

**SENATE . . . . . No. 1743**

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The Commonwealth of Massachusetts

PRESENTED BY:

***Richard T. Moore***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to certified veterans agents.

PETITION OF:

NAME:

*Richard T. Moore*

DISTRICT/ADDRESS:

*Worcester and Norfolk*

**SENATE . . . . . No. 1743**

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By Mr. Richard T. Moore, a petition (accompanied by bill, Senate, No. 1743) of Richard T. Moore for legislation relative to veterans agents. Veterans and Federal Affairs.

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The Commonwealth of Massachusetts

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**In the Year Two Thousand Thirteen**  
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An Act relative to certified veterans agents.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Section 2 of chapter 115 of the General Laws, as appearing in the 2010  
2 Official Edition, is hereby amended by inserting the following after the second paragraph:-

3 The secretary shall promulgate regulations to ensure local veteran service officers and  
4 agents, appointed under section 3 of this chapter, are trained and certified, including but not  
5 limited to assessing penalties against any municipality, district or veterans service officer or  
6 agent not in compliance with this statute or regulations promulgated hereto. Veteran service  
7 officers and agents shall be trained and certified within twelve months of appointment pursuant  
8 to section 3 of this chapter. Veterans service officers and agents currently appointed pursuant to  
9 section 3 of this chapter shall be shall be certified within twelve months of the date said  
10 regulations are promulgated. Certification must be renewed every five years. To be eligible for  
11 certification as a veterans service officer or agent, the candidate shall (i) be appointed locally  
12 pursuant to section 3 of chapter 115 of the General Laws; (ii) pass a test established by the  
13 secretary which shall demonstrate the skills necessary to effectively represent veterans which  
14 shall include, but not be limited to the following areas of knowledge: the chapter 115 program,  
15 federal and local benefits, including employment, education, health care, retirement and other  
16 veterans' benefits; and alternative resources, including those which are partially or wholly  
17 subsidized by the federal government, such as Medicaid, supplemental security income and  
18 social security disability benefits, as well as federal pension and compensation entitlements. The  
19 secretary shall collaborate with the Massachusetts Veterans Service Officers Association in  
20 formulating said training and certification. The secretary shall offer a certification test at least  
21 two times per calendar year.

22           The secretary shall establish standards for the training and support of veteran service  
23 officers and agents consistent with the requirements of this paragraph. During the period of  
24 employment, a person holding a veterans service officer or agent certificate pursuant to this  
25 section shall be under the direct supervision of the mayor, town manager, board of selectmen, or  
26 regional district board or others who shall regularly observe and evaluate the performance of  
27 assigned duties by veterans service officer or agent.

28           At the request of any municipality or district, the secretary shall offer such training and  
29 testing to any person who works directly for a certified veterans service officer or agent.

30           SECTION 2. Chapter 233 of the General Laws, as appearing in the 2010 Official  
31 Edition, is hereby amended by inserting, after section 20L, the following new section:-

32           Section 20M. A veterans service officer or agent, appointed in accordance with section 3  
33 of chapter 115, and certified according to section 2 of chapter 115, shall not disclose any  
34 information transmitted in confidence by and between a veteran and a veterans service officer or  
35 agent by a means which does not disclose the information to a person other than a person present  
36 for the benefit of the veteran, or to those to whom disclosure of such information is reasonably  
37 necessary to the assistance of the veteran. Such communications include all information  
38 received by the veterans service officer or agent which arises out of and in the course of such  
39 assistance, including, but not limited to, reports, records, working papers or memoranda. Such  
40 confidential communication shall not be subject to discovery in any civil, legislative or  
41 administrative proceeding without the prior written consent of the veteran to whom such  
42 confidential communication relates. In criminal actions, such confidential communication shall  
43 be subject to discovery and shall be admissible as evidence, but only to the extent the  
44 information contained therein which is exculpatory in relation to the defendant; provided,  
45 however, that the court shall first examine such confidential communication and shall determine  
46 whether or not such exculpatory information is therein contained before allowing such discovery  
47 or the introduction of such evidence.