

WOMEN VETERANS BENEFITS EXPERIENCE

This map illustrates the journey of women Veterans as they navigate key decisions in their lives as Service members and Veterans. Acknowledging that not all women Veterans are the same, this journey highlights eleven journey moments reflective of experiences many women Veterans share. Each journey moment details bright spots, pain points, key decisions typically made, and key touch points influencing the women Veterans’ experience. Moments that matter throughout indicate experiences that are pivotal points in the women Veteran experience. By understanding the experience of women Veterans as they navigate key decisions throughout their lives, VA can better understand where to focus outreach and resources in order to better serve women Veterans.



ACRONYMS	
DOD	Department of Defense
FOB	Forward Operating Base
MST	Military Sexual Trauma
PTSD	Post Traumatic Stress Disorder
TAP	Transition Assistance Program
VBA	Veterans Benefits Administration
VHA	Veterans Health Administration
VSO	Veteran Service Organization
VR&E	Veteran Readiness & Employment
PCPG	Personalized Career Planning & Guidance

JOURNEY PHASE			
Moment That Matters	Journey Moment	Optional Moment That Matters	Optional Journey Moment
Bright Spot	Pain Point		
Synthesized sentiment based on Veteran data.			
Quote - Direct quote from Veteran			

