



## VOICE OF THE VETERAN SATISFACTION INITIATIVE

### **BENCHMARKING SATISFACTION**

The Voice of the Veteran (VOV) satisfaction initiative was established to incorporate Veteran feedback into the Veterans Benefits Administration's (VBA) decision-making process and consistently measure Servicemembers', Veterans', and beneficiaries' satisfaction with their VBA benefits experience. This initiative supports VBA's commitment to improve the benefits delivery process. As in the Call Center Satisfaction Research Program that is currently in field, VBA partnered with J.D. Power and Associates to design, develop, and field a satisfaction research study to enhance VA's advocacy role through the VOV initiative.

### **MEASURING BENEFIT SATISFACTION**

The VOV Benchmark Study commenced fielding on Oct. 25, 2012 to more than 100,000 Veterans and will collect the responses of more than 30,000 Servicemembers', Veterans', and beneficiaries' over a 90-day period. As VBA strives to increase Veteran satisfaction, the VOV initiative will enable VBA to collect valuable feedback regarding the delivery of benefits and services with Veterans, their dependents, and stakeholders to identify key performance indicators and industry best practices. This initiative will focus specifically on compensation, pension, education, home loan guaranty, specially adapted housing, and vocational rehabilitation and employment benefits.

### **PARTICIPATION IS VOLUNTARY**

While VBA encourages Servicemembers, Veterans, and beneficiaries to participate in the VOV initiative, participation is completely voluntary. Inquirers should be assured that current and future benefits will not be impacted, regardless of the client's decision to participate in the survey. The expected time commitment for completion of the survey is approximately 15 minutes. All information obtained through the survey instruments will be kept private.

**For More Information, Call Toll-Free 1-877- JDPA (5372) or email JDPA at [VeteransAffairs@JDPA.com](mailto:VeteransAffairs@JDPA.com)**



Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



**U.S. Department  
of Veterans Affairs**