

The American Legion
Department of Michigan



For God and Country

August 8, 2014

SUBJECT: Department policy regarding the duties of Post Service Officers (PSO) within The American Legion, Department of Michigan

FROM: Director, VA&R Department of Michigan

THRU: Patrick Lafferty, Adjutant, Department of Michigan

TO: All effected posts, agencies and individuals

1. Effective immediately it will be the policy of the Department of Michigan that a Post Service Officer will be the initial point of contact regarding veteran issues by providing veterans in the community where the post is located with basic information and assistance including referral to a Department Service Officer. Given the complexity and broad range of rules that govern VA benefits, it is critically important for the PSO to work with the professional American Legion DSO and ensure any paperwork submitted by the veteran is forwarded to the DSO in a timely manner.
2. This policy is meant to allow the PSO to remain an invaluable source of information and assistance for those that seek help from The American Legion, while ensuring that veterans' services, provided in the name of The American Legion, are only sought out and received from an individual who holds the proper regulatory accreditation.
3. Post Commanders should instruct their respective PSO to follow this guidance immediately. The DSO will provide directed training during district meetings, conferences, conventions and Post Service Officer School held at Higgins Lake, MI in order to provide the PSO with the tools, resources, and knowledge needed to perform their duties. The training will allow the PSO to expertly refer veterans and claimants to the proper civic, community, government and other local entities that may assist them with specific needs.
4. Any PSO that feels they need further individual training should contact The Director, VA&R, Department of Michigan at (313) 964-6640.

Gary D. Easterling
Director, VA&R
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