



# **CalVet Accreditation Academy and Training**

Jennifer Rudquist

**California Department of Veterans Affairs**

CalVet Academy Training Coordinator

# INTRODUCTIONS



Name (Military affiliation  
if you are prior, serving,  
or a family member)



County



Position



Prior Experience



What drives your  
passion to serve others?



California Department  
of Veterans Affairs

# **County Veteran Service Representative (CVSR) Academy**

# CALVET ACCREDITATION REQUIREMENTS

**Accreditation** is reserved for individuals filling **veterans' claims**.



Email the documentation to **training.piv@calvet.ca.gov** after registering on Constant Contact.



## **Next Steps:**

- Once reviewed, the CVSO will receive confirmation of acceptance into the Academy.

## **Required Documentation:**

County Veteran Service Officer (CVSO) must submit a duty statement or hiring letter on office letterhead.

The document should include:

- Registrant's name
- Position
- Duties
- Hire date
- Signatures of both the CVSO and the hire.

# CONSTANT CONTACT REGISTRATION PROCESS

**Class Announcements are Emailed**

**Email with links are sent from CVSO Secretary**



**Only the sitting CVSO for the County can Register VSRs**

**Registration by any other function in the office is prohibited**



**Form must be Complete**

**If VSR does not have an Email use a general office email**

# NorCal CVSRA Academy 2nd Quarter Phase 1

Mon, Apr 28, 2025 8:30 AM - Wed, Apr 30, 2025 5:00 PM

## STUDENT CONTACT INFORMATION

First name (Required)

Last name (Required)

Email address (Required)

This will be used for your confirmation email.

Phone Number (Required)

County (Required)

CVSO First and Last Name (Required)

VSO Email (Required)

Vet Rep Start Date (Required)

Vet Rep Position in Office (Required)

☐ Claims Representative Position

☐ CVSO Director/Officer

☐ By selecting this box, you certify that the academy registrant is employed in an official capacity as a claims representative, with a legitimate need for accreditation in order to file claims with the Department of Veterans Affairs on behalf of California veterans and their dependents. To complete the registration process, please submit the registrant's duty statement to [training.piv@calvet.ca.gov](mailto:training.piv@calvet.ca.gov). This box also certifies that this registration form is being completed by the sitting County Veteran Service Officer who meets all the requirements for County Veteran Services Officer according to 38CFR 3.1 (d).

## PARTICIPANT CONTACT INFORMATION

First name (Required)

Last name (Required)

Email address (Required)

This will be used for your confirmation email.

County (Required)

VSO First and Last Name (Required)

CVSO Email (Required)

Vet Rep Start Date (Required)

OJT Packet Complete and Reviewed with Manager

☐ Yes

☐ No

☐ By selecting this box, you certify that the academy registrant is employed in an official capacity as a claims representative, with a legitimate need for accreditation in order to file claims with the Department of Veterans Affairs on behalf of California veterans and their dependents. To complete the registration process, please submit the registrant's duty statement to [training.piv@calvet.ca.gov](mailto:training.piv@calvet.ca.gov). This box also certifies that this registration form is being completed by the sitting County Veteran Service Officer who meets all the requirements for County Veteran Services Officer according to 38CFR 3.1 (d).



## Registration complete!

An email will be sent to [jennifer.rudquist@calvet.ca.gov](mailto:jennifer.rudquist@calvet.ca.gov)

[View tickets](#)

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### A message from the organizer:

You have successfully completed the first step to registered for this event; to complete registration please email [training.piv@calvet.ca.gov](mailto:training.piv@calvet.ca.gov) on official letter head a duty statement or hiring letter that includes:

Registrant's name

Position

Duties

Hire date

Signatures of both the CVSO and the hire.

Once reviewed, the CVSO will receive confirmation of acceptance into the Academy.

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### NorCal CVSRA Academy 2nd Quarter Phase 2 (Reserved for Veteran Claim Representatives)

 1 x NorCal Phase 2 May 1 -2, 2025

 Thu, May 1, 2025 8:30 AM - Fri, May 2, 2025 4:00 PM

Add to [Google](#) · [Outlook](#) · [iCal](#) · [Yahoo](#)

 CalVet Headquarters

1227 O Street, Medal of Honor Room, Sacramento, CA 95814

[View on map](#)

 CVSR Academy (organizer)

[9162157150](tel:9162157150) · [training.piv@calvet.ca.gov](mailto:training.piv@calvet.ca.gov)

# REGISTRATION PROCESS

**CVSO Must Email Training PIV Inbox Employees Duty Statement or Hiring Letter**

**Ensure document includes:**

- Registrant's name, Position, Duties, Hire date, Signatures of both the CVSO and the hire.



**CalVet Will Review CC And Duty Statement To Ensure Eligibility**



**Email Will Be Sent To CVSO When Registration Is Approved**





## County of San Diego

**KIMBERLY GIARDINA, DSW, MSW**  
DEPUTY CHIEF ADMINISTRATIVE OFFICER

HEALTH AND HUMAN SERVICES AGENCY  
SELF-SUFFICIENCY SERVICES  
1255 IMPERIAL AVENUE, MAIL STOP W-414  
SAN DIEGO, CA 92101-7404  
(619) 338-2932 • FAX (619) 338-2972

**RICK WANNE, MA, MFT**  
DIRECTOR, SELF-SUFFICIENCY SERVICES

2/18/2025

Good afternoon,

This letter is to certify [REDACTED] joined the County of San Diego Office of Military & Veterans Affairs as a Veterans Services Representative on [REDACTED]. Her duties include, but are not limited to, the following:

- Conducts interviews with veterans and their dependents to determine eligibility and entitlement requirements for federal, state, and local veteran's benefits.
- Counsels, advises and explains current laws and regulations for federal, state and local veterans benefits to applicants and dependents.
- Assists applicants in completing necessary forms and documents for veteran's benefits.
- Explains applicable laws and regulations and assists the applicant in drawing up the necessary documents.
- Maintains and manages caseloads of average difficulty and prepares reports.
- Conducts Veterans Service Office seminars for the military Transition Assistance Programs and Retired Activities Office.
- Maintains direct contact with veterans, their dependents, the Department of Veterans Affairs local office, the California Department of Veterans Affairs local office, and community organizations in order to promote the Veterans Services Office program.

This course will assist in gaining knowledge and understanding of federal and state regulations in order to assist claimants in the preparation, presentation, and prosecution of claims for benefits:

- Federal, state, and local laws relating to veterans' rights, benefits and obligations (including Title 38 U.S. Code, 38 Code of Federal Regulations, and California Department of Veterans Affairs procedures for Subvention, Medi-Cal Cost Avoidance and the College Fee Waiver Program).
- Veterans' programs administered by federal and state governments.
- The types of benefits to which veterans and their dependents are entitled.
- Counseling and guidance principles and practices
- Report writing principles and techniques
- Principles of public administration

Please let me know if you have any questions.

[REDACTED]

CVSO Signature and Date  
Hire Signature and Date

[REDACTED]

O: 858-573-8240 | C: 619-541-3935

# ACADEMY FOLLOW-UP EMAILS

**REMINDERS**

**CLASS LOGISTICS**

**CLASSROOM DOCUMENTS**

**CLASS GOOGLE DRIVE**

# CLASS MATERIALS

## BINDER

- Physical Copy will be Distributed Day 1 Phase 1
- Digital will be located in Class Google Drive

## 38 CFRS

- Recommended each attendee brings this from their office

## NOTES

- Encourage highlight and to take notes in binders



# **Additional CalVet Training Offerings**

# VIRTUAL TRAINING

**Offered Once a Quarter**

**Includes Training on VA Forms  
and District Processes**

**Registration is open to all**

**Constant Registration link is  
sent to CVSOs**

# POTENTIAL ADDITIONAL TRAINING

## Training Paths

- VSR
- Support
- All

Virtual or In Person Preference

Desired Knowledge and Skills

# QUESTIONS

## **Jennifer Rudquist (Jen)**

- **CVSRA Training Coordinator**
- **Phone: 916-215-7150**
- **Email: [Jennifer.Rudquist@calvet.ca.gov](mailto:Jennifer.Rudquist@calvet.ca.gov)**

## **Nancy Noriega**

- **CVSO Support Manager**
- **Email [Nancy.Noriega@calvet.ca.gov](mailto:Nancy.Noriega@calvet.ca.gov)**

## **David Lawrence**

- **Section Manager**
- **Email [David.Lawrence@calvet.ca.gov](mailto:David.Lawrence@calvet.ca.gov)**