



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

School Certifying Officials Questions And Escalated Issues



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

STATE APPROVING AGENCY/SAA MISSION

Operating under contract with the U.S. Department of Veterans Affairs (VA), the State Approving Agency (SAA) for Veterans Education and Training reviews, evaluates, and approves post – secondary education and training programs offered by education institutions, businesses, and industries in the Commonwealth of Virginia. After program approval Veterans and persons eligible for benefits may enroll and receive financial assistance from the U.S. Department of Veterans Affairs.



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STATE APPROVING AGENCY/SAA MISSION

The SAA also has a secondary mission of making Veterans and eligible family members aware of veterans education and training programs.

Outreach activities are conducted at job fairs, military bases in the Commonwealth, and at Veterans events hosted by the Department of Veteran Services.



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REGIONAL MANAGERS

Review, evaluate, and approve education and training programs for the enrollment of veterans and other eligible persons seeking education and training benefits from the U.S. Department of Veteran Affairs under the Montgomery & Post 9/11 GI Bills.



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REGIONAL MANAGERS

Conduct compliance surveys at all facilities that have at least one veteran or dependent enrolled to verify enrollment data, awards actions, and previous payments for accuracy and to ensure that payments paid to eligible veterans and their dependents are in keeping with Federal regulations.



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REGIONAL MANAGERS

Other Duties

- Revise/modify approvals
- Suspend approvals
- Withdraw approvals
- Conduct inspection visits
- Conduct technical assistance visits



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EDUCATION LIAISON REPRESENTATIVE

- Partner with the SAA in accomplishing the DVA and SAA missions
- Assist the SAA in interpreting the United States Code and Code of Federal Regulations
- Assist school certifying officials and SAA in resolving problem cases and clarifying reporting procedures



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EDUCATION LIAISON REPRESENTATIVE

- Receive original Designation of Certifying Officials Form (VA Form 22-8794)
- Receive original Memorandum of Understanding (MOU) for issuance of VAONCE log on ID and password
- Input facility information and issue Web Enabled Approval Management System (WEAMS) VA Form 22-1998



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SCHOOL CERTIFYING OFFICIAL PROBLEM RESOLUTION TOOLS

- VAONCE Flip Book/Tutorial
- SCO Handbook
- Attend National Association of Veterans Program Administrators/NAVPA Basic and Advance SCO Courses
- Monitor NAVPA list serve
- Monitor SAA e-veterin
- Utilize DVA “Ask a Question” email application



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SCHOOL CERTIFYING OFFICIAL PROBLEM RESOLUTION TOOLS

Have a question and need to find an answer, but it's not available on the GI Bill's FAQ, use the address below to ask the VA a question:

https://gibill.custhelp.com/app/utils/login_form/redirect/ask



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SCHOOL CERTIFYING OFFICIAL PROBLEM RESOLUTION TOOLS

DVA National Call Center

1-888-442-4551

SAA list serve (under development)



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

SAA OPERATIONS

- Annie Walker/Director
annie.walker@dvs.virginia.gov
(804) 225-2721
- Keia Watkins/Operations Manager
keia.watkins@dvs.virginia.gov
(804) 225-2083



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SAA OPERATIONS

- Trinika Lewis-Wilson/Operations Coordinator
trinika.lewis-wilson@dvs.virginia.gov
(804) 225-2720
- Myra Griffin/Office Manager
myra.griffin@dvs.dvs.virginia.gov
(804) 786-0571



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SAA REGIONAL MANAGERS

- Ira McClellan/Senior Regional Manager
ira.mcclellan@dvs.virginia.gov
(804) 448-1902
- Martina Murray/Central VA Regional Manager
martina.murray@dvs.virginia.gov
(804) 236-2702



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SAA REGIONAL MANAGERS

- Tim Freeman/Tidewater VA Regional Manager
timothy.freeman@dvs.virginia.gov
(757) 615-6562
- James Chambliss/Statewide OJT/APP,
Academies/NCDs and IHLs
james.chambliss@dvs.virginia.gov
(804) 840-7903



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SAA REGIONAL MANAGERS

- Tramaine Carroll-Payne/Statewide OJT/APP,
Academies/NCDs and IHLs
tramaine.carroll-payne@dvs.virginia.gov
(804) 248-1239



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

VIRGINIA TRANSITION ASSISTANCE PROGRAM COORDINATOR

Andrew Schwartz/Statewide Coordinator

andrew.schwartz@dvs.virginia.gov

(757) 786-0597



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

EDUCATION LIAISON REPRESENTATIVE

James Quesenberry/Education Liaison Representative

james.quesenberry@va.gov

(540) 597-1689



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QUESTIONS AND CONCLUSION

