Veterans Service Organization (VSO) Interim Guidance for Paper Correspondence

**Background:**

Representatives of claimants or beneficiaries are entitled to any VA decisions or correspondence sent to claimants. Outbound correspondence addressed to representatives will be centrally printed and mailed through centralized printing. VSO copies of correspondence from centralized printing will be sent to the Regional Office (RO) of jurisdiction for distribution.

**Guidance:**

All VSOs, regardless of organization and access to VBMS and the eFolder, will be sent paper copies of all correspondence generated through centralized printing.

Copies of correspondence will be sent to the Claimant’s Regional Office of Jurisdiction (ROJ) based on the Claimant’s zip code.

*Example:* John Smith is represented by American Legion. John Smith lives at 123 Main St. Somewhere, CT 06340. Based on Mr. Smith’s zip code, VBA will send the American Legion’s letter copy to the Hartford Regional Office.

To lookup the appropriate ROJ based on a claimant’s zip code, use [VBA Jurisdiction Lookup Tool](http://vbacoweb03.dva.va.gov/bl/21/SOJ/default.asp)

*Example*: Veteran lives in California. California has multiple ROs. The tool above can be used to determine the correct ROJ based on the Veteran’s zip code.

**Exceptions:**

1. If the claimant’s VSO does not have an office within the geographic region of the ROJ that pertains to the claimant’s mailing zip code, send the VSO copy to the ROJ nearest to the VSO office location.  
   1. *Example:* John Smith is represented by Connecticut State Department of Veteran Affairs (CT DVA). However, John Smith lives at 123 Main St. Somewhere, CA 90001. The 21-22 for CT DVA is valid; therefore, VBA will send the letter copy for CT DVA to the Hartford Regional Office for dissemination.
2. All correspondence for beneficiaries whom have elected **Wounded Warrior Project,** regardless of the Claimant’s address, shall be sent to:

Wounded Warrior Project

2200 Space Park Dr., Suite 100

Houston, Texas 77058

1. Wherever possible, mail the VSO copy to an RO where the VSO is co-located with the RO. This rule supersedes all other criteria. For those VSOs that are *not* co-located, follow guidance under exception 1 above. ROs should forward the mail using historically kept lists. It is up to ROJ leadership discretion to determine which personnel will be responsible for sorting, disseminating and/or forwarding VSO copies received on station.

**Reminders:**

1. DO NOT shred any VSO correspondence received; copies are to be disseminated to VSOs.
2. DO NOT send any VSO correspondence to the Scanning Vendor; copies are to be disseminated to VSOs.
3. Include the **organization name when addressing correspondence to the ROJ** to ensure quick sorting at the receiving ROJ.

Example:

American Legion

VA Seattle Regional Office

Attn: Intake Processing Center

915 2nd Ave

Seattle, WA 98174

**\*\*Notes:**

1. [M21-1 I.3.B.1.c. – *Providing Notice of Correspondence* to VSOs](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014077/M21-1-Part-I-Chapter-3-Section-B-A-Representatives-Right-to-Notification-and-Review-of-Records#1) has been updated to reflect the need to send paper copies of all correspondence to representatives. Further updates will be made once permanent procedures are completed for deployment.
2. This Memorandum pertains to VSO Correspondence **only**. If a review of the beneficiary’s record indicates a private attorney representative, users MUST address correspondence to the attorney’s address listed on 21-22a and/or to the address listed in the [Office of General Counsel (OGC) database](https://www.va.gov/ogc/apps/accreditation/index.asp). ([M21-1 I.3.B.1.d – i](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014077/M21-1-Part-I-Chapter-3-Section-B-A-Representatives-Right-to-Notification-and-Review-of-Records)).

If you have any questions or concerns regarding this guidance, please contact the Office of Field Operations through your District Office.