

**To: All VFW Illinois Posts and Districts Subject: New HQ Communication Policies & Workflow Distribution List**

To improve communication with our Posts and Districts and to streamline the workflow at Headquarters, we are implementing new policies and procedures. Following the guidelines below will significantly reduce confusion in the office, making our communications smoother and more efficient.

**⚠ Critical Record-Keeping Requirement**

We are officially moving away from paper files. **You must include your Post or District number in the subject line of ALL emails** to help us maintain our new digital standard for record-keeping.

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**📄 Email Distribution Guide: Who Gets What**

To ensure your request is handled by the right person without delay, please route your emails based on the lists below.

**Note:** You are always welcome to CC Scott on any of the areas listed below. **Anything NOT explicitly on these lists should be sent directly to Scott, the State A/Q** at [vwil@vwil.org](mailto:vwil@vwil.org).

**1. Send to Erin | [erin@vwil.org](mailto:erin@vwil.org)**

- **Membership:** Questions and applications (including new, renewals, & transfers).
- **Reports & Minutes:** Program reports for council meetings, District meeting reports, and minutes, District Commander reports for council meetings.
- **District Details:** Meeting & event dates (including updates), Chairperson forms, and signed Code of Ethics from District Commanders.
- **State Convention & Meetings:** Delegate forms and vendor contracts
- **Awards & Nominations:** State Convention program award winners, “Of the Year” nominations, Public Servant nominations, Teacher of the Year entries, and paperwork for District VOD & PP winners.
- **Administrative & Updates:** Member death notices, Department rep requests (other than district meetings), DD214s, and Commander Shirt orders.
- **Bylaws & Resolutions:** Proposed changes to be voted on at the State Convention.

- **Legislation & Inspections:** Monthly legislative reports, plus Post & District inspections.
- **Calendar Events:** Please notify HQs of any events you have at the Post/District Level

**2. Send to Heather | [admin@vfwil.org](mailto:admin@vfwil.org)**

- Audits
- Bonds
- Election Reports
- Poppy Orders
- Post/District Articles of Incorporation
- Post/District Bylaws and proposed changes (routine compliance)

**3. Send to Crystal | [crystal@vfwil.org](mailto:crystal@vfwil.org)**

- Expense Reports
- Bills or invoices
- Budget questions
- Questions about District Commander and Leadership accounts
- Department employee HR questions

Thank you for your cooperation and adherence to these new procedures as we work to better serve veterans across Illinois.

**VFW Illinois Headquarters Staff**