

**DEPARTMENT SERVICE OFFICE REPORT  
DISTRICT SPRING CONFERENCES 2021**

First, I would like to thank you for having me here today.

While Fiscal Year 2020 brought many changes to our office, FY 2021 has brought a little more normalcy.

We are currently at full staff with 5 Service Officers who are all fully accredited. Alyssa and Heather both completed Spring School mid-March.

Fiscal Year 2021 (as of February), we are up to 19 million, 588 thousand, and 528 dollars in monthly benefits.

Total benefits received by our veterans this FY is 96 million, 712 thousand, and 126 dollars.

The average monthly payment to our veterans is 1 thousand, 182 dollars, and 45 cents.

FY 2021 there have been 520 new awards in the state of Iowa. 326 of those awards were to veterans who use the American Legion as POA. 89 of those 326 were in February. That means we have 63% of the new awards!

Since October we have held 50 virtual VBA hearings with the Veterans Law Judges out of DC. (Oct we had 5, Nov we had 28, Dec we had 11, Jan we had 6, Feb All hearings were cancelled due to technical issues, and we had none scheduled for March).

Also, since October we have had completed 46 Higher Level Reviews and Pre-Determination Hearings. These are done with Decision Review Officers who are located at Regional Offices. (Oct we had 6, Nov we had 10, Dec we had 5, Jan we had 8, Feb we had 7, and so far in Mar we've had 10). All Higher-Level Reviews are done via phone or Microsoft Teams.

All Service Officers received head sets for our phones through the Service Office funds at Headquarters. We all love them, and our necks are very thankful.

I would like to thank the Commander, Districts, and all the posts for your continued support.

At this time I would like to open it up for any questions.





**U.S. Department of Veterans Affairs**  
 Veterans Benefits Administration  
*Des Moines Regional Office*

## Des Moines Monthly/FYTD POA Compensation Summary

### FY21 February

POA	Total Awards	Monthly Total Benefit	Total Benefit FYTD	Average Payment	New Award	New Award FYTD	New Awards Benefit	New Awards Benefit FYTD	Termination	Termination FYTD
AMVETS	403	\$432,287.37	\$2,164,530.51	\$1,072.67	0	0	\$0.00	\$0.00	0	0
AL	16,566	\$19,588,528.04	\$96,712,126.71	\$1,182.45	89	326	\$64,210.42	\$274,341.24	12	59
DAV	7,197	\$9,976,681.36	\$49,771,638.34	\$1,386.23	13	59	\$14,148.22	\$50,766.36	3	7
NACVSO	561	\$580,201.24	\$2,878,995.69	\$1,034.23	5	21	\$4,171.01	\$12,264.08	1	9
VFW	3,598	\$4,585,197.92	\$22,661,207.25	\$1,274.37	14	51	\$21,211.32	\$57,769.74	1	9
VVA	2,942	\$4,179,164.74	\$20,855,825.25	\$1,420.52	7	23	\$6,860.47	\$24,869.49	2	6
IDVA	2,205	\$2,570,014.06	\$12,684,530.96	\$1,165.54	9	40	\$10,156.90	\$39,590.74	4	15

# New Award FYTD

