



**INDIANA DEPARTMENT OF
VETERANS' AFFAIRS**

**2017 Training & Services Division
and
District Service Officers**

WELCOME

TODAYS PANEL:

Tim Dyke	IDVA Director of Training & Services
Joe DeVito	IDVA SE District State Service Officer
Mark Smith	IDVA ME District State Service Officer
Kevin Hinton	IDVA MW District State Service Officer
Tom White	IDVA NW District State Service Officer
Lori Turpin	Hedrick County CVSO INCVSOA Treasurer / Past President



WHO WE ARE

INDIANA DEPARTMENT OF VETERANS' AFFAIRS

IDVA MISSION:

Established in 1945, the Indiana Department of Veterans' Affairs (IDVA) has remained focused on aiding and assisting "Hoosier" veterans, and qualified family members or survivors, who are eligible for benefits or advantages provided by Indiana and the U.S. government.



ACRONYMS / DEFINITIONS

IDVA – Indiana Department of Veterans' Affairs

CVSO – County Veterans Service Officer

DSO – District State Veteran Service Officers

VA Accreditation - Ensures that Veterans and their family members receive appropriate representation on their VA benefits claims. VA accreditation is for the sole and limited purpose of preparing, presenting, and prosecuting claims before VA.

NSOs – National Service Organizations (American Legion, DAV, VFW).

VetraSpec - Claims Management System.

Claimant(s) – veteran, dependent spouse/child, surviving spouse



WHO WE ARE

DIVISIONS Of IDVA:

- Employment & Veteran Outreach
- Care
- WINVet
- State Approving Agency
- Veteran Opportunity
- Indiana Veterans' Home
- Indiana Veterans' Cemetery
- **TRAINING & SERVICES**



TRAINING and SERVICES DIVISION

MISSION OF IDVA TRAINING & SERVICES DIVISION:

Assist Hoosier *Claimants* In obtaining every benefit and advantage due them under the laws of the State of Indiana and the United States.



TRAINING and SERVICES DIVISION

The division works with a network of *accredited
County Veteran Service Officers (CVSOs)*



TRAINING AND SERVICE DIVISION

PAST (PRIOR TO 2012):

- CVSOs with Accreditation: 8
- IDVA employees with accreditation: 0
- IDVA not recognized as an accredited Veteran Service Org.
- Indiana Veteran Population: 498,944
- Compensation and Pension Benefits paid to Indiana Veterans: \$873,835,000
- No claims management system.
- Cumbersome state benefits application process.



TRAINING AND SERVICE DIVISION

PRESENT:

- CVSOs *with* Accreditation: 86 of 92 (9 ACVSOs)
- IDVA employees with accreditation: 11
- IDVA *IS* an Accredited Veteran Service Organization.
- Indiana Veteran Pop. 462,220 (*Decreased by 36,723 from FY12*)
- Compensation and Pension recipients: 89,951
- Comp. & Pen. Benefits paid to Indiana Veterans:
\$1,347,665,000 *Increase of \$473,830,000 (from FY12)*



TRAINING AND SERVICE DIVISION

PRESENT (cont'd):

- VetraSpec
Secure, web based claims management software system
- Tuition and Fee Exemption
Application process is 100% online through scholar track.edu
- Mandatory Accreditation for CVSOs
Indiana Code 10-17-1-10 CVSOs achieve G.C. Accreditation within one year of hire/appointment.
- CVSO authority to approve state claims on-site
Indiana Code 10-17-1-10 CVSOs achieve G.C. Accreditation within one year of hire/appointment.



TRAINING AND SERVICE DIVISION

PRESENT (cont'd):

Creation of: District State Veteran Service Officers (DSO)

The DSO is responsible for facilitating training, outreach programs, and development of the CVSOs with in assigned district under the supervision of the Director of the IDVA.



DSO DISTRICTS

NORTH-WEST

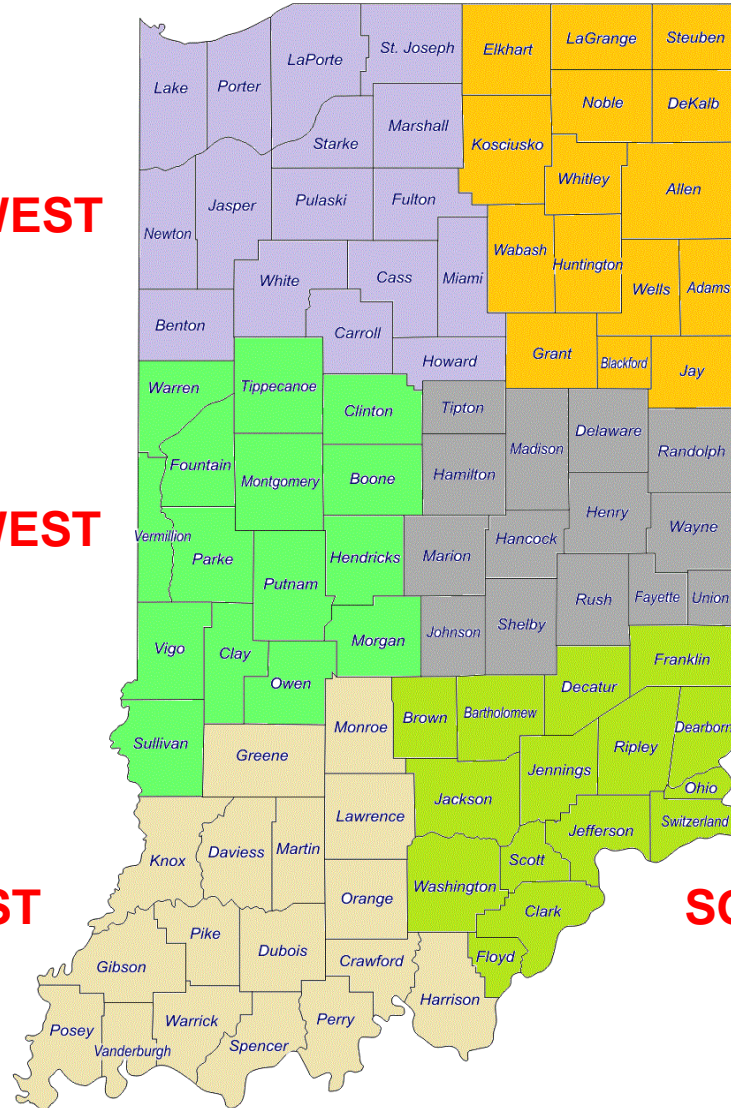
NORTH-EAST

MID-WEST

MID-EAST

SOUTH-WEST

SOUTH-EAST



DSO DISTRICTS

IDVA Northeast District

Elkhart	LaGrange
Steuben	Kosciusko
Noble	De Kalb
Wabash	Whitley
Huntington	Allen
Wells	Adams
Grant	Blackford
Jay	

Cameron Lochner

Start Date: TBD

IDVA Northwest District

Lake	Porter
La Porte	St. Joseph
Newton	Jasper
Starke	Pulaski
Marshall	Fulton
Benton	White
Cass	Miami
Carroll	Howard

Tom White - thwhite@dva.in.gov

(463) 202-1622



DSO DISTRICTS

IDVA Mideast District

Johnson	Shelby
Rush	Fayette
Union	Marion
Hancock	Henry
Wayne	Hamilton
Madison	Delaware
Randolph	Tipton

Mark Smith

marksmith5@dva.in.gov

(317) 447-0194

IDVA Midwest District

Warren	Tippecanoe
Clinton	Boone
Montgomery	Fountain
Vermillion	Parke
Putnam	Hendricks
Vigo	Clay
Owen	Morgan
Sullivan	

Kevin Hinton

khinton2@dva.in.gov

(317) 726-7853



DSO DISTRICTS

IDVA Southeast District

Bartholomew	Brown
Clark	Dearborn
Decatur	Floyd
Franklin	Jackson
Jefferson	Jennings
Ohio	Ripley
Scott	Switzerland
Washington	

Joe DeVito - jdevito@dva.in.gov
(317) 264-9873

IDVA Southwest District

Monroe	Green
Knox	Daviess
Martin	Lawrence
Orange	Dubois
Pike	Gibson
Posey	Vanderburgh
Warrick	Spencer
Perry	Crawford
Harrison	

Desley Snyder - dsnyder@dva.in.gov
(317) 619-4417



TRAINING AND SERVICE DIVISION

DSO Mission:

On-Site Training

Community Outreach

Individualized Support to CVSOs



TRAINING AND SERVICE DIVISION

DSO – On-Site Training:

The DSO administer an on-site training plan for newly hired CVSOs, Assistant CVSOs and office support staff.

CVSOs learn the skills, knowledge and protocols:

On Site

In their office

For ext. period

With their veterans

On their computer

Continuing EDU/Training w/out travel



TRAINING AND SERVICE DIVISION

DSO – On-Site Training:

The DSO on-site training model will prepare the new CVSO for:

- State benefit application and in-office approval
- Federal benefit application
- Utilization of VetraSpec C.M.S.
- Direct contacts with all local/state/federal veteran assistance agencies



TRAINING AND SERVICE DIVISION

DSO – On-Site Training:

**Completion of on-site training preps
CVSO for *TRIP training* and
*Accreditation***

Training that works – Assistance that continues



TRAINING AND SERVICE DIVISION

DSO - Community Outreach:

Community:

Your veteran community:

Veterans

Dependent Children

Friends

Surviving Spouses

Adult Children

Colleagues

Your veterans service community:

Merchants

Assisted Living

Healthcare

Nursing Homes



TRAINING AND SERVICE DIVISION

DSO - Community Outreach:

Inform veteran communities in the district of the benefits and service provided by the CVSO

Imperative for your community to be aware of:

There is a CVSO office
What it does

Where it is
Who it helps

The more they know about veteran and dependent benefits
The more the community prospers



TRAINING AND SERVICE DIVISION

DSO - Community Outreach:

- Information Events
- Local radio
- Visits to community organization/groups/business
- Training staff of organization/groups/business

The DSO will assist the CVSO in forming the community of the
Who – What – When – and Where of the Office

The more they know about veteran and dependent benefits
The more the community prospers



TRAINING AND SERVICE DIVISION

DSO - Individualized Service for each CVSO Office:

Each CVSO will have an individual level of experience, needs and areas of expertise.

The DSO will assist each CVSO with specific projects and training the CVSO feels would best serve their ability to serve their veteran community.

Priorities and specific efforts for the DSO will be created through communication with the CVSO.

The DSO is there to help the CVSO be there, in the office, assisting veterans.



CVSOs

MISSION:

Assist Hoosier Veterans and their dependents and/or survivors with expertise in state and federal claims application.

- Eligibility
- Supporting Documentation
- Claim forms preparation
- Proper filing locations/methods
- On-site approval of many state benefits



YOUR CVSO

What your CVSO means to your veteran community

- First line of contact – County/State/Regional/Federal
- Professional office
- Available hours/location
- Knowledgeable CVSO/staff
- Millions of Tax-Free dollars in benefits



YOUR CVSO

What the CVSO means to your veteran community

Visit your CVSO

- **There are unique veteran communities**
- **See how your CVSO specifically works**
- **Help them provide a well staffed, accessible modern office for your veteran community**



PARTNERSHIP

IDVA &

County Government

Provides:

- Training
- Resources/outreach
- Support

Provides:

- Office Space/Equipt.
- Staff
- Salary(s)

TOGETHER:

Continue moving Indiana as a national leader in Veterans' Benefits and Services



TRAINING AND SERVICE

DIVISION

FUTURE:

- Continue to fund CVSO VetraSpec Accounts
- Work more closely with training opportunities in the VA Regional Office for DSOs (Train the Trainers)
- Take advantage of the training opportunity in the American Legion Office (DSOs and SSOs).
- Monitor online Tuition and Fee Exemption applications and improve process as needed.



TRAINING AND SERVICE

DIVISION

FUTURE (cont'd):

- DONE!** Add Tax Deduction and License plate applications to VetraSpec
- Build an SOP manual with input from the DSOs to standardize duties, resources, training guidelines, community outreach, how to work effectively with the IDVA employment team and Work One
 - **DOING!** With DSO assistance new CVSOs should gain accreditation within 3 months of hire and apply for other accreditations with other NSOs and acquire a PIV card to access VA web sites
 - Simplify Property Tax Deduction Forms (2 to 1)



Q & A

