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| 8940 Interview, VSO Participant 3  09/2018 | Participant 3, VVA |
| 1. If you could give Veterans one piece of advice about completing VA Form 21-8940, what would it be? | Dee: when you apply for unemployability, VA will look all of your service connected disabilities. If there’s an improvement in a disability, they might not get it. It has to be a service-connected disability. |
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| 2. If you could give employers one piece of advice about completing VA Form 21-4192, what would it be? |  |
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| 3. What opinions or feelings have you heard Veterans or employers express regarding the Unemployability application process? |  |
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| 4. What evidence do you wish Veterans and employers would provide more often, as it’s frequently missing from VA Form 21-8940 & 21-4192? | Dee: Try to have them get statements from medical providers, HR statements that support diminished work capability. Time off, Did anyone at work see (the event), |
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| 5. What are the biggest mistakes Veterans make when completing VA Form 21-8940? |  |
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| 6. What are the biggest mistakes employers make when completing VA Form 21-4192? |  |
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| 7. Is it easy to obtain completed VA Form 21-4192 from the Veteran’s previous employers? Do you have any suggestions that would make obtaining them easier? | BIGGEST CHALLENGE: SERVICE CONNECTED DISABILITY / NONSERVICE CONNECTED DISABILITY. Difficult to explain the reason why. Include helper text on why there may not see it and who to contact if they have questions. Could also be a different name [where does the name of the disability come from]. Also make sure the names are aligned. |
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| 8. Is there any language that could be added to or clarified on the forms to improve the information provided by claimants or employers? |  |
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| 9. Do you have any other recommendations on VA Forms 21-8940 & 21-4192 that would improve the experience for Veterans and employers or be helpful for us to know? If so, please add it here. |  |