

Service officer training benefits all



During the past two decades, the DAV service program has established a reach and reputation that have cemented the organization's status as the nation's pre-eminent provider of claims assistance to America's injured and ill veterans and their families. This well-

earned recognition is a direct result of the significant efforts of our national service officers, who are the gatekeepers of veterans claims, as well as the more than 2,500 department and chapter service officers across the nation.

Because these dedicated benefits advocates stand at the front lines of helping our nation's heroes, they are often a veteran's first impression of DAV. Bringing veterans into a local department or chapter, educating them on their benefits and processing their VA claims epitomize our organization's continued mission of empowering veterans to lead high-quality lives with respect and dignity. Simply put, our department and chapter service officers are DAV's bread and butter at the local level, and our organization and veterans alike greatly benefit from the justice they fight to gain.

This is why it is so important that department and chapter service officers stay mindful of the DAV Certification and Indemnification Program, which requires service officers to take part in an annual training program in order to maintain active service officer certifications. The training sessions focus on the claims process and updating service officers on any new and existing laws, policies and procedures that impact the claims process. They are oftentimes conducted in

conjunction with department conventions to help facilitate maximum participation.

Additionally, successful completion of the training ensures service officers are included on the chapter or department officers report. By being included on this invaluable document, service officers ensure they and the veterans they serve are protected by DAV in the event of an unforeseen consequential error. Summarily, the program continues to be a means of training as well as protection for all department and chapter service programs that wish to participate.

DAV would not be the shining example of veterans service without the dedicated efforts of our department and chapter service officers. We appreciate all they do to ensure the success of this program as well as all of the organization's endeavors, and I encourage all of them to be proactive about this invaluable training, as it plays an incredibly consequential role for veterans, individual officers and the organization itself. If you have any questions about the program, do not hesitate to contact a member of DAV's national service staff.