



DISABILITY COMPENSATION SURVEY QUESTIONS MAPPED TO VETERAN JOURNEY

The process of applying for and receiving disability compensation benefits involves the following phases: filing for disability compensation, going for Compensation and Pension (C+P) exams (when applicable), and getting results. This map looks at the steps Veterans and Service members take when filing original service-connected disability claims or supplemental claims. Field work and interviews with employees, Veterans, and active Service-members revealed attitudes of unfairness and inconsistencies in the process.

The voices of Veterans (some of whom were also NSOs) and Service-members are captured in the Pain Points section of the map below. Some claimants believe that they are likely to get a better rating with VA examiners than with non-VA examiners and that a successful rating is about knowing the right words to put in the form. Many claimants needed more education and support throughout the process. Due to receiving varying information from different partner organizations or employees, claimants sometimes jumped from source to source resulting in an elongated process and decreased trust.

KEY

JOURNEY PHASE

Moment That Matters

Journey moment

Optional journey moment

Survey Trigger

TRIGGERS
Decide to Retire/Separate
OR
Get Injured and Can No Longer Serve
OR
Condition Begins to Flare Up
OR
Condition Gets Worse

*Data Source: Monthly Workload from PA&I, CAPRI Report, and VBA Claims Reports: benefits.va.gov/REPORTS/detailed_claims_data.asp as of July 5, 2017

