

## TDVS Benefits Bulletin 25-4

*This month's bulletin is 777 words and will take just over 3 minutes of your time.*

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### 1 BIG THING: Save the Dates ☐ TDVS Annual Training Conference - "Service Beyond Duty"

TDVS' Annual Training Conference and Awards Banquet will be held September 29<sup>th</sup> – October 1<sup>st</sup> at the Marriott Knoxville Downtown, 525 Henley Street, Knoxville, TN 37902.

**Be on the lookout:** May's Bulletin will include registration information. In the meantime, keep an eye on the **Conference Site** that will serve as the central hub for conference participants.



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### TDVS Updates ☐

#### ☐ TDVS' Knowledge Library

- Added **Benefits Bulletin 25-3 – VSO Tools – Benefits Bulletin – 2025**
- Added **TN County and State Veteran Service Officer Contact Roster April 2025 – VSO Tools – Organizations**
- Added **NVLSP Newsletter – Spring 2025 – The Veterans Advocate – VSO Tools –**

- Added several TVB User Guides and Manuals – TVB Implementation Page

## □ Training Updates

**What's next:** Here are the training schedule highlights for the next few months.

- April Initial Accreditation - Monday, April 21 - Friday, April 25, 2025
- TVB "I Need More" Webinar Series - Various Dates in April & May
- May Lunch & Learn – Wednesday, May 14, 2025, 11:30 – 12:30 CST – TBD
- June Lunch & Learn – Wednesday, June 11, 2025, 11:30 – 12:30 CST - Introduction to VA Caregiver Support Program
- July Mandatory Quarterly Accreditation Training - NVLSP Webinar - TBD

## 2025 Training Schedule

*We value your input! To ensure future training offerings are relevant, impactful, and meet your advocacy needs, we want to hear from you. Please take a moment to **share your ideas** for training topics or subjects you'd like to see included in upcoming training sessions.*

## TDVS To Host Regional Veteran Ready Business Recognition (VRBR) Summit



# VETERAN READY BUSINESS RECOGNITION (VRBR) SUMMIT

**FREE EVENT FOR  
ALL BUSINESSES**

*Winning the War on Talent: Building a Veteran Ready Workplace*

### Guest Speakers

**Matt Scott**  
Production Manager

**Justin Cook**  
Commercial Banker

**Jon Snider**  
Dir, Engagement & Workplace Programs

**Yasser Ayerdis**  
Talent Acquisition Specialist

**May 8, 2025**  
8:00 a.m. - 12:00 p.m. EST

**Redemption Church**  
3550 Pleasant Ridge Rd  
Knoxville, TN 37921

Plus guest speakers from the Department of Labor, Workforce Development, and the Employer Support of the Guard and Reserve (ESGR).



## IS YOUR BUSINESS VETERAN READY?

Join us for an insightful discussion on why hiring Service Members, Veterans, and their Families (SMVF) will give your business a competitive edge.

### DISCUSSIONS & INSIGHTS

-  Network with industry leaders
-  Why SMVF bring unmatched talent to the workforce
-  Leverage best practices to recruit, hire, and retain SMVF talent
-  The economic impact of Veterans

## REGISTER NOW:



 615-741-2345

 [TN.Veterans@tn.gov](mailto:TN.Veterans@tn.gov)

 [tn.gov/veteran](https://tn.gov/veteran)

## VA and Veteran Benefit Updates □

### Tennessee's Traumatic Brain Injury Program

Join the **35th Annual Traumatic Brain Injury Conference** on April 24, 2025, from 10:00 AM - 2:00 PM CST.

This year's theme, **Thriving After Brain Injury: Your Path to Success**, sets the stage for an interactive and informative virtual experience designed for survivors, families, caregivers, and providers.

#### **I need more:**

- To learn more about the Traumatic Brain Injury Program visit: <https://tn.gov/health/TBI> OR call the TBI Hotline at 1.800.882.0611
- To find the nearest Traumatic Brain Injury Service Coordinator to you please view the **Service Coordinator Map**
- To be added to the Listserv and receive important updates regarding traumatic brain injury or TBI Program events, please email your name and the email address you wish to receive those updates to **Ashley.Chandler@tn.gov**.

**Register Now**



Join Us • 35<sup>th</sup> Annual TBI Conference

**THRIVING AFTER BRAIN INJURY**  
**YOUR PATH TO SUCCESS**

APRIL 24, 2025 • 10:00 AM - 2:00 PM CST

Register Today | Virtual Webinar



The Nashville Regional Office - New Location

# THE NASHVILLE REGIONAL OFFICE HAS MOVED



## Have You Heard?

The Nashville Regional Office (RO) is moving to a new location. Effective April 7, 2025, the RO will be located at 7100 Commerce Way Brentwood, TN.

**What does this mean for you?** If you are visiting the Nashville RO to receive assistance from one of the following teams, please connect with us via our internet site, before making your drive to VA.

- The Nashville Regional Office Public Contact Team
- The Nashville Regional Office Veteran Readiness and Employment (VR&E) Team

## ➞ KNOW BEFORE YOU GO

- **Are you visiting the VA for Public Contact or Veteran Readiness and Employment support?**
- **Before making your commute to VA:** Visit the Nashville Regional Office's internet site at [benefits.va.gov/nashville](https://benefits.va.gov/nashville)
- **Review the sites 'Directions and Maps' section:** This section will list the current address of the Nashville Regional Office.

## ➞ Want to Make a Virtual Appointment?

Please go to VERA - Home ([force.com](https://force.com)) or use the camera on your smartphone to capture the QR code below to schedule an appointment. You will receive email confirmation of your appointment.



## ➞ Our New Location

- Please visit the Nashville Regional Office now located at 7100 Commerce Way Brentwood, TN 37027

**VA**



**U.S. Department of Veterans Affairs**  
Veterans Benefits Administration

[Federal Surplus Property Now Available to Veteran-Owned Small Businesses in Tennessee](#)





Department of  
**General Services**

# Federal Surplus Property

Now Available to Veteran-Owned Small Businesses in Tennessee

The Tennessee Department of General Services now offers access to Federal Surplus Property specifically for certified Veteran-Owned Small Businesses (VOSBs). This program enables qualifying businesses to acquire valuable government surplus items directly related to their business operations at significant savings.

#### AVAILABLE PROPERTY TYPES

VOSBs can access a wide range of surplus items, including:

- Office equipment and computers
- Furniture and fixtures
- Tools and machinery
- Uniforms and apparel
- Vehicles and transportation equipment
- Specialized equipment

#### PROGRAM REQUIREMENTS

All property acquired through this program is subject to the following conditions:

- Must be used exclusively for the stated business purposes
- Must remain in active use for the specified time period
- Subject to periodic inspection by state surplus personnel
- Recipient is responsible for all service and shipping charges

#### CONTACT & ADDITIONAL RESOURCES

**Tennessee Federal Surplus  
Property Program:**  
<https://bit.ly/tnfederalsurplus>

**SBA Certification Assistance:**  
<https://certify.sba.gov/>

**Veteran Contracting Programs:**  
[https://bit.ly/Veterans\\_Contracting](https://bit.ly/Veterans_Contracting)

**Registration for VetCert:**  
<https://veterans.certify.sba.gov/>

## HOW TO PARTICIPATE

1

#### SBA Certification

Apply through the Small Business Administration (SBA). Obtain official Veteran-Owned Small Business certification through the Small Business Administration (SBA).

2

#### Request More Information

Email [VOSB.Surplus@tn.gov](mailto:VOSB.Surplus@tn.gov) for application details.

3

#### Complete State Registration

Submit an application with the Tennessee Department of General Services, Vehicle and Asset Management (VAM) division to gain access to view and request federal surplus property.

Questions? Email [VOSB.Surplus@tn.gov](mailto:VOSB.Surplus@tn.gov) for more information.

## □ Practice Like a Pro

### Claim Accuracy Request

The **Claim Accuracy Request (CAR)** process can be a powerful advocacy tool and is another way to disagree with a VA decision.

**Why it matters:** The CAR allows representatives an opportunity to quickly identify significantly flawed VA decisions and for VBA to expeditiously review and redecide them. It can be a powerful advocacy tool when you identify an obvious error of fact or law within 30 days of a VA decision.

**Hat tip to Sumner County Veteran Service Office** for highlighting two recent successes utilizing this advocacy tool. In both cases, VA made a decision within 48 hours after receiving the CAR.

- In the first case, VA overlooked CAPRI records that showed an active cancer when reducing a Veteran's disability rating.
- A CAR quickly remedied VA's failure to add a dependent to an original DIC award in the second case.

I need more:

- TDVS Fact Sheet – Claim Accuracy Request Pilot (November 2024)
  - VA Job Aid for Representatives
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## □ Advocacy Spotlight

□ **Congratulations to you.** CSOs and VSOs across Tennessee have wrapped up initial hands-on TVB training. Here's what's next -

- **Keep Exploring:** Your user account in the test environment will remain active following training so you can continue to explore all TVB has to offer.
- **April & May: TVB "I Need More" Webinar Series**
  - **May 10 & 11: Data Migration & TVB Go Live**
- **Keep Asking Questions:** Your questions and feedback are vital to successful implementation as well as future enhancements.

**Catch up quick:** □ Tyler Technologies Veterans' Benefits (TVB) Software was selected to replace the aging Vetra Spec claims management system following a competitive procurement. As promised, TDVS will cover all costs associated with implementation and licensing. TDVS is fully committed to supporting you through this transition.

**Don't forget:** TDVS's March 12<sup>th</sup> Lunch & Learn introduced TVB and provided a brief look at its key functionality. It also introduced TDVS' **TVB implementation page**, which will serve as your one stop shop for all things TVB. It includes an overview, important documents, FAQs and most importantly a **portal** where you can provide feedback to help improve functionality and user experience.





*Are you a Veteran in crisis or concerned about one? You're not alone - the **Veterans Crisis Line** is here for you. You don't have to be enrolled in VA benefits or health care to call.*

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*Do you have an advocacy success story or something you'd like to see included in an upcoming bulletin? If so, **share**.*

*Past TDVS Benefits Bulletins Can Be Found on the **VSO Tools** Portion of TDVS's Knowledge Library*

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