

[Marcy Jacobs, Executive Director of the Digital Service team at Veterans Affairs](#)

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This episode features Marcy Jacobs, Executive Director of the Digital Service team at Veterans Affairs, and recent recipient of a Service to America Medal for Management Excellence for her and her team's work connecting vets to the benefits they deserve. Jacobs talks about her background in fine arts and psychology, her 15-years in web design and how USDS actually came to her. After a two-hour breakfast meeting at the White House with former U.S. CTO Todd Park, Jacobs is leading a team at VA changing the veteran digital experience.

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