



Indiana Department of Veterans Affairs



IDVA Director: Dennis Wimer

IDVA – Training & Services Division

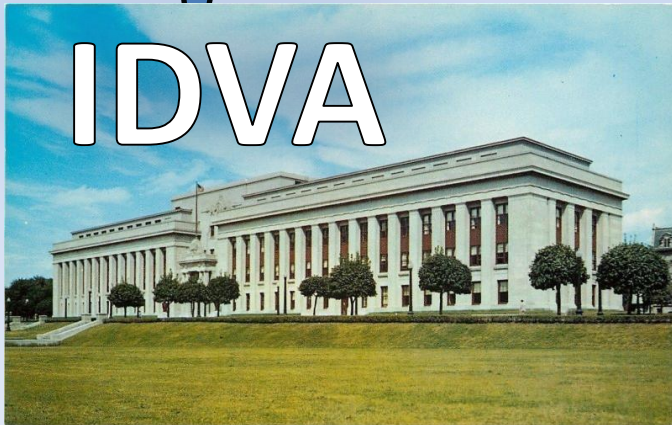
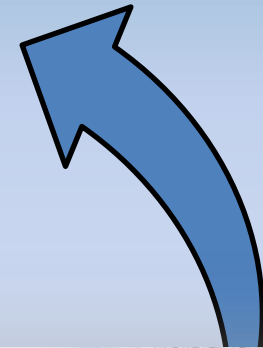
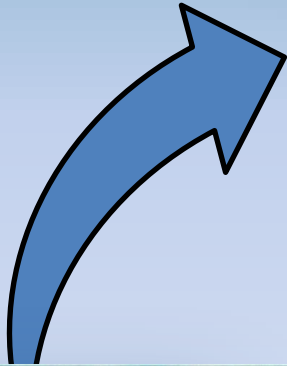
Tim Dyke	Veteran Services Director
Mike Hamm	State Service Officer
Phil Krumm	Program Director
<i>Joe DeVito</i>	<i>District Service Officer, Southeast</i>
Kevin Hinton	District Service Officer, Southwest
Cam Lochner	District Service Officer, Northeast
Mark Smith	District Service Officer, Central East
Tom White	District Service Officer, Northwest
	District Service Officer, Central West



Indiana Department of Veterans Affairs



Our Partnership to Benefit our Hoosier Veteran Community



IDVA



County Government



Indiana Department of Veterans Affairs



IDVA & County Government Partnership



Common Goal:

Serve our Hoosier veterans with the very same dedication they showed in serving our country. Provide the best services available in a timely and professional manner.



Indiana Department of Veterans Affairs



County Veteran Service Officer (CVSO)

- Accreditation training
- Cross Accreditation
- VetraSpec – train/support, pay (1) account
- On site CVSO/Staff training
- District quarterly meetings
- Annual training

IDVA

County Government

Provides CVSO:

- Salary
- Staff
- Office (Space, equip.)



Indiana Department of Veterans Affairs



Indiana State Code:

IC 10-17-1 Chapter 1. Indiana Veterans' Affairs

[10-17-1-0.1](#) Application of certain amendments to chapter

[10-17-1-1](#) Purpose of chapter

[10-17-1-1.5](#) "Commission"

[10-17-1-2](#) Establishment of department

[10-17-1-3](#) Repealed

[10-17-1-4](#) Powers of commission; reporting

[10-17-1-4.5](#) Unclaimed remains of veterans; standards for approval of veterans' service organizations; duties; immunity

[10-17-1-5](#) Director of veterans' affairs

[10-17-1-6](#) Duties of director

[10-17-1-7](#) Powers of attorney

[10-17-1-8](#) Commission contracts with the United States

[10-17-1-9](#) County service officer, city service officer, and assistants

[10-17-1-10](#) Training courses; service officers

[10-17-1-11](#) Employment requirements

<http://iga.in.gov/legislative/laws/2018/ic/titles/010#10-17>



Indiana Department of Veterans Affairs



CVSO Employment Requirements:

IC 10-17-1-9 (c) If the remuneration and expenses of a county or city service officer are paid from the funds of the county or city employing the service officer, the service officer shall:

(1) have the same qualifications and be subject to the same rules as the director, assistant director, and state service officers of the Indiana department of veterans' affairs; and

(2) serve under the supervision of the director of veterans' affairs.

A **service officer assistant** must have the same qualifications as an employee described in section 11(b) of this chapter.



Indiana Department of Veterans Affairs



CVSO Employment Requirements:

CVSO:

IC 10-17-1-5 Director of veterans' affairs

Sec. 5. (a) The position of director of veterans' affairs is established. The governor shall appoint the director for a four (4) year term. However, the term of office of the director terminates when the term of office of the governor terminates or when a successor to the director is appointed and qualified. The director must be:

- (1) an honorably discharged veteran who has at least six (6) months active service in the armed forces of the United States; and**
- (2) a citizen of Indiana and a resident of Indiana for at least five (5) years immediately preceding the director's appointment.**

ACVSO:

IC 10-17-1-11 (b)(2) be the spouse, surviving spouse, parent, or child of a person who satisfies; the requirements set forth in section 5(a) of this chapter.



Indiana Department of Veterans Affairs



IDVA Contribution:

IC 10-17-1-9 County service officer, city service officer, and assistants

- DSO can assist with:
 - Posting
 - Application Review
 - Interview

**Unique and custom approach for each county = best results*

IC 10-17-1-10 Training courses; service officers

- Sec. 10. (a) Within thirty (30) days – DSO on site to meet requirement
 (b – d) Within one (1) year – IDVA is accredited org.

VIEW WORD DOCUMENT



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

Benefits of full time CVSO office hours:

- ❑ CVSO office open same as ALL other county offices
 - Veteran's are equally important to the county
 - Welcome walk-ins, unplanned visit

- ❑ Little to no Wait Time
 - Less likely to return if long wait

- ❑ Community Outreach Efforts – DSO and CVSO
 - Warm hand-offs, both ways – hard to send to closed office

Many benefits are time sensitive, important to see veteran asap



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

Benefits of CVSO support staff

- Keep wait time down
- Input veteran in VetraSpec and make appointment(s)
- Provide CVSO to do home visits for homebound veterans
- Keeps office open for CVSO to attend/create outreach
- Keeps office open for CVSO to expand service area;
CBOC/Legion type hours



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

Veteran Community, growing & in need of service

- Vietnam veteran age range from 97 to 55 years old (born between 1918 and 1960). **Median age is 68 years.**

Profile of Vietnam War Veterans ACS 2015)

- Indiana has a Vietnam Veteran population of 149,764

(2014 American Community Survey)

- Gulf War (1990-Present) Ref: State Snapshot

- Veteran age chart- Gulf war and Vietnam
- Service member population – NG (3rd largest)
- Comp/Pen side note



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

Boost County Economy

- GDX
- Comp/Penn Report
- Veteran and dependent compensation is tax-free monthly payment directly to the claimant
- Compensation is dispersed into the county economy

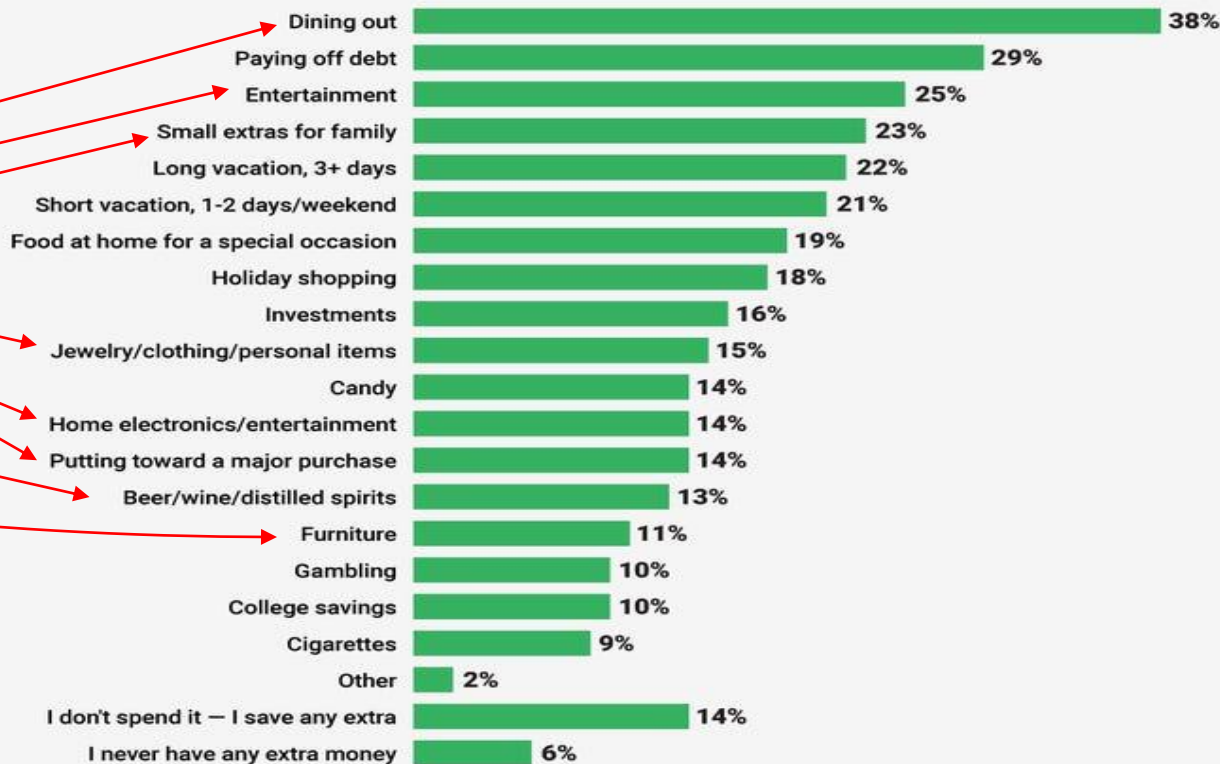


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HOW PEOPLE SPEND THEIR EXTRA MONEY

"Where do you choose to spend your 'extra' money (once all of your bills are paid and you have bought all of the things you 'really need')?"



BASE: 2,000 internet users aged 18+. Gambling and Cigarettes aged 22+.

SOURCE: Lightspeed GMI/Mintel

BUSINESS INSIDER



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

Maintain VA Accreditation

IC 10-17-1-10 Training courses; service officers

(c) An individual employed as a county, or city service officer under this chapter is **required to become accredited by a national veterans service organization through the United States Department of Veterans Affairs** Office of General Counsel not later than one (1) year from the date of individual's employment, in order to represent veterans.

§ 14.629 Requirements for accreditation of service organization representatives; agents; and attorneys.

(2) Is either a member in good standing or a paid employee of such organization working for it not less than 1,000 hours (Authority: 38 U.S.C. 501(a), 5902)

Reference

<https://www.law.cornell.edu/cfr/text/38/14.629>



Indiana Department of Veterans Affairs



Full time CVSO office hours & Proper staffing

The CVSO position of 2020

Fully digitized office:

- Requires high level of computer skills
- Paperless/digital filing is here

Comprehension skills:

- Understand 38 CFR
- Digest and explain claims and medical jargon
- Keep pace with changing rules & regulations

Communication is key:

- Adapt communication to the claimant
- Talk down upset veterans
- Advocate for ALL regardless of preconceived notions

This is
not your
father's
Oldsmobile.



- Full Time Position
- Competitive Salary
to Attract
Long-Tem Qualified Candidates



Indiana Department of Veterans Affairs



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