



Life Experience Designation Charter

Navigating transition to civilian life

On December 13th, 2021, President Biden signed E.O. 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, which charges members of the President's Management Council (PMC) to form interagency teams, coordinated by OMB, to designate and assess cross-agency customer life experiences, work to develop measurable improvements for such customer life experiences that involve multiple agencies, develop prospective plans to rigorously test what works, and share lessons learned across the Federal Government.

This charter establishes the PMC's cross-government effort and interagency team, as envisioned in E.O. 14058, to tackle the designated life experience of **navigating transition to civilian life**.

Where we are now

Each year, [approximately 200,000 service members leave the military](#) and reorient their civilian lives around key domains, including: education, employment, health, finance, housing and social relationships. Progress has been made to help empower transitioning service members to embrace and engage these domains, but quantitative and qualitative data suggests that around half of all recently separated Veterans may not connect with available resources, benefits, services and tools for several years, and potentially only at a time when they may already be in a state of crisis. Understanding the reasons why service members disengage and designing services to promote future success in key life domains may have significant impact on Veteran homelessness, suicidality, employment and poverty rates; and have lasting ripple effects into a community of [approximately 43M Veterans, family members, survivors, and caregivers](#).

Both the Department of Defense (DoD) and the Department of Veterans Affairs (VA) Joint Executive Committee's (JEC) mission is to enhance the overall social, physical, emotional, mental health, and well-being of service members, Veterans, and their eligible beneficiaries. The Department of Labor's Veterans' Employment and Training Service (VETS) is a collaborating partner with the JEC on this effort. From past and current efforts, we know navigating military-to-civilian transition can be burdensome, confusing and sometimes despairing for Veterans, their families and their supporters throughout the duration of their life cycle journey.

Where we want to be

- All service members have the opportunity to meaningfully participate in a truly-integrated transition process that supports establishing and accomplishing goals across each of their key life domains throughout their journey
- All service members are provided the time, space and planning support to act on their transition goals
- All veterans, transitioning service members, and military spouses are enabled to reach their full potential in the workplace
- Increased access and enrollment in VA benefits to which Veterans and family members are entitled
- Increased trust and satisfaction in VA, particularly in underserved communities such as younger age groups, LGBTQ+, tribal, and female Veterans

Where we will start

Starting in Q4, Fiscal Year 2022, VA will launch Human-Centered Design (HCD) projects aimed at addressing pain points and collaboration opportunities to improve the transition experience. These projects will be informed by feedback and insights gleaned from those who have recently separated, or are actively transitioning; and captured during discovery research through summer of 2022.

The HCD projects will also leverage the following JEC Strategic Goals:

- Goal 1 – Health Care Collaboration
- Goal 2 – Integrate Benefits and Services Delivery
- Goal 3 – Enhance the Transition and Post-Separation Experience
- Goal 4 – Modernize Shared Business Operations
- Goal 5 – Strengthen Interoperability and Partnership

Collaborating Agencies

Unlike near-term improvements from agency-specific actions, the work and output from the cross-agency life experiences will take months and years to achieve. This work is a transformation in how the Federal Government delivers services. To succeed will require a combination of ongoing leadership from the Executive Office of the President and President's Management Council members, as well as dedicated project teams to drive the work forward.

We, the undersigned, commit to providing talent, expertise, and relevant supports from our agencies, as allowable, to better serve the American public through this integrated, human-centered approach. We will remain oriented around the lived experience of members of the public irrespective of governmental structural silos, involve representatives from organizations across the delivery system (including Federal agencies, State, local, Tribal, and Territorial governments, social and private sector entities), and will engage members of the public (particularly those from underserved communities), to shape our path forward.



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