Worthy veterans need us

Change someone’s life for the better today. Our National Service Officers (NSOs) come into direct contact with people in real need every day. NSOs work day in and day out to help meet those needs by connecting veterans with benefits, compensation and other resources earned through selfless service and sacrifice.

But we can always do more. We can spend that extra moment to ensure every possible avenue has been explored, and we can go that extra mile to help a veteran or family member truly understand the process so that progress is not lost after a meeting ends.

We continue putting our resources into training so that we can build upon the level of understanding and expertise our Service Officers bring to the table. We have world-class training, but we have the most knowledgeable service office corps in the industry because our Service Officers work so hard to better themselves and stay up to date on the ever-changing benefits landscape. And I know we will continue getting better because of our passion for the mission and the knowledge that there are so many depending on us.

Anyone in this great organization can help by finding veterans who are falling through the cracks and connecting them with our NSOs. And anyone can help by identifying places and opportunities for Veterans Information Seminars and new stops for our Mobile Service Offices.

Every veteran, family member and survivor we engage on a daily basis deserves our utmost respect and our full effort. The simple acts of being friendly and listening can make a major difference.

Most important to remember, we have all been there at one point or another. Every service officer and DAV member has
gone through the VA claims process. We know firsthand the challenges, confusion and frustration veterans can encounter; we know the value of compassionate treatment and the importance of having an advocate on one’s side. Offering a voice of understanding can go a long way in encouraging a veteran in seeing his or her claim through to the end.

Together, we can change a lot of worthy people’s lives for the better today.

Find your local office