

Step # 3 - Assist the Veteran with completing the Lawyers Serving Warriors program intake packet.

Please assist the Veteran with this step while you're providing initial assistance. The intake packet will include -

- [Application for Free Legal Assistance with a Discharge Upgrade](#)
- Completed [Privacy Act Waiver](#)
- [SF 180](#) (Prefilled by NVLSP, *DO NOT EDIT PREFILLED INFORMATION*)

Step #4 - Submit to NVLSP via email, fax OR postal:

Email- Email Lawyers Serving Warriors at lsw.intake@nvlsp.org to request a secure, time-sensitive upload link. Via the link, submit a complete packet for review. This will expedite NVLSP's screening. (example below)

Fax- Fax to Attn: LSW 202-223-9199 (202-328-0063, if the first line is busy)

Postal- Mail to Lawyers Serving Warriors, 1100 Wilson Blvd, Suite 900, Arlington, VA 22209.

Provide the Veteran with a copy and maintain a copy in TVB Documents, so the Veteran can quickly respond to any further requests.



Hi Ashley,

Of course! Here is the upload link for

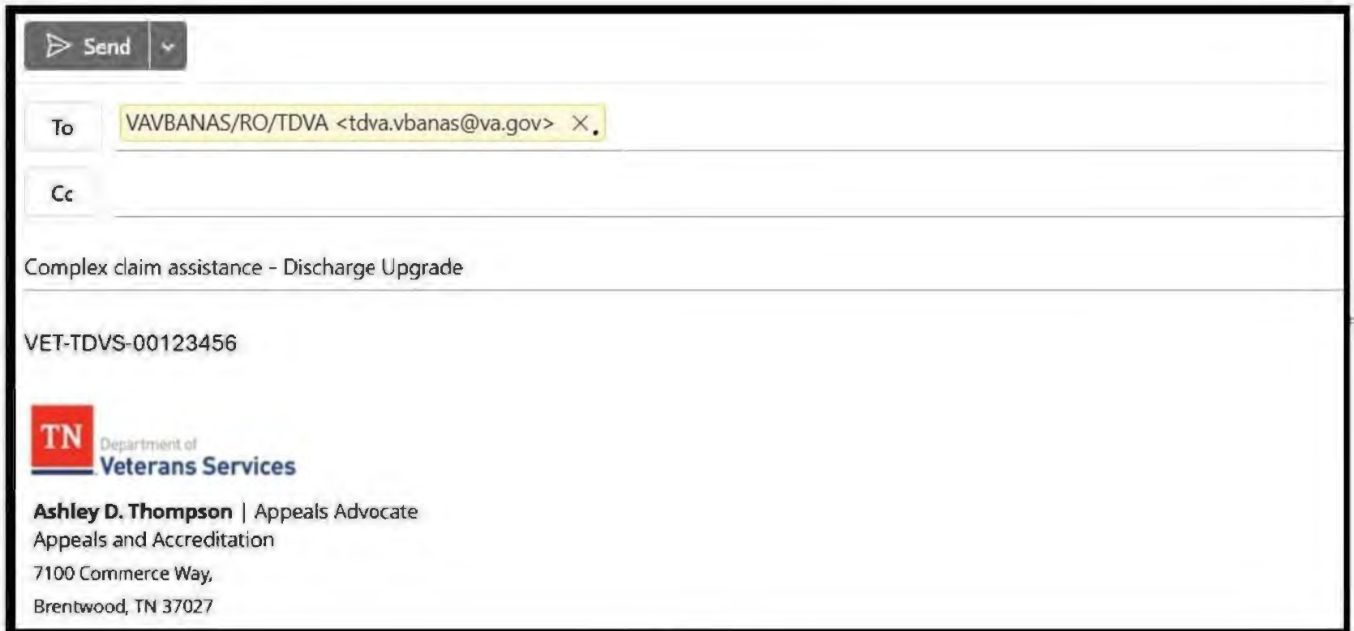
: <https://nvlsp.sharefile.com/r-rfb7a714cbb3e4019b53454b6070251a7>

Step # 5 – Flag for TDVS’s liaison -- [Appeals Advocate Ashley Thompson](#)


- ONLY AFTER you complete Steps 1 through 4, email the TVB Veteran Number to tdva.vbanas@va.gov
- Add a “Note” entry in the Veteran’s TVB profile, so fellow Service Officers don’t duplicate your efforts.

Email Notification -

- Email Subject – Complex Claims Assistance – Discharge Upgrade
- Email Body – TVB Veteran Number



The screenshot shows an email composition window with the following details:

- Send** button with a dropdown arrow.
- To:** VAVBANAS/RO/TDVA <tdva.vbanas@va.gov> (highlighted in yellow)
- Cc:** (empty)
- Subject:** Complex claim assistance - Discharge Upgrade
- Body:** VET-TDVS-00123456
- Signature:**
 - 
 - Ashley D. Thompson** | Appeals Advocate
 - Appeals and Accreditation
 - 7100 Commerce Way,
 - Brentwood, TN 37027

TVB Notes Entry -

- From the veteran's record, select the "NOTES" tab, select "New Note"
- Note "Complex Claims Assistance – Discharge Upgrade"
- Select "Alert"

The screenshot shows a web form for entering a note. At the top, there are navigation tabs: Veteran, Claim, Military Service, Contact and Dependent, Medical Condition, Document, Communication, **Note**, and Address. The form fields are as follows:

- Note Type ***: A dropdown menu with "Veteran Information" selected.
- Visibility ***: A dropdown menu with "Public" selected.
- Note Date**: A date input field showing "05/22/2025" with a calendar icon and "(mm/dd/yyyy)" format.
- Subject ***: A text input field containing "Complex claims Assistance- Discharge upgrade".
- Note Text ***: A large text area containing "Referred to TDVS.".
- Document**: A file upload area showing "No File Selected" and an upload icon.
- Alert**: Radio buttons for "Yes" (selected) and "No".

A blue "Save" button is located at the bottom left of the form.

- Click "Save"

TDVS Can Help

Please feel free to contact [Appeals Advocate Ashley Thompson](#) for assistance and support.

Did You Know?

Did you know there's a [special rule](#) for Veterans with "Other Than Honorable" discharges that may allow VA treatment for conditions that began or became permanently worse during their military service?

Did you know that if a Veteran left the military with "bad paper" and their discharge hasn't been upgraded they still may be able to get VA benefits? If a Veteran has a discharge that is neither Honorable nor General (Under Honorable Conditions), a Veteran can ask the VA for a Character of Service Determination, which may determine eligibility for purposes of most VA benefits.

Other Tools, Resources, and Facts About Discharge Upgrades

Here are additional tools and resources available to accredited service officers across the state to support Veterans seeking discharge upgrades.

- NVLSP's [Discharge Upgrades and VA Character of Discharge Determinations Presentation](#), TDVS Fall Training Conference 2020
- [Lawyers Serving Warriors Program](#)
 - [Discharge Upgrade Flyer for Veterans](#)
 - [Discharge Upgrade Flyer for VSOs](#)
- [The Veterans Consortium Pro Bono Program](#)
- [VA's Discharge Upgrade Website](#)
- [NVLSP Self Help Manual: Applying for VA Benefits After a Discharge Upgrade](#)
- Yale Law School – [Forms & Resources for Veterans Seeking Discharge Upgrade](#)
- [VA Final Rule](#) – Update and Clarify Regulatory Bars to Benefits Based on Character of Discharge
 - [Final Rule](#)
 - [Federal Register](#)