



Department of Georgia Post Service Officer Training



POST SERVICE OFFICER (PSO) DUTIES





PSO Duties



Training Objectives

- PSO Duties
- PSO Do's and Don'ts
- Evidence Collection
- Discharge Upgrade
- Homeless Veterans
- Helpful Resources
- Questions
- Quiz





PSO DUTIES



- A POST SERVICE OFFICER (PSO) SERVES A VITAL FUNCTION
- A POST SERVICE OFFICER (PSO) SERVES AS A LINK BETWEEN THE VETERAN, DEPENDENT(S) AND ACCREDITED VFW REPRESENTATIVE
- PROVIDING INFORMATION ON THE TYPES OF BENEFITS
 - COMPENSATION
 - PENSION
 - DEPENDENT INDEMNITY COMPENSATION
 - EDUCATION
 - VOCATIONAL REHABILITATION AND EMPLOYMENT (VR&E)
 - HOME LOAN
 - LIFE INSURANCE
 - DEATH AND BURIAL
- ASSIST WITH UNDERSTANDING THE ELIGIBILITY AND ENTITLEMENT REQUIREMENTS



PSO DUTIES



- ASSIST THE VETERAN WITH EVIDENCE COLLECTION TO SUPPORT THE CLAIM
 - MEDICAL EVIDENCE
 - NEXUS LETTER
 - BUDDY/LAY STATEMENTS
 - OTHER RELEVANT MATERIALS
- KNOWING WHERE TO FIND THE INFORMATION
 - VA, STATE, AND LOCAL VETERANS PROGRAMS



PSO DUTIES



- Assist with contact information for an Accredited VFW Representative to file the Claim
 - Georgia Department of Veterans Service (GDVS) accredited representatives
 - <https://veterans.georgia.gov/field-offices>
- Contact the following for assistance
 - the Department Service Officer (DSO) - Belinda Boldoe
 - Email Address: Belinda.Boldoe@va.gov
 - Phone Number: 404.929.5345



PSO

Do's and Don'ts



PSO Do's



- Provide the best service to our Comrades and their families
- Provide them with information about
 - Benefits
 - Evidence Collection
 - VA Services
 - Local Resources
- Provide assistance to Homeless Veterans
- Contact the Department Homeless coordinators
 - Veda Brooks – email address: vbrooks@vs.state.ga.us



PSO don't's



- Fill-out applications and make white-out correction
- Do not sign any documents as the representative
- Mail claims to GDVS Central Office
 - Delays Effective date
- File any claims on behalf of the Comrade or their family
 - Must be an accreditive VFW Representative
 - VFW and You maybe Liable
- Turn a veteran away
 - Refer them to a GDVS office
 - VA Facility
 - Other government agency
 - Don't be afraid to say you don't know Its better to say you don't know than to give bad information



Evidence Collection



EVIDENCE COLLECTION



■ WHAT YOU NEED TO FILE A CLAIM:

- DD 214 OR OTHER SEPARATION DOCUMENTS/MILITARY RECORDS
- MEDICAL EVIDENCE RELATED TO YOUR ILLNESS OR INJURY
 - SERVICE TREATMENT RECORDS (STR)
 - DOCTORS REPORTS
 - MEDICAL TESTS
 - DISABILITY BENEFITS QUESTIONNAIRE (DBQ)
 - VA RECORDS
- NEXUS LETTERS FROM THE DOCTOR THAT TIES YOUR CONDITION TO YOUR MILITARY SERVICE
- OTHER EVIDENCE WOULD INCLUDE:
 - BUDDY STATEMENTS
 - STRESSOR STATEMENT FOR PTSD/MST CASES.



Evidence Collection Cont.'



■ DD 214 AND MILITARY RECORDS

- YOUR SERVICE RECORDS INCLUDING DD 214 (CAN BE OBTAINED FROM THE NATIONAL ARCHIVES WWW.ARCHIVES.GOV. (ONLINE, MAIL OR FAX USING AN SF-180)
 - YOU CAN USE THIS SYSTEM IF YOU ARE: MILITARY VETERAN OR NEXT OF KIN (SURVIVING SPOUSE, FATHER, MOTHER, SON, DAUGHTER, SISTER, BROTHER)
 - CAN REQUEST REPLACEMENT MEDALS USING THIS SAME METHOD
- REQUEST A COPY OF YOUR DD 214 FROM THE STATE VETERANS SERVICE OFFICE IN THE STATE THEY RETURNED TO POST SERVICE.
 - IN GEORGIA CALL GDVS TO REQUEST A COPY OF THE DD 214 AT 404-656-5940
 - VISIT GDVS FIELD OFFICE
- CONTACT THE VETERANS ADMINISTRATION AT 800-827-1000



Evidence Collection Cont.'



■ VETERAN MEDICAL RECORDS

- YOUR SERVICE TREATMENT RECORDS (CAN BE OBTAINED FROM THE NATIONAL ARCHIVES WWW.ARCHIVES.GOV . (ONLINE, MAIL OR FAX USING AN SF-180)
- VA MEDICAL RECORDS CAN BE REQUESTED FROM YOUR LOCAL VA HOSPITAL RECORDS DEPARTMENT
 - YOU CAN ALSO PRINT THEM FROM MY HEALTHY VET PORTAL WITH LOGIN [HTTPS://WWW.MYHEALTH.VA.GOV/MHV-PORTAL-WEB/HOME](https://www.myhealth.va.gov/mhv-portal-web/home)

■ CIVILIAN MEDICAL RECORDS

- REQUEST DIRECTLY FROM PHYSICIANS OFFICE OR HOSPITAL
- REQUEST THAT THE VA REQUEST THEM USING VA FORM 21-4142/4142A (RECOMMEND GDVS COMPLETE FORMS AND SEND)
- MOST CIVILIAN HOSPITALS ONLY KEEP RECORDS FOR 10 YEARS



Evidence Collection Cont.'



■ NEXUS Letters

- NEXUS letters are letters written by a physician that tie your current condition to your military service (50% probability “As Likely as Not” or “More Likely than Not”).
- The letter must indicate that the physician reviewed your service treatment records.
- The letter must also contain the current diagnosis and rationale to support the opinion.



Evidence Collection Cont.'



- **Other evidence**

- Statements in support of the case—VA Form 21-4138 or written on plain paper. Can be written by anyone with knowledge of your conditions.
- Buddy statements- are statement to attest to your condition during your military service. Can be any with knowledge of your conditions.
- Stressor Statements (for PTSD/MST cases).
 - VA Form 21-0781 (PTSD),
 - VA Form 21-0781a (PTSD Secondary to Personal Assault)
- Consult with your local GDVS Field Office/Woman Veterans Office
 - Veda Brooks, GDVS Woman Veteran Office – email address: vbrooks@vs.state.ga.us



Discharge Upgrade



DISCHARGE UPGRADE



- The VA has a step by step guide on how to apply for a discharge upgrade based on your unique situation. Just answer the questions and it will tell you how to proceed.
 - <https://www.va.gov/discharge-upgrade-instructions/>
- You may have a strong case for a discharge upgrade if you can show your discharge was connected to any of the following categories:
 - Mental health conditions (including PTSD)
 - Traumatic Brain Injury (TBI)
 - Sexual Assault or harassment (MST)
 - Sexual orientation (including don't ask don't tell policy)



Discharge Upgrade Cont.'



- ALL DISCHARGE UPGRADE REQUESTS ARE COMPLETED ON A DD FORM 293 (FORM INSTRUCTIONS ON PAGES 3-4)
[HTTPS://WWW.ESD.WHS.MIL/PORTALS/54/DOCUMENTS/DD/FORMS/DD/DD0293.PDF](https://www.esd.whs.mil/portals/54/documents/dd/forms/dd/dd0293.pdf)
- DISCHARGE UPGRADES ARE NOT DETERMINED BY THE VA
 - DETERMINED BY WHATEVER BRANCH OF SERVICE



Homeless Veterans



HOMELESS VETERANS



- DEPARTMENT HOMELESS CHAIRPERSON IS
 - VEDA BROOKS, EMAIL ADDRESS: VBROOKS@VS.STATE.GA.US
- BECOME FAMILIAR WITH LOCAL HOMELESS SHELTERS AND PROGRAMS IN YOUR LOCAL AREA TO REFER VETERANS TO
- COMMUNITY RESOURCE AND REFERRAL CENTERS (CRRC)
 - [HTTPS://WWW.VA.GOV/HOMELESS/CRRC.ASP](https://www.va.gov/homeless/crrc.asp)
 - 1-877-424-3838
- VA HOMELESS PROGRAMS
 - [HTTPS://WWW.VA.GOV/HOMELESS/FOR_HOMELESS_VETERANS.ASP](https://www.va.gov/homeless/for_homeless_veterans.asp)



HOMELESS VETERANS RESOURCES



- NATIONAL COALITION OF HOMELESS VETERANS
 - [HTTP://NCHV.ORG](http://NCHV.ORG)
- VETERANS EMPOWERMENT ORGANIZATION (VEO)
 - [HTTP://WWW.VEOHERO.ORG/](http://WWW.VEOHERO.ORG/)
- HOPE ATLANTA- 678-954-5749, WWW.HOPEATLANTA.ORG
- UNITED WAY CRITICAL NEEDS GUIDE
 - [HTTPS://WWW.UNITEDWAYATLANTA.ORG/WP-CONTENT/UPLOADS/2018/03/CRITICAL-NEEDS-GUIDE_2018.PDF](https://WWW.UNITEDWAYATLANTA.ORG/WP-CONTENT/UPLOADS/2018/03/CRITICAL-NEEDS-GUIDE_2018.PDF)
- UNITED WAY 211 PROGRAM
 - [HTTP://211ONLINE.UNITEDWAYATLANTA.ORG/](http://211ONLINE.UNITEDWAYATLANTA.ORG/)
- THE VET CENTER (COUNSELING SERVICES)
 - [HTTP://WWW.VETCENTER.VA.GOV](http://WWW.VETCENTER.VA.GOV)



Helpful Resources



HELPFUL RESOURCES



- VA WELCOME KIT [HTTPS://WWW.VA.GOV/VA-WELCOME-KIT-COLOR.PDF](https://www.va.gov/va-welcome-kit-color.pdf)
- GDVS FIELD OFFICES
[HTTPS://VETERANS.GEORGIA.GOV/LOCATIONS/VETERANS-FIELD-SERVICE-OFFICE](https://veterans.georgia.gov/locations/veterans-field-service-office)
- GDVS WOMEN VETERANS OFFICE
[HTTPS://VETERANS.GEORGIA.GOV/SERVICES/WOMEN-VETERANS](https://veterans.georgia.gov/services/women-veterans)
- GDVS APPEALS SUPPORT
[HTTPS://VETERANS.GEORGIA.GOV/SERVICES/APPEALS-SUPPORT](https://veterans.georgia.gov/services/appeals-support)
- EDUCATION AND TRAINING
[HTTPS://VETERANS.GEORGIA.GOV/SERVICES/EDUCATION-TRAINING](https://veterans.georgia.gov/services/education-training)



QUESTIONS?





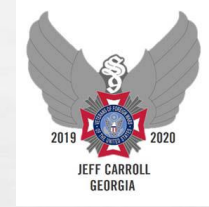
CHECK ON LEARNING



- WHO DOES THE PSO SERVE AS A LINK BETWEEN?
- WHAT TYPES OF EVIDENCE CAN A PSO ASSIST A VETERAN WITH OBTAINING?
- WHAT INFORMATION SHOULD A PSO BECOME FAMILIAR WITH AND BE ABLE TO PROVIDE TO THE VETERAN?
- WHAT IS VFW PRIMARY OBJECTIVE?
- WHAT IS THE VFW MOTTO?



CHECK ON LEARNING- ANSWERS



- **WHO DOES THE PSO SERVE AS A LINK BETWEEN?**
 - **THE VETERAN**
 - **FAMILY MEMBER**
 - **ACCREDITED REPRESENTATIVE.**

- **WHAT TYPES OF EVIDENCE CAN A PSO ASSIST A VETERAN WITH OBTAINING?**
 - **DD 214/SERVICE RECORD,**
 - **SERVICE TREATMENT RECORDS,**
 - **CIVILIAN MEDICAL RECORDS,**
 - **NEXUS STATEMENTS,**
 - **BUDDY STATEMENTS STRESSOR STATEMENTS.**

- **WHAT INFORMATION SHOULD A PSO BECOME FAMILIAR WITH AND BE ABLE TO PROVIDE TO THE VETERAN?**
 - **VETERANS BENEFIT INFORMATION**
 - **FEDERAL**
 - **STATE**

- **WHAT IS VFW PRIMARY OBJECTIVE SERVER VETERANS AND THEIR FAMILIES**

- **WHAT IS THE VFW MOTTO NO ONE DOES MORE FOR VETERANS**