

STATE SERVICE OFFICE



Derek Giffin
Director

2122 West Taylor St.
Room 105
Chicago, IL 60612

Phone: 312-980-4284
Fax: 312-980-4680
E-mail: derek.giffin@va.gov

The State of Illinois VFW Department Service Office is headquartered at the VA Regional Office in Chicago, IL. The Department Service Office is organized under the authority of the Department By-Laws and provides services under the supervision of the Department Veterans Service Committee. All Service Officers employed by the VFW of Illinois are members of the VFW. All Service Officers and Claims Consultants are accredited by the VA through the VFW and perform their duties in accordance with the National Policy and Procedure Manual of the VFW National Veterans Service.

The mission of the Department Service Office is to assist all veterans of Illinois, their dependents, and their survivors in the pursuit of all benefits administered by the US Department of Veterans Affairs (VA) to which they may be entitled. This mission is pursued through the development of supportive relationships with County Veteran Assistance Commission (VAC) Offices, Illinois Department of Veterans Affairs (IDVA) Offices, VA Social Workers, and a state-wide network of volunteer VFW Post and District Service Officers. From these sources claims for benefits are received, prepared, and submitted to the VA.

The Department Service Office is under the direction of the Department Service Officer, Derek Giffin, an Iraq veteran. Currently, the Service Office staff includes four Assistant Department Service Officers, two working in Chicago, one stationed at the Marion VAMC, and one stationed at the Danville VAMC. An ADSO from the Chicago office provides representative services to Hines VAMC every Thursday. Field service coverage is also provided at various locations as indicated in the schedule listed below. The Regional Office staff includes two Claims Consultants and one clerical support staff member.

Activities of the Service Office staff include case management of claims submitted to the VA from all state-wide sources to include representation for appeals pending at the Board of Veterans Appeals. Staff members provide training to Post and District Service Officers and participate in training seminars for IDVA and VAC staff and local volunteers. The staff also provides guest speakers on issues pertaining to VA benefits to VFW Posts and Districts, local civic groups, military Reserve and National Guard units, and college student organizations upon request.

The hours of operation and contact information for the Department Service Office are listed below. Members with questions about existing claims or requesting information about VA benefits are encouraged to contact the Department Service Office during hours of operation or by e-mail.

Department Service Office Contact Information

VFW Service Office
2122 West Taylor St. Room 105
Chicago, IL 60612
Phone: 312-980-4284
Fax: 312-980-4680

Email: derek.giffin@va.gov
Website link: www.vfwilserviceoffice.com

Office Telephone Hours
Monday thru Friday
8:00 am to 3:30 pm

Office Walk-In Hours
Monday through Thursday
9:00 am to 11:30 am
12:30 pm to 3:00 pm

VFW Service Office Staff

Derek Giffin, Director
U.S. Army, Iraq derek.giffin@va.gov

Charles Johnson,
Assistant Department Service Officer, Chicago
U.S. Army, Iraq
charles.johnson5@va.gov

Russell Meredith,
Assistant Department Service Officer, Chicago
U.S. Navy, Iraq
russell.meredith@va.gov

Maria Phillips,
Claims Consultant/Service Officer, Chicago
USMC
maria.phillips@va.gov

Gregory Strong,
Assistant Department Service Officer,
Marion VAMC
U.S. Army, Iraq
gregory.strong3@va.gov

Sean Conner,
Assistant Department Service Officer,
Illiana Health Care System, Danville VAMC
USMC, Iraq
sean.conner@va.gov

Grabiela Salgado,
Claims Consultant, Chicago
grabiela.salgado@va.gov

Edith Giles, Receptionist, Chicago
U.S. Navy
edith.giles@va.gov

Field Office/ Outreach Locations

Russell Meredith
Hines VA Medical Center
Bldg 1, Room D109
Phone: 708-202-2562
Each Thursday, 8:00 am to 3:30 pm
(call the Chicago office to verify)

Derek Giffin
Judd Kendall Post 3873
every first Tuesday of the month
(9:00 am to 2:00 pm)
908 Jackson Ave.
Naperville, IL 60540

Benjamin O. Davis Post 311
every 2nd Wednesday of the
month (9:00 am to 3:00 pm)
22341 Governors Hwy.
Richton Park, IL 60471

Chicago Heights Vet Center
every 4th Wednesday of the
month (9:00 am to 3:00 pm)
1010 Dixie Hwy.
Chicago Heights, IL 60411

Gregory Strong
Marion VA Medical Center
Room 103
2401 W. Main St
Marion, IL 62959
Phone: 618-997-5311 ext. 58230
FAX: 618-997-8219
Monday, Wednesday to Friday,
8:00 am - 3:00 pm

O'Fallon VFW Post 805
223 West 1st St.
O'Fallon, IL 62269
618-624-6575
1st Tuesday only
8:00 am - 3:00 pm

Sean Conner
Illiana Health Care System,
Danville VAMC
Bldg 98, Room 1012
1900 E. Main St
Danville, IL 61832
Phone: 217-554-4502
FAX: 217-554-4361
Monday-Friday, 8:00 am – 3:00 pm

Mattoon VA CBOC:
First Tuesday of every month
501 Lake Land Blvd., Mattoon IL
from 0800-1500

Bloomington VA CBOC:
Second Tuesday of every month
207 Hamilton Road, Bloomington IL
from 0800-1500

Peoria VA CBOC:
Third Tuesday of every month
7717 N Orange Prairie Rd., Peoria
IL from 0800-1500

Decatur VA CBOC:
Third Wednesday of every month
792 North Sunnyside Road,
Decatur IL from 0800-1500

Springfield VA CBOC:
Fourth Tuesday of every month
5850 South 6th St., Springfield IL
from 0800-1500