

VETERANS SERVICES

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Veteran service is an important priority in our country and a founding VFW tenet. Post and District Chairmen should refer to the National VFW Program Chairmen's Guide "It's About Service." The VFW was founded on the basis of providing service to veterans, and we firmly believe that once we can provide this service and get the word out, our membership will grow by leaps and bounds. It's time we step up to the plate once again and take care of our fellow veterans.

Post Service Officers are an important position in our organization, and we want you to know that we all work together as a team. Our organization was founded in 1899 for the purpose of assisting veterans returning from wars with disabilities. Not everyone who serves in the military gets disabled, but we need to make sure we're there for those that are. We have support from various levels in our organization, from fellow Post Service Officers all the way to our National Service Program in Washington, D.C. with many in between.

Available are reference materials that will assist Post Service Officers in your duties. These books and materials will greatly assist you in helping veterans. Many of the questions you may have can be answered by reading this material.

Our staff of highly trained Department Service Officers is ready to help you with any situations that arise. Remember, the only dumb question is the one that isn't asked. In California, we have three (3) Regional Offices with accredited Service Officers working full time for veterans. Our staff attends training sessions twice a year with the National Service Program and the instructors are experts in VA policies and procedures. We can pass our knowledge on to you.

As a Post Service Officer, you will come in contact with many seeking assistance. Please do not turn anyone away. He or she is a veteran in need and this is no time to turn your back on them. Assistance comes in many forms; it can be as simple as giving a phone number to the nearest Department Service Office or filling out forms. Either way, we turn no one away.

Disabilities come in a wide range of levels, some are visible, and some are not. As a Service Officer it is not our job to judge how bad a disability is, but rather to assist the veteran in obtaining the benefit sought. The VA will determine whether or not service connection can be granted.

As one of our Service Officers, from time to time we will send you items of information that we would like you to pass on to the members of your Post. The Department website at www.vfwca.org will have forms and information needed to complete your job. If there is anything you need additionally, please feel free to contact one of our Department Service Offices.

Veteran Service materials are available from VFW Emblem and Supply, or by visiting www.vfwdepartmentresources.org or by contacting our Department Headquarters at info@vfwca.net.

Items that are available from Department Headquarters are as follows:

- Post Service Officer Guide (available every two (2) years from National Emblem and Supply)
- Department Service Officer Reference Guide
- Federal Guide for Benefits
- Service Officer Registration Card (prepared from election report information)
- Post Service Officer ID Card
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When ordering please include a Post check in the amount of twenty-five (25) dollars to cover the cost of these materials.

HOW TO REPORT

All activities should be reported on-line via the Department website under **Veterans Service** at <http://www.vfwca.org/membertools/programform12rpt.html> or by submitting a report (form-12) to the Department Chairman.

Important! – To qualify for awards a Post must send a copy of the Program Reporting (Form 12) to the Department Chairman with all applicable attachments.

AWARDS

Awards will be presented at the State Convention as follows:

- 1st, 2nd and 3rd overall (Post & District) will be awarded a plaque, based on Chairman Recommendation.