

**Management and Coordination of VA Responses to Veterans Service  
Organization Resolutions**

**1. REASON FOR ISSUE.** To establish the Department of Veterans Affairs (VA) policy on managing and coordinating VA's responses to Veterans Service Organization (VSO) Resolutions.

**2. SUMMARY OF CONTENTS/MAJOR CHANGES.** This Directive sets forth policies, roles and responsibilities for managing and coordinating VA responses to VSOs resolutions.

**3. RESPONSIBLE OFFICE.** Deputy Assistant Secretary for Policy (008A), Office of Policy and Planning (008).

**4. RELATED HANDBOOK.** None.

**5. RESCISSION.** None.

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS:**

/s/

Stephen W. Warren  
Executive in Charge and  
Chief Information Officer  
Office of Information and Technology

/s/

Robert D. Snyder  
Acting Assistant Secretary for  
Policy and Planning

Distribution: Electronic Only



**Management and Coordination of VA Responses to Veterans Service  
Organization Resolutions**

**1. PURPOSE.** This Directive establishes a Department-wide policy for the management and coordination of the Department of Veterans Affairs' (VA) responses to Veterans Service Organization (VSO) resolutions submitted to VA for an official response. This Directive provides the Office of Policy and Planning (OPP) the authority to manage and coordinate VA's response to VSO resolutions on behalf of the Secretary's Office.

**2. POLICY.** This Directive establishes a VA policy concerning the authority, role and responsibilities for coordinating the Department's responses to VSO resolutions. It is VA policy that VA Administrations and Staff Offices maintain an "open communication" policy, to encourage open communication, feedback, and discussion with each VSO and response to all reasonable requests for information.

a. This Directive will be published and posted on VA's Intranet, VA Directive Management System and the internet.

b. The management and coordination of VA's responses to VSO resolutions will be updated and managed by OPP.

c. The resolution process for responding to VSO Resolutions can be found in Attachment A.

**3. RESPONSIBILITIES.**

a. **Under Secretaries, Assistant Secretaries, and Other Key Officials:** Under Secretaries, Assistant Secretaries, and Other Key Officials will:

(1) Develop consistent internal Administration/Staff office policy for coordinating VSO responses; related policies and procedures must be consistent with this Directive;

(2) Ensure compliance with this Directive; and

(3) Respond to data requests from OPP within the purview of the VA Administration and/or Staff Office.

b. **Office of General Counsel (OGC).** OGC will:

(1) Provide guidance if requested by OPP on which VA Administrations and Staff Offices should be asked to respond to VSO resolutions.

(2) Provide OPP with responses to those VSO resolutions that are assigned to OGC for a response.

(3) Respond to requests for OGC concurrence in VA proposed responses to VSO resolutions.

c. **Executive Secretary (ExecSec).** ExecSec will:

(1) Verify special instructions or requirements with OPP and then make an assignment to the Voluntary Service Office within the VA, Electronic Document Management System to prepare the final response to each Resolution.

(2) Review and edit the final VSO resolutions package.

d. **Office of Congressional and Legislative Affairs (OCLA).** OCLA will review and provide concurrence (with or without comments) on the final VSO resolutions package.

e. **Office of Public and Intergovernmental Affairs (OPIA).** OPIA will review and provide concurrence (with or without comments) on the final VSO resolutions package.

f. **OSVA VSO Liaison Office (00C).** 00C will review and provide concurrence (with or without comments) on the final VSO resolutions package.

g. **Office of Policy and Planning (OPP).** OPP will:

(1) Manage coordination of responses to VSO resolutions;

(2) Maintain relations with VA's VSO Liaisons, and serve as the principal staff point-of-contact with respect to the management and coordination of the VSO resolutions.

(3) Assign responsibility of VSO resolutions to VA Administrations and Staff Offices as appropriate.

(4) Collect completed responses, organize, standardize, and edit responses, and obtain VA-wide concurrence from responsible Administrations and Staff Offices.

(5) Prepare correspondence package for COSVA signature; and

(6) Review and update this Directive, as necessary, every 5 years.

h. **Deputy Assistant Secretary for Policy (DAS for Policy).** The DAS for Policy is the coordinator on all matters related to VA's responses to VSO resolutions.

#### 4. REFERENCES.

a. VA Directory of Veterans Service Organizations

b. 38 U.S.C. § 5902

- c. 38 CFR § 14.628(a) and (c)

## 5. DEFINITIONS.

a. **Administration.** A generic term used to identify one of the three major VA operational elements:

- (1) Veterans Health Administration (VHA);
- (2) Veterans Benefits Administration (VBA); and
- (3) National Cemetery Administration (NCA).

When VHA, VBA, and NCA are referred to as a group, the term "Administrations" may be used.

b. **Department.** A generic reference to the entire Department of Veterans Affairs, this includes VA Central Office and all field facilities.

c. **Staff Office.** A generic term used to identify one of the offices included under VA Central Office. This does not refer to VHA, VBA, and NCA, nor does it refer to medical facilities, regional offices, or cemeteries.

d. **Veterans Service Organization (VSO).** VSOs are the primary non-government advocate for Veterans. VSOs are governed by their members and elected delegates. The Federal Government interacts with VSOs on issues concerning Veterans as a whole or on other relevant issues. VA must pay close attention to the concerns and observations submitted by VSOs in order to improve Veteran satisfaction. VSO representatives are occasionally asked to participate in VA activities but their roles must be limited to those of consultants. By law, non-VA employees cannot develop VA policy. This limitation on VSO participation does not apply to VA advisory committees established pursuant to the Federal Advisory Committee Act, Title 5 United States Code Appendix, sections 1 through 16, and title 41 Code of Federal Regulations 102.3.5 through 102-3.185.

**VETERANS SERVICE ORGANIZATION RESOLUTION  
RESPONSE PROCESSING**

1. Veterans Service Organizations (VSO) submit a Resolution to the Department of Veterans Affairs (VA).

**(00) REVIEWER**

2. (00) makes an assignment to (008A) through the VA, Electronic Document Management System to manage and coordinate VA's response to the VSO Resolutions.

**(008A)**

2. The Deputy Assistant Secretary for Policy (008A) has the agency lead.

3. (008A) makes an assignment to VA Administrations and Staff Offices in the VA, Electronic Document Management System to provide input and/or responses on the VSO Resolutions.

4. If a Resolution involves a legislative initiative, this is typically confirmed through General Counsel and the Resolution does not require a VA response. If the Resolution has been responded to in the past, (008A) can provide a copy of the previous Resolution response to the VA Administrations and Staff Offices for consistency.

a. Special instructions are to be clearly communicated to VA Administrations and Staff Offices at the time the assignments are made. For example, the Resolution is to precede the response in each instance and be attached as a word document in the VA, Electronic Document Management System.

b. As standard procedure, the title and number of each Resolution needs to be typed in BOLD print and *the Resolutions in italics* – with the response, in a 12-pitch Arial font, inserted below the italicized resolution.

c. (008A) Monitors the VA, Electronic Document Management System assignments and all VA response activity, following up if necessary, to ensure timely, complete, and properly-formatted responses within VA.

d. (008A) Collects and organizes the responses from the VA Administrations and Staff Offices.

e. (008A) Compiles the package for the Assistant Secretary for Policy and Planning (008) signature.

f. (008A) Assigns the package to VA Administrations and Staff Offices for final concurrence using the VA, Electronic Document Management System for review.

4. (008A) Creates a sub-folder assignment from the main folder to VA Administrations and Staff Offices in the VA, Electronic Document Management System to provide input and/or edits for final concurrence of the VSO Resolutions.

a. (008A) Monitors the final concurrence of the VSO Resolutions in the VA, Electronic Document Management System assignments and all VA response activity, following up if necessary, to ensure timely, complete, and properly-formatted responses within VA.

b. (008A) Collects and organizes the responses from the VA Administrations and Staff Offices.

c. (008A) Prepares a "draft" cover memo for the Chief of Staff's signature addressed to the VSO, transmitting VA responses to VSO Resolutions and adhering to the guidelines provided by (008A) and the (00) reviewer.

d. (008A) Compiles the final concurrence package for the Assistant Secretary for Policy and Planning's (008) signature.

e. (008A) Makes an assignment to (00) in the VA, Electronic Document Management System to provide final inputs and/or edits on the VSO Resolutions.

#### **(00) REVIEWER**

6. The Executive Reviewer reviews the VA response package for final inputs and/or edits.

7. The finished product is taken to mail call, signed by (001), and forwarded through the Department of Veterans Affairs, Electronic Document Management System to (008A). The hardcopy folder with VA's response to the VSO Resolutions is returned to (008A) where it is held in a pending file.