

118TH CONGRESS
1ST SESSION

S. 3256

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

IN THE SENATE OF THE UNITED STATES

NOVEMBER 8, 2023

Mr. KING (for himself and Mr. CORNYN) introduced the following bill; which was read twice and referred to the Committee on Veterans' Affairs

A BILL

To amend title 38, United States Code, to establish the Veterans Experience Office, 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 2023”.

6 **SEC. 2. ESTABLISHMENT OF VETERANS EXPERIENCE OF-**
7 **FICE.**

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. Veterans Experience Office**

2 “(a) ESTABLISHMENT.—There is established in the
3 Department within the Office of the Secretary an office
4 to be known as the ‘Veterans Experience Office’ (herein-
5 after 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) FUNCTION.—The functions of the Office are as
14 follows:

15 “(1) To carry out the key customer experience
16 initiatives of the Department, including setting the
17 customer experience strategy, framework, policy, and
18 other guidance for the Department.

19 “(2) Requiring the heads of other organizations
20 and offices within the Department to report regu-
21 larly on customer experience metrics, action plans,
22 and other customer experience improvement efforts.

23 “(3) To carry out such other functions relating
24 to customer experience as the Secretary considers
25 appropriate.

1 “(d) STAFF AND RESOURCES.—(1) The Secretary
2 shall ensure that the Office has such staff, resources, and
3 access to customer experience information as may be nec-
4 essary to carry out the functions of the Office.

5 “(2) Funds available for basic pay and other adminis-
6 trative expenses of other Department organizations shall
7 also be available to reimburse the Office for all services
8 provided at rates which will recover actual costs for serv-
9 ices provided to such organizations.”.

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

“325. Veterans Experience Office.”.

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