



11 AP 12/16/2025

16 December 2025

To: Bob Borka, National Executive Director/COO
From: Robert Borka, Member, Flint Detachment #155
Subject: AP Change Proposal Section 3060 Veteran Service Officer

In accordance with the National Administrative Procedures, Chapter Ten, Section 10020, the following is submitted for consideration by the body assembled at the 2026 National Convention.

IRT: National Administrative Procedures Section 3060 Veteran Service Officer

CURRENT:

Section 3060. National Accredited Veterans Service Officer (VSO) (Authorized to wear Gold Cover (Rev 2025))

As a National Accredited VSO, you must have the approval of the VA to gain access to the VA intranet to process claims that are forwarded or presented to you by a Detachment/Department Service Officer. You will be expected to complete all paperwork and follow up with the veteran at all stages of the process and provide quarterly reports of cases you are processing. To serve as a National Accredited VSO, you must: (Rev 2024)

- a. Provide a letter from your department commandant to the National Director of Veterans Service recommending you for the position of National VSO. (Rev 2024)
- b. Be a MCL Regular Member or Associate Member who is a U.S. Armed Forces Veteran with approval from the National Executive Director. Member must be in good standing for not less than 12 months who functions either full-time in veteran's service work or part-time as a MCL volunteer. If not a member of the MCL, is a full-time employee of the MCL National Headquarters or is an employee of a state or county government agency of veteran's affairs whose primary accreditation is to the state or county. The MCL may also cross-accredit a member of another Veterans Service Organization who functions full-time in veteran's service work. (Rev 2025)
- c. Complete VSO training and provide resume of prior experience. (Rev 2024)
- d. Complete VA Form 21, *Application for Accreditation as Service Organization Representative*. (Rev 2024)
- e. Secure a VA Regional office or consolidated work site to meet with claimants, provide hours and contact information. (Rev 2024)
- f. Send all the above to the National Director of Veterans Service (MCL National Office). (Rev 2024)
- g. Complete Training, Responsibility, Involvement and Preparation of Claims (TRIP) training and provide the certificate of completion to the National Director of Veterans Service. (Rev 2024)
- h. Pass a background check by the U.S. Office of Personnel Management. (Rev 2024)
- i. Provide quarterly reports of contact with veterans and their progress to the department and National Director of Veterans Service to maintain your accreditation. (Rev 2024)
- j. Perform an annual audit/financial review when any grants or monies are received and provide copies of the audit/review to the department and National Director of Veterans Service. (Rev 2024)
- k. Complete all assigned continuing education training every three (3) years and send copies along with a new VA Form 21 to the National Director of Veterans Service. (Rev 2024)
- l. Assist the National Director of Veterans Service in continuing education classes for the detachment/department. (Rev 2024)
- m. Follow the policies and procedures prescribed by the VA and the MCL. (Rev 2024)

PROPOSED (Change in RED):

Section 3060. National Accredited Veterans Service Officer (VSO) (Authorized to wear Gold Cover (Rev 2025))

The Nationally Accredited Veteran Service Officer receives an accreditation number from the VA Office of General Counsel (OGC) after being certified by the MCL National Certifying Official. Veteran Service Officers are the backbone of a Congressionally Chartered Veteran Service Organization. The heart of our mission is to serve Veterans and provide advocacy for benefits earned through service to our Nation. Nationally Accredited VSOs must have VA approval for access to their systems. Access is necessary to review cases in the Veterans Benefits Management System as well as access to their VA.gov email address. The processing of claims will be performed with the designated case management system.

To become an MCL accredited Veteran Service Officer, refer to the MCL Accreditation Policy. MCL VSOs should be familiar with the MCL National Veteran Service Program Procedure Manual.

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RATIONALE:

As the Veteran Service Officer program matures, there is a Board-approved Accreditation Policy as well as a VSO Procedure Manual. These are program items that do not need to be included in the Administrative Procedures.

Respectfully submitted,

Robert J. Borka
Member, Flint Detachment #155
National Certifying Authority – Veteran Service Officers
Accredited Veteran Service Officer
Marine Corps League