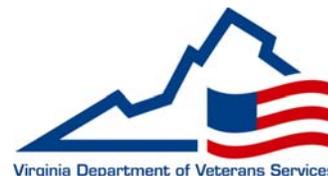


Quick Guide

Resources for Veterans in Virginia

Prepared by the Virginia Department of Veterans Services
www.VirginiaforVeterans.com



Welcome

You've made a personal sacrifice in the service of your country and the Commonwealth. Now, it's our honor to serve you. This booklet is designed to give you quick access to resources located in and around the Commonwealth of Virginia.

Finding Resources

2-1-1

Need help but don't know where to turn? Call 2-1-1 or visit <http://www.211.org>. This is an easy way to find the help you need in your community.

Easy Access

Virginia Easy Access provides resources and support for seniors and adults with disabilities. Visit <http://www.easyaccess.virginia.gov>.

Military OneSource

This is a 24/7 one-stop shop for military members, spouses, and families. Visit <http://www.militaryonesource.com/> or call 1-800-342-9647.

National Resource Directory

Maintained by the Departments of Defense, Labor, and Veterans Affairs, this directory provides information and access to services and resources for wounded, ill, and injured service members, veterans, their families, and those who support them. Visit <http://www.nationalresourcedirectory.gov/>.

Outreach Center—Defense Centers of Excellence for Psychological Health and Brain Injury

This outreach center for service members, veterans, and their families is staffed 24/7 by behavioral healthcare consultants. It provides information, assistance with identifying symptoms, and help finding healthcare resources. Call 866-966-1020 or send an email to resources@dcoeoutreach.org.

U. S. Department of Veterans Affairs Healthcare Administration

Visit <http://www.va.gov/health/index.asp> for information on benefits, facilities, and much more. Or, call 1-877-222-8387.

Virginia Department of Veterans Services

Visit www.virginiaforveterans.com for information about services provided by this state agency.

Emergency Help

Suicide Prevention Hotline

1-800-273-TALK

1-800-273-8255

Crisis Link

1-800-SUICIDE

1-703-527-4077

National Domestic Violence Hotline

1-800-799-SAFE

1-800-799-7233

Wounded Warriors

Virginia Wounded Warrior Program (VWWP)

The Virginia Wounded Warrior Program assists veterans and families with finding community services to help them with the healing process and successfully rejoining their communities. The program is operated by the Virginia Department of Veterans Services in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department of Rehabilitative Services. For assistance, call 1-877-285-1299 or visit <http://www.WeAreVirginiaVeterans.org>.

Families of the Wounded

This organization provides financial support to family members/caregivers of military service men and women who have been wounded in combat operations or injured as the result of line-of-duty activities in support of combat operations. For more information, visit <http://www.familiesofthewoundedfund.org/>.

Wounded Veterans Internship Program

The Virginia Department of Transportation's (VDOT) Wounded Veterans Internship Program is designed for veterans who find they are not suited physically or emotionally to return to a former job, or because the job is no longer available. The program allows veterans to revamp old job skills or develop new ones. VDOT attempts to locate the internships close to where the veteran is receiving rehabilitation or now lives.

For more information, call 804-786-2085, 888-508-3737 (TTY 711) or e-mail WVPinternship@VDOT.virginia.gov.

Healthcare

VA Medical Centers

Richmond VAMC

1201 Broad Rock Blvd
Richmond, VA 23249
804-675-5000
<http://www.richmond.va.gov>

Hampton VAMC

100 Emancipation Drive
Hampton, VA 23667
757-722-9961
<http://www.hampton.va.gov>

Salem VAMC

1970 Roanoke Boulevard
Salem, VA 24153
540-982-2463 or
1-888-982-2463,
then 1 + Ext. 3250, 3252,
or 3258
<http://www.salem.va.gov>

Beckley VAMC

200 Veterans Avenue
Beckley, WV 25801
877-902-5142
<http://www.beckley.va.gov/>

Martinsburg, VAMC

510 Butler Avenue
Martinsburg, WV 25405
304-263-0811
<http://www.martinsburg.va.gov>

James H. Quillen VAMC

Corner of Lamont & Veterans Way
Mountain Home, TN 37684
423-926-1171
<http://www.mountainhome.va.gov>

Washington DC VAMC

50 Irving St. NW.
Washington, DC 20422
Phone: 202-745-8000
<http://www.washingtondc.va.gov>

Each VA Medical Center offers services at community-based outpatient clinics (CBOC). Check the websites or call for the location of a CBOC located in your area.

Vet Centers

Alexandria Vet Center

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

Norfolk Vet Center

1711 Church Street, Suites A&B
Norfolk, VA 23504
Phone: (757)-623-7584

Richmond Vet Center

4902 Fitzhugh Avenue
Richmond, VA 23230
Phone: (804)-353-8958

Roanoke Vet Center

350 Albemarle Ave., SW
Roanoke, VA 24016
Phone: (540)-342-9726

Beckley Vet Center

1000 Johnstown Road
Beckley, WV 25801
Phone: 304-252-8220

Martinsburg Vet Center

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

Princeton Vet Center

905 Mercer Street
Princeton, WV 24740
Phone: 304-425-5653

Johnson City Vet Center

1615A Market St.
Johnson City, TN 37604
Phone: 423-928-8387

Washington DC Vet Center

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

Virginia's Community Service Boards

Virginia's community service boards (CSB) provide mental health, mental retardation, and substance abuse care and services for individuals and their families. There are 40 CSBs located across Virginia. Visit <http://www.dbhds.virginia.gov/documents/OCC-CSBAddressList.pdf> for CSB locations.

Brain Injury Services

Brain Injury Association of Virginia, Inc. (BIAV)

This non-profit organization is dedicated to serving Virginians with brain injuries and their families. BIAV provides information about brain injury, personal support through local group meetings, educational programs, public awareness, Annual Camp Bruce McCoy for survivors, referrals to professionals, advocacy, prevention awareness, and a toll-free helpline at 1-800-34-8443. Visit them on the web at <http://www.biaav.net>.

Community Futures Foundation (CFF)

Based in Richmond, CFF provides long term community-based support services to individuals with brain injury in the Metro Richmond and Hampton Roads areas. At CFF, individuals with brain injury are offered the opportunity to regain self confidence, refine work skills, and regain independence. The organization operates clubhouses and day programs, regional resource centers, and provides case management services. For more information, call 804-261-7050 or visit <http://www.communityfuturesva.org>.

Veterans Care Centers

The Virginia Department of Veterans Services operates two veterans care centers that provide affordable, high quality nursing and domiciliary care to honorably discharged Virginia veterans. The Virginia Veterans Care Center (VVCC), a 240-bed facility, is located adjacent to the Salem VA Medical Center. The VVCC provides skilled nursing and domiciliary care and a secure Alzheimer's/dementia unit. The Sitter & Barfoot Veterans Care Center is located adjacent to the McGuire VA Medical Center in Richmond. This 160-bed facility offers private rooms and provides skilled nursing care and a secure Alzheimer's/dementia unit. The facility currently does not provide domiciliary care.

Virginia Veterans Care Center

4550 Shenandoah Avenue
Roanoke, VA 24017
800-220-8387 or
540-982-2860

http://www.dvs.virginia.gov/carecenter_virginia-veterans.shtml

Sitter & Barfoot Veterans Care Center

1601 Broad Rock Blvd.
Richmond, VA 23224
804-371-8433
804-371-8434

http://www.dvs.virginia.gov/carecenter_sitter-barfoot.shtml

Claims Assistance

The Virginia Department of Veterans Services (DVS) is authorized by the U.S. Department of Veterans Affairs (VA) to represent veterans and their dependents in the preparation of claims and appeals for federal veterans' benefits. DVS also represents veterans who have a representation agreement with numerous veterans service organizations such as the American Legion, Veterans of Foreign Wars, the American Red Cross, and others.

DVS routinely provides assistance with claims for:

- Compensation for disabilities incurred in, resulting from, or aggravated by military service
- Service-connected death benefits for surviving dependents of qualified veterans or those who died while on active duty or as the result of service-connected disability
- Special home grants for veterans with a qualifying service-connected disability
- Special automobile allowance for veterans with a qualifying service-connected disability
- Pension for permanent and total non-service connected disability for war-time veterans or surviving dependents who meet income and net worth eligibility criteria
- Federal and state educational assistance programs for qualifying veterans and their dependents
- Healthcare at VA medical centers and outpatient clinics
- Home loan guaranty

- Other benefits, including those administered by other federal and state offices such as employment, business opportunities, and military records.

Housing

Granting Freedom

Granting Freedom is a grant program that pays for modifications to make living spaces more accessible for servicemen and women who sustained injury during service in a combat theatre of operations. Funds can be used to widen doorways and add ramps to make a home wheelchair accessible, to install grab bars in a bathroom, or to make other modifications that help eligible recipients feel more at home. For more information, visit the Virginia Housing Development Authority at <http://www.vhda.com/programs/pages/grantingfreedom.aspx> or call 877-VHDA-123.

Real Estate Tax Exemption

Veterans rated by the U.S. Department of Veterans Affairs (VA) as having a 100%, permanent and total, service-connected disability are exempt from paying real estate taxes on their primary residence. The exemption is based on the veteran's disability rating rather than the level of compensation. The exemption includes property held jointly by a husband and wife, and applies to the residence and up to one acre of land.

The surviving spouse of an eligible veteran may also receive the real estate tax exemption if the veteran died on or after January 1, 2011. The spouse will lose the exemption if he or she remarries or does not occupy the property as his or her primary residence. For more information, contact the commissioner of the revenue for your locality (http://www.vacomrev.com/web/guest/District/ViewAllLocalities?p_p_state=normal).

Homeless Veterans Coordinators

Services for homeless veterans are offered by each of the VA Medical Centers. Services may include outreach, case management, referrals to benefits counselors, referrals to healthcare, and housing assistance. Each office is unique and services may vary.

Richmond

VAMC/116A
1201 Broad Rock Road
Richmond, VA 23249
540-982-2463, ext. 1517

Hampton

VAMC/116B
100 Emancipation Drive
Hampton, VA 23667000
804-675-5000, ext. 4191

Salem

VAMC/122
Social Work Service
1970 Roanoke Boulevard
Salem, VA 24153
540-982-2463, ext. 1517

West Virginia

VAMC
Mental Health
200 Veterans Ave.
Beckley, WV 25801
304-255-2121, ext. 4480

Tennessee

VAMC
HCHV Program/122H
VA Medical Center
Sidney & Lamont Streets
Mntn Home, TN 37684
423-926-1171, ext. 2844

Washington, DC

VAMC
Psychiatry Service/116A
VA Medical Center
50 Irving Street, NW
Washington, DC 20422
202-745-8000

Employment

Virginia Employment Commission

Veterans from all periods of military service are eligible for job referral, job training, and job placement assistance through the Virginia Employment Commission (VEC). Veterans may access these employment services through a statewide network of VEC Field Operations offices and the veterans services staff. Disabled Veterans Outreach Program (DVOP) representatives and Local Veteran Employment Representatives (LVER) are available at VEC Workforce Centers across Virginia.

The VEC operates the Transition Assistance Program (TAP) on-site at nine military bases throughout the Commonwealth. The TAP Program is a job search workshop that prepares exiting military personnel to begin their job search in the private sector.

To obtain veterans employment services or for more information, contact the VEC veterans staff (DVOPs and LVERs) in the VEC Workforce Center nearest you. For more information about VEC services, visit <http://www.vec.virginia.gov/vecportal/seeker/veteransvcs.cfm>. To find the location of a VEC Workforce Center, visit http://www.vec.virginia.gov/vecportal/field/field_offices.cfm?textofficelist=true.

The VEC also provides job seeker assistance at the following Virginia Military bases. Call for days and hours of operation:

Fort Eustis

601 Washington Boulevard
Building 601, ACS
Fort Eustis, 23604
757-878-0906
757-878-0908 FAX

Fort Lee

1403 Mahone Ave
Bldg 9028
Fort Lee, 23801
804-862-6106
804-734-6603 FAX

Norfolk Naval Base

7928 14th Street
Suite 154
Norfolk, 23505
757-440-4024
757-440-4026 FAX

Virginia Workforce Connection

This automated online tool, located at <http://www.vawc.virginia.gov>, allows employers to post position descriptions and allows job seekers to search and apply for jobs. Additionally this site provides tools to help users create resumes and identify educational and other useful career programs.

Employer Support for the Guard and Reserve (ESGR)

ESGR has a national network of more than 900 volunteer ombudsmen who help resolve issues between employers and their employees who serve in the National Guard and Reserve. These volunteers, each of

whom receives extensive training on USERRA and dispute resolution techniques, serve as informal mediators between the employer and employee, inform and educate the employer and employee on what the law requires, and assist in finding a mutually agreeable solution. ESGR ombudsmen have successfully mediated over 95 percent of cases in the past year. ESGR ombudsmen are a resource for employers and members of the National Guard and Reserve, and can be reached via e-mail at USERRA@osd.mil or by phone at 1-800-336-4590.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit that offers an incentive for private sector businesses to hire individuals from 11 targeted groups that have consistently faced significant barriers to employment, including veterans.

Depending on the employment scenario, private sector businesses may be eligible to reduce their federal income tax liability by as much as \$2,400 for a veteran and \$4,800 for a disabled veteran. For more information visit <http://www.doleta.gov/business/Incentives/opptax>, or contact 804-786-2887 or 804-786-4468.

Unemployment Compensation for Ex-Service Members

The Unemployment Compensation for Ex-service members (UCX) program provides benefits for eligible ex-military personnel. States, as agents of the federal government, administer the program.

- If you were on active duty with a branch of the U.S. military, you may be entitled to benefits based on your service.
- You must have been separated under honorable conditions.

Contact the Virginia Employment Commission (VEC) as soon as possible after discharge. It may be helpful to have a copy of your service and discharge documents (DD-214 or similar form) when you open your claim.

If you are totally or partially unemployed and wish to apply for benefits, call the VEC (1-866-832-2363) or complete an application online at <http://www.VaEmploy.com>. Addresses and telephone numbers for VEC Workforce Centers can be found in the phone book or at the VEC's website.

Education

G.I. Bill approved education and training programs in Virginia

The Veterans Education and Training unit of the Virginia Department of Veterans Services certifies that post-secondary educational institutions meet G.I. Bill funding and eligibility requirements, enabling veterans to pursue educational opportunities. Currently, more than 900 instructional institutions in Virginia are approved. To see a list of approved institutions, visit <http://www.dvs.virginia.gov/downloads/education/ApprovedFacilitiesList.pdf>. If you would like a program considered for approval, please call the State Approving Agency at 804-225-2083. For more information about the G.I. Bill for veterans and dependents, visit <http://www.gibill.va.gov/>.

Virginia Military Survivors and Dependents Education Program (VMSDEP)

VMSDEP provides education benefits to spouses and children of military service members killed, missing in action, taken prisoner, or who became at least 90 percent disabled as a result of military service in an armed conflict. This program waives the cost of tuition and fees at any state-supported college or university in Virginia. Benefits are available for up to four years. In addition, a stipend may be available to offset the cost of room, board, books and supplies. For more information, call the Virginia Department of Veterans Services at 540-857-7104 or visit <http://www.dvs.virginia.gov/veterans-benefits.shtml#education>.

Veterans Honorary High School Diploma Program

Veterans Honorary High School Diplomas recognize the life experiences of veterans who were unable to complete their high school education because of service in the armed forces during World War II, the Korean War, and the Vietnam War. Since the first honorary diplomas were issued in 2001, more than 1,000 have been awarded to veterans of the three wars. To obtain an honorary diploma, a veteran may submit a statement to the Virginia Department of Education describing his or her service, the location of the last school attended, and affirming that he or she was unable to complete high school upon return to civilian life. The guidelines also allow for submission of information by family members and veterans' organizations. For more information, contact the Virginia Department of Education at 804-225-2924 or email Margaret.Roberts@doe.virginia.gov

Burial

The Virginia Department of Veterans Services operates three veterans cemeteries located in Amelia, Suffolk, and Dublin, Va. Honorably discharged veterans and active duty military receive a grave site, opening and closing of the grave, placement of a government grave marker, and perpetual care of the grave site at no charge. Veterans' spouses and eligible dependents may be interred for a small fee, currently \$300. For more information, visit http://www.dvs.virginia.gov/cemetery_services.shtml.

Virginia Veterans Cemetery, Amelia

10300 Pridesville Road
Amelia, VA 23002
804-561-1475

Albert G. Horton, Jr. Memorial Veterans Cemetery, Suffolk

5310 Milners Road
Suffolk, VA 23434
757-255-7217

Southwest Virginia Veterans Cemetery

5550 Bagging Plant Road
Dublin, VA 24084
540-674-6893

Culpeper National Cemetery

305 U.S. Avenue
Culpeper, VA 22701
540-825-0027

Quantico National Cemetery

18424 Joplin Road (Route 619)
Triangle, VA 22172
703-221-2183

Arlington National Cemetery

Arlington National Cemetery
Arlington, Virginia 22211
(additional restrictions may exist)

For information about burial benefits available from the U. S. Department of Veterans Affairs, visit http://www.cem.va.gov/bbene_burial.asp.

Military Funeral Honors

Federal law mandates the rendering of Military Funeral Honors (at no cost) for an eligible veteran if requested by the family. As provided by law, an honor guard detail for the burial of an eligible veteran will consist of at least two members of the Armed Forces. One member of the detail will represent the deceased veteran's service branch. The honor detail will, at a minimum, perform a ceremony that includes folding and presenting the American flag to the next of kin and playing Taps. When making funeral arrangements, request the Military Funeral Honors from your funeral director.

Resources for incarcerated 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. The specialists listed below can assist you with your re-entry planning.

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

Chris Woods, LCSW
Veterans Justice Outreach Specialist—Richmond
McGuire VA Medical Center
1201 Broad Rock Blvd.
Richmond, VA
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

Obtaining copies of your records

DD214

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.

Medals

Requests for issuance or replacement of military service medals, decorations, and awards should be directed to the specific branch of the military in which the veteran served. However, for Air Force (including Army Air Corps) and Army personnel, the National Personnel Records Center will verify the awards to which a veteran is entitled and forward the request with the verification to the appropriate service department for issuance of the medals.

Visit www.archives.gov/veterans/evetrecs/ to request medals and awards. Provide as much information as possible in the comments field. You may also use the SF-180 to request medals and awards. You will need to submit the completed form to the military branch that issued the medal or award.

Recreation

Hunting, Fishing, and Trapping Licenses

The Virginia Department of Game and Inland Fisheries (VDGIF) offers a lifetime hunting and fresh water fishing license to resident veterans with a permanent and total service-connected disability. VDGIF also offers a life-time trapping license to resident veterans with a permanent and total service-connected disability. The cost for either license is \$10.

Virginia veterans with a 70% or greater service-connected disability may purchase an annual state resident basic hunting license at half price. Veterans with a 70% or greater service-connected disability residing out of state may purchase an annual non-resident basic hunting license at half price.

Applications are available at any VDGIF field office or online at <http://www.dgif.virginia.gov> (click forms). For VDGIF locations, check your phone book or visit <http://www.dgif.virginia.gov/about/offices.asp>.

Vehicle Registration and License Plates

Vehicle Registration for Disabled Veterans

Veterans with a qualifying service-connected disability are exempt from the annual state vehicle registration fee and are entitled to special license plates for one motor vehicle owned and personally used by the veteran. Qualifying disabilities include loss of sight, loss of or loss of use of limb(s) or hands, or a disability rating of 100 percent and permanent and totally disabled. Visit www.dmvnow.com and download form VSA 54, the Veteran Certificate of Disability. You will need to have the form certified by a medical professional and the U. S. Department of Veterans Affairs (VA).

The annual registration fee is waived for the first set of Purple Heart license plates. These plates are already exempt from the special plate fee. The registration fee will be charged for the second and subsequent sets of Purple Heart special plates. To qualify for the Purple Heart plate, the vehicle owner must be a Purple Heart recipient or the unremarried spouse of a recipient. For more information, visit www.dmvnow.com.

Special License Plates

Virginia offers 36 special license plates bearing the names and insignia of military units and organizations. Visit www.dmvnow.com to view and order your special license plates.

The Virginia Department of Veterans Services (DVS) operates 20 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 wounded warriors and their families on their road to recovery from the effects of stress-related injuries, such as post traumatic stress disorder 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 (VVCC) 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.VirginiaforVeterans.com> for more information.



Notes