A Re-entry Roadmap for Veterans Incarcerated in Virginia

RE-ENTRY MANUAL

A Re-Entry Roadmap for Veterans Incarcerated in Virginia

Produced by:
U. S. Department of Veterans Affairs Healthcare
Re-entry Veterans and Veterans Justice Outreach Program

Virginia Department of Veterans Services
Virginia Wounded Warrior Program

Virginia Department of Corrections

2012

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U. S. Department of Veterans Affairs
Veterans Integrated Services
Network (VISN) 6

Virginia Department of
Veterans Services
Virginia Wounded Warrior Program

Virginia Department of Corrections

The U.S. Department of Veterans Affairs, the Virginia Department of Veterans Services, Virginia Wounded Warrior Program and the Virginia Department of Corrections have partnered to provide this guidebook to help you and your family achieve your goals for a successful re-entry to your community. If you are currently in a state prison, a healthcare for re-entry veterans (HCRV) specialist is available to meet with you when you are within six months of a projected release date. If you are in a local jail, a veterans justice outreach (VJO) specialist is available to assist you in preparing for a successful reentry back in to your community. Upon your release, the Virginia Wounded Warrior Program coordinator in your region is an ideal resource that can help you connect to the U. S. Department of Veterans Affairs (VA) and other community services. Upon your release, you may feel overwhelmed by the challenges you face. However, the people, organizations, and contacts in this guidebook are here to help you successfully transition back to your family and community.

Prior to your release, make sure your caseworker, counselor, or jail services officer contacts either the re-entry specialist if you are in prison or the veterans justice outreach specialist if you are in jail. This will ensure you are included in these programs. Or, you may write to them at the addresses listed on page 8.

If you are incarcerated in a federal facility, have your caseworker contact the re-entry specialist or write to the reentry specialist at the facility where you are

located. Give the re-entry specialist your projected release date and request the specialist's help in identifying resources and opportunities to help you return to the community.

We want this to be a personable and respectful document to assist you during your incarceration, planning for your release, and your return to the community. Many have gone before you, successfully returning to their communities with the help of many of the people and organizations in this guidebook. Many people have confidence in your ability to succeed and are willing to help you achieve your goals as a productive and law abiding member of the community.

Best wishes to you in your return to our community. We welcome your return and hope to be there for you along the way.

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Section 1

VA Benefits During Incarceration

There is a 60-day grace period following conviction where the veteran or recipient of Dependents and Survivors Dependency and Indemnity Compensation (DIC) may still receive full benefits. If the veteran continues to receive benefits after the 60-day period, it will result in an overpayment. According to the VA, it is the recipient's responsibility to notify the VA of his or her incarceration. Attempts to obtain a waiver in these situations of overpayment are often unsuccessful. As a rule, the veteran loses most, if not all, financial benefits until the entire overpayment is recovered by the VA. It is also a standard procedure that the family will not be entitled to receive an apportionment until the debt is completely recovered.

REMEMBER, you must notify the VA when you are released to restart your payments. The Virginia VA Regional Office is located at 210 Franklin Road, S.W., Roanoke, VA 24011. You may contact the VA by calling 1-800-827-1000.

Family Benefits—Apportionment

Financial Payments to Your Family

Although a veteran can only receive a portion of the full amount payable for his or her disability rating, the remaining balance may be divided among (apportioned) the individual's dependent family. To apply for apportionment, the dependent must send a letter to the VA Regional Office that has jurisdiction over the veteran's case. The dependent is the family member who qualifies to receive the benefits, for example your spouse.

VA regulations clearly specify this apportionment amount will only go to family members if they can show financial need. This applies to the spouse, children, or dependent parents who are involved in the application. The VA will decide whether partial payment of benefits is appropriate, the amount of benefits, and who will receive the payments. The VA will consider the following factors:

- The family member's income and living expenses;
- The amount of compensation available to be apportioned;

- The needs and living expenses of other family members; and
- Special needs of any of the family members.

Help for Veterans

If you are in a state prison, the Healthcare for Re-entry Veterans (HCRV) program is an excellent place to start planning for your release and re-entry to community life. If you are in a local jail, the starting place is the Veterans Justice Outreach (VJO) program. Use the information on this page to contact specialists for these programs.

Jim Temple, LCSW
Healthcare for Re-entry Veterans Specialist
McGuire VA Medical Center
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5333

Kathy Vasquez
Healthcare for Re-entry Veterans Specialist
Lexington VA Medical Center
1101 Veterans Drive
Lexington, KY 40502-2236

Chris Woods, LCSW
Veterans Justice Outreach Specialist—Richmond
McGuire VA Medical Center
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000, ext. 2116

Kimberly Cheny-James
Veterans Justice Outreach Specialist—Hampton
Hampton VA Medical Center
100 Emancipation Drive
Hampton, VA 23667
757-722-9961, ext. 3359

Kristin L. Pugh, Veterans Justice Outreach Specialist—Salem
Salem VA Medical Center
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463, ext. 2499

Karen N. Carrington,
LCSW Veteran Justice Outreach Specialist
VA Medical Center
50 Irving Street, N.W.
Washington, DC 20422
202-745-8338

William Workman
Veterans Justice Outreach Specialist
Beckley VA Medical Center
200 Veterans Avenue
Beckley, WV 25801
304-255-2121, Ext. 4682

Julie Fracolli, LCSW
Veteran Justice Outreach Specialist
James H. Quillen VA Medical Center
P. O. Box 4000, 11M
Mountain Home, TN 37684
423-979-3459
1-877-573-3529

The HCRV specialist will visit each correctional facility in Virginia to provide overview information to interested veterans and meet individually with veterans prior to their release dates. VJO specialists may not be able to meet with you individually but may be able to provide assistance either by phone or in writing. The specialists will provide you with

individualized and respectful assistance to enhance your adjustment to the community and to ensure your treatment needs are met.

Ask for help from your case worker, counselor, treatment program, jail services officer, or other correctional staff to contact the HCVR specialist if you are in a state prison or the VJO specialist if you are in a local jail.

The VA has programs, treatment, and services that may assist you. However, you may need to be persistent and stay focused on the goals for you and your family. The following section lists some of the benefits your military service may entitle you to.

About the U.S. Department of Veterans Affairs

The U.S. Department of Veterans Affairs (VA) offers a wide range of benefits for the nation's veterans, service members, and their families.

Who Is Eligible for Benefits

You may be eligible for VA benefits if you are:

- a veteran
- a veteran's dependent
- a surviving spouse, child, or parent of a deceased veteran
- an active duty military service member
- a member of the Reserve or National Guard

Benefits and Services Available

Compensation

The VA will pay you monthly compensation if you are at least 10% disabled as a result of your military service.

Pension

You can receive a monthly pension if you are a wartime veteran with limited income, and you are permanently and totally disabled or at least age 65. There is no time limit to apply for compensation and pension benefits.

Healthcare

The VA provides a number of healthcare services.

- Hospital, outpatient medical, dental, pharmacy, and prosthetic services

- Domiciliary, nursing home, and community based residential care
- Sexual trauma counseling
- Specialized healthcare for women veterans
- Health and rehabilitation programs for homeless veterans
- Readjustment counseling
- Alcohol and drug dependency treatment
- Medical evaluation for disorders associated with military service during OIF/OEF, the Gulf War, Vietnam, Korea, or WWII, as well as post traumatic stress disorder, traumatic brain injury, exposure to Agent Orange, radiation, and other environmental hazards.

Combat Veterans

The VA provides free healthcare for veterans who served in a theater of combat after November 11, 1998 for any illness possibly related to their service in that theater. You have five years from the date of your discharge from active duty on or after January 28, 2003 to apply. You have until January 27, 2011, if you were discharged from active duty before January 28, 2003 and were not enrolled as of January 28, 2008.

Vocational Rehabilitation and Employment

The VA provides assistance to veterans with service-connected disabilities to prepare for, obtain, and maintain suitable employment. For veterans with serious service-connected disabilities, the VA also offers services to improve their ability to live as independently as possible. There are five service delivery options available:

- Re-employment
- Rapid access to employment
- Self employment
- Employment through long-term services
- Independent living

Education and Training

VA pays benefits to eligible veterans, reservists, and active duty service members while they are in an approved education or training program. Benefits are based on the type of military service.

- The Post-9/11 GI Bill provides financial support for education and housing to individuals with at least 90 days of aggregate service on or after September 11, 2001, or individuals discharged with a service-connected disability after 30 days. You must have received an honorable discharge to be eligible for the Post-9/11 GI Bill. Additional information is available at http://www.gibill.va.gov or you can call 1-888-GIBILL1.

- Benefits: The school will report a veteran's status as incarcerated on the certification and note whether the federal, state, or local government is paying all or part of the cost for tuition, fees, books, equipment, or supplies and the amounts paid.
- Time Limits: Benefits are available for up to 15 years from the last period of active duty of at least 90 consecutive days. This also applies if released for a service-connected disability after at least 30 days of continuous service.

Home Loans

The VA offers a number of home loan services to eligible veterans, some military personnel, and certain surviving spouses.

- Guaranteed Loans: The VA can guarantee part of a loan from a private lender to help you buy a home, a manufactured home, a lot for a manufactured home, or certain types of condominiums. VA also guarantees loans for building, repairing, and improving homes. More information is available at http://www.benefits.va.gov/homeloans/.
- Refinancing Loans: If you have a VA mortgage, the VA can help you refinance your loan at a lower interest rate. You may also refinance a non-VA loan.
- Special Grants: Certain disabled veterans and military personnel can receive grants to adapt or acquire housing suitable for their needs.
- Time Limits: There is no time limit for a VA home loan.

Life Insurance

- Servicemembers' Group Life Insurance (SGLI) is low-cost term life insurance for service members and reservists. Coverage of up to $400,000 begins when you enter the service. Generally, it expires 120 days after you leave the service. **Traumatic SGLI** is automatically included in SGLI and provides for payment up to $100,000 for service members who lose limbs or incur other serious injuries.
- Veterans Group Life Insurance (VGLI) is renewable term life insurance for veterans who want to convert their SGLI up to an amount not to exceed the coverage you had when you separated from service. You must apply within one year and 120 days from separation.
- Service-Disabled Veterans Insurance, also called **RH** insurance, is for service-connected disabled veterans. Coverage is $10,000. You may be eligible for a $20,000 supplemental policy if you are totally disabled. You must apply for RH within two years of being rated service-connected by the VA.

Dependents and Survivors Dependency and Indemnity Compensation (DIC)

DIC is payable to certain survivors of:

- Service members who died on active duty

- Veterans who died from service-related disabilities
- Certain veterans who were being paid 100% VA disability compensation at the time of death.
- Death Pension is payable to some surviving spouses and children of deceased wartime veterans. The benefit is based on financial need.
- Parents' DIC is payable to some surviving parents. The benefit is based on financial need.

Applying for Benefits

To complete the claims process, you will need your DD214 (Certificate of Release or Discharge from Active Duty). To obtain a copy of your DD214, you may contact a Virginia Department of Veterans Services benefit services office for assistance with submitting Form SF-180. You may download a copy of the SF-180 from http://www.archives.gov/veterans or you may request a copy by calling 1-866-272-6272. Visit http://www.VirginiaforVeterans.com to find a DVS office near you. DVS mailing addresses are located in Section 3: Resources.

The information required for the enrollment process and determination of eligibility for a disability rating may seem overwhelming. However, an HCRV or VJO program specialist will help you complete the enrollment documents and submit them on your behalf. The HCRV/VJO specialist will make sure all details are included. The specialist will also be able to monitor your status and inform you accordingly.

The enrollment document (1010EZ) will determine your eligibility for VA healthcare benefits. Eligibility is determined by the character of your discharge from the military, the length of time you were on active duty, and the presence of a service-connected disability.

The HCRV/VJO specialist will discuss eligibility with you when you meet and help you complete form 1010EZ. The outcome of your request for enrollment will provide you with facts concerning your eligibility for VA benefits. There are contacts at each VA medical center and you will receive that information when you meet with the HCRV/VJO.

The HCRV/VJO specialist will provide you with contact information for the VA medical center nearest you. This person will be available to assist you in navigating the VA healthcare system. In many cases the contact person will be the homeless coordinator or someone in that program. Refer to the list of VA medical centers in Virginia in Section 3: Resources.

Following Up on Your Claim

You will receive a confirmation letter from the VA advising you of the status of your eligibility for benefits. This correspondence will be mailed to the address identified when you meet with the HCRV/VJO specialist. You will be determined as eligible, ineligible, or unable to determine as eligible. If you disagree with the determination, you may appeal the decision and submit documents in support of your claim.

Be sure to obtain a copy of your DD214 since this is an important document to submit if your eligibility is denied or more information is needed to confirm your eligibility for VA healthcare. Keep the original for your records and submit only a copy of your DD214.

If your eligibility is confirmed or if you want to contest the preliminary eligibility determination, visit the VA medical center of your choice to register for care. Make an appointment to meet with the contact person at the VA medical center so he or she can assist you with the registration process.

You will need a picture identification in order to register for healthcare (the picture identification provided by the prison is adequate for registration purposes).

You will be asked to update your information. At the time of registration you may schedule an appointment for primary care. You will also be photographed for a VA identification card.

Make sure you receive an appointment with a primary care physician in a timely manner if you are prescribed medications. Typically the prison or jail will provide you with at least a 30 day supply of medication. In most cases you may be able to see a VA physician within 30 days. In case of an emergency, you may be seen in the emergency department at the VA medical center.

Your primary care physician is an essential contact. You may request specialized services such as mental health, substance use, and other assistance from this physician.

Section 2

Getting Started

Virginia Community Re-entry Initiative

The Virginia Community Re-entry Initiative (VCRI) is a community-based re-entry approach that is voluntarily implemented by a number of Virginia localities. Like other resources in this manual, these organizations are committed to helping you successfully re-enter community life. Participating localities establish a local re-entry council that coordinates local resources to reduce recidivism, maximize opportunities for former offenders to successfully return to the community, and to support family and community reintegration. The re-entry council can serve as referral points for your pre-release planning. The re-entry councils are listed in Section 3: Resources.

Virginia Department of Veterans Services (DVS)

DVS operates 22 benefit services offices where representatives help veterans and their family members file claims for federal and state veterans benefits. The Virginia Wounded Warrior Program coordinates support and services for veterans and their families affected by stress-related injuries, such as post traumatic stress and traumatic brain injuries. The agency also certifies that post-secondary educational institutions meet G.I. Bill funding and eligibility requirements, enabling veterans and family members to pursue educational opportunities.

DVS operates two veterans long-term care facilities. The Virginia Veterans Care Center in Roanoke is a 240-bed facility offering skilled nursing, domiciliary, and Alzheimer's/dementia care for veterans. The 160-bed Sitter & Barfoot Veterans Care Center is located in Richmond and provides skilled nursing and Alzheimer's/dementia care.

The agency operates three veterans cemeteries: the Virginia Veterans Cemetery in Amelia, the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, and the Southwest Virginia Veterans Cemetery in Dublin.

Visit http://www.VirginiaforVeteran.com for more information.

Virginia Wounded Warrior Program

In response to the growing need to improve and expand services to our nation's veterans and service members, the Commonwealth of Virginia established the Virginia Wounded Warrior Program (VWWP) in 2008. It is operated by the Virginia Department of Veterans Services in cooperation with the Department of Behavioral Health and Developmental Services and the Department of Rehabilitative Services.

The VWWP supports the following persons on their road to recovery from the effects of stress-related injuries, such as post traumatic stress disorder, or traumatic brain injuries:

- Veterans of any era who are Virginia residents
- Members of the Virginia National Guard not in active federal service
- Virginia residents in the Armed Forces Reserves not in active federal service
- Family members of veterans and members of Guard and Reserve not in active federal service

Regional coalitions of community services boards, brain injury services providers and other public and private service providers are offering services across the Commonwealth. These coalitions enhance the existing array of services in their communities based on an ongoing assessment of local needs. Following are examples of the services that may be available through these networks of public and private providers:

- Comprehensive and timely assessment
- Rehabilitative services
- Care coordination
- Peer and family support
- Outpatient treatment
- Linkage to benefits, housing, employment and educational programs

VWWP regional directors and regional coordinators will be able to assist you as your reenter community life. They can be an important local contact for obtaining healthcare, behavioral healthcare, or other community supports.

To reach your regional office for further information or assistance, call the toll free number at 1-877-285-1299 or the central office at 804-371-4675.

The VWWP regional directors and regional coordinators are listed in Section 3: Resources.

Visit us on the web at www.WeAreVirginiaVeterans.org and join us on Facebook (search for Virginia Wounded Warrior Program)

Healthcare

Every VA medical center has a healthcare for homeless veterans (HCHV) coordinator who is responsible for helping homeless veterans access VA and community-based care to end homelessness among veterans. The HCHV program provides outreach, clinical assessments and referrals for medical and mental healthcare, long-term transitional residential assistance, case management, and employment assistance with linkage to permanent housing.

HCHV is an outreach program that sees homeless veterans at VA medical centers in Richmond, Hampton, and Salem. The goal of this program is to provide medical care to homeless veterans while allowing them to access substance abuse and/or mental health treatment.

Some VA medical centers have Drop in Group Medical Appointment Clinics (DIGMA). In Virginia DIGMAs are located in Richmond and Hampton. This program allows homeless veterans to enroll in and receive continuing medical treatment. In Hampton the clinic meets on Tuesday afternoon and in Richmond it meets daily. Any homeless veteran who is eligible for VA services can attend except those requiring narcotic medications. Mental health screening is also available for those attending the clinic.

The coordinator for the homeless program at each medical center is a valuable resource for information and referrals to housing programs. Resources vary from location to location and the homeless programs have specific information regarding resources in their respective areas.

Make sure you contact the homeless coordinator at the VA medical center where you receive care if you need housing assistance.

Some veterans may have an immediate need for housing as part of their home plan. Most programs in Virginia will not admit veterans directly from prison or jail. The exception is the Salvation Army Veterans Transitional Housing Program in Hampton (see Section 3: Resources). This program requires an interview which may be conducted by phone. The HCRV/VJO specialist can arrange for this interview after meeting with you. You caseworker or jail services officer may provide you with telephone access to facilitate the interview.

This section includes ways to locate emergency shelter, transitional programs, and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you should ask about applying as soon as possible. If you are released and find yourself homeless, emergency assistance is available by calling 1-877-4AID-VET (1-877-424-3838) or at http://www.va.gov/HOMELESS/NationalCenter.asp.

Ineligible for veteran's benefits? Free or low-cost healthcare may be available.

Department of Veterans Services Virginia Wounded Warrior Program (VWWP) can direct you to community services for healthcare, behavioral healthcare, and brain injury. The VWWP staff can also assist with supportive services in the community. Contact information for regional directors and regional coordinators is listed in Section 3: Resources.
Department of Social and Health Services can tell you where to find healthcare facilities for the homeless. Check the phone book blue pages under local, city, or county government for the number.

National Healthcare for the Homeless Council has a list of healthcare providers working with homeless people across the nation.

Free clinics are run by many local organizations and communities. Look in the phone book blue pages under Public Health to contact the local government office for clinics in your area.

Mental Health Services

If eligible for veterans benefits:

Contact the Homeless Veteran Services Coordinator at the local VA medical center or Vet Center. Call 1-877-222-8387 or go to www.visn6.va.gov to find the medical center nearest you.

If not eligible for veterans benefits:

National Alliance for the Mentally Ill lists community mental health service providers at www.nami.org or call 1-800-950-6264.

Mental Health America offers support groups, rehabilitation, socialization, and housing services through 340 community organizations located across the country. Call 1-800-273-TALK for mental health counseling or find a local office online at www.nmha.org.

Local Community Services Boards (CSBs) provide mental health and substance abuse services to citizens based on where they live. These clinics are listed in the phone book blue pages under City and County Government. Additional information is available at http://www.dbhds. virginia.gov/svc-csbs.asp. Check the Appendix in this guide for a listing of all CSBs in Virginia.

Substance Abuse Treatment

If eligible for veterans benefits:
Contact the Addictions Treatment Center at the local VA medical center. Call 1-877-222-8387 or go to www.visn6med.va.gov to find the medical center nearest you.

If not eligible for veterans benefits:
The Department of Health and Human Services Drug and Alcohol Treatment Referral Routing Service can refer you to local programs. Call 1-800-662-4357.

Focus On Recovery Helpline
This is a 24-hour national alcohol and drug abuse addiction and treatment hotline. Call 1-800-888-9383.

Alcoholics Anonymous and Narcotics Anonymous
Check the phonebook for a local number or visit http://www.aa.org or http://www.na.org.

Employment

Employment is one of the biggest barriers between you and successful re-entry. Don't wait until you get out to start thinking about employment. Start planning now! Ask for job counseling and training while incarcerated so you are prepared to work when released. Obtain and keep copies of any education, training, or trade certifications you may have from your work or training while you are incarcerated. These could make a difference in getting hired. You also may be able to obtain references relevant to your employment.

Virginia Employment Commission Programs

Workforce Services and Job Seeker Services
Employment assistance, access to thousands of job listings, and resources are available at your local Virginia Employment Commission (VEC) Workforce Center to help with your job search.

The VEC has offices in Hampton Roads, Richmond, and Salem. Locations and numbers can be found in the telephone book under Sate Government listings (blue pages). Ask to speak with the veterans representative. There may be a VEC representative who has hours in the medical center where you receive care.

Virginia Workforce Network
This service provides access to a wide range of employment and training services through Virginia Workforce Centers. The veterans representatives (DVOPs and LVERs) are stationed in VEC Workforce Centers. The best way to find employment, whether part time or full time, is to visit the

Virginia Workforce Connection website at https://www.vawc.virginia.gov/veteran.asp.

The Virginia Workforce Connection is your doorway to employment and labor market information in Virginia. You will have access to new job search tools, a resume builder, employment information, wage data, occupational skill requirements, as well as industry and occupational trends. You will have access to jobs posted on numerous websites in one location.

Virginia also has a Vocational Rehabilitation Program. Look in the phone book under Virginia Department of Rehabilitative Services or at http://www.vadrs.org.

U.S. Dept. of Veterans Affairs

Vocational Rehabilitation and Employment
This program helps veterans with service-connected disabilities by providing job training and counseling to those who have an employment handicap. Services include help finding a job, on-the-job training, job development, and vocational training. If you are not eligible for these services, a VA counselor may help you find other options, goals, or programs. Contact your VA Regional Office (VARO) at 1-800-827-1000.

Veterans Industries and Compensated Work Therapy Programs
The VA offers structured work opportunities and supervised therapeutic housing for at-risk and homeless veterans with physical, mental health, and addiction problems. The VA contracts with private industry and the public sector for work by these veterans, who learn job skills, re-learn successful work habits, and regain a sense of self-esteem. Veterans are paid for their work and given assistance with employment in the community. Virginia currently has veterans industries programs located at the VA medical centers in Richmond, Salem, and Hampton.

Financial Assistance

The American Legion provides **Temporary Financial Assistance** (TFA) from its national headquarters to help maintain a stable environment for children of veterans. To obtain an application, look in the phone book for a local post or contact the national headquarters to find the post nearest you.

If you are unemployed with little or no income, you may be able to get **food stamps**. A person may qualify for $85 to $200 worth of food stamps per month. Call the toll free information number at 1-800-221-5689 or find a list of food stamp hotlines for each state at:

www.fns.usda.gov/fsp/contact_info/ hotlines.htm. You can also contact the local Department of Social Services, drop-in shelters, or legal aid services to ask for an application.

Supplemental Security Income (SSI) benefits can be applied for before your release, even though you won't receive the benefits until after your release. Food stamps can be applied for together with SSI. Normally, it takes about three months to review an application; so, apply well before your release date. It is best to get help filling out the application. For detailed information or assistance, call 1-800-772-1213 or call or your local social security administration office listed in the phone book blue pages. You also can go to http://www.socialsecurity.gov/ssi/index.htm.

Other programs may be available in your area. Check the community services section of your phonebook. Look for listings such as the American Red Cross, Catholic Charities or Catholic Social Services, the Salvation Army, United Way, 2-1-1, and other non-profit providers.

Legal Assistance

Legal issues:
Most law is state-specific. Most common legal problems are governed by the law in the state where you live or where the problem occurred. When looking for legal help, make sure the information you find applies to your state or that the lawyer or other service provider is qualified to work in your state.

The American Bar Association has a web site with guidelines about free legal services and links to directories of legal aid offices and pro-bono programs. Go to www.abanet.org.

The Virginia Bar Association has a program called Virginia Lawyers Serving Veterans. Go to http://www.vba.com or call 804-644-0041.

Legal Services or Legal Aid offices have staff lawyers who provide free legal help. Look in the yellow pages for a local legal aid office or check online for the program nearest you.

Offender Aid and Restoration (OAR) Fresh Start
Lawyers in private practice sometimes volunteer in pro-bono programs to take cases for poor clients free of charge. Check the yellow pages to contact your local bar association about pro-bono programs in your community. Or go to http://www.abanet.org/barserv/stlobar.html.

Women Veterans

Most VA medical centers and readjustment offices have a designated women veterans coordinator to assist women veterans in accessing VA benefit programs and healthcare services. Call 1-877-222-8387 or go to http://www.visn6.med.va.gov to find the medical center nearest you. Additional information is available at http://www.oefoif.va.gov/womenvets.asp.

Mentors with Women in Community Service (WICS) help women preparing to leave prison and those who are just getting back into society. WICS prison programs help women think about their behavior, gain job skills, and build self-esteem. Go to http://www.wics.org to find the nearest WICS program.

Other Resources for Re-entry Veterans

Offender Aid and Restoration

Offender Aid and Restoration of Richmond provides a variety of services aimed at restoring the individual as a responsible member of the community. Programs focus on employment counseling and job placement, employment support services, housing assistance, parenting education, pre-release productive citizenship classes, support groups, and one-to-one mentoring support. OAR, a community-based restorative justice organization, blends compassion and accountability to assist offenders in leading productive and responsible lives.

Offender Aid and Restoration

OAR - Richmond
1 N. 3rd Street, Suite 200
Richmond, VA 23219
804-643-2746 FAX: 804-643-1187

Offender Aid and Restoration of Arlington County
and the Cities of Alexandria and Falls Church
Arlington Virginia Office
1400 North Uhle St. Suite 704
Arlington, VA 22201
703-228-7030 FAX: 703-228-3981
Info@OARonline.org

OAR-Fairfax
10640 Page Avenue, Suite 250
Fairfax, VA 22030-4000
703-246-3033 FAX: 703-273-7554

OAR-Jefferson Area
750 Harris Street, Suite 207
Charlottesville, VA 22903
804-296-2441 FAX: 804-979-4038

Second Chances

Second Chances
810 Union Street, Suite 807
Norfolk City Hall Building
Norfolk, VA 23510
757-664-4281
http://www.secondchancesprogram.org

The UP Center

Norfolk Corporate Office
222 West 19th Street
Norfolk, VA 23517
757-622-7017
http://www.theupcenter.org

Tidewater Drive Office
800 Tidewater Drive
Suite 100 (Disability Services)
Norfolk, VA 23504
757-965-8692

Kroger Office
6350 Center Drive
Building 5, Suite 215
Norfolk, VA 23502
757-622-7017

Virginia CARES, Inc.

Virginia CARES, Inc.
Ann M. Fisher, Executive Director
145 West Campbell Avenue, Suite 555
Roanoke, VA 24011
540-342-9344; FAX 540- 342-9427

Families in Transition | Virginia CARES

TAP's Virginia CARES (Community Action Re-entry System) program facilitates the return of ex-offenders to their communities and society. The program provides basic needs assessments and support services, including employment counseling, assistance with job leads, transportation, resume and application assistance, peer support groups, civil rights restoration assistance, and referrals to appropriate agencies to ex-offenders and their families.

2-1-1 VIRGINIA

2-1-1 VIRGINIA
1-800-230-6977
http://www.211virginia.org

2-1-1 VIRGINIA is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional listens to your situation and suggests sources of help using one of the largest databases of health and human services in Virginia.

2-1-1 VIRGINIA provides access to services in your community and statewide. All referrals are confidential and you can search for these same services on the 2-1-1 VIRGINIA website.

Section 3

Resources

Emergency Assistance

EMERGENCY NUMBERS

If you are in a medical crisis, call 911 for immediate medical and mental health assistance.

If you have thoughts of harming yourself, call the Veterans Suicide Hotline Resource at 1-800-273-TALK (8255) or the National Suicide Support Number: 1-888-784-2433 (1-888-SUICIDE).

To find homeless veteran service providers in your area, call 1-800-VET-HELP.

Healthcare

VA Medical Centers Serving Virginia

Beckley VA Medical Center
200 Veterans Avenue
Beckley, WV 25801
304-255-2121, ext. 4480
(Provides care to veterans living in southwestern Virginia)

Hunter Holmes McGuire VA Medical Center
1201 Broad Rock Blvd., 116A
Richmond, VA 23249
804-675-5000
Point of Contact: Jim Temple, Healthcare for Re-entry Veterans Program 804-675-5000, ext. 4191

James H. Quillen VA Medical Center
Corner of Lamont & Veterans Way
Mountain Home, TN 37684
423-926-1171

Salem VA Medical Center
1970 Roanoke Boulevard
Salem, VA 24153
(540) 982-2463
Point of Contact: Gayle Sanford, MSW, LCSW
Social Work Supervisor
540-982-2463 Ext.1230

Hampton VA Medical Center
100 Emancipation Drive, 116B
Hampton, VA 23667
757-722-9961
Point of Contact: Martha Chick-Eby, Homeless Coordinator
757-722-9961 Ext. 1285

Martinsburg WVA Medical Center
510 Butler Avenue
Martinsburg, WV 25405
Phone: 304-263-0811 or 800-463-6295
(Provides care to veterans residing in Northwestern counties of Virginia)
Point of Contact: Sheri L. Jordan
Incarcerated Veterans Re-entry Specialist
304-263-0811 ext 2076

Washington DC VA Medical Center
50 Irving Street, NW
Washington, DC 20422
Phone: 202-745-8000 or
888-553-0242
(provides care to veterans residing in Northern Virginia counties)
Point of Contact: Rodney Carter, Incarcerated Veterans Re-entry Specialist
202-745-8000 x 5267

VA Community Based Outreach Clinics

You can use Community Based Outpatient Clinics (CBOC's) for routine care after you have registered for care at the associated medical center. These CBOC's are designed to provide access to healthcare and routine care in areas distant from the medical center.

Alexandria
6940 South Kings Highway Suite #208
Alexandria, VA 22301
703-313-0694

Charlottesville
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
434-293-3890

Danville
705 Piney Forest Rd
Danville, VA 24540
434-710-4210

Emporia
1746 East Atlantic
Emporia, VA 23847
434-348-1500

Fredricksburg
1965 Jefferson Davis Hwy., Suite 100
Fredricksburg, VA 22401
540-370-4468

Harrisonburg
847 Cantrell Avenue, Suite 100
Harrisonburg, VA 22801
540- 442-1773

Hillsville
702 Pine St
Hillsville, VA 24343
276-779-4220

Lynchburg
1600 Lakeside Dr
Lynchburg, VA 24501
434-316-5000

Norton
654 Highway 58 East
Norton, VA 24273
276-679-8010

Staunton
102 Business Way
Staunton, VA 24401
540- 886-5777

Stephens City
106 Hyde Court
Stephens City, VA 22655
540-869-0600

Saltville
308 W. Main Street
Saltville, VA 23470
276-496-4433

Tazewell
123 Ben Bolt Avenue
Tazewell, VA 24651
276-988-2526

Virginia Beach, VA
244 Clearfield Avenue
Virginia Beach, VA 23462
757-722-9961 ext 1900

Wytheville
165 Peppers Ferry Road
Wytheville, VA 24382-2363
276-227-5400

Vet Centers

Veterans who served on active duty in a war or conflict may apply for counseling to assist in readjusting to civilian life. Veterans who served in the active military during the Vietnam Era, but not in the Republic of Vietnam, may also be eligible if they requested assistance before January 1, 2004. Vet Centers provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military- related issues. These benefits are provided at no cost to the veteran or family.

Alexandria Vet Center
6940 South Kings Highway #204
Alexandria, VA 22310
Phone: 703-360-8633
Fax: 703-360-2935

Norfolk Vet Center
1711 Church Street, Suites A&B
Norfolk, VA 23504
Phone: 757-623-7584
Fax: 757-441-6621

Richmond Vet Center
4902 Fitzhugh Avenue
Richmond, VA 23230
Phone: 804-353-8958 Fax: 804-353-0837

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
Phone: 540-342-9726
Fax: 540-857-2405

Washington DC Vet Center
1250 Taylor St, NW
Washington, DC 20011
Phone: 202-726-5212

Martinsburg Vet Center
900 Winchester Avenue
Martinsburg, WV 25401
Phone: 304-263-6776

Virginia Resources for Veterans

Virginia Department of Veterans Services

Benefit Services Offices

Accomac
23367 Front Street
Accomac VA 23301
757-787-5862

Big Stone Gap
Suite D-1, Clover Leaf Square
Big Stone Gap, VA 24219
276-523-1411

Bristol
192 Bristol East Road
Suite 100
Bristol, VA 24201
276-466-2212

Cedar Bluff
Southwest Virginia Medical Center
1100 Cedar Valley Drive,
P. O. Box 1700
Cedar Bluff, VA 24609
276-963-5054

Charlottesville
2211 Hydraulic Road
Charlottesville, VA 22901
434-295-2782

Danville
139A Deer Run Road
Danville, VA 24540-2863
434-836-8447

Fairfax
11198 Lee Highway
Suite D-4
Fairfax VA 22030
703-359-1210

Front Royal
11A Water Street
Front Royal, VA 22630
540-635-4201
1-866-895-5025

Hampton
2019 Cunningham Drive,
Suite 105
Hampton, VA 23666
757-825-7893

Hampton VAMC
100 Emancipation Drive
Bldg. 43, Room 114
Hampton, VA 23667
757-722-9961
ext. 2940

Lynchburg
3704 Old Forest Road
Lynchburg, VA 24501
434-385-0815

Richmond
McGuire VAMC
1201 Broad Rock Blvd
Room 1M-169A
Richmond, VA 23249
804-675-6546

Portsmouth
620 John Paul Circle
Building 3, 7th Floor
Portsmouth, VA 23708
757-953-6205

Quantico
Quantico Marine Corps Base
Education Center
3089 Roan Street
Quantico, VA 22134
703-630-2811
1-800-925-0640

Roanoke Higher Education Center
108 North Jefferson Street
3rd Floor
Roanoke, VA 24016

Salem
VA Medical Center
1970 Roanoke Blvd,
Bldg. 12 Room 101
Salem, VA 24153
540-982-2463,
Ext. 3557

South Hill
1361 W. Danville Street
South Hill, VA 23970
434-447-3231

Staunton
Greenbrier Office Complex
Building 1, Suite 17B
1600 North Coalter Street
Staunton, Va. 24401
540-332-7840

Tidewater
6350 Center Drive, Bldg. 5
Suite 100
Norfolk, VA 23502
757 455-0814

Wytheville
180 South 4th Street
Suite 219
Wytheville, VA 24382
276-228-5211

Virginia Wounded Warrior Program

NORTHERN
Regional Director
11150 Fairfax Boulevard
Suite 300
Fairfax, Virginia 22032
703-277-3501

Regional Coordinator
102 Heritage Way, NE
Leesburg, Virginia 20175
571-258-3900

NORTHWESTERN
Regional Director
600 Jackson Street
Fredericksburg, Virginia 22401
540-273-9784

Regional Coordinator
600 Jackson Street
Fredericksburg, Virginia 22401
540-373-3223 Ext. 3085

WESTERN
Regional Director
1351 Hershberger Road, Suite 200
Roanoke, Virginia 24012
540-561-6632

Regional Coordinator
700 University City Boulevard
Blacksburg, Virginia 24060
540-443-7527

CENTRAL
Regional Director
1601 Broad Rock Boulevard
Richmond, Virginia 23224
804-371-1283

Regional Coordinator
107 South 5th Street
Richmond, Virginia 23219
804-819-4029

TIDEWATER
Regional Director
300 Medical Drive
Hampton, Virginia 23666
757-788-0313

Regional Coordinator
300 Medical Drive, 2nd Floor
Hampton, Virginia 23666
757-788-0032

Housing (Shelter and Food)

Emergency and Transitional Housing

To find homeless veteran service providers in your area,

- call 1-800-VET-HELP
- write to NCHV, 333 ½ Pennsylvania Ave., SE Washington, DC 20003-1148, or
- go to http://www.nchv.org

Salvation Army Transitional Residence
Bldg. 52 ,
Hampton VAMC
100 Emancipation Dr.
Hampton, VA 23667
757-723-3100.

Judeo-Christian Outreach
1053 Virginia Beach Blvd.
Virginia Beach, VA 23451
757 491-2846

Salvation Army ARC
5524 Virginia Beach Blvd.
Virginia Beach, VA 23462
757-499-0032

Vetshouse
P.O. Box 62963
Virginia Beach, VA 23466
Phone: 757-306-1000
757-724-8614

Veterans Transitional Program
Bldg. 507
E. 1201 Broad Rock Blvd.
Richmond,VA 23224
804-675-5000 ext. 4188.

Roanoke Valley Veterans Council Corp.
1970 Roanoke Blvd., Building 76-2
Salem, VA 24153
540-982-2463 ext. 2338

TAP/TLC
23-24 Street
Roanoke, VA 24017
540-345-7537

The Trust House
404 Elm Avenue S.W.
Roanoke, VA 24016
540-344-8060

Homeless & Housing Advocacy Coalitions

Not all housing coalitions listed in this section provide direct services, but they may be able to tell you about local programs or services. Work closely with the homeless coordinator at the VA medical center where you receive care. If you become or are at risk of homelessness, they will be aware of programs in the area and how to access them.

ALEXANDRIA

Alexandria Community Shelter
2355B Mill Road
Alexandria, VA 22314
703-746-5901

Alive House
2723 King Street
Alexandria, VA 22302-4008
703-837-9300
alivetoo@aol.com

Carpenter's Shelter
930 N. Henry St.
Alexandria, VA 22314
703-548-7500
www.carpentersshelter.org

ARLINGTON

Arlington Community Temporary Shelter (TACTS)
P.O. Box 100185
Arlington, VA 22210
703-907-0022 (shelter)
703-237-0881 (battered women)
703-504-9400 (admin office)
FAX 703-522-4338

Arlington-Alexandria Coalition for the Homeless (AACH)
3103 9th Road, North
Arlington, VA 22201-2125
703-525-7177

Volunteers of America Residential Program Center
1554 Columbia Pike
Arlington, VA 22204
703-228-0022

FAIRFAX

Volunteers of America
Baileys Crossroads Shelter
3525 Moncure Ave.
Falls Church, VA 22041
703-820-7623 FAX: 703-671-0441

New Hope Housing
8407 E. Richmond Hwy.
Alexandria, VA 22309
703-799-2293 FAX: 703-799-6503
admin@newhopehousing.org

Embry Rucker Shelter
11975 Bowman Towne Dr.
Reston, VA 20190
703-437-1975 FAX: 703-707-0339

Shelter House
Katherine K. Hanley Family Shelter
13000 Lee Highway
Fairfax, VA 22030
571-522-6800

LOUDOUN COUNTY

Good Shepherd Alliance
20684 Ashburn Rd. (Headquarters Office)
Ashburn, VA 20147
703-724-1555 Office
703-887-5775 24/hour info line

Volunteers of America
Transitional Housing Program
19520 Meadow View Ct.
Leesburg, VA 22075
703-771-5429

Volunteers of America
Loudon Emergency Shelter
21361 The Woods Road
Leesburg, VA 20175
703-779-2663

PRINCE WILLILAM, MANASSAS, & MANASSAS PARK

ACTS Shelter
17866 Main Street
Dumfries, VA 22026-2410
703-221-3188

Volunteers of America
Hilda M. Barg Homeless Prevention Center
14945 Jeff Davis Hwy.
Woodbridge, VA 22191
703 680-5403
www.voc.org

SERVE
10455 White Granite Dr., Suite 100
Oakton, VA 22124
703-385-3267
www.nvfs.org

RICHMOND

Daily Planet
517 Grace St.
Richmond, VA 23220
804-783-0678

The Salvation Army
2 W. Grace St.
P.O. Box 12400
Richmond, VA. 23241
804-225-7470

The Salvation Army
Emergency and Transitional Shelter
835 Commerce St
Petersburg, VA 23803
804-861-0561

The Freedom House
1201 Hull St.
Richmond, VA. 23224
804-233-4064

ESI Connections
11 W. Grace St.
Richmond, VA 23220
804-788-0880

Caritas of Richmond
P. O. Box 25790
Richmond, VA 23260-5790
804-358-0964

Good Samaritan Inn
2307 Hull St.
Richmond, VA.23224
804-231-9995

TIDEWATER

Peninsula Rescue Mission
3700 Huntington Ave.
Newport News, VA. 23607-2711
757-380-6909

Union Mission
5100 E. Va. Beach Blvd.
Norfolk, VA 23502
757-623-0642 Ext 200 (Men) Ext 331 (Women)

WESTERN AND THE VALLEY

Rescue Mission Shelter
404 4th Street S.E.
Roanoke, VA 24013
540-343-7227 (Rescue Mission)

Salvation Army Red Shield Lodge (for men)
815 Salem Avenue S.W.
Roanoke, VA 24016
540-342-7398

Salvation Army Turning Point Shelter
825 Salem Avenue S.W.
Roanoke, VA 24016
540-345-0400

Valley Mission
1513 West Beverly Street
Staunton, VA 24401
540-886-4673 (Valley Mission)

Salvation Army
246 Arch Avenue
Waynesboro, VA 22980
540-943-7613

Our Daily Bread
721 Clay Street
Lynchburg, VA 24070
434-845-5703

The Gateway
300 12th Street
Lynchburg, VA 24504
434-846-3311

Salvation Army
2211 Park Avenue
Lynchburg, VA 24070
434-846-3182

Crossroads Shelter
240 Calhoun Street
Wytheville, VA 24382
276-228-9270

People and Congregations Engaged in Ministry (PACEM)
P.O. Box 14,
Charlottesville, VA 22902
Men's Shelter:
434.465.1392
Women's Shelter:
434.465.5094

Salvation Army
Provides services, including shelter and transitional housing, for homeless individuals and families. For local services and information go to:
http://www.richmondsalfationarmy.org

United Way

Provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at http://www.unite4dway.org.

Local churches and faith-based organizations

, such as Catholic Charities, First Baptist Church, Salvation Army, and Volunteers of America, may have a variety of programs to assist you. Find these organizations by calling your county or city Department of social services. Check the blue pages of the phone book for the number.

Long-term or Permanent Housing

Each VA medical center has a HUD/VASH program of vouchers for supported housing that you may qualify for. Contact with this program will be through the local homeless coordinator and/or the HUD/VASH coordinator. Remember that you can always contact the National Call Center for Homeless Veterans for information and referral—1-877-424-3838.

Meals Programs

RICHMOND

Central Intake/Daily Planet
Richmond, VA
804-648-4177

Pennies from Heaven
804-649-0097
Stave Ministries
804-329-6855

Trinity Baptist Church
804-321-2427

Friends of the Homeless
2nd Baptist Church
804-275-5866.

HAMPTON

Greater Bethlehem Christian Assembly
360 Ivy Farm Rd
Monday 12:00 p.m.

Potter's House
910 W. Queen St.
Tuesday 12:00pm

Lincoln Park Baptist
1100 W. Queen St.
Wednesday 1:00pm

Bethel A.M.E.
94 W . Lincoln St.
Thursday 12:00pm

Queen St. Baptist Church
190 W. Queen St.
Friday and Saturday 12:00pm

Zion Baptist
125 W. County St.
Sunday, 1:30 p.m.

NEWPORT NEWS

St. Vincent's Catholic Church
230 33rd St.
Monday-Friday 11:00 am

Salvation Army Soup Truck
Corner of 29th St. & Jefferson Ave.
Monday-Friday 7:00pm

NORFOLK

Union Mission
130 Brooke Ave.
Monday-Saturday 4:45pm

PORTSMOUTH
Oasis Social Ministries
1020 High St.
Weekdays except Thursday 11:45am

Emanuel A.M.E.
637 North St.
Thursday, 12:00pm

VIRGINIA BEACH

Judeo-Christian Outreach
1049 Virginia Beach Blvd.
Daily except Sunday 6:00pm

ROANOKE

RAM House
824 Campbell Avenue S.W.
540-345-8850

Samaritan's Inn
543 Salem Avenue S.W.
540-243-1447

Re-entry Resources

Virginia Community Reentry Initiative

Charlottesville/Albemarle Reentry Council
Patricia Smith, Executive Director
Offender Aid & Restoration (OAR) of Charlottesville, Inc.
750 Harris Street, Suite 207
Charlottesville, Virginia 22903
434-296-2441 ext. 106
psmith@oar-jacc.org

Sue Moffett, Interim Assistant Director
120 Seventh St., N.E
Post Office Box 911
Charlottesville, VA 22902-0911
434-970-3400, ext. 3451
Email Address:
moffett@charlottesville.org

Culpeper Reentry Council
Lisa Peacock, Director of Culpeper Human Services
219 East Davis Street, Suite 100
Culpeper, Virginia 22701 540-727-0372 ext 394
lpeacock@culpeperhumanservices.org

Mark Jarvis, Ministerial Association/Faith Community Leader
Champion Learning Centers
Post Office 2007
Culpeper, Virginia 22701
540-229-1195
Email Address:
mark@championlearningcenters.org

King George and Planning District 16 Reentry Council
Dave Coman, Director
10069 Kings Highway
Post Office Box 130
King George, Virginia 22484-0130
540-775-5634
dlc099@central.dss.state.va.us

Norfolk Reentry Council
Dr. Denise Biron
201 East Little Creek Road
Norfolk, Virginia 23505
757-664-7799
denise.biron@norfolk.gov

Richmond Regional Reentry Council
Donna Smith, Program Manager
Department of Social Services
Marshall Plaza Building
900 East Marshall Street
Post Office Box 10129
Richmond, Virginia 23219
804-646-3085
donna.smith@richmondgov.com

Barbara Slayden, Executive Director
Offender Aid & Aid Restoration (OAR) of Richmond, Inc.
1 North Third Street, Suite 200
Richmond, Virginia 23219
804-643-2746
executivedirector@oarric.org

Mike Wright, Chief
Probation & Parole District 1
829 Oliver Hill Way
Richmond, Virginia 23219
804-786-0251, ext. 101
Michael.Wright@vadoc.virginia.gov

Southwest Virginia Reentry Council
Aleta Spicer, Executive Director
Occupational Enterprise, Inc.
Post Office Box 729
Lebanon, Virginia 24266
276-889-0290, ext. 101
aspicer@oe-inc.org

Eddie Harrison, Director
Russell County Department of Social Services
76 Rogers Street
Post Office Box 1207
Lebanon, Virginia 24266-1207
276-889-2679
reh167@western.dss.state.va.us

Other Information

TOLL FREE NUMBERS

Community service boards have emergency service 24 hour crisis hotlines. You can find the phone number for your community in the blue pages of the phone book usually listed in the government offices-county section and under mental health services.

Focus On Recovery Helpline
A 24-hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383

Housing Opportunities Made Equal
2201 W. Broad St. Suite 200
(804) 354-0641

National AIDS Hotline
Talk to someone who knows about HIV / AIDS and can tell
you about AIDS services in your city or state: 1-800-822-7422

National Coalition for Homeless Veterans
1-800-838-4357

National Homeless Call Center
1-877-424-3838

National Veterans Crisis Line
1-888-273-TALK (8255), Veterans press 1
http://www.suicidepreventionlifeline.org/Veterans

Richmond Behavioral Health Authority
804 819-4000

United Way First Call—Peninsula
757 594-4636

United Way Hotline—Southside Hampton Roads
757 853-8500

US Department of Veterans Affairs
Benefits: 1-800-827-1000,
Medical Centers: 1-877-222-8387
Persian Gulf War Helpline: 1-800-749-8387

Virginia Department of Veterans Services
Visit www.VirginiaforVeterans.com for more information.

Veterans Services Organizations
Veterans of Foreign Wars
http://www.vfw.org
Disabled American Veterans
http://www.dav.org

The American Legion
http://www.legion.org

AMVETS
http://www.amvets.org

Military Order of the Purple Heart
http://www.purpleheart.org

Vietnam Veterans of America
http://www.vva.org

Marine Corps League
http://www.mcleague.com

American EX-POW
http://www.axpow.org

Fleet Reserve Association
http://www.fra.org

MOAA
http://www.moaa.org

Section 4

Checklist

Using This Guide

Ask about classes or resources to help you plan for your release.
Make a list of your needs.
Make a list of people who may be able to help you.
Write letters or contact organizations by phone or email.
Write down the steps you take so you don't repeat them.

Just for Veterans

Know where to call toll-free for help.
Contact organizations about the services they offer.
Think about your housing needs and gather information available housing in your area.
Learn about job resources and create a plan to find a job.
Learn about health issues, and the services available.
Learn about resources available for substance abuse and mental health treatment in your area.
Learn about your options for financial help.
Begin to take care of other legal issues.
Learn about homeless veterans services.
Learn about resources for women veterans.
If you are not currently receiving benefits, find out if you are eligible.
If you are receiving benefits, notify the VA when you go to prison or jail to avoid an over payment.
Contact a veteran service representative to represent you and help you file a claim.
Apply for apportionment so eligible family members may receive some of the money withheld from your veterans compensation.

Section 5

Appendix

Community Services Board (CSB) Address List

Alexandria Community Services Board Web Site: http://www.alexandriava.gov/mhmrsa/			
Planning District 8 Health Planning Region (HPR) 2	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	L. Michael Gilmore, Ph.D. 720 N. Saint Asaph Street, 4th Floor Alexandria, VA 22314-1941 (703) 746-3400 (703) 838-5070 (703) 746-3440 **mike.gilmore@alexandriava.gov**	Serving: City of Alexandria
Alleghany Highlands Community Services Board Web Site: http://www.ahcsb.org			
Planning District 5 Partnership Planning Region (PPR) 7 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mrs. Ingrid W. Barber 205 E. Hawthorne Street Covington, VA 24426 (540) 965-1180 ext. 100 (540) 965-6371 (540) 962-3939 ibarber@ahcsb.org	Serving: County of Alleghany and City of Covington
Arlington County Community Services Board Web Site: http://www.arlingtonva.us/csb			
Planning District 8 HPR 2	**Executive Director** Address Phone Number FAX Number TDD Number Email Address r	Ms. Cynthia L. Kemp 1725 North George Mason Drive, Suite 216 Arlington, VA 22205 (703) 228-5150 (703) 228-5234 (703) 228-5242 ckemp@arlingtonva.us	Serving: County of Arlington
Blue Ridge Behavioral Healthcare Web Site: http://www.brbh.org			
Planning District 5 PPR 7 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Tim H. Steller 301 Elm Avenue, SW Roanoke, VA 24106-4001 (540) 345-9841 (540) 345-6891 (540) 345-0690 tsteller@brbh.org	Serving: Counties of Botetourt, Craig, and Roanoke and Cities of Roanoke and Salem

Central Virginia Community Services Web Site: http://www.cvcsb.org			
Planning District 11 Health Planning Region (HPR) 1	**Chief Executive Officer** Address Phone Number FAX Number TDD Number Email Address	Ms. Nancy Cottingham, LCSW 2241 Langhorne Road Lynchburg, VA 24501 (434) 847-8050 (434) 847-6099 (434) 847-8062 nancy.cottingham@cvcsb.org	Serving: Counties of Amherst, Appomattox, Bedford, and Campbell and Cities of Bedford and Lynchburg

Chesapeake Community Services Board Web Site: http://www.cityofchesapeake.net/services/depart/com-ser/			
Planning District 20 HPR 5	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Joseph J. Scislowicz 224 Great Bridge Boulevard Chesapeake, VA 23320 (757) 547-9334 (757) 819-6292 (757) 548-7080 jscislowicz@chesapeakecsb.net	Serving: City of Chesapeake
Chesterfield Community Services Board Web Site: http://www.chesterfield.gov/administration/communityservicesboard/csbhome.asp			
Planning District 15 HPR 4	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Ms. Debbie Burcham P.O. Box 92 6801 Lucy Corr Court Chesterfield, VA 23832-0092 (804) 768-7220 (804) 768-9205 (804) 768-7200 burchamd@chesterfield.gov	Serving: County of Chesterfield
Colonial Behavioral Health (CBH) Web Site: http://www.colonialcsb.org			
Planning District 20 HPR 5	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. David A. Coe 473 McLaws Circle Williamsburg, VA 23185 (757) 253-4061 (757) 253-4208 (AD/MH/SA) (757) 253-4377 dcoe@colonialcsb.org	Serving: Counties of James City and York and Cities of Poquoson and Williamsburg

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Crossroads Community Services Board Web Site: http://www.crossroadscsb.org			
Planning District 14 Health Planning Region (HPR) 4	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mr. F. Will Rogers P.O. Drawer 248 60 Bush River Drive Farmville, VA 23901-0248 (434) 392-7049 (434) 392-9221 (434) 828-1120 wrogers@crossroadscsb.org	Serving: Counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, and Prince Edward
Cumberland Mountain Community Services Board Web Site: http://www.cmcsb.com			
Planning District 2 HPR 3	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mr. Ronald A. Allison P.O. Box 810 Route 19 near SVCC Cedar Bluff, VA 24609-0810 (276) 964-6702 or 964-6703 (276) 964-5669 (276) 964-7013 rallison@cmcsb.com	Serving: Counties of Buchanan, Russell, and Tazewell

Danville-Pittsylvania Community Services Web Site: http://www.dpcs.org			
Planning District 12 Partnership Planning Region (PPR) 6 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. James F. Bebeau, LPC 245 Hairston Street Danville, VA 24540 (434) 799-0456 (434) 799-4261 (434) 799-0198 jbebeau@dpcs.org	Serving: County of Pittsylvania and City of Danville

Dickenson County Behavioral Health Services Web Site: http://www.dcbhs.com			
Planning District 2 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Joseph R. Fuller, Jr. 133 McClure Avenue Clintwood, VA 24228 (276) 926-1682 (276) 926-8134 (276) 926-6691 joseph.fuller@dcbhs.com	Serving: County of Dickenson
District 19 Community Services Board Web Site: http://www.d19csb.com			
Planning District 19 HPR 4	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Joseph E. Hubbard, C.P.A. 20 West Bank Street, Suite 7 Petersburg, VA 23803 (804) 862-8054 (804) 863-1665 (804) 862-8063 jhubbard@d19csb.com	Serving: Counties of Dinwiddie, Greensville, Prince George, Surry, and Sussex and Cities of Colonial Heights, Emporia, Hopewell, and Petersburg
Eastern Shore Community Services Board Web Site: http://www.vhda.com/Apps/HousingDirectory/Org.asp?PK=552			
Planning District 21 HPR 5	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mark F. Freeze, Ph.D. P.O. Box 453 ESCSB Administration 10129 Rogers Drive Nassawadox, VA 23413 (757) 442-3636 (757) 442-2319 (757) 442-2880 (share with DRS) mfreeze@escsb.org	Serving: Counties of Accomack and Northampton
Fairfax-Falls Church Community Services Board Web Site: http://www.fairfaxcounty.gov/csb/			
Planning District 8 HPR 2	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. George E. Braunstein 12011 Government Center Parkway, Suite 836 Fairfax, VA 22035-1105 (703) 324-7000 (703) 324-3225 (703) 324-3015 george.braunstein@fairfaxcounty.gov	Serving: County of Fairfax and Cities of Fairfax and Falls Church

Goochland-Powhatan Community Services Web Site: http://www.gpcsb.org			
Planning District 15 Health Planning Region (HPR) 4	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Ms. Susan Bergquist P.O. Box 189 3058 River Road, West Goochland, VA 23063 (804) 556-5400 (804) 556-5403 (804) 556-5428 (G) 598-7197 (P) sbergquist@co.goochland.va.us	Serving: Counties of Goochland and Powhatan
Hampton-Newport News Community Services Board Web Site: http://www.hnncsb.org			
Planning District 20 HPR 5	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Charles A. Hall Attn: Administration 300 Medical Drive, 2nd Floor Hampton, VA 23666 (757) 788-0300 (757) 788-0968 (757) 245-3089 chall@hnncsb.org	Serving: Cities of Hampton and Newport News
Hanover County Community Services Board Web Site: http://www.co.hanover.va.us/csb/default.htm			
Planning District 15 HPR 4	**INTERIM Executive Director** Address Phone Number FAX Number TDD Number Email Address	Ivy Sager 12300 Washington Highway Ashland, VA 23005-7646 (804) 365-4222 (804) 365-4282 (804) 365-4184 itsager@co.hanover.va.us	Serving: County of Hanover
Harrisonburg-Rockingham Community Services Board Web Site: http://www.hrcsb.org			
Planning District 6 HPR 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Lacy T. Whitmore 1241 North Main Street Harrisonburg, VA 22802 (540) 434-1941 (540) 434-1791 (540) 434-1941 lwhitm@hrcsb.org	Serving: County of Rockingham and City of Harrisonburg

Henrico Area Mental Health & Developmental Services Web Site: http://www.co.henrico.va.us/mhmr/			
Planning District 15 Health Planning Region (HPR) 4	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Michael D. O'Connor, L.C.S.W. 10299 Woodman Road Glen Allen, VA 23060-4419 (804) 727-8581 (804) 727-8580 (804) 727-8484 oco02@co.henrico.va.us	Serving: Counties of Charles City, Henrico and New Kent

Highlands Community Services Web Site: http://www.highlandscsb.org			
Planning District 3 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Jeffrey R. Fox 610 Campus Drive, Suite 220 Abingdon, VA 24210 (276) 525-1550 (276) 669-9093 jfox@highlandscsb.org	Serving: County of Washington and City of Bristol, Virginia
Loudoun County Community Services Board Web Site: http://www.loudoun.gov/mhmr/index.htm			
Planning District 8 HPR 2	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Joseph P. Wilson 906 Trail View Boulevard, SE, Suite C Leesburg, VA 20175 (703) 777-0378 (703) 771-5401 (703) 777-0377 joseph.p.wilson@loudoun.gov	Serving: County of Loudoun
Middle Peninsula-Northern Neck Community Services Board Web Site: http://www.mpnncsb.org			
Planning Districts 17 & 18 HPR 5	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mr. Charles R. Walsh, Jr., LCSW P.O. Box 40 129 Bowden Street Saluda, VA 23149 (804) 758-5314 (804) 758-3418 (804) 758-5004 cwalsh@mpnn.state.va.us	Serving: Counties of Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond and Westmoreland

Mount Rogers Community Services Board Web Site: http://www.mtrogerscsb.com			
Planning District 3 Health Planning Region (HPR) 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Ms. Lisa Moore 770 West Ridge Road Wytheville, VA 24382 (276) 223-3200 (276) 223-1455 (800) 828-1120 lisa.moore@mrcsb.state.va.us	Serving: Counties of Bland, Carroll, Grayson, Smyth, and Wythe and City of Galax
New River Valley Community Services Web Site: http://www.nrvcs.org			
Planning District 4 HPR 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Harvey M. Barker, Ph.D. 700 University City Boulevard Blacksburg, VA 24060 (540) 961-8300 (540) 557-4042 (540) 961-8400 1-888-200-6239 (Montgomery Center) (540) 994-5023 (Pulaski Center) hbarker@nrvcs.org	Serving: Counties of Floyd, Giles, Montgomery, and Pulaski and City of Radford

Norfolk Community Services Board Web Site: http://www.norfolkcsb.org			
Planning District 20 HPR 5	**Executive Director** Address Phone Number FAX Number TDD Number Email Address **Cha**	Mrs. Maureen D. Womack 225 West Olney Road Norfolk, VA 23510-1523 (757) 823-1600 (757) 441-1153 maureen.womack@norfolk.gov	Serving: City of Norfolk
Northwestern Community Services Web Site: http://www.nwcsb.com			
Planning District 7 HPR 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Millard F. Hall, Jr. (Buddy) 209 West Criser Road, Suite 300 Front Royal, VA 22630 (540) 636-4250 (540) 636-7171 (540) 828-1120 bhall@nwcsb.com	Serving: Counties of Clarke, Frederick, Page, Shenandoah, and Warren and City of Winchester

Piedmont Community Services Web Site: http://www.piedmontcsb.org			
Planning District 12 Partnership Planning Region (PPR) 6 Health Planning Region (HPR) 3	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. James M. Tobin 24 Clay Street Martinsville, VA 24112-3715 (276) 632-7128 (276) 638-5450 (276) 632-9037 jtobin@piedmontcsb.org	Serving: Counties of Franklin, Henry, and Patrick and City of Martinsville
Planning District One Behavioral Health Services Web Site: none			
Planning District 1 HPR 3	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mr. Sam Dillon P.O. Box 1130 1941 Park Avenue, SW Norton, VA 24273 (276) 679-5751 (276) 679-5754 (276) 679-5052 sdillon@pd1bhs.org	Serving: Counties of Lee, Scott, and Wise and City of Norton
Portsmouth Department of Behavioral Healthcare Services Web Site: http://www.portsmouthva.gov/behaviorhealthcareservices/			
Planning District 20 HPR 5	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. William H. Park 600 Dinwiddie Street Portsmouth, VA 23704-3844 (757) 393-8618 (757) 393-5226 (757) 393-5466 wpark@portsmouthva.gov	Serving: City of Portsmouth

Prince William County Community Services Board Web Site: http://www.pwcgov.org/csb			
Planning District 8 HPR 2	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Thomas Geib 8033 Ashton Avenue, Suite 103 Manassas, VA 20109-2892 (703) 792-7800 (703) 792-7704 (703) 792-7711 (Sudley N) (703) 792-4968 (Ferlazzo) tgeib@pwcgov.org	Serving: County of Prince William and Cities of Manassas and Manassas Park

Rappahannock Area Community Services Board Web Site: http://www.racsb.state.va.us			
Planning District 16 Health Planning Region (HPR) 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Ronald W. Branscome 600 Jackson Street Fredericksburg, VA 22401 (540) 373-3223 (540) 371-3753 (540) 373-3223 rbranscome@racsb.state.va.us	Serving: Counties of Caroline, King George, Spotsylvania, and Stafford and City of Fredericksburg
Rappahannock-Rapidan Community Services Board – Area Agency on Aging Web Site: http://www.rrcsb.org			
Planning District 9 HPR 1	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	Mr. Brian D. Duncan P.O. Box 1568 15361 Bradford Road Culpeper, VA 22701 (540) 825-3100 (540) 825-6245 (540) 825-7391 bduncan@rrcsb.org	Serving: Counties of Culpeper, Fauquier, Madison, Orange, and Rappahannock
Region Ten Community Services Board Web Site: http://www.regionten.org			
Planning District 10 HPR 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Mr. Robert L. Johnson 502 Old Lynchburg Road Charlottesville, VA 22903-6500 (434) 970-1458 (434) 972-1831 (434) 970-1299 robertj@regionten.org	Serving: Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson and City of Charlottesville
Richmond Behavioral Health Authority Web Site: http://www.rbha.org			
Planning District 15 HPR 4	**Chief Executive Officer** Address Phone Number FAX Number TDD Number Email Address	Jack O. Lanier, DrPH, MHA, FACHE 107 South 5th Street Richmond, VA 23219-3825 (804) 819-4000 (804) 819-4081 (804) 819-4145 lanierj@rbha.org	Serving: City of Richmond

Rockbridge Area Community Services Web Site: http://www.racsb.org			
Planning District 6 Health Planning Region (HPR) 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Dennis A. Cropper, Ph.D. 241 Greenhouse Road Lexington, VA 24450 (540) 462-6600 (540) 462-6700 (540) 463-3141 dcropper@racsb.org	Serving: Counties of Bath and Rockbridge and Cities of Buena Vista and Lexington
Southside Community Services Board Web Site: http://www.sscsb.org			
Planning District 13 Partnership Planning Region (PPR) 6 HPR 4	**Executive Director** Address *Street Address* Phone Number FAX Number TDD Number Email Address	 Don Burge P.O. Box 488 424 Hamilton Boulevard South Boston, VA 24592 (434) 572-6916 (434) 572-4881 (434) 572-2103 dburge@sscsb.org	Serving: Counties of Brunswick, Halifax, and Mecklenburg
Valley Community Services Board Web Site: http://www.valleycsb.org/			
Planning District 6 HPR 1	**Executive Director** Address Phone Number FAX Number TDD Number Email Address	Ms. Neysa Simmers 85 Sanger's Lane Staunton, VA 24401 (540) 887-3200 (540) 213-7592 (540) 213-7348 nsimmers@vcsb.org	Serving: Counties of Augusta and Highlands and Cities of Staunton and Waynesboro
Virginia Beach Community Services Board Web Site: http://www.vbgov.com/vgn.aspx?vgnextchannel=429bd82cc181d010VgnVCM1000006310640aRCRD&vgnextparchannel=4540fd67f3ad9010VgnVCM100000870b640aRCRD			
Planning District 20 Health Planning Region (HPR) 5	**Director of Human Services** ***Contact Person*** Address Phone Number FAX Number	Mr. Robert R. Morin Ms. Kathleen B. Drumwright, Deputy Director City of Virginia Beach Department of Human Services 3432 Virginia Beach Boulevard, Suite 342 Virginia Beach, VA 23452-4420 (757) 437-3608 (Administration) (757) 385-3466 (rmorin@vbgov.com or kdrumwri@vbgov.com	Serving: City of Virginia Beach
Western Tidewater Community Services Board Web Site: http://wtcsb.org			
Planning District 20 Health Planning Region (HPR) 5	**Executive Director** Address Phone FAX Email Address	Demetrios Peratsakis 5268 Godwin Blvd Suffolk, VA 23434 (757) 255-7126 (757) 255-7142 dperatsakis@wtcsb.org	Serving Isle of Wight & Southampton Counties; Cities of Franklin & Suffolk

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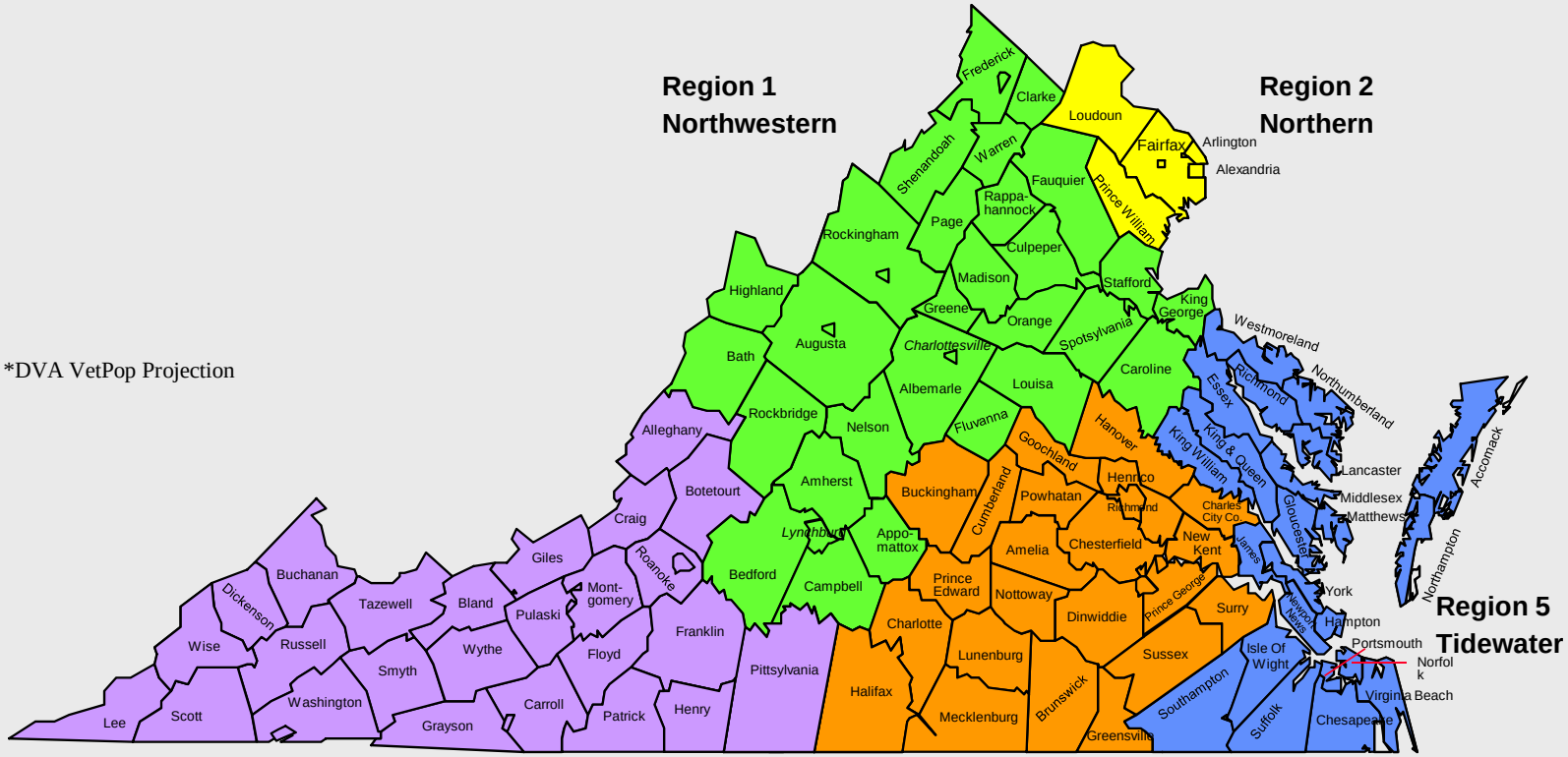

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