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**THE AMERICAN LEGION
DEPARTMENT OF INDIANA
WORKBOOK AND
CERTIFICATE OF
COMPLETION TEST FOR
SERVICE OFFICERS**

(Revised August 5, 2016)

CERTIFICATE OF COMPLETION WORKBOOK AND TEST INTRODUCTION

Service officers may receive a Certificate of Completion after completing this American Legion, Department of Indiana, Workbook and Certificate of Completion Test for Service Officers and then returning it to the Department Service Office.

Service officers should complete the workbook and test only after reading the Department of Indiana Service Officers Training Manual. Although the workbook and test is designed for American Legion District and Post Service Officers, all service officers could benefit from reading the material and completing the Workbook and Test. All interested American Legion post and district service officers are therefore invited to participate in this training program. County Veterans Service Officers (CVSO)s may also participate.

Once you have read the training manual and completed the Workbook and Test, you may return the completed test to the American Legion Department Service Office. (*County Service Officers do not need to answer questions in Topics 1 through 3 that mainly pertain to American Legion organizational matters.*) We will then supply you a Certificate of Completion signed by the Department of Indiana Commander. Those service officers receiving a Certificate of Completion will have acquired a basic knowledge of veterans' service activities and various veterans benefit programs. This should improve local veterans' services and enhance the American Legion Department of Indiana service program.

Please send your completed Workbook and Test to the following address:

The American Legion Veterans Service Office
Room 325
575 North Pennsylvania Street
Indianapolis, Indiana 46204-1240

The Workbook and Test will be returned after grading.

You may also contact the Department Service Office by phone with any questions or comments you have concerning this material. Our toll free phone number is: 1-888-723-7999, ext. 1. The direct phone number to our office is: 317-916-3605.

When completing the test, please know that all the answers to the questions are not in the Service Officers Manual, but can be found by using the links in the manual, such as, questions concerning VA health care benefits, burial benefits, and State benefits. If you have trouble finding an answer to one or more questions, please call the Veterans Service Office at 317-916-3605 and ask to speak to one of our service officers.

Good Luck! Thank you for serving veterans.

TOPIC 1

1.1 Which of the following is **not** the responsibility of American Legion Post or District Service Officers? _____

- A. Study and learn veterans benefit programs
- B. Provide veterans benefits information to post members
- C. Help develop and promote veterans legislative issues
- D. Provide representation in appealing VA claims

1.2 Who or what office should a district service officer contact for assistance with arranging a Veterans Service Seminar?

1.3 List two ways district service officers may distribute information provided to them in the Veterans Service Update.

1.4. How many Veterans Service Seminars is each district service officer asked to arrange in his or her district each year? _____

1.5 Where can you find the names and phone numbers of each post service officer in your district?

1.6 List the name, business address, and phone number of your local veteran's county service officer:

Name: _____

Address: _____

Phone Number: _____

1.7 List the name and contact phone number of the American Legion VA Medical Center Rehabilitation Chairperson in your District. This is also the American Legion Veterans Affairs Voluntary Service (VAVS) Representative.

Name: _____

Phone Number: _____

VA Hospital Location: _____

1.8 List the names, phone numbers and address for Indiana's two Senators and your Congressman.

NAME	ADDRESS	PHONE NUMBER
_____	_____	_____
_____	_____	_____
_____	_____	_____

1.9 Are American Legion service officers allowed to charge claimants for services or accept any type of gratuity from the claimant for services rendered? _____

1.10 Must a veteran be an American Legion member to receive American Legion claims filing assistance or representative with a VA claim? _____

TOPIC 2

2.1 Should American Legion Service Officers encourage eligible claimants to join the organization? _____

2.2 Which of the following are basic requirements for American Legion membership? (There are two correct selections)

- A. Wartime Service
- B. Must have overseas service
- C. Must have a service connected disability
- D. Must have a fully honorable discharge
- E. Discharged at least under honorable condition

2.3 Are membership eligibility dates and dates of wartime service for certain VA veterans benefits the same? _____

2.4 True or False? Service officers should never discuss membership during service presentations. _____

2.5 Do membership dues help support the Department's Service program?

2.6 Who is your district membership Chairman? _____

TOPIC 3

3.1 In what publication can a service officer find directions for writing veterans benefit resolutions?

3.2 Name the four organizational bodies that normally need to pass an American Legion "Grass Roots" resolution before it becomes a national directive or policy of The American Legion.

A. _____

B. _____

C. _____

D. _____

3.3 Who may a service officer contact to seek advise about writing a veterans benefit resolution? _____

3.4 Who may initiate the writing of a resolution?

3.5 Why should American Legion service officers become involved in writing veterans benefit resolutions?

TOPIC 4

4.1 What VA claim form is used to file an "original" claim for VA non-service connected pension when the veteran has never filed a VA disability claim before?

4.2 What pension application form is used for filing a new claim for pension if the veteran previously filed for or received a VA pension? _____

4.3 What VA form is used to assign a service organization as the veteran's "Power of Attorney" for VA purposes? _____

4.4 Should a service office prevent a veteran from filing a VA claim if the service officer believes the claimant is not entitled to the benefits sought?

4.5 What does the claimant's signature on most VA claim forms certify?

4.6 List the eight topics a service officer should discuss with a newly discharged veteran.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

4.7 Should the American Legion normally accept a Power of Attorney (POA) appointment from a claimant if his or her claim is in the appeal process and the claimant already has another service organization assigned as POA? _____

4.8 Is there any bar to accepting a Power of Attorney appointment from a claimant if his or her claim is in the appeal process and another service organization has not been previously assigned as his or her VA representative?

4.9 How many days does a veteran have to file for a waiver of a VA overpayment once he or she receives official notice of the amount of the debt from VA's debt collection center?

4.10 Must a claimant request a VA hearing before a VA claim may be appealed?

TOPIC 5

5.1 How many witnesses must also sign and address a VA claim form if the claimant can only sign with a mark or an "X"? _____

5.2 What form does VA and The American Legion Department of Indiana Service Office require completed before it will release information to non-accredited service officers, including non-accredited county service officers?

5.3 How many years must service connection be established for a disability before it is protected by law from VA no longer recognizing the disability as service connected? (This is referred to as protection from severance.) _____ years.

5.4 Does "protection from severance" prevent the VA from reducing the compensation rating currently assigned for the service connected disability?

5.5 How many years must a service connected disability "rating" be in effect before the law protects that rating from being reduced even if the veteran's service connected condition improves? _____

5.6 A service officer may provide advice about whether or not to reopen a claim , but the final decision to reopen a claim belongs to the _____.

5.7 May a veteran be represent by more than one veterans' service organization?

5.8 What is the form number of the VA Form use for filing "Intent to File a Claim?"

5.9 How long does a veteran have to file a formal claim after filing the "Intent to File a Claim" form? _____

5.10 If a veteran submits additional evidence or information after he attempts to file a "fully developed claim," will VA remove the claim from the fully developed claim process causing the veteran to wait longer for a decision? _____

5.11 By law, how far back may VA benefits normally be paid if the claim for service connection is filed within one year from the veteran's active duty discharge?

5.12 How far back may VA compensation benefits (retroactive benefits) normally be paid if the claim is filed after one year following the veteran's release from active duty?
A. First day following veteran's release from active duty
B. First day of the month following the date the claim is filed
C. The date the VA receives evidence sufficient to establish service connection

5.13 "New" and "Material" evidence is usually necessary to reopen a previously denied claim for service connection of a disability. Discuss what is meant by the phrase "New and Material" evidence in VA compensation claims.

5.14 What is meant by the term "Service Connection" in relationship to disabilities and the VA?

5.15 List the 5 ways service connection may be established.

1. _____
2. _____
3. _____
4. _____
5. _____

5.16 Is it ever possible for a veteran to receive more monthly compensation benefits than what is paid at the 100% disabled rate?

5.17 An additional amount of compensation may be paid for a spouse, child, and/or dependent parent when a veteran is entitled to compensation based on disability evaluated as _____% or more disabling.

5.18 Which of the following **is not** a basic eligibility requirement for a non-service connected pension?

- A. At least one day active duty service during a wartime period
- B. At least 90 days totally active duty service
- C. Discharged under honorable conditions
- D. Permanently and totally disabled
- E. Served in a combat zone
- F. Meets income and net worth requirements

5.19 Does a veteran's receipt of a non-service connected pension sever his entitlement to all benefits he may otherwise be entitled as a service connected disabled veteran?

5.20 What does "DIC" signify?

5.21 A surviving spouse or surviving dependent child might be entitled to DIC, but is it possible for a dependent surviving parent to also receive DIC benefits?

5.22 Which survivors benefit is affected by the surviving spouse's other income, DIC or survivors pension? _____

5.23 How long from the date of the veteran's death does a surviving spouse have to file for survivor's pension benefits to have benefits established from the date of death if granted?

5.24 Which of the following veterans are entitled to VA burial allowances?
_____ (There are two correct choices)

- A. All wartime era veterans
- B. Service connected veterans receiving compensation at the time of death
- C. Veterans in receipt of pension at the time of death, or who die while a patient in a VA Medical Center

5.25 Is a privately marked grave of a veteran who recently passed away also entitled to a government headstone? _____

5.26 Are the same eligibility requirements in effect for VA National Cemetery burials as are for burials at the Arlington National Cemetery in Washington, DC?

5.27 May a veteran not meeting eligibility requirements for a VA burial allowance be entitled to a burial flag? _____

5.28 May a veteran without service connected disabilities sometimes receive a VA clothing allowance? _____

5.29 Do veterans honorably discharge after only a few days of active duty service meet the "veteran's status" requirement for VA health care benefits when the discharge occurred before September 1980? _____

5.30 Are non-service connected veterans eligible for VA vocational rehabilitation education assistance benefits? _____

5.31 Do veterans need to make a formal application for VA Vocational Rehabilitation benefits or does VA automatically consider that entitlement once service connection is established for a disability.

5.32 Would a veteran having a service connected disability rating at 90% likely be found entitled to VA Vocation Rehabilitation benefits if the veteran has a high level of education, is employed, earns a significant income, and can easily perform his employment duties in spite of his service connected disability?

5.33 How long following notice of establishment of service connection does a veteran have to file for Service Disabled Veterans Life Insurance?

5.34 True or False? Upon divorce, the veteran's ex-spouse's name is automatically removed as a beneficiary of his VA life insurance. _____

5.35 Must all veterans pay the home loan funding fee when using the VA home loan Guaranty benefit? _____

5.36 Does the VA normally provide direct funding from the Department of Veterans Affairs for a home loan? _____

5.37 Depending upon the current interest rates, may VA home loans be refinanced at a lower interest rate? _____

5.38 May many private lending institutions help veterans file electronically for their VA Home Loan Certificate of Eligibility? _____

5.39 Does the VA Loan Guaranty Program insure the lender repayment of the entire loan amount if the veteran would default? _____

5.40 How many VA health care priorities does VA have? _____

5.41 True or False? Non-service connected veterans must be enrolled in the VA health care system and have used VA health services within the last two years before VA will agree to pay the costs of the veteran's emergency care at a private medical facility for services provided when VA health care facilities were not reasonably available.

5.42 True or False? Veterans meeting eligibility requirements for VAMC in-patient care also meet the eligibility requirements for outpatient VAMC medical care.

5.43 May VA medical centers pay travel allowance to veterans using free travel services, such as, the DAV Van, for transportation to and from a VA schedule medical appointment?

5.44 True or False: When deciding if VA will allow a veteran private medical care using the “veteran’s choice card,” VA considers the distance the veteran lives from the nearest VA medical facility and how long it would take VA to provide the same care.

5.45 True or False? Veterans rated 50% or more for any service connected condition are eligible for free VA dental care. _____

5.46 True or False? If a non-service connected veteran has no other way to pay his or her nursing home expense, VA will consider paying that expense on a cost sharing basis? _____

5.47 What is a VA domiciliary?

5.48 What is CHAMPVA, and what does it pay?

5.49 May a veteran use CHAMPVA or is this benefit available just for his or her eligible dependents?

5.50 What is the first step that must be taken to initiate an appeal of a VA decision?
A. Ask for a hearing
B. File a Notice of Disagreement using a VA Form 21-0958
C. Supply additional evidence

5.51 What is a Statement of the Case and when is it supplied to the claimant?

5.52 If a veteran files a Notice of Disagreement and later appears at a scheduled VA hearing, will his case then always be automatically sent to the Board of Veterans Appeals if his claim is not granted by the agency of original jurisdiction?

5.53 If you answered "no" to the last question, what else must the veteran do before his appeal is prepared for The Board of Veterans Appeals review?

5.54 Does the veteran's completed "Power of Attorney" form (VA form 21-22) give American Legion Post or District Service Officers (or non-accredited County Service Officers) the authority to sign VA documents and claim forms for the veteran?_____

5.55 True or False? Only one representative (Service Organization or Attorney) is permitted at any one time in the prosecution of a specific VA claim for an individual claimant. _____

5.56 How long do veterans have to request a waiver of a VA overpayment?

5.57 Which two items listed below are important factors in a VA waiver decision?

- A. Veteran's service connection status
- B. Veteran's degree of fault in creation of the debt
- C. Veteran's ability to repay the debt

TOPIC 6

6.1 Is there currently an Indiana State bonus program open for any war veteran?

6.2 True or False: Indiana currently has financial grant program to help families of veteran who had served on or after 9-11-01.

6.3 True or False: The State of Indiana provides a bonus for those who served in Iraq and/or Afghanistan:

6.4 True or False: Hoosier veterans who have received a Purple Heart Award may receive free college tuition at Indiana State support colleges no matter how long they have been discharged from service.

6.5 What is the amount of the Indiana State property tax deduction benefit for a wartime era, compensably rated service connected veterans who is 62 years of age or older and meets the property assessment limitations? _____

Your Name _____

Are you a County or American Legion Post or District Service Officer?

 If so, which County, Post or District _____

Member of Post Number _____

Your Address _____

Your Phone Number _____

Please note your comments about this Service Officers Training Manual and Certification Test:

I certify that I have read the American Legion Department of Indiana Field Service Officers Training Manual.

Signature