

# Indiana Department of Veterans Affairs

## Senate Enrolled Act No. 433

Effective July 1, 2025

### **Our Mission:**

To Support, Serve & Advocate for the Indiana Veteran Community

### **Our Vision:**

Indiana is the choice for Veterans to Live, Work & Thrive.



# IDVA

317-232-3910

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## **Goals:**

- **Deliver excellent service to veterans at the local level.**
- **Clearly develop and implement an accreditation standard to improve service quality.**
- **Monitor and ensure County Veteran Service Officers (CVSO) maintain accreditation standards.**
- **Establish procedures to identify noncompliance and revoke accreditation when standards are not met.**



Sec. 4. The commission shall do acts necessary or reasonably incident to the fulfillment of the purposes of this chapter, including the following:

- (1) Adopt rules under IC 4-22-2 to administer this chapter.
- (2) Advise the veterans' state service officer in problems concerning the welfare of veterans.
- (3) Determine general administrative policies within the department.
- (4) Supervise the department.
- (5) No later than January 1, 2026, establish standards for accreditation under section 10 of this chapter for state, county, and city service officers.
- (6) Establish procedures to identify and address noncompliance with accreditation standards consistent with the requirements set forth in section 10 of this chapter.
- (7) Submit, not later than December 31 of each year, an annual report to the legislative council in an electronic format under IC 5-14-6 and to the governor concerning the welfare of veterans.

### Key Takeaways:

- No later than January 1, 2026, standards for accreditation for state, county, and city service officers must be established.
- Procedures to identify and address noncompliance with accreditation standards must be established.

## Section 4: Powers of Commission ; Reporting



**Added responsibility:** To carry out the administrative functions concerning accreditation standards established in sections 4 and 10 of this chapter.

**Added:** To conduct, or select a designee to conduct, biannual public meetings with the executive of each county to provide necessary information regarding outstanding claims and answer questions from veterans. The biannual meetings are subject to the notice requirements in IC 5-3-1.

**Removed:** Field direction, inspection, and coordination of county and city service officers as provided in this chapter.

### **Key Takeaways:**

- A public meeting will be held twice a year in each county to ensure accountability, provide transparency, and answer any questions.
- Accreditation standards will be created and monitored rather than supervisory duty.

## Section 6: Duties of Director



Sec. 9. (a) Subject to subsection (h), a county executive shall employ a service officer and may employ service officer assistants to serve the veterans of the county. However, with the approval of the commission, two (2) or more counties may enter into an agreement to employ a service officer if each county demonstrates to the commission that the workload does not justify each county employing a separate county service officer.

### Key Takeaways:

- CVSO's and assistants are hired NOT appointed.
- Counties may jointly employ a CVSO if each county demonstrates their workload and time could be reasonably split between multiple counties.

## Section 9: County Service Officer, City Service Officer, and Assistants

Transition from  
Appointment to  
Employment



(g) Every county or city official and department of the county or city shall cooperate with the service officer and shall provide the service officer with information necessary in connection with the performance of the service officer's duties. Nothing in this subsection shall be construed to require a county or city to share information that is otherwise considered confidential in accordance with law.

(h) After June 30, 2026, a service officer must be accredited by the department in order to provide service to veterans on behalf of the county or city.

### **Key Takeaways:**

- **All county and city officials and departments shall assist CVSOs in obtaining necessary information.**
- **June 30, 2026, is a hard deadline for CVSOs to be accredited or they cannot provide services on behalf of the county or city.**

**Section 9:  
County  
Service  
Officers, City  
Service  
Officers, and  
Assistants,  
Cont.**

Compliance and  
Accreditation  
Deadline



Sec. 10. (a) Within thirty (30) days of their employment, new county or city service officers must attend a new service officer orientation presented by the department to assist veterans and their dependents and survivors. The curriculum for the new service officer orientation shall be set forth by the commission in accordance with section 4 of this chapter.

(b) An individual employed as a state, county, or city service officer under this chapter is required to become accredited by the department not later than six (6) months from the date of the individual's employment.

(c) Annually, all state, county, or city service officers shall undergo a course of training ... After a service officer has undergone this sustainment training and successfully passed a written test, the service officer shall be reaccredited to assist veterans for the following year.

(d) Not later than January 1, 2026, the standards for accreditation approved by the commission must include: (*see next slide for details*).

(e) The commission shall also develop protocols for revoking a service officer's accreditation in the event the service officer is not compliant with the requirements established in subsection (d).



### Key Takeaways:

- **New hires have 30 days to attend new service officer orientation.**
- **New hires have a 6-month window to obtain their accreditation from the department.**
- **Service officers will undergo annual training where they will be tested and obtain their accreditation for the following year.**
- **By January 1, 2026, standards for accreditation must be approved by the commission and protocols for noncompliance will be established.**

## Section 10: Training Courses; Service Officers

Important  
Deadlines



Receipt of a Federal  
Personal  
Identification  
Verification (PIV)  
Card

Standards of  
Performance and  
Key Performance  
Indicators

Minimum Training  
Requirements

## Standards for Accreditation Requirements

Standards must  
be approved by  
the commission  
by January 1st,  
2026, and  
include the  
following:

Testing  
Requirements

Periodic Service  
Officer Reporting  
Requirements



## Examples of Performance Indicators



Number of veterans assisted



Types of benefit claims filed



Outreach initiatives



Any other standard or indicator required by the commission

# Indiana Department of Veterans Affairs



## Summary

- **Deliver excellent service to veterans at the local level.**
- **Improve standards through a uniform accreditation process.**
- **Create a lasting impact on the veteran community and excellence among CVSOs.**

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