

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Veterans Benefits Administration

As a High Impact Service Provider (HISP), VBA focuses on service assessments, collecting customer feedback, and making measured improvements for three designated services:

- 1) Accessing VBA Disability Compensation Benefits:** VBA's Compensation program provides monetary benefits to Veterans who sustained disabilities from military service and to qualifying family members of these Veterans. In FY22, VBA paid \$120.7 billion in benefits to nearly 5.9 million recipients.
- 2) Accessing VBA Education Benefits:** VBA's Education program provides Veterans, Servicemembers, reservists, and certain family members of Veterans with resources to help pay for college, graduate school, and training programs. In FY22, VBA paid \$9.9 billion to over 830,000 GI Bill beneficiaries.
- 3) Using the VBA Decision Review Process:** Veterans who disagree with a benefits decision can choose from different claim review options. In FY22, VBA completed over 450,000 Appeals Modernization Act decisions offering Veterans a second look at initial decisions to ensure correct outcomes.

What we delivered in 2023:

- **Collected feedback to improve the disability compensation process**
VBA sent surveys to over 40,000 Veterans and conducted 150 in-depth interviews with Veterans and VBA employees to better understand the disability compensation experience. Information gained about what is working well and what needs to change will inform improvements to the application process for Veterans.
- **Offered Veterans the opportunity to provide written feedback**
VBA launched a free-text option in two education benefits surveys and continued to offer free-text option in two decision review surveys, providing more than 55,000 Veterans the opportunity to share in-depth feedback on their experience. Feedback gathered via these channels will allow VBA to make targeted, customer-informed service improvements.
- **Conducted a PACT Act benefits awareness campaign**
VBA conducted an awareness campaign for Veterans and their survivors to inform them of expanded eligibility for VBA benefits under the PACT Act. This 2023 outreach campaign resulted in nearly 2 million claims, the most in VA history and a 37% increase from 2022. Additionally, as a part of the Cancer Moonshot, VBA has prioritized claims processing for Veterans with cancer – delivering over \$300 million in PACT Act benefits.
- **Added decision notifications to the VA mobile app**
VA added access to VA benefits decisions notification letters inside the Health and Benefits mobile app, giving the more than 1.4 million Veterans a year who receive rating decisions the ability to access the decision immediately, rather than wait for it to arrive in the mail.

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What we commit to deliver in 2024:

- **Launch dashboard to incorporate Veteran insights to improve services**
VBA will launch a Veteran insight and process improvement dashboard to share innovative ideas and increase transparency. The dashboard will consolidate concerns of Veterans collected through various methods and channels into a centralized location to provide a holistic view of the benefits journey, making it easier to identify key themes and develop solutions for top pain points.
- **Improve the digital disability claims experience to increase trust**
VBA expects to increase trust in the disability claims process by improving the digital claims experience. By increasing the accessibility and reliability of Veterans' digital services, VBA will reduce the time it takes for Veterans to access VA services. Disability compensation benefits open a gateway to many other VA benefits and services to ensure a smooth transition to civilian life for newly transitioned Veterans.
- **Assess education benefits customer journey to improve experience**
VBA will conduct a CX assessment of Veteran students and school certifying officials to improve their experience, and work towards delivering a seamless benefits delivery process for accessing educational and vocational resources. In addition, VBA plans to increase free text response options in email surveys.