



VA-Mobile Feature Support Demo/Review

Sprint 15

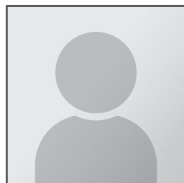
April 21, 2025

The demo/review recording can be accessed [here](#)

VA-MFS Team



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VAPO



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COR



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UX Designer



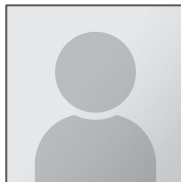
Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer



TBD
VA Engineer Lead



Ryan Thurwell
VA Design Lead

OCTO Mission:

Our mission is to improve Veterans' lives with better software.

2025 OCTO Objectives	Key Results
O1: VA's digital experiences are the easiest and most efficient way to access VA health care and benefits.	<ul style="list-style-type: none">1.1 Improve satisfaction with our web and mobile products by 5 points.1.2 We have reduced the total time Veterans spend waiting for a response from our digital experiences by 50%, towards a goal of less than 4 seconds per transaction.1.3 100% of transactions received via our digital experiences are either processed correctly or we have notified the user of an error.
O2: OCTO's platforms are the fastest, most efficient, and most secure way to deliver products at VA.	<ul style="list-style-type: none">2.1 100% of authentications to our systems and tools (both Veteran-facing and internal) occur using a secure credential.2.2 We have reduced the total error rates in our platforms by 50% compared to Q4 2024, towards a goal less than 1% per endpoint.2.3 100% of VA employees have access to a valuable Generative AI tool to help with their work.2.4 Each of our platforms* and tools increase the number of non-OCTO built capabilities or non-OCTO users by 50%. (*excluding mobile)
O3: OCTO teammates are empowered with the knowledge and resources they need to make sustained impact.	<ul style="list-style-type: none">3.1 Team members reporting more than a reasonable amount of stress is 5 points lower for each quarter in 2025 than it was in the corresponding quarter in 2024.3.2 Every OCTO Portfolio identifies 2 or more strategic decisions per quarter that would benefit the larger OCTO team, and documents them publicly in a shared location.3.3 75% or more team members are confident they have the knowledge needed to make effective decisions.
O4: OCTO positively influences VA's ability to deliver software products and services faster, safer, and with higher quality.	<ul style="list-style-type: none">4.1 OCTO has delivered at least 10 impactful artifacts or learning activities (e.g., trainings, guides, COP meetings) focused on improving delivery practices that achieve an NPS score of 30 or higher from the target OIT delivery staff.4.2 OCTO has helped resolve/support at least 10 significant engineering issues or products outside our portfolio.4.3 Five or more non-OCTO teams have used SPRUCE to deliver high quality software.

Sprint 15 Ticket Changes

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

Our Mission: Continuously deliver high-quality digital experiences for the benefit of all Veterans and their families

Rollover from Sprint 14

- [361](#) Pre-Release Veteran Status Card Error Flow/Surfacing (complete)
- [338](#) Zoom Considerations: iOS (complete)
- [339](#) Zoom Considerations: Android (complete)

Added to the Sprint Post-Planning

- [382](#) Create Feature Flag VSC redesign (complete)
- [391](#) Review the Staging Review platform documentation (complete)
- [362](#) Pre-Release Veteran Status Redesign Implementation (The PR is still in the review and approval process)

Sprint 15 Completed Tickets

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Product Completed

- [378](#) Review the Staging Review platform documentation (Natalie)
- [274](#) Product Brief Updates

UX Completed

- [357](#) Pre-need Burial: Research: Submit research readout to internal team for review
- [360](#) Pre-need Burial: Research: Finalize GitHub presence from project
- [358](#) Pre-need Burial: Research: Add research findings to GitHub
- [244](#) Debt Services: Research: Research goals

Sprint 15 Completed Tickets Cont.

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Engineering Completed

- [1569](#) [BE] Veteran Status Stage 1 Feature Flag
- [379](#) Release VSC error messaging to the VA Mobile App
- [372](#) Review the Staging Review platform documentation (Matt)
- [1570](#) [FE] Veteran Status Stage 1 Feature Flag
- [370](#) Review the Staging Review platform documentation (Dave)
- [375](#) Set up local environments to implement web work (Kim)
- [374](#) Set up local environments to implement web work (Matt)
- [371](#) Review the Staging Review platform documentation (Kim)
- [369](#) Review the Staging Review platform documentation (Alex)
- [373](#) Set up local environments to implement web work (Alex)

Continuation of Work into Sprint 16

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In Progress

- [350](#) Stakeholder Testing (The build is in the process of being reviewed by stakeholders)

Natalie | Product Updates

Veteran Status Card

- **4/22 release:** VSC error messaging and proof of status button for ineligible Veterans
- Helped the team test the mobile redesign work with a target release date of 05/06.
- Synced with IIR about the digital wallet feature and how MFS team can best support that effort.

Debt Services

- Completed the [Debt Service Product brief](#) and will continue to work with the Financial Management Team to address any additional questions.

Debt Services Product Brief

Overview

Veterans can experience debt from the Veterans Affairs. The two types of debt that the Financial Management Team have focused on include:

- Overpayments
- Copayments (also referred to as copays)

Overpayments occur when a Veteran receives more compensation than they are entitled to and are handled by Veterans Benefits Administration (VBA). Examples of overpayments include a dependent change from a divorce or even when a Veteran receives education benefits for a class but then drops the class and does not report that. In these instances, the Veteran will owe money to the VA for such actions. Copays are part of an individual's health insurance and are the amount of money owed for a specific healthcare service or prescription; the remainder of the cost is covered by insurance. The Veterans Health Administration (VHA) manages copayments.

Currently, Veterans can access their debt through the authenticated experience on VA.gov. After logging on, they can access their debt portal through the My VA tab. If Veterans have debt that they owe the VA, their debt is split between copays and overpayments. The respective debts can be viewed and resolved online, over the phone, by mail, or by paying in person.

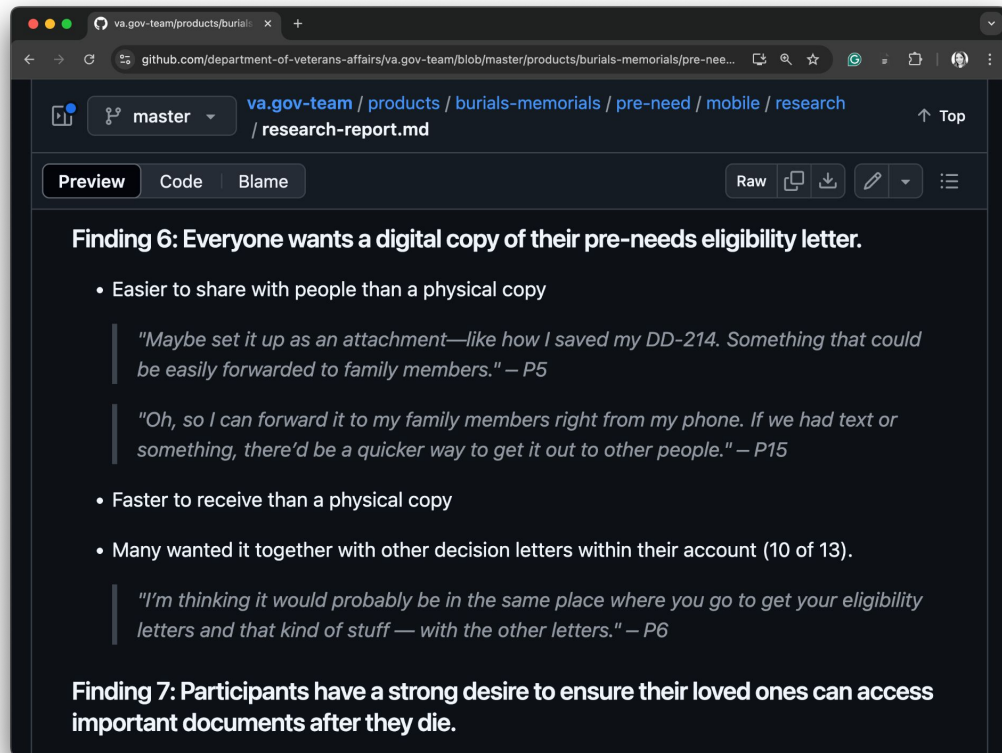
The debt portal allows Veterans to dispute charges and request assistance from the VA for financial hardship by completing the Financial Status Report (VA Form 5655). Currently, the Financial Management Team is implementing the One VA Debt Letter, which will provide Veterans with a summary of all their VA debts, specifically overpayments and copays debt.

Natasha/Emily | Pre-Need Burials

Discipline (UX)

Pre-Need Burials

- Worked on wrapping up research efforts
 - Filled in the remaining portions of the research report and shared internally for feedback
 - Finished cleaning transcripts for PII/PHI
 - Continued uploading research artifacts to GitHub
 - Began presentation deck
- Planning on presenting May 5th during demo

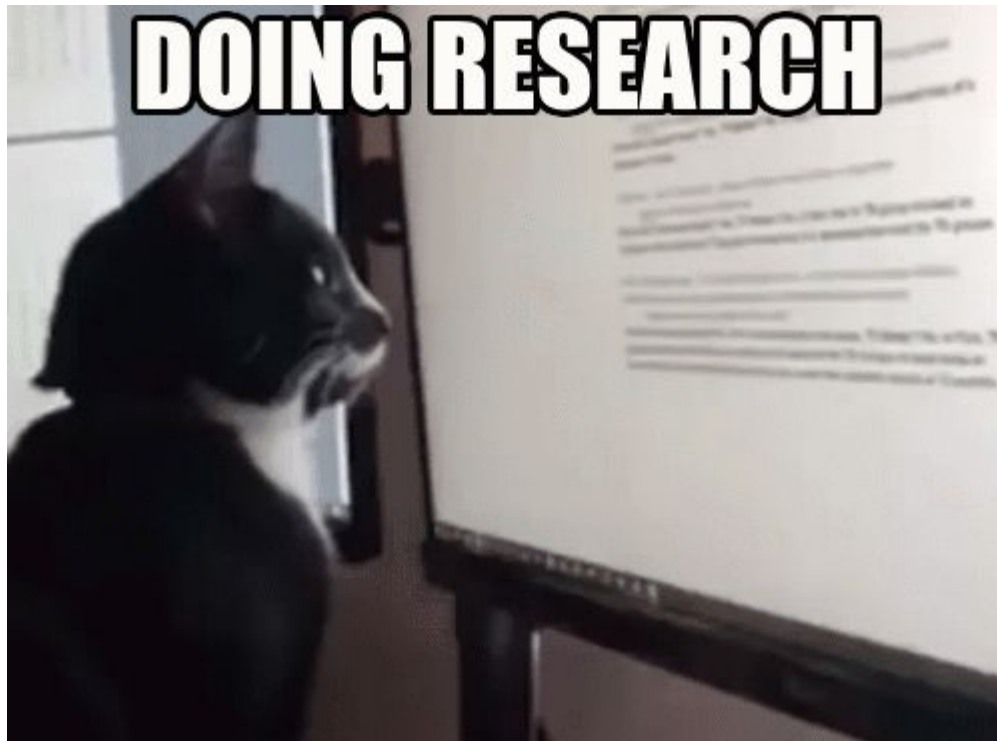


Natasha/Emily | Debt Services

Discipline (UX)

Debt Services

- Research goals, outcomes, and questions have been added to the research plan and shared internally
- Reviewed notes from the Financial Management Team
- Began reviewing existing web designs

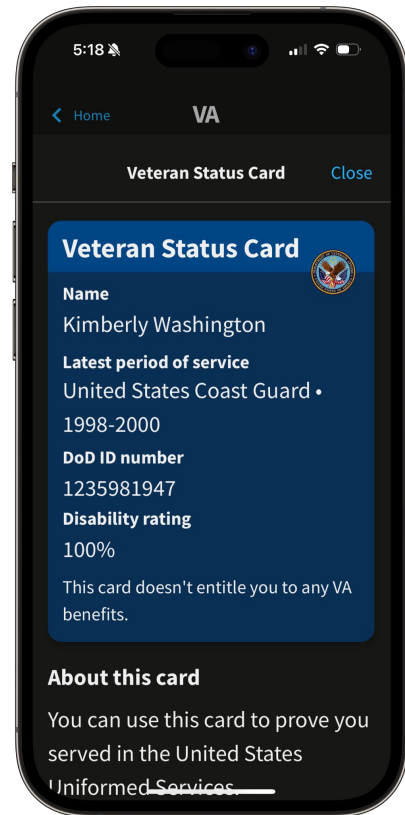


Natasha/Emily | Veteran Status Card

Discipline (UX)

Veteran Status Card

- Annotated IIR's web designs for Veteran Status Card
- Assisted with testing for the mobile redesign to get approval from IIR and Ryan
- Briefly discussed upcoming digital wallet work



Engineering | Veteran Status Card

Discipline (Engineering)

Explanation of the work:

- **Preamble:** The engineers all went through the various stages of setting up web and reading through staging review documentation to prepare for the incoming web work.
- **Work:** Getting the redesign to production
- **Solution:**
 - The team was focused on adjusting code and ensuring builds were available for the work completed last sprint to align with feedback and bug reporting received during the QA and Review stage of work.



Sprint 16

Sprint 16 Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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- Support Veteran Status Mobile redesign work so that it can be released on 05/06 and provide Veterans with designs that align with industry standards.
- Continue development that will ease the burden for Veterans on VA.gov by implementing the IIR's industry standard redesign.
- Materials will be presentation-ready for Pre-Need Burial so that we understand how this effort can best support Veterans on mobile.
- Create a research plan for user interviews and usability testing to understand how Veterans would like to engage with their VA Debt on mobile.
- To support the VA's commitment to open source, transparency, collaboration, and knowledge sharing, we will take the initial steps towards making our GitHub project instance and repository public.

Sprint 16 Committed Work

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Veteran Status Card: Implement Redesign (Mobile)

- [412](#) Release VSC Redesign to VA Mobile App

Veteran Status: Creating New Home in Profile on VA.gov

- [407](#) Web Veteran Status Card UX support
- [1572](#) [FE] Veteran Status Card - New page
- [1571](#) Veteran Status PDF changes [FE]
- [1579](#) [FE] Veteran Status Card FAQ

Show Veterans Pre-Need Burial Claim Status

- [411](#) Create presentation
- [413](#) Prep for presentation to stakeholders

Debt Services: Discovery & Research

- [245](#) Determine recruitment + screeners
- [403](#) Determine research methodology
- [402](#) Spike: Debt Service
- [275](#) Set up Ongoing Sync with Web Team Members

Sprint 16 Committed Work

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Making the Mobile Feature Support Repo and Project instance public on GitHub

- [393](#) Review the prerequisites for requesting a public repository
- [394](#) Certify that all branches, issues, and PR's are free of internally sensitive VA information
- [395](#) Implement GitHub Security and Branch Protection Standards

Questions?