

VA Benefits Advisor (VABA) Support

TyRhonda Coleman
703-980-3264
tcoleman@kck-inc.com

Hours

Monday - Friday

0730-1630

Support Task	Support Provided	Support Objective
Via Phone	VABA can speak directly to TSMs via their work cell phones to answer questions and guide them to various resources	Provide direct support that can be answered via phone, with the option to follow up with email support, if needed
Via Email	VABA can respond via emails to answer questions or provide links to VA resources or VA contact information	Provide more comprehensive information to TSMs so they have tangible information to refer to or easily access the direct information on VA.gov
Schedule 1 on 1 Assistance Session	VABA can still provide 1 on 1 assistance to TSMs during normal working hours. These can be conducted via phone or email	Provide ongoing support to TSMs, veterans, and their family members regarding VA benefits, services, resources, and tools
VA Benefits and Services Participant Guide (PG) <u><i>Digital Version</i></u>	VABA can access the digital version of the PG to answer specific questions TSMs may have, based on sections of the PG	Answer questions or provide additional guidance to TSMs that have accessed the digital PG. Support can be provided via phone or email
VA Benefits and Services Participant Guide (PG) <u><i>Hard Copy</i></u>	When base operations return to normal, TSMs can stop by the VABA office to receive a hard copy of the PG	Provide a PG to TSMs that completed the VA Benefits and Services brief via the JKO TAP curriculum as an ongoing reference for VA benefits