

**2023 NVS Accredited Service Officer Skill Level Training Conference**  
**Sunday September 10, 2023**  
**ALL ATTENDEES WILL BE IN THE MAINSAIL BALLROOM**

9:00	Skill Level Training Registration Opens
12:30	Opening Remarks and Introduction of Guests <i>Mike Figlioli, Director, NVS</i>
1:00	VFW Headquarters Address <i>Carol Whitmore, VFW Junior Vice Commander in Chief</i>
1:15	Keynote Speaker <i>Preston Stewart, US Army Veteran and United States Military Academy at West Point Graduate</i>
1:50	Break
2:00	Department of Veterans Affairs Update
2:50	Break
3:10	Department of Veterans Affairs Update
4:00	POW/MIA Remembrance Ceremony
5:00	Reception with Karaoke <i>Sponsored by Humana</i>



## 2023 NVS Accredited Service Officer Skill Level Training Conference

### Monday September 11, 2023

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Coastal Main/East	Group 4: Leeward
7:00	Continental Breakfast			
8:00	Rating PACT Act Conditions Vicki Von Loh	NVS VHA Update Gregg Orto	What's New at VA Kyle Rogers	Claims Sharks Update Paul Sullivan
8:50	Break			
9:00	Rating PACT Act Conditions Vicki Von Loh	Office Efficiency Training Gregg Orto / Todd Gruchalla	What's New at VA Kyle Rogers	Representation at Hearings Crystal Trulove
9:50	Break			
10:10	Rating PACT Act Conditions Vicki Von Loh	Office Efficiency Training Gregg Orto / Todd Gruchalla	What's New at VA Kyle Rogers	Representation at Hearings Crystal Trulove
11:00	Break			
11:10	Claims Sharks Update Paul Sullivan	TVB Features Liz Salvador/Dale Phillips	BDD Claims Cindy Noel	Representation at Hearings Crystal Trulove
12:00	Lunch - Garden Salad & Maryland Vegetable Crab Soup, Seared Flank Steak, Grilled Salmon, Rice Pilaf, Vegetable Medley & Dessert			
1:00	What's New at VA Kyle Rogers	Claims Sharks Update Paul Sullivan	BDD Claims Cindy Noel	NVS VHA Update Gregg Orto
1:50	Break			
2:00	What's New at VA Kyle Rogers	TVB Features Liz Salvador/Dale Phillips	BDD Claims Cindy Noel	Office Efficiency Training Gregg Orto / Todd Gruchalla
2:50	Break			
3:10	What's New at VA Kyle Rogers	TVB Features Liz Salvador/Dale Phillips	Claims Sharks Update Paul Sullivan	Office Efficiency Training Gregg Orto / Todd Gruchalla



## 2023 NVS Accredited Service Officer Skill Level Training Conference

### Tuesday September 12, 2023

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Coastal Main/East	Group 4: Leeward
7:00	Continental Breakfast			
8:00	NVS VHA Update Gregg Orto	Rating PACT Act Conditions Vicki Von Loh	TVB Features Liz Salvador/Dale Phillips	Forever GI Bill T. Ryan Barnett
8:50	Break			
9:00	Office Efficiency Training Gregg Orto / Todd Gruchalla	Rating PACT Act Conditions Vicki Von Loh	Forever GI Bill T. Ryan Barnett	BDD Claims Cindy Noel
9:50	Break			
10:10	Office Efficiency Training Gregg Orto / Todd Gruchalla	Rating PACT Act Conditions Vicki Von Loh	TVB Features Liz Salvador/Dale Phillips	BDD Claims Cindy Noel
11:00	Break			
11:10	Forever GI Bill T. Ryan Barnett	What's New at VA Kyle Rogers	TVB Features Liz Salvador/Dale Phillips	BDD Claims Cindy Noel
12:00	Lunch - Build your own taco and fajita bar with chicken and seasoned beef, mexican rice, beans & dessert			
1:00	TVB Features Liz Salvador/Dale Phillips	What's New at VA Kyle Rogers	Representation at Hearings Crystal Trulove	Rating PACT Act Conditions Vicki Von Loh
1:50	Break			
2:00	TVB Features Liz Salvador/Dale Phillips	What's New at VA Kyle Rogers	Representation at Hearings Crystal Trulove	Rating PACT Act Conditions Vicki Von Loh
2:50	Break			
3:10	TVB Features Liz Salvador/Dale Phillips	Forever GI Bill T. Ryan Barnett	Representation at Hearings Crystal Trulove	Rating PACT Act Conditions Vicki Von Loh
6:00	Trivia Night Sponsored by Chick-Fil-A Ports of Call Lookout Room			



## 2023 NVS Accredited Service Officer Skill Level Training Conference

### Wednesday September 13, 2023

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Coastal Main/East	Group 4: Leeward
7:00	Continental Breakfast			
8:00	<b>NVS Update</b> Brad Hazell / Todd Gruchalla	<b>Representation at Hearings</b> Crystal Trulove	<b>Rating PACT Act Conditions</b> Vicki Von Loh	<b>What's New at VA</b> Kyle Rogers
8:50	Break			
9:00	<b>BDD Claims</b> Cindy Noel	<b>Representation at Hearings</b> Crystal Trulove	<b>Rating PACT Act Conditions</b> Vicki Von Loh	<b>What's New at VA</b> Kyle Rogers
9:50	Break			
10:10	<b>BDD Claims</b> Cindy Noel	<b>Representation at Hearings</b> Crystal Trulove	<b>Rating PACT Act Conditions</b> Vicki Von Loh	<b>What's New at VA</b> Kyle Rogers
11:00	Break			
11:10	<b>BDD Claims</b> Cindy Noel	<b>NVS Update</b> Brad Hazell / Todd Gruchalla	<b>NVS VHA Update</b> Gregg Orto	<b>TVB Features</b> Liz Salvador/Dale Phillips
12:00	Lunch - Hamburgers, Hot Dogs, BBQ Chicken, Potato Salad, Salad, Dessert			
1:00	<b>Representation at Hearings</b> Crystal Trulove	<b>BDD Claims</b> Cindy Noel	<b>Office Efficiency Training</b> Gregg Orto / Todd Gruchalla	<b>NVS Update</b> Brad Hazell / Rick Jones
1:50	Break			
2:00	<b>Representation at Hearings</b> Crystal Trulove	<b>BDD Claims</b> Cindy Noel	<b>Office Efficiency Training</b> Gregg Orto / Todd Gruchalla	<b>TVB Features</b> Liz Salvador/Dale Phillips
2:50	Break			
3:10	<b>Representation at Hearings</b> Crystal Trulove	<b>BDD Claims</b> Cindy Noel	<b>NVS Update</b> Brad Hazell / Todd Gruchalla	<b>TVB Features</b> Liz Salvador/Dale Phillips



## 2023 NVS Accredited Service Officer Skill Level Training Conference

### Thursday September 14, 2023

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Coastal Main/East	Group 4: Leeward
7:00	Continental Breakfast			
8:00	<p style="text-align: center;"><b>End of Conference Test</b></p> <p>The end of conference test will take place during the conference using the VFW Online Learning Portal. Please ensure to bring your computer to this session so that you can access the test.</p>			
11:00	<p style="text-align: center;">End of Conference</p> <p style="text-align: center;">Please travel home safely</p>			

