



VFW Service to Veterans

From lobbying Congress and monitoring the Department of Veterans Affairs to assisting veterans filing claims, the VFW remains a dedicated advocate for America's veterans, service members and their families.

National Veterans Service (NVS)

NVS is responsible for accrediting and training VFW's global network of professional VFW Accredited Service Officers. NVS provides annual training to VFW Accredited Service Officers. NVS staff represents veterans at the Board of Veterans Appeals in Washington, D.C. Each year NVS provides more than \$2 million to VFW Departments in support of their veteran service programs.

- ***Department Service Officers (DSOs)***

A global network of highly trained and VFW Accredited Service Officers helps veterans navigate the complex VA claims process. Department of Veterans Affairs statistics show that for 2025, the VFW helped recoup \$16.2 billion in earned benefits on behalf of approximately 164,000 veterans. The VFW's Accredited Service Officers also filed more than 14,500 VA claims resulting in more than \$187 million in disability compensation for transitioning service members. The VFW always provides this service FREE OF CHARGE.

- ***Tactical Assessment Center (TAC)***

The VFW's TAC operates a toll-free hotline for veterans with questions or concerns about VA health care programs and VA benefits. The number is 1.800.VFW.1899. Veterans can also email vfw@vfw.org.

- ***Health Fair***

The VFW hosts a health fair at its national convention. Attendees can receive an array of free services to include health screenings, learn about VA health care programs and how to enroll in VA health care. The health fair is a great place to have your VA health care questions answered by the experts.

- ***Pre-Discharge Program***

Introduced in 2001, the VFW's pre-discharge program provides claims assistance to separating military personnel around the world by finding a pre-discharge claims representative at [Pre-Discharge Locations and Contacts - VFW](#) or emailing your name, location and date of separation to bdd@vfw.org.

- ***VFW PACT Act Information***

The VFW is committed to providing all veterans timely and accurate information about this landmark legislative victory. To see if you or a loved one may qualify for benefits, please visit our website and referral tool at PACTActInfo.org to be referred to a professionally trained, VA accredited VFW Service Officer for assistance which is always free for the claimant.

National Legislative Service

The NLS educates Congress and advocates for policies that improve the lives of veterans, active-duty military, and their families.

- ***Action Corps***

This grassroots lobbying effort has more than 300,000 volunteer advocates who write, call and visit lawmakers to discuss issues related to veterans. Also, Action Corps members receive the VFW e-newsletter relating to current legislation and events.

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- ***Your Voice on Capitol Hill***

VFW members live in every congressional district. The VFW's membership size and effective advocacy ensures that members of Congress do not ignore the needs and preferences of those who have worn our nation's uniform. The VFW provides testimony dozens of times each year before Congress, including before an annual Joint Senate and House Committee on Veterans' Affairs hearing to consider the VFW's Priority Goals.

National Security and Foreign Affairs

The welfare of active duty, Guard and Reserve personnel and their families is of a prime concern to the VFW.

- ***POW/MIA***

The VFW national officers visit Asian and European countries to meet with host-country officials to stress the importance of conducting MIA investigation and recovery operations, as well as gaining access to documents and archival research facilities.

Employment Services

The VFW is a strong supporter of veterans' preference in government positions. The Washington Office actively works to advance veteran-specific employment legislation and works with the U.S. Department of Labor to ensure veterans have resources in their communities to find quality post-military careers.