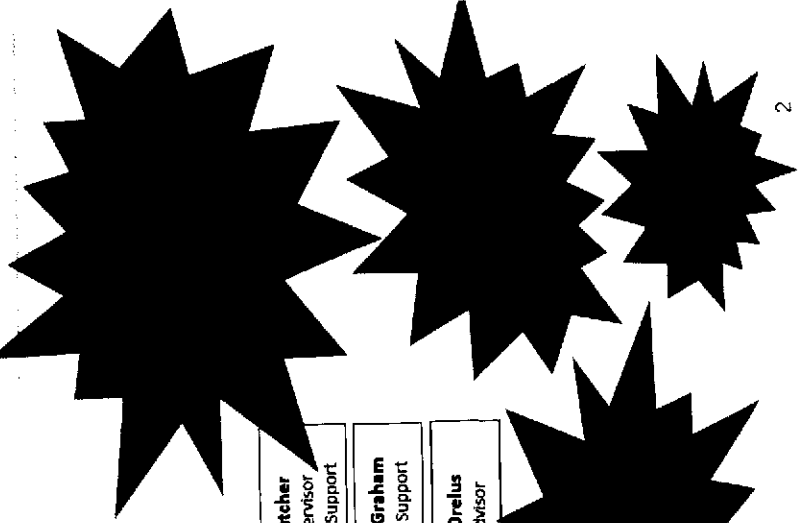




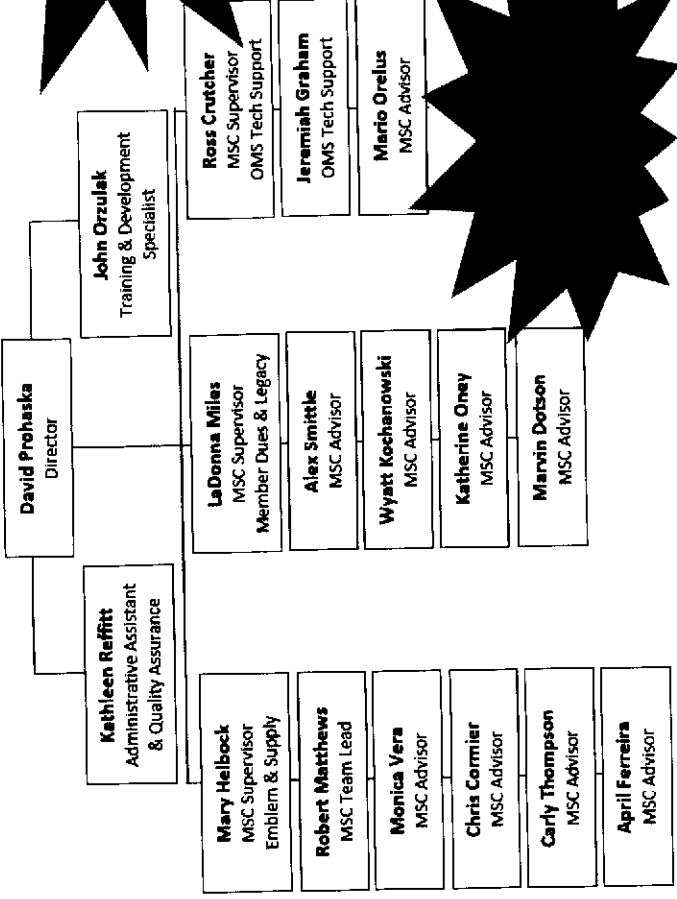
**Member Services**  
**1.833.VFW.VETS**  
 1 . 8 3 3 . 8 3 9 . 8 3 8 7

**David E. Prohaska**  
**Director**

**Who We Are & What We Do:**



*Organizational Chart  
 Member Services*



# State of the Member Service Center Current Performance



Continued efforts to enhance the communication that occurs between the VFW National Headquarters and the membership of the organization during the 2020-21 calendar years have ensured that the VFW is both responsive to the membership and caring. Here is a recap of the last twelve months. (SEP 2020-21)

## Inbound Calling

- 6 main queues
- 30 skills
- 87401 calls handled

## Voicemail

- 4 skills
- 10395 voicemails handled

## Email

- 18 skills
- 23976 correspondence handled

## Web Chat

- 2 skills
- 3896 chat sessions

## Outbound Calling

- 2 skills
- 31389 Calls in response to inquiries

## Correspondence (Regular Mail)

- 70904 Scanned Dues Notices
- 13027 Hand Keyed Dues Notices
- 4092 Store Orders/Inquiries
- 857 Convention Registration
- 155 Magazine Subscriptions/Inquiries
- 13372 Address Changes/Deceased Notices/Misc.

## Web Chat

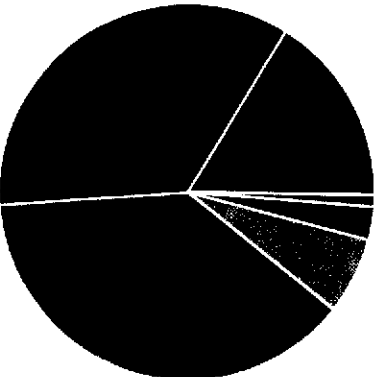
- Cloud based storage for calls, chat & email transcripts
- Redaction Service (for PCI Compliance)
- Quality Management Tools

3

# State of the Member Service Center Inbound Phone/Email/Regular Mail By Type

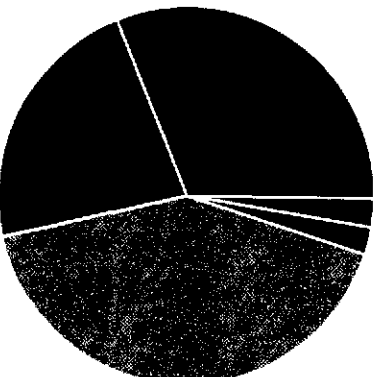


Phone



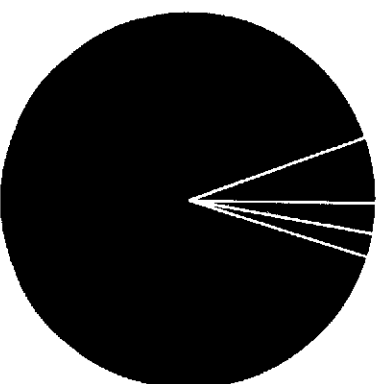
- Convention
- Magazine
- Online Membership System
- Membership/Data Entry
- Store
- VFW Representative

Email



- Convention
- Magazine
- Online Membership System
- Membership/Data Entry
- Store

Regular Mail



- Convention
- Magazine
- Membership/Data Entry
- Store

# State of the Member Service Center Advisor/Supervisor Training & Development



## New Advisor Training -

One on one entry level and remedial training with Training & Development Specialist

- InContact/Max Interface
  - Aptify
  - VFW Website/Online Membership System (OMS)
  - Emblem & Supply/Store Orders
  - VFW Organizational Understanding/Overview
  - What Great Looks Like
- ## Advisor & Supervisor Training
- Subject matter expert
  - Supervisor Coaching
  - Contact (Phone, email, Chat) "Quality Management" review
  - Self review/study
  - Monthly Skill enhancement training with Training & Development Specialist

## MSC Policies/Procedures & Tools



# QUESTIONS?

**DAVID E. PROHASKA**  
Director, Member Services

National Headquarters  
406 W. 34<sup>th</sup> Street  
Kansas City, MO 64111  
[www.vfw.org](http://www.vfw.org)

Office 816.968.1114  
Cell 818.808.0311  
Fax 816.968.1115  
[dprohaska@vfw.org](mailto:dprohaska@vfw.org)