

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 18: 05/19/2025-05/30/2025

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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

- Continue development for the web VSC redesign for the additional user scenario and support this initiative through the collaboration cycle. The team will continue to document artifacts necessary for staging and review so that Veterans have a positive experience when this feature is live.
- To provide Veterans with ease of access to their Veteran Status Card, we aim to investigate the technical parameters and industry-standard settings of a digital wallet feature to understand any design limitations associated with this feature.
- Finalize the research questions, and begin creating the research conversation guide and designs that will allow Veterans to view Benefit Overpayment and Medical Copayment Debts in the mobile app.
- Prep the artifacts necessary for the Design Intent.
- To support the VA's commitment to open source, transparency, collaboration, and knowledge sharing, we will work to gain approval on the public repository request issue as well as make our project instance public.



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Key Wins

- Web VSC Redesign development is nearing completion and we've started preparing artifacts to support the IIR team for the upcoming Staging Review.
- Investigated the technical parameters and industry-standard settings of a digital wallet feature for the VSC.
- Finalized research questions and interview section of the conversation guide as well as the flows/designs that will allow Veterans to view Benefit Overpayment and Medical Copayment Debts in the mobile app.
- Finalized the artifacts for the Design Intent meeting for the Benefit Overpayment and Medical Copayment Debt work.
- Gained approvals and made our GitHub repository and project instance public.



Presentations



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Presentations

- **Dave:**
 - VSC Web Redesign Engineering Work
- **Michael:**
 - Veteran Status Card Alert Spikes
 - Veteran Status Card Investigation of a Singular Endpoint
- **Matt:**
 - Settings Spike for Veteran Status Card Digital Wallet
- **Emily:**
 - Research Questions and Conversation Guide for Benefit Overpayment and Medical Copayment Debts
- **Natasha:**
 - User Flows and Designs for Benefit Overpayment and Medical Copayment Debts
- **Jason:**
 - Public MFS GitHub Repository and Project Instance
- **Natalie:**
 - Roadmap

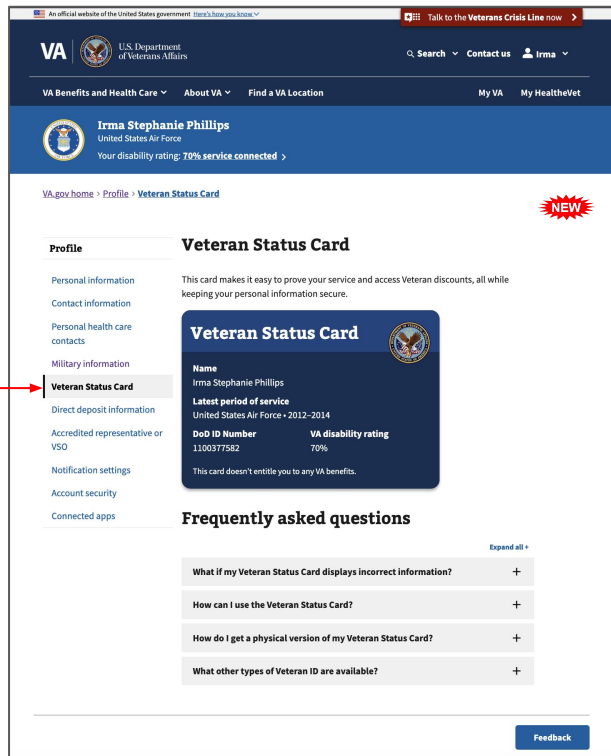
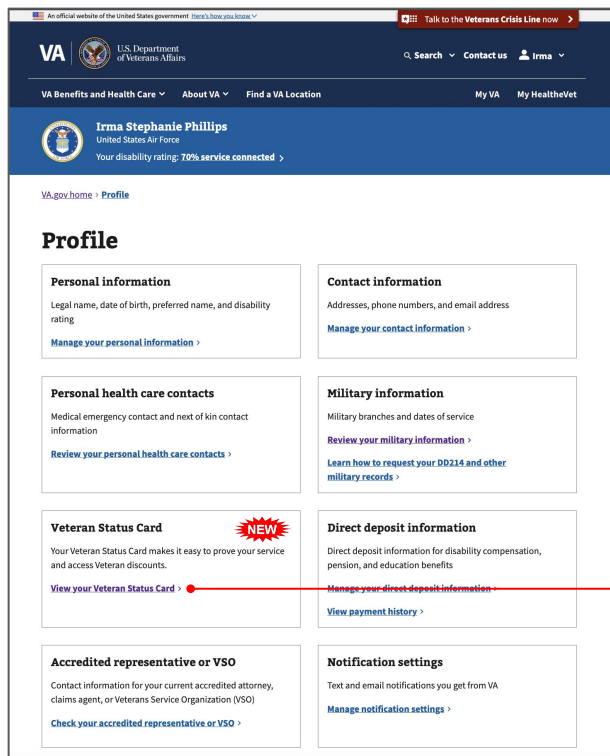


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Dave | VSC Web Redesign Engineering Work

Accomplishments:

- Feature Flag (BE/FE)
- Profile Hub Card (FE)
- Military Info Page Updates
- New VSC Page
- Frequently asked questions
- PDF Updates
- Alert Updates (BE/FE)
- Accessibility Testing
- E2E Tests
- Unit Tests
- Release Notes
- Started Artifacts
- Testing on staging



Michael | VSC Alert Spikes

We experienced certain times where the alerts on the Veteran Status Card would spike beyond normal

Findings

- The spikes in alerts were grouped into tight timeframes
- Almost all the errors seen were 504 (Gateway Timeout) errors returned from the Lighthouse API

Resolution

- The Lighthouse team confirmed that during the error spikes that we saw, there were maintenance downtimes downstream from their own APIs
- We confirmed there is not an issue with our own APIs



Michael | VSC Investigation of a Singular Endpoint

Today, there are two endpoints that return a veteran's status that could be used by the Veteran Status Card. We wanted to investigate simplifying this down to a single endpoint rather than supporting two endpoints.

Findings

- One endpoint parses through a vet's Service History to determine eligibility
- The other endpoint contacts a Lighthouse API to determine eligibility
- The Lighthouse endpoint is much more straightforward
- Both Mobile and Web apps exclusively ingest the Lighthouse endpoint now

Resolution

- The Service History endpoint can remove code related to determining eligibility
- The endpoint can't be removed completely because it still provides other needed data

Matt | Settings Spike for VSC Digital Wallet

We wanted to understand how the wallet settings functioned when a veteran adds their Veteran Status Card (VSC) to the Apple/Google wallet.

[Link to Figma](#)

Findings:

- Wallet builds its own menu — we can't add custom options.
- Toggles appear only if the pass uses the matching feature
 - Push updates ⇒ Notifications
 - Location info ⇒ Suggest on Lock Screen near specified locations
 - Sharing enabled ⇒ Share icon beside the ellipsis

Takeaways:

- Do we turn on push updates?
- Do we surface the card on the lock screen?
- Do we allow veterans to share their card?



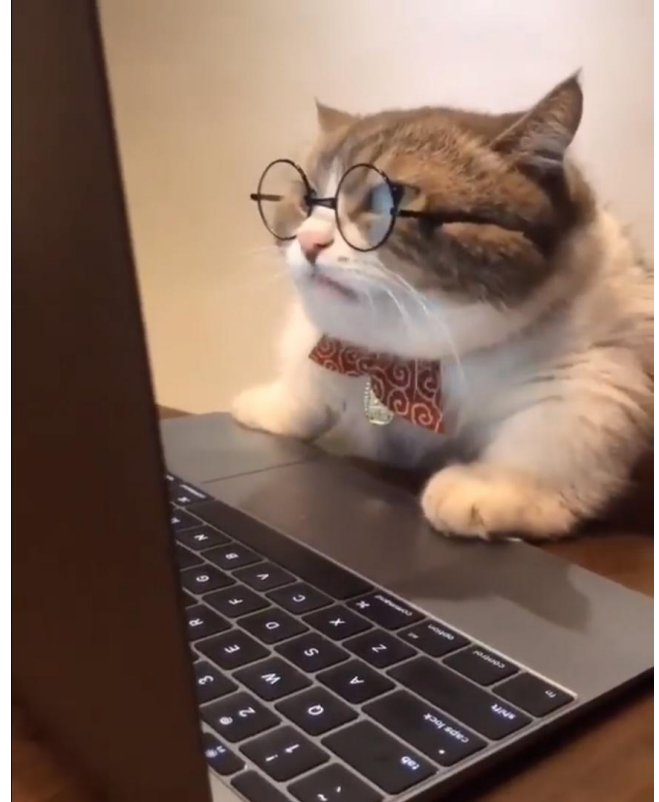
Emily | Benefit Overpayment and Medical Copayment Debts

Research Plan: key developments

- Recruitment and screener questions
- Hypotheses

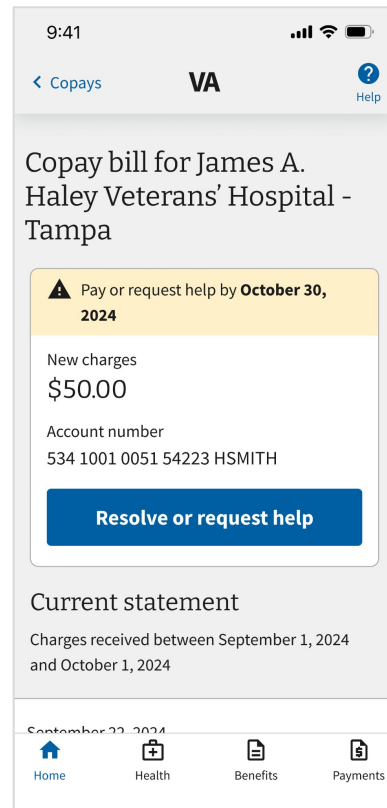
Conversation Guide: key development

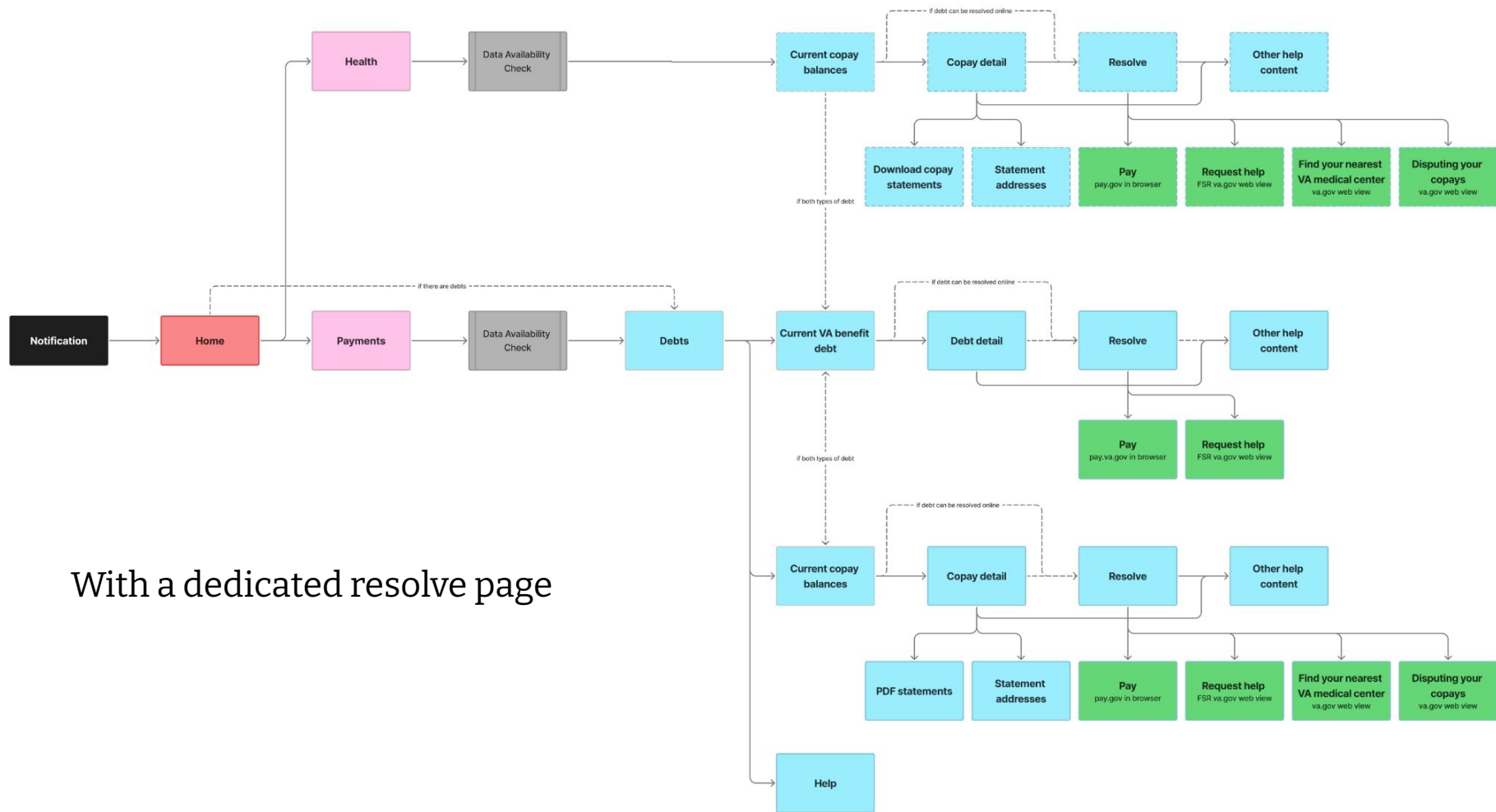
- Logistics
- Interview portion
- Started test questions



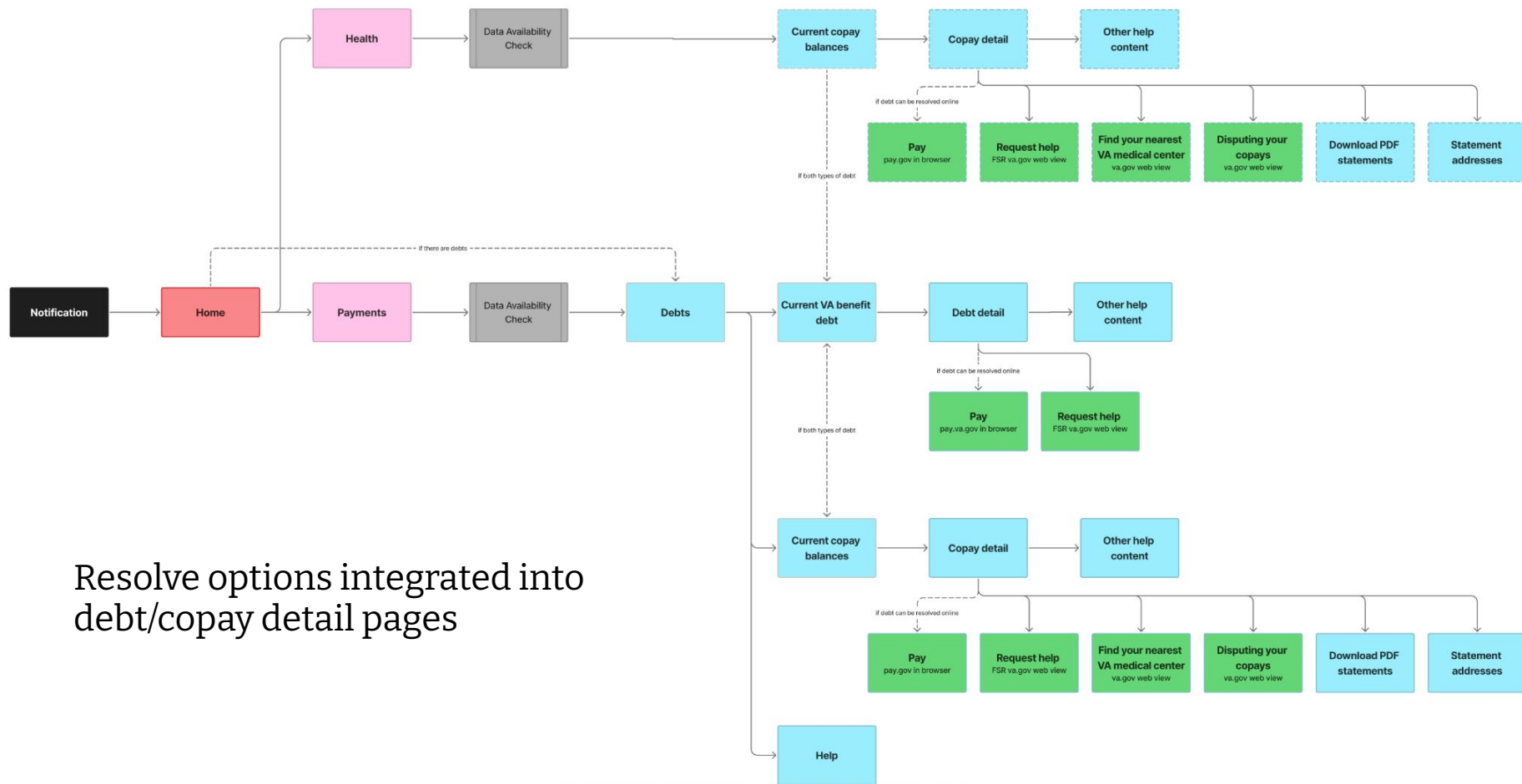
Natasha | User Flows and Designs for Benefit Overpayment and Medical Copayment Debts

- Explored various user flow options
 - Linking out to va.gov for resolve options
 - With a dedicated resolve page like what's planned for web
 - Resolve options integrated into the debt and copay detail pages
- Started mocking up ideas in Figma
 - Reviewed other apps for ideas
 - Started prototyping
- Links to files:
 - [Figjam](#)
 - [Figma](#)







With a dedicated resolve page




Resolve options integrated into debt/copay detail pages


Jason | Public MFS GitHub Repository







 department-of-veterans-affairs / va-mobile-feature-support

[Code](#) [Issues 67](#) [Pull requests](#) [Discussions](#) [Actions](#) [Projects 1](#) [Wiki](#) [Security](#) [Insights](#) [Settings](#)

 **va-mobile-feature-support** Public [Edit Pins](#) [Watch 3](#)

[main](#) [22 Branches](#) [0 Tags](#) [Add file](#) [Code](#)

 **jason-dehaan** Merge pull request [#491](#) from department-of-veterans-affairs/jason-d... f7e5fd6 · last week [107 Commits](#)

 .github/ISSUE_TEMPLATE	Update ux_ticket_template.md	last month
 collab-cycle	Rename Overpay Copay Architecture Intent to Overpay C...	2 weeks ago
 demo-decks	Add files via upload	last week
 lessons-learned	Update overpayments-copayments.md	3 weeks ago
 release-notes	Update readme.md	last month
 README.md	Update README.md	3 weeks ago

Jason | Public MFS GitHub Project Instance

✓ Closed

General Request: Change the VA Health and Benefits mobile app MFS GitHub Projects board to "public" #27763



mmiddaugh last week



I am the VA Product Owner and I approve



1



Minh-Truong last week



done



1



Minh-Truong closed this as completed last week

Up Next

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Next Sprint Focus

- Support the web VSC redesign by compiling the necessary staging review artifacts and to support this effort in the collaboration cycle, so that Veterans have a positive experience when this feature is live.
- To provide Veterans with ease of access to their Veteran Status Card, the team will continue to investigate the technical parameters and industry-standard settings of a digital wallet feature to understand any design limitations associated with this feature.
- Deliver a faster and more efficient user experience for Veterans and improve device performance, the team will investigate the sort function on the frontend and identify the sort function within the app, so that this functionality can eventually be implemented on the backend.
- Create designs, continue research preparation, and attend the Design Intent meeting to support the effort to allow Veterans to view Benefit Overpayment and Medical Copayment Debts in the mobile app.
- Conduct a general comparative analysis to understand industry standards and practices regarding the terminology used for payments and finances, so that we can provide clarity for Veterans when they access their debts on the app.



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Noted Risks and Dependencies

- Alex and Kim will be supporting VA Chatbot during sprint 19, so we will have limited team availability.
- External team PR reviews may take longer than expected and are outside of our control.



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Feedback

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Feedback

Thoughts? Questions? New directions?

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Planned and Completed Tickets

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Planned Tickets

- [397](#): Make the Repo Public
- [398](#): Change the MFS GitHub Project instance to Public
- [404](#): Write interview section of conversation guide
- [415](#): SPIKE: Settings for wallet feature
- [425](#): E2E Tests (Staging Review Artifacts)
- [426](#): Unit Test Coverage (Staging Review Artifacts)
- [441](#): Release Notes: VSC redesign (Web)
- [457](#): [BE] Veteran Status Card alert updates
- [462](#): Finalize research goals + questions
- [464](#): Design Intent: Overpayment and Copayment Debts
- [468](#): Determine recruitment + screeners
- [478](#): [FE] Implementation of Veteran Status Card alert updates
- [479](#): [BE] SPIKE investigation of a singular endpoint for Veteran Status
- [482](#): Continue flows/designs
- [485](#): Obtain COR Approval and Finalize Public Repository Request
- [486](#): SPIKE: Sync with Jon B on SSO Mechanism and Present Findings to Team
- [490](#): [BE] SPIKE: Investigate the Vet Status Card alert spikes
- [497](#): Product QA: VSC Redesign (Web)
- [498](#): UX QA: VSC Redesign (Web)
- [1581](#): [FE] Veteran Status Card accessibility and mobile checkup



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Completed Tickets

- [397](#): Make the Repo Public
- [398](#): Change the MFS GitHub Project instance to Public
- [404](#): Write interview section of conversation guide
- [415](#): SPIKE: Settings for wallet feature
- [425](#): E2E Tests (Staging Review Artifacts)
- [426](#): Unit Test Coverage (Staging Review Artifacts)
- [441](#): Release Notes: VSC redesign (Web)
- [457](#): [BE] Veteran Status Card alert updates
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- [486](#): SPIKE: Sync with Jon B on SSO Mechanism and Present Findings to Team
- [490](#): [BE] SPIKE: Investigate the Vet Status Card alert spikes
- [492](#): SPIKE: Investigate Error Type Logging in Mobile Analytics
- [497](#): Product QA: VSC Redesign (Web)
- [498](#): UX QA: VSC Redesign (Web)
- [499](#): Revisit higher level conditionals for Nametag + VeteranStatusScreen
- [1581](#): [FE] Veteran Status Card accessibility and mobile checkup



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Incomplete Tickets

- None!



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Team Information

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Team



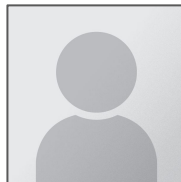
Jeff Barnes
VA PO



Michelle Middaugh
VA PO



Ryan Thurlwell
VA Design Lead



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Natalie Gibbons
Product Manager



Jason DeHaan
Delivery Manager



Emily DeWan
UX Researcher



Natasha Huckleberry
UX Designer



Alex Teal
Lead Engineer



Dave Formanek
Sr Mobile Engineer



Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer

Resources

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



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Thank You!

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