



## 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 service officers. NVS provides annual training to VFW 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 accredited service officers helps veterans navigate the complex VA claims process. Department of Veterans Affairs statistics show that for 2024, the VFW helped recoup \$14.6 billion in earned benefits on behalf of approximately 146,000 veterans. The VFW's Pre-Discharge claims representatives also filed 14,000 VA claims resulting in more than \$110 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](mailto:vfw@vfw.org).

- ***Health Screenings***

The VFW hosts a health fair at its national convention. Attendees can receive an array of free services to include health screenings, eye exams, cholesterol checks, respiratory function testing, blood pressure screening and blood glucose testing. Many lives have been saved thanks to these free screenings.

- ***Pre-Discharge Program***

Introduced in 2001, the VFW's pre-discharge program (formerly known as Benefits Delivery at Discharge) provides claims assistance to separating military personnel on more than 20 military installations and military populated regions throughout the nation, including the military district of Washington, D.C., area.

- ***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](https://www.vfw.org/pactactinfo) to be referred to a professionally trained, VA accredited VFW Service Officer for assistance never at any cost to 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 *Action Corps Weekly*, an 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 testifies up to 30 times every 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.