



Iowa Department of Veterans Affairs County Veteran Service Officer Education and Accreditation Policy

References: 38 CFR 14.629; Iowa Code §35B.6; Iowa Administrative Code 801.7(2)

1. Purpose The purpose of this policy is to ensure that effective training is provided to County Veterans Service Officers (CVSO), County Veterans Service Officers in Training (CVSO-iT), and office staff members.

2. Accreditation

a. Primary Accreditation CVSOs will maintain primary accreditation with a national service organization. CVSOs will submit a VA form 21 to the department for additional primary accreditation with the Iowa Department of Veterans Affairs. IDVA will review and submit all VA form 21s to the VA Office of General Counsel for approval/disapproval.

b. Cross Accreditation CVSOs are required to apply for cross accreditation with veterans' organizations representing Iowa veterans at the Des Moines Veterans Affairs Regional Office and provide the department with a copy of the application.

c. System Access Per Iowa Code, Executive Directors and Administrators are required to obtain and maintain a PIV Card for access to VA computer programs (e.g., Outlook, SHARE, VBMS, Teams, etc.). It is highly encouraged that all CVSOs obtain and maintain a PIV Card.

3. Accreditation Recertification CVSOs are required to complete IDVA accreditation recertification annually. Recertification testing is conducted at the IDVA annual CVSO school and on the last day of the new service officer school.

a. Examination Requirements:

- (1) The exam is open book and consists of 50 questions.
- (2) The exam period is two hours.
- (3) The purpose of the exam is a check on learning.

b. National Service Organization Annual Training Certificates of Annual Training from a National Service Organization will be accepted in lieu of recertification testing.

4. County Veterans Service Officers-in-Training (CVSO-iT) County Commissions of Veterans Affairs must notify IDVA in writing within **one week of hire** that an employee has been hired or promoted to CVSO-iT and provide the employee's contact information. All CVSO-iT are required to complete VA TRiPs training, complete new CVSO school and comply with the requirements in paragraph 2 and 3 above within one year of hire. It is recommended that all CVSO-iT complete TRiPs training and apply for VA PIV card within one month of hire.

5. Education and training requirements CVSOs and CVSO-iTs must annually complete 20 Continuing Education Units (CEUs) from the attached course listing provided by the Iowa Department of Veterans Affairs and/or sponsored by a National Service Organization.

6. Training Waivers Education waivers are the exception and can only be approved by the IDVA Commandant. Waiver requests must be on letterhead and signed by the chair of the county commission of veterans' affairs.

7. INQUIRIES Please contact the IDVA Benefits Bureau Chief, Gavin Sandvig, at (515) 727-3444 with questions or concerns regarding this policy. Correspondence related to this policy should be sent to:
iowaveteransbenefits@iowa.gov

8. EFFECTIVE DATE This policy is effective for the period July 1, 2026 through June 30, 2027.

Todd Jacobus
Commandant/Director
Iowa Department Veterans Affairs

May 29, 2026

Date

To maintain accreditation with IDVA, a minimum of 20 continuing education unit's (CEU) is required. The following list displays Ethics (mandatory), Primary (mandatory), Supplementary, and State Resources topics that are available for CVSOs to train on annually. Credit for topics trained, require a certificate and agenda (if attending state or national training).

Ethics – Minimum of 1 hour (mandatory)

Primary Topics – Minimum 6 hours (recommended)

- Claim Development of a Compensation Claim (526EZ)
- Pension Claim and Non-Service Connection (NSC) (527EZ)
 - Income and Assets Statements (0969) with Medical Expense Report (8416)
- Dependency Indemnity Compensation and Survivors Pension Claim (534EZ)
 - Accrued Benefits (Also 0969 and 8416)
- Direct Conditions
 - Presumptive, ERA driven, Exposures
- Supporting Documents and Statements
 - Medical Evidence Release (4142)
 - Adding Spouses at 30% (686c)
 - Authorization to Disclose Personal Information (0845)
 - Dependents: In School, or attending college (674)
 - Supporting Buddy Statements (10182)
 - Mental Health, Triggers (0781)

Supplementary Topics – Minimum of 9 hours (recommended)

- Special Monthly Compensation & Special Adaptive Housing (26-4555)
- Rating Increases, Temporary Total Disability Rating (526EZ)
- Permanent and Total Disability and Individual Unemployability (TDIU)
- Special Monthly Pension with Aid and Attendance (A&A) (2680)
- Request for Nursing Home with claim for A&A (0779)
- Supplemental Claims (0995)
- Secondary Conditions
 - TERA Reports
- Auto/Clothing Allowances (21-4502)
- Concurrent Retirement and Disability Pay (CRDP) and Combat Related Special Compensation (CRSC)
- Veteran Readiness and Employment (VR&E) (Chapter 31)
- Resources and References for Mental Health
- Debt Management
- Homelessness
- Death Certificates
- Discharges and Upgrades
- Healthcare/CHAMPVA
- Resources and References – 38 CFR, M21, NVLSP Single Subject Training, etc

State Resources – Minimum of 4 hours

- Iowa Workforce Development – Transition Assistance
- Secretary of State – Veterans for Voting
- State Treasurer
- DOT
- DNR
- Iowa Finance Authority/Property Tax Exemptions
- Iowa State Association of Counties
- Auditors Office
- Iowa Veterans Trust Fund