

VETERAN’S EXPERIENCE OF THE DISABILITY COMPENSATION CLAIM PROCESS

This map illustrates the stages in the disability claim process a Veteran may encounter, from researching and determining eligibility to receiving and reviewing the decision from VA. Each stage requires specific actions from the Veteran and/or the VA, which guides the claim process along. Defining moments, represented by activities, throughout the process help illustrate the Veteran’s experience. Feelings connected to these moments, identified by sentiment, convey specific triumphs, problems, and concerns a Veteran may experience.

Not all Veterans are the same and there is no “one” veteran. This journey map represents a compilation of quotes, statements, actions, and issues described by Veterans, VSOs, and VA staff who were asked about the disability compensation claim process. A series of four user research studies were conducted between 2016 to 2017. Thirty-nine Veterans, seven VA staff, and eight VSOs were interviewed across four cities. The individuals who shared their experiences speak only for themselves. Names have been changed to protect individual’s identities.

This journey map is intended to be used as a guide to facilitate a better understand the experience from a Veteran’s perspective when filing a disability compensation claim. The stories, backgrounds, conditions, and situations contributing to an experience are unique. Together, the quotes and sentiments depicted in each stage of the process tell a story of the challenges and complexity faced by Veterans seeking disability compensation.

