

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 34: 12/30/2025 - 01/13/2026

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Agenda

1. Sprint Overview
2. Presentations
3. Up Next
4. Feedback
5. Planned and Completed Tickets
6. Team Information



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Sprint Overview

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Sprint Focus

- Optimize the BE Overpay API to fetch count instead of list when Veterans log into the mobile app. This will improve the Veterans experience to view information quickly.
- Continue work on the API refactor of the Veteran Status Card and provide recommendations on validating the new logic.
- Mock up the new messages that a Veteran would receive if they were not able to get a Veteran Status Card.
- Continue to identify individuals that we would want to conduct UAT for overpayment MVP and create a list of items to test with them.



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Key Wins

- Started the UAT coordination, planning, and recruitment for overpayments
- Merged last items to break out overpay/copay release
- Mocked up VSC ineligibility messages (web & mobile)



Presentations



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Presentations

- Debt API Usage on Mobile (Dave)
- Veteran Status Card Updates (Natasha)
- Email Verification (Natasha) - from Sprint 33
- UAT Overpayment (Emily)

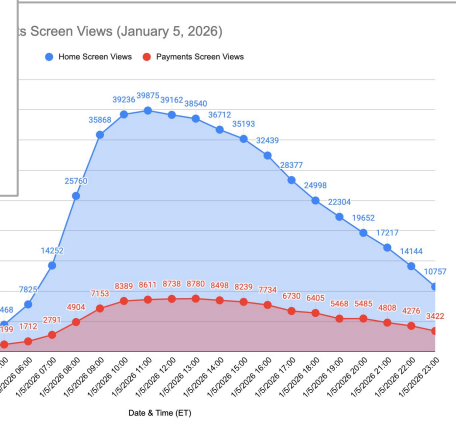
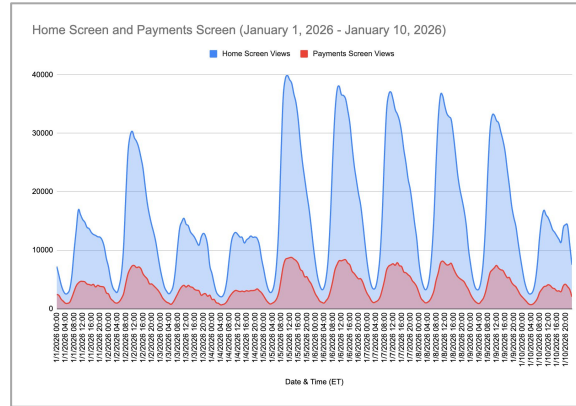
Dave | Debt API Usage on Mobile

Why?

- To help the Debt Management Center understand the potential debt API usage on mobile.

Work completed

- Used Google Analytics to gather daily and hourly data.
- Exported data to Excel and created graphs.
- Shared findings with Financial Management team and Debt Management Center.



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Natasha | Veteran Status Card Updates

Why?

- With the SSC API refactor, we'll be able to provide more relevant messages for users that aren't eligible for a Veteran Status
- Users will be directed to call [VA.gov](https://www.va.gov) technical support instead of Defense Manpower Data Center for military record issues related to VSC

Work completed

- Mocked up new alerts and modified existing alerts
- Assessed other content surfaced with alerts – we'll be hiding an additional accordion on web, and need to fix an error content on the app
- Started documentation – living [on Sharepoint](#) for now
- Additional content updates to align with platform guidance
- CAIA intake ticket created

Veteran Status Card

This card makes it easy to prove your service and access Veteran discounts, all while keeping your personal information secure.

⚠ You're not eligible for a Veteran Status Card

Our records don't show you're a Veteran. If this is incorrect, call VA.gov technical support. We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

[866-279-3677](tel:866-279-3677) (TTY: 711)

Frequently asked questions

[+ EXPAND ALL](#) [- COLLAPSE ALL](#)

How can I use the Veteran Status Card? [+](#)

What other types of Veteran ID are available? [+](#)

[Feedback](#)

9:41

Veteran Status Card [Close](#)

⚠ You're not eligible for a Veteran Status Card

Our records don't show you're a Veteran. If this is incorrect, call us. We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

[866-279-3677](tel:866-279-3677)

[TTY: 711](tel:711)

About this card

You can use this card to prove that you served in the United States Uniformed Services.



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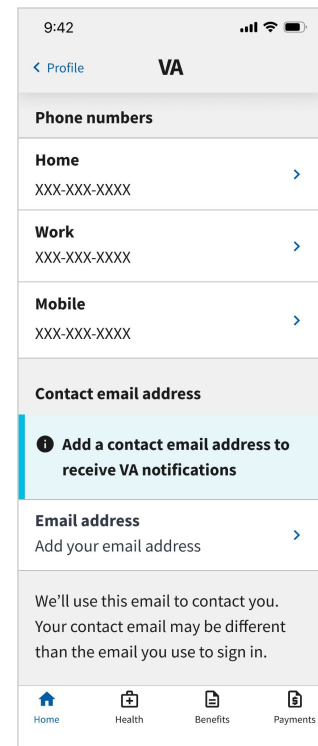
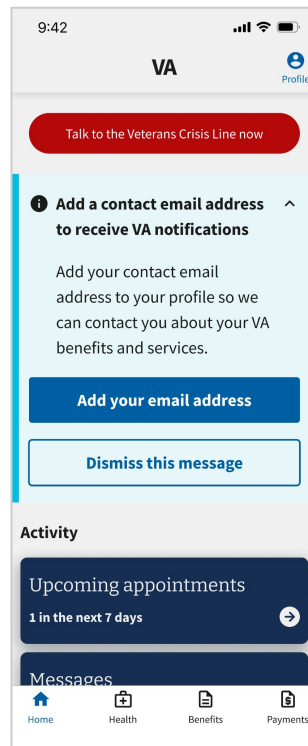
Natasha | Email Verification

Last sprint: Attended Design Critique

- Verdict: Clunky, but fine as is
- Ways to optimize UX
 - Discussed options for keeping confirmation flow within the app via a universal link within the email – too much of an engineering lift
 - Could drive users back to the app from the landing page with the use of a smart banner on iOS and a deep link
 - New alert on Home when contact email is empty and updated styling for alert in Contact information

Updates

- Content finalized for Home alert
- Still need more discussion on landing page ideas



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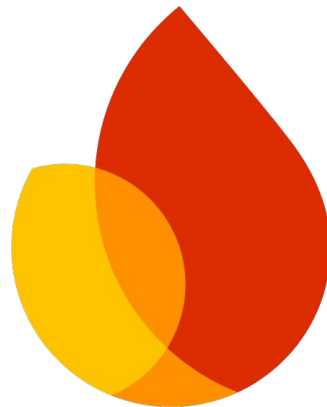
Emily | UAT Overpayment

Background

- **Data validation:** testing the Overpayment feature with real Veteran data (User Acceptance Testing) to ensure features work as expected before public release
- **Live build testing:** using pre-release app builds instead of design mockups. First time testing with this method.

Strategy

- **Recruitment pivot:** Transitioning to some in-house recruitment, establishing compliant outreach plans
- **Technical access:** Establishing workflows for TestFlight (iOS) and Firebase (Android).
- **Test framework:** Defining test paths and success criteria



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Up Next

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Next Sprint Focus - Sprint 35

- Continue work on the API refactor of the Veteran Status Card and provide recommendations on validating the new logic.
- Investigate BE analytics for Overpay MVP so that we can ultimately define the success criteria for the release plan and understand which mobile analytics need to be implemented by the MFS team.
- Connect with the Authenticated Experience team, Tech Lead to have a technical conversation about the email verification initiative on VAHB app.
- Mock up wireframes for the various VBA alerts.
- Finalize research plan and identify individuals for Overpay MVP UAT.



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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.

Feedback



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Feedback

Thoughts? Questions? New directions?

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Planned and Completed Tickets

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Planned Tickets

- 1036: [BE] Optimize the Overpay API
- 1052: Sync with Financial Management Team
- 1055: Complete Build of VSC Mobile Endpoint Utilizing Shared Service
- 1017: Mock up new VSC error messages (started in 33 as flexible scope)
- 1042: UAT Overpayments: Test Cases & Success Criteria
- 1043: UAT Overpayments: Process for using TestFlight and Firebase in study
- 1047: UAT Recruitment Criteria

Completed Tickets

- [1017](#): Mock up VSC ineligibility messages (web & mobile)
- [1041](#): Assess content surfaced with VSC alerts
- [1042](#): UAT Overpayments: Test Cases & Success Criteria
- [1043](#): UAT Overpayments: process for using TestFlight and Firebase in study
- [1044](#): Contact email empty state updates
- [1047](#): UAT Overpayments: recruitment criteria
- [1052](#): Sync with Financial Management Team
- [1057](#): Merge ticket to split feature flags for overpay/copay
- [1059](#): Merge ticket for VSC error cases
- [1058](#): Merge ticket for content updates on Copays
- [1063](#): Identify other mentions of DMDC to update
- [1064](#): Search mobile/web codebases for DMDC alerts to document for UX
- [1070](#): DMC Action Item

Incomplete Tickets

- None!



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Team Information

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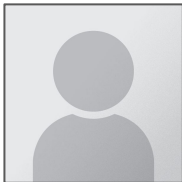
MFS Team



Michelle Middaugh
VA PO



Ryan Thurlwell
VA Design Lead



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Natalie Gibbons
Product Manager



Emily Goodrich
Delivery Manager



Emily DeWan
UX Researcher



Natasha Huckleberry
UX Designer



Dave Formanek
Lead Mobile
Engineer



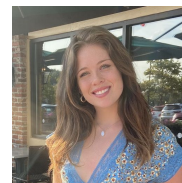
Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer



Kayley Bogemann
FullStack Engineer

Resources

- OCTO Slack: [#mobile-feature-support-public](#)
- GitHub: [va-mobile-feature-support](#)
- Roadmap: [Mural](#)
- GitHub Project Board: [Mobile Feature Support](#)
- Demo Recording:



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Thank You!

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