



Devoted to Mutual Helpfulness

Veterans Helping Veterans

District 13 Process for receiving and responding to requests for assistance

Goal: To provide effective and timely information and assistance to veterans and their families about assistance for veterans through the DVA, our own programs and/or trusted community resources.

For the Good of the Legion: Having a disciplined process benefits the Legion in these ways:

- 1) It sets up a manageable coaching process for Post Service Officers by the District.
- 2) It saves communication time and effort up front by getting adequate information.
- 3) It communicates to the veterans' community that we take these requests seriously.
- 4) It helps us to gather information on the veterans we've helped for follow-up (membership).
- 5) It helps us to document the requests we receive each year, which informs FISK reports.
- 6) It informs the kinds of community service projects we might want to develop as a District.

STEP 1) Receiving requests for assistance: District 13 now has a *Request for Assistance* form that is available for every Post. The form is two pages and should be photo-copied back to back. The front side gathers appropriate information from the veteran asking for assistance, and it documents their signature and the Legionnaire taking the request. Be sure to get good contact information and specific requests. These forms should be kept where Post Service Officers can easily find them.

STEP 2) Responding to requests for assistance: Please offer a real response, not just a “we can’t help you.” Please respond to a request for assistance within 72 hours (3 days), as timeliness is important. If you do not have correct information about the VA or other veterans’ services, please contact the District Service Officer (person named on page 2 of the *Request for Assistance* form). The District SO will cross-reference resources with other Legionnaires knowledgeable about the VA and community-based resources. The District Service Officer will then coach you on how to respond appropriately to the veteran you are assisting. This is for our mutual learning and support.

STEP 3) Documenting action taken in response to requests: Page 2 of the *Request for Assistance* Form documents our response to a veteran’s request. Why this matters is that we then, as a Post and as a District, have on record these reports. They contain the contact information of veterans we have helped in case we need to follow up. They contain the referrals we’ve made and resources we’ve learned about, which is good information. They contain information that informs FISK reports.

STEP 4) Sending the report to the District Service Officer: These forms should be completed in hard copy, as they require a signature. If you wish to email a copy of the completed form, then you must scan the original with the veteran’s signature. Otherwise, simply “snail mail” a hard copy to the District SO by the months’ end. This helps our District 13 to keep a main file of requests to which we responded. This documentation is helpful for us as a non-profit, veterans’ service organization.