

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

## 2024 HISP CX Action Plan

# Veterans Benefits Administration

As a High Impact Service Provider (HISP), VBA focuses on improving customer experience and delivery for the following services:

- 1) Accessing 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.
- 2) Using the VBA decision review process:** Veterans who disagree with a benefits decision can choose from different claim review options.
- 3) Accessing 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.

### ***What we will deliver in 2025:***

- **Explore opportunities to expand language access for correspondence with Veterans**

VBA will examine how to best provide translated correspondence for Veterans who are most comfortable communicating in non-English languages. In 2025, VBA will research how to best capture the preferred language and ensure that the data captured in VBA's systems is usable. Subsequently, VBA will analyze opportunities on how Veterans could opt into this service. With this exploratory research, VBA will be well-positioned in future years to deliver translated materials to the nearly 1.8 million Veterans who may be more comfortable communicating in languages other than English.

- **Launch app to assist transition into civilian life**

VA will launch an app on VA.gov which will help guide service members transitioning into civilian life by providing them a tailored list of key benefits and services, including housing, job support, and compensation, to which they may be entitled. The app builds on years of research with Veterans and service members, including the launch of a minimally viable version of this app in 2024, to determine their needs during the critical transition period. With the app's launch, the roughly 250,000 service members who transition to civilian life each year will find it easier to access the benefits and services they need for a more successful reintegration.

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## *What we will deliver in 2025:*

- **Expand access to streamlined informal conference scheduling tool**

VBA will increase the capability of the Visitor Engagement Reporting Application (VERA) scheduling tool, to allow Veterans the ability to schedule an informal conference with a VBA decision-maker at their convenience, rather than wait on VA. This tool will improve overall customer experience by allowing Veterans who request an informal conference to directly schedule with VBA at their preferred date and time.

- **Simplify delivery of career assistance**

VBA will introduce a new system to make it easier for counselors to assist over 160,000 Veterans. This system, called the Readiness & Employment System (RES), will simplify tasks such as determining if a Veteran qualifies for the program and making sure they receive the correct payments