

**National Veterans' Technical Assistance Center (NVTAC)  
Homeless Veterans' Reintegration Program (HVRP) Community of Practice (CoP)  
National Association of County Veterans Service Officers (NACVSO)  
Thursday, April 25, 2024, 3 pm – 4 p.m. ET**

### **NVTAC Staff**

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### **Guest Presenter**

Nichole Coleman, NACVSO

### **Key Points**

- **Introduction**
  - NVTAC staff introduced Nichole Coleman, Immediate Past President of NACVSO. Her objective was to inform HVRP providers about NACVSO's operations and services.
- **Who is NACVSO?**
  - NACVSO is comprised of county veteran advocates who train and support the operations of County Veteran Service Officers (CVSO).
- **Who are CVSOs?**
  - CVSOs operate a one-stop shop for assistance and help veterans and their families with a variety of concerns, including receiving disability or pension benefits, support for caregivers, and much more.
  - A primary role of the CVSO is to assist veterans with navigating the U.S. Department of Veterans Affairs (VA) Healthcare System. They are often the de facto patient advocates, supporting veterans to enroll in care and find help.
    - CVSOs maintain a close relationship with VA staff and are trained by VA staff on changes in law or policy.
  - CVSOs are also local resource experts and community outreach providers. They know what state or local programs exist in the community to assist veterans.
- **What does NACVSO provide to CVSOs?**
  - NACVSO provides ongoing training/education, accreditation with the VA, legislative advocacy to enhance resources and services, intergovernmental agency collaborations, and a platform for leadership development.
- **Who is a veteran according to NACVSO?**
  - According to NACVSO, a "veteran" includes anyone who has ever served in the armed forces regardless of time in service, type of discharge, wartime or peacetime, and combat or non-combat status.

- NOTE: The definition of a veteran and general eligibility criteria for HVRP and NACVSO are not the same. Please refer to [Veterans' Program Letter \(VPL\) 02-23](#) or the [HVRP Eligibility Frequently Asked Questions \(FAQ\)](#) for complete details on HVRP eligibility.
- **Who qualifies for benefits?**
  - Veteran Service Officers (VSO) are knowledgeable of the eligibility criteria, benefits, enrollment, appeal, etc. for benefits, such as VA benefits, and assist veterans throughout the process of obtaining them.
- **Relevance to HVRP Grant Awardees**
  - HVRP and VSOs can collaborate to identify eligible veterans, coordinate with local veteran services, and serve veterans.
  - You can locate a CVSO, Governmental Veteran Service Officer (GVSO), or State VA near you by visiting [nacvso.org](http://nacvso.org) and choosing “Find Service Officers.”
  - If a CVSO or GVSO is not available in your area, other veteran service organizations that may have VSOs at a local level include the American Legion, Veterans of Foreign Wars (VFW), Disabled American Veterans (DAV), Vietnam Veterans of America (VVA), and other local charities.
- **Veterans and Benefits**
  - Veterans should be encouraged to apply for the benefits they have earned and deserve.

## Conclusion

NACVSO trains and supports CVSOs and GVSOs who are the frontline subject matter experts working with veterans in the communities where they reside. These professionals operate at the local and state levels to educate, connect, and advocate for veterans. VSOs maintain a close relationship with the VA to assist veterans in obtaining benefits and enrolling in care. They are local resource experts, familiar with the programs and services available in their community. HVRP, NACVSO, and the veterans both programs serve benefit from collaboration. A relationship with your local NACVSO can lead to increased referrals and methods to better connect veterans to the benefits and services they require and deserve.

*You can review the presentation slides here: [NVTAC April 2024 CoP](#)*