

Talk to the Veterans Crisis Line now

[VA.gov](#) [Locations](#) [Business](#) [VA Careers](#)
[Contact Us](#)

VA | News

[News](#) ▾ [Resources](#) ▾ [VA Podcast Network](#)
[VA Press Room](#) 

Press Room

VA announces major survivor benefits reforms

FOR IMMEDIATE RELEASE

May 5, 2025 10:12 am

WASHINGTON — The Department of Veterans Affairs today announced a three-pronged approach to eliminate barriers and streamline the process for how eligible survivors and dependents of deceased Veterans and servicemembers apply for and receive VA benefits and services.

Specific improvements include:

- Starting this month, VA's [Office of Survivors Assistance](#) will be moved from the Veterans Benefits Administration to the Office of the VA Secretary, reversing a Biden-era decision that buried OSA under layers of bureaucracy.
- Starting this month, VA will create a “white-glove” survivor outreach team to guide and assist eligible survivors throughout their [Dependency and Indemnity Compensation](#) (DIC) claims process.
- Starting immediately, VA will begin work to identify areas where automation can be used to make the DIC claims process easier to navigate for survivors.

“The last thing survivors need in their time of grief is frustrating red tape and bureaucracy. That’s why we are creating a better system to more quickly and effectively provide survivors the services, support and compassion they’ve earned,” said **VA Secretary Doug Collins**.

Background information on the changes VA announced today is below.

Relocating OSA

In 2021, the Biden administration moved OSA from the Office of the VA Secretary to the Veterans Benefits Administration, creating a siloed system at odds with the intent of the [Veterans’ Benefits Improvement Act of 2008](#). Starting this month, VA will reverse this decision and move OSA to the Office of the VA Secretary, where a staff of five full-time employees will advise the Secretary on all matters related to the policies, programs and legislative issues affecting survivors and dependents.

“White-Glove” Survivor Outreach Team

Under previous administrations, there were gaps in the survivor claims system and no defined outreach process for VA employees to gather information from survivors navigating the benefit process. VA's "White-Glove" Survivor Outreach Team will begin operations in May 2025 and consist of experts based out of the Philadelphia VA Regional Benefit Office. These experts will receive specialized training and guide and assist eligible survivors throughout every step of the DIC claims process with the goal of getting to "yes" on DIC claims decisions for eligible survivors.

Automation Improvements

VA now automates more than 1,000 DIC claims payments or adjustments per day and is in the process of ongoing enhancements to increase automation that will expedite survivors' claims and improve their experience. VA will also be identifying additional areas where automation can be used to make all benefits delivery processes easier to navigate for eligible surviving dependents.

###



Reporters and media outlets with questions or comments should contact the Office of Media Relations at vapublicaffairs@va.gov



Veterans with questions about their health care and benefits (including GI Bill). Questions, updates and documents can be submitted online.

[Contact us online through Ask VA](#)



Veterans can also use our chatbot to get information about VA benefits and services. The chatbot won't connect you with a person, but it can show you where to go on VA.gov to find answers to some common questions.

[Learn about our chatbot and ask a question](#)

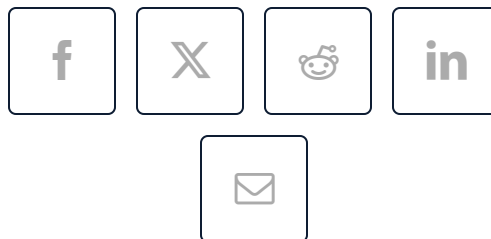


[Subscribe today](#) to receive these news releases in your inbox.

Topics

- [healthcare](#)
- [Survivors](#)
- [survivors benefits](#)
- [Veterans](#)

LET OTHERS KNOW ABOUT THIS



More from the Press Room

NEWS RELEASESPRESS
STATEMENTS
MAY 9, 2025

VA statement regarding President Trump’s executive order

The order establishes a National Center for Warrior Independence for homeless Veterans.

NEWS RELEASES
MAY 6, 2025

VA broadens online memorials for Veterans buried overseas

VA's Veterans Legacy Memorial website adds 210,000 additional pages for American Veterans interred and honored in cemeteries and memorials.

NEWS RELEASES
MAY 1, 2025

VA, non-profits partner to honor fallen Veterans during Memorial May

VA's National Cemetery Administration is joining forces with non-profit organizations Carry The Load, Travis Manion Foundation and Victory for Veterans to pay homage to Veterans interred in VA National Cemeteries through a series of events, volunteer opportunities and shared stories.

Last updated May 5, 2025



U.S. Department of Veterans Affairs
810 Vermont Ave., NW
Washington, DC 20420
[1-800-698-2411](tel:1-800-698-2411)

VA News

An official website of the U.S. Department of Veterans Affairs

VA.gov	VA mobile apps	Agency Financial Report
ChooseVA	Accessibility at VA	Privacy policy
DiscoverVA	No FEAR Act data	FOIA requests
DigitalVA	Whistleblower Protection	Disclaimers
VA Outreach Events	Office of the Inspector General	Open data
VA Forms	VA plans, budget, finances, and performance	Vulnerability disclosure policy
VA Publications		Copyright policy
About VA		

Looking for U.S. government information and services? Visit [USA.gov](https://www.usa.gov)