



# **Idaho Division of Veterans Services**

Caring for America's Heroes





## Presenting Today



**Mark Tschampl**

**Chief Administrator**

**Idaho Division of Veterans Services**

[mark.tschampl@veterans.idaho.gov](mailto:mark.tschampl@veterans.idaho.gov)

208-780-1300



**Bill Heyob**

**Bureau Chief**

**Office of Veterans Advocacy**

[bill.heyob@veterans.idaho.gov](mailto:bill.heyob@veterans.idaho.gov)

208-780-1380



**Mitzi Cheldelin**

**Director**

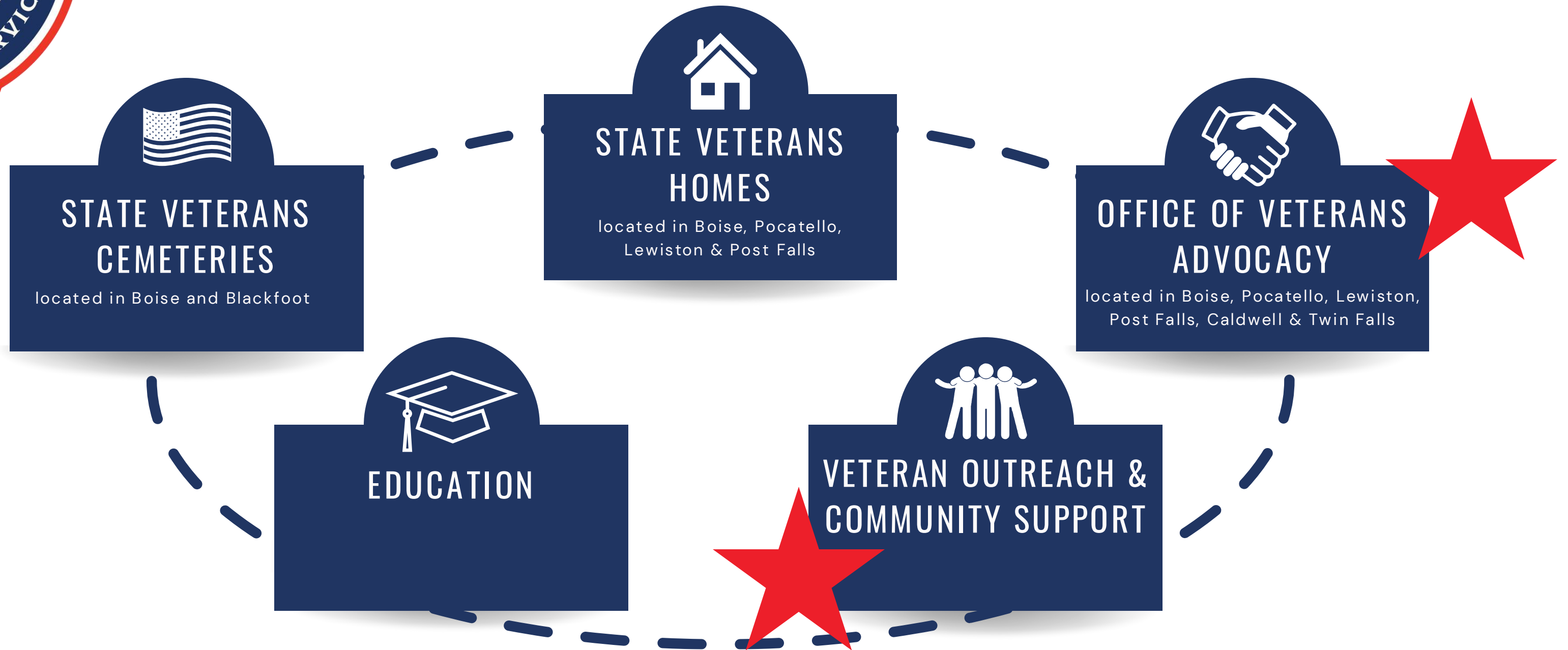
**Veterans Outreach & Community Support**

[mitzi.cheldelin@veterans.idaho.gov](mailto:mitzi.cheldelin@veterans.idaho.gov)

208-957-3633



# About IDVS





# Office of Veterans Advocacy

## **There are approximately 126,000 Veterans currently residing in Idaho**

**The IDVS/OVA Team (in conjunction with County Veteran Service Officers) submitted 11,031 claims to the VA in FY-2025**

- Disability Compensation, Non-Service Connected Pension, Burial Benefits, Survivor Benefits, Dependency Claims
- Also submitted VHA Enrollments Applications, ChampVA, Chapter 35 Education, VA VR&E and Survivor Benefits to DFAS
- Provide Information on Tricare Benefits, DOD Retirements, Requests for Upgrade in Characterization of Discharge and Correction of Military Records and Options for long-term care, VA Award Letters for Mortgage/Refinance Applications and various State Benefits

**\*\* Not all contacts with Veterans are about submitting claims to the VA!\*\***



## Office of Veterans Advocacy

**Last year, IDVS/OVA/CVSOs were responsible in over \$384,378,193 in VA Monetary Benefits being paid to Veterans and Surviving Family Members- Actual VA award are much higher when you include monthly awards coming in from Veterans represented by other Veteran Service Organizations or filed claims on their own.**

- These VA award payments are spent within the State's communities for mortgage payments, rent, personal purchases, education, healthcare, etc...



## Office of Veterans Advocacy

**IDVS/OVA currently has (18) Accredited Veteran Service Officers- Boise, Mtn Home, Twin Falls, Pocatello, Caldwell, Lewiston and Post Falls.**

- DAV has (3) Accredited Veteran Service Officers for the entire State
- Many Veteran fall prey to "Claim Sharks" for claims assistance due to the lack of trained Veteran Service Officers. Claims Sharks are unaccredited business that have no access to VA computer files and charge Veterans/Family Members outrageous fees for benefits that have been earned.



## Office of Veterans Advocacy

### **County Service Officers are Force Multipliers across the State of Idaho and provide a valuable service to the State's Veterans and Family Members**

- CVSOs provide faster service for Veterans who are looking for quick answers about their benefits- within their assigned communities
- CVSOs are offered access to the IDVS/OVA VetraSpec Claims Management System with current VA Award Letters, Disability Ratings and access to Veteran's DD-214s (currently \$449.00/year)
- CVSOs can create VetraSpec files, complete claims paperwork and obtain electronic signatures to facilitate faster claims submissions to the VA
- CVSOs can facilitate outreach events for OVA Outreach events but coordinating locations and scheduled appointments
- Veterans in outlying areas can take private medical records to a local CVSO and have the records scanned into the VetraSpec system in order to expedite claims submission.



## Office of Veterans Advocacy

**In Summary, we should be focusing on how to better serve our Residents, to include Veterans and their families and CVSOs are a positive force in providing services to those who have worn the uniform.**

# Joining Forces Idaho

A Coalition of Communication to better serve our Idaho Veterans



**JFIdaho@veterans.idaho.gov**



Stay current on news, events, and volunteer opportunities by subscribing to our regional email and calendar updates, and be sure to submit your veteran-specific events for us to include.



## Joining Forces Treasure Valley –



[JFTreasureValley@veterans.idaho.gov](mailto:JFTreasureValley@veterans.idaho.gov)



<https://bit.ly/JFTreasureValley>



## Joining Forces Central Idaho –



[JFCentralIdaho@veterans.idaho.gov](mailto:JFCentralIdaho@veterans.idaho.gov)



<https://bit.ly/JFCentralIdaho>



## Joining Forces Eastern Idaho –



[JFEasternIdaho@veterans.idaho.gov](mailto:JFEasternIdaho@veterans.idaho.gov)



<https://bit.ly/JFEasternIdaho>



## Joining Forces North Central Idaho –



[JFNorthCentral@veterans.idaho.gov](mailto:JFNorthCentral@veterans.idaho.gov)



<https://bit.ly/JFNorthCentralIdaho>



## Joining Forces Panhandle –



[JFPanhandle@veterans.idaho.gov](mailto:JFPanhandle@veterans.idaho.gov)



<https://bit.ly/JFPanhandle>



## Joining Forces South Central –



[JFSouthCentral@veterans.idaho.gov](mailto:JFSouthCentral@veterans.idaho.gov)



<https://bit.ly/JFSouthCentralIdaho>



## Joining Forces West Central Idaho –



[JFWestCentralIdaho@veterans.idaho.gov](mailto:JFWestCentralIdaho@veterans.idaho.gov)



<https://bit.ly/JFWestCentralIdaho>



# St. Maries, Idaho

## Benewah Veterans Outreach Center



Then



Now

# Thank you!

## Mark Tschampl

Chief Administrator

Idaho Division of Veterans Services

mark.tschampl@veterans.idaho.gov

208-780-1300

## Bill Heyob

Bureau Chief

Office of Veterans Advocacy

bill.heyob@veterans.idaho.gov

208-780-1380

## Mitzi Cheldelin

Director

Veterans Outreach & Community Support

mitzi.cheldelin@veterans.idaho.gov

208-957-3633

