



Department of  
Veterans Services

John R. Kasich, Governor  
Thomas N. Moe, Director

[www.dvs.ohio.gov](http://www.dvs.ohio.gov)

October 19, 2012

TO: All Veterans Service Commissioners  
All County Veteran Service Officers

FROM: Thomas N. Moe, Director  
Ohio Department of Veterans' Services

SUBJECT: Public Key Infrastructure/VA Access Policy

The Ohio Department of Veterans Services (ODVS) has recently received several recommendations from the Strategic Planning Committee. This initiative combines the efforts of the Ohio State Association of County Veterans Service Commissioners (OSAVSC) and the Ohio State Association of County Veteran Service Officers (OSACVSO). The committee unanimously recommended these changes to the Director of ODVS. Two of these recommendations have been adopted as policy changes.

Effective December 1, 2012, all county veteran service officers must have Public Key Infrastructure (PKI) access. PKI allows encrypted e-mail to be sent between various offices, eliminating the likelihood of accidental disclosure of personally identifiable information. ***Any employee of a Veteran Service Commission is eligible to hold PKI.*** Two forms of photo identification are required along with a current photograph of the applicant.

ODVS has previously made the applications available at several training events with a staff member to take the photos. We will do this again and process those applications through our Cleveland office. To make the process easier, OSACVSO and ODVS will begin the process during each new service officer school and during each training opportunity during the first half of 2013. Newly hired employees of a VSC should complete the application process at the first available opportunity. All CVSOs shall plan to meet this policy by July 1, 2013.

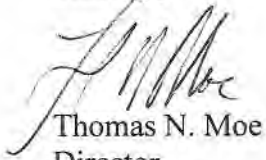
The second change includes the need for all CVSOs to apply for, and obtain, access to VA computer programs. These currently include MAP-D, SHARE, and Virtual VA, but may change in the near future. Access to these programs, combined with a valid Power of Attorney, allow the knowledgeable CVSO to view the veteran's file, and provide sound advice to the veteran regarding the status of the veteran's claim. This minimizes the need to communicate directly with the VA's National Call Center or the CVSO "Hotline," as the CVSO will be able to see the same information the person in the call center will see. This change shall be effective as of

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this access. Any CVSO without access on the effective date of this policy change will have one year to make the proper application.

ODVS applauds the effort of the Strategic Planning Committee to recommend improvements that will enable better service to the veterans of Ohio.

Sincerely,

A handwritten signature in cursive script, appearing to read 'T. N. Moe', is written in black ink.

Thomas N. Moe  
Director  
Ohio Department of Veterans Services