“Welcome to San Diego”

Support Our Veterans!

We support our troops
Inside this issue:

Board of Directors and Elected Officers Contact Information 2-3

Presidents Comments 4

1st Vice Comments 5

Presidents Reception 5

Conference Sponsors 6-7

Raffle and Auction 16

Candidates for 2017 17

Chaplain, Memorial Service 20-21

Product Sales 22

Women's Advocate Membership Dues 24-25

Fun Diego 26

Agendas, Membership Application, CEU Form 32-37

Local Map 38

CEU Form 39

2016—2017 NACVSO Officers & E-Board

President
Ed Zackery, OH
ezackery@nacvso.org

1st Vice President
Martin Caraway, MN
mcaraway@nacvso.org

2nd Vice President
VACANT

Secretary
Tami Saleska, WI
tsaleska@nacvso.org

Treasurer
Barry Johns
bjohns@nacvso.org

Judge Advocate
Herman Breuer
hbreuer@nacvso.org

Women Veterans Rep.
Olivia Laschober, IL
Olaschober.org

Immediate Past President
Jim Golgart, MN
jgolgart@nacvso.org

Executive Committee Members
Jane Roland, OH
jroland@nacvso.org

Julia Encalade, MS
jencalade@nacvso.org

Nichole Coleman
ncoleman@nacvso.org

Elizabeth Ledvina, IA
eledvina@nacvso.org

Executive Director
Robert Park, OH
rpark@nacvso.org

Chaplain
Mitch Holmes, IA
mholmes@nacvso.org

National Service Director
Michael Roof, IL
mroof@nacvso.org
nacvso.nsd@nacvso.org

Assistant NSD
Doug LeValley
dlevalley@nacvso.org
nacvso.ceu@nacvso.org

Conference Director
Julia Encalade, MS
jencalade@nacvso.org

Washington Liaison
Kim Shalloo, NJ
kshalloo@nacvso.org

Legislative Advocate
John Kriesel, MN
jkriesel@nacvso.org

Contract Training
Jane Roland, OH
jroland@nacvso.org

Education Chair
Robert Ward, OH
rward@nacvso.org

Upcoming NACVSO Conferences

NACVSO Conference 2018
Reno, NV - Silver Legacy Casino and Hotel

NACVSO Conference 2019
Cleveland, OH - Renaissance Cleveland Hotel

NACVSO Conference 2020
Atlanta, GA - Atlanta Marriott Marquis Hotel

For article submissions, contact:
Charlene K. Cobb
NACVSO Editor
Email: charlene.cobb@SheboyganCounty.com

If any corrections need to be made for the next newsletter please forward them to me.
President, Jim Golgart  
1ST Vice, Martin Caraway  
2nd Vice, VACANT  
Secretary, Tami Saleska

Treasurer, Barry Johns  
Judge Advocate, Herman Breuer  
Women’s Vet Rep, Olivia Laschober

Past President, Jim Golgart  
Exec. Dir., Robert Park  
Chaplain, Mitch Holmes

E-Board, Jane Roland  
Julia Encalade  
Nichole Coleman  
Elizabeth Ledvina

For membership and benefits information, please visit nacvso.org.

NACVSO advocates for America’s veterans. We work diligently to ensure every veteran receives the benefits rightfully earned.
I would like to take this opportunity to welcome all of you to the 27th Annual Training Conference for the National Association of County veterans Service Officers (NACVSO). Several people have been planning this conference for quite some time and have put a lot of hard work and effort to ensuring its success. I’d like to thank the California delegation for all their time spent and efforts to ensuring we all feel welcome in sunny southern California. I know they have many things planned for you this week to have some fun in your free time. We also have several events planned for our delegates that have been sponsored by some of our vendors. Please make our vendors feel welcome and ensure you spend some time with them to fully understand their services.

Our training team has put together a great CEU package this year and a fully revamped Certified Veterans Advocate (CVA) course. Please be patient as we work through some of the growing pains with this new program. I am sure in the end everyone will be happy with the improved program. Our accreditation class as always will be at max capacity with county veteran service officers (CVSO) new and old going for their accreditation. For those more experienced CVSO’s that are in the accreditation class, this may just be a refresher but it is mandatory per our agreement with the Department of Veterans Affairs (VA) in order for us to accredit you.

This past year has flown by for me as your President; I am truly honored to be able to be a part of such an outstanding organization and to be at its helm. We have a great team on the executive board and those that fill the various chairs. We have taken on several tasks over the past year, mirroring up membership with accreditation was a must in order to preserve our good name with the Office of General Counsel (OGC) at the VA. We needed to do a better job tracking those CVSO’s that are no longer employed so that we could notify the OGC and have their access revoked. When a CVSO is terminated for any reason, we need to know about it as soon as possible. For this reason, we are now tracking membership by individual and not by county. We will no longer transfer memberships from one person to another. Secondly, we have several CVSO’s filing claims under the NACVSO POA. We currently hold the POA for over 20,000 veterans and eligible family members nationwide. That is great news! However, we also have several appeals going before the Board of Veterans Appeals (BVA) that CVSO’s are supposed to be representing.

Continued on page 22
From Sea to shining Sea. After leaving Myrtle Beach we set out to accomplish what we thought was almost the impossible. Now in San Diego we can proudly say that we have accomplished our largest obstacle in securing representation of NACVSO claims at the BVA. We cannot thank our partners at the Veteran Consortium (Pro bono) for making this a reality.

We also have started a new initiative “Regional Leadership Summit Series”. This series is designed to bring together regional leadership from across the veteran ecosystem to discuss best practices and opening multi-channel communication to ensure that all touchpoints are effective in working in the veteran landscape.

We have a lot in store for you this week. Again, top VA leadership will be briefing us on status of new initiatives as well as some upcoming programs that they hope to implement to increase the overall effectiveness of the VA. Our sponsors and vendors have been fantastic and all have valuable information that we can take home to increase our effectiveness in veteran advocacy. Please take the time to engage with them during breaks and special events throughout the week.

So, welcome to San Diego, the home of some of my fondest memories and craziest stories. The California delegation has worked tirelessly to see to it that you all enjoy the area as much as I did in my 20’s.

Thank you to our members for the work you have done and continue to do for our nations heroes. Enjoy the conference!

Greetings from the 1st Vice President
Martin Caraway, 1st Vice President

27TH ANNUAL TRAINING CONFERENCE • SAN DIEGO, CA

Heroes With Hearing Loss® Welcomes
The National Association of County Veterans Service Officers

Presidents Reception
Join us on-board the USS Midway for the Presidents Reception sponsored by the California Delegation. A remarkable evening of Comradeship and entertainment as we kick off the 27th Annual Training Conference sponsored by “Heroes With Hearing Loss”

♦ 4:45pm Depart Town & Country for the USS MIDWAY
♦ 5:30pm President’s Reception, USS Midway
♦ 9:30pm Fireworks, Closing, USS Midway
Hearing loss is one of the most prevalent and serious challenges facing veterans today. As a Veterans Service Officer, you have likely seen how hearing loss can disconnect veterans from family, friends, or even healthcare providers.

As VSOs across the country have done, you too can now reconnect your clients with the latest captioned telephone technology provided by Hamilton® CapTel®. There’s no cost* and all you have to do is complete a simple Certificate of Hearing Loss/Order Form – now available on-line!

Join the conversation for more information:
Visit: HeroesWithHearingLoss.org/vso-certify
Call: 800-974-1517
E-mail: Info@HeroesWithHearingLoss.org

“I’ve been working with the Heroes With Hearing Loss program since 2015, and I recommend it to every veteran I see with hearing loss. It’s very easy and has proven enormously beneficial – even life-changing.”

Jim Golgart, Former President • National Association of County Veterans Service Officers

As VSOs across the country have done, you too can now reconnect your clients with the latest captioned telephone technology provided by Hamilton® CapTel®. There’s no cost* and all you have to do is complete a simple Certificate of Hearing Loss/Order Form – now available on-line!

*Independent, third-party professional certification is required.

Join the conversation for more information:
Visit: HeroesWithHearingLoss.org/vso-certify
Call: 800-974-1517
E-mail: Info@HeroesWithHearingLoss.org

Have a demo phone yet?

Facebook.com/HeroesWithHearingLoss Twitter.com/HwHLVeterans
A Veteran’s Hearing Loss Journey

By Sean Lehman, MSgt, USAF (Ret.)
OEF Afghanistan Veteran

Veteran Service Officers are in the unique position of hearing hundreds, if not thousands of individual personal experiences from veterans – each a journey of challenge, success and broad experience. For an overwhelming number of veterans, that journey also includes some level of hearing loss. It is becoming more and more prevalent among younger veterans returning from Iraq & Afghanistan. For many of these men and women, hearing loss is intertwined with other comorbidities incurred from their time in service – issues such as tinnitus, traumatic brain injury and PTSD just to name a few. According to the VA’s FY15 Annual Benefits Report, while tinnitus and hearing loss continue to remain the top two service connected disabilities, nearly 60 percent of disabled veterans with higher disability ratings have more than one disability and the average number of different service connected disabilities reported by Gulf War era veterans is six.

VA audiologist and leading tinnitus researcher Dr. Steve Benton says the debilitating combination of hearing loss, tinnitus and other service related injuries can leave veterans feeling vulnerable and disconnected. “Many of our patients come to us truly feeling they are the only ones who experience these problems. For many veterans, it’s really very important to know there are groups like Heroes With Hearing Loss available just for them.”

For several years, this was the case with Army Master Sergeant Bobby Ehrig. On August 21st, 2006 Master Sergeant Ehrig was on a recruitment mission at an Iraqi police station in Ramadi when a suicide bomber driving a flatbed truck carrying around 100 tanks of propane decimated everything within an 800-foot radius. Bobby, standing in the middle of the compound, took the brunt of the blast. It’s easy to see the burns that cover nearly half his body, but the invisible battles he fights every day with post traumatic stress disorder and severe hearing loss are not as immediately noticeable. “It probably took two years to actually identify that I had a hearing loss,” he says. “I was having multiple surgeries and my pain level was so high other things didn’t matter. I wasn’t worried if people could hear me or if I could hear them.”

Bobby is one of more than 1.5 million veterans with a hearing related injury resulting from their service. Most of whom also suffer from other injuries or conditions related to their time in uniform. This is certainly not news to VSOs, but it may be news to that veteran’s civilian audiologist. That’s why the Heroes With Hearing Loss program is encouraging the hearing health community (outside the VA) to simply ask patients if they’re a veteran. If they are, introduce them to the Heroes With Hearing Loss program so they know there are proven and trusted solutions that can work for them.

While there is no single answer for veterans with hearing loss, there are many techniques and technology-based solutions available. For example, hearing healthcare providers and VSOs can certify a veteran’s hearing loss using a simple, one page Certificate of Hearing Loss/Order Form that qualifies veterans to receive a Hamilton® CapTel® captioned telephone at no cost through the Heroes With Hearing Loss program. Captioned telephones have already restored the confidence of many veterans who had difficulty using the phone. The certification, now also available on-line, is completely independent of the VA disability claim process and the veteran’s hearing loss does not have to be service connected.

As a VSO, you can also encourage your veterans to share their experiences. In some cases, an audiologist may not even know the person they’re treating is a veteran. This valuable information assists in finding personalized solutions that fit each veteran’s individual needs and lifestyle.

Sharing hearing loss challenges and experiences with one another and with healthcare providers is making a real difference for veterans and their families. “Our goal is to start a national dialog about veterans and hearing loss,” said Shari Penner, the program’s national manager. “We want to get people talking and raise awareness about what makes it such a unique challenge for those who’ve served.”

To learn more about the Heroes With Hearing Loss program, how you can certify a veteran for a no-cost captioned telephone, or get information on setting up a demo phone in your office, call 800-974-1517 or visit: http://www.heroeswithhearingloss.org/vso-certify
WELCOME TO THE

2017 National Association of County Veterans Service Officers Annual Conference

June 10-17, 2017

On behalf of the citizens of San Diego, it is my pleasure to welcome you to the 2017 National Association of County Veterans Service Officers Training Conference.

We are delighted that you chose to hold your conference in our beautiful city. San Diego has the second largest veteran population in California and is known for its military and veteran friendly communities. Over one-third of San Diego residents are either active duty military, veterans or family members. We are proud of this fact, and we are committed to supporting our veterans and active duty heroes.

I am certain you will find San Diego to be the perfect location for your annual conference and I invite you to explore everything that America’s Finest City has to offer. Please accept my warmest wishes for an enjoyable event in San Diego.

Best personal regards,

Kevin L. Faulconer
Mayor
The National Veterans Intermediary is for communities to harness the potential of collective impact to serve all Veterans and their families across the country. Sign up today to be counted in the Veterans ecosystem and connect to other collaborative efforts in your community.

National Veterans Intermediary Launch Locations

As of May 2017

COMMIT TO COLLABORATE TODAY
WWW.NVI.ORG
June 11, 2017

NACVSO Members and guests

The California Association of County Veterans Service Officers is very excited to welcome NACVSO to California and San Diego. There is a very enjoyable and fun filled week planned for the attendees and their guests. Please partake in as many as you can possibly do. It all starts with the Presidents Reception aboard the USS Midway ad finishes with a recruit graduation at Marine Corps Recruit Depot.

The Town and Country Resort & Convention Center is a very exciting venue located in Mission Valley adjacent to the upscale Fashion Valley Shopping Mall and the San Diego Trolley which can take you to downtown San Diego.

This is a time for all of us to renew acquaintances, make new friends and do a lot of learning. Please try to enjoy the San Diego sunshine and night life from the casinos, Gas Lamp district, San Diego County Fair, Zoo and many other attractions.

The San Diego County Office of Military & Veteran Affairs is the local host and did all the work arranging the President’s Reception, Hospitality Suite and the social functions. Please support and thank them whenever you have the chance. Hats off to the SDOMVA!

Again, welcome to sunny San Diego and make the most of the training and social activities.

Ted Puntillo
President, California Association of County Veterans Service Officers.
EMPOWERING COMMUNITIES TO EMPOWER VETERANS.

AMERICA’S WARRIOR PARTNERSHIP BRINGS THE NECESSARY & UNIFYING RESOURCES TO COMMUNITIES, MAKING IT EASIER FOR THE MEN & WOMEN WHO SERVED OUR NATION TO LEAD THE LIVES THEY DESERVE. WE EMPOWER THROUGH:

WARRIORERVE™

THE 4TH ANNUAL WARRIOR COMMUNITY INTEGRATION SYMPOSIUM

COMMUNITY INTEGRATION

AMERICASWARRIORPARTNERSHIP.ORG
June 12, 2017

Welcome to San Diego:

The California Department of Veterans Affairs (CalVet) is honored to welcome the participants of the National Association of County Veteran Service Officers (NACVSO) Annual Training Conference to California.

In the midst of a constantly changing veteran landscape, the training at this year’s NACVSO conference is more relevant than ever. It is a wonderful opportunity to learn from each other’s knowledge, experience, and best practices. Whether we are serving the greater veteran community, or one family at a time, it is essential that we all project professionalism, diligence, responsiveness, and the highest quality service.

I encourage you to take time to meet with other CVSOs from different states, talk with them, and create a network that will benefit all veterans. Within California and nationwide, we are stronger together.

On behalf of the 1.8 million veterans of California, I applaud your efforts to help each veteran achieve the highest quality of life. Thank you for attending the NACVSO conference and I wish you a very successful training.

Sincerely,

Vito Barbasciani MD
Secretary
Did you know you have 120 days to file your veteran’s appeal?  
**Act now, save time, and use this new tool to file online.**

If your veteran has a denial from the Board of Veterans Appeals (BVA), this online application provides an easy way to appeal to the U.S. Court of Appeals for Veterans Claims, as well as apply for Pro Bono Program help. The application also allows you to request our help if your veteran’s case is already at the U.S. Court of Appeals for Veterans Claims.

Remember, you have only 120 days to appeal a denial from the BVA so use this link and apply online today. Take advantage of this online tool if your veteran meets the following criteria:

- is a veteran (or qualifying family member of a veteran),
- has received an adverse decision (denial) from the BVA, and
- is not already represented by an attorney.

**STEP 1:**
www.vetsprobono.org
Click on the “Click Here to Apply Online” button.

**STEP 2:**
If you are a veteran, family member, survivor, or caregiver, click the “I am Appealing” button.

**OR**

If you are a Veterans Service Officer representing a veteran, family member, or survivor, click the “I am Helping File the Appeal” button.

You will be prompted through a series of questions in our user-friendly online form.

**Need help filling out this online webpage?** Call us at 855-446-9678 during business hours (9am – 5pm Mon – Fri EST), and we will be happy to assist you.
Dear Friends and Colleagues,

As Second Vice President of the National Association of Counties, I thank you for attending the 2017 NACVSO Training Conference. It is an honor and privilege to represent NACo here with you, and I want to thank the leadership of NACVSO for making this opportunity available to me and other county officials.

The National Association of Counties is proud to partner with NACVSO in support of County Veterans Service Officers (CVSOs) as we work to secure the benefits and services our veterans deserve. America’s counties share a responsibility to provide for the public health, safety and overall well-being of our residents, including many veterans and their families.

Counties often rely on the efforts of CVSOs like you to collaborate with the U.S. Department of Veterans Affairs, state Departments of Veterans Affairs and other Veterans Service Organizations as we seek to deliver educational, housing, medical and other services to our nation’s veterans. The results generated by CVSOs are not limited to individual veterans, but often provide cost savings to local governments and support local economies.

To remain healthy, vibrant and safe, America’s 3,069 counties must anticipate and adapt to all types of challenges. NACo is working with officials like you to bolster our nation’s ability to thrive amid changing physical, social and economic conditions.

I look forward to working with you and connecting specifically on the issues of critical importance to our nation’s veterans during this conference.

Warmest regards,

Greg Cox
Veterans Law Group has created the VSO Resource Center to better serve you.

Get the most benefits for your veterans with on-demand training webinars and resource guide, free to VSOs. Current and upcoming topics include:

- Understanding Claim Types
- Reviewing and Evaluating a Rating Decision
- Appeals 101
- Effective ways to establish PTSD stressors
- Effective Representation at Hearings
- How to challenge unfavorable C&P exams
- Understanding TDIU

You need the most up-to-date information about filing and processing disability claims for veterans and their dependents. We’re here to help.

Visit www.veteranslaw.com and go to the VSO / VSR Resource Center to get started today.

Delta Dental is proud to serve military Veterans through our federal dental programs.

We make it easy to take care of your oral health with great benefits, affordable rates, and a large network of dentists nationwide. Find out why 68 million people trust their smiles to Delta Dental.

Visit deltadentalins.com/feds or our conference booth to learn more.
June 10, 2017

Welcome to San Diego County.

We are so proud to host the National Association of County Veterans Service Officers Conference. Here in San Diego County, veterans, active duty military and their families make up more than one-third of the population. It is an honor to have all of our state’s advocates and CVSOs here in one place. We all have the same goals and are committed to our service members and veterans.

From suicide prevention, to processing benefits, and outreach you all do a tremendous job ensuring our veterans receive the best services and care possible. Between 75% and 90% of claims filed through the Veterans Administration originate in a county veterans office. Your willingness to collaborate with other departments and organizations ensures the very best service and opportunities for our veterans. You are making a difference in the lives of so many every single day and I can’t thank you enough for all you do.

Semper Fi,

BILL HORN
Supervisor, Fifth District
County of San Diego

1600 PACIFIC HIGHWAY, ROOM 335, SAN DIEGO, CALIFORNIA 92101-2470
☎ (818) 531-5555 • FAX (818) 680-2555 • b.horn@sdcounty.ca.gov
The Annual Conference in San Diego, CA is finally here, for those of you in attendance I would like to re-mind everyone about the raffle and auction that we hold on the evening of the banquet. We ask that members attending the conference bring something representing their communities. These items will either be raffled off or auctioned off. In past years members have donated all sorts of items. We're looking for items that best represent your community, such as: a bottle of wine from a local/regional winery, your favorite football team memorabilia or a print from an artist in your area. No item is too small or too large. These events help fund the scholarships granted to NACVSO members to attend the next conference, so bring your cash.

If you have questions please contact the treasurer, Barry Johns

---

**Delegates 2017**

Elizabeth Ledvina, Board Member

Delegates, Delegate information needed. Delegate and alternate Delegates I need you to call or email me as soon as possible with your information so I can have all the information and folders ready when you arrive for the meeting on June 12th, Monday morning at 7:00 a.m. for your meeting. eledvina@nacvso.org, 641-484-3160.

Elizabeth Ledvina
Board Member, NACVSO
Election Candidates
Jim Golgart, Past President

1. President: 1 year Term (Mr. Ed Zackery is running).
2. 1st Vice President: 1 year Term (Mr. Marty Caraway running).
3. 2nd Vice President: 1 Year Term (Mr. Herman Breuer running).
4. Judge Advocate: 1 year Term
5. Two Executive Board Members Open: 2 Year Terms (Julia Encalade and Jane Roland running).

If you are interested in running for any of the above positions please send me an email with your information to jgolgart@nacvso.org or jgolgart@co.le-sueur.mn.us.

We are always looking for individuals interested in getting involved with the Executive Board.

Nominations will close at the end of the business meeting on Monday, June 12th, 2017 and will not be called for on Election Day which is Wednesday June 14th, 2017.

Thank You
Jim Golgart,
Immediate Past President

---

Contract Training will be conducted at the following locations in 2017:

- We have already completed three contract trainings for the year.

Host Training

Persons or groups interested in scheduling Contract Training must contact:

Jane Roland jroland@nacvso.org or call (419-282-4225) or Jim McAuliffe (419-447-3566) for more information. The Education chair is Robert Ward at rward@nacvso.org.
Is God Dancing on Your Potato Chips?

Mitch Holmes, Chaplain

Text: Hebrews 12:1 – Wherefore seeing we also are compassed about with so great a cloud of witnesses, let us lay aside every weight, and the sin which doth so easily beset us, and let us run with patience the race that is set before us.

Introduction
Have you ever had one of these days?

I was feeling pressure from a deadline at work. I had family arriving in a couple of days and the toilet was clogged. I went to the bank, and the trainee teller processing my deposit had to start over three times.

I swung by the supermarket to pick up a few things and the lines were serpentine. By the time I got home, I was frazzled, sweaty, and in a hurry to get something on the table for dinner.

Deciding on cream of mushroom soup, I grabbed a can opener, cranked open the can, then remembered I had forgotten to buy milk at the store. Nix the soup idea. Setting the can aside, I went to plan B, which was leftover baked beans.

I grabbed the container from the fridge, popped the seal, took a look and groaned. My teenaged son isn't a picky eater, but even HE won't eat baked beans that look like caterpillars.

Really frustrated now, I decided on a menu that promised to be as foolproof as it is nutrition-free: hot dogs and potato chips. Retrieving a brand-new bag of chips from the cupboard, I grabbed the bag and gave a hearty pull.

The bag didn't open. I tried again. Nothing happened. I took a breath, doubled my muscle, and gave the bag a hearty wrestle.

With a loud pop, the bag suddenly gave way, ripping wide from top to bottom. Chips flew sky high. I was left holding the bag, and it was empty.

It was the final straw. I let out a blood-curdling scream. "I CAN'T TAKE IT ANYMORE!" My husband heard my unorthodox cry for help.

Within minutes, he was standing at the doorway to the kitchen, where he surveyed the damage: an opened can of soup, melting groceries, moldy baked beans, and one quivering wife standing ankle deep in potato chips.

My husband did the most helpful thing he could think of at the moment. He took a flying leap, landing flat-footed in the pile of chips. And then he began to stomp and dance and twirl, grinding those chips into my linoleum in the process!

I stared. I fumed. Pretty soon I was working to stifle a smile. Eventually I had to laugh. And finally I decided to join him. I, too, took...
There have been plenty of times in my life when I’ve gotten myself into frustrating situations and I’ve cried out for help, all the while hoping Jesus would just show up and clean up the mess.

What often happens instead is that Jesus dances on our chips, answering our prayers in a completely different manner than we expect, but in the manner that’s best for us after all.

Sometimes I can see right away that Jesus’ response was the best one after all. Sometimes I have to wait weeks or months before I begin to understand how and why Jesus answered a particular prayer the way He did.

There are even some situations that, years later, I’m still trying to understand. Jesus will fill me in sooner or later, either now or in Heaven.

Do we really trust Jesus? Even when He’s answering our prayers in ways that are completely different from our expectations? Even when He’s dancing and stomping instead of sweeping and mopping?

Can we embrace what He’s offering? Can we let His joy adjust our attitudes? Are we going to stand on the sidelines and sulk, or are we willing to learn the dance He’s dancing?

I guess the older I get, the more I realize that Jesus really does know what He’s doing. He loves me and I can trust Him. Even when the chips are down.
Continued from page 4

Some of you are and some of you have been letting these appeals go before the board without representation. We want all of our veterans with a valid appeal to have representation. We also want our CVSO’s to have assistance and legal counsel available when it comes to appeals. We are working on a plan that will hopefully provide that subject matter experience when needed to all of our members. We are hoping to have this in place in the upcoming year.

We held our first Leadership Summit which NACVSO sponsored along with some of our key supporters. This was a huge success and we are looking forward to our next. I want to thank our 1st Vice Marty Caraway for heading this up and providing the much needed leadership in ensuring its success.

Lastly with all that is going on this week make sure you take some time to network and talk to your fellow CVSO’s from around this great nation of ours.

NACVSO is like one big family with family members from all walks of life and backgrounds. That is what truly makes us unique. Take time to relax and if you have any questions or just want to talk by all means stop and see me and say hello at some point.

Enjoy!

Ed Zackery,
1SG, U.S. Army (retired)
NACVSO, President

PRODUCT SALES

This past year has been super exciting for Product Sales, we are now on the website and able to supply members with products throughout the year. Since this is the first year we have had some bumps along the road, but we are slowly but positively ironing those wrinkles out.

New this year we have introduced pullovers (not that they are needed in San Diego), but for those offices like mine that are pretty cold they are greatly needed in the cool weather. For those of you in the warm weather we have moisture wicking polos available.

If you are interested in volunteering to be part of the Product Sales Team please get with me and we will make arrangements for that to happen… Have an enjoyable conference and enjoy San Diego, the California planning team has set some pretty high standards for future conferences.

Tami Saleska
Product Sales Chairman / Executive Board Secretary
Serving veterans and their families

For over 10 years the Mesothelioma Center at Asbestos.com has been providing free resources and services to our veterans.

- Connecting veterans with top doctors and specialists across the country.
- Assistance with accessing travel grants and free lodging during treatment.
- Provide guidance on obtaining many types of financial assistance.
- Emotional support such as our monthly support group.

Call Now 877-672-8731
www.asbestos.com/vet-help/
She Wore These
Olivia Laschober, Women’s Veterans Advocate

Over the past year, I have seen firsthand the dedication and effort put forth by all members involved in sustaining this successful organization. There is more time put into these efforts than meets the eye. That being said, it has been quite the honor in being NACVSO’s Women Veterans Representative. There has been a sense of fulfillment in researching, advocating, and informing the CVSO population of resources and services available for women veterans and their families.

I would like to reflect on the advance in services made available within the Veterans Health Administration; two specific issues are In Vitro Fertilization (IVF) and Sexual Dysfunction. IVF is now available to veterans with service-connected disabilities affecting their ability to conceive. Individuals who believe they may fit this requirement and would like to find out more about IVF should call 855-VA-WOMEN (male veterans can call too). As for sexual dysfunction, providers are slowly being made available within VA Medical Centers (VAMCs) and each VAMC program manager should be able to connect you with the appropriate contact for treatment in this category. However, some VAMCs don’t yet have these providers. This is where the veteran and/or CVSO must be the biggest advocate and push for treatment at their local VAMCs, Choice Program, or request an Interfacility Consult at another VAMC within your VISN.

In speaking with multiple entities regarding women’s health services, I’ve determined what my next task will include. With the website being revamped, I have been able to update the Women Veterans section on news since our last conference. Over the next year, I plan on introducing information specific to VISN’s and what respective women health services are offered at each. My ultimate goal is to have a reference point for CVSOs and women veterans to support their research on where they can have their health care needs met.

If you are interested in being a part of this collaborative project or have any questions, comments, or concerns regarding women veterans please stop me at the conference and say hi! The more we work together, the greater of an opportunity we have to achieve ultimate success.

Other relevant information & events (can be found on va.gov site):
National Women Veterans Summit will be held on August 25th-26th, 2017 in Houston, Texas. More information regarding registration to follow.

The Small Business Administration has numerous resources specifically targeting Veterans and women. They just announced awarding grants to three organizations offering small business development resources to women veterans: Veteran Women Igniting the Spirit of Entrepreneurship (V-WISE), Bunker Labs, and The San Antonio Lift Fund.

The Vietnam Era Health Retrospective Observational Study (VE-HEROes) is a large scale survey study on health and well-being of Vietnam-era Veterans. They strongly encourage women veterans AND civilians to participate.

Million Veteran Program is studying how genes affect health and needs women veterans to participate. If you are interested or have questions, please call 866-441-6075.


Need statistics on women veterans? Check out the following site (some construction at times): https://prod.usva.nucivicdata.com/story/women-veterans-forum
<table>
<thead>
<tr>
<th>Date</th>
<th>Event ID</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-Jun-17</td>
<td>1101A</td>
<td>6:00PM</td>
<td>6:30PM</td>
<td>30 min</td>
<td>US Midway</td>
<td>Arrival Welcome Party</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1101B</td>
<td>5:45PM</td>
<td>6:00PM</td>
<td>15 min</td>
<td>USS Midway/Hanger Deck</td>
<td>Depart for USS Midway</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1101C</td>
<td>5:00PM</td>
<td>5:45PM</td>
<td>45 min</td>
<td>USS Midway</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1102A</td>
<td>6:45PM</td>
<td>7:00PM</td>
<td>15 min</td>
<td>USS Midway</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1102B</td>
<td>6:30PM</td>
<td>6:45PM</td>
<td>15 min</td>
<td>USS Midway</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1102C</td>
<td>7:00PM</td>
<td>7:20PM</td>
<td>20 min</td>
<td>USS Midway</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>11-Jun-17</td>
<td>1103</td>
<td>9:30PM</td>
<td>10:00PM</td>
<td>10 min</td>
<td>USS Midway</td>
<td>Depart for USS Midway</td>
</tr>
<tr>
<td>12-Jun-17</td>
<td>1201</td>
<td>5:00PM</td>
<td>9:00PM</td>
<td>4 hours</td>
<td>Town &amp; Country</td>
<td>Bus Transportation</td>
</tr>
<tr>
<td>12-Jun-17</td>
<td>1202</td>
<td>5:00PM</td>
<td>7:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>13-Jun-17</td>
<td>1301</td>
<td>5:00PM</td>
<td>7:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>13-Jun-17</td>
<td>1302</td>
<td>5:00PM</td>
<td>7:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>13-Jun-17</td>
<td>1303</td>
<td>5:00PM</td>
<td>7:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>14-Jun-17</td>
<td>1401</td>
<td>3:30PM</td>
<td>9:00PM</td>
<td>6 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>14-Jun-17</td>
<td>1402</td>
<td>3:30PM</td>
<td>9:00PM</td>
<td>6 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>14-Jun-17</td>
<td>1403</td>
<td>3:30PM</td>
<td>9:00PM</td>
<td>6 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>15-Jun-17</td>
<td>1501</td>
<td>7:00PM</td>
<td>9:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
<tr>
<td>16-Jun-17</td>
<td>1601</td>
<td>6:00PM</td>
<td>8:00PM</td>
<td>2 hours</td>
<td>Hwy 70</td>
<td>Welcome Party (Speeches)/Opening Remarks</td>
</tr>
</tbody>
</table>

Event ID (Event number): For example, "Welcome Party" is assigned "1103" which is scheduled on the day of 11 Jun 2017 and is assigned event number 3.

Event ID (Day/Event number): For example, "Welcome Party" is assigned "1103" which is scheduled on the day of 11 Jun 2017 and is assigned event number 3.
About DataSpec, Inc.

DataSpec, Inc. is owned and operated by Ann Carrier and Tina Roff. We are proud to be an all-American owned and operated company.

Our veteran claims management software, VetraSpec, was designed with the veterans advocate in mind.

VetraSpec was designed and developed to meet the needs of the veterans advocate, now and in the future.

We, and our clients, feel VetraSpec is the best product on the market. The on-line Knowledge Base along with the outstanding telephone support makes this program an excellent choice for any veteran advocate.

We know the importance of the work you do and we hope to become your partner by assisting you in serving our nations veterans through the VA benefits process. Thank you for your interest.

Contact Us

We would love to hear from you!
By phone: (810) 650-9974, or toll free, 1-877-568-7732
By e-mail: sales@vetraspec.com
Tech support: 
(810) 650-9974, or toll free, 1-877-568-7732 or help@vetraspec.com

What our customers are saying ...

"I'm loving it so far. It is much more user friendly than [another program]."
Clare County, MI

DataSpec, Inc. | PO Box 244, Sandusky, MI 48471 | www.dataspecinc.com | 1-877-568-7732
Legislative Committee
John Kriesel, Legislative Chair

Legislative Update:

It has been an eventful beginning to the new administration and congress with regards to issues important to our membership. The new Secretary of the VA, David Shulkin was confirmed, and many pieces of legislation have been introduced.

Our association submitted testimony to the House and Senate Committees on Veterans Affairs in support of the “Veterans Appeals Improvement and Modernization Act of 2017.” Last year collaboration between our association, multiple service organizations and the VA resulted in a conceptual agreement on appeals reform that would completely change the way appeals are processed. The result of our collaboration is these pieces of legislation which among other critical changes would streamline the BVA process and place responsibility on the regional offices and correct deficiencies.

While we have a concern with a portion of this legislation, specifically a portion that would allow claims back into the Regional Office within one year of a Court of Appeals for Veterans Claims (CAVC) decision which benefits for-profit attorneys, the vast majority of this legislation will bring much needed change to the appeals process.

This is the most important piece of legislation for our association that we expect to be introduced this session. It is essential for members to contact their United States Senators and Congressmen/Congresswomen in support of this critical appeals reform.

John Kriesel
Legislative Chair

Web Based Claim Management System.
Electronic signatures | Up To Date VA Forms | Mobile Friendly

For a demonstration or more information go to: VetProInfo.panosoft.com

🔒 Secure ❑ Reliable ⌛ Efficient ☀ Available
Greetings from the Washington DC Liaison Team!

Ann Knowles, Chris Smith, and I meet with the VBA and other Veteran Service Organizations quarterly to discuss current and developing policies and procedures. VBA looks for VSO input where appropriate. It gives our organization and you a voice in Washington. More importantly, we have a way of bringing our concerns to the VBA. A recent inquiry to VBA was regarding the electronic signature pad and claims not being accepted. With OUR help, the VA was able to locate the discrepancy and retrain VA staff with new guidance. All because a NACVSO member reached out and said something. In the very near future, the Washington DC Liaison Team will post updates on the NACVSO website. In the meantime, if you have a question or concern, please feel free to email me (kshalloo@nacvso.org).

Kim Shalloo
Washington Liaison, Chair

Membership Dues & Application 2018

Barry Johns, Treasurer

A new membership form will be available on our website sometime in July. Dues paid after July first will count for the following year. So anything paid after July 1, 2017 will be CY 2018 dues.

Dues will no longer be transferred from one member to another. The dues are paid for the member/person and not the county or state. We have had to do this so that we can link accreditations to the members dues in our system. This is very important for us to be able to report to OGC who is maintaining accreditation. According to our by-laws and our agreement with OGC you cannot be accredited if you are not a member in good standing. Therefore if your membership is delinquent on June 30 we will have to notify OGC that you no longer are a member and they will revoke your accreditation.

Furthermore the mailing address will change for all dues paid after July 1, 2017 to a PO Box so please use the new form and pay attention to where it is to be sent. Believe it or not we still have members sending there membership to past treasurers who have not ben on the e-board for several years.

If you need a W2 in order to pay your dues it is also available on our website. Furthermore if you are a current member you can log in and pay your membership dues online via credit card.

If you have any questions concerning membership please bring them up to myself or the president.
County Veteran Service Officers serve veterans and their families with dignity and compassion and are the principal advocate in ensuring that they receive the much needed benefits they have earned.

- 29 States
- 1800 Accredited Members
- 850 Counties Nationwide, one-third of the Nation.
- 2 Native American Tribes
- 8,379,550 Veterans

- Directly responsible for more than $22 Billion Dollars in Compensation and Pension benefits being paid directly to Veterans in County’s that have NACVSO representation, in direct monetary benefits nationwide to veterans and there dependents.
- With healthcare and ancillary Benefits those same county's receive more than $52 Billion Dollars worth of benefits
The County Veterans Service Officer (CVSO) is a state’s frontline soldier in its efforts to assist Veterans in utilizing their hard-won benefits and easing the transition from military to civilian life. CVSO’s attend to the needs of Veterans and their families. From the moment the service member says I do, to the maintenance of their headstones long after they have passed away, those Veterans are the responsibility of their county service officer. CVSO’s in essence, serve those who served. This is a brief story of how the CVSOs have come to play this vital and prominent role.

We begin as World War I ends in 1918. While the returning doughboys were eligible for federal and state re-adjustment benefits, many veterans found utilizing these programs difficult. (Some things never seem to change.) In Wisconsin in the 1920’s, veterans organizations led the way in counseling veterans on how to use benefit programs, most notably the American Legion and its system of “Service Officers.” But by the depression years of the 1930’s Wisconsin Legionnaires found it impossible to help the state’s veterans adequately. The Legion began to lobby county governments to create their own Service Officer position; the first of which was established in Fond du Lac County in 1931. Continued Legion activity led to a 1935 state law authorizing counties to voluntarily hire a CVSO. These new CVSO’s were initially unconnected to each other so a gathering of service officers created the CVSO Association of Wisconsin in December 1936.

The CVSO Association refined its organization and carved a niche for itself in the Wisconsin’s Veterans community. Wisconsin CVSOs began the 1940’s as only minor players in state Veterans’ affairs but World War II changed that. To prepare for the return of our Veterans, Wisconsin lawmakers in 1945 thoroughly reorganized the state veteran’s service system and made the position of CVSO mandatory in every Badger State county. These service officers faced an unprecedented number of Veterans and rose to the challenge impressively. Not only did the service officers manage the flood of veterans effectively, but their association grew professionally, exemplified by the annual “training institute” created in 1947.

States all across the nation have recognized the need of local advocates caring for their Veterans and each of our member states have their own history of when and how they were formed. We now transition to the National Association of County Veterans Service Officers (NACVSO).

On September 21, 1989, CVSOs from eight states; California, South Dakota, Minnesota, Wisconsin, Nebraska, Indiana, Iowa and Colorado met in Minnesota to discuss the need to form a National Association and elected officers to take the lead in organizing the Association. They went to work formalizing the NACVSO and scheduled the inaugural conference for June, 1990 presided by President Pro-tem, Jack Stewart from California.

Our workforce represents approximately 2,400 employees in 26 states available to service our nation’s veterans and their dependents. Our members are tasked with assisting veterans in developing and processing claims. Between 75 and 90% of the claims presented to the VA each year originate in a county veterans office. We exist to serve veterans and partner with the National Service Organizations and the VA to fulfill the obligation proclaimed by Abraham Lincoln “…to care for him, who shall have borne the battle and for his widows and orphans…” Our Association focuses on outreach, standardized quality training, and claims development and advocacy. Just as we have for the last 25 years NACVSO will continue to promote and protect the rights of veterans and their dependents through education, communication and technology. Our mission is to ensure that veterans and their dependents receive the entitlements they deserve for the sacrifices they endured.

Reference material used for this article is from the National County Veterans Service Officer Association website and a paper from the Wisconsin Veterans Museum titled, Serving Those Who Served: A History of Wisconsin’s County Veterans Service Officers by Mark D. Van Ells.
NACVSO 2017 ANNUAL TRAINING CONFERENCE
San Diego, California
AGENDA (Tentative)
Saturday, June 10, 2017 through Sunday 18, 2017

Saturday, June 10, 2017

8:00am  Time and Place, Conference Director
8:30am  Budget/Finance, Vendor, Product Sales, Awards and Citations, Audit
9:00am  Website, Membership
9:15am  Scholarships
9:30am  National Service Director, CEUs
10:00am Education, Contract Training
10:30am Legislative Committee, Washington Liaison
11:00am Judge Advocate, Constitution & Bylaws, Policy & Procedures
11:30am Women Veterans

LUNCH

1:00pm  Newsletter, Chaplain
1:30pm  Delegates and Protocol
2:00pm  Executive Board Meeting

Sunday, June 11, 2017

10:00am Memorial Service and Fellowship Breakfast  Sunrise Room
1600  Opening Ceremony
16:45 –17:30 Transportation (From the Town and County to USS MIDWAY)
17:45-18:00 Arrival of Guests
18:00 -1930 Welcome and Opening Remarks,
19:30-2130 Live Music
21:30  Early departure back to the Town and Country
21:45-22:00 Fireworks
22:00  Transportation Back to Town and Country
Certified Veterans Advocate (CVA)
Monday Thru Friday

MONDAY, JUNE 12, 2017
12:30 - 1:50 Welcome and Introductions Katrina Eagle / Amy Kretkowski
The Appeals Process:
Breaking it down step by step
Procedural Process
1:50 – 2:00 Break
2:00 – 4:30 The Appeals Process:
Breaking down a complex
Subject matter
4:30 Day 1 Class Complete

TUESDAY, JUNE 13, 2017
12:30 – 1:50 Appellate Level Hearing: Katrina Eagle/Amy Kretkowski
Discussion and Role Play
Mock Hearing
1:50 – 2:00 Break
2:00 – 4:30 Appellate Level Writing Workshop
Laptops Strongly Recommended
4:30 Day 2 Class Complete

**CVA Course Time for 2017:  8 Hours
** Each class will (generally) be 80 minutes followed by a 10-minute break, CVA Classes will be in the afternoons only.
CVA Candidates will still be expected to attend morning CEU schedules.
***(This schedule is subject to change at anytime throughout conference)*
Continuing Education (CEU)
Monday Thru Friday

NACVSO 2017 ANNUAL TRAINING CONFERENCE
San Diego, California
CEU TRAINING CLASS AGENDA (Tentative as of May 22)
Monday June 12, 2017 to Friday June 16, 2017

**MONDAY, JUNE 12, 2017**

- **7:00 – 8:00** Delegates Meeting
- **8:00 – 10:30** General Business
- **11:00 – 12:00** LUNCH
- **12:00–1:00** VHA Updates
- **1:10–2:00** Camp Lejeune Updates
- **2:10–2:45** Disabled American Veterans
- **2:55 – 3:30** Veterans Employment
- **3:30 – 4:20** D2D Update SEP / PIV Issues

**TUESDAY, JUNE 13, 2017**

- **8:00 – 8:50** Ethics Part I
- **9:00 – 9:50** Ethics Part II
- **10:00 –10:50** VA Education Updates
- **11:00 –11:50** Director, DVA Center for Women Veterans
- **11:50 – 1:30** LUNCH
- **1:30 - 2:20** myHealtheVet Update
- **2:30 - 3:20** Vets.gov Update
- **3:30 - 4:20** Americas Warrior Partnership
- **6:00 - 7:30** Womens Reception

**WEDNESDAY, JUNE 14, 2017**

- **8:00 – 10:00** NACVSO Elections
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:10 – 11:00</td>
<td>State of the Organization</td>
<td>President/1stVice</td>
</tr>
<tr>
<td>11:00 – 11:30</td>
<td>Veterans Law Group (VLG)</td>
<td>TBD</td>
</tr>
<tr>
<td><strong>11:30 – 1:00</strong></td>
<td><strong>LUNCH</strong></td>
<td></td>
</tr>
<tr>
<td>1:00 - 1:50</td>
<td>Appeals Workshop</td>
<td>Katrina Eagle / Amy Kretkowski</td>
</tr>
<tr>
<td>2:00 - 2:50</td>
<td>State Veterans Home Program</td>
<td>Fred Sganga, NASVH, Leg. Officer</td>
</tr>
<tr>
<td>3:00 - 3:50</td>
<td>Pro Bono Consortium</td>
<td>Ed Gladbus</td>
</tr>
<tr>
<td>4:00 - 4:30</td>
<td>Commemorative Partners</td>
<td>Yvonne Schilz / Chief, CPP</td>
</tr>
<tr>
<td><strong>6:00—7:30</strong></td>
<td><strong>Appetizer Party (Sponsored by VLG)</strong> Poolside/Tiki Room</td>
<td></td>
</tr>
</tbody>
</table>

**THURSDAY, JUNE 15, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30—8:50</td>
<td>Woodruff Foundation</td>
<td>TBD</td>
</tr>
<tr>
<td>9:00—9:50</td>
<td>Heroes With Hearing Loss</td>
<td>MSgt Sean Lehman, USAF, Ret</td>
</tr>
<tr>
<td>10:00 – 10:50</td>
<td>Pension</td>
<td>Kevin Friel</td>
</tr>
<tr>
<td>11:00 – 11:30</td>
<td>Fiduciary</td>
<td>Kevin Friel</td>
</tr>
<tr>
<td><strong>11:30 – 1:00</strong></td>
<td><strong>LUNCH</strong></td>
<td></td>
</tr>
<tr>
<td>1:00 – 1:50</td>
<td>APPEALS, Updates</td>
<td>Dave McLenachen, Director, AMO</td>
</tr>
<tr>
<td>2:00 – 2:50</td>
<td>Appeals Continued / Questions Board of Veterans’ Appeals</td>
<td>Kimberly Osborne, Deputy Vice Chairman, BVA</td>
</tr>
<tr>
<td>3:00 – 3:50</td>
<td>Dream Foundation, Dreams for Veterans</td>
<td>Pauline Nelson, National Outreach Coordinator</td>
</tr>
<tr>
<td><strong>6:00 – 11:00</strong></td>
<td><strong>BANQUET/AUCTION</strong></td>
<td></td>
</tr>
</tbody>
</table>

**FRIDAY, JUNE 16, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 - 9:20</td>
<td>VA Updates</td>
<td>Scott R. Blackburn, Interim Dep. Secretary, DVA</td>
</tr>
<tr>
<td>9:30 - 10:20</td>
<td>VA Updates</td>
<td>Tom Murphy, Principal Undersecretary for Benefits</td>
</tr>
<tr>
<td>10:30 - 11:20</td>
<td>Decision Ready Claims (DRC)</td>
<td>Rob Reynolds, Deputy Under Secretary</td>
</tr>
<tr>
<td><strong>11:00 - 12:30</strong></td>
<td><strong>LUNCH</strong></td>
<td></td>
</tr>
<tr>
<td>12:30 - 1:30</td>
<td>NSD CEU/ACC Info</td>
<td>Ed Zackery/Doug LeValley</td>
</tr>
<tr>
<td>1:30 - 2:30</td>
<td>General Business Meeting</td>
<td>President</td>
</tr>
<tr>
<td>2:30 - 4:30</td>
<td>Accreditation Class Graduation</td>
<td>E-Board/Education Committee</td>
</tr>
</tbody>
</table>

**Each class will (generally) be 50 minutes followed by a 10-minute break**

**Lunches will be 1½ hours**

(This schedule is subject to change at any time throughout conference)
Accreditation Training
Monday Thru Friday

(“Tentative” schedule only)
NACVSO 2017 ANNUAL TRAINING CONFERENCE
San Diego, California
ACCREDIDATION CLASS AGENDA (Tentative)
Monday June 12, 2017 to Friday June 16, 2017

***Accreditation Class Schedule – Annual Conference 2017 (as of May 5, 2017)
***Monday morning is business meeting

Monday
1:00  Welcome – Introductions
     “Housekeeping”, Review Handouts
1:30  Why Use 38 CFR and M21-1MR
1:45  Intent to File
2:15  Fully Developed Claims
3:00  Compensation

Tuesday
8:00  Compensation
10:30 Understanding the Rating Process
11:30 Lunch
12:30 Pension
2:45  Death Pension
3:00  DIC

Wednesday
8:00  Elections and Meeting
     Reference Material
11:00 Medical Benefits
11:30 Lunch
12:30 Burial
1:30  Home Loan Guaranty
2:30  Appeals
3:45  Obtaining Private Evidence

Thursday
8:00  Debt Management
Accreditation Training cont.
Monday Thru Friday

9:00    Special Benefits
10:00   E-Benefits/SEP/D2D
10:30   Ethics
11:30   Leadership
12:00   Lunch
1:30    Accreditation Test

Friday
8:00    Central Office Updates
10:00   VA Info
11:30   Lunch
12:30   TBD
1:30    General Business Meeting
2:30    Graduation

(“Tentative” schedule only)

ABOUT NACVSO

NACVSO’s Mission and Vision
NACVSO actively promotes the rights of United States veterans and their dependents through a progressive legislative platform. We work collaboratively with the Department of Veterans Affairs and other nationally chartered veteran’s organizations to assure veterans and their dependents receive the entitlements deserved for the sacrifices endured. We focus on outreach, standardized quality training, and claims development and advocacy.

NACVSO advocates for America’s veterans. We work diligently to ensure every veteran receives the benefits rightfully earned.

NACVSO’s Membership
• 2,400 members
• 1,448 accredited CVSOs
• 28 member states
• 2 member Native American tribes
• 850 counties represented
• 8.4 million veterans and dependents served

Spring/Summer 2017 — June July August — Special Convention
<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>State</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NACVSO Continuing Education Unit Report Form

Complete this form and send to the Assistant National Service Director (NSD) nacvso.ceu@nacvso.org

To maintain accreditation with NAVCSO, CEU’s must total 16 hours minimum. It is the member’s responsibility to maintain a copy for their own record.

### Compensation & Pension – Minimum 5 Hours (recommended topics)

<table>
<thead>
<tr>
<th>Date of training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Claim Development Comp/Pen, NSC and Survivors Pension, DIC, Secondary Condition, TDIU, Presumptive Conditions, SMC Rating, Other.**

### NOD and Appeals – Minimum 1 Hour

<table>
<thead>
<tr>
<th>Date of training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Ethics – Minimum 1 Hour

<table>
<thead>
<tr>
<th>Date of Training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Supplementary CEU Topics – Minimum 9 Hours (recommended topics)

<table>
<thead>
<tr>
<th>Topics of Training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Resources and References (i.e. Title USA 38 CFR – M21/M21R, Regional office updates/trends, Department of Military Affairs - Service Organizations) Mental Health Issues, Home Loan Guarantee Program, Education, Death Benefits, Women’s Issues, Debt Management, Insurance, Retiree Issues/CRDP/CRSC, Environmental Exposure, Homeless Veterans, Suicide, State and Local Veteran Programs, Employment Resources, Social Security Admin. & Medicaid, Reserve and Natl. Guard Issues, Records (Discharges and Upgrades), Other.**

### Total Hours of Compensation & Pension

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Total Hours of NOD and Appeals

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Total Hours of Ethics

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Total Hours of Supplementary CEU Topics

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To maintain accreditation with NAVCSO, CEU’s must total 16 hours minimum.

NACVSO CEU Form 1.1 February 2017

Signature  
Date
MISSION
A National Association of County Veterans Service Officers, which aggressively pursues all benefits for veterans and eligible family members through education, training and our advocacy programs.

PURPOSE
Train & educate CVSOs and veterans advocates in preparation, submission and representation of claims with DVA. Also to advocate on behalf of veterans and eligible family members to receive the benefits in which they are rightfully earned.

VISION
To have NACVSO trained CVSOs, veteran’s advocates in all 50 states.

"...To care for him, who shall have borne the battle and for his widows and orphans...". This is our focus and passion.

FAIR USE NOTICE: This document contains copyrighted material the use of which has not always been specifically authorized by the copyright owner. We are making such material available in an effort to advance understanding of veterans’ issues. We believe this constitutes a ‘fair use’ of any such copyrighted materials as provided for in section 107 of the US Copyright Law. In accordance with Title 17 U.S.C. Section 107, the material in this document is distributed without profit to those who have expressed an interest in receiving the included information for educational purposes. For more information go to: http://www.law.cornell.edu/uscode/17/107.shtml. If you wish to use copyrighted material from this document for purposes of your own that go beyond ‘fair use’ you must obtain permission from the copyright owner.