

To be considered, your current State of Nebraska employment application and this completed supplemental questionnaire must be on file, received, or postmarked by **March 13, 2009**.

**Service Officer II**  
#28-00305-1  
**VETERANS' AFFAIRS**  
**Self-Report Checklist Questionnaire**

Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

**INSTRUCTIONS**

This questionnaire is meant to help you provide additional information about your background. It is your chance to tell us what you know and can do in relation to this job. You will be evaluated on your experience and training. The evaluation is based on your responses to the items below. Be sure to include personal life and volunteer experience as well as paid experience and formal training. Please be as accurate as you can. False information may lead to dismissal. **You do not need to have all the training and experience that is listed on this form to be considered for this position, but you do need to show what you have.** Read through the whole form before you start to fill it out. **Applicants who need accommodation in the scoring process should request this in advance.**

Check or write out the appropriate answers for you on the Checklist. **Training** refers to formal coursework you have had, and may include workshops, seminars, scheduled in-service training, or one-day courses, as well as college, university, or technical school courses. **Experience** may be paid work experience, volunteer work experience, or personal life experience. **Years** or other units of experience refer to full-time, 40 hour work weeks or the equivalent in work hours. A year of full-time experience is equivalent to 2,080 work hours. No item on this form is intended to have you provide information that would indicate your race, color, ethnic group, national origin, religion, sex, age, marital status, political persuasion, or any physical or mental disability. The words "ability" and "experience" in this questionnaire refer **in all cases** to ability or experience with or without reasonable accommodation for disabilities recognized under the American with Disabilities Act (ADA) of 1990.

**Be sure that each answer you give or check is documented on your application form.** If you have already submitted your application, you may need to redo it. **Please call (402) 471-4463 if you have any questions about this questionnaire or on adding information to your application.**

**Your application for this position will not be considered complete until this Checklist is returned to:**

**Nebraska State Personnel**  
state.jobs@nebraska.gov  
**301 Centennial Mall South**  
**P.O. Box 94905**  
**Lincoln, NE 68509-4905**

I. The person chosen for this position shall have served in the armed forces of the United States during the dates set forth in section 80-401.01 (Nebraska Revised Statutes), shall have been discharged or otherwise separated with a characterization of honorable from such service, and shall have been a bona fide resident of the state of Nebraska continuously for at least five years immediately prior to assuming this position. **Please check every blank that applies to you:**

**A. I am not a veteran and have never served in the Armed Forces.**

**B. I have served in the U.S. Armed Forces.**

**C. I have served in the U.S. Armed Forces, and have been discharged or otherwise separated from this service, with a characterization of honorable.**

a. Date(s) of entry into active military service: \_\_\_\_\_

b. Date(s) of separation: \_\_\_\_\_

c. Date of retirement: \_\_\_\_\_

d. Home of record at the time of entry into active military service (taken from discharge): \_\_\_\_\_

**D. I am a veteran who has served on active duty during at least part of the following time period(s):**

a. World War II--December 7, 1941, to December 31, 1946.

b. Korean Conflict--June 25, 1950, to January 31, 1955.

c. Vietnam Era--August 5, 1964, to May 7, 1975, or in the Republic of Vietnam between February 28, 1961, and May 7, 1975.

d. Lebanon--August 25, 1982, to February 26, 1984. (Grenada -- October 23, 1983, to November 23, 1983.)

e. Panama--December 20, 1989, to January 31, 1990.

f. Persian Gulf--August 2, 1990, to Present.

**E. I am a resident of Nebraska and have been a bona fide resident of the state of Nebraska continuously for at least five years immediately prior to today.**

**F. I am not a resident of Nebraska. OR I have not been a resident at some point during the past five years.**

IF YOU HAVE CHECKED A OR F, ABOVE--OR HAVE NOT CHECKED C, D, AND E--YOU WILL NOT QUALIFY FOR THIS POSITION AND YOU DO NOT NEED TO FILL OUT THE REST OF THIS QUESTIONNAIRE.

II. The Service Officer II must be able to communicate or speak with and listen to individual veterans and their dependents or recognized representatives, County Veterans' Service Officers, representatives of veterans' organizations, and staff members of the Veteran's Affairs Regional Office and Medical Center and other federal, county, and city offices, in person or by telephone, to determine individual needs and make the appropriate referrals, to obtain or provide information on veterans' claims, make presentations or provide instruction or information on State or Veterans' Affairs benefits and services, and/or represent veterans on appeal cases during personal hearings before Veterans' Affairs Rating Boards. **After each item, please check the blank that best applies to you:**

**A. I have no coursework or training, some coursework/training, three or more post high school courses, or a bachelors or higher degree with an emphasis in:**

1. Speech/Communications.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses    \_\_\_\_ (d)Degree
2. Public speaking or making presentations.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses
3. Interviewing methods or techniques.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses
4. Teaching or instructional methods.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses    \_\_\_\_ (d)Degree
5. Counseling.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses    \_\_\_\_ (d)Degree
6. Human services.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses    \_\_\_\_ (d)Degree
7. Active listening or creative interaction.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses
8. Human or public relations.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)3 courses    \_\_\_\_ (d)Degree

**B. I have no experience, some experience, or a year or more of experience in:**

9. Public contact.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year
10. Public speaking or making presentations.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year
11. Interviewing others to obtain information or to determine the type of assistance or referral needed.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year
12. Counseling.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year
13. Advising others on veterans' issues.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year
14. Representing clients on advocacy proceedings.  
\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

15. Providing instruction or leading group discussions.  
 (a)No  (b)Some  (c)1 Year
16. Addressing or speaking to groups on veterans' issues. OR Instructing others or leading group discussions on veterans' issues.  
 (a)No  (b)Some  (c)1 Year

III. The person in this position must be able to fill out or assist others in filling out the various claim forms, based on information provided by the veteran or by his or her dependents or their representatives. **After each item, please check the blank that best applies to you.**

**A. I have no coursework or training or some coursework/training in:**

17. Filling out forms or documents.  
 (a)No  (b)Some
18. Veterans' benefits or claims.  
 (a)No  (b)Some
19. Veterans'-Administration-approved courses of instruction on completing forms.  
 (a)No  (b)Some

**B. I have no experience, some experience, one to three years of experience, or more than three years of experience in:**

20. Filling out forms or documents.  
 (a)No  (b)Some  (c)1 to 3  (d)More
21. Filling out government forms or documents.  
 (a)No  (b)Some  (c)1 to 3  (d)More
22. Filling out Veterans' Administration forms or documents.  
 (a)No  (b)Some  (c)1 to 3  (d)More
23. Following other types of written instructions.  
 (a)No  (b)Some  (c)1 to 3  (d)More
24. Filling out forms for others or helping them fill out forms.  
 (a)No  (b)Some  (c)1 to 3  (d)More
25. Filling out Veterans' Administration forms for others or helping others fill them out.  
 (a)No  (b)Some  (c)1 to 3  (d)More

IV. The person in this position must be able to read or review, research, comprehend, interpret, and learn the basic directives related to the various benefits, services, and informational materials available to veterans and their dependents. **After each item, please check the blank that best applies to you.**

**A. I have no coursework or training or some coursework/training that involved:**

26. Learning new information or studying informational materials.  
 (a)No  (b)Some
27. Reading or reviewing statutes, regulations, government documents, or government publications.  
 (a)No  (b)Some
28. Using or learning research techniques.  
 (a)No  (b)Some

29. Researching information materials to find new information or new sources of related material.  
 (a)No  (b)Some
30. VA-approved courses relating to researching, filing, or organizing documents or information.  
 (a)No  (b)Some
31. Learning the techniques or practices of filing or organizing documents or information.  
 (a)No  (b)Some
32. Using a personal computer to enter or access information.  
 (a)No  (b)Some
33. Using a computer spreadsheet or database management package or program.  
 (a)No  (b)Some

**B. I have no experience, some experience, or a year or more of experience in:**

34. Learning new information or studying informational materials.  
 (a)No  (b)Some  (c)1 Year
35. Learning new sources of information.  
 (a)No  (b)Some  (c)1 Year
36. Interpreting written materials for explanation to others.  
 (a)No  (b)Some  (c)1 Year
37. Reading or reviewing statutes, regulations, or government publications.  
 (a)No  (b)Some  (c)1 Year
38. Reading or reviewing directives concerning veterans' benefits.  
 (a)No  (b)Some  (c)1 Year
39. Interpreting statutes, regulations, or government publications for my own use.  
 (a)No  (b)Some  (c)1 Year
40. Interpreting statutes, regulations, or government publications for enforcement, application on the job, or explanation to others.  
 (a)No  (b)Some  (c)1 Year
41. Explaining to others the implications of changes or of new information.  
 (a)No  (b)Some  (c)1 Year
42. Interpreting veterans' benefits and veteran-related information sources.  
 (a)No  (b)Some  (c)1 Year
43. Searching or researching reference sources or files to find information, investigate issues, or answer inquiries.  
 (a)No  (b)Some  (c)1 Year
44. Setting up or organizing a computerized filing system or information storage system.  
 (a)No  (b)Some  (c)1 Year

45. Utilizing a personal computer to compile statistical information or perform accounting work.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year

V. The person in this position must be able to prepare correspondence, present claims, appeal cases, and prepare or provide information for veterans, dependents, government officials, agency staff members, organizational representatives, attorneys, or the public. **After each item, please check the blank that best applies to you.**

**A. I have no coursework or training, some coursework/training, three or more courses, or a bachelors or higher degree with an emphasis in:**

46. English composition or business writing.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses \_\_\_\_ (d)Degree
47. Creative writing or journalism.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses \_\_\_\_ (d)Degree
48. Other coursework that involved extensive composition or writing of narrative materials.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses
49. Using a personal computer.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses
50. Using the internet or web-based applications.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses
51. Using a computer word processing package or program.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)3 courses

**B. I have no experience, some experience, or a year or more of experience in:**

52. Writing or composing business letters, memos, or other business correspondence.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
53. Writing or composing informational materials for distribution.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
54. Composing or writing papers intended to persuade authorities to take certain actions.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
55. Writing or composing claims, appeals, or other case documents, arguments, or summaries.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
56. Writing or composing letters, appeals, arguments, or summaries to State or federal agencies concerning veterans' or dependents' claims.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
57. Using the internet or web on a regular basis.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
58. Using a computer word processing package or program.  
\_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year

59. Using a personal computer or computer word processing to draft or compose letters or other informational materials.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

VI. The person in this position must be able to review and analyze the information provided on the claim forms, and the rating and adjudicative procedures followed and actions taken by the Veterans' Administration, in order to see that the necessary information is provided and the appropriate steps taken, and to take any corrective action or do any further appealing or counseling needed. **After each item, please check the blank that best applies to you.**

**A. I have no coursework or training, some coursework/training, three or more post high school courses, or a bachelors or higher degree with an emphasis in:**

60. Reviewing written materials.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some
61. Analyzing, evaluating, reaching conclusions, and/or making decisions.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses
62. Veteran's Administration claims, rating, or adjudication procedures.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses
63. Paralegal.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree
64. Law or legal studies.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree
65. Medical secretarial; medical technology; or other medical, nursing, or health fields involving medical terms, diagnoses, or procedures.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree
66. Public or business administration.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree

**B. I have no experience, some experience, or a year or more of experience in:**

67. Reviewing written materials for completeness or accuracy.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year
68. Reviewing and evaluating written materials to reach conclusions or make determinations.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year
69. Reviewing information in order to make decisions.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year
70. Analyzing position statements, cases, claims, or arguments to locate discrepancies or determine areas to be strengthened.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year
71. Reviewing case or claim materials to determine the next steps or actions to be taken or what else is needed.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

72. Reviewing cases or claims for appropriate disposition.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
73. Reviewing the procedures followed and actions taken in a case or claim in order to determine the appropriateness or decide on the corrections or additions needed.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
74. Counseling, advising, or representing others in cases or claims actions on what to do, how to do it, and additional information, changes, or actions, needed.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
75. Working with Veteran's Administration claims, ratings, or adjudication procedures.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
76. Law, legal research, or paralegal work.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
77. Medical secretary; medical technologist; or other medical, nursing, or health-related work involving medical terminology.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year

VII. The person in this position must know, in general, the organizational structure of the Armed Forces and veteran's service organizations in order to obtain necessary information for assisting veterans with their claims. **After each item, please check the blank that best applies to you.**

**A. I have no training or some training in:**

78. Military records procedures.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some
79. The structure and functions of the U.S. Armed Forces or of any branch of the service.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some
80. Veterans' organizations or their goals or structure.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some

**B. I have no experience, some experience, or a year or more of experience:**

81. As a member of a veterans' organization or as a member of the armed forces.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
82. Working for the Veterans Administration or a Veterans' Affairs agency.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
83. Working with military records.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
84. Working for a veterans' service organization.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year
85. Working with Veterans Administration records or information or administrative procedures.  
 \_\_\_\_ (a)No \_\_\_\_ (b)Some \_\_\_\_ (c)1 Year

86. Working as a County Veteran Service Officer.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

VIII. The person in this position must be able to understand the needs and problems experienced by veterans or their dependents, in order to deal with the anger, tears, or other emotions and/or abusive behavior (directed not so much at the Service Officer I as at the Veterans Administration or fate in general), and to see that the veterans and their dependents receive appropriate assistance or service. **After each item, please check the blank that best applies to you.**

**A. I have no coursework or training, some coursework/training, three or more post high school courses, or a bachelors or higher degree with an emphasis in:**

87. Sociology, psychology, or social work.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree

88. Techniques for dealing with upset or difficult people.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses

89. Personal stress reduction techniques.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses

90. Crisis intervention techniques.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses

91. Special situations or problems involving veterans.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses

92. Medicine, nursing, psychiatry, or human physiology or anatomy.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)3 courses    \_\_\_ (d)Degree

**B. I have no experience, some experience, or a year or more of experience:**

93. Working with other people.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

94. Dealing with difficult or emotional people.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

95. Talking with other veterans about their problems.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

96. Working with veterans who had problems or found themselves in special situations.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

97. Supervising or leading other workers.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

98. In recognizing or identifying possible physical, mental or medical problems to back up claims or refer for diagnosis or testing.  
\_\_\_\_\_ (a)No    \_\_\_ (b)Some    \_\_\_\_\_(c)1 Year

99. In dealing with people experiencing psychological, drug, or alcohol problems.

\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

100. In providing human or social services to others.

\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

101. In dealing with psychological problems.

\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

102. In dealing with drug or alcohol abuse.

\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

103. In providing drug or alcohol counseling.

\_\_\_\_ (a)No    \_\_\_\_ (b)Some    \_\_\_\_ (c)1 Year

IX. I have other experience or coursework/training that would help me perform the work of the Service Officer II or more information on some of the items I have checked above: