

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.



*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

TRIGGERS

Decide to Retire/Separate

OR

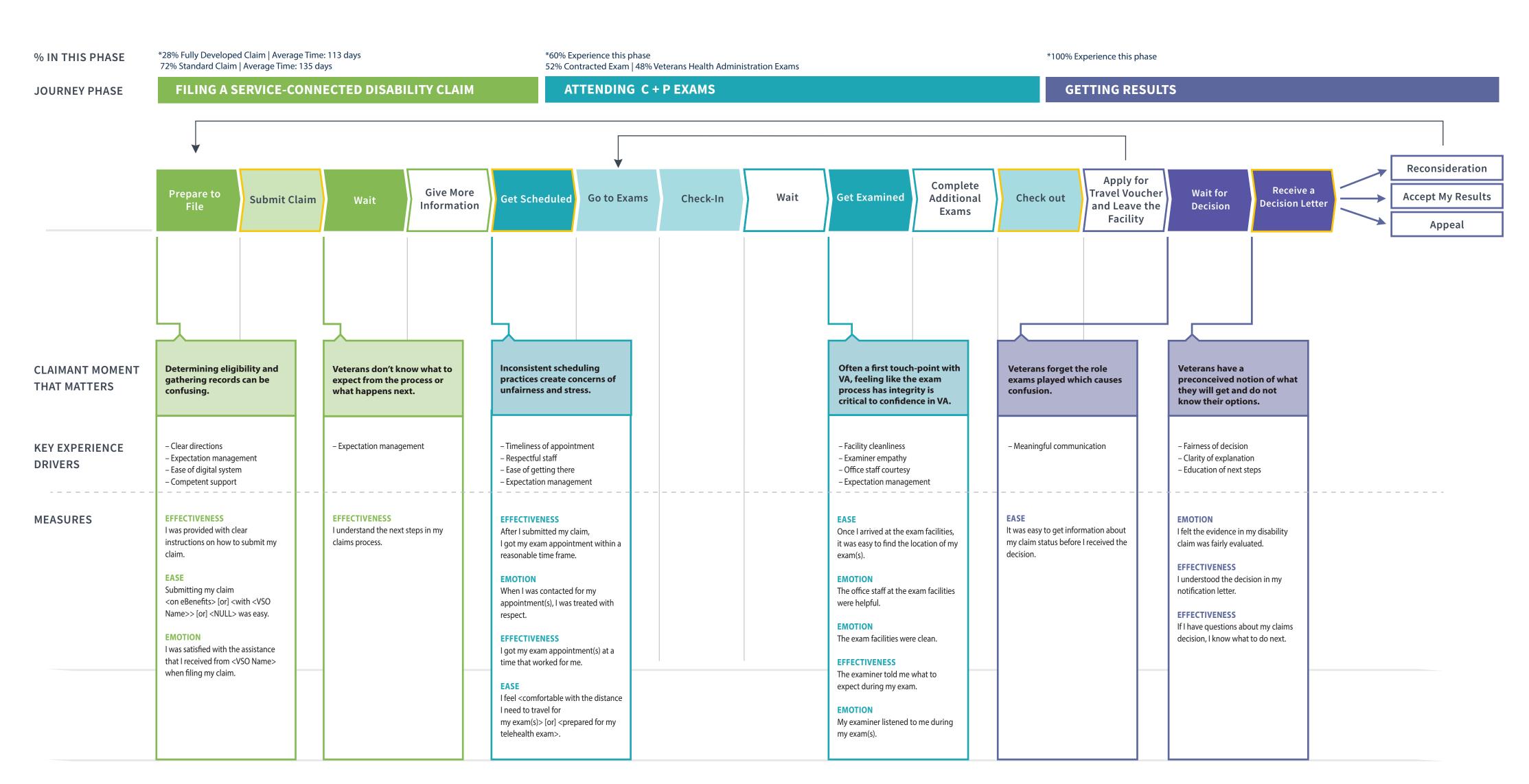
Get Injured and Can No Longer Serve

OR

Condition Begins to Flare Up

OR

Condition Gets Worse



Our TRUST metric across all surveys in the Disability Compensation Survey Series is: I trust VA's claims process.

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