



Department of Veterans Affairs

Senior Executive Biography

Barbara C. Morton, J.D.

Acting Chief Veterans Experience Officer

Barbara C. Morton has served as the Acting Chief Veterans Experience Officer since January 20, 2021. Prior to this, she joined the Veterans Experience Office (VEO) as Deputy Chief Veterans Experience Officer in 2016. In this role Barbara is responsible for building a lasting customer experience capability at VA and sharing best practices across sister Federal Agencies. She was recently an Agency recipient for the Gears of Government Award (2019) and the Service to the Citizen Award (2019) for her role in transforming VA's capabilities to provide Veterans with an excellent customer experience.



Barbara joined the Department of Veterans Affairs in 2006 as a Staff Attorney at the Board of Veterans' Appeals (Board). She served the Board in a variety of other capacities, to include Special Counsel to the Appellate Group, Special Assistant to the Vice Chairman, Executive Assistant to the Chairman, and Executive Director for the Office of Management, Planning & Analysis. While at the Board, Barbara stood up and led the Board's Appeals Modernization OIT efforts, which included securing industry technologists from United States Digital Service to develop and launch new appeals platforms.

A native of Rockport, Massachusetts, Barbara attended Skidmore College in Saratoga Springs, NY, earning a degree in psychology and philosophy. After receiving her J.D. from Suffolk University Law School, Barbara completed two clerkships in the New England area and thereafter pursued an LL.M. in constitutional law at Georgetown Law. She has published a variety of law review articles, including two pieces relating to posttraumatic stress disorder. Barbara dabbles in the arts, to include painting, photography, ceramics, and stained glass, and she loves following professional tennis and basketball. She also enjoys volunteering for various Veteran-centered causes, to include events at Arlington National Cemetery and the annual Toys-for-Tots campaign.

CAREER CHRONOLOGY:

2016 – Present	Deputy Chief, Veterans Experience Office, Washington, DC
2015 – 2016	Executive Director, Office of Management, Planning, and Analysis, Board of Veterans' Appeals, Washington, DC
2012 – 2015	Executive Assistant to the Chairman, Board of Veterans' Appeals, Washington, DC
2010 – 2012	Special Assistant to the Vice Chairman, Board of Veterans' Appeals, Washington, DC
2009 – 2010	Special Counsel to the Appellate Group, Board of Veterans' Appeals, Washington, DC

EDUCATION:

2013	Federal Executive Institute, Charlottesville, VA
2011	Leadership VA, Washington, DC
2005	Master of Laws, Georgetown Law, Washington, DC
2002	Juris Doctorate, Suffolk University Law School, Boston, MA
1998	Bachelor of Arts in Psychology and Philosophy, Skidmore College, Saratoga Springs, NY