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From: **Dan West** <DWest@vfw.org>

Date: Thu, Oct 2, 2025 at 12:20 PM

Subject: IMPORTANT INFORMATION ABOUT THE SHUTDOWN AND V.A.

To:

Commanders and Comrades,

As you know, the federal government is currently in a partial shutdown. I want to reassure you that essential programs and services—such as VA health care and disability claims processing—remain operational. For your reference, I've attached the official VA chart outlining the scope of services, which is also being shared on VFW social media. Please distribute it widely through your networks as the VFW continues working to advocate for veterans, service members and their families and ensure our troops are paid.

Beginning tomorrow, October 3, 2025, VA Regional Offices are scheduled to close to the public. This directly impacts our Department Service Officers (DSOs) and their staff who work from VA-provided office space. They will need to make alternate arrangements to continue serving veterans.

VFW National Veterans Service Director Mike Figlioli and his team have already coordinated with accredited DSOs to ensure they can seamlessly transition to remote operations or other assigned duty stations. Thanks to deliberate planning in 2019, NVS and the National Veterans Service Advisory Committee built these capabilities into our system, enabling an effective shift to remote work during the COVID-19 pandemic. We are prepared for this moment in much the same way.

As directed by NVS, please make sure your DSOs and their teams provide clear methods for clients to continue accessing claims assistance. In past shutdowns, some Departments opened state headquarters to host DSOs and maintain uninterrupted service. If that is not feasible, DSOs can provide assistance from any reliable internet connection, whether through in-person meetings or online platforms.

We are updating the VFW website to include instructions for veterans who can always call **1 833 VFW VETS** as we have trained Service Officers in our Member Service Center that can assist.

This is a time for the VFW to demonstrate its resolve in ensuring veterans have uninterrupted access to the benefits they have earned. We also know that in times like these, Claim Sharks will attempt to exploit uncertainty and prey on veterans. Ensure your Department—and especially your DSOs—are fully prepared to meet this challenge and prove, once again, that no matter what our government may be doing, the VFW is Still Serving.

Yours in Comradeship,

Dan West

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