



# Post Service Officer Training

Leadership College

# POST SERVICE OFFICERS

1:KOVVS OVERVIEW

2:POST SERVICE OFFICER 101

3:POST SERVICE OFFICER ROUND TABLE

4:POST SERVICE OFFICER AND VA BENEFITS

# POST SERVICE OFFICERS

- A Post Service Officer (PSO) serves as a link between the veteran or dependent and a representative holding American Legion accreditation.
- Know where to find information regarding VA, State, and local veteran's programs.
- An effective PSO understands benefits afforded to veterans and dependents.
- A PSO understands that they cannot file any claims on behalf of the claimant.
- PSO's coordinate their efforts to assist the veteran or dependent with the Department Service Officer (DSO) or local Kansas Commission on Veterans Affairs accredited representatives.



# POST SERVICE OFFICERS

- American Legion Service Officers
  - Post volunteers
  - Refer veterans and families to local resources
  - Provide free guidance
  - Personal assistance to veterans and families navigating their government veterans benefits



# Duties of Post Service Officer

## Relationship with Department Service Officers and KOVS OFFICES

- Leavenworth
- Topeka
- Wichita
- KOVS Offices through out the State

## Post Annual Report

American Legion assistance for Members in need

Maintain list of local resources in your area

# Tools of Post Service Officer

- Department Service Officer
  - Tim Marlar
  - Legion.org – Find a Service Officer
- Veteran Service Officer
  - Leavenworth – Byron “Jay” Johnson, and Adam Cunningham
  - Wichita –Tim Marlar , Jeniffer Clark, Emily Albers, Adam Santiago, and Kathy Prue
  - Topeka- Dan Bartlett and Tayna Hayes
  - 16 KVOS offices through out the State

# Field Office Areas of Responsibility



### VETERANS AFFAIRS AND REHABILITATION

- 7 \_\_\_\_\_ no. of cases handled by service officer(s)  
9 \_\_\_\_\_ no. of volunteer hours recorded at VA hospitals  
11  has a *VA Voluntary Service* coordinator  
13  participated in the *Be The One* program  
15 \_\_\_\_\_ no. of *Be The One* events held by post
- 8 \$ \_\_\_\_\_ emergency aid given to veterans from post funds  
10 \$ \_\_\_\_\_ contributions to *VA Voluntary Service* program  
12 \_\_\_\_\_ no. of *VA Voluntary Service* volunteers  
14 \_\_\_\_\_ no. of members participated in *Be The One* training
- 

### NATIONAL SECURITY

- 16 \_\_\_\_\_ no. of units donated via *Blood Donor Program*  
18 \_\_\_\_\_ no. of *ROTC Medals* presented by post  
20  has a *Crime Prevention/Law and Order* program  
22  participated in *Homeland Sec/Disaster Relief*  
24  has *Law Enforcement of the Year* program  
26  post has color guard / rifle team  
28 \$ \_\_\_\_\_ cost to post for wake, funeral or memorial services  
30 \_\_\_\_\_ no. of static displays (guns, cannons, etc.)
- 17 \_\_\_\_\_ no. of blood donors via *Blood Donor Program*  
19  has a *National Security* chairperson  
21  has a *Fire Prevention/Protection* program  
23  has a *POW/MIA* chairperson  
25  has *Fire Fighter of the Year* program  
27 \_\_\_\_\_ no. of wake, funeral or memorial honors provided for veterans:  
29  post has ceremonial rifles or static display
- 

### MEDIA AND COMMUNICATIONS

- 31  has media relations/PR officer  
33  maintained a website  
35  has post social media accounts (Facebook, Instagram, X, etc.)  
37 \_\_\_\_\_ no. of times post mentioned on TV
- 32  produced a post publication  
34  distributed a post e-newsletter  
36 \_\_\_\_\_ no. of times post mentioned on radio  
38 \_\_\_\_\_ no. of times post mentioned in newspaper (stories)
- 

### VETERANS EMPLOYMENT AND EDUCATION

- 39  has employment chairperson  
41 \_\_\_\_\_ no. of career fairs participated  
43 \_\_\_\_\_ no. placed in employment  
45  promoted programs such as *Employer of the Year*  
47  post submitted *Employer of the Disabled* award  
49  award to *Local Veteran' Employment Representative (LVER)*  
51  award to local office  
53  award to Employer of veterans, med cat/50-200 employees
- 40  has *Homeless Veterans* chairperson  
42 \_\_\_\_\_ no. of veterans referred to *LVER* or *DVOP*  
44 \_\_\_\_\_ no. placed in job training program  
46  post submitted *Homeless Veterans Outreach* award  
48  post submitted *Employer of Older Workers* award  
50  award to *Disabled Veterans' Outreach Program (DVOP)*  
52  award for Employer of veterans, large cat/+200 employees  
54  award for Employer of veterans, small cat/less than 50 emp

**AMERICANISM**

- 55 \_\_\_\_\_ no. of boys sponsored for *Boys State*
- 57 \$ \_\_\_\_\_ amount donated for *Legacy Scholarship*
- 59  sponsored *American Legion Baseball* team(s)
- 61  other athletic teams sponsored
- 63  sponsored *Scouting* unit(s)
- 65 \$ \_\_\_\_\_ amount donated to scouting activities
- 67 \_\_\_\_\_ no. of local *Oratorical* contestants
- 69  participated in *School Award* program
- 71  participated in *American Education Week*
- 73 \_\_\_\_\_ no. of scholarships awarded
- 75  participated in *Vets in the Classroom*
- 77  participated in *Flag Day* event(s)
- 79  participated in *Veterans Day* event(s)
- 81  participated in *American Legion Birthday* event(s)
- 83 \_\_\_\_\_ no. hours of *Community Service* (estimated)
- 85 \_\_\_\_\_ no. of *Jr Shooting Sports Program Clubs* supported
- 87 \$ \_\_\_\_\_ cost to post for *Jr Shooting Sports Program Clubs*
- 89 \_\_\_\_\_ no. of youth involved in *Youth Cadet* program
- 91  participated in *National Day of Prayer* event(s)
- 56 \$ \_\_\_\_\_ cost to post for *Boys State*
- 58  participated in citizenship/naturalization activities
- 60 \$ \_\_\_\_\_ cost to post for *American Legion Baseball* sponsorship
- 62 \$ \_\_\_\_\_ cost to post for other teams sponsored
- 64 \_\_\_\_\_ no. of youths in post-sponsored *Scouting* unit(s)
- 66  sponsored local *Oratorical Contest*(s)
- 68 \$ \_\_\_\_\_ cost to post for *Oratorical Contest*
- 70 \_\_\_\_\_ no. of awards presented
- 72 \$ \_\_\_\_\_ cost to post for *American Education Week*
- 74 \$ \_\_\_\_\_ cost to post for scholarship awards
- 76 \$ \_\_\_\_\_ cost to post of *Vets in Classroom*
- 78  participated in *Get Out The Vote* event(s)
- 80  participated in *Memorial Day* event(s)
- 82  participated in *Four Chaplains Sunday* event(s)
- 84 \$ \_\_\_\_\_ cost to post for *Community Service* project(s)
- 86 \_\_\_\_\_ no. of youth involved in *Jr Shooting Sports Program Clubs*
- 88  participated in *Youth Cadet Law Enforcement*
- 90 \$ \_\_\_\_\_ cost to post for *Youth Cadet* program

**CHILDREN & YOUTH (C&Y)**

- 92 \_\_\_\_\_ no. of *C&Y activities* held
- 94 \$ \_\_\_\_\_ value of goods given to children (reasonable estimate)
- 96 \_\_\_\_\_ no. of volunteer hours for *C&Y* programs and activities
- 98  participated in *Health & Child Safety*
- 100  participated in *National Family Week*
- 102  participated in *Temporary Financial Assistance (TFA)*
- 104 \$ \_\_\_\_\_ administrative costs (paper, equipment, etc.)
- 106 \$ \_\_\_\_\_ contributions to all other child-servicing/youth organizations
- 93 \$ \_\_\_\_\_ cash aid given to benefit children
- 95 \_\_\_\_\_ no. of children given aid (cash or goods)
- 97  participated in *Halloween Safety*
- 99  participated in *April is C&Y Month*
- 101 \$ \_\_\_\_\_ cost to post for parties, dinners, prizes and gifts
- 103 \$ \_\_\_\_\_ cost to post for *TFA*
- 105 \$ \_\_\_\_\_ cost of all other child service charities
- 107 \$ \_\_\_\_\_ cost to post for *Veterans & Children Foundation* activities

**INTERNAL AFFAIRS & MEMBERSHIP**

- 108  has an *American Legion Riders (ALR)* chapter
- 110 \$ \_\_\_\_\_ donations made through *ALR* events
- 112  has a *Sons of American Legion (SAL)* squadron
- 114  participated in *National Emergency Fund (NEF)* program
- 116 \$ \_\_\_\_\_ amount of *NEF* donations made by post
- 118 \$ \_\_\_\_\_ cost to post for *American Legion Amateur Radio Club*
- 120 \_\_\_\_\_ no. of members contacted through *Buddy Checks*
- 122 \_\_\_\_\_ no. of *Legion Family Days* hosted
- 124 \$ \_\_\_\_\_ all other fund raising not captured above
- 109 \_\_\_\_\_ no. of Legion family members in *ALR* chapter
- 111 \$ \_\_\_\_\_ cost to post for *ALR* operations
- 113 \_\_\_\_\_ no. of *SAL* squadron members
- 115 \$ \_\_\_\_\_ cost to post for *NEF* operations
- 117  has a *American Legion Amateur Radio Club*
- 119  participated in *Buddy Check*
- 121  participated in *Legion Family Days*
- 123  sponsored veteran or organization for *Operation Comfort Warriors* grant
- 125 \_\_\_\_\_ any volunteer hours not captured above

# The VSO PART OF THE CONSOLIDATED REPORT

## VETERANS AFFAIRS AND REHABILITATION

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# Temporary Financial Assistance

## What is it?

- Establish by the Legion in 1925

Provides cash grants to support minor child of Active Duty and Legion members in a time of need. This is a single one time grant! The active duty member or up to date veteran member of the American Legion will apply with the local post and an investigation will be conducted to determine need.

# Temporary Financial Assistance

- In order to be eligible, the minor child must be:
  - Not be older than 17, or 20 if still enrolled in high school or is physically handicapped.
  - The biological child, stepchild, or in the legal custody of, a qualifying veteran.
  - A qualifying veteran is defined as a member of the US Armed Forces serving on federal orders current under Title 10 of the United State Code or any veteran possessing an up-to-date membership in The American Legion.
  - Active-duty applicants can be considered without being a member of The American Legion.



# National Emergency Fund

- The National Emergency Fund, created in response to Hurricane Hugo in 1989, provides emergency funding enabling American Legion Family members to recover from disasters.
- The fund provides up to \$3,000 for qualified Legion Family members and up to \$10,000 for posts. • Does not cover insurance compensation or monetary losses from a business, structures on your property (barns, tool sheds, etc.,) equipment or vehicles.
- Only 1 grant per household per disaster.

# National Emergency Fund

- The eligibility requirements are:
- Applicant must have been displaced from their primary residence due to damage sustained during a declared natural disaster
- Applicant must provide copies of receipts of items required to meet immediate needs (such as temporary housing, food, water, clothing, diapers, etc.) during the period immediately following the disaster.
- Membership must be active at time of disaster and the time of application.
- Application must be received within 90 days of disaster. • Supporting data such as photos, estimates, insurance information, and statements attesting to the damage are helpful.

# Tools of Post Service Officer

- Relationship with Department Service Officers
  - Topeka – Dan Bartlett – 785-350-4489 dan.bartlett@va.gov
  - Tanya Hayes-(785)350-4489 Tanya.Hayes@va.gov
  - Adam Cunningham – adam.cunningham3@va.gov
  - Jay Johnson – Byron.johnson2@va.gov
  - **Wichita - Tim Marlar(316)688-6814 Timothy.Marlar@va.gov**
  - Jeniffer Clark (316)688-6814 [Jeniffer.clark@va.gov](mailto:Jeniffer.clark@va.gov)
  - Emily Albers (316)688-6814 Emily.Albers@va.gov
  - Adam Santiago (316)688-6814 adam.santiago2@va.gov
  - Kathy Prue (316)688-6814 Kathy.prue@va.gov

# Tools of Post Service Officer

- Service Officers
- VA Website
- MyLegion.org
- My VA.GOV
- KOVS.KS.GOV
- Google
- You Tube

# Tools of Post Service Officer

- VA Website
  - Find a form
  - Lists of Presumptive
  - Every Benefit

# Tools of Post Service Officer

- MyLegion.org
  - Find a Service Officer
  - Lists of Presumptive
  - Every Benefit

# Tools of Post Service Officer

- My VA.GOV
  - Health Care
  - Disability
  - Education
  - Records

# Tools of the Post Service Officer

- KOVS Website
  - List of 16 KOVS offices and contact info for each office
  - List of Veterans Homes In Kansas
  - List of State Cemeteries in Kansas
  - List of Veteran's Services offered by State of Kansas for Veterans

# Tools for Post Service Officers

- Local resources
  - Reach out local government
  - Local churches
  - Local civic groups

# Tools of Post Service Officer

- Google
- You Tube

However there is a lot of misinformation out there, please verify your sources are correct!

# ADDITIONAL INFORMATION

- NEF AML National Presentation <https://www.youtube.com/watch?v=aYTPVnmrsh0>
- NEF Application [https://www.legion.org/documents/legion/pdf/NEF\\_Application.pdf](https://www.legion.org/documents/legion/pdf/NEF_Application.pdf)
- TFA AML National Presentation <https://vimeo.com/496930081>
- NAF Form 13075- <https://www.archives.gov/files/stlouis/military-personnel/na-13075-questionnaire-aboutmilitary-service.pdf>

Questions



# Survey

Service Officer 1, 2, 3, and 4



# POST SERVICE OFFICERS

1. Duties of Post Service Officer
2. KOVS OVERVIEW
3. Post Service officers round table and brain storming session
- 4. Post Service Officer resources**

# POST SERVICE OFFICERS

- A Post Service Officer (PSO) serves as a link between the veteran or dependent and a representative holding American Legion accreditation.
- Know where to find information regarding VA, State, and local veteran's programs.
- An effective PSO understands benefits afforded to veterans and dependents.
- A PSO understands that they cannot file any claims on behalf of the claimant.
- PSO's coordinate their efforts to assist the veteran or dependent with the Department Service Officer (DSO) or local Kansas Commission on Veterans Affairs accredited representatives.



# VA Definition of a Veteran

- Active duty -- Includes National Guard Title 10 & 32 USC
- Other
  - Active duty for training
  - Inactive duty for training
    - Disabled or died from an injury incurred or aggravated in the line of duty
    - Acute myocardial infarction
    - Cardiac arrest
    - Cerebrovascular accident
    - Travel to and from training
    - “Disease” is not included

# VA Health Care Benefits

- Largest system in the U.S., 6-8 million vets
- Over 1300 care facilities
- Directed at S/C veterans, combat veterans, Low income
- Apply on a VA Form 10-10 EZ
- Veterans Choice Act now called the Mission Act
- Exceptions to rules
- PACT ACT expansion of Health Care Benefits

# Different Types of Benefits offered by VBA

- Service- connected disability
- VA pension
- Non- service connected pension
- Benefits for Surviving spouses
- Death Benefits

# VA BENEFITS

## Disability Benefits

- What did the military break on the Veteran
  - Continues to disabling effects
  - Happened while on Active Duty
  - Draw the continuous symptoms
- Presumptive Conditions
  - Agent Orange
  - Gulf War
  - OEF/OIF

# Disability Compensation

- Due to illness or injury occurring or aggravated during service
  - Current Diagnosis
  - Illness or event in service
  - Link (Nexus)
- Other than dishonorable discharge
- Not Willful misconduct (determined by VA)
- If there is a question, always file and let the VA adjudicate
- Medical evidence, buddy statements, lay statements
- Presumptive Illnesses

# VA BENEFITS

## • **Pension Benefits**

- Service Connected Disability
- Non Service Connected Pension
  - Income Based
- Aid and Attendance

# Non-Service Connected Pension Death Pension

- Comparison
  - Pension is needs based
  - Compensation is not tied to income
- Criteria
  - 65 or older or Permanent & Total
  - Wartime Service
  - Must be low or limited income and net worth
- Aid and Attendance/Housebound Benefits

# Criteria for Pensions

- A Discharge that is not dishonorable
- Service of at least one day during a war period, if before Sept 7th 1980, 90 days of service or completed required time of service
- If after Sept 7, 1980 at least 24 months of service
- 65 or older or total and permanent disability or a patient in a nursing home must make under the net worth and income guidelines set by Congress

# Wartime Vs. Peacetime

- World War I, 4/6/1917 – 7/2/1921
- World War II, 12/7/1941 – 12/31/1946
- Korea, 6/27/1950 – 1/31/1955
- Vietnam Era, 8/5/1964 – 5/7/1975
- Persian Gulf War, 8/2/1990 - ???
- These dates are primarily used for pensions, no in country requirements

# VA BENEFITS

## Surviving Spouses

- Dependent Indemnity Compensation
  - Service Connected Death
- Survivors Pension
  - Income Based
- Aid and Attendance
  - Needs assistance with Daily Living

# VA BENEFITS

## Death Benefits

- Service Connected VS. Non Service Connected
- Burial Flag
- Burial/Funeral Expenses, Plot Allowance
- Grave Marker
- Burial in VA National or State Cemetery

# Common VA forms for claims that Post Service officers will see

- Forms
  - Appointment of Service Organization 21-22
  - Statement of Support 21-4138
  - Intent to File 21-0966

# Tools of Post Service Officer

- Forms
  - Claim form 21-526EZ
  - Pension form 21-527EZ
  - Burial form 21-530
  - Surviving Spouse 21-534EZ
  - Medical Expense Forms 21-8416
  - Health Benefits 10-10EZ

Questions



# Survey

Service Officer 1, 2, 3, and 4

