On to Reno!

Support Our Veterans!

WE SUPPORT OUR TROOPS
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### 2017—2018 NACVSO Officers & E-Board

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### 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

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For article submissions, contact:
NACVSO WebMaster
NACVSO Editor
email: webmaster@nacvso.org

If any corrections need to be made for the next newsletter please forward them to me.
President, Ed Zackery  
1st Vice, Martin Caraway  
2nd Vice, Herm Breuer  
Secretary, Tami Saleska

Treasurer, Barry Johns  
Judge Advocate, Mike Warner  
Women’s Vet Rep, Olivia Laschober

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

E-Board: Kristi McNichol  
Chris Smith  
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.
It seems as though winter is moving on and hopefully spring will be here soon. As for your Executive Board, they have remained busy throughout the winter months mostly planning for the upcoming 2018 Training Conference in Reno, NV. Along with that, VA secretary Shulkin invited several members to the White House prior to Christmas for a tour and briefing. While there, Vice President Mike Pence stopped by and thanked us for your hard work and dedication in assisting our Veterans throughout this great Nation. Our first Leadership Summit of the year is just a few weeks away and will be held March 13-14, 2018 in Tustin, CA. This is our fourth Leadership Summit and we have two more planned for 2018. September we will be holding the Summit in Denver, CO and in October we will be in South Carolina.

We have completed our negotiations with “County Veterans Law Program LLC” and have started the process of having someone part-time at the Board of Veterans Appeals (BVA), along with someone to assist using filing handling appeals in the field. You, the CVSO, still needs to be a representative on the ground to go to the hearing with the Veteran. We are in negotiations with the BVA in developing a working MOU. In time, our goal is to have three way video hearing, with you and the veteran at your location, the Veteran’s Law Judge in DC, and our attorney on the other line if needed. This will require upfront coordination by you and the “County Veterans Law Program LLC”. NACVSO does not have the luxury of having representatives at every RO nationwide. Nonetheless, with automation and technology we feel as though we can succeed in developing a system to represent our veterans to the fullest extent of the law with the BVA. We are also in the process of updating our C1 and C2 forms and combining them into one document. Thus you as the CVSO must understand that if you choose to use NACVSO as the POA on a veterans claim you and your office are responsible for representing that veteran at the BVA if need be with the assistance of the “County Veterans Law Program LLC”.

The Rapid Appeals Modernization Program, or RAMP as it is known, is now in full implementation by the VA. There are a lot of questions and myths about the program. Is it for me? Do I choose it or not? What is with the February 2019 date? I will say in my opinion, it is for some but it is not for everyone! Each case must be looked at and dissected independently. Appeals that have been in the system for quite some time may not want to choose RAMP. Other that are relatively new may want to opt in. There are some biases to the process. We are hoping to have a conversation about the process with pros and cons at the upcoming training conference.

Over the past few years, NACVSO has grown and continues to grow into a Veterans Service Organization that is recognized and respected amongst its peers. This is with great credit to our founders and the opportunities afforded us in the past few years. That growth and recognition has come with its share of issues. NACVSO is largely a volunteer organization lead and...
The reason the Air Force, Army, Navy and Marines bicker amongst themselves is that they don't speak the same language. For instance, take the simple phrase "secure the building".

The Army will post guards around the place. The Navy will turn out the lights and lock the doors. The Marines will kill everybody inside and set up a headquarters. The Air Force will take out a 5 year lease with an option to buy.

As NACVSO continues to evolve and more responsibility is placed on CVSOs to represent cases and make sure the cases yield the expected result we need to focus more on speaking the same language as the VA and our stakeholders. The common theme in the VA landscape is "collaboration" meaning, how can VA better utilize stakeholders to spread their message. In the long term, with the inclusion of the appeals modernization, more importance is going to be placed on how we initiate the case. The language needs to be precise. CVSO's need to know what lane an appeal needs to go into.

RAMP (Rapid Appeals Modernization Program): There has been a lot of discussion around the RAMP letters coming out. Having sat in the meeting let me tell you what I know. There is absolutely no negative for the veteran to opt into the program. VBA is making a concentrated effort in retraining the mindset inside of the Regional Offices that the Board of Veterans Appeals has more legal authority to grant a case. That cannot be more incorrect. Law is the law. If a veteran chooses to opt into RAMP, their case will again be looked at by an RVSR at one of the designated RO's (Denver, Phoenix). If the case is a continued denial or continuation of an evaluation which isn’t appropriate, you can then appeal the BVA.

I have enjoyed my time as the second vice for this organization. Presiding over the Education Committee meetings has provided me the opportunity to witness firsthand the direction of the training to be provided across the nation. Our trainers are committed to providing a comprehensive training program both on the accreditation end as well as the continuing education. As technology continues to advance we are witnessing a passing of the torch from our senior trainers to the training teams that we have today. It is reassuring to me and should be to you as well, to know that our training teams have always been on the leading edge of information coming from the Department since the inception of this organization.

Another tool implemented last year by our organization is the Leadership Summits, we have so far hosted 3, with another 3 on the schedule for this year. It has provided us with a platform to investigate best practices of veteran advocates around the country, as well as promote the bene-
2017 was a big year for NACVSO on the legislative front. NACVSO leadership was heavily involved in the Veterans Appeals Improvement and Modernization Act of 2017 which passed and led to Rapid Appeals Modernization Program (RAMP). You may have noticed on the cover of the September 2017 American Legion Magazine our 1st Vice President Martin Caraway next to President Trump as he signed this Act into law. This is direct testament to the impact that the NACVSO leadership team and our members had on crafting this legislation.

Now that the Veterans Appeals Improvement and Modernization Act has passed and is “spent brass” NACVSO looks to the second half of the legislative session to pursue the next targets. Transitioning from Appeals Reform, NACVSO has put the replacement or improvement of the VA CHOICE program as our main legislative priority for the remainder of this session. NACVSO is targeting this as our priority for several reasons. First, the veterans we serve deserve timely and responsive access to community care when it is needed and appropriate. Second, the defunct CHOICE program is confusing for veterans and CVSOs which has created additional operational/administrative burdens on CVSO offices across the country. With an effective VA community care program CVSOs could shift resources to helping veterans gain access to benefits and enrolling in health care. Finally, if VA can get community care done right they can consolidate the multiple programs that currently exist in VA and eliminate bureaucracy that slows access to care down. H.R. 4242 VA Care in the Community ACT is one option that NACVSO is actively supporting which if it passes will transition VA into the post CHOICE world. For more information on this stay tuned to the NACVSO website.

As always, your voice needs to be heard by us and your State’s Congressional Representatives, so make it heard when you can. I look forward to another active year of working together with NACVSO and my fellow members.

Semper FI

Michael McLaughlin
Legislative Chair

NACVSO supports. In addition to posting letters of support there will be a “Legislative Tracker” posted as well to keep members informed of legislative items that are relevant to our profession and the veterans we serve.

We have had a collaborative effort to voice NACVSO’s opinion and support for several pieces of proposed legislation. These support letters will be posted on the NACVSO website under the Legislative representative page, so our members can see what and why
Connecting Veterans and Employers
Nichole Coleman, NACVSO Executive Board Member
ACVETEO Committee Member, Transition and Training Sub Committee Chair

As CVSOS we often receive phone calls from employers who want to hire veterans and sometimes we have veterans who are looking for employment. Periodically, we happen to have the exact veteran in mind when that employer calls. But, since we specialize in connecting veterans and their families to federal, state and local benefits that doesn't mean we need to be an employment service. Fortunately, The Department of Labor VETS (Veterans Employment Training Service) office is the federal agency who focuses on the employment end of resources.

You can find a wealth of information at their website and through your local American Job Center. Everything from help finding apprenticeship offices, employment networks, farmworker placements, Native American programs, etc.

For more information check out www.dol.gov/vets/ and share it with your veterans and local employers.

DOL VETS Vision
We will be the nationally recognized leader in helping veterans, service members and spouses find good jobs.

DOL VETS Mission
We prepare America's veterans, service members and their spouses, for meaningful careers, provide them with employment resources and expertise, protect their employment rights and promote their employment opportunities.

If you have questions about the DOL VETS services or if you have ideas for the ACVETEO please email me at ncoleman@nacvso.org.

Advisory Committee on Veterans Employment, Training and Employer Outreach (ACVETEO)

The Committee’s charter and obligation is to assess the employment and training needs of the nation’s veterans, and advise the Veterans' Employment and Training Service (VETS) with regard to the extent to which the Department’s programs and activities are meeting the employment and training needs of veterans. The ACVETEO is a non-discretionary federal advisory committee and is subject to the Federal Advisory Committee Act (FACA).

Nichole Coleman
NACVSO, Executive Board Member

ACVETEO Committee Member, Transition and Training Sub Committee Chair

The DOL VETS serve America's veterans and separating service members by preparing them for meaningful careers, providing employment resources and expertise, and protecting their employment rights.

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
• 6.4 million veterans and dependents served

Winter/Spring 2018
Delegates please let me (Elizabeth Ledvina) know who you are! I need to know who you are and who your alternate is. For every state, that is a member of NACVSO.

Please email me at eledvina@nacvso.org. Or call 641-484-3160.

Thanks and see you all in June

Policy and Procedures:

20. DELEGATE VOTING

The duly appointed State Delegate will be the only member to be recognized by the chair during all voting proceedings. The delegate will cast votes and present views on behalf of his/her state during business meetings. As far as practical, State Delegations will be seated in one group to allow immediate caucus by the delegation prior to a vote. It is strongly recommended the State Delegate not be a member of the NACVSO Executive Board. Any state member on the NACVSO Executive Board will be allowed to vote.

Each Member State Association in good standing shall have three votes at any general or special membership meeting. Each Member State Association shall gain one additional vote for each 15 individual voting memberships paid from that state.

For states without associations one to fifteen paid individual memberships will be granted one vote with the person casting that vote selected by the group. Additional votes will be granted according to the following formula:

- 16-30 - one additional vote, 31-45 - one additional vote,
- 46-60 - one additional vote, etc.

The Executive Board will communicate to state members through the Delegate and/or Alternate Delegate. Any communication from the association should be presented in a timely manner to the state membership by the delegate. Should a state association have a problem with receiving information from the delegate, it is the responsibility of that association to replace the Delegate/Alternate and notify NACVSO.

a. Method. Contested offices shall be filled by written ballot with the term of office as described in Article IV Officers, Section 1, paragraphs A through H. Each term of office shall begin following the officer’s installation.

b. Who Conducts. Elections shall be conducted by the Immediate Past President. Should the Immediate Past President be unable to fulfill this duty, the Judge Advocate will conduct the election.

c. Tellers Committee. A “Tellers Committee” shall be appointed by the President at the first business meeting at the
Annual Conference. The members of the Tellers Committee should be as “neutral” as possible. The Immediate Past President, or Judge Advocate if applicable, shall chair the committee. The Tellers Committee shall prepare, distribute, collect, tally, report the results to the Immediate Past President, or Judge Advocate if applicable, and retain the ballots.

d. Written Ballots. The Immediate Past President, or Judge Advocate if applicable, with the assistance of the Tellers Committee, shall prepare written ballots for each office. Each ballot form shall contain the names of the known candidates for the open position and shall have at least two blank lines allowing for write-in candidates’ names.

e. Procedure. Upon closing of nominations for each office, the Tellers Committee shall prepare the written ballots for distribution to the various delegates adding any additional candidates.

f. Casting Votes. The duly appointed delegate or designee shall obtain the ballot from the Tellers Committee and return to the delegation for discussion and voting. The delegate or designee shall return the ballot to the Tellers Committee in a timely fashion.

g. Tallying the Votes. The Tellers Committee shall tally the votes, confirm the vote, and report the results to the Immediate Past President, or Judge Advocate if applicable.

h. Announcing the Result. The Immediate Past President, or Judge Advocate if applicable, shall announce as “winner” the candidate that received the majority vote and shall report the votes cast.

i. Executive Board Positions. The Executive Board positions that become open at the end of the described two-year term, are hereby “exempted” from the previously described “majority vote” requirement. These Executive Board positions will be selected on a “most votes, and second-most votes” basis.

j. Should a third Executive Board position come open, separate ballots will be cast and a majority vote will be required to fill this position.

k. Ballots. Ballots will be retained by the Tellers Committee. Ballots may be destroyed following proper motion and vote.

l. Voice Vote. Should any position have but a single candidate, the written ballot procedure may be forgone and a simple voice vote, i.e., a vote cast verbally by the delegate or designee, may be used.

m. Tie Vote. Should the ballot vote result in a tie, a ballot run-off vote will be taken. Should the run-off vote result in another tie, the winner will be determined by a “coin toss” which will be conducted immediately. The “coin toss”, using a standard U.S. Quarter, will be by the Immediate Past President, or Judge Advocate if applicable.
Hearing loss is one of the most prevalent and serious challenges facing veterans today. As a veteran advocate, you have likely seen how hearing loss can disconnect veterans from family, friends, or even healthcare providers.

“They’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

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* Independent, third-party professional certification is required. • Internet Protocol Captioned Telephone Service (IP-CT) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit fcc.gov. • The Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable. • Copyright © 2018 Hamilton Relay. All rights reserved. Hamilton is a registered trademark of Nedeło, Inc. d/b/a Hamilton Telecommunications. CapTel is a registered trademark of UltiTel, Inc.
The National Veterans Intermediary is for communities that collaborate or want to collaborate more effectively to serve all Military, Veterans, their families and caregivers across the country.

Learn more at nvi.org/data

CVEB/community collaboratives that are interested in collaborating and connecting with other groups*

*2017 National Veterans Intermediary community survey

COMMITMENT TO VETERANS

Winter/Spring 2018
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 Veteran 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.
Delta Dental is proud to serve military Veterans through our federal dental programs.

Visit deltadentalins.com/feds to learn more.

You Are Invited to Attend the National Veterans Advocacy and Leadership Summit:
Recognizing Best Practices within Direct Veterans Services Provision

Spring Series • May 14 - 15, 2018
Tierney Center for Veteran Services • Goodwill Industries of Orange County 1231 Warner Avenue • Tustin, CA 92780

Click Here to Register

For more information on the Leadership Summit, please visit www.nacvso.org or contact Devin Whitaker at dwhitaker@nacvso.org

Confirm your registration by contacting Devin Whitaker at dwhitaker@nacvso.org
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Recommended By-Law changes as of January 2018 by the Executive Board; changes are highlighted in GREEN.

Article II
Membership

2.1 Members will be categorized as follows:
A. County Veteran Service Officers and State Service Officers- for this membership this person shall be employed by any county, parish, borough, territory, Native American Nation, or of a State where they are recognized by their state, or there is no county veterans service officer association.
B. State Association- Any State Association of County Veteran Service Officers, regardless of title, so long as it is recognized to the respective state Department or Office of Veterans Affairs.
C. Associate members-can be Retired Members, or any persons or groups who share a common interest in Veterans Affairs, but who are not CVSO’s, or they are accredited with the US Dept. of Veterans Affairs, or they are employed as a NSO, DSO or State Service Officer and they agree to process claims for claimants who select NACVSO as the claimants representative.
D. Affiliate Members. Affiliate membership may be granted upon receipt of a membership application and verification of the applicant’s qualifications to any person who:
1. Is accredited with the U.S. Department of Veterans Affairs, and
2. Is employed as a National Service Officer, Department Service Officer, or State Veterans Service Officer whose place of work may be located at a VA Regional Office, and
3. Agrees to process the claims for claimants who select NACVSO as the claimant’s representative.
E. Honorary Members- This membership can be bestowed upon individuals, by majority vote of the Executive board. This membership is also granted to all past presidents of the Executive Board after they have served as past president for one year on the Executive Board.
F. Auxiliary Members – This is a membership available to persons that wish to provide support to NACVSO but are not accredited with any Veterans Service Organization or U.S. Department of Veterans Affairs.

Questions can be directed to mwarner@nacvso.org

Mike Warner
Judge Advocate
The members only portion of the NACVSO website has valuable tools to help you as CVSO's and members of NACVSO. We are continually trying to make this section more applicable to our members when helping their veterans. The sub folders in the “Members Only Section” are listed to the right.
Contract Training will be conducted at the following locations in 2018:

Missoula, Montana: March 26—30, 2018
Point of Contact: Tim Peterson
tim@tppeterson.us

Pierre, South Dakota: August 20—24, 2018
Point of Contact: Gordon Richard
spinkvso@nrctv.com

Host Training

Persons or groups interested in scheduling Contract Training must contact:
The Education chair is Robert Ward at rward@nacvso.org. Please contact Robert for more information.
Perfect Promises

Every few years, the countries of the free world participate in national elections. The democratic system of government provides the opportunity for men and women representing their parties to campaign, make promises, and run for office on the basis of their promises.

Generally, the winner is the person who promises the most and who, in the minds of the voters, can actually deliver on those campaign promises.

Unfortunately, history has taught us that most political promises are little more than campaign rhetoric and the voters have justifiable reason for concern about their validity.

In contrast to this are the promises of God in which the believer may have absolute confidence. God has a perfect record of keeping His promises. The story of Jericho's conquest is a fine example of the completed promises of God.

Prior to their entrance into the promised land, Joshua sent two men across the Jordan River to spy out the city of Jericho. These spies came to the place where information would freely flow among the men of the town.

They entered the house of Rahab the harlot. Although the life of Rahab as a harlot was certainly not condoned by the Israeli spies, nevertheless apparently the Lord God had been working in the heart of Rahab.

When the king of Jericho tried to track down the two spies, Rahab hid them on her roof among the sticks of flax.

She confessed her faith in Jehovah God, saying “for the LORD your God, he is God in heaven above, and in earth beneath.” (Joshua 2:11). Because this woman helped His secret agents, God promised to protect Rahab and her household during the battle.
God's battle plan for the defeat of Jericho was unconventional, to say the least. Seven priestes, bearing seven trumpets of rams’ horns before the ark of the Lord, marched around the city walls in silence once a day for six days.

On the seventh day, they marched seven times around the wall. Then they blared seven jubilee trumpets and shouted, and the walls would come tumbling down.

The army of Israel entered the city unhindered and destroyed all that was in the city, with one notable exception – the household of Rahab.

Because they obeyed the Lord explicitly, the people saw two great promises of the Lord performed on the same day. The city of Jericho, the strongest outpost of the Canaanite defenses, had been destroyed as God had promised.

Likewise, Rahab and her household had been spared destruction, as God had promised.

But there is one final promise of God that can be seen in the conquest of Jericho. In verse 26 Joshua counseled the people, warning them:

Joshua 6:26 – And Joshua adjured them at that time, saying, Cursed be the man before the LORD, that riseth up and buildeth this city Jericho: he shall lay the foundation thereof in his firstborn, and in his youngest son shall he set up the gates of it.

To show that God means business when He makes a promise, Joshua issued a curse on anyone who would rebuild the now-destroyed Jericho.

This curse was literally fulfilled when Heil, the Bethelite, rebuilt Jericho during the reign of Ahab (about 925 B.C.):

Heil's firstborn son, Abiram, died as he was laying the foundation for the rebuilding of Jericho.

His youngest son, Segub, died while he was setting up the gates of the city (1 Kings 16:34).

What God promises, God performs.

Whether the promise is for salvation, as in the case of Rahab, or for destruction, as in the case of Heil, the promises of God must never be taken lightly.

Whatever God promises, God performs. You can count on it.

Mitch Holmes
Chaplain
operated by an all-volunteer executive board. The truth is our organization is and always has been a business. Over the past several years, we have made some much-needed changes in order to operate and function as one. First, we contracted for a director of development to increase our fundraising and sponsorships. We hired legal counsel to advise the board on some of the legal issues we have. We insured the board and the organization maintain insurance this not only protects the individual board members but also the organization’s assets. We contracted accounting services and a CPA to maintain our financial records and provide much needed advise on our record keeping. Lastly, we have contracted with a legal firm to handle claims related issues and advise CVSO’s nationwide. Some of this was needed to protect the organization and some to merely become more independent from the all-volunteer workforce that we have with the executive board. The board is starting function more as a board that governs and less of one that actually does the day-to-day work. In the years ahead I would imagine that we hopefully will increase income and be able to hire a full time executive director and small support staff as well as working out of a basic office space somewhere. Dreams, no goals that must be met in order to transform into a fully functional veterans service organization. With all this, we must continue to be committed to providing training and education to our members and those that we serve. Our training is the best in the business. We must continue to maintain the standard as well as looking for other resources to train and educate our members. This past year we allowed members to use other resources for CEU’s. The new online TRIP training is just one example.

I look forward to the upcoming conference and seeing all of you in Reno. If you can’t make it don’t forget to stay connected, use the website. Make recommendations and let us know what your think. Complaints and issues should come with solutions.

Again, I am extremely grateful to be able to represent you and this organization on the national platform.

See ya in Reno!

Ed Zackery
1SG, US Army Retired
President, NACVSO

Continued from page 4

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 last year we have introduced pullovers 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…

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/
Since our time together in San Diego, I have been diligently working on different tasks which benefit Women Veterans and those who sit down across the desk from them.

As previously reported, the National Women Veteran Summit was canceled due to Hurricane Harvey. The Center for Women Veterans committed to providing the information, originally planned for the Summit, through virtual means. This was known as the Center for Women Veterans’ CyberSummits. The information presented in these CyberSummits were presented in the form of webcasts, blogs, documents, and more. ALL information can be found at https://www.va.gov/womenvet/acwv/summitNational2017.asp. Take a look to see what new information is out there regarding medical partnerships, MST, whole health, reproductive health, and so much more!

In November, I had the opportunity to attend the Service Women Action Network (SWAN) Summit; “The goal of the Summit is twofold. First, it is to better understand the mental wellness needs of military women by examining existing research and new data through a series of presentations and focus group discussions. Second, it is to develop and recommend solutions to fill gaps in research and care for military women during working group sessions”. This was by no means a wellness retreat as we dug deep into issues with our focus and working groups. This information will be available soon as SWAN is in the process of publishing their research. For more information about this resource check out their website at www.servicewomen.org. Additionally, there are consistent surveys available on this website; your voice will help drive their policy reform efforts. These surveys are something that I strongly encourage as Women Veterans must voice their concerns.

In more recent events, I am very excited to share the newly released NACVSO Information for Women Veterans Brochure. This is available to all CVSOs to print for free! It is located on the NACVSO website: https://www.nacvso.org/about/women-veterans. Scroll down to the Message from the Women Vet Rep section. There is a jpeg and PDF version available for your use. The purpose behind this brochure is to provide Women Veterans and their advocates information on benefits, resources, and answers to commonly asked questions. This brochure successfully hones in on select services available in the Veterans Benefit, Health, and Cemetery Administra-
There is also a FAQ section that can benefit all Veterans and advocates. Furthermore, a courtesy white-space section is available for offices to put their contact information on; this will come in useful at resource fairs, events, in brochure displays, and more. Please take advantage of these brochures being available to you at no cost.

To conclude, I would like to wish everyone safe travels to Reno where our 2018 conference is sure to be a success! Keep your eyes open for information regarding the Women Veterans Reception at the conference; this should be located on my portion of the NACVSO website. As always, if there are any concerns regarding Women Veteran issues, please do not hesitate to contact me at olaschober@nacvos.org. I have truly enjoyed hearing from CVSOs throughout the year and look forward to hearing from you.

Olivia Laschober
Women's Veterans Advocate
fit of the CVSO model in regions that might be a “desert” for such advocacy. It helps our leaders to foster partnerships and relationship with VA and other related agencies. The focus being coordination of efforts with all related agencies and prevent the individual veteran from “falling through the cracks.” This organization continues to impress me with its commitment to growth and knew ideas in which to assist the veterans of this great country.

Herm Breuer
2nd Vice President
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
Hello,
I’m hoping this finds each and every one in good health. I cannot believe we are already preparing for our upcoming training. Where is the time going? I would like to take this opportunity and give a BIG Shout out to CALIFORNIA!! What an amazing job!!!
Our 2018 NACVSO conference will be held in Reno, NV at the Silver Legacy Resort. Reno is known as “The Biggest Little City in the World” approximately 22 miles from Lake Tahoe. Please, mark your calendar and save the dates of June 2nd-9th. Room rates are $69.00 Sunday-Thursday and $129.00 Friday-Saturday. Please, note the following charges not included with room rate; $18.00 nightly resort fee, $3.00 City of Reno Mandated City fee (subject to change), and 13.5% occupancy fee. The Silver Legacy Resort does provide a shuttle that runs every 30 minutes (15 and 45) you can also take the Circus or Eldorado Shuttle as well. I am still working on box lunches for a reasonable price. I will keep you posted. I urge you to visit the website: silverlegacyreno.com for upcoming shows and events.
If you have questions, or concerns, please email me: jencalade@nacvso.org
See you soon,
Julia

NACVSO Conference
Frequently Asked Questions (FAQ)

1. When do I register for the conference?
   a. Registration opened Dec 1, as did the hotel room block. Visit nacvso.org
   b. Deadline is May 25, 2018
2. When do I make reservations for my hotel?
   a. Dec 1, 2018
3. How do I get from airport to hotel?
   a. Taxi
   b. Uber
   c. Free shuttle – get details – every 30 minutes – call hotel
   d. Toll-Free 1-800-687-8733
   e. Local 775-325-7401 or 775-329-4777
4. Will there be transportation?
5. What do I wear to the banquet?
   a. Business dress to semi-formal
   b. Coat and tie, cocktail dress is encouraged ALL ARE WELCOMED

6. What do I wear the presidents reception?
   a. TBD

7. When do I need to check in?
   a. Saturday 1-5pm
   b. Sunday – 9-3pm
   c. Monday – 7-9am
   d. Please check in as early as possible

8. Dress code for the conference
   a. Business casual

9. Chapel service
   a. Services are available on Sunday at 10am

10. Do I have to attend every class?
    a. CEU – minimum of 16 hours of classes are mandatory
    b. Accreditation – mandatory attendance all week (8:00am Monday through 5:00pm Friday, NO EXCEPTIONS) Plan your travel arrangements accordingly.

11. When is the earliest I can leave for CEU and accreditation?
    a. CEU - you are required a mandatory 16 hours
    b. Accreditation – you can leave after you receive your certificate of completion at 5pm on Friday

12. Is there a place for service animals?
    a. Call the hotel

13. When will an agenda be available?
    a. This will be published by March 1st on nacvso.org

14. When do I get a receipt?
    a. Online registration will be an email response within 30 days
    b. By mail is 45 days by email

15. Special requests for room reservation must be made to hotel

16. For any CVA questions go to nacvso.org – all information is under CVA Education and Training (you must have a log on)
Nominations and Elections
Jim Golgart, Past President

President        Herm Breuer
1st Vice President Nichole Coleman
2nd Vice President Julia Encalade
Secretary        Robin Ghent
Treasurer        Barry Johns
Women’s Vet Rep  Olivia Laschober
Judge Advocate   Mike Warner
E-Board          Elizabeth Ledvina
                 Nate Johnson

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 4th, 2018 and will not be called for on Election Day which is Wednesday June 6th, 2018.

www.panosoft.com
Web based claim management and submission system

Spend More Time Helping Vets!
- Modern, Stable, Secure
- Easy Data Input
- Up To Date VA Forms

VetPro Allows You To Help Vets Get What They Deserve!
- Over 500,000 veterans managed
- Over 5 BILLION in total awards processed to veterans and their families
Greetings Members,

The Washington DC Liaison committee continues to meet with Senior VA staff to review and discuss current topics such as RAMP, Education Benefits, and Compensation Services including Contracted Exams, Mustard Gas, Fraud Prevention, the updated VA Schedule for Rating Disabilities, and TRIP training. If you have questions or concerns that you feel can be addressed with VBA, please see the website for contact information.

Kim Shalloo
Chair
Washington Liaison Team
kshalloo@nacvso.org

Membership Dues & Application 2018
Barry Johns, Treasurer

A new membership form is now available on our website. Dues paid after July 1st 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 has changed 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 their membership to past treasurers who have not been 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.

Confidential help for Veterans and their families

Confidential chat at VeteransCrisisLine.net or text to 838255
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.

As of April 1, 2017:
- Comprised of 36 States and Two Native American Tribes
- 1,863 Members
- 1,718 Accredited Reps
- 200 est. State Service Officers
- 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 their dependents.
- With healthcare and ancillary Benefits those same county’s receive more than $52 Billion Dollars worth of benefits
HISTORY OF THE NATIONAL ASSOCIATION OF COUNTY VETERANS SERVICE OFFICERS

On September 21, 1989, County Veterans Service Officers from eight states, California, South Dakota, Minnesota, Wisconsin, Nebraska, Indiana, Iowa, and Colorado, met at the Department of Veterans Affairs Regional Office at Fort Snelling, Minnesota; these CVSO's discussed the need to form a “National Association”. Those present elected Jack Stewart, President, Pee Wee Douthit, Secretary, Harold Novotny, Treasurer, and Dea Thorton, Marty Durray, and Lew Schulz as Executive Board members and charged them with forming the association. These officers went to work on formalizing the National Association of County Veterans Service Officers and scheduled the inaugural organizational conference for the following June.

On June 27, 1990, 14 states, California, Florida, North Carolina, Illinois, Indiana, Iowa, Michigan, Minnesota, Nebraska, New York, Ohio, South Dakota, Wisconsin, and Oregon, were represented at the conference. Twenty-three Service Officers met at the VA Medical Center in Minneapolis, Minnesota and wrote the association's Constitution and Bylaws thus creating the National Association of County Veterans Service Officers. At this meeting, goals and objectives emphasizing professional development of County Veterans Service Officers were written. With this objective in mind, a National Training and Business Conference was scheduled for the following year.

The 1st Annual NACVSO Training Conference and Business Meeting was held on June 26-28, 1991, in Springfield, Ohio. It was here that professional development and continuing education became a reality. County Veterans Service Officers from 14 states were present and over 60 individuals took part in the training. The wide variations in state-to-state training levels quickly became apparent so the membership moved to create a National Education Committee to establish a training agenda equitable for all. Cohesiveness in the association began to blossom while membership nationwide increased dramatically.

With a firm education program in hand, the association directed itself to become fully accredited in the eyes of the U.S. Department of Veteran Affairs. In order to accomplish this goal, an Accreditation Committee was formed; committee members distinguished themselves during many presentations to the VA Central Office Staff, and gained National Accreditation in time for the next annual conference. This became a major turning point for NACVSO which now was recognized nationally as a truly professional and accredited organization.

At the 3rd Annual Training Conference, held in Peoria, Illinois in June 1993, with an established training program and approved accreditation tests, the association was honored by the attendance of U.S. Department of Veterans Affairs Deputy Secretary Hershel Gober who personally congratulated attendees and distributed accreditation certificates. NACVSO's three-year struggle to gain national accreditation had been realized. At the end of the year, NACVSO had 605 members. Three years later, in 1996 at San Diego, California, we were honored by the presence of Department of Veterans Affairs Secretary Jesse Brown, Deputy Secretary Hershel Gober, and General Counsel Mary Lou Keener. Secretary Brown taught a class on Special Monthly Compensation; we would come a long way.

The National Association of County Veterans Service Officers is an organization made up of local government employees. Our members are tasked with assisting veterans in developing and processing their claims. A vast amount of the claims presented to the Veterans Administration each year, originate in a county veterans service office. Our members sit across from those men and women who wish to file a claim each day. They are our friends and neighbors members of our communities whom we see often daily. We exist to serve veterans and collaborate with the National Service Organizations and the Department of Veterans Affairs to serve veterans. Our Association focuses on outreach, standardized quality training, and claims development and advocacy. We are extension or arm of government, not unlike the VA itself in service to the nation’s veterans and their dependents.

Our workforce represents approximately 1,800 members from 36 states as well as Native American Tribes available to collaborate with the Department of Veterans Affairs to help speed the process of claims development and transition of our military personnel to civilian life.

As of April 1, 2017:

Comprised of 36 States and Two Native American Tribes, 30 Member States, 2 Member Native American Tribes, 1,863 Members, 1,718 Accredited Reps, 200 est. and State Service Officers.

***We are an accredited Veterans Service Organization/POA with the DVA.

Outreach and claims processing improvements are essential if we are to fulfill the obligation proclaimed by Abraham Lincoln "To care for him, who shall have borne the battle and for his widows and orphans..." This is our motivation and passion.
Saturday, June 2nd, 2018

**SATURDAY**

8:00am   Time and Place, Conference Director
8:15am   Budget/Finance, Vendor, Product Sales, Awards and Citations, Audit
8:30am   Website, Membership
8:45am   Scholarships
9:00am   National Service Director, CEUs
9:15am   Education, Contract Training
9:30am   Legislative Committee, Washington Liaison
9:45am   Judge Advocate, Constitution & Bylaws, Policy & Procedures
10:00am  Women Veterans
10:15am  Newsletter, Chaplain
10:30am  Delegates and Protocol
11:00am  Executive Board Meeting

**Sunday, June 3rd, 2018**

**SUNDAY**

10:00am  Memorial Service and Fellowship Breakfast Sunrise Room
4:00pm   Opening Ceremony
5:00pm   Presidents Reception
         Welcome and Opening Remarks,
         Cocktails & Appetizers
Certified Veterans Advocate (CVA)  
Monday Thru Friday

NACVSO 2018 ANNUAL TRAINING CONFERENCE  
Reno, Nevada  
CVA TRAINING CLASS AGENDA (Tentative as of Feb 22)  
Monday, June 4, 2018 through Friday, June 8, 2018

TUESDAY
8:00 – 8:50  TBD
9:00 – 9:50  TBD

2:30 – 3:20  TBD
3:30 – 4:30  TBD

WEDNESDAY
NOTE:
BREAKOUT CVA + CEU WHO DO APPEALS ON BEHALF OF NACVSO
3:30 – 4:30

THURSDAY
12:30 – 1:20
1:30 – 2:20
2:30 – 3:30  Ethics

(This schedule is subject to change at any time throughout conference)  
(Monday and Friday follows CEU Schedule)
Continuing Education (CEU)
Monday Thru Friday

NACVSO 2018 ANNUAL TRAINING CONFERENCE
Reno, Nevada
CEU TRAINING CLASS AGENDA (Tentative as of Feb 22)
Monday, June 4, 2018 through Friday, June 8, 2018

MONDAY, June 4, 2018

7:00 - 8:00  Delegates Meeting                  Elizabeth Ledvina
8:00 - 11:00 General Business                  President Ed Zackery

After BusMtg

11:00 - 12:30  LUNCH
12:30 - 1:20  Project Welcome Home Troops         Leslye Moore
              U.S. Rep. Tim Ryan
1:30 - 2:20  VHA / Health Care Modernization   Barbara Hyduke
2:30 - 3:20  e-Benefits and myHealthVet Update  Susan Haidary
3:30 - 4:30  Vets.gov                           Clare A. Martorana

TUESDAY, June 5, 2018

8:00 - 8:50  VHA Caregiver Support                 TBD
9:00 - 9:50  Choice Program Update                  TBD
10:00 - 10:50 Director of Programs and Research  Ellen Haring, PhD,
            Service Women’s Action Network              Col., Ret., U.S. Army
11:00 - 11:50 Memorial Services                    Randy Reeves

11:50 - 1:30  LUNCH
1:30 - 2:20  Heroes for Hearing Loss                Sherri Penner
2:30 - 3:20  Ethics Part I                           Katrina Eagle
            Amy Kretkowski
3:30 - 4:20  Ethics Part II                          Katrina Eagle
            Amy Kretkowski

WEDNESDAY, June 6, 2018

8:00 - 9:50  NACVSO Elections                      President Ed Zackery
10:00 - 10:50 State of the Organization             President / 1st Vice
11:00 - 11:30 Pro Bono Consortium                   Ed Glabus
Continuing Education (CEU) cont.  
Monday Thru Friday

11:30 - 1:00  Lunch
1:00 - 1:50  CRSC  
Service Branch Representative
2:00 - 2:50  Debt Management  
TBD
3:00 - 3:50  VHA Billing  
TBD
4:00 - 4:30  NACO Flag Disposal Program  
NACO Representative

THURSDAY, June 7, 2018
8:00 - 9:20  Pension Updates  
Kevin Friel
9:30 - 10:20  Fiduciary  
Kevin Friel
10:30 - 11:30  CVEBS  
Linda Davis, PhD
Chief Veterans Experience Officer

11:30 - 1:00  LUNCH  
12:00—1:00  Past Presidents Luncheon  
TBD
1:00 - 1:50  State Veterans Home Program  
Fred Sganga, NASVH
2:00 - 2:50  Appeals Modernization  
Dave McLenachen, Director, AMO
3:00 - 3:50  BVA Update / Questions  
Kimberly Osborne, Deputy Vice Chairman, BVA
4:00 - 4:30  Commemorative Partners  
Yvonne Shilze, Chief Commemorative Partners Program

*Must be done no later than 4:30 p.m. for room reset*
6:00 - 11:00  BANQUET/AUCTION

FRIDAY, June 8, 2018
9:00 - 9:50  DRC Updates  
Rob Reynolds, Deputy Under Sec., VBA
10:00 - 11:00  VA Updates  
Tom Murphy, Executive in Charge, VBA

11:00 - 12:30  LUNCH
12:30 - 1:30  NSD CEU/ACC Info  
Michael Roof, NACVSO NSD President
1:30 - 2:30  General Business Meeting  
E-Board/Education Committee
2:30 - 4:30  Accreditation Class Graduation

** 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)
July 5, 2017

To: All State CVSO Associations

From: NACVSO Membership Committee

Subject: State Association Membership dues for 2018

Our membership year is from January 1 to December 31. To avoid conflicts with individual membership status, we ask that your state dues for FY 2018 be paid as soon as possible. Please complete the application below and send it along with the prescribed dues amount to our treasurer, Barry Johns.

State Association Membership Application and Renewal

State Association Name: ____________________________________________

State Association President’s Name: ________________________________

Address: ________________________________________________________

City: __________________ State: ________ ZIP: ____________

Work Phone: __________________ Fax: __________________

Email: __________________________________________________________

Treasurer Name: _________________________________________________

State Association Dues Amount: $200.00

Remit to:

ATTENTION:

NACVSO
State Membership 2018
P.O. Box 878
Brunswick, Ohio 44212-9998
National Association of County Veteran Service Officers, Inc.  
Membership Application for 2018

(This Form must be filled out in its entirety. Failing to provide an email address will result in no membership)

Check one:  ☐ New Member  ☐ Renewal

Are there any changes from last year?  ☐ Yes  ☐ No  

Membership Year ____________________

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<th>Personal Information</th>
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<td><strong>Your Name</strong></td>
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<td><strong>Membership Number</strong></td>
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Office Information (the information below will be your contact information on the NACVSO.org website)

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<th>Your Name</th>
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Are you a:  ☐ CVSO  ☐ Employed by a county  ☐ State Service Officer  ☐ Employed by a state  ☐ Volunteer  

☐ Other (provide explanation) ______________________

Please check the appropriate category:

☐ Member State: Individual membership $30.00 due by January 1, 2018. Payments received after April 1, 2018 are considered delinquent and are $40.00

☐ Non Member State: Individual membership $45.00 due by January 1, 2018. Payments received after April 1, 2018 are considered delinquent and are $55.00

***NOTICE: 2019 MEMBERSHIP DUES WILL INCREASE $20.***

Membership dues not received and considered delinquent will be removed from the NACVSO membership rolls and have all applicable accreditations revoked.

Send applications and renewals to:  
Make checks payable to NACVSO

NACVSO  
Membership 2018  
P.O. Box 878  
Brunswick, Ohio 44212-9998

---------- Office Use Only ----------

Member Type:  
☐ County Veteran Service Officers and State Service Officers  ☐ State Association  ☐ Associate members  
☐ Affiliate Members  ☐ Honorary Members

Date Received __________________________
You Are Invited to Attend the

National Veterans Advocacy and Leadership Summit:
Recognizing Best Practices within Direct Veterans Services Provision

Spring Series • May 14 - 15, 2018
Tierney Center for Veteran Services • Goodwill Industries of Orange County
1231 Warner Avenue • Tustin, CA 92780

Click Here to Register

For more information on the Leadership Summit, please visit www.nacvso.org or contact Devin Whitaker at dwhitaker@nacvso.org

Confirm your registration by contacting Devin Whitaker at dwhitaker@nacvso.org
# NACVSO Continuing Education Unit Report Form

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

<table>
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<th>Last Name</th>
<th>First Name</th>
<th>State</th>
<th>Year</th>
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<tr>
<th>Compensation &amp; Pension – Minimum 5 Hours (recommended topics)</th>
<th>Date of training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
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<tbody>
<tr>
<td>Claim Development Comp/Pen, NSC and Survivors Pension, DIC, Secondary Condition, TDIU, Presumptive Conditions, SMC Rating, Other.</td>
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<th>Total Hours of Compensation &amp; Pension</th>
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<th>NOD and Appeals – Minimum 1 Hour</th>
<th>Date of training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
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<th>Ethics – Minimum 1 Hour</th>
<th>Date of Training</th>
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<th>Total Hours of Ethics</th>
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<th>Supplementary CEU Topics – Minimum 9 Hours (recommended topics)</th>
<th>Topics of Training</th>
<th>Hours of Training</th>
<th>Topic/Remarks</th>
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<tbody>
<tr>
<td>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. &amp; Medicaid, Reserve and Natl. Guard Issues, Records (Discharges and Upgrades), Other.</td>
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<th>Total Hours of Supplementary CEU Topics</th>
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<tr>
<th>Total Hours of Supplementary CEU Topics</th>
<th>NACVSO Use Only</th>
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<td>Accepted</td>
<td>Yes</td>
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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.  

NACVSO CEU Form 1.1  February 2017
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.

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