

North Dakota Department of Veterans Affairs

Report to Government Services
Committee August 17, 2010

Requested information on...

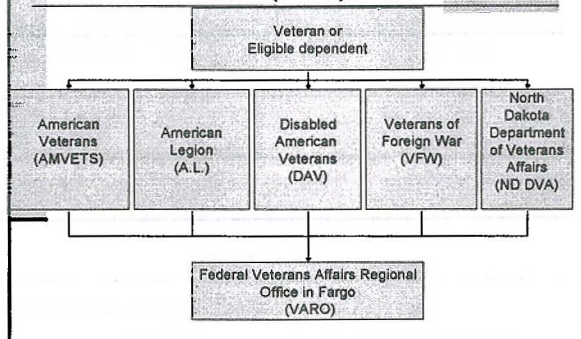
- Status of accreditation for County Veterans Service Officers
- The uses of funding from the hardship assistance (emergency grant) program
- Comparison of the North Dakota and federal government definitions of veteran

Complete application on own

Veteran or
Eligible dependent

Submits
Directly
to Federal Veterans
Affairs (VA) Regional
Office (VARO) in
Fargo

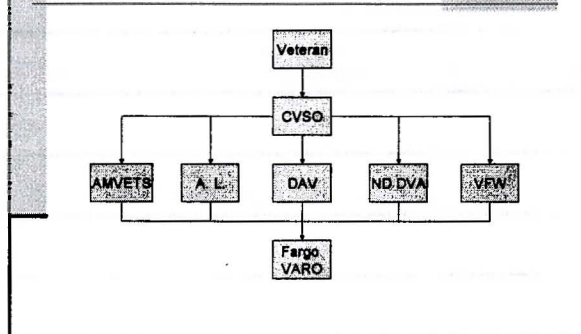
Complete application with National Service Officer (NSO)



Fargo VA Regional Office



Complete application with County Veteran Service Officer (CVSO)



NACVSO Accreditation

- Contract training
 - National Association of County Veteran Service Officers (NACVSO)
 - April 19-23, 2010 Bismarck ND

- 2010 Conference
 - June 7-11, Bloomington, MN

- 2011 Conference
 - June 4-11, Biloxi, MS

NACVSO Accreditation

- ND Contract training attendance
 - 56 Students
 - 38 County Veteran Service Officers (CVSO's)
 - 5 Assistant CVSO's
 - 5 ND Department of Veterans Affairs
 - 4 ND Tribal Veteran Service Officers
 - 4 Out of State CVSO's
 - (paid for binders and materials)

NACVSO Accreditation

- ND Contract Training
 - 5 CVSO's Not in Attendance/Not accredited
 - Billings County-Roy Basaraba
 - Eddy County-Alan Knatterud
 - Mercer County-Gerald Beck
 - Slope County-Ernie Holzemer
 - Williams County- Bob Evans
 - Did not attend Bloomington training
 - Notified of future accreditation opportunities

NACVSO Accreditation

- Need to be a member of NACVSO to be accredited
- ND-Department of Veterans Affairs:
 - Supplying applications
 - Submitting completed applications to service organizations when completed
 - Tracking applications and accreditations

NACVSO Accreditation

- Accreditation Contract costs
 - Contract fee \$500
 - Travel & per diem \$7,880.82
 - Office Supplies \$1,782.74
 - Postage \$200.08
 - Printing \$2,307.25
 - Equipment lease \$1,117.51
 - Misc. supplies \$25.66
 - Total \$13,909.41

Other Accreditations

- American Legion Accreditation (49)
 - Provided Fall of 2009
- AMVETS Accreditation (11)
 - Provided Spring of 2010
- DAV (11)
 - Must have NACVSO accreditation to apply
- VFW (25)
 - Provided Spring of 2010

Use of funding: Grant Program

■ July 2008—June , 2009

■ Dental:	\$52,119
■ Denture:	\$79,980
■ Hearing:	\$27,000
■ Housing	\$4,500
■ Optical	\$9,654
■ Special	\$4,000
■ Transportation	\$250
■ Total	<u>\$177,503</u>

Use of funding: Grant Program

■ July 2009- present (approved)

■ Dental	\$50,000
■ Denture	\$12,000
■ Hearing	\$6,900
■ Housing	\$0
■ Optical	\$9,600
■ Special	\$3,300
■ Transportation	\$500
■ Total:	<u>\$82,300</u>

Definition of a Veteran-ND

■ 37-01-40. Veteran and wartime veteran defined - Uniform service dates for wartime veterans.

- 1. A "veteran" is an individual who has served on continuous federalized active military duty for one hundred eighty days or the full period for which the individual was called or ordered to active military duty for reasons other than training, and who was discharged or released under other than dishonorable conditions. A discharge reflecting "expiration of term of service" or "completion of required service" or words to that effect qualifies the shorter term of service as making the individual a veteran.

Definition of a Veteran 38 U.S.C. 501

(a) Sec.3.1 Definitions

- (d) Veteran means a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable. (1) For compensation and dependency and indemnity compensation the term veteran includes a person who died in active service and whose death was not due to willful misconduct. (2) For death pension the term veteran includes a person who died in active service under conditions which preclude payment of service-connected death benefits, provided such person had completed at least 2 years honorable military, naval or air service, as certified by the Secretary concerned. (See Sec. Sec. 3.3(b)(3)(i) and 3.3(b)(4)(i))

Site Visits

■ 46 visited 7 counties yet to visit

- Barnes
- Eddy
- Grand Forks
- Griggs
- Richland
- Sheridan
- Steele

Thank you

Definition of a Veteran -North Dakota Century Code

37-01-40. Veteran and wartime veteran defined - Uniform service dates for wartime veterans.

1. A "veteran" is an individual who has served on continuous federalized active military duty for one hundred eighty days or the full period for which the individual was called or ordered to active military duty for reasons other than training, and who was discharged or released under other than dishonorable conditions. A discharge reflecting "expiration of term of service" or "completion of required service" or words to that effect qualifies the shorter term of service as making the individual a veteran.

2. A "wartime veteran" is an individual who served in the active military forces, during a period of armed conflict or who received the armed forces expeditionary or other campaign service medal during an emergency condition and who was discharged or released under other than dishonorable conditions. "Wartime veteran" also includes an individual who died in the line of duty in the active military forces, as determined by the armed forces.

3. Period of service dates for a wartime veteran begins with the date of any declaration of war by the Congress of the United States or presidential proclamation beginning hostilities or the beginning of an emergency condition recognized by the issuance of a presidential proclamation or a presidential executive order and in which the armed forces expeditionary medal or other campaign service medals are awarded according to presidential executive order and ending on a date prescribed by presidential proclamation or concurrent resolution of the Congress of the United States and dates determined by the United States department of defense.

4. Current uniform period of service dates for periods of armed conflict include:

- a. The period beginning December 7, 1941, through December 31, 1946, known as world war II;
- b. The period beginning June 27, 1950, through January 31, 1955, known as the Korean war;
- c. The period beginning August 5, 1964, through May 7, 1975, known as the Vietnam war;
- d. The period beginning August 2, 1990, through January 2, 1992, known as the gulf war; and
- e. The period beginning September 11, 2001, and ending on a date prescribed by presidential proclamation or by Congress as the last day of operation Iraqi freedom or operation enduring freedom, whichever occurs later.

5. The department of veterans' affairs shall maintain a list of all period of service dates for emergency conditions in which the armed forces expeditionary medal has been awarded.

Definition of Veteran – Federal

TITLE 38 PENSIONS, BONUSES, AND VETERANS' RELIEF

CHAPTER I DEPARTMENT OF VETERANS AFFAIRS

PART 3 ADJUDICATION

Subpart A Pension, Compensation, and Dependency and Indemnity Compensation

Authority: 38 U.S.C. 501(a), unless otherwise noted.

Sec. 3.1 Definitions

GENERAL

- (a) Armed Forces means the United States Army, Navy, Marine Corps, Air Force, and Coast Guard, including their Reserve components.
- (b) Reserve component means the Army, Naval, Marine Corps, Air Force, and Coast Guard Reserves and the National and Air National Guard of the United States.
- (c) Reserves means members of a Reserve component of one of the Armed Forces.
- (d) Veteran means a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable. (1) For compensation and dependency and indemnity compensation the term veteran includes a person who died in active service and whose death was not due to willful misconduct. (2) For death pension the term veteran includes a person who died in active service under conditions which preclude payment of service-connected death benefits, provided such person had completed at least 2 years honorable military, naval or air service, as certified by the Secretary concerned. (See Sec. 3.3(b)(3)(i) and 3.3(b)(4)(i))

(Authority: 38 U.S.C. 501)

- (e) Veteran of any war means any veteran who served in the active military, naval or air service during a period of war as set forth in Sec. 3.2.
- (f) Period of war means the periods described in Sec. 3.2.

Sec. 3.2 Periods of war

This section sets forth the beginning and ending dates of each war period beginning with the Indian wars. Note that the term period of war in reference to pension entitlement under 38 U.S.C. 1521, 1541 and 1542 means all of the war periods listed in this section except the Indian wars and the Spanish-American War. See Sec. 3.3(a)(3) and (b)(4)(i).

- (a) Indian wars. January 1, 1817, through December 31, 1898, inclusive. Service must have been rendered with the United States military forces against Indian tribes or nations.
- (b) Spanish-American War. April 21, 1898, through July 4, 1902, inclusive. If the veteran served with the United States military forces engaged in hostilities in the Moro Province, the ending date is July 15, 1903. The Philippine Insurrection and the Boxer Rebellion are included.
- (c) World War I. April 6, 1917, through November 11, 1918, inclusive. If the veteran served with the United States military forces in Russia, the ending date is April 1, 1920. Service after November 11, 1918 and before July 2, 1921 is considered World War I service if the veteran served in the active military, naval, or air service after April 5, 1917 and before November 12, 1918.
- (d) World War II. December 7, 1941, through December 31, 1946, inclusive. If the veteran was in service on December 31, 1946, continuous service before July 26, 1947, is considered World War II service.
- (e) Korean conflict. June 27, 1950, through January 31, 1955, inclusive.
- (f) Vietnam era. The period beginning on February 28, 1961, and ending on May 7, 1975, inclusive, in the case of a veteran who served in the Republic of Vietnam during that period. The period beginning on August 5, 1964, and ending on May 7, 1975, inclusive, in all other cases.
- (g) Future dates. The period beginning on the date of any future declaration of war by the Congress and ending on a date prescribed by Presidential proclamation or concurrent resolution of the Congress.
- (h) Mexican border period. May 9, 1916, through April 5, 1917, in the case of a veteran who during such period served
- (i) Persian Gulf War. August 2, 1990, through date to be prescribed by Presidential proclamation or law.

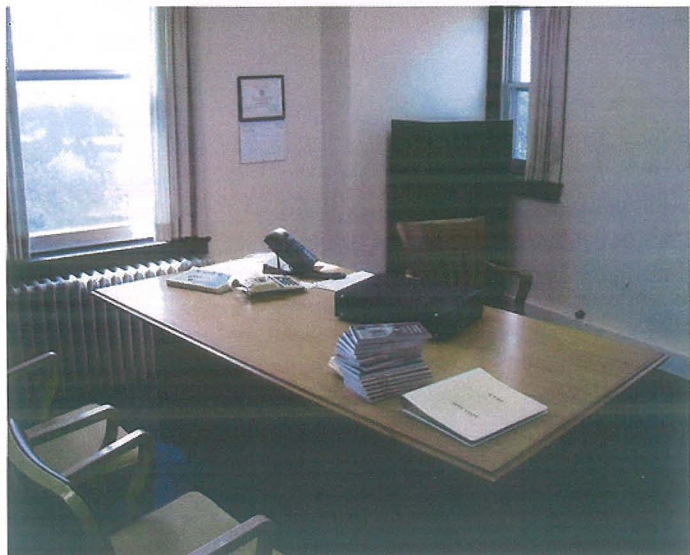
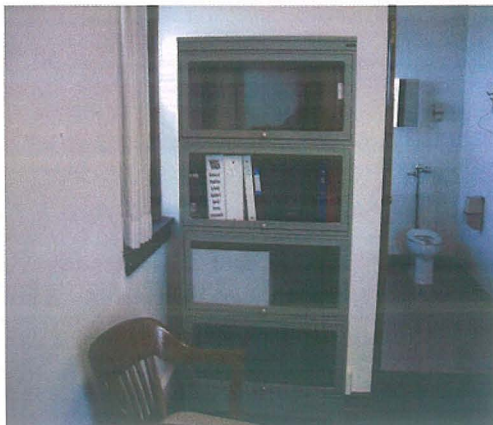


Courthouse, 605 Adams Avenue, Hettinger



Arnold K. Scott

ADAMS COUNTY



Recommendations

County Commissioner ensure CVSO evaluations are conducted.

Veteran's files have medical information, financial information and DD 214's which are all protected documents and should be kept in locking file cabinets.

CVSO information should be included on county directory at Courthouse entrance.

Proper ventilation (air conditioning should be provided in CVSO office).

Modern computer should be available with commonly used software.

CVSO should post contact informational posters in community (Uncle Sam posters provided will work).

Emergency contact information for other service officers should be posted outside CVSO office.

CVSO is encouraged to complete Federal VA TRIP and LMS training.

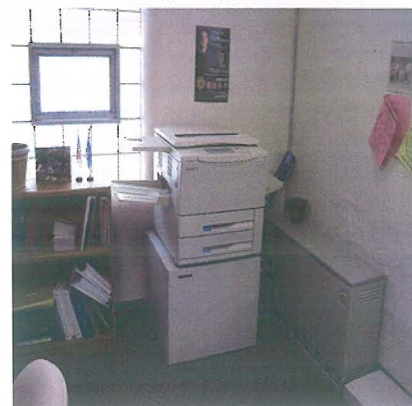
Response



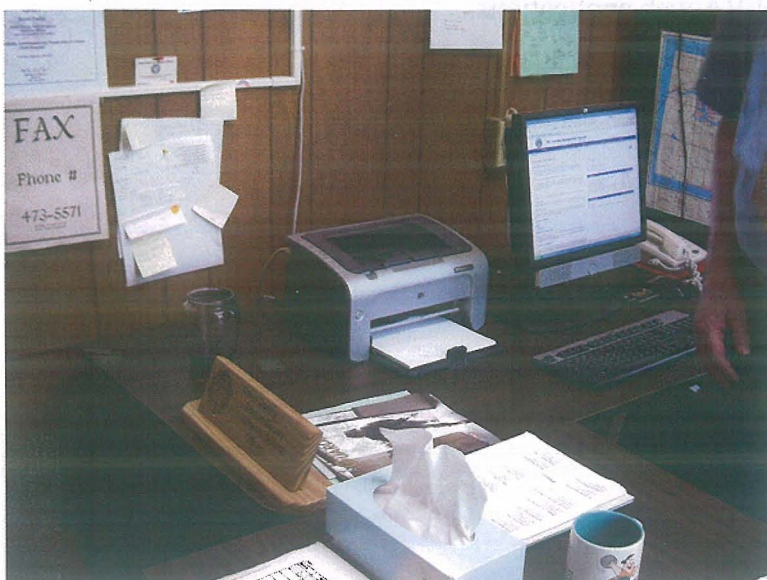
Courthouse, 311 B Avenue South, Minnewaukan



Dave Daeley



B E N S O N C O U N T Y



Recommendations

County Commission should ensure CVSO evaluations are conducted.

Signs/informational and contact posters should be placed in all communities of county in areas such as community centers, town halls, senior centers, veterans service clubs, if possible, restaurants and popular meeting places.

Veteran's files contain DD214's, medical and financial information and should be stored in locking file cabinets .

The computer in office seems to function well, it is recommended that the computer be replaced every 4 years to keep up with Federal VA web applications.

CVSO should gain access to VA web applications such as MapD, Share and VA-VPN.

Paper shredder should be available.

For future access to Federal VA, as they go paperless, a scanner should be considered.

Response

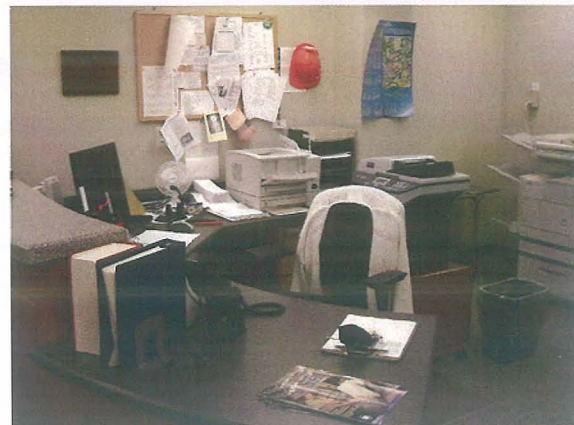
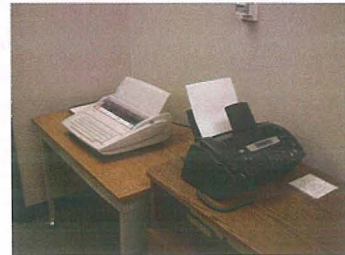
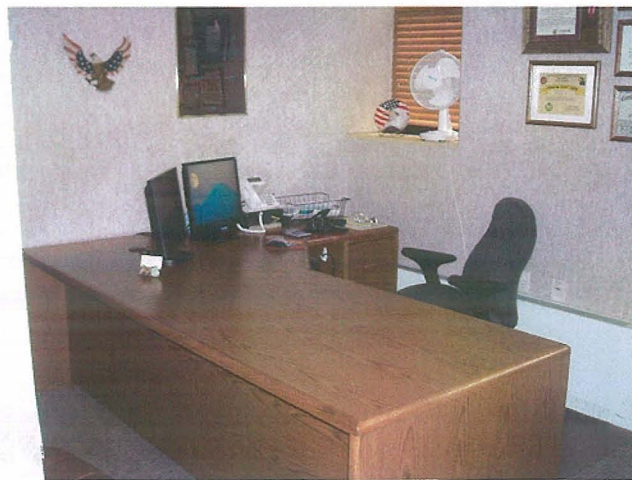
CVSO in process of gaining Federal VA web applications.



221 North 5th Street, Bismarck



Mark Landis



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Recommendations

No recommendations.

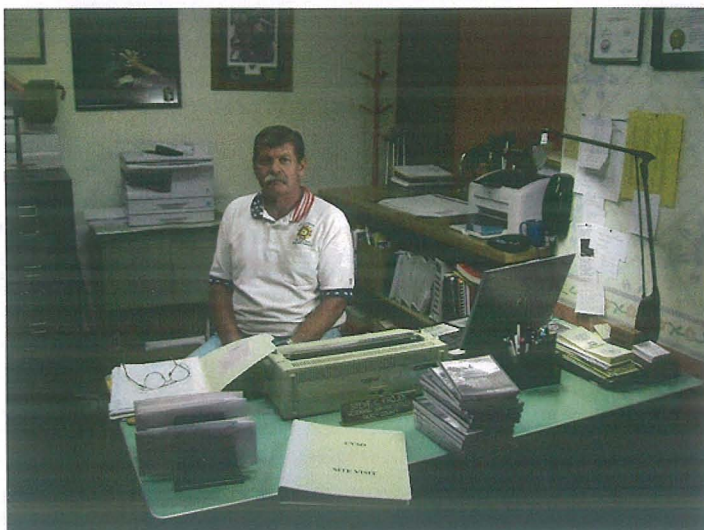
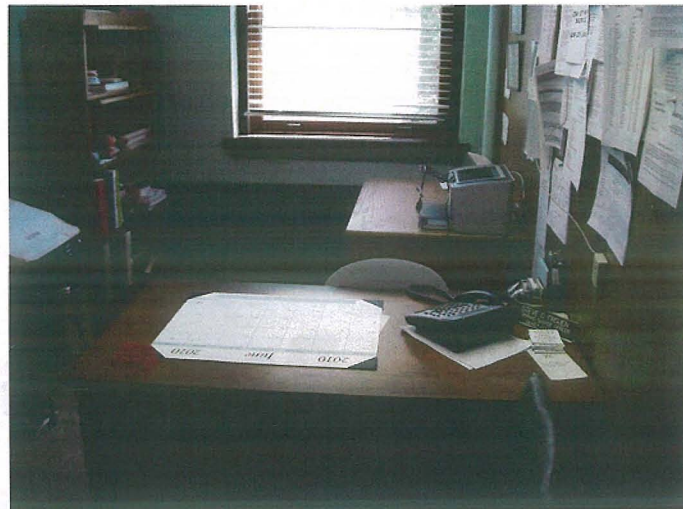
Response



Courthouse, 309 2nd Street North, Ellendale



Steve Frojen



517 Main Avenue, Oakes

GROUND FLOOR	LOWER LEVEL
ELEVATOR	SHERIFF
	VETERANS SERVICE
	911
1ST FLOOR	EMERGENCY MANAGEMENT
COMMISSIONERS	HOUSING AUTH
AUDITOR	BATH ROOMS
TREASURER--MOTOR VEHICLE	MAINTENANCE
CLERK OF COURT	2ND FLOOR
REGISTER OF DEEDS	COURTROOM
TAX EQUALIZATION	EXTENSION AGENT
DISTRICT JUDGE	
BUSINESS HOURS 8:00 4:30	

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Recommendations

CVSO office in Oakes should have a sign posted on outside of building.

CVSO hours should be posted at both locations.

CVSO should complete LMS training to gain access to Federal VA web applications.

CVSO should have National VSO contact information posted at both offices.

With the Federal VA testing a paperless system, your county may want to look at budgeting a scanner, signature pad and paperless software program.

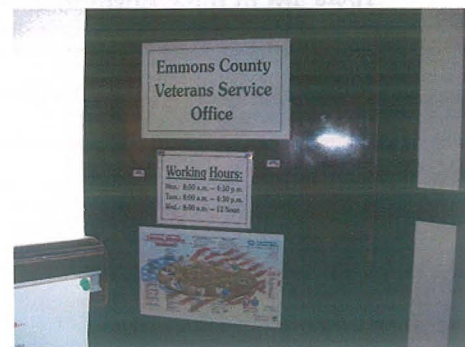
Response



Courthouse, 100 4th St NW , Linton



Jeff Ohlhauser



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Recommendations

County Commission should ensure CVSO evaluations are conducted.

Informational and CVSO contact posters should be posted in county communities such as town halls, senior centers, community centers, veterans service organizations, and, if possible, post office, restaurants, and grocery stores.

Telephone answering message should give emergency contact information and hours of operation. Speaker phone may help in conferencing with others.

Locking file cabinets should be used for claims files as these contain medical and financial information and military records, all of which are confidential.

CVSO should gain access to VA web based applications such as MapD, VA-VPN and Share.

Outreach in community is encouraged, such as visiting nursing home and speaking about veterans benefits at public meetings.

Response

Put up contact posters in the towns in my county.

Purchased a locking file cabinet.

Changes answering machine message to include my hours that I work.

Met with the veterans organizations in my county.

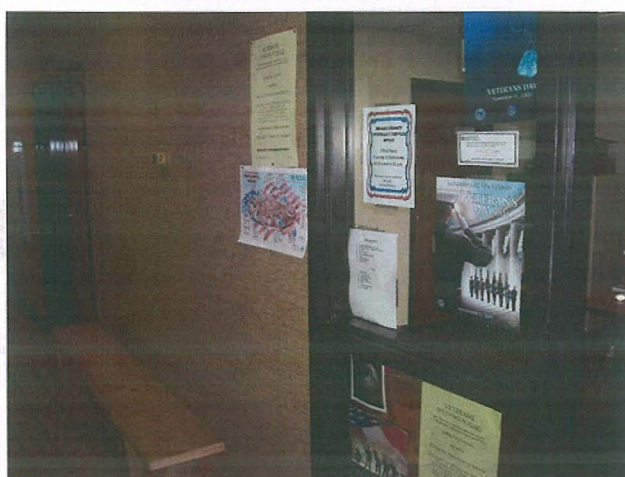
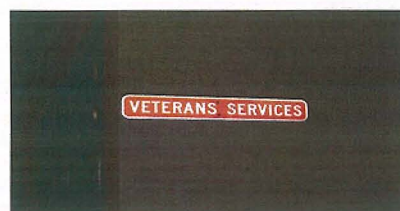
County does not have any signs outside the building which tells people which offices are in the Courthouse. There is a large list just inside the main door. All of the county offices are in the Courthouse.



406 Dakota Street North, Elgin



Richard Witkowski



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Recommendations

CVSO needs additional training on forms, filing claims, TRIP and LMS.

CVSO should place "Uncle Sam" posters, provided by ND DVA, in communities throughout the county, i.e. town halls, senior centers, community centers, restaurants (if willing), veterans service clubs, nursing homes, etc.

CVSO should have funds available for training.

CVSO should establish an outreach program to visit with veterans and veteran groups in the county.

CVSO should have an information board or brochure stand available to veterans located in the courthouse.

Response



11376 72nd Street SW, Regent



Kay Zenker



HETTINGER COUNTY

Recommendations

County Commission should ensure CVSO evaluations are conducted.

Veterans service officer sign on door and courthouse directory.

Locking office door. Appropriate desk and chairs for service officer and veterans.
Adequate telephone system. Adequate computer system.

Locking cabinets for veterans' files as they have medical and financial information, and DD214's which are protected documents.

Gain access to VA applications such as MapD, VPN, and Share.

Hours posted with emergency contact information.

Response

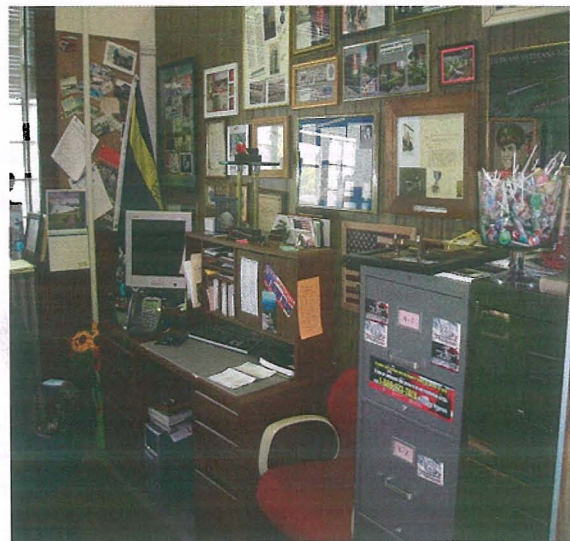
Auditor very accommodating in providing options and recommendations for adequate office space.



Courthouse, 120 East Broadway, Steele



A.G. Skip Thomas



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Recommendations

County Commission should ensure CVSO evaluations are conducted.

Veteran's files have DD214's, medical and financial information, these are all protected and sensitive documents which should be stored in locking file cabinets.

CVSO should complete LMS training and gain access to VA online applications such as MapD, Share and VPN.

CVSO's hours of operation should be posted.

County may want to prepare for possible paperless system with the Federal VA in the future, this may require a paperless application, scanner, and signature pad.

Response



Courthouse, 202 4th Ave NE, LaMoure



Michial Johnson



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Recommendations

County Commission should ensure CVSO evaluations are conducted.

Veteran Officer sign should be on door to office and directory at Courthouse entrance.

Signs should be posted in communities throughout the county in areas such as town halls, senior centers, community centers, post office, veterans service clubs, restaurants, or other public businesses.

CVSO should complete TRIP Training and LMS to gain access to Federal VA data sites.

CVSO should have travel budget for outreach in county and other needs as they arise.

CVSO should have emergency contact information as well as contact information for other veteran service organizations posted in Courthouse.

An information board or display should be located at courthouse for veterans' use.

With the Federal VA testing paperless claim systems, the CVSO and county should look into options to prepare for this in the near future.

Response

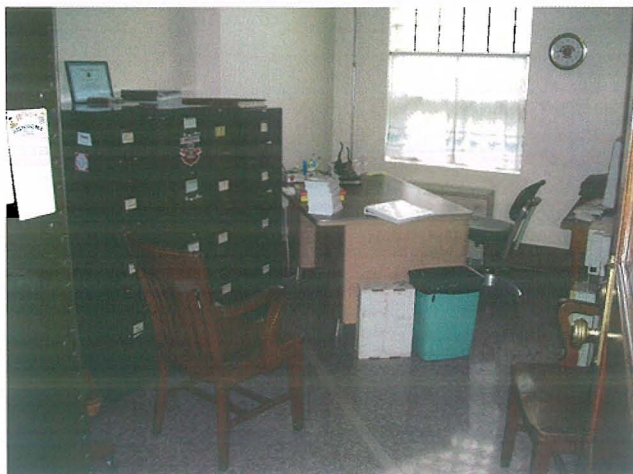


19 North Centennial, Wishek



Pete Keaveny

McINTOSH COUNTY



Recommendations

County Commission should ensure CVSO evaluations are conducted.

Veteran Service Officer should be listed on directory at Courthouse.

Wishek office has stairs on entry way-not handicap accessible.

CVSO should have internet access at Courthouse.

CVSO should complete LMS training in order to access Federal VA web based applications.

With the Federal VA testing a paperless system, it would be important for the CVSO to budget a good quality scanner, signature pad and look into a paperless claims software system in the near future.

Response

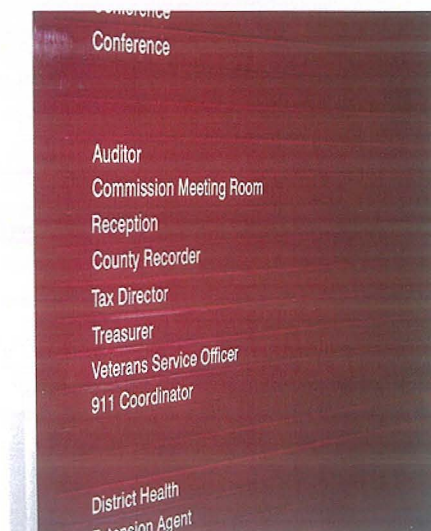
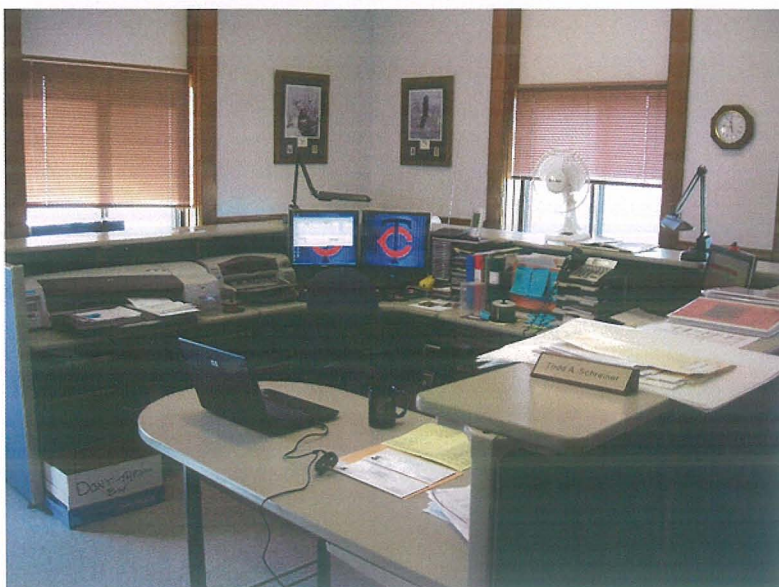
M C C L E A N C O U N T Y



Courthouse, 712 5th Avenue, Washburn



Todd Schreiner



Recommendations

County agency directory at building entrance needs to be updated with correct office number.

Sign on office door indicating CVSO.

Locking filing cabinets for DD214's as these are protected documents in North Dakota.

CVSO should complete efforts in gaining access to VA applications (MapD, Share, VA-VPN).

Information should be posted in communities throughout the county, i.e. town halls, senior centers, community centers, veterans service organizations, and nursing homes.

Contact other agencies sign should be posted for public view.

Information brochures placed for public access at courthouse.

Response

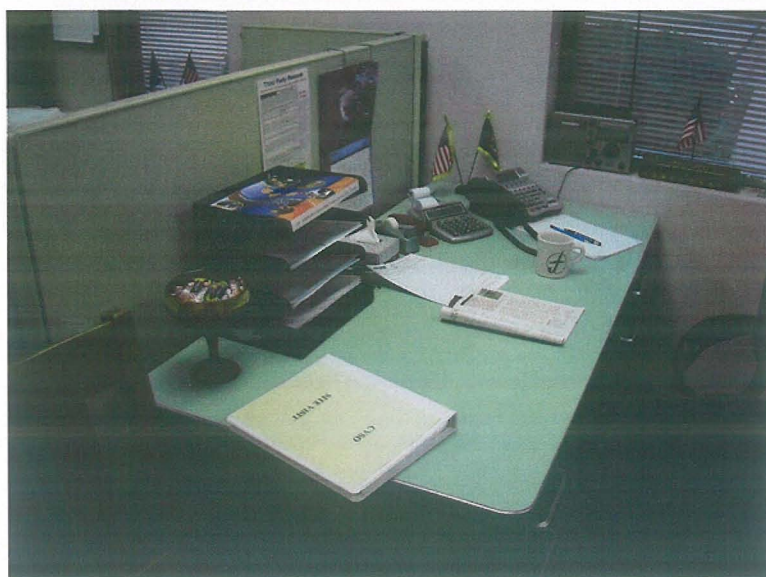
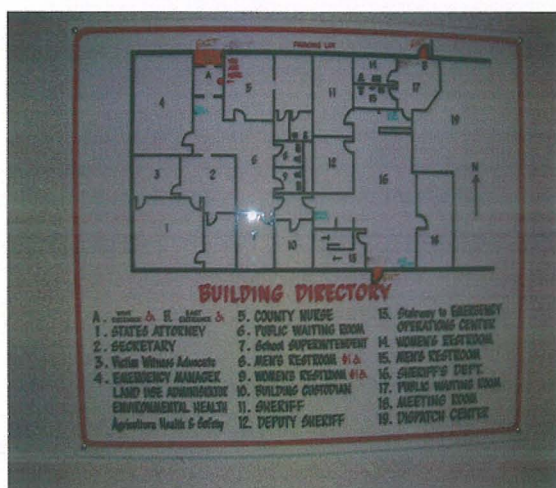


Courthouse, 1021 Arthur Street, Stanton



Jerry Beck

M E R C E R C O U N T Y



Recommendations

County Commission should ensure CVSO evaluations are conducted.

Post “Uncle Sam” posters as provided by ND DVA in communities throughout the county at town halls, senior centers, nursing homes, restaurants-if applicable, and veterans service clubs.

Gain access to VA web applications such as MapD, VA-VPN and Share.

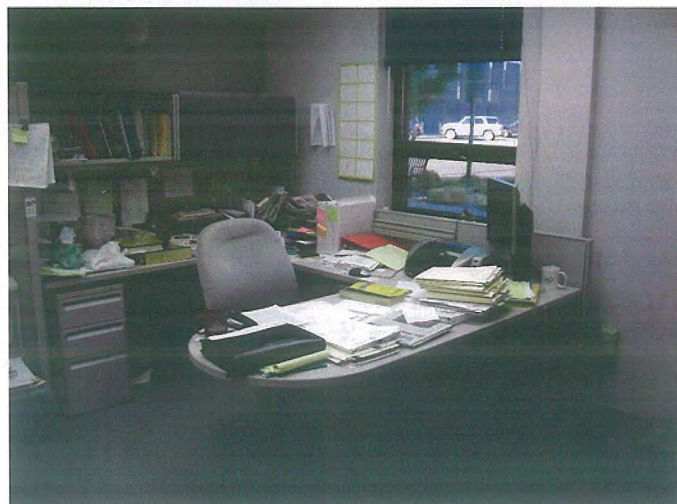
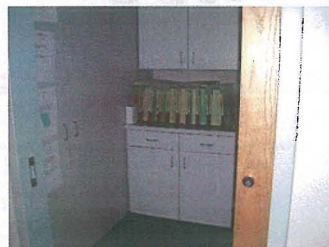
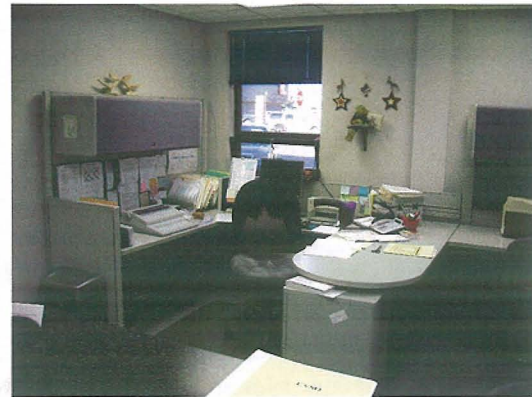
Response



Courthouse, 210 2nd Ave NW, Mandan



Ron Otto

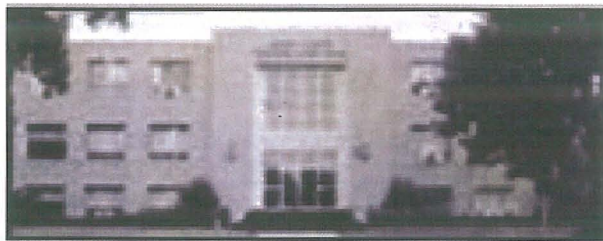


MORTON COUNTY

Recommendations

With the Federal VA currently testing a paperless system, it would important for the CVSO to budget a good quality scanner, signature pad and a paperless veterans claims management software system.

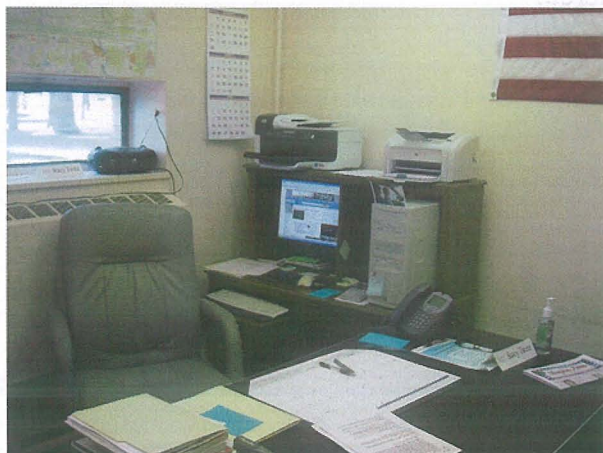
Response



Courthouse, 210 B Avenue West, Suite 202, Lakota



Stacy Twete



NEILSON COUNTY

Recommendations

County Commission should ensure CVSO evaluations are conducted.

Should have signs posted in communities noting benefits and CVSO contact information in areas such as community centers, town halls, veterans organizations, nursing homes, and if possible, restaurants.

Lift to get to basement did not work during my visit, may want to have this corrected.

Access to Federal VA online applications. As the VA goes paperless, CVSO may need a quality scanner and paper shredder.

CVSO computer be replaced on a regular cycle (every 4 years or so) to ensure it is compatible with Federal VA applications.

Suitable travel budget should be considered.

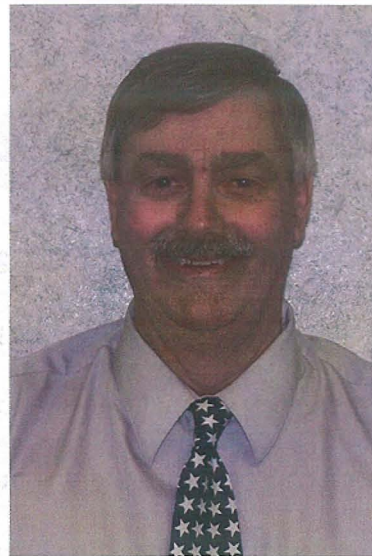
Ventilation in the office seemed to be low.

Response

CVSO is taking steps to acquire VA online applications.

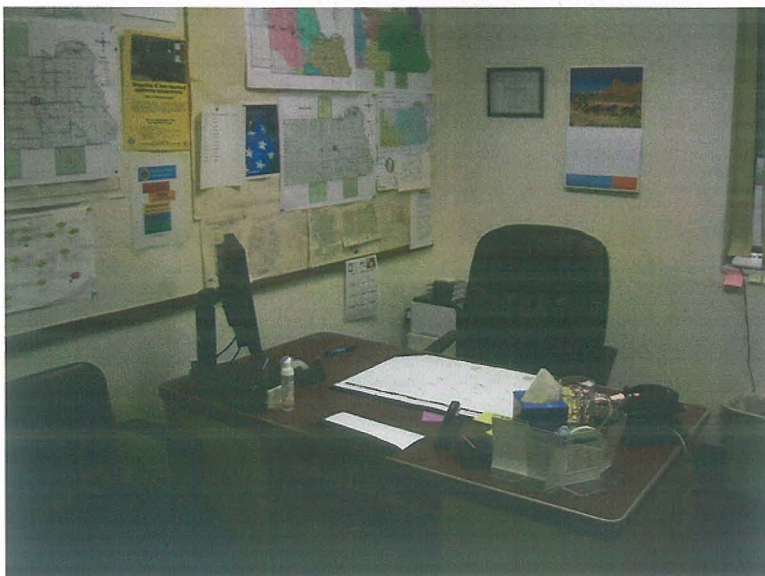


115 West Main Street, Courthouse, Center



Ron Otto

OLIVER COUNTY



Recommendations

“Veterans Service Officer” sign on office door.

Hours of operation should be posted on door and on telephone voice mail.

Emergency contact information be posted on door.

A brochure rack or board should be available for veterans while office is closed.

The Federal VA is testing a paperless system, CVSO may need access to a scanner in the near future.

Response



Courthouse, 524 4th Avenue #17, Devils Lake



Earl Hanson



RAMSEY COUNTY

Recommendations

County Commission should ensure CVSO evaluations are conducted.

Outreach posters should be placed in all communities in county, i.e. town halls, community centers, senior centers, veterans service clubs, etc. (these should identify CVSO and contact information)

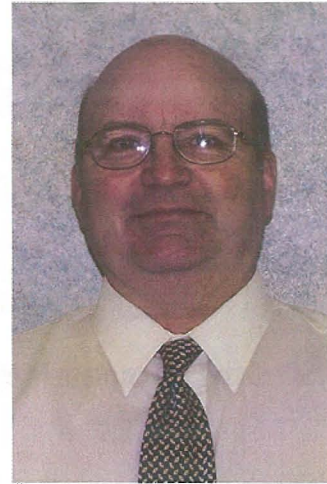
CVSO should work with Federal VA to gain access to required web applications (Share, MapD, VA-VPN)

CVSO should add contact information and office hours on voice mail.

Response

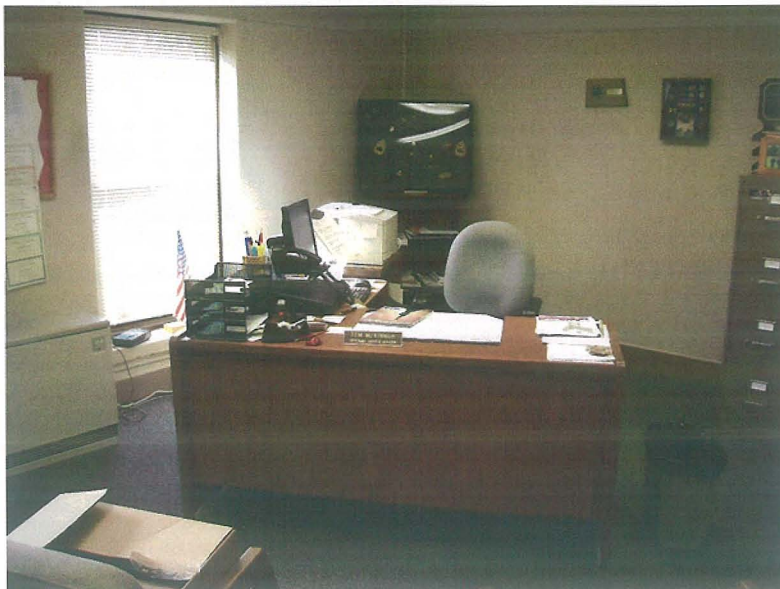


Courthouse, 204 5th Avenue West, Lisbon



Tom McKinnon

RANSOM COUNTY



Recommendations

County Commission should ensure CVSO evaluations are conducted.

Veterans' claim files contain financial and medical records as well as DD214's which are protected documents, these should be stored in locking file cabinets.

CVSO should complete VA LMS computer courses to gain access to VA web based programs.

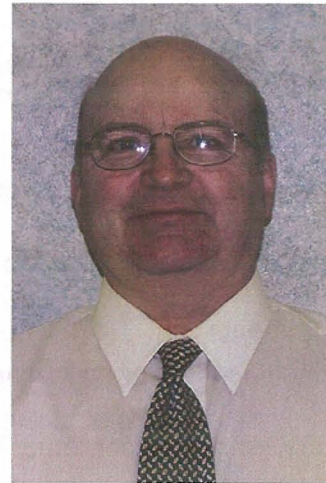
CVSO should have contact information poster posted outside office door.

With the Federal VA testing their paperless system, it would be suggested that the CVSO include a quality scanner and signature pad in the near future.

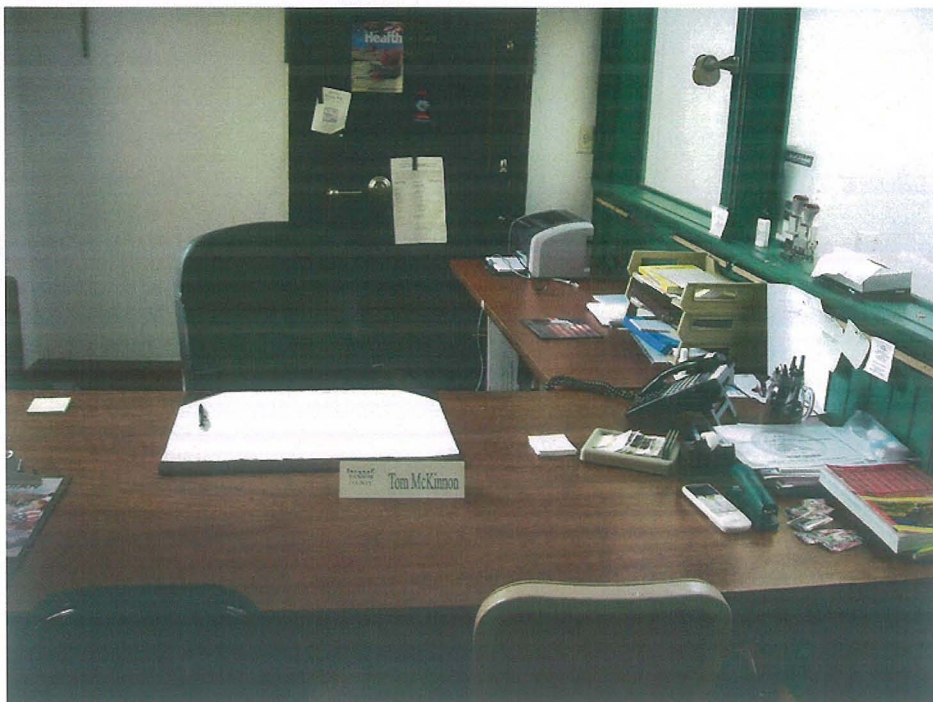
Response



Courthouse, 355 Main Street South, Suite 8, Forman



Tom McKinnon



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Recommendations

County Commission should ensure CVSO evaluations are conducted.

CVSO should be listed on Courthouse directory at handicapped accessible entrance.

If CVSO stores claim files in office, locking file cabinets should be used as these files include medical and financial documents as well as DD 214's.

CVSO should continue with LMS training to gain access to Federal VA web based applications.

CVSO should post contact information for National Service Officers outside office door.

With Federal VA testing paperless systems, CVSO should look at budgeting a scanner and signature pad in near future.

Response

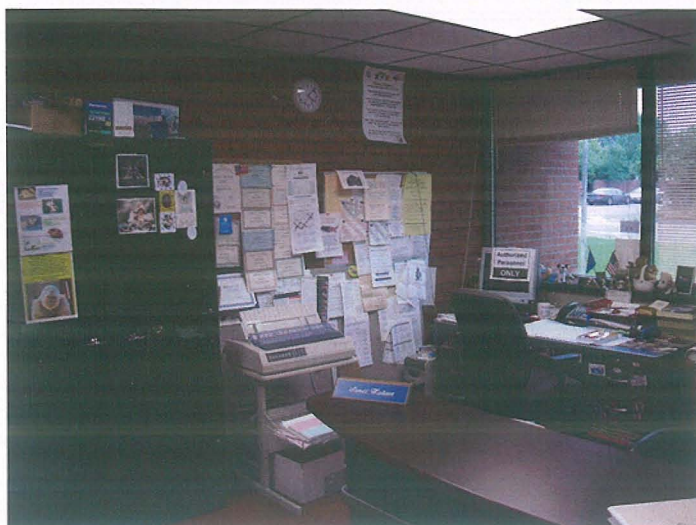


Courthouse, 302 2nd Avenue, Fort Yates



Giles Heinen

SIOUX COUNTY



Recommendations

County Commission should ensure CVSO evaluations are conducted.

CVSO should have access to a secure computer less than 4 years old, with basic programs such as Excel, Word, Powerpoint, and email w/calendar.

CVSO should complete LMS training and gain access to Federal VA web applications such as MapD, Share and VPN.

With technology changes, county may want to prepare for the need of a paperless system such as VetraSpec, with a scanner and signature pad.

CVSO should ensure information/contact posters are posted in all communities within the county such as town halls, senior centers, veterans clubs, restaurants, etc.

Response

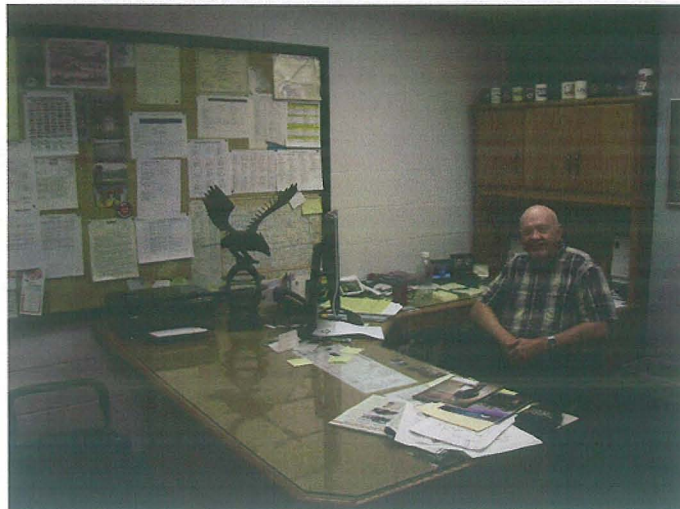
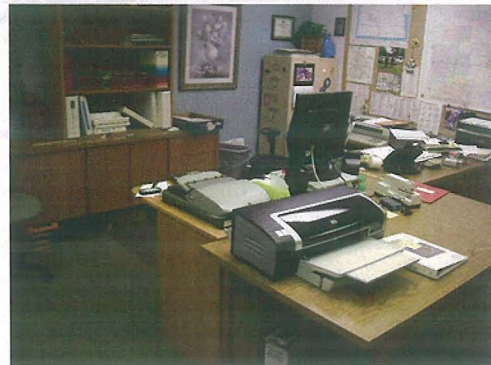
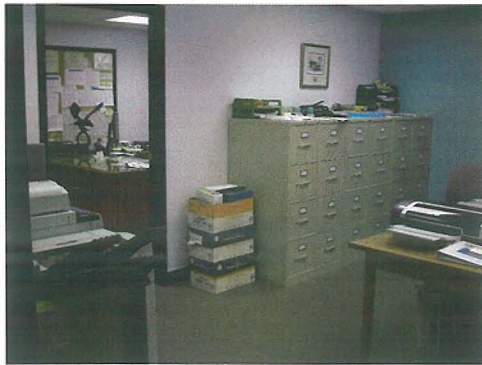


205 6th Street SE, Law Enforcement Center, Jamestown



Warren Tobin

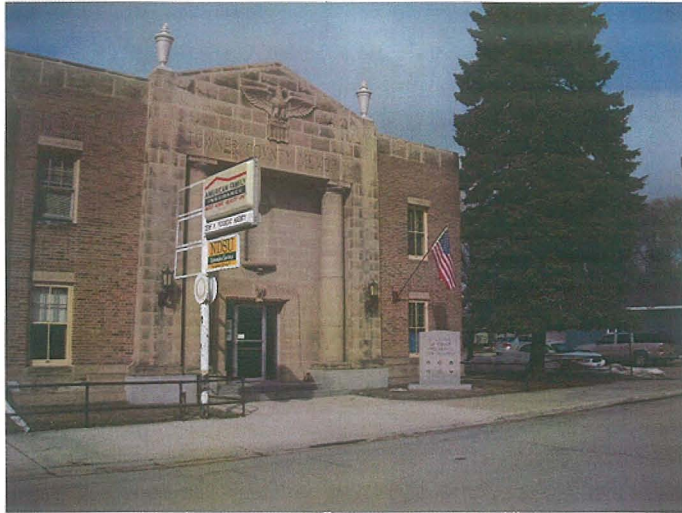
SHUTS MAN COUNTY



Recommendations

Post veteran service officer contact information in communities within the county, i.e. town halls, community & senior centers, veterans clubs, post office, restaurants, grocery stores, etc.

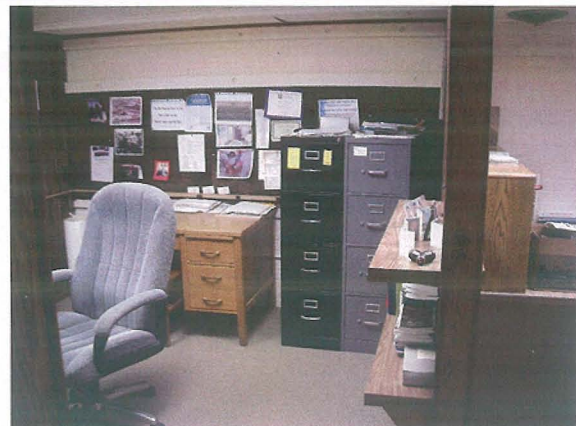
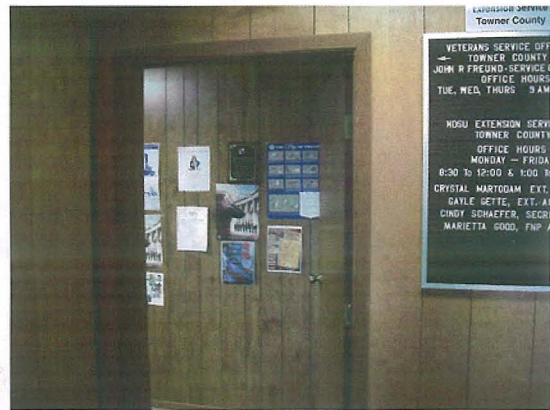
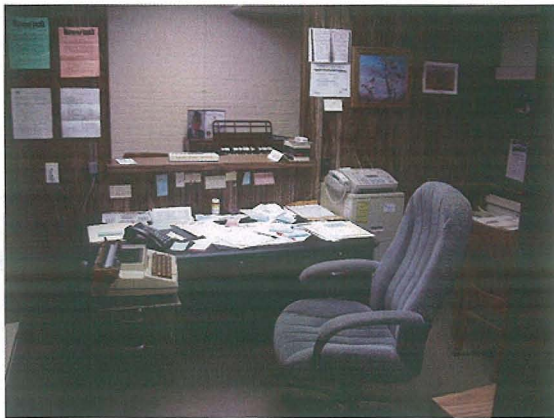
Response



Courthouse, 315 2nd Street, Cando



John "Jack" Freund



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Recommendations

County Commission should ensure CVSO evaluations are conducted.

CVSO should place informational posters with contact information in community, i.e. town halls, community centers, nursing homes, service organizations, etc.

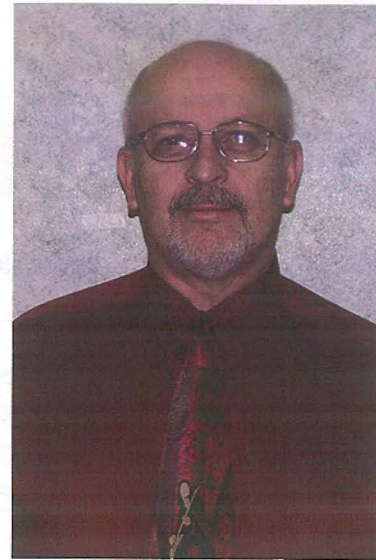
CVSO should gain access to VA web programs such as MapD, Share, VA-VPN.

Out of office sign should have alternative contact information for veterans.

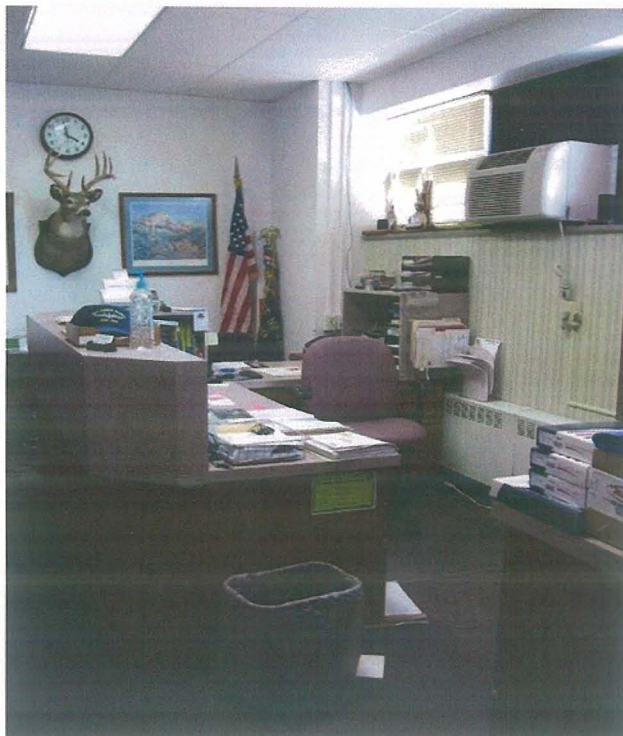
Response



205 East Broadway, Courthouse, Wiliston



Bob Evans



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Recommendations

CVSO should have signs/posters in communities throughout the county with contact information.

Veterans claims files have medical and financial information, they also have DD214's which are protected documents and should be stored in locking file cabinets.

CVSO contact information should be posted at CVSO's door along with other agencies contact information.

CVSO should complete Federal VA TRIP and LMS training to gain access to Federal VA web based applications.

With the Federal VA testing a new paperless system, it would be important for the CVSO to consider adding a good quality scanner, signature pad and electronic claims system to budget in near future.

Response