



# National Association of County Veterans Service Officers (NACVSO)

660 North Capitol St. NW Suite 400 Washington, DC 20001

[www.nacvso.org](http://www.nacvso.org)

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## **\*\*DRAFT AGENDA\*\***

All events are located are held on the Plaza Building Concourse Level unless otherwise noted. Speakers are subject to change based on availability.

Friday, May 10, 2024

4-6pm Registration

Saturday, May 11, 2024

9am-5pm Registration

10am-4pm Certified Veterans Advocate (CVA)

Sunday, May 12, 2024

9am-5pm Registration

10am-4pm Certified Veterans Advocate (CVA)

10am Chapel

12pm Board Meeting

1pm Meet the NACVSO Committee Directors

6pm Opening Ceremony

Monday, May 13, 2024

7:30-9am Registration

8am-4pm NACVSO VA Claims Clinic

8am-5pm Exhibit Hall

8:30am Morning Coffee

9am-12pm General Membership Meeting

12pm Lunch on your own

1pm Pension Management Center

Kevin Friel, Deputy Director, VA Pension & Fiduciary Service

2pm Break

“A Veterans Service Organization, Focused on Your Benefits”



2:20pm What's New from Heroes with Hearing Loss  
Sean Lehman, Heroes with Hearing Loss  
2:40pm Financial Matters for You & Your Veteran  
JJ Montanaro, USAA  
3pm Preparing for the Future  
Lawrence Provost, Outreach Officer/VSO Liaison  
National Cemetery Administration  
4pm CVSO Office Options – VetPro  
4:10pm Trends from the Field – VES  
6pm President's Reception – Sheraton Parlur

Tuesday, May 14, 2024

8am-4pm NACVSO VA Claims Clinic  
8am-5pm Exhibit Hall  
8am Basic Benefits Social  
Open to Basic Benefits Students since the last conference  
8:30am Morning Coffee  
9am [holding]  
9:15am Trends from MDEO  
John "Randy" Detty,  
VA Medical Disability Examination Office  
10am Updates from Debt Management Center  
Dawn Eggers, Director of Operations  
VA Debt Management Center  
11am Update from DOD/VA Collaboration Office  
Michael Odle, Director  
12pm Lunch on your own  
1pm Update from Veterans Benefits Administration  
Joshua Jacobs, Under Secretary for Benefits  
2pm Break  
2:20pm Latest News on Asbestos Claims  
Aaron Munz, Asbestos.com  
2:35pm Updates from the Office of Intergovernmental Affairs  
Zaneta Adams, Deputy Assistant Secretary



- 3:20pm QuickSubmit Enhancements  
Melissa Fiedler and Timothy Wagner  
Office of Business Integration, VBA
- 4pm Video Update from Veterans Health Administration  
Dr. Shereff Elnahal, Under Secretary for Health

Wednesday, May 15, 2024

- 8am-4pm NACVSO VA Claims Clinic
- 8am-5pm Exhibit Hall
- 8:30am Morning Coffee
- 9am-12pm General Membership Meeting
- 12pm Lunch on your own
- 12pm Womens Vet Rep Committee Lunch  
Pre-registration was required
- 1pm [hold]
- 2pm Break
- 2:20pm Trends from the Field – QTC
- 2:30pm EHRM Updates – Oracle
- 2:40pm Trends from the Field – Optum
- 3pm [hold]
- 4pm Trends from the Field – TriWest
- 6pm Banquet & Swearing in of New Officers

Thursday, May 16, 2024

- 8am-4pm NACVSO VA Claims Clinic
- 8am-4pm Exhibit Hall
- 8:30am Morning Coffee
- 9am Ethics  
Katrina Eagle, Esq.  
Jim Radogna, Accredited Claims Agent
- 10am Updates from VA Center for Women Veterans  
Lourdes Tiglao, Executive Director
- 11am Trends with PACT Act Claims  
Katrina Eagle, Esq.  
Jim Radogna, Accredited Claims Agent



12pm Lunch on your own  
1pm Preparing for Court – What’s About to Happen?  
The Veterans Consortium and CAVC Team  
1:30pm Conference to Courtroom – Witness History Making Event  
US Court of Appeals for Veterans Claims  
**\*\*Lanyards Required\*\***  
3:30pm Briefing from the VA Chief of Staff  
Tanya Bradsher, VA Deputy Secretary

Friday, May 17, 2024

8am-4pm NACVSO VA Claims Clinic  
8:30am Morning Coffee  
9am Military Records – Where are they?  
Scott Levins  
Director, National Personnel Records Center  
10:30am CHAMPVA  
Thomas Paulus and Katrina Fluss  
Veterans and Family Member Programs  
Office of Integrated Care  
11:15am NACVSO VA Claims Clinic  
What did we learn? Who did we help?  
Zach Migura, NACVSO Director of Education  
12pm Charging Forward with NACVSO  
President Christopher Hinton

