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GLOBAL WAR ON TERRORISM VETERANS

Vet Centers welcome home war veterans with honor and dignity. Our counselors offer readjustment services for veterans and their families.


- Individual readjustment counseling
- Referral for benefits assistance
- Group readjustment counseling
- Liaison with community agencies

Vet Center

- Marital and family counseling
- Substance abuse information and referral
- Job counseling and referral
- Sexual trauma counseling
- Community education
- All services confidential and free to eligible veterans and families

Rochester Vet Center
1867 Mt. Hope Avenue
Rochester, NY 14620
(585) 232-5040

Toll Free: (800) 905-4675

<p><u>New York</u></p>		<p>The Empire State</p>
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<p>Manhattan Vet Center (10B/RCO106) 32 Broadway Suite 200 New York, NY 10004 Phone: (212) 742-9591 Fax: (212) 742-9593</p>	<p>Jack Maloney, LCSW, Team Leader *Vacancy, MST Karen Kopitz, LCSW ⚡ Darvis Roca, MA ⚡ Mariel Sosa, BA, GWOT Outreach Maureen Hamilton, Office Manager</p>	<p>Support Facility New York #630 (212) 686-7500 VISN Three</p>
<p>Buffalo Vet Center (10B/RCO107) 564 Franklin Street Buffalo, NY 14202 Phone: (716) 882-0505 Fax: (716) 882-0525</p>	<p>Houston Crum, ACSW, Team Leader *Nancy Deganis, CSW-R Charlie Henderson, MS Richard Jones, BSW Debbie Peterson, Office Manager</p>	<p>Support Facility Buffalo #528 (716) 834-9200 VISN Two</p>
<p>Queens Vet Center (10B/RCO109) 75-10B 91 Avenue Woodhaven, NY 11421 Phone: (718) 296-2871 Fax: (718) 296-4660</p>	<p>✓ Paulette Peterson, PhD, Team Leader ✓ ⚡ Francisca Nazario, MA Catherine Patella, CSW Clifford Rogell, MSW ⚡ *Orlando Pellot, MA Hector Delgado, GWOT Outreach Ed Snyder, Jr., Office Manager</p>	<p>Support Facility New York #630 (212) 686-7500 VISN Three</p>
<p>Bronx Vet Center (10B/RCO110) VA Medical Center 130 West Kingsbridge Road Suite 7A13 Bronx, NY 10468 Phone: (718) 367-3500 Fax: (718) 364-6867</p>	<p>Walter Sampson, MSW, Team Leader Vacancy - Counselor ⚡ Diana Gubiseh-Ayala, MSW ⚡ Damian Guzman, GWOT Outreach Renee Strong, Office Manager</p>	<p>Support Facility New York #630 (212) 686-7500 VISN Three</p>
<p>Albany Vet Center (10B/RCO111) 17 Computer Drive West Albany, NY 12205 Phone: (518) 626-5130 Fax: (518) 458-8613</p>	<p>✓ Melodie Krahula, PsyD, Acting Team Leader Vacancy – Team Leader ⚡ Trisha Barcley, PhD Shawn Morgan, LCSW Maureen Chauvin, Office Manager</p>	<p>Support Facility Albany #528 (518) 626-5000 VISN Two</p>

<p>Babylon Vet Center (10B/RCO120) 116 West Main Street Babylon, NY 11702 Phone: (631) 661-3930 Fax: (631) 422-5677</p>	<p>✓ ♣ Gasper Falzone, MSW, CSW, Team Leader +Carol Wirth, CSW Michael Kim, MA Lawrence Brown, MS ⌘ Frank Garcia, GWOT Outreach Louise Fallon, Office Manager</p>	<p>Support Facility Northport #632 (631) 261-4400 VISN Three</p>
<p>White Plains Vet Center (10B/RCO123) 300 Hamilton Avenue 1st Floor White Plains, NY 10601-1810 Phone: (914) 682-6250 Fax: (914) 682-6263</p>	<p>♣ Roger Paulmeno, BS, Team Leader * +Kathy McNamee, PhD Ed Cook, LMSW Vince Matthews, MS Candace Blanche, Office Manager</p>	<p>Support Facility Montrose #620 (914) 737-4400 VISN Three</p>
<p>Rochester Vet Center (10B/RCO124) 1867 Mt. Hope Avenue Rochester, NY 14620 Phone: (585) 232-5040 Fax: (585) 232-5072</p>	<p>♣ A. Peter Ziarnowski, PhD, Team Leader ✓ Mary Ann Vitticore, NPP Les Felhazy, MA Cammy Cochrane, BAS, Office Manager</p>	<p>Support Facility Canandaigua #532 (585) 394-2000 VISN Two</p>
<p>Syracuse Vet Center (10B/RCO131) 716 East Washington Street Syracuse, NY 13210 Phone: (315) 478-7127 Fax: (315) 478-7209 Ft. Drumm: (315) 772-0795</p>	<p>✓ ♣ Patricia Chase, LCSW-R, Team Leader * Jan Humphrey, MSW Michael Bocketti, MA James M. Sheets, AAB, GWOT Outreach Stephen Lockwood, Office Manager</p>	<p>Support Facility Syracuse # 670 (315) 425-4400 VISN Two</p>
<p>Staten Island Vet Center (10B/RCO132) 150 Richmond Terrace Staten Island, NY 10301 Phone: (718) 816-4499 Fax: (718) 816-6899</p>	<p>Michael Manda, PsyD, Team Leader Debra Hirsch, MA, LMHC Tom McGoldrick, PhD ⌘ Librada Jorge, BS, Office Manager</p>	<p>Support Facility New York #630 (718) 836-6600 VISN Three</p>
<p>Harlem Vet Center (10B/RCO133) 55 West 125th Street 11th Floor New York, NY 10027 Phone: (212) 426-2200 Fax: (212) 426-8273</p>	<p>Walter Bridgers, MSW, Team Leader *Marcia Stern, PhD Andrei Hoover, MSW, CSW ⌘ Eric Glaude, MSW, CSW Regina Turner, BA, Office Manager</p>	<p>Support Facility New York #630 (718) 836-6600 VISN Three</p>



BENEFITS

[ELIGIBILITY](#) | [WARTIME SERVICE](#) | [FILING CLAIMS](#) | [IMPORTANT DOCUMENTS](#) | [SUMMARY OF BENEFITS](#)

Who's Eligible?

Eligibility for most veterans benefits--whether from New York State or the United States Department of Veterans Affairs (VA) -- is based on discharge from active military service under other than dishonorable conditions with a minimum period of service as specified by law. Active duty service generally means full-time service as a member of the Army, Navy, Air Force, Marines, Coast Guard, or as a commissioned officer of the Public Health Service, the Environmental Services Administration, or the National Oceanic and Atmospheric Administration. Completion of at least six years of honorable service in the Selected Reserves also provides for home loan benefits for those not otherwise eligible.

Persons serving in the reserves may also be eligible for education benefits. Men and women veterans with similar service are entitled to the same VA benefits. Service in 30 organizations during special periods that include World Wars I and II has been certified as active military service by the Defense Department. Members of these groups, listed at this site, may be eligible for VA benefits if Defense certifies their service and issues a discharge under honorable conditions.

The Defense Department issues each veteran a military discharge form, DD214, identifying the veteran's condition of discharge - honorable, general, other than honorable, dishonorable, or bad conduct. Honorable and general discharges qualify a veteran for most VA benefits. Dishonorable and bad-conduct discharges issued by general courts-martial bar VA benefits. Veterans in prison and parolees may be eligible for certain VA benefits. VA regional offices can clarify eligibility of prisoners and parolees.

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Wartime Service

Some VA benefits and medical care require wartime service. As specified in law, VA recognizes these war periods:

Mexican Border Period - May 9, 1916 through April 5, 1917, for veterans who served in Mexico, on its borders, or in adjacent waters

World War I - April 6, 1917 through November 11, 1918; for veterans who served in Russia, April 6, 1917 through April 1, 1920; extended through July 1, 1921, for veterans who had at least one day of service between April 6, 1917 and November 11, 1918

World War II - December 7, 1941 through December 31, 1946

Korean Conflict - June 27, 1950 through January 31, 1955

Vietnam Era - August 5, 1964 (December 22, 1961 for NYS) through May 7, 1975. (For veterans who served in Vietnam during the period from February 28, 1961 to August 5, 1964 - this applies to certain Federal benefits only.)

Persian Gulf War - August 2, 1990 through a future date to be set by law or Presidential Proclamation.

Veterans may be eligible for certain state benefits if they served in hostile actions and received expeditionary force medals for the following:

Lebanon - June 1, 1983 through December 1, 1987

Grenada - October 23, 1983 through November 21, 1983

Panama - December 20, 1989 through January 31, 1990

Other Military Service - Veterans who served during periods other than listed above, and, who were awarded an Armed Forces, Navy or Marine Expeditionary Medal, may be eligible for Real Property Tax Exemption benefits.

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Important Documents

The veteran's DD214 form or military discharge should be kept in a safe, convenient location accessible to the veteran and next of kin or designated representative. The veteran's preference regarding burial in a national cemetery and use of a headstone provided by VA should be documented and kept with this information. The following documents, if not included in VA files, will be needed for claims processing related to a veteran's death:

- (1) marriage certificate for surviving spouse or children;
- (2) death certificate if the veteran did not die in a VA medical facility;
- (3) children's birth certificates for children's benefits;

(4) veteran's birth certificate for parents establishing eligibility.

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Filing Claims

We recommend any veteran or family member who is considering filing a claim with VA for benefits should consult with their nearest New York State Veterans Counselor for assistance.

Veterans, their families and survivors may be eligible for a variety of benefits and services provided by a grateful nation and state. The following is a summary of available United States Department of Veterans Affairs (VA) and state programs within New York. For further information about these benefits, or help in applying for a benefit, contact the nearest state veteran counseling office

SUMMARY OF BENEFITS

AUTOMOBILE

Federal: Certain seriously disabled veterans may qualify for a one-time payment of up to \$8,000 toward the purchase of an automobile or other conveyance, or for special adaptive equipment on vehicles.

State: Auto registration, Thruway permits furnished free to qualified, seriously disabled veterans who receive a VA adaptive vehicle grant.

BLINDNESS

Federal: Veterans in receipt of compensation for service-connected disability and blind in both eyes or who are in receipt of Aid and Attendance may qualify. Blindness need not be service-connected. Seeing eye dogs, electronic and mechanical aids available.

State: A New York State Blind Annuity (2005 rate is \$1,027 annually) is available to visually impaired wartime veterans and certain unremarried spouses. Follow this link for applications and more information. ([New York State Blind Annuity](#))

BURIAL

Federal: Financial assistance for burial and plot expenses available for certain eligible veterans. Burial in National Cemeteries available to certain veterans and family members. Claim must be filed within two years after permanent interment. Headstones or grave markers are provided by the VA. An American flag is available to drape the casket and be given to next of kin.

State: Payments authorized by counties for indigent New York veterans and certain family members; purchase of headstone also authorized.

State: A supplemental burial allowance of up to \$6,000 is authorized for certain military personnel killed in combat or while on active duty in hostile or imminent danger locations on or after September 29, 2003.

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CIVIL SERVICE

Federal: Ten-point preference for eligible disabled veterans in competitive exams only. Certain requirements waived and special priority given in certain job categories. Unremarried widows, certain wives and mothers of disabled veterans also are eligible for preference. Five-point preference for wartime veterans honorably discharged.

State: Qualified handicapped disabled veterans eligible for appointment to non-competitive State employment positions under Sections 55-b and 55-c of the New York State Civil Service Law.

State and Local: Ten-point additional credit preference toward original appointment for disabled wartime veterans; five-points for wartime service; and two and a half points for competitive promotional exams. Job retention rights applicable to veterans and spouses of totally disabled veterans.

Further information on jobs with New York State agencies is available at <http://www.cs.state.ny.us/> or by calling (518) 457-6216 or by email at examinfo@cs.state.ny.us

DISABILITY PENSION BENEFITS

Compensation: Veterans with a disability or disease incurred during active service are entitled to monthly compensation payments determined by the severity of the condition or loss of earning power. Application may be made for the benefit anytime during the veteran's lifetime. Additional monetary allowances for dependents of veterans with 30 percent or greater disability rating.

Disability Pension (Non-Service Connected): A monthly pension is payable to eligible wartime veterans with limited income and non-service-connected disabilities that are permanent and totally disabling. Veterans must be determined to be permanently and totally disabled for pension purposes. Payments based on annual income and net worth.

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EDUCATION

Federal: The VA administers basic education programs for veterans and service persons seeking assistance for education or training. The programs may be non-contributory, contributory, or may be training for unemployed veterans.

Children of Veterans (Federal): If veteran's death or total disability is service-connected during a period of hostility, the children may pursue approved courses in schools and colleges under the Dependents Education Assistance program. Orphans ages 18-26 receive a financial stipend for up to 45 months schooling. Certain children beginning at age 14, may be eligible for special restorative training.

Widow(er)s and Spouses (Federal): Educational benefits and financial stipends also available to widow(er)s and spouses of certain veterans who died of service connected disability or who are disabled 100-percent from service-connected causes.

(State) Veterans Tuition Award: Provides up to \$1,000 per semester for full-time study or \$500 per semester for part-time study to eligible New York State residents discharged under other than dishonorable conditions from the U.S. Armed forces and are:

- Vietnam Veterans who served in Indochina between Dec. 22, 1961 and May 7, 1975.
- Persian Gulf Veterans who served in the Persian Gulf on or after Aug. 2, 1990.
- Afghanistan Veterans who served in Afghanistan during hostilities on or after Sept. 11, 2001.

Detailed information can be found at: <http://www.hesc.org/>

Awards for Children of Veterans (CV) (State): Provides to eligible children of deceased veterans or those service connected disabled of 40-percent or greater a non-competitive award of \$450 a year. For detailed information www.hesc.org

Military Service Recognition Scholarship (MSRS): Available to certain dependents of military personnel killed, severely and permanently disabled or missing in combat or a combat zone of operation since August 2, 1990.

[GI BILL BENEFITS for On-The-Job or Apprenticeship Training](#)

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EMPLOYMENT and TRAINING

As guaranteed by the New York State Veterans Bill of Rights for Employments Services, veterans are entitled to priority service at all New York State Department of Labor offices in referrals to jobs, as well as for employment counseling, vocational testing and other services. Veterans receive special priority for all services and training funded by the Job Training Partnership Act. For more information call 1-800-342-3358 or visit the Department of Labor's Web site: http://www.labor.state.ny.us/working_ny/

[finding_a_job/vets.htm](#)

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HEALTH CARE

Hospitalization: VA facilities give the highest priority for medical care to those veterans who are: rated service-connected disabled; retired by disability from active duty; were awarded the Purple Heart; in receipt of VA pension; are eligible for Medicaid; are former POW's; are in need of care for a condition related to exposure to dioxin or other toxic substance (Agent Orange) or Gulf War diseases, or exposure to ionizing radiation while on active duty. Non-service connected veterans may be treated if facility resources allow, and may be subject to a test of financial means and a co-payment. Outpatient Medical Treatment: VA provides medical services to eligible veterans on an outpatient basis within the limits of the individual medical facilities.

Nursing Home (Domiciliary) Care (Federal): Admission limited to eligible veterans who are disabled, unable to earn a living and in need of medical treatment and full care other than hospitalization. Nursing home care can be authorized for a limited period on referral from VA medical centers.

State Veterans Home: A 242 bed veterans home is operated by the State Department of Health at Oxford, Chenango County, for veterans, spouses and certain parents. The Department of Health also operates a 250-bed facility at St. Albans, Queens, a 126-bed facility adjacent to the Veterans Affairs Medical Center in Batavia, Genesee County and a 250-bed facility in Montrose, Westchester County. A 350-bed Veterans Home is located on the campus of the State University of New York at Stony Brook, Long Island, and is operated by the university's Health Sciences Center. Health related care and skilled nursing services are available at all facilities. Admission preference is based on severity of illness or disability and need for care.

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INSURANCE

Holders of USGLI, NSLI and VSLI policies can obtain information concerning conversion, beneficiary changes, loans and disability riders from their local State Veteran Counseling Center.

Servicemembers with SGLI have 120 days following separation from service to convert to a permanent insurance plan.

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LICENSES & PERMITS

Veterans with a 40-percent or greater disability rating are eligible for low-cost hunting and fishing

licenses, and free use of state parks, historic sites and recreation sites.

LOANS (HOUSING)

Certain veterans and spouses are eligible for GI loans for homes, condominiums and manufactured homes. Participating financial institutions receive a guarantee from the VA covering part of the loan in the event of default on repayment. Applicants must apply for a certificate of eligibility. Veterans must apply for a certificate of eligibility. The VA guarantee may reduce or eliminate a down-payment.

PROPERTY TAX EXEMPTION

Partial exemption from real property taxes is based on condition of service, with additional benefits based upon degree of service-connected disability. Applications must be filed before Taxable Status Day. Qualifying widow(er)s may file for benefit based on their spouse's service. Exemption applies to local and county property taxes.

For more detailed information and applications, see: [Frequently Asked Questions -- Veterans Property Tax Exemption](#)

RE-EMPLOYMENT

Application to former employer for restoration to pre-military position, other than temporary employment, should be made within 90 days of separation. Job reinstatement is for like seniority, status and pay. Reservists after initial training must seek reinstatement within 31 days.

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REVIEW OF DISCHARGE

Military Boards of Review have authority to correct and upgrade most discharges based on facts presented for consideration.

SURVIVORS' BENEFITS

Dependency and Indemnity Compensation (DIC): DIC payments are payable to eligible spouses, unmarried children under 18, certain children pursuing higher education, certain helpless children, and dependent parents of veterans whose death was service-connected. Benefits are discontinued upon remarriage. Annual income of parents is an eligibility factor for parental DIC.

Surviving Spouse Pension (Non-Service-Connected Death): Certain surviving spouses and children of a deceased veteran who served during a period of hostility may be eligible for a death pension. Amount depends on monthly income and, in some instances, net worth. Minor children may be

eligible even though spouse remarries.

VOCATIONAL REHABILITATION

Federal: Entitlement to vocational rehabilitation benefits — including institutions of higher education, trade schools, apprenticeship programs and on the job training are available for eligible veterans with service-connected disabilities.

State: The Office of Vocational and Educational Services for Individuals with Disabilities offers qualified disabled veterans vocational evaluation, consultation and training.

VOTER REGISTRATION

You can register to vote in person at your county Board of Elections, or at any New York State Division of Veterans' Affairs benefits counseling office. If you have any questions, visit your state veterans counselor who will provide you a voter registration form.

WHEELCHAIR HOMES

Certain seriously disabled or blinded veterans may be eligible for a grant to build or adapt their home to meet the veteran's wheelchair needs.

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National Vet Center Telephone Directory



AK

Anchorage (907) 563-6966
Fairbanks (907) 456-4238
*Kenai (907) 260-7640
Wasilla (907) 376-4318

AL

Birmingham (205) 731-0550
*Birmingham (334) 396-1986
Mobile (251) 478-5906

AR

Little Rock (501) 342-6395

AZ

*Chinle (928) 674-3682
*Hopi (928) 738-5166
Phoenix (602) 640-2981
Prescott (928) 778-3469
Tucson (520) 882-0333

CA

Anaheim (562) 596-3101
Chico (530) 899-8549
Concord (925) 680-4526
Corona (951) 734-0525
East LA (323) 728-9966
Eureka (707) 444-8271
Fresno (559) 487-5660
Los Angeles (310) 767-1221
Northbay (707) 586-3295
Oakland (510) 763-3904
Peninsula (650) 299-0672
Sacramento (916) 566-7430
San Bernardino (909) 890-0797
San Diego (619) 294-2040
San Francisco (415) 441-5951
San Jose (408) 993-0729
Santa Cruz (831) 464-4575
Sepulveda (818) 892-9227
Ventura (805) 585-1860
Vista (760) 643-2070
West LA (310) 641-0326

CO

Boulder (303) 440-7306
Colorado Springs (719) 471-9992
Denver (303) 326-0645
*Ft. Collins (970) 221-5176
*Pueblo (719) 546-6666

CT

Hartford (860) 563-2320
New Haven (203) 932-9899
Norwich (860) 887-1755

DC

Washington (202) 726-5212

DE

*Dover (302) 739-2792
Wilmington (302) 994-1660

FL

Ft. Lauderdale (954) 356-7926
*Ft. Myers (239) 983-1100
Jacksonville (904) 232-3621
Miami (305) 859-8387
*Miami (407) 857-2800
Palm Beach (561) 585-0441
Pensacola (850) 456-5886
Sarasota (941) 927-8285
St. Petersburg (727) 893-3791
Tallahassee (850) 942-8810
Tampa (813) 228-2621

GA

Atlanta (404) 347-7264
Savannah (912) 652-4097

GUAM (671) 472-7161

HI

Hilo (808) 969-3833
Honolulu (808) 973-8387
Kauai (808) 246-1163
Kona (808) 329-0574
Maui (808) 242-8557

ID

Boise (208) 342-3612
Pocatello (208) 232-0316

IA

Cedar Rapids (319) 378-0016
Des Moines (515) 284-4929
Sioux City (712) 255-3808

IL

Chicago (773) 881-9900
Chicago Heights (708) 754-0340
East St. Louis (618) 397-6602
Evanston (847) 332-1019
Moline (309) 762-6954
Oak Park (708) 383-3225
Peoria (309) 688-2170
*Rockford (815) 395-1276
Springfield (217) 492-4955

IN

Evansville (812) 473-5993
Ft. Wayne (260) 460-1456
Gary Area (219) 736-5633
Indianapolis (317) 927-6440

KS

Wichita (316) 265-3260

KY

Lexington (859) 253-0717
Louisville (502) 634-1916

LA

*Baton Rouge (225) 757-0042
New Orleans (504) 464-4743
Shreveport (318) 861-1776

MA

Boston (617) 424-0665
Brockton (508) 580-2730
Lowell (978) 453-1151
New Bedford (508) 999-6920
Springfield (413) 737-5167
Worcester (508) 753-7902

MD

*Aberdeen (410) 272-6771
Baltimore (410) 764-9400
*Cambridge (410) 228-6305
Elkton (410) 392-4485
Silver Spring (301) 589-1073

ME

Bangor (207) 947-3391
Caribou (207) 496-3900
Lewiston (207) 783-0068
Portland (207) 780-3584
Sanford (207) 490-1513

MI

Dearborn (313) 277-1428
Detroit (313) 831-6509
Grand Rapids (616) 243-0385
*Upper Pen. (906) 789-9732

MN

Duluth (218) 722-8654
St. Paul (651) 644-4022

MO

Kansas City (816) 753-1866
St. Louis (314) 531-5355

MS

Biloxi (228) 388-9938
Jackson (601) 965-5727

MT

Billings (406) 657-6071
Missoula (406) 721-4918

NC

Charlotte (704) 333-6107
Fayetteville (910) 488-6252
Greensboro (336) 333-5366
Greenville (252) 355-7920
Raleigh (919) 856-4616

ND

Bismarck (701) 224-9751
Fargo (701) 237-0942
Minot (701) 852-0177

MS

Jackson (601) 965-5727

NE

Lincoln (420) 476-9736
Omaha (402) 346-6735

NH

Manchester (603) 668-7060
*Newington (603) 559-9294

NJ

Jersey City (201) 748-4467
Newark (973) 748-0980
Trenton (609) 882-5744
Ventnor (609) 487-8387

NM

Albuquerque (505) 346-6572
Farmington (505) 327-9519
Santa Fe (505) 988-6564

NV

Las Vegas (702) 251-7873
Reno (775) 323-1294

NY

Albany (518) 626-5130
Babylon (631) 661-3930
Bronx (718) 367-3500
Brooklyn (718) 624-2765
Buffalo (716) 882-0505
Harlem (212) 426-2200
Manhattan (212) 742-9591
Queens (718) 296-2871
Rochester (585) 232-5040
Staten Island (718) 816-4499
Syracuse (315) 478-7127
White Plains (914) 682-6250

OH

Cincinnati (513) 763-3500
Cleveland Heights (216) 932-8471
Columbus (614) 257-5550
*McCafferty (216) 939-0784
Parma (440) 845-5023

OK

Oklahoma City (405) 270-5184
Tulsa (918) 748-5105

Toll Free: (800) 905-4675

National Vet Center Telephone Directory



OR

Eugene (541) 465-6918
Grants Pass (541) 479-6912
Portland (503) 273-5370
Salem (503) 362-9911

PA

Erie (814) 453-7955
Harrisburg (717) 782-3954
McKeesport (412) 678-7704
Philadelphia (215) 627-0238
Arch Street
Philadelphia (215) 924-4670
Onley Avenue
Pittsburgh (412) 920-1765
Scranton (570) 344-2676
Williamsport (570) 327-5281

Puerto Rico

Arecibo (787) 879-4510
Ponce (787) 841-3260
San Juan (787) 749-4410

RI

Providence (401) 739-0167

SC

Charleston (843) 747-8387
Columbia (803) 765-9944
Greenville (864) 271-2711
*Greenville (828) 774-5017

SD

*Martin (605) 685-1300
Rapid City (605) 348-0077
Sioux Falls (605) 330-4552

TN

Chattanooga (423) 855-6570
Johnson City (423) 928-8387
Knoxville (865) 545-46780
Memphis (901) 544-0173
Nashville (615) 366-1220

TX

Armarillo (806) 354-9779
Austin (512) 416-1314
Corpus Christi (361) 854-9961
Dallas (214) 361-5896
El Paso (915) 772-0013
Ft. Worth (817) 921-9095
Houston (713) 523-0884
Houston VRC (713) 523-0884
Laredo (956) 723-4680
Lubbock (806) 792-9782
McAllen (956) 631-2147
Midland (432) 697-8222
San Antonio (210) 472-4025

UT

Provo (801) 377-1117
Salt Lake City (801) 487-6243

VA

Norfolk (757) 623-7584
Richmond (804) 353-8958

Virgin Islands

St. Croix (340) 778-5553
St. Thomas (340) 774-5017

VT

So. Burlington (802) 862-1806
White River Jct. (803) 295-2908

WA

Bellingham (360) 733-9226
Seattle (206) 553-2706
Spokane (509) 444-8387
Tacoma (253) 565-7038
Yakima Valley (509) 457-2736

WI

Madison (608) 264-5342
Milwaukee (414) 536-1301

WV

Beckley (304) 252-8220
Charleston (304) 343-3825
Huntington (304) 523-8387
*Logan (304) 752-4453
Morgantown (304) 291-4303
*Parkersburg (304) 485-1599
Princeton (304) 425-5661
Wheeling (304) 232-0587

WY

*Casper (307) 261-5355
Cheyenne (307) 778-7370

Toll Free: (800) 905-4675

WELCOME HOME



We are the people IN U.S. DEPARTMENT OF VETERANS AFFAIRS WHO WELCOME HOME WAR VETERANS WITH HONOR BY PROVIDING QUALITY READJUSTMENT SERVICES IN A CARING MANNER, ASSISTING VETERANS AND THEIR FAMILY MEMBERS TOWARD A SUCCESSFUL POSTWAR ADJUSTMENT IN OR NEAR THEIR COMMUNITIES

Free and confidential

OUR MISSION *Vet Centers serve veterans and their families by providing a continuum of quality care that adds value for veterans, families, and communities. Care includes professional readjustment counseling, community education, outreach to special populations, brokering of services with community agencies, and providing a key access link between veterans and other services within U.S. Department of Veterans Affairs. Call today or visit our website www.va.gov/rcs*

**Vet
Center**



VET CENTER STATEMENT OF PURPOSE

We are the people in VA who welcome home war veterans with honor by providing quality readjustment services in a caring manner, assisting veterans and their family members toward a successful post-war adjustment in or near their communities.

VET CENTER MISSION

Vet Centers serve veterans and their families by providing a continuum of quality care that adds value for veterans, families, and communities. Care includes professional readjustment counseling, community education, outreach to special populations, the brokering of services with community agencies, and provides a key access link between veterans and other services in the U.S. Department of Veterans Affairs.

VET CENTER VALUES

TRAUMA COUNSELING - To ensure the highest quality of counseling for posttraumatic stress disorder symptoms delivered in accessible community settings.

SPECIAL POPULATIONS - To reach out to disenfranchised and unserved veterans.

NETWORKING - To establish working relationships with local, state and federal organizations to assist veterans who are readjusting from military to civilian life.

WELLNESS - To promote wellness activities with veterans to help them reach quality health and life goals and diminish the need for more intensive health care.

LEADERSHIP - To serve as leaders in provision of treatment and outreach for veterans suffering from war trauma, and connect veterans to appropriate resources to compassionately heal that trauma.

MANAGEMENT - To provide a cost effective system of community based Vet Centers bringing services to eligible veterans.

TRANSITIONAL ASSISTANCE - To assist transitioning military personnel with professional readjustment services.

Readjustment Counseling Service

Vet Center Eligibility

Legislation passed by Congress and signed into law by the President changes eligibility for Vet Center services (Public Law 104-262), and extends definition of the Vietnam era for war zone veterans (P.L. 104-275). Vet Centers serve the following veterans:

WAR ZONE VETERANS - all eras, including-

VIETNAM WAR - 28 Feb. 1961 to 7 May 1975

KOREAN WAR - 27 June 1950 to 27 July 1954 (eligible for the Korean Service Medal)

WORLD WAR II - Three eligible categories
European-African-Middle Eastern Campaign Medal (7 Dec. 1941 to 8 Nov. 1945), Asiatic-Pacific Campaign Medal (7 Dec. 1941 to 2 Mar. 1946), or American Campaign Medal (7 Dec. 1941 to 2 Mar. 1946)

AMERICAN MERCHANT MARINES - In oceangoing service during the period of armed conflict, 7 Dec. 1941 to 15 Aug. 1945

VIETNAM ERA VETERANS NOT IN THE WAR ZONE - 5 Aug. 1964 to 7 May 1975 (eligible until January 1, 2004, however, veterans who were Vet Center clients prior to January 1, 2004, remain eligible)

LEBANON - 25 Aug. 1982 to 26 Feb. 1984

GRENADA - 23 Oct. 1983 to 21 Nov. 1983

PANAMA - 20 Dec. 1989 to 31 Jan. 1990

PERSIAN GULF - 2 Aug. 1990 to -

SOMALIA - 17 Sept. 1992 to -

OPERATION JOINT ENDEAVOR, OPERATION JOINT GUARD, & OPERATION JOINT FORGE - Vet Center eligibility has been extended to veterans who participated in one or more of the three successive operations in the former Yugoslavia (Bosnia-Herzegovina and Croatia, aboard U.S. Naval vessels operating in the Adriatic Sea, or air spaces above those areas).

SEXUAL TRAUMA AND HARASSMENT COUNSELING - veterans of both sexes, all eras Vet Center services include individual readjustment counseling, referral for benefits assistance, group readjustment counseling, liaison with community agencies, marital and family counseling, substance abuse information and referral, job counseling and placement, sexual trauma counseling, and community education.

GLOBAL WAR ON TERRORISM - Veterans who serve or have served in military expeditions to combat terrorism on or after September 11, 2001 and before a terminal date yet to be established.

BEREAVEMENT COUNSELING - Bereavement counseling is assistance and support to people with emotional and psychological stress after the death of a loved one. Bereavement counseling includes a board range of transition services, including outreach, counseling, and referral services to family members ([read more](#))



Tips for families managing stress

- ★ *Don't obsess over televised news reports. Watching repetitive announcements amplifies stress.*
- ★ *Talk with family and friends. Don't withdraw or isolate. Stay connected. You aren't alone. Others can help.*
- ★ *Exercise and eat right. Avoid alcohol. Get plenty of rest. Slow down.*
- ★ *Share your time, talent and support with others. Do something fun to lighten feelings of gloom and doom.*
- ★ *Stress can increase anger, physical complaints, and feelings of helplessness. Reach out to others when you feel overwhelmed.*
- ★ *Seek professional help for depression, uncontrollable anxiety, and medical problems. Call your local Vet Center to talk about your reactions.*
- ★ *Vet Centers offer free, confidential, community based counseling services for veterans and families. Call us.*



Tips for veterans returning home

- ★ *Be patient, go slow in all that you do. Some things may be different. Take time to readjust slowly.*
- ★ *Exercise and eat right. Avoid alcohol. Get plenty of rest.*
- ★ *Talk about what you experienced. Let others reassure you. Reassure others. Communicate with your partner, family and friends.*
- ★ *Don't focus on the uncontrollable. Use self-care.*
- ★ *Establish a normal routine. Let others share in decisions. Get help if you feel overwhelmed by daily activity.*
- ★ *Relationships may be different. Take time for yourself and others to relax. Take time to readjust to home life. Don't assume old roles too quickly. Give children time to adjust to having two parents again.*
- ★ *Reality may not be the same as your fantasies. Communicate with others. Share your thoughts.*
- ★ *Uncontrollable anxiety, sleeplessness or nightmares, and medical symptoms may require professional help.*
- ★ *Vet Centers offer free, confidential, community based counseling services for veterans and families. Our counselors, men and women, understand military service and many are veterans themselves.*



Tips for veterans managing stress

- ★ *Don't obsess over televised news reports. Watching repetitive announcements amplifies stress.*
- ★ *Talk with fellow veterans, family and friends who are supportive. Don't withdraw. You are not alone.*
- ★ *Exercise and eat right. Avoid alcohol. Get plenty of rest. Don't focus on the uncontrollable. Use self-care.*
- ★ *Do something outside your daily routine to lighten feelings of gloom and doom. Share your time, talent and support with others. Strength comes from community.*
- ★ *Stress can increase anger, physical reaction, traumatic recollection and feelings of helplessness. Reach out to others if you feel overwhelmed. Don't try to hide.*
- ★ *Uncontrollable anxiety, sleeplessness or nightmares, and medical symptoms may require professional help.*
- ★ *Vet Centers offer free, confidential, community based counseling services for veterans and families. Call your local Vet Center to talk about your reactions. Do it today.*



Tips for staff managing stress

- ★ *Process your feelings and fears. Take care of yourself. Together, as a team, we will meet the challenges ahead.*
- ★ *Despite war there are limited hours in a day. Help one another use time wisely. Control your calendar.*
- ★ *Some clients will need more attention than others. Differentiate, identify and monitor high-risk clients.*
- ★ *Anticipate an increase in telephone and walk-in traffic. Vet Centers remain a safe refuge for support and information among veterans and their families.*
- ★ *The potential for confrontation increases when people are anxious or angry. Be prepared. Guide students and volunteers.*
- ★ *Know your feelings. Expect stress and seek support.*
- ★ *Stay informed, not obsessed, with news coverage of war.*
- ★ *Review your Vet Center crisis manual. Locate your panic button. Keep your identification card available and secure. Carry an emergency telephone listing.*
- ★ *Control the mail and inquiries from news media.*
- ★ *Don't skip lunch. Take a walk during breaks. Go home when your work shift is over.*

What is Veterans' Preference?

In recognition of the sacrifices made by those serving in the Armed Forces, Congress enacted laws to prevent veterans seeking Federal employment from being penalized because of time spent in military service. By law, veterans who are disabled or who served on active duty in the Armed Forces during certain specified periods or in military campaigns are generally entitled to preference over non-veterans both in Federal hiring practices and in retention during reductions in force.

Preference applies in hiring for many positions within the Federal competitive service, and provides a uniform method by which special consideration is given to qualified veterans. Veterans' preference laws do not, however, guarantee veterans a job, nor do they give veterans' preference in internal agency actions such as promotion, transfer, reassignment, and reinstatement.

What is VETS' Role in Veterans' Preference?

The Veterans Employment Opportunities Act (VEOA) of 1998 provides that a veteran or other preference-eligible person who believes that his or her preference rights have been violated may file a written complaint with the U.S. Department of Labor's Veterans' Employment and Training Service (VETS). It is also important to note that the Office of Personnel Management (OPM) is responsible for enforcing and interpreting laws pertaining to veterans' preference. Upon receipt of the initial complaint, filed within 60 days of an alleged violation, VETS conducts an

investigation to determine if the claimant's veterans' preference rights have been infringed upon. If VETS determines that the case has merit, every effort is made to resolve it. If a resolution is not reached in a timely manner, or in cases of appeal, the claimant may elect to elevate the complaint to the Merit Systems Protection Board (MSPB).

How Can a Veteran or Employer Determine Eligibility for Veterans' Preference?

The Department of Labor's Office of the Assistant Secretary for Policy (OASP) and VETS developed an online, interactive system called the Veterans' Preference Advisor to help veterans understand:

- Whether or not they are eligible to receive veterans' preference,
- The type of preference to which they may be entitled,
- The benefits associated with the preference, and
- The steps necessary to file a complaint due to the failure of a Federal Agency to provide those benefits.

The Advisor leads the inquirer through a series of questions to determine eligibility and provides specific information and instructions for filing a complaint. It is important to note that the tool is intended to be a first step and to provide general information, but it does not offer definitive advice regarding an individual's veterans' preference entitlement.

The Veterans' Preference Advisor can be accessed at the Department of Labor's website under elaws Advisors:
www.dol.gov/elaws/vets/vetpref/choice.htm.

Recent Expansion of Veterans' Preference

The Veterans Employment Opportunity Act made veterans' preference applicable to positions in additional government offices, including the Government Accounting Office, Office of the President, certain legislative and judicial positions, Reduction In Force (RIF) situations, and in the Federal Aviation Administration (FAA). In addition, the Defense Authorization Act of Fiscal Year 1998 extended veterans' preference to individuals who served on active duty during the Gulf War who are otherwise eligible, and to participants in Operation Joint Endeavor or Operation Joint Guard in the Republic of Bosnia and Herzegovina who were awarded the Armed Forces Expeditionary Medal (AFEM).

In March 2003, the President signed Executive Order 13289 that established the Global War on Terrorism Expeditionary Medal. Receipt of the Expeditionary Medal qualifies a veteran for veterans' preference, provided the individual is otherwise eligible.

For More Information

For more information regarding Veterans' Preference and VETS' other programs and services, visit our website at: www.dol.gov/vets

Veterans' Employment and Training Service

U.S. Department of Labor
200 Constitution Avenue, NW, Room S-1325
Washington, DC 20210

The mission of the Veterans' Employment and Training Service (VETS) is to provide veterans and transitioning service members with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights, and by meeting labor-market demands with qualified veterans.

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