



Department of

**Veterans Services**

**2023 Annual Training Conference  
Update  
” Serving Those Who Served”**

# Mark Your Calendars

- **Annual Conference, October 2nd – 4th, Knoxville, TN**
- **November Lunch and Learn, November 8th, 11:30 to 12:30 p.m. CST**
- **Annual Examination, November 17th, or November 20th – Invites will be extended soon to select a block of time on either the 17th or the 20th.**
- **December Lunch and Learn, December 13th, 11:30 a.m. to 12:30 p.m. CST**

# Next Outreach

*Make your voice heard!*



TN Department of Veterans Services

**VETERANS TOWN HALL**  
**COLLIERVILLE, TN**  
SEPTEMBER 26, 2023 — VFW POST 5066  
**6 PM – 8 PM**  **FREE FOOD**

# 2023 Annual Awards Banquet

## *2023 Annual Awards Banquet*

Please join Commissioner Tommy Baker and other distinguished guests for an awards banquet to recognize the work of Tennessee Department of Veteran Services' employees and county veteran service officers.

Tuesday, October 3, 2023

6:00 PM – 8:00 PM EST

Marriott Knoxville Downtown, Fulton Room

525 Henley Street

Knoxville, TN 37902

Attire: Business Casual

Please RSVP by September 15th



# Inaugural Advocacy Summit

**ANNUAL TRAINING**  
**2023**

**ADVOCACY SUMMIT**

**REGISTER NOW FOR THIS FREE EVENT!**  
\*LUNCH PROVIDED\*

**“SERVING THOSE WHO SERVED”**

Tennessee’s Efforts in Support of the Governor’s Challenge to Prevent Suicide Among Service Members, Veterans, and Their Families  
Tennessee Department of Veterans Services  
Commissioner Tommy Baker (MG Ret.)

**Preventing Suicide Among Servicemembers, Veterans, and Their Families in Tennessee: A Boots on the Ground Perspective**  
Panel Discussion with State, Local, & Community Leaders

**REGISTER HERE!**

October 4, 2023  
11:30 a.m. to 3:30 p.m. EST  
Marriott Knoxville Downtown  
525 Henley Street, Knoxville, TN 37902

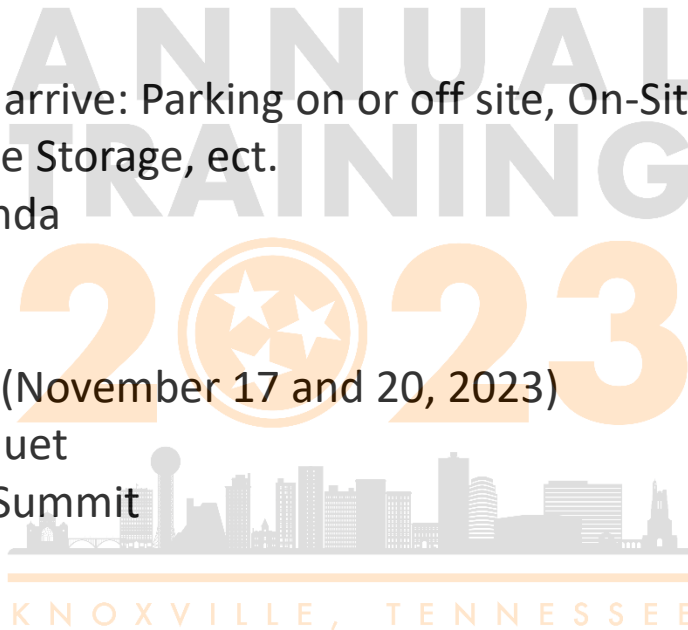
Break Out Sessions & Workshops  
Lethal Means Safety Training  
Coalition Building  
Postvention – Lived Experience & Resources

Partner Introductions  
Identify New Resources To Support Your Community

CEU Credits Pending

# Agenda

- We want to ensure you have a seamless experience at this year's annual training conference. Topics for discussion include:
  - What to expect when you arrive: Parking on or off site, On-Site Registration, Room Check-in, Pre-Check in Luggage Storage, ect.
  - 2023 Annual Training Agenda
  - Guest Speakers
  - Break Out Sessions
  - 2023 Annual Examination (November 17 and 20, 2023)
  - 2023 Annual Awards Banquet
  - 2023 Inaugural Advocacy Summit
  - Things to do in the area
  - Open for Q&A



[2023 TDVS Annual Accreditation Training Conference Website](#)

[2023 TDVS Inaugural Advocacy Summit](#)



# Welcome

[Photos](#)



  [Visit page](#)

# Parking on or off site

- For those who have made reservations at the Marriott, kindly notify the attendant that you are attending the TDVS Annual Training event. The attendant will issue you a ticket, allowing you to proceed directly to the parking garage for self-parking.
  - Parking fee is \$15 a day
- For those who do not have reservations at the Marriott but would like to utilize the Valet Parking service, the attendant will assist you by providing a ticket. They will also take charge of parking your vehicle in the garage. Upon your departure, please present the ticket at the reservation counter to pay for your parking. After payment, you can provide the stamped ticket to the attendant to retrieve your vehicle.
  - Parking fee is \$30 a day
- For those who do not have reservations at the Marriott and choose not to take advantage of Valet Service. The below link will provide you with free parking in the area of the Venue.
  - [Downtown Knoxville Public Parking](#)



# Room Check-in

- The hotel check-in time is 3:00 PM and the Hotel checkout time is 11:00 AM.
- If you need to store your luggage or bags until you can check in, kindly notify the hotel's front desk that you are attending the TDVS Annual Training Conference. They will guide you to a designated area where you can securely store your belongings until your check-in is available..

# Room Rate Increase

- It has come to our attention that you may have recently received notification about a rate adjustment from the Marriott Knoxville Downtown regarding your upcoming stay. The room rate has been adjusted from the initial rate of \$103.00/night to \$113.00/night.
- This rate adjustment aligns with recent changes made by the U.S. General Services Administration (GSA) for the daily lodging rates for Knoxville, TN. These changes will take effect October 1, 2023, and the notification about a rate adjustment on your reservation is consistent with the contract terms for the conference's block of rooms.
- We will be more cognizant in the future about conference dates and impacts to lodging or per diem rates. We will provide clearer communications about that possibility to conference attendees when they begin to make plans and reservations.

# On-Site Registration

- Event registration will commence at 12:00 PM on October 2, 2023, at the lower-level ballroom entrance. Regional Directors from each region will be present to assist you at the registration table, where you will receive your name tag and agenda.
- Please note that the training venue will not be accessible until 12:00 PM.
- Should you arrive ahead of schedule, we encourage you to explore the exhibitor area located on the lower level, which is organized by the TDVS Outreach Team.

# On-Site Registration



# Annual Training Exhibitors 2-4 October

- 1. Visit Knoxville Tennessee (swag bag)**
- 2. TN State Veterans Home: (3 days)**
- 3. Humana/ Tricare: (1 day- 2 Oct only)**
- 4. DIDD: (3 days)**
- 5. VA Suicide Prevention (??)**
- 6. TN Department of Labor: (2 days; 2 & 3 Oct.)**
- 7. TCRS: (1 day- 3 Oct)**
- 8. TCAD: (3 days)**

# 2023 Annual Training Agenda

## [2023 TDVS Annual Accreditation Training Conference Website](#)

🏠 [Veteran Employment](#) ▾ [Veteran Education](#) ▾ [Veteran Benefits](#) ▾ [Veterans Outreach](#) ▾ [Mental Health](#) [About Us](#) ▾ [Contact Us](#) ▾ [News](#) 

## 2023 TDVS Annual Accreditation Training Conference

### 2023 Annual Accreditation Training Conference

2023-10-02 01:00 PM

**19:20:31:56**  
DAYS   HOURS   MINUTES   SECONDS

2023 TDVS Annual Training Conference Agenda (COMING SOON)

- > [Parking/Venus/Logistics](#)
- > [Things to Do in Knoxville](#)
- > [2023 Annual Awards Banquet](#)
- > [Day1](#)
- > [Day2](#)
- > [Day3](#)

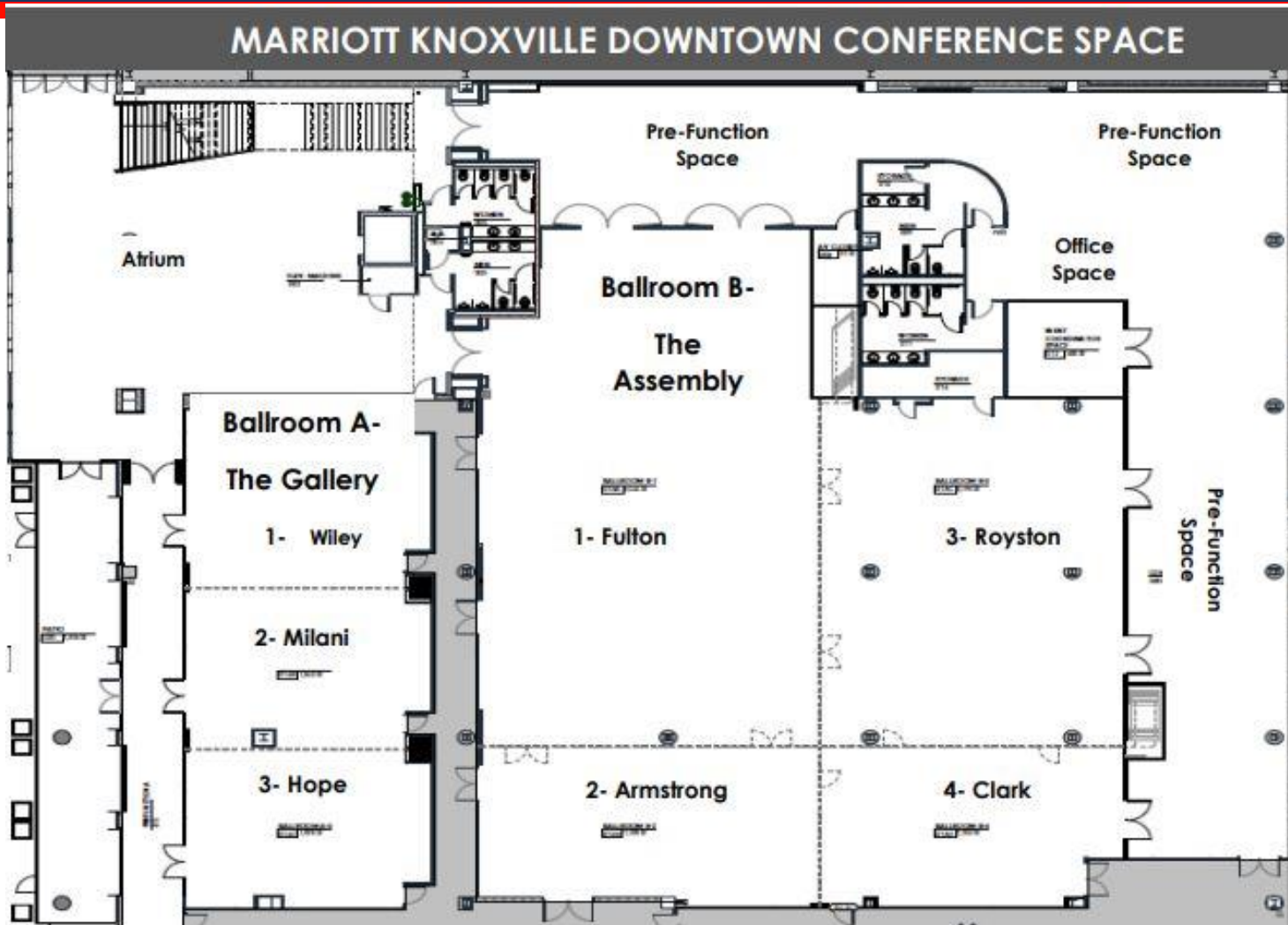
TN

Department of

**Veterans Services**



# Conference Space



Charging  
Stations

# 2023 Annual Training Agenda DRAFT

Day	Date	Location	Speakers	Speaker Contact Information
Monday	Day 1 - October 2, 2023			
12:00 am - 1:00 pm	Networking and Partner Availability	Pre-Function Space		
12:00 am - 1:00 pm	Registration	Pre-Function Spaces	Regional Directors	
1:00 pm - 1:30 pm	Welcome, Introduction, Opening Remarks	Royston Clark	Tommy Baker, Commissioner, TDVS	<a href="mailto:tn.veterans@tn.gov">tn.veterans@tn.gov</a> <a href="https://www.tn.gov/veteran.html">https://www.tn.gov/veteran.html</a>
1:30 pm - 1:45 pm	Break & Transition to Break-Out Rooms			
1:45 pm - 2:45 pm	Veterans Health Administration Updates from Across Tennessee Question & Answer Availability	Catchment Area Break-Out Memphis - Hope Tennessee Valley - Royston/Clark Mountain Home - Wiley	Daniel Ducker, Executive Director, Tennessee Valley Health Care System Dean Borsos, Executive Director, Mountain Home VA Health Care System Joseph Vaughn, Executive Director, Lt. Col. Luke Weathers, Jr. VA Medical Center	<a href="https://www.va.gov/mountain-home-health-care/">https://www.va.gov/mountain-home-health-care/</a> <a href="https://www.va.gov/tennessee-valley-health-care/">https://www.va.gov/tennessee-valley-health-care/</a> <a href="https://www.va.gov/memphis-health-care/">https://www.va.gov/memphis-health-care/</a>

# 2023 Annual Training Agenda DRAFT

2:45 pm – 3:00 pm	Break (Coffee & Water & Light Snack)			
3:00 pm – 3:15 pm	Nashville VA Regional Office Welcome	Royston Clark	Charles Moore, Executive Director, Nashville Regional Office	<a href="https://www.benefits.va.gov/nashville/">https://www.benefits.va.gov/nashville/</a> ↓ <a href="mailto:director.vbanas@va.gov">director.vbanas@va.gov</a>
3:15 pm – 3:45 pm	Break Out Sessions			
	<b>HOLD TIME for SENIOR VA LEADER OR</b> Tennessee County Veterans Service Officers Association Time (County Service Officers)	Royston Clark	TN County Service Officer Association Leadership	
	Regional Director Time (TDVS Employees)	Break Out Room(s)	Regional Directors	
3:45 pm – 4:30 pm	Regional Director Time (TDVS Employees and County Service Officers)	Break Out Room(s)	Regional Directors	
4:30 pm – 4:45 pm	Break & Transition			
4:15 pm – 5:00 pm	Introduction to NVLSP and TDVS Partnership	Royston Clark	NVLSP	<a href="https://www.nvlsp.org/">https://www.nvlsp.org/</a> ↓ <a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a> <a href="mailto:margaret.costello@NVLSP.org">margaret.costello@NVLSP.org</a>
	Day 1 Events Complete			
<b>Tuesday</b>	<b>Day 2 – October 3, 2023</b>	<b>Location</b>	<b>Speaker</b>	<b>Speaker Contact Information</b>
6:30 am – 8:00 am	Breakfast	Fulton		
8:00 am – 8:15 am	Welcome, Introductions, Opening Remarks Partner Presentation – State Veterans Cemeteries	Royston Clark	M. Kevin Knowles Director, East Tennessee State Veterans Cemeteries	<a href="mailto:Michael.knowles@tn.gov">Michael.knowles@tn.gov</a>

# 2023 Annual Training Agenda DRAFT

			TDVS	
8:15 am – 9:45 am	The PACT Act: A Primer for Veterans Advocates	Royston Clark	NVLSP	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a>
9:45 am – 10:00 am	Break (Coffee & Water)			
10 am – 11:30 am	<b>HOLD TIME for SENIOR VA LEADER OR</b> Claims for VA Benefits for Mental Disability	Royston Clark	NVLSP	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a>
11:30 am - 1:00 pm	Lunch	Fulton		
1:00 pm to 2:00 pm	<b>BVA Update: Board of Veterans' Appeals</b>	Royston Clark	<b>Chairman, Board of Veterans' Appeals or Designee</b>	Board of Veterans' Appeals <a href="https://www.bva.va.gov/">https://www.bva.va.gov/</a>
2:00 pm to 3:30 pm	VA Benefits for Survivors of Veterans	Royston Clark	NVLSP	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a>
3:30 pm – 3:45 pm	Break (Coffee & Water & Light Snack) & Transition to Break Out Rooms	Pre-Function Space		
4:00 pm – 5:00 pm	Break Out Sessions	Break Out Room(s)		
			Travis Murphy Assistant Commissioner, Appeals & Accreditation Division, TDVS Kelli Brown CVSO Montgomery County	<a href="mailto:travis.murphy@tn.gov">travis.murphy@tn.gov</a> <a href="mailto:kjbrown@mcgtn.net">kjbrown@mcgtn.net</a>
	Track A: VA Benefits for Survivors of Veterans: Practical Application Session			



# 2023 Annual Training Agenda DRAFT

□	<b>Track B:</b> How Involvement with the Criminal Justice System Impacts VA Benefits□	□	NVLSP□	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a> □
□	<b>Track C:</b> Assisting Survivors with Claims for VA Benefits Associated with Military Sexual Trauma□	□	NVLSP□	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a> □
□	<b>Track D:</b> Pension: Practical Application Sessions□	□	Suzanna Ellis, ¶ Training Officer, ¶ Appeals & Accreditation Division, ¶ TDVS, ¶ ¶ Jeff Oakey, ¶ CVSO, ¶ Sumner County□	<a href="mailto:Suzanna.ellis@tn.gov">Suzanna.ellis@tn.gov</a> ¶ ¶ <a href="mailto:joakey@sumnercountyttn.gov">joakey@sumnercountyttn.gov</a> ¶ □
□	<b>Day 2 Events Complete</b> □	□	□	□
¶	¶	¶	¶	¶
<b>Wednesday</b> □	<b>Day 3 -- October 4, 2023</b> □	<b>Location</b> □	<b>Speaker</b> □	<b>Speaker Contact Information</b> □
8:00 am -- 8:15 am□	Welcome, Introduction, Opening Remarks ¶ Partner Presentation -- ARNG Survivor Outreach Services□	Royston Clark□	Cindy Humphrey ¶ ARNG Survivor Outreach Services□	<a href="mailto:chumphrey@sri-hq.com">chumphrey@sri-hq.com</a> □
8:15 am -- 9:45 am□	<b>Break-Out Sessions</b> □	Break-Out Room(s)□	□	□
□	<b>Track A:</b> Reviewing a Claims File & VA Systems (VBMS/Caseflow) Tips□	□	Ron Dvorsky ¶ Training Director ¶ ¶ Liza Quinn ¶ Appeals Advocate, ¶ Appeals & Accreditation Division, ¶	<a href="mailto:Ronald.dvorsky@tn.gov">Ronald.dvorsky@tn.gov</a> ¶ ¶ <a href="mailto:Liza.quinn@tn.gov">Liza.quinn@tn.gov</a> □

# 2023 Annual Training Agenda DRAFT

			TDVS	
	<b>Track B: Legal Research for Lay Advocates</b>		NVLSP	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a>
	<b>Track C: Effective Advocacy Before VA – Higher Level Reviews and TDVS Written Advocacy</b>		Rebecca Gallion, Quality & Appeals Specialist, Appeals & Accreditation Division, TDVS	<a href="mailto:Rebecca.Gallion@tn.gov">Rebecca.Gallion@tn.gov</a>
	<b>Track D: Common VA Errors</b>		NVLSP	<a href="mailto:richard@NVLSP.org">richard@NVLSP.org</a>
9:45 am – 10:00 am	<b>Break (Coffee &amp; Water) &amp; Transition</b>			
10:00 am – 11:00 am	Supporting Survivor Entitlements: Services Offered by Casualty Assistance Centers	Royston Clark		Fort Campbell Casualty Assistance Center
11:00 am – 11:15 am	Closing Comments, Departure	Royston Clark	Travis Murphy, Assistant Commissioner, TN Department of Veterans Services	2024 Conference Dates and Location & 2024 Training Schedule
	<b>Annual Conference Events Completed</b>			



# 2023 Annual Examination

- Annual Examination, November 17th, or November 20th – Invites will be extended soon to select a block of time on either the 17th or the 20th.
  - 9:00 am – 12:00 pm CST
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[2023 Annual Awards Banquet](#)

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[2023 Inaugural Advocacy Summit Webpage](#)

[Register Here](#)

# Things to do in the area

- [Downtown Knoxville Area Map](#)
- [Knoxville Trolley Map](#)
- [Knoxville Visitors Ultimate Checklist](#)

# Open for Questions

