

118TH CONGRESS
2D SESSION

H. R. 9806

To amend title 38, United States Code, to establish the Office of Veterans Experience, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

SEPTEMBER 25, 2024

Ms. BUDZINSKI (for herself and Ms. BROWNLEY) introduced the following bill; which was referred to the Committee on Veterans' Affairs

A BILL

To amend title 38, United States Code, to establish the Office of Veterans Experience, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Improving Veterans’
5 Experience Act of 2024”.

6 **SEC. 2. ESTABLISHMENT OF OFFICE OF VETERANS EXPERI-**
7 **ENCE.**

8 (a) IN GENERAL.—Chapter 3 of title 38, United
9 States Code, is amended by adding at the end the fol-
10 lowing new section:

1 **“§ 325. Office of Veterans Experience**

2 “(a) ESTABLISHMENT.—There is established in the
3 Department, within the Office of the Secretary, an office
4 to be known as the ‘Office of Veterans Experience’ (here-
5 inafter referred to as the ‘Office’ in this section).

6 “(b) HEAD OF OFFICE.—(1) The head of the Office
7 shall be the Chief Veterans Experience Officer.

8 “(2) The Chief Veterans Experience Officer shall—

9 “(A) be appointed by the Secretary from among
10 individuals the Secretary considers qualified to per-
11 form the duties of the position; and

12 “(B) report directly to the Secretary.

13 “(c) FUNCTIONS.—The functions of the Office are
14 the following:

15 “(1) To carry out initiatives of the Department
16 regarding the experience of veterans in accessing
17 and using benefits furnished by the Secretary, in-
18 cluding establishing guidance (including strategies,
19 frameworks, and policies) for the Department re-
20 garding such benefits.

21 “(2) To collect and analyze data to identify rea-
22 sons why veterans do not use such benefits for which
23 they are eligible.

24 “(3) To report to Congress regarding data and
25 reasons described in paragraph (2), disaggregated
26 by—

1 “(A) type of such benefit; and

2 “(B) such reasons (including ignorance of
3 such benefits, barriers to receiving such bene-
4 fits, or comparable benefits furnished by an-
5 other entity).

6 “(4) To engage with veterans described in para-
7 graph (2).

8 “(5) To collect information (including metrics
9 and action plans) from other components of the De-
10 partment to improve such experience of veterans.

11 “(6) To report to Congress regarding the demo-
12 graphic data of veterans, disaggregated by categories
13 including age, gender identity, race, ethnicity, Tribal
14 affiliation, and sexual orientation.

15 “(7) To carry out such other functions relating
16 to such experience of veterans that the Secretary de-
17 termines appropriate.

18 “(d) STAFF AND RESOURCES.—The Secretary shall
19 ensure that the Office has such staff, resources, and ac-
20 cess to information as may be necessary to carry out the
21 functions of the Office.

22 “(e) PRIVACY.—Nothing in this section shall be con-
23 strued to authorize the Chief Veterans Experience Officer
24 to disclose any record in contravention of section 552a of

1 title 5 (commonly referred to as the Privacy Act of
2 1974).”.

3 (b) CLERICAL AMENDMENT.—The table of sections
4 at the beginning of such chapter is amended by adding
5 at the end the following new item:

“325. Office of Veterans Experience.”.

6 **SEC. 3. GAO REVIEW OF 1-800-MYVA411 HOTLINE.**

7 Not later than one year after the date of the enact-
8 ment of this Act, the Comptroller General of the United
9 States shall submit to the Committees on Veterans’ Af-
10 fairs of the Senate and House of Representatives a report
11 containing the analysis of the Comptroller General regard-
12 ing the efficacy of the 1–800–MyVA411 hotline.

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