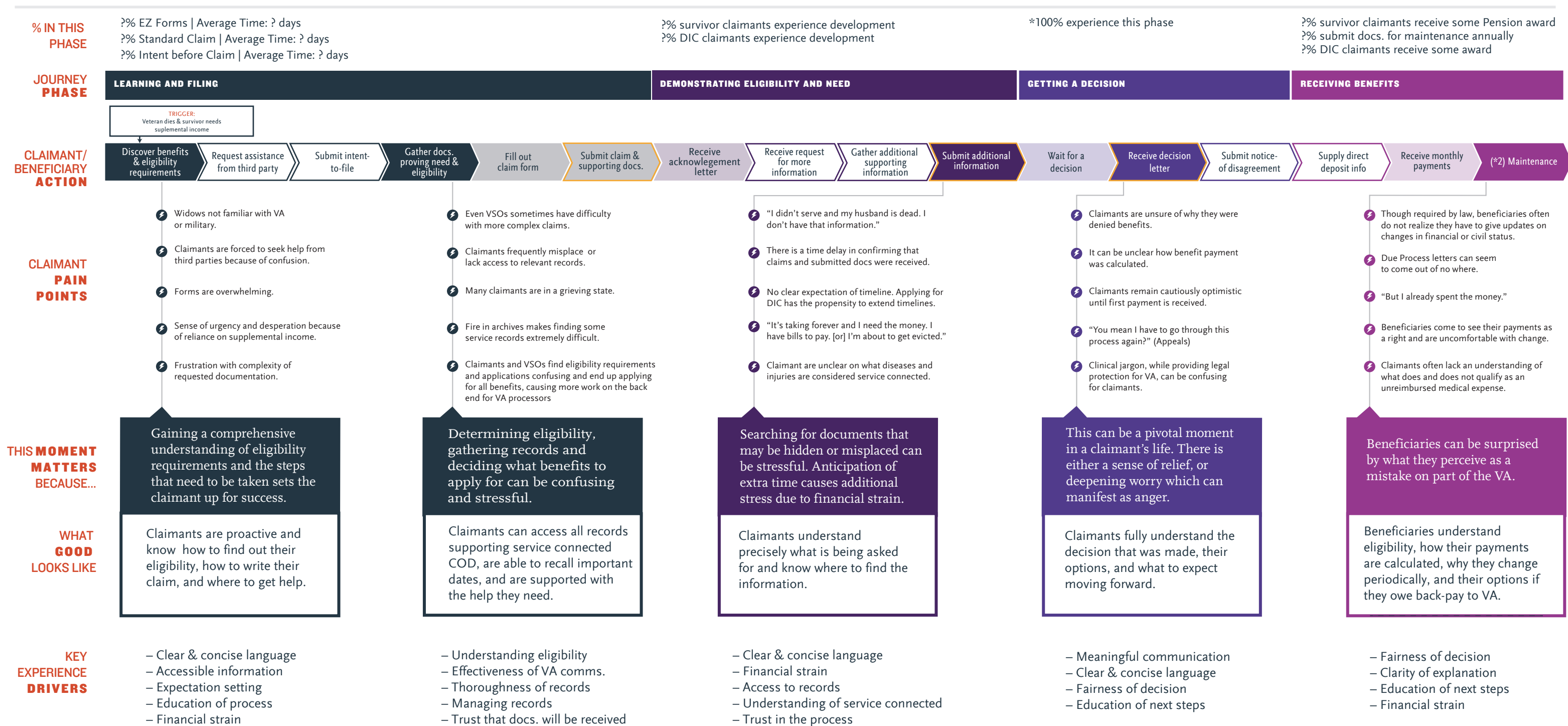


A Measurable Journey | v1.0

This map looks at the steps Surviving Spouses and Beneficiaries take when filing new Survivor Pension or DIC claims. Interviews with employees, Veteran Service Organizations, and Veterans' family members, revealed the complexity of eligibility rules, lack of clarity in what impacts an award decision, and an overwhelming amount of information at a time of financial strain. Surviving spouses and beneficiaries are also in the process of grieving and are not always clear on how to navigate the VA.

The process of applying for and receiving Survivor Pension and DIC benefits involves the following phases: learning about and filing for Survivor Pension and DIC, demonstrating eligibility and financial need, receiving a decision, and maintaining benefits.



APPLYING FOR SURVIVORS PENSION AND DISABILITY & INDEMNITY COMPENSATION

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