**Veteran participant card sort - 9 audience tags**

14 articles to match to 9 audience categories

|  |  |
| --- | --- |
| All Veterans (3) | How do I reset my password?  How do I verify my school enrollment?  What is a “protected” pension? |
| Family members and caregivers (1) | Forms for filing a life insurance claim for your deceased Veteran |
| Gulf War Veterans (1) | Presumptive Gulf War diseases |
| Incarcerated Veterans (1) | VA services for Veterans in prison or who are about to be released |
| LGBTQ Veterans (1) | What VA family member benefits are my same-sex spouse eligible for? |
| Minority Veterans (1) | Benefits and services for Veterans who are Philippine U.S. nationals |
| Native American Veterans (1) | Which tribal governments participate in VA’s NADL home loan program? |
| Women Veterans (2) | Can I get mammogram screenings at VA?  VA services for women Veterans experiencing homelessness |
| Veterans age 65+ with complex care needs (2) | What kinds of long-term care services does VA offer?  What is adult day care? |
| **14 articles total** |  |

**SME participant card sort – 14 audience tags**

20 articles to match to 14 audience categories

|  |  |
| --- | --- |
| All Veterans (3) | How do I reset my password?  How do I verify my school enrollment?  What is a “protected” pension? |
| Family members and caregivers (1) | Forms for filing a life insurance claim for your deceased Veteran |
| Gulf War Veterans (1) | Presumptive Gulf War diseases |
| LGBTQ Veterans (1) | What VA family member benefits are my same-sex spouse eligible for? |
| Minority Veterans (1) | Benefits and services for Veterans who are Philippine U.S. nationals |
| Native American Veterans (1) | Which tribal governments participate in VA’s NADL home loan program? |
| Women Veterans (2) | Can I get mammogram screenings at VA?  VA services for women Veterans experiencing homelessness |
| Veterans age 65+ with complex care needs (2) | What kinds of long-term care services does VA offer?  What is adult day care? |
| Schools, administrators, and other education professionals (1) | List of education liaisons for schools and state approving agencies |
| Career counselors and other employment specialists (1) | VA subsidies and other incentives for businesses to hire Veterans |
| Fiduciaries (2) | How do I become a fiduciary for my Veteran friend or family member?  What is a VA appointed fiduciary responsible for? |
| Funeral directors and cemeteries (1) | NCA cemetery grants for states, tribal governments, and territories |
| Lenders, appraisers, and other real estate professionals (2) | What are the requirements to become a VA fee appraiser or inspector?  VA resources for lenders and VA fee appraisers |
| Veteran service organizations and accredited representatives (2) | How to apply for VA accreditation as an attorney or claims agent  Accreditation FAQs for VSOs, attorneys, and claims agents |
| **20 articles total** |  |

**Topic card sort – all participants**

16 articles to match to 6 LC homepage categories

|  |  |
| --- | --- |
| VA account and profile (3) | I lost my phone and I can’t access the code for 2-factor authentication  How to change your VA address online  How do I check my claim status? |
| General (4) | How to challenge a claims agent fee  VA HCRV specialists for Veterans who are or have been in prison  Who do I contact about debt on my account?  Directory of state Veterans agencies |
| Careers and employment (1) | Directory of VSOC counselors |
| Disability (3) | How to prepare for your Agent Orange Registry Health Exam  How to upload evidence online for your claim  How VA back pay (retroactive benefits) works (Video) |
| Housing assistance and home loans (2) | VA's adaptive housing grants for disabled Veterans (Video)  Which tribal governments participates in VA’s NADL home loan program? |
| Records (3) | Accepted forms of discharge documents for applying for a VA benefit  Where can I view my VA payments online?  Can I get the military records of my deceased Veteran family member? |
| **16 articles total** |  |

**List of all articles**

<https://dvagov-my.sharepoint.com/:x:/r/personal/jennifer_lee27_va_gov/_layouts/15/Doc.aspx?sourcedoc=%7B733A65E6-A95C-47C3-95DA-02C1E73FBE8E%7D&file=card-sort-articles-WIP-081020.xlsx&action=default&mobileredirect=true&cid=1fb7d239-f3a7-417b-9a5b-267b6a77c7d7>