

POST SERVICE OFFICER TRAINING



VFW Department of Pacific Areas





THE POST SERVICE OFFICER

As a Post Service Officer (PSO), you perform a vital function: You provide information about veterans benefits to comrades and their families, urge them to file a claim with the VA, and put them in contact with the Assistant Department Service Officer (ADSO) or Department Service Officer (DSO) as soon as possible.

Post Service Officers may assist veterans in understanding their benefits as outlined in the VFW Guide for Post Service Officers and should refer any potential claimants to the appropriate VFW-Accredited individual for representation.

In helping veterans and their families secure the earned benefits and services they deserve , **YOU MAKE A DIFFERENCE.**

Thank You!





POST SERVICE OFFICER TRAINING

- VFW Podium Edition (By-Laws or “Yellow Pages”)
- Sec 216 (b)- “Elected and Appointed Officers; Chairmen and Committees”
- “ The Commander shall appoint an Adjutant, and *Service Officer.*”





POST SERVICE OFFICER TRAINING

The Director, National Veterans Service, shall prepare and publish a **“VFW GUIDE FOR POST SERVICE OFFICERS”** it is available for download at: <https://www.vfw.org/assistance/va-claims-separation-benefits>

Part 1: Benefits Overview

Part 2: Service-Connected Disability and Pension

Part 3: Health Care

Part 4: Memorial Benefits

Post Service Officer Training Presentation

Each Post/District/Department and County Council Service Officer must have a current edition of the VFW Guide.





POST SERVICE OFFICER TRAINING

GUIDE FOR POST SERVICE OFFICERS

The VFW Manual of Procedure, Sec 218,
Mandates that the work of the service officer shall be
performed in accordance with the instructions contained
in the VFW Guide for Service Officers.

**WHAT THIS MEANS: YOU MUST HAVE THE LATEST
EDITION!**

VFW GUIDE FOR SERVICE OFFICERS IS NOW AVAILABLE ON THE
VFW.ORG WEBSITE: <https://www.vfw.org/assistance/va-claims-separation-benefits>





POST SERVICE OFFICER TRAINING

What is a Post Service Officer?

Post Service Officers are ambassadors of the Veterans of Foreign Wars. Many PSOs get out of their Posts and take the word about veterans benefits to those who cannot come to them. The knowledge PSOs carry with them can help veterans, their surviving spouse and their children obtain the help they often desperately need.





POST SERVICE OFFICER TRAINING

WHAT IS MY JOB AS A POST SERVICE OFFICER (PSO)?

1. Know the VA eligibility rules established by law.
2. Provide Veterans and survivors counsel to the best of your ability.
3. Help Veterans and survivors complete VA Forms.
4. Advise veterans to immediately submit all forms thru e-Benefits, the ADSO or DSO for processing.
5. Keep Veterans and survivors aware of all changes to Veterans Services, and changes in the law.





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COMPENSATION

VA can pay a monthly compensation if the veteran is at least **10%** disabled as a result of Military Service. A Veteran can be given a service connection for his or her disability and be rated at **0%**. This provides for treatment of the disability but because the disability is considered to be minor, no compensation is given.

- The VA uses a unique formula to calculate the awarded disability percentage. Example: 20 + 10 does not always = 30
- Once you obtain 40% you can also add your spouse.





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Non-Service Connected Pension

- Non-Service Connected Pension is a benefit paid to wartime veterans who have limited or no income, and who are age 65 or older, or, if under 65, who are permanently and totally disabled.
- Veterans who are or seriously disabled may qualify for Aid and Attendance (A&A) benefits and Special Monthly Compensation (SMC).
- These are benefits that are paid in **addition** to the basic pension rate.





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GETTING STARTED

The two (2) most important forms that must be filed are the VA Form 21-0966 Intent to File and the VA Form 21-22 Appointment of Veterans Service Organization

- The VA Form 21-0966 established a claim start date
 - Once filed, the claimant has one (1) year to gather information and submit their claim
- The VA Form 21-22 is the Power of Attorney that allows an accredited service officer to check with the VA about a claim
 - Without one the ADSO or DSO can do nothing
 - Every time one is submitted the one on file is no longer valid





POST SERVICE OFFICER TRAINING

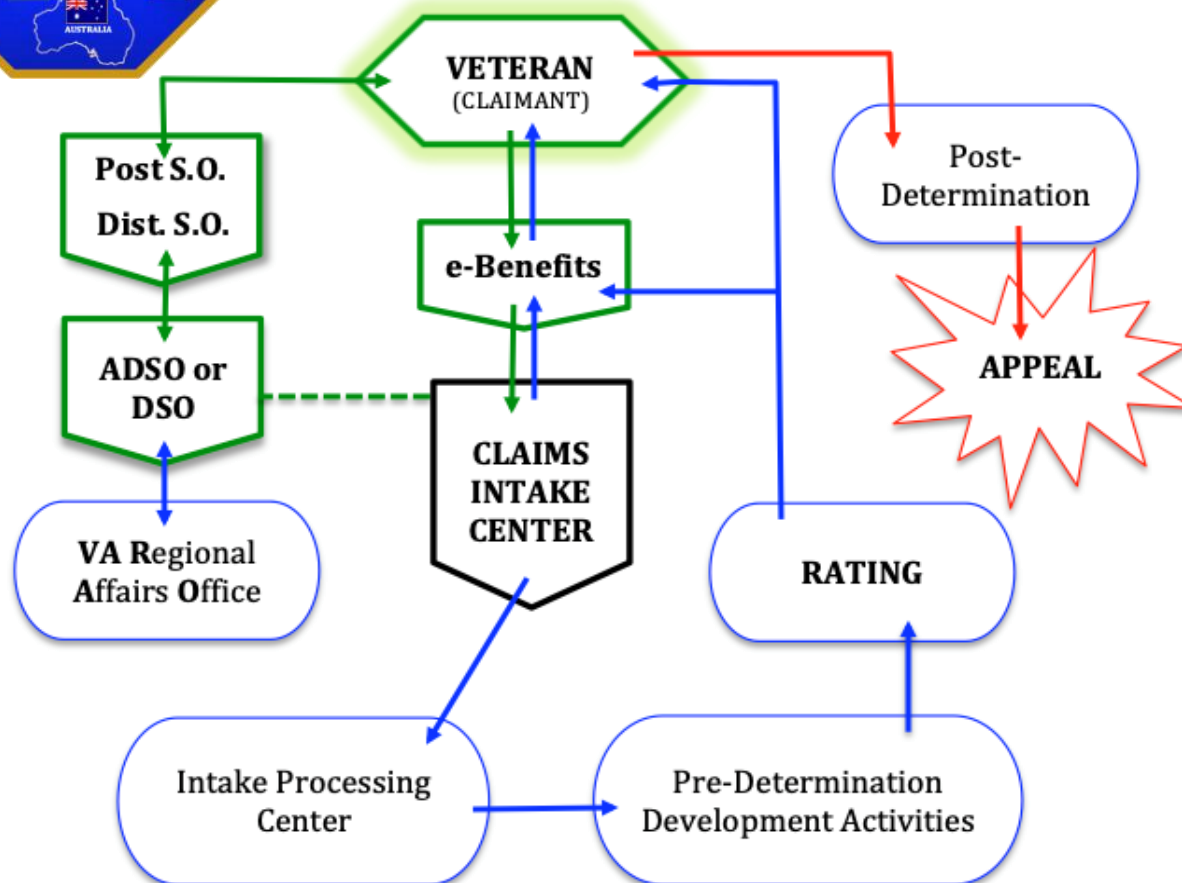
GETTING STARTED

- VA Forms are constantly changing. If a claim is submitted on an outdated form, the VA will not process it
- If you forget to check a block, the VA will not process it
- If you enter a date in the wrong format, the VA will not process it.
 - * **Note:** All VA Forms do not use the same date format.
- Must have a copy of the Veteran's DD214
 - Advise all Veteran's to request a copy of his/her records ahead of time.
- Complete the VA Form 21-526EZ and submit along with evidence to support your claim.
 - **Caution:** Read instructions for block 26 carefully.





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FILING A CLAIM

There are several options available when filing a claim:

- The Veteran can file their own claim through e-Benefits
- Claims may be faxed directly to the VA Intake Center
- PSO's can forward the initial claim to the ADSO or DSO
- Once the claim has been filed the VA may request a compensation & pension C&P exam thru the Veterans Evaluation Services (VES)

NOTE: If the Veteran fails to meet their appointment the Claim will be denied





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Dependency and Indemnity Compensation (DIC)

Dependency and Indemnity Compensation (DIC) can be payable to certain survivors of:

- Service-members who died on active duty
- Veterans who died from service-related disabilities, including disabilities that can be proven to be service-related (did not have to be receiving disability benefits before death)
- Certain Veterans who were being paid 100% VA disability compensation at time of death





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PROCEDURES AND CHANNELS

- Post Service Officers can assist with and review the veteran's claims documents and supporting evidence.
- The PSO must not take possession of any documents.
- The PSO will direct veterans to deliver all documents to their respective ADSO or DSO.
 - Ultimately, it is the responsibility of the claimant to provide all supporting documents.





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- VA awards benefits based on the date of claim, so it is **vital** that claims should be sent to the DSO **immediately** by the veteran.
- Intent to File (VA Form 21-0966) should be filed by the veteran on your first interaction with the veteran or claimant.
- Filing protects the veteran's effective date for receiving benefits and allows time to gather supporting evidence.





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CHECKING THE STATUS OF A CLAIM

- Only the Veteran or claimant can obtain status checks from the ADSO or DSO concerning their claim.
- To disclose information to anyone other than the claimant it is required by law that a VA Form 21-0845 be on file.
- An accredited representative of a Veterans Service Organization may release information necessary for development of a specific claim to a post service officer, only if authorized by the claimant in writing on VA Form 21-0845.





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OVERSEAS HEALTH CARE

Foreign Medical Program (FMP):

- You must register for FMP and obtain an FMP eligibility letter.
 - Register using VA Form 10-759f-1
 - FMP will pay for Overseas medical treatment for all service connected disabilities listed on the eligibility letter.
 - You must submit your own claim using VA Form 10-7959f-2
 - You will be reimbursed by paper check. ***Direct deposit not yet available.**

TRICARE

- Retired military veterans are eligible for TRICARE
 - You must pay up front and will be reimbursed at 75% of allowable expenses. ***Check if it's covered before hand.**
 - Normally you will need to file your own claim.
 - Check with your health care provider



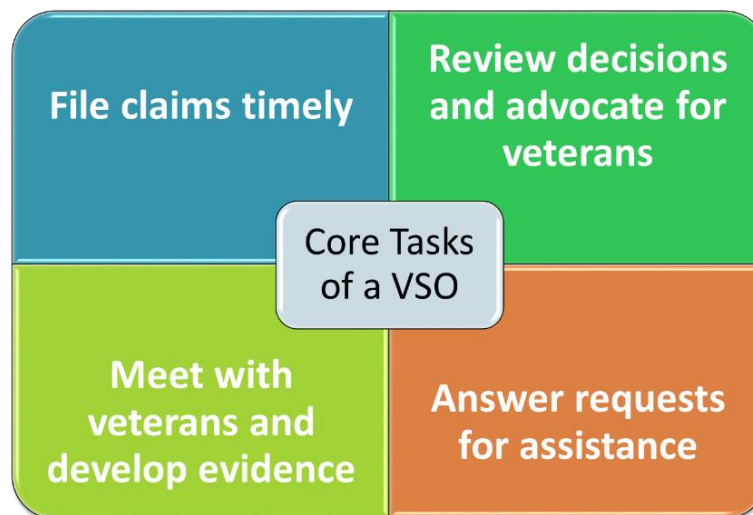


VETERANS OF FOREIGN WARS

NO ONE DOES MORE **FOR VETERANS.**

POST SERVICE OFFICER TRAINING

WHAT DOES THE DEPARTMENT SERVICE OFFICER DO?





VETERANS OF FOREIGN WARS

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POST SERVICE OFFICER TRAINING

CODE OF CONDUCT FOR POST SERVICE OFFICERS

THE 12 VFW RULES TO LIVE BY!



CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

1. Will perform their duties under the supervision of the Assistant Department Service Officer (ADSO) or Department Service Officer (DSO).





VETERANS OF FOREIGN WARS

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POST SERVICE OFFICER TRAINING

CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

2. Shall assist members of the Post, their widows and orphans and other Veterans in obtaining rightful benefits.
3. Will never release confidential information, such as what conditions were claimed or address of the claimant, etc. to parties other than the claimant or VFW accredited representatives.





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POST SERVICE OFFICER TRAINING

CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

4. Should keep members informed of Veterans' entitlements and benefits offered.
5. Assist Veterans and survivors free of charge; under no circumstances, shall they request, demand or accept cash or any other form of payment for such assistance, etc.





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CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

6. Shall not refuse to assist any Veteran or survivor unless it is clear that the claimant is fraudulent. Shall not refuse to assist any Veteran or survivor because they do not feel the Veteran or survivor is eligible for the benefit sought. The Department Service Officer will make the final decision as to whether the VFW will provide representation in all cases.





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CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

7. Inform the veterans (**preferably in writing**) that all application forms, evidence, etc., in connection with claims should be submitted to the Department Service Officer. Since VA Awards benefits based on the date of claim, it is vital that claims be sent to the DSO immediately upon receipt.





VETERANS OF FOREIGN WARS

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POST SERVICE OFFICER TRAINING

CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

8. Shall not keep original documents provided to them in connection with claims. The claimant will transmit copies to the Assistant Department Service Officer (ADSO) or Department Service Officer who will submit them to the VA.





VETERANS OF FOREIGN WARS

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CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

9. Shall refrain from the use of racial, religious, age related, sexual or ethnic epithets, innuendoes, slurs or jokes in the workplace.
10. Must conduct themselves in a totally professional manner and refrain from sexual advances, verbal or physical conduct of a sexual nature, or request for sexual favors.





VETERANS OF FOREIGN WARS

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POST SERVICE OFFICER TRAINING

CODE OF CONDUCT FOR POST SERVICE OFFICERS:

Post Service Officers:

11. Should have access to current VA forms. Contact your DSO for these forms if not available in your office.
12. Should attend all Department Service Officer Training.





POST SERVICE OFFICER TRAINING





POST SERVICE OFFICER TRAINING

CONTACT INFORMATION

Department Service Officer: John Dibble, dsodpa@vfwpacific.org (Philippines)

ADSO Japan Area: adso1@vfwpacific.org Vacant

ADSO Philippines: adso2@vfwpacific.org Bobbie Reyes

ADSO Thailand, Cambodia, Australia: adso3@vfwpacific.org Al Fitchett

ADSO Mariana Islands: adso4@vfwpacific.org Allen Turner

ADSO Philippines: adso5@vfwpacific.org Christopher Pierce

VA Claims Intake Center:

P.O. Box 4444, Janesville, WI 53547-4444 Fax: 844-531-7818

Foreign Medical Program:

P.O. Box 469061, Denver, CO 80246-9061 Email: hac.fmp@va.gov

TRICARE Overseas Program:

P.O. Box 7985, Madison, WI 53707-7985 Email: www.tricare-overseas.com





POST SERVICE OFFICER TRAINING

Veterans Crisis Line

1-800-273-8255 Press 1

www.veteranscrisisline.net

Compensation Claims

Department of Veterans Affairs
Compensation Intake Center
P.O. Box 4444
Janesville, WI 53547-4444
Fax: 1-844-531-7818

Pension & Survivors Benefit Claims

Department of Veterans Affairs
Pension Intake Center
P.O. Box 5365
Janesville, WI 53547-5365
Fax: 1-844-655-1604

Board of Veterans' Appeals

Department of Veterans Affairs
Board of Veterans' Appeals
P.O. Box 27063
Washington DC 20038
Fax: 1-844-678-8979

Fiduciary

Department of Veterans Affairs
Fiduciary Intake Center
P.O. Box 5211
Janesville, WI 53547-5211
Fax: 1-888-581-6826

