



# Memorandum

To: VFW Department Commanders, Senior Vice Commanders, Junior Vice Commanders, Adjutants, Quartermasters, and Service Officers

From: Mike Figlioli, Director, NVS

Date: 8/12/2024

Subject: Post Service Officer Duty Changes

With the advent of modern technologies such as virtual appointments and videoconferencing, our accredited representatives can provide professional representation regardless of location, eliminating the necessity for Post Service Officers (PSOs) to provide advice on Federal benefits at the Post level. Consequently, as a result of the changes adopted by the Council of Administration during the 2024 VFW National Convention, the following changes to Section 218 (12), VFW Manual of Procedure are effective immediately:

The Post Service Officer shall advise members of the Post, their family members and survivors of **benefits and services that are available in the local community** such as homeless services, employment opportunities, and companies that offer discounted goods or services to veterans.

*\*(The PSO will advise/assist with benefits that are available in their community. They are not accredited and therefore not authorized to provide advice, prepare, or submit claims for VA or other Federal benefits.)*

**The Post Service Officer shall direct individuals seeking Federal benefits assistance to the Department Service Officer.**

*\*(Advice and/or assistance with VA or other Federal benefits are the responsibility of the DSO and their accredited staff. PSOs will refer these requests for assistance directly to the DSO to ensure veterans receive the advice and service they deserve from our accredited representatives who are aware of current laws and trends.)*

## NATIONAL HEADQUARTERS

406 W. 34th Street  
Kansas City, MO 64111

Office 816.756.3390  
Fax 816.968.1157

## WASHINGTON OFFICE

200 Maryland Ave., N.E.  
Washington, D.C. 20002

Office 202.543.2239  
Fax 202.543.6719

info@vfw.org  
www.vfw.org

The work of a Post Service Officer shall be performed in accordance with the instructions contained in the **VFW Guide for Post Service Officers** under the general supervision of the Post Commander. The Post Service Officer shall perform other duties as may be incident to the office and as may from time to time be required by the laws and usages of this organization or lawful orders from proper authority.

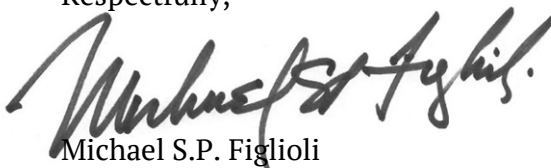
*\*(No significant change to this section, although changes will be made to the VFW Guide for Post Service Officers to reflect the new duties of the PSO. A revised PSO guide is currently being developed and will be distributed promptly upon completion.)*

The intention is not to increase the workload for DSOs and their staff, nor do we expect such an increase, but to ensure that veterans receive timely and accurate guidance regarding the VA and Federal benefits they have rightfully earned through their service to our Nation. We anticipate a reduction in improperly prepared forms and decreased confusion among veterans if they have received advice from a PSO who is not fully informed of or in touch with the latest VA regulations. This may also eliminate the need for DSOs to train PSOs, thereby allowing more time to focus on assisting veterans with their claims.

These changes are designed to uphold our motto: "No One Does More for Veterans." By creating a local network of support, we will ensure that veterans receive essential guidance and life advice from local experts, and that VA benefits advice and assistance are provided by our highly trained, professional, and accredited benefits advocates.

Please address any questions related to these changes to Chris Macinkowicz, Deputy Director, NVS ([cmacinkowicz@vfw.org](mailto:cmacinkowicz@vfw.org)).

Respectfully,

A handwritten signature in black ink, appearing to read "Michael S.P. Figlioli". The signature is fluid and cursive, with a large initial "M" and "F".

Michael S.P. Figlioli  
Director, National Veterans Service