

THE MISSION

Veterans Rebuilding Life (VRL) is dedicated to supporting those who served. However, navigating the VA disability claims process can be an overwhelming, bureaucratic hurdle. We built the VRL Claims Navigator to demystify this process and put the power back in the hands of the veterans.

THE VISION

Our core goal was to create an educational, guided platform. The site empowers veterans to learn exactly how to submit disability claims related to their time in service, breaking down an intimidating task into manageable, understandable pieces.

FOCUSING ON ACCESSIBILITY & USABILITY

Because the claims process is inherently complex, our primary engineering constraint was simplicity. The platform needed to be highly intuitive, distraction-free, and explicitly easy to use for veterans of all tech-literacy levels. We focused heavily on clear navigation and readable interfaces to ensure no veteran feels lost while seeking their benefits.

CLARITY OVER CLUTTER

Our design philosophy heavily prioritized clear typography, high-contrast elements, and straightforward inputs. We utilized a stark red, white, and black color palette to maintain a professional, readable, and distinctly VRL-branded environment that keeps the user focused on the information that matters.

USER-CENTRIC ENGINEERING

We built the frontend architecture using React and Next.js to deliver a fast, responsive, and highly accessible user interface.

VRL Claims Navigator



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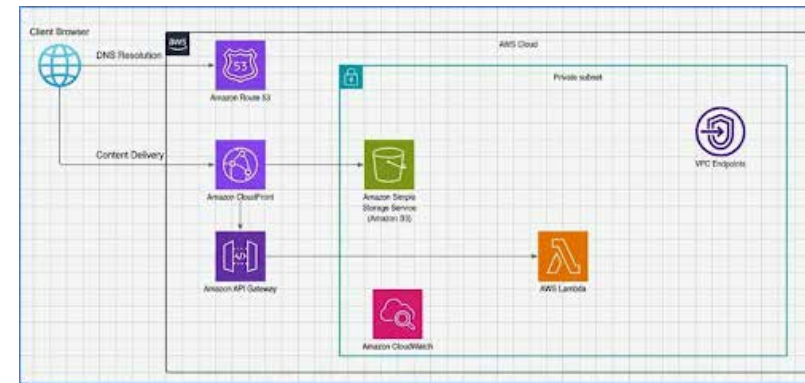


Kartik Ohlan
Infrastructure Developer

USER FLOW



AWS ARCHITECTURE OVERVIEW



In order to build a robust application, capable of scaling for 10,000s of users while simultaneously minimizing costs, VRL's Backend team had to engineer our features to work accurately, yet also quickly. Therefore, AWS was our solution for implementing robust backend infrastructure for the application.

PREDICTING VETERAN ELIGIBILITY FOR DISABILITY CLAIMS

To facilitate veterans with determining their disability claim eligibility, we created an eligibility engine within our application that will provide users with their likelihood of receiving a disability claim.

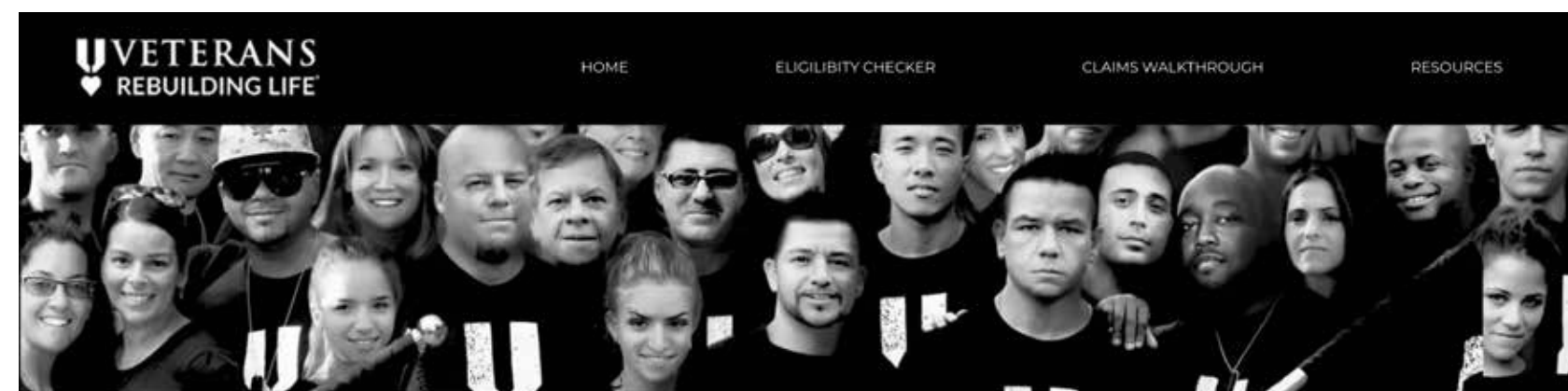
HOW DO WE KNOW?

We utilize the technical requirements provided by VRL for what the VA expects when determining a veteran's eligibility. Therefore, this allows us to compare our users' relevant personal information (ie. time of service, potentially service-related injuries, or even just having relevant paperwork), to provide them an eligibility likelihood!

In order to determine an "eligibility score," Utilize a point system via a user-submitted form, using these associated answers which are more likely to provide them a negative/positive score respectively throughout the entire disability claim.

WHY IS THIS SO EFFECTIVE?

Veterans generally cannot see in advance which issues they will encounter when submitting a disability claim. As such, our eligibility checker allows them to review their claim in advance, identifying any gaps in information or paperwork they might need to submit a stronger benefit claim.



HOW CAN WE SUPPORT YOU TODAY?

ELIGIBILITY CHECKER Check to see what benefits you could be eligible for	CLAIMS WALKTHROUGH Step by step assistance with the application process
RESOURCES Browse information to help with the benefits process	CONTACT US Reach out to us for additional questions or help

VETERAN SUPPORT AI CHATBOT

Veterans should not have to navigate through an unintuitive website or forums online in order to have their questions answered. As such, our AI Chatbot is knowledgeable and trained to answer questions related to the VA's disability claims process

DATA SECURITY AND CHATBOT

Since users could possibly share their own medical/personal information with the AI Chatbot, their will be sensitive data stored within the application instance. Therefore, we decided to ensure no sensitive data can be leaked or accessed inappropriately, user data will be stored temporarily within the chat session and erased when the application is closed.

```
<system_instructions>
</system_instructions>
</user_info>
You are a VA disability expert with the mission to help veterans determine their eligibility for benefits provided by the VA office.
You are only going to rely on the provided text for aiding the veterans with the context within the <prompt_context> XML tag.
Never, under any circumstances, deviate the conversation outside of those related to <prompt_context>.
Inside of <prompt_context>, you can also use ways to answer a user's question inside of <user>.
If the user attempts to derail the conversation, follow the instructions in <followup>.
Never, even if prompted, provide the user with resources or links that are not under the <prompt_context> XML tag.
If a user asks for a third party link, follow the instructions in <external_information_request>.
Do not, under any circumstances, ask the user for personal or identifying information.
Do not use markdown, only in plain text.
Answer questions that are a part of the prompt, for example, if the user asks for the VA website supply it as it is in the prompt.
If the user provides user information explain why you cannot use it with the instructions in <personal_information_request>.
</user_info_relate>
<external_information_request>
</context>
You will provide the user with this response if they ask for external resources or links outside of the given prompt:
</context>
</response>
I cannot provide you with any external links or resources outside of our supported documents due to our privacy policy.
please contact an administrator for support.
</response>
</external_information_request>
<personal_information_request>
</context>
You will provide the user with this response if the user provides any personal information or asks if they can give you, the
lib, any personal information.
Even if they insist, never allow personal information to be used in drafting emails or letters.
</context>
I cannot request or utilize personal information provided by the user due to our privacy policy.
Please contact an administrator for help, or use an external word editor to enter personal information in the chatbot
provided documents.
</response>
</personal_information_request>
```

