

2023 VFW NVS Proficiency Training Conference
Sunday, April 16, 2023
Doubletree Annapolis

All Attendees - Mainsail Ballroom	
12:00	Registration
12:30	Opening Remarks and Invocation <i>Mike Figlioli, Director, NVS</i>
1:00	VFW National Headquarters Update <i>Brian Walker, Assistant Adjutant General, VFW</i>
2:00	Break
2:20	VA Life Insurance Program <i>Kristan Hoffman, Chief, Policy, Procedures and Training, VA Insurance Service</i>
3:10	Break
3:30	VFW National Legislative Service Update <i>Patrick Murray, Director, NLS</i>
4:15	Department of Veterans Affairs VBA Update <i>Willie Clark, Deputy Undersecretary for Benefits, Veterans Benefits Administration</i>
5:30	Trivia Night Reception - Coastal Room



National Veterans Service

PROFICIENCY TRAINING CONFERENCE

April 16-19, 2023



2023 VFW NVS Proficiency Training Conference - Monday, April 17

TIME	Group 1: Coastal West	Group 2: Leeward	Group 3: Mainsail West	Group 4: Coastal Main/East
7:00	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>
8:00	BREAKOUT SESSIONS SEE BREAKOUT AGENDA			
8:50				
9:00				
9:50				
10:10				
11:00				
11:10				
12:00	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
1:00	Using Common Court Cases <i>Crystal Trulove</i>	What's New at NVS	What's New at VA <i>Kyle Rogers</i>	TVB System
1:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
2:00	Using Common Court Cases <i>Crystal Trulove</i>	Developing PACT Act Claims <i>Vicki Von Loh</i>	What's New at VA <i>Kyle Rogers</i>	TVB System
2:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
3:10	Using Common Court Cases <i>Crystal Trulove</i>	Developing PACT Act Claims <i>Vicki Von Loh</i>	What's New at VA <i>Kyle Rogers</i>	What's New at NVS
4:00	Western Region DSO Meeting - Mainsail West Eastern Region DSO Meeting - Coastal Main/East			

2023 VFW NVS Proficiency Training Conference - Tuesday, April 18

TIME	Group 1: Coastal West	Group 2: Leeward	Group 3: Mainsail West	Group 4: Coastal Main/East
7:00	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>
8:00	Developing PACT Act Claims <i>Vicki Von Loh</i>	TVB System	Using Common Court Cases <i>Crystal Trulove</i>	What's New at VA <i>Kyle Rogers</i>
8:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
9:00	Developing PACT Act Claims <i>Vicki Von Loh</i>	TVB System	Using Common Court Cases <i>Crystal Trulove</i>	What's New at VA <i>Kyle Rogers</i>
9:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
10:10	Media Awareness <i>Rob Couture</i>	PACT Act Offsets <i>Glenn Bergmann</i>	Using Common Court Cases <i>Crystal Trulove</i>	What's New at VA <i>Kyle Rogers</i>
11:00	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
11:10	PACT Act Offsets <i>Glenn Bergmann</i>	Media Awareness <i>Rob Couture</i>	TVB System	Developing PACT Act Claims <i>Vicki Von Loh</i>
12:00	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
1:00	What's New at VA <i>Kyle Rogers</i>	Using Common Court Cases <i>Crystal Trulove</i>	TVB System	Developing PACT Act Claims <i>Vicki Von Loh</i>
1:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
2:00	What's New at VA <i>Kyle Rogers</i>	Using Common Court Cases <i>Crystal Trulove</i>	Media Awareness <i>Rob Couture</i>	PACT Act Offsets <i>Glenn Bergmann</i>
2:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
3:10	What's New at VA <i>Kyle Rogers</i>	Using Common Court Cases <i>Crystal Trulove</i>	PACT Act Offsets <i>Glenn Bergmann</i>	Media Awareness <i>Rob Couture</i>

2023 VFW NVS Proficiency Training Conference - Wednesday, April 19

TIME	Group 1: Coastal West	Group 2: Leeward	Group 3: Mainsail West	Group 4: Coastal Main/East
7:00	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>	<i>Continental Breakfast</i>
8:00	TVB System	What's New at VA <i>Kyle Rogers</i>	What's New at NVS	Using Common Court Cases <i>Crystal Trulove</i>
8:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
9:00	TVB System	What's New at VA <i>Kyle Rogers</i>	Developing PACT Act Claims <i>Vicki Von Loh</i>	Using Common Court Cases <i>Crystal Trulove</i>
9:50	<i>Break</i>	<i>Break</i>	<i>Break</i>	<i>Break</i>
10:10	What's new at NVS	What's New at VA <i>Kyle Rogers</i>	Developing PACT Act Claims <i>Vicki Von Loh</i>	Using Common Court Cases <i>Crystal Trulove</i>
11:00	<p style="text-align: center;"><i>End of Conference</i></p> <p style="text-align: center;"><i>All tests must be completed on the VFW Online Learning Portal by 11:59PM Eastern on Friday April 28, 2023</i></p>			

2023 VFW NVS Proficiency Training Conference - Monday, April 17

BREAKOUT SCHEDULE

TIME	RED GROUP COASTAL WEST	GREEN GROUP LEEWARD	BLUE GROUP MAINSAIL WEST	PURPLE GROUP COASTAL MAIN/EAST
7:00	Continental Breakfast	Continental Breakfast	Continental Breakfast	Continental Breakfast
8:00	NVS BDD Meeting	State Run Partnerships Mike Figlioli	Recruiting in the Office Chris Macinkowicz Dennis Flynn	VBMS Filters & Tips Dale Phillips Todd Gruchalla
8:50	Break	Break	Break	Break
9:00	NVS BDD Meeting	VBMS Filters & Tips Dale Phillips Todd Gruchalla	How to Instruct Post Service Officers Liz Salvador	Recruiting in the Office Chris Macinkowicz Dennis Flynn
9:50	Break	Break	Break	Break
10:10	Office Practices Sari Maple Keith Garrison	VAVS James Moss	VBMS Filters & Tips Dale Phillips Todd Gruchalla	How to Instruct Post Service Officers Liz Salvador
11:00	Break	Break	Break	Break
11:10	VBMS Filters & Tips Dale Phillips Todd Gruchalla	Humana	Office Practices Sari Maple Keith Garrison	VAVS James Moss
12:00	Lunch	Lunch	Lunch	Lunch

Please refer to your class list to determine your breakout group

2023 VFW NVS Proficiency Training Conference

LUNCH MENU

LUNCHES ARE LOCATED IN MAINSAIL MAIN/EAST

MONDAY	Garden Salad & Maryland Vegetable Crab Soup Seared Flank Steak Grilled Salmon with Fruit Salsa Rice Pilaf Vegetable Medley & Dessert
TUESDAY	Build Your Own Taco & Fajita Bar with Chicken Strips and Seasoned Beef Black Beans Mexican Rice Dessert