



Helping Connect to VA Benefits

What does a Veterans Service Officer (VSO) do?

- Advocate for Veterans and Families
- Claims Assistance
- Benefits Navigation
- Community Resource Connection
- Outreach and Education
- Confidential, Accredited Support

Ask a VSO Program

Have a question? NDVS VSOs provide quick and accurate responses:

- Compensation and Pension Claims
- VA Healthcare Enrollment
- VA Burial Benefits
- And more!

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What is a Veterans Service Officer?



- **Advocate for Veterans and Families:** VSOs help veterans, their dependents, and survivors access earned benefits through the U.S. Department of Veterans Affairs (VA) and other state and local programs.
- **Claims Assistance:** They prepare, submit, and track VA claims for disability compensation, pensions, education, healthcare, and more—ensuring documentation is complete and accurate.
- **Benefits Navigation:** VSOs explain eligibility and guide veterans through complex federal and state benefits systems, including appeals if benefits are denied.
- **Community Resource Connection:** They link veterans to vital wraparound services such as housing, employment, mental health support, and emergency financial assistance.
- **Outreach and Education:** VSOs provide briefings, participate in community events, and educate veterans about available resources and how to access them.
- **Confidential, Accredited Support:** As accredited representatives, they offer confidential, free support while upholding strict ethical standards and federal guidelines.



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