

State of Iowa

1944

MANUAL

For

ORGANIZATION OF LOCAL VETERANS SERVICE COMMITTEES AND INFORMATION CENTERS

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STATE OF IOWA
OFFICE OF THE GOVERNOR

BOURKE B. HICKENLOOPER
GOVERNOR

DES MOINES

July 21, 1944

Brigadier General Charles H. Grahl
Chairman, Iowa Veterans' Service Committee
State House
Des Moines, Iowa

Dear General Grahl:

It is my wish that every possible aid be extended to returning veterans, and that we in the State of Iowa immediately institute a program under which service men and women and war workers may in their home communities obtain authoritative information and assistance concerning all benefits and services to which they are entitled.

Will you therefore, as Chairman of the Iowa Veterans Service Committee, arrange for the preparation of a manual covering the organization of Local Veterans Service Committees and Veterans Information Centers. Such a manual should be given the widest possible distribution among interested local organizations and officials.

I am certain that the citizens of this State will give as freely of their time and efforts in the furtherance of this urgent and worthwhile endeavor, as they have in the past on other wartime programs.

Sincerely yours,

A handwritten signature in dark ink, appearing to read "B. B. Hickenlooper".

Governor

BBH:JJ

Foreword

Many organizations in every county and in every community, official and unofficial, are interested in the welfare of service men and women and are endeavoring to provide assistance to them in some form or another. This manual has been prepared by The Iowa Veterans Service Committee, which was appointed by the governor and organized under the authority of Retraining and Reemployment Administration to coordinate the efforts of all interested groups and to supervise and encourage the establishment of local veterans service committees and information centers. The manual is designed to show local groups how to set up information centers that will assist the veteran rather than confuse him and is published and distributed to all interested groups so that their efforts can be coordinated and needless duplication avoided.

The manual has been sent to the following groups and organizations in every county of the state in so far as the various groups have local or county organizations:

- Selective Service Boards
- Veterans Administration
- United States Employment Service
- County Defense Councils
- Chambers of Commerce
- Committee for Economic Development
- Labor Organizations
- Boards of Supervisors
- Mayors
- Red Cross
- American Legion
- Veterans of Foreign Wars
- Disabled American Veterans
- County Extension Directors
- Civic Luncheon Clubs
- Newspapers

VETERANS SERVICE COMMITTEE

A number of Federal agencies have been charged by law with certain responsibilities toward discharged service men and women. Several national organizations also have developed programs for veterans. The number and variety of services and benefits provided by Federal and State agencies is steadily increasing. In order for these services to be effective, information on how to obtain them must be available to veterans in their own home town or county. Because of the complexity of the service men's problems, many organizations and agencies have initiated programs to assist in the fields of their particular interest. This is often done without knowledge of what other organizations are doing.

The result is confusion, duplication of effort and too often misinformation for the service man.

It is to coordinate the efforts of all interested groups that a plan has been set up in Iowa under the authority of the Administrator of Retraining and Reemployment and by direction of the governor, for the establishment of a State Veterans Service Committee and for local committees of the same nature.

Coordination of federal agencies interested in the program has been obtained through executive order of The President, No. 9427, which is reprinted as an appendix to this pamphlet. This order provides for the establishment of the Retraining and Reemployment Administration within the Office of War Mobilization. Brigadier General Frank T. Hines, Veterans Administrator, has been also named Retraining and Reemployment administrator pursuant to the executive order.

General Hines has in turn issued Order No. 1 which is also reprinted in the appendix of this pamphlet, outlining the method of setting up state and local Veterans Service Committees and establishing Veterans Information Centers.

This order directs that the State representatives of Selective Service, Veterans Administration and the War Manpower Commission shall form a State Committee or they can serve as the representatives of the federal government on such a committee, organized by the State itself. The same procedure is prescribed for the organization of local committees.

Governor Hickenlooper has formed the Iowa Veterans Service Committee, including the three federal agency representatives.

He has requested that local committees be set up in each county.

The Iowa Veterans Service Committee has recommended the following procedure for the formation of local Veterans Service Committees.

1. Representatives of county, municipal and federal government should call a meeting of all interested groups.
2. Organization should be effected by the election of a chairman and secretary from among those responding to the call. Representatives of Selective Service, Veterans Administration and War Manpower Commission or United States Employment Service, wherever these agencies have local offices, automatically become members of this local committee as representatives of the federal government and have been directed by their state headquarters to assist in promoting local organization.

VETERANS INFORMATION CENTER

The initial responsibility of the local Veterans Service Committee will be to determine the need for and to effect the establishment of a Veterans Information and Referral Center, over and above those existing in the individual agencies of the community.

The committee will have to find an appropriate location for such a center and arrange for its staffing. The local Information Center is a community responsibility to local veterans. There is no provision for either state or federal financing. Volunteer help will have to be relied upon in many instances.

Cooperation of all local groups is important, since local organizations may render service outside of the scope of the Federal Programs. If a Center establishes services acceptable to veterans, the variety and complexity of applications for assistance will be great. Advice will be sought as to housing, family programs, business or farm problems and many other matters. There is no single pattern for the operation of a Center which will fit all communities.

The important thing to keep in mind in establishing the Information Center is that it is a Referral Center only. To clarify this point, the Iowa Veterans Service Committee has adopted the following statement of policy, defining the scope, purpose and responsibilities of Veterans Information Centers:

A Veterans Information Service Center will assist Veterans and their dependents and persons unemployed due to conversion of war industry to civilian production, in obtaining benefits to which they may be entitled under the laws of the federal, state and local governments by accurate referral of applicants to the operating agencies,

providing where possible, definite appointments and furnishing the applicants with notations in writing as to such appointments and information as to whatever papers or documents, if any, that must be presented to the service agency concerned in determining eligibility or status.

Under no circumstances will employees of an Information Service Center endeavor to determine eligibility to any of the several benefits provided by agencies of federal, state or local governments, nor are they authorized to render an opinion as to entitlement to such benefits.

Interviewers and members of the specialized staff of the operating agencies represented at the Information Center, or the generalized staff from community organizations or as volunteer workers, must confine their statements to applicants for information, to advice and suggestion for the solution of the problem presented looking to specific referral of the applicant for final determination to that agency or service whose responsibility it is to furnish the particular benefit sought.

IMMEDIATE ACTION NECESSARY

Many thousands of Veterans are already being returned to civilian life. The need for reliable, centralized information is present right now and will increase rapidly. If the community is going to assume its responsibility toward these men, Veterans Service Committees should be formed at once and Information Centers established.

Many residents of the community who have been away on war production jobs will also be returning and the Information Center can and should be of equal service to them.

Most questions as to local procedure can be answered by careful study of the orders and directives which have been reprinted as an appendix to this pamphlet. The appendix contains the following: Executive Order No. 9427, Retraining and Reemployment Administrator's Order No. 1, and Statement of the Retraining and Reemployment Administration Policy Board.

If additional information on organization of Veterans Service Committees or Veterans Information Centers is desired, inquiries may be addressed to

Rodney Q. Selby, Secretary
Iowa Veterans Service Committee
708 Crocker Building
Des Moines 9, Iowa

County Veterans Service Committees should report to the secretary of the Iowa Veterans Service Committee as soon as organization is completed.

APPENDIX

EXECUTIVE ORDER

ESTABLISHMENT OF THE RETRAINING AND REEMPLOYMENT ADMINISTRATION

By virtue of the authority vested in me by the Constitution and statutes of the United States, particularly the First War Powers Act, 1941, as President of the United States and as Commander in Chief of the Army and Navy, it is hereby ordered as follows:

1. There is hereby established in the Office of War Mobilization a Retraining and Reemployment Administration (hereinafter referred to as the Administration), the functions of which, subject to the general supervision of the Director of War Mobilization, shall be exercised by a Retraining and Reemployment Administrator (hereinafter referred to as the Administrator) to be appointed by the Director of War Mobilization.

2. With the assistance of a Retraining and Reemployment Policy Board, composed of a representative of the Department of Labor, the Federal Security Agency, the War Manpower Commission, the Selective Service System, the Veterans Administration, the Civil Service Commission, the War Department, the Navy Department, and the War Production Board, it shall be the function of the Administration:

(a) To have general supervision and direction of the activities of all Government agencies relating to the retraining and reemployment of persons discharged or released from the armed services or other war work, including all work directly affected by the cessation of hostilities or the reduction of the war program; to issue necessary regulations and directions in connection therewith; and to advise with the appropriate committees of the Congress as to the steps taken or to be taken with respect thereto.

(b) In consultation with the Government agencies concerned, to develop programs for the orderly absorption into other employment of persons discharged or released from the armed services or other war work, including adequate provisions for vocational training, for the finding of jobs for persons so discharged or released, for assisting those persons and their families pending their absorption into employment, and for dealing with the problems connected with the release of workers from industries not readily convertible to peacetime use. In developing such programs, special regard shall be given to the necessity of integrating them with wartime manpower controls.

(c) In consultation with the Government agencies concerned, to develop programs for the adequate care of persons discharged or released from the armed services, including physical and occupational therapy for the wounded and disabled and the resumption of education interrupted by the war.

3. The Retraining and Reemployment Policy Board shall invite representatives of other Government agencies to participate in its deliberations when matters specially affecting them are under consideration.

4. The functions conferred on the Administration by this order shall be performed through existing Government agencies and officials so far as feasible and in such manner as the Administrator shall determine. The Administration, within the limit of funds which may be made available, may employ necessary personnel and make provisions for supplies, facilities, and services necessary to discharge the responsibilities of the Administration.

5. All prior Executive orders, so far as they are in conflict herewith, are amended accordingly.

/s/ FRANKLIN D. ROOSEVELT

THE WHITE HOUSE
February 24, 1944

(Printed in Federal Register 2-26-44, p. 2199)

RETRAINING AND REEMPLOYMENT ADMINISTRATION

(Order No. 1)

Organization and Operation of Veterans' Information Service Centers

As men and women are discharged from the armed services and as war production is cut back, many persons will experience serious difficulty in readjusting from war to peace activity. To give the most appropriate assistance to the individual in making this readjustment, it is necessary that information be easily accessible in every community as to services and benefits available.

To accomplish this, the President of the United States, on February 24, 1944, prescribed in Executive Order 9427:

* * * * *

"There is hereby established in the Office of War Mobilization a Retraining and Reemployment Administration (hereinafter referred to as the Administration), the functions of which, subject to the general supervision of the Director of War Mobilization, shall be exercised by a Retraining and Reemployment Administrator (hereinafter referred to as the Administrator) to be appointed by the Director of War Mobilization.

"With the assistance of a Retraining and Reemployment Policy Board, composed of a representative of the Department of Labor, the Federal Security Agency, the War Manpower Commission, the Selective Service System, the Veterans Administration, the Civil Service Commission, the War Department, the Navy Department, and the War Production Board, it shall be the function of the Administration,

"To have general supervision and direction of the activities of all Government agencies relating to the retraining and reemployment of persons discharged or released from the armed services or other war work, including all work directly affected by the cessation of hostilities or the reduction of the war program; to issue necessary regulations and directions in connection therewith; and to advise with the appropriate committees of the Congress as to the steps taken or to be taken with respect thereto."

To facilitate these processes, the Army and Navy will, at the time of discharge, advise persons who are leaving the services and will provide them with printed information as to their rights and benefits.

The Administrator with the concurrence of the Policy Board, as constituted in the Executive Order, directs that all field offices of the United States Employment Service of the War Manpower Commission, the Selective Service System, and the Veterans Administration shall provide full information as to their own programs and as to other existing programs for veterans.

Under the authority of the Administrator of Retraining and Reemployment, there shall be established in each State a Veterans' Service Committee representing the Selective Service System, the War Manpower Commission, and the Veterans Administration. This Committee will act as the representative of the Federal Government in the State in connection with information to veterans. Each Committee will select its own Chairman and will add to its membership, or will represent the Federal Government on State Committees of the same nature, as the situation requires.

This Committee will have the following responsibilities:

Each member of the Committee shall designate a representative of his Agency as a member of the Veterans' Service Committee in each community of the State in which the Agency maintains facilities.

Render such assistance as may be required by the Veterans' Service Committee in establishing Veterans' Information Centers in the communities where the need for such Centers has been determined.

Act as a central point for and mobilize the efforts of volunteer or other groups in the State in relation to Veterans' information activities.

Be the contact point in the State for the Administrator of Retraining and Reemployment in connection with this program.

In order to promote an integrated and balanced program in the community, the Administrator directs that there shall be a Veterans' Service Committee with the following membership: a representative of the Selective Service System, the United States Employment Service, and the Veterans Administration insofar as any one or all of these agencies have representatives available in the community. These representatives shall constitute the Veterans' Service Committee. The Committee will elect its own Chairman.

A Veterans' Service Committee may enlarge its membership to include representation from local organizations, or they may represent the Federal Government on community committees of the same nature. The Federal officials designated by the Administrator shall retain their function and responsibility as the point of contact for the Administration through the State Committee with the Federal programs in the community.

The responsibilities of this Committee shall be:

To determine the need for a single information service center over and above those existing in the individual agencies of the community.

To act as a central point for and to mobilize the efforts of volunteer or other groups in the community in relation to Veterans' Information activities.

To be the contact point in that community for the State Veterans' Service Committee in connection with the particular subject matter of this program.

The Committee shall, in consultation with the cooperating agencies, determine: first, whether a single information center is necessary; second, whether there is available an appropriate location and necessary facilities in the community.

The function of an information center shall be primarily one of advice and reference. Actual determination of eligibility for benefits or special services must be the function of the appropriate agencies.

Local cooperation is important, since local organizations may render service outside of the scope of the Federal programs and may effectively provide volunteer service and facilities for the Center.

If a Center establishes services acceptable to veterans, with sound advice as to their problems, the variety and complexity of applications for assistance will be great. Federal programs will by no means meet all of these demands. Advice will be sought as to housing, family programs, special assistance, business or farm problems, and many other matters. Such varied services will demand the assistance of all pertinent community organizations and leaders. Thus the Centers should have available the most skillful interviewers and should have access to the advice of the most influential citizens in the community.

There is no single pattern for the operation of a Center which will fit communities of all types and sizes. The organization should be adapted to the volume and nature of applications anticipated and the facilities available in the community. Changes in structure should be effected by the Committee as experience indicates.

The Committee responsible for the operation of a Center may elect an Executive Secretary who shall be generally responsible for the operation of the Center and may, when sufficient staff is available, delegate functions to other appointees. General functions to be performed are procurement of space and supplies, organization of staff, instruction of staff, arrangement of office hours, maintenance of records and the development of working relationships with cooperating organizations.

The space for handling any considerable volume of applicants should include, where possible, a general waiting room with a reference desk and interview facilities which will afford the maximum of privacy.

Efficient operation will require that two types of staff members be available:

1. Specialized staff as designated by the operating agencies.

2. Generalized staff from community organizations or as volunteer workers.

Both types of staff members may need instruction as to methods, procedures and content of the services available to veterans. The objective of all persons on duty should be to acquire the ability to analyze the problems of the applicant in a tactful manner and refer him to the proper agency for securing service. Specialized personnel should be instructed by the supervisory staffs of the organization in which they are employed. Generalized and volunteer personnel should be instructed through means of discussion groups in which informed persons will explain the areas of responsibilities of each pertinent organization or agency. Such personnel should study and employ for reference the literature concerning Federal and other programs.

In referring applicants to operating agencies for service, interviewers should, if possible, make definite appointments with the person to be seen and provide the applicants with notations of such appointments in writing and ascertain in advance what papers the applicant will need in determining his eligibility or status in order that these may be presented to the service agency.

Basic records of numbers and types of requests, places of reference, and other dispositions, shall be maintained under the supervision of the Executive Secretary and shall make such reports as may be prescribed by the Administrator and the State Committee.

No Federal funds have been appropriated or requested for the establishment or operation of Information Centers. No person is authorized to make any financial commitment or incur any financial obligation on behalf of the United States in connection with any of the activities provided for in this directive.

May 17, 1944

/s/ Frank T. Hines
Administrator

STATEMENT OF RETRAINING AND REEMPLOYMENT POLICY BOARD ON INFORMATION SERVICE CENTERS FOR VETERANS AND WAR WORKERS

I. Objectives

- A. To supply the veteran with complete information concerning his or her rights, how and where to secure them, at the time of separation from the service.
- B. In cases where the veteran did not secure adequate information at the time of separation from the service to see that he or she secures it at one of the three following Federal Government agencies; The United States Employment Service, Selective Service; and Veterans Administration.
- C. In cases where a veteran has not secured adequate information either at time of separation or at the agency contacted, to see that he or she has a single place in the community to which to go for such information.
- D. To see that the war workers have a definite place in the community where he or she can go to learn all rights and how to secure them.

II. Information Service Centers of the Armed Services

- A. The Army, Navy, Marine Corps and Coast Guard will undertake to supply personnel being separated from the Service with definite and uniform information relative to benefits authorized by the Federal Government. Such information will include steps to be

taken by the individual in obtaining definite information in his or her own community for the purpose of obtaining employment, reemployment, and other aid. At separation centers or other discharge points the services will have suitable personnel whose definite duty it will be to place in the hands of each person separating from the service a concise and uniform pamphlet. This pamphlet will give a brief and simple outline of the benefits granted to veterans and will be a guide as to the steps that should be taken to obtain advice and assistance following separation.

III. Information Service Centers of Federal Agencies

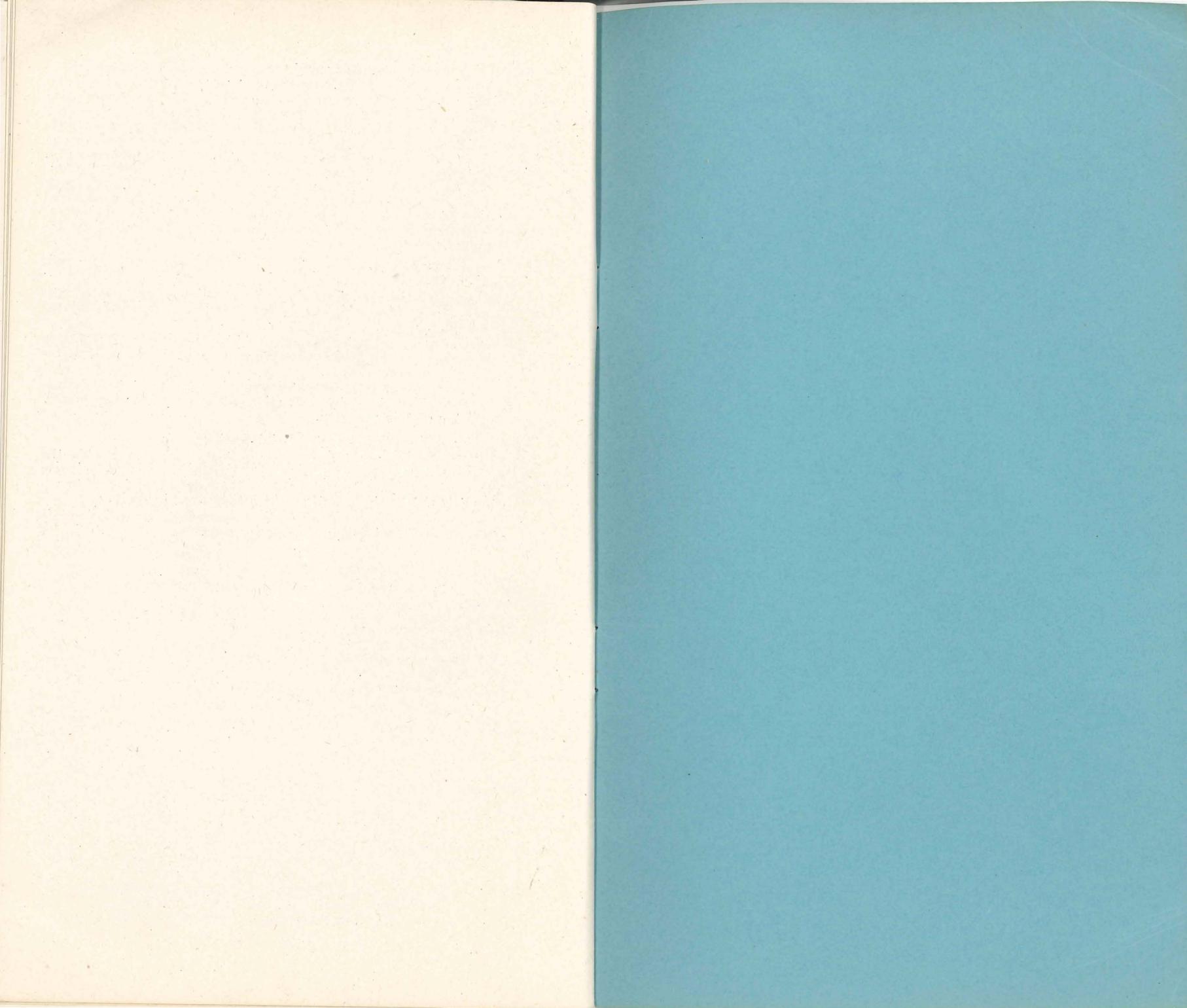
- A. It shall be the responsibility of the United States Employment Service of the War Manpower Commission to maintain at each of its existing establishments an information service center for veterans and war workers which is equipped to supply information required about services and benefits available beyond those supplied by the United States Employment Service.
- B. It shall be the responsibility of the Selective Service System to maintain an information service center in each of its existing facilities for the purpose of supplying the veteran with information concerning services and benefits available beyond those supplied by the Selective Service System.
- C. It shall be the responsibility of the Veterans Administration to maintain information service centers in each of its existing facilities for the purpose of supplying veterans with information concerning services and benefits available beyond those supplied by the Veterans Administration.
- D. It shall be the responsibility of all other Federal agencies rendering service or supplying benefits to the veteran to inform these information centers of details required for these centers to advise veterans.

IV. Veterans Service Committees

- A. State Veterans Service Committee
 1. Under the authority of the Administrator of Retraining and Reemployment, there shall be established in each State a committee representing the Selective Service System, the War Manpower Commission and the Veterans Administration. This committee will act as the representative of the Federal Government in the State in connection with information to veterans. Each Committee will select its own Chairman and will add to its membership, or will represent the Federal Government on State Committees of the same nature, as the situation requires.
 2. This Committee will have the following responsibilities:
 - a. Each member of the Committee shall designate a representative of his agency as a member of the Veterans Service Committee in each community of the State in which the Agency maintains facilities.
 - b. Render such assistance as may be required by the Veterans Service Committees in establishing Veterans' Information Centers in the communities where the need for such Centers has been determined.
 - c. Act as a central point for and mobilize the efforts of volunteer or other groups in the State in relation to Veterans' Information activities.
 - d. Be the contact point in the State for the Administrator of Retraining and Reemployment in connection with the particular subject matter of this program.

B. Local Veterans Service Committee

1. Under the authority of the Administrator for Retraining and Reemployment there shall be established in each community a committee representing the Selective Service System, the United States Employment Service of the War Manpower Commission and the Veterans Administration insofar as any one or all of these agencies have facilities in that community. This committee will act as the representative of the Federal Government in connection with information to veterans. Each committee will select its own chairman and will add to its membership or will represent the Federal Government on community committees of the same nature, as the local situation requires.
 - C. This committee will have the following responsibilities in each community:
 1. Determine the need for a single information service center over and above those existing in the individual agencies outlined herein.
 2. Act as a central point for and mobilize the efforts of volunteer or other groups in the community in relation to veteran information activities.
 3. Be the contact point in that community for the State Veterans Service Committee in connection with the particular subject matter of this program.
- ### V. Retraining and Reemployment Administration
- A. The Administrator of Retraining and Reemployment with the assistance of the Board will provide a uniform pattern for these information centers indicating what they should be set up to accomplish and the information which they are to supply.
 - B. The Administrator of Retraining and Reemployment will give this entire program wide publicity and support.



Prepared for
THE IOWA VETERANS SERVICE COMMITTEE

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