

Veterans

The Blue Book

*A Western Massachusetts Guidebook
for Veterans and their Families*



Provided by the Office of the Northwestern District Attorney



Dear Veterans and Community Members:

My heartfelt gratitude goes to all veterans for your commitment and sacrifice in serving our nation. In an effort to provide veterans in Western Massachusetts with a comprehensive guide of services and benefits available to them and their families, the Office of the Northwestern District Attorney and Veterans Justice Partnership have created **The Blue Book**. This guidebook offers contact and general information about local, state, and federal resources for Western Massachusetts veterans and their families. We hope this book makes the “alphabet soup” of veteran and community resources easier to understand and access. The Blue Book offers a comprehensive guide to help navigate the maze of services and benefits each veteran has justly earned.

The Veterans Justice Partnership (VJP) is a community partnership helping court-involved veterans with treatment options, alternatives to incarceration, housing, employment, veterans’ benefits, and mental health services. Please directly contact VJP and Soldier On if you or a veteran you know needs help for a court-involved matter. The **VJP/Soldier On toll free phone number is 1-866-406-8449**.

For detailed information on eligibility requirements, services, or benefits visit the specific websites or call the telephone numbers provided. You can download The Blue Book on-line by visiting northwesternda.org/sites/default/files/Veterans.pdf. Please forward this guidebook to anyone who might be able to use it.

Thanks to the many service providers who help veterans every day. Special thanks to Marygrace Patterson and Soldier On who helped to bring The Blue Book to veterans, their families, and the Western Massachusetts community. It takes all of us working together, helping and advocating for veterans, to keep America’s promise to “**Leave No Veteran Behind.**”

Sincerely,

David E. Sullivan
Northwestern District Attorney



Quick Access Information Guide

In the event of an emergency, call 9-1-1.

Organization	Website	Telephone	Page
Dept. of Veterans Affairs	www.va.gov	1(800)827-1000	p. 9
Dept. of Veterans Services	www.mass.gov/veterans	1(617)210-5480	p. 5
eBenefits	www.eBenefits.va.gov		p. 14
Home Base Program	www.homebaseprogram.org	1(617)724-5202	p. 49
MA Substance Abuse Helpline	www.helpline-online.org	1(800)327-5050	p. 68
Mass Vets Advisor	www.MassVetsAdvisor.org		p. 5
Military One Source	www.militaryonesouce.mil	1(800)342-9647	p. 36
National Call Center for Homeless Veterans	www.va.gov/homeless/nationalcallcenter.asp	1(877)4AID VET	p. 42
National Resource Directory	www.NationalResourceDirectory.gov	1(800)827-1000	p. 15
Northwestern District Attorney's Office	www.northwesternda.org	1(413)586-9225	p. 46
Soldier On	www.wesoldieron.com	1(866)406-8449	p. 38
SAFELINK	www.casamyrna.org	1(877)785-2020	p. 20
SAVE Suicide Hotline	www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html	1(888)844-2838	p. 54
ServiceNet	www.servicenet.org	1(413)585-1300	p. 52
Soldiers' Home in Holyoke	www.mass.gov/eohhs/gov/departments/hly	1(413)532-9475	p. 55
National Center for PTSD	www.ptsd.va.gov	1(802)296-6300	p.50
VA Caregiver Support	www.caregiver.va.gov	1(855)260-3247	p. 36
VA Central Western Massachusetts Healthcare	www.centralwesternmass.va.gov	1(413)584-4040	p. 56
Veterans Crisis Line	www.VeteransCrisisLine.net	1(800)273-TALK	p. 58
Veterans Employment and Training Services	www.dol.gov/vets	1(800)4-USA-DOL	p. 30
Veterans Justice Partnership	www.veteransjusticepartnership.org	1(866)406-8449	p. 44
Western Mass. Vet Center	www.vetcenter.va.gov	1(413)737-5167	p. 4

Table of Contents

Message from the District Attorney	i
Quick Access Information Guide	ii
Table of Contents	iii
Introduction	1
Section I. Definitions of Massachusetts Veterans	1
Massachusetts General Law Requirements	1
Guard Members	1
Reservists	1
Minimum Service Exception	1
Training Duty Exception	1
Merchant Marine	1
Eligible Dependents	1
Not Eligible	2
Section II. Veterans Bill of Rights	3
Benefits and Benefit Aid	4
Section I. Local Resources	4
Holyoke Soldier's Home Veterans Assistance Center	4
Pioneer Valley Chapter of the American Red Cross	4
Referrals to Community Resources	4
Veterans Claims for Benefits	4
Volunteerism in VA & Military Hospitals	4
Western Massachusetts Vet Center	4
Section II. State Resources and Benefits	5
Chapter 115	5
Department of Veterans Services	5
Mass Vets Advisor	5
Statewide Advocacy for Veterans Empowerment	6
Veterans' Service Officers	6
Property Tax Exemptions	8
State Bonuses and Annuities	8
Bonuses	8
Annuities	9
Section III. Federal Resources and Benefits	9
Department of Veterans Affairs Claims Decisions Appeals	9
Department of Veterans Affairs Compensation	9
Dependency and Indemnity Compensation	10
Service-connected Disability Compensation	10
Special Monthly Compensation	10
Department of Veterans Affairs Death Gratuity Payment	11
Department of Veterans Affairs Healthcare Benefits	11
Department of Veterans Affairs Insurance	11
Accelerated Death Benefits	11
Family Service Members Group Life Insurance	11
Service-Disabled Veterans' Insurance	11

Service Members Group Life Insurance.....	12
Service Members Group Life Insurance Disability Extension	12
Service Members Group Life Insurance Traumatic Injury Protection.....	12
Veterans' Group Life Insurance.....	12
Veterans' Mortgage Life Insurance	12
Department of Veterans Affairs Pensions	13
Aid and Attendance or Housebound Benefits	13
Veterans Pension	13
Survivors Pension (aka Death Pension)	13
Disabled American Veterans	13
eBenefits.....	14
Internal Revenue Service Tax Deferment.....	14
Make the Connection.....	14
National Resource Directory.....	15
Pre-Discharge Program.....	15
Pre-Separation Counseling	15
Social Security Administration Benefits	15
Unemployment Compensation	16
Veterans Organizations.....	16
Domestic Violence.....	17
Section I. Local Domestic Violence Programs	17
Carson Center- Valley Human Services	17
Elizabeth Freeman Center	17
Gandara Domestic Violence Program	17
GLBTQ Domestic Violence Project.....	18
New England Center for Women in Transition.....	18
The Moving Forward Project through ServiceNet.....	18
Men's Resource Center for Change.....	19
Safe Passage	19
Quabbin Mediation.....	19
Womanshelter/Companeras	19
YWCA of Western Massachusetts	20
Section II. State Domestic Violence Resources	20
District Attorney's Offices	20
SAFELINK.....	20
SAFEPLAN.....	20
Education.....	22
Section I. Local Educational Support.....	22
Local College Veterans Services Centers.....	22
Veterans Education Project.....	22
Section II. State Educational Support.....	22
Massachusetts Soldiers Legacy Fund	22
Public Service Scholarship Programs.....	23
Tuition Waivers.....	23
Veterans Upward Bound Program	23
Section III. Federal Educational Support.....	23
Montgomery GI Bill.....	23
Montgomery GI Bill- Active Duty.....	24
Montgomery GI Bill-Select Reserve.....	24

Post-9/11 GI Bill	24
Dependents' Educational Assistance	24
Veterans' Educational Assistance Program	25
The Yellow Ribbon Program	25
Verification of Military Experience and Training.....	25
Vocational Rehabilitation and Employment Program	25
Employment	26
Section I. Local Employment Resources	26
Employment Resource Centers	26
Hampden County Employable Garments	26
Massachusetts Rehabilitation Commission	27
Star Light Center	27
The Pioneer Valley Veterans Employment Partnership.....	27
Veterans Inc.	27
Western Massachusetts Vets Center.....	27
Section II. State Employment Resources.....	28
Hiring Incentive Training Grant Program	28
Human Resources Division.....	28
Massachusetts Commission Against Discrimination	28
Work Without Limits	28
Section III. Federal Employment Resources	29
Department Of Defense Transportal	29
Department of Veterans Affairs' Center for Veterans Enterprise	29
Department of Veterans Affairs' Disabled Veteran Business Enterprise	29
Hero2Hired	29
Transition Bulletin Board	29
Troops to Teachers	30
Unemployment Compensation	30
Verification of Military Experience and Training.....	30
Veteran's Business Development.....	30
Veterans Employment and Training Services	30
One-Stop Career Centers.....	30
Disabled Veterans' Outreach Program.....	31
Feds Hire Vets Program.....	31
Local Veteran Employment Representative	31
My Next Move	32
The Gold Card	32
Transitional Assistance Program	32
Veterans Preference for Federal Jobs.....	32
Vocational Rehabilitation and Employment Program	32
Vet Success.....	33
VR&E On the Job Training Program	33
VR&E Special Employer Incentive Program	33
VR&E Non-Paid Work Experience Program	33
Veterans Retraining Assistance Program.....	34
Family Support and Mediation	35
Section I. Mediation Services.....	35
Dispute Resolution Services.....	35
Quabbin Mediation.....	35

The Mediation and Training Collaborative	35
Section II. Local and State Family Support	35
Family Centers	35
Military Family Relief Fund	36
Military Family and Support Center	36
Western Massachusetts Vet Center.....	36
Section III. Federal Family Support	36
Bereavement Counseling	36
Department of Veterans Affairs Aid and Attendance or Household Benefits.....	37
Department of Veterans Affairs Caregiver Support.....	37
Department of Veterans Affairs Death Gratuity Payment	37
Department of Veterans Affairs Dependents' Educational Assistance.....	37
Department of Veterans Affairs Survivors, aka Death, Pension.....	37
Military One Source	37
Housing	38
Section I. Residences and Shelters	38
Housing for Veterans	38
Armed Forces Retirement Homes.....	38
New England Center for Homeless Veterans	38
Soldier On.....	38
Housing Authorities.....	39
Recovery Homes and Rehabilitative Housing.....	40
Transitional and Supportive Housing with Services	40
Turner House Center for Veterans Inc.	40
ServiceNet.....	40
Veterans Inc.....	40
Western Massachusetts Bilingual Veterans Outreach Center	40
Section II. Housing and Homeless Support	41
Home Loan Guaranty	41
Homes for Our Troops.....	41
Homeless Veterans' Reintegration Program.....	41
Hometown Heroes	41
HUD/VASH Program	42
Low Income Home Energy Assistance Program.....	42
National Call Center for Homeless Veterans	42
National Coalition for Homeless Veterans	43
Residential Assistance to Families in Transition.....	43
Berkshire Housing Development Corporation	43
Franklin County Housing and Redevelopment Authority.....	43
HAP Housing.....	43
Tenancy Preservation Program.....	43
Legal	44
Section I. Local Legal Support and Victim Assistance	44
Veterans Justice Partnership	44
Community Action Crisis Response Team	44
Community Legal Aid.....	44
Low-Income Taxpayer Project.....	45
Mission Direct Vet	45
Section II. State Legal Support	45

Bar Advocates	45
Bar Association Referral Programs	45
District Attorneys' Offices	46
Probation Officers	46
Statewide Advocacy for Veterans' Empowerment	46
Section III. Federal Legal Support	47
Congressional Representatives	47
Massachusetts First Congressional District.....	47
Massachusetts Second Congressional District.....	47
Department of Veterans Affairs Claims Decision Appeals.....	47
Disabled American Veterans.....	47
Incarcerated Veterans	48
Veterans Justice Outreach.....	48
Air Force at Westover Legal Clinic.....	48
Medical and Mental Health	49
Section I. Common Veterans' Health Issues	49
Military Sexual Trauma.....	49
Department of Veterans Affairs Central Western Massachusetts Healthcare.....	49
National Center for PTSD.....	49
Western Massachusetts Vet Center	49
Post-Traumatic Stress Disorder	49
Department of Veterans Affairs Central Western Massachusetts Healthcare	49
Home Base	49
National Center for PTSD.....	50
Western Massachusetts Vet Center	50
Traumatic Brain Injury.....	50
Brain Injury and Statewide Specialized Community Services	50
Carson Center for Traumatic Brain Injury Services	50
Home Base	50
Statewide Head Injury Program	50
Section II. Local Health Resources	51
Community Enterprises, Inc.	51
New England Assistance Dog Services.....	51
Pioneer Valley Coalition for Suicide Prevention.....	51
ServiceNet.....	52
Athol/ Orange Family Inn.....	52
Emergency Services	52
Franklin County Emergency Shelter	52
Greenfield Family Inn.....	52
Grove Street Inn Shelter	53
Hampshire Outreach and Stabilization Program.....	53
Interfaith Emergency Shelter.....	53
Outpatient Mental Health Center	53
Star Light Center	53
Sullivan and Associates, Inc.....	53
Western Massachusetts Vet Center.....	53
Section III. State Health Resources	54
Statewide Advocacy for Veterans' Empowerment	54
Massachusetts Department of Mental Health.....	54
National Alliance on Mental Illness of Massachusetts.....	54

Soldiers' Home in Holyoke.....	55
Domiciliary Care	55
Long Term Nursing Care	55
Outpatient Services	55
Pharmacy	55
Veteran and Family Member Dental Care	56
Veterans Assistance Center	56
Section IV. Federal Health Resources	56
Department of Veterans Affairs Central Western Massachusetts Healthcare	56
Department of Veterans Affairs Healthcare Benefits	57
Afterdeployment.org	57
CHAMPVA.....	57
Dental Benefits	58
Federal Recovery Coordination Program	58
Veterans Crisis Line	58
Veterans Justice Outreach	58
Women's Healthcare.....	59
Disabled American Veterans Organization.....	59
The inTransition	59
Verizon Center for Customers with Disabilities	59
Wounded Warrior Project	59
Minority Veterans	60
Section I. Local Resources	60
Western Massachusetts Bilingual Veterans Outreach Center.....	60
Section II. Federal Resources	60
Department of Veterans Affairs Center for Minority Veterans	60
Loans for Native American Veterans.....	60
Naturalization Preference for Veterans	60
Records and Burial	61
Section I. State Burial Benefits	61
Burial in State Cemeteries.....	61
Section II. Federal Benefits and Resources	61
Burial and Memorial Benefits.....	61
Military Medals and Records	62
Correction of Military Records	62
Replacing Military Medals.....	62
Replacing Military Records.....	62
Review of Discharge from Military Service	63
Substance Abuse	64
Section I. Centers and Programs	64
Addiction Treatment Centers	64
Recovery Programs.....	66
Section II. Support Organizations	68
Alcoholics Anonymous Western Massachusetts Intergroup.....	68
MA Substance Abuse Information and Education.....	68
Narcotics Anonymous of Western Massachusetts.....	69
Opioid Education and Awareness Task Force	69
SMART Recovery	69

The Recover Project	69
Transportation and Motor Vehicle Benefits	70
Section I. Local Transportation	70
Transit Authorities	70
Berkshire Regional Transit Authority	70
Franklin Regional Transit Authority	70
Pioneer Valley Transit Authority	70
Section II. State Transportation Resources	70
Massachusetts Veterans Transportation Coalition	70
Motor Vehicle Excise Tax Exemptions	71
Soldier On	71
Veterans License Plates	71
Disabled Veterans Exemption	71
Former Prisoners of War Exemption	71
Women Veterans	72
Section I. State Women's Resources	72
Women Veterans' Network	72
Database of Women Veterans	72
Veterans' Service Officers	72
Women Veterans' Network Committee	72
36 FAQs from Massachusetts Women Veterans	72
Section II. Federal Women's Resources	73
Department of Veterans Affairs Services for Women	73
Center for Women Veterans	73
Women Veterans Health Care	73
Victims of Military Sexual Trauma	73
Women Veterans Organizations	73
WAC Veterans' Association	73
WAVES National	74
Women Marines	74
Index	75

Introduction.

Section I. Definitions of Massachusetts Veterans

Massachusetts General Law Requirements

To be a veteran under Massachusetts law an individual is required to have either:

- 180 days of regular active duty service and a last discharge or release under honorable conditions, or
- 90 days of active duty service, one day of which is during “wartime” per the chart on page 2, and a last discharge or release under honorable conditions, except for Vietnam I, which requires 180 days of active duty service.

Guard Members

For a Guard Members to qualify s/he must have either:

- 180 days and have been activated under Title 10 of the U.S. Code and a last discharge or release under honorable conditions, or
- Members who were activated under Title 10 or Title 32 of the U.S. Code of Massachusetts General Laws, Chapter 33, Sections 38, 40, and 41 must have 90 days, at least one of which was during “wartime,” per the chart on page 2. The members’ last discharge or release must be under honorable conditions.

Reservists

For a Reservist to qualify, s/he must have been called to regular active duty, at which point his/her eligibility can be determined by the chart on page 2.

Minimum Service Exception (for death or disability)

It is not necessary that an applicant have completed the minimum service for wartime or peacetime campaign if s/he served some time in the campaign and was awarded the Purple Heart or suffered a service-connected disability per the Discharge Certificate, or died in the service under honorable conditions. Refer to the chart on page 2.

Training Duty Exception

Active service in the armed forces, as used in this clause shall not include active duty for training in the Army or Air National Guard or active duty for training as a Reservist in the armed forces of the United States. Refer to the chart on page 2.

Merchant Marine

Any Merchant Marine who served for a period of 9- days in armed conflict between December 7, 1941 and December 31, 1946, and who received an honorable discharge from the Army, Navy, or Coast Guard of the United States.

Eligible Dependents

The following categories of persons may qualify as dependents eligible to receive veterans’ benefits:

- Spouse of a veteran;
- Widow or widower of a veteran;
- Dependent parent of a veteran;
- Any person who acted as a parent to the veteran for five years immediately preceding the commencement of the veteran’s wartime service;
- Child of the veteran until his/her 19th birthday;

- Child of the veteran between 19 years and 24 years of age while the child is attending high school, an institution of higher learning or some other accredited educational institution;
- Child of the veteran 19 years of age or older who is mentally or physically unable to support him/herself and was affected by the disability prior to his/her 18th birthday;
- Legally adopted children of the veteran.

Era of Service	Dates	Requirement for Veteran Status
Peacetime	11/12/1918-09/15/1940	180 days of regular active duty service and a last discharge or release under honorable conditions.
WWII	09/16/1940-07/25/1947	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Peacetime	07/26/1947-06/24/1950	180 days of regular active duty service and a last discharge or release under honorable conditions.
Korea	06/25/1950-01/31/1955	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Korean Defense Service Medal	07/28/1954-(TBD)	90 days of active duty service, last discharge under honorable conditions and the Korean Defense Service Medal.
Vietnam I	02/01/1955-08/04/1964	180 days of regular active duty service and a last discharge or release under honorable conditions.
Vietnam II	08/05/1964-05/07/1975	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Peacetime	05/08/1975-08/01/1990	180 days of regular active duty service and a last discharge or release under honorable conditions.
Lebanon Campaign*	08/25/1982-(TBD)	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Grenada Campaign*	10/25/1983-12/15/1983	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Panama Campaign*	12/20/1989-01/31/1990	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.
Persian Gulf	08/02/1990-(TBD)	90 days of active duty service, one (1) day during “wartime” and a last discharge or release under honorable conditions.

*Naval and Marine DD214 must indicate Expeditionary Medal. All DD214’s must specify campaign

Not Eligible

None of the following shall be deemed to be a veteran:

- Any person, who at the time of entering into the armed forces of the United States, had his/her intention to become a subject or citizen of the United States and withdrew his/her intention under the provisions of the Act of Congress approved July 9, 1918;
- Any person who was discharged from the said armed forces on his/her own application or solicitation by reason of his/her being an enemy alien;
- Any person who has been proved guilty of willful desertion;
- Any person whose only service in the armed forces of the United States consists of his/her service as a member of the Coast Guard Auxiliary or as a temporary member of the Coast Guard Reserve, or both;
- Any person whose last discharge or release from the armed forces is dishonorable or other than honorable.

NOTE: Eligibility requirements for benefits and resources vary. Contact organizations directly with eligibility inquiries.

Section II. Veterans' Bill of Rights

Under the Code of Massachusetts Regulations, veterans have a right to:

- File a written application for veterans' benefits at any time. You can insist on this right even if told that you are not eligible;
- Receive assistance from your local Veterans' Service Office (VSO) in completing your application. *See Benefits and Benefit Aid, Section II, Veterans' Service Officers, p. 6;*
- Receive a full explanation of the services and benefits available under Chapter 115, as well as other available benefits. *See Benefits and Benefit Aid, Section II, Chapter 115, p.5;*
- Receive a written notice and explanation of the approval or denial of your application for benefits;
- Be treated with dignity and respect and to receive accurate, courteous, and timely service;
- Appeal and request a hearing if you disagree with any action taken in your case;
- Expect confidentiality: personal information will not be collected or used except for the purpose of determining your eligibility for benefits;
- Receive fair and equal treatment without regard to sex, race, religion, handicap, ethnicity, or national origin;
- Preference in public employment.

For additional information on veterans' rights, visit www.mass.gov/veterans or contact a local Veterans Service Officer. *See Benefits and Benefit Aid, Section II, Chapter 115, Veterans' Service Officers, p. 6.*

Benefits and Benefit Aid.

Section I. Local Resources

Holyoke Soldiers' Home Veterans Assistance Center

See Medical and Mental Health, Section III, Soldiers' Home in Holyoke, Veterans Assistance Center, p. 56.

Pioneer Valley Chapter of the American Red Cross

www.redcross.org/find-help/military-families/veterans-services

1(413)737-4306

506 Cottage Street
Springfield, MA 01104

The Red Cross maintains its commitment to the men and women who have served in the U.S. Armed Forces. The Red Cross provides the following services to veterans and their families:

Referrals to Community Resources

The American Red Cross offers confidential services to all military veterans and their families by connecting them with Red Cross, national, state and local resources through its network of chapters in communities across the United States and offices on military installations worldwide. Local Red Cross offices develop and maintain relationships with key community partners. Veterans and their families rely on the Red Cross to help them identify their needs and connect them to the most appropriate Red Cross and other resources. Services range from responding to emergency needs for food, clothing, and shelter; providing referrals to counseling services (e.g., financial, legal, jobs, mental health) and information on veterans' cemeteries and burial benefits; and offering other resources that meet the unique needs of local veterans and their families.

Veterans Claims for Benefits

The Red Cross assists veterans and their family members in preparing, developing, and obtaining sufficient evidence to support applicants' claims for veterans' benefits. We also assist claimants who seek to appeal to the Board of Veterans' Appeals (BVA). This work is done by Red Cross staff at the BVA as well as a network of State Work-Share Representatives who are accredited by the Department of Veterans Affairs to work on behalf of the Red Cross. *See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Claims Decisions Appeals, p. 9.*

Volunteerism in VA & Military Hospitals

Red Cross volunteers serve in Veterans Administration and military hospitals around the nation and around the world.

Western Massachusetts Vet Center

www.vetcenter.va.gov

1(413)737-5167

1986 Main Street, Northgate Plaza
Springfield, MA 01103

Vet Centers welcome home the war veteran by providing readjustment services in a caring manner and assisting him/her and his/her family members toward a successful post-war adjustment in or near their respective

communities. Vet Center counselors provide bereavement counseling to parents, spouses, and children of armed forces personnel (including Reservist/ National Guard members) who died in the service of the country.

Vet Center services include: individual readjustment counseling, substance abuse information and referral, job counseling and placement, sexual trauma and PTSD counseling, and community education. All services are free of charge to eligible veterans, their families, and significant others. Vet Center staff protects the privacy of all clients. All records related to treatment are strictly confidential and will not be shared with the Department of Veterans Affairs.

Section II. State Resources and Benefits

Chapter 115

Under Chapter 115 of Massachusetts General Laws, the Commonwealth provides a needs-based means tested program of financial and medical assistance for indigent veterans and their dependents. Chapter 115 requires every city and town to maintain a Department of Veterans' Services* through which the municipality makes available to its residents the part-time or full-time services of either an exclusive or district Veterans' Service Officer**.

Qualifying veterans and their dependents receive necessary financial assistance for food, shelter, clothing, fuel, and medical care in accordance with a formula which takes into account the number of dependents and income from all sources. Eligible dependents of deceased veterans are provided with the same benefits as if the veteran were still living. To apply, contact a Veterans Service Officer by referring to the chart on page 6.

***Department of Veterans Services**

www.mass.gov/veterans

1(617)210-5480

The mission of the Department of Veterans' Services (DVS) is to act as the chief advocate for the nearly 400,000 Commonwealth veterans and their families. They do this by:

- Helping veterans navigate available federal, state and local programs and benefits and other resources
- Serving as a clearinghouse of information for veterans and their families
- Coordinating veterans services across state agencies and local governments
- Developing innovative, flexible programming and outreach to address veterans' needs
- Providing individualized support and interventions where necessary
- Providing leadership and proactively responding to systematic issues and policies that impact veterans and their families
- Providing a dignified resting place for our fallen heroes

Programs provided by DVS include:

Mass Vets Advisor

www.MassVetsAdvisor.org

Mass Vets Advisor is an easy to use website for financial, educational, and housing benefits and services that for which veterans are eligible. It combines state and federal benefits, as well as non-profit resources into one tailored online search. The data is comprehensive and currently provides search results from Massachusetts and Federal resources, listing only the benefits and services the veteran is qualified for, and, where available, an "action plan" to apply for the benefit. Users will be able to print, email, save, or forward the action plan to his/her Veterans Services Officer. Refer to the chart on page 6.

Statewide Advocacy for Veterans' Empowerment (SAVE)

See Medical and Mental Health, Section III, Statewide Advocacy for Veterans' Empowerment, p. 54.

**Veterans' Services Officers

www.nacvso.org

Veterans' Service Officers (VSOs) are knowledgeable about an array of federal, state, and local benefits to which veterans and their dependents may be entitled. The National Association of County Veterans' Service Officers was recognized officially by the Department of Veterans Affairs "for the purpose of preparation, presentation, and prosecution of claims under laws administered by the Department of Veterans Affairs." VSOs know the extent, the meaning, and application of laws that have been passed by Congress in the interests of veterans and their dependents, as well as the rules and regulations adopted by the VA to clarify and implement those laws. The VSO will apply specialized knowledge in the best way suited to the needs of every individual veteran or other beneficiary who comes to the office for assistance.

A VSO can assist veterans, widow(er)s of veterans, children of deceased or disabled veterans, parents of deceased veterans who have questions about compensation, pensions, school benefits, life insurance, medical benefits, veterans state benefits, burial benefits, or discharge upgrades; or if they need referrals for Post-Traumatic Stress Disorder treatment, hospitalization, outpatient medical and dental treatment, alcohol and drug dependency treatment, home loans, or small business administration. Find your local VSO listed by county below:

Berkshire County			
City	VSO	Address	Telephone
Adams	Stephen Roy	8 Park Street Adams, MA 01220	1(413)743-8340
Becket, Lee	Doug Mann	P.O. Box 199 Lee, MA 01238	1(413)243-5519
Clarksburg	Steven Roy	50 Fairview Heights Clarksburg, MA 01247	1(413)743-1690
Cheshire	Rebecca Lichfield	54 Bradford Street Pittsfield, MA 01201	1(413)292-3170
Dalton, Lanesborough, Windsor	Roseann Frieri	P.O. Box 15 Dalton, MA 01226	1(413)684-6111 x19
Great Barrington, Monterey, Mt. Washington, Otis, Sandisfield, Sheffield, W. Stockbridge	Laurie Hils	P.O. Box 391 Great Barrington, MA 01230	1(413)528-1580
Hinsdale	NA	P.O. Box 490 Hinsdale, MA 01235	1(413)655-8110
Lenox	Roseann Frieri	52 West Mountain Road Lenox, MA 01240	1(413)445-5288
New Ashford	Richard DeMyer	Mallory Road New Ashford, MA 01237	1(413)458-5671
North Adams, Savoy, Williamstown	Steven Roy	10 Main Street North Adams, MA 01247	1(413)662-3040
Peru, Pittsfield, Richmond	Rosanne Frieri	70 Allen Street Pittsfield, MA 01201	1(413)499-9433
Washington	Peter Blake	754 King Richard Drive Chester, MA 01011	1(413)623-8767

Franklin County			
City	VSO	Address	Telephone
Athol, Petersham, Phillipston, Royalston	Neil McGuirk	584 Main Street Athol, MA 01331	1(978)249-6935
Bernardston, Buckland	Mark Fitzpatrick	190 Millers Falls Road Turners Falls, MA 01376	1(413)863-3205
Florida	Stephen Roy	56 South Street Drury, MA 01343	1(413)663-6353
Greenfield, Leyden	Timothy Niejadik	14 Court Street Greenfield, MA 01301	1(413)772-1571

Hampden County			
City	VSO	Address	Telephone
Agawam, Granville, Russell, Southwick, Tolland	Richard Girard	681 Springfield Street, Ste. 2 Feeding Hills, MA 01030	1(413)786-0400 x237
Brimfield, Warren	Mark Avis	4417 Main Street, Suite 6 Palmer, MA 01069	1(413)283-2610
Brookfield	Brian Griffin		
Hampden, Holland, Monson, Wales	John Comerford	110 Main Street Monson, MA 01057	
Chester	Stephen Salvini	59 Court Street Westfield, MA 01013	1(413)572-6247
Chicopee	Kimberly Babin	36 Center Street Chicopee, MA 01013	1(413)594-3470
East Longmeadow	John Comerford	66 Center Square East Longmeadow, MA 01028	1(413)525-5427 x1416
Holyoke	James Mahoney	310 Appleton Street Holyoke, MA 01040	1(413)322-5630
Longmeadow	NA	797 Longmeadow Street Longmeadow, MA 01106	1(413)567-3046
Ludlow	Eric Segundo	488 Chapin Street Ludlow, MA 01056	1(413)583-5600 x1290
Montgomery	Daniel Flechsig	1699 Russell Road Montgomery, MA 01085	1(413)862-8095
Palmer	Barbara Harrington	4417 Main Street, Suite 6 Palmer, MA 01069	1(413)283-2610
Springfield	Thomas Belton	36 Court Street, Room 416 Springfield, MA 01103	1(413)787-6144
West Springfield	Michael Straite	26 Central Street West Springfield, MA 01089	1(413)263-3019
Westfield	Robert Callahan	59 Court Street Westfield, MA 01085	1(413)572-6247
Worthington	Steven James Connor	240 Main Street, Room 4 Northampton, MA 01060	1(413)587-1299
Wilbraham	Richard Prochonow	240 Springfield Street Wilbraham, MA 01095	1(413)596-8111

Hampshire County			
City	VSO	Address	Telephone
Amherst, Chesterfield, Cummington, Goshen, Hatfield, Northampton, Pelham, Williamsburg	Steven James Connor	240 Main Street, Room 4 Northampton, MA 01060	1(413)587-1299
Ashfield	Mark Fitzpatrick	190 Millers Falls Road Turners Falls, MA 01376	1(413)963-3205
Belchertown	Raymond Jenke	2 Jabish Street Belchertown, MA 01007	1(413)323-0409
Easthampton, Granby, South Hadley	John O'Connor	Town Hall South Hadley, MA 01075	1(413)323-0409
Huntington	Edward Renauld		1(413)667-5251
Southampton, Westhampton	Gerald Paquette		
Ware	Mark Avis	126 Main Street Ware, MA 01082	1(413)967-9635

Property Tax Exemptions

www.mass.gov/veterans/housing/subsidy-and-tax/property-tax-exemption-for-veterans.html

1(617)626-2300

Property Tax Exemptions are available to veterans in Massachusetts. To qualify, veterans must be legal Massachusetts residents, must be occupying his or her Massachusetts domicile on July 1 in the year of application, and must have lived in Massachusetts for at least six months before entering the service or have lived in Massachusetts for a least five consecutive years immediately prior to filing. In most cases, a surviving spouse receives the exemption if s/he was receiving it before the veteran passed away.

State Bonuses and Annuities

The Commonwealth of Massachusetts offers one-time bonuses and annuities to certain eligible veterans, their spouses, and dependents.

Bonuses

www.mass.gov/veterans/benefits-and-services/bonus/bonuses-only

1(617)367-3900 x543

Office of the Treasurer

One Ashburton Place, 12th Floor

Boston, MA 02108

Email: veteransbonus@tre.state.ma.us

The Commonwealth of Massachusetts provides a bonus to veterans of certain designated campaigns who were domiciled in Massachusetts immediately prior to entry in the armed forces. In the case of the death of a veteran, the spouse and children, mother or father, brother or sister or other dependents of the deceased veteran (in that order) are eligible for a bonus.

Annuities

www.mass.gov/veterans/benefits-and-services/bonus/annuity.html

1(617)210-5927

Department of Veterans' Services
600 Washington Street, Suite 1100
Boston, MA 02111
Email: mdvs@vets.state.ma.us

The Commonwealth of Massachusetts and the Department of Veterans' Services provide an annuity in the amount of \$2000 to 100% service-connected disabled veterans. This annuity is payable biannually on August 1st and February 1st of \$1000 each. It is granted to 100% service-connected disabled veterans, the surviving parents, and the un-remarried spouses of certain deceased veterans who give their lives in the service of their country during wartime.

Section III. Federal Resources and Benefits

Department of Veterans Affairs Claims Decisions Appeals

www.index.va.gov/search/va/bva.html

Veterans and other claimants for Department of Veterans Affairs (VA) benefits have the right to appeal decisions made by a VA regional office, medical center or National Cemetery Administration (NCA) office. Typical issues appealed are disability compensation, pension, education benefits, recovery of overpayments, reimbursement for unauthorized medical services, and denial of burial and memorial benefits. A claimant has one year from the date of the notification of a VA decision to file an appeal.

An appeal involves many steps, some optional and some necessary: (1) **Notice of Disagreement (NOD)**. The NOD is a statement written by a veteran that s/he disagrees with a claims decision that has been made. The veteran should be specific about which issues with which s/he disagrees. An NOD must be filed within one year of the date of the letter informing the veteran of a decision. (2) **Statement of the Case (SOC)**. The SOC is a summary of the evidence considered, actions taken, decisions made, and the laws governing the decision. Once an SOC is done on an appeal, any SOC filed after that is considered a Supplemental Statement of the Case (SSOC). (3) **Formal Appeal**. The standard form for formalizing an appeal is VA Form 9. This form must be received no later than one of the following two dates: one year from the date of the letter notifying you of the decision, or 60 days after the date of the statement of the case. (4) **Optional Hearings**. Hearings are a chance for claimants to present evidence in person. They are held at the regional office by a Hearing Officer (HO). If the veteran chooses to have hearing, the HO will review the evidence in conjunction with the testimony and make a decision on the case. (5) **Board of Veterans' Appeals (BVA)**. If the issue is not resolved in the veterans favor, the appeal will continue with the BVA, the highest appellate body of the VA. If the BVA is provided with sufficient evidence by the local VA office, it will issue the final VA decision. (6) **United States Court of Appeals for Veterans' Claims (CAVC)**. If an appeal to the court is filed within 120 of a BVA decision, the CAVC, which is not part of the VA, will review the decision. CAVC decisions usually concern the procedural, legal issues involved in the "letter of the law."

National Service Officers (NSOs) can assist veterans in filing claims with the VA free of charge. *See Legal, Section III, Disabled American Veterans, p. 47.*

Department of Veterans Affairs Compensation

www.benefits.va.gov/compensation/

Veterans whose disabilities arose from service ("Service Connected" or "S/C" disabilities) may be entitled to Department of Veterans Affairs (VA) Compensation.

To file a disability claim, a veteran must complete and submit VA Form 21-526, Veteran's Application for Compensation or Pension. County VSOs can help veterans complete this form. *See Benefits and Benefit Aid, Section II, Chapter 115, Veterans Service Officers, p. 6.* Evidence must be collected to support the veterans claim. The VSO will verify service dates and request service medical records. Other information the VA may request includes letters detailing specific experiences in service or information on the veteran's dependents, employment history or income. The veteran will then be examined at a VA Medical Center based on the veteran's claim and treatment history. *See Medical and Mental Health, Section IV, Department of Veterans Affairs Central Western Massachusetts Healthcare System, p. 56.* After each exam, an examination report will be prepared and sent to the VA. When all relevant evidence and examination reports are received, a record is rated to determine which disabilities the VA can pay for and the percent to which they are disabling. This may take two to three months. After the rating is completed, the veteran will be notified of the decision and the VA will provide the veteran with the reasons for all decision to grant or deny benefits. If the veteran does not agree with the decision, it may be appealed. *See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Claims Decisions Appeals, p. 9.*

Dependency and Indemnity Compensation

www.benefits.va.gov/COMPENSATION/types-dependency-and-indemnity.asp

Dependency and Indemnity Compensation is a tax-free monetary benefit generally payable to a surviving spouse, child, or parent of service members who died while on active duty, active duty for training, or inactive duty training, or to survivors of veterans who died from their service-connected disabilities. Parents Dependency and Indemnity Compensation is an income-based benefit for parents who were financially dependent on a service member or veteran who died from a service-related cause. *See Benefit and Benefit Aid, Section III, Department of Veterans Affairs Pensions, Aid and Attendance or Household Benefits, p.13.*

Service-connected Disability Compensation

www.vba.va.gov/bln/21/

Disability compensation is a monetary benefit paid to veterans who are disabled by an injury or illness that was incurred or aggravated during active military service. These disabilities are considered to be service-connected. Monthly disability compensation varies with the degree of disability and the number of a veteran's dependents. Veterans with certain severe disabilities may be eligible for additional special monthly compensation. The benefits are not subject to federal or state income tax.

Programs include: Vocational Rehabilitation and Employment (VR&E) and VetSuccess, *See Employment, Section III, Vocational Rehabilitation and Employment Program, p. 32-33*; specially adapted housing grants, temporary residence adaptation, *See Housing, Section II*; automobile allowances; clothing allowances; allowances for aid and attendance for housebound veterans, *See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Pensions, Aid and Attendance or Household Benefits, p. 13*; and fiduciary programs to help veterans manage their financial affairs.

Special Monthly Compensation

www.benefits.va.gov/COMPENSATION/resources-rates-read-compAndSMC.asp

Special Monthly Compensation is an additional tax-free benefit that can be paid to veterans, their spouses, surviving spouses, and parents. For veterans, Special Monthly Compensation is a higher rate of compensation paid due to special circumstances such as the need of aid and attendance by another person or by specific disability, such as loss of use of one hand or leg. For spouses and surviving spouses, this benefit is commonly referred to as aid and attendance and is paid on the need of aid and attendance by another person. *See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Pensions, Aid and Attendance or Household Benefit, p. 13.*

Department of Veterans Affairs Death Gratuity Payment

www.va.gov/opa/publications/benefits_book/benefits_chap12.asp

Military services provide payment, called a death gratuity, in the amount of \$100,000 to the next of kin service members who die while on active duty (including those who die within 120 days of separation) as a result of service-connected injury or illness. If there is no surviving spouse or child, then parents or siblings designated as next of kin by the service member may be provided the payment. The payment is made by the last military command of the deceased. If the beneficiary is not paid automatically, application may be made to the military service concerned

Department of Veterans Affairs Healthcare Benefits

See Medical and Mental Health, Section IV, Department of Veterans Affairs Healthcare Benefits, p.57.

Department of Veterans Affairs Insurance

www.insurance.va.gov

1(800)669-8477

Types of Department of Veterans Affairs (VA) Insurance include:

Accelerated Death Benefits

www.benefits.va.gov/insurance/abo.asp

Service members Group Life Insurance, Family Service member Group Life Insurance and Veterans' Group Life Insurance policyholders who are terminally ill (prognosis of nine months or less to live) have a one-time option of requesting up to 50 percent of their coverage amount (in increments of \$5,000) paid in advance.

Family Service Members Group Life Insurance

www.benefits.va.gov/insurance/fsgli.asp

Family Service Members Group Life Insurance (FSGLI) provides up to \$100,000 of life insurance coverage for spouses of service members with full-time SGLI coverage, not to exceed the amount of SGLI the member has in force. FSGLI is a service members' benefit; the member pays the premium and is the only person allowed to be the beneficiary of the coverage. FSGLI spousal coverage ends when: (1) the service member elects in writing to terminate coverage on the spouse; (2) the service member elects to terminate his or her own SGLI coverage; (3) the service member dies; (4) the service member separates from service; or (5) the service member divorces the spouse. The insured spouse may convert his or her FSGLI coverage to a policy offered by participating private insurers within 120 days of the date of any of the termination events noted above.

Service-Disabled Veterans' Insurance

www.benefits.va.gov/insurance/s-dvi.asp

A veteran who was discharged under other than dishonorable conditions and who has a service-connected disability but is otherwise in good health may apply to VA for up to \$10,000 in life insurance coverage under the Service-Disabled Veterans' Insurance (S-DVI) program. Applications must be submitted within two years from the date of being notified of the approval of a new service-connected disability by the VA. This insurance is limited to veterans who left the service on or after April 25, 1951. Veterans who are totally disabled may apply for an additional supplemental insurance coverage of up to \$30,000. To be eligible for this type of supplemental insurance, veterans must meet all of the following three requirements: (1) Be under the age of 65; (2) Be eligible for a waiver of premiums due to total

disability; (3) Apply for additional insurance within one year from the date of notification of waiver approval on the S-DVI policy.

Service Members Group Life Insurance www.benefits.va.gov/insurance/sgli.asp

The following are automatically insured for \$400,000 under Service Members' Group Life Insurance (SGLI): (1) Active-duty members of the Army, Navy, Air Force, Marines, and Coast Guard; (2) Commissioned members of the National Oceanic and Atmospheric Administration and the Public Health Service; (3) Cadets or midshipmen of the U.S. military academies; (4) Members, cadets and midshipmen of the ROTC while engaged in authorized training and practice cruises; (5) Members of the Ready Reserves' National Guard who are scheduled to perform at least 12 periods of inactive training per year; and (6) Members who volunteer for a mobilization category in the Individual Ready Reserve

Service Members Group Life Insurance Disability Extension www.benefits.va.gov/insurance/sglidisabled.asp

Service members who are totally disabled at the time of separation are eligible for free SGLI Disability Extension of up to two years. They must apply to the Office of Service members Group Life Insurance (OSGLI) at 80 Livingston Ave., Roseland, N.J., 07068-1733. Those covered under the SGLI Disability Extension are automatically converted to VGLI at the end of their extension period. VGLI is convertible at any time to a permanent plan policy with any participating commercial insurance company.

Service Members Group Life Insurance Traumatic Injury Protection www.insurance.va.gov/sgliSite/TSGLI/TSGLI.htm

Service members Group Life Insurance Injury Protection (TSGLI) helps severely injured service members through their time of need with a one-time payment. The amount varies on the injury, and helps service members and their families with unforeseen expenses and life after recovery. TSGLI is bundled with SGLI.

Veterans' Group Life Insurance www.benefits.va.gov/insurance/vgli.asp

SGLI may be converted to Veterans' Group Life Insurance (VGLI), which provides renewable term coverage to: (1) Veterans who had full-time SGLI coverage upon release from active duty or the reserves; (2) Members of the Ready Reserves/ National Guard with part-time SGLI coverage who incur a disability or aggravate a pre-existing disability during a period of active duty or a period of inactive duty for less than 31 days that renders them uninsurable at standard premium rates; (3) Members of the Individual Ready Reserve and Inactive National Guard. SGLI can be converted to VGLI up to the amount of coverage the service member had when separated from service. Veterans who submit an application and the initial premium within 120 days of leaving the service will be covered regardless of their health. Veterans who don't apply within this period can still convert to VGLI if they submit an application, pay the initial premium, and show evidence of insurability within one year after the end of the 120-day period.

Veterans' Mortgage Life Insurance www.benefits.va.gov/insurance/vmli.asp

Veterans' Mortgage Life Insurance (VMLI) is mortgage protection insurance available to severely disabled veterans who have been approved by VA for a Specially Adapted Housing Grant (SAH). Maximum coverage is the amount of the existing mortgage up to \$200,000, and is payable only to the mortgage company. Protection is issued automatically following SAH approval, provided the veteran submits information required to establish a premium and does not decline coverage. Coverage automatically terminates when mortgage is paid off.

Department of Veterans Affairs Pensions

www.vba.va.gov/bln/21/index.htm

Wartime veterans whose disabilities are not related to service (“Non-Service Connected” or “NSC”) and who have financial hardship may be entitled to Department of Veterans Affairs (VA) Pensions. The following pensions are available for eligible veterans:

Aid and Attendance or Housebound Benefits

www.benefits.va.gov/pension/aid_attendance_housebound.asp

Surviving spouses who are eligible for Dependency and Indemnity Compensation (*See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Compensation. Dependency and Indemnity Compensation, p. 10*) or Survivors Pension (See below) may also be eligible for Aid and Attendance or Housebound benefits. They may apply for these benefits by writing to their VA regional office. They should include copies of any evidence, preferably a report from an attending physician or a nursing home, validating the need for Aid and Attendance or Housebound type care. The report should be in sufficient detail to determine whether there is disease or injury producing physical or mental impairment, loss of coordination, or conditions affecting the ability to dress and undress, to feed oneself, to attend to sanitary needs, and to keep oneself ordinarily clean and presentable. In addition, it is necessary to determine whether the claimant is confined to the home or immediate premises.

Veterans Pension

www.benefits.va.gov/pension/vetpen.asp

The Veterans Pension benefit helps veterans and their families cope with financial challenges by providing supplemental income. It is a tax-free monetary benefit payable to low-income wartime veterans. Normally, a veteran must have at least 90 days of active duty service, with at least one day during a wartime period to qualify for a VA Pension. The veteran must also be age 65 or older or, totally and permanently disabled, or a patient in a nursing home receiving skilled nursing care, or receiving Social Security Disability Insurance, or receiving Supplemental Security Income.

Survivors Pension (aka Death Pension)

www.benefits.va.gov/pension/spousepen.asp

The Survivors Pension benefit is a tax-free monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child(ren) of a deceased veteran with wartime service. The deceased veteran must meet minimum service requirements. Survivors Pension is also based on yearly family income, which must be less than the amount set by Congress to qualify. Un-remarried spouses are eligible at age, while a child of a deceased wartime veteran must be under 18, or under 23 if attending a VA-approved school, or permanently incapable of self—support due to a disability before age 18.

Disabled American Veterans

See Legal, Section III, Disabled American Veterans, p. 47.

eBenefits

www.ebenefits.va.gov

eBenefits is a joint Department of Veterans Affairs/ Department of Defense Web Portal that provides resources and self-service capabilities to service members, veterans, and their families to apply, research, access, and manage their VA and military benefits and personal information through a secure internet connection. Through eBenefits veterans can: apply for benefits, view their disability compensation claim status, access official military personnel documents (e.g. DD Form 214, Certificate of Release or Discharge from Active Duty), transfer entitlement of Post-9/11 GI Bill to eligible dependents (service members only), obtain a VA-guaranteed home loan Certificate of Eligibility, and register for and update direct deposit information for certain benefits.

Internal Revenue Service Tax Deferment

www.irs.gov

Service members are permitted to defer payment of state and federal income taxes due before or during military service if the service member's ability to pay those taxes is materially impacted by his or her service. The deferment may last up to 18- days from the date the service member leaves military service. No interest or penalty may be added to the amount due for failure to pay during the period of deferment. Service members must notify the Massachusetts Department of Revenue or the Internal Revenue service to request a deferment.

Many workers qualify for the Earned Income Credit (EIC) because their income declined or they became unemployed. Tax refunds through the EIC and Child Tax Credit can help low- and moderate-income families cover day-to-day expenses such as utilities, rent, and childcare.

Make the Connection

www.MakeTheConnection.net

MakeTheConnection.net is a new, interactive online resource from the U.S. Department of Veterans Affairs (VA), which allows veterans to share experiences and offer and receive support from other veterans. This resource helps veterans and their families recognize that they are not alone—there are people out there like them who are going through similar experiences, overcoming challenges, reaching positive outcomes for treatment and recovery, and finding paths to fulfilling lives. These messages are conveyed by the most credible sources of all—the voices of other veterans.

Many of our nation's veterans, from those who served in World War II to those who served more recently, can benefit from hearing the stories of others and gaining greater awareness of the resources that are available to help them move forward with their lives.

At MakeTheConnection.net, veterans can:

- View hundreds of candid video testimonials told by veterans and their families
 - Learn more about the issues veterans may be facing
 - Explore easy-to-navigate information about finding solutions in plain language
 - Locate resources, programs, and services
-

National Resource Directory

www.nationalresourcedirectory.gov
1(800)827-1000

The National Resource Directory (NRD) is a website that connects wounded warriors, service members, veterans, their families, and caregivers to programs and services that support them. It provides access to services and resources at the national, state and local levels to support recovery, rehabilitation and community reintegration. Visitors can find information on a variety of topics including: benefits and compensation; education and training; employment; family and caregiver support; health; homeless assistance; housing, transportation and travel; and volunteer opportunities.

The NRD is a partnership among the Departments of Defense, Labor and Veterans Affairs. Information contained within the NRD is from federal, state and local government agencies; veteran and military service organizations; non-profit and community-based organizations; academic institutions and professional associations that provide assistance to wounded warriors and their families.

Pre-Discharge Program

www.vba.va.gov/predischarge
1(800)827-1000

The Pre-Discharge Program is a joint Department of Veterans Affairs (VA) and Department of Defense (DoD) program that affords service members the opportunity to file claims for disability compensation and other benefits up to 180 days prior to separation or retirement. The two primary components of the Pre-Discharge Program are Benefits Delivery at Discharge (BDD), which is offered to accelerate receipt of VA disability benefits, and Quick Start, which is offered to service members who have less than 60 days remaining on active duty or are unable to complete the necessary examinations prior to leaving the point of separation. The Integrated Disability Evaluation System (IDES) covers service members who are referred to Medical Evaluation Boards and provides: (1) a single disability exam conducted to VA standards that will be used by both Departments; (2) a single disability rating completed by the VA that is binding upon both Departments; and (3) expeditious payment of VA benefits within 30 days of a service member's separation from service. The Pre-Discharge Program also offers:

Pre-Separation Counseling

Service members may receive pre-separation counseling 24 months prior to retirement or 12 months prior to separation from active duty. These sessions present information on education, training, employment assistance, National Guard and reserve programs, medical benefits, and financial assistance.

Social Security Administration Benefits

www.socialsecurity.gov/
1(800)772-1213

Monthly retirement, disability and survivor benefits under Social Security are payable to veterans and dependents if the veteran has earned enough work credits under the program. Upon the veteran's death, a one-time payment of \$255 also may be made the veteran's spouse or child. In addition, a veteran may qualify at age 65 for Medicare's hospital insurance and medical insurance. Medicare protection is available to people who have received Social Security disability benefits for 24 months, and to insured people and their dependents who need dialysis or kidney transplants, or who have amyotrophic lateral sclerosis (aka Lou Gehrig's disease).

Unemployment Compensation

www.careeronestop.org

Former service members should apply for Unemployment Insurance (UI) benefits immediately upon separation from active military service. When filing for UI benefits, recently discharged veterans must provide information from their Certificate of Release or Discharge From Active Duty, DD Form 214 or NOAA Form 56-16 (or when not available, Orders to Report, or Orders of Release may be used). Specialists at local One-Stop Career Centers can help service members obtain the necessary information to file a claim. *See Employment, Section III, Veterans Employment and Training Services, One-Stop Career Centers, p. 31.*

Veterans' Organizations

Veterans' organizations provide assistance directly to veterans and advocate for legislative and policy issues important to veterans.

Organization	Website	Telephone
American Legion	www.masslegion.org	1(617)727-2966
AMVETS	www.amvets-ma.org	1(617) 727-2972
Buffalo Soldiers Motorcycle Club	www.spfldmassbsmc.com	
Disabled American Veterans	www.davma.org	1(617)727-2974
Gold Star Wives of America	www.goldstarwives.org	
Iraq Afghanistan Vets of America	www.iava.org/	1(212)982-9699
Italian American War Veterans	www.itamvets.org	1(617)720-0214
Jewish War Veterans	www.jwv.org	1(617)727-2963
Korean Veterans of America		1(617)523-1441
Korean War Veterans		1(617)723-1783
Marine Corps League	www.mcleague.org	1(617)720-0214
Marine For Life	www.m4l.usmc.mil	
Military Order for the Purple Heart	www.purpleheart.org	1(617)303-5696
New England Chapter of the Paralyzed Veterans of America	www.nepva.org	1(800)660-1181
OIF/OEF Veterans of Massachusetts	www.oifoef.org	1(617)372-8200
Persian Gulf Era Veterans		1(617)263-7438
Polish Legion of American Veterans	www.plav.org	1(617)720-0414
Puerto Rican Veterans Association		1(877)280-5595
Veterans of Foreign Wars	www.wfwma.org	1(617)727-2612
Vietnam Veterans of America	www.vva.org	1(617)303-5687

Domestic Violence.

Section I. Local Domestic Violence Programs

Carson Center- Valley Human Services

www.carsoncenter.org/programs/domesticviolence/advocacyandsupport

1(413)579-2924

The Carson Center for Human Services is a private, non-profit agency that provides behavioral health and rehabilitation services in communities throughout Western Massachusetts. Carson Center clinical programs are licensed by the Massachusetts Department of Public Health. Affiliated with Noble Hospital, and working in collaboration with other community agencies, the Carson Center provides services for children, adolescents, adults, families, and couples. For those who are questioning the health of their relationships or who are or once were in a destructive relationship, individual and group services are provided.

Elizabeth Freeman Center

www.elizabethfreemancenter.org

1(866)401-2325 24-hour hotline

The Elizabeth Freeman Center offers free and confidential counseling, shelter, legal advocacy, safety planning, teen dating violence prevention education, a 24/7 hotline to survivors of domestic and sexual violence and their families. Each year it offers services to over 5,000 people in and around Berkshire County. Services are free, confidential, and available in any language.

The Center has offices in Pittsfield, North Adams, and Great Barrington, and the staff can meet people in safe locations almost anywhere in Berkshire County. The Center serves adults and children, of any gender or gender identity, age, race, ethnicity, ability, sexual orientation, or income level.

Services include: a toll-free hotline for support, counseling, advocacy, shelter, or just conversation; counselors available 24/7 to help those who need to flee violence; emergency services including shelter, food, transportation and safe phones; a secure shelter and direct connections to other local shelters; a "SafePet" program to provide foster care for pets if violence has interrupted their care; safety planning; advocacy for services including income support and medical care, education and training, legal help, financial guidance, housing, and protections; and Probate Court staff to help with restraining orders.

Gandara Domestic Violence Program

www.gandaracenter.org/?page_id=143

1(413)736-0395

Men with a history of domestic or partner violence are referred to the Gandara Domestic Violence Program by the courts for 2-hour, bi-weekly group sessions for 40 weeks. Interventions focus on stopping the violence and helping the batterer to identify, confront, challenge and change controlling and abusive behavior towards their partner and children. A variety of groups are held weekly in Springfield and Holyoke, during the evening and on Saturdays. Partner referrals are made to the YWCA and other programs.

GLBTQ Domestic Violence Project

www.glbtqdv.org

1(800)832-1901 24-hour hotline

GLBTQ-DVP specializes in services for gay, lesbian, bisexual, transgender, and queer (GLBTQ) victims and survivors of domestic and sexual violence who are located in Southern New England, including Massachusetts, Rhode Island, and Connecticut. It offers support to all victims and survivors regardless of gender identity/expression and/or sexual orientation. All services are free and confidential.

GLBTQ-DVP operates a 24-hour hotline to support victims and survivors of domestic violence and their friends and families. Contact the hotline for immediate crisis counseling, help planning for safety, and for more information about services, including court/medical accompaniment and help navigating social service systems.

New England Center for Women in Transition

www.nelcwit.org

1(413)772-0806 24-hour hotline

Since 1976, the New England Center for Women in Transition (NELCWIT) has been working to build safety, justice, and dignity for all. Serving Franklin County and the North Quabbin region of western Massachusetts, it offers safety planning, advocacy, and support to anyone who has survived domestic or sexual abuse, and prevention education for the community, especially area youth. All of NELCWIT's services are free and confidential.

NELCWIT offers services for women, men, and children; for able-bodied and disabled individuals; for straight, lesbian, LGBTQ people; and for speakers of other languages. Services include: 24 hour rape crisis and domestic violence hotline; safety planning, advocacy, and support for survivors of domestic or sexual abuse or violence; help with restraining orders in the Franklin County courts; supervised visitation for children who need an alternative to unsupervised visits with non-custodial parents or guardians; the Visiting Bear Circle, offering sexual violence prevention in the area's intertribal community; advocacy and education in Spanish for area Latina/os; and Prevention education for area schools and other groups.

The Moving Forward Batterer Intervention Program

www.servicenet.org/content/moving-forward

1(413)587-9050

The Moving Forward Program (MOVE) through ServiceNet is a DPH-certified batterer intervention program that works with mostly men and some women who have used physical, emotional, verbal, economic, or sexual abuse as a means to control their partners. During the program clients are supported and challenged to take full responsibility for their behavior and are taught how to recognize and change their behavior and develop conflict resolution and healthy communication skills to sustain relationships without violence. The program approach, "compassionate confrontation," operates from the belief that all men who are abusive or controlling in their relationships are good people with bad behaviors, and addresses the shame that often accompanies abusive behavior. In addition to MOVE groups, the Moving Forward Program offers Anger Management and Non-Violent Communication (NVC) classes geared towards improving people's capacity for positive behavior, building healthy relationships, and repairing family systems when possible.

The MOVE program runs for 40 weeks, for two hours per week, and is facilitated by a male and female counselor. Clients are 70% mandated by the courts of DCF and 30% voluntary. 50% of those who complete a certified program do not have another physical incident. The program starts with a \$100 intake interview, is followed by the 40-week MOVE program with a 12 member group of the clients choice (weekly fee is based on verifiable income and is on a sliding scale of \$25-\$85 with community service available for those with documented need), and a follow-up program if a client chooses to stay in the MOVE program recognizing that ongoing support is essential to remaining abuse free. MOVE also offers support and information to people whose partners are

enrolled in the program. For more information on ServiceNet, *See Medical and Mental Health, Section II, ServiceNet, p. 52.*

Men's Resource Center for Change

www.mrcforchange.org

1(413)253-9887

236 North Pleasant Street
Amherst, MA 01002

The agency's mission is to support men, challenge men's violence, and develop men's leadership in ending oppression. Services include: Moving Forward Programs (*See Domestic Violence, Section I, The Moving Forward Program, p. 18*); Support Programs: men's drop-in groups led by trained volunteer facilitators, resource and referral services; Fathering Programs: Father and Family Network programs for providers who work with fathers and workshops on parenting and on raising/educating boys, for parents and/or teachers.

Safe Passage

www.safepass.org

1(413)586-5066

43 Center Street, Suite G
Northampton, MA 01060

Safe Passage provides confidential support services for battered women and their children. Services include: confidential shelter; legal intern assistance with issues of custody, divorce, and separation; individual counseling, support groups, and systems advocacy; public awareness and community education on issues of domestic violence; and disability services.

Quabbin Mediation

See Family Support, Section I, Mediation, Quabbin Mediation, p. 35.

Womanshelter/Companeras

www.womanshelter.org

1(413)536-1628

1(877)536-1628 24-hour hotline

Womanshelter/Compañeras serves women and children throughout western Massachusetts, with outreach focused in Holyoke, Chicopee, Ludlow, Springfield, West Springfield, Westfield, Southampton, Monson, Palmer, Ware, South Hadley, Belchertown and Granby. Referrals available for individuals outside these areas. All services are confidential and free of charge. Bilingual/bicultural services available.

Everyone has the right to live without fear of abuse – physical, verbal, mental, sexual. Womanshelter/Compañeras operates a confidential emergency shelter for women and children who are trying to escape from dangerous relationships. The goal of the shelter staff is to keep families safe in a homelike atmosphere and assist them in their efforts to establish violence-free lives. Services include: individual counseling; support groups in English and Spanish; medical, financial, and housing advocacy; in-court legal advocates; comprehensive teen services; child advocacy and programming; community education; information and referrals; and refugee and immigrant services.

Because most families are forced to flee without their personal possessions including financial resources, Womanshelter/Compañeras provides sheltered families with food, clothing and other essential items. While in

shelter, families are connected to community resources and receive housing advocacy. Shelter stays range from several days to three months. The average length of stay is 3 weeks.

YWCA of Western Massachusetts

www.ywworks.org/i-need-help.php

1(800)796-8711 24-hour hotline: English

1(800)223-5001 24-hour hotline: Spanish

24 hours a day, every day domestic violence hotlines are available so victims of domestic violence can get the help that they and their children need. With safety as a priority, the YWCA of Western Massachusetts also provides counseling, job training, skill development, child care, health and wellness programs, and of course, support and shelter in a crisis.

Section II. State Domestic Violence Resources

District Attorney's Offices

The Domestic Violence and Sexual Assault Units of District Attorney's Offices work closely with police departments, courts and social service agencies to address the serious problem of domestic and sexual violence through prosecution of the offenders and the development of strategies for prevention and intervention for the victims. *See Legal, Section II, District Attorneys' Offices, p. 46.*

SAFELINK

www.casamyrna.org/index.php/what-we-do/safelink-hotline

1(877)785-2020

SafeLink is the Massachusetts statewide 24/7 toll-free domestic violence hotline operated by Casa Myrna. SafeLink hotline advocates are multilingual, and have access to a translation service that can provide translation in more than 130 languages. All calls to SafeLink are free, confidential, and anonymous.

SafeLink is a resource for anyone affected by domestic violence. Each call is answered by a trained advocate who provides non-judgmental support, assistance with safety planning and information on appropriate resources. SafeLink's state-of-the-art technology allows the advocate answering your call to keep you on the line while you are being connected to a shelter program in your area. This allows callers who are in danger to get help with a single call, rather than having to make numerous calls to different shelter programs across the state.

SafeLink provides safety planning, supportive listening, direct connections to domestic violence shelter programs across Massachusetts, referrals to local domestic violence and community services, and support and resources for anyone who is concerned about a victim of domestic violence.

SAFEPLAN

www.mass.gov/mova/safeplan

SAFEPLAN is Massachusetts Office of Victims Assistance's statewide, court-based program that provides specially trained and certified advocates to help victims of domestic violence, sexual assault, and stalking who are seeking protection from abuse. SAFEPLAN Advocates are employed by local community-based domestic violence and sexual assault programs in 41 district and probate courts across the state. The services they provide to victims are free of charge.

SAFEPLAN Advocates help victims of domestic violence, sexual assault, and stalking in several ways: personalized safety planning, assistance obtaining 209A restraining orders (also called protective orders) and 258E harassment prevention orders (HPOs) from the court, making referrals to local support services, providing information on legal and safety options, and accompanying the victim to protective order hearings. See advocate contact information listed by regional court below:

SAFEPLAN Advocate	Host Agency	Telephone
Northampton District Court	YWCA	1(413)586-4545
Hampshire Probate Court	YWCA	1(413)585-8343
Eastern Hampshire District Court	YWCA	1(413)332-1197
Hampden Probate Court	YWCA	1(413)737-8297
Greenfield District Court	NELCWIT	1(413)772-0806
Franklin Probate Court	NELCWIT	1(413)772-0806
Orange District Court	NELCWIT	1(978)544-9857
Berkshire Probate and Family Court	Elizabeth Freeman Center	1(413)499-2425
Berkshire District Court	Elizabeth Freeman Center	1(413)499-2425
Hampden Probate and Family Court	Womanshelter	1(413)538-9717
Chicopee District Court	Womanshelter	1(413)538-9717
Holyoke District Court	Womanshelter	1(413)538-9717

Education.

Section I. Local Educational Support

Local College Veterans Services Centers

College Veterans Service Centers provide student veterans with support and assistance related to educational and other benefits, campus resources, and veteran-specific issues.

College	Website	Telephone
Holyoke Community College	www.hcc.edu/student-services/veterans-services	1(413)522-2189
Greenfield Community College	www.gcc.mass.edu/veterans	1(413)775-1868
University of Massachusetts	www.umass.edu/veterans	1(413)545-5792
Westfield State University	www.westfield.ma.edu/veterans	1(413)572-8370
Western New England University	www1.wne.edu/admissions/index.cfm?selection=doc.7810	1(413)796-2103
Springfield College	www.springfieldcollege.edu/student-life/veterans-resources/index#.U07glldUy4	1(413)748-3642

Veterans Education Project

www.vetsed.org

1(413)253-4947

The Veterans Education Project (VEP), founded in 1982 by Vietnam veterans, is an independent non-profit organization based in Amherst, Massachusetts. VEP trains and supports local military veterans to share their personal stories of war and homecoming in Western New England schools and public venues. VEP stories show firsthand the realities and human costs of war, and share strategies and resources for veterans returning to civilian life. By sharing their experiences, veteran speakers gain an authentic connection to the community, provide a bridge between civilian and military worlds, and help to heal the emotional wounds of war.

VEP also sponsors Military Families Connect, an ongoing peer group for local military family members with loved ones deployed overseas or home from war. Some members of the family group also share their experiences to educate the public about the deployment-related challenges many military families face.

Section II. State Educational Support

Massachusetts Soldiers Legacy Fund

www.mslfund.org

The Massachusetts Soldiers Legacy Fund provides funds for current and future college/university students whose parents were killed on deployment during Operations Enduring or Iraqi Freedom.

Public Service Scholarship Programs

www.osfa.mass.edu

Scholarships are for undergraduate studies at an institution of higher education in the Commonwealth. Scholarships will be awarded to:

- Children of prisoners of war or military or service persons missing in action in Southeast Asia whose service was between February 1, 1955 and the termination of the Vietnam campaign; and
 - Children of veterans whose service was credited to the Commonwealth and who were killed in action or otherwise died as a result of such service.
-

Tuition Waivers

www.mass.gov/veterans/education/financial-assistance/tuition-waivers.html

Veterans of Massachusetts may be eligible for any state-supported course in an undergraduate degree program or certificate program offered by a public college or university. To be eligible, a veteran must also be a legal resident of Massachusetts and s/he must not be in default of any federal student loans. Veterans will be eligible on a space-available basis for a waiver of full or partial tuition based on proper documentation of the eligibility of the veteran. Space availability is determined in accordance with normal practices and procedures as published by each institution. Contact the college or university veterans' representative for details.

Veterans Upward Bound Program

UMass Boston

www.veterans-ub.umb.edu

1(617)287-5870

Suffolk University

www.suffolk.edu/offices/39470.html

1(617)725-4100

The Veterans Upward Bound (VUB) Program has two locations in Massachusetts: UMass Boston and Suffolk University. VUB is a free pre-college program that helps veterans develop the academic and personal skills necessary for success in a program of post-secondary education.

In order to qualify, an applicant must: (1) be a U.S. citizen or permanent resident; (2) have served over 180 days on active military duty or have a service-connected disability; (3) have a military discharge other than dishonorable; (4) have academic need. They must also qualify in one of the following two ways: (1) they must be a potential first-generation college student (their primary caregiver had not graduated from a four-year high education institution before the applicant turned 18), or (2) they must meet income guidelines for the program (call school for detailed guidelines).

Section III. Federal Educational Support

Montgomery GI Bill

www.benefits.va.gov/gibill/montgomery_bill.asp

The Montgomery GI Bill (MGIB) is available for those who enlist in the U.S. Armed Forces. Assistance may be used for college degree and certificate programs, technical or vocational courses, flight training, apprenticeships or on-the-job training, high-tech training, licensing and certification tests, entrepreneurship training, certain entrance examinations, and correspondence courses. Remedial, deficiency, and refresher courses may be approved under certain circumstances. Eligible service members may receive up to 36 months of education benefits. Benefits for Active Duty and Select Reserve service members include:

Montgomery GI Bill-Active Duty www.benefits.va.gov/gibill/mgib_ad.asp

Active Duty members who enroll and pay \$100 per month for 12 months may receive a monthly education benefit once they have completed a minimum service obligation. Benefits are generally payable for 10 years following a veterans release from honorable active service.

Some service members may contribute up to an additional \$600 to the GI Bill through the \$600 Buy-Up Program to receive up to \$5,400 in additional GI Bill Benefits. The additional contribution must be made while on active duty. A veteran may be eligible if he/she has an honorable discharge, a high school diploma or GED, and meets minimum duty requirements.

Montgomery GI Bill-Select Reserve www.benefits.va.gov/gibill/mgib_sr.asp

Education benefits are available to reservists who are actively drilling and have a 6-year obligation in the Select Reserve. To qualify, a reservist must meet the following requirements: (1) Have a six-year obligation to service in the Selected Reserve signed after June 30, 1985. Officers must have agreed to serve six years in addition to their original obligations. For some types of training, it is necessary to have a six-year commitment that begins after September 30, 1990. (2) Complete initial active duty for training (IADT). (3) Meet the requirement to receive a high school diploma or equivalency certificate before completing IADT. (4) Remain in good standing while in service in an active Select Reserve unit. A reservist will retain MGIB-SR eligibility if he/she is discharged from Selected Reserve service due to a disability that was not caused by misconduct. One's eligibility period may be extended if one is ordered to active duty. Eligibility normally ends the day one leaves the Selected Reserve.

Post- 9/11 GI Bill www.gibill.va.gov **1(888)GI-BILL-1**

Veterans who serve for a minimum of 90 days active duty on or after September 11, 2001 may qualify for the Post-9/11 GI Bill. This program provides increased benefits for veterans pursuing an approved education program at an approved degree-granting institution. This federal benefit has state-specific implications since the cost of tuition and fees varies by state and is based on the highest in-state undergraduate rate. A monthly housing allowance based on the zip code of the college/university and a book stipend of \$41.67 per credit of up to 24 credits or \$1,000 per academic year is also part of the program. The Post-9/11 GI Bill will pay eligible individuals: (1) tuition and fees directly to the school not to exceed the maximum in-state tuition and fees at a public Institution of Higher Learning; (2) a monthly housing allowance based on the Basic Allowance for Housing for an E-5 with dependents at the location of the school; (3) an annual books and supplies stipend of \$1,000 paid proportionately based on enrollment; (4) a one-time rural benefit payment for eligible individuals. Types of Post-9/11 GI Bill Assistance include:

Dependents' Educational Assistance www.benefits.va.gov/gibill/survivor_dependent_assistance.asp

The Dependents' Educational Assistance (DEA) program offers education and training opportunities to eligible dependents of veterans who are permanently and totally disabled due to a service-related condition or of veterans who died while on active duty or as a result of a service-related condition. Benefits may be used for degree and certificate programs, apprenticeships, and on-the-job training. Remedial, deficiency, and refresher courses may be approved under certain circumstances. Those eligible for DEA benefits may also be eligible for Special Restorative Training to overcome or lessen the effects of a physical or mental disability for the purpose of enabling an eligible person to pursue a program of education, special vocational program or other appropriate goal; or Special Vocational Training for an

eligible person who is not in need of special restorative training, but who requires such a program because of a mental or physical disability.

Veterans' Educational Assistance Program www.benefits.va.gov/gibill/veap.asp

Active duty personnel could participate in the Veterans' Educational Assistance Program (VEAP) if they entered active duty for the first time after December 31, 1976 and before July 1, 1986, and made a contribution prior to April 1, 1987. Service members who participated in VEAP are eligible to receive benefits while on active duty if: (1) at least three months of contributions are available, except for high school or elementary, in which only one month is needed and (2) they enlisted for the first time after September 7, 1980, and completed 24 months of their first period of active duty. Service members must receive a discharge under conditions other than dishonorable for the qualifying period of service.

The Department of Defense will match contributions at the rate of \$2 for every \$1 put into the fund and may make additional contributions, or "kickers," as necessary. For training in college, vocational or technical schools, the payment amount depends on the type and hours of training pursued. The maximum amount is \$300 a month for full-time training. VEAP participants may receive the same training, work-study benefits and counseling as provided under the MGIB with the exception of preparatory courses.

The Yellow Ribbon Program www.benefits.va.gov/gibill/post911_gibill.asp

The Yellow Ribbon Program was established by the Post-9/11 GI Bill to allow institutions of higher learning (such as colleges, universities, and other degree-granting schools) in the United States to voluntarily enter into an agreement with the Department of Veterans Affairs (VA) to fund tuition and fee expenses that exceed the tuition and fee amounts payable under the Post-9/11 GI Bill.

The institution can contribute a specified dollar amount of those expenses, and VA will match the contribution, not to exceed 50% of the difference. To receive the Yellow Ribbon Program benefits you must be enrolled in an approved program offered by an institution of higher learning that participates in the Yellow Ribbon Program.

Verification of Military Experience and Training www.dmdc.osd.mil/tgps

The Verification of Military Experience and Training (VMET) Document, DD Form 2586, helps service members verify previous experience and training to potential employers, negotiate credits at schools, and obtain certificates and licenses. VMET documents are available only through Army, Navy, Air Force, and Marine Corps Transition Support Offices and are intended for service members who have at least six months of active service. Service members should obtain VMET documents from their Transition Support Office within 12 months of separation or 24 months of retirement.

Vocational Rehabilitation and Employment Program

See Employment, Section III, Vocational Rehabilitation and Employment Program, p. 32.

Employment.

Section I. Local Employment Resources

Employment Resource Centers

Employment Resource Centers provide services and programs that provide educational and employment services to individuals over 18 years old.

Service	Website	Address	Telephone
Northampton Even Start		17 New South Street Northampton, MA 01060	1(413)584-9599
Amherst Adult Learning Center	www.umass.edu/ewc/rr/iris_web/ewcr0484ae.html	401 Main Street Amherst, MA 01002	1(413) 259-1663
Center for New Americans	www.cnam.org	17 New South Street Northampton, MA 01060	1(413)587-0084
Massachusetts Rehabilitation Commission	www.mass.gov/eohhs/cons_umer/disability-services/vocational-rehab	1 Federal Street Springfield, MA 01105	1(413)736-7296
		187 High Street Holyoke, MA 01040	1(413)536-8200
		324 Main Street Greenfield, MA 10301	1(413)774-2326
Massachusetts Career Development Institute (MCDI)	www.mcditraining.com	140 Wilbraham Ave. Springfield, MA 01109	1(413)781-5640
Career Point	www.careerpointma.org	860 High Street Holyoke, MA 01040	1(413)532-4900
Community Education Project	www.cepholyoke.org	317 Main Street Holyoke, MA 01040	1(413)538-5770
Future Works Career Center	www.getajob.cc	1 Federal Street Springfield, MA 01105	
Franklin/Hampshire Career Center	www.fhcc-onestop.com	243 King Street Northampton, MA 01060	1(413)586-6506
		1 Arch Place Greenfield, MA 01301	1(413)774-4361
Springfield Technical Community College	www.stcc.edu/coop	1 Armory Square Springfield, MA 01105	1(413)781-7822

Hampden County Employable Garments

Hampden County Employable Garments (HCEG) is a program that provides business attire to men in Hampden County that are searching for employment. HCEG assists all working age men who are referred to them and meet one of the following requirements: (1) actively searching for employment, (2) has an interview, or (3) starting a job that requires business attire. For more information, to become referral agency, or to make donations email Hampdencountyya4h@gmail.com.

Massachusetts Rehabilitation Commission

Holyoke

187 High Street, Suite 404
Holyoke, MA 01040
1(413)536-8200

Greenfield

238 Main Street
Greenfield, MA 01301
1(413)774-2326

UMass

231 Whitmore Admin.
Amherst, MA 01003
1(413)774-4654

The Massachusetts Rehabilitation Commission (MRC) assists people with disabilities to go to work and become more independent. Through its highly qualified professional staff, the MRC provides an array of vocational rehabilitation services to help people with disabilities maximize their quality of life and economic self-sufficiency. With a continuously growing environment of public and private business, schools, medical facilities, community organizations, and others, this office has established an extensive communication and resources sharing network that greatly facilitates the delivery of services. Every citizen with a disability who is interested in exploring his/her possibilities of going or returning to work is welcome to contact the Massachusetts Rehabilitation Commission and apply for services.

Vocational Rehabilitation Services include: assistive technology, benefit planning, career counseling, college or educational training, consultation to employers, cover letters, housing modifications, job coaches, job interview skills training, job placement services, job retention services, on the job evaluation, on the job training, resume development, post-employment services, school to work transition services for high school students, supported work, tutors, vehicle modifications, vocational interest and aptitude testing, vocational training.

Star Light Center

www.hru.org/programs/starlight

1(413)586-8255

The Star Light Center is a vocational rehab club based in Florence, Massachusetts for those who have experienced mental illness. The club is operated by its members. Services include vocational rehabilitation and referral to outside employment opportunities, and a social program structured by members.

The Pioneer Valley Veterans Employment Partnership

The Franklin/Hampshire Career Center saw the need to better connect veteran customers with the veteran service agencies in the community and created the Pioneer Valley Veteran Employment Partnership (PVVEP). The partnership consisting of community-based Veteran Service Agency representatives works together to harness resources, programs and events offering quality services that together meet their veteran customers' individual needs. *See Employment, Section I, Local Employment Resources, Franklin/ Hampshire Career Center, p. 26.*

The partnership includes: Veterans Service Officers, Massachusetts Rehabilitation Services, Veteran Representatives at One-Stop Career Centers, Community Staffing Temporary Placement Services, VA, Soldier On, Mature Workers Program, Holyoke Community College, Greenfield Community College, Springfield Technical Community College, UMASS Amherst Veterans Services, Westfield State, Star Light Center, New England Business Associates, Westover Jobs Corps, Valley Community Development Corporation.

Veterans Inc.

See Housing, Section I, Transitional and Supportive Housing with Services, Veterans Inc., p. 40.

Western Massachusetts Vet Center

See Benefits and Benefit Aid, Section I, Western Massachusetts Vet Center, p. 4.

Section II. State Employment Resources

Hiring Incentive Training Grant Program

www.mass.gov/lwd/employment-services/business-training-support/wtftp/hitg

The Hiring Incentive Training Grant (HITG) Program of the Massachusetts Workforce Training Fund provides cash grants to employers to hire Massachusetts residents who have been unemployed for 6 months or more, or Massachusetts residents who are military veterans (regardless of length of unemployment). Eligible employers apply for grants of \$5,000 for each new hire who meets the HITG program requirements. Employers may receive up to \$75,000/calendar year. Once approved, payment becomes available to the employer once the new hire has retained employment for at least 120 days.

To apply: complete an online application, submit a New Hire Trainee Eligibility Form, submit all required documentation including a copy of the employee's Military Service Record (DD-214) indicating honorable discharge, and a Certificate of Good Standing from the Massachusetts Department of Revenue.

Human Resources Division, Commonwealth of Massachusetts

www.mass.gov/hrd

1(617)878-9757

One Ashburton Place, 3rd Floor
Boston, MA 02108

The Human Resources Division of the Commonwealth of Massachusetts offers veterans employment benefits and support relating to veteran's tenure, civil service employment, retirement pension buy-backs, and public works employment.

Massachusetts Commission Against Discrimination

www.mass.gov/mcad

1(617)994-6196

It is illegal for any employer to deny initial employment, reemployment, retention in employment, promotion, or any benefit of employment to a person who is a member of, applies to perform, or has an obligation to perform, service in a uniformed military service of the United States, including the National Guard. Veterans believing they were discriminated against on the basis of their status as veteran should report any complaints to the Massachusetts Commission Against Discrimination.

Work Without Limits

www.workwithoutlimits.org

Work Without Limits is a statewide network of engaged employers and innovative, collaborative partners that aims to increase employments among individuals with disabilities. Its goal is to position Massachusetts as the first state in the nation where the employment rate of people with disabilities is equal to that of the general populations. Work Without Limits is managed by the Disability, Health and Employment Policy (DHEP) Unit at the University of Massachusetts Medical School. DHEP focuses on five core areas: (1) promoting employment, health and well-being of people with disabilities; (2) providing direct employment-related support services to people with disabilities; (3) providing training and technical assistance to employers and employment service providers; and (5) conducting disability and health-related research and evaluation.

Section III. Federal Employment Resources

Department Of Defense Transportal www.Veteranprograms.com/index.html

Veterans may use the Department of Defense Transportal to find locations and phone numbers of all Transition Assistance Offices as well as mini-courses on conducting successful job-search campaigns, writing resumes, using the Internet to find a job, and links to job search and recruiting websites.

Department of Veterans Affairs' Center for Veterans Enterprise www.vetbiz.gov 1(866)584-2344

The Department of Veterans Affairs' (VA) Center for Veterans Enterprise helps veterans interested in forming or expanding small businesses and helps VA contracting offices identify veteran-owned small businesses. The Center for Veterans Enterprise maintains vetbiz.gov, which serves as the federal government portal for veteran-owned businesses. This website provides links to sites providing assistance to veteran entrepreneurs, such as the Small Business Administration's (SBA) Veteran's Business Development, Officers located in local SBA offices throughout the nation, and the National Association of State Directors of Veterans Affairs (NASDVA) for information on state assistance to veterans.

Department of Veterans Affairs' Disabled Veteran Business Enterprise www.va.gov/osdbu/veteran

The Disabled Veteran Business Enterprise (DVBE) Participation Program was established to acknowledge disabled veterans for their service and to further DVBE participation in state contracting, promote competition and encourage greater economic opportunity. Each year, state agencies must report to the governor and the legislature their total DVBE contracting participation and if the minimum of 3% is not met, the state agency must provide their reasons for not meeting the goal and an implementation plan for future DVBE participation improvement.

Hero2Hired www.h2h.jobs

The Hero2Hired (H2H) program was created to make it easy for Reserve Component service members to connect to and find jobs with military-friendly companies. H2H offers a search engine for job openings, advice and training for hiring and employment, military-to-civilian skills translations, hiring events, and a career assessment survey. Support for H2H is provided through the Department of Defense's Yellow Ribbon Reintegration Program. *See Education, Section III, Post-9/11 GI Bill, Yellow Ribbon Program, p. 25.*

Transition Bulletin Board www.turbotap.org

Veterans may use this website to find business opportunities, a calendar of transition seminars, job fairs, information on veterans associations, transition services, training and education opportunities, as well as other announcements.

Troops to Teachers

www.proudtoserveagain.com

The Troops to Teachers (TTT) program enriches the quality of American education by placing military retirees, separating active duty personnel, and currently drilling members of the reserve components in the nation's classrooms. Troops to Teachers is a federal program funded by the Department of Education and administered by the Department of Defense through the Defense Activity for Non-traditional Education Support (DANTES). The program provides a link between current and prior armed service members who desire to pursue a career in education by providing counseling, financial, and placement assistance.

Unemployment Compensation

See Benefits and Benefit Aid, Section III, Unemployment Compensation, p. 16.

Verification of Military Experience and Training

See Education, Section III, Verification of Military Experience and Training, p. 25.

Veteran's Business Development

www.sba.gov/vets

The U.S. Small Business Administration's (SBA) Office of Veterans Business Development (OVBD) conducts comprehensive outreach to veterans, service-disabled veterans and Reserve Component members of the U.S. military. OVBD also provides assistance to veteran- and reservist- owned small businesses. SBA is the primary federal agency responsible for assisting veterans who own or are considering starting their own small businesses. Among the services provided by SBA are business-planning assistance, counseling and training through community based Veterans Business Outreach Centers. For more information go to www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD_VBOP.html.

A Veterans Business Development Officer is stationed at every SBA District Office to act as a guide to veterans, and SBA offers a full range of self-paced small business planning assistance at www.sba.gov/survey/checklist/index.cgi for veterans, reservists, discharging service members and their families.

Veterans Employment and Training Services (VETS)

www.dol.gov/vets

The Department of Labor's Veterans Employment and Training Services (VETS) Program offers prioritized employment services for veterans through a variety of programs. The purpose of VETS is to ensure the provision of a full range of employment and training services to veterans and to maintain up-to-date information about all the programs and services available to assist veterans at the federal, state, and local level. Programs include:

One-Stop Career Centers

www.careeronestop.org

1(877)US2-JOBS

Employers can resource over 2,000 One-Stop Career Centers nationwide to receive assistance in connecting to and recruiting veterans. Career Centers offer a wealth of resources including specialized local Veterans' Employment Representatives (LVERs) and Disabled Veterans' Outreach Program (DCOP) staff who work solely with veteran populations and can provide relevant veteran applicant referrals (See p. 31). Specially trained staff ensure veterans of the U.S. Armed Forces maximum employment and training opportunities. Services can include counseling, labor market information, job referrals, job search

workshops, and job development with potential employers. Special assistance is available for veterans with service-connected disabilities. See the chart below for Western Massachusetts One-Stop Career Centers or find a center at www.servicelocator.org.

County	LVER*	Address	Phone	Email
Berkshire	David Nash	160 North Street Pittsfield, MA 01201	1(413)499-2220	dnash@detma.org
Franklin	Gary Howe	1 Arch Place Greenfield, MA 01301	1(413)774-4361 x359	Ghowe@detma.org
Hampden	Linda Candage	850 High Street Holyoke, MA 01040	1(413)322-7147	Lcandage@detma.org
Hampshire	Gary Howe	178 Industrial Dr. St. 1 Northampton, MA 01060	1(413)586-6506 x124	Ghowe@detma.org

Disabled Veterans' Outreach Program (DVOP)

www.dol.gov/vets/programs/empserv/employment_services_fs.htm

Disabled Veterans' Outreach Program (DVOP) Specialists provide assistance to One-Stop Career Center management and staff to ensure full and timely access to employment and training services for veterans. DVOP staff facilitates intensive services to veterans with special employment and training needs, with particular emphasis on disabled, recently separated, and campaign badge veterans. Services provided by local DVOP staff include: in-depth assessment of current skill levels and needs; career and vocational guidance and counseling; coordinating access to and delivery of supportive services; developing and maintaining relationships with employers for job development purposes; referral to job openings; and referral to training opportunities.

Feds Hire Vets Program

www.fedshirevets.gov

The Feds Hire Vets Program provides Federal employment information for veterans, transition military service members, and their families. The website provides a one stop resource for Federal veteran employment information.

*Local Veteran Employment Representative

www.dol.gov/vets/programs/empserv/employment_services_fs.htm

Each Massachusetts Local Veteran Employment Representative (LVER) assigned to a One-Stop Career Center has the responsibility to perform the five following duties: (1) join with other local service providers to maximize access to services for veterans; (2) advocate for veterans' employment and training opportunities; (3) manage employer relations and job development; (4) facilitate job placement and other employment services; and (5) report to the state and federal governments regarding program outcomes.

My Next Move

www.mynextmove.org/vets

My Next Move is a search engine helping veterans find information of civilian and job search skills. Veterans can search careers using keywords, browse careers by industry, or find careers similar to their military jobs.

The Gold Card

www.dol.com/vets/goldcard.html

Employment services are provided for post-9/11 era veterans as a going effort of the Department of Labor's Employment and Training Administration (ETA) and the Veterans' Employment and Training

Service (VETS). Services are available in all MA One-Stop Career Centers. An eligible veteran can present the Gold Card at his/her local One-Stop Career Center to receive enhanced intensive services including up to six months of follow-up. Eligible veterans can print their Gold Card at www.dol.gov/vets/goldcard/revisedgoldcard5.pdf.

Transitional Assistance Program (TAP)

www.mass.gov/dcs

1(617)626-5337

The Transitional Assistance Program (TAP) of the Veterans' Employment and Training Services Program (VETS) is an intensive five-day course designed to ease the transition of military personnel into civilian life. TAP workshops are facilitated regularly by Veterans Outreach Program staff and Local Veterans Employment Representatives at Hanscom Air Force Base in Bedford, Fort Devens in Acton, and the U.S. Coast Guard Base in Boston. TAP is available to transitioning military personnel and their family members who are within 12 months of separating or 24 months of separating if retiring from the military.

Veterans Preference for Federal Jobs

www.opm.gov/staffingPortal/Vetguide.asp

By law, veterans who are disabled or who served on active duty in the U.S. armed forces during certain specified time periods or in military campaigns are entitled to preference over others when hiring from competitive lists of eligible candidates and also in retention during a reduction in force (RIF). To receive preference, a veteran must have been discharged or released from active duty in the U.S. armed forces under other than dishonorable conditions. Preference is also provided for certain widows or widowers of deceased veterans who died in services; spouses of service-connected disabled veterans; and mothers of veterans who died under honorable conditions on active duty or have permanent and total service-connected disabilities. For each of these preferences, there are specific criteria that must be met in order to be eligible to receive the veterans' preference.

When applying for federal jobs, eligible veterans should claim preference on their application or resume. Veterans should apply for a federal job by contacting the personnel office at the agency in which they wish to work.

Vocational Rehabilitation and Employment Program

www.vba.va.gov/bln/vre

1(800)827-1000 Ask to speak to the VR& E Officer

The Vocational Rehabilitation and Employment (VR&E) Program provides educational and vocational counseling to service members, Veterans, and certain dependents at no charge. These counseling services are designed to help an individual choose a vocational direction, determine the course needed to achieve the chosen goal, and evaluate the career possibilities open to them. Counseling services include, but are not limited to, educational and vocational counseling and guidance; testing; analysis of and recommendations to improve job-marketing skills; identification of employment, training, and financial aid resources; and referrals to other agencies providing these services.

Educational and vocational counseling services are available during the period an individual is on active duty with the armed forces and within 180 days of the estimated date of his or her discharge or release from active duty. The projected discharge must be under conditions other than dishonorable. Veterans and service members may apply for counseling services using VA Form 28-8832, Application for Counseling. They may also write a letter expressing a desire for counseling services.

The VR &E program provides Employment Coordinators (EC) who assist veterans and service members with employment. ECs provide assistance with labor market information, employer visits and education, resume

development, interview skills training, job resource labs, job coaching, and job placement follow-up. ECs also assist veterans with service-connected disabilities through the following programs:

Vet Success

www.vetsuccess.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.

A VA veteran who is eligible for an evaluation under Chapter 31 must first apply for services and receive an appointment with a Vocational Rehabilitation Counselor (VRC). The VRC will work with the veteran to determine if an employment handicap exists as a result of his or her service connected disability. If an employment handicap is established and the veteran is found entitled to services, the VRC and the veteran will continue counseling to select a track of services and jointly develop a plan to address the veteran's rehabilitation and employment needs. The VRC will help any veteran found not to be entitled to services locate other resources to address any rehabilitation and employment needs during the evaluation.

Services that may be provided by VetSuccess 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 a job, including the use of special employer incentives and job accommodations; 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; and On the Job Training (OJT)*, apprenticeships (SEI)***, and non-paid work experiences (NPWE)***.

***VR&E On the Job Training Program (OJT)**

An employer can hire a veteran at an apprentice wage and VR&E supplements the salary up to the journeyman wage. As the veteran progresses through training, the employer begins to pay more of the salary until the veteran reaches the journeyman level and the employer pays the entire salary. The employer may also be eligible for a federal tax credit for hiring an individual who participated in a vocational rehabilitation program.

****VR&E Special Employer Incentive Program (SEI)**

This program is used for veterans facing extraordinary obstacles to employment. A veteran is placed in an OTJ or work experience with an employer and a VR&E can reimburse the employer up to 50% of the veteran's salary for up to 6 months. The employer may also be eligible for a federal tax credit for hiring an individual who participated in a vocational rehabilitation program.

*****VR&E Non-Paid Work Experience Program (NPWE)**

A veteran is placed in a local, state, or Federal government office position. The placement does not count against the agency's Full-Time Equivalent (FTE) openings and the agency does not pay the veteran. VR&E pays the veteran a monthly subsistence allowance while the veteran is participating in the program. During the placement, the veteran works towards gaining and/or strengthening particular skill sets. Though the office is under no obligation to hire the veteran, the goal of the program is for the veteran to obtain full-time permanent employment in the office where s/he is placed, or at a similar office.

Veterans Retraining Assistance Program

www.benefits.va.gov/vow

The Veterans Retraining Assistance Program (VRAP) of the VOW to Hire Heroes Act of 2011 provides retraining for unemployed veterans hardest hit by current economic conditions. VRAP offers 12 months of training assistance to unemployed veterans. To qualify a veteran must be at least 35 but no more than 60 years old, be unemployed, have an other than dishonorable discharge, not be eligible for any other Department of Veterans Affairs (VA) education benefit program, not be in receipt of VA compensation due to unemployability, and must not be enrolled in a federal or state job-training program.

Family Support and Mediation.

Section I. Mediation Services

Dispute Resolution Services

www.drsmmediation.com

1(413)787-6480

115 State Street
Springfield, MA 01103

Dispute Resolution Services, Inc. (DRS) receives referrals from the courts and communities of Hamden County and resolves thousands of disputes annually. DRS has also trained over 2,500 individuals to mediate or resolve conflict successfully.

Quabbin Mediation

www.quabbinmediation.org

1(888)924-2600 Toll Free

13 South Main Street
Orange, MA 01364

Veterans Mediation is a program of Quabbin Mediation which serves Franklin, Hampshire, Hampden and Worcester counties. Professionally trained mediators include veterans, active military, National Guard and Reserves, and family members. Mediation is confidential and voluntary. Mediators do not take sides but help people to create their own solutions. Call us to see if your situation is appropriate for mediation.

The Mediation and Training Collaborative

www.communityaction.us/conflict-resolution.html

1(413)774-7469

Community Action's The Mediation and Training Collaborative (TMTC) is a comprehensive conflict intervention and training organization dictated to helping individuals, schools, businesses, and community organizations resolve conflict and increase their capacity for effective communication. TMTC offers mediation and facilitation to resolve a broad range of disputes. Services are offered throughout Franklin and Hampshire counties.

Section II. Local and State Family Support

Family Centers

Family centers are non-profit organizations supported by community members, which offer programs that provide a safe and enriching environment for children along with peer support, respite, and education for caretakers.

Center	Website	Location	Telephone
Amherst Family Center	www.umass.edu/ofr/familycenter.php	121 North Pleasant Street Amherst, MA 01002	1(413)256-1145
Athol Family Center	www.valuingourchildren.org	217 Walnut Street Athol, MA 01331	1(978)249-8467

Belchertown Family Center	www.belchertown.org/belchertownfamilycenter/index.html	Franklin School 720 Franklin Street Belchertown, MA 01007	1(413) 283-7594
Cummington Family Center	www.cummingtonfamilycenter.org/	33 Main Street Cummington, MA	1(413)634-5362
Easthampton Family Center	www.easthamptonfamilycenter.blogspot.com	128 Main Street Easthampton, MA 01027	1(413)527-5496
Gateway Family Center	www.hchcweb.org/Community_Programs.html	58 Old North Road Worthington, MA 01098	1(413)238-5511
Northampton Parents' Center	www.northamptonparentcenter.org	297 Main Street Northampton, MA 01060	1(413)582-2636
South Hadley Family Center	www.shfamilycenter.org	7 Woodbridge Street South Hadley, MA 01075	1(413)533-7096

Military Family Relief Fund

www.militaryfriends.org

Friends of the National Guard and Reserve Families
P.O. Box 395
Methuen, MA 01844
Email: info@militaryfriends.org

This fund is administered by the Friends of the Massachusetts National Guard and Reserve as a needs-based program to assist those families who are suffering a financial hardship due to military deployment.

Military Family and Support Center

www.states.ng.mil/sites/MA/resources/family/MA_Family_Support_Program/index.htm
1(800)772-1237

The Military Family and Support Center is an agency of the Massachusetts National Guard that supports 16,000 Guard and Reserve members and their families by coordinating local, state, and federal resources. A wide range of services are available free of charge at the open access center in Wellesley. Services include: legal services, military identification card services, family program staff and services, counselors and other representatives from federal and state agencies to assist with finances, housing and healthcare, transition assistant, Department of Veterans Services representatives, Military OneSource representatives, Traumatic Brain Injury support, and distance learning classroom and conference rooms.

Western Massachusetts Vet Center

See Benefits and Benefit Aid, Section I, Western Massachusetts Vet Center, p. 4.

Section III. Federal Family Support

Bereavement Counseling

www.vetcenter.va.gov/bereavement_counseling.asp
1(202)461-6530

Department of Veterans Affairs (VA) Vet Centers provide Bereavement Counseling to all family members including spouses, children, parents, and siblings of service members who die while on active duty. This includes federally activated members of the National Guard and reserve components.

Department of Veterans Affairs Aid and Attendance or Household Benefits

See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Pensions, Aid and Attendance or Housebound Benefits, p. 13.

Department of Veterans Affairs Caregiver Support

www.caregiver.va.gov

1(855)260-3274

The Department of Veterans Affairs (VA) offers support and service options for family caregivers, available in and out of caregivers' homes. The Caregiver Support Line offers immediate assistance and/or information on what services caregivers may be eligible for. Caregiver Support Coordinators at local VA Medical Centers are licensed professionals who can match caregivers with the services for which they are eligible, and provide valuable information about resources that can help caregivers stay smart, strong, and organized for the veterans they love.

Department of Veterans Affairs Death Gratuity Payment

See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Death Gratuity Payment, p. 11.

Department of Veterans Affairs Dependents' Educational Assistance

See Education, Section III, Post-9/11 GI Bill, Dependents' Educational Assistance, p.24.

Department of Veterans Affairs Survivors Pension (aka Death Pension)

See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Pensions, Aid and Attendance or Housebound Benefits, p. 13.

Military OneSource

www.militaryonesource.mil

1(800)342-9647 24-hour hotline

Military OneSource is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve Component members, and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and childhood, and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Confidential services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers confidential call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support, and resources.

Military OneSource also offers confidential non-medical counseling services online, via telephone, or in person. Eligible individuals may receive confidential non-medical counseling addressing issues requiring short-term attention including everyday stressors, deployment and reintegration concerns, parenting, grief and loss, and marital problems as well as assistance with financial management, taxes, career services, health and wellness, and much more. This personalized support is available 24/7.

Housing.

Section I. Residences and Shelters

Housing for Veterans

The Department of Veterans' Services (DVS) provides some funding to select non-profit organizations, which provide housing services to eligible veterans. Housing services range from emergency homeless shelters, group residences, to single occupancy quarters. All require that veterans maintain a sober and drug-free environment.

Armed Forces Retirement Homes

www.afrh.gov

Veterans are eligible to live in the Armed Forces Retirement Homes located in Gulfport, Miss., or Washington DC., if their active duty military service is at least 50 percent enlisted and if they qualify under one of the following categories: (1) Are 60 years of age or older and were discharged or released under honorable conditions after 20 or more years of active service; (2) Are determined to be incapable of earning a livelihood because of a service-connected disability incurred in the line of duty; (3) Served in a war either during a time of war declared by Congress or were eligible for hostile-fire special pay and were discharged or released under honorable conditions; and are determined to be incapable of earning a livelihood because of injuries, disease, or disability; (4) Served in a women's component of the armed forces before June 12, 1948; and are determined to be eligible for admission due to compelling personal circumstances. Eligibility determinations are based on rules prescribed by the Home's Chief Operating Officer. Veterans are not eligible if they have been convicted of a felony or are not free from alcohol, drug or psychiatric problems. Married couples are welcome, but both must be eligible in their own right. At the time of admission, applicants must be capable of living independently.

New England Center for Homeless Veterans

www.nechv.org

The New England Center for Homeless Veterans is a multi-dimension service and care provider dedicated to assisting veterans who are facing or at risk of homelessness. The Center offers a broad array of programs and services that enable success, reintegration, meaningful employment, and independent living.

Soldier On

www.wesoldieron.org

1(866)406-8449

421 North Main Street, Building 6
Leeds, MA 01053-9764

Soldier On is a non-profit organization that works in partnership with the Department of Veterans Affairs (VA) and other agencies to provide veterans with both shelter and support within an environment that offers dignity, integrity, and hope. Services include: permanent housing, transitional housing, mental health services, substance abuse treatment, case management, peer support, medical/dental treatment, transportation, legal assistance, and employment/educational services.

It operates in two locations: (1) a 165- bed shelter in two buildings leased from the Veterans Affairs Medical Center in Leeds, and (2) the Berkshire Veterans Residence, a transitional living facility with space for 71 formerly homeless veterans in Pittsfield. The facilities are managed by formerly homeless veterans, ensuring that those served are empowered to creating and maintaining their own living environment.

Housing Authorities

www.mass.gov/hed/economic/eohed/dhcd/contacts/local-housing-authority-listing.html

Veterans applying for state-aided public housing through a local housing authority, who are to be displaced by any low-rent housing project or by a public slum clearance or urban renewal project or who were displaced within three years prior to applying for low-rent housing, when equally in need and eligible for occupancy as other applicants, shall be given preference in tenant selection in the following order:

1. Families of disabled veterans whose disability has been determined by the Department of Veterans Affairs (VA) to be service-connected.
2. Families of deceased veterans whose death has been determined by the VA to be service-connected.
3. Families of all other veterans.

The word “veteran” includes the spouse, surviving spouse, depended parent or child of a veteran, and the divorced spouse of a veteran who is a legal guardian of a child of a veteran. Any amounts received by the veteran for use in paying tuition, fees, or the cost of books cannot be included in the calculation of the veteran’s gross income for the purposes of state-aided public housing. Housing authorities are authorized to exclude disability compensation paid by the VA to totally unemployable disabled veterans in excess of \$1,800. However, it is dependent on the individual housing authority to allow such exclusion.

Authority	Address	Telephone
Amherst Housing Authority	33 Kellogg Ave. Amherst, MA 01002	1(413)256-8128
Belchertown Housing Authority	Everett Ave. Belchertown, MA 01007	1(413)323-4064
Chicopee Housing Authority	128 Meethouse Road Chicopee, MA 01013	1(413)592-6132
Easthampton Housing Authority	City Hall, 43 Main Street Easthampton, MA 01027	1(413)527-1600
Granby Housing Authority	11 W. State Street Granby, MA 01033	1(413)467-9300
Hadley Housing Authority	Town Hall, 100 Middle Street Hadley, MA 01035	1(413)584-3868
Hampshire County Regional Housing Authority	37 Main Street Cummington, MA 01026	1(413)634-5000
Hatfield Housing Authority	Town Hall, 59 Main Street Hatfield, MA 01038	1(413)247-9202
Holyoke Housing Authority	475 Maple Street Holyoke, MA 01040	1(413)539-2220
Lenox Housing Authority	6 Main Street #1 Lenox, MA 01240	1(413)637-5585
North Adams Housing Authority	150 Ashland Street North Adams, MA 01247	1(413)663-5379
Northampton Housing Authority	City Hall, 210 Main Street Northampton, MA 01060	1(413) 584-4030
Pittsfield Housing Authority	65 Columbus Avenue Pittsfield, MA 01201	1(413)449-2771
Southampton Housing Authority	Town Hall, 8 East Street Southampton, MA 01073	1(413)529-0106
South Hadley Housing Authority	Town Hall, 116 Main Street South Hadley, MA 01075	1(413)532-3194

Springfield Housing Authority	25 Saab Court Springfield, MA 01101	1(413)785-4513
Stockbridge Housing Authority	5 Pine Street Stockbridge, MA 01262	1(413)298-4297
Ware Housing Authority	Town Hall, 126 Main Street Ware, MA 01082	1(413)967-4477
West Springfield Housing Authority	37 Oxford Place West Springfield, MA 01089	1(413)788-0988

Recovery Homes and Rehabilitative Housing

See Substance Abuse, Section I, p. 64.

Transitional and Supportive Housing with Services

Turner House Center for Veterans Inc.

1(413)458-8234

825 Simonds Road
Williamstown, MA 01267

Turner House Center for Veterans is a 10-bed transitional residence for homeless veterans, which offers housing, food, clothing, case management, and group work.

ServiceNet

See Medical and Mental Health, Section II, ServiceNet, p. 52.

Veterans Inc.

www.veteransinc.org

1(800)482-2565

Headquartered in Massachusetts, Veterans Inc. is the largest provider of services to veterans and their families in New England and is a national leader in ending homelessness among veterans. Veterans Inc.'s clinical case management approach addresses the "total veteran," incorporating job training and employment, health and wellness, and supportive services ranging from transportation to legal advice.

Case Managers develop individual treatment plans with the following objectives: (1) physical and psycho-social stabilization; (2) development of life skills in areas including coping, communication, conflict resolution; and skills that aid in recovery from acute adversity such as job loss, substance abuse, PTSD, or mental illness; and (3) development of employment skills and training to prepare veterans for successful re-entry into the workplace.

Health and Wellness Services include: health screening, medication monitoring, onsite support groups, and socialization skills training. Employment and Training services include: career counseling, training and education, job search support, and job placement. Support Services include: guidance applying for assistance and benefits, Little Patriots Early Learning Center, a Food Pantry, a Daily Hot Meals program, transportation services, a Dress for Success Program, pro bono legal assistance, eye exams and glasses, dental exams, and Discharge & Transition Plans. To apply, complete the application here: www.veteransinc.org/wp-content/uploads/2011/07/Application-for-Services.pdf and email to admissions@veteransinc.org.

Western Massachusetts Bilingual Veterans Outreach Center

See Minority Veterans, Section I, Western Massachusetts Bilingual Veterans Outreach Center, p. 60.

Section II. Housing and Homeless Support

Home Loan Guaranty

www.homeloans.va.gov

Department of Veterans Affairs (VA) Home Loan Guaranties are issued to help eligible service members, veterans, reservists and certain unmarried surviving spouses obtain homes, condominiums, and manufactured homes, and to refinance loans. A VA guaranty helps protected lenders from loss if the borrower fails to repay the loan. It can be used to obtain a loan to (1) buy or build a home, (2) buy or build a residential condominium unit, (3) buy a residential cooperative housing unit, (4) repair, alter, or improve a residence owned by the veteran and occupied as a home, (5) refinance an existing home loan, (6) buy a manufactured home and/or lot, (7) install a solar heating or cooling system or other energy-efficient improvements.

In addition to the periods of eligibility and conditions of service requirements, applicants must have a good credit rating, sufficient income, a valid Certificate of Eligibility (COE), and agree to live in the property in order to be approved by a lender for a VA home loan. Lenders can apply for a COE online at:

www.benefits.va.gov/homeloans/docs/Veteran_registration_coe.pdf. Active duty service members and veterans can also apply online at www.ebenefits.va.gov.

Homes for Our Troops

www.hfot.org

1(866)7-TROOPS

Homes for Our Troops (HFOT) is a non-partisan, non-profit 501(c)(3) organization that provides specially adapted homes for severely injured service members. HFOT assists some of the nation's most severely injured veterans and their families by raising money, and providing building materials and professional labor to coordinate the construction of a home that provides maximum freedom of movement and the ability to live more independently. HFOT provides these homes at no cost to the veterans it serves.

Homeless Veterans' Reintegration Program (HVRP)

www.dol.gov/vets/programs/hvrp/main.htm

1(508)791-0956 x122

Veterans, Inc.

69 Grove Street

Worcester, MA 01605

The purpose of the Homeless Veterans' Reintegration Program (HCRP) is to provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force and to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans. HCRP grants require that the participating veteran be homeless or currently residing in a shelter in order to be eligible for the training, job assistance, and housing services it provides. *See Housing, Section I, Transitional and Supportive Housing with Services, Veterans Inc., p. 40.*

Hometown Heroes

www.hometownheroes.com

Hometown Heroes is an organization designed to give back by minimizing the cost and stress of buying, selling, or refinancing a home and providing thousands of dollars in benefits to those who help make local communities a better place to live. Benefit recipients include military personnel, school teachers, police personnel, fire personnel,

medical personnel, ISD and college employees, and non-profit employees. To apply for benefits go to www.hometownheroes.com/hero-benefits-landing/#apply.

HUD/VASH - Supported Housing Program for Homeless Veterans

www.va.gov/homeless/hud-vash.asp

1(800)893-1522

The HUD/VASH Program is a collaboration between the U.S. Department of Housing & Urban Development (HUD) and the Department of Veterans Affairs (VA) that assists homeless veterans and their immediate families find and maintain affordable, safe, and permanent housing in the community. The program is designed to improve each veteran's overall health and to enhance the veteran's ability to remain stable, housed and integrated in their local community. A key component of the program is case management provided by VA Social Workers. Program participants formulate treatment plans with their social workers and receive ongoing support to attain their goals. Referrals are also made to additional community-based supports.

The HUD/VASH Program is intended for veterans who are eligible for VA medical care, are currently homeless, and have an identified need for case management. Other factors that are considered for eligibility are if a veteran has a history of medical, mental health, and/or substance abuse concerns that are now stabilized; is ready for independent housing in the community but needs ongoing case management services to maintain it; has an income to pay for his/her housing; is motivated to improve the quality of life by working with a VA case manager and actively participating in treatment to address needs; and is not on the on the registry for sex offenders.

Veterans are referred to the HUD/VASH Program through an application to be completed by the veteran's current provider. Providers may include, but are not limited to, case managers, nurses, therapists, or Veteran's Service Officers. The Admission Team will assess the veteran's eligibility and need for long term case management. If the veteran is admitted to the program a case manager will be assigned to begin working with the veteran on a treatment plan and connection to services. Veterans who refuse VA case management services may lose their housing choice voucher. If a referred veteran is found to be ineligible or inappropriate for the program, referrals to other resources will be made.

Costs: (1) 30-40% of the veteran's gross monthly income; (2) first, last months of rent, security deposits, and utilities along with any upfront fees; (3) incidental and monthly expenses are considered.

Low Income Home Energy Assistance Program

www.acf.hhs.gov/programs/ocs/liheap/#index.html

1(866)674-6327

The U.S. Department of Health and Human Services provides funding to states to help low-income households with their heating and home energy costs under the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP can also assist with insulating homes to make them more energy efficient and reduce energy costs. The LIHEAP program in your community determines if your household's income qualifies for the program.

National Call Center for Homeless Veterans

1(877)4AID VET 24-hour hotline

National Call Center for Homeless Veterans was founded by the Department of Veterans Affairs (VA) to ensure that homeless veterans or veterans at-risk for homelessness have free, confidential, 24/7 access to trained counselors who have information about VA homeless programs and mental health services.

National Coalition for Homeless Veterans

www.nchv.org

The National Coalition for Homeless Veterans (NCHV) is a 501 (c)(3) nonprofit organization that is a resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid, and case management support for hundreds of thousands of homeless veterans each year. To search the NCHV database for Massachusetts organizations that assist homeless veterans go to www.nchv.org/index.php/help/help-massachusetts.

Residential Assistance to Families in Transition

www.massresources.org/raft.html

Residential Assistance to Families in Transition (RAFT) is a state-funded homelessness prevention program that gives short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. RAFT helps families who are behind on rent, mortgage payments, or utility bills. RAFT also helps families who have to move but do not have enough money to pay a security deposit, utility start-up costs, or first/last month's rent. Families may receive up to \$3,000. The following housing agencies are in charge of RAFT at the local level:

Berkshire Housing Development Corporation

www.berkshirehousing.com

1(413)499-1630

74 North Street

Pittsfield, MA 01201

Email: lwright@berkshirehousing.com

Franklin County Housing & Redevelopment Authority

www.fchra.org

1(413)863-9781

42 Canal Road

Turners Falls, MA 01376

Email: jglier@fchra.org

HAP Housing

www.haphousing.org/default

1(413)233-1600

322 Main Street

Springfield, MA 01105

Email: hap@haphousing.org

Tenancy Preservation Program

www.masshousing.com/TPP

1(617)854-1089

The Tenancy Preservation Program (TPP) is a homelessness prevention program that works with tenants, including families with children with disabilities, facing eviction as a result of behavior related to disability. TPP functions as a neutral party to the landlord and tenant and, in consultation with the Housing Court Department, TPP works with property owner and tenant to determine whether the disability can be reasonably accommodated and the tenancy preserved. The TPP works by having clinicians assess the reasons for the eviction, identify needed services, develop a treatment plan to maintain the tenancy, and monitor the case for as long as is necessary.

Section I. Local Legal Support and Victim Assistance

Veterans Justice Partnership www.veteransjusticepartnership.org **1(866)406-8449**

The purpose of the Veterans Justice Partnership is to develop service and treatment options and, where appropriate, propose alternatives to incarceration. It coordinates services among treatment providers and the courts, attorneys, jails, probation officers and houses of correction. Anyone with a history of military service who is currently involved with the criminal justice system in Franklin, Hampshire, or Hampden counties is eligible. The Veterans Justice Partnership is a collaboration of community and criminal justice partners with the goal of helping veterans and service members in need. Our mission is to provide veterans with access to information, resources and programs to help them make positive transitions and lead productive lives. *See Legal, Section I, Mission Direct Vet, p. 45.*

Community Action Crisis Response Team www.communityaction.us/healing-from-trauma.htm

Franklin County
393 Main Street
Greenfield, MA 01301
1(413)773-3834

Hampshire County
56 Vernon Street
Northampton, MA 01060
1(413)582-4230

North Quabbin
167 South Main Street
Orange, MA 01364
1(978)544-5423

Community Action's Community Crisis Response Team (CCRT) provides coordinated support to victims of crime or trauma. CCRT helps thousands of people affected by drunk driving crashes, robbery, industrial accidents, hate crimes, homicide, abuse, and more. CCRT's services are always free of charge to crime victims and there's no incident too small and no time limit on when people can receive services.

Response team members collaborate with the community to plan and implement a variety of response activities from facilitating groups to organizational consultation. These activities provide a forum for healing and empowerment, which can lead to restoration of community and self.

Community Legal Aid www.communitylegal.org **1(855) CLA-LEGAL**

Community Legal Aid, Inc. (CLA) is the civil legal aid program that provides free legal services to low-income and elderly families and individuals in central and western Massachusetts. Through its advocacy in over 5,000 cases each year, the region's most vulnerable residents obtain safe and stable housing, access disability and other benefits programs, and break free from domestic violence. With a dedicated staff of 60 people, CLA provides critical legal representation to clients who cannot afford to pay for a lawyer to assist them with their most basic needs. There are full time offices in Worcester, Springfield, Northampton, and Pittsfield; and satellite offices in Fitchburg, Greenfield, Milford, North Adams, and Southbridge.

Low-Income Taxpayer Project

1(617)522-3003

Harvard Law School Legal Services Center
122 Boylston Street
Jamaica Plain, MA 02130

The Low-Income Taxpayer Project provides free legal representation to clients in tax controversies with the IRS. The Project provides representation in cases involving family tax issues and IRS-collection matters. The Low-Income Taxpayer Project is program of the Legal Services Center, a community-based law firm and clinical teaching site of Harvard Law School. Prospective clients can apply by calling the number above and asking for the Low-Income Taxpayer Project.

Mission Direct Vet

(Maintaining Independence and Sobriety through Systems Integration, Outreach, and Networking- Diversion and Recovery for Traumatized Veterans)

1(866)406-8449

Mission Direct Vet is a federally funded jail diversion and trauma recovery program for veterans that provides treatment and services to veterans as an alternative to incarceration. The purpose of the program is to: (1) identify veterans with mental illness and substance use disorders prior to the sentencing of their criminal case; (2) propose services and treatment options as alternatives to incarceration; and (3) coordinate services between treatment providers and the courts, attorneys, jails, probation officers, and houses of correction. Services include: 12 months of peer support, 12 months of case management, MISSION manualized approach to treatment, referrals and linkages to services as needed, and coordination of treatment with local and state probation and parole agencies to ensure seamless services and support to veterans.

Section II. State Legal Support

Bar Advocates

Bar Advocates are court appointed criminal defense attorneys who represent indigent defendants.

County	Email	Telephone
Berkshire County Bar Advocates	berkshireba@publiccounsel.net	1(413)442-7444
Franklin County Bar Association Advocates	franklinba@publiccounsel.net	1(413)774-2994
Hampden County Lawyers for Justice	hampdenba@gmail.com	1(413)732-7110
Hampshire County Bar Advocates	hcba@crocker.com	1(413)586-5038

Bar Association Referral Programs

Bar Association Referral Programs help individuals find the right attorney based on their legal needs.

Referral Service	Website	Telephone
Franklin County Bar Association	www.franklincountybar.org	1(413)773-9839
Hampden County Bar Association	www.hcbar.org	1(413)732-4648
Hampshire County Bar Association	www.hampshirebar.org	1(413)586-8729
MA Bar Association	www.masslawhelp.com	1(866)MASS-LRS

District Attorneys' Offices

District Attorneys' Offices represent the Commonwealth of Massachusetts in the prosecution of criminal offences. The District Attorney, with a staff of Assistant District Attorneys and victim advocates, provides legal representation to victims of alleged crimes and is involved with many community crime prevention programs. Specially trained victim advocates help victims navigate the court system.

Office	Website	Telephone
Berkshire DA	www.mass.gov/berkshireda	1(413)442-5951
Hampden DA	www.hampdenda.com	1(413)747-1000
Northwestern DA- Franklin	www.northwesternda.org	1(413)774-3186
Northwestern DA- Hampshire	www.northwesternda.org	1(413)586-9225

Probation Officers

Probation officers work with offenders post-conviction, after they've been found responsible for crimes and after they've been released from incarceration. These probation officers help ensure that offenders released to the community obey the law rather than commit further crimes. They also work with the Veterans Justice Partnership and Mission Direct Vet to ensure that court-involved veterans receive just treatment and help when it is needed. *See Legal, Section I, Veterans Justice Partnership and Mission Direct Vet, p. 44 and p. 45.*

Court	Jurisdiction	Telephone
Springfield	Longmeadow, Springfield, West Springfield	1(413)748-8600
Chicopee	Chicopee	1(413)594-5921
Holyoke	Holyoke	1(413)538-9710
Palmer	Brimfield, East Longmeadow, Hampden, Holland, Ludlow, Monson, Palmer, Wales, Wilberham	1(413)283-5021
Westfield	Agawam, Blandford, Chester, Granville, Montgomery, Russell, Southwick, Tolland, Westfield	1(413)568-6451
Northern Berkshire	Adams, Cheshire, Clarksburg, Florida, Hancock, New Ashford, North Adams, Savoy, Williamstown, Windsor	1(413)663-5369
Southern Berkshire	Alford, Becket, Egremont, Great Barrington, Lee, Lenox, Monterey, Mt. Washington, New Marlborough, Otis, Sandisfield, Sheffield, Stockbridge, Tyringham, West Stockbridge	1(413)528-3520
Central Berkshire	Pittsfield	1(413)442-1441
Greenfield	Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Gill, Greenfield, Hawley, Heath, Leyden, Monroe, Montague, Northfield, Rowe, Shelburne, Sunderland, Whately	1(413)774-5531
Northampton	Chesterfield, Cummington, Easthampton, Goshen, Hatfield, Huntington, Middlefield, Northampton, Plainfield, Southampton, Westhampton, Williamsburg, Worthington	1(413)584-7400
Eastern Hampshire	Amherst, Belchertown, Granby, Hadley, Pelham, South Hadley, Ware, M.D.C. Quabbin Reservoir, Watershed Area	1(413)323-4056
Orange	Athol, Erving, Leverett, New Salem, Orange, Shutesbury, Warwick, Wendell	1(978)544-8281

Statewide Advocacy for Veterans' Empowerment

See Medical and Mental Health, Section III, Statewide Advocacy for Veterans' Empowerment, p. 54.

Section III. Federal Legal Support

Congressional Representatives

The Offices of Massachusetts First and Second Congressional Districts assist local veterans with disability claims, Department of Veterans Affairs (VA) healthcare issues, locating military records, medals and other decorations.

Massachusetts First Congressional District: Congressman Richard E. Neal
neal.house.gov/index.php?option=com_content&view=article&id=12:veteran-resources&catid=4:constituent-services&Itemid=12

Ron Chapdelaine, District Representative
300 State Street, Suite 200
Springfield, MA 01105
1(413)785-0325

Cities and Towns Represented: All of Berkshire County; all of Hampden County; Franklin County: Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Hawley, Heath, Leyden, Monroe, Rowe, and Shelburne; Hampshire County: Chesterfield, Cummington, Easthampton, Goshen, Granby, Huntington, Middlefield, Plainfield, South Hadley, Southampton, Westhampton, Williamsburg, and Worthington.

Massachusetts Second Congressional District: Congressman James McGovern
mcgovern.house.gov/resources/military-personnel

Keith Barnacle, District Representative
94 Pleasant Street
Northampton, MA 01060
1(413)341-8700

Cities and Towns Represented: Franklin County: Deerfield, Erving, Gill, Greenfield, Leverett, Montague, New Salem, Northfield, Orange, Shutesbury, Sunderland, Warwick, Wendell, and Whately; Hampden County: Palmer; Hampshire County: Amherst, Belchertown, Hadley, Hatfield, Northampton, Pelham, and Ware.

Department of Veterans Affairs Claims Decision Appeals

See Benefits and Benefit Aid, Section III, Department of Veterans Affairs Claims Decision Appeals, p. 9.

Disabled American Veterans

www.dav.org
1(413) 582-3078

USVA Medical Center, Building 1
421 North Main Street
Leeds, MA 01053

Disabled American Veterans (DAV) is the most long-lasting veterans' advocacy and assistance group in the nation. Its core mission is to fulfill the nation's promises to the men and women who served. It provides free, professional assistance to veterans and their families obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs (VA) and other agencies of government; provides outreach concerning its program services to the American people generally, and to disabled veterans and their families specifically; represents the interests of disabled veterans, their families, their widowed spouses, and their orphans before Congress, the White House and the Judicial Branch, as well as state and local government; extends hope into the communities where veterans and their families live through a network of state-level Departments and local

chapters; and provides a structure through which disabled veterans can express their compassion for the fellow veterans through a variety of volunteer programs.

Transition Service Officers (TSOs) provide benefits counseling and assistance to service members filing initial claims for VA benefits. To find a local TSO: www.dav.org/veterans/nsoffices.aspx.

Incarcerated Veterans

www.benefits.va.gov/persona/veteran-incarcerated.asp

Incarcerated veterans' Department of Veterans Affairs (VA) benefits change when they are incarcerated in a Federal, state, or local penal institution. The amount the veteran receives depends on the type of benefit and the reason for incarceration. Incarcerated veterans receiving monthly compensation benefits will have their payment reduced beginning with the 61st day of their imprisonment for a felony. *See Benefits and Benefit Aid, Section III, p. 9.*

Veterans Justice Outreach

www.va.gov/homeless/vjo.asp

1(413)584-4040 x2601

VA Central Western Massachusetts
421 North Main Street
Leeds, MA 01050
Email: Marie.Demarey@va.gov

The Department of Veterans Affairs (VA) developed the Veterans Justice Outreach (VJO) Program to prevent incarceration and reduce recidivism among Veterans. The purpose of the VJO initiative is to avoid unnecessary criminalization of mental illness and extended incarceration among veterans by ensuring that eligible veterans in contact with the criminal justice system have access to Veterans Health Administration (VHA) mental health and substance services. The mission of the VJO is to build relationships with criminal justice entities including courts and attorneys, law enforcement, and county and state corrections.

The VJO Program outreaches VA eligible Justice-involved veteran, a veteran who has contact with the judicial system, law enforcement, or the jail system, with known or suspected service related mental-health condition(s) that demonstrates some correlation with their current and/or most recent criminal behavior. It also targets justice-involved veterans who could benefit from being diverted from the criminal justice system to mental health and/or substance abuse treatment.

Healthcare services may include hospital and outpatient medical care, domiciliary and nursing homes, sexual trauma counseling, specialized healthcare for women veterans, homeless programs, readjustment counseling, and mental health services.

Air Force at Westover Legal Clinic

1(413)582-2601

The Air Force Legal Operations Agency offers free clinics which offer legal advice and guidance to veterans. Assistance topics include: child support, divorce, landlord/tenant issues, powers of attorney, and foreclosures. Guidance topics include military discharge upgrades and claims. Clinic lawyers cannot provide representation in court but can offer guidance on navigating the court system.

Medical and Mental Health.

Section I. Common Veterans' Health Issues

Military Sexual Trauma

Many veterans, male and female, may have experienced sexual trauma while on active duty. The law defines sexual trauma as sexual harassment, sexual assault, rape, and other acts of violence. It further defines sexual harassment as repeated unsolicited verbal or physical contact of a sexual nature, which is threatening. Those veterans with a history of sexual trauma suffered while in the military may be eligible for Department of Veterans Affairs (VA) treatment without charge for conditions related to that trauma, whether or not they are service-connected for that trauma. For support:

Department of Veterans Affairs Central Western Massachusetts Health Care

See Medical and Mental Health, Section IV, Department of Veterans Affairs Central Western Massachusetts Healthcare System, p. 56.

National Center for PTSD

www.ptsd.va.gov

1(857)364-4145

Western Massachusetts Vet Center

See Benefits and Benefit Aid, Section I, Western Massachusetts Vet Center, p. 4.

Post-Traumatic Stress Disorder

Post-Traumatic Stress Disorder (PTSD) is a psychiatric disorder that can occur following the experience or witnessing of life-threatening events such as military combat, natural disasters, terrorist incidents, serious accidents, or violent personal assaults like rape. People who suffer from PTSD often relive the experience through nightmares and flashbacks, have difficulty sleeping, and feel detached or estranged. PTSD is marked by clear biological changes as well as psychological symptoms. PTSD is complicated by the fact that it frequently occurs in conjunction with related disorders such as depression, substance abuse, problems of memory and cognition, and other problems of physical and mental health. For support:

Department of Veterans Affairs Central Western Massachusetts Health Care

See Medical and Mental Health, Section IV, Department of Veterans Affairs Central Western Massachusetts Healthcare System, p. 56.

Home Base Program

www.homebaseprogram.org

1(617)724-5202

The Red Sox Foundation and Massachusetts General Hospital created the Home Base Program to improve the lives of Iraq and Afghanistan veterans and families affected by combat or deployment-related stress and Traumatic Brain Injury (TBI), the “invisible wounds of war.” The Home Base Program provides clinical care for service members, veterans and families throughout New England; offers community education on the “invisible wounds of war” and the challenges facing military families; and conducts research to improve the understanding and treatment of Post-Traumatic Stress (PTSD) and TBI. Home Base collaborates with the Department of Veterans Affairs, the National Guard, the Department of Defense, and state and local veterans’ organizations throughout New England. Home Base serves Active Duty, Guard, Reserve, and out of uniform veterans and their families. Discharge status, and lack of insurance or ability to pay do not affect eligibility for care.

National Center for PTSD

www.ptsd.va.gov

1(857)364-4145

Western Massachusetts Vet Center

See Benefits and Benefit Aid, Section I, Western Massachusetts Vet Center, p. 4.

Traumatic Brain Injury

Traumatic Brain Injury (TBI) is an injury that occurs when damage is done to the brain from an external physical force. Service members may sustain a TBI when the head is hit or strikes a stationary object, is shaken violently, or experiences a blast or shockwave injury. These events may result in significant cognitive, behavioral, or social challenges. For support:

Brain Injury and Statewide Specialized Community Services

www.mass.gov/mrc

1(617)204-3852 or 1(800)223-2559 x2 toll-free

The Brain Injury and Statewide Specialized Community Services (BI&SSCS) is a department of the Massachusetts Rehabilitation Commission. The program provides a range of community-based services to individuals who have sustained a TBI including: case management; social/recreational programs; skills training via regionally-based head injury centers; respite and residential services/programs; and family support services. To be eligible, one must be a Massachusetts resident, have sustained a documented TBI, exhibit impairments primarily caused by a TBI, and be able to participate in community-based services. BI&SSCS also offers screening exams for TBI and neuropsychological assessment for Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OUF) veterans who have not been previously diagnosed with, or treated for TBI, for eligibility determination purposes.

Carson Center for Traumatic Brain Injury Services

www.carsoncenter.org

1(413)572-4114

91 Elm Street

Westfield, MA 01085

The Carson Center for TBI Services provides cognitive remediation and rehabilitation for people who have sustained a traumatic head injury. Services are provided at the Center site and in participants' homes and communities. Services include: community integration skills and functional living skills training; academic, social, and leisure skills; vocational training; and case management.

Home Base

See Medical and Mental Health, Section I, PTSD, p. 49.

Statewide Head Injury Program

www.mass.gov.us/mrc/ship/ship.htm

1(617)204-3852

The Statewide Head Injury Program (SHIP) of the Massachusetts Rehabilitation Commission (MRC) provides services to individuals with TBI regardless of military discharge rating. It helps persons with an externally caused traumatic brain injury to access programs, services, and resources necessary for rehabilitation and community life. Services include: service coordination, advocacy, specialized evaluations, one on one supports, residential services, respite, regional skills-training centers, assistive technology, substance abuse treatment, and technical advice to providers.

Section II. Local Health Resources

Community Enterprises, Inc. **www.communityenterprises.com**

1(413)774-2351 Greenfield Office
1(413)526-4200 Holyoke Office
1(413)499-1248 Pittsfield Office
1(413)733-1240 Springfield Office

The Community Enterprises program encourages self-determination for individuals with psychiatric, developmental, cognitive, or physical disabilities, including hearing impairment, blindness, traumatic brain injuries, substance abuse, and dual diagnosis. Services at sites in Massachusetts include: (1) access to employment-oriented education, training, and job-readiness; (2) supported employment: employment services, work experience for the deaf and hard of hearing, supported employment for survivors of traumatic brain injury, affirmative business, help for entrepreneurs, and school-to-work programs; (3) supported living services: emphasizing empowerment and the use of natural community supports and resources to provide homes, social networks, and family services; and (4) support for families of people with psychiatric disabilities: outreach, advocacy, and referrals.

New England Assistance Dog Services **www.neads.org** **1(978)422-9064**

Canines for Combat Veterans is a project of New England Dog Services (NEADS) based in Princeton, MA. NEADS provides extensive training for service dogs to assist veterans with physical disabilities so that they can maintain their independence. NEADS dogs are granted public access rights under the Americans with Disabilities Act. To be eligible to receive a dog, individuals must spend two weeks attending a training course with their dog and pay a fee. NEADS offers fundraising assistance and flexible payment options. It is NEADS' policy not to deny any application on the basis of the applicant's ability to pay.

Pioneer Valley Coalition for Suicide Prevention **www.masspreventssuicide.org/regional-coalitions/mcsp-pioneer-valley/**

1(413)774-5411 Franklin County
1(413)586-5555 Hampshire County
1(800)252-0227 Berkshire County
1(413)733-6661 Hampden County

The Pioneer Valley Coalition for Suicide Prevention is a partnership of community members and providers dedicated to ending suicide in western Massachusetts. The coalition seeks solutions that grow from communities and families, that reflect the region's diverse cultures, and that draw upon the experiences of people who have themselves attempted suicide, or lived through depression or trauma.

The mission of the Pioneer Valley Coalition for Suicide Prevention is to create an inclusive collaboration of public and private agencies, community members and people with lived experiences working together to promote healthy communities by supporting strength based practices that reduce the risk of suicide. The coalition sponsors community meetings to promote networking, discussion, and education. In addition, the coalition co-sponsors

conferences, trainings, and other events in collaboration with educational institutions, health care providers, and other organizations that work to prevent suicide.

ServiceNet

www.servicenet.org

The mission of ServiceNet is to enhance the quality of life of adults, children and families, through the provision of effective and responsive clinical, residential, rehabilitative, recovery and support services. ServiceNet provides a wide range of human services for people in the Pioneer Valley. Our programs include outpatient behavioral health services; adolescent support programs; early intervention for young children; home health care; rehabilitation and residential programs for those with mental health issues, developmental disabilities, traumatic brain injuries, or addictions; and shelter and housing services for the homeless. ServiceNet's dedicated staff includes psychiatrists, psychologists, nurses, psychotherapists, social workers, counselors, physical and occupational therapists, and administrative and support staff. Local ServiceNet programs include:

Athol/Orange Family Inn

1(978)544-8245

88 East Main Street
Orange, MA 01364

The Family Inn is a transitional shelter and support program for up to six families. Services include: clinical services, experienced counselors on site 24 hours/day, and a safe and healthy home environment.

Emergency Services

1(413)586-5555

131 King Street
Northampton, MA 01060

Services include: 24-hour mental health and substance abuse crisis intervention, and Emergency Services pre-screens admissions to the Crisis Stabilization and Respite program, which provides crisis intervention and hospital diversion.

Franklin County Emergency Shelter

1(413)772-0499

15 Farren Ave.
Turners Falls, MA 01376

Emergency 20 bed shelter for single adults. Stabilization services include: clinical services, assistance with independent living skills, housing and job search assistance, and help with securing benefits.

Greenfield Family Inn

1(413)774-6382

128 Federal Street
Greenfield, MA 01301

The Family Inn is a transitional shelter and support program for up to six families and single parents.

Grove Street Inn Shelter

91 Grove Street
Northampton, MA 01060

Emergency 20 bed shelter for single adults. Stabilization services include: clinical services, assistance with housing search, assistance with independent living skills, assistance with job search, and assistance with securing benefits.

Hampshire Outreach and Stabilization Program

43 Center Street, Suite 104
Northampton, MA 01060

This program provides outreach and drop-in services for homeless or “at risk” adults and youth 18+. Services include: intake for shelter, transitional, and permanent housing programs in Hampshire County; and daily drop-in center providing clinical services and case management, referrals for housing jobs and other needs, bag lunches, and volunteer assignments.

Interfaith Emergency Shelter

43 Center Street, Suite 104
Northampton, MA 01060

The Interfaith Emergency Shelter is an “overflow” shelter for Grove Street Inn. Guests are provided with warm beds and hot meals from November through April. The shelter is a cooperative effort among the City of Northampton, the 400+ volunteers of the Friends of the Hampshire county Homeless Individuals, and ServiceNet, which provides professional staffing.

Outpatient Mental Health Center

1 (413) 584-6855

50 Pleasant Street
Northampton, MA 01060

Service include: counseling services for individual, groups, children, adolescents and their families; treatment including assessments and psychotherapy; mental retardation services including assessment, specialized counseling, and consultation for intellectually impaired adults, their families, and their providers; a medication clinic offering psychiatric assessment, and prescribing, monitoring, and evaluation of medications; information and referral for other services; school based therapy and consultation; and Dialectic Behavioral Therapy (DBT) for adolescents and adults.

Star Light Center

See Employment, Section I, Star Light Center, p. 27.

Sullivan and Associates, Inc.

www.sullivanandassoc.com

1(413)733-6100

551 East Columbus Ave.
Springfield, MA 01105

Sullivan and Associates, Inc. provides intensive services to people who have suffered traumatic brain injury, have mental illness, and/or are developmentally disabled. Designed to accommodate people with interfering behaviors which may prohibit placement elsewhere, services include: day services, including vocational services; residential services, and services to local school departments.

Western Massachusetts Vet Center

See Benefits and Benefit Aid, Section I, Western Massachusetts Vet Center, p. 4.

Section III. State Health Resources

Statewide Advocacy for Veterans' Empowerment

www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html

1(888) 844-2838 24-Hour Suicide Hotline

Holyoke Soldiers' Home

110 Cherry Street, Office 065

Holyoke, MA 01040

1(617)210-5743

Email: Save@massmail.state.ma.us

The Department of Veterans' Services in collaboration with the Department of Public Health, has a Statewide Advocacy for Veterans' Empowerment (SAVE) program that assists veterans in need of referral services and seeks to prevent suicide and advocate on behalf of Massachusetts' veterans. SAVE acts as a liaison between veterans and their families, and the various agencies within the federal and state governments. SAVE Outreach Coordinators focus on community advocacy, suicide prevention, mental health awareness, and referrals, and respond to the needs of veterans and their families. The SAVE team is comprised of veterans and their family members, and meets with veterans and their families in the community, bringing resources directly to the veteran.

Massachusetts Department of Mental Health

www.mass.gov/dmh

WM Area / Hampshire

1 Prince Street

Northampton, MA

1(413) 587-6200 (WM)

1(413) 587-5300 (Hampshire)

Franklin/N. Quabbin

13 Prospect Street

Greenfield, MA

1(413)722-5600

Holyoke/Chicopee

140 High Street

Suite 525

Springfield, MA

1(413)452-2300

Westfield

53 Southampton Rd.

Suite 1

Northampton, MA

1(413)587-6200

The Massachusetts Department of Mental Health (DMH) provides services and referrals for eligible adults with long-term or serious mental illness. Services include: case management assistance in accessing services by developing and implementing an Individual Service Plan; eligibility determination, ongoing assessment of members' service needs, outreach and advocacy, monitoring quality and effectiveness of services and support to families; and coordination of comprehensive and appropriate community mental health care.

National Alliance on Mental Illness of Massachusetts

www.namimass.org

1(413)786-9139

717-1/2 Main Street

Agawam, MA 01001

This program provides family-led support and advocacy for families and friends of persons with all types of mental illness. Services include: advocacy for needed services; educational programs, library, and information; and support group meetings. Call for topics, meeting times, and locations.

Soldiers' Home in Holyoke

www.mass.gov/eohhs/gov/departments/hly

1(413) 532-9475

110 Cherry Street
Holyoke, MA 01040

Established in 1952, the Soldiers' Home in Holyoke is a state-operated health care facility serving veterans of the Commonwealth of Massachusetts. More than 300 veterans reside at the Soldiers' Home. The Soldiers' Home offers the following programs and benefits for eligible veterans of the Commonwealth of Massachusetts: Long-Term Care, Outpatient Services, Dental Services, Residential Care, Social Work Services, Supportive Care Services, Pastoral Care Services, and a Veterans' Assistance Center to assist with claims and benefits. The Soldiers' Home is governed by a seven-member Board of Trustees comprised of Western Massachusetts residents who are appointed by the Governor to oversee management of the Home. The Soldiers' Home in Holyoke provides the following services:

Domiciliary Care

1(413)532-9475 x. 532.1753

A domiciliary for ambulatory veterans is located in a separate building on the Soldiers' Home campus. The domiciliary accommodates veterans who require some assistance with the activities of daily living. Domiciliary veterans are able to participate in a wide range of social programs available through the Soldiers' Home to include compensated work therapy. The Department of Social Work at the Soldiers' Home is an integral part of the professional services provided to veterans enrolled in care. Licensed social workers are involved in both the admissions process and the provision of social work services to veterans in the domiciliary and the long-term care centers at Holyoke. Contact Social Services at (413) 532-1119 for more information.

Long Term Nursing Care

1(413)552-4764

The Soldiers' Home provides interdisciplinary geriatric and extended health care services including nursing, geriatric psychiatry, dietary, recreation therapy, social work assistance and rehabilitation services. Eligibility is based on clinical need and setting availability. Long-term care is comprised of Veteran Care Centers, whose staff members function as a team. Each center has an assigned physician as well as a registered nurse who serves as the Veteran Care Coordinator to coordinate every individual veteran's care with all team members. The Soldiers' Home is a place where veterans can receive nursing home level of care, which includes help with activities of daily living (e.g., bathing and getting dressed) and medical care. The mission of the Soldiers' Home is to provide "Care with Honor and Dignity" for each veteran's highest level of well-being. Our goal is to also prevent declines in health and to provide comfort at the end of life.

Outpatient Services

1(413)536-1222

Massachusetts veterans in the community can receive health care in the Outpatient Department, which is staffed by primary care physicians. Consultant physicians include the following specialties: Proctology, Optometry, Ophthalmology, Dentistry, Ear, Nose, and Throat, Minor Surgery, Podiatry, Urology, Hematology, and Nephrology. Other services provided by the Outpatient Department include dietary services, physical therapy, social services, and a Veterans' benefits advisor. Appointments are required.

Pharmacy

1(413)532-9475

Limited pharmacy services are available. \$10 generic, \$15 preferred brand, \$25 brand name co-payments are required.

Veteran and Family Member Care **1(413)420-6270**

The Soldiers' Home, through a partnership with the Holyoke Health Center (HHC), provides dental care for inpatient residents of the Home as well as outpatient specialty dental care for eligible veterans and their family members. To maintain appointment availability for resident veterans, family members are seen at any of HHC's community offices (Chicopee, Holyoke, Springfield, and Westfield). In addition to preventative cleanings, dental services available include x-rays, fillings, oral cancer screenings, root canals, oral surgery, extractions, dentures, partials, crowns, bridges, and periodontal therapy.

In order to receive dental services, veterans must be registered with the Soldiers' Home (enrolled with a "Blue Card") and have received treatment within the Home's outpatient department within one year of his or her scheduled dental appointment. Once income and eligibility are determined, the HHC uses a sliding fee schedule based upon federal guidelines for income levels and family size. If the veteran has billable insurance, HHC will bill that insurer and the veteran will be responsible for payments as determined by his or her dental plan. HHC is also capable of billing Mass Health/Health Safety Net for those veterans who qualify for such benefits. If veterans are unsure of whether or not they qualify, the HHC will make that determination based upon a veteran's income level.

Veterans Assistance Center **1(413)538-5923**

As a resource for all veterans in the community, a Veterans' Assistance Center at the Soldiers' Home is open Monday through Thursday by appointment. The Center provides veterans of all ages with help in obtaining government benefits their military service entitles them to, community referrals, and interaction with local veteran service officers at the municipal city and town level.

Section IV. Federal Health Resources

Department of Veterans Affairs Central Western Massachusetts Healthcare **www.centralwesternmass.va.gov**

1(413)584-4040
421 North Main Street
Leeds, MA 01053-9764

Greenfield
143 Munson Street
Greenfield, MA 01301
1(413)773-8428

Pittsfield
73 Eagle Street
Pittsfield, MA 01201
1(413)443-4857

Springfield
25 Bond Street
Springfield, MA 01104
1(413)731-6000

The Department of Veterans Affairs Central Western Massachusetts Healthcare System provides psychiatric, substance abuse, and Post Traumatic Stress Disorder services as well as primary and secondary levels of medical care to the veteran population in Western Massachusetts of over 85,000 men and women.

The medical center has 85 psychiatric beds and a 66-bed nursing home care unit located at the Northampton campus, and a 16-bed substance abuse, compensated work therapy, transitional residence located off-campus. Care is also provided at community-based outpatient clinics in Springfield, Greenfield, and Pittsfield. There is an extensive network of residential settings from board and care homes to skilled nursing care.

Department of Veterans Affairs Healthcare Benefits

www.va.gov/health

The Department of Veterans Affairs (VA) operates the nation's largest integrated health care system with more than 1,500 sites of care, including hospitals, community clinics, community living centers, domiciliary, readjustment counseling centers, and various other facilities. A person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits.

Under Chapter 58 of the Massachusetts Healthcare Reform Law, all Massachusetts residents are required to have health insurance. Under Administrative Bulletin 04-07 enrollment in the VA healthcare system qualifies as creditable insurance coverage under law. Coverage is available at very low or no out-of-pocket cost, so veterans should consider applying for VA healthcare prior to signing up for Commonwealth Care, Medicare, or MassHealth, which may charge premiums, fees, and co-pays.

Minimum duty requirement: Veterans who enlisted after Sept. 7, 1980, or who entered active duty after Oct. 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans discharged for hardship, early out or a disability incurred or aggravated in the line of duty.

Healthcare benefits include: inpatient care, extended care, outpatient care, medication, readjustment counseling services, prosthetic and sensory aids, services for the blind and visually impaired, mental health care treatment, work restoration programs, outpatient dental treatment, nursing home care, emergency medical care in U.S. non-VA facilities, foreign medical service reimbursement, online health services, caregiver programs and services, and many others. More information on requirements and benefits is available online.

The following four categories of veterans are not required to enroll, but are urged to do so to permit better planning of health resources: (1) veterans with a service-connected disability of 50 percent or more; (2) veterans seeking care for a disability the military determined was incurred or aggravated in the line of duty, but which VA has not yet rated, within 12 months of discharge; (3) veterans seeking care for a service-connected disability only; (4) veterans seeking registry examinations (Ionizing Radiation, Agent Orange, Gulf War/ Operation Iraqi Freedom and OIF/OEF veterans).

Veterans can apply and submit their application for enrollment (VA Form 1010EZ), online at www.1010ez.med.va.gov/sec/vha/1010ez/ or by calling 1(877)222-VETS (8387), or your local Veterans Service Office. *See Benefits and Benefit Aid, Section II, Chapter 115, Veterans' Service Officers, p.6.* Once enrolled, veterans can receive health care at VA health care facilities anywhere in the country. VA Healthcare Programs include:

Afterdeployment.org www.Afterdeployment.org

Afterdeployment.org is a wellness resource site developed by Department of Defense (DoD) and VA service members, veterans, and military families. This site provides assessments for and detailed information on a variety of issues veterans and their family members face following deployment, and VA services provided to meet those needs.

CHAMPVA www.va.gov/hac/forbeneficiaries/champva/champva.asp **1(800)733-8387**

Under Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMVA) certain dependents and survivors can receive reimbursement for most medical expenses—inpatient, outpatient, mental health, prescription medication, skilled nursing care, and durable medical equipment. To be eligible for CHAMPVA, an individual cannot be eligible for TRICARE (the medical program for civilian dependents provided by Department of Defense) and must be one of the following: (1) The spouse or child

of a veteran whom VA has rated permanently and totally disabled due to a service-connected disability; (2) The surviving spouse or child of a Veteran who died from a VA-related service-connected disability, or who, at the time of death, was rated permanently and totally disabled; (3) The surviving spouse or child of a veteran who died on active duty service and in the line of duty, not due to misconduct.

Dental Benefits

www.va.gov/health/services/dental

Dental benefits are provided by the Department of Veterans Affairs (VA) according to law. In some cases, VA is authorized to provide extensive dental care, while in other cases treatment may be limited. For eligibility requirements, view this document: www.va.gov/healthbenefits/resources/publications/IB10-442_dental_benefits_for_veterans_2_14.pdf.

Federal Recovery Coordination Program

www.oefoif.va.gov/fedrecovery.asp

The Federal Recovery Coordination Program, a joint program of Department of Defense (DoD) and Department of Veterans Affairs (VA), helps coordinate and access federal, state, and local programs, benefits, and services for seriously wounded, ill, and injured service members, and their families through recovery, rehabilitation, and reintegration into the community.

Federal Recovery Coordinators (FRCs) have the delegated authority for oversight and coordination of the clinical and non-clinical care identified in each client's Federal Individual Recovery Plan (FIRP). Working with a variety of case managers, FRCs assist their clients in reaching their FIRP goals. FRCs remain with their clients as long as they are needed regardless of the client's location, duty, or health status. In doing so, they often serve as the central point of contact and provide transition support for their clients.

Veterans Crisis Line

Chat: www.VeteransCrisisLine.net

Text: 838255 confidential text

Call: 1(800)273-8255 press 1

When veterans experience emotional distress or suicidal crisis, the Veterans Crisis Line provides them with the support they've earned. Since its launch in 2007, the Veterans Crisis Line has answered more than 745,000 calls and made more than 26,000 lifesaving rescues. Additionally, more than 83,000 people have been assisted through the online chat.

Veterans and their family members and friends who call, chat, or text to the Veterans Crisis Line are immediately connected with a Department of Veterans Affairs (VA) professional who is specially trained to handle a crisis. Many of the Veterans Crisis Line responders are veterans themselves and understand the unique issues veterans experience. Responders are available by phone, online chat, and text all day, every day.

Each VA Medical Center has a Suicide Prevention Coordinator or team to ensure veterans receive appropriate services. When appropriate, calls from the Veterans Crisis Line can be referred to the coordinators, who follow up with veterans and coordinate care for issues ranging from PTSD and depression to readjustment challenges and sleeping problems. Suicide Prevention Coordinators and partner organizations continually engage veterans and communities to raise awareness about the Veterans Crisis Line and VA's broader suicide prevention and behavior health resources.

Veterans Justice Outreach

See Legal, Section III, Veterans Justice Outreach, p. 49.

Women's Healthcare

See Women Veterans, Section II, Department of Veterans Affairs Services for Women, Women Veterans Health Care, p. 74.

Disabled American Veterans Organization

See Legal, Section III, Disabled American Veterans, p. 47.

The inTransition

www.health.mil/inTransition

1(800)424-7877

Service members and veterans may receive assistance from the inTransition Program when they are receiving mental health treatment and are making transitions from military service, location, or a health care system. This program provides access to transitional support, motivation and healthy lifestyle assistance and advice from qualified coaches.

Verizon Center for Customers with Disabilities

www.verizon.com/disabilities

Verizon customers who have disabilities may apply for free of low cost assistive equipment, including Hearing impairment: loud ringer, amplifier, light signaler, voice carry over; Speech impairment: electronic larynx, speech amplifier; Visual impairment: number announcer, large number or Braille telephone; Mobility impairment: hands-free telephone, memory dialing and intercom capabilities, cordless phone, speaker phone; and Cognitive impairments: memory telephone with large numbers, number announcer telephone.

Wounded Warrior Project

www.woundedwarriorproject.gov

Wounded Warrior aims to foster the most successful, well-adjusted generation of wounded service members in the nation's history. It seeks to raise awareness and enlist the public's aid for the needs of injured service members; to help injured service members aid and assist each other; and to provide unique, direct programs and services to meet the needs of injured service members. Wounded Warrior takes a holistic approach when service warriors and their families to nurture the mind and body, and encourage economic empowerment and engagement.

Minority Veterans.

Section I. Local Resources

Western Massachusetts Bilingual Veterans Outreach Center

www.bilingualvets.org

1(413)731-0194

281 Franklin Street
Springfield, MA 01104

The Bilingual Veterans Outreach Centers of Massachusetts, Inc. assists all veterans from all wars who are seeking relief and due benefits from the Department of Veterans Affairs.

Section II. Federal Resources

Department of Veterans Affairs Center for Minority Veterans

www.va.gov/CENTERFORMINORITYVETERANS/index.asp

The Center for Minority Veterans is part of the Office of the Secretary. The Center assists eligible veterans in their efforts to receive benefits and services from the Department of Veterans Affairs (VA). It acts as a mediator and facilitator, but does not process claims, handle equal employment complaints, or employee relation problems. Minority Veterans Program Coordinators (MVPC) promote the use of VA benefits, programs, and services by minority veterans, support and initiate activities that educate and sensitize internal staff to the unique needs of minority veterans, target outreach efforts to minority veterans through community networks, and advocate on behalf of minority veterans by identifying gaps in services and making recommendations to improve service delivery within their facilities.

Loans for Native American Veterans

benefits.va.gov/homeloans/nadl.asp

The Native American Direct Loan Program provides direct home loans from the Department of Veterans Affairs to eligible Native American Veterans to finance the purchase, construction, or improvement of homes on Federal Trust Land, or to refinance a prior NADL to reduce the interest rate.

Naturalization Preference for Veterans

www.uscis.gov/military

Through U.S. Citizenship and Immigration Services (USCIS) honorable active-duty service in the U.S. armed forces during a designated period of hostility allows an individual to naturalize without being required to establish any periods of residence of physical presence in the United States. A service member who was in the United States, certain territories, or aboard an American public vessel at the time of enlistment, re-enlistment extension of enlistment or induction, may naturalize even if he or she is not a lawful permanent resident. Qualifying members of the armed forces who have served at any time during a specified period of hostility may immediately apply for naturalization using the Application for Naturalization, Form N-400.

Records and Burial.

Section I. State Burial Benefits

Burial in State Cemeteries

www.mass.gov/veterans

1(413)821-9500

Agawam Cemetery
1390 Main Street
Agawam, MA 01001

Massachusetts has state Veteran's Memorial Cemeteries located in Agawam and Wichendon. There is no fee for a veteran's burial in a state veterans' memorial cemetery. A nominal fee will be charged for the burial of spouses, widows/widowers, and qualified dependents. With the exception of a residency requirement, the Massachusetts Veteran's Memorial Cemeteries follow the military eligibility requirements set forth by the National Cemetery Administration. *See Introduction, Section I, General Requirements, p. 1.*

Section II. Federal Benefits and Resources

Burial and Memorial Benefits

www.cem.va.gov

1(800)827-1000

Veterans discharged from active duty under conditions other than dishonorable and service members who die while on active duty, active duty for training, or inactive duty training, as well as spouses and dependent children of veterans and active duty service members, may be eligible for Department of Veterans Affairs (VA) burial and memorial benefits including burial in a national cemetery, a headstone to mark the grave of a veteran interred in a private cemetery or a Presidential Memorial Certificate for loved ones. The veteran does not have to die before a spouse of dependent child can be eligible.

VA's National Cemetery Scheduling Office or local national cemetery directors verify eligibility for burial. A copy of the veteran's discharge document that specifies the period(s) of active duty and character of service is usually sufficient to determine eligibility. In some instances, a copy of the deceased death certificate and proof of relationship to the veteran (for eligible family members) may be required.

Under Section 2411 of Title 38 of the United States Code, certain otherwise eligible individuals found to have committed federal or state capital crimes are barred from burial or memorialization in a VA national cemetery, and from receipt of Government-furnished headstones, markers, medallions, burial flags, and Presidential Memorial Certificates. Veterans and other claimants for VA burial benefits have the right to appeal decisions made by VA regarding eligibility for national cemetery burial or other memorial benefits.

Burial and Memorial Benefits include: Headstones, Markers, and Medallions; "In Memory Of" Markers; Medallions in Lieu of Government Headstone/Marker; Presidential Memorial Certificates; Burial Flags; Reimbursement of Burial Expenses; Burial Allowances; Plot Allowances; and Military Funeral Honors.

Military Medals and Records

www.archives.gov/st-louis/military-personnel/index.html

1(314) 801-0800

Correction of Military Records

www.dtic/mil/whs/directives/infomgt/forms/formsprogram.htm

The secretary of a military department, acting through a Board for Correction of Military Records, has authority to change any military record when necessary to change any military record when necessary to correct an error or remove an injustice. A correction board may consider applications for correction of a military record, including a review of a discharge issued by court-martial. The veteran, survivor, or legal representative may file a request for correction within three years of discovering an alleged error or injustice. The board may excise failure to file within this time, however, if it finds it would be in the interest of justice. It is an applicant's responsibility to show why the filing of the application was delayed and why it would be in the interest of justice for the board to consider it despite the delay. To justify a correction, it is necessary to show to the satisfaction of the board that the alleged entry or omission in the records was in error or unjust. Applications should include all available evidence such as signed statements of witnesses or a brief of arguments supporting the correction. Application is made with DD Form 149 available at Department of Veterans Affairs (VA) offices, veterans organizations or online.

Replacing Military Medals

www.archives.gov/research/index.html

Medals awarded while in active service are issued by the individual military services if requested by veterans or their next of kin. Requests for replacement medals, decorations, and awards should be directed to the branch of the military in which the veteran served. Requests for replacement medals should be submitted on Standard Form 180, Request Pertaining to Military Records, which may be obtained at Department of Veterans Affairs (VA) offices or online. When requesting medals, type or clearly print the veteran's full name, include the veteran's branch of service, service number or Social Security number and provide the veteran's exact or approximate dates of military service. The request must contain the signature of the veteran or next of kin if the veteran is deceased. If available, please include a copy of the discharge or separation document, WDAGO Form 53-55 or DD Form 214.

Replacing Military Records

www.archives.gov/research/index/html

If discharge or separation documents are lost, veterans or the next of kin of deceased veterans may obtain duplicate copies by completing forms found at the above link and mailing or faxing them to the National Personnel Records Center, or through the Department of Veterans Affairs' eBenefits portal. *See Benefits and Benefit Aid, Section III, eBenefits, p. 14.* The veteran's full name should be printed or typed so that it can be read clearly, but the request must also contain the signature of the veteran or the signature of the next of kin, if the veteran is deceased. Include the veteran's branch of service, service number or Social Security number, and the exact or approximate dates and years of service. Use Standard Form 180, Request Pertaining to Military Records, which may be obtained at VA offices or online. It is not necessary to request a duplicate copy of a veterans discharge or separation papers solely for the purpose of filing a claim for VA benefits. If complete information about the veteran's service is furnished on the application, VA will obtain verification of service.

Review of Discharge from Military Service

www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm

Each of the military services maintains a discharge review board with authority to change, correct, or modify discharges or dismissals not issued by a sentence of a general court-martial. The board has no authority to address medical discharges. If the veteran or, if the veteran is deceased or incompetent, the surviving spouse, next of kin or legal representative, may apply for a review of discharge by writing to the military department concerned using DD Form 293, Application for the Review of Discharge from the Armed Forces of the United States. This form may be obtained at a Department of Veterans Affairs (VA) regional office, from veterans' organizations or online.

However, if the discharge was more than 15 years ago, a veteran must petition the appropriate Service's Board for Correction of Military Records using DD Form 149, Application for Correction of Military Records Under the Provisions of Title 10, U.S. Code, Section 1552. A discharge review is conducted by a review of an applicant's record and, if requested, by a hearing before the board.

Discharges awarded as a result of a continuous period of unauthorized absence in excess of 180 days make persons ineligible for VA benefits regardless of action taken by discharge review boards, unless VA determines there were compelling circumstances for the absence. Boards for the Correction of Military Records also may consider such cases.

Substance Abuse.

Section I. Centers and Programs

Addiction Treatment Centers

Types:

Acute Treatment is medical stabilization for individuals in need of detoxification in a medically monitored environment.

Clinical Support is a clinically managed high intensity short-term residential program for individuals not in need of detox.

Narcotic Treatment Services include Methadone maintenance and outpatient detox for opiate addicted individuals.

Office-Based Opioid Treatment includes Nurse Case management services of Suboxone treatment within a community health center setting.

Opiate Overdose Prevention involves Narcan distribution, training and education for active opiate user, family members, friends, and treatment staff.

Outpatient Services include assessment, counseling and follow-up for individuals and families experiencing problems with alcohol and other drugs. Psycho educational groups may be offered to those at risk of substance abuse or addiction.

Transitional Support is structured residential support and case management for individuals post detox and in transition to residential placement. Individuals must be referred from an ATS program or homeless shelter.

Center	Address	Telephone	Type
AdCare Outpatient Services	117 Park Avenue West Springfield, MA 01089	1(413) 209-3124	Outpatient Services
Arbor House/Phoenix	130 Pine Street Holyoke, MA 01040	1(413) 538-8188	Transitional Support
Behavioral Health Network- Carlson Recovery Center	471 Chestnut Street Springfield, MA 01107	1 (413) 733-1431	Acute Treatment
Behavioral Health Network- Mt. Tom Substance Abuse Services	40 Bobala Road Holyoke, MA 01040	1(413) 536-5473	Outpatient Services
Behavioral Health Network- School St. Counseling Institute	110 Maple Street Springfield, MA 01105	1(413) 846-4300	Outpatient Services
Behavioral Health Network- Sloan Clinic	471 Chestnut Street Springfield, MA 01107	1(413) 733-1431	Outpatient Services
Behavioral Health Network- The Hope Center	35 Heywood Terrace Springfield, MA 01104	1(413)746-HOPE	Clinical Support
Brien Center for Mental Health & Substance Abuse Services	333 East Street Pittsfield, MA 01201	1(413) 499-0412	Outpatient Services
	124 American Legion Drive North Adams, MA 01247	1(413) 664-4541	Outpatient Services
	60 Cottage Street Great Barrington, MA 01230	1(413) 528-9156	Outpatient Services

Brien Center for Mental Health & Substance Abuse Services-DAE	333 East Street Pittsfield, MA 01201	1(413) 445-9160	Outpatient Services
Brightwood Health Center	380 Plainfield St. Springfield, MA 01107	1(413) 794-1705	Office-based Opioid Treatment
Carson Center for Adults & Families	77 Mill Street, Suite 251 Westfield, MA 01085	1(413) 568-6141	Outpatient Services
Center for Human Development-Child and Family Services	367 Pine Street Springfield, MA 01105	1(413) 737-1426	Outpatient Services
	622 State Street Springfield, MA 01109	1(413) 654-1602	Outpatient Services
	494 Appleton Street Holyoke, MA 01040	1(413) 534-9044	Outpatient Services
	179 Northampton Street Easthampton, MA 01027	1(413) 529-1764	Outpatient Services
	238 Main Street Greenfield, MA 01301	1(413) 774-6252	Outpatient Services
	131 West Main Street Orange, MA 01364	1(978) 544-2148	Outpatient Services
	246 Park Street West Springfield, MA 01089	1(413) 737-4718	Outpatient Services
Clinical and Support Options	One Arch Place Greenfield, MA 01301	1(413) 774-1000	Outpatient Services
CleanSlate	278 Main Street Greenfield, MA	1(413) 376-4343	Suboxone Treatment
	491 Main Street Athol, MA 01331	1(978) 249-9490	Outpatient Services
	8 Atwood Drive Northampton, MA 01060	1(413) 586-8550	Outpatient Services
Community Substance Abuse Centers	628 Center Street Chicopee, MA 01013	1(413) 746-0051	Narcotic Treatment
	297 Pleasant Street Northampton, MA 01060	1(413) 584-2404	Narcotic Treatment
	177 Shelburne Road Greenfield, MA 01301	1(413) 774-3321	Narcotic Treatment
	125 N. Elm Street Westfield, MA 01085	1(413) 568-6600	Narcotic Treatment
Crossroads Agency	80 Congress Street Springfield, MA 01104	1(413) 739-1611	Outpatient Services
Gandara Center	85 St. George Road Springfield, MA 01104	1(413) 732-2120	Outpatient Services
	2155 Main Street Springfield, MA 01104	1(413) 736-0395 x125	Outpatient Services
Habit OPCO	2257 Main Street Springfield, MA 01107	1(413) 733-3488	Narcotic Treatment
Hilltown Community Health Centers, Inc.	73 Russell Road Huntington, MA 01050	1(413) 667-3009	Outpatient Services
	58 Old North Road Worthington, MA 01098	1(413) 238-5511	Outpatient Services
Holyoke Health Center	230 Maple Street Holyoke, MA 01040	1(413) 420-2200	Office-based Opioid Treatment
Holyoke Medical Center Center for Behavioral Health	575 Beech Street Holyoke, MA 01040	1(413) 534-2626	Outpatient Services

McGee Unit of Berkshire Medical Center	725 North Street Pittsfield, MA 01201	1(413) 442-1400	Acute Treatment
	235 Maple Street Holyoke, MA 01040	1(413) 532-0389	Outpatient Services
Phoenix Outpatient Program	15 Mulberry Street Springfield, MA 01105	1(413) 739-2440 x 4	Outpatient Services
Providence Detox	1233 Main Street Holyoke, MA 01040	1(413) 539-2981	Acute Treatment
Providence Hospital Methadone Program	1233 Main Street Holyoke, MA 01040	1(413) 493-2741	Narcotic Treatment
	227 Mill Street Springfield, MA 01109	1(413) 747-9071	Narcotic Treatment
Providence Hospital Outpatient Department	1233 Main Street Holyoke, MA 01040	1(413) 539-2487	Outpatient Services
ServiceNet- Outpatient Programs	55 Federal Street Greenfield, MA 01301	1(413) 772-2935 x1328	Outpatient Services
	250 South Main Street Athol, MA 01331	(413) 772-2935	Outpatient Services
Spectrum Health System	42 Summer Street, Suite 201 Pittsfield, MA 01201	1(413) 442-0402	Narcotic Treatment
Springfield Coalition for Opioid Overdose Prevention (S.C.O.O.P.)	95 State Street, Suite 201 Springfield, MA 01103	1(413) 787-6718	Opiate Overdose Prevention
Tapestry Health- La Voz	130 Maple Street Lower Level Springfield, MA 01103	1(413) 363-9472	Opiate Overdose Prevention
Tapestry Health- Narcan Program	16 Center Street Northampton, MA 01060	1(413) 586-0310	Opiate Overdose Prevention
Tapestry Health- Narcan Program	60 Sanderson Street Greenfield, MA	1(413) 773-8888	Opiate Overdose Prevention
Wing Memorial Hospital - Griswold Center	40 Wright Street Palmer, MA 01069	1(413) 283-1178	Outpatient Services

Recovery Programs

Types:

Recovery Homes are transitional residences for men and women, eighteen years of age and older, who are in the early stages of substance abuse recovery. They provide a home-like atmosphere in which recovering alcoholics and drug addicts receive individual and/or group counseling, educational vocational training, and support that helps residents to return to independent, drug-free living in the community. All programs are staffed seven days per week, twenty-four hours per day.

Recovery Support Centers offer people in recovery peer support that helps to prevent relapse and promote sustained recovery from alcohol and drug use. The center will offer an environment which enhances life skills and creates opportunities to connect with others in recovery and the broader community. Information about treatment services and referral to treatment will also be offered.

Social Model Recovery Homes are transitional residences for men and women eighteen years of age and older, who are in the early stages of substance abuse recovery. Social Model Recovery Homes provide a lightly structured, drug-free environment. This supportive environment is maintained through twenty-four hour staffing and case

management services. The emphasis is placed on assisting residents to provide one another with a culture of recovery, support, sharing, and positive peer role modeling.

Substance Abuse Prevention Programs offer primary prevention services and opportunities to increase the factors in the lives of youth at risk that protect them from substance use and decrease their risk of health problems. Science based curriculums are used for youth programming and environmental strategies are used within community coalitions.

Supportive Housing provides case management services within an alcohol and drug-free living environment that reinforces recovery through establishing community-based supports to maintain ongoing goals in the recovery process. These programs have linkages with a range of services in the continuum of care. These linkages will assist and support residents to address primary health concerns, as well as develop skills and abilities to sustain recovery, continue to establish independence, and provide opportunities for aftercare planning.

Therapeutic Communities are transitional residences for men and women eighteen years of age or older, who are in the early stages of substance abuse recovery. Therapeutic Communities provide a highly structured environment with defined social and behavior boundaries. Both residents and staff act as facilitators, emphasizing personal responsibility for one's life and for self-improvement. The residents, with staff support, have defined tasks, which facilitate the ongoing operation of the program. Residents play a significant role in managing the Therapeutic Community, acting as positive role models for others.

Center	Address	Telephone	Type
Behavioral Health Network- Cole's Place	401 Liberty Street Springfield, MA 01104	1(413)726-1030	Recovery Home, Men
Behavioral Health Network- My Sister's House	89 Belmont Avenue Springfield, MA 01109	1(413) 733-7891	Recovery Home, Women
Behavioral Health Network- The Village	385 Maple Street Springfield, MA 01108	1(413) 455-1304	Family Residential Treatment
Center for Human Development- Grace House	143 West Street Northampton, MA 01060	1(413) 586-8213	Family Residential Treatment
Center for Human Development- Watershed Recovery Center	148 Montague City Road Greenfield, MA 01301	1(413)512-5018	Recovery Home, Women
Foundation House	155 Mill Street Springfield, MA 01108	1(413) 746-3426	Sober House
Gandara Center- Addiction Recovery Program	29-33 Arch Street Springfield, MA 01107	1(413) 781-2234	Recovery Home, Men
Gandara Center- Community Housing Program	476 Appleton Street, Holyoke, MA 01040	1(413) 594-2580	Supportive Housing, Women
Gandara Center- Hairston House	25 Graves Avenue Northampton, MA 01060	1(413) 585-8390	Social Model, Recovery Home, Men
Gandara Center- Miracle House	114 Calhoun Street Springfield, MA 01107	1(413) 736-8527	Supportive Housing
Gandara Center- Nia Program	888 State Street Springfield, MA 01109	1(413) 781-2050 x8330	Supportive Housing
Gandara Center- Serenity Program	1 Robinson Drive Chicopee, MA 01013	1(413) 594-2580	Supportive Housing, Women
Gandara Residential Services for Women	507 Appleton Street Holyoke, MA 01040	1(413) 540-9881	Recovery Home
Northern Berkshire Community Coalition Community Organizing for Prevention	61 Main Street Suite 218 North Adams, MA 01247	1(413) 663-7588	Substance Abuse Prevention Programs
Opportunity House	59-61 St. James Avenue Springfield, MA 01109	1(413) 739-4732	Recovery Home, Men

Phoenix Academy at Springfield	15 Mulberry Street Springfield, MA 01105	1(413) 739-2440	Therapeutic Community, Men
Phoenix House	5 Madison Avenue Springfield, MA 01105	1(413) 733-2178	Therapeutic Community
Salvation Army Adult Rehab Center	285 Liberty Street Springfield, MA 01104	1(413)785-1921	
ServiceNet- Beacon House for Men	57 Beacon Street Greenfield, MA 01301	1(413) 773- 1706	Social Model, Recovery Home
ServiceNet- Beacon House for Women	53 Beacon Street Greenfield, MA 01301	1(413) 773-1705	Social Model, Recovery Home
ServiceNet- Orange Recovery House for Men	35 Congress Street Orange, MA 01364	1(978) 544-6507	Social Model, Recovery Home
ServiceNet- The Moltenbrey	239 Main Street Greenfield, MA 01301	1(413) 773-1893	Supportive Housing
South Middlesex Opportunity Council- Crossroads Program	1509 N Main Street Palmer, MA 01069	1(413) 283-2533	Supportive Housing
South Middlesex Opportunity Council- Tranquility House	25 Rittenhouse Terrace Springfield, MA 01108	1(413) 276-0185	Supportive Housing, Women
South Middlesex Opportunity Council- Wright Home	305 Main Street Easthampton, MA	1(413) 527-3527	Supportive Housing, Women
SPIFFY/Hampshire Education Collaborative	97 Hawley Street Northampton, MA 01060	1(413) 586-4900 x177	Substance Abuse Prevention
The Brien Center- Keenan House	202 Bradford Street Pittsfield, MA 01201	1(413)499-0412	Social Model, Recovery Home
The Brien Center- Safe Harbor	184 Bradford Street Pittsfield, MA 01201	1(413) 499-1456	Supportive Housing
The Recover Project	68 Federal Street Greenfield, MA 01301	1(413) 774-5489	Recovery Support Center

Section II. Support Organizations

Alcohol Anonymous Western Massachusetts Intergroup

www.westernmassaa.org

1(413)532-2111

Alcohol Anonymous is a 12-step self-help program for individuals recovering from alcoholism. Call or check website for list of meetings.

Massachusetts Substance Abuse Information and Education

www.Helpline-online.com

1(800)327-5050

The Massachusetts Substance Abuse Information and Education Helpline provides free and confidential information and referrals for alcohol and other drug abuse problems and related concerns. The Helpline is committed to linking consumers with comprehensive, accurate, and current information about treatment and prevention services throughout Massachusetts. Services are available Monday through Friday from 8:00 am to 10:00 pm and on Saturday and Sunday from 9:00 am to 5:00 pm. Language interpreters are always available.

Narcotics Anonymous of Western Massachusetts

www.na.org

1(800)481-6871

Narcotics Anonymous is a fellowship of recovering addicts who meet regularly to help each other stay clean. Call for updated list of meetings.

Opioid Education and Awareness Task Force

Marisa Hebble, Coordinator

opioidtaskforce@gmail.com

Leadership from across the region have developed a Task Force to address the very serious and growing problem of abuse of heroin and other opioids in our community. The Task Force includes doctors, judges, law enforcement, prevention experts, educational leaders, community leaders and many more. It is the mission of the Task Force to ensure that our region works together to help prevent opioid and heroin addiction and overdose deaths, and to improve the quality of life in our community.

SMART Recovery

www.smartrecovery.org

1(781)891-7574

SMART Recovery is a self-help alternative to 12-step programs for addiction control. Support is based on Cognitive Behavioral Therapy, and it does not encourage dependency on the group. This group does not accept alcoholism as a permanent condition.

The Recover Project

www.recoverproject.org

1(413)774-5489

68 Federal Street
Greenfield, MA 01301

The Recover Project is a community-driven project that enhances the lives of people in recovery from substance addiction and alcoholism, family members, and concerned others. Located in Greenfield, the Recover Project provides a safe space for peer-to-peer supports based on the guiding principle that competence and wisdom reside in those with lived experience. Members create a positive image and increase community awareness about recovery in order to reduce stigma and offer hope. Information about other community resources that support recovery is available at the Recover Project. Services include: peer coaching, family support advocates, daily peer-led activities, free workshops, resource computers and training, leadership training, art group, yoga, alcohol/drug-free dances and open mic nights, and wilderness hikes. The Recovery Project is supported in part by the Massachusetts Department of Public Health, Bureau of Substance Abuse Services, and the Greenfield Community Development Block Grant.

Transportation and Motor Vehicle Benefits.

Section I. Local Transportation Resources

Transit Authorities

Berkshire Regional Transit Authority

www.berkshirerta.com

The Berkshire Regional Transit Authority (BRTA) provides public transportation services to its 24 member communities within Berkshire County, the westernmost region of Massachusetts. Fixed route service is provided by fourteen bus routes in 12 communities, Monday through Saturday. Paratransit services are provided to eligible persons from the BRTA's member communities for ambulatory, non-ambulatory, or complementary paratransit ADA service. Single Ride Fares: Local- \$1.75, Systemwide- \$4.50.

Franklin Regional Transit Authority

www.frta.org

The Franklin Regional Transit Authority (FRTA) along with the Greenfield Montague Transportation Area (GMTA) offer 12 of the 40 towns in FRTA's service area some form of fixed-route service. The remainder receive demand response service. All fixed-route service connects in Greenfield. Fares are varied, and generally reflect a distance based structure from \$1-\$3 per ride. The FRTA connects to the PVTa in Amherst, Northampton, and South Deerfield.

Pioneer Valley Transit Authority

www.pvta.com

The Pioneer Valley Transit Authority (PVTa) is the largest regional transit authority in Massachusetts, serving 24 communities in the Pioneer Valley in Hampshire and Hampden Counties. PVTa offers the following services: Fixed-route service; ADA Complementary Paratransit; Dial-a-ride "Senior Service" for adults age 60+; and Travel Training. Fares: Fixed-route service- \$1.25; Complementary Paratransit- \$2.50, \$3.00 or \$3.50 depending on location; Senior Service- \$2.50, \$3.00, or \$3.50 depending on location.

Section II. State Transportation Resources

Massachusetts Veterans Transportation Coalition

www.mass.gov/eohhs/gov/commissions-and-initiatives/hst/for-veterans.html

The Massachusetts Veterans Transportation Coalition (MVTC) is a collaborative effort to increase awareness and improve veterans' transportation options. Its goals are to share information about the availability of existing transportation resources, to encourage networking and collaboration among transportation providers and veteran serving agencies to address unmet needs and facilitate opportunities for better coordination, and to advocate for veterans' transportation needs. Veterans can view available transportation options online.

Motor Vehicle Excise Tax Exemptions

www.mass.gov.dor

Veterans who by reason of service in the armed forces of the United States have suffered the loss, or permanent loss of the use of one or both feet or one or both arms or has permanent visual impairments as determined by the Department of Veterans Affairs (VA) or has been determined by the medical advisory board within the Registry of Motor Vehicles to be permanently disabled is eligible for motor vehicle excise exemption (applicable for only one motor vehicle owned and registered for personal, non-commercial use).

Soldier On

See Housing, Section I, Housing for Veterans, Soldier On, p. 38.

Veterans License Plates

www.massrmv.com/rmv/veteran/vet.htm

1(617)351-9322

The following license plates are available for eligible veterans: Veteran plate, Ex-POW plate, Medal of Honor plate, Legion of Valor plate, Purple Heart plate, Pearl Harbor Survivor plate, Silver Star, Bronze Star, or Distinguished Flying Cross plate, Gold Star Family plate. A veteran who has been issued a veteran plate will be furnished (upon request) a distinctive emblem which identifies the branch of the armed services in which the owner served or the wartime service in which such owner served. There is an additional cost for the veterans' series plates and they cannot be used for a vehicle requiring a commercial registration under Massachusetts law. The following veterans' fee exemptions are available:

Disabled Veterans Registration Exemption

www.massrmv.com/rmv/veteran/taxexempt.htm

Disabled veterans who by reason of service in the U.S. armed forces have suffered the loss of, or permanent loss of use of, one or both hands or feet, or who have permanent impairment of vision in both eyes, or any other disability or handicap of such veterans that may be determined by the Medical Affairs Branch of the Registry of Motor Vehicles, are eligible to receive, free of charge, disabled veterans' motor vehicle registration plates and are exempt from the biannual registration renewal fee.

Former Prisoners of War Registration Exemption

www.massrmv.com/rmv/veteran/taxexempt.htm

All veterans of any war or military action who, in the course of duty, have been captured and incarcerated by an enemy of the U.S. during an armed conflict are eligible to receive, free of charge, Ex-POW motor vehicle registration plates and are exempt from the biannual registration renewal fee, and their surviving spouse may elect to retain the plates until s/he remarries, or fails to renew or cancel such registration.

Women Veterans.

Section I. State Women's Resources

Women Veterans' Network

www.mass.gov/veterans/women-veterans

1(617)210-5781

600 Washington Street, Suite 1100

Boston, MA 02111

Email: DVSWomen@vet.state.ma.us

The Women Veterans' Network of the Department of Veterans' Services (DVS) was established in 1997 with the vision of being the central resource for women veterans in Massachusetts. It provides women veterans with information on federal, state, and local benefits; expands awareness of the needs of women veterans and identifies available health and human resources to meet those needs; and advocates on behalf of women veterans in the Commonwealth of Massachusetts.

Database of Women Veterans

www.mass.gov/veterans/women-veterans/wvn/database.html

The Women Veterans' Database is an information bridge, which connects Massachusetts women veterans with various resources and benefits available to them. Women veterans who join the network will also receive a bi-annual newsletter and information on annual women veterans' luncheons where women veterans can connect with one another.

Veterans' Service Officers

Veterans' Service Officers (VSOs) can assist women veterans in applying for federal benefits and state medical, housing, educational, employment, motor vehicle, burial, real estate, and annuity benefits. *See Benefits and Benefit Aid, Section II, Chapter 115, Veterans' Service Officers, p. 6.*

Women Veterans' Network Committee

www.mass.gov/veterans/women-veterans/get-involved/join-the-wvn-volunteer-committee.html

Members of the Women Veterans' Network Committee include women veterans from all eras, U.S. Department of Veterans Affairs representatives, local Veterans' Service Officers, and representatives of veterans' service organizations, and active duty military personnel. The Committee meets bimonthly to share information and work on projects.

36 Frequently Asked Questions from Massachusetts Women Veterans

The Women Veterans' Network Committee compiled a booklet answering the 36 most frequently asked questions of Massachusetts' women veterans. This publication is an easy-to-use reference tool that points readers to the federal and state programs and resources available to women veterans. These books are available at no charge. Call or email the Women Veterans' Network to request a copy.

Section II. Federal Women's Resources

Department of Veterans Affairs Services for Women

Center for Women Veterans

www.va.gov/womenvet

1(855)VA-WOMEN

The Center for Women Veterans' mission is to monitor and coordinate Department of Veterans Affairs' (VA) administration of healthcare and benefits services, and programs for women veterans; to serve as an advocate for cultural transformation in recognizing the service and contributions of women veterans and women in the military; and to raise awareness of the responsibility to treat women veterans with dignity and respect. Women Veterans Program Managers are located in each VA healthcare facility to assist women veterans. Women Veterans Coordinators are located in each VA regional office.

Women Veterans Healthcare

www.womenshealth.va.gov

VA Central Western Massachusetts Healthcare System Women Veterans Program

Kim Adams RN, Manager

1(413)584-4040 x2240

The Department of Veterans Affairs' (VA) Women Health Service office provides programmatic and strategic support to implement positive changes in the provision of care for all women Veterans. At each VA Medical Center, a Women Veterans Program Manager is designated to assist women Veterans. Women Veterans who are interested in receiving care at VA should contact their nearest VA Medical Center and ask for the Women Veteran Program Manager.

Services provided for women at VA Medical Centers include: general health, primary care, birth control, eye exams, maternity care, infertility evaluation and treatment, menopause evaluation and treatment, osteoporosis screening and treatment, gynecological care, cancer screenings, mammograms, wellness and healthy living, nutrition and weight management, and the stop smoking program. Mental health services include management of depression, anxiety and stress, adjustment from deployment, and counseling and treatment for Military Sexual Trauma (MST), violence and abuse, and alcohol and drug dependence. Other supportive services include: chronic pain management, home based primary care, the homeless program, nursing home care, physical therapy, and the transitional housing and work program.

Victims of Military Sexual Trauma

See Medical and Mental Health, Section I, Military Sexual Trauma, p. 49.

Women Veterans Organizations

The following organizations are specifically for women veterans:

WAC Veterans' Association

www.armywomen.org

Those who have served honorably with the Women's Army Auxiliary Corps, The Women's Army Corps, or those who have served or are serving honorably in the United States Army, the United States Army Reserve or the Army National Guard of the United States, are eligible for membership in the Women's Army Corps Veterans' Association. The membership has grown each year, with new chapters being formed wherever possible. Where no chapter exists, eligible persons become Members-At-Large (MALs) who attend the conventions and participate in the organization's programs and in their various community programs. Each chapter carries out the program laid down by the National Organization, with

emphasis being placed on Department of Veterans Affairs (VA) Hospital volunteer work and Community Service in the local and national community.

WAVES National

www.womenofthewaves.com

WAVES is a Sea Service women's organization for women who have served or are currently serving in one of the sea services; U.S. Navy, U.S. Marine Corps, U.S. Coast Guard or Reserves. There are 78 active WAVES National Units in the nation.

Women Marines

www.womenmarines.org

The WOMA is a 501(c)(3) non-profit charitable organization comprised of women who have served or are serving honorably in the United States Marine Corps regular or reserve components.

a

Accelerated Death Benefits 11
AdCare Outpatient Services 64
Addiction
 Recovery Program 66-67
 Treatment Centers 64-66
Afterdeployment.org 57
Aid and Attendance Housebound Benefits 10, 11, **13**, 36
Air Force at Westover Legal Clinic 48
Alcoholics Anonymous Western Massachusetts Intergroup 68
American Legion 16
American Red Cross 4
Amherst
 Adult Learning Center 26
 Family Center 35
 Housing Authority 39
AMVETS 16
Annuities **8-9**, 72
Arbor House 64
Armed Forces Retirement Homes 38

b

Bar
 Advocates 45
 Association Referral Programs 45
Batterer Intervention 18
Beacon House
 for Men 68
 for Women 68
Belchertown Family Center 35
Belchertown Housing Authority 39
Behavioral Health Network
 Carlson Recovery Center 64
 Cole's Place 67
 Mt. Tom Substance Abuse Services 64
 My Sister's House 67
 School Street Counseling Institute 64
 Sloan Clinic 64
 The Hope Center 64
 The Village 67
Bereavement Counseling 5, **36**
Berkshire
 County Bar Advocates 45
 County District Attorney 46
 County Veterans Service Officers 6
 Housing Development Corporation 43
 Transit Authority 70
Bonuses 8
Brain Injury and Statewide Specialized Community Services 50
Brien Center for Mental Health & Substance Abuse Services 64
 DAE 65
 Keenan House 68
 Safe Harbor 68
Brightwood Health Center 65
Burial

Benefits 6, 9, **61**, 72
in State Cemeteries 61

c

Career Point 26
Caregiver Support 36
Carson Center
 For Adults and Families 65
 For Traumatic Brain Injury Services 50
 Valley Human Services 17
Carlson Recovery Center 64
Center for Human Development
 Child and Family Services 65
 Grace House 67
Center for
 Minority Veterans 60
 New Americans 26
 Veterans Enterprise 29
 Women Veterans 73
Central Western Massachusetts Healthcare System 10, 49, 50, **56**, 73
CleanSlate 65
Claims Decisions Appeals 4, **9**, 10, 47
CHAMPVA 57
Chapter
 31- 33
 115- 3, **5**, 10, 72
Chicopee Housing Authority 39
Clinical and Support Options 65
Cole's Place 67
College Veterans Service Centers 22
Community Action
 Crisis Response 44
 The Mediation and Training Collaborative 35
Community
 Education Project 26
 Enterprises Inc. 51
 Housing Program 67
 Legal Aid 44
 Substance Abuse Centers 65
Compensation 6, **10**, 48
 Dependency and Indemnity 10
 Service-Connected Disability 10
 Special Monthly 10
Congressional Representatives 47
Crossroads Agency 65
Crossroads Program 68
Cummington Family Center 35

d

Database of Women Veterans 72
DD Form
 149- 62, 63
 214- 14, 16, 62
 293- 63
 2586-25
Death Gratuity Payment **11**, 36
Dental

- Department of Veterans Affairs 58
 - Soldiers' Home 55, **56**
- Department of Defense
 - Military OneSource 36
 - Transportal 29
- Department of Health and Human Services 42
- Department of Veterans Affairs
 - Burial and Memorial Benefits 61
 - Compensation 9
 - Caregiver Support 36
 - Center for Veterans Enterprise 29
 - Claims Decisions Appeals 9
 - Death Gratuity Payment 11
 - Dental Care 58
 - Disabled Veteran Business Enterprise 29
 - Education 22-24
 - Healthcare System 10, 49, **50, 57, 73**
 - Incarcerated Veterans 48
 - Insurance 11-12
 - Minority Veterans 60
 - Military Records and Medals 62-63
 - Pensions 10, 11, **13, 36**
 - Review of Discharge 62
 - Women Veterans 73
- Department of Veterans Services
 - Annuities 8-9
- Dependents' Educational Assistance 24
- Disabled
 - American Veterans **47, 59**
 - Veteran Business Enterprise 29
 - Veterans' Outreach Program 31
- Dispute Resolution Services 35
- District Attorney
 - Offices 46
 - Violence and Sexual Assault Unit 20
- Domestic Violence 17-20
- Domiciliary Care 55

e

- Easthampton
 - Family Center 35
 - Housing Authority 39
- eBenefits **14, 41, 62**
- Education 5, 9, 15, **22-25, 26, 27, 30, 32-36**
- Eligibility
 - Eligible Dependents **2, 5, 14, 24**
 - Not Eligible 2-3
- Elizabeth Freeman Center **17, 21**
- Employment 3, 10, 15-16, **25-34, 38, 40, 51, 53, 60, 69**
 - Resource Centers 26
- Excise Tax Exemptions 71

f

- Federal Recovery Coordination Program 58
- Family
 - Centers 35
 - Support 35-37
- Feds Hire Vets Program 31
- Foundation House 67
- Franklin
 - County Bar Advocates 45
 - County Bar Association 45

- County Veterans Service Officers 7
 - /Hampshire Career Center 26, 27
- Housing and Redevelopment Authority 43
- Regional Transit Authority 70
- Future Works Career Center 70

g

- Gandara
 - Addiction Recovery Program 67
 - Community Housing Program 67
 - Domestic Violence Program 17
 - Hairston House 67
 - Miracle House 67
 - Nia Program 67
 - Residential Services for Women 67
 - Serenity Program 67
- Gateway Family Center 35
- GLBTQ Domestic Violence Project 18
- Gold Card, The 31
- Gold Star Wives of America 16
- Grace House 67
- Granby Housing Authority 39
- Greenfield
 - Community College 22
 - Honor Court 67

h

- Habit OPCO 65
- Hadley Housing Authority 39
- Hairston House 67
- Hampden
 - County Bar Association 45
 - County District Attorney 46
 - County Lawyers for Justice 45
 - County Employable Garments 26
 - County Veterans Service Officers 7
- Hampshire
 - County Bar Advocates 45
 - County Bar Association 45
 - County Veterans Service Officers 8
 - Education Collaborative 68
 - /Franklin Career Center 26
 - Housing Authority 39
- HAP Housing 43
- Hatfield Housing Authority 39
- Healthcare 48, **49-59, 73**
- Hero2Hired 29
- Hilltown Community Health Centers, Inc. 65
- Hiring Incentive Training Grant Program 28
- Holyoke
 - Community College 22
 - Health Center 56
 - Housing Authority 39
 - Holyoke Medical Center 65
- Home Base 49, 50
- Home Loan Guaranty 41
- Homes for Our Troops 41
- Homeless Veterans' Reintegration Program 41
- Hometown Heroes 41
- Hope Center, The 64
- Housing
 - Authorities 39

- for Veterans 38
- Recovery Homes 65
- Transitional and Supportive with Services 40
- HUD/VASH Program 42
- Human Resources Division, Commonwealth 28

i

- Incarcerated Veterans 48
- Insurance 11
 - Family Service Members Group Life 11
 - Service-Disabled Veterans' 11
 - Service Members Group Life 12
 - Disability Extension 12
 - Traumatic Injury Protection 12
 - Veterans' Group Life 12
 - Veterans' Mortgage Life 12
- Internal Revenue Service Tax Deferment 14
- inTransition, The 59
- Iraq Afghanistan Vets of America 16
- Italian American War Veterans 16

j

- Jewish War Veterans 16

k

- Keenan House 68
- Korean Veterans of American 16
- Korean War Veterans 16

l

- La Voz 66
- Legal 9, 13, 17, 20, 21, 36, 40, 42, **44-48**
 - Clinic 48
- Lenox Housing Authority 39
- License Plates 71
- Loans for Native American Veterans 60
- Local Veteran Employment Representative 31
- Long Term Nursing Care 55
- Low Income Home Energy Assistance Program 42
- Low Income Taxpayer Project 45

m

- MA Bar Association 45
- Make the Connection 14
- Marine Corps League 16
- Marine for Life 16
- Massachusetts
 - Career Development Institute 26
 - Commission Against Discrimination 28
 - Department of Mental Health 54
 - Rehabilitation Commission 26
 - Soldiers Legacy Fund 22
 - Substance Abuse and Information 68
 - Veterans Transportation Coalition 70
 - Workforce Training Fund 28
- Mass Vets Advisor 5
- Medals 62
- Mediation 35
- Men's Resource Center for Change 19
- Military Family and Support Center 36
- Military

- Families Connect 22
- Family Relief Fund 35
- OneSource 35-36
- Order for the Purple Heart 16
- Military Sexual Trauma **49, 73**
- Minimum Service Exception 1
- Minority Veterans
 - Department of Veterans Affairs Center for 60
 - Program Coordinators 60
- Miracle House 67
- Mission Direct Vet 44, **45, 46**
- Moltenbrey, The 68
- Montgomery GI Bill 23-24
 - Active Duty 24
 - Select Reserve 24
- Motor Vehicle 70-71
 - Excise Tax Exemptions 71
- Mt. Tom Substance Abuse Services 64
- My Next Move 31
- My Sister's House 67

n

- Narcarn Pilot Program 66
- Narcotics Anonymous of Western Massachusetts 68
- National
 - Alliance on Mental Illness of Massachusetts 54
 - Call Center for Homeless Veterans 42
 - Center for PTSD 49, 50
 - Coalition for Homeless Veterans 43
 - Resource Directory 15
- Native American Veterans
 - Loans for 60
- Naturalization Preference for Veterans 60
- New England
 - Assistance Dog Services 51
 - Center for Homeless Veterans 38
 - Center for Women in Transition **18, 21**
- Nia Program 67
- Non-Paid Work Experience Program 33
- North Adams Housing Authority 39
- Northampton
 - Even Start 26
 - Family Center 35
 - Housing Authority 39
- Northern Berkshire Coalition Organizing for Prevention 67
- Northwestern District Attorney 46
 - Franklin County 46
 - Hampshire County 46

o

- OIF/OEF Veterans of America 16
- One-Stop Career Center 16, 27, **31, 32**
- On the Job Training Program 33
- Opioid Task Force 69
- Opportunity House 67
- Orange Recovery House 68
- Outpatient Services
 - Addiction Treatment Centers 64-65
 - ServiceNet 52
 - Soldiers' Home 55

p

Paralyzed Veterans of America 16
Pensions 13
Persian Gulf Era Veterans 16
Pharmacy 55
Phoenix
 Academy at Springfield 67
 House 67
 Outpatient Program 66
Pioneer Valley
 Coalition for Suicide Prevention 51
 Veterans Employment Partnership, The 27
 Transit Authority 70
Pittsfield Housing Authority 39
Polish Legion of American Veterans 16
Post-9/11 GI Bill 14, **24-25**, 29
Post-Traumatic Stress Disorder 6, **49**, 50, 56
Pre-Discharge Program 15
Pre-Separation Counseling 15
Prevent, Inc. Honor Court 68
Probation Officers 44, 45, **46**
Property Tax Exemptions 8
Providence
 Detox 66
 Hospital 66
Public Service Scholarship Programs 23
Puerto Rican Veterans Association 16

q

Quabbin Mediation **19**, 35

r

Records
 Corrections 62
 Locating 47
 Replacing 62
 Review 63
Recover Project, The 68, 69
Recovery Programs 66-68
Requirements for Veteran Status 1-2
Residential Assistance to Families in Transition 43
Review of Discharge from Military Service 63

s

Safe Harbor 68
SAFELINK 20
Safe Passage 19
SAFEPLAN 21
Salvation Army Adult Rehab Center 68
School Street Counseling Institute 64
Serenity Program 67
ServiceNet 52
 Athol/Orange Family Inn 52
 Beacon House for Men 68
 Beacon House for Women 68
 Emergency Services 52
 Franklin County Emergency Shelter 52
 Greenfield Family Inn 52
 Grove Street Inn Shelter 53
 Hampshire Outreach & Stabilization Program 53
 Orange Recovery House 68

 Outpatient Mental Health Center 53
 Outpatient Programs 53
 The Moltenbrey 68
 The Moving Forward Project 18-19
Sloan Clinic 64
Small Business Administration 29, 30
SMART Recovery 69
Social Security Administration Benefits 69
Soldier On 27, **38**, and 71
Soldiers' Home in Holyoke 4, **55-56**
Southampton Housing Authority 39
South Hadley
 Family Center 35
 Housing Authority 39
South Middlesex Opportunity Council
 Crossroads Program 68
 Tranquility House 68
 Wright House 68
Special Employer Incentive Program 33
Spectrum Health System 66
SPIFFY 68
Springfield
 Coalition for Opioid Overdose Prevention 66
 College 22
 Housing Authority 40
 Technical Community College 22
Suicide 51, 54, 58
Star Light Center **27**, 53
Statewide Advocacy for Veterans Empowerment 6, 46, **54**
Statewide Head Injury Program 50
Stockbridge Housing Authority 40
Substance Abuse 40, 42, 43, 48, 49, 51, 56, **64-69**
Sullivan and Associates, Inc. 53
Supportive Housing 67-68

t

Tapestry Health
 La Voz 66
 Narcan Pilot Program 66
Tenancy Preservation Program 43
The Gold Card 31
The Mediation and Training Collaborative 35
The Recover Project 69
Training Duty Exception 1
Transit Authorities 70
Transition
 Bulletin Board 29
 Service Officers 48
Transitional
 Assistance Program 32
 Housing 40
Transportation 15, 40, **70-71**
Tranquility House 68
Traumatic Brain Injury 49, **50**, 51, 53
Troops to Teachers 30
Tuition Waivers 23
Turner House Center for Veterans Inc. 40

u

Unemployment Compensation **16**, 30
University of Massachusetts 22, 28

V

Valley Human Services 17

VA Form

180- 62

1010EZ- 57

21-526- 10

Verification of Military Experience and Training **25, 30**

Verizon Center for Customers with Disabilities 59

Veterans

Bill of Rights 3

Requirements For 1-2

Veterans Assistance Center **4, 56**

Veteran's Business Development **29, 30**

Veterans Crisis Line 58

Veterans' Educational Assistance Program 25

Veterans Education Project 22

Veterans Employment and Training Services 30-31

Veterans Inc. 40

Veterans Justice Outreach **48, 54**

Veterans Justice Partnership **44, 46**

Veterans License Plates 71

Veterans of Foreign Wars 16

Veterans Organizations 16

Veterans Preference for Federal Jobs 32

Veterans Retraining Assistance Program 34

Veterans' Service Officers **3, 6-8, 72**

Veterans Upward Bound Program 23

Vet Success 33

Vietnam Veterans of America 16

Village, The 67

Vocational Rehabilitation and Employment Program 10, 25, **32-33**

VOW to Hire Heroes Act 33

W

WAC Veterans' Association 73

Ware Housing Authority 40

Watershed Recovery Home 68

WAVES National 74

Western Massachusetts Bilingual Outreach Center 40, **60**

Western Massachusetts Vet Center **4, 27, 35, 36, 49, 50, 53**

Western New England University 22

Westfield State University 22

West Springfield Housing Authority 40

Wing Memorial Hospital 66

Womanshelter/Companeras **19-20, 21**

Women Veterans

Center for 73

Database of 72

Heath Care 73

Marines 74

Network Committee 72

Organizations 73-74

36 FAQs from MA Women Veterans 72

Work Without Limits 72-73

Wounded Warrior Project 59

Wright Home 68

Y

Yellow Ribbon Program, The 68

YWCA **20, 21**

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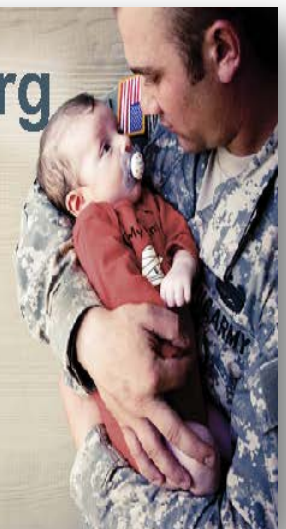
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