



VETERANS PENSION BENEFITS JOURNEY

This map represents a Veteran's experience with the VBA Live Pension program. Interviews with Veterans, Survivors, VA employees, Regional Office employees, Veteran Service Organization representatives, caretakers and family members revealed 6 key phases, 6 moments that matter, and 4 potential interception points for surveys to be delivered throughout the Veteran's journey.

This research brought to light several interconnected fundamental needs specific to this demographic of Veterans that can act as barriers to successfully participating in each phase of the journey and prevent them from receiving the service and benefits they deserve. Outreach, social support, physical and cognitive assistance, and timeliness are not only essential factors in the VBA Pension process but can be critical to a Veteran's survival and quality of life.

