

Procedure Title: Veteran Service Officer (VSO) Functions and Responsibilities

Reviewed, approved for posting: 12 February 2026 ACVAC Meeting

Bylaw Reference: ARTICLE IV - DUTIES OF ELECTED COMMITTEE MEMBERS, Paragraph G

Purpose: Establishes written VSO Functions and Responsibilities defining, in part, duties and expectations for execution of Arenac County Veteran Affairs Department mission. Can be used by County Commissioners as well as Arenac County Veterans Affairs Committee (ACVAC) to provide focus on VSO daily and long-term priority-based execution. Can be used to support Commissioner analysis of County staffing needs. This should be used by ACVAC membership to support the annual VSO performance review discussion.

Primary Executer: Arenac County Veteran Service Officer

Veteran Benefit: Provides Arenac County veterans' single point-of-contact, in residents, at County building, by phone and by email contact with the expectation to timely assist and respond to veteran needs and questions.

Veteran Service Officer Functions and Responsibilities: The VSO is an Arenac County employee working under the supervision of the Arenac County Veterans Affairs Committee. The VSO is responsible for the administration, direction, and management of the County Veterans Affairs department. The VSO provides direct advice and assistance to Arenac County veterans.

Provided herein are a documented set of VSO positional functions and responsibilities describing day-to-day details for interaction with veteran, state and county stakeholders, ACVAC Committee. The VSO:

- Shall achieve and maintain national accreditation with the National Association of County, Veterans Service Officers (NACVSO) and cross accredited with the Service Organizations most associated with our County Veterans.
- Shall maintain proficiency with Department of Veterans Affairs software applications, VetraSpec, Veteran Benefits Management System and other applications required to address needs of Arenac County Veterans.
- All veteran information shall be maintained and secured under Department of Veteran Affairs and as well as Arenac County Personally Identifiable Information (PII) standards.
- Shall update, and keep current, the Arenac County Veterans Affairs web page and content.
- Shall develop and maintain procedures, instructions, guidelines and practices for review with the ACVAC for knowledge sharing, oversight, guidance and direction.

- Shall administer and subsequently report on the County Veterans Relief Fund, formerly known as Soldiers Relief Fund and the Michigan Veterans Trust Fund expenditure.
- Shall review and subsequently report on U.S. Department Veterans Affairs claim decisions to ensure that the Veteran, surviving spouse or dependents was awarded proper benefits as established by current legislation and/or VA policies. Prepares and directs appeals, as necessary.
- Shall execute veteran out-of-county travel transport policy and procedures with requesting veterans and Arenac Transit organization. Secure and protect veteran's proof of eligibility documentation under VA and County PII standards.
- Shall identify and manage opportunities and activities that provide veterans with visibility and community outreach, e.g., Monthly Donut and Coffee mornings, Veteran pizza nights, Annual Sunrise Side Veterans Benefits Fair, Annual County Fairs.
- Shall maintain timely Veterans Affairs social media presence with information announcements and updates of interest to Arenac County veterans.
- Shall maintain and report on active caseloads.
- Shall conduct follow progress and action discussions with applicants for emergency grant assistance from the Michigan Veterans Trust Fund and or the County Veterans Relief Fund.
- Shall work with the ACVAC Treasure in the preparation of the annual budget.
- Shall provide financial reports including Book of Bills, County Budget Ledger, (e.g., County Milage, County Veterans Service Fund (Grant), Michigan Veterans Affairs Agency, Michigan Veterans Trust, and submit expenditures for approval to the ACVAC.
- Shall attend and subsequently report on various federal, state and county conferences and seminars attended to remain informed regarding current Veteran benefits, legislation, specific entitlements, and methods for dealing with Veteran's problems.
- Shall represent the ACVAC and report on participation in various interdisciplinary committees, including but not limited to: Arenac County Human Services Collaborative Committee, Saginaw VA monthly Service Officers meeting and the Arenac County Commission on Aging and community centers, ensuring the needs of Veterans and or their dependents are addressed.
- Shall develop and subsequently report on new programs for the Department for the benefit of Veterans and/or their dependents within the county with emphasis/consideration on the Veteran population base of the county.

- Shall analyze and interpret and subsequently report on new and pending legislation pertaining to Veterans, prepare reactions to information about such legislation as appropriate and disseminate it to all members of the ACVAC, County Commissioners, if applicable, and other parties/service organizations within the county.
- Shall maintain regular contact with all the veteran service organizations within Arenac County and help as needed.
- Shall develop and maintain a current Arenac County-wide database of Veterans and veteran's information for use for example, as a locator, mail list, promoting services, fostering community discussion. Information should include Name, Address, Branch of Service, Marital status, DD214 on file, Phone number, Email address.
- Shall maintain a daily phone log of all incoming calls to the Veterans Affairs office. The log shall be included in the monthly report to the ACVAC.
- Shall establish quarterly tri-county VSO forum with, for example, Gladwin and Iosco counties to share and exchange ideas, successes and challenges.
- Shall perform related duties as required or assigned.

