



Memo

TO: ALL CHAPTERS

FROM: John Donovan, Department Adjutant

RE: 46th Annual DAV Service Officer Training Course

The 46th Annual Service Officers Training Conference is being held at 8:00 am Thursday, June 4, 2026, at the Wyndham Hotel located at #2 Riverfront Place, North Little Rock, AR 72114. You may make your room reservations by calling the hotel at: (866) 657-4458 or (501) 371-9000. You can also reserve a room online at <https://www.wyndhamhotels.com/hotels/17526?checkInDate=06/03/2026&checkOutDate=06/06/2026&groupCode=060326DAV>. (if this does not open, please copy and paste the entire link to your web browser)

The room rates are approximately \$110.00 single or double, plus tax; this may be subject to change as the listed price was based on a previous years government per diem rate. The deadline to make reservations at this rate is May 13, 2026; you will need to identify that you are with the Disabled American Veterans. ***It is the responsibility of the Chapter/individual attending this school to make and pay for any reservations required to attend this Certification Class.***

The training consists of classroom instruction by a DAV National Service Officer. The DSOs/CSOs will learn the DAV mission, history and various DAV programs. In addition, they will be instructed in the proper use of appropriate forms and the steps in processing claims, as well as their legal and ethical responsibility to each claimant.

There will be two separate courses:

CSOI – for those that have not been Chapter Service Officers previously, and for those whose certification has lapsed. Upon successful completion of CSO I, Service Officers will be certified for one year and are required to recertify via the Itrak online portal annually.

CSOII – for those that have maintained their certification, this course will be a refresher on CMS and iTrak and will have a robust round table with the National Service Officer staff.

Department of Arkansas * P.O. Box 1620 * North Little Rock, AR 72115-1620

Cell phone (501) 519-9314

Email: ardept@ardav.org Web: www.ardav.org

Failure to retain certification will result in the Service Officer losing certification and will be required to retake CSO Course I. This is a requirement of the DAV National Headquarters.

Once certified, the service officer may assist claimants in filing claims with the Department of Veterans Affairs through CSM, with final review through the DAV National Service Office, Building 111, North Little Rock, Arkansas.

Each Service Officer will be required to bring a laptop or other portable device to be able to log in to the Itrak portal during the training session. Please pass this along to all thus that will be attending the training.

The Service Officer Nomination Form can be uploaded from DAV's website at DAV.org. It is also requested that a copy of this form be sent to the Department – via email or through the USPS. The cost to attend the DAV Annual Service Officers Certification is **\$30.00 per person**. This charge helps cover the cost to hold this important annual program, (i.e. coffee, donuts, meeting room charge, etc).

The cutoff date to get your registration back to the DAV Department is May 13, 2026. *As supplies have to be ordered and received prior to the school, it is necessary this deadline by honored.*

Mail the completed Service Officer Nomination Form by May 13, 2026 with appropriate monies to:

**DAV Department of Arkansas
PO Box 1620
North Little Rock, AR 72115-1620**

In order for this program to be successful, your response and participation is necessary. Remember, only those services officers who successfully complete this training program will be certified and covered under the National Organization's Indemnification Program.

Sincerely,

John Donovan

John Donovan
Department Adjutant

Copy to:
Commander Bobbie Plunk
NSO Supervisor Acosta
Asst Department Adjutant Komprood
File