


**TENNESSEE COUNTY
 VETERANS SERVICE
 OFFICERS
 ASSOCIATION
 MENTORSHIP PROGRAM**
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 Veterans Service Officer





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MENTORSHIP PROGRAM

Objectives

- To develop proficient County Services Officers in the State of Tennessee.
- Promote awareness of Federal and State benefits to veterans and their families.
- Promote the use of programs that are available to assist New Service Officers. VetraSpec, Shares, VBMS, DRPIS and other programs used to assist with the claims process.
- Promote networking between Service Officers, State/County and Federal.

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MENTORSHIP PROGRAM

The mentorship program is a volunteer program. No new CSO or current CSO will be required to participate. **However, I highly encourage everyone to participate.**

Mentors will normally be from a bordering county.




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MENTORSHIP PROGRAM

- ▶ Volunteers to be a mentor – Be willing to contact the new CSO as soon as possible, preferably prior to them attending the accreditation class. Assist the new CSO on how to be an effective County Service Officer. How to use VETRASPEC, Shares/VBMS.
- ▶ I would not limit how often you go but go as much as you can especially prior to them getting their own access.
- ▶ To include going after they have their own access until you feel they have the confidence in what they are doing.



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MENTORSHIP PROGRAM

- ▶ Invite new CSO to your office to allow them to watch your interview process and how you process claims.
- ▶ If there are any outreach events in your area, invite them to attend.
- ▶ Make sure you available during normal business hours to answer questions via e-mail or phone calls.
- ▶ Help them set up their network to find and develop area resources.



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MENTORSHIP PROGRAM

- ▶ As a mentor myself, I have learned new ways to assist veterans and families
- ▶ Sometimes as you do this job you can start forming habits that work for the veterans you deal with but its always good to learn something new and attempt other ways to accomplish the mission.

ONE TEAM –TEAM VETERAN!!!



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MENTORSHIP PROGRAM

Questions?



The illustration shows a blue 3D human-like figure standing on the left, pointing its right hand towards a large, stylized graphic on the right. The graphic consists of a large grey letter 'Q' positioned above a large grey letter 'A'. The 'Q' has a small circle at its top, and the 'A' has a small circle at its base. The entire graphic is set against a white background with a blue and black gradient at the bottom left corner of the slide.

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