



# The “Nevada Veterans Advocate”

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**Nevada Department of Veterans Services**

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## OVERVIEW

This module will familiarize the participant with the definition of a **Nevada Veterans Advocate (NVA)** and a **Veterans Service Officer (VSO)**; roles, responsibilities and ethics; required training; and how to register to access the NDVS training courses.



## LEARNING OBJECTIVES:

Upon completing this course the participant will be able to:

1. Summarize the definition of a NVA and a VSO
2. Define the roles and responsibilities of an NVA and VSO
3. Describe the ethical conduct of an NVA and VSO
4. Explain how to register at NVAPPS
5. Explain the process to achieve certification as an NVA and/or VSO



## DEFINITION OF AN NVA

- An NVA is a person who wants to educate and advocate for soldiers, veterans and their families in obtaining State and federal benefits.
- A person who, after completing the NVA eLearn Program, is certified by the Nevada Department of Veterans Services.
- Bottom line is an NVA is someone who wants to help others!





## **ROLES AND RESPONSIBILITIES OF AN NVA**

- Volunteer in respective community
- Impart information to service members, veterans, family members and the public about benefits
- Assist VSO with developing claims





## DEFINITION OF A VSO

- A person who has received VSO training and has current knowledge of State and federal benefits
- A person who has completed the VA's 30 hour online course and has completed the accreditation process
- A person who advocates for and assists soldiers, veterans and their families in obtaining benefits and represents them before the Board of Veterans Appeals
- A person who volunteers or works for a State or National Veterans Service Organization to assist and advocate for soldiers, veterans and their families
- Bottom line is a VSO is someone who helps others!







## NVA AND VSO ETHICS

- Keep all client information confidential
- Ensure all information given is current and accurate
- Ensure all information received is true and factual
- Discuss benefits without prejudice
- Do not accept remuneration for advise or services provided
- Be professional at all times and know your limitations



If you are an NVA or VSO you are speaking for the NDVS Director, remember this.



## NVA CERTIFICATION REQUIREMENTS

### NVA/VSO Course checklist:

- Register in NVAPPS
- Complete modules (classes)
  - ✓ Pass quiz
  - ✓ Course Evaluation
  - ✓ Certificate of Completion
- Upon completion of course, contact to NDVS VAST Director at (775)321-4880
- Agency will mail participants a Certificate of Completion, a veteran's resource directory, and an NVA polo shirt.
- Recertification is required every three years.



Nevada Department of Veterans Services (NDVS)  
Nevada Veterans Advocate Certification Training

Advocate: \_\_\_\_\_ Certifying Official: \_\_\_\_\_

Duty Location: \_\_\_\_\_ Date Training Began: \_\_\_\_\_


- Classes may be completed by attending a NDVS conference, on-line NDVS classes or On-the-job-training (OJT) with a NDVS Veterans Service Officer (VSO)

Classes	CEU	DATE	SUPV
General Advocacy and Support topics			
1 The Nevada Veterans Advocate			
2 Nevada Green Zone Initiative/Network <sup>1</sup>			
3 Nevada Green Zone Employer Program <sup>2</sup>			
4 NDVS Veterans Memorial Cemetery Program <sup>1</sup>			
5 NDVS State Veterans Homes <sup>1</sup>			
6 NDVS Veterans Advocacy and Support Team <sup>1</sup>			
7 State of Nevada Veteran's benefits <sup>2</sup>			
8 Veterans Health Administration (VHA) Programs <sup>2</sup>			
9 Veterans Benefits Administration Programs <sup>2</sup>			
10 Requesting military discharges, records and medals <sup>1</sup>			
11 Introduction to VA Compensation <sup>2</sup>			
12 Introduction to VA Improved Pension (Aid and Attendance/House Bound) <sup>2</sup>			
13 Introduction to VA Death benefits <sup>2</sup>			
14 Introduction Veterans Employment programs <sup>2</sup>			
15 Introduction to VA Education and Vocational Rehabilitation <sup>2</sup>			
16 Introduction to VA Home Loan Guaranty program <sup>2</sup>			
17 Introduction to VA Life Insurance programs <sup>2</sup>			
18 Introduction to Small Business Administration and the VA <sup>2</sup>			
19 Introduction to CHAMPVA <sup>2</sup>			
20 Introduction to VA Housing and Automobile Adaptation Grants <sup>2</sup>			

<sup>1</sup> On-Line Training (NDVS)

<sup>2</sup> May include supplemental DVA, VHA, state, county, or equivalent external source





## Welcome to NEATS

### Nevada Employee Action and Timekeeping System

[Home](#)
[Jobs](#)
[Messages](#)

### Home Page

#### Login

User ID:

Password:

☐ Remember my User ID

If you don't have a User ID... [Register with the system](#)

To reset your password... [Click Here](#)

If you have forgotten your User ID... [Click Here](#)

If you need other assistance with NEATS...

**Contact the HR Help Desk @ (775) 687-9099**  
**or toll-free at (866) NVNEATS**

#### Messages

Date	Subject
11/21/12	<b>VERIFY E-MAIL ADDRESSES ARE CORRECT</b>
8/9/12	Internet Explorer 8 - NEATS/NVAPPS Certified Browser
2/18/10	Verify Your Home and Mailing Addresses are Correct
9/24/09	Just Say 'No' To Multiple Internet Sessions
12/20/07	NEATS / NVAPPS Standard Hours of Operation
8/7/07	PASSWORD GUIDELINES
8/7/07	Do not use the 'BACK' button





## LOCATIONS AND HOURS

### [Southern Nevada Veterans Memorial Cemetery](#)

1900 Veterans Memorial Drive, Boulder City, NV 89005  
(702)486-5920

### [Northern Nevada Veterans Memorial Cemetery](#)

14 Veterans Way, Fernley, NV 89408  
(775)575-5713

Cemetery hours are from 8:00am until 5:00pm Monday through Friday. The grounds are open to visitors 24 hours per day, 7 days per week. Visitation after dark is not encouraged as lighting is minimal.

## COURSE CONTENT



[COURSE CONTENT](#)

## QUIZ



[QUIZ](#)

## CERTIFICATE OF COMPLETION



[CERTIFICATE OF COMPLETION](#)

Restricted: Not available until you achieve a required score in [QUIZ](#).

## COURSE EVALUATION



[COURSE EVALUATION](#)

Restricted: Not available until you achieve a required score in [QUIZ](#).



## NDVS Cemetery Program

Home ► Courses ► COURSES FOR OTHER NEVADA PUBLIC SERVICE ENTITIES AND THE PUBLIC ► Veterans Advocacy and Support ► Nevada Ve

### Quiz navigation

1 2 3 4 5 6 7 8 9  
10 11 12 13 14 15

[Finish attempt ...](#)

[Start a new preview](#)

### Navigation

Home

- My home
- My profile
- ▼ Current course
  - ▼ NDVS Cemetery Program
    - Participants
    - Badges
    - ▼ QUIZ
      - QUIZ
- My courses
- Courses

### Administration

- ▼ Quiz administration
  - Edit settings
  - Group overrides
  - User overrides
  - Edit quiz

#### Question 1

Not complete

Marked out of 1.00

[Flag question](#)

[Edit question](#)

Under public law 106-65, rendering of military honors is the responsibility of:

Select one:

- ☐ a. Veteran's Organizations
- ☐ b. Nevada Veterans Memorial Cemeteries
- ☐ c. Funeral Directors
- ☐ d. Department of Defense

[Check](#)

#### Question 2

Not complete

Marked out of 1.00

[Flag question](#)

[Edit question](#)

Flags permitted at individual gravesites must not exceed the following dimensions:

Select one:

- ☐ a. 12 inches by 24 inches
- ☐ b. 24 inches by 30 inches
- ☐ c. 12 inches by 18 inches
- ☐ d. 48 inches by 60 inches

[Check](#)

#### Question 3

Not complete

Marked out of 1.00

[Flag question](#)

[Edit question](#)

Exceptions to eligibility for interment may be granted by

Select one:

- ☐ a. Cemetery Superintendent
- ☐ b. Governor
- ☐ c. No exceptions may be granted as eligibility is governed by law
- ☐ d. Director of the Nevada Department of Veterans Services

[Check](#)



## Course Evaluation



## NDVS Cemetery Program

Please complete the following questionnaire about this course. Your answers are completely confidential and will help Office of Nevada Department of Veterans Services better serve your training needs.

1	2	3	4	5
Completely disagree	Disagree somewhat	Not sure	Agree somewhat	Completely agree

## 1 Course Organization and Structure

[illegible]

## 2 Course Content

	1	2	3	4	5	N/A
Presentation of content is clear and straight-forward.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content had no typographical or grammatical errors.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional educational resources were provided, were easy to access and clear instructions were included.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 3 Usability

1	2	3	4	5	N/A
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## CERTIFICATE of COMPLETION

This is to certify that

**ROBERT FINCHER**

has completed the course

NDVS Cemetery Program

September 12, 2014

Credit Hours: 1.0





# NEVADA DEPARTMENT OF VETERANS SERVICES

*Serving America's Heroes*



August 27, 2015

Dear (Participant),

Welcome to the Nevada Veterans Advocate program. Enclosed you will find your certification materials (certificate, polo shirt, and Nevada Resource Manual). As promised, we have matched you with a Veterans Service Officer (VSO) based on your location in Nevada. Please reach out to your VSO to determine how you can help serve military members, veterans, and families in your local community. If you should meet someone that requires the assistance of a VSO, please connect them with your assigned VSO. The contact information for your VSO is:

Name:

Physical Location:

Phone Number:

E mail:

As a Nevada Veterans Advocate, you will have the opportunity to share information regarding valuable services and opportunities with military members, veterans, and their families. Starting next month, you will receive an e-newsletter containing information about new courses, program updates, new services and opportunities, and other valuable information. We also ask that as you learn about new services, opportunities, and needs of veterans in your community, you send that information back to NDVS through the NVA Coordinator. Enclosed you will also find a hardcopy of the Contact Tracking Form sent previously via email. If you choose to complete this form, please return to Tamara Steinmann via e mail or mail on a monthly basis.

If you have any questions, please feel free to contact the NVA Coordinator, Tamara Steinmann ([steinmannt@veterans.nv.gov](mailto:steinmannt@veterans.nv.gov), or 775-321-4880). Thank you for taking the time to help Nevada's military members, veterans, and families. Best wishes as a Nevada Veterans Advocate.

Respectfully,

Tamara Steinmann  
Nevada Veterans Advocate Coordinator





## **OTHER DUTIES IN SUPPORT OF YOUR VSOS AND VETERANS**

- Provide conduit for dissemination of information about services and opportunities available to veterans
- Ensure veterans know what to bring for an initial visit with a VSO
- Gather information about services and opportunities in your community and share that information with your VSO and NDVS
- Assist VSOs in urban areas by helping conduct video teleconferencing appointments in areas if available (attachment)
- Participate in community outreach events (fairs, rodeos, farmers market, etc.) and distribute benefit literature and discuss NDVS services and benefits
- Attend veteran town halls and other similar events in your community and share the concerns and issues with NDVS
- Identify individuals with critical needs in your community (homeless, housebound, etc.) and inform NDVS
- Help veterans who experience challenges accessing information



## FORMS TO BE COMPLETED FOR VOLUNTEER PACKET

- Volunteer Service Application
- Confidentiality Statement & Agreement
- Media Contact
- Memorandum Of Understanding -  
Volunteer In State Service
- Sexual Harassment /Volunteer Acknowledgement Form  
& Governor's Policy on Sexual Harassment and Discrimination

As a volunteer of the NDVS you must maintain a high standard of professionalism.



# Questions?

