HCD Pension Eligible Prioritization - PRE READ

Background: How did we get to the proposed approach and next steps?

- 1) We started with review of all the pension-related research and other related data and mapped opportunities across research, design, and implementation phases.
- 2) Then we reviewed the signals document to identify where the highest number of pain points and opportunities expressed throughout completed studies, SME feedback, and other related data.
- 3) Completed initial internal assessment based on impact and feasibility.
- 4) Research and design worked together to examine potential initiatives and may relevant user and business needs more closely, accounting for impacts to pension eligible Veterans both positive and negative, potential risks related to unintended cascade effects, and existing tickets already underway.
- Through this work we arrived at the proposed approach outlined. More detail regarding the rationale and factors considered are included below. The identified bodies of work have been displayed in order of proposed priority. Note that design and testing items can likely be worked on in parallel.

Additional Note: Known exploratory research tasks related to pension eligible work have been moved into planning and are not depicted here.

Stage (Design, Testing,	Form Section	Associated Subsection	Associated Ticket	Proposed Approach	Action Items	Estimated Size	Estimated Time	Problem Statement	How Might We	Hypothesis	Rationale
Imitatives ordered sec		Review page	Review page design fixes for multi-response list bon items, (#99402)	The multi-response list and loop pattern causes display issues or the form review page. Some design work needs to be done to improve the issual menor/y and intension patterns on the page by applying the appropriate heading styles and padding.	understand existing guidance and how	Small	Exploration and design is estimated to take place over the course of 1-2 sprints.	Currently, a bug exists where the multi- response list and loop pattern causes display issues on the form review page that need to be fixed.	effectively view their application and	the form review caused by the multi- response list and loop pattern, we anticipate Veterans will be better able	Note that the term has already been approved and is currently queued up for next spornt (oprint 12). This is seen as a small task that will impact a number of design updates related to the multi-response less those patient. Once the updated review page has been developed, tickets marked as "ready for implementation below" can be updated accordingly and will be ready for testing.
	Introduction	Introduction page	Improve form introduction context. (#77724) — design lickel Improve form introductin context. (#858.887) — eng lickel	After collaborating with design on the existing designs intended to improve the introduction page, we have determined that this page is ready for implementation.	Design will revisit for a final review as this has been sitting in staging for some time. From these Engineering will implement, and release these improvements to the introduction page.	Small	We estimate that this work can be reviewed and implemented over the course of 1.2 sprints.	Through usability testing and conversations with VSOs and VBA SMEs, we have learned that Velerans and their families may be contised about of unnaives of the officer of the officer of the open of the original original or	How might the information page adequately provide enough detail and context, so applicants feel more conflicted they are applying for the right benefit?	infroduction page, we anticipate that Veterans and their families will feel more confident about starting their application for Veterans Pension and be better prepared with the necessary supporting information to fill out their application successfully.	This is seen as a minor change and a quick win that we anticipate will improve the user experience will imited additional eithor needed to get this access the finish to Willer not institute and the Terror properties of the Terror properties instaly, we received a significant amount of feetback about the infraordior page through this research. With this in repetition, the properties of the transport of the properties of the transport of the transport amount of the transport of t
Implementation	Review and Submit	Supporting Documents (end-form summary page)	Instrum supporting does page. (#18521)	The design updates to the supporting documents page itself are ready for implementation without additional festing.	Design will revisit for a final review as this has been siting in staying for some time. The state of the state of the state of the From there. Engineering will implement any porting documents page.	Small	We estimate that this work can be reviewed and implemented over the course of 1.2 aprints.	Veterans do not fully understand what evidence and supporting documents to a consideration of the construction o		logic to display the appropriate forms and additional information needed, based on an applicant's answers to questions within the form, will make it easier for applicants to submit the	This sub-task of #88521 (the supporting documents page faself) should be prioritized for release because It will privide necessary infermion that is currelly missing from accounting for an drapmenting this elegan infermion that is currelly missing from accounting for an drapmenting this schaese would allow us to incorporate content that CAAI has already written to address and screamion. Implementing this change will make the incomplex, complete. For these reasons, we don't recomment festing prior to release. "In reportant to lost we don't think this is the real and all soution. We travent arrived at the identification will be the air and sit outdoor. We travent arrived at the identification will be the real end will soution. We travent arrived at the identification of the prioritization of the priorit
initatives can run in p	oralidi Financial Information	Assets	Clark decendant assets, questions (#79212)				Initial design exploration is likely to take place over the course of a couple of sprints. As exploration is in progress, we assume that tasks and substanks may expand as opportunities are refined such tasks and substanks are refined such tool steps are identified.	The definition of who is a dependent for the purposes of reporting assets is unclear, resulting in inaccurate unclear, resulting in inaccurate unclear, resulting in inaccurate unclear, resulting in inaccurate unclear, and in its inaccurate unclear inaccurate u	How might we clarify language related to "dependents" to help applicants submit accurate information?	dependent for the purposes of calculating assets will help applicants submit accurate information and lead to faster processing times. Reviewing and clarifying language related to the term "dependents" in other parts of the form (e.g., reporting dependent children) will improve overall comorebension of his to pend overall comorebension of his to pend overall comorebension of his to pend	The triancial information section has been identified as a high priority area with many associated pain points across mitgle studes and audences, including studies with Veterans, VSRs, and VSCs. Improvement in this area strongly aligns with both user and business goals, such as simplifying the form and reducing processing time and resources. The risk of not taking action is also rated as high as it may result in issues such as increased abandomer rate, inscource or emissing information on an application, and accessibility concerns. The existing foldeds should be considered as part of a holistic review of the financial information section to ensure continuity across these proposed design improvements.
		Income	Provide context on assets, 4739.713 Clarify income sources (8792.13)	We suggest starting with a design investigation focused on the Financial Information section primarily. During this time there may be some items that are also related to other sections of the from that overteel premarkability with the financial information. (Examples: Terminology consistency re- despendents in Household Information and current employment between the control of the control of the control of the best in a control of the control of the control of the terminological and in the control of the control of the terminological and in the control of the terminological and in the control of the terminological and in the control of the terminological and the terminological and the control of the terminological and the control of the terminological and the control of the terminological terminologi	Design will start an exploratory spike	Large		of reporting income and assets is unclear, which results in inaccurate information in form submissions.	How might we clarify language related to "assets" and "transferring assets" to help applicants submit accurate information? How might we simplify the experience of regoring information related to income accurace on the form?	pattern for asset-related questions to clarify what is meant by "assets" and "transferring assets" will help applicants submit accurate information and lead to faster claim processing times.	

Dealgn			Improve augmorting docs page, ustilisc1)	important to role. Additional work is the other sections may race to be further portioned writer at document overlap as much with Financial Information section.				Veterans do not fully understand what evidence and supporting documents to a development letters and longer claim processing times.	How might we provide the right information at the right time to ensure the right time to be expected in the right time to ensure the right time time to ensure the right time time time time time time time tim	reach the supporting documents summary page at the end of the form. This will lead to a higher likelihood of claims being submitted without missing or inaccurate supporting documentation, thereby reducing development letters and leading to faster processing timelines.	
	Household Information	Marriage History	N/A	We suggest starting with a design investigation focused on exploring solutions make marriage information, particularly prior marriages, easier to fill out.	Design will start an exploratory spike and take subsequent action from there. Anticipated outcomes from this spike may be drift design solutions and/or outstanding policy questions for our VBA partners. Research will support as needed to provide guidance from research learnings.	Medium	Full extent of design exploration is likely to take place over the course of 1-2 sprints. As exploration is in progress, we assume that tasks and subtasks may expand as opportunities are refined and next steps are identified.				Marriage information has been consistently identified as a high priority area with many associated plan priorist sorces unsighe studies and suderines, including studies with Vederans, VSPs, and VSDs. (Improvement in this area strongly aligns with both user and business goals, such as simplifying the form and reducing processing time and resource. The risk of not taking action is also rated as high as it may result in issues such as: increased abandoment rate and inaccurate or missing information on an application.
Testing	List and loop bundle: Military History, Household Information, and		Stating review finding: Add option to remove other service names, (862249) Update Medical Centers Multiple.	After collaborating with design on the existing proposed solutions, we have determined that a reasonable initial approach response isotrop pattern. Pending a few minor content health on design's behalf, likes designs will be ready for testing with	After Design has had the opportunity to revisit these designs and make any minor the composition of the comp	Medium	Once usability testing begins, we estimate that conducting synthesizing, and sharing out findings and	On the /military/general/side page, when a user adds and saves a name, there is no option to delete/remove the aname. This could be a problem if they added a name by mistake. This functionality is also missing on other sections of the form, including questions related to treatment at VA medical centers and dependent abandomment and/or submissions with inaccurate or missing information.	How might we better facilitate clearer guidance for Velerans completing steps in a task flow that does not cause unintended cascade effects detrimenta to the overall experience? (Vagov Experience Standard: users can identify next steps in a flow)	If Veterans have a better idea of how it dentify next steps in the pension form to ward complete tasks, we will see a lincreased likehood of successful alincreased likehood of successful accessful, an increase in accession, an increase in accession, and a reduction in excession and a reduction in excession and a reduction in excession, and a reduction in excession, and a reduction in excession, and a reduction in excession and a reduction in the excession and a reduction in	Proofition progress or his bundle of work will allow our fearn to better undestand how the multiple-reporting attemption in the context of the presion form. Testing these changes will allow us to validate these instances of the multiple-response pattern nor dome, and defined have incorporated or the system troughout the form. While the pash points that three changes aims to address have not all been directly observed in our testing in research, implementing this pattern across the form will be conserved in our testing in the pash points that three changes aims to address have not all been directly observed in our testing in the pash points that three changes are to a size of the pash points that the pash points that the change aims to address have not all been directly observed in our testing that the pash points but the pash points that the change is the change to the pash points and the pash points are the pash points and the pash points are the pash points and the pash points are the pash
	Review and Submit	Dependent Children	Staging review finding. Confirm. pattern for dependent children, multi page pattern (#82850)	response slucing business residing a few transfer content wears users. The content of the content of the content of the content of the users.	Design will support as needed to articulate key questions (including those from the design system team) and answer any questions about the listitoop pattern.		and sharing out findings and recommendations from this study will take 2-3 sprints.				missing information. These lickets are currently in staging awaring HCD action." If we choosited and our forming further cold from with Mg. or Experience Standards. Clines that the primary post of fasting these changes isn't comprehension as much as its lessing the interaction pattern, we commond esting these changes with a broader Videran population rather than incorporating them into persion-eligible research planning.
	Review and Submit	Dependent Children	Staging review finding: Confirm pattern for dependent children	regional stated planent is entitled to the ready of testing with users cauging a brinkly freeze cauging as the ready of testing with users.	Design will support as needed to articulate key questions (including those from the design system team) and answer any questions about the listloop pattern.		recommendations from this study will take 2-3 sprints.				obsolete and our form being further out of line with VA.gov Experience Standards.
	Review and Submit	Dependent Children	Staging review finding: Confirm pattern for dependent children	regional stated planers - emings are made care in each of testing with users of testing and be ready of testing with users.	Design will support as needed to a faculdate key questions (including those from the design system team) and arrawed any questions about the listicop patient.		recommendators from this study will take 2-3 sprints.				obsolete and our form being further out of line with VA.gov Experience Standards.
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	Review and Submit	Dependent Children	Staging review finding: Confirm pattern for dependent children	response postaboli patenti s'empla per a mari con	Design will support as needed to a manufactuate key questions (including those from the design system team) and the manufactuate to the design system team) and pattern, y questions about the fishtop pattern.		recommendations from this study will take 2-3 sprints.				obsolete and our form being further out of line with VA.gov Experience Standards.