



# Communicator

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The COMMUNICATOR is the official publication of the California Association of County Veterans Service Officers (CACVSO). Opinions expressed are those of contributing writers and do not necessarily reflect opinions or policies of CACVSO officers, members, or the editorial staff. The newsletter reserves the right to edit, amend, or reject any contribution submitted for publication.

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## President's Message

*(Solano CVSO Ted Puntillo, President)*

Greetings,

The CACVSO will be asking you to volunteer for the CVSO Mentor Program in the next month. Our Executive Director and our consultant Jack Kirwan have been working on the roll out of this process to be starting in July of this year. We will be asking experienced and competent CVSO's to help the newer CVSO's in setting up their office and doing the things that make an office successful. Please respond to Tom when he calls.

We have also been getting inquiries from some counties on the regulations that govern the workload units (WLU), and how the auditors at CalVet are interpreting the regulations. This is a good thing, and we have a process set up to handle this type of questioning.

Grant Gautsche is the chair of the Funding Process Committee. This committee handles all changes and interpretations that involve the workload unit process. The committee meets via the internet or conference calls and looks at the issues and then makes a recommendation to the executive board. The executive board then decides which direction to go and meets with CalVet at least once a year to negotiate and update or change the regulations depending on the issue. This has worked well for many years and helps CVSO's understand and work effectively with the subvention regulation manual as to what is a valid WLU and what is not. This is the backbone of our subvention funding and it must have credibility and must be enforced the same for all counties to be fair to us all. So if you have any suggestions or complaints about the subvention manual, please contact Grant Gatushe in Riverside County and he will address your concerns with his committee.

I sent out the new fee structure for VA medications last week. A lot of the commonly used medications have been lowered to \$5.00 a month and the cap for yearly co-pays has been lowered to \$700.00 per calendar year. The VA is now less expensive than almost every other health care provider except Tri-care. Have a great month.

Ted

## TIME & PLACE COMMITTEE

(Madera County CVSO Charles Hunnicutt, Chair)

### Dates & Locations of Upcoming Conferences



June 11–16, 2017

Town & Country Resort & Convention Ctr.  
San Diego, CA



October 8–13, 2017

Marriott Convention Center  
Riverside, CA



February 25–March 2, 2018

Holiday Inn Sacramento Downtown  
Sacramento, CA



Last Thursday of the Month  
Unless Notified Otherwise!

# Information Security and Privacy Awareness Week (ISPAW) 2017 is April 24-28, 2017.

*If you see something – say something! The data you protect may be your own!!!*

The annual ISPAW campaign delivers VA's workforce with support and resources needed to secure Veteran and employee data, report incidents and concerns, and protect data and VA systems from future threats. Tip sheets, posters, and videos with experts are available to download below and share with your team. The selected theme for ISPAW 2017 is "Care to be Aware," which relates directly to the role VA employees have protecting sensitive information.



<http://www.go.va.gov/infosecurity>



## INCIDENT RESPONSE PROCESS

Understand the steps to report an incident

### IDENTIFICATION

- Identify the device(s) involved (i.e. hostname, IP, function of device, vendor, model, etc...) and identify the tier level of the device(s)
- Identify the characteristics of the virus (How does it propagate and what does it change on the device?) and identify the business impact of the incident
- Identify the source of the incident

### CONTAINMENT

- Remove the device(s) from network as soon as possible and proceed to Remediation Phase
- Perform the Common Risk Analysis for any device(s) that a risk has been identified. If there is still a potential risk after completing analysis, a Risk Analysis Summary Report should be conducted. Refer to [Subject 310](#) for more info.
- Create a Plan of Action and Milestone (POA&M) for the infected device to ensure a plan exists, mitigate the associated risk, and document risk acceptance of the device(s). Any existing or previously approved risk based decision (RBD) must be converted to a POA&M. Refer to [Subject 330](#) for more information.

### REMEDIATION

- Re-image the device(s) and then hardened with patches and/or other counter-measures to prevent or reduce the risk of future incidents
- The NSOC ticket will have full remediation instructions
- NOTE: This is also a DAS Memo on remediation expectations that likely should be referenced at <https://com.vasoc.va.gov/Pages/incident-Remediation-Instructions.aspx>

### RECOVERY

- Decide upon a time and date to restore operations
- Test and verify that the compromised systems are clean and fully functional
- Observe for abnormal behaviors

### REPORT

- Identification of root cause; implementation of preventative controls based on root cause analysis and understanding of any improvements that need to be made for future incidents



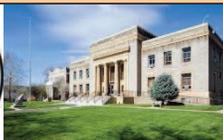
### REMEMBER:

You are obligated to report security incidents to your supervisor and your ISO or PO immediately in person or by phone.



U.S. Department of Veterans Affairs  
Office of Information and Technology  
Office of Information Security

Lassen County is a county located in the northeastern portion of the U.S. state of California. As of the 2010 census, the population was 34,895. The county seat and only incorporated city is Susanville. Lassen County comprises the Susanville, California micropolitan statistical area. A former farming, mining and lumber area, it has an economy today dependent on employment at two state and one federal prison; the former two in Susanville and the latter in Herlong. In 2007 half the adults in Susanville worked in one of the facilities.



MILITARY

# Family Picnic

presented by:

WELLS  
FARGO

SUNDAY, APRIL 30  
12-3PM @ RALEY FIELD  
FREE FOOD & FUN



RIVERCATS.COM

## VETERANS CHOICE PROGRAM (VCP) PHONE LINE IMPOSTER

FACT SHEET  
APRIL 27, 2017

### VCP Phone Line Imposter

It has come to VA's attention that a phone line has been set up by an unknown party to potentially "mimic" the VCP phone line. This imposter phone line may be intended to reach Veterans who inadvertently dial the VCP number incorrectly.

We want you to know that we are taking this seriously and to keep you aware of the steps we are taking. VHA Office of Community Care (VHA CC) has reported the "mimic" line to the VA Office of Inspector General for a possible civil or criminal investigation.

### "Mimic" Phone Line

The phone line established to "mimic" the VCP phone line is 1-~~800~~-606-8198. You know you have reached the wrong VCP phone line when:

- The phone line offers callers a \$100 rebate *if* the caller provides a credit card.
- The phone line does *not* state the caller has reached U.S. Department of Veterans Affairs or the VCP phone line.

**Be aware** that this phone number incorrectly confirms callers had reach the VCP *if the caller asks that question.*

### VCP Phone Line

The correct VCP phone line is 1-~~866~~-606-8198. This line is for Veterans to check their eligibility for the VCP and ask questions about the program.

If you are unsure if you have reached the correct phone line, hang up and dial 1-~~866~~-606-8198 again. The phone line will state the called **has** reach the U.S. Department of Veterans Affairs.





UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

# Department of Veterans Affairs announces hiring-freeze changes

**WASHINGTON** — As of 04/26/2017, the Department of Veterans Affairs (VA) announced an update to its hiring-freeze guidelines for the Department.

Effectively immediately, hiring restrictions are removed for the Veterans Health Administration's medical facilities; for medical and non-medical positions; and for Veterans Benefits Administration regional and field offices. The VA's National Cemetery Administration had no restrictions, and this remains unchanged.

However, in order to streamline VA's corporate structure and administrative positions, VA will maintain a process that requires thorough review before hiring. Hiring in the administrations must have the appropriate Under Secretary level approval; and at VA's Central Office, the Chief of Staff must approve.

"VA is committed to serving Veterans, but at the same time improving efficiency and reducing bureaucracy," said Dr. David J. Shulkin, Secretary of Veterans Affairs.





## VA Announces Internal Review of Caregiver Program

April 17, 2017

**WASHINGTON** – Today the Department of Veterans Affairs (VA) announced that, effective April 17, it has suspended revocations initiated by VA medical centers based on eligibility for the Program of Comprehensive Assistance for Family Caregivers (PCAFC) for three weeks.

“VA is taking immediate action to review the National Caregiver Support Program to ensure we honor our commitment to enhance the health and well-being of Veterans,” said [Dr. David J. Shulkin](#), Secretary of Veterans Affairs. “I have instructed an internal review to evaluate consistency of revocations in the program and standardize communication with Veterans and caregivers nationwide.”

VA Medical Centers will continue accepting PCAFC applications, approving applicants based upon current eligibility criteria, processing appeals and monitoring eligible Veterans’ well-being at least every 90 days, unless otherwise clinically indicated.

“Caregivers play a critically important role in the health and well-being of Veterans, and caring for an injured Veteran is a labor of love,” said Dr. Poonam Alagh, Acting VA Under Secretary for Health. “We remain focused on process improvements and support services for our family caregivers so they can take care of our Veterans.”

Revocations exempted from this suspension include those made at the request of the Veteran or caregiver; by the local Caregiver Support Program [for cause or noncompliance](#); or due to death, permanent institutionalization or long-term hospitalization of a Veteran or caregiver.

VA recognizes that family caregivers who care for Veterans in their homes have been putting Veterans first

# **VA Secretary Praises Congress for Extending Choice Program**

**Calls legislation major step toward increasing access to care**

WASHINGTON — Today, following the U.S. Senate's passage by unanimous consent this week, the U.S. House of Representatives passed legislation that extends the Veterans Choice Program (VCP) until the funding dedicated to the program is exhausted. The VCP is a critical program that increases access to care for millions of Veterans.

Without this legislation, the ability to use VCP funding would have ended abruptly on Aug. 7 of this year. Secretary of Veterans Affairs Dr. David J. Shulkin released the following statement of support:

- “Congress has once again demonstrated that the country stands firmly united when it comes to supporting our nation’s Veterans,” Secretary Shulkin said. “The Department of Veterans Affairs truly appreciates the quick bipartisan resolution Congress provided with the extension of the Veterans Choice Program.
- “I want to thank Chairman Johnny Isakson, Ranking Member Jon Tester, Chairman Phil Roe, Ranking Member Tim Walz and all the members of our committees for their leadership as we continue to make improvements to increase Veterans’ access to care,” Secretary Shulkin continued. “I also want to thank Senator John McCain, who has championed choice for Veterans and whose work on this issue allowed for swift and successful resolution.
- “VA looks forward to continued bipartisan support as we partner with Congress to not only develop a long-term solution for community care, but also work toward other critical legislation, such as accountability and appeals modernization to ensure Veterans receive the highest quality of care, benefits and support they have earned.”

# SOME APPROACHING DATES OF INTEREST

## APRIL 2017

- 1 April Fool's Day
- 3 Good Friday
- 5 Easter
- 13 Thomas Jefferson's B-Day
- 15 Tax Day
- 21 Nat. Library Workers' Day
- 22 Admin. Professionals Day

## MAY 2017

- 1 Law Day
- 5 Cinco de Mayo
- 6 National Nurses Day
- 10 Mother's Day
- 16 Armed Forces Day
- 22 National Maritime Day
- 25 Memorial Day



**Freedom isn't Free**



**Support Our Troops**

