

**GUIDELINE FOR
Veterans Service Chair
&
Committee Members
for
National, Regional & Branch
Chair & Committee Members**

Revised: May 4, 2026



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CONTENTS

FRA VSO COMMITTEE CHAIR ANNUAL REPORT

FRA VSO NATIONAL BRANCHES ANNUAL REPORT

FRA VSO ANNUAL REGIONAL COMMITTEE REPORT

FRA BRANCH STATIC REPORT

FRA APPLICATION FOR ACCREDITATION

VA APPLICATION FOR ACCREDITATION AS SERVICE OFFICER REPRESENTATIVE [VA Form 21]

DEPARTMENT OF VETERANS AFFAIRS CONTACT NUMBERS

FEDERAL BENEFITS FOR VETERAN AND DEPENDENTS

VETERANS SERVICE CHAIR & COMMITTEE MEMBERS GUIDE FOR THE FLEET RESERVE ASSOCIATION (FRA)

The Guide is a comprehensive document designed to provide detailed guidelines and responsibilities for the Veterans Service Officers (VSOs) and committee members at the national, regional, and branch levels within the Fleet Reserve Association (FRA).

The guide outlines the objectives of the FRA, emphasizing its nonprofit, nonpartisan, and nonsectarian nature, and its commitment to supporting members and their families in need, as well as assisting in recruiting for the United States Navy, Marine Corps, and Coast Guard.

The document details the duties of various officers and committees, including the National President, National Executive Director, National Service Officer(s), and the National Committee on Veterans Service.

It highlights the importance of the FRA VSO program, which provides representation to members who have suffered injuries or illnesses related to military service and supports surviving spouses and dependents.

The guide also covers the accreditation process for VSOs, including the requirements for certification and reaccreditation, the procedure for accreditation, and the responsibilities of accredited representatives.

It emphasizes the need for continuous training and adherence to a strict code of conduct to ensure the highest standards of service to veterans.

Additionally, the document includes various appendices with forms and contact information to assist VSOs in their roles and provides instructions for completing annual reports and other administrative tasks.

FRA OBJECTIVE

Object of Association - The object of this Association is that we may take care of such members and their families who may be in urgent need of assistance, financial or otherwise; to assist in recruiting for the United States Navy, Marine Corps, and Coast Guard; to assemble for social intercourse and keep ourselves informed on United States Naval, Marine Corps, and Coast Guard matters, whereby we may continue to loyally serve the nation and the United States Navy, Marine Corps, and Coast Guard. These, together with the Preamble of this Constitution and Bylaws, define the object of the Fleet Reserve Association.

Nonprofit, Nonpartisan and Nonsectarian - The Fleet Reserve Association shall be a nonprofit, nonpartisan, and nonsectarian organization.

Members of the Fleet Reserve Association shall not receive pecuniary profit, incidental or otherwise, because of their membership of the Association.

Individual branches may, however, create and operate such death benefit plans as they may desire, provided that any and all payments to beneficiaries of deceased members of the branch shall be paid from the branch treasury and shall in no way obligate the national treasury of the Fleet Reserve Association.

NATIONAL FLEET RESERVE ASSOCIATION OFFICERS

National President - The National President shall appoint all standing, special, advisory, ad-hoc and convention committees, and chairs, except when a chair of a committee has been named by action of a national convention, or where the C&BL otherwise provides. All appointments are for a duration of one year unless the C&BL, the convention delegates, or the National Board of Directors provides otherwise.

National Executive Director - He/she shall notify the national officers and committee members of their election or appointment and shall give notice to all branches of the National Convention and of the meetings of the National Board of Directors and all national committees. He/she shall serve as an advisor to the National President and the National Board of Directors.

National Service Officer(s) - He/she shall be the permanent chair of the National Committee on Legislative Service and shall with other designated members register with the Secretary of the Senate and the Clerk of the House of Representatives as accredited representatives of the Fleet Reserve Association as required by the Federal Regulation of Lobbying Act. He/she shall further designate members to register with the Department of Veterans Affairs as accredited representatives of the Fleet Reserve Association.

He/she shall maintain a register of the branches of the Fleet Reserve Association, their officers, and committees. He/she shall maintain the register of all Fleet Reserve Association Veteran Service Officers by Region and ensure its update Biannually.

National Committee on Veterans Service - The Committee shall consist of the National Service Officer as permanent chair, and seven [7] members, one [1] from each region. A member's term shall be for one year or he/she may be reappointed one [1] year by the incoming National President.

Committee members shall be VA accredited as veteran service officer representing Fleet Reserve Association.

It shall solicit the cooperation of branch chairs of this committee and instill the importance of this committee at the branch level.

Duties of the committee shall be: To oversee the FRA VSO program, providing education and outreach of same to the membership of the Association, including the policies and regulations associated with these programs; to report on the number and activities of FRA accredited VSO representatives, in each region; to solicit branches and Shipmates to become involved in departments of veterans affairs/services on the city, county, state, or national level, including VA regional offices, medical facilities, state of national veteran cemeteries or veteran homes; and to annually recognize outstanding service by a Shipmate in service to veterans.

The Chair shall submit annual report to the National Board of Directors and the National Convention Shipmates.

FLEET RESERVE ASSOCIATION REGIONAL OFFICERS

Duties of Officers and Committees

Regional President - Regional President shall be the representative of the National President within his/her region.

He/she shall appoint the regional chair and committee to receive, judge, and forward selected branch committee reports to the cognizant national committee chair and perform such other duties as may be required by the Regional President or the regional bylaws and/or standing rules.

Regional Veterans Service Committee - To oversee the FRA VSO program, providing education and outreach of same to the membership of the Association, including the policies and regulations associated with these programs; to report on the number and activities of FRA accredited VSO representative for the program in each region; to solicit branches and Shipmates to become involved in departments of veterans affairs/services on the state, local or national level, including VA regional offices, medical facilities, state of national veteran cemeteries or veteran homes; and to annually recognize outstanding service by a Shipmate in service to veterans.

When the need for assistance is beyond the capacity of the local branch, the Branch President shall make a written report to the Regional Chair and Regional President with appropriate recommendations.

FLEET RESERVE ASSOCIATION BRANCHES

President's Duties and Responsibilities - The branch president is responsible for ensuring that the branch officers and committee chairs comply with their responsibilities set forth in the C&BL, FRA, regional bylaws and branch bylaws, and Branch Administrative Manual. These responsibilities involve annual or periodic submission of reports. A brief list of these responsibilities is as follows:

Annual Branch Committee Reports by the Committees on Americanism-Patriotism; Hospitals, Welfare and Rehabilitation; Public Relations; Youth Activities; and Veterans Service (Responsibility: Outgoing president and committee chairs).

Branch Veterans Service Committee - Branch committees shall perform the duties of their titles and shall function under the supervision of the Branch President and the Branch Board of Directors.

To become active in the FRA VSO program, providing education and outreach of same to the membership of the Branch, including the policies and regulations associated with this program; to report

on the number and activities of Branch level FRA accredited VSO representatives to the Regional President and Regional Chair; to solicit Shipmates to become involved in departments of veterans affairs/services on the state, local or national level, including VA regional offices, medical facilities, state or national veteran cemeteries or veteran homes; and to annually recognize outstanding service by a Shipmate in service to veterans. When the need for assistance is beyond the capacity of the local branch, the Branch President shall make a report to the Regional Chair and Regional President with appropriate recommendations.

FRA VETERANS SERVICE OFFICER PROGRAM

General - The Fleet Reserve Association (FRA) oversees veteran centric programs associated with the Departments of Defense, Labor, Veterans Affairs, and other agencies. The National Veteran Service Officer (NSO) serves as the chief liaison for the FRA.

FRA's Veterans' Service Officer (VSO) program was established in 1927 to provide representation to members who suffered injuries or illnesses associated with military service in filing for compensation with the federal government and the Veterans Administration (now the Department of Veterans Affairs or VA.) Over the years, these services expanded to include support for surviving spouses and their dependents.

Congress and the Department of Veterans Affairs (VA) regulate organizations and individuals who seek to represent veterans and other claimants before the VA. Individuals shall not function in any capacity as an FRA representative in a claim or other matter before the Department of Veterans Affairs until he/she is officially accredited by the Department of Veterans Affairs, through the FRA. Individuals will not be accredited by VA unless the FRA has certified to it that the individual meets the eligibility criteria established by VA and the FRA. The National Service Officer (NSO or ANSO) is FRA's certifying officials.

FRA may certify the following individuals for accreditation provided they meet the eligibility criteria established by both VA and FRA as described elsewhere in this section:

- Claims Consultants (**Pro-Bono Only**)
- Selected State Service officers (**Only when necessary**)
- Selected county service officers (**Only when necessary**)
- National Head Quarter staff (**Must be Fleet Reserve Association Member**)

Accredited VSO representatives for the FRA can assist any service member, veteran, spouse, or dependent who has executed/filed a proper VA Form 21-22, *Appointment of Veterans' Service Organization as Claimant's Representative*, in all claims matters before the Department of Veterans Affairs.

Representation for these claimants can occur at any level of the claims process, from the local (Regional Office) level to the national (Board of Veterans' Appeals) level. However, representation at the Federal Court of Appeal for Veterans' Claims (CAVC) level is beyond the scope and expertise of FRA's program.

Requirements for Certification and Accreditation - The FRA VSO program supports members via representatives accredited through the VA General Counsel's Office. To become accredited an individual must demonstrate knowledge of VA benefits programs including laws, rules and policies associated with same. This proficiency is garnered either through the successful completion of VA approved courses or through years of experience in the processing of veterans' claims. While prior military service is not required for accreditation, more than a general knowledge of Department of Defense structure and military service is necessary to be an effective Veteran Service Officer.

The NSO shall not certify a person to be an accredited representative of the FRA unless such person:

1. Shall be of good character and reputation.
2. Is not employed by a civil or military department or agency of the United States.
3. Shall be recommended via his/her branch or unit president.
4. Is a member in good standing of the FRA who functions in veterans service work; if not a member of the FRA, is a full-time employee of the FRA (a part-time employee may be considered under special circumstances) or is an employee of a state or county government agency of veterans' affairs whose principle accreditation is to the state, county or to another veterans service organization, and functions full-time in veterans service work.
5. Has successfully completed a Department of Veterans Affairs approved course of instruction on veterans' benefits; or has received a passing grade on an examination recognized by an FRA Veterans' Service Officer approved program (e.g., American Legion, DAV, AMVETS, VFW, NVLSP) and approved by the Department of Veterans Affairs, State Department of Veterans' Affairs or similarly named agency; or has demonstrated an ability to satisfactorily represent benefit claims as attested by the National Veteran Service Officer.
6. Decisions as to character, reputation, knowledge of veteran's benefits and other criteria in this section are solely within the discretion of the NSO. In addition, volunteer representatives will ensure that claimants seeking assistance will sign a VA Form 21-22, releasing the accredited FRA VSO from liability associated with processing the associated claim.

Procedure for Accreditation - Every person seeking certification by the FRA must complete the VA Form 21, *Application for Accreditation as Service Organization Representative*. Failure to complete the form completely, including appropriate signature of applicant, will delay certification by the NSO. Any omission, misrepresentation, or falsification of information on the form may be grounds for revocation of accreditation.

Upon completion of the required experience or coursework, applicants provide a completed VA Form 21 and any associated documentation to the FRA for review and processing which includes a signature from the certifying official. The NSO serves as the preliminary processing official for all applications and FRA's Constitution and By-Laws specifies that the National Services Officer (NSO) will serve as the designated certifying official for the Association.

Certified and signed original applications are then forwarded to the VA General Counsel's Office for final processing. After final approval with VA Office of General Council, a locally generated FRA welcome letter is then sent to the new accredited representative. The VA requires that accredited representatives be recertified every five years, which involves reapplying for accreditation with FRA.

VA Form 21 will be submitted to the Office of General Council through the office of the National Veteran Service Officer (NSO), who will review each form for completeness and accuracy. Any problems noted on the applications should be resolved prior to submission.

The NSO will review each application for accreditation. Any problems will be resolved before submission to the OGC.

As National Certifying Officer, the NSO shall certify the VA Form 21 to the General Counsel of the

Department of Veterans Affairs for the accreditation of an individual as a representative of the FRA. Once an application for accreditation is approved by the General Counsel, the NSO via the ANSO shall forward the applicant an FRA accredited representative's certificate.

Currently, FRA has two National Service Officers approved by National Headquarters. The Office of General Counsel also recognizes other individuals as accredited VSO representatives of the FRA.

Reaccreditation - In 2008, VA began requiring the reaccreditation of service officers every five (5) years. As a consequence, FRA will periodically reassess an individual's character and acceptable job proficiency.

Those individuals of good character and reputation, who demonstrate adequate job knowledge through consistent success on representing claimants and educational growth, will be re-accredited by the FRA.

Revocation of Accreditation - Individual FRA accreditation may be cancelled at any time by the General Counsel of the Department of Veterans Affairs or upon a recommendation to the General Counsel for such action by the NSO or ANSO, based on clear and convincing evidence of one or more of the following if the representative:

- Refuses to comply with or violates laws administered by the Department of Veterans Affairs or with regulations governing practice before the Department or other laws, regulations, and/or policies applicable to accredited representatives or any facility at which accredited representatives perform services.
- Knowingly presents a fraudulent claim before the Department of Veterans Affairs or before any other governmental department or agency or knowingly submits false information in connection with a claim before such department or agency.
- Requests, demands, or accepts compensation, in any form, for aiding or representation.
- Engages in any other unlawful, unprofessional or unethical practice such as deceiving, misleading or threatening a client; neglects to prosecute a claim before the Department of Veterans Affairs in an expeditious manner; fails to provide a reasonable and timely response to a request for evidence by the department; or, deliberately withholds a client's application for benefits or evidence related thereto, from same.
- Fails to comply with policies and procedures prescribed by the FRA Veterans' Service Officer Program.
- Failure to maintain educational proficiency, either through the Department of Veterans Affairs, or by an FRA approved continuing education program.
- Failure to act in a professional manner towards veterans, family members, clients, co-workers, and VA employees.
 1. Those accredited by the FRA are expected to act courteously and professionally towards others at all times. Rude, discourteous, obnoxious, or intimidating behavior reflects poorly on the FRA and the individual and is not acceptable.
 2. The NSO will investigate complaints of unprofessional conduct, report to the appropriate employer and, depending on the findings, take appropriate action to include revocation of accreditation, if necessary.

Training - The compensation program administered by VA is the most complex benefit program in government today. On average it takes a new VA employee two to three years to become proficient in general claims processing and another three years of training and study to master the skills needed to make correct decisions involving service connection, disability evaluation and effective dates.

Advocate training is provided by these sources. The National Veterans Legal Services Program (NVLSP), the Veterans of Foreign Wars (VFW), Disabled American Veterans (DAV), Veteran Service Officer Classes for All, and other service organizations provide training on a continuing basis to service officer representatives.

Another type of FRA approved advocacy course is NVLSP Basic Training Correspondence Course in veterans' benefits law. The course consists of a complete online course, a complete set of intake forms, and a proficiency examination that advocates take and submit to NVLSP for grading.

Volunteer FRA service officer representatives are responsible for obtaining initial and continuing training. Information on training resources can be obtained from either the NSO or ANSO

The FRA VSO Program accredits service officers at the Branch or Regional level which may include covering the costs of training and other expenses associated with their participation in this program on a voluntary basis. FRA representatives must request pre-approval and be screened by the NSO prior to beginning any VSO training in conjunction with them becoming certified to assist individuals as an accredited FRA VSO. **Failure to request preapproval for training may result in non-reimbursement for course expenses and/or rejection of application for accreditation.**

FRA-accredited representatives are expected to be aware of changes in VA laws, policy and procedures related to their duties as accredited service officers. This is accomplished through annual refresher training, correspondence course work or training course work provided by appropriate service organizations, or the VA. Representatives are required to maintain accurate records of training and provide proof of continuing education to either the NSO or ANSO when requested.

Equipment Purchases - FRA representatives must receive approval from the NSO prior to purchasing any office equipment, including computers, software, publications, printers, file cabinets, shredders, office furniture and/or other related office materials if the representative makes a request for reimbursement of said purchases.

Computers and software should meet established requirements and specifications of the Department of Veterans Affairs.

Equipment purchase reimbursements will be based on the size and scope of the representative's outreach, need, and other considerations. Each request will be reviewed based on its own merit and decided on a case-by-case basis.

Insurance/Liability - FRA will provide appropriate limited liability insurance coverage for accredited volunteer representatives for certain errors or omissions.

FRA representatives must obtain a signed waiver of responsibility from each veteran or family member they represent on behalf of the FRA to release the Association and their representatives from any liability or legal action against the FRA and the volunteer representative. The FRA representative must offer the best representation and not offer any promises or guarantees to the veteran or their family members in reference to outcome of their claim before the Department of Veterans Affairs.

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CODE OF CONDUCT FOR FRA SERVICE OFFICER REPRESENTATIVES

1. Do not knowingly present a fraudulent claim or submit false information in connection with a claim before any government agency.
2. Do not engage in any unlawful, unprofessional, or unethical practice such as deceiving or misleading a client.
3. Remember that you must follow all laws and regulations of each government department or agency governing confidentiality of information and release of information from official records. Information should be released only if authorized by the client, and only to the extent authorized.
4. Under no circumstances should FRA representatives serve as guardian, committee, or fiduciary by any other designation, of veterans or other people receiving benefits from the Department of Veterans Affairs.
5. Representation by the FRA is gratuitous and under no circumstances should you demand, request, or receive remuneration in cash or in any other form, from persons to whom representation or other assistance is provided. Immediately revoking certification will be imposed.
6. FRA voluntary representatives will refrain from the use of racial, religious, age-related, sexual, or ethnic epithets, innuendoes, slurs, or jokes in the workplace. Immediately revoking certification will be imposed
7. FRA representatives must conduct themselves in a professional manner and refrain from inappropriate advances, verbal or physical conduct of a sexual nature, or requests for sexual favors. Immediately revoking of certification will be imposed and an Article 5 investigation shall be conducted and applied.

Additional Duties Assigned as National Service Officer(s) - The NSO(s) also provides support to service members and veterans who wish to file appeals with the individual services within the Department of Defense. The actions associated with the Board of Corrections of Military Records and Medical Evaluation Board normally do not require representation by the FRA.

The NSO(s) also aids by serving as liaison with the Department of Labor (DOL) in employment disputes for returning reservists and ensures oversight to ensure that DOL rules and regulations are being properly implemented.

UNDERSTANDING THE REPORT FORM

When filling out the report form, please be as complete and accurate as possible. The following is a guide for completing the Veterans Service Committee Annual Report:

First Section (Heading information and #1): Region and Branch members in “Good Standing” can be found in the Fourth Quarter Report of Membership (Ending March 31, of the current year). The Branch Membership Group can also be found in the 4th quarter membership report.

Second Section (#2): If the Branch participates in Veteran Service activities answer, “yes” and continue report; if “no”, sign as if a “negative” report, go to last section, Branch president signs and forwards to Regional Chair.

Third Section #3 (Number of FRA accredited VSOs) (to include Auxiliary of the FRA members) activities.

- (a) Report number of FRA accredited Veterans Service Officers, including the Auxiliary of the FRA members who have been certified by the OGC, to hold accreditation with FRA.
- (b) Report on the number of Branch and Unit members currently training to become accredited as a VSO.
- (c) Report the number of original, and requests for increase claims in each specific category, and total of all claims processed and submitted to VA for consideration.
- (d) Report on the number of hours dedicated to claims work (claimant interviews, processing claim, submittal, and any additional follow up with the claimant).
- (e) Report on any funds expended by the Branch and/or FRA VSO for office space, supplies, and outreach materials in relation to VSO work.
- (f) Report hours attending outreach activities as an accredited VSO for FRA.
- (g) Report hours attended and location of annual VSO training; provide certificate of completion or attendance to NSO (National Service Officer) for verification.

Fourth Section #4 (Report the name of the VSO nominated as “VSO of the Year”):

NOTE: IN NOMINATING A SHIPMATE AS “VETERAN SERVICE OFFICER OF THE YEAR” OR DESERVING OF SPECIAL RECOGNITION, ON THIS REPORT, NOMINATION MUST BE ACCOMPANIED BY A SEPARATE SHEET(S) OF PAPER, GIVING A DETAILED REPORT OF THIS SHIPMATE'S ACTIVITIES.

Final Section (Signature of Branch Chair and President): Sign and forward completed report to appropriate members listed on “Distribution”, keeping a copy in Branch files.

VSO STATISTICS: Follow the included instructions: Remember [example: if branch has [2] Veteran Service Representatives, you must enter the total for both VSOs]. If one of your VSO is nominated for “Veteran Service Officer of the Year” the Chair must complete only their numbers on a separate form.

NOTE: All RED Boxes or a point value is to be completed by the Regional VSO Committee Chair and the National VSO Committee Chair

NATIONAL COMMITTEE
Veteran Service Officer Committee

GROUP I

1. _____
2. _____
3. _____

GROUP II

1. _____
2. _____
3. _____

GROUP III

1. _____
2. _____
3. _____

GROUP IV

1. _____
2. _____
3. _____

GROUP V

1. _____
2. _____
3. _____

VSO OF THE YEAR: _____

BRANCH/UNIT: _____

LOCATION: _____

DATE: ____/____/____ **CITY:** _____ **STATE:** _____

CHAIR: _____ **MEMBER NUMBER:** _____

COMMITTEE MEMBERS' PRESENT

MEMBER: _____ **BR:** _____ **MEMBER:** _____ **BR:** _____

MEMBER: _____ **BR:** _____ **MEMBER:** _____ **BR:** _____

MEMBER: _____ **BR:** _____ **MEMBER:** _____ **BR:** _____

MEMBER: _____ **BR:** _____ **MEMBER:** _____ **BR:** _____

MEMBER: _____ **BR:** _____ **MEMBER:** _____ **BR:** _____

CHAIR SIGNATURE: _____

**FLEET RESERVE ASSOCIATION
VETERANS SERVICE OFFICER COMMITTEE
VSO REPORT**

Information provided on this report is for the membership year April 1, 202__ through March 31, 202__.

Region: SELECT Branch Name & Number: _____ Membership Group: _____

1. Total Branch members in Good Standing as reported in the 31 March Membership Report: _____
2. Does your Branch Participate in Veteran Service activities in your community for FRA? **If YES- 10 points** 10
Yes ☐ (Continue report) No ☐ (Negative Report, sign and return to Regional Chair)
3. Veterans Service Officer (VSO) activities:
 - (a) Number of FRA Accredited VSO's: _____ **10 points per member** 0
Names: _____

 - (b) Number of Members in training to become FRA Accredited VSO: _____ **1 point per member** 0
 - (c) Claims Processed:
 - a. Disability _____
 - b. Dependency _____
 - c. Pension _____
 - d. DIC _____
 - e. Aid and Attendance _____
 - f. Education _____
 - g. Other _____Total: 0 **1 point per claim** 0
 - (d) Number of Hours Expended: _____ **1 point per 10 hours** 0
 - (e) Funds Expended: By Branch: _____ By Shipmate VSO: _____ **1 point per \$10** 0
 - (f) Hours attending VA Outreach activities: _____ **1 point per hour** 0
 - (g) Hours of VSO annual training attended: _____ Where _____ **1 point per hour** 0

TOTAL POINTS AWARDED 10.00

THIS FORM MAY BE REPRODUCED LOCALLY FOR BRANCH AND/OR REGIONAL USE
Regional/Branch Chairmen may want to add items for their own purposes (Use additional sheets if necessary)

**FLEET RESERVE ASSOCIATION
VETERANS SERVICE OFFICER COMMITTEE
VSO REPORT**

4. The VSO nominated as, "Veteran Service Officer of the Year", or deserving of special recognition:

Name: _____

NOTE: In nominating a VSO as, "Veteran Service Officer of the Year," or deserving of special recognition, on this report, the nominee shall be in a non-salaried or hourly payment of service from any organization that is helping veterans including the Fleet Reserve Association. The nomination must be accompanied by a separate sheet(s) of paper, giving a detailed report of the VSO's activities.

IF NO ACTIVITY, A NEGATIVE REPORT IS REQUIRED.

REPORT TO BE SIGNED BY BRANCH CHAIRMAN AND BRANCH PRESIDENT OF THE REPORTING YEAR.

BRANCH CHAIRMAN 20____ - 20 ____

BRANCH PRESIDENT 20 __ - 20____

Branch Chairman: Submit report to Regional Chairman.

Regional Chairman: Submit Report to National Chairman immediately following Regional Convention.

**IF ADDITIONAL INFORMATION IS REQUIRED, CONTACT REGIONAL COMMITTEE
CHAIRMAN (Please provide comments on how to improve this report/committee on a separate sheet)**

Distribution:

- (1) Regional President**
- (2) Regional Secretary**
- (3) Regional Chair**
- (4) Branch Files**

THIS FORM MAY BE REPRODUCED LOCALLY FOR BRANCH AND/OR REGIONAL USE
Regional/Branch Chairmen may want to add items for their own purposes (Use additional sheets if necessary)

**FLEET RESERVE ASSOCIATION
VETERANS SERVICE OFFICER COMMITTEE
VSO STATISTICS**

Information provided on this report is for the membership year April 1, 202 _ through March 31, 202 _.

Region: SELECT Branch Name & Number: _____ Membership Group: _____

~INSTRUCTIONS TO FOLLOW WHEN COMPLETING THIS FORM~

1. If the Branch has more than one [1] VSO then submit the total for all Branch Veteran Service Officers.
2. Block [1] is the total claims filed by all Branch Veteran Service Officers.
3. Block [2] is the total miles driven by all Branch Veteran Service Officers assisting Veterans.
4. Block [3] is the total telephone calls taken or made when assisting a Veteran or their family.
5. Block [4] is the total number of events the Branch has participated in to assist or aid Veterans.
6. Block [5] is only utilized for the total number of appointments the Branch VSO took a Veteran to or from.
7. Block [6] is the total funds spent by all Branch Veteran Service Officers while assisting Veterans.
8. Block [7] is utilized to record the amount of funds the Branch expended for the Veteran Service Officers.

(1) Total Claims	(2) Mileage	(3) Telephone	(4) Veteran Events	(5) Appointments	(6) VSO Funds	(7) Branch Funds
0						

BRANCH CHAIRMAN 20__ - 20__

BRANCH PRESIDENT 20__ - 20__

Branch Chairman: Submit report to Regional Chairman.

Regional Chairman: This information will be used for the Regional Committee Report to the National Chairman.

**IF ADDITIONAL INFORMATION IS REQUIRED, CONTACT REGIONAL COMMITTEE
CHAIRMAN (Please provide comments on how to improve this report/committee on a separate sheet)**

Distribution:

- (1) Regional President
- (2) Regional Secretary
- (3) Regional Chair
- (4) Branch Files

THIS FORM MAY BE REPRODUCED LOCALLY FOR BRANCH AND/OR REGIONAL USE
Regional/Branch Chairmen may want to add items for their own purposes (Use additional sheets if necessary)

FRA APPLICATION FOR ACCREDITATION

General - In order to present claims and gain access to certain information concerning veterans and others seeking benefits from the Department of Veterans Affairs (VA), the law requires that a recognized veterans service organization certify that the individual is of good character and has a basic understanding of benefit programs administered by VA. The information on this application will be used by the FRA to determine whether it will ask VA to accredit you.

Requirements for completion and submission

Please complete this application. A response to each question is required. If a question does not apply to you please place N/A in the area provided for a response. Incomplete applications will not be processed. This form, certificate of education completion AND the VA Form 21, Application for Accreditation as Service Organization Representative, must be completed. Complete, sign and submit both applications, along with certificate of education to the FRA National Service Director (NSD) who will verify the information contained on both applications. Incomplete applications recieved will not be processed and returned to applicant.

NAME

LAST NAME

FIRST NAME

MIDDLE INITIAL

Have you ever used a different name: ☐ NO ☐ YES

If yes, please provide complete name and describe circumstances of name change:

Name: _____

Circumstance: _____

Are you currently an FRA member?

☐ NO

☐ YES

Branch No./MAL _____

HOME ADDRESS

Current Home Address: _____

Street Address _____

City _____

State _____

Zip _____

How long have you lived at this address?

Months _____

Years _____

EMPLOYMENT HISTORY

Current Employer:

Name of Employer _____

Address of Employer _____

From: _____

To: _____

Previous Employers:

Name of Employer _____

Address of Employer _____

From: _____

To: _____

Name of Employer _____

Address of Employer _____

From: _____

To: _____

Have you ever been fired from a job?

☐ NO

☐ YES

If yes, please explain: _____

CRIMINAL HISTORY

Have you ever been convicted of a crime?

(exclude traffic violations, except DUI)

☐ NO

☐ YES

If yes, list conviction(s) & state(s) where convicted: _____

Describe Crime(s): _____

Please attach a separate sheet if additional space is needed.

continued on back

03/2026

FRA APPLICATION FOR ACCREDITATION

Page 2

EDUCATION

High School Attended

City

State

Did you graduate?

☐

NO

☐

YES

If yes, what year?

College(s) Attended

City, State

Did you

Graduate?

Year

No

Yes

☐☐☐☐☐☐

If you have not graduated, please list how many credit hours
earned to date:

If you have graduated, please
list your degree(s):

SERVICE OFFICER EXPERIENCE

Are you *currently* a veterans service officer?

☐

NO

☐

YES

From:

To:

If yes, what organization?

/ /

currently

If you are a State employee or County Service Officer, please list the specific State/County.

Indicate VA benefits related course, completion date and location (Provide copy of certificate.)

Are you requesting reimbursement for the cost of training?

☐

NO

☐

YES

COST*

\$

* Provide receipt

Are you *currently* accredited with any other
veterans service organization?

☐

NO

☐

YES

If yes, for what organization(s)?

From:

To:

/ /

currently

From:

To:

/ /

currently

From:

To:

/ /

currently

Please attach a separate sheet if
additional space is needed.

Have you *ever* worked as a veterans service
officer?

☐

NO

☐

YES

From:

To:

If yes, for what organization?

/ /

/ /

Location:

Reason for Leaving:

I affirm the foregoing to be true to the best of my knowledge. Further, I authorize investigation of all statements contained in this application. I understand that misrepresentation or omission of facts requested may be cause for rejection of this application or later cancellation of my accreditation.

Signature of Applicant

Date of Signature

Daytime Phone Number of
Applicant

03/2026

**APPLICATION FOR ACCREDITATION AS SERVICE ORGANIZATION REPRESENTATIVE**

PRIVACY ACT AND PAPERWORK REDUCTION ACT NOTICE: The information requested on this form is solicited under 38 U.S.C., Section 5902, which authorizes VA to recognize representatives of approved organizations for the preparation, presentation, and prosecution of claims under laws administered by VA. The requested information will enable VA to determine your eligibility for accreditation as a representative of a recognized service organization. Your disclosure of this information to us is voluntary, but your failure to provide full information could delay or preclude your accreditation. The Privacy Act authorizes VA to disclose the information outside VA for certain routine uses, which have been published in the Federal Register with reference to a VA system of records entitled, "Accreditation Records-VA" (01VA022). Such routine uses include verification of the identity, status, and service organization affiliation of representatives, civil or criminal law enforcement, communications with members of Congress of their representatives, Government litigation, and notification to service organizations of information relevant to a refusal to grant or a suspension or termination of accreditation.

RESPONDENT BURDEN: VA may not conduct or sponsor, and you are not required to respond to, this collection of information unless it displays a valid OMB Control Number. The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

SECTION I - TO BE EXECUTED BY DESIGNEE (Type or print)

1. LAST NAME - FIRST NAME - MIDDLE NAME		2a. HOME ADDRESS	2b. BUSINESS ADDRESS 1600 Duke Street Alexandria, VA 22314-2754 USA												
3. BRANCH OF SERVICE (Check applicable boxes) <table><tr><td>☐ ARMY</td><td>☐ NAVY</td><td>☐ AIR FORCE</td><td>☐ MARINE CORPS</td><td>☐ COAST GUARD</td><td>☐ NON-VETERAN</td></tr><tr><td>☐ NOAA</td><td>☐ PUBLIC HEALTH SERVICE</td><td>☐ SPACE FORCE</td><td colspan="3">☐ OTHER (Specify)</td></tr></table>				☐ ARMY	☐ NAVY	☐ AIR FORCE	☐ MARINE CORPS	☐ COAST GUARD	☐ NON-VETERAN	☐ NOAA	☐ PUBLIC HEALTH SERVICE	☐ SPACE FORCE	☐ OTHER (Specify)		
☐ ARMY	☐ NAVY	☐ AIR FORCE	☐ MARINE CORPS	☐ COAST GUARD	☐ NON-VETERAN										
☐ NOAA	☐ PUBLIC HEALTH SERVICE	☐ SPACE FORCE	☐ OTHER (Specify)												
4. LIST OF DATES OF ALL ACTIVE SERVICE		5. CHARACTER OF DISCHARGE(S)	6. METHOD OF QUALIFICATION ☒ COMPLETED APPROPRIATE TRAINING ☐ EXPERIENCE REPRESENTING CLAIMANTS												
7A. NAME OF ORGANIZATION WHICH YOU WILL REPRESENT Fleet Reserve Association		7B. EMAIL AT ORGANIZATION FRA.org	7C. PHONE NUMBER AT ORGANIZATION 703-683-1400												
7D. RELATIONSHIP TO ORGANIZATION		7E. COUNTY OR TRIBAL VETERANS SERVICE OFFICERS													
ARE YOU A MEMBER IN GOOD STANDING OF THE ORGANIZATION SHOWN IN ITEM 7A? ☐ YES ☐ NO	ARE YOU A PAID EMPLOYEE OF THE ORGANIZATION SHOWN IN ITEM 7A, WORKING FOR THE ORGANIZATION FOR NOT LESS THAN 1000 HOURS ANNUALLY? ☐ YES ☐ NO	ARE YOU A PAID COUNTY OR TRIBAL EMPLOYEE: A) WHO WORKS FOR THE COUNTY OR TRIBAL GOVERNMENT NOT LESS THAN 1000 HOURS ANNUALLY; B) WHO HAS SUCCESSFULLY COMPLETED VA-APPROVED STATE TRAINING AND EXAMINATION; AND C) WHO WILL RECEIVE REGULAR STATE SUPERVISION AND MONITORING OR ANNUAL TRAINING? ☐ YES ☐ NO													
8. ARE YOU ACCREDITED TO ANY OTHER ORGANIZATION(S)? ☐ YES ☐ NO (If "YES," give name of organization(s))															
9A. ARE YOU EMPLOYED IN ANY CIVIL OR MILITARY DEPARTMENT OR AGENCY OF THE UNITED STATES GOVERNMENT? ☐ YES ☐ NO (If "YES," give name of agency or department)		9B. HAVE YOU EVER HELD A FEDERAL GOVERNMENT POSITION WHICH INVOLVED ANY ACTION RESPECTING CLAIMS IN THE DEPARTMENT OF VETERANS AFFAIRS OR THE VETERAN'S ADMINISTRATION? ☐ YES ☐ NO													
It is understood and agreed that neither the designee nor the organization will charge or accept any fee or other gratuity for services rendered a claimant; that neither will publish or divulge any confidential information except as provided by law or regulation; and that any breach of these conditions will be sufficient basis for revocation of accreditation.															

10. SIGNATURE OF DESIGNEE (NEW CERTIFICATIONS ONLY) (Ink Signature)	11. DATE OF SIGNATURE
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SECTION II - TO BE EXECUTED BY PROPER CERTIFYING OFFICER OF RECOGNIZED ORGANIZATION

CERTIFICATION: Subject to the foregoing agreement, the undersigned hereby certifies that the designee is of good character and reputation, is qualified by training or experience to present claims, and that the foregoing statements are believed to be correct.

- ☒ We therefore recommend primary accreditation.
- ☐ We therefore recommend cross-accreditation based on the designee's accreditation with (give name of organization): _____
- ☐ We therefore re-certify the qualifications of this representative. _____

12. SIGNATURE AND TITLE OF CERTIFYING OFFICER (Ink Signature)		13. NAME OF ORGANIZATION FLEET RESERVE ASSOCIATION	
14. ADDRESS OF CERTIFYING OFFICER 1600 Duke Street Alexandria, VA 22314-2754 USA		15. DATE OF SIGNATURE	

PENALTY: The law provides that whoever makes any statement of a material fact, knowing it to be false, shall be punished by a fine or imprisonment or both (18 U.S.C. 1001).

Department of Veteran Affairs Contact Numbers

VA Department Name(s)	Toll Free Number(s)
VA Benefits: • Burial • Death Pension • Dependency Indemnity Compensation • Direct Deposit • Directions to VA Benefits Regional Offices • Disability Compensation • Disability Pension • Education • Home Loan Guaranty • Medical Care • Vocational Rehabilitation and Employment	1-800-827-1000
Beneficiaries in receipt of Pension Benefits	1-877-294-6380
Debt Management Center (Collection of Non-Medical Debts)	1-800-827-0648
Children of Women Vietnam Veterans (CWVV)	1-877-345-8179 (or)
Foreign Medical Program (FMP)	1-888-820-1756
Spina Bifida Health Care Program	
Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)	1-800-733-8387
CHAMPVA In-House Treatment Initiative (CITI)	
Education (GI Bill)	1-888-442-4551
Health Care Benefits	1-877-222-8387
Smoking Cessation Counselors	1-855-QUIT-VET (1-855-784-8838)
Veterans Crisis Line	1-800-273-TALK (1-800-273-8255)
Combat Call Center 1-877-WAR-VETS (877-927-8387)	1-877-WAR-VETS (1-877-927-8387)
Life Insurance:	
Service members and/or Veterans Group Life Insurance Program	1-800-419-1473
All other VA Life Insurance Programs	1-800-669-8477
Mammography Helpline	1-888-492-7844
Women Veterans Hotline	1-855-VA-WOMEN (829-6636)
CHAMPVA Meds by Mail	1-888-385-0235 (or) 1-866-229-7389
Special Issues - Gulf War/Agent Orange/Project Shad/Mustard Agents and Lewisite/Ionizing Radiation	1-800-749-8387
Status of Headstones and Markers	1-800-697-6947
Telecommunications Device for the Deaf (TDD)	Dial 711

FEDERAL BENEFITS FOR VETERANS AND DEPENDENTS

The VA publishes a comprehensive annual guide, Federal Benefits for Veterans and Dependents. The 2025 handbook can be ordered for \$10.00 from the U.S. Government Printing Office by calling toll free (866) 512-1800, or in DC (202) 512-1800.

For those with a computer and on-line access to the Internet, the electronic version may be found at http://www.va.gov/opa/publications/benefits_book.asp. The site also provides downloadable versions of the booklet for android, iPhone, iPad and other devices. Answers to most questions concerning veterans' benefits can be found within this handbook. Phone numbers for VA Regional Offices, Medical Centers, Veteran Outreach Centers, National & State Cemeteries, and Insurance

Also, veterans, survivors, dependents, and other claimants can apply their initial application on-line for disability compensation, pension, education, and vocational rehabilitation and employment benefits without the additional requirement to submit a signed paper copy of the application.

VA provides veterans the opportunity to view and manage their benefits via an on-line venue called "eBenefits". For more information about "eBenefits" and how to sign up visit: <https://benefits.va.gov/benefits/>

