

2012

# WELCOME HOME



# AMERICAN HERO

## A Resource Guide for Combat Veterans and their Families



**VA** Defining  
**HEALTH CARE** **EXCELLENCE**  
in the 21st Century

WASHINGTON, DC VA MEDICAL CENTER

# Welcome Home Resource Guide

Developed by the OEF/OIF/OND Program  
Washington, DC VA Medical Center  
50 Irving Street NW  
Washington, DC 20422  
1-877-OIF/OEF-1 (1-877-643-6331)

*"To care for him who shall have borne the battle  
and for his widow and his orphan"  
-Abraham Lincoln*



Go to [www.va.gov](http://www.va.gov) or [www.washingtondc.va.gov](http://www.washingtondc.va.gov) for more information

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## eBenefits

MY GATEWAY  
TO BENEFIT  
INFORMATION



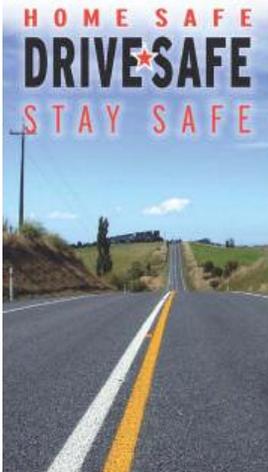
[www.ebenefits.va.gov](http://www.ebenefits.va.gov)



**eBenefits** is a one-stop portal for benefits-related online tools and information for Wounded Warriors, Veterans, Service members, family members, and those who care for them.

Department of Veterans Affairs

1-800-827-1000



- Don't drink and drive.
- Don't ride with a drunk driver.
- Always wear your seat belt.
- If you ride a motorcycle, always wear a helmet.
- Mile for mile, a car is about 35 times safer than a motorcycle.

[www.safedriving.va.gov](http://www.safedriving.va.gov)

**Home safe. Drive safe. Stay safe.**  
Motor vehicle crashes are the leading cause of death in veterans in the early years after returning from deployment. Don't let that happen to you.

— VETERANS' —  
SAFE DRIVING  
— INITIATIVE —  
— — —



**Veterans  
Crisis Line**

1-800-273-8255 **PRESS 1**

“ I AM A Veteran ”

Calling the confidential Veterans Crisis Line can help. I know.



# Navigating the VA

*This section should help you with tips and information on the Department of Veterans Affairs which consists of the Veterans Healthcare Administration, the Veterans Benefits Administration, and the National Cemetery Administration.*

*Throughout this manual you will find information on resources that are available to you and your family. Should you not find exactly what you are looking for, be sure to contact VA staff.*

## Seamless Transition

The Department of Veterans Affairs has promoted new eligibility rules that provide service personnel who served in designated combat zones (since November 11, 1998) with 5 years of free care from the date of separation from active military duty.

**Note:** Free care refers to all services related to the veteran's combat experience, even if there is insufficient medical evidence to conclude that such a condition is attributable to such service. Co-payments may be charged for the treatment of non-combat related conditions.

## Location

The Washington, DC VA Medical Center is located at 50 Irving St. NW in Washington, DC. Directions from various locations in the Washington, DC area can be found on our website, [www.washingtondc.va.gov](http://www.washingtondc.va.gov) Shuttle service is available from the Metro, Red Line at Brookland Station.

## Don't Forget



Your five free years of care after each combat deployment for any injury or illness related to your combat experience. Apply for your first five years once you are off active duty. Then **APPLY FOR A CLAIM AS SOON AS POSSIBLE** for conditions related to your service time. For example:

- You hurt your knee playing basketball after discharge.
- You hurt your knee during a training exercise while deployed.

If you hurt your knee playing basketball after discharge, you may have a co-payment for care. If you hurt your knee while deployed, your care may be eligible for coverage. If you are billed for a procedure that you believe is related to combat, please contact the business office at 202-745-8000 ext. 8507.

## Online Enrollment

To receive health care benefits all veterans must enroll in the VA system. You may enroll online at [www.va.gov](http://www.va.gov). Go to "Quick Links" and click on "Enroll/Update Medical Benefits (10-10EZ)," to apply for VA Healthcare. This will open the electronic application for health care benefits (Form 10-10 EZ). You will then be directed to complete all steps required for enrollment.

## Once Enrolled

You will be assigned to a Primary Care Clinic and a team of providers who will manage and coordinate your care at the VA. Your provider can refer you for a variety of services, including specialty care, case management, readjustment counseling, physical therapy, occupational therapy, and prosthetics. To contact your PCP or to schedule an appointment, call the Patient Service Center at 202-745-8577 or 1-877-OIF/OEF1 (1-877-643-6331).

**180 day dental benefit** — OEF/OIF combat Veterans may be eligible for one-time dental care — but you must apply with 180 days of your separation date from active duty. Contact above numbers for assistance.

**Caring for a Veteran?**  
Call VA's Caregiver Support Line for help toll-free:  
**1-855-260-3274**  
Monday - Friday, 8:00 am - 11:00 pm ET  
Saturday, 10:30 am - 6:00 pm ET

VA Caregiver Support PROGRAM

Department of Veterans Affairs

*Washington DCVA Medical Center  
50 Irving St. NW  
Washington DC 20422*

*Primary Care Teams: 202-745-8000*

**Red Team:** Ext. 8163

**Orange Team:** Ext. 8445

**Women's Health Team:** Ext. 8582

**Medical Advice Line:** Ext. 8247

**Green Team:** Ext. 8596

**Yellow Team:** Ext. 8377

**Patient Service Center** Ext. 8577

### **Community Based Outreach Clinics (CBOCs)**

Local clinics that can be used for primary care appointments, health education, and preventative care are located in convenient locations throughout the Washington, DC area. If you would like to choose one of these primary care teams, please let your primary care provider know or tell eligibility when you are first enrolling that you would like one of this clinics selected as your primary care location.

#### **Ft. Belvoir, Virginia**

9300 Dewitt Loop Sunrise Pavilion  
Ft. Belvoir , VA 22060  
(571) 231-2408

#### **Southeast, Washington, DC**

820 Chesapeake Street, S.E.  
Washington , DC 20032  
(202) 745-8685

#### **Charlotte Hall, Maryland**

29431 Charlotte Hall Road  
Charlotte Hall, MD 20622  
(301) 884-7102

#### **Greenbelt, MD**

7525 Greenway Center Drive  
Greenway East Prof. Center T-4  
Greenbelt, Maryland 20770  
(301) 345-2463

#### **Southern Prince George's County**

5801 Allentown Rd.  
Camp Springs, MD 20746  
(301) 423-3700



#### **Prescription Refills, Healthy Living and Talking to Your Doctor Online:**

Veterans who are enrolled in a VA facility, registered on My HealthVet and complete the one-time In-Person Authentication process, can: refill their VA prescriptions online by viewing their Rx medication names (not just the Rx numbers) get VA Wellness Reminders when available, participate in Secure Messaging with your health care team\* ....all available 24/7, where ever there is Internet access.

# WOMEN VETERANS HEALTH CARE

*You served, you deserve  
★ the best care anywhere.*



*Every VA facility is committed to meeting the unique needs of Women Veterans by delivering the highest quality health care to each woman, while offering her privacy, dignity, and sensitivity to gender specific needs that she deserves. Your local VA facility has a fulltime Women Veterans Program Manager ready to assist you in getting timely access to the health care you need.*

The Women Veteran Program Manager at the Washington, DC  
VA Medical Center is:  
L. Gale Bell, RN, MSN  
202-745-8345

## ★ GENERAL HEALTH

Primary Care  
Gynecological Care  
Maternity Care  
Birth Control  
Infertility Evaluation and Treatment  
Menopause Evaluation and Treatment  
Osteoporosis Screening and Treatment  
Cancer Screenings  
Mammograms  
Wellness and Healthy Living  
Nutrition and Weight Management  
Stop Smoking Program

## ★ MENTAL HEALTH

Management of Depression, Anxiety, and Stress  
Adjustment from Deployment Counseling and  
Treatment for:

- Military Sexual Trauma
- Parenting and Caregiver Issues
- Violence and Abuse
- Alcohol and Drug Dependence

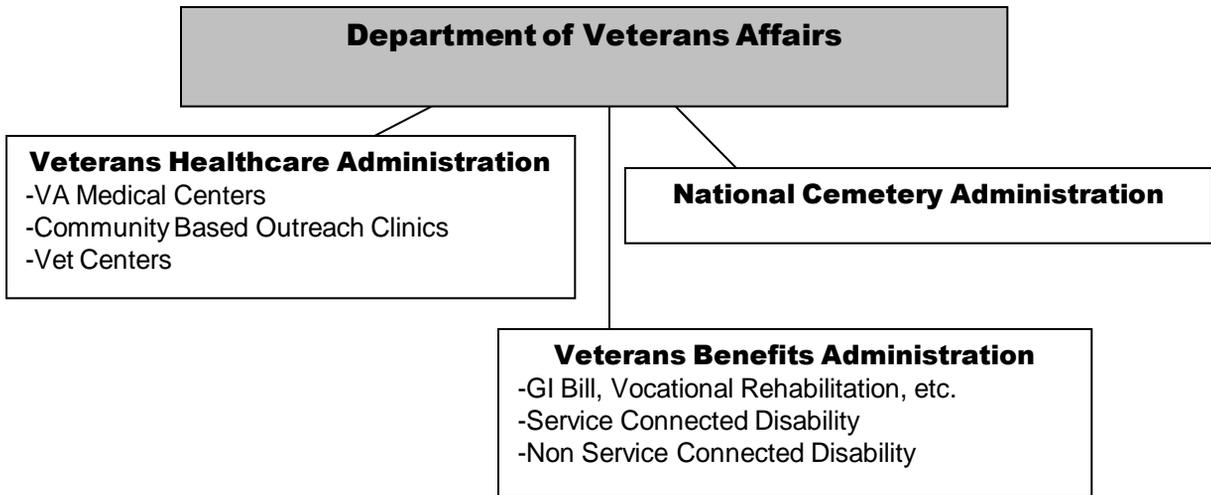
**To Schedule an appointment at the Women's Health Clinic call:**

**202-745-8582**

# VA, VHA, VBA

The Department of Veterans Affairs is separated into three branches. These are the Veterans Healthcare Administration (VHA), the Veterans Benefits Administration (VBA) and The National Cemetery Administration (NCA). VHA is responsible for health care, including VA Medical Centers. The VBA is responsible, through your Regional Office, for maintaining claims and benefits.

The Veterans Benefits Regional Office nearest you can be found by calling 1-800-827-1000 or for more information go to [www.va.gov](http://www.va.gov).



## Filing a Claim

A "claim" references applying for a Service Connected Disability. This is compensation that the VA provides for a condition or disability that occurred during your military service. For example, you may have scars from a burn that you received while on active duty. You may be given a rating by the VA and compensated for your injury. Veteran Service Organizations offer veterans assistance with filing a claim. There are numerous Service Organizations that offer help. Ask your VA provider for a list of organizations or ask another veteran for a recommendation.

When you file a claim with the VA Regional Office (VARO) or talk to a Veteran Service Organization (VSO), be as specific as possible about the disability you are claiming. If you are claiming service connection you should be sure the medical evidence shows:

- You currently have the claimed disability.
- That your disability is related to your military service.
- That the current disability started in the service or was made worse by your active duty military time.

If you have received treatment from the VA, tell VBA or your Service Representative the name of the medical center where you received treatment, and the month and year of treatment and VBA will obtain this evidence for you. If you have seen a private doctor, you should provide VBA with a copy of these records.

Once the Regional Office has received your claim, it will be reviewed and Compensation & Pension exams will be scheduled for further information. The type of exam depends on the condition that you are claiming. For example, a psychiatrist or psychologist would interview you if you claim Post Traumatic Stress Disorder. The Regional Office will send you a notice with the day, time and place to report for the exam. Allow sufficient time for traffic and parking.

A report of the completed exam will be returned to the Regional Office. Any additional evidence requested by the Regional Office, as a part of processing your claim, should have been submitted to the Regional Office by this time. All evidence along with the results of your exam is then sent to a rating board for a decision.

**If the VARO denies the claim**, or grants benefits at a level lower than that warranted by the evidence or effective from a date later than that allowed by law, the claimant has the option to appeal the decision. The first step in appealing a claim is to file a "Notice of Disagreement" (NOD) with the VARO that made the decision. While there is no official NOD form, there are several requirements that must be satisfied in order to file a legally valid NOD. For assistance in appealing your claim contact a service organization from the list below.

Department of Veterans Affairs Regional Office  
1722 I Street N.W.  
Washington DC. 20006  
1-800-827-1000

Closest Metro: Farragut West on the **Orange** and **Blue** Lines

*Veterans Service Organizations Telephone Listing for Benefits Assistance*

➤ AMVETS	202-530-9230
➤ American Ex-Prisoner of War	202-530-9220
➤ American Legion	202-530-9140
➤ Blinded Veterans of America	202-530-9285
➤ Disabled American Veterans	202-530-9260
➤ Military Order of the Purple Heart	202-530-9240
➤ Paralyzed Veterans of America	202-530-9236
➤ Veterans of Foreign Wars	202-530-9385

*Maryland Dept. of  
Veterans Affairs*

**It's time for your Benefits Check Up!**

If you served in the United States Armed Forces you may be entitled to state and federal benefits. Due to the complexities of veterans laws, it is always prudent to talk with an accredited veterans service officer about your earned benefits. Find your local veterans service office at **[www.mdva.state.md.us](http://www.mdva.state.md.us)** or call 1-800-446-4926 x 6450. Please encourage your fellow veterans to do the same.

*Virginia Dept. of  
Veteran Services*

The Department of Veterans Services is organized into five service delivery sections – benefits, veterans education, care centers, veterans cemeteries, and the Virginia Wounded Warrior Program. Visit **[www.dvs.virginia.gov](http://www.dvs.virginia.gov)** or call (804) 786-0286 or email **[info@dvs.virginia.gov](mailto:info@dvs.virginia.gov)**

*D. C. Office of  
Veterans Affairs*

OVA was established to provide veteran benefits, assistance, information, outreach, effective advocacy, claims processing assistance and service provider coordination to veterans and their families so that they can access their entitled resources and benefits. Visit **[www.ova.dc.gov](http://www.ova.dc.gov)** call at (202) 724-5454 or email at **[ova@dc.gov](mailto:ova@dc.gov)**.

**How do I get a copy of my DD214?**

Even if you don't need it immediately, if you have lost your DD214 it is very important that you replace it. Your DD214 is often needed for a variety of resources and opportunities. To order an official copy, go to **[www.archives.gov/veterans](http://www.archives.gov/veterans)**

You can also contact the National Archives at:

**The National Archives and Records Administration**

8601 Adelphi Road  
College Park, MD 20740-6001  
1-866-272-6272  
Fax: 301-837-0483 (call this number first)



**TROUBLE ADJUSTING TO HOME LIFE?**

GET SOME HELP  [afterdeployment.org](http://afterdeployment.org)  
A Wellness Resource for the Military Community

## Afterdeployment.org

### At the DC VAMC

- Wednesdays at 7am
- Thursdays at 11am, ongoing throughout the year.
- A different topic each week, ranging from managing anger to difficulties with sleep.
- For more information about the group, contact:

Elsbeth Fast, LICSW (202) 745-8000 ext 5706

Debbie France RN (202) 745-8000 ext 7442



# National Resource Directory

An Online Partnership for Wounded, Ill and Injured Service Members, Veterans, Their Families and Those Who Support Them

 Benefits & Compensation	 Homeless Assistance
 Education & Training	 Housing
 Employment	 Transportation & Travel
 Family & Caregiver Support	 Other Services & Resources
 Health	

[www.nationalresourcedirectory.gov](http://www.nationalresourcedirectory.gov)

# Employment Information

Several state and VA agencies offer assistance to veterans. The following are a list of some local resources.



## Special Hiring Authorities for Veterans

The following special hiring authorities are available specifically to hire Veterans:

- Disabled Veterans Enrolled in a VA Training Program
- Veterans' Recruitment Appointment (VRA)
- 30 Percent or More Disabled Veterans
- Veterans Employment Opportunities Act of 1998 (VEOA)

**Veterans' Recruitment Authority (VRA)** - VRA is a special authority that gives agencies the discretion to appoint eligible veterans to positions in the federal government without competition. Under this provision, veterans may be appointed to any grade level in the General Schedule through GS-11 or equivalent. Applicants must meet the basic qualifications for the position to be filled.

**Veterans Employment Opportunity Act (VEOA)** – The VEOA allows eligible veterans to apply and compete for Federal employment under merit promotion procedures (inside the federal government) when the agency is recruiting outside of its own workforce. Veterans preference is not a consideration when selections are made for these appointments.

**30 Percent or More Disabled Veterans** - Veterans retired from active military service with a 30 percent or more disability or who receive a service-connected disability rating of 30 percent or more from the Department of Veterans Affairs, may be appointed noncompetitively to a temporary or term appointment. There is no grade level limitation for this authority. Applicants must meet all qualification requirements for the position to be filled.

**Disabled Veterans Enrolled in VA Training Programs** – Disabled veterans eligible for training through VA's vocational rehabilitation program may enroll in training or work experience under an agreement between the federal agency and VA.



## Virginia Employment Commission

All of the resources of the Virginia Employment Commission (VEC) are available to assist in veteran job referral and placement. Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program (DVOP) staff are available in most VEC offices to offer preference to veterans in employment services. To obtain veterans services or for more information, contact your nearest VEC Field Office.

### Hours of Operation

VEC Field Offices are generally open weekdays 8:30 am till 4:30 pm. Each office has the option to adjust hours of service based on local community and/or agency needs. It is suggested that you contact the office to determine their specific hours of operation. To find a field office near you go to:

[www.vec.virginia.gov](http://www.vec.virginia.gov)

#### Alexandria

5520 Cherokee Ave.  
Alexandria, 22312-2319  
(703) 813-1300  
(703) 813-1380 FAX

## Maryland Veteran's Employment Services

The Maryland Department of Veterans Affairs offers outreach and education programs on a regular basis designed to promote employers seeking veterans for employment. For more information on these programs, contact 240-285-4629 or 443-573-8663 or go to [www.mdva.state.md.us](http://www.mdva.state.md.us)

[www.mwejobs.maryland.gov](http://www.mwejobs.maryland.gov)

**NEW**

#### MontgomeryWorks One-Stop Center

11002 Veirs Mill Road,  
Wheaton Plaza South Office  
Building, Wheaton, MD 20902  
Telephone: (301) 929-4350

#### Germantown One-Stop Center

12900 Middlebrook Road,  
Germantown, MD 20874  
Telephone: (240) 777-2050  
[info@montgomeryworks.com](mailto:info@montgomeryworks.com)

## DC Veteran's Employment Services

The Department of Employment Services (DOES) offers veterans a wide variety of job search and training services. Special veterans' representatives are employed at most One-Stop Career Centers, where case managers ensure complete services for veterans, especially those who are disabled.

#### Franklin Street One-Stop Career Center

1500 Franklin St, NE  
Washington, DC 20018  
Monday-Friday  
8 am to 4:30 pm  
Main: (202) 724-7000

#### Naylor Road One-Stop Career Center

2626 Naylor Road, SE  
Washington, DC 20020  
Monday-Friday  
8 am to 4:30 pm  
Main: (202) 724-7000

## **The Uniformed Services Employment and Reemployment Rights Act (USERRA)**

is a federal law intended to ensure that persons who serve or have served in the Armed Forces, Reserves, National Guard or other “uniformed services:”

- are not disadvantaged in their civilian careers because of their service;
- are promptly reemployed in their civilian jobs upon their return from duty;
- and are not discriminated against in employment based on past, present, or future military service.

**Employer Support Guard & Reserve (ESGR) Customer Service Center** is available for anyone with a USERRA question. ESGR’s Customer Service Center can be reached Monday thru Friday 8AM to 6 PM (EST) at 1-800-336-4590

**Unemployment Compensation** is handled by your state employment office. Benefits vary from state to state. Because of this, only the office where you apply will be able to tell you the amount and duration of your entitlement. The nearest state employment office is listed in your local telephone directory, or state website. To receive unemployment compensation, you must apply. The best time to do that is when you visit the Local Veterans Employment Representative (LVER) at the state employment services office for assistance in finding a new job.

**The National Resource Directory (NRD)** is an online tool for wounded, ill and injured Service Members, Veterans, their families, and those who support them. The NRD provides access to more than 11,000 services and resources at the national, state and local levels that support recovery, rehabilitation and community reintegration. For more information visit [www.nationalresourcedirectory.gov](http://www.nationalresourcedirectory.gov).

**The Vocational Rehabilitation and Employment (VR&E) VetSuccess Program** is authorized by Congress under Title 38, Code of Federal Regulations, Chapter 31. It is sometimes referred to as the Chapter 31 program. The VetSuccess program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs. For Veterans with service-connected disabilities so severe that they cannot immediately consider work, VetSuccess offers services to improve their ability to live as independently as possible. For more information go to [www.vba.va.gov](http://www.vba.va.gov)



**Feds Hire Vets** Thank you for your service! Federal jobs are available across our country and around the world. This information will help you understand veterans' preference, how Federal jobs are filled, and unique veteran appointing authorities designed to help you find a job. Visit [www.fedshirevets.gov](http://www.fedshirevets.gov) for more information.



### **Military and Veterans Initiative**

The crisis facing the nation in meeting the physical and mental health needs of the 1.8 million members of the Armed Forces having served in Iraq and Afghanistan is overwhelming and continues to grow. Thousands of injured military service members are returning home with hopes of successfully transitioning to civilian life. Easter Seals' Military and Veterans

Initiative responds to this call for action. As the largest provider of disability-related services to individuals with disabilities and their families, Easter Seals is positioned to offer military and veterans systems of care with viable options to support and augment current reintegration efforts. For more information go to [www.easterseals.com](http://www.easterseals.com).



## **KEY TO CAREER SUCCESS**



The Key to Career Success campaign connects veterans and transitioning service members with high quality career planning, training, and job search resources available at local One-Stop Career Centers. Read more about the Key to Career Success. [www.careeronestop.org/militarytransition](http://www.careeronestop.org/militarytransition)



**Hire Heroes USA's** (HHUSA) mission is to offer transition assistance, job search assistance, and job placement services to those who have honorably served in the US military – and to their spouses – in order to reduce veteran unemployment. HHUSA prioritizes veterans statistically most likely to be unemployed: veterans of Operations IRAQI FREEDOM and ENDURING FREEDOM, and veterans that are wounded or disabled. For more information go to [www.hireheroesusa.org](http://www.hireheroesusa.org)



**The Employer Partnership (EP)** was created as a way to provide America's employers with a direct link to some of America's finest employees – Service members and their families. Through the partnership, Service members can leverage their military training and experience for career opportunities in today's civilian job market with national, regional and local Employer Partners. For more information go to [www.employerpartnership.org](http://www.employerpartnership.org)



Section  
**3**

## Education Support

*The VA, state and private agencies offer various scholarships and educational support programs for returning veterans. Below are some resources that may help you to pursue your education.*

### Useful Phone Numbers

For questions on any educational program the VA offers, call your local Education Officer

District of Columbia: Robert A. Dumas	robert.dumas@va.gov	202-530-9102
Maryland: Ted Porter	tporter@mhec.state.md.us	410-260-4532
Virginia: Annie Walker	annie.walker@dvs.virginia.gov	804-225-2721



### Post-9/11 GI Bill and other programs

The Department of Veterans Affairs administers a variety of education benefit programs. Many Veterans and active duty personnel can qualify for more than one education benefits program, including the:

- ❖ The Post-9/11 GI Bill (Go to [www.gibill.va.gov](http://www.gibill.va.gov) for a listing of upcoming changes)
- ❖ Montgomery GI Bill - Active Duty (MGIB-AD)
- ❖ Montgomery GI Bill - Selected Reserve (MGIB-SR)
- ❖ Reserve Educational Assistance Program (REAP)
- ❖ Veterans Educational Assistance Program (VEAP)
- ❖ Educational Assistance Test Program (Section 901)
- ❖ Survivors' and Dependents' Educational Assistance Program (DEA)
- ❖ National Call to Service Program

Free education and vocational counseling services are available to service members and veterans. For help determining which program best fits your particular needs, see "Benefit Comparison Tools" in the Resources section at [www.gibill.va.gov](http://www.gibill.va.gov)

Current rates for all Education benefit programs are available. This information can be useful in helping you select a benefit program.

## Vocational Rehabilitation and Employment VetSuccess Program

The Vocational Rehabilitation and Employment (VR&E) VetSuccess Program is authorized by Congress under Title 38, Code of Federal Regulations, Chapter 31. It is sometimes referred to as the Chapter 31 program. The VetSuccess program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs. For Veterans with service-connected disabilities so severe that they cannot immediately consider work, VetSuccess offers services to improve their ability to live as independently as possible.

### Services that may be provided by the VR&E VetSuccess Program include:

- Comprehensive rehabilitation evaluation to determine abilities, skills, and interests for employment
- Vocational counseling and rehabilitation planning for employment services
- Employment services such as job-training, job-seeking skills, resume development, and other work readiness assistance
- Assistance finding and keeping a job, including the use of special employer incentives and job accommodations
- On the Job Training (OJT), apprenticeships, and non-paid work experiences
- Post-secondary training at a college, vocational, technical or business school
- Supportive rehabilitation services including case management, counseling, and medical referrals
- Independent living services for Veterans unable to work due to the severity of their disabilities



### Don't Forget

1. Submit your Free Application for Federal Student Aid (FAFSA) as close to January 1<sup>st</sup> as possible. Most colleges will award scholarships and aid on a first come first serve basis. Complete the FAFSA online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).
2. Once you have enrolled in a college or university, contact your Veterans Service Officer at the school. Every institution has one, and they can ensure that your benefits are being used and that they are being used correctly.

## How to Apply For VA Educational Benefits

- Apply online at [www.gibill.va.gov](http://www.gibill.va.gov)

If you don't have the ability to apply online, you can call 1-888-GI BILL-1 (1-888-442-4551) to have a form mailed to you.

You may also receive an application form at the school or training establishment you wish to attend. The VA Certifying official at the school (usually located in the Registrar's or Financial Aid office) should have the forms available, can assist you in filling them out, and will submit them to VA.

**NOTE:** If you need any help making your choice, VA Vocational and Employment counseling help is available to all veterans toll free at 1-800-827-1000. You also can discuss your options with a VA education benefits specialist by calling toll-free 1-888-GIBILL-1 (1-888-442-4551) or TDD at (800) 829-4833.

## Don't Forget

When you apply for Financial Assistance from any one of these organizations you will want to have copies of the following documents available:

1. Copies of outstanding bills or payments. These may include an overdue mortgage notice or a copy of a bank statement. You may also want to have a copy of your last pay check if you have income.
2. A copy of your DD214 or similar documents confirming your military status.

In this section you will find information on organizations who offer help to veterans and their families. If any of these organizations are unable to help with your request you will also want to contact your local social services department. County organizations include:

Washington, DC: (202) 671-4200

Arlington County: (703) 228-1300

Montgomery County: (240) 777-1245

Calvert County: (443) 550-6900

Spotsylvania County: (540) 507-7898

Stafford County: (540) 658-8720

Fairfax: (703) 324-5630

Alexandria: (703) 746-5700

Prince Georges County: (301) 909-6330

St. Mary's County: (240) 895-7000



## Coalition to Salute America's Heroes

Since its inception in 2004, the Coalition to Salute America's Heroes has provided millions of dollars in direct financial relief and support services to disabled American veterans from the wars in Iraq and Afghanistan. For more information go to [www.saluteheroes.org](http://www.saluteheroes.org).



At USA Together, our mission is to use the power of the Internet to help the men and women of the US military who have suffered life-altering injuries in service to their country.

By publishing specific needs for goods, financial assistance and services, we hope to connect injured service members and their families with those who are willing and able to assist them. For more information, go to [www.usatogether.org](http://www.usatogether.org).



### **Unmet Needs**

The **VFW Unmet Needs** program provides a lifeline for service members who run into unexpected financial difficulties as a result of deployments or other military related hardships. Those who've been active duty within the past 36 months could qualify. By providing urgent grants to military families, VFW Unmet Needs is able to see that military families are able to cope during an already emotional Learn more about VFW's Unmet Needs Program at: [www.vfw.org](http://www.vfw.org)



**USA Cares** provides financial and advocacy assistance to post 9/11 active duty US military service personnel, veterans and their families. The organization assists all branches of service, all ranks and components and treat all with privacy and dignity in appreciation for their service and sacrifice. The organization never charges fees nor accept repayment and rely on donations from private citizens, businesses and foundations for all funding. For more information, go to [www.usacares.org](http://www.usacares.org) or call 1-800-773-0387

### **The Red Cross**

American Red Cross Service to the Armed Forces (SAF) is available to all members of the armed services, and to their families. Both active duty and community-based military can count on the Red Cross to provide emergency communications, access to emergency financial assistance, information and referral, veterans assistance and aid in the field where Red Cross workers are deployed to serve with America's military.

#### **Contact Us**

Armed Forces Emergency Services for the counties of Fairfax, Montgomery and Prince George's, and the District of Columbia are available seven days a week, 24 hours a day by calling (202) 728-6400.



**Veterans Plus** - VeteransPlus believes that a solid educational foundation will equip homebuyers with the necessary skills and tools to repair credit, climb out of debt, and achieve sound and proper money management. VeteransPlus teaches consumers fundamentals of homeownership, including the mortgage process, predatory lending, homeowner insurance, housing repair, expenses & maintenance to name a few. A well educated homeowner asks questions. For more information go to: [www.veteransplus.org](http://www.veteransplus.org) or call 1-866-991-9579.



**Reserve Aid** is a nonprofit organization committed to providing financial support to the families of Reserve Service Members from all services, who have been called to active duty and are experiencing financial difficulty. The goal is to alleviate the emotional and financial burdens placed on the men and women called to serve our country by supporting their families at home. For more information go to [www.reserveaid.org](http://www.reserveaid.org)

**Operation Homefront** provides direct services to alleviate a military family's or individual's actual/complete emergency financial burden, as well as counseling and/or recovery support. Emergency financial assistance is in the form of checks paid directly to mortgage lenders, auto mechanics, contractors, hospitals, doctors, dentists and other providers. Other emergency funding assistance, which an applicant receives within 24 to 72 hours, includes the following:

- Financial assistance
- Emergency food
- Emergency home repairs
- Critical baby items: formula, food and diapers
- Home and appliance repair
- Furniture and household items
- Local moving assistance
- Community events
- Wounded Warrior Transitional Family Housing



**Contact us at:**  
[www.operationhomefront.net](http://www.operationhomefront.net)  
or call 1-800-722-6098

### **Other Helpful organizations:**

- [www.freedomisnotfree.com](http://www.freedomisnotfree.com)
- [www.arfp.org](http://www.arfp.org)
- [www.oeffamilyfund.org](http://www.oeffamilyfund.org)
- [www.armedforcesfoundation.org](http://www.armedforcesfoundation.org)
- [www.afas.org](http://www.afas.org)
- [www.injuredmarinesfund.org](http://www.injuredmarinesfund.org)
- [www.pentagonfoundation.org](http://www.pentagonfoundation.org)
- [www.naavets.org](http://www.naavets.org)
- [www.operationfirstresponse.org](http://www.operationfirstresponse.org)
- [www.rebuildhope.org](http://www.rebuildhope.org)
- [www.saluteinc.org](http://www.saluteinc.org)

# Housing Assistance

Section

5

## VA Community Resource and Referral Center (CRRC)

- CRRC is located at 1500 Franklin St NE Washington DC
- Homeless and at-risk Veterans will have 24 hour access to help
- 202-636-7660



CRRC serves as the hub for an operation that could triage veterans and quickly intervene to get them and their families connected with the resources needed to house homeless Veterans. The center will have seven domains of services: Primary Health Care, Mental Health Care, Social Work Case Management, Housing Placement, Employment Assistance, Benefits Guidance, and Life Transition Support.



### DCVAMC Homeless Vet Outreach: 202-745-8160

*For information on VA Homeless Programs go to [www.va.gov/homeless](http://www.va.gov/homeless)*

- ❖ National Call Center for Homeless Veterans
- ❖ Grant and Per Diem Program
- ❖ Healthcare for Homeless Veterans (HCHV)
- ❖ VA Assistance to Stand Downs
- ❖ Compensated Work Therapy
- ❖ VBA-VHA Special Outreach and Benefits Assistance
- ❖ VBA's Acquired Property Sales for Homeless Providers
- ❖ VA Excess Property for Homeless Veterans Initiative
- ❖ Program Monitoring and Evaluation



Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors. The hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community.

## How Do I Apply for a VA Home Loan?

You can apply for a VA loan with any mortgage lender that participates in the VA home loan program. At some point, you will need to obtain a Certificate of Eligibility from VA to prove to the lender that you are eligible for a VA loan.

You can get a Certificate of Eligibility in any of three ways:

1. **Apply online.** Go to the Veterans Information Portal (<http://vip.vba.va.gov>) and click on User Registration. For more information, go to [www.homeloans.va.gov](http://www.homeloans.va.gov) for user instructions for applying online.
2. **Apply by Phone.** Call 1-888-244-6711 and speak with a representative.
3. **Apply by mail.** Use VA Form 26-1880. Return it to the address shown on the form. Make sure you check with your local and state government about any tax breaks for disabled veterans.



Millions of U.S. veterans are in desperate need of repairs and adaptations to their homes.

Rebuilding Together's Veterans Housing was created to meet the growing needs of veterans from past and present wars. Rebuilding Together fills the gaps in modifications and repair services that retired and active service men and women struggle to meet. In partnership with corporate sponsors, Rebuilding Together's Veterans Housing strives to provide safe and accessible housing for all low-income veterans. For more information go to:

[www.rebuildingtogether.org](http://www.rebuildingtogether.org)



## [Nationalresourcedirectory.gov](http://Nationalresourcedirectory.gov)

Locate resources on homelessness, accessible housing and temporary housing. Military relocation information is available as well as housing locators.

### **Homeless Assistance**

Find information on transitional housing, employment programs and benefits for homeless Veterans and Service Members.

### **Mortgages, Home Loans & Financial Assistance**

Get information on government home loan programs available to Service Members, Veterans and their families, financial assistance for housing payments, and help with avoiding foreclosure.

### **Housing Locators**

Access resources to help you find an apartment or a house through nationwide listings.

### **Temporary Housing**

Find information on temporary housing available to Service Members, Veterans and their families.

### **Accessible Housing**

Get information on homes that are modified to be accessible to people who are injured or disabled.

## Other Helpful Resources

### VET CENTER

Readjustment counseling is a wide range of psychosocial services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life. They include:

- Individual and group counseling for Veterans and their families
- Family counseling for military related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling and referral
- Outreach and education including PDHRA, community events, etc.
- Substance abuse assessment and referral
- Employment assessment & referral
- VBA benefits explanation and referral
- Screening & referral for medical issues including TBI, depression, etc.

#### Am I eligible for Vet Center readjustment counseling?

If you, or a family member, served in any combat zone and received a military campaign ribbon (Vietnam, Southwest Asia, OEF, OIF, etc.) then your family is eligible for Vet Center services.

#### Where is counseling offered?

VA's readjustment counseling is provided at community-based Vet Centers located near veterans and their families. All Vet Center services are prepaid through military service.

#### Alexandria, Virginia

6940 South Kings Highway Suite 204  
Alexandria, VA 22310  
(703) 360-8633

#### Northwest, Washington, DC

1250 Taylor St. NW  
Washington, DC 20011  
(202) 726-5212

#### Prince George County

7905 Malcolm Road, Suite 101  
Clinton, MD 20735  
(301) 856-7173

#### Annapolis, Maryland

1419 Forest Dr. Suite 102  
Annapolis, MD 21403  
(410) 605-7826

#### Bethesda, MD

10411 Motor City Drive, 5th Floor  
Bethesda, Maryland 20770  
(240) 395-1425



Give an Hour - Free Mental Health Services! Provides free mental health services nationwide by mental health professionals who volunteer an hour of their time each week to military personnel and their families. Go to: [www.giveanhour.org](http://www.giveanhour.org) or email: [info@giveanhour.org](mailto:info@giveanhour.org)

## The National Domestic Violence Hotline

All calls to the National Domestic Violence Hotline are confidential. Hotline services include crisis intervention, safety planning, information about domestic violence and referrals to local service providers, and a direct connection to domestic violence resources available in the caller's area. For information or assistance call 1-800-799-SAFE or go to [www.ndvh.org](http://www.ndvh.org)

## The National Guard Family Program

The National Guard has developed Family Assistance Centers throughout the country to offer training and support to families. In the Washington, DC area, call 703-607-5411 or go to [www.jointservicesupport.org](http://www.jointservicesupport.org)



*Maryland's Commitment to Veterans* is an outreach and referral initiative designed to serve Maryland's Veterans. The organization aims to connect Veterans to behavioral health services in the VA and community in a timely manner.



"We Are Virginia Veterans." Regardless of the era you served, you and your family belong to a community that is unique and can be a great source of strength. Join forums or use this site to connect with other Veterans or military members who may be experiencing some of the same challenges. There are many quality websites to provide you with information and several useful links are provided. However, if you have a question or want to talk, give us a call at 1-877-285-1299 or go to [www.wearevirginiaveterans.org](http://www.wearevirginiaveterans.org).

## Military One Source

Military One Source offers a comprehensive website and 24 hour call center for military service members and their families. They can also offer one-on-one counseling for a brief period of time to Active Duty, Reserve, and National Guard service members and their families. For more information, go to [www.militaryonesource.com](http://www.militaryonesource.com) or call 1-800-342-9647.

## The Wounded Warrior Project



The Wounded Warrior Project is dedicated to assist the new generation of severely wounded servicemen and women by delivering personal and responsive attention. The Project provides free programs and services for the severely wounded, enables Veterans to help Veterans, and educates the public to enlist their aid and effort. For more information go to:

[www.woundedwarriorproject.org](http://www.woundedwarriorproject.org) or call 1-877-TEAMWWP

## Afterdeployment.org

Is a behavioral health resource supporting service members, their families, and Veterans with common post-deployment challenges. Approximately 20% of returning combat Veterans report adjustment problems in the months following a deployment.

**afterdeployment.org** is an online resource supporting Service Members, their Families, and Veterans, with common post-deployment concerns. The website provides self-care solutions targeting post-traumatic stress, depression, anger, sleep, relationship concerns, and other mental health challenges. *For groups at the DC VAMC please look at the ad on page 11.*

## TROUBLE ADJUSTING TO HOME LIFE?

 **afterdeployment.org**

Wellness resources for the military community.



## REAL WARRIORS + REAL BATTLES REAL STRENGTH

Discover real stories of courage in the battle against combat stress.

**866-966-1020**  
**www.realwarriors.net**

Whether you are recently returning from combat or have been out of the service for a number of years, you are always a part of the military family. You may have concerns about navigating the health care system, understanding your benefits and accessing the care you need. Real Warriors provides resources to help you with administrative discharge, reevaluation, combat stress signs and symptoms, and up-to-date treatment options. For more information, go to: [www.realwarriors.net](http://www.realwarriors.net).

## Network of Care

The Network of Care for Veterans & Service Members is a one-stop shop for virtually all services, information, support, advocacy, and much more. [www.networkofcare.com](http://www.networkofcare.com)



## Sesame Street Workshop: Talk, Listen, Connect

The Talk, Listen, Connect (TLC) DVD series uses the beloved Sesame Street Muppets to provide support and valuable resources for our troops with children, between the ages of two and five, who are experiencing the affects of deployment, multiple deployments, combat-related injuries and, unfortunately, the loss of a loved one.

The USO is dedicated to helping families cope with change and supports Sesame Street Workshop's efforts by offering these DVDs to the troops and their families at many stateside centers. For more information, please visit [www.sesamestreet.org](http://www.sesamestreet.org). DVDs are available through Military OneSource.



### **Social Security: Disability Benefits For Wounded Warriors**

Military service members can receive expedited processing of disability claims from Social Security. Benefits available through Social Security are different than those from the Department of Veterans Affairs and require a separate application.

The expedited process is used for military service members who become disabled while on active military service on or after October 1, 2001, regardless of where the disability occurs.

### **Combat Related Special Compensation**

Combat-Related Special Compensation (CRSC) is a form of concurrent receipt which is paid monthly. It restores military retired pay that is offset when a Military Retiree accepts compensation from the Department of Veterans Affairs (VA) for a disability or condition that can be attributed to a combat-related event as defined by the Department of Defense (DoD) program guidance. This allows eligible Retirees to concurrently receive an amount equal to or less than their length of service retirement pay and their VA disability compensation, if the injury is combat-related. For More information look up the CRSC office for your branch of service.

### **Concurrent Retirement and Disability Pay**

Qualified disabled military retirees will now get paid both their full military retirement pay and their VA disability compensation. This recently passed law phases out (over 9 years) the VA disability offset, which means that military retirees with 20 or more years of service and a 50% (or higher) VA rated disability will no longer have their military retirement pay reduced by the amount of their VA disability compensation. Enrollment is automatic if you qualify unlike CRSC.

### **The Coming Home Project - Retreats**

The Coming Home Project offers free, confidential group support and stress management retreats for OIF and OEF veterans and families. A multidisciplinary team of veterans, family members, psychotherapists and interfaith leaders, we are devoted to offering innovative, compassionate care to address the mental, emotional, spiritual and relationship problems service members face. For more information visit [www.cominghomeproject.net](http://www.cominghomeproject.net)



# WELCOME HOME

## **Useful Phone Numbers**

Your point of Contact at the Washington, DC VA Medical Center:

**OEF/OIF/OND Program Manager**

**Jean Langbein, LCSW**

**202-745-8000 x7212**

**Call the Designated OEF/OIF Phone line at 1-877-OIFOEF -1**

**Program information can be found at: [www.washingtondc.va.gov](http://www.washingtondc.va.gov),  
[www.oefoif.va.gov](http://www.oefoif.va.gov), and [www.blogs.va.gov/returningservicemembers](http://www.blogs.va.gov/returningservicemembers)**

