



**NACVSO VIRTUAL TRAINING  
BASIC BENEFITS COURSE AGENDA  
ZOOM! (ONLINE)**

**Monday, August 3, 2020 through Thursday, August 6, 2020**

**Senior Trainer: KC Hawkins - Texas**

**Senior Trainer: Karen Smietanski – Illinois**

**Senior Trainer: Virginia Wimmer – Ohio**

**MONDAY, August 3, 2020**

Welcome / Introductions / Rules  
Why use 38CFR and M21-1MR

**BREAK**

Intent to File  
Fully Developed Claims

**LUNCH**

Compensation

**BREAK**

Pension

**BREAK**

Pension (continued)  
Survivors Pension

Robert F. Ward

Zach Migura / Virginia Wimmer

**ALL**

Mike Farmer / Jamytta Bell

Karen Smietanski / Virginia Wimmer

**ALL**

Crystal Bennett / Ed Zackery

**ALL**

Ashley Laganieri / Ed Zackery

**ALL**

Ashley Laganieri / Ed Zackery

Ashley Laganieri / Ed Zackery

**TUESDAY, August 4, 2020**

DIC (Dependency Indemnity Compensation)

**BREAK**

Understanding the Rating Process

**BREAK**

Burial Benefits

**BREAK**

Check on Learning (Q&A)

**LUNCH**

Appeals 1: At the RO and up to BVA

**BREAK**

Appeals 1: At the RO and up to BVA (cont.)

**BREAK**

Appeals 2: At BVA and back to RO or Veteran

Crystal Bennett / Karen Smietanski

**ALL**

Zach Migura / Ashley Laganieri

**ALL**

Mike Farmer / Kevin Henthorn

**ALL**

KC H. / Karen S. / Virginia W.

**ALL**

Kim Shalloo / KC Hawkins

**ALL**

Kim Shalloo / KC Hawkins

**ALL**

Katrina Eagle / Jim Radogna

**WEDNESDAY, August 5, 2020**

Debt Management

**BREAK**

Special Benefits

**BREAK**

Medical Benefits

**LUNCH**

Home Loan Guarantee

**BREAK**

Education Benefits

**BREAK**

Obtaining Private Evidence

KC Hawkins / Janytta Bell

**ALL**

Ashley Laganieri / Virginia Wimmer

**ALL**

Mike Farmer / Karen Smietanski

**ALL**

Zach Migura / Kevin Henthorn

**ALL**

Crystal Bennett / Virginia Wimmer

**ALL**

Mike Farmer / Kevin Henthorn

**THURSDAY, August 6, 2020**

Ethics

**BREAK**

Leadership

Veteran Diversity and Inclusion

**BREAK**

National Service Director (Accreditation)

**LUNCH**

Review / Study Session

**BREAK**

TEST

Kim Shalloo / Jane Roland

**ALL**

Virginia Wimmer / Karen Smietanski

Jamytta Bell / Kevin Henthorn

**ALL**

Michael Roof / Robert F. Ward

**ALL**

Lead Trainers

**ALL**

Lead Trainers / Robert F. Ward

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

\*\* Certificates will not be made available until all tests are completed and graded\*\*

*(This schedule is subject to change at any time throughout course)*