



Department Convention

July 11-14, 2024

Hilton Airport

St. Louis, Missouri

IN PERSON

Post Service Officer Training

Saturday, July 13, 2024

6:00 – 8:00 p.m.

Location: Salon A



LEARN THE DUTIES AND RESPONSIBILITIES FOR POST SERVICE OFFICERS (PSO)

1. Study and Learn about Veterans' Benefits Programs:
 - a. Read thoroughly VA's Federal Benefits for Veterans, Dependents and Survivors.
https://www.va.gov/opa/publications/benefits_book/2023_Federal_Benefits_for_Veterans_Dependents_and_Survivors.pdf
 - b. Attend local Veterans Service Seminars and Veterans events.
 - c. Attend and/or organize American Legion Veterans Service Seminars or events (training and presentations can be requested through the Department Service Officer - DSO).
 - d. Work with your closest accredited representatives to make connections for veteran/claimants.
 - e. Communicate with the Department Service Officers when veterans' benefits questions arise.
 - f. Read and share with Post members, information from Veterans Service Organizations articles.
 - g. Become a VA volunteer! <https://www.volunteer.va.gov/>
2. Get Materials to Help Inform Claimants about VA benefits and Other Topics
 - a. Offer information about filing claims to your Post and/or District members.
 - b. Offer information about filing claims to other veterans in your communities.
 - c. Visit Post and District members when they are hospitalized and let them know if they might be entitled to Compensation or Pension benefits.
 - d. Help claimants obtain evidence to support their claims.
 - e. Let the County Veteran Service Officer know who you are and offer your assistance.
 - f. Always work with an accredited representative
 - g. Do NOT take "claim" paperwork on behalf of a veteran or claimant. Use the interview sheet.
 - h. Empower the claimant to work with accredited representative closest to them or by remote means, such as fax, phone and email.
3. Help Develop and promote veterans' Legislative issues:
 - a. Listen to concerns about veteran's service / benefits issues and develop ideas for solutions.
 - b. Help Post develop veterans' benefits resolutions to present to their District and the Department.
 - c. Keep Post informed about the importance of "grass roots" legislative issues.
 - d. Communicate the Legion's mission and programs to elected public officials when necessary.
4. Discuss the importance of membership at every gathering in which you attend and to veterans outside the Post you may assist or advise.