin.

"Since the initial launch of the hotline in June, we listened to our Veterans, who indicated that they prefer speaking with other Veterans and Veteran family members, and we adjusted our hiring based on that feedback," added Shulkin. "We're proud that the hotline is now staffed 24/7 by a team of mostly Veterans or Veteran family members who have direct knowledge of their particular concerns and can use their experience to address them in the best way possible with the resources of the VA. This represents a true win-win for Veterans and their loved ones."

Since 24/7 coverage began in October, the hotline has served more than 10,000 callers. Hotline agents answer inquiries, provide directory assistance, document concerns about VA care, benefits and services, and expedite the referral and resolution of those concerns. Agents undergo regular updates and training on VA services based on hotline trends and are assisted by newly implemented tracking software to help the VA capture and improve its response, referral and resolution processes to best support Veterans.

The hotline's agents are located at a VA facility in Shepherdstown, West Virginia. Agents have access to a multitude of resources and contact information to help Veterans. The hotline also generates real-time reports to VA experts who can help address the specific issues of Veterans as well as make better-informed decisions on where program improvements are needed.

The number to the hotline is **855-948-2311**. It is the VA's first non-clinical, non-emergency around-the-clock call center providing a supplemental option to report issues that are not being addressed through the VA's normal customer service channels. Be sure and hold on to this number with the confidence that you can call anytime and speak to a person who understands your concerns.

Of course, the team at Jan Dils, Attorneys at Law also provides very personalized assistance to our Veterans. You can always live chat on [our website](#) 24/7.



VETERANS CELEBRATE THE 10TH ANNIVERSARY OF THE SUCCESSFUL DOD-VA PROGRAM



Veterans Celebrate the 10th Anniversary of the Successful DoD-VA Program for Wounded or Ill Service Members

Veterans and their families had two important days to celebrate this past November with a day of “Thanksgiving” in between. November 11th was our nationally celebrated holiday, Veterans Day. November 23rd, we hope that the greater majority of our Veterans enjoyed warm, wonderful meals with family or through the many organizations that reach out to Veterans in need. And perhaps more obscure to the nation, but not to our wounded or ill – certainly not the Jan Dils team – November 28th was the 10th anniversary of the Integrated Disability Evaluation System (IDES) program developed by the U.S. Department of Veterans Affairs’ (VA) and U.S. Department of Defense (DoD) to streamline the disability evaluation process for wounded, ill and injured service members being medically discharged from military service.

VA and DoD celebrated the anniversary of IDES with a ceremony at the VA headquarters in Washington, D.C., where key officials shared a number of milestones and accomplishments of the innovative program that, to date, has helped more than 188,000 service members transition back into civilian life.

“Ten years ago, VA and DOD had two separate processes for evaluating disabilities of wounded, ill and injured service members when it came time for them to leave the service,” said VA Secretary Dr. David J. Shulkin. “On average, it took more than 500 days to navigate those two programs during a critical transition period in their lives. IDES has transformed that process. Now, the

average processing time has decreased by more than 40 percent.”



When IDES began in 2007, VA and DoD worked hand-in-hand to make the program a seamless, simple, faster and fair system for service members. IDES eliminated the duplicative, time-consuming and often confusing elements of the disability assessment process within the agencies. Since its inception, the IDES process has helped ensure service members' access to VA benefits as soon as they separate from the military. To learn more about the IDES program, visit <http://warriorcare.dodlive.mil/disability-evaluation/ides/>. To view photos from the IDES anniversary ceremony, go to <https://www.flickr.com/photos/veteransaffairs/albums/72157691087017726>.

Source: <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=3977>

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Jan Dils, Attorneys at Law, handles Personal Injury Claims, Social Security and Veterans Disability for clients throughout West Virginia with offices located in Parkersburg-Beckley-Charleston-Huntington-Logan as well as one additional office located in Charlotte, North Carolina. But regardless of where you are located we are able to serve you or a family member Nationwide.

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