



Assistant Director for Procedures & Interagency Data Sharing/Military Operations

Jacqueline Imboden is an Assistant Director for the Procedures & Interagency Data Sharing/Military Operations staff in Compensation Service under the Veterans Benefits Administration (VBA). She has worked at VBA for over 20 years and has served in many different capacities. VBA provides disability compensation benefits to millions of Veterans and their survivors.

In her current role, she is responsible for the M21-1, Adjudication Procedures Manual (M21-1), which serves as a general guide for processing and adjudicating claims for compensation, pension, and related benefits for Veterans and their dependents. She is also responsible for: (1) collaborating with stakeholders on agreements that allow for data-sharing to and from the VA to support the claims process, and (2) acting as a conduit between Department of Defense and the agency for all issues pertaining to military pay, retired pay and dual compensation.

In her former role as an Action Officer, she served as a key advisor and leader for all issues related to military environmental exposures for disability compensation claims. She led the implementation of significant policy changes that established presumed exposure to particulate matter for Veterans who served in the Southwest Asia theater of military operations and other areas. She was one of the leaders for the implementation of the PACT Act across VBA.

Mrs. Imboden earned her M.A. in Public Administration. She is also a military spouse.