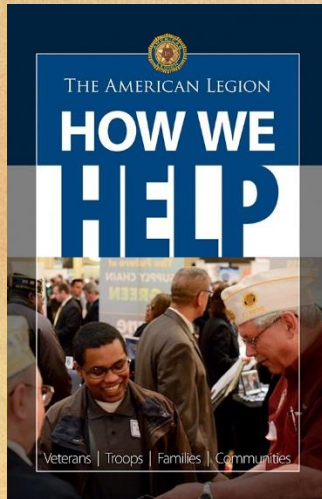
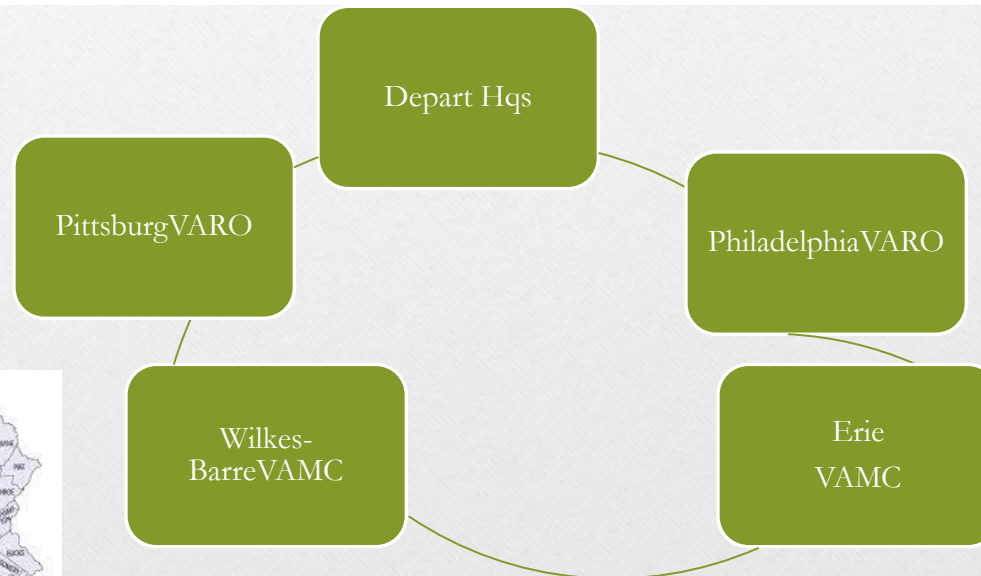


# The American Legion Department of Pennsylvania

## Overview of the Department Service Officer Program



# Logistical Structure





# Department Headquarters

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## Outreach

- Provides operational control for our outreach program statewide. Maintains liaison with DMVA and our other partners in the VSO grant program. Provides Outreach to central PA Counties. Currently conducts outreach to:
- 22 State Legislative Offices
- Harrisburg & Williamsport Vet Centers
- 3 American Legion Posts
- Covers 13 Counties

## Current Staff

- 1 Program Manager/DSO (Currently Hiring)
- DSO – 2 F/T – 1 P/T
- 1 Clerical



# PITTSBURGH REGIONAL OFFICE



## Outreach

- 8 State Legislative offices
- 3-5 Private Nursing Homes
- 12 VAMC Days
- Covers 6 Southwestern Counties

## CURRENT STAFFING

- Supervisor Graham Wieland
- DSO – 2 Male/2 Female (2 upcoming vacancies)
- Clerical - 2



# PHILADELPHIA REGIONAL OFFICE

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## Outreach

- 7 State Legislative offices
- Coatesville VAMC
- Covers 4 Eastern Counties

## CURRENT STAFF

- Supervisor Glenn King
- DSO 1Male/1 Female/1Vac
- Clerical – 2

# ERIE VAMC



- Outreach
  - 5 State Legislative offices
  - 3 American Legion Posts
  - Erie Vet Center
  - Covers 6 Northwestern Counties

## CURRENT STAFFING

- Supervisor Amber Moore
- 2 DSO's – 2 Male
- 1- Clerical Asst



# WILKES BARRE VAMC

## Outreach

- 10 State Legislative Offices
- Scranton Vet Center
- Tobyhanna Depot



## CURRENT STAFF

- Supervisor Jeff Saunders, DSO
- DSO -1 Female
- 1 Clerical (Vac)

# Where we differ from the rest

- Doing Outreach in Legislative Offices Statewide continues to be the primary focus of Our Outreach program
- 
- Why – Because the results prove it works
  - We intend to be as transparent as possible
  - Other types of Outreach include VA Facilities, Vet Centers, American Legion Posts, Senior Centers, etc.
  - And Yes we still do House calls when a veteran can not come to us





# Where we differ from the rest

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- All of our DSO's are required to do Outreach
- Equipped to work anywhere with the latest technology
- All of our Accredited DSO's have remote access to the VA Database from anywhere in the state
- All have access to on-site IT support from any location
- All of our DSO's are required to complete Annual Training Certification including passing a VA Approved Examination



# Rules of the Road

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- We continue to be fully committed to the FDC process and filling electronically
- We are ready to accept the responsibilities of the new Decision Ready Claim process the VA has just announced
- We are committed to having Paperless Records in almost every office.
- We are in our second full year of using “VetraSpec” which is a secure, online claims management system to maintain our records & reports
- All of our DSO’s have or are working toward having, SEP/VBMS Remote access (2 currently awaiting Accrediation)
- With the upgrades in equipment made in the past several years, we are able to file FDC’s from anywhere that we have internet access



# Results

## Improving Outreach

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FY 14-15	FY 15-16	FY16-17
470	863	913



# Results

## Service Connected Compensation Claims

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Type	FY 14-15	FY 15-16	FY 16-17
Initial Comp	1467	2351	2557
Reopened Comp	900	985	968
Total	2367	3336	3525



**THE AMERICAN LEGION**  
America's Veterans Service Organization



# Results

## Non-Service Connected Pension Claims

Type	FY 14-15	FY 15-16	FY 16-17
Initial Pension	413	522	641
Re-Opened Pension	138	106	105
Total	551	628	746



# Results

## Initial DIC Claims

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Type	FY 14-15	FY 15-16	FY 16-17
DIC	101	151	173





# Results

## Survivors Pension Claims

Type	FY 14-15	FY 15-16	FY 16-17
Survivors Pension	510	555	539



# Results

## Claims Appealed

Type	FY 14-15	FY 15-16	FY 16-17
Notice of Disagreement	428	605	514
Form 9	158	312	300





# Results

## Veterans and Family Members Served

FY 14-15	FY 15-16	FY 16-17
3957	5257	5497





# Four Pillars

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- In an effort to further expand our reach into rural communities, we are asking you, at the Post and District level to help us, help you, by ensuring each post appoints a “post level service officer”
- Last year over 300 Pennsylvania Posts never reported they had a Post Service Officer
- We ask that Commanders appoint someone in the Post with the simple responsibility to connect your post members & local veterans community with a Department Service Officer responsible for your area



# Racing for Outreach



Abbottstown, PA  
Adams County  
Tonight  
7:30PM



Newberrytown, PA  
York Country  
Sunday Night  
7:00PM



If you would like the RaceCar at a special event at your Post – or you would like us to set up a Post recruiting event at any racetrack - Send email to [Bruce@pa-legion.com](mailto:Bruce@pa-legion.com) with the date/time requested

# In Closing

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We as an organization remain committed that serving veterans today will help ensure our membership tomorrow!

