

'I'm So Glad I Have the Chance to Help'

Bonnie Gibbs spends her days assisting veterans and their spouses as they navigate the VA system

Sep 08, 2025

Bonnie J. Gibbs lives in Detroit, Michigan, with her husband, Maurice, and their two children, Brittany and Willie.

After starting work as a secretary for the Vietnam Veterans of America in 1997, she transitioned to being a full-time VFW Accredited Service Officer with the VFW.

Gibbs spends her days assisting veterans and their spouses as they navigate the VA system.

“One of my biggest challenges is getting veterans to understand how it works,” she said. “It’s really complicated sometimes.

“A typical day for me is working in the field. I’m always in a different location. My day usually begins with walk-in appointments, and then I’ll take phone calls in between those.”

Gibbs says her favorite part of the job is seeing clients’ faces when they finally get their VA disability claims approved.

“It makes me feel wonderful!” she said. “I’m so glad I have the chance to help them.”

Learn more about the [VFW's National Veterans Service \(NVS\) program](#).

NATIONAL HEADQUARTERS

406 W. 34th Street
Kansas City, MO 64111

Office 816.756.3390
Fax 816.968.1157

WASHINGTON OFFICE

200 Maryland Ave., N.E.
Washington, D.C. 20002

Office 202.543.2239
Fax 202.543.6719

info@vfw.org
www.vfw.org