Resources and Support

Status and Planning

July 13, 2021

Top 3 Priorities

1. Finish links audit of live pages and implement changes
2. Housing – Rework per Beth’s feedback to all current articles
3. Build more 1.1 articles as Word docs get approved (Need to prioritize, e.g., there are 5 disability faqs that Paul Shute identified for migration that are not in Drupal yet. See following pages for status.)

Status

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## Account and profile

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 13 account-and-profile IRIS faqs were updated in 2015 or later. Of those 13:  1 was not migrated because it was a duplicate of 1767:  3045  12 were migrated:  1767 corresponds to  [Change your address on file with VA](https://www.va.gov/resources/change-your-address-on-file-with-va)  [How to change your legal name on file with VA](https://www.va.gov/resources/how-to-change-your-legal-name-on-file-with-va)  [How to change your address in your VA.gov profile](https://www.va.gov/resources/how-to-change-your-address-in-your-vagov-profile)  1762, 1765, 1788 and 1800 correspond to  [My HealtheVet FAQs](https://www.va.gov/resources/my-healthevet-faqs)  [Get a Premium My HealtheVet account](https://www.va.gov/resources/get-a-premium-my-healthevet-account)  1681-1684 and 1686-1687 correspond to  [DS Logon FAQs](https://www.va.gov/resources/ds-logon-faqs)  [How to get a Premium DS Logon account online](https://www.va.gov/resources/how-to-get-a-premium-ds-logon-account-online)  1700 corresponds to  [How do I change my name in my DEERS record?](https://www.va.gov/resources/how-do-i-change-my-name-in-my-deers-record) | 9 articles live:  [Change your address on file with VA](https://www.va.gov/resources/change-your-address-on-file-with-va)  [Connected apps FAQs](https://www.va.gov/resources/connected-apps-faqs)  [DS Logon FAQs](https://www.va.gov/resources/ds-logon-faqs)  [Get a Premium My HealtheVet account](https://www.va.gov/resources/get-a-premium-my-healthevet-account)  [How do I change my name in my DEERS record?](https://www.va.gov/resources/how-do-i-change-my-name-in-my-deers-record)  [How to change your address in your VA.gov profile](https://www.va.gov/resources/how-to-change-your-address-in-your-vagov-profile)  [How to change your legal name on file with VA](https://www.va.gov/resources/how-to-change-your-legal-name-on-file-with-va)  [How to get a Premium DS Logon account online](https://www.va.gov/resources/how-to-get-a-premium-ds-logon-account-online)  [My HealtheVet FAQs](https://www.va.gov/resources/my-healthevet-faqs) | **QUESTION FOR BETH**  Should [IRIS faq 1692](https://iris.custhelp.va.gov/app/answers/detail/a_id/1692/kw/1692) , “*I haven't used my account in over a year. Do I need to be in-person proofed again?,”*  be added to [DS Logon FAQs](https://www.va.gov/resources/ds-logon-faqs)? This was under ebenefits but feels like it belongs in this account and profiles article.  **PRE-2015 IRIS FAQS TO CONSIDER ADDING TO R&S**  [713: What is required for direct deposit](https://iris.custhelp.va.gov/app/answers/detail/a_id/713/kw/direct%20deposit)  [715: May I apply for direct deposit by telephone](https://iris.custhelp.va.gov/app/answers/detail/a_id/715/kw/direct%20deposit/related/1)  [717: May I mail my direct deposit request](https://iris.custhelp.va.gov/app/answers/detail/a_id/717/kw/direct%20deposit/related/1)  [1544: Does the VA call Veterans and ask for personal financial information over the phone?](https://iris.custhelp.va.gov/app/answers/detail/a_id/1544/kw/1544)  1688: What is in-person proofing? (Add a Q&A to [Verifying your identity on VA.gov](https://www.va.gov/resources/verifying-your-identity-on-vagov)) |

## Decision Reviews

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 16 decision-reviews-related IRIS faqs were updated in 2015 or later. Of those 16:  7 Answer IDs (1601, 3078-3082 and 3088) were not migrated because they are answered on the following tier 1 pages: [VA decision reviews and appeals](https://www.va.gov/decision-reviews/)  [Supplemental Claims](https://www.va.gov/decision-reviews/supplemental-claim/)  [Higher-Level Reviews](https://www.va.gov/decision-reviews/higher-level-review/)  [Board Appeal](https://www.va.gov/decision-reviews/board-appeal/)  9 Answer IDs (581, 3074-3076 and 3083-3087) were not migrated because they were longer relevant or weren’t Veteran facing | No IRIS-based content in R&S. |  |

## Life Insurance

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 6 life-insurance-related IRIS faqs were updated in 2015 or later. Of those 6:  4 Answer IDs (846, 2562, 2565 and 2621) were not migrated because they are answered on the following tier 1 pages:  [Traumatic Injury Protection (TSGLI)](https://www.va.gov/life-insurance/options-eligibility/tsgli/)  [Veterans’ Group Life Insurance (VGLI)](https://www.va.gov/life-insurance/options-eligibility/vgli/)  Answer ID 2625 corresponds to: [How to find out if you should get a higher TSGLI payment](https://www.va.gov/resources/how-to-find-out-if-you-should-get-a-higher-tsgli-payment/)  Answer ID 2760 corresponds to[Life insurance dividend payment options](https://www.va.gov/resources/life-insurance-dividend-payment-options/) | 2 live articles  [How to find out if you should get a higher TSGLI payment](https://www.va.gov/resources/how-to-find-out-if-you-should-get-a-higher-tsgli-payment/)  [Life insurance dividend payment options](https://www.va.gov/resources/life-insurance-dividend-payment-options/) | Live articles not based on IRIS content  [Life insurance if you have preexisting conditions](https://www.va.gov/resources/life-insurance-if-you-have-preexisting-conditions/)  [Deciding how much life insurance to get](https://www.va.gov/resources/deciding-how-much-life-insurance-to-get/) |

## Education – General

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 10 general education faqs were considered for migration. Of those 10:  Answer IDs 97, 221 and 971 weren’t migrated per SMEs.    4 were migrated:  Answer ID 172 corresponds to: https://www.va.gov/resources/how-va-education-benefit-payments-affect-your-taxes/  Answer ID 493 corresponds to: https://www.va.gov/resources/how-do-i-get-college-credits-for-my-military-service/  Answer ID 1482 corresponds to: https://www.va.gov/resources/can-i-get-a-replacement-gi-bill-benefit-certificate-of-eligibility/  Answer ID 1573 corresponds to:  https://www.va.gov/resources/what-if-my-school-closes-temporarily-because-of-a-natural-disaster/  3 are pending | 4 articles live  [How VA education benefit payments affect your taxes](https://www.va.gov/resources/how-va-education-benefit-payments-affect-your-taxes/)  [How do I get college credits for my military service?](https://www.va.gov/resources/how-do-i-get-college-credits-for-my-military-service/)  [Can I get a replacement GI Bill benefit Certificate of Eligibility?](https://www.va.gov/resources/can-i-get-a-replacement-gi-bill-benefit-certificate-of-eligibility)  [What if my school closes temporarily because of a natural disaster?](https://www.va.gov/resources/what-if-my-school-closes-temporarily-because-of-a-natural-disaster/) | **Ask SME:**  IRIS **answer IDs 1575 and 1568 as well as 1572,** are not in current articles. Should they be included? Draft content: |

## Education – Payments

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 5 education payments faqs were identified by SMEs for migration.  Answer IDs 17, 68, 75, and 118 correspond to: https://www.va.gov/resources/gi-bill-and-other-va-education-benefit-payments-faqs/  **Answer ID 1571 – TBD** | 1 article live:  [GI Bill and other VA education benefit payments FAQs](https://www.va.gov/resources/gi-bill-and-other-va-education-benefit-payments-faqs) | **Question for Beth:** I wrote R&S content for IRIS **answer ID 1571,** but it did not make it into final article. You were going to look into whether or not to include.  From copy deck: |

## Education – Debt

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 7 education debt faqs were identified by SMEs for migration:  989, 1421, 1422, 1423, 1424, 1437, 1569 | 3 articles live:  [VA debt management](https://www.va.gov/resources/va-debt-management/)  [Waivers for VA benefit debt](https://www.va.gov/resources/waivers-for-va-benefit-debt/)  [VA COVID-19 debt relief options for Veterans and dependents](https://www.va.gov/resources/va-covid-19-debt-relief-options-for-veterans-and-dependents/) | [GH 17605](https://github.com/department-of-veterans-affairs/va.gov-team/issues/17605)  Laura compared copy deck to Danielle’s debt pages and identified 3 IRIS faqs to add to Danielle’s content and 2 IRIS faqs to include as new, single Q&A articles in R&S.  **Beth noted she’d take it from here.** |

## Education – Eligibility

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 7 education eligibility faqs were identified by SMEs for migration:  6, 227, 970, 1499, 1500, 1540 and 1578  The answers to these faqs are being combined with eligibility information currently on tier 1 pages to create R&S articles. | In development | **QUESTIONS FOR BETH:** In the GH ticket, you indicated that we won’t be assessing IRIS eligibility Q&As as they relate to tier 1 content for a while  Selina did write copy for these (attached to ticket).  Should we proceed with trying to get these articles done by June 1? If not, do we just redirect to tier 1 page?  **Laura to ID Tier 1 content to migrate**  [GH 17600](https://github.com/department-of-veterans-affairs/va.gov-team/issues/17600) |

## Education – Coverage

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 7 education coverage faqs were identified by SMEs for migration:  10, 16, 947, 972, 1434, 1493, 1576  These faqs will be covered in a new R&S article. | One, multiple-faqs article in development. | **Beth to review**  [GH 17601](https://github.com/department-of-veterans-affairs/va.gov-team/issues/17601) |

## Education – Manage Benefits

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 9 manage education benefits faqs were identified by SMEs for migration  Three (15, 132 and 1571) are covered in direct deposit articles:  https://www.va.gov/resources/direct-deposit-for-your-va-benefit-payments/  https://www.va.gov/resources/how-to-change-direct-deposit-information-for-va-benefits/  7, corresponds to [DRAFT] Verifying your enrollment  9, 403, 1450, 1564, and 1565 correspond to [DRAFT] Making changes to your course load | 1 article live  [How to change direct deposit information for VA benefits](https://www.va.gov/resources/how-to-change-direct-deposit-information-for-va-benefits/)  2 articles in development  Verifying your enrollment  Making changes to your course load | **Beth to review**  [GH 17603](https://github.com/department-of-veterans-affairs/va.gov-team/issues/17603) |

## Education – WAVE

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 3 WAVE faqs were identified by SMEs for migration.  Answer IDs 117, 193, 198 correspond to https://www.va.gov/resources/gi-bill-wave-faqs/ | 1 article live  [GI Bill WAVE FAQs](https://www.va.gov/resources/gi-bill-wave-faqs/) | **Laura to add links to Danielle’s new debt pages**.  [GH 18130](https://github.com/department-of-veterans-affairs/va.gov-team/issues/18130) |

## Education –Section 702

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 26 Section 702 faqs were considered for migration.  1492 is a duplicate of 1491 so was not migrated  1485, 1489, 1491, 1493-1507, 1510, 1512-1514, 1563, 1565, and 1567 correspond to [*waiting on approval of Word doc before noting which R&S articles the answer ID numbers above correspond to*]. | In progress | [GH 20644](https://github.com/department-of-veterans-affairs/va.gov-team/issues/20644)  **Beth to review.** |

## Education – Montgomery GI Bill

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| **GI BILL FAQS** | **GI BILL FAQ R&S CONTENT** | **Internal Notes** |
| 4 Montgomery GI Bill faqs were identified by SMEs for migration.  180 and 949 correspond to Montgomery GI Bill Refunds  3 and 187 correspond to  Getting a GI Bill Extension | **In progress** | [**GH 17604**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/17604)  **Beth to review.** |

## Disability

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 9 disability IRIS faqs were identified for migration. Of those 9:  **DRAFT COPY DECK:**  1233 is being migrated but to a pension article instead of disability  410 corresponds to Combat-Related Special Compensation (CRSC)  583 corresponds to <http://preview-prod.vfs.va.gov/preview?nodeId=26921>  589 corresponds to Disability severance pay  921 corresponds to VA disability benefits  1235 corresponds to VA compensation and pension  420 How do I get a copy of my VA disability rating?  923 corresponds to If I have an illness or injury that I didn’t include when I filed for disability, can I still claim it?  3049 corresponds to VA guide and service dogs | 3 articles | [GH 23625](https://github.com/department-of-veterans-affairs/va.gov-team/issues/23625)  CRSC article in Drupal. To be published per final approval.  GH ticket ?? Non compensable disability to be published pending final approval.  [GH ticket 21414](https://github.com/department-of-veterans-affairs/va.gov-team/issues/21414)  **There are 5 more topics we need to include in R&S per Paul Shute**.  They are not in Drupal yet. See top of ticket. **NOTE:** Before developing these articles, see ticket [23380](https://github.com/department-of-veterans-affairs/va.gov-team/issues/23380) and see if there’s any info we want to migrate off tier 1 pages into these articles.  **TIER 1 PAGES AUDIT & MIGRATION**  Intent to file: [GH Ticket 25439](https://github.com/department-of-veterans-affairs/va.gov-team/issues/25439) |

## Burials and memorials

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 9 burials and memorial IRIS faqs were updated in 2015 or later. Of those 9:  5 Answer IDs (135, 181, 373, 537 and 3058) were not migrated because they are answered on the following tier 1 pages:  https://www.va.gov/burials-memorials/  https://www.va.gov/burials-memorials/eligibility/burial-at-sea/  https://www.va.gov/burials-memorials/memorial-items/  https://www.va.gov/burials-memorials/bereavement-counseling/  https://www.va.gov/burials-memorials/pre-need-eligibility/  182, 184, 1202, 1328, correspond to live articles. | 5 live articles  [Can I be buried in Arlington National Cemetery?](https://www.va.gov/resources/can-i-be-buried-in-arlington-national-cemetery)  [Can I plan ahead for my burial in a VA national cemetery?](https://www.va.gov/resources/can-i-plan-ahead-for-my-burial-in-a-va-national-cemetery)  [What does burial in a VA national cemetery include?](https://www.va.gov/resources/what-does-burial-in-a-va-national-cemetery-include)  [Government headstones and markers FAQs](https://www.va.gov/resources/government-headstones-and-markers-faqs)  [Requesting a replacement government headstone or marker](https://www.va.gov/resources/requesting-a-replacement-government-headstone-or-marker) | [GH 13909](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13909)  **Beth to review reccos on cremation, grave locator, and flag recitation.** |

## Service member benefits

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| In progress  Laura posted revised copydeck to GH 12/2. | 1 question | Beth: You mentioned you might have made changes to this copy deck. Send me your latest and I can run it through the components checklist. before you review further.  [GH ticket: 14568](https://github.com/department-of-veterans-affairs/va.gov-team/issues/14568) |

## Health care

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| In progress  Laura sent deck to Danielle. | 27 articles | **Status TBD. Danielle to update.**  [GH 13904](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13904) |

## Housing

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| In progress  Beth reviewing Selina’s copy decks. | 29 questions | **Laura to rework per Beth’s direction.**  [GH 13912](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13912) |

## Records

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| Laura made revisions based on links discussions.  478 corresponds to How do I update my DD 214?  1820 corresponds to How can I get my VA medical records  3070 corresponds to Freedom of Information Act (FOIA) |  | [GH 13911](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13911)  **Beth to review** |

## Family member benefits

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| **IRIS FAQS** | **R&S CONTENT STATUS** | **Internal Notes** |
| 873 and 874 correspond to Travel benefits for OIF/OEF families  3053 corresponds to As a child adopted out of a Veteran’s family, can I get VA benefits?  3054 corresponds to Can I get compensation benefits for a child adopted out of my family? |  | [GH ticket 13906](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13906)  Beth to review |

## Pension

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| 16 pension IRIS faqs were updated in 2015 or later. Of those 16:  12 Answer IDs (915, 926, 927, 933-935, 1227-1231 and 1234 ) were not migrated because they are answered on tier 1 pages.  1 answer ID (923) wasn’t migrated into a pension article because it’s a disability topic/article.  3 were migrated :  920 corresponds to [DRAFT: Can I get VA pension back pay?]  1233 corresponds to [DRAFT: How does VA determine my net worth?]  1235 corresponds to [Draft article also tagged under disability: VA compensation and pension] | In progress | [GH 13910](https://github.com/department-of-veterans-affairs/va.gov-team/issues/13910)  **Beth to review** |

## Careers and employment

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| **IRIS FAQS** | **IRIS-BASED R&S CONTENT** | **Internal Notes** |
| On hold  Beth feedback on Slack:  BP: seems to be more information about careers Veterans can get with VA rather than at other government agencies actively try to hire Veterans; Federal jobs for Veterans FAQ: unsure which website we should be sending Vets to for job info; What about VR&E?  LW: VR&E QAs were all tier 1. May need to move tier 2 content off of tier 1 pages to create valuable VR&E articles.  BP: Might be complicated to ID SME and what sites to link to. Because this isn’t benefits related, put on hold til 2021. | 5 articles | [GH 14548](https://github.com/department-of-veterans-affairs/va.gov-team/issues/14548)  Laura to propose approach after reviewing tier 1 pages. |

## Other topics and questions

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| 22 articles live: |  |  |