



Department of Veterans Services



Mike DeWine, Governor
Deborah Ashenurst, Director

December 6, 2019

MEMORANDUM FOR All County Veterans Service Commissioners and
All County Veterans Service Officers

SUBJECT: Ohio Department of Veterans Services (ODVS) Accreditation and Education Policy for
Calendar Year 2020

REFERENCE: (a) 38 CFR 14.629
(b) Ohio Revised Code 5902.02
(c) Ohio Administrative Code 5902-1

The purpose of the Ohio Department of Veterans Services (ODVS) Accreditation and Education Policy is to ensure that effective training is provided to County Veterans Service Commissioners (CVSC), County Veterans Service Officers (CVSO), County Veterans Service Officers in Training (CVSO-iT), and staff members in accordance with reference (a), (b), and (c).

1. Organizational Accreditation.

- a. All CVSOs accredited by ODVS are strongly encouraged to seek and apply for accreditation with all of the veterans service organizations representing Ohio veterans at the Cleveland Veterans Affairs Regional Office. The following are required:
 - (1) American Legion
 - (2) Disabled American Veterans
 - (3) Veterans of Foreign Wars
 - (4) Vietnam Veterans of America
- b. Accreditation packet requirements are available on your Relias learning training account or by emailing robin.mahady@dvs.ohio.gov
- c. All CVSOs are required to apply for and obtain access to VA computer programs (i.e. MAP-D, SHARE, VBMS, Virtual VA, etc.) within one year from the date of ODVS accreditation.
- d. The National Association of County Veteran Service Officers (NACVSO) provides an additional opportunity for CVSOs to gain additional accreditations.

2. Accreditation Recertification. CVSOs are required to complete accreditation recertification every five years. ODVS will notify all that require recertification prior to 1 Feb 2020. There are four test dates available for 2020 and individuals can sign up at the following link:

<https://www.eventbrite.com/e/cvso-state-exam-2020-registration-74164350569>

"The Trusted Voice for Veterans"

77 South High Street
7th Floor
Columbus, Ohio 43215

614 | 644 0898
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www.ohiovet.gov

a. Recertification testing is conducted at the Ohio State Association of County Veterans Service Officer spring and fall schools and also on the last day of the new service officer school. The examination requirements are as follows:

- (1) Exam is closed book and consists of 50 questions
- (2) Exam period is one hour
- (3) Must achieve a minimum score of 70% to pass
- (4) If a CVSO does not meet the minimum score, ODVS will work with the county to develop an individual education plan to work on identified deficiencies. Accreditation will not be removed; the CVSO will need to retest at the next opportunity.

3. County Veterans Service Officers-in-Training. Commissions must notify ODVS in writing that an employee has been hired or promoted to CVSO-iT. Per reference (c), a CVSO-iT is required to attend the new service officer school (see Enclosure 1 for 2020 courses) and pass an accreditation examination. The examination requirements are the same as mentioned above in paragraph 2a 1-3.

Newly Appointed County Veterans Service Commissioners. Per reference (c), Newly-appointed commissioners shall attend a special course of instruction conducted by ODVS. This course is offered twice a year and commissioners will only be required to attend it once during their terms held as a commissioner. Commissioners are not considered "certified" until they successfully complete the newly-appointed commissioner training. Newly-appointed commissioners can register to attend one of the two 2020 courses using the following link: <https://www.eventbrite.com/e/new-veteran-service-commissioner-training-2020-tickets-92024452615>

4. Education and Training Requirements. Per reference (c), all CVSOs, CVSO-iT, and CVSCs must meet all education and credit requirements. Five credits are required and must be obtained in the following manner: four credits must be earned by attending in person training specific to individual association/affiliation (see Enclosure 1) and one credit must be obtained through online training given by ODVS (see Enclosure 2).

a. Mandatory Training. Training topics will be developed and presented in accordance with references (a), (b), and (c).

b. Online Training. One of the required five education credits for CVSOs, CVSO-iT, and CVSCs must be obtained through online training given by ODVS. Per Enclosure 2 – 2020 Online Training Requirements (as of 12/6/19), Commissioners & Service Officers/Service Officers-in Training are required to complete all of the listed courses to achieve one credit toward their education requirements during 2020.

- (1) Commissioners and Service Officers/Service Officers-in Training will login to the Relias Learning Center using their assigned username and individual password.
- (2) Newly assigned Commissioners and Service Officers/Service Officers-in Training will be assigned a username and initial password from ODVS upon notification of hire. They will also be provided with login instructions.

c. Training Waivers. Education waivers are the rare exception and are only approved by the ODVS Director. A request for a waiver must be in writing and can be submitted for the following:

- (1) Military activation under U.S.C. Title 10. Supporting documentation should be included (i.e copy of orders).

- (2) Serious illness or emergency for you or a member of your immediate family that prevents you from attending training. Supporting documentation should be included.
 - (3) Work conflicts that were unable to be resolved with the employer. If a conflict exists the employer should write a letter on company letterhead explaining that you will not be released to attend training.
6. The following requests should be emailed to countytraining@dvs.ohio.gov or via phone at (614) 752-8942.
- a. Request to remove a service officer or commissioner who is no longer employed at the county.
 - b. Request for a password reset or reissue of username.
7. Please contact the ODVS Education & Compliance Deputy Director, Robin Mahady at (614) 752-8942 with any questions or concerns.



Deborah Ashenhurst
Director

Enclosure:

- 1 - 2020 Training and Credit Schedule (as of ~~12/6/19~~ 1/29/2020)
- 2 - 2020 Online Training Requirements (as of 12/6/19)

2020 Training and Credit Schedule (As of 1/29/2020)

Ohio State Association of County Veterans Service Officers & Ohio Department of Veterans Services			
Date(s)	Training	Credits	Location
Jan 1 - Nov 30	On-Line Courses (See Encl 2)	1	1 required credit must be achieved thru on line training
Mar 6	Winter Quarterly Training	1	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Apr 6 - 10	Spring New CVSO School	1*	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Apr 10	New CVSO Testing	N/A	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
May 6 - 8	Spring School	2	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
May 6	Recertification CVSO Testing	N/A	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Jul 17	Summer Quarterly Training	1	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Sep 16 - 18	Fall School	2	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Sep 16	Recertification CVSO Testing	N/A	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Oct 19-23	Fall New CVSO School	1*	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH
Oct 23	New CVSO Testing	N/A	Columbus Marriot Northwest, 5605 Blazer Parkway, Dublin, OH

Ohio State Association of County Veterans Service Commissioners & Ohio Department of Veterans Services			
Date(s)	Training	Credits	Location
Jan 1 - Nov 30	On-Line Courses (See Encl 2)	1	1 required credit must be achieved thru on line training
Mar 6	New Commissioner Training	1*	AMLEG Post 171, 393 E College Ave, Westerville, OH
Mar 14	New Commissioner Training	1*	AMLEG Post 171, 393 E College Ave, Westerville, OH
April 3 - 5	Spring Conference & Training	2	Embassy Suites, 5100 Upper Metro Place, Dublin, OH
Jul 24 - 26	Summer Conference & Training	2	Embassy Suites, 5100 Upper Metro Place, Dublin, OH
Nov 20 - 22	Fall Conference & Training	2	Embassy Suites, 5100 Upper Metro Place, Dublin, OH

Other Training			
Date(s)	Training	Credits	Location
Jun 6 - 12	National Association of County Veterans Service Officers	1	Atlanta, GA

* First time attendance only

2020 On Line Training Requirements (As of 12/6/2019)

Ohio Department of Veterans Services/County Veterans Service Officer Online Training		
Course Title	Training Location	Completion Deadline
Burial Benefits	http://countytraining.training.reliaslearning.com	November 30, 2020
Incarceration & Fugitive Felon Status	http://countytraining.training.reliaslearning.com	November 30, 2020
Non-Service Connected Disability Pension	http://countytraining.training.reliaslearning.com	November 30, 2020
Ethics Course 2020	http://countytraining.training.reliaslearning.com	November 30, 2020

Ohio Department of Veterans Services/County Veterans Service Commissioner Online Training		
Course Title	Training Location	Completion Deadline
Commissioner Duties	http://countytraining.training.reliaslearning.com	November 30, 2020
Policies & Procedures	http://countytraining.training.reliaslearning.com	November 30, 2020
Debt Management & Fiduciary	http://countytraining.training.reliaslearning.com	November 30, 2020
Ethics Course 2020	http://countytraining.training.reliaslearning.com	November 30, 2020