

Indiana Department of Veterans Affairs



Veteran Benefits

Claim Support Network



Indiana Department of Veterans Affairs



THE ACRONYMS

- **IDVA** – Indiana Department of Veterans' Affairs
- **CVSO** – County Veteran Service Officer
- **DSO** – District State Veteran Service Officer
- **NSO** – National Veteran Service Organization
- **POA** – Power of Attorney
- **VBA** – Veterans Benefits Administration
- **VARO** - VA Regional Office (Indianapolis)



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IDVA

Mandates CVSO employments and training procedures

DSOs

Provided 1 on 1, *training, community outreach & projects for CVSOs*

CVSOs

Provide expert knowledge of State and Federal claims *eligibility, application & filing*

NSO

Manage claim process as POA, provide guidance on Appeals and difficult claims

VBA

Adjudicates claims, communicates with claimant and POA



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Veteran Benefits

Claim Support Network

PART ONE

The Process:

Who – Where – How
How it works

PART TWO

Why it Works:

A story of teamwork
and success

PART THREE

The Veteran:

A story of teamwork
and success



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PART ONE

The Process

IDVA

DSOs



DSO Finds Community

- Groups
- Organizations
- Resources

That may interact with veteran community.

Create **TWO-WAY** Sharing
Funnel ALL veterans to CVSO

Veteran community to



CVSOs

CVSOs

Veteran receives claim assistance:

- Eligibility Requirements
- Correct forms filled out
- Proper supporting docs
- Explanation of process

Veteran community to



Community Orgs.

When CVSO identifies veterans with other community needs



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PART ONE

The Process

IDVA

DSOs

CVSOs

VARO

NSO

Veteran receives claim assistance:

- Eligibility Requirements
- Correct forms filled out
- Proper supporting docs
- Explanation of process

FEDERAL
VA
CLAIMS

- Receives Claim
- Delivers claim to VA
- Provides information & communication to veteran
- Supports CVSO & Veteran
- Provides Appeal Representation

STATE OF
INDIANA
CLAIMS

ALL State if IN benefit claims
are processed and completed
in the CVSO office



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PART ONE

The Process

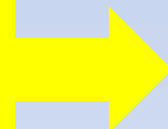
VARO

NSO

VBA

LOCATED IN THE VARO

**Deliver
claim to the
VARO for
process**



- Adjudicates Claim
- Informs both veteran & POA of process and decision



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PART ONE

The Process



IDVA

DSOs

VARO

CVSO

The veteran's
local point of
contact for claim
eligibility and
filing.

NSO

The veteran's
claim manager
and POA for
claims

VBA

Adjudicates
the veteran's
Claim



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PART TWO Why it Works

How does this process help our veterans?

- Trust
- Quality
- Follow Up



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PART TWO

Why it Works

The Benefits of the Process

Trust





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PART TWO

Why it Works

Trust



- CVSO is a fellow veteran on veterans side to **Advocate, Commiserate and Navigate**
- CVSO knows and explains the process
- There to help explain VA letters (decipher VA terminology)



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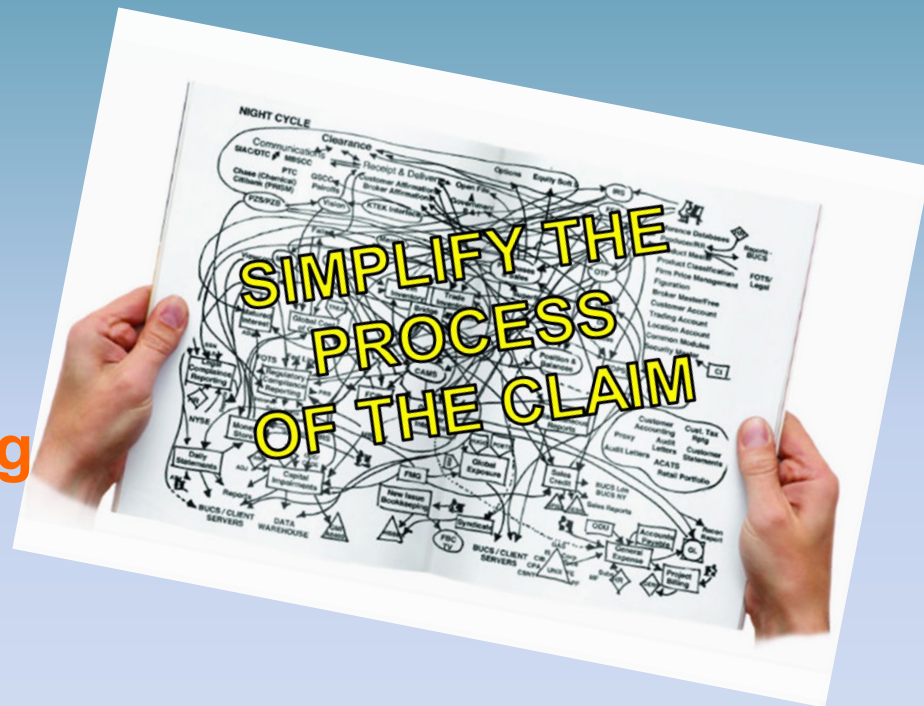


PART TWO Why it Works

QUALITY

Importance of preparing & filing
a properly packaged claim

- Diagnosis
- Secondary Condition
- Supporting Documentation
- DBQs
- Utilize all avenues/help (NSOs)
- Other possible benefits (State and Federal)





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PART TWO

Why it Works

Follow Up



Understanding & Explaining:

- Award/Denial Letters
- Recon vs. Appeal
- Additional Benefits (State & Fed)



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PART THREE

The Veteran

“Bill” USMC Reserve
(Activated & Deployed – Iraq 2003)





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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Noticed PTSD symptoms some time after returning home

- Peak during drill weekends
- Kept to himself - fear of affecting reserve status
- Symptoms increased in frequency and severity over time
- Spouse was increasing in concern for their marriage and kids
- Began to affect his work



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Wanted to “do the right thing”

Sought private therapy

Filed a claim on ebenefits (on his own)

- PTSD
- Cervical Back
- Shoulder



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Bills VA Decision Rating:

Denied:

- PTSD - No current diagnosis, no stressors from service cited
- Shoulder – No Current Diagnosis

Awarded:

- 10% Cervical Back



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Bill’s anger increased, ‘injured by USMC – failed by VA’

- Home life and career stress increase with denial
- Bill begins to worry he will not be able to keep job
He won’t be able to provide for his family
- Failing as a father & husband

**THE CLAIM SYSTEM THERE TO HELP HIM WAS
EXSAPERATING HIS SYMPTOMS**



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

**A friend encourages him to visit the CVSO
Bill is surprised to find out:**

- CVSO is a fellow VETERAN
- CVSO is not the VA
- CVSO is on his side
- CVSO legitimized Bill’s conditions/claims
- CVSO has experience with VA claims
- CVSO will help



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

CVSO utilizes NSO to decipher denial

- CVSO explains the details to Bill
- CVSO shows how/why VA denied *(not bad or against him)* just on facts/evidence/what they had from the original claim
- CVSO assist in finding evidence, diagnosis, support documents for appeal

They prepare the appeal with the guidance of the NSO



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

**CVSO discuss/create confidence in Bill for VA
Mental Health services**

VA Mental Health helped:

- family stress
- work stress
- VA claim stress
- VA and local peer to peer



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Bill found support in CVSO (fellow service member on his side)

He found confidence in VA and appreciation for their efforts and system

He got direction and purpose/ownership in his claim
(USEFULNESS)



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PART THREE

The Veteran

“Bill” USMC Reserve (Activated & Deployed – Iraq 2003)

Bill was awarded his appeal!

He sees VA compensation as deserving for his sacrifice and not a weak person payment

He has many State of Indiana Benefits now available to him and his family now as a **Disabled Hoosier Veteran**



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Conclusion

There is a full, supportive, knowledgeable network out there for veterans and their dependents.

The right place to start is the best place to start and that is at the CVSO office



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Find your CVSO
www.in.gov/dva

The screenshot shows the website interface for the Indiana Department of Veterans Affairs. At the top, there is a navigation bar with a menu icon, the IN.gov logo, and several service categories: BUSINESS & AGRICULTURE, RESIDENTS, GOVERNMENT, EDUCATION, TAXES & FINANCE, VISITING & PLAYING, and FAMILY & HEALTH. Below this is a header for the Indiana Department of Veterans Affairs, featuring the state seal, the text 'A State that Works', and a search bar. The main content area includes a sidebar with links to 'Donate to Military Family Relief Fund', 'Employment & Services', 'Veterans Service Center', 'Veteran & Family Support Services', 'Education', 'County Veterans Service Officers', and 'DSO Information'. A large yellow arrow points from the 'Veterans Service Center' link in the sidebar to a large image of the Indiana State Capitol building. To the right of the Capitol image is a section titled 'Veterans Benefits' with a 'Learn More' link. Below that is another image of a memorial or building.



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Find your CVSO www.in.gov/dav

← → ↻ 🏠 State of Indiana (US) | <https://www.in.gov/dva/2370.htm> 70% 🔍 Search

Getting Started VetraSpec ScholarTrack LII 38 CFR ☆ CFR 38

IN.gov BUSINESS & AGRICULTURE RESIDENTS GOVERNMENT EDUCATION TAXES & FINANCE VISITING & PLAYING FAMILY & HEALTH

Donate to Military Family Relief Fund

Employment & Services +

Veterans Service Center +

Veteran & Family Support Services

Education +

County Veterans Service Officers +

DSO Information

Indiana Veterans Benefits and Applications +

Become a Veteran Opportunity Partner +

Veterans Home

Veterans Memorial Cemetery

Military Family Relief Fund

State Approving Agency +

Veteran Business Enterprise

Healthcare +

COUNTY VETERAN SERVICE OFFICERS

The County Veterans Service Offices are a local point of contact for veterans in their county to assist with all veteran issues. They work closely with The Indiana Department of Veteran Affairs, The United States Department of Veterans Affairs, and various Veteran Service Organizations assisting veterans and their family members with benefits they may be eligible for due to their military service. You can click on the individual counties to get your local CVSOs contact information.

Click on your county below to get detailed information about your County Veteran Service Officer.

You can also click [HERE](#) to get a complete list of CVSOs. This list is current as of May 14, 2018

Click the County!

And Get the Deets!

DVA > COUNTY VETERANS SERVICE OFFICERS > COUNTY VETERAN SERVICE OFFICERS > JEFFERSON COUNTY

JEFFERSON COUNTY

Service Officer & Address	Office Hours & Phone #
Faith Weir Sue Goins Assistant Service Officer Courthouse Annex 315 Jefferson St. (Physical Address) 300 East Main St., Room 103 (Mailing Address) Madison, IN 47250-3409 faith.weir@jeffersoncounty.in.gov	Mon, Tue, Thu, Fri 9:00am - 4:00pm Wed. by appointment only Office: (812) 265-3600 Fax: (812) 274-2843

<https://www.in.gov/dva/cass.htm>



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National Service Organizations Indianapolis VARO



THE AMERICAN LEGION



Paralyzed
Veterans
of America



VETERANS OF FOREIGN WARS



FULFILLING OUR PROMISES
TO THE MEN AND WOMEN WHO SERVED



MORE ON THE NSOs LATER ON!

Battlemind to Home Summit - 2018

Michael Scheibel, Assistant Director
Indianapolis VA Regional Office – October 9, 2018

You are here

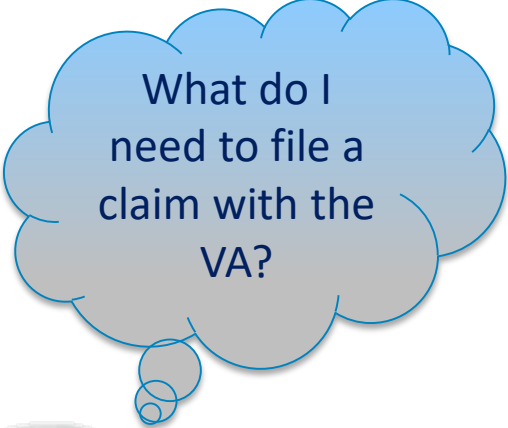
We are here
to help you
find your way





Indianapolis
VA Regional Office

Applying for Benefits



What do I
need to file a
claim with the
VA?

First claim:

- Discharge papers (DD214 or other separation documents)
- Service treatment records

All claims:

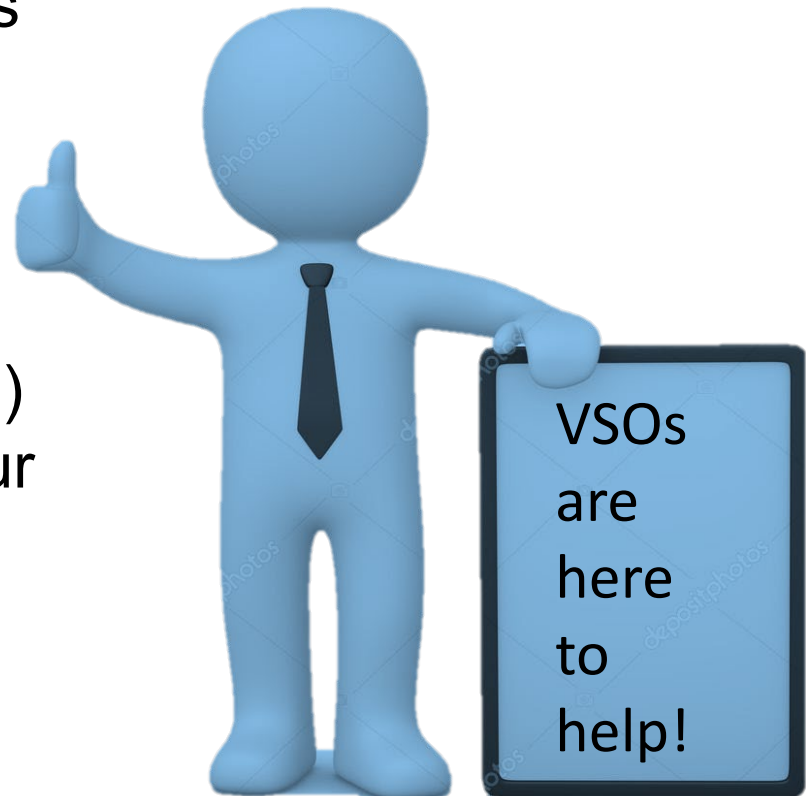
- VA and/or private medical treatment records that relate to your claimed illnesses or injuries





VSOs are trained professionals who can:

- Help you gather supporting documents (like a doctor's report or medical test results)
- File a claim or appeal on your behalf





Battlemind to Home Summit - 2018

Indianapolis VA Regional Office

