

## Resolution 09 Rehabilitation Committee

### Accreditation Training of American Legion Service Officers, Department of New York

**Whereas**, the Department of New York annually provides *BASIC & ADVANCED* training for all accredited service officers (VSOs) who wish to be accredited through The American Legion, and

**Whereas**, over the past few years, we have seen an influx of new, primarily younger, American Legion members being appointed or hired to positions which render them appropriate for training, and

**Whereas**, these new VSOs are superbly adapted to the use of electronic communications with the advent and improvement of the smart phones, I-pads, and computers, and

**Whereas**, the demand for timely, at a touch information, is of utmost importance to the VSOs and their clients, and

**Whereas**, the Department of Veterans Affairs advocates the use of filing claims through "*E-Benefits*", "*Stakeholder Enterprise Portal (SEP)*" and advocates the use of "*Veterans Benefits Management System (VBMS)*" by Department and County/City VSOs, and

**Whereas**, the current Department VSO training (basic & advanced) in context to the above, is lacking information which ultimately limit a VSOs knowledge base and reduces experience levels that are required in today's competitive world, and

**Whereas**, many VSOs are continually dealing with limited time and shrinking budgets to attend lengthy in-person training sessions, and

**Whereas**, the Department of New York spends a great deal of resources to preparing the paper documents and securing a location and personnel to conduct these in-person training sessions, **now, therefore**,

**Be it Resolved**, that the American Legion Department of New York Rehabilitation Committee take steps to develop a new Service Officer Training program that incorporates the use of computer based training modules that can complement the current training, and

**Be it further resolved**, that the Department of New York, Rehabilitation Committee, work with the Department Webmaster to develop the controlled computer-based program so as to be accessible to all Department accredited American Legion VSOs, and

**Be it further Resolved**, that the Department of New York, Rehabilitation Committee develop a new VSO training program and have it ready for implementation in calendar year 2019, and

**Be it further Resolved**, that this resolution be voted on at the Department Convention to be held in Syracuse, NY on July 20-22, 2017, for adoption, and

**Be it Finally Resolved**, that if successful, after the first year, the Department should forward the training program to the National Rehabilitation Program for adoption nation-wide.