

Defining the Current Service Categories for a Study on Veterans

In order to conduct a study asking veterans to find facilities which could help them with specific tasks, the Facilities Locator team has conducted an unofficial inventory of the current service categories. We have gathered official VA definitions relating to each VBA Service category, pulled common tasks associated with these categories, and gathered notes or quotes associated with that chapter of veterans' journeys.

Tasks which may involve a physical VA Facility are **bolded**. Of those, tasks may be used in scenarios while testing users are **highlighted and bolded**.

Current Service Name	Description	Tasks	Links	Notes
Applying for Benefits	This item seems universal and can apply to almost any of the below benefits including: Burial Claims, Disability Claims, Education and Career Counseling, etc.	<ol style="list-style-type: none"> 1. Find information on available services 2. Request assistance from the VA or an attorney in applying 		<p>This could be described as a Class of Service.</p> <p>Other items at this taxonomy level could be: Checking for Eligibility, Appealing, Checking on Claim Status, etc.</p>
Burial Claim Assistance	VA burial benefits can help service members, Veterans, and their family members plan and pay for a burial or memorial service in a VA national cemetery. Family members can also order memorial items to honor the service of a Veteran.	<ol style="list-style-type: none"> 1. Check for eligibility 2. Apply for a pre-need eligibility 3. Apply for a burial allowance 4. Apply for grave markers and other memorial items 5. Qualify for Bereavement Counseling 	Memorial Profile Page	The link on the memorial profile page leads us to the NCA cemetery locator rather than the Facility Locator. Reasons?
Disability Claim Assistance	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.	<ol style="list-style-type: none"> 1. Prepare to File 2. Submit a Claim 3. Provide more information 4. Get a Medical Examination 5. Receive a Decision Letter 6. Reconsideration or Appeals Process 	Disability Full Profile Page Applying for a Service Connected Disability	
eBenefits Registration	An electronic claim, or eClaim, offers Veterans a faster and easier way to file and receive decisions on their VA claims. These are filed using the eBenefits service.	<ol style="list-style-type: none"> 1. Apply online 2. Troubleshoot application 	eBenefits Brochure	
Education and Career Counseling	Personalized Career Planning and Guidance offers free educational and career guidance, planning, and resources to Veterans and their dependents who are eligible for a VA education benefit.	<ol style="list-style-type: none"> 1. Apply by submitting form 28-8832 2. Confirm eligibility 3. Attend a Career and Guidance appointment 	Education Journey Map Education and Career Counseling Profile Page Personalized Career Guidance and Planning Video	
Education Claim Assistance	The process of applying for and receiving post-secondary education benefits involves the following phases: applying for benefits specific to one's military service, certifying enrollment with a school, and regularly verifying attendance.	<ol style="list-style-type: none"> 1. Find out about the GI Bill 2. Decide eligibility for a school/program 3. Applying for schools and programs 4. Decide on a courseload/credits 	Education Journey Map Personalized	"They don't always understand what I'm trying to explain to them. They often pass me o to the next person and put me on hold. It's a constant

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		5. Connect with Campus Services 6. Plan Finances 7. Submit Benefits Application to the VA 8. Receive a Certificate of Enrollment in the mail 9. Troubleshoot Benefits Process w/VA and SCO 10. Receive money on time	Career Guidance and Planning Video	thing.”
Family Member Claim Assistance	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.	1. Discover benefits 2. Request assistance from third party 3. Submit Intent-to-File 4. Gather proof of income and eligibility documents 5. Fill out claim form 6. Submit claim and supporting documents 7. Gather additional supporting documentation 8. Submit Notice of Disagreement 9. Maintaining documentation and earnings	Pension, Disability and Indemnity Compensation	“Determining eligibility, gathering records and deciding what benefits to apply for can be confusing and stressful.”
Homeless Assistance	VA is committed to ending homelessness among Veterans. Our focus is threefold: 1) Conducting coordinated outreach to proactively seek out Veterans in need of assistance. 2) Connecting homeless and at-risk Veterans with housing solutions, health care, community employment services and other required supports. 3) Collaborating with federal, state and local agencies; employers; housing providers, faith-based and community nonprofits; and others to expand employment and affordable housing options for Veterans exiting homelessness.	1. Select a service a. HUD-VASH b. GPD c. EUL d. SSVF e. Career Help (HVCES) f. Mental Health Resources 2. Determine eligibility 3. Apply for benefits 4. Seek help at a VSO 5. Call the Homeless Veteran Hotline	VBA Homeless Veteran Start Page	The homeless veteran resources contain some of the most difficult naming schemes.
VA Home Loan Assistance	VA direct and VA-backed Veterans home loans can help Veterans, service members, and their survivors to buy, build, improve, or refinance a home.	1. Check for eligibility 2. Receive a Certificate of Eligibility 3. Choose a Home Loan Type 4. Work with a Lender 5. Book an Appraisal 6. Verify income and credit 7. Closing	Home Loans, How to Apply	
Insurance Claim Assistance	If you need help with life insurance, health insurance, or home insurance claims, this location could help you.	-		This could be classified as a Task in the taxonomy that might apply to different business units.
IDES	If you’re found to be medically unfit for duty, IDES will give you a proposed VA disability rating before you leave the service, and you’ll be entitled to Veteran Readiness and Employment (VR&E) services.	1. Check eligibility 2. Apply for Benefits 3. Await Decision 4. Dispute or Appeal Decisions	Veterans Readiness and Employment and through IDES	

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		5. Receive Benefits 6. Dispute or Appeal Benefits		
Pre Discharge Claim Assistance	<p>If you have an illness or injury that you believe was caused—or made worse—by your active-duty service, you can file a claim for disability benefits 180 to 90 days before you leave the military. This may help speed up the claim decision process so you can get your benefits sooner. Find out how to file a claim through the Benefits Delivery at Discharge (BDD) program—and what to do if you have less than 90 days left on active duty.</p>	1. Attend a Benefits Briefing 2. File a claim online, in-person, or by mail 3. Attend a VA Medical Exam 4. Finish all phases of the Medical Separation Exam	Pre-Discharge Claims	
Transition Assistance	<p>The Military to Civilian Readiness Pathway (M2C Ready) is a joint agency effort designed to better connect you with comprehensive transition support starting 365 days preseparation through 365 days post separation to help you achieve civilian success.</p> <p>This may include housing, education, employment, AND health benefits.</p>	-	Transition and Economic Development Office	
Updating Direct Deposit Information	<p>If you receive disability compensation, pension, or education benefits from VA, you can update your direct deposit information in your VA.gov profile, via phone, or by going to your nearest VA Regional Office.</p> <p>You'll need your bank's routing number and account number to make the updates.</p>	1. Supply your bank routing and account number 2. Troubleshoot errors	Update Your Direct Deposit Information	This could be classified as a Task in the taxonomy that is fairly specific and separate from any business units.
Vocational Rehabilitation Employment	<p>VR&E helps veterans explore employment options and address education or training needs. In some cases, your family members may also qualify for certain benefits.</p>	7. Check eligibility 8. Apply for Benefits 9. Await Decision 10. Dispute or Appeal Decisions 11. Receive Benefits 12. Dispute or Appeal Benefits	Veterans Readiness and Employment (CH 31)	