

2026 NVS Accredited Service Officer Proficiency Training Conference

Sunday April 26, 2026

ALL ATTENDEES WILL BE IN THE MAINSAIL BALLROOM

9:00	Proficiency Training Registration Opens
12:30	Opening Remarks and Introduction of Guests <i>Mike Figlioli, Director, NVS</i>
12:50	Executive Director Remarks Ryan Gallucci Executive Director Washington Office
1:10	Senior Vice Commander in Chief Update <i>Cory Geisler, VFW Senior Vice Commander</i>
1:30	Sponsor Remarks
1:50	Break
2:00	Keynote Speaker: Joel Del Rosario
2:50	Break
3:10	National Legislative Service Update <i>Nancy Springer, Deputy Director NLS</i>
3:30	Department of Veteran Affairs Update
4:00	Closing
5:30	Reception with Karaoke <i>Sponsored by Humana</i>

Zoom Link: <https://vfw.zoom.us/j/83294524278?pwd=pqMLFoRUrCcfJTKwO79MpL7eIFeIdZ.1>

Meeting ID: 83294524278

Passcode: VFW



2026 NVS Accredited Service Officer Proficiency Training Conference

Monday April 27, 2026

Time	Group 1: Mainsail Main	Group 2: Mainsail West	Group 3: Mainsail East (BDD)	Virtual
7:00	Continental Breakfast			
8:00	KEY365 Deb Casello	Case Study Bergmann & Moore	Beneficial Court Cases Bergmann & Moore	NVS Forum RQAS and NVS Director Staff
8:50	Break			
9:00	What's New With VA Crystal Trulove	Case Study Bergmann & Moore	Beneficial Court Cases Bergmann & Moore	NVS Forum RQAS and NVS Director Staff
9:50	Break			
10:10	What's New With VA Crystal Trulove	Case Study Bergmann & Moore	Healthcare Team and the DSO Julie Holt	KEY365 Deb Casello
11:00	Break			
11:10	What's New With VA Crystal Trulove	KEY365 Deb Casello	BVA & CaseFlow Jeff Wishneski	Healthcare Team and the DSO Julie Holt
12:00	Lunch - Seared Flank Steak & Grilled Salmon, Rice Pilaf, Vegetable Medley and Maryland Crab Soup			
1:00	Case Study Bergmann & Moore	What's New With VA Crystal Trulove	KEY365 Deb Casello	Beneficial Court Cases Bergmann & Moore
1:50	Break			
2:00	Case Study Bergmann & Moore	What's New With VA Crystal Trulove	BDD Forum NVS Director Staff	Beneficial Court Cases Bergmann & Moore
2:50	Break			
3:10	Case Study Bergmann & Moore	What's New With VA Crystal Trulove	BDD Forum NVS Director Staff	BVA & CaseFlow Jeff Wishneski

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2026 NVS Accredited Service Officer Proficiency Training Conference

Tuesday April 28, 2026

Time	Group 1: Mainsail Main	Group 2: Mainsail West	Group 3: Mainsail East (BDD)	Virtual
7:00	Continental Breakfast			
8:00	Beneficial Court Cases Bergman & Moore	NVS Forum RQAS and NVS Director Staff	Humana Humana Staff	Case Study Bergman & Moore
8:50	Break			
9:00	Beneficial Court Cases Bergman & Moore	NVS Forum RQAS and NVS Director Staff	What's New With VA Crystal Trulove	Case Study Bergman & Moore
9:50	Break			
10:10	Healthcare Team and the DSO Julie Holt	Humana Humana Staff	What's New With VA Crystal Trulove	Case Study Bergman & Moore
11:00	Break			
11:10	BVA & CaseFlow Jeff Wishneski	Healthcare Team and the DSO Julie Holt	What's New With VA Crystal Trulove	Humana Humana Staff
12:00	Lunch - South of the Border Buffet			
1:00	NVS Forum RQAS and NVS Director Staff	Beneficial Court Cases Bergman & Moore	Case Study Bergman & Moore	What's New With VA Crystal Trulove
1:50	Break			
2:00	NVS Forum RQAS and NVS Director Staff	Beneficial Court Cases Bergman & Moore	Case Study Bergman & Moore	What's New With VA Crystal Trulove
2:50	Break			
3:10	Humana Humana Staff	BVA & CaseFlow Jeff Wishneski	Case Study Bergman & Moore	What's New With VA Crystal Trulove

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2026 NVS Accredited Service Officer Proficiency Training Conference Wednesday April 29, 2026

Time	Group 1: Mainsail Main	Group 2: Mainsail West	Group 3: Mainsail East	Virtual
7:00	Continental Breakfast			
8:00	<p>End of Conference Test</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. All testing will be conducted onsite using either your assigned group room or your hotel room.</p>			
11:00	<p>End of Conference</p> <p>Please travel home safely</p>			

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