



# COMMUNITY SERVICES AVAILABLE TO VETERANS IN FORSYTH COUNTY

FY19 Board Directed Initiative #3

Office of Budget and Management

### *Veterans Services in Forsyth County*

County Staff was directed by the Board of County Commissioners to evaluate community services available to veterans in Forsyth County including those currently funded by the County as part of the Fiscal Year 2019 Budget. As can be expected, there are several organizations in Forsyth County that provide direct services to veterans on a daily basis. Some of these organizations receive funds from the County directly and some do not. This document is an attempt to provide an overview of community services available to veterans in the County.

Many counties in North Carolina have a Veterans Services department or a Veterans Services Officer within their organization. According to the National Association of Counties, 75% to 90% of veterans' claims submitted for VA benefits come through a county veterans' service office. County Veterans Services Officers assist with gathering paperwork to file claims as well as appealing claims that have been denied.

Forsyth County is the largest county in North Carolina to not have either a Veterans Services department or a Veterans Services division of another department, such as the Department of Social Services with an estimated Veteran population of at least 10,000. The table below demonstrates local funding of Veterans Services from the top ten counties in North Carolina in terms of veteran population. The Veteran Population is an estimate using the U.S. Department of Veterans Affairs – National Center for Veterans Analysis and Statistics.

County	County Population - 2016 Certified	Locally-funded Veterans Services Office	Veteran Population as of 9/30/18	# of Staff	FY19 Budget
Cumberland	329,824	Yes	59,850	7.0	\$408,159
Wake	1,026,748	Yes	52,200	4.0	\$294,261
Mecklenburg	1,053,545	Yes	49,887	14.0	\$1,149,818
Onslow	193,914	Yes	39,994	7.0	\$455,742
Guilford	520,230	Yes	29,841	3.0	\$195,363
<b>Forsyth</b>	<b>369,144</b>	<b>No</b>	<b>23,174</b>	<b>0.0</b>	<b>\$0</b>
Buncombe	258,406	Yes	17,955	3.0	\$155,533
Craven	103,737	Yes	16,834		\$278,086
New Hanover	223,608	Yes	15,707	2.0	\$149,164
Harnett	128,783	Yes	14,927	4.0	\$281,120

Forsyth County has offered services to Veterans in several ways over the years without having a designated Veteran Services department. One of the primary reasons Forsyth County does not have a locally-funded Veterans Services office is due to the location of the regional Veterans Benefits Administration office located in Winston-Salem. The County had a Veteran Services Office until the mid-1980s. When the regional office of the Veterans Benefits Administration opened, a lot of work that this position was doing went away as veterans started to go directly to the Veterans Benefits Administration.

## U.S. Department of Veterans Affairs

The most significant resource available to veterans in Forsyth County is the regional Veterans Benefits Administration office. Each state has a regional Veterans Benefits Administration office and the location of North Carolina's office in Forsyth County is a tremendous asset. This office is located at 251 North Main Street in Winston-Salem and is open from 8:00 am – 4:00 pm, Monday through Thursday, and 9:00 am – 4:00 pm on Friday. (<https://www.benefits.va.gov/winstonsalem/>)

This regional Veterans Benefits Administration office administers a variety of services including Compensation, Education, Insurance, Loan Guaranty, Pension, and Vocational rehabilitation and Employment for Veterans, Service members, their families and survivors in North Carolina. They also offer counseling about eligibility for Veterans Affairs benefits and how to apply; information about Veterans Affairs health care and memorial benefits; and outreach to Veterans, including those who are homeless or at risk for homelessness and older, minority, and women Veterans.

There are several Veterans Service organizations co-located at the Winston-Salem Regional Office including the American Legion, AMVETS, Disabled American Veterans, Paralyzed Veterans of America, Veterans of Foreign Wars, the National Association of Black Veterans, and the North Carolina Department of Veterans Affairs. These organizations are described below:

- The American Legion is the nation's largest wartime veterans service organization, committed to mentoring youth and sponsorship of wholesome programs in communities, advocating patriotism and honor, promoting strong national security, and continued devotion to fellow service members and veterans. (<https://www.legion.org>)
- American Veterans (AMVETS) is an organization formed by World War II Veterans of the United States military that advocates for its members as well as the causes its members deem helpful to the nation at large. ([amvets.org](http://amvets.org))
- Disabled American Veterans is a nonprofit charity that provides support for veterans of all generations and their families by providing transportation for medical appointments and assistance with benefit claims. This group also assists with employment by hosting job fairs. (<https://www.dav.org>)
- Paralyzed Veterans of America is a congressionally chartered veterans service organization focusing on a wide variety of issues involving special needs of Veterans who have experienced spinal cord injury or dysfunction. Services are free of charge and are offered from the time of disability to end of life. (<https://www.pva.org>)
- Veterans of Foreign Wars is a nonprofit veterans service organization and is the nation's oldest major war veterans' organization. (<https://www.vfw.org>)
- The National Association of Black Veterans is a professional organization working to provide strategic advocacy on behalf of its membership along with personal advocacy on behalf of all Veterans. (<http://nabvets.weebly.com>)

- The North Carolina Department of Veterans Affairs is a State organization with a Veterans Service Center in Clemmons, located at 3802-C Clemmons Road. This is one of 12 offices throughout the state. Services are provided free of charge. (<https://www.milvets.nc.gov>)

### **HARRY Veteran Community Outreach Services**

Another resource that is available to veterans in Forsyth County is HARRY Veteran Community Outreach Services. Forsyth County has provided funding to HARRY Veteran Community Outreach Services since Fiscal Year 2012. According to their website, HARRY Veteran Community Outreach Services is a not-for-profit organization that was incorporated in 2008 with a mission to provide a compassionate network that is responsive to the health, social, economic, and well-being of the veteran and their eligible family members. Their goal is to identify veterans who are underserved and provide free supportive services to these individuals and their eligible family members. This organization is located at 897 Peters Creek Parkway, Suite 102 in Winston-Salem. (<https://www.harry4you.org>)

The funds provided by the County are used to provide assistance to veterans and their family in filing claims for compensable benefits through the Department of Veterans' Affairs, assistance with transportation to medical appointments, individual and group counseling, assistance with utility bills, providing referrals to other community agencies for housing and employment services, and general advocacy for veterans of the armed forces.

### **Piedmont Triad Regional Council**

Additional services for veterans in Forsyth County are available through the Piedmont Triad Regional Council of Government through the NCWorks Career Centers which provide information about current job vacancies, referral to training services, special services for disabled Veterans, career assessment assistance, assistance with resume writing, etc. The NCWorks Career Center in Forsyth County is located at 2701 University Parkway in Winston-Salem. (<https://www.ptrc.org>)

### **Veteran Resource Center at Forsyth Technical Community College**

The Veteran Resource Center is located in the Technology Building on the Main Campus and is staffed with two personnel to help reintegrate Veterans from military to civilian life and transition into a college environment. The Veteran Resource Center offers personal, confidential counseling, academic advising, new student orientation, access to a Student Success Coach, and Veteran benefits information. This office is open from 8:00 am – 5:00 pm, Monday through Thursday and 8:00 am – 3:00 pm on Friday. (<https://www.forsythtech.edu/student-services/student-resources/veteran-resource-center/>)

### **Veterans Helping Veterans Heal**

This organization is a 501(c)(3) non-profit organization owned by the North Carolina Housing Foundation that assists homeless veterans in Winston-Salem by providing fully furnished living quarters with 24 beds a dining hall, a commercial kitchen, and other rooms for technology and recreation. VHVH is located at 3614 North Glenn Avenue in Winston-Salem. ([vhvh.org](http://vhvh.org))

### **Kernersville Health Care Center**

The Kernersville Health Care Center is a community clinic offering primary care services for Veterans in the Triad Region located at 1695 Kernersville Medical Parkway in Kernersville. Available services include Behavioral Health services such as individual, group, and family counseling. Also available are Personal Care Services provided by primary care providers, Laboratory Services, Outpatient Surgery for minor procedures, and Prescription services. (<https://www.salisbury.va.gov/locations/Kernersville.asp>)

### **Thank a Vet Discount Program**

Another program that assists veterans is the Thank a Vet Discount Program. This program The Register of Deeds provides Veterans with photo ID cards that can be used for discounts at participating businesses in Forsyth County. This is a free program offered to Veterans. The photo ID cards are issued on Tuesdays and Thursdays from 9:00 am – 11:00 am and 2:00 pm – 4:00 pm at the Forsyth County Government Center. To be issued an ID card, Veterans should bring a valid state-issued driver's license or identification card or military identification card containing a photo and the Veteran's original DD Form 214 (Certificate of Release or Discharge from Active Duty).

The Register of Deeds Office has issued 415 Veteran ID cards since it started participating in the Thank a Veteran Program in April 2016. A total of 153 Veteran ID cards were issued in 2016, 167 Veteran ID cards were issued in 2017, and 95 have been issued in 2018. The program is advertised on the County's website through the Register of Deeds page and on the HARRY Veteran Community Outreach Services website as well.

Included with this report is a list of participating businesses in Forsyth County. It should be noted that the discounts offered are determined solely by each merchant and are subject to change at any time. While the Register of Deeds attempts to keep this list current, there is no guarantee that the discount is still being offered. ([www.co.forsyth.nc.us/ROD/thank\\_a\\_vet.aspx](http://www.co.forsyth.nc.us/ROD/thank_a_vet.aspx))

### **Winston-Salem Urban League**

The County approved \$25,000 to be distributed to the Winston-Salem Urban League as part of the Fiscal Year 2019 budget using Behavioral Health dollars. As part of this allocation, the Winston-Salem Urban League has agreed to provide at least one seminar targeting veterans in need of community mental health/substance use services. (<https://www.wsurban.org>)

### **United Way – Ten Year Plan to End Chronic Homelessness**

Another area where the County impacts Veterans is through an annual appropriation to the United Way's Ten Year Plan to End Chronic Homelessness. The County has provided funding to the United Way to support this program on an annual basis since Fiscal Year 2008. A total of \$101,415 has been provided since Fiscal Year 2008. In 2007, Veterans were significantly over-represented among the homeless population. Through the work of the United Way, key stakeholders have been brought together including Veteran service providers, homelessness service providers, and mainstream service providers to develop strategies to identify Veterans struggling with this issue and connecting them with services.

## **Veterans Treatment Court**

The Forsyth County Veterans Treatment Court is a program offered by the court in coordination with veteran services and the criminal justice system. The program is designed to divert veterans from the traditional criminal justice system and assist veterans with receiving rehabilitation services. After a veteran is determined to be eligible, an assessment is done to determine needs and specific assistance that may be available to help the Veteran manage their care.

There has been some concern over the funding of this program due to a Governors Crime Commission grant that was scheduled to be awarded in October 2017 but was held up by litigation and a nationwide injunction related to sanctuary cities. The funding issue has been resolved for the short-term and the Veterans Treatment Court is operational. (<https://www.forsythcountyclerk.com/veteran/>)

As noted earlier, this document is an attempt to describe various services available to veterans in Forsyth County. While Forsyth County does not have a Veterans Services Officer and/or Veterans Services Department, the location of the regional Veterans Benefits Administration office is a significant factor as veterans are able to interface directly with Veterans Affairs staff to process claims for benefits. In addition, as noted above, there are organizations working directly with veterans in other areas as well to ensure that veterans receive the benefits they have earned through their service to our country.

Attached at the end of this report are a list of companies participating in the Thank a Vet program in Forsyth County, the 2018 Federal Benefits for Veterans, Dependents, and Survivors Resource Guide, and the North Carolina Department of Military and Veterans Affairs Resource Guide.

**"Thank A Vet" Discount Program****Forsyth County - Register of Deeds**

**Disclaimer:** The Veteran's Discount Card offered by Forsyth County Register of Deeds is issued for the sole purpose of receiving discounts from participating local businesses. It CANNOT be used as a valid ID for determining actual identity or residency. It is NOT issued by the U.S. Department of Veterans Affairs. It does NOT entitle the holder to any VA benefits. The discounts offered are determined solely by each merchant & are subject to change at any time. The Forsyth County Register of Deeds cannot guarantee that any discount is still being offered or the quality of the goods or services offered by any merchant.

<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Aaron's	Northside Shopping Ctr	\$100 off total purchase
Abundant Life	Market Place Mall Winston-Salem	Veteran's Day only 10%
Ace Hardware	1537 Union Cross Rd. Kernersville, NC 27284	5% Daily, Non-Sale Merchandise Only
Aeropostale	Hanes Mall Winston-Salem	10% daily
Advance Auto Parts	All locations	10% daily
Advance Auto Parts	Reynolda Rd. Winston-Salem	7-10% Varies with purchase
American Eagle	Hanes Mall Winston-Salem	10% daily
Auto Zone	All locations	10% daily
Avon Store	University Pkwy	10% daily
Beauty World	Northside Shopping Ctr	10% Mondays only
Bed Bath & Beyond	Hanes Mall Blvd	20% Veteran's Day only
Bevello	Thruway Shopping Ctr	10% Daily
Big Lots	University Pkwy	10% Veteran's Day & Labor Day only
Blue Ridge Ice Cream	Thruway Shopping Ctr	10% daily
Bonefish Grill	Thruway Shopping Ctr	Veteran's Day & other special promotions – present i.d.
Boots Barn	Stratford Commons Winston-Salem	15% daily
Buckle	Hanes Mall Winston-Salem	10% daily
Buffalo Wild Wings	Hanes Mall Blvd. Winston-Salem	10% Active Military
Burlington Shoes	Market Place Mall Winston-Salem	10% daily
Carmike Wynnsong	Hanes Mall Blvd. Winston-Salem	5% daily
Carolina Ale	Hanes Mall	10% daily
Chili's	Hanes Mill Rd. Winston-Salem	10% daily

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Chili's	Stratford Commons Winston-Salem	Veteran's Day only – choose from select menu
Chick-fil-A	Thruway Shopping Ctr	50% off meal on Military Mondays only
Chick-fil-A	Peters Creek Pkwy. Winston-Salem	10% daily
Chick-fil-A	Peace Haven Rd. Winston-Salem	Veteran's Day only
Christie's Hallmark	Lewisville-Clemmons Rd.	10% daily
Christopher's Formal Wear	Thruway Shopping Ctr	10% daily
Cinnabon	Hanes Mall	10% daily
Clemmons Bicycle	Lewisville-Clemmons Rd Clemmons	10% daily
Clemmons Motorcycles	Lewisville-Clemmons Rd. Clemmons	10% daily
Cosmos	Northside Shopping Ctr	10% daily
Craft Cleaners	Main St, Winston-Salem	10% daily
Denny's	Main St, Kernersville	10% upon request
Dewey's	Thruway Shopping Ctr	25% daily
Dillard's	Hanes Mall	20% Two days per year at Random
Dunkin Donuts	Peters Crk Pkwy. Winston-Salem	10% daily
East Coast Wings	Peters Creek Pkwy. Winston-Salem	10% daily
Eddie Bauer	Hanes Mall	10% daily
EyeMart Express	Creekshire Way Winston-Salem	10% daily
Express Oil	Lewisville-Clemmons Rd. Clemmons	\$3.00 off oil change
Firehouse Subs	Stratford Rd. Winston-Salem	Free Med. Drink to Veteran's with Meal
Firestone	Hanes Mall	10% daily
Fitz on Main	Main St, Kernersville	10% daily
Food Lion	All Locations	Veteran's Day only



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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Francesca's	Thruway Shopping Ctr	10% daily
Foot Locker	Northside Shopping Ctr	20% daily
Foot Locker	Hanes Mall	20% daily
GNC	Thruway Shopping Ctr	10% daily
Golden Corral	Hanes Mall	Eat Free on Veteran's Day
Great Clips	Towncenter Dr, Clemmons	Veteran's Day free haircut
Great Clips	Yadkinville Hwy, Pfafftown	Veteran's Day free haircut & \$2.00 off haircut – year round
Hair, Body & Soul	Thruway Shopping Ctr	10% daily
Hanes Brand	Thruway Shopping Ctr	10% daily
Hanes Mill Outlet	Market Place Mall Winston-Salem	10% daily
Hannoush Jewelers	Thruway Shopping Ctr	10% daily
Hallmark	Thruway Shopping Ctr	10% daily
Harris Teeter	All Locations	11% off on Veteran's Day only
Holiday Healthcare Inc.	Landmark Dr Winston-Salem	5% daily
Home Depot	All locations	10 % daily, must show i.d.
Hwy. 55	Hanes Mill Rd. Winston-Salem	15% daily
J Pepper's Southern Grille	Main St., Kernersville	Veteran's Day only
Jersey Mike's	Cloverdale Ave. Winston-Salem	Free Drink with Purchase
Jersey Mike's	Clemmons Rd. Clemmons	10% daily
Jimmy the Greek	Trenwest Dr Winston-Salem	10% daily
Jimmy the Greek	University Pkwy. Winston-Salem	10% daily
K & W	Hanes Mill Rd. Winston-Salem	Veteran's Day only
Krispy Kreme	All Locations	Veteran's Day – Free Coffee & Donut
Lifeway Christian Bookstore	Hanes Mall Blvd Winston-Salem	10% daily

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Lin's Kitchen	Piney Grove Rd, Kville	10% daily
Lindsay Tire	Old Glory Rd. Clemmons	10% daily (parts & labor)
Lowe's Foods	All Locations	Veteran's Day only
Lowe's Hardware	All Locations	10% possible each day with valid i.d. – Veteran's Day, July 4th, & Memorial Day – valid i.d.
M & D Pawn Shop	Old Hollow Rd	10% daily
Maaco Body Shop	Silas Creek Pkwy, Winston-Salem	10% daily
Mario's Pizza	Hanes Mall Blvd. Winston-Salem	10% daily
Mattress Firm	Thruway Shopping Ctr	5% daily
Mattress Firm	Hanes Mill, Winston Salem	10% daily
McAlister's Deli	Hanes Mill WSNC	10% daily
McDonald's	Martin Luther King Jr. Dr. WSNC	Big Mac or Quarter Pounder & get a free sandwich
McDonald's	Trade Mart Blvd. WSNC	Veteran's Day Free Meal
Merchant's Tire Auto	Lewisville-Clemmons Rd. Clemmons	10% daily
Michael's	Hanes Mall Blvd. Winston-Salem	15% daily
Milner Brothers	Lewisville Clemmons Clemmons	10% daily
Mock Tire	Peters Creek Pkwy Winston-Salem	Discount given – yes Present i.d.
Music Stop	Lewisville-Clemmons Clemmons	Based on purchase
Myers Tire	Lewisville-Clemmons Clemmons	10% daily
Napa Auto Parts	All Locations	10% year round, but variable rate
NTB (Tire Store)	Lewisville-Clemmons Rd. Clemmons	5-10% daily
NTB (Tire Store)	Northpoint Blvd Winston-Salem	Usually 10% daily, but varies according to products/services
Olive Garden	Hanes Mall Winston-Salem	Veteran' Day 10%

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
O'Charlies	Hanes Mill Rd. Winston-Salem	10% daily
Omega Sports	Thruway Shopping Ctr	10% daily
O'Reilly's	All Locations	10% daily
Outback	Hanes Mall Blvd. Winston-Salem	Varies by year Normally Veteran's Day only
Palm Beach Tan	Thruway Shopping Ctr	Waive membership
Plow & Hearth	Thruway Shopping Ctr	10% daily
Prissy Polly's BBQ	Hwy 66, Kernersville	10% daily
Rack Room Shoes	Thruway Shopping Ctr	10% Tuesday's only
Rae's of North Point Florist	Brownsboro Rd. Winston-Salem	10% daily
Reynolda Smiles	Reynolda Rd Winston-Salem	10% daily to Veterans & Active Duty Personnel
S & S Menswear	Market Place Mall Winston-Salem	10% daily
Sagebrush Steakhouse	Main St, Kernersville	10% daily
Sheetz	Reidsville Rd, Walkertown	Free Coffee & Drinks
Shoe Carnival	Hanes Mall Blvd Winston-Salem	10% daily
Sports Clips	Thruway Shopping Ctr	\$2.00 off hair cuts
Sweet Frogs	Hanes Mall Blvd Winston-Salem	20% daily
Sweet Frogs	University Pkwy Winston-Salem	15% daily
Subway	Lewisville-Clemmons Rd. Clemmons	Free drink daily
Subway	Peters Creek Pkwy Winston-Salem	10% Active Military
Subway	Yadkinville Hwy. Pfafftown	Free 30 oz. Drink – if in Uniform
Tek Comm	Market Place Mall Winston-Salem	10% daily





# Federal Benefits

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for Veterans,  
Dependents and  
Survivors



**VA**

U.S. Department  
of Veterans Affairs

[vets.gov](http://vets.gov)

2018 Edition

## Phone Numbers

Bereavement Counseling.....	1-202-461-6530
Civilian Health and Medical Program (CHAMPVA).....	1-800-733-8387
Caregiver Support .....	1-855-260-3274
Debt Management Center.....	1-800-827-0648
Education.....	1-888-442-4551
Foreign Medical Program.....	1-888-820-1756
Headstones and Markers.....	1-800-697-6947
Health Care.....	1-877-222-8387
Homeless Veterans.....	1-877-424-3838
Home Loans.....	1-888-827-3702
Life Insurance.....	1-800-669-8477
National Cemetery Scheduling Office.....	1-800-535-1117
Pension Management Center.....	1-877-294-6380
Presidential Memorial Certificate Program.....	1-202-565-4964
Telecommunication Device for the Deaf (TDD).....	1-800-829-4833
VA Benefits.....	1-800-827-1000
VA Combat Call Center .....	1-877-927-8387
Veterans Crisis Line.....	1-800-273-8255
Women Veterans.....	1-877-222-8387

## Web Sites

Burial and Memorial Benefits .....	<a href="http://www.cem.va.gov">www.cem.va.gov</a>
Caregiver Support .....	<a href="http://www.caregiver.va.gov">www.caregiver.va.gov</a>
CHAMPVA.....	<a href="http://www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp">www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp</a>
eBenefits.....	<a href="http://www.ebenefits.va.gov">www.ebenefits.va.gov</a>
Education Benefits.....	<a href="http://www.gibill.va.gov">www.gibill.va.gov</a>
Environmental Exposures.....	<a href="http://www.publichealth.va.gov/exposures">www.publichealth.va.gov/exposures</a>
Federal Recovery Coordination Program .....	<a href="http://www.va.gov/icbc/frcp">www.va.gov/icbc/frcp</a>
Health Care Eligibility.....	<a href="http://www.va.gov/healthbenefits">www.va.gov/healthbenefits</a>
Homeless Veterans.....	<a href="http://www.va.gov/homeless">www.va.gov/homeless</a>
Home Loan Guaranty.....	<a href="http://www.homeloans.va.gov">www.homeloans.va.gov</a>
Life Insurance.....	<a href="http://www.insurance.va.gov">www.insurance.va.gov</a>
Memorial Certificate .Program.....	<a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>
Mental Health.....	<a href="http://www.mentalhealth.va.gov">www.mentalhealth.va.gov</a>
My HealtheVet.....	<a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>
National Resource Directory .....	<a href="http://www.nrd.gov">www.nrd.gov</a>
Records.....	<a href="http://www.archives.gov/st-louis/military-personnel">www.archives.gov/st-louis/military-personnel</a>
Returning Servicemembers.....	<a href="http://www.oefoif.va.gov">www.oefoif.va.gov</a>
State Departments of Veterans Affairs.....	<a href="http://www.va.gov/statedva.htm">www.va.gov/statedva.htm</a>
Women Veterans.....	<a href="http://www.womenshealth.va.gov">www.womenshealth.va.gov</a>
VA Vet Centers.....	<a href="http://www.vetcenter.va.gov">www.vetcenter.va.gov</a>
VA Home Page.....	<a href="http://www.va.gov">www.va.gov</a>
VA Benefit Payment Rates.....	<a href="http://www.vba.va.gov/bln/21/rates">www.vba.va.gov/bln/21/rates</a>
VA Forms.....	<a href="http://www.va.gov/vaform">www.va.gov/vaform</a>
Vocational Rehabilitation and Employment.....	<a href="http://www.vetsuccess.gov">www.vetsuccess.gov</a>

## Introduction

Veterans of the United States armed forces may be eligible for a broad range of benefits and services provided by the U.S. Department of Veterans Affairs (VA). These benefits are codified in Title 38 of the United States Code. This booklet contains a brief overview of the most commonly sought information concerning Veterans benefits and services. For the most accurate information, Veterans and family members should visit the websites provided within this publication as regulations, payments, and eligibility requirements are subject to change. For additional information, please visit [www.va.gov](http://www.va.gov). To find the nearest VA facility, go to [https://www.va.gov/landing2\\_locations.htm](https://www.va.gov/landing2_locations.htm).

**General Eligibility:** Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey.

**Eligible Wartime Periods:** Certain VA Benefits Require Wartime Service. For information on eligible wartime periods please visit <http://www.benefits.va.gov/pension/wartimeperiod.asp>. Dishonorable and bad conduct discharges issued by general courts-martial may bar VA benefits. Veterans in prison must contact VA to determine eligibility. VA benefits will not be provided to any Veteran or dependent wanted for an outstanding felony warrant.

**Important Documents:** In order to expedite benefits delivery, Veterans seeking a VA benefit for the first time must submit a copy of their service discharge form (DD-214, DD-215, or for World War II Veterans, a WD form), which documents service dates and type of discharge, or provides full name, military service number, and branch and dates of service. The Veteran's service discharge form should be kept in a safe location accessible to the Veteran and next of kin or designated representative.

The following documents will be needed for claims processing related to a Veteran's death: Veteran's marriage certificate for claims of a surviving spouse or children; Veteran's death certificate if the Veteran did not die in a VA health care facility; children's birth certificates or adoption papers to determine children's benefits; or Veteran's birth certificate to determine parents' benefits. For information and updates on VA benefits and services, follow us on Facebook at <http://www.facebook.com/VeteransBenefits> and/or Twitter at <http://twitter.com/VAVetBenefits>.

## eBenefits

**eBenefits** is a joint VA/Department of Defense (DoD) 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. New features are added regularly.

**Accessing eBenefits:** The portal is located at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). Service members or Veterans must register for an eBenefits account at one of two levels: Basic or Premium. A Premium account allows the user to access personal data in VA and DoD systems, as well as apply for benefits online, check the status of claims, update address records, and more. The Basic account allows access to information entered into eBenefits by the service member or Veteran only. Basic accounts cannot access VA or DoD systems.

Reporting Fraud: Help VA's Secretary ensure integrity by reporting suspected fraud, waste or abuse in VA programs or operations.

Report Fraud to:

**VA Inspector General Hotline**

810 Vermont Ave., NW Washington, D.C. 20420

E-mail: [vaighotline@va.gov](mailto:vaighotline@va.gov)

VAOIG hotline **1-800-488-8244**

Fax: **(202) 495-5861**

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# Health Care

More information on VA health care is available at the following resources: [www.va.gov/health](http://www.va.gov/health), [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits) and VA Health Benefits toll-free 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. EST

**Basic Eligibility:** 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 including qualifying Reserve and National Guard members.

**Minimum Duty Requirements:** 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.

**Enrollment:** Veterans can complete applications for enrollment in VA health care by using one of the options below:

- To apply by phone, call 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. EST. VA staff members will collect the needed information and process the enrollment application for an enrollment determination.
- When applying online at [Vets.gov](http://Vets.gov), Veterans fill out the application and electronically submit it to VA for processing. VA will search for your supporting documentation through its electronic information systems and will contact you if it is unable to verify your military service.
- The application form can also be downloaded from [www.vets.gov/healthcare/apply/](http://www.vets.gov/healthcare/apply/). Mail the completed form to: Health Eligibility Center ATTN: Enrollment Eligibility Division 2957 Clairmont Road Suite 200 Atlanta, GA 30329-1647
- Apply in person at any VA health care facility or VA regional office. Once enrolled, Veterans can receive health care at VA health care facilities anywhere in the country.

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 rated at 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 Enduring Freedom/ Operation Iraqi Freedom/ Operation New Dawn (OEF/OIF/OND) depleted uranium, airborne hazards and Airborne Hazards and Open Burn Pit Registry).

**Priority Groups:** During enrollment, each Veteran is assigned to a priority group. VA uses priority groups to balance demand for VA health care enrollment with resources. Changes in available resources may reduce the number of priority groups VA can enroll. If this occurs, VA will publicize the changes and notify affected enrollees. A description of priority groups follows:

**Group 1:** Veterans with service-connected disabilities rated 50 percent or more; Veterans determined by VA to be unemployable due to service-connected conditions; and Veterans who have been awarded the Medal of Honor.

**Group 2:** Veterans with service-connected disabilities rated 30 or 40 percent.

**Group 3:** Veterans who are former Prisoners of War; Veterans awarded the Purple Heart medal; Veterans whose discharge was for a disability incurred or aggravated in the line of duty; Veterans with VA service-connected disabilities rated 10 or 20 percent; and, Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation."

**Group 4:** Veterans who receive increased compensation or pension based on their need for regular aid and attendance or by reason of being permanently housebound; and, Veterans determined by VA to be catastrophically disabled.

**Group 5:** Nonservice-connected Veterans and non-compensable service-connected Veterans rated by VA as 0-percent disabled and who have an annual income below the VA's geographically-adjusted income limit (based on your resident ZIP code); Veterans receiving VA Pension benefits; and Veterans eligible for Medicaid benefits

**Group 6:** Compensable 0 percent service-connected Veterans; Vet-

erans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki. Project 112/SHAD participants; Veterans who served in the Republic of Vietnam between Jan. 9, 1962 and May 7, 1975; Veterans who served in the Southwest Asia theater of operations from Aug. 2, 1990, through Nov. 11, 1998; Veterans who served in a theater of combat operations after Nov. 11, 1998, as follows: Veterans discharged from active duty on or after Jan. 28, 2003, for five years post discharge; and Veterans who served on active duty at Camp Lejeune for at least 30 days between Aug.1, 1953, and Dec. 31, 1987. Currently enrolled Veterans and new enrollees who served in a theater of combat operations after Nov.11, 1998 and those who were discharged from active duty on or after Jan. 28, 2003, are eligible for the enhanced benefits for five years post discharge

*Note:* At the end of this enhanced enrolment priority group placement time period, Veterans will be assigned to the highest priority group their eligibility for which their status at that time qualifies.

**Group 7:** Veterans with gross household income below the geographically-adjusted VA income limit for their resident location and, who agree to pay copayments.

**Group 8:** Veterans with gross household incomes above VA national income limit and the geographically-adjusted income limit for their resident location and, who agree to pay copayments. Veterans eligible for enrollment: Noncompensable 0-percent service-connected and are:

**Subpriority a:** Enrolled as of Jan. 16, 2003, and who have remained enrolled since that date and/or placed in this subpriority due to changed eligibility status.

**Subpriority b:** Enrolled on or after June 15, 2009, whose income exceeds the current VA national income limits or VA national geographic income limits by 10 percent or less Veterans eligible for enrollment: nonservice-connected and:

**Subpriority c:** Enrolled as of Jan. 16, 2003, and who remained enrolled since that date and/ or placed in this subpriority due to changed eligibility status

**Subpriority d:** Enrolled on or after June 15, 2009 whose income exceeds the current VA national income limits or VA national geographic income limits by 10 percent or less

Veterans NOT eligible for enrollment: Veterans not meeting the criteria above:

**Subpriority e:** Noncompensable 0-percent service-connected (eligible for care of their service-connected condition only).

**Subpriority f:** Nonservice-connected

**VA's income limit change annually** and current levels can be located at: <http://nationalincomelimits.vaftl.us/> .

**Veterans Choice Program:** As directed by the Veterans Access, Choice and Accountability Act of 2014, VA implemented the Veterans Choice Program, which allows certain eligible Veterans to elect to receive care from community health care providers closer to home rather than wait for a VA appointment or travel a long distance to a VA facility. The Veterans Choice Program temporarily authorizes enrolled Veterans to receive health care from community providers. Any of the following conditions must apply:

- Veteran told by his or her local VA medical facility that they will not be able to schedule an appointment for care within 30 days of the date the Veteran's physician determines he/she needs to be seen or within 30 days of the date the Veteran wishes to be seen, if there is no specific date from his or her physician;
- Veteran lives more than 40 miles driving distance from the closest VA medical facility with a full- time primary care physician;
- Veteran needs to travel by air, boat or ferry to the VA medical facility closest to his/her home;
- Veteran faces an unusual or excessive burden in traveling to the closest VA medical facility based on geographic challenges, environmental factors, a medical condition, the nature or simplicity or frequency of the care needed and whether an attendant is needed. Staff at the Veteran's local VA medical facility will work with him/her to determine if the Veteran is eligible for any of these reasons; or
- Veteran lives in a state or territory without a full-service VA medical facility. These locations include Alaska, Hawaii, New Hampshire (excluding New Hampshire Veterans who live within 20 miles of the White River Junction VAMC) and the United States territories (excluding Puerto Rico, which has a full service VA medical facility).

Community care is only covered by VA for medical needs that have been approved by a VA physician. Veterans who choose to use their Choice Card should coordinate pre-approved care by calling 1-866-606-8198. For more information, visit [www.va.gov/opa/choiceact/](http://www.va.gov/opa/choiceact/).

**Meeting the Unique Needs of Women Veterans:** VA staff delivers the

highest quality health care in a setting that ensures privacy, dignity, and sensitivity. Local VA facilities offer a variety of services, including women's gender-specific health, screening and disease prevention and routine gynecologic services.

Women Veterans are potentially eligible to receive care provided in the community when authorized by VA; however, the decision to use such care is left to the facility providing care. By law, purchased care can only be provided when the treating facility cannot provide the care required or because of geographical inaccessibility.

Contact a local VA facility's Women Veterans Program Manager for more information on available services, call 1-855-VA-WOMEN (1-855-829-6636) or visit [www.womenshealth.va.gov/](http://www.womenshealth.va.gov/).

**Lesbian Gay Bisexual and Transgender (LGBT) Veterans:** LGBT Veterans are eligible for the same VA benefits as any other Veteran and will be treated in a welcoming environment. Transgender Veterans will be treated based upon their self-identified gender, including room assignments in residential and inpatient settings. Same-sex couples: VA launched a website to inform Veterans and beneficiaries of the recent changes in the law and procedures involving same-sex marriages. Veterans can learn more about VA's guidance regarding same-sex marriages at [www.va.gov/opa/marriage](http://www.va.gov/opa/marriage).

**Military Sexual Trauma (MST)** is the term that VA uses to refer to sexual assault or repeated, threatening sexual harassment occurring during a Veteran's military service. VA has expanded eligibility for Veterans in need of mental health care due to sexual assault or sexual harassment to Reservists and National Guard members participating in weekend drill. To receive free treatment related to MST, Veterans do not need a VA service-connected disability. Veterans do not need to have reported the incident when it happened or have other documentation that it occurred. There are no length-of-service requirements to receive care, and some Veterans may be able to receive free MST-related care even if they are not eligible for other VA care. Veterans can learn more about VA's MST-related services online at [www.mentalhealth.va.gov/msthome.asp](http://www.mentalhealth.va.gov/msthome.asp).

**OEF/OIF/OND Care Management:** Each VA medical center has an Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) Care Management team in place to coordinate patient care activities and ensure that Veterans are receiving patient-centered,

integrated care and benefits. Veterans who served in a theater of operations after Nov. 11, 1998, are eligible for an extended period of eligibility for health care for five years after their discharge. In the case of multiple call-ups, the five-year enrollment period begins on the most recent discharge date. This special eligibility includes cost-free health care services and nursing home care for conditions possibly related to military service and enrollment in Priority Group 6 or higher for five years from their date of discharge or release from active duty, unless they are eligible for enrollment in a higher priority group. More information for connecting with OEF/OIF/OND Care Management teams can be found at [www.oefoif.va.gov](http://www.oefoif.va.gov)

**Tax Credit** Veterans who are enrolled with VA for their health care meet the standard for minimum health care coverage; therefore, they are not eligible for assistance to lower their cost of health insurance premiums if they chose to purchase additional health insurance outside of their VA health care coverage. Remember, Veterans cannot receive a tax credit for themselves when enrolling within the marketplace, if they are currently enrolled with VA for their health care. For the latest information about VA and the health care law, visit [www.va.gov/health/aca/FAQ.asp](http://www.va.gov/health/aca/FAQ.asp) or call **1-877-222-VETS (8387)**.

**Financial Assessment:** Most Veterans not receiving VA disability compensation or pension payments must provide a financial assessment upon initial application to determine their eligibility for free medical care, medications and/or travel benefits. This financial information also may be used to determine the Veteran's enrollment priority group.

For more information, visit [www.va.gov/healthbenefits/cost/financial\\_assessment.asp](http://www.va.gov/healthbenefits/cost/financial_assessment.asp), call toll-free 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. EST or contact the enrollment coordinator at your local VA medical facility. VA's income limits are located at [nationalincomelimits.vaftl.us/](http://nationalincomelimits.vaftl.us/).

VA no longer requires enrolled non-service connected and 0-percent non-compensable service connected Veterans to provide their financial information annually. An assessment will continue to be collected from Veterans at the time of application for enrollment. In lieu of the annual financial reporting, VA will confirm the Veteran's financial information using information obtained from the Internal Revenue Service and Social Security Administration.

**Medical Services and Medication Copayments:** While many Veterans qualify for free health care based on a VA compensable service-connected condition or other special eligibilities, most Veterans are required to complete a financial assessment at the time of enrollment to determine if they qualify for free health care services. Veterans whose income exceeds the VA income limits as well as those who choose not to complete the financial assessment at the time of enrollment must agree to pay required copayments for care to become eligible for VA healthcare services. For more information on medical services and copays, visit <https://www.va.gov/HEALTHBENEFITS/cost/copays.asp>

**Private Health Insurance Billing:** Veterans with private health insurance may choose to use these sources of coverage as a supplement to their VA benefits. Veterans are not responsible for paying any remaining balance of VA's insurance claim not paid or covered by their health insurance. By law, VA is obligated to bill health insurance carriers for services provided to treat a Veteran's nonservice-connected conditions. Veterans are asked to disclose all relevant health insurance information to ensure current insurance information is on file, including coverage through a spouse.

Any payment received by VA may be used to offset "dollar for dollar" a Veteran's VA copay responsibility. Funds that VA receives from third party health insurance carriers go directly back to VA medical center's operational budget. That money can be used to hire more staff or buy medical equipment to improve Veterans healthcare. Enrolled Veterans can provide or update their insurance information by:

1. Using the online Health Benefits Renewal form (10-10-EZR) at [www.vets.gov/healthcare/apply/](http://www.vets.gov/healthcare/apply/)
2. Calling 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. EST
3. Presenting their health insurance card to the clinic clerk or using the self-service Kiosks available at their local VA health care facility. VA health care is NOT considered a health insurance plan.

**Reimbursement of Travel Costs:** Eligible Veterans and non-Veterans may be provided mileage reimbursement or, when medically indicated, special mode transport (e.g., wheelchair van, ambulance), when travel is in relation to VA medical care. Mileage reimbursement is 41.5 cents per mile and is subject to a deductible of \$3 for each one-way trip and \$6 for a round trip; with a maximum deductible of \$18 or the amount after six one-way trips (whichever occurs first) per calendar month. The deduct-

ible may be waived when travel is; in relation to a VA compensation or pension examination; by a special mode of transportation; by an eligible non-Veteran; or will cause a severe financial hardship, as defined by current regulatory guidelines.

**Eligibility:** A Veteran may be eligible for beneficiary travel services if the following criteria are met:

- have a service-connected (SC) rating of 30 percent or more, or
- are traveling for treatment of a SC condition, or
- receive a VA pension, or your income does not exceed the maximum annual VA pension rate, or
- are traveling for a scheduled compensation or pension, or if not otherwise eligible as noted above and;
- have a vision impairment, spinal cord injury or disorder, or a double or multiple amputation who's travel in connection with care provided through a VA special disabilities rehabilitation program (including programs provided by spinal cord injury centers, blind rehabilitation centers and prosthetics rehabilitation centers) if such care is provided on an in-patient basis or during a period in which you are provided with temporary lodging at a facility of the Department to make such care more accessible.

**Veterans may qualify for special mode transportation** (ambulance, wheelchair van etc.) if they meet one of the eligibility criteria in the list above, and have a medical condition requiring an ambulance or a specially equipped van as determined by a VA clinician, and the travel is pre-authorized (authorization is not required for emergencies if a delay would be hazardous to life or health). More information on Beneficiary Travel is available at: [www.va.gov/healthbenefits/vtp/beneficiary\\_travel.asp](http://www.va.gov/healthbenefits/vtp/beneficiary_travel.asp) .

**Veteran Health Registries:** Certain Veterans can participate in a VA health registry and receive free evaluations. VA maintains health registries to provide special health evaluations and health-related information. To participate, contact the environmental health coordinator at the nearest VA health care facility or visit [www.publichealth.va.gov/exposures](http://www.publichealth.va.gov/exposures) to see a directory which lists environmental health coordinators by state and U.S. territory. Veterans should be aware that a health registry evaluation is not a disability compensation exam. A registry evaluation does not start a claim for compensation and is not required for any VA benefits. No in-person medical evaluation is required to become registered. Veterans not already enrolled in VA health care should contact an environmental



health coordinator at a nearby VA facility by visiting the following link: (<http://www.publichealth.va.gov/exposures/coordinators.asp>) or calling **1-877-222-8387**. To learn more and for a list of current health registries, visit: [www.publichealth.va.gov/exposures/benefits/registry-evaluation.asp](http://www.publichealth.va.gov/exposures/benefits/registry-evaluation.asp).

**Vet Center Readjustment Counseling Services:** VA provides free readjustment counseling services to Veterans who served in a theater of operations (combat zone) through community-based counseling centers, called Vet Centers. Services also are available for their family members regarding military-related issues. Vet Center counselors provide individual, group, marriage, and family readjustment counseling through direct counseling, outreach, and referral, in 300 community-based Vet Centers located in all 50 states, the District of Columbia, Guam, Puerto Rico, and American Samoa. . Vet Center staffs are available during normal business hours at toll-free 1-800-905-4675 EST and 1-866-496-8838 PST. For more information, visit [www.vetcenter.va.gov](http://www.vetcenter.va.gov).

**Home Improvements and Structural Alterations:** VA provides up to \$6,800 lifetime benefits for service-connected Veterans/ and up to \$2,000 lifetime benefits for nonservice-connected Veterans to make home improvements and/or structural changes necessary for the continuation of treatment or for disability access to the Veterans/ home and essential lavatory and sanitary facilities. For application information, contact the prosthetic representative at the nearest VA medical center.

**Special Eligibility Programs:** VA provides comprehensive health care benefits, including outpatient, inpatient, pharmacy, prosthetics, medical equipment, and supplies for certain Korea and Vietnam Veterans' birth children diagnosed with spina bifida (except spina bifida occulta).

**Services for Blind and Visually Impaired Veterans:** Severely disabled blind Veterans may be eligible for case management services at a VA medical center and for admission to an inpatient or outpatient VA blind or vision rehabilitation program.

**Mental Health Care Treatment:** Veterans eligible for VA medical care may receive general and specialty mental health treatment as needed. Mental health services are available in primary care clinics (including Home Based Primary Care), general and specialty mental health outpatient clinics, inpatient mental health units, residential rehabilitation and treatment programs, specialty medical clinics, and Community Living

Centers. For more information on VA mental health services, visit [www.va.gov/healthbenefits/access/mental\\_health\\_care.asp](http://www.va.gov/healthbenefits/access/mental_health_care.asp) and [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov) or contact your local VA health care facility's Enrollment Office.

**Veterans Crisis Line:** The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring VA responders. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online at [www.vets.gov](http://www.vets.gov), or send a text message to 838255 to receive confidential support 24-hours a day, 7-days a week, 365-days a year even if they are not registered with VA or enrolled in VA health care. The professionals at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances — from Veterans coping with mental health issues that were never addressed to Veterans struggling with relationships or the transition back to civilian life. European access: Veterans and members of the military community in Europe may dial 0800-1273-8255 or DSN 118. For more information about VA's suicide prevention program, visit: [www.Veteranscrisisline.net](http://www.Veteranscrisisline.net).

**VA Dental Insurance Program:** VA would like all Veterans to have access to good oral health care; however, VA is limited to providing dental benefits to those Veterans who meet certain eligibility criteria. To help Veterans who are not eligible for VA dental benefits or need more comprehensive dental care, VA offers enrolled Veterans and beneficiaries of CHAMPVA the opportunity to purchase dental insurance at a reduced cost through its VA Dental Insurance Program (VADIP).

VADIP has been extended for an additional five years, until Dec. 31, 2021 by the VA Dental Insurance Reauthorization Act of 2016. Delta Dental of California and MetLife will be offering private dental insurance plans for enrolled Veterans and beneficiaries of CHAMPVA for VADIP. VADIP provides eligible individuals the opportunity to purchase discounted dental insurance coverage, including diagnostic services, preventive services, endodontic and other restorative services, surgical services and emergency services. Individuals who enroll in one of the dental insurance plans will pay the entire premium in addition to the full cost of any copayments. Enrollment is voluntary and does not affect eligibility for VA outpatient dental services and treatment. The plans are available to eligible individuals in the United States, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa and the Commonwealth of the Northern Mariana Islands. Individuals who were enrolled in VADIP during

the pilot period (Jan. 1, 2013 – Jan. 31, 2017) must re-enroll in one of the new plans offered by Delta Dental or MetLife. While the insurance providers will remain the same, plan options, fees and other factors may have changed from those offered during the pilot.

For more information about this program, call toll free 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. EST or visit [www.va.gov/healthbenefits/vadip](http://www.va.gov/healthbenefits/vadip). Veterans may also review each insurer for specific information regarding their registration, rates and services: Delta Dental at [deltadentalins.com/vadip](http://deltadentalins.com/vadip) or call 1-855-370-3303; MetLife at [metlife.com/VADIP](http://metlife.com/VADIP) or call 1-888-310-1681.

**Long-term Services:** VA provides institution based services (nursing home level of care) to Veterans through three national programs: VA owned and operated Community Living Centers (CLC), State Veterans' Homes owned and operated by the states, and the community nursing home program. Each program has admission and eligibility criteria specific to the program. VA is obligated to pay the full cost of nursing home services for enrolled Veterans who need nursing home care for a service-connected disability, or Veterans who have a 70 percent or greater service-connected disability and Veterans with a rating of total disability based on individual un-employability. VA-provided nursing home care for all other Veterans is based on available resources. For more information on Extended Care Services and Geriatrics, visit [www.va.gov/healthbenefits/access/geriatrics.asp](http://www.va.gov/healthbenefits/access/geriatrics.asp).

**Emergency Medical Care in U.S. Community Facilities:** A medical emergency is generally defined as a condition of such a nature that a sensible person would expect that a delay in seeking immediate medical attention would be hazardous to life or health. Eligible Veterans may receive emergency care at a community health care facility, possibly at VA expense, when a VA facility (or other Federal health care facility with which VA has an agreement) cannot furnish efficient care due to the distance from the facility, or when VA is unable to furnish the needed emergency services. Since payment may be limited to the point when the condition is stable enough for the Veteran to travel to a VA facility, a family member or friend must contact the closest VA medical facility as soon as possible. The emergency is deemed to have ended when a VA provider has determined that, based on sound medical judgment; the Veteran could be transferred from the community facility to a VA medical center. For more information on urgent care, visit [https://www.va.gov/COMMUNITYCARE/programs/Veterans/Emergency\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/Veterans/Emergency_Care.asp)

**Foreign Medical Program:** VA's Foreign Medical Program (FMP) provides health care payment/reimbursement for U.S. Veterans with VA-rated service-connected conditions who live or travel abroad. Veterans calling from within the Philippines may contact the VA Medical Services office at 1-800-1888-8782. If calling from outside of the Philippines, the number is 011-632-318-8387. Veterans may also register by email at [IRIS.va.gov](mailto:IRIS.va.gov). All other Veterans living or planning to travel outside the U.S. should register with the Foreign Medical Program, P.O. Box 469061, Denver, CO 80246-9061, USA; telephone 303-331-7590. For information, visit: <https://www.va.gov/COMMUNITYCARE/programs/Veterans/fmp/index.asp>

**Caregiver Programs and Services:** The Caregivers Benefit Program provides certain medical, travel, training and financial benefits to caregivers of certain Veterans and who were seriously injured during their military service on or after Sept. 11, 2001. Eligible primary family caregivers can receive a stipend, training, mental health services, travel and lodging reimbursement and access to health insurance if they are not already under a health care plan. For more information, contact your local VA medical facility and speak with a caregiver support coordinator, visit [www.caregiver.va.gov](http://www.caregiver.va.gov) or call toll-free at 1-855-260-3274.

**Traveling Veterans** Enrolled Veterans, who receive their health care with VA, will receive the same, coordinated care, whether at their local VA treatment site or an alternate VA site of care. In order to help VA ensure Veterans receive consistent care while they are traveling, Veterans are asked to notify their VA Patient Aligned Care Team (PACT) and specialty care provider(s) four to six weeks before traveling, or as soon as possible. Early planning will allow time for PACT and the Traveling Veteran Coordinator to coordinate care at an alternate VA facility. VA providers at the alternate site will record the care in the Veteran's electronic medical record for follow-up treatment options with their PACT. To coordinate health care with another VA health care facility, Veterans should inform their PACT of the following:

- travel destination(s), and temporary address
- a valid telephone number
- arrival and departure dates
- specific care concerns

Their PACT will contact the Traveling Veteran Coordinator, who will assist in coordinating care at the alternate facility. For more information, contact PACT or a Traveling Veteran Coordinator at the local VA facility.

# Benefits

**Disability Compensation:** Disability compensation is a tax-free monetary benefit paid to Veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service. The benefits amount is graduated according to the degree of the Veteran's disability on a scale from 10 percent to 100 percent (in increments of 10 percent). Compensation may also be paid for disabilities that are considered related or secondary to disabilities occurring in service and for disabilities presumed to be related to circumstances of military service, even though they may arise after service.

To be eligible for compensation, the Veteran must have been separated or discharged under conditions other than dishonorable. Monthly disability compensation varies with the degree of disability and the number of eligible dependents. Veterans with disability ratings of at least 30 percent are eligible for additional allowances for dependents, including spouses, minor children, children between the ages of 18 and 23 who are attending school, children who are permanently incapable of self-support because of a disability arising before age 18, and dependent parents. The additional amount depends on the disability rating and the number of dependents. For detailed 2017 compensation rate information visit: [https://www.benefits.va.gov/COMPENSATION/resources\\_comp01.asp](https://www.benefits.va.gov/COMPENSATION/resources_comp01.asp)

The payment of military retirement pay, disability severance pay and separation incentive payments, known as Special Separation Benefit (SSB) and Reservists' Involuntary Separation Pay (RISP), and Voluntary Separation (VSP), may affect the amount of VA compensation paid to disabled Veterans. For additional details on types of disability claims and how to apply, visit: <https://www.benefits.va.gov/compensation/>

**Special Monthly Compensation (SMC):** SMC is an additional tax-free benefit that can be paid to Veterans as well as their spouses, surviving spouses, and parents. For Veterans, SMC is a higher rate of compensation paid, due to special circumstances such as the need for aid and attendance by another person, or due to a specific disability such as the loss of use of one hand or leg. A Veteran who is determined by VA to be in need of the regular aid and attendance of another person, or a Veteran who is permanently housebound, may be entitled to additional payments. For detailed 2017 special monthly compensation rate information visit: [http://www.benefits.va.gov/COMPENSATION/resources\\_comp02.asp](http://www.benefits.va.gov/COMPENSATION/resources_comp02.asp).

**Allowance for Aid and Attendance or Housebound Veterans:** Veterans determined by VA to be in need of the regular aid and attendance (A&A) of another person, or permanently housebound, may be entitled to additional disability compensation or pension payments. A Veteran evaluated at 30 percent or more disabled is entitled to receive an additional payment for a spouse who is in need of the aid and attendance of another person. For additional information may be found at [http://www.benefits.va.gov/pension/aid\\_attendance\\_housebound.asp](http://www.benefits.va.gov/pension/aid_attendance_housebound.asp).

**Automobile Allowance:** As of Oct. 1, 2017, Veterans and service members may be eligible for a one-time payment of not more than \$20,577.18 toward the purchase of an automobile or other conveyance if they have service-connected loss or permanent loss of use of one or both hands or feet, or permanent impairment of vision of both eyes to a certain degree. To apply, contact a VA regional office at 1-800-827-1000 or the nearest VA health care facility, which may be located at: <https://www.va.gov/directory/guide/division.asp?dnum=1>.

**Clothing Allowance:** Any Veteran who has service-connected disabilities that require prosthetic or orthopedic appliances may receive clothing allowances. This allowance is also available to any Veteran whose service-connected skin condition requires prescribed medication that irreparably damages outer garments. To apply, contact the prosthetic representative at the nearest VA medical center located at: <https://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0>.

For information on current rates visit: [http://www.benefits.va.gov/compensation/special\\_Benefit\\_Allowances\\_2017.asp](http://www.benefits.va.gov/compensation/special_Benefit_Allowances_2017.asp)

**Additional Benefits for Eligible Military Retirees:** Concurrent Retirement and Disability Pay (CRDP) is a DoD program that allows some individuals to receive both military retired pay and VA disability compensation. Normally, such concurrent receipt is prohibited. Veterans do not need to apply for this benefit, as payment is coordinated between VA and the military pay center. To qualify for CRDP, Veterans must have a VA service-connected disability rating of 50 percent or greater, be eligible to receive retired pay, and:

- Retire from military service based on longevity, including Temporary Early Retirement Authority (TERA) retirees; **or**
- Retire due to disability with 20 or more years of service\*; **or**

- Retire from National Guard or Reserve service with 20 or more qualifying years.

\* For Veterans who retired due to disability with 20 or more years of service, CRDP is subject to an offset for the difference between retired pay based on disability and retired pay based on longevity.

**Housing Grants for Disabled Veterans:** Service members and Veterans with certain service-connected disabilities may be entitled to a housing grant from VA to help build a new specially adapted house, to adapt a home they already own, or buy a house and modify it to meet their disability-related requirements. Eligible Veterans or service members may now receive up to three uses of the grant, with the total dollar amount of the grants not to exceed the maximum allowable. Housing grant amounts may be adjusted Oct. 1 every year based on a cost-of construction index. These adjustments will increase the grants amounts or leave them unchanged; grant amounts will not decrease. Previous grant recipients who had received assistance of less than the current maximum allowable may be eligible for an additional grant usage. To obtain general information about the Specially Adapted Housing program, visit: <https://www.benefits.va.gov/homeloans/adaptedhousing.asp> or call the program's local office of jurisdiction at 1-877-827-3702.

**Specially Adapted Housing (SAH) Grant:** VA may approve a grant of not more than 50 percent of the cost of building, buying, or adapting existing homes or paying to reduce indebtedness on a currently owned home that is being adapted, up to a maximum benefit amount of \$81,080. In certain instances, the full grant amount may be applied toward remodeling costs. The SAH grant is available to certain Veterans and service members who are entitled to disability compensation due to the following:

1. Loss or loss of use of both lower extremities, which so affects the functions of balance or propulsion to preclude ambulating without the aid of braces, crutches, canes or a wheelchair.
2. Loss or loss of use of both upper extremities at or above the elbow.
3. Blindness in both eyes, having only light perception, plus loss or loss of use of one lower extremity.
4. Loss or loss of use of one lower extremity together with (a) residuals of organic disease or injury, or (b) the loss or loss of use of one upper extremity which so affects the functions of balance or propulsion as

to preclude locomotion without the use of braces, canes, crutches or a wheelchair.

5. Severe burn injuries, which are defined as full thickness or subdermal burns that have resulted in contractures with limitation of motion of two or more extremities or of at least one extremity and the trunk.

6. The loss, or loss of use of one or more lower extremities due to service on or after Sept. 11, 2001, which so affects the functions of balance or propulsion as to preclude ambulating without the aid of braces, crutches, canes, or a wheelchair. The authority for this specific entitlement category expires Sept. 30, 2018. Note, the entitlement authority also has a cap of 30 for the year.

**Note:** The property may be located outside the United States, in a country or political subdivision which allows individuals to have or acquire a beneficial property interest, and in which the Secretary of Veteran Affairs, in his or her discretion, has determined that is reasonably practicable to provide assistance in acquiring specially adapted housing. For more information on SAH, visit: <http://www.benefits.va.gov/homeloans/adapt-edhousing.asp> or call the program's local office of jurisdiction at 1-877-827-3702.

**Special Home Adaption (SHA) Grant:** VA may approve a benefit amount up to a maximum of \$16,217 for the cost of necessary adaptations to a service member's or Veteran's residence or to help him/her acquire a residence already adapted with special features for his/her disability, to purchase and adapt a home, or for adaptations to a family member's home in which he/she will reside. To be eligible for this grant, service members and Veterans must be entitled to compensation for permanent and total service-connected disability due to one of the following:

1. Blindness in both eyes with 20/200 acuity or less.
2. Anatomical loss or loss of use of both hands.
3. Severe burn injuries (see above).
4. Certain severe respiratory injuries.

**Temporary Residence Adaptation (TRA):** Eligible Veterans and service members who are temporarily residing in a home owned by a family member may also receive a TRA grant to help the Veteran or service member adapt the family member's home to meet his or her special needs. Those eligible for an \$81,080 grant would be permitted to use up to \$35,593, and those eligible for a \$16,217 grant would be permitted to use up to \$6,355. Under the Honoring America's Veterans and Caring



for Camp LeJeune Families Act of 2012, TRA grant amounts do not count against SAH or SHA grant maximum amounts, starting Aug. 6, 2013. Grant amounts are adjusted annually Oct. 1 based on a cost-of-construction index.

**Supplemental Financing:** Veterans and service members with available VA Home Loan Guaranty entitlement may also obtain a guaranteed loan to supplement the grant to acquire a specially adapted home. For more information on SAH, visit: <http://www.benefits.va.gov/homeloans/sah.asp>

**Vocational Rehabilitation and Employment (VR&E):** VR&E, also referred to as the Chapter 31 program, provides services to eligible service members and Veterans with service-connected disabilities and an employment handicap to help them to prepare for, obtain, and maintain suitable employment. For Veterans and service members with service-connected disabilities so severe that they cannot immediately consider work, VR&E provides services to improve their ability to live as independently as possible. For additional information on VR&E benefits please visit: <http://www.benefits.va.gov/vocrehab/index.asp>

**VR&E Eligibility for Veterans:** A Veteran must have a VA service connected disability rating of at least 20 percent and determined to have an employment handicap, or rated 10 percent and determined to have a serious employment handicap, and must be discharged or released from active military service under other than dishonorable conditions.

**VR&E Eligibility:** Service members are eligible to apply if they expect to receive an honorable discharge upon separation from active duty, obtain a memorandum rating of 20 percent or more from VA, or obtain a proposed Disability Evaluation System (DES) rating of 20 percent or more from VA, or obtain a referral to a Physical Evaluation Board (PEB) through the Integrated Disability Evaluation System (IDES).

**VR&E Entitlement:** A Vocational Rehabilitation Counselor (VRC) works with the Veteran to determine if an employment handicap exists. An employment handicap exists if a Veteran's service-connected disability impairs his/her ability to prepare for, obtain, and maintain suitable employment. After an entitlement decision is determined, the Veteran and VRC work together to develop an individualized rehabilitation plan. The individualized rehabilitation plan outlines the necessary rehabilitation services to be provided to the Veterans and service members that are wounded, ill, injured, or in the IDES program can receive National Defense Authorization Act authorized entitlement to VR&E when automatic refer-

ral by their chain of command.

**VR&E Services:** Veterans work with a VRC to select one of the five tracks to employment based on their individualized needs. The Five Tracks to Employment provide greater emphasis on exploring employment options early in the rehabilitation planning process, better informed choices for the Veteran regarding occupational and employment options, faster access to employment for Veterans who have identifiable and transferable skills for direct placement into suitable employment, and an option for Veterans who are not able to work, but need assistance to lead a more independent life. If a program of training is selected, VA pays the cost of the approved training and services (except those coordinated through other providers) that are outlined in the Veteran's rehabilitation plan, including subsistence allowance.

**The Five Tracks to Employment are:** Reemployment with previous employer, Rapid access to employment, Self-employment, Employment through long-term services, and Independent living services.

**Period of a Rehabilitation Program:** The basic period of eligibility in which VR&E benefits may be used is 12 years from the latter of the following: 1) A Veteran's date of separation from active military service, or 2) The date VA first notified a Veteran that he/she has been granted a compensable service-connected disability. Veterans may be provided up to 48 months of full-time services or the part-time equivalent based on the extent of services needed to complete the rehabilitation program. Rehabilitation plans that provide services to achieve the maximum level of independence cannot exceed 24 months which may be extended in certain circumstances.

**Employment Services:** In partnership with the Department of Labor, VA provides support to Veterans and transitioning service members at all stages of their job search, including career advice, resume building, and access to employers who want to hire Veterans and military spouses. Additional information and access to services are available at <https://www.vets.gov/employment/>

VR&E also establishes partnerships with Federal, state, and private agencies that help facilitate direct placement of Veterans or service members into civilian careers. VR&E can assist with placement using the following resources:

**On the Job Training (OJT) Program:** Employers hire Veterans at an ap-

prentice wage, and VR&E supplements the salary at the journey-man wage (up to the maximum amount allowable under OJT). As the Veterans progress through training, the employers begin to increase the salary until the Veterans reach journeyman level and the employers pay the entire salary. VR&E may also pay for any necessary tools.

**Non-Paid Work Experience (NPWE):** The NPWE program provides eligible Veterans the opportunity to obtain training and practical job experience concurrently. This program is ideal for Veterans or service members who have a clearly established vocational goal and who learn easily in a hands-on environment. This program is also well suited for Veterans who are having difficulties obtaining employment due to lack of work experience. The NPWE program may be established in a federal, state, or local (i.e. city, town, school district) government agencies only. The employer may hire the Veteran at any point during the NPWE program.

**Special Employer Incentive (SEI):** The SEI program is for eligible Veterans who face challenges in obtaining employment. Veterans approved to participate in the SEI program are hired by participating employers and employment is expected to continue following successful completion of the program. Employers are provided this incentive to hire Veterans. If approved, the employer will receive reimbursement for up to 50 percent of the Veteran's salary during the SEI program, which can last up to six months.

**VetSuccess on Campus (VSOC):** The VSOC program aims to help Veterans, service members, and eligible dependents succeed through a coordinated delivery of on-campus benefits assistance and counseling, leading to successful completion of their education and preparing them to enter the labor market in viable careers. For additional information on the VSOC program please visit: <http://www.benefits.va.gov/vocrehab/vsoc.asp>.

**Chapter 36 Education and Career Counseling:** VA's Education and Career Counseling Program (Title 38 U.S.C. Chapter 36) offers a great opportunity for transitioning Veterans, service members, and dependents to get personalized counseling and support to guide their career paths, ensure the most effective use of their VA benefits, and help them achieve their goals. For additional information please visit: [http://www.benefits.va.gov/VOCREHAB/edu\\_voc\\_counseling.asp](http://www.benefits.va.gov/VOCREHAB/edu_voc_counseling.asp). To apply for this program, visit: <https://www.ebenefits.va.gov>

**VA Pension:** VA helps Veterans and their families cope with financial challenges by providing supplemental income through the Veterans Pension

and Survivors Pension benefit programs. Payments are made to bring the Veteran's or Survivor's total income, including other retirement or Social Security income, to a level set by Congress. Unreimbursed medical expenses may reduce countable income for VA purposes.

**Veterans Pension:** Congress establishes the maximum annual Veterans Pension rates. Payments are reduced by the amount of countable income of the Veteran, spouse, and dependent children. When a Veteran without a spouse or a child is furnished nursing home or domiciliary care by VA, the pension is reduced to an amount not to exceed \$90 per month after three calendar months of care. The reduction may be delayed if nursing-home care is continued to provide the Veteran with rehabilitation services. To apply for increased pension based on A&A or Housebound payments, write to the Pension Management Center that serves your state and provide medical evidence, such as a doctor's report, that validates the need for an increased benefit. For additional information on pension benefits please visit: <http://www.benefits.va.gov/pension/>

**Eligibility for Veterans Pension:** Generally, a Veteran must have at least 90 days of active duty service, with at least one day during a VA-recognized wartime period to qualify for a VA pension. The 90-day active service requirement does not apply to Veterans discharged from the military due to a service-connected disability. Veterans who entered active duty after Sept. 7, 1980, generally must have served at least 24 months of the full period for which called or ordered to active duty (with some exceptions), with at least one day during a war time period. In addition to meeting minimum service requirement, low-income wartime Veterans may qualify for pension if they meet certain service, income and net worth limits set by law and are: Age 65 or older, OR permanently and totally disabled, OR a patient in a nursing home receiving skilled nursing care, OR receiving Social Security Disability Insurance, OR receiving Supplemental Security Income.

Yearly family income must be less than the amount set by Congress to qualify for the Veterans Pension benefit. Payments are made to bring the Veteran's total income, including other retirement or Social Security income, to a level set by Congress. Unreimbursed medical expenses may reduce countable income for VA purposes.

**Note:** Veterans may have to meet longer minimum periods of active duty if they entered active duty on or after Sept. 8, 1980, or, if they were officers who entered active duty on or after Oct. 16, 1981. The Veteran's discharge must have been under conditions other than dishonorable,

and the disability must be for reasons other than the Veteran's own willful misconduct.

**How to Apply for Veterans Pension:** To apply for Veterans Pension, download and complete **VA Form 21P 527EZ**, "*Application for Pension*". You can mail your application to the Pension Management Center (PMC) that serves your state. You may also visit your local regional benefit office and turn in your application for processing. You can locate your local regional benefit office using the VA Facility Locator. For additional information on pension benefits please visit <http://www.benefits.va.gov/pension>

**Aid and Attendance and Housebound Benefits (Special Monthly Pension):** Veterans and survivors who are eligible for VA pension and require the aid and attendance of another person, or are housebound, may be eligible for a higher maximum annual pension rate. These benefits are paid in addition to monthly pension, and they are not paid without eligibility to pension. Since aid and attendance and housebound allowances increase the pension amount, people who are not eligible for a basic pension due to excessive income may be eligible for pension at these increased rates. A Veteran or surviving spouse may not receive aid and attendance benefits and housebound benefits at the same time. For additional information on aid and attendance and housebound benefits including how to apply please visit: [http://www.benefits.va.gov/pension/aid\\_attendance\\_housebound.asp](http://www.benefits.va.gov/pension/aid_attendance_housebound.asp)

### **Education and Training Benefits**

**Post-9/11 GI Bill:** The Post-9/11 GI Bill is an education benefit program for service members and Veterans who served on active duty after Sept. 10, 2001. Benefits are payable for training pursued on or after Aug. 1, 2009. No payments can be made under this program for training pursued before that date. For additional information on education and training opportunities please visit: <http://www.benefits.va.gov/gibill/> or by calling 1-888-GI-BILL-1 (1-888-442-4551).

**Post - 9/11 GI Bill Eligibility:** To be eligible, the service member or Veteran must serve at least 90 aggregate days on active duty after Sept. 10, 2001, and remain on active duty or be honorably discharged. Active duty includes active service performed by National Guard members under title 32 U.S.C. for the purposes of organizing, administering, recruiting, instructing, or training the National Guard; or under section 502(f) for the purpose of responding to a national emergency. Veterans may also be eligible if they were honorably discharged from active duty for a service-

connected disability after serving 30 continuous days after Sept. 10, 2001.

Additionally, under the Colmery Act of 2017, also known as the “Forever GI Bill,” all Purple Heart award recipients are eligible for Post 9/11 GI Bill entitlement providing the award was made during service occurring on or after Sept. 11, 2001, and the recipient continues on duty or receives an honorable discharge.

**Contents of Benefit:** Generally, service members or eligible Veterans may receive up to 36 months of entitlement under the Post-9/11 GI Bill. Based on the length of active duty service, eligible participants are entitled to receive a percentage of the cost of in-state tuition and fees at public institutions or the tuition and fees capped at a national maximum rate for private or foreign schools. Current rates can be found at [http://www.benefits.va.gov/GIBILL/resources/benefits\\_resources/rate\\_tables.asp](http://www.benefits.va.gov/GIBILL/resources/benefits_resources/rate_tables.asp). The percentages and corresponding service requirements are noted in the chart below.

Service requirements after 9/10/01, an individual must serve an aggregate of:	Payment Tiers Percentage
At least 36 months	100 percent
At least 30 continuous days on active duty and discharged due to a service connected disability	100 percent
At least 30 months, but less than 36 Months	90 percent
At least 24 months, but less than 30 Months	80 percent
**At least 18 months, but less than 24 Months	70 percent
**At least 12 months, but less than 18 Months	60 percent
**At least 6 months, but less than 12 Months***	50 percent
**At least 90 days, but less than 6 Months***	40 percent

\*\*Excludes time in basic military training and/or skill training.

\*\*\*The Colmery Act will change the required amount of service noted

above, effective 08/01/2020, resulting in more generous percentage of eligibility for service less than 12 months.

If a service members or Veteran is eligible for the Montgomery GI Bill; the Montgomery GI Bill- Selected Reserve; or the Reserve Educational Assistance Program, and qualifies for the Post-9/11 GI Bill, an irrevocable election must be made to receive benefits under the Post-9/11 GI Bill. In most instances, once the election to receive benefits under the Post-9/11 GI Bill is made, the individual will no longer be eligible to receive benefits under the relinquished program.

Tuition and fees are paid to the institution on the student's behalf (2017/2018: \$22,805.34 and 2018/-2019: \$23,671.94) as well as a monthly Housing Allowance (MHA) currently equal to the basic allowance for housing payable to a military E-5 with dependents, in the same ZIP code of the main campus of the primary school (paid directly to the Veteran, or eligible dependents) but pro-rated based on benefit level and rate of pursuit (e.g., full-time student,  $\frac{3}{4}$ -time student, etc.). Please note, however, that MHA is not payable to individuals enrolled in flight or correspondence training, to individuals while pursuing training at half time or less (regardless of the type of training), or to individuals while on active duty or their spouses.

However, effective Aug. 1, 2018, under the Colmery Act, the MHA will be calculated based on the ZIP code of the campus location where the student physically attends a majority of classes rather than the location of the main campus of the school.

Additional benefits under the Post-9/11 GI Bill include a yearly books and supplies stipend of up to \$1,000 per year (paid directly to the service member, Veteran, or eligible dependents), and a one-time payment of \$500 paid to certain individuals relocating from highly rural areas.

Approved training under the Post-9/11 GI Bill includes graduate and undergraduate degrees, vocational/technical training, on-the job and apprenticeship training, flight training, correspondence training, licensing and national testing programs, and tutorial assistance.

**The Yellow Ribbon G.I. Bill Education Enhancement Program:** The Yellow Ribbon Program allows institutions of higher learning (such as colleges, universities, and other degree-granting schools) in the United States to voluntarily enter into an agreement with VA to fund tuition and fees that exceed the amounts payable under the Post-9/11 GI Bill. The institu-

tion can contribute a specified dollar amount of those expenses, and VA will match the contribution, not to exceed 50 percent of the difference. To be eligible, the student must be a Veteran or a transfer-of-entitlement-eligible dependent child receiving benefit at the 100-percent benefit rate. It is not available to active-duty-service members or their spouses using transferred entitlement, regardless of benefit level, or Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship) recipients. However the Colmery Act will expand the Yellow Ribbon Program, as of Aug. 1, 2018, to include individuals who were awarded a Purple Heart on or after Sept. 11, 2001, as well as Fry Scholarship recipients, and, as of Aug. 1, 2022, to include active-duty service members eligible at the 100-percent benefit level, and their spouses using transferred entitlement.

**Marine Gunnery Sergeant John David Fry Scholarship Eligibility:** The Fry Scholarship provides Post-9/11 GI Bill® benefits to the children and surviving spouses of service members who died in the line of duty after Sept. 10, 2001. Eligible beneficiaries attending school may receive up to 36 months of benefits at the 100-percent level. The Fry Scholarship includes full tuition and fees paid directly to the school for all public school in-state students. For those attending private or foreign schools, tuition and fees are capped at a statutory maximum amount per academic year. A monthly housing allowance and a books and supplies stipend are also paid to the student.

Surviving children who are eligible may begin an approved program of education before the age of 18. A child's marital status has no effect on eligibility. Eligible children are entitled to 36 months of benefits at the 100-percent level. If the qualifying parent's death occurred before Jan. 1, 2013, the child's eligibility ends on his or her 33<sup>rd</sup> birthday. If the qualifying parent's death occurred on or after Jan. 1, 2013, the child's eligibility never expires.

Surviving spouses who are eligible have no timeline on when they can use the benefit; however, a spouse will lose eligibility for this benefit upon remarriage.

**Survivor's & Dependents' Educational Assistance (DEA):** The Survivors' and 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. Eligible surviving dependents may be eligible for 45 months of degree and certificate courses, apprenticeship, and on-the-job training.

To be eligible, you must be the son, daughter, or spouse of:

- A Veteran who died or is permanently and totally disabled as the result of a service-connected disability. The disability must arise out of active service in the armed forces.
- A Veteran who died from any cause while such permanent and total service-connected disability was in existence.
- A service member missing in action or captured in line of duty by a hostile force.
- A service member forcibly detained or interned in line of duty by a foreign government or power.
- A service member who is hospitalized or receiving outpatient treatment for a service connected permanent and total disability and is likely to be discharged for that disability. This change is effective December. 23, 2006.

Surviving spouses lose eligibility if they remarry before age 57 or are living with another person who has been recognized publicly as their spouse. They can regain eligibility if their remarriage ends by death or divorce or if they cease living with the person. Dependent children do not lose eligibility if the surviving spouse remarries.

Provisions of the Colmery Act of 2017 will limit the months of benefit entitlement under DEA to 36 months (instead of 45) if enrollment in an education program occurs after Aug. 1, 2018.

Visit [https://www.benefits.va.gov/gibill/survivor\\_dependent\\_assistance.asp](https://www.benefits.va.gov/gibill/survivor_dependent_assistance.asp) for more information.

**Period of Eligibility:** The period of eligibility for Veterans' spouses expires 10 years from either the date they become eligible or the date of the Veteran's death. Children generally must be between the ages of 18 and 26 to receive educational benefits. VA may grant extensions to both spouses and children. The period of eligibility for spouses of service members who died on active duty expires 20 years from the date of death. Spouses of service members who died during active duty whose 10-year eligibility period expired before Dec. 10, 2004 have 20 years from the date of death

to use educational benefits.

**Training Available:** Benefits may be awarded for pursuit of associate, bachelor, or graduate degrees at colleges and universities; independent study; cooperative training; study abroad; certificate or diploma from business, technical, or vocational schools; apprenticeships; on-the-job training programs; farm cooperative courses; and preparatory courses for tests required or used for admission to an institution of higher learning or graduate school.

Benefits for correspondence courses under certain conditions are available to spouses only. Beneficiaries without high-school degrees can pursue secondary schooling, and those with a deficiency in a subject may receive tutorial assistance if enrolled half-time or more.

**Special Benefits:** Dependents over age 14 with physical or mental disabilities that impair their ability to pursue an education may receive specialized vocational or restorative training, including speech and voice correction, language retraining, lip reading, auditory training, Braille reading and writing, and similar programs. Certain disabled or surviving spouses are also eligible. For additional information on Survivors & Dependents' Educational Assistance (DEA) visit: <http://www.benefits.va.gov/GIBILL/DEA.asp>.

**Montgomery GI Bill Active Duty (MGIB-AD):** The MGIB-AD (Chapter 30) is an education benefit that provides up to 36 months of education benefits to eligible Veterans and service members for college degree and certificate programs, technical or vocational courses, flight training, apprenticeships or on-the-job training, high tech training, licensing and certification test, entrepreneurship training, certain entrance examinations, and correspondence courses. Remedial, deficiency, and refresher courses may be approved under certain circumstances. Benefits generally expire 10 years after discharge. Current payment rates are available at [https://benefits.va.gov/GIBILL/resources/benefits\\_resources/rates/ch30/ch30rates100117.asp](https://benefits.va.gov/GIBILL/resources/benefits_resources/rates/ch30/ch30rates100117.asp). A Veteran may be eligible for this benefit if he or she entered active duty after June 30, 1985, has an honorable discharge, did not decline MGIB in writing, and served three continuous years of active duty (or have an obligation to serve four years in the Selected Reserve after active duty service). There are exceptions for disability, re-entering active duty, and upgraded discharges. All participants must have a high school diploma, equivalency certificate, or have completed 12 hours toward a college degree before applying for benefits.

**GI Bill Resident-Rate Requirements:** Section 3679, title 38, United States Code, requires VA to disapprove programs of education for payment of

benefits under the Post-9/11 GI Bill and Montgomery GI Bill-Active Duty at public Institutions of Higher Learning (IHLs) if the school charges qualifying Veterans and dependents tuition and fees in excess of the rate for resident students. To remain approved for VA's GI Bill programs, schools must charge in-state tuition and fee amounts to "covered individuals." A covered individual is defined as: A Veteran who lives in the state where the IHL is located (regardless of his/her formal state of residence) and enrolls in the school within three years of discharge from a period of active duty service of 90 days or more.

An individual using transferred benefits who lives in the state where the IHL is located (regardless of his/her formal state of residence) and enrolls in the school within three years of the transferor's discharge from a period of active duty service of 90 days or more.

- Anyone described above while he or she remains continuously enrolled (other than during regularly scheduled breaks between courses, semesters, or terms) at the same school. The person so described must have enrolled in the school prior to the expiration of the three-year period following discharge or release as described above and must be using educational benefits under either chapter 30 or chapter 33, of title 38, United States Code.
- Anyone using transferred Post-9/11 GI Bill benefits who lives in the state where the IHL is located and the transferor is a member of the uniformed service who is serving on active duty.
- Anyone using benefits under the Marine Gunnery Sergeant John David Fry Scholarship who lives in the state where the IHL is located (regardless of his/her formal state of residence).
- The in-state tuition provisions do not apply to those individuals on active duty using benefits under the Post-9/11 GI Bill and Montgomery GI Bill-Active Duty.

**Home Loan Guaranty:** VA home loan guaranties are issued to help eligible service members, Veterans, Reservists, National Guard members, and certain surviving spouses obtain homes, condominiums, and manufactured homes, and to refinance loans.

**Home Loan Guaranty Uses:** A VA loan guaranty helps protect lenders from loss if the borrower fails to repay the loan. It can be used to obtain a loan to: Buy an existing dwelling or build a home; buy a residential con-

dominium unit; repair, alter, or improve a residence owned and occupied by the Veteran; refinance an existing home loan; buy a manufactured home and/or lot and install a solar heating or cooling system or other energy-efficient improvements.

**Home Loan Guaranty Eligibility:** Eligibility applications can be submitted electronically through eBenefits ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)) or by going through your lender, who will use the Automated Certificate of Eligibility system.

Although it's preferable for lenders and Veterans to apply electronically due to a majority of these requests being approved instantaneously by the eligibility system, it is possible to apply for a Certificate of Eligibility (COE) using VA Form 26-1880, *Request for Certificate of Eligibility*. Please note that while VA's electronic applications can establish eligibility and issue an online COE in a matter of seconds, the system can only process cases for which VA has sufficient data in its records. Therefore, certain applicants will not be able to establish eligibility online and additional information might be requested prior to the issuance of a COE. If a COE cannot be issued immediately, users have the option of submitting a hardcopy application. If applying manually for a COE using VA Form 26-1880, it is typically necessary that the eligible Veteran to present a copy of his/her report of discharge or DD Form 214, *Certificate of Release or Discharge from Active Duty*, or other adequate substitute evidence to VA, and be aware that it could take more time to process requests in this manner. An eligible active duty service member should obtain and submit a statement of service signed by an appropriate military official to the appropriate Regional Loan Center mentioned on VA Form 26-1880. For general program information or to obtain VA loan guaranty forms please visit <http://www.benefits.va.gov/homeloans/> or call 1-877-827-3702 to reach the home loan program's local office of jurisdiction.

A completed VA Form 26-1880 and any associated documentation should be mailed to the nearest Regional Loan Center (RLC) of jurisdiction. The RLC jurisdictions and mailing addresses are located on page 3 of VA Form 26-1880, <http://www.vba.va.gov/pubs/forms/vba-26-1880-are.pdf>.

**Credit and Income Qualifications:** In addition to the periods of eligibility and conditions of service requirements, applicants must have sufficient income and credit, and agree to live in the property in order to be approved by a lender for a VA home loan.

**Surviving Spouses:** Some spouses of Veterans may have home loan eligibility: The unmarried surviving spouse of a Veteran who died as a result

of service or service-connected causes: The surviving spouse of a Veteran who dies on active duty or from service connected causes, who remarries on or after attaining age 57 and on or after December 16, 2003: The spouse of an active duty member who is listed as missing in action (MIA) or a prisoner of war (POW) for at least 90 days.

**Eligibility under the MIA/POW:** Provisions are limited to one-time use only. Surviving spouses of Veterans who died from nonservice –connected causes may also be eligible if any of the following conditions are met: The Veteran was rated totally service-connected disabled for 10 years or more immediately preceding death, or was rated totally disabled for not less than five years from date of discharge or release from active duty to date of death, or was a former prisoner of war who died after Sept. 30, 1999, and was rated totally service connected disabled for not less than one year immediately preceding death.

**Home Loan Guaranty Limits:** VA does not make loans to Veterans and service members; VA guarantees loans made by private sector lenders. The guaranty is what VA could pay a lender should the loan go to foreclosure. VA does not set a cap on how much an individual can borrow to refinance a home. However, there are limits on the amount of liability VA can assume, which usually affects the amount of money an institution will lend. For information on loan limits please visit: [http://www.benefits.va.gov/homeloans/purchaseco\\_loan\\_limits.asp](http://www.benefits.va.gov/homeloans/purchaseco_loan_limits.asp).

**Other Types of Loans:** An eligible borrower can use a VA-guaranteed Interest Rate Reduction Refinancing Loan to refinance an existing VA loan and lower the interest rate and payment. Typically, no credit underwriting is required for this type of loan. The loan may include the entire outstanding balance of the prior loan, the costs of energy-efficient improvements, and closing costs, including up to two discounts points. An eligible borrower who wishes to obtain a VA-guaranteed loan to purchase a manufactured home or lot can borrow up to 95percent of the home's purchase price. The amount VA will guarantee on a manufactured home loan is 40 percent of the loan amount or the Veteran's available entitlement, up to a maximum amount of \$20,000. These provisions apply only to a manufactured home that will not be placed on a permanent foundation.

**Home Loan Guaranty Appraisals:** In most cases, a home loan cannot be guaranteed by VA without first being appraised by a VA-assigned fee appraiser. A home appraisal by a VA- assigned fee appraiser is required for purchase and certain refinance loans guaranteed by VA. A lender can

request a VA appraisal through VA systems. The Veteran borrower typically pays for the appraisal upon completion, according to a fee schedule approved by VA. This VA appraisal estimates value of the property. An appraisal is not an inspection and does not guarantee the house is free of defects. VA guarantees the loan, not the condition of the property.

A thorough inspection of the property by a reputable inspection firm may help minimize any problems that could arise after loan closing. In an existing home, particular attention should be given to plumbing, heating, electrical, roofing, and structural components. In addition, VA strongly recommends testing for radon, a known carcinogen.

**Home Loan Guaranty Closing Costs:** For purchase home loans, payment in cash is required on all closing costs, including title search and recording fees, hazard insurance premiums, and prepaid taxes. For refinancing loans, all such costs may be included in the loan, as long as the total loan does not exceed the reasonable value of the property. Interest rate reduction loans may include closing costs, including a maximum of two discount points.

**Home Loan Guaranty Funding Fees:** The funding fee is a percentage of the loan amount collected in order to offset future anticipated costs associated with the loan. A funding fee must be paid to VA unless the Veteran is exempt from such a fee. Currently, exemptions from the funding fee are provided for Veterans and service members receiving VA disability compensation, those who are rated by VA as eligible to receive compensation as a result of pre-discharge disability examination and rating, and those who would be in receipt of compensation, but who were recalled to active duty or reenlisted and are receiving active-duty pay in lieu of compensation. Additionally, unmarried surviving spouses in receipt of dependency and indemnity compensation may be exempt. The fee may be paid in cash or included in the loan. For all types of loans, the loan amount may include the VA funding fee and up to **\$6,000** of energy-efficient improvements.

However, no other fees including fees for the VA appraisal, credit report, loan processing fee, title search, title insurance, recording fees, transfer taxes, survey charges, or hazard insurance charges, or discount points may be included in loans for purchase or construction. For refinancing loans, most closing costs may be included in the loan amount.

**Home Loan Guaranty Required Occupancy:** To qualify for a VA home loan, a Veteran or the spouse of an active-duty service member must

certify that he or she intends to occupy the home. A dependent child of an active-duty service member also satisfies the occupancy requirement. When refinancing a VA-guaranteed loan solely to reduce the interest rate, a Veteran only needs to certify prior occupancy.

**Home Loan Guaranty Financing, Interest Rates and Terms:** Veterans obtain VA-guaranteed loans through the usual lending institutions, including banks, credit unions, and mortgage brokers. VA-guaranteed loans can have either a fixed interest rate or an adjustable rate, where the interest rate may adjust up to 1 percent annually and up to 5 percent over the life of the loan. VA does not set the interest rate. Interest rates are negotiable between the lender and borrower on all loan types.

Veterans may also choose a different type of adjustable rate mortgage called a hybrid ARM, where the initial interest rate remains fixed for 3-10 years. If the rate remains fixed for less than five years, the rate adjustment cannot be more than 1 percent annually and 5 percent over the life of the loan. For a hybrid ARM with an initial fixed period of five years or more, the initial adjustment may be up to 2 percent.

The Secretary has the authority to determine annual adjustments thereafter. Currently, annual adjustments may be up to 2 percentage point and 6 percent over the life of the loan. If the lender charges discounts points on the loan, the Veteran may negotiate with the seller as to who will pay points or if they will be split between buyer and seller. Points paid by the Veteran may not be included in the loan (with the exception that up to two points may be included in interest rate reduction refinancing loans). The term of the loan may be for as long as 30 years and 32 days.

**Home Loan Guaranty Assumption Requirements and Liability:** VA loans made on or after March 1, 1988, are not assumable without the prior approval of VA or its authorized agent (usually the lender collecting the monthly payments). To approve the assumption, the lender must ensure that the purchaser is a satisfactory credit risk and will assume all of the Veteran's liabilities on the loan. If approved, the purchaser will have to pay a funding fee that the lender sends to VA, and the Veteran will be released from liability to the federal government. (A VA-guaranteed loan may be assumed by Veterans, active duty personnel, and non-Veterans alike.)

Loans made prior to March 1, 1988, are generally freely assumable, but Veterans should still request the lender's approval in order to be released of liability. Veterans whose loans were closed after December 31, 1989, usually have no liability to the government following a foreclosure,

except in cases involving fraud, misrepresentation, or bad faith, such as allowing an unapproved assumption. However, for the entitlement to be restored, any loss suffered by VA must be paid in full.

A release of liability does not mean that a Veteran's guaranty entitlement is restored. That occurs only if the borrower is an eligible Veteran who agrees to substitute his or her entitlement for that of the seller. If the Veteran allows assumptions of a loan without prior approval, then the lender may demand immediate and full payment of the loan, and the Veteran may be liable if the loan is foreclosed and VA has to pay a claim under the loan guaranty.

**VA Assistance to Veterans in Default:** When a VA-guaranteed home loan becomes delinquent; VA may provide supplemental servicing assistance to help cure the default. The servicer has the primary responsibility of servicing the loan to resolve the default, and VA urges all Veterans who are encountering problems making their mortgage payments to speak with their servicers as soon as possible to explore options to avoid foreclosure. Contrary to popular opinion, servicers do not want to foreclose, because foreclosure costs money. Depending on a Veteran's specific situation, servicers may offer any of the following options to avoid foreclosure:

- **Repayment Plan** – the borrower makes a regular installment each month plus part of the missed installments.
- **Special Forbearance** – the servicer agrees not to initiate foreclosure to allow time for borrowers to repay the missed installments or agrees to place a hold or postpone foreclosures proceedings. An example of when this would be likely is when a borrower is waiting for a tax refund.
- **Loan Modification** – provides the borrower a fresh start by adding the delinquency to the loan balance and establishing a new payment schedule.
- **Short Sale** – when the servicer agrees to allow a borrower to sell his/her home for a lesser amount than what is currently required to pay off the loan.
- **Deed-in-Lieu of Foreclosure** – the borrower voluntarily agrees to deed the property to the servicer instead of going through a lengthy foreclosure process. In cases where the servicer is unable to help the Veteran borrower, VA has loan technicians at its eight RLCs and in Hawaii, who are available to take an active role in interceding with the mortgage servicer. Veterans with VA-guaranteed home loans can call 1-877-827- 3702 to discuss potential ways to help save the loan.



**Service Members Civil Relief Act (SCRA) and Home Loan Guaranties:**

Veteran borrowers may be able to request relief pursuant to the SCRA. In order to qualify for certain protections available under the Act, their obligation must have originated prior to their current period of active military service. SCRA may provide a lower interest rate during military service and for up to one year after service ends, provide forbearance, or prevent foreclosure or eviction up to nine months from period of military service.

**Assistance to Veterans with VA-Guaranteed Home Loans:** When a VA-guaranteed home loan becomes delinquent; VA may provide supplemental servicing assistance to help cure the default. The servicer has the primary responsibility of servicing the loan to resolve the default. Veterans with VA-guaranteed home loans can call **1-877-827-3702** to reach the nearest VA office where loan specialists are prepared to discuss potential ways to help save the loan.

**Assistance to Veterans with Non-VA Guaranteed Home Loans in Default:** VA advises Veterans or service members who are having difficulty making payments on a non-VA-guaranteed loan to contact their servicer as quickly as possible to explore options to avoid foreclosure. Although for non-VA loans, VA does not have authority to directly intervene on the borrower's behalf, VA's network of loan technicians at eight Regional Loan Centers and an office in Hawaii can offer advice and guidance on how to potentially avoid foreclosure. Veterans or service members with non-VA-loans may call **1-877-827-3702** to speak with a VA loan technician, or visit: <http://www.benefits.va.gov/homeloans/>, for more information on avoiding foreclosure.

If VA is not able to help a Veteran borrower retain his/her home (whether a VA-guaranteed loan or not), the Department of Housing and Urban Development (HUD) offers assistance to homeowners by sponsoring local housing counseling agencies. To find an approved agency in your area, search online at <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or call HUD's interactive voice system at 1-800-569-4287.

**VA Refinancing of a Non-VA Guaranteed Home Loan:** Veterans with non-VA guaranteed home loans now have new options for refinancing to a VA-guaranteed home loan. These new options are available as a result of the Veterans' Benefits Improvement Act of 2008. Veterans who wish to refinance their subprime or conventional mortgage may now do so for up to 100 percent of value of the property.

**Other Assistance for Delinquent Veteran Borrowers:** If VA is not able to help a Veteran borrower retain his/her home (whether a VA-guaranteed loan or not), the Department of Housing and Urban Development (HUD) offers assistance to homeowners by sponsoring local housing counseling agencies. To find an approved agency in your area, please visit: <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm>, or call HUD's interactive voice system at 1-800-569-4287.

**Preventing Veteran Homelessness:** Veterans who believe they may be facing homelessness as a result of losing their homes can call 1-877-4AID-VET (877-424-3838) or visit: <https://www.va.gov/homeless/> to receive assistance in preventing homelessness.

**VA Acquired Property Sales:** VA acquires properties as a result of foreclosures of VA-guaranteed and VA-owned loans. A private contractor currently markets the acquired properties through listing agents using local Multiple Listing Services. A listing of "VA Properties for Sale" may be found at <http://listings.vrmco.com/>. Contact a real estate agent for information on purchasing a VA-acquired property.

**Loans for Native American Veterans:** Eligible Native American Veterans can obtain a loan from VA to purchase, construct, or improve a home on federal Trust Land, or to reduce the interest rate on such a VA loan. Native American Direct Loans (NADL) are only available if a memorandum of understanding exists between the tribal organization and VA. Veterans who are not Native American, but who are married to Native American non-Veterans, may be eligible for a direct loan under this program.

To be eligible for such a loan, the qualified non-Native American Veteran and the Native American spouse must reside on federal Trust Land, both the Veteran and spouse must have a meaningful interest in the dwelling or lot, and the tribal authority that has jurisdiction over the Trust Land must recognize the non-Native American Veteran as subject to its authority. For additional information about the NADL program please visit: <http://www.benefits.va.gov/homeloans/nadl.asp>.

**VA Life Insurance:** VA's life insurance benefits open to new applicants include Service members' Group Life Insurance, Veterans' Group Life Insurance, Family Service members' Group Life Insurance, Service members' Group Life Insurance Traumatic Injury Protection, Service-Disabled Veterans' Insurance, and Veterans' Mortgage Life Insurance.

These programs are described below. Complete details are also available

at: <http://www.benefits.va.gov/insurance/>; or by writing to Department of Veterans Affairs, Insurance Center, P.O. Box 42954, Philadelphia, PA 19101 or by calling VA's Insurance Center toll-free at **1-800-669-8477**. Specialists are available between the hours of 8:30 a.m. and 6 p.m. (EST) Monday through Friday to discuss: eligibility, premium payments, insurance dividends, address changes, policy loans, naming beneficiaries, reporting the death of the insured and other insurance issues.

For information about Service Members' Group Life Insurance, Veterans' Group Life Insurance, Service Members' Group Life Insurance Traumatic Injury Protection or Family Service Members' Group Life Insurance coverage, please visit: <http://www.benefits.va.gov/insurance/>; or call the Office of service members' Group Life Insurance directly at **1-800-419-1473**.

**Service Members' Group Life Insurance (SGLI):** The following persons are automatically insured by law for \$400,000 under SGLI:

- Active-duty members of the Army, Navy, Air Force, Marines and Coast Guard
- Commissioned members of the National Oceanic and Atmospheric Administration (NOAA)
- U.S. Public Health Service (UPHS)
- Cadets or midshipmen of the U.S. military academies
- Members, cadets and midshipmen of the Reserved Officers Training Corps (ROTC) while engaged in authorized training and practice cruises
- Members of the Ready Reserves/National Guard who are scheduled to perform at least 12 periods of inactive training per year
- Service members who volunteer for a mobilization category in the Individual Ready Reserve (IRR).

Individuals may elect in writing to be covered for less than \$400,000 or to decline coverage. SGLI coverage is available in \$50,000 increments up to the maximum of \$400,000. Full-time service members on active duty are covered 24 hours a day, 7 days a week for 365 days of the year.

**Full Time SGLI Coverage:** Full-time coverage is in effect during

periods of active duty and for Ready Reserve and National Guard members scheduled to perform at least 12 periods of inactive duty training per year. Coverage is also provided for 120 days after separation or release from duty for service members who qualify for full-time SGLI coverage.

Reservists or National Guard members who have been assigned to a unit in which they are scheduled to perform at least 12 periods of inactive duty that is creditable for retirement purposes are also covered 24 hours a day, 7 days a week for 365 days of the year and for 120 days following separation or release from duty.

**Part-Time SGLI Coverage:** Part-time coverage is provided for Reservists or National Guard members who do not qualify for the full-time coverage described above. Part-time coverage generally applies to Reservists/National Guard members who drill only a few days in a year. These individuals are covered only while on active duty or active duty for training, or while traveling to and from such duty. Members covered part time do not receive 120 days of free coverage after separation unless they incur or aggravate a disability during a period of duty. For additional information about SGLI coverage, please visit: <https://www.benefits.va.gov/insurance/sgli.asp>

**SGLI Traumatic Injury Protection (TSGLI):** Members of the armed services serve our nation heroically during times of great need, but what happens when they experience great needs of their own because they have sustained a traumatic injury? TSGLI provides payment to traumatically injured service members who have suffered certain physical losses. The TSGLI benefit ranges between \$25,000 and \$100,000 depending on the loss suffered. TSGLI helps service members by providing financial resources that allow their families to be with them during their recovery or by helping them with other expenses incurred during their recovery period.

TSGLI is part of SGLI. An additional \$1 is added to the service member's SGLI premium to cover TSGLI. After Dec. 1, 2005, all service members who are covered by SGLI are automatically also covered by TSGLI. TSGLI cannot be declined unless the service member also declines basic SGLI. TSGLI claims are adjudicated by the service members military branches of service. In addition, there is retroactive TSGLI coverage for service members who sustained a qualifying loss between Oct. 7, 2001 and Nov. 30, 2005 regardless of where it occurred; TSGLI coverage is also payable to these service members regardless of whether they had SGLI coverage in force

at the time of their injury.

For additional information about TSGLI eligibility and branch of service contact information, please visit: <http://benefits.va.gov/insurance/tsgli.asp>, or call:

**1-800-237-1336** (Army);

**1-866-827-5672, option2** (Navy);

**1-877-216-0825 or 1-703-432-9277** (Marine Corps);

**1-800-433-0048** (Active Duty Air Force);

**1-800-525-0102** (Air Force Reserves);

**1-240-612-9151** (Air National Guard);

**1-202-795-6647** (Coast Guard);

**1-301-427-3280** (Public Health Service);

**1-301-713-3444** (National Oceanic and Atmospheric Administration)

### **Family Service Members' Group Life Insurance Coverage (FSGLI):**

FSGLI coverage consists of spousal coverage and dependent child coverage. FSGLI provides term life insurance coverage for the spouse and dependent children of service members insured under [SGLI](#). The service member must pay a premium for spousal coverage. Dependent children are insured at no cost to the service member. Family coverage is available only to service members insured under the SGLI program, not Veterans' Group Life Insurance ([VGLI](#)).

Spousal Coverage\*: FSGLI provides up to \$100,000 of life insurance coverage for a spouse of a service member with full-time SGLI coverage, which can not to exceed the amount of SGLI the service member has in force. Coverage for spouses who are not in the military is automatic.

For spouses who are in the military at the same time as the SGLI insured service member and who got married on or after Jan. 2, 2013, coverage is not automatic. The service members in this category must apply for spousal coverage for their military spouse, and their spouses must meet good health requirements.

Premiums for spousal coverage are based on the age of the spouse and the amount of FSGLI coverage. 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 due to any of the following events:

- The service member elects in writing to terminate his or her own SGLI coverage.
- The service member elects in writing to terminate FSGLI coverage on their spouse.
- The service member divorces his/her spouse.
- The insured service member dies.
- The service member separates from service.

\*The insured spouse may convert his or her FSGLI coverage to a permanent policy offered by participating private insurers within 120 days of the date of any of the termination events noted above.

**SGLI Online Enrollment System (SOES):** If a service member is in the Navy, Air Force or Army spousal coverage under Service Members' Group Life Insurance (SGLI) coverage can now be managed using the SGLI Online Enrollment System (SOES). SOES allows service members with full-time SGLI coverage to make changes to their life insurance coverage and beneficiary information online at any time without completing a paper form or making a trip to their personnel office. To access SOES, the service member must sign into the MilConnect portal at [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) and go to the *Benefits Tab, Life Insurance SOES- SGLI Online Enrollment System*.

Service members in branches other than the *Navy, Air Force or Army* must complete and submit the SGLI Form [SGLV 8286A, Family Coverage Election, service members' Group Life Insurance](#) to change their FSGLI spousal coverage elections. The service member should contact their Personnel Office for any changes to Basic SGLI, Family SGLI coverage, or to [find out when their service is scheduled to begin using SOES](#).

**Dependent Child Coverage:** FSGLI dependent coverage of \$10,000 is also automatically provided for dependent children of service members

insured under SGLI, with no premium required. FSGLI Dependent Child coverage cannot be declined. FSGLI Dependent Child coverage ends when one of the following events occurs:

- The service member elects in writing to decline SGLI coverage
- The child(ren) no longer qualifies as an insurable dependent as defined by 38 U.S.C. 1965(10)
- The service member dies
- The service member is discharged from the service

Dependent child coverage cannot be converted to a commercial policy.

For additional information about FSGLI coverage, please visit: <https://www.benefits.va.gov/insurance/fsgli.asp>

**Veterans' Group Life Insurance (VGLI):** VGLI is lifetime renewable term coverage available to former service members who had SGLI at the time of separation which includes the following persons.

- Former service members who had full-time SGLI coverage upon separation from active duty or the Reserves
- Former service 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
- Former service members of the Individual Ready Reserve and Inactive National Guard

SGLI coverage may be converted to VGLI after separation from service. Former service members must apply for VGLI within one-year and 120 days from separation from service to qualify.

Service members separated from service on or after Nov. 1, 2012, who apply for VGLI within 240 days of separation, do not need to submit evidence of good health, while service members who apply after the 240-day period after separation must submit evidence of insurability. The initial VGLI coverage available is equal to the amount of SGLI coverage held at the time of separation from service unless the service member

elects less VGLI coverage after separation.

Effective April 11, 2011, VGLI insureds who are under age 60 and have less than \$400,000 in coverage can purchase up to \$25,000 of additional coverage on each five-year anniversary of their initial coverage, up to the maximum \$400,000. The option to purchase additional VGLI starts from the one-year anniversary of initial VGLI coverage date. The option to increase VGLI coverage thereafter is available every five years as long as the former service member meets the eligibility criteria. No medical underwriting is required for the additional coverage.

For additional information about VGLI coverage, please visit: <https://www.benefits.va.gov/insurance/vgli.asp>.

**SGLI Disability Extension:** service members who are totally disabled at the time of separation (i.e. unable to work due to disabilities or have certain statutory conditions), can apply for the SGLI Disability Extension, which provides free coverage for up to two years from the date of separation. To apply, service members must complete and return SGLV 8715, the SGLI Disability Extension Application. Those covered under the SGLI Disability Extension are automatically converted to VGLI at the end of their extension period, subject to the payment of premiums. VGLI is convertible at any time to a permanent plan policy with any participating commercial insurance company.

For additional information about the SGLI coverage, please visit: <https://www.benefits.va.gov/insurance/sglidisabled.asp>.

**Accelerated Death Benefits:** Like many private life insurance companies, the SGLI, FSGLI and VGLI programs offer an accelerated benefits option to terminally ill insured members. An insured service member is considered to be terminally ill if he or she has a written medical prognosis of nine months or less to live. All terminally ill insureds are eligible to receive advance payment of up to 50 percent of their SGLI or VGLI coverage, and terminally ill spouses can receive up to 50 percent of their FSGLI in a lump sum. *Payment of an accelerated benefit does however reduce the amount payable to the beneficiaries at the time of the insured's death.*

To apply, an insured member must submit SGLV 8284, *service member/Veteran Accelerated Benefit Option* form, and spouses must complete SGLV 8284A, *service member Family Coverage Accelerated Benefits Option* form.

For additional information about the Accelerated Benefit Option, please



visit: <https://www.benefits.va.gov/insurance/abo.asp>

**Service-Disabled Veterans' Insurance (S-DVI):** Veterans who separated from service on or after April 25, 1951, under other than dishonorable conditions who have VA rated service-connected disabilities, even disabilities that are 0-percent disabling, but are otherwise in good health, may apply to VA for up to \$10,000 in life insurance coverage under the S-DVI program. Applications must be submitted to the VA Insurance Center in Philadelphia *within* two years from the date of being notified of the approval of a new service-connected disability by VA. Veterans who are totally disabled (i.e. unable to work due to disability (ies) or have certain statutory conditions) may apply for a waiver of their S-DVI premiums. If approved for waiver of premiums, the Veteran can apply for additional supplemental S-DVI coverage of up to \$30,000. However, premiums cannot be waived on the additional supplemental S-DVI.

To be eligible for this type of supplemental insurance, Veterans must meet all three requirements below:

- 1) be under age 65;
- 2) be eligible for a waiver of S-DVI premiums due to total disability; *and*
- 3) apply for additional insurance within one year from the date of notification of approval of waiver of premiums on the basic S-DVI policy.

For additional information about S-DVI and Supplemental S-DVI, please visit: <https://www.benefits.va.gov/insurance/s-dvi.asp>.

**Veterans' Mortgage Life Insurance (VMLI):** VMLI is mortgage protection insurance available to service members and Veterans under the age of 70 who have severe service-connected disabilities that qualify them for a SAH Grant from the VA Loan Guaranty Service. SAH Grants help severely disabled Veterans build, remodel or purchase a home.

Maximum VMLI coverage is the smaller of the existing mortgage balance or \$200,000 and is payable only to the mortgage company upon the insured's death. To qualify for VMLI coverage, the service member or Veteran must the following elements:

- 1) qualify for the VA SAH grant for the home
- 2) have title to or ownership rights in the home, and
- 3) have a mortgage on the home

VMLI premiums are based on the age of the service member or Veteran,

the length of the mortgage, the balance of the mortgage at the time of application and the amount of VMLI coverage requested; the service member/Veteran will need to provide this information to VA to determine the premium.

VMLI coverage automatically terminates when: 1) the mortgage is paid off in full; 2) the service member or Veteran terminates ownership in the property secured by the mortgage; 3) the service member or Veteran requests termination of coverage; 4) the service member or Veteran fails to provide required information (i.e. premiums or mortgage information); 5) the premium is not paid; or 6) the service member or Veteran dies

If a mortgage is disposed of through sale of the property, VMLI may be obtained on the mortgage of another home.

For additional information about VMLI, please visit: <https://www.benefits.va.gov/insurance/vmli.asp>

**Other Insurance Information:** The following information applies only to policies issued to World War II, Korean-era, Vietnam-era Veterans and persons with Service-Disabled Veterans' Insurance policies. Policies in this group are prefixed by the letters K, V, RS, W, J, JR, JS, or RH.

**Insurance Dividends Issued Annually:** World War II and Korean Era Veterans with active policies beginning with the letters V, RS, W, J, JR, JS, or K earn *tax-free dividends* annually on the policy anniversary date. (Policies prefixed by RH do not earn dividends.)

Policyholders do not need to apply for dividends, but may select among the following dividend options:

**Cash:** The dividend is paid directly to the insured by direct deposit to a bank account or by U.S. Treasury check.

**Paid-Up Additional Insurance:** The dividend is used to purchase additional insurance coverage for all policies except policy numbers that begin with the letter "K".

**Credit or Deposit:** The dividend is held in an account for the policyholder with interest. Withdrawals from the account can be made at any time. The interest rate may be adjusted. (There are, however, limitations regarding the dividend credit option for term insurance policies.)

**Net Premium Billing Options:** These options use the dividend to pay the annual policy premium. If the dividend exceeds the premium, the policyholder has options to choose how the remainder is used. If the dividend is not enough to pay an annual premium, the policyholder is billed the balance.

**Other Dividend Options:** Dividends can also be used to repay a policy loan or pay premiums in advance.

**Reinstating Lapsed Insurance:** *Lapsed term policies* may be reinstated within five years from the date of lapse. A five-year term policy that is not lapsed at the end of the term is automatically renewed for an additional five years. *Lapsed permanent plans* may be reinstated within certain time limits and with certain health requirements. Reinstated permanent plan policies require repayment of all back premiums, plus interest.

**Converting Term Policies:** Term policies are renewed automatically every five years, with premiums increasing at each renewal. Premiums do not increase after age 70. Term policies may be converted to permanent plans, which have fixed premiums for life and earn cash and loan values.

**Dividends on Capped Term Policies:** Effective Sept. 11 2000, VA provides either a cash dividend or paid-up insurance on term policies whose premiums have been capped. Veterans with National Service Life Insurance (NSLI) term insurance that has renewed at age 71 or older and who stop paying premiums on their policies will be given a "termination dividend." This dividend can either be received as a cash payment or used to purchase a reduced amount of paid-up insurance, which insures the Veteran for life with no premium payments required. The amount of the reduced paid-up insurance remains level. This does not apply to S-DVI (RH) policies.

**Borrowing on Policies:** Policyholders with permanent plan policies may borrow up to 94 percent of the cash surrender value of their insurance after the insurance is in force for one year or more. Interest is compounded annually. The loan interest rate is variable and may be obtained by calling toll-free at **1-800-669-8477**.

**Reserve and National Guard Re-Employment Rights:** A person who left a civilian job to enter active duty in the armed forces is entitled to return to the job after discharge or release from active duty if they: gave advance notice of military service to the employer; did not exceed five years' cumulative absence from the civilian job (with some exceptions);

submitted a timely application for re-employment; and did not receive a dishonorable or other punitive discharge.

The law calls for a returning Veteran to be placed in the job as if he/she had never left, including benefits based on seniority such as pensions, pay increases and promotions. The law also prohibits discrimination in hiring, promotion, or other advantages of employment on the basis of military service. Veterans seeking re-employment should apply, verbally or in writing, to the company's hiring official and keep a record of their application. If problems arise, contact the Department of Labor's Veterans' Employment and Training Service (VETS) in the state of the employer. Federal employees not properly re-employed may appeal directly to the Merit Systems Protection Board. Non-federal employees may file complaints in U.S. District Court. For information, visit <http://www.dol.gov/vets/programs/userra/main.htm>.

## Special Groups of Veterans

**Veterans and Survivors Needing Fiduciary Services:** The fiduciary program provides oversight of VA's most vulnerable beneficiaries who are unable to manage their VA benefits because of injury, disease, the infirmities of advanced age, or being under 18 years of age. VA closely monitors fiduciaries for compliance with program responsibilities to ensure that VA benefits are being used for the purpose of meeting the needs, security, and comfort of beneficiaries and their dependents. In deciding who should act as fiduciary for a beneficiary, VA will always select the most effective and least restrictive fiduciary arrangement. For more information about VA's fiduciary program, please visit our website at <http://benefits.va.gov/fiduciary/index.asp>.

**Homeless Veterans:** VA's homeless programs constitute the largest integrated network of homeless assistance programs in the country, offering a wide array of services to help Veterans recover from homelessness and live as self-sufficiently and independently as possible. For more information on VA homeless programs and services, Veterans currently enrolled in VA health care can speak with their VA mental health or health care provider. Other Veterans and interested parties can find a complete list of VA health care facilities at <https://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0>, or they can call VA's general information hotline at 1-800--827-1000. If assistance is needed when contacting a VA facility, ask to speak to the Health Care for Homeless Veterans Program or the Mental Health service manager. For additional information please visit:

<http://www.benefits.va.gov/PERSONA/veteran-homeless.asp> or call VA's National Call Center for Homeless Veterans at 1-888 AIDVET (1-888-424-3838).

**Homeless Veterans Dental Program:** The Homeless Veterans Dental Program was established by the Veterans Administration in 1992. The program is funded through the Office of Dentistry and located at the James A. Haley Veterans' Hospital. For additional information on the Homeless Dental Program please visit: <https://www.va.gov/homeless/dental.asp>.

**VA Health Care for Homeless Veterans (HCHV) Program:** The HCHV Program provides a gateway to VA and community supportive services for eligible Veterans. Through the HCHV Program, Veterans are provided with case management and residential treatment in the community. The program also conducts outreach to homeless Veterans who are not likely to come to VA facilities on their own. For more information on VA homeless programs and services, Veterans currently enrolled in VA health care can speak with their VA mental health or health care provider. Other Veterans and interested parties can find a complete list of VA health care facilities at <http://www.va.gov>, or they can call VA's general information hotline at **1-800-827-1000**. If assistance is needed when contacting a VA facility, ask to speak to the Health Care for Homeless Veterans Program or the Mental Health service manager. For additional information on VA Homeless program website please visit: <http://www.va.gov/homeless>.

**Homeless Veteran Community Employment Services:** The HVCES Program provides a range of site-specific employment services rather than being a discrete program. There are no eligibility requirements for Veterans to receive assistance from HVCES other than participation in a VHA homeless program. HVCES staff ensure a range of employment services are accessible to Veterans who have experienced homelessness. Individualized employment services are provided to overcome barriers preventing the Veteran from returning to work, such as a poor work history, lack of transportation and appropriate clothing, history of justice involvement and co-occurring substance use and/or mental health issues.

HVCES staff, embedded in homeless programs within the medical centers, complement existing medical center-based employment services, and are a bridge to employment opportunities and resources in the local community. HVCES is staffed by community employment coordinators (CECs), located at each VA medical center, and employment specialists

within the Health Care for Homeless Veterans (HCHV) and Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Programs, who are located at a limited number of VA medical centers. For more information about HVCES, please visit: <https://www.va.gov/HOMELESS/HVCES.asp>.

**Homeless Providers Grant and Per Diem Program:** The GPD Program is offered annually (as funding permits) by the Department of Veterans Affairs Health Care for Homeless Veterans (HCHV) Programs to fund non-profit community agencies that provide services to homeless Veterans. The purpose of the program is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

Only programs with supportive housing (up to 24 months) or service centers (offering services such as case management, education, crisis intervention, counseling, services targeted towards specialized populations including homeless women Veterans, etc.) are eligible for these funds.

For more information, visit: <http://www.va.gov/homeless/gpd.asp>.

**Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) Program:** The HUD-VASH Program provides permanent housing and case management for eligible homeless Veterans who need community-based support to secure and keep keep stable housing. This program allows eligible Veterans to live in Veteran selected housing units with a "Housing Choice" voucher. These vouchers are portable to support the Veteran's choice of housing in communities served by their VA medical facility where case management services can be provided. For more information, please visit: [www.va.gov/homeless/hud-vash.asp](http://www.va.gov/homeless/hud-vash.asp)

**Supportive Services for Veterans Families (SSVF) Program:** The SSVF Program is designed to rapidly re-house homeless Veteran families and prevent homelessness for those at imminent risk due to a housing crisis. Funds are granted to private non-profit organizations and consumer cooperatives that will assist very low-income Veteran families by providing a range of supportive services designed to promote housing stability. To locate a SSVF provider in your community, please visit: <http://www.va.gov/homeless/ssvf.asp> and look for the list of current year SSVF providers or call VA's National Call Center for Homeless Veterans at **1-888-4AID-VET (1-888-424-3838)**.

**VA Benefits for Veterans Living Overseas:** VA monetary benefits, including disability compensation, pension, educational benefits, and burial allowances, are generally payable overseas. Some programs are restricted. Home loan guaranties are available only in the United States and selected U.S. territories and possessions. The Specially Adapted Housing benefit is available outside of the continental United States. Educational benefits are limited to approved, degree granting programs in institutions of higher learning. Beneficiaries living in foreign countries should contact the nearest American embassy or consulate for help. In Canada, contact an office of Veterans Affairs. For information, visit: <http://www.benefits-va.gov/persona/veteran-abroad.aspbln/21/Foreign/index.htm>.

**Incarcerated Veterans:** VA service-connected disability compensation benefits are affected if a Veteran is convicted of a **felony** and incarcerated for more than 60 days. VA non-service connected pension benefits are affected if a Veteran is convicted of a **felony** or **misdemeanor** and incarcerated for more than 60 days. Disability compensation paid to an incarcerated Veteran rated 20 percent or more disabled is limited to the 10 percent rate. For a Veteran whose disability rating is 10 percent, the payment is reduced to half of the rate payable to a Veteran evaluated as 10 percent disabled. Payments are not reduced for participants in work-release programs, residing in halfway houses, or under community control. Disability, death or survivor pension paid to a Veteran or beneficiary incarcerated following conviction of a felony or misdemeanor must be discontinued.

Benefits **not** paid to a Veteran or surviving spouse while incarcerated may be apportioned to eligible dependents. Failure to notify VA of a Veteran or beneficiary's incarceration can result in overpayment of benefits and the subsequent loss of all VA financial benefits until the overpayment is recovered.

**NOTE:** VA benefits will not be provided to any Veteran, survivor or dependent wanted for an outstanding felony warrant.

**The Health Care for Re-Entry Veterans (HCRV) Program:** The HCRV Program offers outreach, referrals, and short-term case management assistance for incarcerated Veterans who may be at risk for homelessness upon their release. To locate an outreach worker please visit: [www.va.gov/homeless/reentry.asp](http://www.va.gov/homeless/reentry.asp).

**The Veterans Justice Outreach Program (VJO):** The VJO Program provides outreach and linkage to needed treatment and services to Veterans

involved in law enforcement encounters, seen in the court system, and/or incarcerated in local jails who may be at risk for homelessness upon their release. To locate a Veterans Justice Outreach Specialist, please visit: <http://www.va.gov/HOMELESS/VJO.asp>.

**Veterans of Operation Enduring Freedom, Iraqi Freedom, and New Dawn (OEF/OIF/OND):** VA has personnel stationed at major military hospitals to help seriously injured service members returning from Operations Enduring Freedom, Iraqi Freedom, and New Dawn (OEF/OIF/OND) as they transition from military to civilian life. OEF/ OIF/OND service members who have questions about VA benefits or need assistance filing a VA claim or accessing services can contact the nearest VA office or call **1-800-827-1000**.

**VOW to Hire Heroes Act:** The Act made Transition Assistance Program (TAP), including attendance at VA benefit briefings, mandatory for most service members transitioning to civilian status; upgraded career counseling options, focused TAP more heavily on job hunting skills, and tailored the program for the 21st century job market. The Act allows service members to begin the post-military employment process prior to separation or retirement from military service. This enhances opportunities to connect transitioning service members to both private-sector employers and Federal agencies seeking to hire Veterans. It also provides disabled Veterans up to one year of additional vocational rehabilitation and employment benefits. The Act provides tax credits for hiring Veterans and disabled Veterans who are out of work.

**Transition Assistance Program (TAP):** TAP consists of comprehensive workshops at military installations designed to assist service members as they transition from military to civilian life. A critical component of TAP is Transition GPS (Goals, Plans, Success); an outcome-based, modular curriculum with standardized learning objectives that transforms the way the military prepares service members separating from Active Duty to pursue their post-service career goals. It is designed to help service members depart military service “career ready” and meet mandatory Career Readiness Standards (CRS), regardless of their branch of service. VA collaborates with the Department of Defense to align TAP offerings with the current Military Life Cycle framework, which embeds transition planning and preparation for meeting career-readiness standards throughout a service member’s military career. The intent is for VA to utilize these touchpoints with service members throughout the Military Life Cycle to provide key information that service members need at each step to ensure they are ready for a successful transition. Retiring service members are allowed to



attend Transition GPS up to 24 months prior to retirement, while separating service members can attend up to 12 months prior to separating. VA benefit briefings are comprised of two briefings focusing on benefits and services service members have earned through their service. Additionally, service members have the opportunity to participate in one or more two-day tailored tracks within Transition GPS curriculum to meet their personal career goals: Accessing Higher Education, for those pursuing a college education; Career Technical Training, for those seeking industry-recognized credentials in shorter-term training programs; or Entrepreneurship, for those wanting to start their own business. Service members can also sign up for one-on-one appointments with a VA representative; interested service members should contact their local TAP manager to sign up for this program.

**In-Transition:** In-Transition is a free, voluntary program with coaches who provide psychological health care support to service members, Veterans, and their health care providers during times of transition. This program provides access to transitional support, motivation, and healthy lifestyle assistance and advice from qualified coaches through the toll-free telephone number 1-800-424-7877. For more information, visit: <http://intransition.dcoe.mil>

**Federal Recovery Coordination Program (FRCP):** The Federal Recovery Coordination Program (FRCP) assists severely wounded, ill, or injured service members, Veterans, and their families. Federal Recovery Coordinators (FRCs) are located at both VA and Department of Defense (DoD) facilities, and provide virtual care coordination and advocacy services regardless of client location, medical treatment, geographic location of injury, place of medical diagnosis, or military or Veteran status. FRCs provide client centric services that assist with coordinating benefits, services, and care which are aligned with client goals for recovery, rehabilitation, and reintegration. The program is open to clients who may have one or more of the following problems: Traumatic Brain Injury; Post-Traumatic Stress Disorder; Spinal Cord Injury; Burns; Amputation; Blindness of Visual Impairments; an at risk for psychological complications If you think you may qualify, know someone who may qualify or desire additional information, please contact the FRCP at 877-732-4456.

**Pre-Separation Counseling through Military Service:** 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.

**Verification of Military Experience and Training (VMET):** The VMET Document, DD Form 2586, helps service members verify previous experience and training to potential employers, negotiate credits at schools, and obtain certificates or licenses. VMET documents are available only through each military branch's support office and are intended for service members who have at least six months of active duty. Service members should obtain VMET documents from their Transition Support Office within 12 months of separation or 24 months of retirement.

**Veterans' Workforce Investment Program:** Recently separated Veterans and those with service-connected disabilities, significant barriers to employment, or who served on active duty during a period in which a campaign or expedition badge was authorized, can contact the nearest state employment office for employment help through the Veterans Workforce Investment Program. The program may be conducted through state or local public agencies, community organizations or private, non-profit organizations.

**State Employment Services:** Veterans can find employment information, education and training opportunities, job counseling, job search workshops, and resume preparation assistance by visiting their individual State Department of Veteran Affairs. Many states have Veterans Employment Centers, at state Workforce Career or One-Stop Centers that. These offices also have specialists to help disabled Veterans find employment. Additional information and access to services are available at <https://www.vets.gov/employment/>.

**Unemployment Compensation:** Veterans who do not begin civilian employment immediately after leaving military service may receive weekly unemployment compensation for a limited time. The amount and duration of payments are determined by individual states. Apply by contacting the nearest state employment office listed in the local telephone directory.

**Veterans Preference for Federal Jobs:** Since the time of the Civil War, Veterans of the armed Forces have been given some degree of preference in appointments to federal jobs. Veterans' preference in its present form comes from the Veterans' Preference Act of 1944, as amended, and now codified in Title 5, United States Code (U.S.C.). By law, Veterans who are disabled or who served on active duty 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.

To receive preference, a Veteran must have been discharged or released from active duty under honorable conditions or received a general discharge. Preference is also provided for certain widows and widowers of deceased Veterans who died in service, 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.

Enrolled Veterans can print a copy of their preference letter from the eBenefits portal. For more information about Veterans Preference, please visit: [www.usajobs.gov](http://www.usajobs.gov), [www.fedshirevets.gov](http://www.fedshirevets.gov).

**Veterans' Recruitment Appointment:** Veterans' recruitment appointment allows federal agencies to appoint eligible Veterans to jobs without competition. These appointments can be converted to career or career-conditional positions after two years of satisfactory work. Veterans should apply directly to the agency where they wish to work. For additional information on Veterans Recruitment Appointment, please visit: <http://www.fedshirevets.gov/>.

**Small Businesses:** VA's Center for Verification and Evaluation (CVE) helps Veterans interested in forming or expanding small businesses, and helps VA contracting offices identify Veteran-owned small businesses. For additional information call toll-free at: 1-866-584-2344 or visit: <http://www.va.gov/osdbu/>

Like other federal agencies, VA is required to place a portion of its contracts and purchases with small and disadvantaged businesses. VA has a special office to help small and disadvantaged businesses get information on VA acquisition opportunities. For additional information call toll-free at: 1-800-949-8387 or visit: <http://www.va.gov/osdbu/> or write to the:

U.S. Department of Veterans Affairs  
Office of Small Business (OOSB)  
810 Vermont Avenue, N.W.  
Washington, DC 20420-0001

**Dependents & Survivors Health Care - Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA):** Under CHAMPVA, 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 DoD) and must be one of the following: the spouse or child of a Veteran whom VA has rated permanently and totally disabled due to a service-connected disability **or** the surviving spouse or child of a Veteran, who died from a VA-rated service-connected disability, or who, at the time of death, was rated permanently and totally disabled **or** the surviving spouse or child of a Veteran who died on active duty service and in the line of duty, not due to misconduct.

However, in most cases, these family members are eligible for TRICARE, not CHAMPVA. A surviving spouse under age 55 who remarries loses CHAMPVA eligibility at midnight of the date on remarriage. He/she may re-establish eligibility if the remarriage ends by death, divorce or annulment effective the first day of the month following the termination of the remarriage or December 1, 1999, whichever is later. A surviving spouse who remarries after age 55 does not lose eligibility upon remarriage.

For those who have Medicare entitlement or other health insurance, CHAMPVA is a secondary payer. Beneficiaries with Medicare must be enrolled in Parts A&B to maintain CHAMPVA eligibility. For additional information please call **1-800-733-8387** or visit: [https://www.va.gov/COMMUNITYCARE/programs/dependents/champva/champva\\_eligibility.asp](https://www.va.gov/COMMUNITYCARE/programs/dependents/champva/champva_eligibility.asp), or write:

Chief Business Office Purchased Care  
VA Health Administration Center, CHAMPVA  
P.O. Box 469028  
Denver, CO 80246

**Key Information for Family Members about the Affordable Care Act:**

The Affordable Care Act, also known as the health care law, was created to expand access to affordable health care coverage to all Americans, lower costs, and improve quality and care coordination. Under the health care law, people will have health coverage that meets a minimum standard (called "minimum essential coverage") by Jan. 1, 2014 or qualify for an exemption, or pay a fee when filing their taxes, if they have affordable options but remain uninsured.

VA wants all Veterans and their families to receive health care that improves their health and well-being. Dependents and/survivors enrolled

in the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) or the Spina Bifida Health Care Program meet the requirement to have health care coverage under the health care law and do not need to take any additional steps. The law does not change CHAMPVA or Spina Bifida benefits, access or costs. Veterans' family members who do not have coverage that meets the health care law's standard should consider their options through the Health Insurance Marketplace, which is a new way to shop for and purchase private health insurance. For more information about the Health Insurance Marketplace, visit <http://www.healthcare.gov> or call **1-800-318-2596**. For additional information about the VA and the health care law, visit <http://www.va.gov/aca> or call **1-877-222-VETS (8387)**

**Dependents & Survivors Benefits - Death Gratuity Payment:** Military services provide payment, called a death gratuity, in the amount of \$100,000 to the next of kin of 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.

**Dependency and Indemnity Compensation (DIC):** DIC is a tax-free monetary benefit generally payable to eligible survivors of military service members who died in the line of duty or eligible survivors of Veterans whose death resulted from a service-related injury or disease. DIC may also be paid to certain survivors of Veterans who were totally disabled from service –connected conditions at the time of death, even though their service connected disabilities did not cause their deaths. The survivor qualifies if the Veteran was:

1. Continuously rated totally disabled for a period of 10 years immediately preceding death; or
2. Continuously rated totally disabled from the date of military discharge and for at least 5 years immediately preceding death; or
3. A former POW who was continuously rated totally disabled for a period of at least one year immediately preceding death.
4. For more detailed information, visit [http://www.benefits.va.gov/COMPENSATION/types-dependency\\_and\\_indemnity.asp](http://www.benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp).

**DIC Eligibility: (Surviving Spouse):** To qualify for DIC, a surviving spouse must meet the following requirements: married to a service member who

died on active duty, active duty for training, or inactive duty training, or validly married the Veteran before Jan. 1, 1957, or married the Veteran within 15 years of discharge from the period of military service in which the disease or injury that caused the Veteran's death began or was aggravated, or was married to the Veteran for a least one year, or had a child with the Veteran, and cohabitated with the Veteran continuously until the Veteran's death, or if separated, was not at fault for the separation, and is not currently remarried.

**Note:** A surviving spouse who remarried on or after Dec. 16, 2003, and on or after attaining age 57, is entitled to continue to receive DIC.

**DIC Eligibility (Surviving Child):** Not included on the surviving spouse's DIC, AND Unmarried, AND Under age 18, or between the ages of 18 and 23 and attending school at an approved institution.

**Note:** A child adopted out of the Veteran's family may be eligible for DIC if all other eligibility criteria are met.

**DIC Eligibility (Surviving Parent):** VA provides an income-based monthly benefit to the surviving parent(s) of a service member or Veteran whose death was service-related. When countable income exceeds the limit set by law, no benefits are payable. The spouse's income must also be included if the parent is living with a spouse.

**DIC and Aid and Attendance/Housebound Benefits:** If a Veteran died on or after Jan. 1, 1993, his/her surviving spouse may receive additional benefits beyond the basic DIC rate if they are residing in a skilled nursing facility, require the regular assistance of another person to perform the activities of daily living, or if they are permanently housebound. This additional benefit is referred to as "Aid and Attendance" or "Housebound."

**DIC 8-Year Special Allowance: DIC 8-Year Special Allowance:** If a deceased Veteran was considered "permanent and totally disabled" (either by 100 percent rating or permanent and total individual unemployability) for eight (8) continuous years prior to death, his/her surviving spouse may be entitled to an additional amount of \$272.46 monthly on the DIC award effective Dec. 1, 2017. If there are any surviving dependent children under age 18 in the care of the surviving spouse, an additional \$270.00 effective Dec. 1, 2017 may be further added to the DIC award for the initial two (2) years of entitlement. This additional amount will be automatically terminated two years after the DIC award grant.

**Restored Entitlement Program for Survivors:** An additional special benefit may be payable to Survivors of a Veteran who died of service-connected causes prior to Aug. 13, 1981. The amount of the benefit is based on information provided by the Social Security Administration.

**Survivors Pension:** Survivors Pension is a tax-free benefit payable to low-income surviving spouses or children who have not married/ remarried since the death of the Veteran. Survivors Pension is an income based program, and any benefit payable is reduced by annual income from other sources, such as Social Security. If the Survivor has unreimbursed medical expenses, these costs can be deducted from countable income to increase the benefit amount (such as cost of care at an Assisted Living or Skilled Nursing Facility).

To be eligible for Survivor's Pension, the deceased Veteran must have met the following requirements:

1. If the Veteran served on or before Sept. 7, 1980, he/she must have served at least 90 days of active military service, with at least one day during a war time period.
2. If the Veteran entered active duty after Sept. 7, 1980, the Veteran generally must have served at least 24 months or the full tour of duty with at least one day during a war time period.
3. Discharged from military service under other than dishonorable conditions.

To qualify as a surviving child of a deceased Veteran, the child must meet the following requirements: under age 18 or under age 23 if attending a VA-approved school or permanently incapable of self-support due to a disability diagnosed before age 18. Additional information on pension benefits is available at <http://www.benefits.va.gov/pension/>. To apply, complete VA Form 21P-534EZ and mail it to the Pension Management Center (PMC) of jurisdiction.

**Note:** Survivors pension provides a monthly payment to bring an eligible person's income to a level established by law. The payment is reduced by the annual income from other sources such as Social Security.

**Survivors Aid and Attendance and Housebound Benefits:** Survivors who are eligible for pension and require the aid and attendance of another person, or are housebound, may be eligible for a higher maximum

pension rate. These additional benefits cannot be paid without eligibility to pension. An eligible individual may qualify if he or she requires the regular aid of another person in order to perform personal functions required for everyday living, is bedridden, a patient in a nursing home due to mental or physical incapacity, blind, or permanently and substantially confined to his/her immediate premises because of a disability.

To apply for aid and attendance or housebound benefits, submit a VA Form 21-2680, Examination for Housebound Status or Permanent Need for Regular Aid and Attendance to the nearest Regional Office or PMC.

Please 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 status. The report should contain 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, or whether confined to the immediate premises due to disability.

**Children of Women Vietnam Veterans Born with Certain Birth Defects:** Biological children of women Veterans who served in Vietnam at any time during the period beginning on Feb. 28, 1961, and ending on May 7, 1975, may be eligible for certain benefits because of birth defects associated with the mother's service in Vietnam that resulted in a permanent physical or mental disability.

The covered birth defects do not include conditions due to family disorders, birth-related injuries, or fetal or neonatal infirmities with well-established causes. A monetary allowance is paid at one of four disability levels based on the child's degree of permanent disability.

**Appeals of VA Claims Decisions:** Veterans and other claimants for VA benefits have the right to appeal decisions made by VA. The most common 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. The first step in the appeal process is for a claimant to file a written notice of disagreement with the VA department that made the decision. Following receipt of the written notice, VA will furnish the claimant a "Statement of the Case" describing what facts, laws, and regulations were used in deciding the case. To complete the request for appeal, the



claimant must file a “Substantive Appeal” within 60 days of the mailing of the Statement of the Case, or within one year from the date VA mailed its decision, whichever period ends later.

**Board of Veterans’ Appeals:** The Board of Veterans’ Appeals (“the Board”) makes decisions on appeals on behalf of the Secretary of Veterans Affairs. Although it is not required, a Veterans service organization, an agent, or an attorney may represent a claimant. Appellants may present their cases in person to a member of the Board at a hearing in Washington, D.C., at a VA regional office or by videoconference.

Decisions made by the Board can be found at <http://www.index.va.gov/search/va/bva.jsp>. The pamphlet, “Understanding the Appeal Process,” is available on the website or may be requested by writing: Mail Process Section (014), Board of Veterans’ Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.

**U.S. Court of Appeals for Veterans Claims:** A final Board of Veterans’ Appeals decision that does not grant a claimant the benefits desired may be appealed to the U.S. Court of Appeals for Veterans Claims. The court is an independent body, not part of the Department of Veterans Affairs.

Notice of an appeal must be received by the court with a postmark that is within 120 days after the Board of Veterans’ Appeals mailed its decision. The court reviews the record considered by the Board of Veterans’ Appeals. It does not hold trials or receive new evidence. Appellants may represent themselves before the court or have lawyers or approved agents as representatives. Oral argument is held only at the direction of the court. Either party may appeal a decision of the court to the U.S. Court of Appeals for the Federal Circuit and may seek review in the Supreme Court of the United States. Published decisions, case status information, rules and procedures, and other special announcements can be found at <http://www.uscourts.cavc.gov/>. The court’s decisions can also be found in West’s Veterans Appeals Reporter, and on the Westlaw and LEXIS online services. For questions, call (202) 501-5970 or write to:

Clerk of the Court  
625 Indiana Ave. NW, Suite 900  
Washington, DC 20004

**Appeals Modernization:** On Aug. 23, 2017, President Trump signed into law, the Veterans Appeals Improvement and Modernization Act of 2017 (Appeals Modernization Act), creating a new claims and appeals process for disagreements with VA’s decisions on benefit claims. While the law

will not become effective until February 2019, the new process provides streamlined choices for claimants seeking review of a VA decision. The framework for the new process features three lanes: a Higher-Level Review Lane, which consists of an entirely new review of the claim by a senior adjudicator, a Supplemental Claim Lane, which provides an opportunity to submit additional evidence, and an Appeal Lane that provides an opportunity to appeal directly to the Board.

**Replacement of Military Medals and Records:** 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. However, for Air Force (including Army Air Corps) and Army Veterans, the National Personnel Records Center (NPRC) verifies awards and forwards requests and verification to appropriate services.

Requests for replacement medals should be submitted on Standard Form 180, "Request Pertaining to Military Records," which may be obtained at VA offices or the Internet at [www.va.gov/vaforms/](http://www.va.gov/vaforms/). Forms, addresses, and other information on requesting medals can be found on the Military Personnel Records section of NPRC's Website at <http://www.archives.gov/st-louis/military-personnel/index.html>. For questions, call Military Personnel Records at **(314) 801-0800**, or email questions to: [MPR.center@nara.gov](mailto:MPR.center@nara.gov).

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, include a copy of the discharge or separation document, WDAGO Form 53-55 or DD Form 214. If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)) or by completing forms found on the Internet at <http://www.archives.gov/research/index.html> and mailing or faxing them to the NPRC, or alternatively, write to:

National Personnel Records Center, Military Personnel Records  
1 Archives Drive  
St. Louis, MO 63138-1002.

Specify that a duplicate separation document is needed. 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 exact or approximate dates and years of service. Use Standard Form 180, "Request Pertaining to Military Records." It is not necessary to request a duplicate copy of a Veteran's 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.

**Correcting Military Records:** 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 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. Application is made with DD Form 149, available at VA offices, Veterans organizations or visit <http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm>.

**Review of Discharge from Military Service:** 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 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 VA regional office, from Veterans organizations or online at <http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm>.

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.

Veterans with disabilities incurred or aggravated during active duty may qualify for medical or related benefits regardless of separation and characterization of service. Veterans separated administratively under other than honorable conditions may request that their discharge be reviewed for possible re-characterization, provided they file their appeal within 15 years of the date of separation. Questions regarding the review of a discharge should be addressed to the appropriate discharge review board at the address listed on DD Form 293.

**Physical Disability Board of Review:** Veterans separated due to disability from Sept. 11, 2001, through Dec. 31, 2009, with a combined rating of 20 percent or less, as determined by the respective branch of service Physical Evaluation Board (PEB), and not found eligible for retirement, may be eligible for a review by the Physical Disability Board of Review (PDBR).

The PDBR was established to reassess the accuracy and fairness of certain PEB decisions, and where appropriate, recommend the correction of discrepancies and errors. A PDBR review will not lower the disability rating previously assigned by the PEB, and any correction may be made retroactively to the day of the original disability separation. As a result of the request for review by the PDBR, no further relief from the Board of Corrections of Military Records may be sought, and the recommendation by the PDBR, once accepted by the respective branch of service, is final. A comparison of these two boards, along with other PDBR information, can be viewed at <http://www.health.mil/pdbr>.

**Low Income Home Energy Assistance Program (LIHEAP):** 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. To find out where to apply, call **1-866-674-6327** or e-mail [energy@ncat.org](mailto:energy@ncat.org) 7 a.m. - 5 p.m. (Mountain Time). More information can be found at <https://www.acf.hhs.gov/ocs/programs/liheap>.

## Burial and Memorial Benefits

VA operates 135 national cemeteries, of which 77 are currently open for both new casket and cremation interments and 17 may accept new interments of cremated remains only. Burial options are limited to those available at a specific cemetery and may include in-ground casket, or interment of cremated remains in a columbarium, in ground, or in a scattering area. For more information, visit the National Cemetery Administration website at <http://www.cem.va.gov>.

### Burial in VA National Cemeteries

Burial in a national cemetery is open to all members of the armed forces, and Veterans who have met minimum active duty service requirements, and were discharged under conditions other than dishonorable.

Members of the reserve components of the armed forces who die while on active duty, while on training duty or were eligible for retired pay, or were called to active duty and served the full term of service for which they were called, may also be eligible for burial.

Their surviving spouse, minor children, and, under certain conditions, unmarried adult children with disabilities, may also be eligible for burial. Eligible spouses and children may be buried even if they predecease the Veteran.

With certain exceptions, eligibility for burial based on active duty service beginning after Sept. 7, 1980, as an enlisted person, and after Oct.

16, 1981, as an officer, must have been for a minimum of 24 consecutive months or the full period of active duty (as in the case of reservists or National Guard members called to active duty for a limited duration). Active duty for training, by itself, while serving in the reserves or National Guard, is not sufficient to confer eligibility. Reservists and National Guard members, as well as their spouses and dependent children, are eligible if they were entitled to retired pay at the time of death, or would have been upon reaching the requisite age.

VA may bar eligible individuals from receiving burial and memorial benefits if they are found to have committed serious federal or state crimes or serious sex offenses. Such benefits include burial in a VA national cemetery, and receipt of a government-furnished headstone, marker, medalion, burial flag and Presidential Memorial Certificate. Veterans and other claimants for VA burial benefits have the right to appeal decisions made by VA regarding eligibility for burial and memorial benefits. Readers with questions on the appeals process may contact the nearest VA national cemetery listed at <http://www.cem.va.gov/cem/cems/listcem.asp> or by calling 800-827-1000.

Surviving spouses of Veterans who died on or after Jan. 1, 2000, do not lose eligibility for burial in a national cemetery if they remarry.

Unmarried dependent children of Veterans who are under 21 years of age, or under 23 years of age if a full-time student at an approved educational institution, are eligible for burial. Unmarried adult children who become physically or mentally disabled and incapable of self-support before age 21, or age 23 if a full-time student, may also be eligible.

Certain parents of Veterans who die as a result of hostile activity or from combat training-related injuries may be eligible for burial in a national cemetery with their child. The biological or adopted parents of a service member who died in combat or while performing training in preparation for a combat mission, who leaves no surviving spouse or dependent child, may be buried with the deceased service member if there is available space. Eligibility is limited to those who died on or after Oct. 7, 2001, and biological or adoptive parents who died on or after Oct. 13, 2010.

The next of kin or authorized representative (e.g., funeral director) may make interment arrangements at the time of need by contacting the National Cemetery Scheduling Office at [NCA.Scheduling@va.gov](mailto:NCA.Scheduling@va.gov) or, in some cases, the national cemetery in which burial is desired. VA does not normally conduct burials on weekends. Gravesites cannot be reserved;

however, VA will honor reservations made before 1973 by the Department of the Army.

**Pre-Need Burial Eligibility Determination:** VA implemented the Pre-need Burial Eligibility Determination Program to assist individuals interested in determining their eligibility for burial in a VA national cemetery. Through this program, Veterans and their eligible family members can plan in advance to use VA burial benefits that Veterans have earned through their military service. Planning in advance for a Veteran's or loved-one's final resting place can eliminate unnecessary delays during a family's time of bereavement. Veteran families will have increased confidence that their loved ones are eligible for burial in a VA national cemetery at their time of need. To apply, individuals must submit VA Form 40-10007, Application for Pre-Need Determination of Eligibility for Burial in a VA National Cemetery (available [at http://www.va.gov/vaforms/](http://www.va.gov/vaforms/)), to the National Cemetery Scheduling Office by fax or mail. For more details, visit <http://www.cem.va.gov/cem/pre-need/index.asp>.

**Burial Headstones and Markers:** VA is authorized to furnish, upon request, an inscribed headstone or marker for the unmarked grave of an eligible decedent at any national, state Veterans, tribal, or private cemetery. VA will deliver a headstone or marker at no cost, anywhere in the world. For Medal of Honor (MOH) recipients, VA is authorized to provide a supplemental headstone or marker if the recipient served in the Armed Forces on or after April 6, 1917, and is eligible for a headstone or marker (or would be but for the individual's date of death), even if the grave is already marked with a private headstone or marker. For eligible Veterans (who are not MOH recipients) buried in a private cemetery whose deaths occurred on or after Nov. 1, 1990, VA may furnish a government headstone or marker even if the grave is already marked with a private one.

Spouses and dependent children are eligible for a government headstone or marker only if they are buried in a national or state Veterans cemetery.

Before requesting a headstone or marker for use in a private cemetery, eligible applicants should check with the cemetery to ensure the government-furnished headstone or marker will be accepted.

Those who may apply for burial headstones and markers include the decedent's spouse or individual in a legal union with the decedent; the decedent's child; parent or sibling; whether biological; adopted or step relation; and any lineal or collateral descendant of the decedent; personal representative Veterans Service Organization, individual employed by

state or local government responsible for serving Veteran; individuals with legal responsibility for the disposition of the unclaimed remains of the decedent or other matters related to interment or memorialization, or anyone if the decedent's dates of service ended prior to April 6, 1917 (applies to others whose eligibility is derived). All installation fees at private cemeteries are the responsibility of the applicant.

**Memorial Markers:** VA provides memorial headstones and markers for placement in a national cemetery, a Veterans cemetery owned by a state, or in the case of a Veteran, in a State, local or private cemetery with "IN MEMORY OF" as the first line of inscription for those whose remains are unavailable for burial. Remains that are unavailable for burial are those that have not been recovered or identified, were buried at sea, donated to science or cremated and scattered completely. Only eligible Veterans are authorized to receive memorial headstones or markers for use in private cemeteries; memorial headstones and markers are not authorized for placement in tribal cemeteries (including Veterans). For memorial headstone or marker requests, applicants must be a member of the decedent's family (spouse, individual in a legal union with the decedent, child, parent, or sibling, whether biological, adopted, or step relation, and any lineal or collateral descendant of the decedent).

To submit a claim for a headstone or marker, or for a memorial marker for placement in a private cemetery, use VA Form 40-1330, Claim for Standard Government Headstone or Marker (available at <http://www.va.gov/vaforms/>) and provide a copy of the Veteran's military discharge documents or proof of military service. Claims sent without supporting documents will be delayed until eligibility can be determined. Mail the completed form and supporting documents to Memorial Products Service, Department of Veterans Affairs, 5109 Russell Road, Quantico, VA 22134-3903. The form and supporting documents may also be faxed toll free to 1-800-455-7143.

**Inscriptions:** Headstones and markers must be inscribed with the name of the deceased, branch of service, and year of birth and death. They also may be inscribed with other optional information, including an emblem of belief and, space permitting, additional text including military rank; war service such as "WORLD WAR II"; complete date of birth and death; military awards; military organizations; civilian or Veteran affiliations; and personalized words of endearment.

**Medallion in lieu of government headstone or marker for private cemeteries:** For decedents who served in the U.S. Armed Forces on or



after April 6, 1917, and are eligible for VA memorialization benefits (or would be but for date of death), VA is authorized to provide a medallion instead of a headstone or marker if the grave is in a private cemetery and already marked with a privately-purchased headstone or marker. The VA medallion denotes the decedents' status as a Veteran.

To submit a claim for a medallion to be affixed to a private headstone or marker in a private cemetery, use VA Form 40-1330M, Claim for Government Medallion for Placement in A Private Cemetery (available at <http://www.va.gov/vaforms>) and provide a copy of the Veteran's military discharge documents or proof of military service. Claims sent without supporting documents will be delayed until eligibility can be determined. Mail the completed form and supporting documents to Memorial Products Service, Department of Veterans Affairs, 5109 Russell Road, Quantico, VA 22134-3903. The form and supporting documents may also be faxed toll free to 1-800-455-7143. To check the status of a claim for a headstone or marker for placement in a national, state, or tribal Veterans cemetery, please call 202-565-4964. To check the status of one being placed in a private cemetery, please contact the Applicant Assistance Unit at 1-800-697-6947

## Other Memorialization

**Presidential Memorial Certificates (PMCs):** PMCs are issued to honor the memory of deceased persons whom VA finds eligible for burial in a national cemetery. This includes persons who died on active military, naval, or air service, members of Reserve components of the Armed Forces, including Army or Air National Guard, members of the Army, Navy, or Air Force Reserve Officers' Training Corps, or persons who at death were entitled to retired pay or would have been but for age. Eligible recipients, including the next of kin, a relative, friend, or authorized service representative may request a PMC by mailing, or faxing a completed and signed VA Form 40-0247, Presidential Memorial Certificate Request Form, along with a copy of the Veteran's military discharge documents or proof of military service. Requests sent without supporting documents will be delayed until eligibility can be determined. More information can be found at <http://www.cem.va.gov/cem/pmc.asp>.

**Burial Flags:** VA will furnish a U.S. burial flag to recognize deceased Veterans who received an other than dishonorable discharge. This includes certain persons who served in the organized military forces of the Commonwealth of the Philippines while in service of the U.S. armed forces

and who died on or after April 25, 1951. Also eligible for a burial flag are Veterans who were entitled to retired pay for service in the Reserves or National Guard; or would have been entitled if over age 60; and members or former members of the Selected Reserve who served their initial obligation; or were discharged for a disability incurred or aggravated in the line of duty; or died while a member of the Selected Reserve. The next of kin may apply for the burial flag at any VA Regional Office or U.S. Post Office by completing VA Form 21-2008; Application for United States Flag for Burial Purposes. In most cases, a funeral director will help the family obtain the flag. For more information, visit, [http://www.cem.va.gov/cem/burial\\_benefits/burial\\_flags.asp](http://www.cem.va.gov/cem/burial_benefits/burial_flags.asp).

**Reimbursement of Burial Expenses:** VA will pay a burial allowance up to \$2,000 if the Veteran's death is service-connected. In such cases, the person who bore the Veteran's burial expenses may claim reimbursement from VA. In some cases, VA will pay the cost of transporting the remains of a Veteran whose death was service-connected to the nearest national cemetery with available gravesites. There is no time limit for filing reimbursement claims in service-connected death cases.

**Burial Allowance:** VA will pay a burial and funeral allowance of up to \$2,000 for Veterans who die from service-connected injuries. VA will pay a burial and funeral allowance of up to \$300 for Veterans who, at the time of death from nonservice-connected injuries were entitled to receive pension or compensation or would have been entitled if they were not receiving military retirement pay. VA will pay a burial and funeral allowance of up to \$762 when the Veteran's death occurs in a VA facility, a VA-contracted nursing home or a state Veterans nursing home. In cases in which the Veteran's death was not service-connected, claims must be filed within two years after burial or cremation.

**Plot Allowance:** VA will pay a plot allowance of up to \$762 when a Veteran is buried in a cemetery not under U.S. government jurisdiction if: The Veteran was discharged from active duty because of disability incurred or aggravated in the line of duty; the Veteran was receiving compensation or pension or would have been if the Veteran was not receiving military retirement pay; or the Veteran died in a VA facility. The plot allowance may be paid to the state for the cost of a plot or interment in a state-owned cemetery reserved solely for Veteran burials if the Veteran is buried without charge. Burial expenses paid by the deceased's employer or a state agency will not be reimbursed. For more information about burial and memorial benefits, please call 202-632-8035 or visit [www.cem.va.gov/](http://www.cem.va.gov/).

**Veterans Cemeteries Administered by Other Agencies:** The Department of the Army administers Arlington National Cemetery and other Army installation cemeteries. Eligibility is generally more restrictive than at VA national cemeteries. For information, call 703-607-8000; write Superintendent, Arlington National Cemetery, Arlington, VA 22211; or visit <http://www.arlingtoncemetery.mil/about>. The Department of the Interior's National Park Service maintains 14 national cemeteries located within larger park units. To view a list that includes overviews of these cemeteries, visit <http://www.cem.va.gov/cems/doi.asp>. Andersonville National Cemetery in Andersonville, Georgia, is the only one of these 14 cemeteries that is open to new interments within the national park boundaries. For more information, call 202-208-4747, or write Department of the Interior National Park Service, 1849 C Street, NW, Washington, DC 20240.

**State and Tribal Veterans Cemeteries:** There are currently 109 VA grant-funded Veterans cemeteries operating in 48 states, tribal nations and U.S. Territories that offer burial options for Veterans and their families. VA grant-funded cemeteries have similar eligibility requirements and certain states and tribal organizations may require state residency or tribal membership. Some services, particularly for family members, may require a fee. Contact the state or tribal Veterans cemetery or the state Veterans Affairs office for information.

To locate a state or tribal Veterans cemetery, visit <http://www.cem.va.gov/cem/grants/index.asp>.

**Unclaimed Veterans Remains:** "Unclaimed Veterans" are defined as those who die with no next of kin to claim their remains and insufficient funds to cover burial expenses. In addition to burial in a VA national, VA-funded state or tribal Veterans cemetery and a government headstone or marker, there are monetary benefits associated with burial of unclaimed Veterans remains. These monetary benefits include reimbursement for the cost of the casket or urn used for burial, reimbursement for transportation to a national, state or tribal cemetery, and a burial allowance and plot allowance.

More information on memorial and monetary burial benefits for unclaimed Veterans remains can be found at [http://www.cem.va.gov/cem/docs/factsheets/CasketUrn\\_Reimbursement.pdf](http://www.cem.va.gov/cem/docs/factsheets/CasketUrn_Reimbursement.pdf). Applicants must submit VA Form 40-10088, Request for Reimbursement of Casket/Urn. For Veterans who die while at a VA facility under authorized VA admission or at

a non-VA facility under authorized VA admission, and are unclaimed, the closest VA healthcare facility is responsible for arranging proper burial for the unclaimed Veteran.



U.S. Department of Veterans Affairs  
Washington, DC 20420

OFFICIAL BUSINESS



FOR VETERANS, ACTIVE MILITARY AND THEIR FAMILIES

# DMVA

## RESOURCE GUIDE

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The material provided in this publication is presented in summary form, is general in nature and is provided for informational purposes only.

REVISED 0518

#### ABOUT THIS PUBLICATION

The 2018 Resource Guide is a combination of information compiled from the N.C. Department of Military and Veterans Affairs, the Department of Health and Human Services, the Department of Commerce, and state and federal resources. This is one central location where you can find some of the most frequently accessed resources available to veterans, military service members, and their families. It is not an exhaustive list of all resources or protections available. Please contact DMVA if you have questions regarding the content or if you need additional assistance.

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## FROM THE GOVERNOR

Army Chief of Staff General Mark A. Milley with Governor Cooper

I'm proud to count as fellow North Carolinians hundreds of thousands of veterans who have served our country to protect the freedoms we hold dear. My administration and I are working to ensure that veterans in North Carolina are treated with the honor, dignity and respect they deserve.

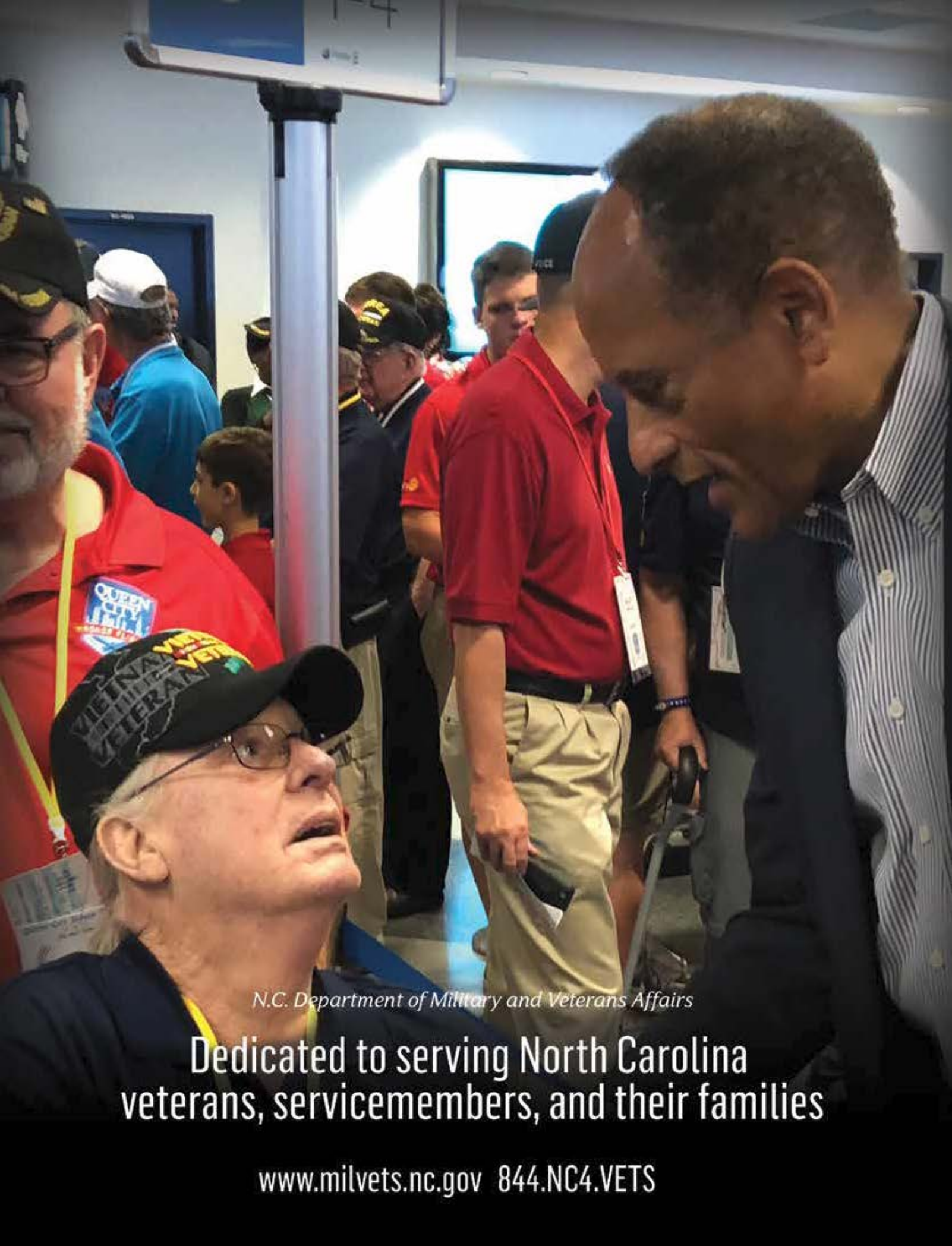
We are fortunate to be the home of the most renowned military bases in our nation and the thousands of brave men and women stationed at them. And when servicemembers return to civilian life, we're grateful that so many of them choose to call North Carolina home permanently. Our state is one of the top 10 destinations for veterans as they transition back into civilian life.

Because of this, it is only fitting that I appointed to lead the North Carolina Department of Military & Veterans Affairs Secretary Larry Hall, a distinguished Marine Corp veteran who understands the needs of active military personnel and veterans. Secretary Hall and his staff are dedicated to enriching the lives of veterans and their families. They have produced this Resource Guide to help connect veterans with the help they need.

We want to make sure veterans who call North Carolina home have access to the resources and assistance they need, whether they are looking to start a business, find a new job, continue their education, or find housing or health care. Please call (844)NC4-VETS [844-624-8387] or go online to [Milvets.nc.gov](http://Milvets.nc.gov) for the latest updates and information. I hope that you will find the information valuable and will share it with your fellow veterans and their families. I also encourage you to let us know how we can be of greater assistance to you.

As Governor, I want every active service member and veteran to know that the people of North Carolina welcome them and are honored to have these brave men and women call our state home.

**Roy Cooper**, Governor  
State of North Carolina



*N.C. Department of Military and Veterans Affairs*

**Dedicated to serving North Carolina  
veterans, servicemembers, and their families**

**[www.milvets.nc.gov](http://www.milvets.nc.gov) 844.NC4.VETS**



# A MESSAGE FROM SECRETARY LARRY D. HALL

## DMVA

*N.C. Department of Military and Veteran Affairs*

The North Carolina Department of Military and Veteran Affairs is the newest state government agency and we are dedicated to helping our veterans and active duty men and women access the programs, benefits and resources that they earned when they took the oath and answered the call to service. Our staff is committed to providing the highest level of service, responsiveness and integrity in keeping with the principles and values of this state and nation that our military and their families deserve. That is why this annual Resource Guide is made available to our military and veterans as a centralized location for you to find the support that you deserve.

As a native North Carolinian, proud Marine and Secretary for the North Carolina Department of Military Affairs, I have witnessed firsthand the proud tradition of this state in supporting our active military, veterans and their families. I grew up watching with my

mom as my dad executed jumps as a paratrooper at Fort Bragg as a member of the 82nd Airborne. I was able to attend the Airborne's 100th anniversary and witness their continued pride and tradition. I am honored to be a Marine for Life, having served at Camp Lejeune in the 2nd Marine Division during my active and reserve duty. As the state's leading advocate for military and veterans, my first priority is to exemplify the sense of unity embodied in our slogan "**veterans and the military are part of the community, not apart from the community**" and we are strengthening that bond every day.

Governor Cooper and DMVA know that veterans, our active military members and their families are a vital part of our community. It is our mission to honor and salute your sacrifices, and the sacrifices of the wives, husbands, mothers and fathers who answered the call to service. We are accountable to you for the sacrifices that you made for

us. That's why we don't only aim to meet your expectations, we work to exceed them. Our combined number, including active, reserve, National Guard and veterans, exceed one million. In the near future, we anticipate that 1 out of every 9 North Carolinians will be a military veteran. Going forward, we continue our duty to stand up for you and those that come behind you as your advocates at the local, state and federal levels. You answered the call and sacrificed for our country and now we stand ready to answer the call to serve you.

Very respectfully,

**Larry D. Hall**, Secretary  
N.C. Department of Military  
and Veteran Affairs

## COUNTY LISTINGS

### ALAMANCE COUNTY

#### VETERANS SERVICE OFFICE

201 W. Elm Street  
Graham, NC 27253  
(336) 570-6763/6734

#### NCWORKS CAREER CENTERS

2640 S. Columbine Lane  
Burlington, NC 27215  
(336) 570-6800

### ALEXANDER COUNTY

#### VETERANS SERVICE OFFICES

621 Liledoun Road, Box 8  
Taylorsville, NC 28681  
(828) 632-5411

45 Rink Dam Road  
Hickory, NC 28601  
(828) 495-1050

#### NCWORKS CAREER CENTER

604 7th St., SW.  
Taylorsville, NC 28681  
(828) 632-4631

### ALLEGHANY COUNTY

#### VETERANS SERVICE OFFICE

348 S. Main St.  
Sparta, NC 28765  
(336) 372-4850

#### NCWORKS CAREER CENTER

90 S. Main St.  
Sparta, NC 28675  
(336) 372-4850

115 Atwood St. D.  
Sparta, NC 28675  
(336) 372-9675

### ANSON COUNTY

#### VETERANS SERVICE OFFICE

111 North Greene Street  
Wadesboro, NC 28170  
(704) 694-4418

#### NCWORKS CAREER CENTER

514 N. Washington St.  
Wadesboro, NC 28170  
(704) 694-6551  
Fax: (704) 694-9070

### ASHE COUNTY

#### VETERANS SERVICE OFFICE

150 Government Circle  
Suite 2100  
Jefferson, NC 28640  
(336) 846-5575

#### NCWORKS CAREER CENTER

626 Ashe Central School Rd.,  
Unit 5  
Jefferson, NC 28640  
(336) 982-5627

### AVERY COUNTY

#### VETERANS SERVICE OFFICE

175 Linville Street  
Newland, NC 28657  
(828) 733-8211

#### NCWORKS CAREER CENTER

428 Pineola St.  
Newland, NC 28659  
(828) 737-5419

### BEAUFORT COUNTY

#### VETERANS SERVICE OFFICE

1308 Highland Drive Suite 104  
Washington, NC 27889  
(252) 946-8016

#### NCWORKS CAREER CENTER

1502 N. Market Street  
Washington, NC 27889  
(252) 940-0900

### BERTIE COUNTY

#### VETERANS SERVICE OFFICE

106 Dundee Street  
Windsor, NC 27983  
(252) 794-5304

#### NCWORKS CAREER CENTER

128 E. Granville St.  
Windsor, NC 27983  
(252) 794-5616

### BLADEN COUNTY

#### VETERANS SERVICE OFFICE

301 S. Cypress Street  
Elizabethtown, NC 28337  
(910) 862-6781

#### NCWORKS CAREER CENTER

401 Mercer Mill Rd.  
Elizabethtown, NC 28337  
(910) 862-3255

### BRUNSWICK COUNTY

#### VETERANS SERVICE OFFICE

#10 Referendum Dr. Ne Building F  
Bolivia, NC 28422  
(910) 253-2233

#### NCWORKS CAREER CENTER

5300-7 Main St.  
Shalote, NC 28470  
(910) 754-6120

### BUNCOMBE COUNTY

#### VETERANS SERVICE OFFICE

199 College Street  
Asheville, NC 28802  
(828) 250-5726

#### NCWORKS CAREER CENTER

48 Grove St.  
Asheville, NC 28801  
(828) 251-6200

### BURKE COUNTY

#### VETERANS SERVICE OFFICES

501 North Green St  
Morganton, NC 28655  
(828) 439-4376

#### MORGANTON STATE VETERANS SERVICE CENTER

301 East Meeting Street  
Suite 2  
Morganton, NC 28655  
(828) 430-7136

#### NCWORKS CAREER CENTER

720 East Union  
Morganton, NC 28655  
(828) 438-6161

### CABARRUS COUNTY

#### VETERANS SERVICE OFFICE

363 Church Street N  
Suite 180  
Concord, NC 28025  
(704) 920-2869

#### NCWORKS CAREER CENTER

845 N. Church St., Ste. 201  
Concord, NC 28025  
(704) 786-3183

### CALDWELL COUNTY

#### VETERANS SERVICE OFFICE

905 West Avenue, Nw  
Lenoir, NC 28645  
(828) 757-1345

#### NCWORKS CAREER CENTER

1909 Hickory Blvd.  
Lenoir, NC 28645  
(828) 759-4680

### CAMDEN COUNTY

#### VETERANS SERVICE OFFICE

Assistance Provided by the  
Elizabethy City VSC  
(252) 331-4741

### CARTERET COUNTY

#### VETERANS SERVICE OFFICE

3710-B John Platt Drive  
Morehead City, NC 28557  
(252) 728-8440

#### NCWORKS CAREER CENTER

309 Commerce Ave.  
Morehead City, NC 28557  
(252) 726-7151

### CASWELL COUNTY

#### VETERANS SERVICE OFFICE

649 Firetower Rd.  
Senior Services Center  
Yanceyville, NC 27379  
(984) 232-7060

#### NCWORKS CAREER CENTER

331 Piedmont Dr.  
Yanceyville, NC 27379  
(336) 694-5975

## CATAWBA COUNTY

### VETERANS SERVICE OFFICES

25 Government Drive  
Newton, NC 28658  
(828) 465-8255

## HICKORY STATE

### VETERANS SERVICE CENTER

1985 Tate Blvd S.E., Suite 113  
Hickory, NC 28602  
(828) 322-6616

### NCWORKS CAREER CENTER

403 Conover Station S.E., Suite C  
Conover, NC 28613  
(828) 466-5535

## CHATHAM COUNTY

### VETERANS SERVICE OFFICES

964 East Street, Suite 209  
Pittsboro, NC 27312  
(919) 545-8334

W. Chatham Senior Center  
112 Village Lake Road  
Siler City, NC 27344  
(919) 545-8334

### NCWORKS CAREER CENTERS

225 East Beaver St.  
Siler City, NC 27344  
(919) 742-7454

764 West St.  
Pittsboro, NC 27312  
(919) 545-8054

## CHEROKEE COUNTY

### VETERANS SERVICE OFFICE

75 Peachtree Street  
Murphy, NC 28906  
(828) 835-8663

### NCWORKS CAREER CENTER

800 US Hwy. 64  
Murphy, NC 28906  
(828) 837-7407

## CHOWAN COUNTY

### VETERANS SERVICE OFFICE

305 Freemason St., Suite 1148  
Edenton, NC 27932  
(252) 482-1033

## NCWORKS CAREER CENTER

800 N. Oakum St.  
Edenton, NC 27932  
(252) 482-2195

## CLAY COUNTY

### VETERANS SERVICE OFFICE

54 Church Street  
Hayesville, NC 28904  
(828) 389-3355

## CLEVELAND COUNTY

### VETERANS SERVICE OFFICE

311 E. Marion Street  
Shelby, NC 28150  
(704) 484-4803

### NCWORKS CAREER CENTER

1909 Hickory Blvd.  
Lenoir, NC 28645  
(828) 759-4680

## COLUMBUS COUNTY

### VETERANS SERVICE OFFICE

805 Pinckney Street  
Whiteville, NC 28472  
(910) 640-6638

### NCWORKS CAREER CENTER

4564 Chadbourrn Hwy.  
Whiteville, NC 28472  
(910) 642-7141

## CRAVEN COUNTY

### VETERANS SERVICE OFFICE

2402 Dr. Milk Jr. Blvd  
New Bern, NC 28562  
(252) 636-6611

### NCWORKS CAREER CENTER

2836 Neuse Blvd.  
New Bern, NC 28560  
(252) 514-4828

## CUMBERLAND COUNTY

### VETERANS SERVICE OFFICES

301 E. Russell Street  
Fayetteville, NC 28301  
(910) 677-2970

## FAYETTEVILLE STATE VETERANS SERVICE CENTER

225 Green Street  
Suite 903  
Fayetteville, NC 28301  
(910) 778-5888

### FORT BRAGG SOLDIER SUPPORT CENTER

2483 Normandy Drive, Room Bb33  
Fort Bragg, NC 28307  
(910) 908-3482

### NCWORKS CAREER CENTERS

414 Ray Ave.  
Fayetteville, NC 28301  
(910) 486-1010

2843 Normandy Dr.  
Bldg. 3-4, Rm. BB33  
Fort Bragg, NC  
(910) 908-3482

## CURRITUCK COUNTY

Veterans Service Office  
Assistance Provided by the  
Elizabeth City VSC  
(252) 331-4741

## DARE COUNTY

### VETERANS SERVICE OFFICE

107 Exeter Street, Room  
Manteo, NC 27954  
(252) 475-5604

### NCWORKS CAREER CENTER

2522 South Croatan Hwy.  
Nags Head, NC 27959  
(252) 480-3500

## DAVIDSON COUNTY

### VETERANS SERVICE OFFICE

913 Greensboro Street  
Suite 101  
Lexington, NC 27292  
(336) 242-2037

### NCWORKS CAREER CENTER

220 East First Avenue Suite 10  
Lexington, NC 27292  
(336) 242-2065

## DAVIE COUNTY

### VETERANS SERVICE OFFICE

277 Meroney Street  
Mocksville, NC 27028  
(336) 753-6225

### NCWORKS CAREER CENTER

371 North Main Street  
Mocksville, NC 27028  
(336) 753-6030

## DUPLIN COUNTY

### VETERANS SERVICE OFFICE

169 Mallard St.  
Kenansville, NC 28349  
(910) 296-2114

### NCWORKS CAREER CENTER

192 Magnolia Exit  
Keanansville, NC 28349  
(910) 296-1478

## DURHAM COUNTY

### VETERANS SERVICE OFFICE

414 E. Main Street 1st Floor  
Durham, NC 27701  
(919) 560-8387

## DURHAM VAMC

508 Fulton St.  
Room B1004  
Durham, NC 27701  
(919) 286-0411 Ext. 6604

### NCWORKS CAREER CENTERS

1058 W. Club Blvd. Ste. 848  
Durham, NC 27701  
(919) 354-2748

1105 South Briggs Ave.  
Durham, NC 27703  
(919) 560-6880

## EDGECOMBE COUNTY

### VETERANS SERVICE OFFICES

201 St. Andrews Street  
Tarboro, NC 27886  
(252) 641-6286

110 Fountain Park Drive  
Rocky Mount, NC 27809  
(252) 977-3306 Ext. 244

## COUNTY LISTINGS (CONTINUED)

### NCWORKS CAREER CENTER

110 Fountain Park Dr.  
Battleboro, NC 27809  
(252) 977-3306

### FORSYTH COUNTY

#### CLEMMONS STATE VETERANS SERVICE CENTER

3802-C Clemmons Rd.  
Clemmons, NC 27012  
(336) 766-1496

#### NCWORKS CAREER CENTER

2701 University Place  
Winston Salem, NC 27105  
(336) 776-6720

### FRANKLIN COUNTY

#### VETERANS SERVICE OFFICE

Court House Annex, 113 S. Main  
Street Room 103  
Louisburg, NC 27549  
(919) 496-1939

#### NCWORKS CAREER CENTER

101 N. Main Street  
Louisburg, NC 27549  
(919) 340-2279

### GASTON COUNTY

#### VETERANS SERVICE OFFICE

965 Roberts Drive  
Gastonia, NC 28054  
(704) 866-3606

#### NCWORKS CAREER CENTER

1391 Bessemer City Rd.  
Gastonia, NC 28052  
(704) 853-5328

### GATES COUNTY

#### VETERANS SERVICE OFFICE

Board Of Elections, 112 Court Street  
Gatesville, NC 27938  
(252) 357-1780

### GRAHAM COUNTY

#### VETERANS SERVICE OFFICE

12 North Main Street  
Robbinsville, NC 28771  
(828) 646-6937

### GRANVILLE COUNTY

#### VETERANS SERVICE OFFICE

107 Lanier Street  
Oxford, NC 27565  
(919) 693-1484

#### NCWORKS CAREER CENTER

111 Hilltop Village  
Oxford, NC 27565  
(919) 693-2686

### GREENE COUNTY

#### VETERANS SERVICE OFFICE

229 Kingold Blvd, Greene County  
Office Complex  
Snow Hill, NC 28580  
(252) 747-7320

#### NCWORKS CAREER CENTER

818 Highway 91 North  
Snow Hill, NC 28580  
(252) 747-5689

### GUILFORD COUNTY

#### VETERANS SERVICE OFFICES

1203 Maple Street  
Greensboro, NC 27405  
(336) 641-2957

325 E. Russell Ave Room 145  
High Point, NC 27260  
(336) 641-7929

#### NCWORKS CAREER CENTERS

2301 W. Meadowview Rd.  
Greensboro, NC 27406  
(336) 297-9444

607 Idol St.  
High Point, NC 27261  
(336) 882-4141

### HALIFAX COUNTY

#### VETERANS SERVICE OFFICE

26 North King Street  
Halifax, NC 27839  
(252) 583-1688 Option 1

#### NCWORKS CAREER CENTER

430 Premier Blvd  
Roanoke Rapids, NC 27870  
(252) 537-4188

### HARNETT COUNTY

#### VETERANS SERVICE OFFICE

817 S 8th Street  
Lillington, NC 27546  
(910) 893-7574

#### NCWORKS CAREER CENTER

101 Hunt Valley Dr.  
Dunn, NC 28334  
(910) 891-2915

1137 E Cornelius Harnett Blvd.  
Lillington, NC 27546  
(910) 814-4042

### HAYWOOD COUNTY

#### VETERANS SERVICE OFFICES

215 North Main Street  
Waynesville, NC 28786  
(828) 452-6634

#### CANTON STATE VETERANS SERVICE CENTER

120 Main Street  
Canton, NC 28716  
(828) 646-6937

#### NCWORKS CAREER CENTER

1170 North Main St.  
Waynesville, NC 28786  
(828) 456-6061

### HENDERSON COUNTY

#### VETERANS SERVICE OFFICE

1200 Spartanburg Highway  
Suite 200  
Hendersonville, NC 28792  
(828) 697-4817

#### NCWORKS CAREER CENTER

180 West Campus Drive  
Flat Rock, NC 28043  
Job Links # (828) 694-1755

### HERTFORD COUNTY

#### VETERANS SERVICE OFFICE

704 North King Street  
Winton, NC 27986  
(252) 358-7811

#### NCWORKS CAREER CENTER

109 Community College Rd.  
Ahoskie, NC 27910  
(252) 862-1257

### HOKE COUNTY

#### VETERANS SERVICE OFFICE

129 West Elwood Ave.  
Raeford, NC 28376  
(910) 875-2147

#### NCWORKS CAREER CENTER

304 Birch St.  
Raeford, NC 28376  
(910) 875-5059

### HYDE COUNTY

#### VETERANS SERVICE OFFICE

1223 Main St.  
Swan Quarter, NC 27885  
(252) 926-4383

### IREDELL COUNTY

#### VETERANS SERVICE OFFICES

200 S. Center Street  
Statesville, NC 28677  
(704) 878-3135

610 E Center Ave.  
 Mooresville, NC 28115  
(704) 664-3869

#### NCWORKS CAREER CENTERS

133 Island Ford Road  
Statesville, NC 28625  
(704) 878-4241

532 Patterson Ave. Ste. 170  
 Mooresville, NC 28115  
(704) 360-8067 (704) 878-4241

### JACKSON COUNTY

#### VETERANS SERVICE OFFICE

100 County Services Park  
Sylva, NC 28779  
(828) 631-2231

# SERVICES BY COUNTY

## NCWORKS CAREER CENTER

26 Ridgeway St.  
Suite 2  
Sylva, NC 28779  
(828) 586-4063

## JOHNSTON COUNTY

### VETERANS SERVICE OFFICE

309 E. Market Street  
Smithfield, NC 27577  
(919) 989-5067

### NCWORKS CAREER CENTER

8998 US 70-Biz Hwy Ste.100  
Clayton, NC 27520  
(919) 553-0953

## JONES COUNTY

### VETERANS SERVICE OFFICE

418 Hwy 58 N Unit D  
Trenton, NC 28585  
(252) 448-1121

### NCWORKS CAREER CENTER

509 NC Hwy. 58 North  
Trenton, NC 28585  
(252) 448-4791

## LEE COUNTY

### VETERANS SERVICE OFFICE

1615 South 3rd Street  
Lee County Enrichment Center  
Sanford, NC 27330  
(919) 776-0501 Ext. 2209

### NCWORKS CAREER CENTER

1909 Lee Ave.  
Sanford, NC 27330  
(919) 775-2241

## LENOIR COUNTY

### KINSTON STATE VETERANS SERVICE CENTER

1136 Hwy 268 North  
Kinston, NC 28504  
(252) 522-5050

### NCWORKS CAREER CENTER

231 Hwy. 58 South  
Lonoir Comm. College  
Bullock Building  
Kinston, NC 28501  
(252) 526-4435

## LINCOLN COUNTY

### VETERANS SERVICE OFFICE

206 Gamble Drive  
Suite A  
Lincolnton, NC 28092  
(704) 736-8506

### NCWORKS CAREER CENTER

529 North Aspen St.  
Lincolnton, NC 28092  
(704) 735-8035

## MACON COUNTY

### VETERANS SERVICE OFFICE

104 East Main Street  
Franklin, NC 28734  
(828) 349-2151

### NCWORKS CAREER CENTER

5 W. Main St.  
Courthouse Annex  
Franklin, NC 28734  
(828) 494-2521

## MADISON COUNTY

### VETERANS SERVICE OFFICE

462 Long Branch Road  
Marshall, NC 28753  
(828) 649-2722

### NCWORKS CAREER CENTER

4646 US Highway 25-70  
Marshall, NC 28753  
(828) 782-263

## MARTIN COUNTY

### VETERANS SERVICE OFFICE

205 E. Main Street  
Williamston, NC 27892  
(252) 789-4398

### NCWORKS CAREER CENTER

407 East Blvd.  
Williamston, NC 27892  
(252) 792-7816

## MCDOWELL COUNTY

### VETERANS SERVICE OFFICE

100 Spaulding Road  
Marion, NC 28752  
(828) 659-0833

## NCWORKS CAREER CENTER

316 Baldwin Ave.  
Marion, NC 28752  
(828) 652-7131

## MECKLENBURG COUNTY

### VETERANS SERVICE OFFICES

700 N. Tryon Street  
Charlotte, NC 28202  
(704) 336-2102

### CHARLOTTE STATE VETERANS SERVICE CENTER

5500 Executive Center Drive,  
Suite 132  
Charlotte, NC 28212  
(704) 563-2037

### NCWORKS CAREER CENTERS

5601 Executive Center Dr.  
Charlotte, NC 28212  
(704) 336-2102

1401 West Morehead St.  
Charlotte, NC 28208  
(704) 206-1350

7140 Forest Point Blvd.  
Suite A  
Charlotte, NC 28217  
(704) 565-6865

5601 Executive Center Dr.  
Charlotte, NC 28212  
(704) 566-2870

## MITCHELL COUNTY

### VETERANS SERVICE OFFICE

130 Forest Service Drive  
Bakersville, NC 28705  
(828) 688-2200

### NCWORKS CAREER CENTER

200 Mayland Drive  
Spruce Pine, NC 28777  
(828) 766-1195

## MONTGOMERY COUNTY

### VETERANS SERVICE OFFICE

219 South Main St.  
Troy, NC 27371  
(910) 576-4711

### NCWORKS CAREER CENTER

1011 Page St.  
Troy, NC 27371  
(910) 572-3641

## MOORE COUNTY

### VETERANS SERVICE OFFICE

707 Pinehurst Avenue  
Moore Co Agricultural Center  
Carthage, NC 28327  
(910) 947-3257

### NCWORKS CAREER CENTER

245 Shepherd Trail  
Aberdeen, NC 28315  
(910) 944-7697

## NASH COUNTY

### VETERANS SERVICE OFFICE

120 W. Washington Street  
Nashville, NC 27856  
(252) 462-2720

### NCWORKS CAREER CENTER

110 Fountain Park Dr.  
\*Monday Only  
Battleboro, NC 27809  
(252) 977-3350

Claude B. Mayo Admin. Bldg.  
120 W. Washington St, 3rd Flr  
Nashville, NC 27856  
(252) 462-2719/2720

### NEW HANOVER COUNTY VETERANS SERVICE OFFICES

230 Government Center Drive  
Suite 36  
Wilmington, NC 28403  
(910) 798-7611/7612

### WILMINGTON STATE VETERANS SERVICE CENTER

3205 Randall Parkway  
Suite 102  
Wilmington, NC 28403  
(910) 251-5704

### KATIE B. HINES SENIOR CENTER

308 Cape Fear Blvd  
Carolina Beach, NC 28428  
(910) 798-7611/7612

### NCWORKS CAREER CENTER

1994 South 17th Street  
Wilmington, NC 28401  
(910) 251-5777

## NORTHAMPTON COUNTY

### VETERANS SERVICE OFFICE

100 West Jefferson Street  
Jackson, NC 27845  
(252) 534-2621

## COUNTY LISTINGS (CONTINUED)

### ONSLow COUNTY

#### VETERANS SERVICE OFFICE

234 Nw Corridor Blvd Suite 201  
Jacksonville, NC 28540  
(910) 347-3309

#### NCWORKS CAREER CENTER

461 Western Blvd.  
Suite 106  
Jacksonville, NC 28540  
(910) 347-2121

### ORANGE COUNTY

#### VETERANS SERVICE OFFICE

113 Mayo Street  
Hillsborough, NC 27278  
(919) 245-2890

#### NCWORKS CAREER CENTER

503 West Franklin St.  
Chapel Hill, NC 27516  
(919) 968-2031

### PAMLICO COUNTY

#### VETERANS SERVICE OFFICE

828 Alliance Main Street  
Bayboro, NC 28515  
(252) 745-4086

#### NCWORKS CAREER CENTER

705 Main St.  
Bayboro, NC 28515  
(252) 745-9934

### PASQUOTANK COUNTY

#### ELIZABETH CITY STATE VETERANS SERVICE CENTER

1023 Us 17 South, Suite 2  
Elizabeth City, NC 27909  
(252) 331-4741

#### NCWORKS CAREER CENTER

422 McArthur St.  
Elizabeth City, NC 27909  
(252) 331-4798

### PENDER COUNTY

#### VETERANS SERVICE OFFICES

805 S. Walker Street  
Burgaw, NC 28425  
(910) 270-5005

15060 Us Hwy 17, Ste 107  
Hampstead, NC 28433  
(910) 270-5005

#### NCWORKS CAREER CENTER

904-A South Walker St.  
Burgaw, NC 28425  
(910) 259-0240

### PERQUIMANS COUNTY

#### VETERANS SERVICE OFFICE

104 Dobbs Street  
Hertford, NC 27944  
(252) 426-1796

#### PERSON COUNTY VETERANS SERVICE OFFICE

87 Semora Road  
Roxboro, NC 27573  
(336) 599-7484

### PITT COUNTY

#### VETERANS SERVICE OFFICES

1717 West 5th Street  
Greenville, NC 27834  
(252) 902-3090

#### GREENVILLE STATE VETERANS SERVICE CENTER

3740 South Evans Street, Suite A  
Greenville, NC 27858  
(252) 355-9052

#### NCWORKS CAREER CENTER

3101 Bismark St.  
Greenville, NC 27834  
(252) 355-9067

### POLK COUNTY

#### VETERANS SERVICE OFFICE

75 Carmel Lane  
Columbus, NC 28722  
(828) 894-0003

### RANDOLPH COUNTY

#### VETERANS SERVICE OFFICE

158 Worth Street  
Asheboro, NC 27203  
(336) 318-6909

### NCWORKS CAREER CENTER

600 South Fayetteville St.  
Asheboro, NC 27203  
(336) 625-5128

### RICHMOND COUNTY

#### VETERANS SERVICE OFFICE

1401 Fayetteville Road  
Rockingham, NC 28379  
(910) 997-8232

#### NCWORKS CAREER CENTER

115 W. Franklin St.  
Rockingham, NC 28379  
(910) 997-9180

### ROBESON COUNTY

#### VETERANS SERVICE OFFICES

113 W. Eighth Street  
Lumberton, NC 28358  
(910) 671-3070/3071

#### LUMBEE TRIBE VETERANS OFFICE

6984 NC Hwy 711 West  
Pembroke, NC 28372  
(910) 522-2210

#### NCWORKS CAREER CENTER

289 Corporate Dr.  
Lumberton, NC 28358  
(910) 618-5500

### ROCKINGHAM COUNTY

#### VETERANS SERVICE OFFICE

335 County Home Road  
Rockingham County Center  
Reidsville, NC 27320  
(336) 342-8449

#### NCWORKS CAREER CENTER

8340 NC Hwy. 87  
Reidsville, NC 27320  
(336) 634-5600 ext. 211  
(336) 427-3100

### ROWAN COUNTY

#### VETERANS SERVICE OFFICES

1935 Jake Alexander Blvd West  
Suite A-2  
Salisbury, NC 28147  
(704) 216-8138

### SALISBURY VAMC

1601 Brenner Ave.  
Building 6  
Salisbury, NC 28144  
(704) 638-9000 Ext. 16427

### RUTHERFORD COUNTY

#### VETERANS SERVICE OFFICE

303 Fairground Road  
Spindale, NC 28160  
(828) 287-6185/6064

#### NCWORKS CAREER CENTER

233 Charlotte Rd.  
Rutherfordton, NC 28139  
(828) 286-3042

### SAMPSON COUNTY

#### VETERANS SERVICE OFFICE

335 County Complex Road,  
Suite 100  
Clinton, NC 28328  
(910) 592-2862

#### NCWORKS CAREER CENTER

115 North Blvd.  
Clinton, NC 28328  
(919) 592-5756

### SCOTLAND COUNTY

#### VETERANS SERVICE OFFICE

507 West Covington Street  
Laurinburg, NC 28352  
(910) 277-2597

#### NCWORKS CAREER CENTER

303 North Main St.  
Laurinburg, NC 28352  
(910) 276-4260

### STANLY COUNTY

#### VETERANS SERVICE OFFICE

1000 North First Street, Suite 6  
Albemarle, NC 28001  
(704) 986-3694

#### NCWORKS CAREER CENTER

944 N. First Street  
Albemarle, NC 28001  
(704) 982-2183



# SERVICES BY COUNTY

## STOKES COUNTY

### VETERANS SERVICE OFFICE

1012 Main St, Room 156  
Danbury, NC 27016  
(336) 593-2468

## SURRY COUNTY

### VETERANS SERVICE OFFICE

1218 State Street Suite 700  
Mt. Airy, NC 27030  
(336) 783-8820

### NCWORKS CAREER CENTER

541 West Pine St., Ste. 300  
Mt. Airy, NC 27030  
(336) 786-4169

## SWAIN COUNTY

### VETERANS SERVICE OFFICE

101 Mitchell Street  
Bryson City, NC 28713  
(828) 646-6937

## NCWORKS CAREER CENTER

50 Main St.  
Bryson City, NC 28713  
(828) 488-2149

## TRANSYLVANIA COUNTY

### VETERANS SERVICE OFFICE

106 E Morgan Street Room 237  
Brevard, NC 28712  
(828) 884-3276

### NCWORKS CAREER CENTER

45 Oak Park Drive  
Brevard, NC 28712  
(828) 883-2550

## TYRRELL COUNTY

### VETERANS SERVICE OFFICE

106 Water Street  
Columbia, NC 27925  
(252) 796-0000

## UNION COUNTY

### VETERANS SERVICE OFFICE

407 N. Main Street  
Monroe, NC 28112  
(704) 283-3807

### NCWORKS CAREER CENTER

1125 Skyway Drive Monroe, NC  
28110  
(704) 283-7541

## VANCE COUNTY

### VETERANS SERVICE OFFICE

300 South Garnett Street  
Henry A. Dennis Bldg Room 115  
Henderson, NC 27536  
(252) 438-4619

### NCWORKS CAREER CENTER

857 S. Beckford Dr. Ste. G.  
Henderson, NC 27536  
(252) 438-6129

## WAKE COUNTY

### VETERANS SERVICE OFFICES

3000 Falstaff Road  
Raleigh, NC 27610  
(919) 212-8387

### GARNER STATE VETERANS SERVICE CENTER

315 Bellaris Court  
Garner, NC 27529  
(984) 232-7060

### NCWORKS CAREER CENTERS

742 East Chatam St.  
Cary, NC 27511  
(919) 469-1406

220 Swinburne St.  
Raleigh, NC 27610  
(919) 250-3770

1830 B. Tillery Place  
Raleigh, NC 27604  
(919) 715-0111



## COUNTY LISTINGS (CONTINUED)

350 East Holding Ave.  
Wake Forest, NC 27587  
(919) 562-6300

1002 Dogwood Dr.  
Zebulon, NC 27597  
(919) 404-3900

130 North Judd Pkwy., NE  
Fuquay-Varina, NC 27526  
(919) 557-1121

### WARREN COUNTY

#### VETERANS SERVICE OFFICE

109 S. Main Street  
Warrenton, NC 27589  
(252) 257-3385

#### NCWORKS CAREER CENTER

309 North Main St., Room 123  
Warrenton, NC 27589  
(252) 257-3230

### WASHINGTON COUNTY

#### VETERANS SERVICE OFFICE

112 Latham Avenue  
Plymouth, NC 27962  
(252) 799-9764

### WATAUGA COUNTY

#### VETERANS SERVICE OFFICE

126 Poplar Grove Road  
Suite 203  
Boone, NC 28607  
(828) 265-8065

#### NCWORKS CAREER CENTER

130 Poplar Grove Conn.  
Boone, NC 28607  
(828) 265-5385

### WAYNE COUNTY

#### VETERANS SERVICE OFFICES

2001 E. Ash Street Suite D  
Goldsboro, NC 27530  
(919) 731-1490

### EASTERN BAND OF CHEROKEE NATION VETERANS OFFICE

43 John Crowe Hill Road  
Cherokee, NC 28719  
(828) 359-6195

#### NCWORKS CAREER CENTER

2006 Wayne Memorial Dr.  
Goldsboro, NC 27534  
(919) 731-7950

### WILKES COUNTY

#### VETERANS SERVICE OFFICE

109 North Street  
Wilkesboro, NC 28697  
(336) 651-7327

#### NCWORKS CAREER CENTER

103 Call St. Ext  
Wilkesboro, NC 28697  
(336) 838-5164

### WILSON COUNTY

#### WILSON STATE VETERANS SERVICE CENTER

113 East Nash Street  
Suite 404  
Wilson, NC 27893  
(252) 237-2422

### NCWORKS CAREER CENTER

302 Tarboro St.  
Wilson, NC 27893  
(252) 234-1129

### YADKIN COUNTY

#### VETERANS SERVICE OFFICE

101 South State Street, Room 103  
Yadkinville, NC 27055  
(336) 849-7914

#### NCWORKS CAREER CENTER

223 E. Main St.  
Yadkinville, NC 27055  
(336) 312-9660

### YANCEY COUNTY

#### VETERANS SERVICE OFFICE

110 Town Square Drive  
Room 12  
Burnsville, NC 28714  
(828) 682-1514

#### NCWORKS CAREER CENTER

1040-L East US Hwy. 19E  
Suite 2  
Burnsville, NC 28714  
(828) 682-6618



# SERVICES BY COUNTY



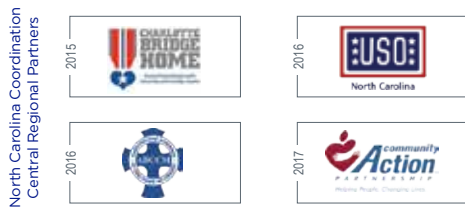
## What is NCServes?

NCServes is a first-of-its kind, coordinated network of service providers who are self-organizing as a collective body – above and beyond their own unique organizational designs – to ensure unequalled access to the very best and most comprehensive network of services, resources, and care designed exclusively for service members, veterans, and their families found anywhere in America. Working within the national AmericaServes network of 16 communities, NCServes now serves more than 7,000 military-connected Americans with 15,000+ unique service requests.

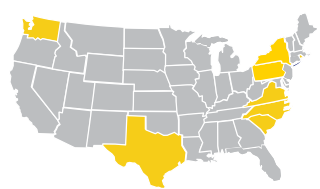
## Veterans and their families contribute over \$8.2 Billion to North Carolina's economy.

In recent years, the state of North Carolina has realized attracting and retaining this highly skilled population positively impacts communities and the economy. Veterans and military families, nearly one-third of the state's population, provide a competitive advantage, fueling private sector growth and enabling military installations. However, in order to retain this population and successfully transition these individuals into the evolving workforce, states must actively and competitively provide tailored services, resources, and care that address their unique needs.

## Coordination Networks



These coordinated networks, known locally as NCServes, belong to a nationwide AmericaServes movement (TX, WA, NC, SC, NY, PA, RI, SC, VA) designed by Syracuse University's Institute for Veterans and Military Families (IVMF) in order to comprehensively address the needs of the population and catalyze improved access to services in order to support success in civilian life.



By integrating research and demonstrated methodology into NCServes, IVMF has cultivated an innovative and impactful coordinated network, designed to be a comprehensive service delivery system of services, resources, and care involving over 150 human service providers and more than 300 practitioners from across the public, private, and nonprofit sectors and across the state.

## No Shortage of Services. The Challenge is Navigation.

North Carolina veterans, service members and their families face challenges daily as they attempt to navigate the thousands of agencies, non-profits, and local programs that all claim to want to "help" them.

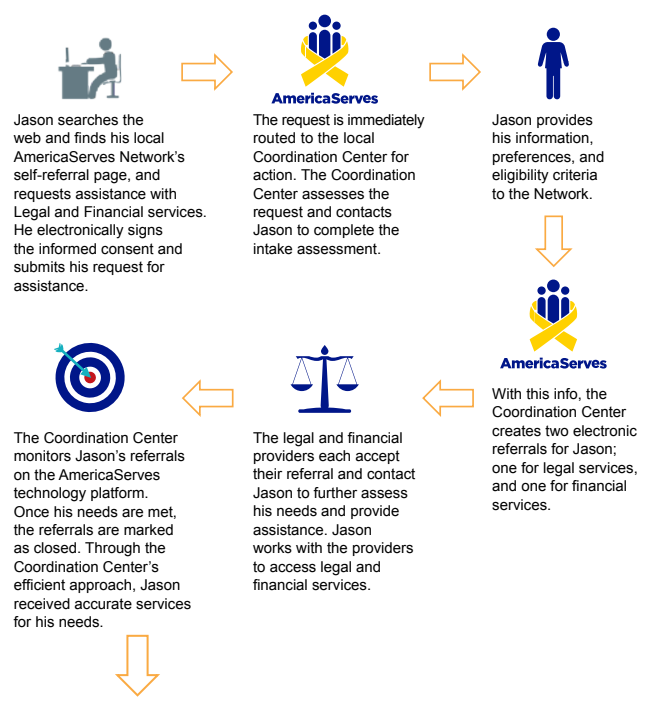
### #1 CHALLENGE → NAVIGATING BENEFITS



What if instead of growing government, the solution was coordinating the thousands of already existing programs?

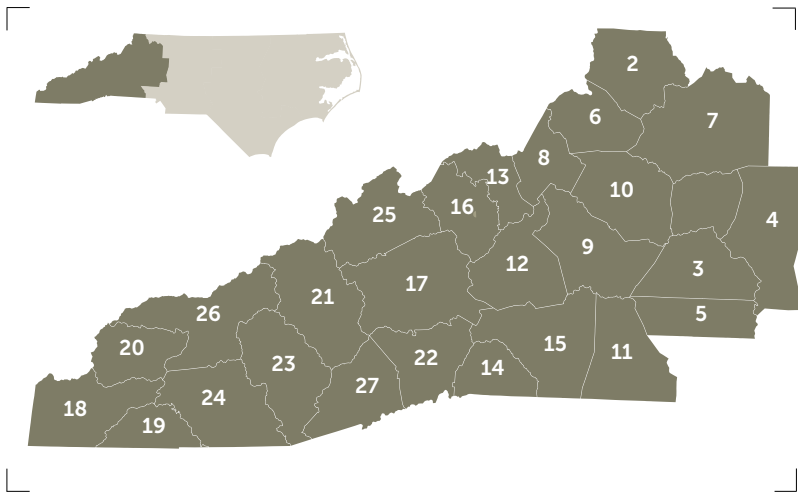
## The AmericaServes Journey

Every day, AmericaServes communities coordinate services, resources, and care for veterans of all eras. Jason, a Post 9/11 veteran, is one of thousands who are struggling. He needs both financial and legal assistance. He submitted an online assistance request to his local AmericaServes Network stating, "I need help with many things. I'm all alone and cannot really depend on anyone."



Finally, a statewide effort to drive accountability.

CONTACT US TODAY: 1.855.425.8838



**MOUNTAIN REGION**

- |              |                |                  |
|--------------|----------------|------------------|
| 1) ALEXANDER | 10) CALDWELL   | 19) CLAY         |
| 2) ASHE      | 11) CLEVELAND  | 20) GRAHAM       |
| 3) CATAWBA   | 12) MCDOWELL   | 21) HAYWOOD      |
| 4) IREDELL   | 13) MITCHELL   | 22) HENDERSON    |
| 5) LINCOLN   | 14) POLK       | 23) JACKSON      |
| 6) WATAUGA   | 15) RUTHERFORD | 24) MACON        |
| 7) WILKES    | 16) YANCEY     | 25) MADISON      |
| 8) AVERY     | 17) BUNCOMBE   | 26) SWAIN        |
| 9) BURKE     | 18) CHEROKEE   | 27) TRANSYLVANIA |

**CEMETERIES**  
**23 / WESTERN CAROLINA STATE VETERANS CEMETERY**  
 962 Old US Hwy. 70  
 Black Mountain, NC 28711  
 (828) 669-0684

**MEDICAL FACILITIES**  
**10 / HICKORY CBOC**  
 2440 Century Place SE  
 Hickory, NC 28602  
 (828) 431-5600

**15 / RUTHERFORD CBOC**  
 374 Charlotte Road  
 Rutherfordton, NC 28139  
 (828) 288-2780

**17 / ASHEVILLE VAMC**  
 1100 Tunnel Road  
 Asheville, NC 28805  
 (828) 298-7911

**24 / FRANKLIN CBOC**  
 647 Wayah St.  
 Franklin, NC 28734  
 (828) 369-1781

**NCWORKS CAREER CENTERS**

**1/ ALEXANDER COUNTY**  
 604 7th St., SW.  
 Taylorsville, NC 28681  
 (828) 632-4631

**2/ ASHE COUNTY**  
 626 Ashe Central School Rd.  
 Unit 5  
 Jefferson, NC 28640  
 (336) 982-5627

**3/ CATAWBA COUNTY**  
 403 Conover Station S.E.,  
 Suite C  
 Conover, NC 28613  
 (828) 466-5535

**4/ IREDELL COUNTY**  
 133 Island Ford Road  
 Statesville, NC 28625  
 (704) 878-4241

**4/ IREDELL COUNTY**  
 532 Patterson Ave. Ste. 170  
 Mooresville, NC 28115  
 (704) 360-8067

**5/ LINCOLN COUNTY**  
 529 North Aspen St.  
 Lincolnton, NC 28092  
 (704) 735-8035

**6/ WATAUGA COUNTY**  
 130 Poplar Grove Conn.  
 Boone, NC 28607  
 (828) 265-5385

**7/ WILKES COUNTY**  
 1320 West D. Street, Suite 2  
 North Wilkesboro, NC 28659  
 (336) 838-5165

**8/ AVERY COUNTY**  
 428 Pineola St.  
 Newland, NC 28659  
 (828) 737-5419

**9/ BURKE COUNTY**  
 720 East Union  
 Morganton, NC 28655  
 (828) 438-6161

**10/ CALDWELL COUNTY**  
 1909 Hickory Blvd.  
 Lenoir, NC 28645  
 (828) 759-4680

**11/ CLEVELAND COUNTY**  
 404 East Marion St.  
 Shelby, NC 28150  
 (704) 480-5414

**12/ MCDOWELL COUNTY**  
 316 Baldwin Ave.  
 Marion, NC 28752  
 (828) 652-7131

**13/ MITCHELL COUNTY**  
 200 Mayland Drive  
 Spruce Pine, NC 28777  
 (828) 766-1195

**15/ RUTHERFORD COUNTY**  
 233 Charlotte Rd.  
 Rutherfordton, NC 28139  
 (828) 286-3042

**16/ YANCEY COUNTY**  
 1040-L East US Hwy. 19E  
 Suite 2  
 Burnsville, NC 28714  
 (828) 682-6618

**17/ BUNCOMBE COUNTY**  
 48 Grove St.  
 Asheville, NC 28801  
 (828) 251-6200

**18/ CHEROKEE COUNTY**  
 800 US Hwy. 64  
 Murphy, NC 28906  
 (828) 837-7407

**21/ HAYWOOD COUNTY**  
 1170 North Main St.  
 Waynesville, NC 28786  
 (828) 456-6061

**22/ HENDERSON COUNTY**  
 180 West Campus Drive  
 Flat Rock, NC 28043  
 Job Links # (828) 694-1755

**23/ JACKSON COUNTY**  
 26 Ridgeway St.  
 Suite 2  
 Sylva, NC 28779  
 (828) 586-4063

**24/ MACON COUNTY**  
 5 W. Main St.  
 Courthouse Annex  
 Franklin, NC 28734  
 (828) 494-2521

**20/ ALLEGHANY COUNTY**  
 90 S. Main St.  
 Sparta, NC 28675  
 (336) 372-4850

## BLACK MOUNTAIN STATE VETERANS HOME

62 LAKE EDEN ROAD  
BLACK MOUNTAIN, NC 28711  
828-257-6800



### 25 / MADISON COUNTY

#### AB TECH

4646 US Highway 25-70  
Marshall, NC 28753  
(828) 782-2632

### 26 / SWAIN COUNTY

50 Main St.  
Bryson City, NC 28713  
(828) 488-2149

### 27 / TRANSYLVANIA

45 Oak Park Drive  
Brevard, NC 28712  
(828) 883-2550



### 1 / ALEXANDER COUNTY

621 Liledoun Road, Box 8  
Taylorsville, NC 28681  
(828) 632-5411

### 1 / ALEXANDER COUNTY

45 Rink Dam Road  
Hickory, NC 28601  
(828) 495-1050

### 2 / ASHE COUNTY

150 Government Circle  
Suite 2100  
Jefferson, NC 28640  
(336) 846-5575

### 3 / CATAWBA COUNTY

25 Government Drive  
Newton, NC 28658  
(828) 465-8255

### 3 / HICKORY VSC

1985 Tate Blvd S.E., Suite 113  
Hickory, NC 28602  
(828) 322-6616

### 4 / IREDELL COUNTY

200 S. Center Street  
Statesville, NC 28677  
(704) 878-3135

### 4 / IREDELL COUNTY

610 E Center Ave.  
Mooresville, NC 28115  
(704) 664-3869

### 5 / LINCOLN COUNTY

206 Gamble Drive  
Suite A  
Lincolnton, NC 28092  
(704) 736-8506

### 5 / WATAUGA COUNTY

126 Poplar Grove Road  
Suite 203  
Boone, NC 28607  
(828) 265-8065

### 6 / TRANSYLVANIA COUNTY

106 E Morgan Street Room 237  
Brevard, NC 28712  
(828) 884-3276

### 7 / WILKES COUNTY

109 North Street  
Wilkesboro, NC 28697  
(336) 651-7327

### 8 / AVERY COUNTY

175 Linville Street  
Newland, NC 28657  
(828) 733-8211

### 9 / BURKE COUNTY

501 North Green St  
Morganton, NC 28655  
(828) 439-4376

### 9 / MORGANTON VSC

301 East Meeting Street  
Suite 2  
Morganton, NC 28655  
(828) 430-7136

### 10 / CALDWELL COUNTY

905 West Avenue, NW  
Lenoir, NC 28645  
(828) 757-1345

### 11 / CLEVELAND COUNTY

311 E. Marion Street  
Shelby, NC 28150  
(704) 484-4803

### 12 / MCDOWELL COUNTY

100 Spaulding Road  
Marion, NC 28752  
(828) 659-0833

### 13 / MITCHELL COUNTY

130 Forest Service Drive  
Bakersville, NC 28705  
(828) 688-2200

### 14 / POLK COUNTY

75 Carmel Lane  
Columbus, NC 28722  
(828) 894-0003

### 15 / RUTHERFORD COUNTY

303 Fairground Road  
Spindale, NC 28160  
(828) 287-6185/6064

### 16 / YANCEY COUNTY

110 Town Square Drive  
Room 12  
Burnsville, NC 28714  
(828) 682-1514

### 17 / BUNCOMBE COUNTY

199 College Street  
Asheville, NC 28802  
(828) 250-5726

### 18 / CHEROKEE COUNTY

75 Peachtree Street  
Murphy, NC 28906  
(828) 835-8663

### 19 / CLAY COUNTY

54 Church Street  
Hayesville, NC 28904  
(828) 389-3355

### 20 / GRAHAM COUNTY

12 North Main Street  
Robbinsville, NC 28771  
(828) 646-6937

### 21 / HAYWOOD COUNTY

215 North Main Street  
Waynesville, NC 28786  
(828) 452-6634

### 21 / CANTON VSC

120 Main Street  
Canton, NC 28716  
(828) 646-6937

### 22 / HENDERSON COUNTY

1200 Spartanburg Highway  
Suite 200  
Hendersonville, NC 28792  
(828) 697-4817

### 23 / JACKSON COUNTY

100 County Services Park  
Sylva, NC 28779  
(828) 631-2231

### 24 / MACON COUNTY

104 East Main Street  
Franklin, NC 28734  
(828) 349-2151

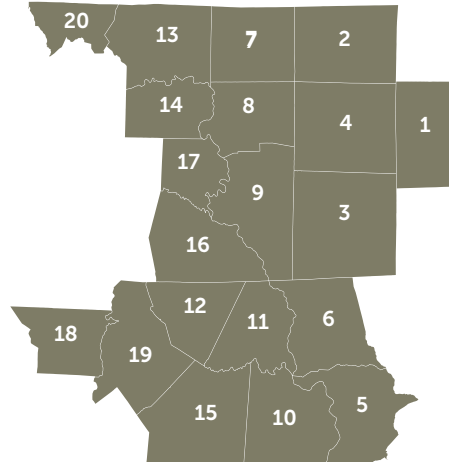
### 25 / MADISON COUNTY

462 Long Branch Road  
Marshall, NC 28753  
(828) 649-2722

### 26 / SWAIN COUNTY

101 Mitchell Street  
Bryson City, NC 28713  
(828) 646-6937

**▶ YOU CALL, DMVA ANSWERS – 844.624.8387**



**PIEDMONT REGION**

- 1) ALAMANCE
- 2) ROCKINGHAM
- 3) RANDOLPH
- 4) GUILFORD
- 5) RICHMOND
- 6) MONTGOMERY
- 7) STOKES
- 8) FORSYTH
- 9) DAVIDSON
- 10) ANSON
- 11) STANLY
- 12) CABARRUS
- 13) SURRY
- 14) YADKIN
- 15) UNION
- 16) ROWAN
- 17) DAVIE
- 18) GASTON
- 19) MECKLENBURG
- 20) ALLEGHANY

**CEMETERIES**

**16 / SALISBURY NATIONAL CEMETERY**  
 501 Statesville Blvd.  
 Salisbury, NC 28144  
 (704) 636-2661

**MEDICAL FACILITIES**

- 5 / HAMLET CBOC**  
 100 Jefferson St.  
 Hamlet, NC 28345  
 (910) 582-3536
- 8 / WINSTON-SALEM CBOC**  
 190 Kimel Park Drive  
 Winston-Salem, NC 27103  
 (336) 515-5000
- 9 / KERNERSVILLE HCC**  
 1695 Kernersville Medical Pkwy  
 Kernersville, NC 27284  
 (336) 515-5000
- 16 / SALISBURY VAMC**  
 1601 Brenner Ave.  
 Salisbury, NC 28144  
 (704) 638-9000  
 (800) 469-8262
- 19 / CHARLOTTE HCC**  
 3506 W. Tyvola Rd.  
 Charlotte, NC 28208  
 (704) 329-1300
- 19 / CHARLOTTE CBOC**  
 8601 University East  
 Dr.Charlotte, NC 28213  
 (704) 597-3500

**NCWORKS CAREER CENTERS**

- 1 / ALAMANCE COUNTY**  
 2640 S. Columbine Lane  
 Burlington, NC 27215  
 (336) 570-6800
- 2 / ROCKINGHAM COUNTY**  
 8340 NC Hwy. 87  
 Reidsville, NC 27320  
 (336) 634-5600 ext. 211  
 (336) 427-3100
- 3 / RANDOLPH COUNTY**  
 600 South Fayetteville St.  
 Asheboro, NC 27203  
 (336) 625-5128
- 4 / GUILFORD COUNTY**  
 2301 W. Meadowview Rd.  
 Greensboro, NC 27406  
 (336) 297-9444
- 4 / GUILFORD COUNTY**  
 607 Idol St.  
 High Point, NC 27261  
 (336) 882-4141
- 5 / RICHMOND COUNTY**  
 115 W. Franklin St.  
 Rockingham, NC 28379  
 (910) 997-9180
- 6 / MONTGOMERY COUNTY**  
 1011 Page St.  
 Troy, NC 27371  
 (910) 572-3641

**8 / FORSYTH COUNTY**  
 2701 University Place  
 Winston Salem, NC 27105  
 (336)-776-6720

**9 / DAVIDSON COUNTY**  
 220 East First Avenue, Suite 10  
 Lexington, NC 27292  
 (336) 242-2065

**10 / ANSON COUNTY**  
 514 N. Washington St.  
 Wadesboro, NC 28170  
 (704) 694-6551  
 Fax: (704) 694-9070

**11 / STANLY COUNTY**  
 944 N. First Street  
 Albemarle, NC 28001  
 (704) 982-2183

**12 / CABARRUS COUNTY**  
 845 N. Church St., Ste. 201  
 Concord, NC 28025  
 (704) 786-3183

**13 / SURRY COUNTY**  
 541 West Pine St., Ste. 300  
 Mt. Airy, NC 27030  
 (336) 786-4169

**14 / YADKIN COUNTY**  
 223 E. Main St.  
 Yadkinville, NC 27055  
 (336) 312-9660

**15 / UNION COUNTY**  
 1125 Skyway Drive  
 Monroe, NC 28110  
 (704) 283-7541

**17 / DAVIE COUNTY**  
 371 North Main Street  
 Mocksville, NC 27028  
 (336) 753-6030

**18 / GASTON COUNTY**  
 1391 Bessemer City Rd.  
 Gastonia, NC 28052  
 (704) 853-5328

**19 / MECKLENBURG COUNTY**  
 5601 Executive Center Dr.  
 Charlotte, NC 28212  
 (704) 336-2102

**19 / MECKLENBURG COUNTY**  
 1401 West Morehead St.  
 Charlotte, NC 28208  
 (704) 206-1350

**19 / MECKLENBURG COUNTY**  
 7140 Forest Point Blvd.  
 Suite A  
 Charlotte, NC 28217  
 (704) 565-6865

**19 / MECKLENBURG COUNTY**  
 5601 Executive Center Dr.  
 Charlotte, NC 28212  
 (704) 566-2870

**20 / ALLEGHANY COUNTY**  
 115 Atwood St. D.  
 Sparta, NC 28675  
 (336) 372-9675

**VETERAN SERVICE OFFICES**

**1 / ALAMANCE COUNTY**  
 201 W. Elm St.  
 Graham, NC 27253  
 (336) 570-6763



**VETERANS CRISIS LINE**  
**800.273.8255**



## INTERACTIVE WEB VERSION

An interactive version of this resource map is available at:  
[www.nc4vets.com/guide](http://www.nc4vets.com/guide)

## SALISBURY STATE VETERANS HOME

1601 BRENNER AVE.  
 BUILDING #10  
 SALISBURY, NC 28145  
 704-638-4200 EXT. 2304



### 2 / ROCKINGHAM COUNTY

DSS Family Planning Bldg. 425  
 NC 65  
 Reidsville, NC 27320  
 (336) 342-8449

### 3 / RANDOLPH COUNTY

158 Worth St.  
 Asheboro, NC 27203  
 (336) 318-6909

### 4 / GUILFORD COUNTY

201 W. Market St.  
 Suite 108  
 Greensboro, NC 27401  
 (336) 641-2957/2958

### 4 / GUILFORD COUNTY

325 E. Russell Ave.  
 Room 145  
 High Point, NC 27260  
 (336) 641-7929

### 5 / RICHMOND COUNTY

125 S. Hancock St.  
 Rockingham, NC 28379  
 (910) 997-8232

### 6 / MONTGOMERY COUNTY

203-A West Main St.  
 Troy, NC 27371  
 (910) 576-4711

### 7 / STOKES COUNTY

Stokes County Gov't.  
 CenterBldg. 1012, Room 156  
 Danbury, NC 27016  
 (336) 593-2468

### 8 / STATE SERVICE CENTER

111 Federal Building  
 251 N. Main St.  
 Winston-Salem, NC 27511  
 (336) 725-8781

### 8 / CLEMMONS VSC

2511 Neudorf Rd.  
 Suite 1.  
 Clemmons, NC 27012  
 (336) 766-1496

### 9 / DAVIDSON COUNTY

913 Greensboro St.  
 Suite 101  
 Lexington, NC 27292  
 (336) 242-2037

### 10 / ANSON COUNTY

111 North Greene St.  
 Wadesboro, NC 28170  
 (704) 694-4418

### 11 / STANLY COUNTY

1000 N. First St.  
 Suite 6  
 Albemarle, NC 28001  
 (704) 986-3694

### 12 / CABARRUS COUNTY

65 Church St., SE  
 Concord, NC 28025  
 (704) 920-2869

### 13 / SURRY COUNTY

1218 State St.  
 Suite 700  
 Mt. Airy, NC 27030  
 (336) 783-8820

### 14 / YADKIN COUNTY

101 State St.  
 Courthouse, Room 103  
 Yadkinville, NC 27055  
 (336) 679-8209

### 15 / UNION COUNTY

County Building  
 407 N. Main St.  
 Monroe, NC 28112  
 (704) 283-3807

### 16 / SALISBURY VAMC VSC

1601 Brenner Ave.  
 Salisbury, NC 28144  
 (704) 638-9000 Ext 6472

### 17 / DAVIE COUNTY

277 Meroney St.  
 Mocksville, NC 27028  
 (336) 753-6225

### 18 / GASTON COUNTY

965 Roberts Dr.  
 Gastonia, NC 28054  
 (704) 866-3606

### 19 / CHARLOTTE VSC

5500 Executive Center Dr.  
 Suite 132  
 Charlotte, NC 28212  
 (704) 563-2037

### 19 / MECKLENBURG COUNTY

700 N. Tryon St.  
 Charlotte, NC 28202  
 (704) 336-2102

### 16/ SALISBURY VAMC

1601 Brenner Ave.  
 Building 6  
 Salisbury, NC 28144  
 (704) 638-9000 ext. 16427

### 17/ DAVIE COUNTY

277 Meroney Street  
 Mocksville, NC 27028  
 (336) 753-6225

### 18/ GASTON COUNTY

965 Roberts Drive  
 Gastonia, NC 28054  
 (704) 866-3606

### 19/ MECKLENBURG COUNTY

700 N. Tryon Street  
 Charlotte, NC 28202  
 (704) 336-2102

### 19/ CHARLOTTE VSC

5500 Executive Center Drive,  
 Suite 132  
 Charlotte, NC 28212  
 (704) 563-2037

### 20/ ALLEGHANY COUNTY

348 S. Main St.  
 Sparta, NC 28765  
 (336) 372-4850

## VET CENTERS

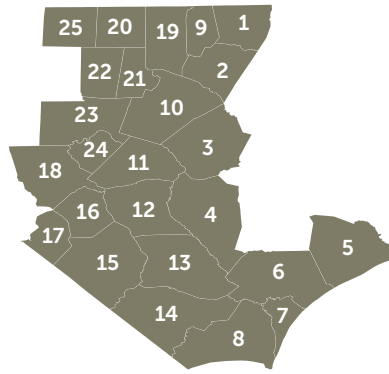
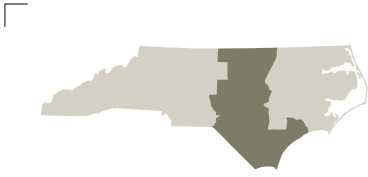
### 9 / GREENSBORO VET CENTER

3515 W. Market St.  
 Suite 120  
 Greensboro, NC 27406  
 (336) 323-2660

### 19 / CHARLOTTE VET CENTER

2114 Ben Craig Dr.  
 Suite 300  
 Charlotte, NC 28262  
 (704) 549-8025

# ▶ YOU CALL, DMVA ANSWERS – 844.624.8387



## CENTRAL REGION

- |                |                |               |
|----------------|----------------|---------------|
| 1) WARREN      | 10) WAKE       | 19) GRANVILLE |
| 2) FRANKLIN    | 11) HARNETT    | 20) PERSON    |
| 3) JOHNSTON    | 12) CUMBERLAND | 21) DURHAM    |
| 4) SAMPSON     | 13) BLADEN     | 22) ORANGE    |
| 5) ONSLOW      | 14) COLUMBUS   | 23) CHATHAM   |
| 6) PENDER      | 15) ROBESON    | 24) LEE       |
| 7) NEW HANOVER | 16) HOKE       | 25) CASWELL   |
| 8) BRUNSWICK   | 17) SCOTLAND   |               |
| 9) VANCE       | 18) MOORE      |               |

### CEMETERIES\*

**5/ COASTAL CAROLINA STATE VETERANS CEMETERY**  
110 Monford Point Rd.  
Jacksonville, NC 28541  
(910) 347-4550

**12/ SANDHILLS STATE VETERANS CEMETERY**  
8220 Bragg Blvd.  
Ft. Bragg, NC 28310  
(910) 436-5630

### MEDICAL FACILITIES

**5/ JACKSONVILLECBOC**  
4006 Henderson Dr.  
Jacksonville, NC 28546  
(910) 353-6406

**5/ JACKSONVILLE II CBOC**  
306 Brynn Marr Rd.  
Jacksonville, NC 28546  
(910) 343-5301

**7/ WILMINGTON HCC**  
1705 Gardner Rd.  
Wilmington, NC 28405  
(910) 343-5300

**8/ BRUNSWICK CBOC**  
20 Medical Campus Dr.  
Supply, NC 28462  
(910) 754-6141

**10/ RALEIGH I CBOC**  
3305 Sungate Blvd.  
Raleigh, NC 27610  
(919) 212-0129

#### 10/ RALEIGH II CBOC

3040 Hammond Business Pl.  
Ste. 105, Raleigh, NC 27603  
(919) 899-6259  
(919) 361-6419

#### 12/ FAYETTEVILLE VAMC

2300 Ramsey St.  
Fayetteville, NC 28301  
(910) 488-2120

#### 12/ FAYETTEVILLE HCC

7300 S. Raeford Road  
Fayetteville, NC 28304  
(910) 475-6273

#### 15/ ROBESON CO. CBOC

139 Three Hunts Dr.  
Pembroke, NC 28372  
(910) 272-3220

#### 21/ DURHAM VAMC

508 Fulton St.  
Durham, NC 27705  
(888) 878-6890

#### 21/ HILLDALE I

1824 Hillandale Rd.  
Durham, NC 27705  
(919) 383-6107

#### 21/ HILLDALE II

1830 Hillandale Rd.  
Durham, NC 27705  
(919) 642-6994

### NCWORKS CAREER CENTERS

#### 1/ WARREN COUNTY

309 North Main St., Room 123  
Warrenton, NC 27589  
(252) 257-3230

#### 2/ FRANKLIN COUNTY

101 N. Main Street  
Louisburg, NC 27549  
(919) 340-2279

#### 3/ JOHNSTON COUNTY

8998 US 70-Biz Hwy Ste.100  
Clayton, NC 27520  
(919) 553-0953

#### 4/ SAMPSON COUNTY

115 North Blvd.  
Clinton, NC 28328  
(919) 592-5756

#### 5/ ONSLOW COUNTY

461 Western Blvd.  
Suite 106  
Jacksonville, NC 28540  
(910) 347-2121

#### 6/ PENDER COUNTY

904-A South Walker St.  
Burgaw, NC 28425  
(910) 259-0240

#### 7/ NEW HANOVER COUNTY

1994 south 17th Street  
Wilmington, NC 28401  
(910) 251-5777

#### 8/ BRUNSWICK COUNTY

5300-7 Main St.  
Shalote, NC 28470  
(910) 754-6120

#### 9/ VANCE COUNTY

857 S. Beckford Dr. Ste. G.  
Henderson, NC 27536  
(252) 438-6129

#### 10/ WAKE COUNTY

742 East Chatam St.  
Cary, NC 27511  
(919) 469-1406

#### 10/ WAKE COUNTY

220 Swinburne St.  
Raleigh, NC 27610  
(919) 250-3770

#### 10/ WAKE COUNTY

1830 B. Tillery Place  
Raleigh, NC 27604  
(919) 715-0111

#### 10/ WAKE COUNTY

350 East Holding Ave.  
Wake Forest, NC 27587  
(919) 562-6300

#### 10/ WAKE COUNTY

1002 Dogwood Dr.  
Zebulon, NC 27597  
(919) 404-3900

#### 10/ WAKE COUNTY

130 North Judd Pkwy., NE  
Fuquay-Varina, NC 27526  
(919) 557-1121

#### 11/ HARNETT COUNTY

101 Hunt Valley Dr.  
Dunn, NC 28334  
(910) 891-2915

#### 11/ HARNETT COUNTY

1137 E Cornelius Harnett Blvd.  
Lillington, NC 27546  
(910) 814-4042



# SERVICES BY REGION

## 12/ CUMBERLAND COUNTY

414 Ray Ave.  
Fayetteville, NC 28301  
(910) 486-1010

## 12/ CUMBERLAND COUNTY

2843 Normandy Dr.  
Bldg. 3-4, Rm. BB33  
Fort Bragg, NC  
(910) 908-3482

## 13/ BLADEN COUNTY

401 Mercer Mill Rd.  
Elizabethtown, NC 28337  
(910) 862-3255

## 14/ COLUMBUS COUNTY

4564 Chadbourm Hwy.  
Whiteville, NC 28472  
(910) 642-7141

## 15/ ROBESON COUNTY

289 Corporate Dr.  
Lumberton, NC 28358  
(910) 618-5500

## 16/ HOKE COUNTY

304 Birch St.  
Raeford, NC 28376  
(910) 875-5059

## 17/ SCOTLAND COUNTY

303 North Main St.  
Laurinburg, NC 28352  
(910) 276-4260

## 18/ MOORE COUNTY

245 Shepherd Trail  
Aberdeen, NC 28315  
(910) 944-7697

## 19/ GRANVILLE COUNTY

111 Hilltop Village  
Oxford, NC 27565  
(919) 693-2686

## 21/ DURHAM

1058 W. Club Blvd. Ste. 848  
Durham, NC 27701  
(919) 354-2748

## 21/ DURHAM COUNTY

1105 South Briggs Ave.  
Durham, NC 27703  
(919) 560-6880

## 22/ ORANGE COUNTY

503 West Franklin St.  
Chapel Hill, NC 27516  
(919) 968-2031

## 23/ CHATHAM COUNTY

764 West St.  
Pittsboro, NC 27312  
(919) 545-8054

## 24/ LEE COUNTY

1909 Lee Ave.  
Sanford, NC 27330  
(919) 775-2241

## 25/ CASWELL COUNTY

331 Piedmont Dr.  
Yanceyville, NC 27379  
(336) 694-5975



## 1 / WARREN COUNTY

109 S. Main Street  
Warrenton, NC 27589  
(252) 257-3385

## 2 / FRANKLIN COUNTY

Court House Annex, 113 S. Main  
Street Room 103  
Louisburg, NC 27549  
(919) 496-1939

## 3 / JOHNSTON COUNTY

309 E. Market Street  
Smithfield, NC 27577  
(919) 989-5067

## 4/ SAMPSON COUNTY

335 County Complex Road,  
Suite 100  
Clinton, NC 28328  
(910) 592-2862

## 5/ ONSLOW COUNTY

234 NW Corridor Blvd Suite 201  
Jacksonville, NC 28540  
(910) 347-3309

## 6/ PENDER COUNTY

805 S. Walker Street  
Burgaw, NC 28425  
(910) 270-5005

## 6/ PENDER COUNTY

15060 US HWY 17, Ste 107  
Hampstead, NC 28433  
(910) 270-5005

## 7/ NEW HANOVER COUNTY

230 Government Center Drive  
Suite 36  
Wilmington, NC 28403  
(910) 798-7611/7612

## 7/ WILMINGTON VSC

3205 Randall Parkway  
Suite 102  
Wilmington, NC 28403  
(910) 251-5704

## 7/ NEW HANOVER COUNTY

Katie B. Hines Senior Center  
308 Cape Fear Blvd  
Carolina Beach, NC 28428  
(910) 798-7611/7612

## 8/ BRUNSWICK COUNTY

#10 Referendum Dr. NE  
Building F  
Bolivia, NC 28422  
(910) 253-2233

## 9/ VANCE COUNTY

300 South Garnett Street  
Henry A. Dennis Bldg Room 115  
Henderson, NC 27536  
(252) 438-4619

## 10/ WAKE COUNTY

3000 Falstaff Road  
Raleigh, NC 27610  
(919) 212-8387

## 10/ GARNER VSC

315 Bellaris Court  
Garner, NC 27529  
(984) 232-7060

## 11/ HARNETT COUNTY

817 S 8th Street  
Lillington, NC 27546  
(910) 893-7574

## 12/ CUMBERLAND COUNTY

301 E. Russell Street  
Fayetteville, NC 28301  
(910) 677-2970

## 12/ FAYETTEVILLE VSC

225 Green Street  
Suite 903  
Fayetteville, NC 28301  
(910) 778-5888

## 12/ FORT BRAGG SOLDIER SUPPORT CENTER

2483 Normandy Drive,  
Room BB33  
Fort Bragg, NC 28307  
(910) 908-3482

## 13/ BLADEN COUNTY

301 S. Cypress Street  
Elizabethtown, NC 28337  
(910) 862-6781

## 14/ COLUMBUS COUNTY

805 Pinckney Street  
Whiteville, NC 28472  
(910) 640-6638

## 15/ ROBESON COUNTY

113 W. Eighth Street  
Lumberton, NC 28358  
(910) 671-3070/3071

## 15/ LUMBEE TRIBE

6984 NC HWY 711 West  
Pembroke, NC 28372  
(910) 522-2210

## 16/ HOKE COUNTY

129 West Elwood Ave.  
Raeford, NC 28376  
(910) 875-2147

## 17/ SCOTLAND COUNTY

507 West Covington Street  
Laurinburg, NC 28352  
(910) 277-2597

## 18/ MOORE COUNTY

707 Pinehurst Avenue  
Moore Co Agricultural Center  
Carthage, NC 28327  
(910) 947-3257

## 19/ GRANVILLE COUNTY

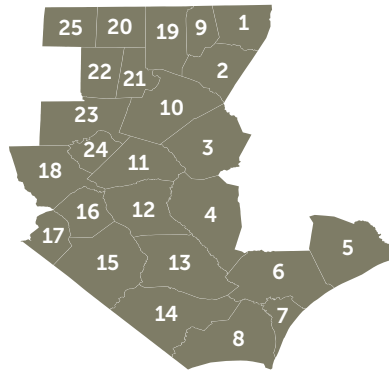
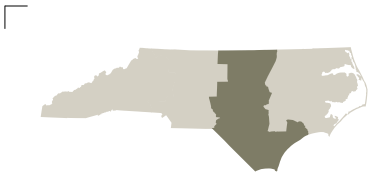
107 Lanier Street  
Oxford, NC 27565  
(919) 693-1484

## 20/ PERSON COUNTY

87 Semora Road  
Roxboro, NC 27573  
(336) 599-7484

CONTINUED 

**▶ YOU CALL, DMVA ANSWERS – 844.624.8387**



**CENTRAL REGION (CONTINUED)**

- |                |                |               |
|----------------|----------------|---------------|
| 1) WARREN      | 10) WAKE       | 19) GRANVILLE |
| 2) FRANKLIN    | 11) HARNETT    | 20) PERSON    |
| 3) JOHNSTON    | 12) CUMBERLAND | 21) DURHAM    |
| 4) SAMPSON     | 13) BLADEN     | 22) ORANGE    |
| 5) ONSLOW      | 14) COLUMBUS   | 23) CHATHAM   |
| 6) PENDER      | 15) ROBESON    | 24) LEE       |
| 7) NEW HANOVER | 16) HOKE       | 25) CASWELL   |
| 8) BRUNSWICK   | 17) SCOTLAND   |               |
| 9) VANCE       | 18) MOORE      |               |

**21/ DURHAM COUNTY**

414 E. Main Street 1st Floor  
Durham, NC 27701  
(919) 560-8387

**21/ DURHAM VAMC**

508 Fulton St.  
Room B1004  
Durham, NC 27701  
(919) 286-0411 ext. 6604

**22/ ORANGE COUNTY**

113 Mayo Street  
Hillsborough, NC 27278  
(919) 245-2890

**23/ CHATHAM COUNTY**

964 East Street, Suite 209  
Pittsboro, NC 27312  
(919) 545-8334

**23/ CHATHAM COUNTY**

W. Chatham Senior Center  
112 Village Lake Road  
Siler City, NC 27344  
(919) 545-8334

**24/ LEE COUNTY**

1615 South 3rd Street  
Lee County Enrichment Center  
Sanford, NC 27330  
(919) 776-0501 ext. 2209

**25/ CASWELL COUNTY**

649 Firetower Rd.  
Senior Services Center  
Yanceyville, NC 27379  
(984) 232-7060

**24 / LEE COUNTY**

1615 South Third St.  
Sanford, NC 27330  
(919) 776-0501 ext. 2209

**25 / CASWELL COUNTY**

Social Services Bldg.  
Yanceyville, NC 27379  
(919) 232-7061  
\* Call for Appointment



**VET CENTERS**

**5/ JACKSONVILLE VET CENTER**

110A Branchwood Dr.  
Jacksonville, NC 28546  
(910) 577-1100

**10 / RALEIGH VVET CENTER**

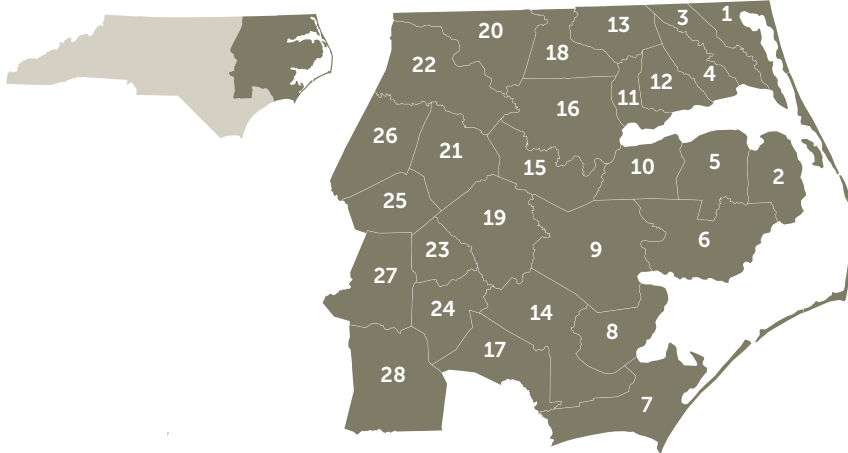
8851 Ellstree Ln. Ste.122  
Raleigh, NC 27617  
(919) 361-6419

**12 / FAYETTEVILLE VET CENTER**

2307 Robeson Plaza, Ste. 103  
Fayetteville, NC 28305  
(910) 488-6252, ext. 7772  
VSO Available Wednesdays



## COASTAL REGION



- |                |                 |
|----------------|-----------------|
| 1) CURRITUCK   | 15) MARTIN      |
| 2) DARE        | 16) BERTIE      |
| 3) CAMDEN      | 17) JONES       |
| 4) PASQUOTANK  | 18) HERTFORD    |
| 5) TYRRELL     | 19) PITT        |
| 6) HYDE        | 20) NORTHAMPTON |
| 7) CARTERET    | 21) EDGECOMBE   |
| 8) PAMLICO     | 22) HALIFAX     |
| 9) BEAUFORT    | 23) GREENE      |
| 10) WASHINGTON | 24) LENOIR      |
| 11) CHOWAN     | 25) WILSON      |
| 12) PERQUIMANS | 26) NASH        |
| 13) GATES      | 27) WAYNE       |
| 14) CRAVEN     | 28) DUPLIN      |

### CEMETERIES\*

- 27 / EASTERN CAROLINA STATE VETERANS CEMETERY-GOLDSBORO**  
164 Longs Plant Farm Rd.  
Goldsboro, NC 27534  
(919) 648-0510

### MEDICAL FACILITIES

- 4/ ELIZABETH CITY CBOC**  
1845 W. City Dr.  
Elizabeth City, NC 27909  
(757) 722-9961
- 7/ MOREHEAD CITY CBOC**  
5420 Hwy. 70  
Morehead City, NC 28557  
(252) 240-2349
- 19 / GREENVILLE HCC**  
401 Moyer Blvd.  
Greenville, NC 27834  
(252) 830-2149
- 27 / GOLDSBORO CBOC**  
2610 Hospital Rd.  
Goldsboro, NC 27534  
(919) 731-4809

### NCWORKS CAREER CENTERS

- 2/ DARE COUNTY**  
2522 South Croatan Hwy.  
Nags Head, NC 27959  
(252) 480-3500
- 4/ PASQUOTANK COUNTY**  
422 McArthur St.  
Elizabeth City, NC 27909  
(252) 331-4798
- 7/ CARTERET COUNTY**  
309 Commerce Ave.  
Morehead City, NC 28557  
(252) 726-7151
- 8/ PAMLICO COUNTY**  
705 Main St.  
Bayboro, NC 28515  
(252) 745-9934
- 9/ BEAUFORT COUNTY**  
1502 N. Market Street  
Washington, NC 27889  
(252) 940-0900
- 11 / CHOWAN COUNTY**  
800 N. Oakum St.  
Edenton, NC 27932  
(252) 482-2195
- 14/ CRAVEN COUNTY**  
2836 Neuse Blvd.  
New Bern, NC 28560  
(252) 514-4828
- 15 / MARTIN COUNTY**  
407 East Blvd.  
Williamston, NC 27892  
(252) 792-7816
- 16 / BERTIE COUNTY**  
128 E. Granville St.  
Windsor, NC 27983  
(252) 794-5616
- 17 / JONES COUNTY**  
509 NC Hwy. 58 North  
Trenton, NC 28585  
(252) 448-4791
- 18 / HERTFORD COUNTY**  
109 Community College Rd.  
Ahoskie, NC 27910  
(252) 862-1257
- 19 / PITT COUNTY**  
3101 Bismark St.  
Greenville, NC 27834  
(252) 355-9067
- 21 / EDGECOMBE COUNTY**  
110 Fountain Park Dr.  
Battleboro, NC 27809  
(252) 977-3306
- 22 / HALIFAX COUNTY**  
430 Premier Blvd  
Roanoke Rapids, NC 27870  
(252) 537-4188
- 23 / GREENE COUNTY**  
818 Highway 91 North  
Snow Hill, NC 28580  
(252) 747-5689

- 24 / LENOIR COUNTY**  
231 Hwy. 58 South  
Lenoir Comm. College  
Bullock Building  
Kinston, NC 28501  
(252) 526-4435

- 25 / WILSON COUNTY**  
302 Tarboro St.  
Wilson, NC 27893  
(252) 234-1129

- 27 / WAYNE COUNTY**  
2006 Wayne Memorial Dr.  
Goldsboro, NC 27534  
(919) 731-7950

- 28 / DUPLIN COUNTY**  
192 Magnolia Exit  
Keanansville, NC 28349  
(910) 296-1478

### VETERAN SERVICE OFFICES

- 1/ CURRITUCK COUNTY**  
Assistance Provided by the  
Elizabeth City Veterans  
Service Center  
(252) 331-4741
- 2/ DARE COUNTY**  
107 Exeter Street, Room  
Manteo, NC 27954  
(252) 475-5604



DMVA

## INTERACTIVE WEB VERSION

An interactive version of this resource map is available at: [www.nc4vets.com/guide](http://www.nc4vets.com/guide)

### 3/ CAMDEN COUNTY

Assistance Provided by the  
Elizabeth City Veterans  
Service Center  
(252) 331-4741

### 4/ ELIZABETH CITY VSC

1023 US 17 South, Suite 2  
Elizabeth City, NC 27909  
(252) 331-4741

### 5/ TYRRELL COUNTY

106 Water Street  
Columbia, NC 27925  
(252) 796-0000

### 6/ HYDE COUNTY

1223 Main St.  
Swan Quarter, NC 27885  
(252) 926-4383

### 7/ CARTERET COUNTY

3710-B John Platt Drive  
Morehead City, NC 28557  
(252) 728-8440

### 8/ PAMLICO COUNTY

828 Alliance Main Street  
Bayboro, NC 28515  
(252) 745-4086

### 9/ BEAUFORT COUNTY

1308 Highland Drive Suite 104  
Washington, NC 27889  
(252) 946-8016

### 10/ WASHINGTON COUNTY

112 Latham Avenue  
Plymouth, NC 27962  
(252) 799-9764

### 11/ CHOWAN COUNTY

305 Freemason St.  
Suite 1148  
Edenton, NC 27932  
(252) 482-1033

### 12/ PERQUIMANS COUNTY

104 Dobbs Street  
Hertford, NC 27944  
(252) 426-1796

### 13/ GATES COUNTY

Board of Election  
112 Court Street  
Gatesville, NC 27938  
(252) 357-1780

### 14/ CRAVEN COUNTY

2402 Dr. MLK Jr. Blvd  
New Bern, NC 28562  
(252) 636-6611

### 15/ MARTIN COUNTY

205 E. Main Street  
Williamston, NC 27892  
(252) 789-4398

### 16/ BERTIE COUNTY

106 Dundee Street  
Windsor, NC 27983  
(252) 794-5304

### 17/ JONES COUNTY

418 Hwy 58 N UNIT D  
Trenton, NC 28585  
(252) 448-1121

### 18/ HERTFORD COUNTY

704 North King Street  
Winton, NC 27986  
(252) 358-7811



## VET CENTERS

### 19 / GREENVILLE VET CENTER

1021 W.H. Smith Blvd.  
Suite 100  
Greenville, NC 27834  
(252) 355-7920

# NEW SERVICE, NEW CAREER

Now Hiring Correctional Officers  
Across North Carolina

- Paid Vacation Leave
- Paid Sick Leave
- Paid Holidays
- Military Leave
- Insurance Benefits
- Career Advancement
- Educational Opportunities
- Veterans' Apprenticeship Program

go online

[www.ncdps.gov/jobs](http://www.ncdps.gov/jobs)



▶ YOU CALL, DMVA ANSWERS – 844.624.8387

# Stay in the Fight!



## Become a member today!



Department of North Carolina

P.O. Box 28146 | Raleigh, NC 27611-8146  
Toll free: 888-432-8838 | Fax: 919-832-1692  
[www.dav.org](http://www.dav.org)

Benefits Counseling | Transition Support | Volunteer Programs | Employment Assistance



## **NC WORKFORCE OFFICES, VETERAN EMPLOYMENT PROGRAMS, TOOLS AND RESOURCES.**

Some Veterans face significant barriers that make it difficult for them to find suitable employment, especially vets who are transitioning into civilian life. DMVA partners with NCWorks and most NCWorks offices have specialized staff (all of who are Veterans) who work closely with employers to create greater opportunities for Veterans.

# **EMPLOYMENT**

### **CONTACT**

844.NC4.VETS

844.624.8387

**26**

**Trades, Skills and Licenses**

**34**

**NC Works Program**

**37**

**NC Commerce Veterans  
Workforce Offices**

**42**

**Uniformed Services Employment &  
Reemployment Rights Act (USERRA)**

## ► EMPLOYMENT

### OFFICE FOR HISTORICALLY UNDERUTILIZED BUSINESSES

The State of NC has a goal of spending at least 10% of construction projects and goods and services with certified Historically Underutilized Businesses (HUBs). The goal applies to state agencies, public universities, community colleges, school systems and, for construction projects, it also applies to local governments.

Veteran-owned businesses can apply to become certified HUBs through the Office for Historically Underutilized Businesses. Companies eligible for HUB certification are those that are 51% or more owned and managed on a daily basis by individuals who are Black, Hispanic, Asian American, American Indian, Female, Disabled (service related disabilities apply) or Socially and Economically Disadvantaged. The

HUB Office's mission is to promote economic opportunities for historically underutilized businesses in state government contracting and procurement that will foster their growth and profitability.

Certified HUBs are part of a publicly searchable database on the HUB Office website and within state purchasing systems. HUB vendors can sign up to receive e-mail notifications about upcoming bid opportunities through the NC Interactive Purchasing System. Events and bid requests can also be seen on the HUB Office's Bid Opportunities page.

To learn more about HUB Certification go to:  
<https://ncadmin.nc.gov/businesses/hub/hub-certification>





## DISABLED VETERANS OUTREACH PROGRAM SPECIALISTS

Veterans can find employment information, education and training opportunities, job counseling, job search workshops, and resume preparation assistance at state Workforce Centers or by contacting a Disabled Veteran Outreach Specialist through the Department of Commerce.

These Outreach Specialists work directly with veterans and disabled veterans to find them employment or training.

Disabled Veterans Outreach Specialists (DVOS) and Local Veterans Employment Representatives (LVER) assist veterans in applying for federal, state, local government and private sector employment.

Call us, and we'll point you to the right place to go!

## VETERAN CAREER FAIRS, EXPOS AND WEBSITES

The federal government, including DoD, the VA and many state and local entities hold career expos and job fairs throughout the state. There are also many websites that feature job openings with companies looking to hire veterans with tools to help translate military experience into civilian equivalent experience.

Go to [milvets.nc.gov](http://milvets.nc.gov) for the latest information and latest job fairs or hiring events near you. Visit our Facebook page at [facebook.com/NC4VETS](https://www.facebook.com/NC4VETS) or call [844.NC4.VETS](tel:844.NC4.VETS).

# VETERANS, NORTH CAROLINA WANTS YOU!



*"It shall be the policy of the State of North Carolina that, in appreciation for their service to this State and this country during a period of war, and in recognition of the time and advantage lost toward the pursuit of a civilian career, veterans shall be granted preference in employment with every State department, agency, and institution." ~NCGS§ 126-80, Article 13*

### HERE ARE SEVERAL STATE AGENCIES LOOKING TO HIRE YOU!

#### ADMINISTRATION

[www.doa.state.nc.us/hrm/](http://www.doa.state.nc.us/hrm/)

#### COMMERCE

[www.nccommerce.com/workforce](http://www.nccommerce.com/workforce)

#### HEALTH & HUMAN SERVICES

[ncdhhs.gov/dss/jobs/index.htm](http://ncdhhs.gov/dss/jobs/index.htm)

#### PUBLIC INSTRUCTION

[www.ncpublicschools.org/work4ncschools/employment/](http://www.ncpublicschools.org/work4ncschools/employment/)

#### PUBLIC SAFETY

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

#### TRANSPORTATION

[www.ncdot.gov/careers/](http://www.ncdot.gov/careers/)

#### OFFICE OF STATE HUMAN RESOURCES

<http://www.oshr.nc.gov/>

**GO TO [NCWORKS.GOV](http://NCWORKS.GOV)**

# **NORTH CAROLINA WANTS TO MAKE IT EASIER FOR YOU TO PUT YOUR SKILLS TO WORK!**

## **Military Training to NC Occupational Employment**

NC is now offering Veterans with certain Military Occupation Specialty (MOS) credit toward several NC License occupations. In reference to NC General Assembly Session Law 2014-67, License Boards representing several NC license occupations have been required to provide a process to recognize military training in pursuing a licensed occupation in NC.

Military spouses may also qualify for certain occupational licenses. Upon meeting specific conditions, an occupational licensing board shall issue a license, certification, or registration to a military spouse to allow them to lawfully practice their occupation in North Carolina.

For further information, please visit the web site:

[http://accessnc.commerce.state.nc.us/NCDOC/EDISviewer/EDISviewer/dem\\_bus/occ2.html](http://accessnc.commerce.state.nc.us/NCDOC/EDISviewer/EDISviewer/dem_bus/occ2.html)

### **ACUPUNCTURIST**

NC Acupuncture Licensing Board  
Tel: (919)773-0530

### **ADULT CARE ADMINISTRATOR**

DHHS, Division of Facility Services  
Tel: (919)855-3765

### **AERIAL PESTICIDE APPLICATOR**

NC Department of Agriculture & Consumer Services Food and Drug Protection Division  
Tel: (919)733-3313

### **AIR TRAFFIC CONTROL TOWER OPERATOR, AIRCRAFT DISPATCHER, AIRCRAFT REPAIR PERSON, AIRCRAFT MECHANIC**

Federal Aviation Administration  
Tel: (202)366-4000

### **ALARM INSTALLER, ALARM SYSTEM BUSINESS LICENSEE**

NC Alarm Systems Licensing Board  
Tel: (919)788-5320

### **ALCOHOLIC BEVERAGE DISTRIBUTOR/VENDOR REPRESENTATIVE**

NC ABC Commission  
Tel: (919)779-0700

### **ANESTHESIOLOGIST ASSISTANT**

NC Medical Board  
Tel: (919)326-1100

### **APPRENTICE AUCTIONEER**

NC Auctioneer Licensing Board  
Tel: (919)567-2844

### **ARCHITECT**

NC Board of Architecture  
Tel: (919)733-9544

### **ARMED SECURITY GUARD**

NC Department of Justice Private Protective Services Board  
Tel: (919)788-5320

### **ATHLETIC AGENT**

NC Dept. Secretary of State Solicitation Licensing  
Tel: (919)807-2214

### **ATHLETIC TRAINER**

NC Board of Athletic Trainer Examiners  
Tel: (919)821-4980

### **ATTORNEY**

NC Board of Law Examiners  
Tel: (919)828-4229

### **AUCTIONEER**

NC Auctioneer Licensing Board  
Tel: (919)567-2844

### **AUDIOLOGIST**

NC Board of Examiners for Speech and Language Pathologists and Audiologists  
Tel: (336)272-1828

### **AUTOMOTIVE DEALER, SALES**

NC Department of Transportation Division of Motor Vehicles, Dealer Section  
Tel: (919)715-7000

### **BAIL BOND RUNNER**

NC Department of Insurance Special Services Division  
Tel: (919)807-6800

### **BARBER, BARBER INSTRUCTOR**

NC State Board of Barber Examiners  
Tel: (919)981-5210

### **BOARDING KENNEL OPERATOR**

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

### **BOILER INSPECTOR**

NC Department of Labor Raleigh, NC 27699  
Tel: (919)807-2768

### **BOXING/KICKBOXING/TOUGHMAN PROMOTER**

NC Dept. of Crime Control and Public Safety  
Tel: (919)733-2126

### **BUILDING INSPECTOR**

NC Department of Insurance  
Tel: (919)661-5880

### **CAMPUS AND COMPANY POLICE OFFICER**

NC Department of Justice  
Tel: (919) 661-5980

### **CEMETERY SALES CONTRACTOR, NC CEMETERY COMMISSION**

NC Cemetery Commission  
Tel: (919)981-2536

### **CERTIFIED PUBLIC ACCOUNTANT**

NC State Board of CPA Examiners  
Tel: (919)733-4209

### **CERTIFIED REGISTERED NURSE ANESTHETIST**

NC Board of Nursing  
Tel: (919)782-3211

### **CERTIFIED STRUCTURAL PEST CONTROL APPLICATOR**

NC Department of Agriculture & Consumer Services Veterinary Division  
Tel: (919)733-2113

### **CHICK DEALER**

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

### **CHIROPRACTOR**

NC Board of Chiropractic Examiners  
Tel: (704)793-1342

### **CLINICAL LABORATORY SCIENTIST/MEDICAL TECHNOLOGIST, CLINICAL LABORATORY TECHNICIAN/MEDICAL LAB TECHNICIAN**

National Accrediting Agency for Clinical Laboratory Sciences  
Tel: (773)714-8880

### **CLINICAL NURSE SPECIALIST**

NC Board of Nursing  
Tel: (919)782-3211

## CLINICAL SOCIAL WORK

NC Social Work Certification and Licensure Board  
Tel: (336)625-1679

## CODE ENFORCEMENT OFFICIAL

NC Department of Insurance Division of Engineering and Building Codes Code Officials Qualification Board  
Tel: (919)661-5880

## COMMERCIAL DRIVER

NC Department of Transportation Division of Motor Vehicles, Commercial Driver's Training Section  
Tel: (919)715-7000

## COMMERCIAL DRIVER TRAINING SCHOOL INSTRUCTOR

NC Department of Transportation School of Bus and Traffic Safety Section  
Tel: (919)715-7000

## COMMERCIAL FISHERMAN

NC Department of Environment and Natural Resources Division of Marine Fisheries  
Tel: (252)726-7021  
Concession Stand Operator  
Department of Health and Human Services  
Tel: (919)733-9822

## COSMOLOGIST, COSMETOLOGIST INSTRUCTOR

NC State Board of Cosmetic Art Examiners  
Tel: (919)733-4117

## COUNTERINTELLIGENCE LICENSEE

NC Department of Justice Private Protective Services Board  
Tel: (919)788-5320

## CYTOGENETIC TECHNOLOGIST

National Accrediting Agency for Clinical Laboratory Sciences  
Tel: (773)714-8880

## CYTOTECHNOLOGIST

ASCP Board of Registry  
Tel: (800)267-2727

## DENTAL HYGIENIST/ DENTIST

NC State Board of Dental Examiners  
Tel: (919)678-8223

## DEPUTY SHERIFF

NC Department of Justice Sheriff's Standards Services Board  
Tel: (919)779-8213

## DETENTION OFFICER

NC Department of Justice Sheriff's Standards Services Board  
Tel: (919)779-8213

## DIAGNOSTIC

### MOLECULAR SCIENTIST

National Accrediting Agency for Clinical Laboratory Sciences  
Tel: (773)714-8880

## DIETICIAN AND NUTRITIONIST

North Carolina Board of Dietetics/ Nutrition  
Tel: (919)228-6391

## ELECTRICAL CONTRACTOR

NC State Board of Examiners of Electrical Contractors  
Tel: (919)733-9042

## ELECTRICAL INSPECTOR

NC State Board of Examiners of Electrical Contractors  
Tel: (919)733-9042

## ELECTROLOGIST

NC Board of Electrolysis Examiners  
Tel: (336)856-1010

## EMBALMER

NC Board of Funeral Service  
Tel: (919)733-9380

## EMERGENCY MEDICAL TECHNICIAN, EMERGENCY MEDICAL TECHNICIAN DEFIBRILLATION (EMT-D), EMERGENCY MEDICAL TECHNICIAN INTERMEDIATE (EMT-I)

## EMERGENCY MEDICAL TECHNICIAN PARAMEDIC (EMT-P)

EMERGENCY MEDICAL TECHNICIAN ADVANCED INTERMEDIATE (EMT-AI)  
NC Department of Health and Human Services  
Tel: (919)855-3935

## EMPLOYEE ASSISTANCE PROFESSION

NC Employee Assistance Professional Association  
Tel: (919)733-4670

## ESTHETICIAN

NC State Board of Cosmetic Art Examiners  
Tel: (919)733-4117

## EXTERMINATOR

NC Department of Agriculture & Consumer Services Structural Pest Control Division  
Tel: (919)733-6100

## FAMILY THERAPIST

NC Marriage and Family Therapy Licensure Board  
Tel: (919)469-8081

## FEE-BASED PRACTICING PASTORAL COUNSELOR

NC State Board of Fee-Based Practicing Pastoral Counselors  
Tel: (336) 794-3470

## FIRE INSPECTOR

NC Department of Insurance Office of the State Fire Marshall  
Tel: (919)661-5880

## FIRE SPRINKLER CONTRACTOR

NC Department of Insurance Division of Engineering and Building Codes  
Tel: (919)661-5880

## FIRE SPRINKLER INSPECTION CONTRACTOR/FIRE SPRINKLER MAINTENANCE CONTRACTOR

NC State Board of Examiners of Plumbing Heating and Fire Sprinkler Contractors  
Tel: (919)875-3612

## FIREARMS TRAINER

North Carolina Department of Justice, Law Enforcement Training & Standards  
Tel: (919)661-5980

## FORESTER

NC Board of Registration for Foresters  
Tel: (919)847-5441

## FUEL PIPING CONTRACTOR

NC State Board of Examiners of Plumbing Heating and Fire Sprinkler Contractors  
Tel: (919)875-3612

## FUNERAL DIRECTOR

NC Board of Funeral Service  
Tel: (919)733-9380

## FUNERAL SERVICE LICENSEE

NC Board of Funeral Service  
Tel: (919)733-9380

## FUR DEALER

NC Wildlife Resources Commission  
Tel: (919)707-0010

## GENERAL CONTRACTOR

NC Licensing Board for General Contractors  
Tel: (919)571-4183

## GEOLOGIST

NC Board for Licensing of Geologists  
Tel: (919)850-9669

## GRAIN DEALER

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

## GROUND PESTICIDE APPLICATOR

NC Department of Agriculture & Consumer Services, Structural Pest Control Division  
Tel: (919)733-6100

## GUARD DOG SERVICE OPERATOR

North Carolina Department of Justice, Law Enforcement Training & Standards  
Tel: (919)661-5980

## HATCHING EGG DEALER

N.C. Department of Agriculture and Consumer Services  
Tel: (919)707-3000

## HEARING AID CALIBRATOR

## HEARING AID DEALER AND FITTER

NC State Hearing Aid Dealers and Fitters Board  
Tel: (919)834-3661

## HISTOLOGIC TECHNICIAN

National Accrediting Agency for Clinical Laboratory Sciences  
Tel: (773)714-8880

## HOME INSPECTOR

NC Home Inspector Licensure Board  
Tel: (919) 662-4480

## INDUSTRIAL HYGIENIST

American Board of Industrial Hygiene  
Tel: (517)321-2638

## INSURANCE AGENT

NC Department of Insurance Agent Services Division  
Tel: (919)807-6800

## ► EMPLOYMENT

### **INSURANCE COMPANY/INDEPENDENT FIRM ADJUSTER**

NC Department of Insurance Agent Services Division  
Tel: (919)807-6800

### **INTERPRETER OR TRANSLATOR**

North Carolina Interpreters and Translators Licensing Board  
Tel: (919)779-5709

### **INVESTMENT ADVISOR**

NC Department of the Secretary of State Securities Division  
Tel: (919)807-2000

### **JUVENILE JUSTICE OFFICER AND JUVENILE COURT COUNSELOR**

NC Department of Justice Criminal Justice, Education & Training Standards Commission  
Tel: (919)716-6470

### **LAND SURVEYOR**

NC Board of Examiners for Engineers and Land Surveyors  
Tel: (919)791-2000

### **LANDSCAPE ARCHITECT**

NC Board of Landscape Architects  
Tel: (919)850-9088

### **LANDSCAPE CONTRACTOR**

NC Landscape Contractors' Registration Board  
Tel: (919)266-8070

### **LAW ENFORCEMENT OFFICER/TELECOMMUNICATION OFFICER**

NC Department of Justice Criminal Justice Standards Division  
Tel: (919) 665-1980

### **LIBRARIAN**

NC Department of Cultural Resources Division of State Library  
Tel: (919)807-7450

### **LICENSED DIETITIAN/NUTRITIONIST**

NC Board of Dietetics/Nutrition  
Tel: (919)228-6391

### **LICENSED PRACTICAL NURSE**

NC Board of Nursing  
Tel: (919)782-3211

### **LICENSE PROFESSIONAL COUNSELOR SUPERVISOR/ LICENSED PROFESSIONAL COUNSELOR/COUNSELOR ASSOCIATE**

NC Board of Licensed Professional Counselors  
Tel: (919)661-0820

### **LICENSED PSYCHOLOGIST**

NC Psychology Board  
Tel: (828)262-2258

### **LICENSED STRUCTURAL PEST CONTROL OPERATOR**

NC Department of Agriculture & Consumer Services, Structural Pest Control Division  
Tel: (919)733-6100

### **LIQUID PETROLEUM GAS DEALER**

NC Department of Agriculture Tel: (919)733-3313

### **LIVESTOCK DEALER**

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

### **LOAN BROKER**

NC Department of the Secretary of State Securities  
Tel: (919)807-2000

### **LOAN OFFICER**

NC Commissioner of Banks Mortgage Licensing Section  
Tel: (888)384-3811

### **LOBBYIST**

NC Department of the Secretary of State Lobbyist Registration  
Tel: (919)807-2170

### **LOCKSMITH**

NC Locksmith Licensing Board  
Tel: (919)838-8782

### **MANICURIST/ MANICURIST INSPECTOR**

NC State Board of Cosmetic Art Examiners  
Tel: (919)733-4117

### **MANUFACTURED HOUSING SALES- PERSON**

NC Department of Insurance Manufactured Building Division  
Tel: (919)661-5880

### **MASSAGE AND BODYWORK THERAPIST**

NC Board of Massage & Bodywork Therapy  
Tel: (919)546-0050

### **MECHANICAL INSPECTOR**

NC Department of Insurance Division of Engineering  
Tel: (919)661-5880

### **MEDICAL DOCTOR**

NC Medical Board  
Tel: (919)326-1100

### **MEDICAL LABORATORY TECHNICIAN**

ASCP Board of Registry  
Tel: (800)267-2727  
Medication Aide  
NC Board of Nursing  
Tel: (919)782-3211

### **MILK HAULER AND SAMPLER/MILK TESTER**

NC Department of Agriculture & Consumer Services Food and Drug Protection  
Tel: (919)733-7366

### **MOTOR VEHICLE DAMAGE APPRAISER**

NC Department of Insurance Agent Services Division  
Tel: (919)807-6800

### **NOTARY PUBLIC**

NC Department of the Secretary of State, Notary Public Division  
Tel: (919)807-2219

### **NURSE AIDE I, II/NURSE ANESTHETIST/NURSE MIDWIFE/NURSE PRACTITIONER**

NC Board of Nursing  
Tel: (919)782-3211

### **NURSING HOME ADMINISTRATOR**

NC State Board of Examiners for Nursing Home Administrators  
Tel: (919)571-4164

### **OCCUPATIONAL THERAPIST**

NC Board of Occupational Therapy  
Tel: (919)832-1380

### **OCCUPATIONAL THERAPIST ASSISTANT**

NC Board of Occupational Therapy  
Tel: (919)832-1380

### **OPTICIAN**

NC State Board of Opticians  
Tel: (919)733-9321

### **OPTOMETRIST/OPTOMETRIST ASSISTANT AND TECHNICIAN**

NC Board of Optometry  
Tel: (910)285-3160

### **OSTEOPATH**

NC Medical Board  
Tel: (919)326-1100

### **PESTICIDE CONSULTANT**

### **PESTICIDE DEALER**

NC Department of Agriculture & Consumer Services  
Tel: (919)733-6100

### **PET SHOP OPERATOR**

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

### **PETROLEUM DEVICE TECHNICIAN**

NC Department of Agriculture & Consumer Services, Standards Division  
Tel: (919)733-3313

### **PHARMACIST/PHARMACY TECHNICIAN**

NC Board of Pharmacy  
Tel: (919)246-1050  
Physical Therapist  
NC Board of Physical Therapy Examiners  
Tel: (919)490-6393

### **PHYSICAL THERAPIST ASSISTANT**

NC Board of Physical Therapy Examiners  
Tel: (919)490-6393

### **PHYSICIAN ASSISTANT**

NC Medical Board  
Tel: (919)326-1100

### **PILOT**

Federal Aviation Administration Airmen Certification Branch  
Tel: (202)366-4000

### **PLUMBING INSPECTOR**

NC Department of Insurance  
Tel: (919)661-5880

## PLUMBING, HEATING AND AIR CONDITIONING CONTRACTOR

NC State Board of Examiners of Plumbing Heating and Fire Sprinkler Contractors  
Tel: (919)875-3612

## PODIATRIST

NC Board of Podiatry Examiners  
Tel: (919)861-5583

## POLICE OFFICER

NC Department of Justice Criminal Justice, Education & Training Standards Commission  
Tel: (919)716-6470

## POLYGRAPH EXAMINER/ PRIVATE INVESTIGATOR

NC Department of Justice Private Protective Services Board  
Tel: (919)788-5320

## PROFESSIONAL BONDSMAN

NC Department of Insurance  
Tel: (919)807-6800

## PROFESSIONAL BOXER/KICK BOXER/TOUGH MAN ATHLETE

NC Dept. of Crime Control and Public Safety  
Tel: (919)733-2126

## PROFESSIONAL ENGINEER

NC Board of Examiners for Engineers and Land Surveyors  
Tel: (919)791-2000

## PROFESSIONAL SOLICITOR

NC Department of the Secretary of State, Charitable Solicitation Tel: (919)807-2214  
Psychological Associate  
NC Psychology Board  
Tel: (828)262-2258

## PSYCHOLOGICAL STRESS EVALUATOR

NC Department of Justice  
Tel: (919)788-5320

## PUBLIC GROUNDS OPERATORS

NC Department of Agriculture & Consumer Services, Structural Pest Control Division  
Tel: (919)733-6100

## PUBLIC WEIGHMASTER

NC Department of Agriculture & Consumer Services, Standards Division  
Tel: (919)733-3313

## PUMP INSTALLATION CONTRACTOR

NC Department of Environment and Natural Resources  
Tel: (919)807-6300

## REAL ESTATE APPRAISER

NC Appraisal Board  
Tel: (919)870-4854

## REAL ESTATE BROKER

NC Real Estate Commission  
Tel: (919)875-3700

## REAL ESTATE SALESPERSON

NC Real Estate Commission  
Tel: (919)875-3700

## RECREATIONAL THERAPIST

NC Therapeutic Recreation Board  
Tel: (336)212-1133

## REFRIGERATION CONTRACTOR

NC State Board of Refrigeration Examiners  
Tel: (919)779-4711

## REGISTERED NURSE

NC Board of Nursing  
Tel: (919)782-3211

## REGISTERED STRUCTURAL PEST CONTROL OPERATOR

NC Department of Agriculture  
Tel: (919)733-6100

## RENDERING OPERATOR/COLLECTOR

NC Department of Agriculture & Consumer Services  
Tel: (919)733-7125

## RESPIRATORY THERAPIST

NC Respiratory Care Board  
Tel: (919)878-5595

## SAFETY INSPECTION MECHANIC

NC Department of Transportation Division of Motor Vehicles Enforcement Section  
Tel: (919)715-7000

## SANITARIAN (ENVIRONMENTAL HEALTH SPECIALIST)

NC State Board of Sanitarian Examiners  
Tel: (919)304-1168

## SCALE TECHNICIAN

NC Department of Agriculture 2  
Tel: (919)733-3313

## SCHOOL PRINCIPAL

NC Department of Public Instruction Licensure Section  
Tel: (919)807-7994

## SCHOOL SUPERINTENDENT

NC Department of Public Instruction Licensure Section  
Tel: (919)807-7994

## SCHOOL TEACHER

NC Department of Public Instruction Licensure Section  
Tel: (919)807-7994

## SECURITY GUARD AND PATROL LICENSEE

NC Department of Justice Private Protective Services Board

## TEL: (919)788-5320

## SEED DEALER

NC Department of Agriculture & Consumer Services, Plant Industry Division  
Tel: (919)733-3933

## SELF-EMPLOYED INSURANCE ADJUSTER

NC Department of Insurance Agent Services Division  
Tel: (919)807-6800

## SENIOR PARACHUTE RIGGER

Federal Aviation Administration Airmen Certification Branch  
Tel: (202)366-4000

## SET-UP CONTRACTOR, MANUFACTURED HOMES

NC Department of Insurance Manufactured Building Division  
Tel: (919)661-5880

## SOIL SCIENTIST

NC Board for Licensing of Soil Scientists  
Tel: (336)394-4503

## SPEECH AND LANGUAGE PATHOLOGIST

NC Board of Examiners for Speech and Language Pathologists and Audiologists  
Tel: (336)272-1828

## SURETY BONDSMAN

NC Department of Insurance Special Services Division  
Tel: (919)807-6800

## TAXIDERMIST

NC Wildlife Resources Commission License Section  
Tel: (919)707-0010

## TELECOMMUNICATOR

NC Department of Justice  
Tel: (919)779-8213  
Telephonic Sellers  
NC Department of the Secretary of State Securities Division  
Tel: (919)807-2000

## TRUCK DRIVER

NC Department of Transportation Division of Motor Vehicles Commercial Driver's Training Section  
Tel: (919)715-7000

## VETERINARIAN

NC Veterinary Medical Board  
Tel: (919)854-5601  
VETERINARY TECHNICIAN  
NC Veterinary Medical Board  
Tel: (919)854-5601

## WASTEWATER TREATMENT PLANT OPERATOR/ WATER TREATMENT FACILITY OPERATOR

NC Department of Environment and Natural Resources  
Tel: (919)807-6353

## WELL CONTRACTOR

NC Department of Environment and Natural Resources Division of Water Quality  
Tel: (919)807-6300

# DID YOU KNOW?

## SINCE 2013 NORTH CAROLINA HAS CUT VETERAN UNEMPLOYMENT TO 3%



# RETIRING OR SEPARATING FROM THE MILITARY?

## Successfully navigate your transition to civilian life

You're leaving the military and face a maze of transition decisions. With Military OneSource's free transition resources, you'll find what you need to take the next step in your journey.

**Visit Military OneSource or call 800-342-9647.**

**Don't Delay:** Eligibility for these resources lasts up to 180 days after separation or retirement from the military. Services after 180 days may be provided through the Department of Veterans Affairs or other community resources. With Military OneSource, you get:

### Personal Support

- Non-medical counseling to ease the emotional stress associated with transitions
- Spouse relocation and transition help to sort through renting vs. buying, choosing your next location, switching schools and other questions
- Connections to transition assistance programs that help you through this milestone
- Pre-separation counseling to identify transition needs and a personal plan

### Education Assistance

- Sessions with an education consultant to identify such benefits such as Post-9/11 GI Bill, federal grants and tax deductions to take you to the next level
- Information on colleges and online resources, such as College Navigator and TA DECIDE

### Career Resources

- Expert consultations on identifying career goals
- Help with mapping your military experience to civilian jobs via the Career Transitions database
- Spouse Education & Career Opportunities (SECO) offering support for career exploration, education, training and licensing and more

### Financial and Tax Help

- Financial planning with an accredited financial counselor, including strategies on saving for transition and building emergency funds
- Guidance on military benefits, such as converting your Servicemembers' Group Life Insurance plan to Veterans Group Life Insurance and transferring your GI Bill to your children
- Help identifying military tax deductions and allowances, such as combat pay exclusion and moving expenses
- Secure, easy-to-use tax filing software with 100 percent guarantee for accuracy



Military OneSource is your map out of the transition maze to a successful life as a civilian. Access our resources anytime, anywhere: Call **800-342-9647** or visit **MilitaryOneSource.mil**.



NORTH CAROLINA FOR MILITARY EMPLOYMENT

"Where Military Talent Meets Business Needs"



## READY TO START YOUR NEXT CAREER IN NORTH CAROLINA?

We have employers that understand the value you bring to their organization.

### EMPLOYERS WANT YOU AND YOUR:

- Leadership Skills
- Knowledge, Skills, and Abilities
- Strong Character
- Demonstrated Effectiveness

### THE HIRING EVENT PROCESS

- You register for the event and so do employers
- NC4ME's military hiring experts match you to open jobs
- Interviews are conducted at the event

**VISIT [NC4ME.ORG](http://NC4ME.ORG) FOR YOUR NO-COST  
SOLUTION TO FINDING YOUR NEXT CAREER.**



# DMVA

*N.C. Department of Military and Veterans Affairs*

Dedicated to serving North Carolina  
veterans, servicemembers, and their families

[www.milvets.nc.gov](http://www.milvets.nc.gov) 844.NC4.VETS

## **VOW TO HIRE HEROES ACT / 5 VETERAN TARGET GROUPS:**

- Veterans in Household receiving Supplemental Nutrition Assistance Program (formerly known as food stamps) benefits
- Veterans with a Service-Connected Disability
- Veterans with a Service-Connected Disability unemployed for at least 6 months
- Veterans unemployed for at least 4 weeks
- Companies seeking to hire veterans unemployed at least 6 months
- Tools to help translate military experience into civilian equivalent experience

**PLEASE CONTACT YOUR LOCAL NCWORKS VETERANS  
EMPLOYMENT SPECIALIST ON PAGE 12+.**



## TROOPS TO TEACHERS

Troops to Teachers is a U.S. Department of Defense grant program that helps eligible military personnel begin a new career as teachers in public schools where their skills, knowledge and experience are most needed.



### HOW TO TURN YOUR MILITARY OCCUPATIONAL SPECIALTIES (MOS) INTO A CIVILIAN CAREER

#### MOS TO CIVILIAN LICENSURE

North Carolina provides licensure and credit for individuals with military training and experience as well as professional license endorsement for their spouses.

For more details on how you can convert your military training into civilian licenses credit, contact the Registrar or Student Veteran Advisor at the University of North Carolina campus or community college you choose to attend.

**FOR A LIST OF  
NORTH CAROLINA  
SCHOOLS  
SEE PAGES 123-127**

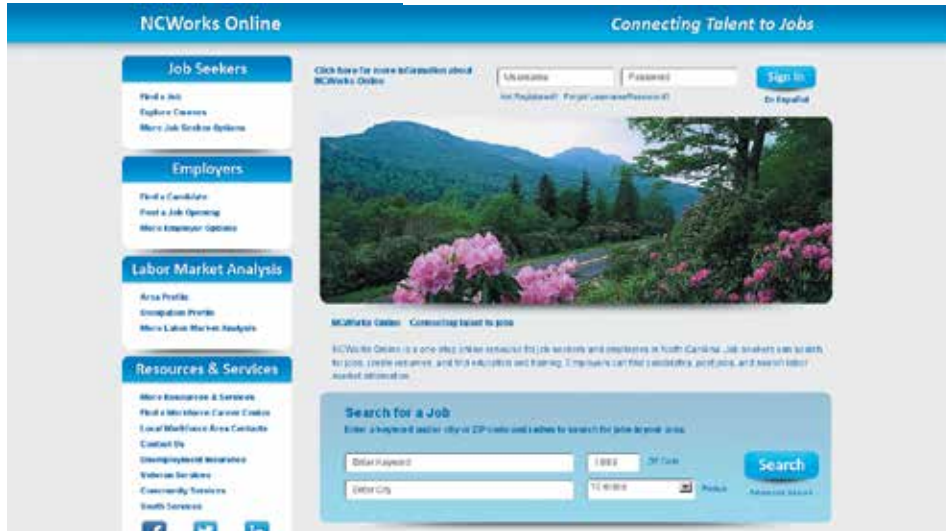


Registration is open to any current service member or any veteran whose last period of service is characterized as Honorable with an interest in instructional positions in K-12 public education.

Financial assistance is available to eligible participants who are working to become certified teachers in public K-12 schools, charter schools or Bureau of Indian Affairs schools.

**For more information on Troops to Teachers, please visit:  
[www.ncpublicschools.org/troops](http://www.ncpublicschools.org/troops) or call 888-878-1600**

# NCWORKS.GOV NCWorks Connecting Talent to Jobs



Home to nearly 800,000 veterans and several major military installations, North Carolina has a distinguished history in serving the U.S. military, veterans, and their families. The N.C. Division of Workforce Solutions provides job seeker services for veterans, transitioning service members, and eligible spouses.

## HOW IT WORKS

Veterans can visit their local workforce office\* and take advantage of the following no-cost services:

- Career assessments
- Labor market information
- Access to training opportunities, job fairs, and workshops
- Job interview preparation
- Resume and cover letter assistance

North Carolina's economy depends on a strong workforce. As a proud member of the NCWorks initiative, the N.C. Division of Workforce Solutions is helping job seekers gain the tools and experiences they need to find meaningful employment.

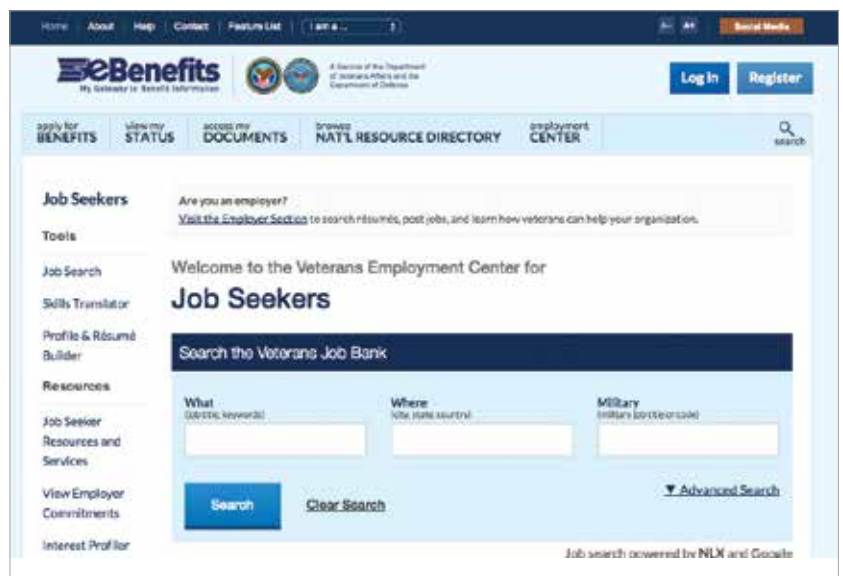
The Division offers programs for adults, veterans, youth, and also helps employers find the qualified talent they need to make their businesses thrive.

The Division assists job seekers with learning a new industry through NCWorks Apprenticeships and operate NCWorks Online, the state's official job-search portal that is helping connect talented individuals with employers.

- Assistance with NCWorks Online
- Access to computers and free Internet service
- Help applying for federal employment and training programs in which veterans receive priority of service

We're helping North Carolina's job seekers find employment and businesses find workers. We invite you to learn more about our services and see for yourself how we can help you too.

## eBENEFITS.VA.GOV: EVERYTHING YOU NEED TO FIND A JOB. START NOW.



**WWW.EBENEFITS.VA.GOV/EBENEFITS/JOBS**

## KNOWING YOUR EMPLOYMENT RIGHTS AS A VETERAN OR SERVICE MEMBER IS A RIGHT YOU SERVED TO DEFEND

### VETERANS EMPLOYMENT OPPORTUNITY ACT

The VEOA allows preference to eligible persons or veterans who are honorably discharged from the Armed Forces to compete for vacant federal positions. VEOA offers protection to eligible veterans during a Reduction in Force (RIF) and against adverse actions. VETS staff investigates 5 and 10 point federal Veteran Preference complaints and answer inquires regarding VEOA.

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

### REALIFELINES

The primary mission of REALifeLines is to provide wounded and injured service members, and their families, with personal assistance through successful transition to civilian life. If you have been injured or wounded on active duty, contact a REALifeLines Representative at **1.888.774.1361** or visit:

[www.dol.gov/vets/programs/Real-life/main.htm](http://www.dol.gov/vets/programs/Real-life/main.htm)

### STAND DOWNS

Stand down is a military term referring to a brief respite from combat, including events coordinated in local communities to provide veterans with a wide range of social services. Stand Downs foster employment opportunities for veterans to promote self-sufficiency and improve Veterans connections with community-based service providers. Potential applicants can access Stand Down information at the following website:

[dol.gov/vets/programs/Stand%20Down/main.htm](http://dol.gov/vets/programs/Stand%20Down/main.htm)





# Enable America

## MAKING EMPLOYMENT CONNECTIONS FOR VETERANS



- Job Seekers Workshops
- Career Mentoring Days
- Business Connection Meetings

ENABLE AMERICA SERVES MILITARY IN TRANSITION, DISABLED VETERANS, & INDIVIDUALS WITH DISABILITIES.  
 IN PARTNERSHIP WITH CIVILIAN SECTOR EMPLOYER PARTNERS WHO VALUE MILITARY EXPERIENCE  
 WE BUILD BRIDGES TO CAREER OPPORTUNITIES.

*Find out how Enable America can help you!  
 Veterans, employers, military leadership and  
 transition coordinators contact us.*

*North Carolina Program Director Sandy Moonert  
[Sandra.Moonert@EnableAmerica.org](mailto:Sandra.Moonert@EnableAmerica.org)  
 Phone: (919) 345-9933*

**EnableAmerica.org**



# JOIN HOPE FOR THE WARRIORS® MISSION

to Restore Self, Family, and Hope



### TOP HIGHLIGHTS

- Military Families Served in 2014: Approximately 5,000
- Served by 45 staff members and more than 2,000 volunteers
- Assistance given to families in all 50 states and territories
- Serving post-9/11 Service Members, Veterans, their families, and families of the fallen

### PROGRAM PILLARS

- CAREER TRANSITION & EDUCATION
- CLINICAL HEALTH & WELLNESS
- SPORTS & RECREATION
- COMMUNITY & MILITARY RELATIONS



TWITTER.COM/HOPE4WARRIORS  
 INFO@HOPEFORTHEWARRIORS.ORG  
 WWW.HOPEFORTHEWARRIORS.ORG

## NORTH CAROLINA COMMERCE VETERANS WORKFORCE OFFICES

### Helping Veterans Find Jobs

#### ALAMANCE COUNTY

2640 S. Columbine Lane  
Burlington, NC 27215  
Phone: (336) 570-6800

#### ALEXANDER COUNTY

604 7th Street, SW.  
Taylorsville, NC 28681  
Phone: (828) 632-4631

#### ALLEGHANY COUNTY

115 D Atwood Street  
Sparta, NC 28675  
Phone: (336) 372-9675

#### ANSON COUNTY

514 N. Washington Street  
Lockhart-Taylor Center  
Wadesboro, NC 28170  
Phone: (704) 694-6551

#### ASHE COUNTY

626 Ashe Central School Rd. Unit 5  
Jefferson, NC 28640  
Phone: (336) 982-5627

#### AVERY COUNTY

428 Pineola Street  
PO Box 939  
Newland, NC 28657  
Phone: (828) 737-5419

#### BEAUFORT COUNTY

1502 N. Market Street  
Washington, NC 27889  
Phone: (252) 940-0900

#### BERTIE COUNTY

128 E. Granville St.  
Windsor, NC 27983  
Phone: (252) 794-5616

#### BLADEN COUNTY

401 Mercer Mill Road  
Elizabethtown, NC 28337  
Phone: (910) 862-3255

#### BRUNSWICK COUNTY

5300-7 Main Street  
Shalotte, NC 28470  
Phone: (910) 754-6120

#### BUNCOMBE COUNTY

48 Grove Street  
Asheville, NC 28801  
Phone: (828) 251-6200

#### BURKE COUNTY

720 East Union Street  
Morganton, NC 28655  
Phone: (828) 438-6161

#### CABARRUS COUNTY

363 Church Street N, Suite 180  
Concord, NC  
Phone: (704) 786-3183

#### CALDWELL COUNTY

1909 Hickory Blvd. SE  
Lenoir, NC 28645  
Phone: (828) 759-4680

#### CARTERET COUNTY

309 Commerce Avenue  
Morehead City, NC 28557  
Phone: (252) 726-7151

#### CASWELL COUNTY

331 Piedmont Drive  
Yanceyville, NC 27379  
Phone: (336) 694-5975

#### YOUTH-CASWELL COUNTY CAMPUS OF PCC

331 Piedmont Drive  
Yancyville, NC 27379  
Phone: (336) 694-5707

#### CATAWBA COUNTY

403 Conover Station S.E., Suite C  
Conover, NC 28613  
Phone: (828) 466-5535

#### CHATHAM COUNTY

764 West Street  
Pittsboro, NC 27312  
Phone: (919) 545-8054

#### SILER CITY

225 E. Beaver Street  
Siler City, NC 27344  
Phone: (919) 742-7454

#### CHEROKEE COUNTY

800 West US Hwy. 64  
Murphy, NC 28906  
Phone: (828) 837-7407

#### CHOWAN COUNTY

800 N. Oakum St.  
Bldg. 3, Rm. 300  
Edenton, NC 27932  
Phone: (252) 482-2195

#### CLEVELAND COUNTY

404 E. Marion Street  
Shelby, NC 28150  
Phone: (704) 480-5414

#### COLUMBUS COUNTY

913 Jefferson Street  
Whiteville, NC 28472  
Phone: (910) 642-0146

#### COLUMBUS COUNTY

4564 Chadbourn Hwy.  
Whiteville, NC 28472  
Phone: (910) 642-7141

#### CRAVEN COUNTY

2836 Neuse Blvd.  
New Bern, NC 28560  
Phone: (252) 514-4828

#### CUMBERLAND COUNTY

414 Ray Avenue  
Fayetteville, NC 28301  
Phone: (910) 486-1010

#### DARE COUNTY

2522 S. Croatan Hwy.  
Nags Head, NC 27959  
Phone: (252) 480-3500

#### DAVIDSON COUNTY

220 East First Avenue, Suite 10  
Lexington, NC 27292  
Phone: (336) 242-2065

#### DAVIDSON COUNTY

211 W. Colonial Drive  
Suite 119  
Thomasville, NC 27360  
Phone: (336) 474-2635

#### DAVIE COUNTY

371 North Main Street  
Mocksville, NC 27028  
Phone: (336) 776-6720

#### DUPLIN COUNTY

192 Magnolia Ext.  
Kenansville, NC 28349  
Phone: (910) 296-1478

#### DURHAM COUNTY

1105 S. Briggs Avenue  
Durham, NC 27703  
Phone: (919) 560-6880

#### DURHAM COUNTY

1058 West Club Blvd.  
Suite 848  
Durham, NC 27701  
Phone: (919) 354-2748

#### EDGECOMBE COUNTY

110 Fountain Park Dr.  
Battleboro, NC 27809  
(252) 977-3306

#### FORSYTH COUNTY

2701 University Pkwy.  
Winston-Salem, NC 27105  
Phone: (336) 776-6720

#### FRANKLIN COUNTY

6 N. Main Street  
Franklinton, NC 27525  
Phone: (919) 494-1162

#### GASTON COUNTY

7220 Wilkinson Blvd.  
Handley Hall, Room 212  
Belmont, NC 28012  
Phone: (704) 266-5005

#### GASTON COUNTY

1391 Bessemer City Road  
Gastonia, NC 28052  
Phone: (704) 853-5328

#### GRAHAM COUNTY

347 Rodney Orr Bypass  
Robbinsville, NC 28771  
Phone: (828) 479-3376

#### GRANVILLE COUNTY

111 Hilltop Village  
Oxford, NC 27565  
Phone: (919) 693-2686

#### GREENE COUNTY

818 Hwy 91 North  
Snow Hill, NC 28580  
Phone: (252) 747-5689

#### GUILFORD COUNTY

2005B S. Elm-Eugene St.  
Greensboro, NC 27406  
Phone: (336) 334-5777

#### GUILFORD COUNTY

607 Idol Street  
High Point, NC 27261  
Phone: (336) 882-4141

## ► EMPLOYMENT

### **GUILFORD COUNTY**

2301 W. Meadowview Rd.  
Greensboro, NC 27406  
Phone: (336) 297-9444

### **HALIFAX COUNTY**

430 Premier Blvd  
Roanoke Rapids, NC 27870  
Phone: (252) 537-4188

### **HARNETT COUNTY**

101 Hunt Valley Drive  
Dunn, NC 28334  
Phone: (910) 891-2915  
Fax: (910) 891-2918

### **HARNETT COUNTY**

1137 E. Cornelius Harnett Blvd.  
Lillington, NC 27546  
Phone: (910) 814-4042

### **HAYWOOD COUNTY**

1170 North Main Street  
Waynesville, NC 28786  
Phone: (828) 456-6061

### **HENDERSON COUNTY**

26 Francis Road  
Hendersonville, NC 28792  
Phone: (828) 693-1703

### **HENDERSON COUNTY**

Blue Ridge Comm Coll.  
180 West Campus Dr.  
Flat Rock, NC 28731  
Phone: (828) 694-1755

### **HERTFORD COUNTY**

109 Community College Rd.  
Ahoskie, NC 27910  
Phone: (252) 862-1257

### **HOKE COUNTY**

304 Birch Street  
Raeford, NC 28376  
Phone: (910) 875-5059

### **IREDELL COUNTY**

532 Patterson Avenue  
Suite 170  
Mooresville, NC 28115  
Phone: (704) 360-8067

### **IREDELL COUNTY**

133 Island Ford Road  
Statesville, NC 28625  
Phone: (704) 878-4241

### **JACKSON COUNTY**

26 Ridgeway Street, Ste. 2  
Sylva, NC 28779  
Phone: (828) 586-4063

### **JOHNSTON COUNTY**

8998 US 70 - Biz Hwy Ste 100  
Clayton, NC 27520  
Phone: (919) 553-0953

### **JONES COUNTY**

509 NC Hwy 58 N.  
LCC Jones Co Ctr.  
Trenton, NC 28585  
Phone: (252) 448-4791

### **LEE COUNTY**

1909 Lee Avenue  
Sanford, NC 27330  
Phone: (919) 775-2241

### **LENOIR COUNTY**

231 Hwy 58 South  
Kinston, NC 28501  
Phone: (252) 526-4435

### **LINCOLN COUNTY**

529 N. Aspen Street  
Lincolnton, NC 28092  
Phone: (704) 735-8035

### **MACON COUNTY**

5 W. Main St.  
Franklin, NC 28734  
Phone: (919) 494-2521

### **MADISON COUNTY**

4646 U.S. Highway 25-70  
AB Tech - Madison Campus  
Marshall, NC 28753  
Phone: (828) 649-2577

### **MARTIN COUNTY**

407 East Blvd.  
Williamston, NC 27892  
Phone: (252) 792-7816

### **MCDOWELL COUNTY**

316 Baldwin Ave. Suite 1  
Marion, NC 28752  
Phone: (828)652-7131

### **MECKLENBURG COUNTY**

1401 W. Morehead Street  
Suite 100  
Charlotte, NC 28208  
Phone: (704) 206-1350

### **MECKLENBURG COUNTY**

7140 Forest Point Blvd. Suite A  
Charlotte, NC 28217  
Phone: (704) 565-6865

### **MECKLENBURG COUNTY**

5601 Executive Center Drive  
Suite 100  
Charlotte, NC 28212  
Phone: (704) 566-2870

### **MITCHELL COUNTY**

Workforce Center  
200 Mayland Drive  
Spruce Pine, NC 28777  
Phone: (828) 766-1195

### **MONTGOMERY COUNTY**

1011 Page Street  
Troy, NC 27371  
Phone: (910) 572-3641

### **MOORE COUNTY**

245 Shepherd Trail  
Aberdeen, NC 28315  
Phone: (910) 944-7697

### **NEW HANOVER COUNTY**

1994 south 17th Street  
Wilmington, NC 28401  
Phone: (910) 251-5777

### **ONSLOW COUNTY**

461 Western Blvd. Ste. 106  
Jacksonville, NC 28546  
Phone: (910) 347-2121

### **ORANGE COUNTY**

503 West Franklin Street  
Chapel Hill, NC 27516  
Phone: (919) 968-2031

### **PAMLICO COUNTY**

705 Main Street  
Bayboro, NC 28515  
Phone: (252) 745-9934

### **PASQUOTANK COUNTY**

422 McArthur Street  
Elizabeth City, NC 27909  
Phone: (252) 331-4798

### **PENDER COUNTY**

904-A S. Walker Street  
Burgaw, NC 28425  
Phone: (910) 259-0240

### **PERSON COUNTY**

203 North Main Street  
Suite 212  
Roxboro, NC 27573  
Phone: (336) 599-3109

### **PITT COUNTY**

3101 Bismarck Street

### **GREENVILLE, NC 27834**

Phone: (252) 355-9067  
Fax: (252) 355-9075  
Randolph County  
600 S. Fayetteville Street  
Asheboro, NC 27203  
Phone: (336) 625-5128

### **RICHMOND COUNTY**

115 West Franklin Street  
Rockingham, NC 28379  
Phone: (910) 997-9180

### **ROBESON COUNTY**

289 Corporation Drive Ste. B.  
Lumberton, NC 28358  
Phone: (910) 618-5500

### **ROCKINGHAM COUNTY**

8340 NC 87  
Reidsville, NC 27320  
Phone: (336) 634-5600

### **ROWAN COUNTY**

1904 South Main Street  
Salisbury, NC 28144  
Phone: (704) 639-7529

### **RUTHERFORD COUNTY**

233 Charlotte Rd.  
Rutherfordton, NC 28139  
Phone: (828) 286-3042

### **SAMPSON COUNTY**

115 North Boulevard  
Clinton, NC 28328  
Phone: (910) 592-5756

### **SCOTLAND COUNTY**

303 N. Main Street  
Laurinburg, NC 28352  
Phone: (910) 276-4260

### **STANLY COUNTY**

944 N. First Street  
Albemarle, NC 28001  
Phone: (704) 982-2183

### **SURRY COUNTY**

541 West Pine Street. Ste. 300  
Mount Airy, NC 27030  
Phone: (336) 786-4169

## SWAIN COUNTY

Federal Building, 50 Main St.  
Bryson City, NC 28713  
Phone: (828) 488-2149

## TRANSYLVANIA CNTY

Blue Ridge Comm Coll.  
45 Oak Park Drive  
Brevard, NC 28712  
Phone: (828) 883-2550

## UNION COUNTY

1125 Skyway Drive  
Monroe, NC 28110  
Phone: (704) 283-7541

## VANCE COUNTY

857 South Beckford Dr.  
Suite G.  
Henderson, NC 27536  
Phone: (252) 438-6129

## WAKE COUNTY

742-F East Chatham Street  
Cary, NC 27511  
Phone: (919) 469-1406

## WAKE COUNTY

1002 Dogwood Drive  
Zebulon, NC 27597  
Phone: (919) 404-3900

## WAKE COUNTY

1830-B Tillery Place  
Raleigh, NC 27604  
Phone: (919) 715-0111

## WAKE COUNTY

130 N. Judd Parkway, NE  
Fuquay-Varina, NC 27526  
Phone: (919) 557-1121

## WAKE COUNTY

350 E. Holding Avenue  
Wake Forest, NC 27587  
Phone: (919) 562-6300  
Fax: (919) 562-6315

## WAKE COUNTY

220 Swinburne Street  
Raleigh, NC 27610  
Phone: (919) 250-3770

## WARREN COUNTY

309 N. Main Street,  
Rm. 123  
Warrenton, NC 27589  
Phone: (252) 257-3230

## WATAUGA COUNTY

130 Poplar Grove Conn.  
Boone, NC 28607  
Phone: (828) 265-5385

## WAYNE COUNTY

2006 Wayne Memorial Dr.  
Goldsboro, NC 27534  
Phone: (919) 731-7950

## WILKES COUNTY

1320 West D. Street, Suite 2  
North Wilkesboro, NC 28659  
Phone: (336) 838-5165

## WILSON COUNTY

302 Tarboro Street West  
Wilson, NC 27893  
Phone: (252) 234-1129

## YADKINVILLE

236 N Lee Ave  
Yadkinville, NC 27055  
(336) 679-4079

## ZEBULON

1002 Dogwood Drive  
Zebulon, NC 27597  
(919) 404-3900

## YADKIN COUNTY

223 E. Main Street  
Yadkinville, NC 27055  
Phone: (336) 786-4169

## YANCEY COUNTY

1040-L E. US Hwy 19E  
Suite 2  
Burnsville, NC 28714  
Phone: (828) 682-6618



MY NEXT MOVE **★ FOR ★ VETERANS**

**Know what job you want to do?** Type in a job title, such as “carpenter” or a word or two describing a career like “computer programming” and view the knowledges, skills, abilities, and other characteristics of the career that interests you most. (See back page for an example career report for electricians.)

**Have an idea of what industry you want to work in?** Look at careers grouped by industry, such as retail, manufacturing, or education, and see if you find the career you want!



**Want to use your military training to find a civilian job?** Select your branch of military service. Enter the military code or title and find matching civilian careers.

**Four more ways to search careers:**  
**Bright Outlook** careers have lots of job openings now or will in the near future or are new and emerging.

**Interest Browse** lets you browse careers by six primary interest areas. Read a brief description of each interest and then explore related careers.

**Apprenticeship** programs are available for over 300 careers. Find information on these careers here.

**Job Prep** groups together careers that need the same level of experience, education, and training.

**Want to find a career based on your interests and education?** Answer some questions about what you like to do using the O\*NET Interest Profiler. You will get a list of careers matching your interests and education that you can explore.

My Next Move for Veterans ([www.mynextmove.org/vets](http://www.mynextmove.org/vets)) is a Web site created by the National Center for O\*NET Development for the U.S. Department of Labor, Employment and Training Administration for U.S. veterans who are current job seekers. The interactive tool helps vets learn about their career options. The site has tasks, skills, salary information, job listings, and more for over 900 different careers. Veterans can find careers through keyword search; by browsing industries that employ different types of workers; or by discovering civilian careers that are similar to their job in the military. Veterans can also take advantage of the O\*NET Interest Profiler, a tool that offers personalized career suggestions based on a person's interests and level of work experience.

The U.S. Department of Labor, through the Veterans' Employment and Training Service (VETS), provides assistance to all persons having claims under the Uniformed Services Employment and Reemployment Rights Act (USERRA), a federal law that protects the employment rights of military service members and veterans. VETS provides assistance to those persons experiencing service connected problems with their civilian employment and provides information about USERRA to employers. VETS also assists veterans who have questions regarding Veterans' Preference in federal hiring.

For more information and for assistance in determining whether your USERRA rights may have been violated, please visit:

<http://www.dol.gov/vets/programs/userra/index.htm>

You may also call the North Carolina field office for VETS at

**919-814-0250** to speak with agency representatives.



**GOODWILL  
VETERANS SERVICES**

Connecting veterans and  
military families with the  
work and support they need.



Connecting veterans and military families  
with the work and support they need.

## EMPLOYMENT RESOURCES

**Have you or a family member served at least one day in the military and are looking for a new job?**

Are you transitioning from the military or recently transitioned? Has it been years since you served, but are looking for your next career, and would like resources and assistance in obtaining and maintain your employment? If you answered yes to any of these questions, reach out to Goodwill's Veterans Services Program. You have served your country, now let us be of service to you.

Goodwill's Veterans Services Program is open to anyone that has served at least one day in the military, military spouses and adult children dependents residing with service member, active duty and reserve service members, with particular focus on female veterans and post-9/11 veterans.

**THROUGH OPERATION:** GoodJobs, we provide free, individualized services to assist veterans and military families' find meaningful employment and financial stability. This is accomplished through

a variety of methods, including: employment assistance services, career assessment, career planning and coaching, job search skill building, skills training, resume preparation, job interview readiness, placement support and more.

**OPERATION: GoodJobs (OGJ)** is a national partnership between Goodwill and the Walmart Foundation. The goal of OGJ 3.0 is to help improve the lives of 5,000 veterans and military family members in the U.S. through job training, connecting veterans and their households to certifications and credentials, placement and job retention services to veterans and businesses for 12-month retention after placement through holistic supportive services.

**For a complete schedule of locations and information session times, please visit:** [www.goodwillvetservices.org](http://www.goodwillvetservices.org)

**For more information, please contact:**  
[veteranservices@goodwillnwc.org](mailto:veteranservices@goodwillnwc.org)  
336-724-3625 ext 1212



1431 Elizabeth Ave.  
Charlotte, NC 28204  
(704) 376-1600



# YOUR RIGHTS UNDER USERRA THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

## REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ☆ you ensure that your employer receives advance written or verbal notice of your service;
- ☆ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ☆ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ☆ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

## RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- ☆ are a past or present member of the uniformed service;
- ☆ have applied for membership in the uniformed service; or
- ☆ are obligated to serve in the uniformed service;

then an employer may not deny you:

- ☆ initial employment;
- ☆ reemployment;
- ☆ retention in employment;
- ☆ promotion; or
- ☆ any benefit of employment

because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

## HEALTH INSURANCE PROTECTION

- ☆ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- ☆ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

## ENFORCEMENT

- ☆ The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.
- ☆ For assistance in filing a complaint, or for any other information on USERRA, contact VETS at **1-866-4-USA-DOL** or visit its **website at <http://www.dol.gov/vets>**. An interactive online USERRA Advisor can be viewed at **<http://www.dol.gov/elaws/userra.htm>**
- ☆ If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.
- ☆ You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.

The rights listed here may vary depending on the circumstances. The text of this notice was prepared by VETS, and may be viewed on the internet at this address: <http://www.dol.gov/vets/programs/userra/poster.htm>. Federal law requires employers to notify employees of their rights under USERRA, and employers may meet this requirement by displaying the text of this notice where they customarily place notices for employees.



**U.S. Department of Labor**  
**1-866-487-2365**

**U.S. Department of Justice Office of Special Counsel**

**1-800-336-4590**

Publication Date—October 2008



## HIRE Vets Medallion Award Program

The HIRE Vets Medallion Program will recognize job creators for their investments in recruiting, employing, and retaining our Nation's veterans.

The Awards Program will allow the Department of Labor's Veterans' Employment and Training Service (VETS) to accept applications, raise awareness of the HIRE Vets Medallion Program, and enable employers to successfully garner recognition when the Program officially launches in 2019.

Job creators of all sizes can review FAQs, demonstration project guidance and other information on-line at [www.hirevets.gov](http://www.hirevets.gov)

For more information, visit [www.dol.gov/vets/hirevets/](http://www.dol.gov/vets/hirevets/) or follow [@VETS\\_DOL](https://twitter.com/VETS_DOL), and join the conversation [#HireVets](https://twitter.com/HireVets).

You may also email [hirevets@dol.gov](mailto:hirevets@dol.gov), or call the U.S. Department of Labor at **919-814-0250**.



UNITED STATES DEPARTMENT OF LABOR

**NC STATE UNIVERSITY**

## Our State, Our Veterans!

Whether you're seeking to pursue a career in Agricultural Science, Aerospace Engineering or Leadership in the Public Sector, NC State's commitment and support to our military and veteran students has earned national recognition as a **Top-Ten Military Friendly School**.

Serving nearly **3,000** military connected students, NC State offers over **300** undergraduate, graduate and certificate programs.

- ▶ State-of-the-Art Military and Veterans Resource Center
- ▶ Priority course registration
- ▶ VIP Access to collaborative study spaces
- ▶ Military and Veteran Student College Liaisons
- ▶ 100% GI Bill Funding
- ▶ Top 100 Best Colleges for Veterans  
*U.S. News & World Report*
- ▶ #1 best value among North Carolina public universities  
*SmartAsset.com*
- ▶ #9 online MBA nationally  
*Princeton Review*

**Veterans' Education**  
[ncsu.edu/veterans](http://ncsu.edu/veterans)  
 919.515.3048

**Military and Veterans Resource Center**  
[mavrc.dasa.ncsu.edu](http://mavrc.dasa.ncsu.edu)  
 919.515.5636



# THE VETERAN'S FARM of NORTH CAROLINA INC

*Giving veterans a new mission and America new farmers*

The Veteran's Farm of NC, Inc. offers assistance, consultation, and education to veterans through hands-on experience. Come learn basic concepts in agriculture to develop your farm or learn specialized agriculture practices with our mentorship network.

Robert Elliott [252] 725-4875



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



[VetFarmofNC@gmail.com](mailto:VetFarmofNC@gmail.com)



[VetFarmofNC](https://www.facebook.com/VetFarmofNC)

- ★ Start Farming With Us!
- ★ Introduction To Agriculture Programs
- ★ Learn To Grow, Market And Sell Ag Products
- ★ Work With Other Veterans
- ★ Develop Your Own Business
- ★ Become Involved In Feeding Your Community
- ★ Join The NC Farmer Veteran Network
- ★ Market Your Products With Other Veterans

**LEARN TO GROW, MARKET, AND SELL AG PRODUCTS SUCCESSFULLY!**



# ENTREPRENEURSHIP

## CONTACT

844.NC4.VETS

844.624.8387

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# ENTREPRENEURSHIP RESOURCES



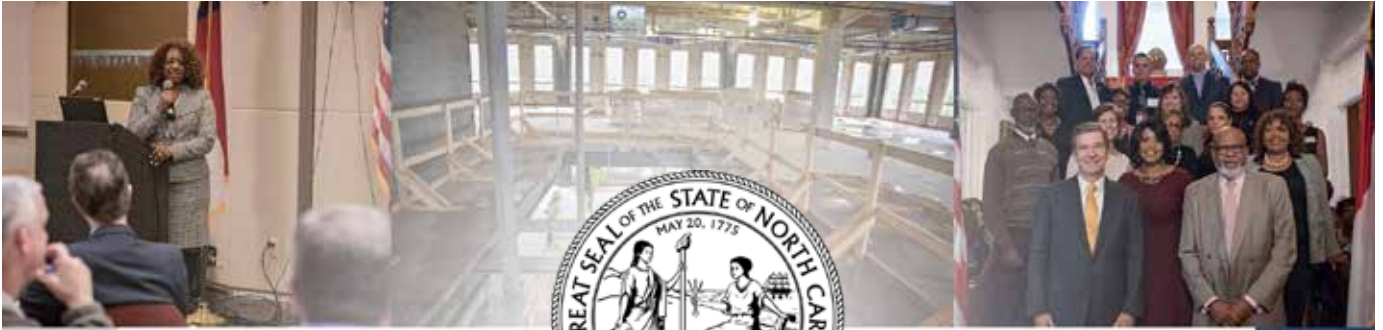
As a veteran, you have the opportunity to explore the next chapter of your career.

You can decide what you want to do and which path you will take to achieve your goals.

Broadly speaking, there are two options:

**1)** Seek employment from an existing company or **2)** Become an entrepreneur and start a business. As a veteran, you possess the leadership skills and other highly valued traits to become a successful entrepreneur. The choice is yours.

Whether you retired or just separated from military service – or are a military spouse/ family member – the resources that follow are provided to equip you with a wide range of information about starting and growing a business. The majority of these services are available to you at NO COST. Understand the journey of entrepreneurship and seek assistance from qualified organizations.



## Historically Underutilized Businesses

Department of Administration

The State of NC has a 10% goal of utilization with certified Historically Underutilized Businesses (HUBs) on construction projects and in the procurement of goods and services. The goal applies to state agencies, public universities, community colleges, school systems and local governments.

Veteran-owned businesses are encouraged to become certified HUBs through the Office for Historically Underutilized Businesses. Companies eligible for HUB certification are those that are 51% or more owned and managed on a daily basis by individuals who are Black, Hispanic, Asian American, American Indian, Female, Disabled (service related disabilities apply) or Socially and Economically Disadvantaged.

The HUB Office's mission is to promote economic opportunities for historically underutilized businesses in state government contracting and procurement that will foster their growth and profitability. Certified HUBs are part of a publicly searchable database on the HUB Office website that is utilized by private industry and public agencies to meet HUB goals and solicit for opportunities. HUB vendors can sign up to receive e-mail notifications about upcoming bid opportunities through the NC Interactive Purchasing System. Events and bid requests can also be seen on the HUB Office's Bid Opportunities page.

To learn more about HUB Certification

go to: [ncadmin.nc.gov/businesses/hub/hub-certification](https://ncadmin.nc.gov/businesses/hub/hub-certification)



# Roadmap ENTREPRENEURIAL SUCCESS

## 1 KNOW YOURSELF Is this journey for you?

Participate in programs designed to highlight the basics of business ownership – help yourself discover whether or not entrepreneurship is right for you. Examples include:

- SBA Boots To Business
- The VET To CEO Program
- NC Small Business Center Programs

Also consider programs that identify opportunities in Farming, Agribusiness or owning a Franchise.

**NOTE:** If entrepreneurship is NOT for you, you can seek assistance from NC4Vets, NC4ME or NCServes.

## 2 KNOW YOUR BUSINESS How will you operate?

Take the necessary steps to properly establish your business. Choose a business name. Determine which business structure is right for you. Register your business with the appropriate agency. Obtain your EIN (if necessary), apply for any required business licenses, register to pay the appropriate taxes.

Some resources to start-up or grow your business include:

- The Small Business Administration
- System Award Management (SAM)
- Business Link NC (EDPNC)
- NC Secretary of State
- Small Business Technology Development Center (SBTDC)

You may also consider employing an attorney, bookkeeper, or CPA. Explore traditional and nontraditional funding options.

## 3 KNOW YOUR OPPORTUNITIES Who are your potential customers?

Understand who your customers are and the opportunities available. What supply chain are you entering? Are you looking to sell to government agencies, corporations, B2B, or B2C? How do you find and market to them? Once you know, select your path to connect:

### FEDERAL GOVERNMENT

- Federal Bus. Opportunities (FEDBIZOPS)
- NC Military Business Center (NCMBC)
- NC Procurement Technical Assistance Center (NCPTAC)

### STATE /LOCAL GOVERNMENT

- NC Dept. of Purchase & Contract
- Local government websites

### CORPORATE AMERICA

- Corporate websites







## HAVE ANY QUESTIONS? NEED HELP?

The mission of NC Vet Biz is to **SUPPORT, EDUCATE, and CONNECT** all veterans in commerce with resources to become successful in business. We work closely with Resource Partners at all levels (National, Federal, State/Local, Non Profit and Corporate America) to connect you with the free resources available to assist your business.

Feel free to contact us for more information at [info@ncvetbiz.org](mailto:info@ncvetbiz.org)



## 4 KNOW YOUR CERTIFICATIONS

What can help you win business?

Pursue certifications relevant to where you are seeking to do business. Obtaining a certification demonstrates that you own, operate and control your business.

Certifying organizations may or may not charge a fee, however, there should be NO FEE to obtain assistance in completing your certification application.

### FEDERAL GOVERNMENT

#### Small Business Administration

- WOSB, SDB, HUBZONE, 8(a)

#### Dept. of Veterans Affairs, CVE

- VOSB, SDVOSB

#### Department of Transportation

- DBE, SB

### STATE OF NORTH CAROLINA

#### Dept. of Admin. HUB Office

- HUB

#### Dept. of Transportation

- DBE, SB

### CORPORATE

NVBDC: VOB, SDVOB

NMSDC: MBE

WBENC: WBE



## 5 KNOW YOUR NETWORK

Who are the people that can help you?

Look for teaming, partnering, and mentoring relationships. Consider joining Business Associations, Networking Groups, and Chambers of Commerce. Signup for free business newsletters and business training sessions. Look to serve on a program committee or on a board to develop relationships. Remember, people do business with people they know!



### FOR VETERAN OWNED BUSINESS START-UPS

**As a veteran you have the opportunity to explore the next chapter of your career.**

You can decide what you want to do and which path you will take to achieve your goals. Broadly speaking, there are two options: (1) seek employment from an existing company or (2) become an entrepreneur and start a business. As a veteran, you possess the leadership skills and other highly valued traits to become a successful entrepreneur. The choice is yours.

Whether you retired or just separated from military service - or are a military spouse/family member - the resources that follow are provided to equip you with a wide range of information about starting and growing a business. The majority of these services are available to you at NO COST. Understand the journey of entrepreneurship and seek assistance from qualified organizations.

#### GOVERNMENT AND NONPROFIT RESOURCES

■ **US Small Business Administration (SBA)** – The US SBA is a federal agency focused on small business programs and opportunities to do business with the US government. The SBA provides on-line, on-demand resources for start-ups and existing businesses. These resources include checklists; on-line, on-demand videos; resource lists; information on government contracting, set-aside programs, and funding options. The SBA also conducts programs throughout NC such as Boots to Business and Boots to Business: Reboot.  
WEBSITE: [WWW.SBA.GOV/STARTING-BUSINESS/HOW-START-BUSINESS/BUSINESS-TYPES/VETERAN-OWNED-BUSINESSES](http://WWW.SBA.GOV/STARTING-BUSINESS/HOW-START-BUSINESS/BUSINESS-TYPES/VETERAN-OWNED-BUSINESSES)

■ **Business Link North Carolina (BLNC)** – BLNC works in partnership with the NC Department of Commerce and provides free services to help Veterans and anyone with starting a small business. They offer consultation on a wide range of topics to include what rules/regulations are required by the state to be compliant.  
PHONE: 800-228-8443 / WEBSITE: [WWW.BLNC.GOV](http://WWW.BLNC.GOV)

■ **Veteran Business Outreach Center (VBOC)** – The VBOC, a program of the US SBA, provides entrepreneurial development services like training, counseling and mentoring for eligible veterans who own or want to start a small business. The regional VBOC is located at Fayetteville State University and provides services to veterans in North Carolina, South Carolina and Kentucky.  
PHONE: 910-672-2683 / WEBSITE: [WWW.FSUVBOC.COM](http://WWW.FSUVBOC.COM)

■ **Small Business Center Network (SBC)** – Every community college in North Carolina has a SBC. Veterans are able to access any of the SBC workshops or work with a counselor in their area.  
WEBSITE: [WWW.SBCNC.NET](http://WWW.SBCNC.NET)

■ **Wake Tech Community College** – Veterans Entrepreneurial Advantage Program. Wake Tech has programs for military members and veterans. They have a Center for Entrepreneurship with special training for veterans that want to start or grow their business.  
WEBSITE: [WWW.WAKETECH.EDU/STUDENT-SERVICES/MILITARY-AND-VETERAN-PROGRAMS/VETERANS-SERVICES](http://WWW.WAKETECH.EDU/STUDENT-SERVICES/MILITARY-AND-VETERAN-PROGRAMS/VETERANS-SERVICES)

■ **VetToCEO** – A nonprofit organization offering a free online educational program on entrepreneurship. The program is tailored for active military members and for veterans.  
WEBSITE: [WWW.VETTOCEO.ORG](http://WWW.VETTOCEO.ORG)

■ **Bunker Labs RDU** – A nonprofit organization offering educational programs for aspiring entrepreneurs and provide assistance to existing veteran-owned tech startups.  
WEBSITE: [WWW.BUNKERLABSRDU.ORG](http://WWW.BUNKERLABSRDU.ORG)

■ **Entrepreneurship Bootcamp for Veterans with Disabilities (EBVD-IVMF)** – A program designed for veterans to leverage the skills, resources, and infrastructure of higher education to offer cutting-edge, experiential training in entrepreneurship and small business management. Program is focused on post-9/11 veterans with service-connected disabilities and a passion for entrepreneurship.  
WEBSITE: [EBV.VETS.SYR.EDU](http://EBV.VETS.SYR.EDU)

- **US Department of Agriculture (USDA) Small Farm Business and Funding Startups** – The USDA has a program to encourage the startup of sustainable small farms and ranches. The program includes information on farming as a business, how to start a farm, grants and loan programs, business plans, and management.

WEBSITE: [WWW.NAL.USDA.GOV/AFSIC/SMALL-FARM-FUNDING-AND-BUSINESS](http://WWW.NAL.USDA.GOV/AFSIC/SMALL-FARM-FUNDING-AND-BUSINESS)

- **NC State University (NCSU)** – The Agriculture Institute and The NC Farm School. These programs operate at NCSU, in partnership with NC A&T University, to encourage and equip the startup and growth of sustainable small farms and ranches. Program includes information on farming as a business, how to start a farm, grants and loan programs, business plans, and management.

WEBSITE: [HARVEST.CALS.NCSU.EDU/AGRICULTURAL-INSTITUTE](http://HARVEST.CALS.NCSU.EDU/AGRICULTURAL-INSTITUTE)

## REGISTERING YOUR BUSINESS

### Business Structures

In North Carolina, there is one of two ways to register a business:

- **NC Secretary of State** – Visit this website for the forms to start a LLC, Corporation or a Nonprofit.

PHONE: 919-807-2225 / WEBSITE: [WWW.SOSNC.GOV](http://WWW.SOSNC.GOV)

- **County Register of Deeds** – If you are interested in owning a business name in only your county, then visit the NC Registers of Deeds web site. Enter your county name for forms, address and phone number.

WEBSITE: [WWW.NCARD.US/ERECORDING-COUNTIES](http://WWW.NCARD.US/ERECORDING-COUNTIES)

## FOR ESTABLISHED VETERAN OWNED BUSINESSES

In addition to the resources listed above, established businesses can utilize the following resources to grow and seek procurement opportunities.

## GOVERNMENT AND NON-PROFIT RESOURCES

- **The North Carolina Military Business Center (NCMBC)** – The NCMBC is a business development entity of the NC Community College System, headquartered at Fayetteville Technical Community College (FTCC). The NCMBC connects NC firms to current government contracting opportunities with

a team of business development specialists across the state and electronically with [www.MatchForce.org](http://www.MatchForce.org). Administered by the NCMBC, MatchForce is the State's official, free web portal for federal contracting. The portal connects NC businesses with all federal opportunities, including local opportunities at bases in the state. NC businesses register on the portal, receive automatic matches to federal prime opportunities and to subcontracting opportunities posted by other registered businesses, and post job opportunities for FREE that match job skills posted by registered individuals.

WEBSITE: [WWW.NCMBC.US](http://WWW.NCMBC.US)



**NORTH CAROLINA MILITARY BUSINESS CENTER**  
[www.ncmbc.us](http://www.ncmbc.us)



**NC VETERAN'S BUSINESS ASSOCIATION**  
[www.ncvetbiz.org](http://www.ncvetbiz.org)

## ▶ ENTREPRENEURSHIP

■ **Small Business Technology Development Center (SBTDC)** – North Carolina operates 10 regional service centers and 15 total offices across the state. The SBTDC focus is on businesses that have been established for a few years and who need strategic assistance to continue growing. The North Carolina Procurement Technical Assistance Center (PTAC) is a service provided by the SBTDC. The PTAC provides specialized and professional technical assistance to businesses seeking to pursue and successfully perform under contracting and subcontracting opportunities with the DoD, other federal agencies, and/or state and local governments. The SBTDC also provides assistance in: International Business Development/Exporting (IBD); Market Research; Access to Private Equity: Private Equity Initiatives; Strategy & Growth Services for Mid-Sized Businesses; Technology Development & Commercialization.

WEBSITE: [WWW.SBTDC.ORG](http://WWW.SBTDC.ORG)

■ **North Carolina Rural Center** – The Rural Center provides programs for entrepreneurship in rural counties in North Carolina. They also provide lending options for new or expanding businesses in the state.

WEBSITE: [WWW.NCRURALCENTER.ORG/PROGRAMS/BUSINESS-LENDING](http://WWW.NCRURALCENTER.ORG/PROGRAMS/BUSINESS-LENDING)

■ **NC Veteran Business Association (NC VetBiz)** – A state wide nonprofit with the mission to **Support, Educate** and **Connect** all veterans in commerce in North Carolina with resources to become successful in business. NC VetBiz works to develop a strong network of veteran professionals and veteran owned businesses in order to leverage our collective and achieve mutually beneficial outcomes for the veteran owned business community and North Carolina. WEBSITE: [WWW.NCVETBIZ.ORG](http://WWW.NCVETBIZ.ORG)

■ **North Carolina Defense Business Association (NCDBA)** – A nonprofit that provides information, connections and networking opportunities to members to build relationships and promote defense related business within the state of North Carolina. WEBSITE: [WWW.NCDBA.COM](http://WWW.NCDBA.COM)

## FUNDING SOURCES

Funding to start or grow a small business is very challenging. In the current economy, traditional lending institutions can be considered, however they are usually not a viable option to fund a business start-up. The following resources identify several methods to research – both traditional and nontraditional (grants, foundations etc.).

## NC WOMEN-OWNED BUSINESS, CERTIFIED WOMAN-OWNED BUSINESS:

The experts in becoming a Certified Woman-Owned Business or any minority-owned business. They can assist with the paperwork, process, and filing.

### ASHEVILLE

Division of Carolinas Small Business Development Fund  
(Formerly The Support Center)

Western Women Business Center (WWBC)

Sharon Oxendine – Director

PHONE: 828-633-5065

EMAIL: [SOXENDINE@THESUPPORTCENTER-NC.ORG](mailto:SOXENDINE@THESUPPORTCENTER-NC.ORG)

### CHARLOTTE

Division of The Institute, formerly the Minority Economic Development Institute

Women's Business Center (WBC)

Natalie Williams – Executive Director

PHONE: (704)509-5884

EMAIL: [nwilliams@theinstitutenc.org](mailto:nwilliams@theinstitutenc.org)

WEBSITE: [www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-charlotte](http://www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-charlotte)

### RALEIGH/DURHAM

Division of The Institute

North Carolina Women's Business Center (WBC)

Briles Johnson, Exec Director or Melissa Terrell – Assistant Director

PHONE: 919-956-8889

EMAIL: [bjohnson@theinstitutenc.org](mailto:bjohnson@theinstitutenc.org)

WEBSITE: <http://www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-north-carolina>

### FAYETTEVILLE

NC Center for Economic Empowerment & Development (NC CEED)

Women's Business Center (WBC)

Lexi Hasapis

PHONE: 910.323.3377 ext. 30

EMAIL: [Lhasapis@ncceed.org](mailto:Lhasapis@ncceed.org)

Website: <http://www.wbcfay.org>

## FEDERAL/STATE & LOCAL GOVERNMENT

- **US SBA Loan Programs** - There are a variety of government-backed loan programs for Small Businesses.

WEBSITE: [HTTPS://WWW.SBA.GOV/LOANS-GRANTS/SEE-WHAT-SBA-OFFERS/SBA-LOAN-PROGRAMS](https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs)

- **Small Business Innovation Startups** – The US government sets aside a portion of its annual budget to fund innovative research conducted by small businesses. These research grants and contracts are awarded through a proposal process conducted by various branches of the government.

WEBSITE: [WWW.SBIR.GOV](http://WWW.SBIR.GOV)

- **Made in NC** – A one stop resource of all local, North Carolina entities who provide grants, foundations, and venture capital funds.

WEBSITE: [WWW.MADEINNORTHCAROLINA.COM/MINNC-BUS\\_GRANTS-FOUNDATIONS.HTML](http://WWW.MADEINNORTHCAROLINA.COM/MINNC-BUS_GRANTS-FOUNDATIONS.HTML)

- **NC Community Resource Information System (CRIS)** – A state-administered grant programs site that lists funds available and disbursed to non-state entities.

WEBSITE: [WWW.DATA.OSBM.STATE.NC.US/CRIS/CRIS\\_NEW.HTML](http://WWW.DATA.OSBM.STATE.NC.US/CRIS/CRIS_NEW.HTML)

## ALTERNATIVE LENDING INSTITUTIONS

- **Carolina Small Business Development Fund (CSBDF)** – A statewide nonprofit and Community Development Financial Institution. They provide small-business loans and financial training to new and existing small businesses. They have 3 office locations in NC.

PHONE: MAIN-RALEIGH, 919-803-1437

WEBSITE: [WWW.CAROLINASMALLBUSINESS.ORG](http://WWW.CAROLINASMALLBUSINESS.ORG)

- **Business Expansion Funding Corp (BEFCOR)** – A Charlotte-based 504 lender that helps businesses throughout the area to secure and manage their 504 loans. BEFCOR also has staff located in the triangle region of the state. BEFCOR has well-established relationships with area lenders and continually works to improve existing and build new ties to reputable financial sources.

PHONE: 919-803-1437 / WEBSITE: [WWW.BEFCOR.COM](http://WWW.BEFCOR.COM)



**Carolina  
Small Business**  
DEVELOPMENT FUND

## Funding small business dreams across North Carolina.

Carolina Small Business Development Fund (CSBDF) is a statewide nonprofit and Community Development Financial Institution that provides small business loans and financial training to start-ups and existing businesses and lending services to community-based organizations.

We offer a variety of loan products, including special financing options for Veteran-owned and Service Disabled Veteran-owned businesses.

**Apply for a loan with us!**

visit [carolinasmallbusiness.org](http://carolinasmallbusiness.org) or call at 919.803.1437

- **Self-Help Credit Union** – The Self-Help Credit Union is a financial institution focused more about the character of a person than status. Offices all over the state.

PHONE: (800) 476-7428 / WEBSITE: WWW.SELF-HELP.ORG

## CERTIFICATIONS

Certifications are a tool for business owners to basically demonstrate that they own, operate and control their own business. There are several types of certifications available (federal/state & local/corporate) and business owners should pursue the type of certification that will support their business goals.

## GOVERNMENT (FEDERAL/STATE & LOCAL)

- **US Government Contracting for Small Businesses (SBA)** Small businesses may qualify to be certified under various categories and gain a competitive advantage in being considered for government contracting opportunities. These “set aside” programs include several categories including woman-owned, veteran-owned, service-disabled-veteran-owned, minority-owned, economically disadvantaged 8(a), and historically underutilized business zones (HUB zones).

WEBSITE: WWW.SBA.GOV/CONTRACTING/GOVERNMENT-CONTRACTING-PROGRAMS

- **Department of Veterans Affairs – Center for Verification and Evaluation (CVE)** – Veterans can apply to get their businesses verified through the Vets First Verification Program. Verification is required to participate in the Veterans First Contracting Program for VA set-asides and sole-source contracts for SDVOSBs and VOSBs.

WEBSITE: WWW.VA.GOV/OSDBU/VERIFICATION/INDEX.ASP

- **NC Dept. of Administration – Office for Historically Underutilized Businesses (HUB Office)** – A statewide certification program -where if the business qualifies - one can be listed in a database of vendors for procurement opportunities with the State of North Carolina.

WEBSITE: WWW.DOA.NC.GOV/HUB/DEFAULT.ASPX

- **NC Dept. of Transportation (NCDOT)** – Businesses can apply to obtain certification as a 1) Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE) which enables access to procurement opportunities with the NCDOT. WEBSITE: WWW.CONNECT.NCDOT.GOV/BUSINESS/PAGES/DEFAULT.ASPX

## CORPORATE

The following certifications are recognized and accepted by most corporations.

- **National Veteran Business Development Council (NVBDC)** – A national nonprofit providing third-party certification and access to corporate procurement opportunities for veterans-owned and service-disabled owned businesses (small and large businesses). Fee based services.

WEBSITE: WWW.NVBDC.ORG

- **National Minority Supplier Development Council (NMSDC)** – A national nonprofit providing third-party certification and access to corporate procurement opportunities for minority business enterprises (MBEs). The regional council is the Carolinas Virginia Minority Supplier Development Council (CVMSDC). Fee based services.

WEBSITE: WWW.CVMSDC.ORG

- **Women’s Business Enterprise National Council (WBENC)** – A national nonprofit providing third-party certification and access to corporate procurement opportunities for women business enterprises (WBEs). The regional partner organization in North Carolina is the Greater Women’s Business Council (GWBC). Fee based services. WEBSITE: WWW.GWBC.BIZ

**NOTE:** North Carolina has four centers focused on assisting women owned businesses. They can assist with paperwork, process, and filing for certification as a woman-owned business, as well as other business services.

**ASHEVILLE** – Western Women Business Center (WWBC)

**CHARLOTTE** – Women’s Business Center (WBC)

**RALEIGH/DURHAM** – Women’s Business Center of NC (WBCNC)

**FAYETTEVILLE** – Women’s Business Center (WBC)

## ADDITIONAL RESOURCE FOR BUSINESS OWNERS SEEKING TO HIRE VETERANS.

- **Apprenticeship Programs** – Businesses can develop an apprenticeship program where veterans and civilians can earn money while learning a new skill. Participants must be employed by the company that establishes an apprenticeship program.

WEBSITE: WWW.NCCOMMERCE.COM/WORKFORCE/JOB-SEEKERS/APPRENTICESHIPS

16 Chapters across North Carolina engaged in activities for those who served, are serving and will serve in the future.



[www.moaa-nc.org](http://www.moaa-nc.org)



Advocating for a strong defense, military personnel matters and especially proposed legislation affecting the career force, the retired community and veterans of the uniformed services.



A sampling of our service to NC Veterans, their families, and transitioning personnel:

Fisher Houses  
Warrior Units  
Wounded Warrior Services  
Transition Services  
Parades/Ceremonies  
JROTC Scholarships

State Veterans Homes  
Community College Veterans Councils  
We Honor Veterans - Hospice Caregiving  
Veterans Restoration Quarters  
USO Centers/Honor Support Teams

Habitat Veterans Build  
Veterans Stand Downs  
Charlotte Bridge Home  
Operation At Ease  
Toys for Tots

**NEVER STOP SERVING**

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

910-616-3487

## North Carolina Military Business Center

Serving North Carolina Statewide



### CONNECTING BUSINESSES, MILITARY & VETERANS. GROWING OUR ECONOMY.



The North Carolina Military Business Center provides a variety of services that help North Carolina companies compete for and win federal contracts

- One-on-one assistance with contract opportunities
- Federal prime, subcontractor & teaming opportunities
- Industry-specific tools to help companies compete & win
- MatchForce.org and NCMBBC staff connect NC businesses to government contracts & subcontracting opportunities
- Connect NC businesses with transitioning personnel and veteran offices for veteran hiring

**ncmbc**  
CONNECTING BUSINESS AND MILITARY  
[www.ncmbc.us](http://www.ncmbc.us)

## ▶ ENTREPRENEURSHIP



Mustardseed Veteran Funding is the premier online portal for Veterans & spouses applying for SBA loans. We specialize in assisting veterans/spouses with their SBA loan proposal which we then present to our lending partners resulting in an expedited process in securing your loan.

### How we serve you:

- Complete loan package preparation online
- Serve as a catalyst between the veteran/spouse & bank
- One-on-one guidance from our staff
- Dedicated rep to assist you from start to funding
- Personal relationships with our banking partners

*Mustardseed Veteran Funding is veteran owned & operated*

*Contact us today to begin the process of achieving your American Dream of business ownership.*

910-465-2331  
803-G South College Road  
Wilmington, NC 28403  
[www.mustardseedveteranfunding.com](http://www.mustardseedveteranfunding.com)  
[mustardseedveteranfunding@gmail.com](mailto:mustardseedveteranfunding@gmail.com)



# DMVA

N.C. Department of  
Military and Veterans Affairs

[www.milvets.nc.gov](http://www.milvets.nc.gov)

[www.NC4VETS.com](http://www.NC4VETS.com)

844.NC4.VETS

(844.624.8387)





*Building the Defense and Homeland Security industry clusters at military installations in North Carolina*

## ADVOCACY

### TOGETHER WE STRIVE

The North Carolina Defense Business Association (NCDBA) provides connections and networking opportunities to members to build relationships and promote defense related business within the State



of North Carolina. NCDBA is comprised of members interested in military contracting, government affairs and supporting the military installations in the state. We care about existing industries in North Carolina and work to advocate for expansion within the state. Our goal at NCDBA is to bring businesses together and help them grow economically by promoting their company's capabilities and providing opportunities to meet potential future teammates. By joining NCDBA, you can find advocates to help you grow contacts and build relationships with members across the state to gain marketing exposure.

## CONNECTIONS

### TOGETHER WE DEFEND

NCDBA is the only trade association in the state dedicated to preserving the defense trade. Members engage with lawmakers in North Carolina as well as Washington D.C. to keep current contracts and bring future contracts to the state. Members also have the opportunity to build a cluster with a prime to work together on acquiring and fulfilling government contracts. NCDBA is a private trade group with no state or federal funding. This means that there are no government mandates on what we do, meaning we can empower members in ways government-funded groups cannot. With multiple forums where members can come together and collaborate on current issues within the defense



government mandates on what we do, meaning we can empower members in ways government-funded groups cannot. With multiple forums where members can come together and collaborate on current issues within the defense

Industry, valuable feedback and new techniques can be shared. Members can be involved with advocacy for the growth of the defense industry in North Carolina with the association and its members by joining committees.

## OPPORTUNITIES

### TOGETHER WE GROW

Through committees, forums, outreaches and roundtables, members can take part in small groups to learn from guest speakers who discuss topics pertinent to defense contractors and encourage continued growth in North Carolina. NCDBA also provides workshops for members to participate in, business-to-business breakfast meetings and other networking opportunities throughout



the year. Meetings held provide valuable opportunities for education, sharing trade tips and connecting with city and council leaders across the state. We provide information about our growing military installations and their at-home needs and mission requirements across the world. North Carolina has a viable economic opportunity to bring more governmental contracts to North Carolina. The focus of NCDBA is to provide the information and networking opportunities to enhance the

contracting capabilities needed to benefit from this economic opportunity. NCDBA gives members the opportunity to grow contacts and build relationships across the state. We have members throughout the state, including Greensboro, Wilmington, Cary, Raleigh, Sanford, Fayetteville, Southern Pines, Pinehurst, Durham, Charlotte, Jacksonville and more. Committees, forums, outreaches and roundtables allow opportunities for NCDBA members to become engaged in the community and provide information, feedback and input. We also allow non-members to participate in two meetings per year.



### NCDBA at a Glance

- 215 active member companies
- Over 80,000 employees, families impacted
- Over 350 member representatives
- 15 congressional representatives with strong ties to NCDBA and the defense industry in NC
- Over 100 events throughout each year

NCDBA  
 Executive Director, Tammy Everett  
[teverett@ncdba.com](mailto:teverett@ncdba.com)  
 Operations Manager, Chip Lilley  
[clilley@ncdba.com](mailto:clilley@ncdba.com)  
[www.ncdba.com](http://www.ncdba.com)



**Recognizing Veteran Service. Empowering Business Success.**

NC VetBiz works throughout our state to empower veteran business owners to be successful.

**OUR MISSION**

*To support, educate, and connect all veterans in commerce*

**SUPPORT**

We support our membership through the recognition of veteran service, and we work to empower business success by advocating on key issues that affect veteran-owned businesses in North Carolina.

**EDUCATE**

We provide educational opportunities focused on relevant information for business owners: marketing, finance, business growth and development, certification, methods for accessing capital, etc.

**CONNECT**

We connect veteran-owned businesses and professionals with each other—inspiring mentoring and collaboration. We also connect our members to key contacts in corporate America, as well as state and local government.

Pictured Left to Right: Networking Event; NC VetBiz Board Members; Assistant Secretary of NCDMVA Jim Prosser- 2018 SBA NC Veteran Business Advocate of the Year.



To learn more,

visit [www.NCVETBIZ.org](http://www.NCVETBIZ.org)



The quickest way to navigate the claims process is to work with an Accredited Veteran Service Officer – whose services are FREE. Paying for services WILL NOT expedite the process.

# VA BENEFITS

## CONTACT

844.NC4.VETS

844 624 8387

60	Filing Disability Claims
62	Disability Compensation Rates
63	Dependency & Indemnity Compensation
64	Presumptive Health Conditions
65	Death Pension
66	Compensation & Pension
69	Service Connected Disabled Veterans
72	State Veterans Cemeteries
78	Burial & Cemetery Benefits

# HOW TO FILE A DISABILITY CLAIM

1

## FILE A CLAIM

North Carolina Division of Veteran Affairs Service Officers (VSO) and local County Veteran Service Officers (CVSO) provide free VA disability claim assistance. Veterans can also receive free assistance through other Veteran Service Organizations such as: Vietnam Veterans of America, Veterans of Foreign Wars, Disabled American Veterans, etc. Veterans can also file a claim on line through eBenefits, a joint VA/DoD web portal that provides resources and self-service capabilities (see page 53).

2

## SUBMIT EVIDENCE

Veterans must provide evidence of a current disability to support a claim. Submitting evidence concurrently with a claim will help expedite the process. A veteran's disability evaluation is based on evidence so It's essential that the evidence submitted is relevant, accurate, and complete. Service Officers can assist with obtaining evidence to support a claim.

3

## VA EXAMINATION

The VA may request an examination depending on the veteran's claim and treatment history. If required, Veterans will be scheduled for an exam. After the exam, a report is sent to the VA Rating Authority and is used, along with the additional evidence of record, to make the determination. Attending the exam, if scheduled, is crucial to the claim outcome.

4

## VA DECISION

The VA considers all evidence of record and decides whether to grant or deny the benefit. The Veteran is notified by mail. The notification includes an explanation of the basis for approval or denial, list of evidence reviewed, and available recourse, if they disagree with the decision. Veteran disability awards are defined and set based on federal law.

**TIP:** Ask your private doctor to include your VA file number on all records they submit.



## CHECKLIST TO FILE CLAIM

- Bring a copy of your DD 214 and evidence that supports your claim.  
Never assume the VA has the necessary information on file.
- Be sure your VA file number is included on every page of your correspondence and documentation.  
Respond quickly and completely to the VA's request for further information.
- Keep all scheduled medical appointments.
- Notify the VA immediately if your address or phone number changes. Online through eBenefits, or by phone 1-800-827-1000.
- Know your service dates and Social Security number. If you are a spouse of a deceased veteran, you should know this information, along with any previous marital status of your veteran.
- Be prepared to provide a voided check or Banking Account and Routing Numbers to setup direct deposit for any VA payment.



## OPTIONS FOR DENIED CLAIMS OR IF YOU DISAGREE WITH A DECISION

If the VA denies your claim you may appeal the decision. You may also appeal if your claim was approved, but you disagree with any part of the rating. An appeal involves many steps, some of which are optional, some that are required. The appeals process has strict time limits that include:

- Notice of Disagreement (NOD)
- Statement of Case (SOC)
- Hearing (Optional)
- Formal Appeal (Form 9)
- Board of Veterans Appeals (BVA)
- U.S. Court of Appeals for Veterans Claims (CAVC)

Unfortunately, this process can take years to come to a final decision, but once a decision has been made, you will be notified by mail.

**NOTE:** Before you file an appeal, consider obtaining new & material evidence and request your denied claim be reconsidered. This can save time and effort. Talk to your local Veterans Service Officer before you file an appeal.

## VETERANS CLAIMS & ADVOCACY FOR VETERANS, THEIR SURVIVORS AND DEPENDENTS

The Federal VA benefit system actually is a legal system. In order to qualify for benefits, veterans must file a claim against the United States proving they are eligible for these benefits through the submission of legal, military and medical evidence.

NCDMVA employs federally accredited and state certified Veterans Service Officers (VSOs) who are subject matter experts in Federal VA law (Chapter 38 United States Code and Chapter 38 Code of Federal Regulations) and are allowed to practice by taking Power of Attorney for veterans seeking benefits. These VSOs represent veterans, their dependents and survivors before the Federal VA in their claims and appeals.

With its County Veteran Service Officer and National Service Officer partners, NCDVA provides claims and counseling advocacy and representation to North Carolina's 800,000 veterans.

## ▶ SIGN UP for eBenefits @ eBenefits.VA.GOV

In 2013, NC Veterans completed 68,895 claims, an increase of 38% from 2013. Currently, NCDMVA holds Power of Attorney for nearly 150,000 North Carolina Veterans.

In addition to claims work, VSOs regularly help veterans and their families learn about other benefits that they may be eligible for. VSOs are knowledgeable about the many resources available within the state and can usually assist in finding help and solutions to issues that you may be facing.

### GULF WAR REGISTRY HEALTH EXAM FOR VETERANS

VA's Gulf War Registry Health Exam alerts Veterans to possible long-term health problems that may be related to environmental exposures during their military service. The registry data helps VA understand and respond to these health problems more effectively.

This comprehensive health exam includes an exposure and medical history, laboratory tests, and a physical exam. A VA health professional will discuss the results face-to-face with the Veteran and in a follow-up letter.

#### Important points about registry health exams

- Free to eligible Veterans and no co-payment
- Not a disability compensation exam or required for VA benefits
- Enrollment in VA's health care system not necessary
- Based on recollection of service, not on their military records
- Veterans can receive additional registry exams, if new problems develop
- Veterans' family members are not eligible for registry exams

#### Eligibility for Gulf War Registry Health Exam

Veterans who served in the Gulf during Operation Desert Shield, Operation Desert Storm, Operation Iraqi Freedom, or Operation New Dawn are eligible for the Gulf War Registry exam.

You do not need to be enrolled in VA health care to take part.

### AGENT ORANGE REGISTRY HEALTH EXAM FOR VETERANS

VA's Agent Orange Registry health exam alerts Veterans to possible long-term health problems that may be related to Agent Orange exposure during their military service. The registry data helps VA understand and respond to these health problems more effectively.

This comprehensive health exam includes an exposure history, medical history, physical exam, and any tests if needed. A VA health professional will discuss the results face-to-face with the Veteran and in a follow-up letter.

Contact your local VA Environmental Health Coordinator about getting an Agent Orange Registry health exam.

### ENVIRONMENTAL HEALTH COORDINATORS

#### SHEVILLE VAMC

1100 Tunnel Road  
Asheville, NC 28805  
828-298-7911 Ext. 4343

#### FAYETTEVILLE VAMC

2300 Ramsey Street  
Fayetteville, NC 28301  
910-488-2120 Ext. 7585

#### DURHAM VAMC

508 Fulton Street  
Durham, NC 27705  
919-286-0411 Ext. 6006/4288

#### SALISBURY VAMC

1601 Brenner Ave.  
Salisbury, NC 28144  
704-638-9000 Ext. 12566

### 2018 VA DISABILITY COMPENSATION RATES FOR VETERANS

10%	\$136.24
20%	\$269.30
30%	\$417.15
40%	\$600.90
50%	\$855.41
60%	\$1,083.52
70%	\$1,365.48
80%	\$1,587.25
90%	\$1,783.68
100%	\$2,973.86

## AIRBORNE HAZARDS AND OPEN BURN PIT REGISTRY

Veterans and Service Members who were close to burn pit smoke or exposed for longer periods may be at greater risk for health problems. Health effects from burn pit exposure will vary and depend on a number of factors such as the kind of waste being burned, pre-existing conditions, and wind direction.

Veterans and Service members can use the registry questionnaire to report exposures to airborne hazards (such as smoke from burn pits, oil-well fires, or pollution during deployment), as well as other exposures and health concerns.

**Registry participation is open to any Veteran or Service Member who served in:**

- OEF/OIF/OND or in Djibouti, Africa, after September 11, 2001, or
- Operations Desert Shield or Desert Storm or the Southwest Asia theater of operations after August 2, 1990.



The Southwest Asia theater of operations includes the following locations: Iraq, Kuwait, Saudi Arabia, Bahrain, Gulf of Aden, Gulf of Oman, Oman, Qatar, United Arab Emirates, waters of the Persian Gulf, Arabian Sea, the Red Sea, and the airspace above these locations.

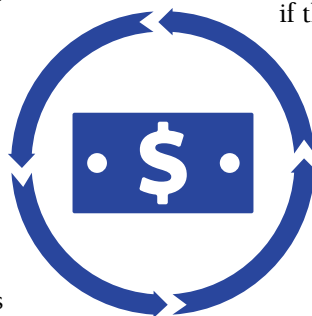
**For more information and to register visit:**

[www.veteran.mobilehealth.va.gov/AHBurnPitRegistry](http://www.veteran.mobilehealth.va.gov/AHBurnPitRegistry)

## DEPENDENCY AND INDEMNITY COMPENSATION

**Dependency and Indemnity Compensation (DIC) is the primary monthly monetary benefit payable to surviving dependents of a deceased veteran, and is the monetary benefit to disability compensation for veterans.**

This benefit is payable if the veteran died on active duty or in the line of duty and the death was not due to willful misconduct. Or, if death was after service, the death was caused by or attributed to a service-connected disability, or, if service member was rated 100% compensation for certain statute time limits.



The current basic monthly rate of DIC is \$1,283.11 effective 12/01/2017 for an eligible surviving spouse. The rate is increased for each dependent child, and also if the surviving spouse is housebound or in need of aid and attendance. VA also adds a transitional benefit to the surviving spouse's monthly DIC if there are children under age 18. The amount is based on a family unit, not individual children.

**For further rates information visit:**

[www.benefits.va.gov/compensation/current\\_rates\\_dic.asp](http://www.benefits.va.gov/compensation/current_rates_dic.asp)

## PRESUMPTIVE HEALTH CONDITIONS

There are three categories in which veterans may qualify for service-connected disability based on a condition to be presumed by military service. These groups are:

- 1 veterans who were diagnosed with a chronic disease such as arthritis, diabetes, or hypertension within one year of being released from active duty;
- 2 veterans diagnosed with amyotrophic lateral sclerosis (ALS) anytime after discharge of service and have at least 90 days of continuous service; and
- 3 veterans who served in the conflicts/geographic regions associated with specific exposures and have been diagnosed with specific diseases. For more information on presumptive health conditions, please contact a VSO.

**FORMER POW'S** Imprisoned for not less than 30 days and a disability of at least 10 percent disabling.

**VIETNAM VETERANS** [Exposed to Agent Orange] Served in the Republic of Vietnam between Jan. 9, 1962 and May 7, 1975.

**ATOMIC VETERANS** [Exposed to Ionizing Radiation] Participated in atmospheric nuclear testing; occupied or was a POW in Hiroshima or Nagasaki; service before Feb. 1, 1992 at diffusion plant in Paducah, KY, Portsmouth, OH, or Oak Ridge, TN; or service before Jan. 1, 1974 at Amchitka Island, AK.

**GULF WAR VETERANS** served in the Southwest Asia Theater of Operations during the Gulf Wars with conditions that are medically unexplained, including chronic multi-symptom illnesses defined by a cluster of signs or symptoms that have existed for six months or more.

**CAMP LEJEUNE** [Exposure to Contaminated Drinking Water at Camp Lejeune] **EFFECTIVE 14 MARCH 2017**

The VA has established a presumptive service connection for Veterans, Reservists, and National Guard members exposed to contaminants in the water supply at Camp Lejeune from August 1, 1953 through December 31, 1987 who later developed one of the following eight diseases:

- Adult leukemia
- Aplastic anemia and other myelodysplastic syndromes
- Bladder cancer
- Kidney cancer
- Liver cancer
- Multiple myeloma
- Non-Hodgkin's lymphoma
- Parkinson's disease

Presently, these conditions are the only ones for which there is sufficient scientific and medical evidence to support the creation of presumptions; however, VA will continue to review relevant information as it becomes available.

## ONLINE FOR VETERANS:

- Apply for Veterans benefits online.
- Check on your compensation or pension claims status.
- Upload documents to support your compensation or pension claim.
- Check Post-9/11 GI Bill enrollment status.
- Use the VetSuccess employment search.
- View DoD TRICARE health insurance.
- Sign up for Veterans Group Life Insurance (VGLI) (Time limits apply)
- Search for and select an accredited Veterans Service representative or organization.
- Access MyHealtheVet with a single logon.
- Check your VA payment history.
- Utilize the military skills translator and résumé builder.
- Utilize a fast track claims processing system for Vietnam Veterans.
- Order medical equipment such as hearing aid batteries and prosthetic socks.
- Check on your appeal status.
- Generate a VA home loan certificate of eligibility.
- Obtain official military personnel documents such as DD Form 214.
- Register for and update direct deposit information for certain benefits.



## DEATH PENSIONS

### SURVIVORS PENSION

The Survivors “Death” Pension benefit, is a tax-free monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child (children) of a deceased Veteran with wartime service. The deceased Veteran must have met certain active duty and war time service requirements as well as was discharged from service under other than dishonorable conditions.

Survivors Pension is based on your yearly family income, which must be less than the amount set by Congress and net worth may not be excessive to qualify.

While an un-remarried spouse is eligible at any age, a child of a deceased wartime Veteran must be: Under 18, OR Under age 23 if attending a VA-approved school, OR Permanently incapable of self-support due to a disability before age 18.

Learn more about survivor pension benefits at: <https://www.benefits.va.gov/pension/spousepen.asp>

### BURIAL BENEFITS

Dependents and surviving spouses of an eligible veteran are eligible to be buried in national cemeteries.

When a death occurs and eligibility for interment in a national cemetery is determined, grave space is assigned by the cemetery director in the name of the veteran or family member. One gravesite is permitted for the interment of all eligible family members, unless soil conditions or the number of family decedents necessitate more than one grave. There is no charge for burial in a national cemetery.

See Page 69 for more information on Burial Benefits.

### HEADSTONES AND MARKERS

Spouses and dependents are not eligible for a Government-furnished headstone or marker unless they are buried in a national cemetery, state veteran’s cemetery, or military post/base cemetery.

### eBENEFITS HELP LINE

1-800-983-0937



2200 E. 7<sup>th</sup> Street Charlotte, NC 28204  
704-332-8802

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



### IF YOU ARE A SERVICE MEMBER:

- Use the eLearning Center for the online transition assistance program and more.
- Transfer Post-9/11 education benefits.
- View DoD TRICARE health insurance.
- View DoD TRICARE reserve select.
- Sign up for service member out-of-pocket medical expenses (CCD).
- View Service members’ Group Life Insurance (SGLI) elections.
- Apply for Veterans benefits online.
- Conduct a health benefits eligibility check.
- Update service member civilian employment information.
- View service member personnel information.
- Generate a VA home loan certificate of eligibility.



# COMPENSATION AND PENSION

A monetary benefit paid to veterans who are disabled by an injury or illness incurred or aggravated during active military service. These disabilities are considered to be service connected.

## DISABILITY COMPENSATION

Disability compensation is paid monthly and varies with the degree of disability, the impairment to a veteran's earning capacity and the number of dependents. Veterans with certain severe disabilities may be eligible for additional special monthly compensation. These benefits are not subject to federal or state income tax.

## NATIONAL GUARD /SELECT RESERVE

Reservists who serve on active duty establish veteran status and may be eligible for the full range of VA benefits, depending on the length of active military service and a discharge or release from active duty under conditions other than dishonorable. In addition, reservists not activated may qualify for some VA benefits.

National Guard members can establish eligibility for VA benefits if activated for federal service during a period of war or domestic emergency. Activation for other than federal service does not qualify guard members for all VA benefits.

Claims for VA benefits based on federal service filed by National Guard members should include a copy of their military orders, presidential proclamation or executive order that clearly demonstrates the nature of their federal service.

## MILITARY RETIRED PAY

Historically, veterans have not been permitted to receive full military pay and VA compensation for benefits at the same time. Veterans who were entitled to both have had to either waive a portion of their retirement equaling the amount of awarded VA compensation or elect not to receive VA compensation at all. Receiving both benefits and retirement pay is commonly known as "concurrent receipt."

In 2004, Congress passed the Concurrent Retired and Disability Pay Act, allowing many veterans to receive 100 percent of the military retirement and VA compensation. Because of the complexity of this issue, visit [www.dfas.mil](http://www.dfas.mil) for more information.

## VA DISABILITY PENSION BENEFIT FOR WARTIME VETERANS

A non-Service-Connected Disability VA Pension is a benefit paid to wartime veterans who have limited or no income, and who are age 65 or older, or under 65 and are permanently and totally disabled, a patient in a nursing home or are receiving Social Security disability payments. The amount that's payable depends upon the type and amount of income the veteran and family members receive from other sources.



## WHAT IS eBenefits?

eBenefits is a joint VA/DoD web portal that provides resources and self-service capabilities to Veterans, Service Members, and their families to research, access and manage their VA and military benefits and personal information. eBenefits uses secure credentials to allow access to personal information and gives users the ability to perform numerous self-service functions. It is an essential way for veterans, service members, and their families to receive access to and service from VA and DoD.

## WHAT CAN I DO IN eBenefits?

Some of the features within eBenefits allow veterans and service members to access official military personnel documents, view the status of their disability compensation claim, transfer entitlement of Post-9/11 GI Bill to eligible dependents (service members only), and register for and update direct deposit information for certain benefits.

## HOW DO I ACCESS eBenefits?

eBenefits is located at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). Before veterans or service members can access and use eBenefits they must be listed in the Defense Enrollment Eligibility Reporting System (DEERS) and obtain a DS Logon. They can choose from two levels of registration, DS Logon Level 1 (Basic) and DS Logon Level 2 (Premium).

## WHAT IS A DS LOGON?

A DS Logon is a secure identity (username and password) that is used by various DoD and VA websites, including eBenefits. If you are already registered in DEERS, you are eligible for a DS Logon. Once you have a DS Logon, it is valid for the rest of your life.

Veterans who are more seriously disabled may qualify for Aid and Attendance or Housebound benefits. These benefits are paid in addition to the basic pension rate. Monthly payments are made to qualified veterans to bring their total income to a congressionally established support level (including other retirement and Social Security income).

## AID AND ATTENDANCE ( A & A )

An A&A benefit is paid in addition to monthly pension. A&A is allowed if the veteran: requires the aid of another person in order to perform his or her daily living activities; is bedridden; is a patient in a nursing home due to mental or physical incapacity; or has corrected visual acuity of 5/200 or less, in both eyes, or concentric contraction of the visual field to 5 degrees or less.

## HOUSEHOLD BENEFITS

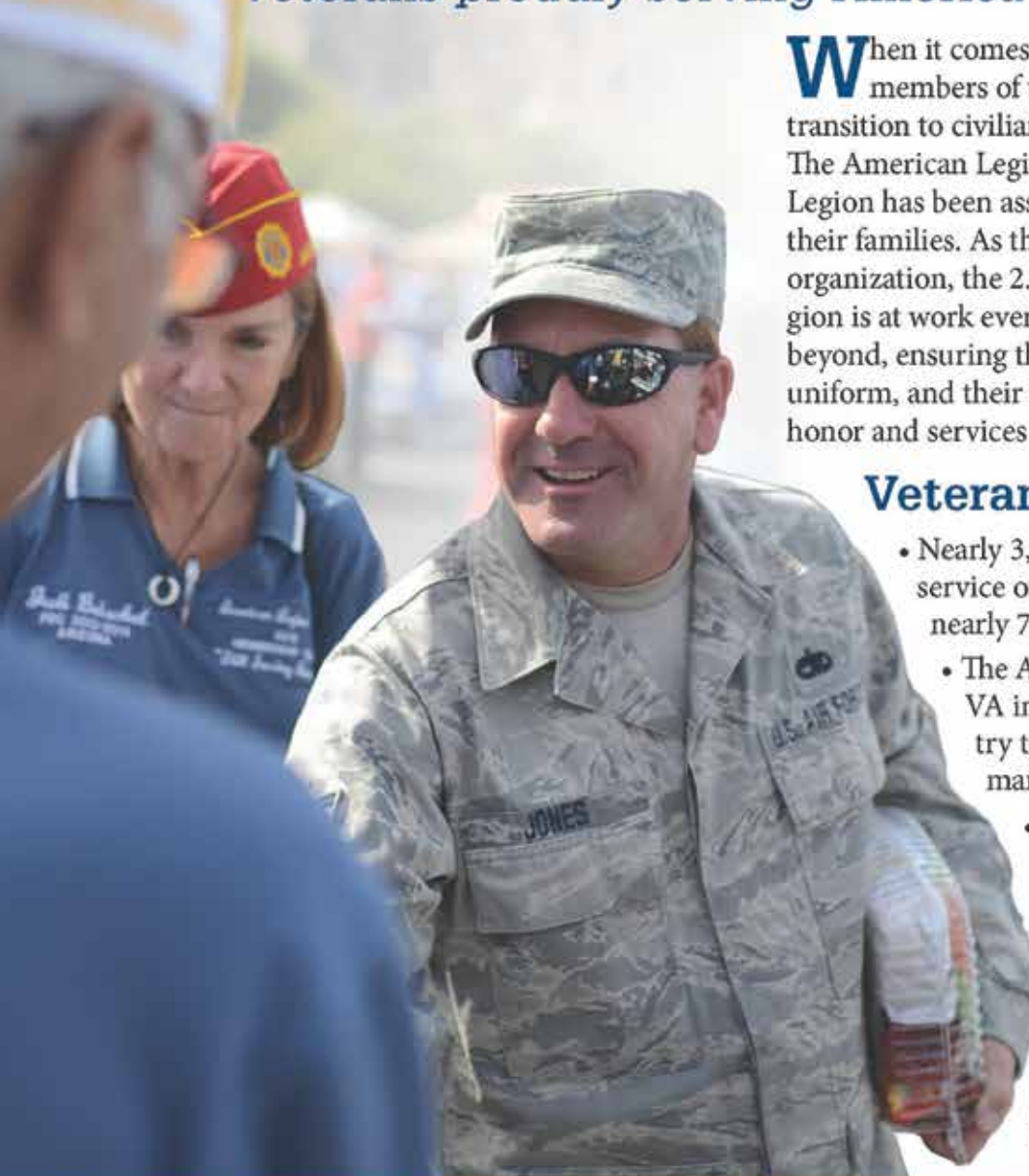
A&A may not be paid without eligibility for pension. Qualifying veterans must have a single permanent disability (rated 100 percent disabled), and need assistance, or have a single permanent disability (100 percent disabled) and another disability, or disabilities, evaluated as 60 percent or more disabling.

A veteran cannot receive both A&A and Household Benefits at the same time.



# THE AMERICAN LEGION

*Veterans proudly serving America for nearly a century*



**W**hen it comes to assisting veterans and helping members of the U.S. Armed Forces make the transition to civilian lives, no one does it better than The American Legion. Since its founding in 1919, The Legion has been assisting generations of veterans and their families. As the nation's largest veterans service organization, the 2.3 million member American Legion is at work every day throughout the country and beyond, ensuring that those who served our nation in uniform, and their families, receive the care, support, honor and services they earned and deserve.

## Veterans Advocacy

- Nearly 3,000 accredited American Legion service officers are working with veterans on nearly 750,000 VA claims right now.
- The American Legion is working with VA in Washington and across the country to improve access to care, performance and claims processing.
- Legion volunteers annually log millions of hours and raise millions of dollars for VA health-care facilities nationwide.
- As the voice of the stakeholder and advocate for the health-care provider, the Legion works continuously for adequate VA funding and staffing.

### TROOP SUPPORT

Worldwide, The American Legion provides tireless support, a voice in Washington, financial assistance, volunteer help, comfort items and more for the men and women who serve our nation in uniform, along with military retirees and their families.



### YOUTH

American Legion youth programs offer healthy, educational and wholesome activities for thousands of young people every year. Among the programs are American Legion Baseball, Boys State and Boys Nation, Junior Shooting Sports and oratorical competition.



### AMERICANISM

The American Legion proudly stands for the values symbolized by the flag under which members of our Armed Forces have served. U.S. flag education, voting, citizenship and naturalization programs and patriotic leadership are all part of that landscape.



### COMMUNITY

Each American Legion post offers a unique set of community services, from Boy Scout leadership to after-school programs to support for children's hospitals and local charities. Through more than 13,500 posts, Legionnaires know what it means to serve.



Visit [www.legion.org](http://www.legion.org) or [www.nclegion.org](http://www.nclegion.org) to learn more.



## BENEFITS AVAILABLE FOR SERVICE-CONNECTED DISABLED VETERANS

### The following Benefits are available to all veterans with a 0% Service-Connected Disability and Higher:

- **Prosthetic Devices:** for service-connected conditions, to include but not limited to wheelchairs, canes, crutches, hospital beds, Nebulizer, oxygen tanks, and electric scooters. The issue of any prosthetic devices requires a VA Doctor's prescription.
- **Medical Treatment in non-VA facilities** for service connected conditions may be authorized by the VA Medical Center. (Certain restrictions apply.)
- **Ten Point Civil Service Preference.** (10 points added to Civil Service test score only after veteran achieves at least 70 on a test.)
- **Annual Clothing Allowance** is available for veterans with a service-connected condition that requires the use of a prosthetic or orthopedic appliance (artificial limbs, braces, wheelchairs) or use prescribed medications for a skin condition which tends to wear, tear, or soil clothing. The items used must be prescribed and dispensed at a VA Medical Center.
- **Home Loan Guaranty Certificate of Eligibility.** Request online through eBenefits or by phone [877-827-3702](tel:877-827-3702).
- **Service Disabled Veterans Life Insurance.** Must file within 2 years from initial notice of service-connected disability. (Insurance only.)
- **Outpatient treatment** for: (1) service-connected conditions, and (2) for all medical conditions if enrolled in VA healthcare program. Co-payment for treatment may apply for non-service connected conditions.
- **Travel allowance** for scheduled appointment for care of service-connected conditions at VA Medical Centers, and out patient clinics. (Eligibility based on the distance traveled 25 miles or more or a veteran's income.)
- **Medical treatment for any condition:** Enrollment in a VA healthcare program is encouraged but not required for treatment of a service connected condition. (A co-payment will apply for treatment of non-service connected conditions and prescription drugs.)
- **Dental treatment** for: (1) service connected dental condition, or (2) followup dental treatment which has begun while hospitalized at a VA Medical Center, or any former Prisoner of War with 90 consecutive days or more of confinement. Some restrictions may apply.

#### **Home Improvement and Structural Alteration Grant Program** is administered by the Prosthetics Department at VA Medical Facilities for medically required improvements and/or structural changes to the veteran's residence.

This Grant requires a VA Doctor's prescription. Service-connected veterans can receive up to a \$6,800 grant. Nonservice-connected veterans may receive a grant up to \$2,000. The grant is to be used for allowing entrance or exit improvements for residence, essential lavatory and sanitary facilities, and kitchen and bathroom accessibility to sinks and counters.

This grant is not for complete remodeling of a veteran's bath or kitchen.

## ► SIGN UP for eBenefits @ eBenefits.VA.GOV

### 10% SERVICE CONNECTED AND HIGHER, ALL OF THE ABOVE PLUS:

**Vocational Rehabilitation** which includes full medical and dental care (dental if determined to be essential to finish training), a subsistence allowance in addition to disability payments, payment for all required school-related supplies and direct payment of tuition. Funding fee waived for Homeloan Guarantee loans.

### 30% SERVICE CONNECTED AND HIGHER, ALL OF THE ABOVE PLUS:

- **Additional compensation for dependents** (spouse, children, adopted children, and dependent parents).
- **Non-Competitive Civil Service appointment:** Job appointment without the requirement of an interview.
- **Affirmative action in employment:** A disabled veteran cannot be passed over to hire a nondisabled veteran or nonveteran unless at least three interviews have been conducted by the employer.
- **Additional allowance for a spouse** who is a patient in a nursing home: (Helpless or blind, or so nearly helpless as to require the aid and attendance of another person.)

### 40% SERVICE-CONNECTED AND HIGHER, ALL OF THE ABOVE PLUS:

- **Automobile Grant:** (A one-time payment up to \$20,114) Veteran must have a service-connected loss of one hand, or one foot, or permanent loss of use of one hand or one foot, or a permanent impairment of vision of both eyes. A veteran must be rated for loss of use before this is granted.
- **Payment of special adaptive automobile equipment:** In addition to the automobile grant. Veteran must be entitled to the automobile grant as outlined above, or have a service-connected ankylosis (immobility) of one knee or one hip. (This requires a VA doctor's prescription for the adaptive equipment and can include; an automatic transmission, air conditioner, hand controls, power brakes, hand brakes, cruise control, ramps or wheelchair lifts, and any other adaptive equipment the doctor may deem necessary.)

### HOW DO I REGISTER FOR AN eBenefits ACCOUNT?

There are two types of registration, Basic and Premium. With a Premium Account, you can view personal data about yourself in VA and DoD systems, apply for benefits online, check the status of your claims, update your address records, and more. To get a Premium eBenefits Account, you must verify your identity. Many people will be able to verify their identity online by answering a few security questions. Service members may verify their identity online by using their Common Access Card. Military retirees may verify their identity online using their Defense Finance and Accounting Service (DFAS) Logon. For those unable to verify their identity online, you will instantly receive a Basic Account. A Basic eBenefits Account lets you customize the site and access information you enter into eBenefits yourself; however, you cannot see your personal information in VA or DoD systems.

For more information on eBenefits visit:

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

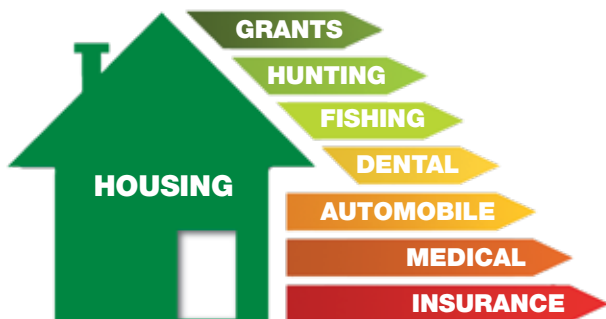
### 50% SERVICE-CONNECTED OR HIGHER, ALL OF THE ABOVE PLUS:

- **Medical treatment for any condition at VA Medical Centers:** Enrollment in a VA health care program is encouraged but not required for treatment of a service-connected condition. No copayments for treatment of non-service-connected care or non-service-connected prescription drugs.
- **Medical treatment in non-VA facilities:** for any medical condition may be authorized VA Medical Center.
- **Discounted Hunting Lifetime + Fishing Licenses**
- **Discounted entry into National Parks**

## 60-90% SERVICE-CONNECTED OR HIGHER, ALL OF THE ABOVE PLUS:

Individual unemployability (increased compensation) payable at the 100% rate based on the inability to work due to service-connected disability plus:

- **Dental treatment** if S/C for Dental Claim.
- **Special Housing and/or Automobile Grants** for SC Veterans with Eligible Disabilities
- VA provides **grants to Service members and Veterans with certain permanent and total service-connected disabilities** to help purchase or construct an adapted home, or modify an existing home to accommodate a disability. Two grant programs exist: The Specially Adapted Housing (SAH) grant and the Special Housing Adaptation (SHA) grant.
- **Specially Adapted Housing Grant:** The maximum dollar amount allowable for SAH grants in fiscal year 2018 is \$81,080.
- **Special Housing Adaptations Grant:** The maximum dollar amount allowable for SHA grant in fiscal year 2018 is \$16,217.
- **Temporary Residence Adaptation (TRA) Grant:** A temporary grant may be available to SAH/SHA eligible Veterans and Service members who are or will be temporarily residing in a home owned by a family member. The maximum amount available to adapt a family member's home for the SAH grant is \$35,593 and for the SHA grant is \$6,355.
- **Automobile Grant:** Service members and Veterans may be eligible for a one-time payment of not more than \$20,577.18, toward the purchase of an automobile or other conveyance if you have certain service-connected disabilities. The grant is paid directly to the seller of the automobile and the Service member or Veteran may only receive the automobile grant once in his/her lifetime. See your local VSO for more information.



## 100% SERVICE-CONNECTED OR THOSE PAID AT THE 100% RATE (IU)

### ALL OF THE ABOVE PLUS

- \**Temporary 100% disability payments, such as those for surgery, do not qualify a veteran for these benefits.*
- **Waiver of cost of Service Disabled Life Insurance** for those rated permanent and total: and additional \$20,000 of life insurance at cost to veteran. Veteran must have applied for insurance within two years of initial disability rating or within two years of a new disability rating. An increase in a disability rating does not qualify as a new disability.
- **Commissary and Exchange privileges for veteran and dependents:** The veteran must request a letter from the VA specifying veteran is in receipt of 100% disability, and then applies for a military ID card at the nearest ID card issuing facility.
- **Dependents Education Assistance:** The Survivors' and 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.
- **Any needed Dental Care**
- **Property Tax Exemption on first \$45,000** of your homestead's value from tax abatement for veterans rated permanent and total, or those in receipt of DIC.
- **Free Disabled Veterans License Plate**, applications can be certified at your State or County Veterans Service Office

### COMPENSATION HIGHER THAN THE 100% RATE:

- **Special Compensation:** Veteran must be rated for Special Compensation due to the loss of limbs, eyesight, aid and attendance, housebound, or two separate medical conditions that are rated 60% each or 100% each. For more information about VA Compensation Rates, please visit:

[www.benefits.va.gov/COMPENSATION/resources\\_comp01.asp](http://www.benefits.va.gov/COMPENSATION/resources_comp01.asp)

## ▶ NC STATE VETERANS CEMETERIES

### ELIGIBILITY FOR NC STATE VETERANS CEMETERIES

#### QUALIFIED VETERAN

Any former member of the U.S. Armed forces who served on active duty, other than for training, and was terminated under honorable conditions.

A veteran who is entitled to retired pay for non-regular service (i.e. service in the Reserve Components or Army or National Guard) or a veteran who would have been entitled to retired pay for non-regular service, but for the fact that the person was under 60 years of age.

#### NORTH CAROLINA RESIDENCY

Only those veterans who are legal residence of North Carolina are eligible for interment:

1. at the time of death;
2. for a period of at least 10 years or;
3. at the time of entry into the Armed Forces of the United States.

#### DEPENDENT(S)

The spouse, widow or widower of a qualified veteran, a minor child who is unmarried and dependent on the qualified veteran at the time of death. A minor child includes a child under the age of 21 years of age or under 23 years of age if pursuing a course of instruction at an educational institution approved by the United States Department of Veterans Affairs. In addition, an unmarried adult child of a qualified veteran who became permanently incapable of self-support due to a physical or mental disability before attaining the age of 18 years is also eligible.

**SOME SAY THEY'VE GOT  
YOUR BACK.**

#### PROOF BY THE NUMBERS:

**\$7 billion:** The amount in VA benefits we helped to recover for veterans in the last year.

**\$9 million+:** Total grant dollars awarded to military families since 2004.

**2.1 million+:** Service members and their families hosted at VFW events since 2005.

**\$4.1 million+:** Scholarship dollars awarded to veterans and service members since 2014.

**1899-2018:** The years during which we have been at the forefront in the battle **FOR VETERANS.**

*Join the VFW today.*

North Carolina VFW **salutes you!**

Visit us online at [www.vfwncc.com](http://www.vfwncc.com)

Facebook: Veterans of Foreign Wars (VFW) : North Carolina

Phone: 919-828-5058

Email: [ADJ@vfwncc.com](mailto:ADJ@vfwncc.com)

**WE PROVE IT.**

**VFW**  
VETERANS OF FOREIGN WARS  
NO ONE DOES MORE FOR VETERANS.



# N.C. STATE VETERANS CEMETERIES

The primary mission of the DMVA State Veterans Cemetery Program is to provide a final resting place for North Carolina's Veterans at no cost, and their legal dependent(s) for a nominal fee. Veterans must be discharged under honorable conditions and meet certain residency requirements.



SEE PAGE 74

## BLACK MOUNTAIN



SEE PAGE 75

## JACKSONVILLE



SEE PAGE 76

## SPRING LAKE



SEE PAGE 77

## GOLDSBORO



**Location:**

962 Old US 70 Hwy.  
Black Mountain, NC  
28711  
828-669-0684

**Western Carolina State Veterans Cemetery:**

**OPENED:** October 28, 1993

**STAFFING:** 1 Cemetery Superintendent  
1 Processing Assistant  
1 Maintenance Mechanic II  
1 Maintenance Mechanic I  
1 Grounds Worker

**ACREAGE:** Total: 42 Acres

**EXPANSION PROJECT – FEDERAL GRANT SUBMITTED**

**Western Carolina State Veterans Cemetery** – Black Mountain opened in October 1993. We buried the first veteran in late October and we have made 6,570 burials since then. We have 42 acres, 25 developed with expansion in progress for 4-5 acres now. There is a beautiful chapel onsite where the services are held in. There were 404 burials performed last year. This facility averages about 36 services per month.



# JACKSONVILLE

Coastal Carolina

## Location:

110 Montford Point Rd.  
Jacksonville, NC  
28541  
910-347-4550

## Coastal Carolina State Veterans Cemetery:

**OPENED:** December 6, 1993

**STAFFING:** 1 Cemetery Superintendent  
1 Processing Assistant  
1 Maintenance Mechanic II  
1 Maintenance Mechanic I  
1 Grounds Worker  
1 Grounds Worker – Appropriated FY2017

**ACREAGE:** Total: 50 Acres

**Coastal Carolina State Veterans Cemetery** – Jacksonville opened in December 6, 1993 and, in 2010, an Expansion Project was completed to increase the burial sites which included the addition of the Columbarium site (4 Banks). This facility has a “Ground Memorial” and later a “Memory Wall” was constructed onsite during the expansion. In 2015, an R&R funded Project was initiated at this facility. During the construction the following repairs were made: New Entrance Door, Fire Alarm System (Maintenance and Administration), and Overhead Lighting.

## NOTABLE INTERMENTS:

The first African-American in the United States Marine Corps to be promoted to the rank of Sergeant Major, interred May 9, 1994.

Sergeant Major of the Marine Corps, interred February 24, 2000.



# SPRING LAKE

Sandhills

**Location:**

8220 Bragg Blvd. Ft.  
Bragg, NC 28310  
910-436-5630

**Sandhills State Veterans Cemetery:**

**OPENED:** June 27, 1997

**STAFFING:** 1 Cemetery Superintendent  
1 Processing Assistant  
1 Maintenance Mechanic II  
1 Maintenance Mechanic I  
1 Grounds Worker

**ACREAGE:** Total: 55 Acres

**EXPANSION PROJECT – FEDERAL GRANT SUBMITTED**

Date of first interment: July 3, 1997

Total number of veterans and dependents (to date): 6511

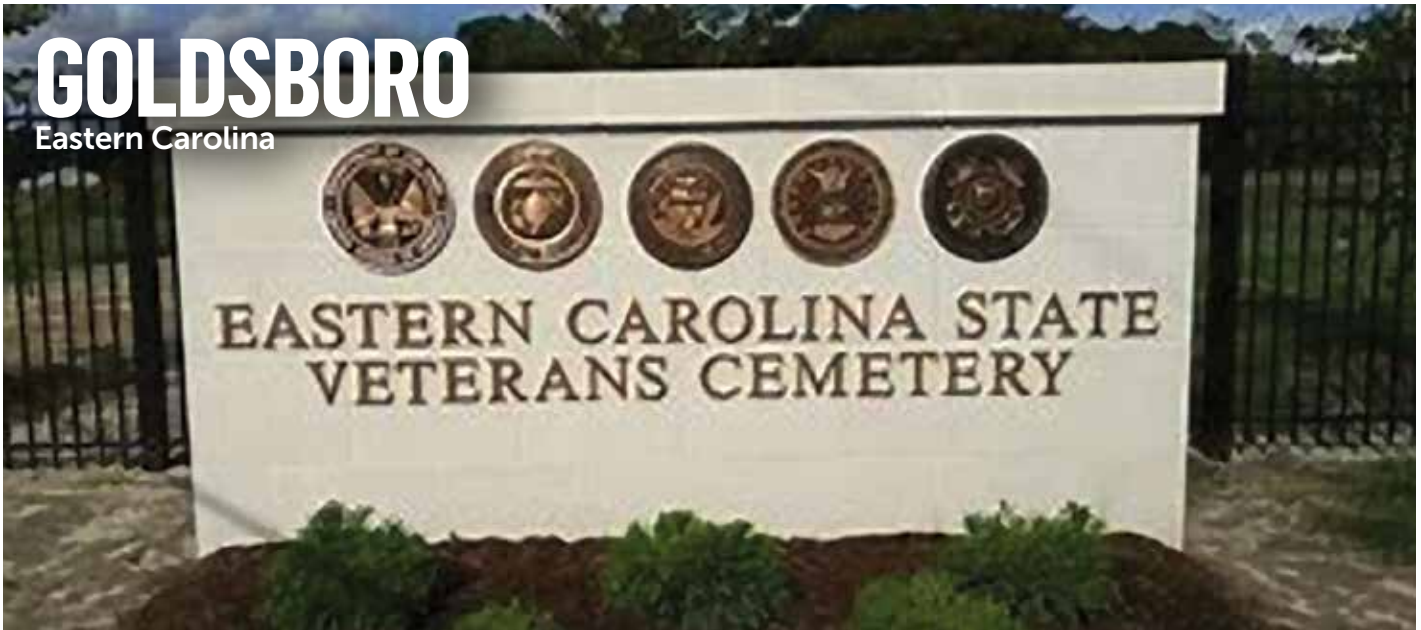
Received funding and donations from the State and local organizations to enclose the Committal Shelter and installed a bell tower. The project began in 2014 and completed 2015.

**NOTABLE INTERMENTS:**

Medal of Honor Recipient: Corporal, date of death December 21, 2013, interred January 6, 2014.

## GOLDSBORO

Eastern Carolina



**Location:**  
164 Longs  
Plant Farm  
Goldsboro, NC  
27544  
919-648-0510

**Eastern Carolina Veterans Cemetery:**

**DATE BUILT/DEDICATED:** November, 2015

**OPENED:** February 26, 2016

**STAFFING:** 1 Cemetery Superintendent  
1 Processing Assistant  
1 Maintenance Mechanic II  
1 Maintenance Mechanic I  
1 Grounds Worker  
Current Total Burials: 430

**AVERAGE SERVICES PER MONTH:** 16.56

**MOST BURIALS IN A MONTH:** 27 in March 2018

**Gravesites Available (All sites are double capacity):**

Casket Gravesites: 1874  
Cremation Gravesites: 882  
Columbarium Niches: 480

**Dates of Estimated Closure (Without Expansion):**

Full Casket Area June 2032  
In-Ground Cremation June 2085  
Columbarium June 2026

**ACREAGE:** Total: 63 Acres

Developed: 7 Acres

Undeveloped planned for future  
expansion: 56 Acres

**NOTABLE INTERMENTS:**

Navy Master Steward, served 31 years in the Navy, including WWII, Korea and Vietnam was at Pearl Harbor onboard a ship when the attack occurred. Survived another attack at Sea.

Colonel, an AF Navigator in an F-4 when shot down in 1968 near Laos. His remains were discovered in 2015 and identified Dec 2017. He was interred, along with his wife Martha, on April 6, 2018. This service was the largest to date with an estimated 300+ in attendance.

## BURIAL & CEMETERY BENEFITS

The U.S. Department of Veterans Affairs (VA) Benefits Administration oversees a burial benefits program designed to assist claimants in meeting the funeral and burial costs of a deceased veteran. The VA does not make funeral arrangements with a funeral provider or cremation office. You should advise your family of your wishes and where your discharge papers are kept. These papers are very important in establishing your eligibility. You may wish to make pre-need arrangements with a funeral home.



under a condition other than dishonorable; and met other qualifications similar to that of a non-serviceconnected death.

### FILING A CLAIM FOR REIMBURSEMENT OF EXPENSES

To file for reimbursement of burial expenses, an Application of Burial

### SERVICE-CONNECTED DEATH

If a veteran's death is service-connected, the VA will pay burial allowance of up to \$2,000 for deaths on or after Sept. 11, 2001. If the veteran is buried in a VA national cemetery, some or all of the cost of moving the veteran's body to the national cemetery nearest the veteran's home may also be reimbursed. There is no time limit for applying for a serviceconnected burial allowance. The person who bore the veteran's burial expense may claim reimbursement from any VA regional office.

### NON-SERVICE-CONNECTED DEATH

If a veteran's death is not service-connected, there are two types of payments the VA may make: Burial and plot expense allowances. The VA will pay a burial and plot allowance if the veteran was discharged under conditions other than dishonorable and the veteran was in receipt of VA pension or compensation at the time of death. If a veteran died while in a VA facility or as a patient at an approved state nursing home, the VA may also pay this allowance.

### BURIAL PLOT ALLOWANCE

When a veteran is buried in a cemetery that is not under the U.S. government jurisdiction, the VA may also pay a plot allowance, provided that the veteran was discharged

Allowance form must be submitted to the VA. The person filing the claim must also provide a certified copy of the veteran's death certificate and proof of the veteran's military service (Form DD-214), and itemized bills of the funeral and burial expenses.

### BURIAL FLAG

A United States flag is provided, at no cost, to drape the casket or accompany the urn of a deceased veteran who served honorably in the U.S. Armed Forces. It is furnished to honor the memory of a veteran's military service to his or her country. When burial is in a national, state or post cemetery, a burial flag will automatically be provided. When burial is in a private cemetery, the funeral director will generally help the next of kin with this process.

### HEADSTONE AND MARKERS

The Department of Veterans Affairs (VA) furnishes upon request, at no charge to the applicant, a Government headstone or marker for the unmarked grave of any deceased eligible veteran in any cemetery around the world, regardless of their date of death. For eligible veterans that died on or after Nov. 1, 1990 and whose grave is marked with a privately purchased headstone, VA may also furnish a headstone or marker to supplement

the grave or a medallion to be affixed to the privately purchased headstone. Eligible veterans are entitled to either a Government-furnished headstone or marker, or the new medallion, but not both.

## BRONZE MEDALLIONS FOR HEADSTONES AND MARKERS

The Department of Veterans Affairs (VA) may also provide a medallion, by request, to be affixed to an existing privately purchased headstone or marker to signify the deceased's status as a veteran. If requested, the medallion is furnished in lieu of a traditional Government headstone or marker for veterans that died on or after Nov. 1, 1990, and whose grave is marked with a privately purchased headstone or marker.

## BURIAL AT SEA

The VA National Cemetery Administration cannot provide burial at sea. For information, contact the U.S. Navy Mortuary Affairs office toll free at: **(866) 787-0081**

## MILITARY FUNERAL HONORS

The Department of Defense (DoD) is responsible for providing military funeral honors. "Honoring Those Who Served" is the title of the DoD program for providing dignified military funeral honors to veterans who have defended our nation. Visit the North Carolina Veterans Affairs website for further information and instructions about this service.

For more information:

<http://www.nc4vets.com/burial-cemetery-benefits>

## PRESIDENTIAL MEMORIAL CERTIFICATES

A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed by the current president, to honor the memory of honorably discharged deceased veterans.

## SURVIVOR BENEFIT PLAN

When a military retiree dies, their retirement pay stops. This means that the surviving spouse no longer receives income. If a veteran is a military retiree, thought needs to be given as to how to protect the spouse from hardships caused by the loss of the retirement pay.

One option available is the Survivor Benefit Plan (SBP). The SBP is an insurance plan that will pay the veteran's surviving spouse a monthly payment (annuity) to help make up for the loss of retirement income. The plan is designed to protect survivors against the risks of the veteran's early death, a survivor outliving the benefits, and inflation.

Survivors should report retiree deaths to the Defense Finance and Accounting Services (DFAS) casualty office at: **(800) 321-1080**.

## DEATH PENSIONS

Survivors' (Death) Pension is a needs-based benefit paid to an unmarried surviving spouse, or an unmarried child, who meets certain age or disability requirements, of a deceased wartime veteran.

In order to qualify for a VA Death Pension, the VA calculates income received from most sources by the surviving spouse and any eligible children. It includes earnings, disability and retirement payments, unemployment insurance payments, interest and dividends payments, and net income from farming, business or rental property.

If the income is below a certain level, the dependent or surviving spouse may be eligible for this pension.

## BURIAL BENEFITS

Dependents and surviving spouses of an eligible veteran are eligible to be buried in national cemeteries.

When a death occurs and eligibility for interment in a national cemetery is determined, grave space is assigned by the cemetery director in the name of the veteran or family member. One gravesite is permitted for the interment of all eligible family members, unless soil conditions or the number of family decedents necessitate more than one grave. There is no charge for burial in a national cemetery.

## HEADSTONES AND MARKERS

Spouses and dependents are not eligible for a Government-furnished headstone or marker unless they are buried in a national cemetery, state veteran's cemetery, or military post/base cemetery.

The next chapter of your life is calling.

NC STATE  
UNIVERSITY

Agricultural Institute



When you take a veteran to a farm and give them a purpose, it is pretty extraordinary. I'm taking control of my life.

— Robert Stalter,  
Army veteran

The Ag Institute makes a real difference in lives.  
It's not just an education. We help grow the whole person.

— Dr. Elizabeth Wilson, Director, Agriculture Institute



### HANDS-ON PROGRAM

- > 2-year Associate of Applied Science Degree
- > Hands-on classes in 6 academic areas of agriculture
- > Nationally recognized as a leader in the agricultural sciences
- > 95% of graduates are employed in their fields of interest within six months after graduation



### #1 INDUSTRY IN NC


- > Agriculture is the #1 industry in NC generating \$84 Billion
- > The Agricultural Institute prepares you to quickly jump into the agricultural workforce, start your own business or get back to the family farm



### VETERAN BENEFITS

- > One-on-one interaction with faculty and staff while networking with other veterans in agriculture
- > GI Bill eligible
- > Financial assistance available
- > NC State Veteran Resource Center

We want you here.

Robert Elliott, AGI Veteran Liason 252-725-4875 | [harvest.cals.ncsu.edu/agricultural-institute](http://harvest.cals.ncsu.edu/agricultural-institute)  ncsuAgInstitute





North Carolina

**For 76 years, the USO of North Carolina has worked to strengthen America's military service members by connecting them to family, home and country throughout their service to the nation.**

## DELIVERS

The USO of NC delivers support to service members through a number of programs and services. From single service member support, to care packages and deployment support, the USO of NC helps connect our service members to family, home and country each and every day.



## STRENGTHENS

The USO of NC helps create healthy and strong service members and military families through resources and programs. Our Warrior, Family, and Spouse Reset programs give our military families the tools to overcome the challenges associated with military life and skills to be leaders in their communities.



## TRANSITIONS

The USO of NC provides resources for service members, veterans and military families throughout various transition points of their military service. Services include one-on-one transition assistance, hiring events, workshops, and support for those after they leave the service through the NCServes Central Carolina network, coordinated by USO of NC.



## UNITES

The USO of NC helps nurture and maintain bonds between service members and their families. From Story Time, to No Dough Dinners, and even caregiver events, the USO of NC helps families build relationships with others in their communities.



**USO of North Carolina**  
600 Airport Blvd. Suite 200  
Morrisville, NC 27560

**State Office:** (919) 840-3000  
**Piedmont Area:** (704) 359-5581  
**Triangle Area:** (919)840-0941  
**Sandhills Area:** (910) 495-1437  
**Coastal Area:** (910) 455-3411



@USOofNC



USO-NC.org

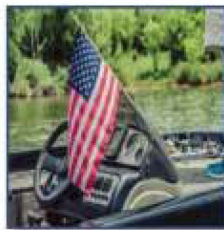
► **SIGN UP** for eBenefits @ [eBenefits.VA.GOV](http://eBenefits.VA.GOV)



# OPERATION NORTH STATE



***Utilizing North Carolina's People, Places, Products, and Pride to show support for North Carolina's Deployed Troops and Veterans-in-Need!***



**An All-Volunteer Grassroots Effort!**  
**Get involved - You will be in great company!**  
**Taking Wounded Warriors & Disabled Veterans Fishing, Golfing**  
**Sending 1500 NCCARES Christmas boxes and more!**

**Contact Operation North State today to pledge your support!**  
**[mailbox@operationnorthstate.com](mailto:mailbox@operationnorthstate.com)**  
**Facebook: Operation North State**  
**151 Windermere Ct. Winston Salem, NC 27127**  
**366-764-5967**

# National Veteran Service Organizations



American  
Ex-Prisoners  
of War

COMMANDER  
Jacob Roth  
Fayetteville, NC  
(910) 425-2313  
jroth8@nc.rr.com



The  
American Legion  
[www.nclegion.org](http://www.nclegion.org)

DEPARTMENT ADJUTANT Randy Cash Raleigh, NC (919) 832-7506 nclegion@nc.rr.com	NATIONAL SERVICE OFFICER James McMinn Winston-Salem, NC (336) 631-5471
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Marine Corps  
League

COMMANDANT  
Charles Minton  
donc.commandant@outlook.com

[mcleague.com/mdp](http://mcleague.com/mdp)



American  
Veterans  
[amvets.org](http://amvets.org)

DEPT. ADJUTANT  
Jennifer Drum  
Shelby, NC  
(704) 487-6753  
jdcic20@yahoo.com

NATIONAL SERVICE  
OFFICER  
Russell Woodall  
Winston-Salem, NC  
(336) 251-0823  
russell.woodall@va.gov

Military Officers  
Association of America



[WWW.MOAA-NC.ORG](http://WWW.MOAA-NC.ORG)



COMMANDANT JEFFREY JONES  
Info@ncmcl.org  
[www.ncmcl.org](http://www.ncmcl.org)



Paralyzed Veter-  
ans Of America

NATIONAL SERVICE OFFICER  
Bill Pack  
Winston-Salem, NC  
(336) 251-0834  
Bill.pack@va.ov

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



Veterans of  
Foreign Wars

[vfwnc.com](http://vfwnc.com)

DEPARTMENT ADJUTANT, Andrew Zinkiezich  
Raleigh, NC (919) 828-5058  
adj@vfwnc.com

NATIONAL SERVICE OFFICER,  
Cleophus Summers, Winston-Salem, NC  
(336) 631-5457 cleophus.summers2@va.gov



Disabled  
American  
Veterans

[davamembersportal.org/nc](http://davamembersportal.org/nc)

DEPARTMENT ADJUTANT  
Dr. Jeremy Roberts  
Raleigh, NC (919) 833-5567  
ncdavadj@bellsouth.net

NATIONAL AREA SUPERVISOR  
Michelle Colpaert  
Winston-Salem, NC  
(336) 631-5481  
Michelle.colpaert@va.gov



Vietnam  
Veterans of  
America

STATE PRESIDENT, Rossie Nance  
Castle Hayne, NC  
(910) 465-0683  
R\_nance@ellsouth.net

[www.vva-nc.org](http://www.vva-nc.org)



National Association for Black  
Veterans

COMMANDER, Richard S. Kornegay  
Fayetteville, N.C. (910) 488-7440  
nabvetsregionv@gmail.com

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



**SERVICES FOR COMBAT VETERANS**

**MENTAL HEALTH SERVICES**

**NAVIGATING VA HEALTH CARE SYSTEM**

# HEALTHCARE

## CONTACT

844.NC4.VETS

844.624.8387

**85**

**89**

**92**

**96**

**102**

**104**

**105**

**Eligibility & Enrollment**

**NC Veterans Medical Facilities**

**PTSD, TBI**

**VAMC Mental Health POCs**

**LME-MCO Contact**

**NC Operated-Healthcare Facilities**

**State Veterans Homes**

## VA HEALTH CARE BASIC ELIGIBILITY

A person who served in the active duty military and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits.

Reservists and National Guard members also may qualify for VA health care benefits if they were called to active duty (other than for training only) by a federal order and completed the full period for which they were called or ordered to active duty.

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.

### 5-YEAR POST DEPLOYMENT BENEFIT.

Veterans, including members of the National Guard and activated reservists, are eligible for the enhanced “Combat Veteran” benefits if they served on active duty in a theater of combat operations after Nov. 11, 1998, and have been discharged under honorable conditions.

**IF YOU KNOW A VET WHO NEEDS TO CHANGE HIS DISCHARGE,**

### ENROLLMENT

For most veterans, entry into the VA health care system begins by applying for enrollment.

To apply, complete VA Form 10-10EZ, Application for Health Benefits, which may be obtained from a VA health care facility or regional benefits office, online or by calling VA.

Once enrolled, veterans can receive health care at VA health care facilities anywhere in the country. Veterans enrolled in the VA health care system are afforded privacy rights under federal law.

During enrollment, each veteran is assigned to a priority group based on their service connected disability rating and other factors. VA uses priority groups to balance demand for VA health care enrollment with resources.

For more information:

**1-877-222-VETS**

<https://www.vets.gov/health-care/apply/>

### STANDARD BENEFITS

VA's medical benefits package provides the following health care services to all enrolled veterans:

- Preventive Care Services
- Ambulatory (Outpatient) Diagnostic and Treatment Services
- Hospital (Inpatient) Diagnostic Treatment
- VA prescribed Medications and Supplies

### ACUTE CARE SERVICES

These services may have limitations and special eligibility criteria:

- Ambulance service
- Dental Care
- Durable Medical equipment
- Eyeglasses
- Hearing Aids
- Home Health Care Services
- Non-VA Health Care Services
- Orthopedic, Prosthetic, and Rehabilitative Devices
- Rehabilitative Services
- Readjustment Counseling
- Sexual Trauma Counseling

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more

## MILITARY SEXUAL TRAUMA

Military Sexual Trauma (MST) is the term that the U.S. Department of Veterans Affairs uses to refer to sexual harassment that occurred while the veteran was in the military. It includes any sexual activity where someone is involved against his or her will—he or she may have been pressured into sexual activities (for example, with threats of negative consequences for refusing to be sexually cooperative, implied faster promotions, or better treatment in exchange for sex), and may have been unable to consent to sexual activities (for example, when intoxicated), or may have been physically forced into sexual activities.

Both women and men can experience MST during their service. All veterans seen at Veterans Health Administrations facilities are asked about experiences of sexual trauma because they know that any type of trauma can affect a person's physical and mental health, even many years later. People can recover from trauma and the VA has free services to help veterans do this. You do not need to have a VA disability (service connected) rating to receive these services and may be able to receive services even if you are not eligible for other VA care. You do not need to have reported the incident(s) when they happened or have other documentation that they occurred.

For more information, veterans can speak with a VA healthcare provider, contact the MST Coordinator at their nearest VA Medical Center, or contact their local Vet Center.

MST information can be found at :

- [mentalhealth.va.gov](http://mentalhealth.va.gov)
- <https://www.ptsd.va.gov/public/types/violence/military-sexual-trauma-general.asp>

## WOMEN VETERANS HEALTH CARE

1-855-VA-WOMEN [1-855-829-6636]

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

**Women veterans are eligible for the same VA benefits as male veterans.** Comprehensive health services are available to women veterans including primary care, mental health care and reproductive health care services. VA provides management of acute and chronic illnesses, preventive care, contraceptive services, menopause management, and cancer screenings, including pap smear, and mammograms, and gynecology.

- **Maternity care** is covered in the medical benefits package to include care for newborn children of women veterans for up to 7 days after birth. VA is also mandated to implement pilot programs to provide child care to women veterans receiving medical care, and to provide readjustment services to women veterans. Infertility evaluation and limited treatments also are available.
- **Women Veterans Program Managers** are available at all VA facilities to help veterans seeking treatment and benefits.

## SERVICES FOR COMBAT VETERANS



The Vet Center Combat Call Center is an around the clock confidential call center where combat veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat veterans from several eras as well as family members of combat veterans.

### VET CENTERS

Services provided at the Vet Center include bereavement and readjustment counseling to individuals, groups, couples, and families.

If you served in a combat zone and received a campaign ribbon, you and your family are eligible for Vet Center services. In addition, parents, siblings, spouses and children of any active duty service member who dies while on active duty are eligible for bereavement counseling services. Services are also provided to any veteran who experienced military related sexual trauma while on active duty.

#### CHARLOTTE

2114 Ben Craig Dr., Suite 300  
Charlotte, NC 28262  
704-549-8025

#### FAYETTEVILLE

2301 Rogeson St., Suite 103  
Fayetteville, NC 28305  
910-488-6252

#### GREENSBORO

3515 W Market St., Suite 120  
Greensboro, NC 27406  
336-333-5366

#### GREENVILLE

1021 W.H. Smith Blvd., Suite A  
100 Greenville, NC 27834  
252-355-7920

#### JACKSONVILLE

110A Branchwood Dr.  
Jacksonville, NC 28546  
910-577-1100

#### RALEIGH

8851 Ellstree Lane  
Raleigh, NC 27617  
919-361-6419

## VETERANS CHOICE PROGRAM

Learn more about the VA's Veterans Choice Program by visiting their website at:

[www.va.gov/COMMUNITYCARE/programs/veterans/VCP/index.asp](http://www.va.gov/COMMUNITYCARE/programs/veterans/VCP/index.asp)

Veterans may be eligible to receive care through the Veterans Choice Program based on one or more of the following conditions:

- VA can't provide the services the Veteran needs
- VA can't make an appointment for the Veteran at the nearest VA medical facility within 30 days of the clinically indicated date (the date the Veteran and their VA provider agree should be the next date the Veteran is seen for care)—or, if VA can't determine this date—the date the Veteran prefers to be seen next
- Veteran lives more than 40 miles (driving distance) from the nearest VA medical facility with a full-time primary care physician
- Veteran must travel by air, boat, or ferry to get to the nearest VA medical facility



- Veteran faces an excessive burden in traveling to the nearest VA medical facility (such as geographic challenges, environmental factors, or a health problem that makes it hard for you to travel)

VA will work with the Veteran to determine eligibility based on the above conditions and the Veteran's specific circumstances.

- Choice Program Support Line: **1-866-606-8198**

Call for additional information or to speak to one of our service agents on standby to assist you.

- VA Adverse Credit Helpline: **1-877-881-7618**

VA will help you resolve adverse credit reporting and debt collection issues because of using Veterans Choice Program.

**COHEN VETERANS NETWORK**

The Steven A. Cohen Military Family Clinic at Cape Fear Valley

**The Steven A. Cohen Military Family Clinic at Cape Fear Valley** provides confidential, high-quality behavioral healthcare services and case management resource referrals for veterans, their families, and the families of Active Duty, National Guard, and Reserves, at low or no-cost and with low wait times.

3505 Village Drive, Fayetteville, NC 28304  
910.615.3737 • [military.capefearvalley.com](http://military.capefearvalley.com)

- Therapy for PTSD, Depression, Anxiety, etc.
- Case Management Resource Referrals
- Medication Management
- Community Education Workshops
- Group Therapy
- Couples Counseling

Eligibility for services is regardless of discharge status, role while in uniform, or combat experience. No insurance required.

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more



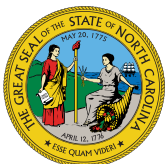
Having trouble hearing on the phone? Have you been asking people to repeat themselves?

Have people been telling you to turn the TV down? Ringing in your ears?

You may be one of **60% of returning combat veterans** experiencing ringing in the ears or hearing loss. Your homecoming is important – don't let your hearing difficulties get you down!

Contact us for counseling, training and specialized equipment so you can **reconnect** with your family and friends and **stay connected** with your military buddies.

**There is no charge for our services.**



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Services for the  
Deaf and Hard of Hearing

**(919) 527-6930 (v)**  
**(800) 851-6099 (v/tty)**  
**(919) 890-0859 (VP)**

[www.ncdhhs.gov](http://www.ncdhhs.gov) • [www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh) • NCDHHS is an equal opportunity employer and provider. 04/18





## VA MEDICAL FACILITIES SERVING NORTH CAROLINA

### ASHEVILLE VA MEDICAL CENTER

1100 Tunnel Road  
Asheville, NC 28805  
828-298-7911  
800-932-6408  
[www.asheville.va.gov](http://www.asheville.va.gov)

#### COMMUNITY CLINICS

**FRANKLIN VA CBOC**  
647 Wayah St.  
Franklin, NC 28734-3390  
828-369-1781

**HICKORY VA CBOC**  
2440 Century Place, SE  
Hickory, NC 28602  
828-431-5600

**RUTHERFORD COUNTY VA CBOC**  
374 Charlotte Road  
Rutherfordton, NC 28139  
828-288-2780

### SALISBURY VA MEDICAL CENTER

1601 Brenner Avenue  
Salisbury, NC 28144  
704-638-9000  
800-469-8262  
[www.salisbury.va.gov](http://www.salisbury.va.gov)

#### COMMUNITY CLINICS

**CHARLOTTE HCC**  
3506 W. Tyvola Rd.  
Charlotte, NC 28208  
704-329-1300

**CHARLOTTE VA CBOC**  
8601 University East Drive  
Charlotte, NC 28213  
704-597-3500

**KERNERSVILLE HCC**  
1695 Kernersville  
Medical Pkwy  
Kernersville, NC 27284  
336-515-5000

### DURHAM VA MEDICAL CENTER

508 Fulton Street  
Durham, NC 27705  
919-286-0411  
888-878-6890  
[www.durham.va.gov](http://www.durham.va.gov)

#### COMMUNITY CLINICS

**GREENVILLE HCC**  
401 Moye Blvd.  
Greenville, NC 27834  
252-830-2149

**HILLDALE RD. ANNEX**  
1824 Hilldale Road  
Durham, NC 27705  
919-383-6107

**MOREHEAD CITY VA CBOC**  
5420 U.S. 70  
Morehead City, NC 28557  
252-240-2349

**RALEIGH VA CBOC**  
3305 Sungate Blvd.  
Raleigh, NC 27610  
919-212-0129

**RALEIGH II ANNEX**  
3040 Hammond  
Business Place  
Raleigh, NC 27603  
919-899-6259

**RALEIGH III VA CBOC**  
2600 Atlantic Ave, Ste 200  
Raleigh, NC 27604  
919-755-2620

### FAYETTEVILLE VA MEDICAL CENTER

2300 Ramsey Street  
Fayetteville, NC 28301  
910-488-2120  
800-771-6106  
[www.fayettevilleenc.va.gov](http://www.fayettevilleenc.va.gov)

#### COMMUNITY CLINICS

**BRUNSWICK OUTREACH CLINIC**  
20 Medical Campus Drive  
Supply, NC 28462  
910-754-6141

**FAYETTEVILLE HCC**  
7300 So. Raeford Rd  
Fayetteville NC 28304  
910-488-2120  
800-771-6106

**GOLDSBORO VA CBOC**  
2610 Hospital Road  
Goldsboro, NC 27909  
919-731-4809

**HAMLET VA CBOC**  
100 Jefferson Street  
Hamlet, NC 28345  
910-582-3536

**JACKSONVILLE VA CBOC**  
4006 Henderson Drive  
Jacksonville, NC 28546  
910-353-6406

**ROBESON COUNTY VA CBOC**  
139 Three Hunts Drive  
Pembroke, NC 28372  
910-521-8452

**SANFORD VA CBOC**  
3112 Tramway Road  
Sanford, NC 27332  
919-775-6160

**WILMINGTON HCC**  
1705 Gardner Rd.  
Wilmington, NC 28405  
910-343-5300

### HAMPTON VIRGINIA VA MEDICAL CENTER

100 Emancipation Dr.  
Hampton, VA 23667  
757-722-9961  
866-544-9961  
[www.hampton.va.gov](http://www.hampton.va.gov)

#### COMMUNITY CLINICS

**ALBEMARLE VA CBOC**  
1845 W City Drive  
Elizabeth City, NC 27909  
252-331-2191

**CHESAPEAKE CBOC**  
1987 S. Military HWY  
Chesapeake, VA 23320  
757-722-9961

**VIRGINIA BEACH CBOC**  
244 Clearfield Ave  
Virginia Beach, VA 23462  
757-722-9961

### BLIND AND DIALYSIS CENTERS

**VA DIALYSIS & BLIND REHAB CLINICS, BRIER CREEK**  
8081 Arco Corporate Drive  
Raleigh, NC 27617  
919-286-5220

**VA DIALYSIS CLINIC FAYETTEVILLE**  
2301 Robeson Street,  
Ste. 101  
Fayetteville, NC 28305  
910-483-9727

### WOMEN'S HEALTH

Woman Veterans who are interested in receiving care at VA should contact the nearest VA Medical Center and ask for the Women Veterans Program Manager.

<https://www.womenshealth.va.gov/WOMENSHEALTH/healthcare.asp>

## TRAVEL REIMBURSEMENT

The VA is authorized to provide eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated “special mode” (ambulance, wheelchair van) transport for travel to and from VA, or VA authorized non-VA health care for which the Veteran is eligible. Veterans qualify for travel benefits if:

- Veteran has a service-connected (SC) disability of 30% or more.
- Travel is in connection with care for SC disability
- Previous year income does not exceed maximum VA pension rate
- Projected income in travel year does not exceed maximum VA pension rate
- Travel is for a C&P exam
- Travel is to obtain a service dog
- Travel is in relation to VA transplant care

Beneficiaries may apply for travel orally or in writing generally at the facility where care was provided however, in some cases there may be an alternate process. For more information, go to the Beneficiary Travel Office at the treating facility or call **877.222.8387** or visit: <https://iris.custhelp.com/>

## NON-VA MEDICAL CENTER EMERGENCY CARE

Veterans are eligible for emergency care at non-VA facilities under certain circumstances. The 2010 Veterans Emergency Care Protective Act enabled VA to reimburse veterans enrolled in VA health care for the remaining cost of emergency treatment if the veteran has outside insurance that only covers part of the cost.

If the non-VA emergency care is received, notification to the nearest VA health care facility must be made within 72 hours of hospitalization. VA payment is limited up to the point that veteran’s condition is stable for transport to a VA Facility.

The VA can also provide retroactive reimbursements for emergency care received or after July, 19, 2001, if considered appropriate under the circumstances.

## SCHEDULED VERSUS UNSCHEDULED APPOINTMENTS

Scheduled appointments qualify for round-trip mileage. Unscheduled visits may be limited to return mileage only.

In order to be eligible for travel benefits when transporting to VA care or treatment, a veteran must actually be incurring an expense. Should one or more veterans travel together in a private vehicle, only the owner of the vehicle is actually incurring expenses and therefore is the only person entitled to travel reimbursement. However, should multiple veterans share a vehicle where passengers must pay for their transport such as a taxi or where one veteran pays another for transportation, then all are entitled to travel reimbursement either at the mileage reimbursement rate or actual expense, whichever is less. Such persons must provide a receipt to indicate an incurred expense and to receive reimbursement. Find your local medical center for reimbursement rates.

## NC DISABLED AMERICAN VETERANS (DAV) TRANSPORTATION PROGRAM POCS

### CALVIN E. TURNER DURHAM VAMC

508 Fulton St., (135)  
Durham, NC 27705  
(919) 286-0411 EXT. 7617

### ANDREW CLARK ASHEVILLE VAMC

1100 Tunnel Road, Room  
B421  
Asheville, NC 28805  
(828) 298-7911 EXT. 5349

### RUPERT BENNETT FAYETTEVILLE VAMC

2300 Ramsey St., Rm. 245  
Fayetteville, NC 28301  
(910) 488-2120 EXT. 7302

### HAMPTON, VA VAMC

100 Emancipation Dr.  
Bldg. 135, Rm. 28  
Hampton, VA 23667  
(866) 544-9961 EXT. 3148

### JAMES A. MARTIN SALISBURY VAMC

1601 Brenner Ave.  
Bldg. 6 Rm. 1004  
Salisbury, NC 28144  
(704) 638-9000 EXT. 3904

## VA HOSPITAL TRANSPORTATION SERVICE PROGRAM

The Veterans Health Administration has a transportation program for non-ambulatory and remote VA patients. The Veterans Transportation Service (VTS) provides transport for veterans to VA Medical Centers (VAMCs). These services include vehicle routing and scheduling software for VA Medical Facilities.

While all veterans with VA funded medical appointments are eligible to ride VTS, a first priority is given to wheelchair-bound patients who have no other transportation alternatives. VTS is establishing a network of community and volunteer transportation services to improve access to VA health care, including the Durham VAMC.

### RESERVATIONS ARE REQUIRED

Reservations are needed for transportation at least four full business days before the date of transport is needed. Specific information about the veteran is also required.

To see if services are available in your area, call:

- Asheville: (828) 298-7911 EXT. 7977  
DAV: (828) 298-7911 EXT. 5349
- Durham: (919) 286-0411 EXT. 4793  
DAV: (919) 286-0411 EXT. 7810
- Hampton, VA: (866) 544-9961 EXT. 3148  
DAV: (757) 728-3148
- Fayetteville: (910) 488-2120 EXT. 5225  
DAV: (910) 488-2120 EXT. 7302
- Salisbury: (704) 638-9000 EXT. 14439  
DAV: (704) 638-9000 EXT. 13904

## DAV TRANSPORTATION NETWORK

Because many veterans lack transportation to and from VA medical facilities for needed treatment, the Disabled American Veterans (DAV) operates a nationwide Transportation Network to meet this need. Through the Transportation Network, DAV volunteers drive veterans to and from VA medical facilities for treatment. To request a ride, visit:

[www.dav.org/veterans/i-need-a-ride/](http://www.dav.org/veterans/i-need-a-ride/)

### VOLUNTEER DRIVERS NEEDED:

The DAV is always looking for volunteer drivers. If you are interested in volunteering in the DAV Transportation Network please visit:

[www.dav.org/help-dav/volunteer/drive-a-van.](http://www.dav.org/help-dav/volunteer/drive-a-van.)

## CHAMPVA AND TRICARE

The Civilian Health and Medical Program of the U.S. Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by Health Administration Center.

Due to the similarity between CHAMPVA and the Department of Defense (DOD) TRICARE program (sometimes referred to by its old name, CHAMPUS) the two are often mistaken for each other. CHAMPVA is a U.S. Department of Veterans Affairs (VA) program whereas TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. In some cases a veteran may look to be eligible for both/either program on paper. However, if you are a military retiree, or the spouse of a veteran who was killed in action, you are and will always be a TRICARE beneficiary.

**CHAMPA Customer Service: 1-800-733-8387**

**Tricare Customer Service East Region: 1-800-444-5445**

► **VISIT** [www.myhealth.va.gov](http://www.myhealth.va.gov) **to learn more**

## VA RESOURCE CENTERS

### ASHEVILLE VAMC

(828) 299-2519 EXT: 2519

### HICKORY CBOC

(704) 638-9000 EXT: 3175

### CHARLOTTE CBOC

(704) 638-9000 EXT:3175

### SALISBURY VAMC

VAMC PTSD RESOURCES  
OUTPATIENT THERAPY UNIT  
INPATIENT THERAPY UNIT  
CALL (704) 638-9000 EXT:  
13175

### DURHAM CLINIC

(919) 286-0411 EXT: 7977

### FAYETTEVILLE VAMC

(910) 488-2120 EXT: 5839

### WINSTON-SALEM CBOC

(336) 768-3296 EXT: 1603

## NC RESOURCE CENTERS

Brain Injury Resource Offices are located throughout the state and are available to help you.

Statewide Family Help Line:

**1-800-377-1464**

- Raleigh area call 1-919-833-9634
- Charlotte area call 1-704-355-1502
- Greenville area call 1-800-697-3115
- Asheville area call 1-866-890-7801

## TRAUMATIC BRAIN INJURY [TBI]

Major advancements in protective and medical technology have vastly increased survivability rates among wounded U.S. service members. They have also introduced new challenges to care for increasing numbers of veterans and service members with extremely complex injuries, particularly polytrauma and traumatic brain injury.

A Traumatic Brain Injury (TBI) happens when something outside the body hits the head with significant force. This could happen when the head hits a windshield during a car accident, when a piece of shrapnel enters the brain, or during an explosion of an improvised explosive device (IED).

Individuals who sustain a TBI may experience a variety of effects, such as an inability to concentrate, an alteration of the senses (hearing, vision, smell, taste, and touch), difficulty speaking, and emotional and behavioral changes.

If you experienced head trauma during your service, please contact the VA to schedule an examination. To learn more about TBI, visit [www.polytrauma.va.gov](http://www.polytrauma.va.gov)

**Each service member**

**will have their own**

**experiences. However,**

**almost all service**

**members will need time**

**to readjust after being**

**in a war zone.**

## TRAUMA AND PTSD

Post Traumatic Stress Disorder (PTSD) is a mental health issue that can occur after someone goes through a traumatic event such as war, assault, disaster, or a car accident. Most people have some stress reactions after a trauma.

Each service member will have their own experiences. However, understand that almost all service members will need time to readjust after being in a war zone. This can be especially intense during the first months at home. Common stress reactions are a normal part of readjustment.

The stigma of mental health issues can be a huge barrier for people who need help, but knowing when and how to get help is actually part of military training.

Visit your local Vet Center (complete list of locations are on page 89) if you would like to talk to someone about what you are experiencing. You can also learn more about PTSD at [ptsd.va.gov](http://ptsd.va.gov)



## ONLINE MANAGEMENT

Managing your health information appointments, prescriptions, labs, blood tests and even exchanging messages with your health care team has never been easier.

**My HealtheVet**, your online Personal Health Record, helps you gain a better understanding of your health status and allows you to explore a variety of ways to monitor and improve your health, 24 hours a day/7 days a week.

To get the most out of My HealtheVet, veterans are urged to visit their local VA health care facility to get an upgraded account, known as In-Person Authentication (IPA). This simple process allows you to use My HealtheVet to:

- View your VA appointments
- Access VA wellness reminders
- Communicate online through secure messaging
- View laboratory results and more

To begin using My HealtheVet, register today at [www.myhealth.va.gov](http://www.myhealth.va.gov).

## PTSD MOBILE APP



**FREE PTSD COACH DOWNLOAD FROM:  
ITUNES (IOS)\* AND GOOGLE PLAY (ANDROID)\***

PTSD Coach has now been downloaded over 100,000 times in 74 countries around the world. The PTSD Coach app can help you learn about and manage symptoms that commonly occur after trauma. Features include: Reliable information on PTSD and treatments that work; Tools for screening and tracking your symptoms; Convenient, easy-to-use skills to help you handle stress symptoms; Direct links to support and help; Always with you when you need it.

Together with professional medical treatment, PTSD Coach provides you dependable resources you can trust. If you have, or think you might have PTSD, this app is for you. Family and friends can also learn from this app.

### DOWNLOAD THE MOBILE APP

Free PTSD Coach download from: iTunes (iOS)\* and Google Play (Android)\*. Also see PTSD Coach ONLINE: 17 tools to choose from available for desktop. PTSD Coach was created by the VA's National Center for PTSD and the DoD's National Center for Telehealth and Technology.

*NOTE: PTSD is a serious mental health condition that often requires professional evaluation and treatment. PTSD Coach is not intended to replace needed professional care.*

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more



**Help  
for a Tight  
Grocery  
Budget!**

**MANNA  
Food Helpline**

Proudly serving 16 Western  
North Carolina Counties



**MMIA**  
**MILITARY  
MISSIONS  
IN ACTION**

Dedicated to assisting veterans with  
disabilities, members of the Armed  
Forces and their families.

93 cents of every dollar goes  
toward programs and services.  
With your help, we can make a difference.

[www.facebook.com/MilitaryMissionsInAction](https://www.facebook.com/MilitaryMissionsInAction)

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



## ADDITIONAL RESOURCES

### for North Carolina

### Veterans through the Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

#### Returning Veterans and Possible Behavioral Health Issues

Although the majority of veterans who return from deployment do not have a behavioral health condition and have not experienced a traumatic brain injury (TBI) all service members, veterans and family members experience a period of readjustment as they reintegrate into life with family, friends and community. Behaviors needed to survive in war zone, such as maintaining a constant state of alertness, may initially translate into troublesome behaviors in civilian life. SAMHSA, 2012.

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (MH/DD/SA) with its **Local Management Entities-Managed Care Organizations (LME-MCOs)** provides mental health, developmental disabilities, including TBI and substance use services through a network of community-based agencies in all of the state's 100 counties.

Services and support are available to address the full continuum of care including crisis intervention, prevention, treatment and recovery supports for both adults and children. Program services are accessed by contacting the LME/MCO contracted to provide services in your county. To find out which LME-MCO your county is assigned to please visit the DMH/DD/SAS website at [ncdhhs.gov/mhddsas/lmeonblue.htm](http://ncdhhs.gov/mhddsas/lmeonblue.htm) or you can call the customer service and community rights call center at **1-855-262-1946**. The LME-MCO can also assist individuals needing to access the services provided by the Division of State Operated Health Facilities (DSOHF). Applications for care at the state psychiatric hospitals, the Alcohol and Drug Treatment Centers and the Developmental Centers can be made through your local LME-MCO, or, see page 102.

#### Other Programs that Might Be of Interest:

**The TASC** (Treatment Alternatives for Safe Communities) Program works with individuals involved in the criminal

justice system. TASC will work with individuals, families and probation officers to arrange for treatment and other support services. For more information about TASC services in your community please see the contact information here:

[www.nctasc.net/main/providermap-t.php](http://www.nctasc.net/main/providermap-t.php)

**Driving While Impaired Services (DWI)** works with those individuals who have been convicted of Driving While Impaired to arrange interventions or treatment so that driving privileges can be restored. Contact the program by calling **(919) 733-0566**. For more information about DWI-related services in your community please see the contact information here: [www.ncdhhs.gov/mhddsas/services/dwi/locateservices.htm](http://www.ncdhhs.gov/mhddsas/services/dwi/locateservices.htm)

**North Carolina Peer Support Specialist Program** – Veterans interested in becoming a certified Peer Support Specialist can contact the Peer Support Specialist Program managed by the University of North Carolina School of Social Work. For more information, go to <http://pss.unc.edu/>

#### How to Access Services Locally:

Accessing services begins with a phone call to the LME-MCO; additional information is also available on the LME/MCO's website. Each LME/MCO has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. The list of 24/7 access numbers, the LME/MCO website address and the **Veteran Point of Contact is provided on page 102.**

MH/DD/SA is a member of the Governor's Working Group on Veterans, Service Members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military connected citizens. The North Carolina MH/DD/SA is proud to serve those who have served.

► **VISIT** [www.myhealth.va.gov](http://www.myhealth.va.gov) **to learn more**

## DIVISION OF SOCIAL SERVICES

The North Carolina Division of Social Services (DSS) provides guidance and technical assistance to agencies that provide services that address issues associated with poverty, family violence, exploitation, and more. Our goal is to ensure proper quality of life and prevent other problems in vulnerable individuals and populations. We promote self-reliance and self-sufficiency. Services offered include:

Adoption	Independent Living Services for Foster Children (LINKS)
Child Protective Services	Low-Income Energy Assistance
Child Support Enforcement	Pregnancy Services
Emergency Assistance	Refugee Services
Short-Term Financial Assistance	Safe Surrender (Newborn Surrender)
Food & Nutrition Services	Work First Cash Assistance
Foster Care	County Social Services Directory

Applications for benefits can be taken at all 100 DSS offices across the state.

Contact your county DSS for information about the types of documents you must provide when you apply. Staff at the county DSS will assist you with this process, or call DHHS Customer Service Center at **1-800-662-7030**. A list of County Departments of Social Service Offices can be found at: [www.ncdhhs.gov/dss/](http://www.ncdhhs.gov/dss/)


## VAMC MENTAL HEALTH POINTS OF CONTACT

**FACILITY:** Asheville  
**CONTACT:** (828) 298-7911, x5154

**FACILITY:** Durham  
**CONTACT:** (919) 286-0411, x6073/6074  
 888-878-6890 x6073/6074

**FACILITY:** Fayetteville  
**CONTACT:** (910) 488-2120  
 800-771-6106

**FACILITY:** Salisbury  
**CONTACT:** (704) 638-9000, x14190



### Residential Substance Abuse Treatment


TROSA's multi-year residential program provides stable housing in a supportive community at no cost to all residents. Program graduates also have the option of utilizing our additional housing and continuing care services.

The Veterans Administration (VA) works closely with TROSA to ensure graduates leave with permanent housing and long-term employment.

**Honesty • Courage • Commitment • Community**  
 (919) 419-1059 [www.trosainc.org](http://www.trosainc.org)

**TROSA is free of charge to anyone with a substance abuse problem who wants to change their life.**

Learn more about how we can help  
 (919) 419-1059 [www.trosainc.org](http://www.trosainc.org)



**Services we provide:**  
 Supportive housing, meals, clothing, medical, education, vocational training, life skills, mental health, employment services, continuing care





► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more



# American Red Cross

Supporting America's Military Families

Get Immediate Assistance



If your military family has an emergency need for communication, please call the American Red Cross at (877) 272-7337.

Region	Local Office Phone Number	Counties Covered By This Location
Triangle Area Chapter	(919) 231-1602 Raleigh, NC	Chatham, Wake, Warren, Johnston, Lee, Franklin
Central NC Chapter	(919)-489-6541 Durham, NC	Durham, Orange, Person, Granville, Vance
Cape Fear Area Chapter	(910) 762-2683 Wilmington, NC	Brunswick, Carteret, Columbus, Craven, Duplin, Greene, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, Wayne
North East NC Chapter	(252)-977-1720 Rocky Mount, NC	Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Halifax, Hertford, Hyde, Martin, Nash, North Hampton, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wilson
Sandhills Area Chapter	(910)-867-8151 Fayetteville, NC	Bladen, Cumberland, Harnett, Hoke, Moore, Richmond, Robeson, Sampson, Scotland
Charlotte Metro Chapter	(704) 347-8254 Charlotte, NC	Iredell, Mecklenburg
Southern Piedmont Chapter	(704) 782-9022 Concord, NC	Anson, Cabarrus, Montgomery, Rowan, Stanly, Union
Piedmont Triad Chapter	(336) 333-2111 Greensboro, NC	Alamance, Caswell, Davidson, Randolph, Rockingham, Stokes, Surry, Yadkin
Blue Ridge Piedmont Chapter	(828) 332-4151 Hickory, NC	Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Gaston, Lincoln, Watauga, Wilkes
Asheville-Mountain Area Chapter	(828) 258-3888 Asheville, NC	Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

**American Red Cross**  
**Emergency Communication Services**  
**Call Toll-Free (877) 272-7337**

They serve our nation.  
**We are honored**  
**to serve them.**

**IT'S YOUR CALL**

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

**Veterans  
Crisis Line**

• • • Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net) or text 838255 • • •

## Do you feel this way?

- I'm lost in a health care system
- I just don't care anymore
- I feel like hurting myself or others
- People keep telling me I've changed
- I have a short fuse
- I seem to be drinking more
- I can't sleep
- I don't have the patience I need with my kids

**VOLUNTARY, CONFIDENTIAL, FREE and PROFESSIONALLY STAFFED**

**NORTH CAROLINA NATIONAL GUARD HELP LINE**  
**1-855-322-3848**

CURRENT NC NATIONAL GUARD MEMBERS AND FAMILIES

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more



## We Support Military Families Struggling With Mental Health Challenges

**Call Us. We Can Help.  
(855) 537-2262**



**STRATEGIC  
BEHAVIORAL CENTER**

2 NC Locations to Serve You

2050 Mercantile Drive  
Leland, NC 28451  
[www.sbcwilmington.com](http://www.sbcwilmington.com)

3200 Waterfield Drive  
Garner, NC 27529  
[www.sbcraleigh.com](http://www.sbcraleigh.com)

*Helping families put their lives back together, one piece at a time.*

### THE DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES

North Carolina's Division of Mental Health, Developmental Disabilities and Substance Abuse Services offers behavioral health services to those who have served in the active or reserve components of the U.S. Armed Forces, are a Veteran or a family member.

### ACCESS SERVICES LOCALLY

Accessing services begins with a phone call to the LME-MCO; additional information is also available on the LME-MCO's website.

Each LME/MCO (Local Management Entity/Managed Care Organization) has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. DMH/DD/SAS is a member of the Governor's Working Group on Veterans, Service Members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military connected citizens. The North Carolina DMH/DD/SAS is proud to assist those who have served our country.

## DIVISION OF AGING AND ADULT SERVICES

In support of the mission, vision, and values of the NC Department of Health and Human Services, the Division of Aging and Adult Services (DAAS) works to promote independence and enhance the dignity of North Carolina's older adults, persons with disabilities, and their families through a community-based system of opportunities, services, benefits, and protections; to ready younger generations to enjoy their later years; and to help society and government plan and prepare for the changing demographics of the population.

Services available for adults of all ages are provided by a variety of auspices such as agencies serving primarily older adults, licensed home care agencies, and county departments of social services. The services span a wide spectrum of care listed below. <http://www.ncdhs.gov/divisions/daas>

Adult Day Care	Housing and Home Improvement
Adult Day Health Care	Individual & Family Adjustment Services
Adult Placement Services	In-home Aide
Adult Protective Services	Legal
At-Risk Case Management	Mental Health Counseling
Care Management	Options Counseling
Congregate Nutrition	Personal and Family Counseling
Consumer Directed	Project Care
Family Caregiver Support	Respite – Group / Institution
Foster Care Services for Adults	Senior Centers
Guardianship Services	Senior Companion
<b>Health Promotion</b> Disease Prevention	State-County Special Assistance for-adults
Health Screening	State-County Special Assistance for-adults In-Home program
Health Support Services	<b>Transportation</b> General Medical
Home Delivered Meals	<b>Veterans Affairs</b> NC Division of Veterans Affairs US Department of Veterans Affairs

## DIVISION OF SERVICES FOR THE BLIND (DSB)

“Welcoming our veterans with disabilities adapting to employment and independent living”

Since 1935, the North Carolina Division of Services for the Blind (DSB) has provided services to people who are visually impaired, blind and deaf-blind to assist them with reaching their goals of independence and employment. DSB has vocational rehabilitation, independent living, medical eye care and Business Enterprises programs. DSB partners with the Veterans Administration VIST Programs that provide services to veterans who have severe visual impairments.

- A veteran does not need to be legally blind to receive services from DSB. Some of DSB's services include:
- Assistive Technology Assessments and Training
- Vocational/Career Training
- Transition-Age Services
- Supported Employment Services
- Career Counseling and Job Placement Assistance
- Rehabilitation Center Instruction
- In-Home & Community-Based Independent Living Skills Training
- Counseling & Guidance
- Information and Referral
- Low Vision Assessments and Adaptive Aids
- In-Home Labeling of Appliances
- Safe Travel Training (Orientation & Mobility)

Contact DSB at 1-866-222-1546 or contact your closest local office at the number below. You can also contact a DSB Social Worker for the Blind at your local Department of Social Services office.

Asheville 1-800-422-1881

Raleigh 1-800-422-1871

Charlotte 1-800-422-1895

Greenville 1-800-422-1877

Wilmington 1-800-422-1884

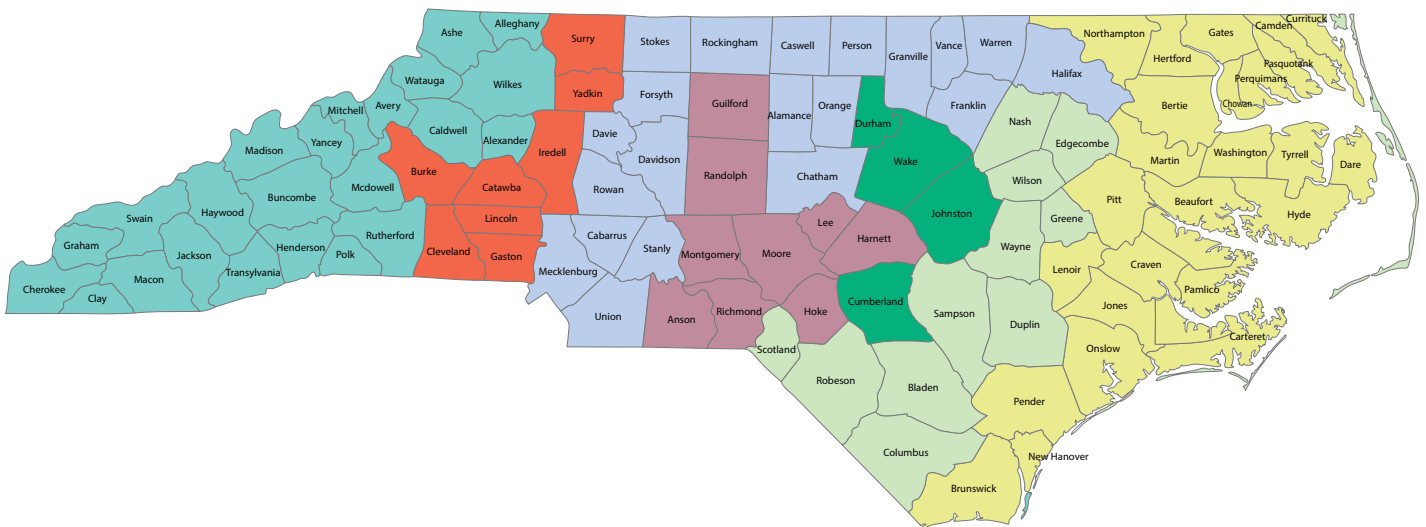
Fayetteville 1-800-422-1897

Winston-Salem 1-800-422-0373

Elizabeth City 252-338-2126 Ext. 179

# ALTERNATIVES TO VA HEALTH CARE OFFERED BY NORTH CAROLINA'S DEPT. OF HEALTH & HUMAN SERVICES

## LME-MCO MILITARY AND VETERANS CONTACTS



**VAYA Health**  
[www.vayahealth.com](http://www.vayahealth.com)  
(800) 849-6127

**Cardinal Innovations Healthcare Solutions**  
[www.cardinalinnovations.org](http://www.cardinalinnovations.org)  
(704) 939-7700

**Trillium Health Resources**  
[www.trilliumhealthresources.org](http://www.trilliumhealthresources.org)  
(866) 998-2597

**Partners Behavioral Health Management**  
[www.partnersbhm.org](http://www.partnersbhm.org)  
(877) 864-1454

**Sandhills Center**  
[www.sandhillscenter.org](http://www.sandhillscenter.org)  
(800) 256-2452

**Alliance Behavioral Healthcare**  
[www.alliancebhc.org](http://www.alliancebhc.org)  
(919) 651-8401

**Eastpointe**  
[www.eastpointe.net](http://www.eastpointe.net)  
800.913.6109

## NON-AMBULATORY TRANSPORTATION SERVICES



OWL, Inc. provides non-ambulatory transportation services for Veterans who require mobility assistance and who have been authorized by the Veterans Health Administration to receive transportation services. Transportation services are available to all VA Medical Facilities in the DURVAMC Catchment area-including CBOCs, Dialysis Centers and HCCs. Services are available 24/7.

Please call four days in advance to arrange transportation.

Offices Servicing the Durham VAMC Network:

### Durham Office

3310 Croasdaile Drive  
Ste. 301  
Durham, N.C. 27705  
Office (919) 864-8461

### Raleigh Office

4801 Glenwood Ave.  
Ste. 200  
Raleigh, N.C. 27612  
Office (919) 604-4405

### Greenville Office

400 W. Arlington Blvd.  
Greenville, N.C. 27834  
Office (252)756-5665

## NORTH CAROLINA ASSISTIVE TECHNOLOGY PROGRAM (NCATP)

The North Carolina Assistive Technology Program (NCATP) is a state program under the Division of Vocational Rehabilitation Services that can assist veterans with disabilities in transitioning smoothly back to civilian life. NCATP provides assistive technology device demonstrations, short-term device loans, assessments, training, public awareness and technical assistance to individuals, family members and organizations needing assistive technology services. NCATP has offices across the state providing services to all N.C. citizens regardless of age and/or disability. For a full listing, please visit the NCATP website at:

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

1-919-855-3500 Administrative Number  
919-715-1776 Fax  
NCATP  
2801 Mail Service Center  
Raleigh, NC 27699-2801

## DIVISION OF VOCATIONAL REHABILITATION SERVICES

“Welcoming our veterans with disabilities adapting to employment and independent living”



The Division of Vocational Rehabilitation Services (DVRS) can assist veterans with disabilities in transitioning smoothly back to civilian life. DVRS offers counseling, training, education, transportation, job placement, assistive technology and other support services to people with the following disabilities:

- Physical
- Psychiatric
- Intellectual and/or developmental
- Substance abuse
- Deaf or hard of hearing or have other communicative disorders
- Any other disability that affects a person's ability to work or live independently.

These services help people with disabilities live and work independently in their community.

DVRS (known to many simply as “VR”) has local field offices and facilities that serve every county in North Carolina. DVRS also directly serves businesses and other organizations by linking them to individuals who are well-matched for jobs with these entities. Contact DVRS at:

[www.ncddhs.gov/dvrs](http://www.ncddhs.gov/dvrs)

1-800-689-9090  
TTY (919) 855-3579  
VP (919) 324-1500  
Fax (919) 733-7968

### Mailing Address:

NCDVRS  
2801 Mail Service Center  
Raleigh, NC 27699-2801

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more

## NC OPERATED HEALTHCARE FACILITIES

### Purpose of the Division of State Operated Healthcare Facilities:

We are a system of state operated healthcare facilities that respects the dignity of individuals and provides individualized, compassionate, efficient, quality care to citizens of North Carolina with developmental disabilities, substance use disorders and psychiatric illnesses and whose needs exceed the level of care available in the community.

#### ALCOHOL AND DRUG ADDICTION TREATMENT CENTERS

Julian F. Keith ADATC,  
828-257-6200,  
201 Tabernacle Road  
Black Mountain, N.C. 28711

R. J. Blackley ADATC,  
919-575-7928  
100 H St.  
Butner, N.C. 27509

Walter B. Jones ADATC  
252-830-3426  
2577 W. Fifth Street  
Greenville, N.C. 27834

#### DEVELOPMENTAL CENTERS

Caswell Developmental Center  
252-208-4000  
2415 West Vernon Ave.  
Kinston, N.C. 28504

J. Iverson Riddle Developmental Center  
828-433-2731  
300 Enola Road  
Morganton, N.C. 28655

Murdoch Developmental Center  
919-575-1000  
C Street  
Butner, N.C. 27509

#### NEURO-MEDICAL TREATMENT CENTERS

Black Mountain Neuro-Medical Center  
828-259-6700  
Old Highway 70  
Black Mountain, N.C. 28711

O'Berry Neuro-Medical Center  
919-581-4000  
400 Old Smithfield Rd.  
Goldsboro, N.C. 27530-8464

Longleaf Neuro-Medical Center  
252-399-2112  
4761 Ward Boulevard  
Wilson, N.C. 27893

#### PSYCHIATRIC HOSPITALS

Broughton Hospital  
828-433-2111  
1000 South Sterling Street  
Morganton, North Carolina 28655

Central Regional Hospital  
Butner Campus – 919-764-2000  
300 Veazey Road  
Butner, NC 27509

Cherry Hospital  
919-731-3200  
201 Stevens Mill Rd  
Goldsboro, N.C. 27530

#### RESIDENTIAL PROGRAMS FOR CHILDREN

Whitaker School  
919-575-7048  
L Street Butner, N.C. 27509

Wright School  
919-560-5790  
3132 Roxboro Road  
Durham, N.C. 27704



### The Division of Services for the Deaf and Hard of Hearing (DSDHH)

serves individuals who are **deaf, hard of hearing, deaf-blind**, along with **their families** and the **communities** they live in, helping to achieve **equal access, effective communication** and a **better quality** of life for all North Carolinians.

**DSDHH has seven Regional Centers** across the state serving the 1.2 million North Carolinians impacted by hearing loss.

**Everyone** is eligible and there is **no cost** for our services.

**(919) 527-6930 (v)**  
**(800) 851-6099 (v/tty)**  
**(919) 890-0859 (VP)**  
**[www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)**



NC DEPARTMENT OF  
HEALTH AND HUMAN SERVICES  
Division of Services for the  
Deaf and Hard of Hearing

[www.ncdhhs.gov](http://www.ncdhhs.gov) • NCDHHS is an equal opportunity employer and provider. 04/18



# YOU SERVED YOUR COUNTRY NOW LET US SERVE YOU

Skilled Nursing Care



NC State Veterans Homes

SEE PAGE 108



**FAYETTEVILLE**

SEE PAGE 109



**SALISBURY**

SEE PAGE 110



**BLACK MOUNTAIN**

SEE PAGE 111



**KINSTON**

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more

## NORTH CAROLINA STATE VETERANS HOMES

**DID YOU  
KNOW?**

The N.C. Department of Military and Veterans Affairs runs 4 State Veterans Homes with 449 skilled care beds, employing over 750 North Carolinians.



The State of North Carolina is proud to offer four, full-service, State Veterans Homes. One is located adjacent to the VA Medical Center in Fayetteville, another on the W.G. Hefner Medical Center campus in Salisbury, and other locations are in Kinston and Black Mountain.

Please call our office at **844-NC4-VETS** for further information. Our primary mission is to provide high quality care to veterans, which will improve their quality of life. At the North Carolina State Veterans Homes, we know how to meet the special needs of our veterans.

### MISSION

“To provide quality health care services in a professional and ethical manner, ensuring the trust, confidence and respect of our veteran residents, their families, employees, and the communities we serve”

The NC State Veterans Homes provide skilled nursing care to all eligible veterans. All of the NC State Veterans Homes are certified by VA Medical Centers of jurisdiction, Medicaid, Medicare, and the Joint Commission.

Our professional staff and volunteers are committed to providing quality, comprehensive, short term or long term care with an extra warm and personal touch. It is important each veteran feels we are not just a skilled nursing facility, but an actual “home” in every sense of the word. Every individual is of vital interest to us and we ensure that our focus is the total needs of the resident. Through quality care and constant companionship, we strive to make every day not a “living experience,” but “an experience worth living.”

We encourage veterans and family members to arrange a pre-admission tour and meeting at your convenience. This will let you see first-hand the care and warmth of our homes as well as give you the opportunity to ask questions about the facility, or visit [www.NC4VETS.com](http://www.NC4VETS.com) for a link to a virtual tour.



## LONG-TERM CARE ELIGIBILITY

We serve all qualified North Carolina Veterans. The rate of payment is based on a daily per diem rate established by the NC Veterans Commission.

### TO BE ELIGIBLE, A VETERAN MUST:

- **Have served** in the Armed Forces for other than training purposes.
- **Have been** discharged under honorable conditions from the United States Armed Forces.
- **Have resided** in North Carolina at least 24 months prior to the date of admission.
- **Be referred** by a licensed physician and be in need of skilled nursing care (physician orders).
- **Be disabled** by reason of age, disease, or other reasons determined through a physical exam. Our facility must be able to meet the need of the resident.

### DEDICATED TO EXCELLENCE

Our highly skilled professional staff provides exceptional care and activities to enrich individuals.

- Comfort and security which encourages independence, meets individual needs and emphasizes personal choice.
- Comfortable, spacious accommodations in an attractive environment.

- Care provided by registered nurses, licensed practical nurses and certified nursing assistants under the direction of licensed physicians.
- Registered dietician on staff.
- Experienced social workers to assist veterans and families.
- Veterans Service Officer to assist veterans and families in applying for VA Benefits.
- Licensed by the State of North Carolina and approved for Medicare, Medicaid and third party insurance.
- Complete team of therapists provide physical, occupational and speech therapy within the facility.
- Specially designed therapeutic recreational programs directed by activity personnel on each unit.
- Full range of in-house activities, community outings and programs involving local volunteer groups.
- Special programs throughout the year honoring veterans.
- Three of our homes are 5 star rated and we expect our forth home to earn that distinction as well.

Hospital care provided by either the VA Medical Centers or local hospitals.

► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more

# FAYETTEVILLE

150-bed home for Veterans



**Location:**

214 Cochran Ave.  
Fayetteville, NC  
28301

**Phone:**

(910) 482-4131

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Semi-private rooms/private rooms (additional cost), 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, counseling services, family group meetings, laundry, pharmacy, volunteer medication management, psychiatry, MSW social worker, barber/beauty shop services.





## SALISBURY

99-bed home for Veterans

**Location:**

1601 Brenner Ave.  
Building #10  
Salisbury, NC 28144

**Phone:**

(704) 638-4200

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Semi-private rooms/private rooms (additional cost), 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, counseling services, family group meetings, laundry, volunteer services, management, psychiatry, MSW social worker, barber/beauty shop services.



► VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more

# BLACK MOUNTAIN

100-bed home for Veterans



**Location:**

62 Lake Eden Road  
Black Mountain, NC  
28711

**Phone:**

(828) 257-6800

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.



## KINSTON

100-bed home for Veterans



**Location:**

2150 Hull Road  
Kinston, NC 28504

**Phone:**

(252) 939-8000

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.



▶ VISIT [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more



# North Carolina National Guard

## Integrated Behavioral Health System



VOLUNTARY, CONFIDENTIAL,  
PROFESSIONALLY STAFFED and FREE

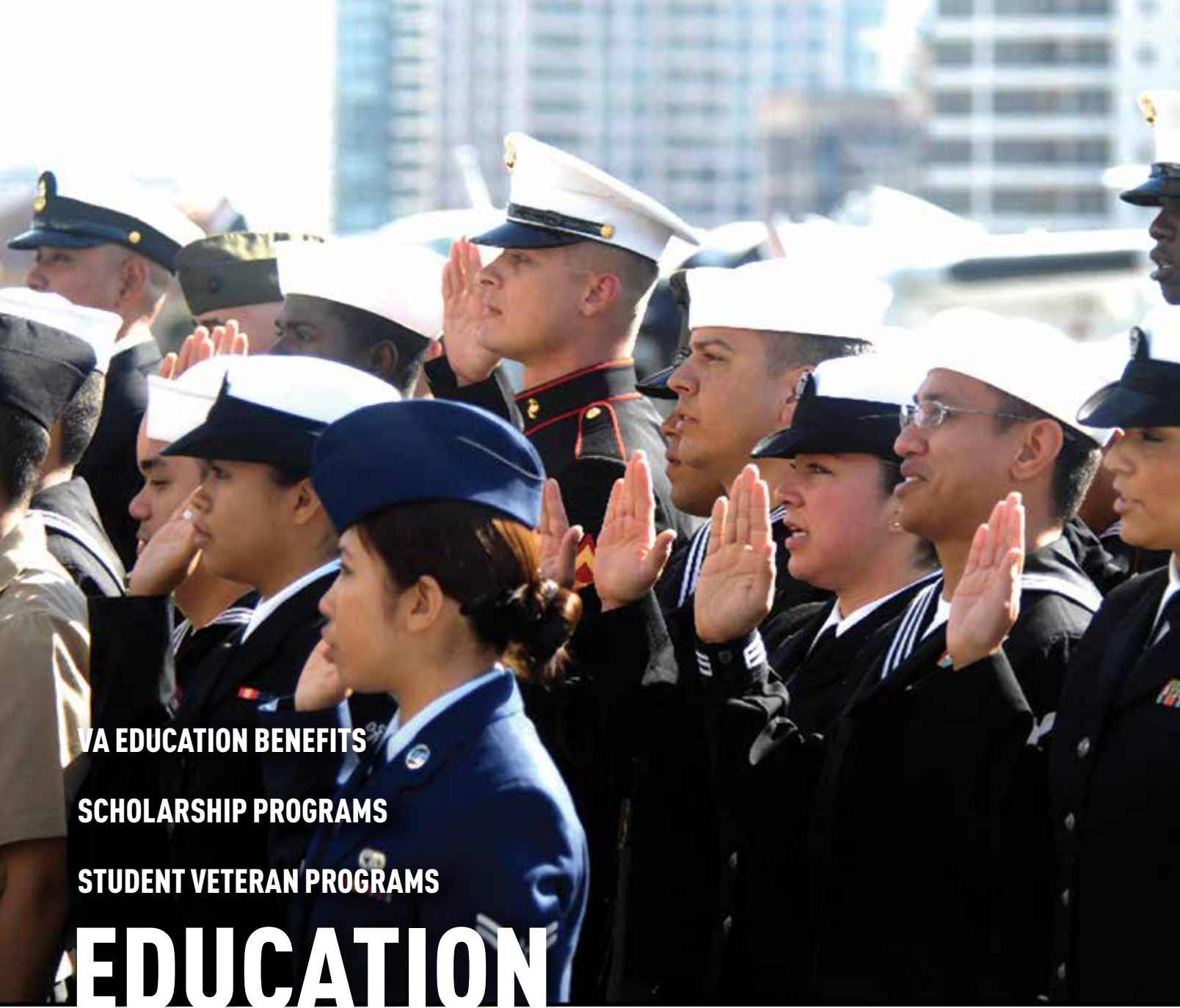


*Taking Care of Our Own*

CALL ANYTIME

**1-855-322-3848**





**VA EDUCATION BENEFITS**

**SCHOLARSHIP PROGRAMS**

**STUDENT VETERAN PROGRAMS**

# EDUCATION

## **CONTACT**

844.NC4.VETS

844.624.8387

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**Community Colleges POC**

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**DMVA Scholarship Program**



## EDUCATION TUITION ASSISTANCE

### POST 9/11 GI BILL

The Post-9/11 GI Bill provides financial support for education and housing to honorably discharged veterans with at least 90 days of aggregate service on Title 10 Active Duty or Title 32 Active Guard Reserve Duty after Sept. 10, 2001, or individuals discharged with a service-connected disability after 30 days. The Post 9/11 GI Bill will pay eligible individuals full tuition and fees directly to the school for all public school in-state students, attending classes at a greater than part-time rate.

A Monthly Housing Allowance (MHA) based on the Basic Allowance for Housing (BAH) for an E-5 with dependents is also provided. Distance learning enrollee's housing allowance is equal to half the national average BAH for an E-5 with dependents. An annual books and supplies stipend is paid proportionately based on years of active duty service.

([GIBill.va.gov](http://GIBill.va.gov))

### MONTGOMERY GI BILL

Montgomery GI Bill (MGIB) benefits are available for service members and veterans to help with education and training costs.

MGIB can be used to pay for many different programs including the following degrees; business, technical or vocational courses, distance learning including correspondence courses, apprenticeship/job training, wflight training, licensing and certification exams.

VA educational benefits may be used while the service member is on active duty or after the service member's separation from active duty with a fully honorable military discharge. Discharges "under honorable conditions" and "general" discharges do not establish eligibility.

Eligibility generally expires 10 years after the service member's discharge. However, there are exceptions for disability, re-entering active duty, and upgraded discharges.

([GIBill.va.gov](http://GIBill.va.gov))

**GI BILL HOTLINE**  
**(888) 442-4551**

## FOLDS OF HONOR (PRIVATE)

Folds of Honor proudly stands in the gap, providing scholarships and assistance to the spouses and children of those killed or disabled in service to America.

Of the one million-plus dependents adversely affected by deployments to Iraq and Afghanistan, over 87% do not qualify for federal scholarship assistance. We can honor those who fought for our freedom by serving the families they leave behind.

For more information, go to: [www.foldsof Honor.org](http://www.foldsof Honor.org)

## TILLMAN MILITARY SCHOLARSHIP (PRIVATE)

The Pat Tillman Foundation's Tillman Military Scholars program supports our nation's active and veteran service members and their families by removing financial barriers to completing a degree or certification program of their choice. Study-related expenses such as tuition and fees, but also other needs, including housing and child care.

To apply, go to [www.pattillmanfoundation.org](http://www.pattillmanfoundation.org)

## POST-9/11 GI BILL TRANSFER OF ENTITLEMENT

The post-9/11 GI Bill also offers some service members the opportunity to transfer their GI Bill to dependents. An individual approved to transfer an entitlement to educational assistance under this section may transfer the individual's entitlement to the individual's spouse, or one or more of the individual's children or any combination of spouse and child. A family member must be enrolled in the Defense Eligibility Enrollment Reporting System (DEERS) and be eligible for benefits, at the time of transfer to receive transferred educational benefits.

Visit [www.benefits.va.gov/gibill/post911\\_transfer.asp](http://www.benefits.va.gov/gibill/post911_transfer.asp)

## TUITION ASSISTANCE [TOP-UP]

TOP-UP allows the VA to reimburse an individual for all or a portion of the charges for courses that are not reimbursed under certain military education programs. The amount of this benefit can be equal to the differences between the total cost of a college course and the amount of Tuition Assistance that is paid by the military for the course.

To be eligible for the TOP-UP benefit, the person must be approved for federal tuition assistance by a military department and be eligible for Montgomery GI Bill (MGIB)-Active Duty benefits or the Post-9/11 GI Bill.

## YELLOW RIBBON GI EDUCATION ENHANCEMENT PROGRAM

This program was enacted to assist eligible individuals with payment of their tuition and fees in instances where costs exceed the most expensive in-state undergraduate tuition at a public institution of higher education.

To be eligible, the student must be a veteran receiving benefits at the 100 percent benefit rate payable, a transfer-of-entitlement-eligible dependent child or spouse of a veteran.

VA will match the school's percentage (up to 50 percent) to reduce or eliminate out-of-pocket costs for eligible participants.

To receive this benefit, your school must agree to participate in the Yellow Ribbon Program.

## NC IN-STATE TUITION

The General Assembly approved \$5.8 million for public colleges and universities, including community colleges, to participate in the federal Yellow Ribbon Program, which provides schools matching federal funds to cover part of the gap between in-state tuition and out-of-state tuition or tuition at a private institution.

[www.benefits.va.gov/gibill/yellow-ribbon/2017/states/nc.asp](http://www.benefits.va.gov/gibill/yellow-ribbon/2017/states/nc.asp)

## DEPENDENTS' EDUCATIONAL ASSISTANCE [DEA]

DEA is a federal VA benefit that provides education and training opportunities to eligible dependents, spouses and survivors of certain veterans.

To be eligible, you must be the dependent or spouse of a veteran who died or is permanently and totally disabled as the result of a service-connected disability, a veteran who died from any service-connected disability, a service member missing in action or captured in line of duty, a service member forcibly detained or interned in line of duty, or a service member who is hospitalized or receiving outpatient treatment for a service-connected permanent and total disability.

## FRY SCHOLARSHIP (PRIVATE)

Children of an active duty member of the Armed Forces who has died in the line of duty on or after September 11, 2001, are eligible for the Marine Gunnery Sergeant John David Fry



## ▶ EDUCATION

Scholarship. Eligible children attending school may receive up to their full tuition and fees for a public school or a statutory annual maximum amount for a public school, plus a monthly living stipend and book allowance under this program.

Website: <http://gibill.va.gov>

## EDUCATIONAL FUNDING PROGRAMS FOR MILITARY AND THEIR DEPENDENTS

### DEPARTMENT OF DEFENSE VOLUNTARY EDUCATION PROGRAM

Each of the four military services, the Coast Guard and the Selected Reserve Service Components operates its own voluntary education program.

### INCREASED TITLE IV STUDENT ASSISTANCE TO CHILDREN OF CERTAIN DECEASED MEMBERS OF THE U.S. MILITARY

The Higher Education Opportunity Act (HEOA) established certain conditions for an otherwise eligible student whose parent or guardian died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001, to receive increased amounts of Title IV student financial assistance.

### IRAQ/AFGHANISTAN SERVICE GRANT (IASG)

This program provides assistance to undergraduate students whose parents or guardians died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001, and do not have a Pell-eligible expected family contribution.

### NORTH CAROLINA NATIONAL GUARD TUITION ASSISTANCE PROGRAM (NCTAP)

NCTAP provides assistance for tuition and required fees to qualified members of the NC National Guard.

### NORTH CAROLINA VIETNAM VETERANS, INC. SCHOLARSHIP PROGRAM (NCVVI)

Eligibility: applicant must meet the following eligibility requirements:

- Be a current resident of Wake, Durham, Harnett, Johnston, Franklin, Nash, Chatham, or Granville counties in North Carolina.

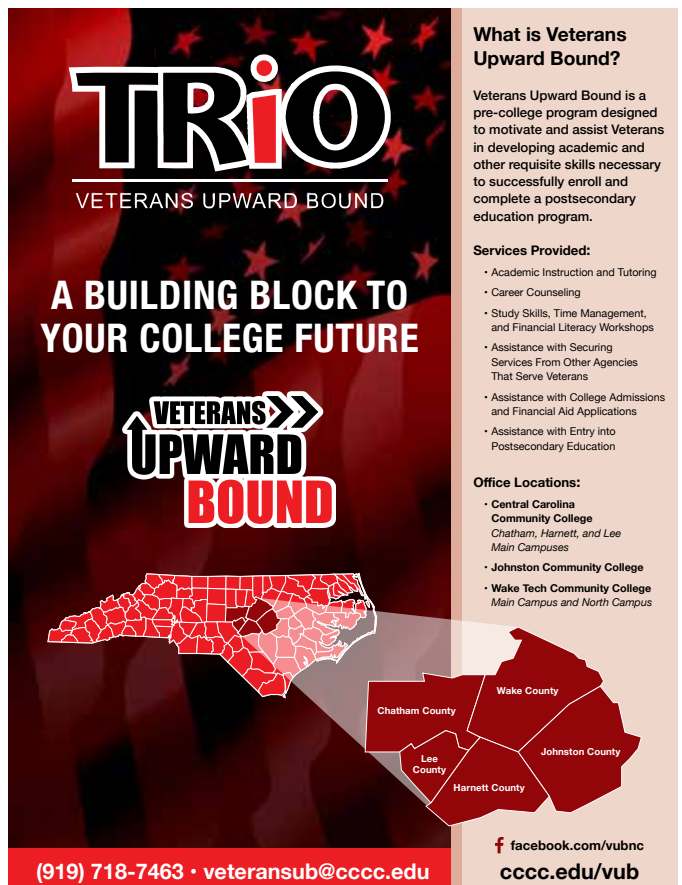
- Have been awarded the Vietnam Service Medal (VSM) for service in the Vietnam War, or
- Be a spouse, child, foster child, adopted child, grandchild, etc. of a Vietnam veteran (a recipient of the VSM).

### RESERVE OFFICERS TRAINING CORPS SCHOLARSHIPS (ROTC) – INCLUDES ARMY, AIR FORCE, NAVY & MARINE

Repetitive four-year scholarships are available on a competitive, merit basis to high school students who plan to enroll in the Army, Air Force, Navy, or Marine Corps, Reserve Officers Training Corps at a postsecondary institution.

### COAST GUARD COLLEGE STUDENT PRE-COMMISSIONING INITIATIVE PROGRAM (CSPI)

The Coast Guard College Student Pre-commissioning Initiative (CSPI) provides up to two academic years of college tuition, required textbook costs, required fees, monthly salary of approximately \$2,900, medical and life insurance, 30 days paid vacation per year and leadership training.



**TRiO**  
VETERANS UPWARD BOUND

**A BUILDING BLOCK TO YOUR COLLEGE FUTURE**

**VETERANS UPWARD BOUND**

**What is Veterans Upward Bound?**

Veterans Upward Bound is a pre-college program designed to motivate and assist Veterans in developing academic and other requisite skills necessary to successfully enroll and complete a postsecondary education program.

**Services Provided:**

- Academic Instruction and Tutoring
- Career Counseling
- Study Skills, Time Management, and Financial Literacy Workshops
- Assistance with Securing Services From Other Agencies That Serve Veterans
- Assistance with College Admissions and Financial Aid Applications
- Assistance with Entry into Postsecondary Education

**Office Locations:**

- Central Carolina Community College  
Chatham, Harnett, and Lee Main Campuses
- Johnston Community College
- Wake Tech Community College  
Main Campus and North Campus

Chatham County, Wake County, Lee County, Harnett County, Johnston County

facebook.com/vubnc  
cccc.edu/vub

(919) 718-7463 • [veteransub@cccc.edu](mailto:veteransub@cccc.edu)

## SELECTED RESERVE/NATIONAL GUARD STUDENT LOAN REPAYMENT PROGRAM

The SLRP repays 15% or \$500, whichever is greater, on any outstanding balance on eligible loans. Payments are made once a year, on the anniversary of the enlistment, on loans at least one year old. Some limitations apply. Total repayment cannot exceed \$50,000. Only pre-existing loans can qualify. Value is subject to the availability of funds.

## HOW TO REGISTER YOUR APPRENTICESHIP PROGRAM

### REGISTERED APPRENTICESHIP SPONSORS

Industries today are constantly on the lookout for talent, and North Carolina's Veterans are a proven talent pool. The Departments of Veterans Affairs (VA) and Labor (DOL) are working together to make GI Bill approval for registered apprenticeship programs a seamless process.

As a Registered Apprenticeship program, your program may be "Approved for GI Bill". To determine whether your program is eligible, it is best to first contact your State Approving Agency (SAA) for advice and guidance. Find your state's contact information: [nccommerce.com/workforce/job-seekers/apprenticeship](http://nccommerce.com/workforce/job-seekers/apprenticeship)

## VOCATIONAL REHABILITATION AND EMPLOYMENT [VR&E]

The Vocational Rehabilitation and Employment (VR&E) 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.

Eligibility and entitlement for VR&E are two different things. You may meet eligibility criteria, yet not be entitled to services. The first step in the VR&E process is to be evaluated upon application to your local VA Regional Office, to determine if you qualify for services. Please contact your local service officer for further assistance. See pages 12-19 for contact information.

[www.benefits.va.gov/gibill/reap.asp](http://www.benefits.va.gov/gibill/reap.asp)

## TUITION ASSISTANCE WHILE ON ACTIVE DUTY

This DoD program is administered by the individual branches of the Armed Forces. Tuition Assistance (TA) can be used to pay up to 100 percent of a service member's tuition while taking eligible courses during off-duty hours. Tuition Assistance benefits are capped at \$250 per semester credit hour, with a \$4,500 yearly cap.



## NC INSTITUTIONS WHICH CURRENTLY PARTICIPATE IN THE STATE'S SCHOLARSHIP PROGRAM ADMINISTERED BY THE DEPARTMENT OF MILITARY & VETERANS AFFAIRS

### **PUBLIC UNIVERSITIES**

Appalachian State University  
East Carolina University  
Elizabeth City State University  
Fayetteville State University  
N.C. A & T State University  
N.C. Central University  
N.C. School of the Arts  
N.C. State University  
University of North Carolina, Asheville  
University of North Carolina, Chapel Hill  
University of North Carolina, Charlotte  
University of North Carolina, Greensboro  
University of North Carolina, Pembroke  
University of North Carolina, Wilmington  
Western Carolina University, Cullowhee  
Winston-Salem State University

### **COMMUNITY COLLEGES AND TECHNICAL INSTITUTIONS**

Alamance Community College  
Asheville-Buncombe Tech. Comm. College  
Beaufort County Community College  
Bladen Community College  
Blue Ridge Community College  
Brunswick Community College  
Caldwell Community & Tech. College  
Cape Fear Community College  
Carteret Community College  
Catawba Valley Community College  
Central Carolina Community College

Central Piedmont Community College  
Cleveland Community College  
Coastal Carolina Community College  
College of the Albemarle  
Craven Community College  
Davidson County Community College  
Durham Technical Community College  
Edgecombe Community College  
Fayetteville Technical Community College  
Forsyth Technical Community College  
Gaston College  
Guilford Technical Community College  
Halifax Community College  
Haywood Community College  
Isothermal Community College  
James Sprunt Community College  
Johnston Community College  
Lenoir Community College  
Martin Community College  
Mayland Community College  
McDowell Technical Community College  
Mitchell Community College  
Montgomery Community College  
Nash Community College  
Pamlico Community College  
Piedmont Community College  
Pitt Community College  
Randolph Community College  
Richmond Community College  
Roanoke-Chowan Community College

Robeson Community College  
Rockingham Community College  
Rowan-Cabarrus Community College  
Sampson Community College  
Sandhills Community College  
South Piedmont Community College  
Southeastern Community College  
Southwestern Community College  
Stanly Community College  
Surry Community College  
Tri-County Community College  
Vance-Granville Community College  
Wake Technical Community College  
Wayne Community College  
Western Piedmont Community College  
Wilkes Community College  
Wilson Technical Community College

### **PRIVATE COLLEGES AND UNIVERSITIES**

Barton College  
Barber-Scotia College  
Belmont Abbey College  
Bennett College  
Wake Forest School of Medicine  
Brevard College  
Cabarrus College of Health Sciences  
Campbell University  
Carolinas College of Health Sciences  
Catawba College  
Chowan University  
Davidson College  
Duke University  
Elon University  
Gardner-Webb University

Greensboro College  
Guilford College  
Heritage Bible College  
High Point University  
John Wesley Bible College  
Johnson and Wales University  
Johnson C. Smith University  
Lees-McRae College  
Lenoir Rhyne University  
Livingstone College  
Louisburg Junior College  
Mars Hill College  
Meredith College  
Methodist University  
Mid-Atlantic Christian University  
Montreat College  
Mount Olive University  
Wesleyan College  
Pfeiffer University  
Piedmont International University  
Queens University of Charlotte  
St. Andrews Presbyterian College  
St. Augustine's College  
Salem College  
Shaw University  
Southeastern Baptist Theological Seminary  
Southeastern Free Will Baptist College  
Wake Forest University  
Warren Wilson College  
Watts School of Nursing  
William Peace University  
Wingate University  
**\*Go to [milvets.nc.gov](http://milvets.nc.gov) for eligibility information and to apply**

## Defense Activity for Non-Traditional Education Support



## Education Programs

Helping military members achieve their goals

Defense Voluntary Education (VoEd) Programs are available to help Active Duty, Guard, and Reserve military members prepare for promotion, college, and transition to civilian employment.

Get started today! Visit  
[www.MyVoEd.com](http://www.MyVoEd.com)

### Available Programs:

- ✓ Academic Skills Training
- ✓ College & Career Planning
- ✓ Distance Learning Readiness
- ✓ College Admission Exams
- ✓ DoD Approved Academic Institutions
- ✓ Associate & Bachelor Degree Networks
- ✓ Career & Technical Certificate Programs
- ✓ College Credit by Examination
- ✓ Military Training & Experience Evaluations
- ✓ Troops to Teachers
- ✓ Teacher Preparation & Certification Exams
- ✓ Contingency Area Education Support
- ✓ Advice Blog @ [www.DANTES4Military.com](http://www.DANTES4Military.com)

## STUDENT LOAN DEBT AND FOR-PROFIT SCHOOLS

### Veterans and servicemembers are disproportionately harmed by student loan debt abuses

Nationally, student loan debt has exploded in the past decade, with education borrowing outpacing all other consumer loan debt. Estimates now put outstanding student loan debt at about \$1.4 trillion. Servicemembers and veterans are particularly vulnerable to two areas of abuse that are major causes of the marked increase in student loan debt: loan servicing abuses and exploitation by predatory for-profit schools.

Servicemembers are eligible for student loan benefits and protections under the Servicemembers Civil Relief Act (SCRA), including a 6 percent interest rate cap for loans incurred prior to the start of military service. For many servicemembers, that benefit includes student loan interest. However, some student loan services fail to comply with the SCRA. For example, Navient, the nation's largest student loan servicer, engaged in a pattern of violating the SCRA by failing to provide members of the military the required reduction in student loan interest. And, although disabled veterans who have a 100 percent Total and Permanent disability rating or receive a rating of Individual Unemployability (IU) qualify for student loan discharge, the discharge may not be properly applied to borrowers' accounts. In 2017, the Consumer Financial Protection Bureau and state Attorneys General in Illinois and Washington sued Navient for a variety of abuses, including failing to properly discharge the debt of disabled veterans.

Students at for-profit colleges have less favorable outcomes than others. They are less likely to graduate, more likely to take out student loans, have more debt, and are more likely to default on that debt than students at public or private four-year schools. In North Carolina, only 17.7% of students at for-profit schools complete their degree on time, compared to 56.4% of students at public four-year colleges and universities.

Servicemembers and veterans are disproportionately and aggressively targeted by for-profit colleges seeking to take advantage of the G.I. Bill and other military educational assistance funds. Post-9/11 G.I. Bill funds and Veterans Assistance educational benefits are excluded from what is known as the 90/10 Rule, which prohibits for-profit schools from receiving more than 90 percent of funding from federal financial aid and requires that the remaining 10 percent come from private sources.

Because G.I. Bill funds are not considered federal financial aid under the 90/10 Rule, for-profit colleges aggressively recruit veterans and servicemembers to exploit the loophole and collect as much G.I. Bill revenue as possible. Analysis of Education Department data by the nonprofit Veterans Education Success found that the for-profit sector's dependence on the federal revenue stream from veterans and servicemembers has increased by almost 60 percent –



**GI BILL HOTLINE  
(888) 442-4551**



growing from \$727 million in Fiscal Year 2011-12 to \$1.15 billion in Fiscal Year 2013-14 for schools that received more than 90 percent of their revenue from federal sources.

Unfortunately, the federal government has rolled back certain consumer protection guidelines for student loan servicers and has proposed to eliminate federal student loan programs that can help servicemembers and veterans reduce student loan debt. Federal developments have also put students of for-profit colleges at risk by delaying protections against failing for-profit programs and by delaying and potentially repealing protections for students who attended fraudulent for-profit schools.

Although protections are being eliminated at the federal level, there are steps North Carolina can and should take at the state level to prevent student loan servicers and for-profit colleges from engaging in abusive practices that prolong the problems of mounting student loan debt for servicemembers and veterans. Those protections can include requiring student loan servicers to apply payments correctly, prohibiting servicers from defrauding or misleading borrowers, requiring that for-profit colleges spend taxpayers' money on instructing students rather than marketing and recruiting and demanding that for-profit colleges meet minimum outcomes for job placement and student loan repayment rates.

If you would like to join our coalition, or learn more about this issue, contact **Susan Lupton at the Center for Responsible Lending** at [susan.lupton@responsiblelending.org](mailto:susan.lupton@responsiblelending.org) or 919-313-8521.

## Resources for North Carolina Veterans

If you are having trouble paying your student loans or encounter an issue with a for-profit college, please:

- ➔ File a complaint with the NC Attorney General's Office at **877-566-7226** or at [www.ncdoj.gov](http://www.ncdoj.gov)
- ➔ File a complaint with the Consumer Financial Protection Bureau at [www.consumerfinance.gov](http://www.consumerfinance.gov)
- ➔ If an active duty service member, military retiree, or dependent of either, or otherwise eligible for military legal assistance, contact the legal assistance office at the nearest military installation.
- ➔ Contact the Center for Responsible Lending at **919-313-8521**.
- ➔ Visit the U.S. Department of Education's Information for Military Families and Veterans:  
<https://www.ed.gov/veterans-and-military-families/information>

**To learn more about student debt issues, visit**  
[www.responsiblelending.org](http://www.responsiblelending.org)



**UNIVERSITIES THAT ...**

	Appalachian State	Elizabeth City State	East Carolina	Fayetteville State	NC A&T State	NC Central	NC State	UNC Asheville	UNC Chapel Hill	UNC Charlotte	UNC Greensboro	UNC Pembroke
Grant PE Credit to Service Members	•	•	•	•	•	•	•	•	•	•	•	•
Has Clearly Articulated Military to Campus Credit Equivalencies	•	•	•	•	•	•	•	•	•	•	•	•
Offer Priority Enrollment for Active Duty Military Students	•	•	•	•	•	•	•	•	•	•	•	•
Has Call to Duty Student Policy	•	•	•	•	•	•	•	•	•	•	•	•
Classify Military Students as Transfer Students	•	•	•	•	•	•	•	•	•	•	•	•
Has One Admissions Counselor for Military Affiliated Students	•	•	•	•	•	•	•	•	•	•	•	•
Offer Conditional Admission Contracts	•	•	•	•	•	•	•	•	•	•	•	•
Has one Financial Aid Counselor for Military Affiliated Students	•	•	•	•	•	•	•	•	•	•	•	•
Accept Tuition Assistance	•	•	•	•	•	•	•	•	•	•	•	•
Accept Veterans Education Benefit	•	•	•	•	•	•	•	•	•	•	•	•
Offer Payment Plan for Students with VA Payment Delay	•	•	•	•	•	•	•	•	•	•	•	•
Has Scholarship or Grant for Military Veterans or Dependents	•	•	•	•	•	•	•	•	•	•	•	•
Has Military/Veteran Specific Housing or Assistance w/ Off Campus Housing	•	•	•	•	•	•	•	•	•	•	•	•
Has one Student Affairs Person for Military Affiliated Students	•	•	•	•	•	•	•	•	•	•	•	•
Has Student Veteran Organization or other Military Student Organizations	•	•	•	•	•	•	•	•	•	•	•	•
Has Veteran or Military Student Space on Campus	•	•	•	•	•	•	•	•	•	•	•	•
Has Military or Veteran Orientation	•	•	•	•	•	•	•	•	•	•	•	•
Track Active Duty Military and Veteran Student Populations	•	•	•	•	•	•	•	•	•	•	•	•
Identify Military Affiliated Students on the Student Data File	•	•	•	•	•	•	•	•	•	•	•	•
Has PTSD,TBI and Military Stress Trained Support Staff	•	•	•	•	•	•	•	•	•	•	•	•
Has Yellow Ribbon Program Participation	•	•	•	•	•	•	•	•	•	•	•	•
Has Military Affairs Liaison Appointed	•	•	•	•	•	•	•	•	•	•	•	•
Has Targeted Collateral Material for Military Students	•	•	•	•	•	•	•	•	•	•	•	•
Has Military Affairs Committee	•	•	•	•	•	•	•	•	•	•	•	•
Offer Core Education Curriculum Online	•	•	•	•	•	•	•	•	•	•	•	•
Designate Military Ombudsman to Advocate on Behalf of Students	•	•	•	•	•	•	•	•	•	•	•	•
Offer Targeted Online Programs to the Military	•	•	•	•	•	•	•	•	•	•	•	•
Affiliate with the Servicemembers Opportunity College Network (SOC)	•	•	•	•	•	•	•	•	•	•	•	•
Employ VA Work Study Students	•	•	•	•	•	•	•	•	•	•	•	•
Has Dedicated Web Presence for Military Affiliated Students	•	•	•	•	•	•	•	•	•	•	•	•
Conduct for Faculty,Staff,and Student Military Student Awareness Training	•	•	•	•	•	•	•	•	•	•	•	•
Has Military or Veteran "Seminar" Classes	•	•	•	•	•	•	•	•	•	•	•	•
Deliver Classes on Military Base with approval from Military Installation	•	•	•	•	•	•	•	•	•	•	•	•
Has Army ROTC	•	•	•	•	•	•	•	•	•	•	•	•
Has Air Force ROTC	•	•	•	•	•	•	•	•	•	•	•	•
Has Navy/Marine Corps ROTC	•	•	•	•	•	•	•	•	•	•	•	•

SOURCE: <http://old.northcarolina.edu/frc/uncserves/serves.html>

UNC School of the Arts  
 UNC Wilmington  
 Western Carolina  
 Winston-Salem State



## UNC SYSTEM VETERAN POC'S – PHONE AND WEB RESOURCES

### APPALACHIAN STATE UNIVERSITY

Call: 828-262-2120  
 Student Veterans Association –  
[www.veterans.appstate.edu/](http://www.veterans.appstate.edu/)  
 Veterans Benefits – [www.financialaid.appstate.edu/va](http://www.financialaid.appstate.edu/va)

### EAST CAROLINA UNIVERSITY

Call: 252-335-3774  
 The Office of Veterans & Military Services Center –  
[www.ecsu.edu/veterans/index.html](http://www.ecsu.edu/veterans/index.html)

### ELIZABETH CITY STATE UNIVERSITY

Call: 252-335-8722  
 Credit for Military Experience – [www.ecsu.edu/academics/catalogs/undergrad/5619.htm](http://www.ecsu.edu/academics/catalogs/undergrad/5619.htm)  
 Veterans Benefits – [www.ecsu.edu/veterans/faqs.cfm](http://www.ecsu.edu/veterans/faqs.cfm)

### FAYETTEVILLE STATE UNIVERSITY

Call: 910-672-1628  
 Student Veterans Center –  
[www.uncc.edu/ftbraggcampus/student-veterans-center](http://www.uncc.edu/ftbraggcampus/student-veterans-center)  
 Veterans Benefits –  
[www.uncc.edu/ftbraggcampus/student-veterans-center](http://www.uncc.edu/ftbraggcampus/student-veterans-center)

### NORTH CAROLINA A & T STATE UNIVERSITY

Call: 336-334-7765  
 Veterans Benefits – [www.ncat.edu/student-affairs/student-services/ovdss/veteran%20students/index.html](http://www.ncat.edu/student-affairs/student-services/ovdss/veteran%20students/index.html)  
 Veteran & Disability Support Services –  
[www.ncat.edu/student-affairs/student-services/ovdss/](http://www.ncat.edu/student-affairs/student-services/ovdss/)

### NORTH CAROLINA CENTRAL UNIVERSITY

Call: 919-530-6298  
 Student Veterans Organization – [www.nccu.edu/veteransaffairs/links.cfm](http://www.nccu.edu/veteransaffairs/links.cfm)  
 Veterans Affairs – [www.nccu.edu/veteransaffairs/index.cfm](http://www.nccu.edu/veteransaffairs/index.cfm)  
 Veterans Law Clinic –  
[www.law.nccu.edu/clinics/veterans-law/](http://www.law.nccu.edu/clinics/veterans-law/)

### NORTH CAROLINA STATE UNIVERSITY

Call: 919-515-5036  
 NCSU Veterans Affairs – [www.ncsu.edu/veterans/](http://www.ncsu.edu/veterans/)  
 Student Veterans Association – [www.clubs.ncsu.edu/sva/](http://www.clubs.ncsu.edu/sva/)

### UNC ASHEVILLE

Call: 828-251-6574  
 Student Veterans Organization – [www.transition.unca.edu/veterans-programs-and-services](http://www.transition.unca.edu/veterans-programs-and-services)  
 Veterans Benefits –  
[www.registrar.unca.edu/veteran-services](http://www.registrar.unca.edu/veteran-services)  
 Veterans Programs and Services – [www.transition.unca.edu/veterans-programs-and-services](http://www.transition.unca.edu/veterans-programs-and-services)

### UNC SCHOOL OF ARTS

Veterans Benefits – [www.unca.edu/registrar/military.htm](http://www.unca.edu/registrar/military.htm)  
 Military and Veteran Resources –  
[www.unca.edu/registrar/military.htm](http://www.unca.edu/registrar/military.htm)

### UNC-CHAPEL HILL

Call: 919-966-4042  
 Student Veterans Assistance –  
[www.deanofstudents.unc.edu/veterans](http://www.deanofstudents.unc.edu/veterans)  
 Veterans Benefits –  
[www.registrar.unc.edu/academic-services/veteransaffairs/index.htm](http://www.registrar.unc.edu/academic-services/veteransaffairs/index.htm)

### UNC CHARLOTTE

Call: 704-687-5488  
 ROTC – [www.arotc.uncc.edu/](http://www.arotc.uncc.edu/), [afrotc.uncc.edu/](http://afrotc.uncc.edu/)  
 704-687-8633  
 Student Veterans of American 49er Chapter –  
[unccsva49@gmail.com](mailto:unccsva49@gmail.com)  
 Veteran Student Services and Benefits –  
[www.veterans.uncc.edu](http://www.veterans.uncc.edu)

### UNC GREENSBORO

Call: 336-334-5496  
 Veteran Services – [www.uncc.edu/reg/veterans/](http://www.uncc.edu/reg/veterans/)  
 Veterans Resource Center – [www.veterans.uncc.edu/](http://www.veterans.uncc.edu/)

### UNC PEMBROKE

Call: 910-775-4438  
 UNCP Military Outreach –  
[www.uncc.edu/veterans/](http://www.uncc.edu/veterans/)  
 Distance Education at Fort Bragg –  
[www.uncc.edu/academics/online-distance-education/campus-programs/fort-bragg-military-base](http://www.uncc.edu/academics/online-distance-education/campus-programs/fort-bragg-military-base)  
 Veterans Benefits –  
[www.uncc.edu/admissions-aid/costs-financial-aid-information/financial-aid/veteran-services](http://www.uncc.edu/admissions-aid/costs-financial-aid-information/financial-aid/veteran-services)

### UNC WILMINGTON

Call: 910-962-2029  
 Financial Aid/Veterans Benefits –  
[www.uncc.edu/admissions/MIFinAid.html](http://www.uncc.edu/admissions/MIFinAid.html)  
 Registrar – [www.uncc.edu/reg/military.htm](http://www.uncc.edu/reg/military.htm)  
 Military Student Resources –  
[www.uncc.edu/perch/military/index.html](http://www.uncc.edu/perch/military/index.html)

### WESTERN CAROLINA UNIVERSITY

Call: 866-928-4723  
 Army Career Degrees – [www.military.wcu.edu](http://www.military.wcu.edu)  
 Distance Education – [www.distance.wcu.edu](http://www.distance.wcu.edu)  
 Military Student Services – [www.military.wcu.edu](http://www.military.wcu.edu)  
 Professional Development – [www.wcu.edu/learn/academic-enrichment/ccpd/](http://www.wcu.edu/learn/academic-enrichment/ccpd/)

### WINSTON-SALEM STATE UNIVERSITY

Call: 336-750-2256  
 Office of Military Services – [www.wssu.edu/academics/ucall/pce/msss/military-ed.aspx](http://www.wssu.edu/academics/ucall/pce/msss/military-ed.aspx)  
 Veterans Benefits – [www.wssu.edu/administration/registrar/veterans-affairs.aspx](http://www.wssu.edu/administration/registrar/veterans-affairs.aspx)

**COMMUNITY COLLEGES**

<b>NC Community College</b>	<b>VA Representative</b>	<b>Title/Role</b>
Alamance Community College	Feleta Morton	VA Coordinator
Asheville-Buncombe Technical Community College	Sarah Mau	Veteran Services Coordinator
Beaufort County Community College	Patricia Windley	VA Certifying Official
Bladen Community College	J. Carlton Bryan	Disability, Testing, and Veterans Services Director
Blue Ridge Community College	Donna Turner	Financial Aid Counselor
Brunswick Community College	Tracy Somerlad	Director, Office of Student Financial Resources
Caldwell Community College & Technical Institute	Myra Sanders	Coordinator Special Populations
Cape Fear Community College	Ray Charfauros	Director of Veteran's Services
Carteret Community College	Brenda Long	Financial Aid Officer
Catawba Valley Community College	Elen Gibbs	VA Certifying Official
Central Carolina Community College	Matt Thewes	Veterans Upward Bound Director
Central Piedmont Community College	Nicholas Riggins	Military Families & Veterans Center - Central Campus
Cleveland Community College	Brinson Blanton	Assistant Director of Financial Aid
Coastal Carolina Community College	Christopher Sabin	Director of Veterans Programs
College of The Albemarle	Andrea Dance	Director, Enrollment Services/Registrar
Craven Community College	Mitch Martin	Military Affairs Resource Center
Davidson County Community College	Gwen Collins	Veteran Affairs and FA Technician
Durham Technical Community College	Debbie Maloney	Veteran Affairs Officer
Edgecombe Community College	Angie Estes	Financial Aid Advisor/VA Coordinator
Fayetteville Technical Community College	Cindy Rodriguez	Veterans Services Counselor
Forsyth Technical Community College	Paige C. Lee	VA Certifying Technician Veteran Resource Center
Gaston College	Darren Stewart	Veteran Affairs/Financial Aid Specialist
Guilford Technical Community College	Flora Taylor	Coordinator, Veterans/Military Assistance Programs
Halifax Community College	Regina Veliky	Registrar/Director of Veterans Affairs
Haywood Community College	Tracy Rapp	Senior Director of Student Enrollment & Financial Aid
Isothermal Community College	Lisa Bridges	VA Representative
James Sprunt Community College	Shalonda Moore	Financial Aid/VA Specialist
Johnston Community College	Leigh Page	VA Coordinator
Lenoir Community College	Syrina Wimberly	Veterans Representative/Financial Aid Counselor
Martin Community College	Terri Leggett	Director of Financial Aid
Mayland Community College	Sonja Peterson	Director of Financial Aid
McDowell Technical Community College	Kim Ledbetter	Director of Financial Aid, Disability Services, and Veteran Affairs

Telephone	Email Address
336-506-4398	feleta.morton@alamancecc.edu
828-398-7206	sarahimau@abtech.edu
252-946-6327 ext. 6327	Tricia.Windley@BeaufortCCC.edu
910-863-6002	cbryan@bladencc.edu
828-694-1815	dh_turner@blueridge.edu
910-755-7422	somerladt@brunswickcc.edu
828-726-2714	msanders@cccti.edu
910-362-7106	rcharfauros@cfcc.edu
252-222-6151	longb@carteret.edu
828-327-7000 ext. 4205	egibbs@cvcc.edu
919-718-7539	mthewes@cccc.edu
704-330-6229	Nicholas.Riggins@cpcc.edu
704-669-4096	blantonb@clevelandcc.edu
910-938-6321	Sabinc@Coastalcarolina.edu
252-335-0821 ext. 2252	andrea_dance@albemarle.edu
252-444-6003	martinm@cravencc.edu
336-249-8186 ext. 6393	va@davidsonccc.edu
919-536-7200 ext. 1507	maloneyd@durhamtech.edu
252-823-5166 ext. 338	estesa@edgecombe.edu
910-678-8395	rodriguc@faytechcc.edu
336-734-7403	plee@forsythtech.edu
704-922-6229	stewart.darren@gaston.edu
336-334-4822 ext. 50521	fvtaylor@gtcc.edu
252-536-7227	rveliky004@halifaxcc.edu
828-627-4509	tkrapp@haywood.edu
828-395-1434	lbridges@isothermal.edu
910-275-6378	smoore@jamesprunt.edu
919-209-2573	clpage@johnstoncc.edu
252-527-6223 ext. 363	sswimberly27@lenoircc.edu
252-789-0204	teresa.leggett@martincc.edu
828-766-1240	speterson@mayland.edu
828-652-0602	kims@mcdowelltech.edu

**COMMUNITY COLLEGES** (continued)

<b>NC Community College</b>	<b>VA Representative</b>	<b>Title/Role</b>
Mitchell Community College	Ann Saunders	VA/Assistant Financial Aid Director
Montgomery Community College	Tammy Owens	VA Certifying Official
Nash Community College	Norman Cooper	Assistant Financial Aid/Veterans Services Officer
Pamlico Community College	Meredith Beeman	VA Certifying Official
Piedmont Community College	Tasha Williams	Director, Financial Aid and Veterans Affairs
Pitt Community College	Sonji Rowsom	Veterans Affairs Coordinator
	Douglas Brady Quinn	Veterans Services Specialist
Randolph Community College	Joey Trogdon	Assistant Director of Financial Aid and Veterans Affairs
Richmond Community College	Crystal Shepard	Administrative Assistant to the VP of Student Affairs SCO
Roanoke-Chowan Community College	Wendy Vann	Associate Dean of Continuing Education/Workforce Development
Robeson Community College	Susan Chavis	Financial Aid Specialist
Rockingham Community College	Carol Perry	VA School Certifying Official
Rowan-Cabarrus Community College	Julie Goodman	Financial Aid Advisor and VA Certifying Official
Sampson Community College	Marleen Powell	Veterans Services
Sandhills Community College	Teresa Sheets	Administrative Assistant to Executive Vice President
South Piedmont Community College	Emily Jarrell	Director, Financial Aid and Veterans Affairs
Southeastern Community College	Angie Uhl-Kalev	Director of Student Services
Southwestern Community College	Sayward Cabe	Financial Aid Assistant Director
Stanly Community College	Petra Fields	VA Certifying Official
	Adam Foster	VA Certifying Official
Surry Community College	Tammy Fletcher	Coordinator - Veterans Affairs
Tri-County Community College	Diane Owl	VA Certifying Official
Vance-Granville Community College	Jennifer Tisdale	Financial Aid Assistant
	Randall Thornton	Financial Aid Assistant
Wake Technical Community College	Samuel Strickland III	Military and Veteran Programs and Multi-Campus Support
Wayne Community College	Elvira Simmons	Associate Director of Financial Aid/VA School Certifying Official
Wilkes Community College	Kelly Huffman	Financial Aid Specialist
Wilson Community College	Lisa Baker	Director of Financial Aid & Veterans Affairs
Western Piedmont Community College	Dori Barron	Coordinator & VA Certifying Official

Telephone	Email Address
704-878-3295	asaunders@mitchellcc.edu
910-898-9614	owenst@montgomery.edu
252-428-7355	ngcooper073@nashcc.edu
252-249-1851 ext. 3026	mbeeman@pamlicocc.edu
336-322-2170	tasha.williams@piedmontcc.edu
252-493-7323	srowsom@email.pittcc.edu
252-493-7332	dquinn@email.pittcc.edu
336-625-5614	jbtrogden@randolph.edu
910-410-1727	ccshepard@richmondcc.edu
252-862-1234	wovann6919@roanokechowan.edu
910-272-3661	schavis@robeson.edu
336-342-4261 ext. 2000	perryc4145@rockinghamcc.edu
704-216-3631	Julie.goodman@rccc.edu
910-592-8084	mpowell@sampsoncc.edu
910-695-3702	sheetst@sandhills.edu
704-272-5391	ejarrell@spcc.edu
910-642-7141 ext. 269	angie.uhl-kalev@sccnc.edu
828-339-4315	s_cabe@southwesterncc.edu
704-991-0231	pfields7679@stanly.edu
704-991-0107	afoster2373@stanly.edu
336-386-3245	fletchert@surry.edu
828-835-4220	dowl@tricountycc.edu
252-738-3308	tisdalej@vgcc.edu
252-738-3522	thorntonr@vgcc.edu
919-532-5705	sstrickland@waketech.edu
919-739-6739	elviras@waynecc.edu
336-838-6146	kchuffman604@wilkescc.edu
252-246-1310	lbaker@wilsoncc.edu
828-448-3170	dbarron@wpcc.edu



## Careers After Military Service



### The Troops to Teachers Program

Troops to Teachers (TTT) is a military career transition program that helps eligible members of the armed forces begin new careers as K-12 public school teachers. Skills acquired in the military like leadership, initiative, discipline, integrity, and the ability to thrive in an ever-changing environment are a natural fit for the classroom.

### The Program Provides:

**Counseling and Referral Assistance** - guidance on state teacher certification and education requirements leading to employment opportunities

**Financial Assistance** - if eligible, a stipend of up to \$5,000 to obtain education, certification or licensing; and a bonus of up to \$10,000 to teach in qualifying schools (combination of stipend and bonus may not exceed \$10,000)

*Teaching is an option for every Service member looking for a rewarding career after the military.*



### Veterans Who Become Teachers

- Make a difference in young people's lives
- Use real-world experience to bring subjects to life
- Help students realize their potential
- Positively impact the local community.



updated: 3/12/2018

Learn more about Troops to Teachers at <http://www.proudtoserveagain.com> or [www.facebook.com/TTT.DANTES/](http://www.facebook.com/TTT.DANTES/)







## caring for those who cared for us day services for homeless veterans @ the IRC



showers, laundry, mail services, case management, counseling, jobs program, GED classes, educational opportunities, barber shop, medical clinic, shelter referral, computer lab, edible gardens, resume help, disability claims assistance, Veteran Support Group, VetCorps member on location, more.

407 E. Washington Street, downtown GSO    [www.gsodaycenter.org](http://www.gsodaycenter.org)



# INSPIRE NEW BEGINNINGS



**NORTH CAROLINA  
OUTWARD BOUND SCHOOL**

Outward Bound offers fully funded wilderness expeditions for veterans. These programs put veterans back in touch with their strengths and aptitudes, the camaraderie of working with fellow veterans, new challenges and adventure. Find out how these programs change lives at [www.ncobs.org](http://www.ncobs.org).



## **N.C. DEPARTMENT OF MILITARY AND VETERANS AFFAIRS SCHOLARSHIP PROGRAM**



**In appreciation of the service and sacrifices of North Carolina's War Veterans, a Four-Year Scholarship Program at North Carolina Approved Schools has been established for qualifying children of certain class or category of Deceased, Disabled, Combat or POW/MIA Veterans.**

**NORTH CAROLINA SCHOLARSHIP FOR  
CHILDREN OF WARTIME VETERANS**



# EDUCATION

For additional information about the Scholarship Program, contact DMVA.

CALL **844.624.8387** or

VISIT [www.milvets.nc.gov/services/scholarships](http://www.milvets.nc.gov/services/scholarships).

## RESIDENCY REQUIREMENTS:

- Applicant must be under age 25; a resident and Domiciled in North Carolina
- Veteran parent was a legal resident of North Carolina at the time of said veteran's entrance into that period of service in the armed forces during which eligibility is established, OR
- The applicant is the natural child or adopted child prior to age 15, who was born in North Carolina and has been a resident of North Carolina continuously since birth.

## QUALIFYING CRITERIA FOR VETERAN PARENT:

The veteran's qualifying criteria must have occurred during a period of war. (Exception: Eligibility may exist for peacetime veterans or reservists/National Guard if disability or death was incurred as a result of armed conflict or while engaged in extra-zardous service.)

- Dies during wartime service od service connected death; or
- 100% totally disable due to wartime disability; or
- 20-90% service connected or received Purple Heart due to wartime disability; or
- In receipt of non-service connected pension, or received campaign medal, or veteran parent is deceased; or
- Former POW or MIA

For Class II & III, the application must be received in the Director's Office on or before February 14th Annually. Class IA, IB or IV must be received in the Director's Office on or before December 1 to be awarded on January 1; or June 1 to be awarded July 1.

For Class II and III scholarships, a minimum cumulative 2.0 GPA is required to continue receipt of the scholarship.

The scholarship is for 8 academic semesters in which the applicant will have 8 years to utilize the 8 academic semesters.

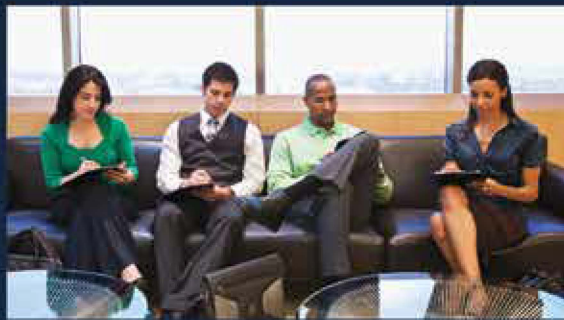




# MARINE FOR LIFE NETWORK

## ONCE A MARINE, ALWAYS A MARINE

Marine For Life Network connects transitioning Marines and their family members to education resources, employment opportunities, and other Veterans services that aid in their career and life goals outside of military service.



### Making Marines, Winning our Nation's Battles, Returning Quality Citizens

Through the development of robust networks of Marine For Life representatives, Veterans, employers, educators and mentors, Marine For Life Network provides continuity and assistance to those transitioning from active duty to ensure new Veterans successfully reintegrate and add value to our Nation's communities as they pursue their lifelong goals.

### We offer assistance in...



#### Education

We partner with educational resources to build a network of military friendly schools to increase Veteran's assistance in the admissions process and educational pursuits.



#### Employment

We manage a database of employment resources, job fairs, and hiring events, as well as partner with federal agencies, national Veterans Service Organizations and top tier companies.



#### Resources

We offer a collection of valuable, and relevant education, employment, Veteran, and community resources.



#### Join Our Network!

Contact us or visit us online to learn how you can join the Marine For Life Network and help connect Marines with opportunities.

✉ [m4lops@usmc.mil](mailto:m4lops@usmc.mil) | ☎ 866-645-8762 | 🌐 [marineforlife.org](http://marineforlife.org) | 📌 [company/marine-for-life-network](https://www.linkedin.com/company/marine-for-life-network)





# WE SUPPORT OUR ARMY PAST, PRESENT, AND FUTURE

*50+ Years in the Fayetteville Community*

Professional Development | Scholarships | Events  
Advocacy | Philanthropy | Discounts

**CALL 910-396-3755 OR VISIT [WWW.AUSA.ORG/JOIN](http://WWW.AUSA.ORG/JOIN)**



## ASSOCIATION OF THE UNITED STATES ARMY



**Finding educational resources shouldn't be hard.**

**Get easy access to Defense Voluntary Education (VoEd) programs & benefits on your mobile device.**

**Download the MyVolEdPath mobile app today!**

**[www.MyVolEdPath.com](http://www.MyVolEdPath.com)**

**DON'T WAIT UNTIL YOU'RE IN CRISIS TO GET HELP.**



Contact us before you're in crisis. We're veterans helping veterans and their families. We understand the struggles. The fears. The hard transition home. We're here with more than 600 resources to help you no matter what you're facing.

- free mental health counseling
- financial needs
- housing/homelessness
- legal
- any stressor weighing you down

*PLEASE FILL OUT A CONTACT FORM ON OUR WEBSITE AND WE WILL RESPOND WITHIN 24 HOURS.*



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

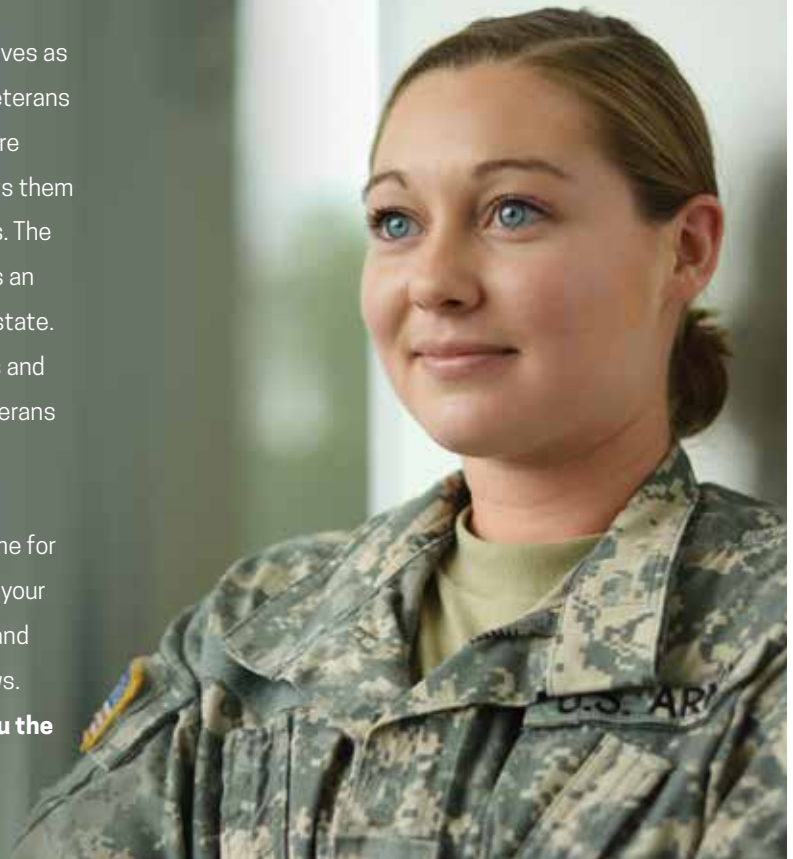


## NORTH CAROLINA NATIONAL GUARD EDUCATION & EMPLOYMENT CENTER

The NCNG Education & Employment Center serves as an one-stop-shop for all employment needs. Veterans sign up with the EEC through our website and are assigned an employment counselor that assists them through every step of the employment process. The EEC has continued expanding and currently has an employment counselor for every region of the state. Our counselors prepare veterans for interviews and network with local employers to give those veterans the best shot at a civilian career.

If your resume has not produced results, it's time for a change. Local HR representatives have given your employment counselor the tricks of the trade and they have the connections to get you interviews.

**We can't give you the job but we can give you the tools to be successful.**



### OUR SERVICES INCLUDE

- Resume Preparation
- Career Counseling
- Interview Prep
- Military Work Translations
- Vast Employer Network
- Access to Hiring Events
- State Wide Employment Assistance



Sign up online at [ncngeec.com](http://ncngeec.com) or contact us at **(984) 664-6463**.



# NC4VETS

nc4vets.com / 844-NC4-VETS

EMPLOYMENT

HEALTHCARE

VA BENEFITS

HOUSING

PERSONAL SERVICES

EDUCATION

VETERANS PROGRAMS,  
BENEFITS & SERVICES;  
FEDERAL, STATE, COUNTY,  
NON-PROFIT AND MORE!

**HOMELESSNESS PREVENTION**

**NC HOUSING AGENCIES**

**VA HOUSING PROGRAMS**

# HOUSING

**CONTACT**

844.NC4.VETS

844.624.8387

- 137**
- 138**
- 139**
- 140**
- 143**
- 144**
- 145**
- 146**
- 147**

- Emergency Support**
- Disabled Veteran Homestead Exemption**
- Housing Support Assistance**
- Debt Management**
- Veteran Families SSVF Grant**
- Balance of State ToC Homeless POCs**
- NC Continuums of Care**
- Healthcare for Homeless Veterans**
- Grant Per Diem Programs**



# EMERGENCY SUPPORT AND RESOURCES

If you are a homeless veteran, we are here to support you and to help you get back on your feet.



## NATIONAL CALL CENTER FOR HOMELESS VETERANS



# 1-877-4AID-VET

[1-877-424-3838]

Contact VA's National Call Center for Homeless Veterans at **877-4AIDVET (877-424-3838)** to speak to a trained VA responder. The hotline and online chat are free and neither VA registration nor enrollment in VA healthcare is required to use these services.

Expert responders staff the hotline for homeless veterans 24 hours a day, seven days a week. The responders can provide emergency support and resources to homeless veterans, family members, as well as community agencies and non-VA providers.

When you call or join the online chat, you will be connected to a trained VA responder. The responder will ask a few questions and assess your needs.

If you're a veteran, you may be connected with the Homeless Program point of contact and the nearest VA facility.

According to the National Coalition for Homeless Veterans (NCHV), about 23 percent of America's homeless population are veterans. This equates to between 529,000 and 840,000 veterans who are homeless at some time each year. Because of this, the Department of Veterans Affairs and other non-profit organizations have devised a number of initiatives to help our homeless veterans.

**See next page for some of the initiatives provided by VA for our Veterans.**

## VETERANS RESTORATION QUARTERS

1329 Tunnel Rd  
Asheville, NC 28805  
(828) 259-5300

- At ABCCM's Veterans Restoration Quarters (VRQ), our mission is to create a principle-based environment and comprehensive residential program that addresses every area of restoration in the life of a homeless veteran. We work to provide each Veteran with stability, personal skill building, educational and training opportunities leading to employment and housing along with personal restoration.
- We accomplish our mission through the diligent and compassionate efforts of trained staff, volunteers and community partners. Over 240 Veterans reside nightly on the VRQ campus, a former 125 room motel. Our guests are provided with housing, meals, case management services, counseling, laundry facilities, a computer lab, gym, chapel and transportation to VA Medical Center appointments. Every effort is made to provide each person with the tools, direction and encouragement needed to arrive at genuine success and full restoration.

## DISABLED VETERAN HOMESTEAD EXEMPTION

To qualify as a disabled veteran and be eligible for a homestead property tax exemption under North Carolina law, a person must meet certain criteria. The property owner must be a veteran of any branch of the US Armed Forces with an honorable discharge and must have a permanent & total service connected disability of 100% from the US Department of Veteran Affairs. If in receipt of DIC, a surviving spouse of a disabled veteran may also qualify for a tax exemption.

The disabled veteran homestead exemption is the first \$45,000 of your assessed real property value is exempt from tax abatement.

Find more information about eligibility and qualifications at [www.dornc.com](http://www.dornc.com)

<https://www.ncdor.gov/documents/ncdva-9-certification-disabled-veterans-property-tax-exclusion>

## ADDITIONAL MINISTRIES SUPPORTING HOMELESS VETERANS

Steadfast House  
(828) 259-5365  
Veterans Services of the Carolinas  
(828) 259-5314

## HOMELESS VETERANS' REINTEGRATION PROGRAM

The Homeless Veterans' Reintegration Program (HVRP) provides services to assist in reintegrating homeless veterans into meaningful employment while connecting these veterans to service delivery systems to address the complex problems homeless veterans face.

USDOL grant funding is awarded on a competitive basis to eligible applicants such as state and local workforce development boards, public agencies, for profit/commercial entities and non-profit organizations, including faith based and community based organizations. The program is 'employment focused' and veterans receive the employment and training services they need in order to re-enter the labor force.

For more information, contact the North Carolina field office for **USDOL VETS** at [919-814-0250](tel:919-814-0250).

## VA'S COMPENSATED WORK THERAPY

VA's Compensated Work Therapy (CWT) is comprised of three unique programs which assist homeless veterans in returning to competitive employment: Sheltered Workshop, Transitional Work, and Supported Employment. Veterans in CWT are paid at least the federal or state minimum wage, whichever is the higher.

The Homeless Veteran Support Employment Program (HVSEP) provides vocational assistance, job development and placement, and ongoing supports to improve employment outcomes among homeless veterans and veterans who have been trained as Vocational Rehabilitation Specialists (VSRs).

CWT veterans have been successfully employed over the years in various competitive positions including, but not limited to, health care, information technology, manufacturing, warehousing construction trades, clerical and office support, retail and services delivery. CWT programs develop an individual rehabilitation plan for each veteran and provide a wide range of support services to the veteran at the CWT locations. Benefits including service-connected compensation, and non-service-connected pensions cannot be reduced, denied, or discontinued based on participation in CWT.

The CWT program’s mission is to provide realistic and meaningful vocational opportunities to the veteran, and encouraging successful reintegration into the community at the veteran’s highest functional level.

Contact your local VA Medical Center on page 86.

## TRANSITIONAL RESIDENCE PROGRAM

The Transitional Residence (TR) program is a work-based Psychosocial Residential Rehabilitation Treatment Program offering a therapeutic residential setting for veterans involved in Compensated Work Therapy. The TR program provides a rehabilitation-focused residential setting for veterans recovering from chronic mental illness, chemical dependency and/or homelessness. TR provides a bridge between hospitalization or intensive outpatient treatment in a successful community of peer and professional support, with a strong emphasis on increasing personal responsibility and achievement of individualized rehabilitation goals.

This program differs from other VA-operated residential bed programs in that participants contribute (using their CWT earnings) to the cost of operating and maintaining their residence and are responsible for planning, purchasing and preparing their own meals.

Contact your local VA Medical Center on page 89.

## HUD-VASH

This joint Supportive Housing Program with the US Department of Housing and Urban Development (HUD) provides permanent housing and ongoing case management treatment services for homeless veterans who would not be able to live independently without the support of case management. HUD’s Section 8 Voucher Program has designated more than 10,000 Vouchers to Public Housing Authorities (PHAs) throughout the country for veterans who are homeless. This program allows veterans to live in veteran selected apartment units with a Housing Choice voucher.

These vouchers are portable so that veterans can live in communities served by their VA medical facility where case management services can be provided. See your local county social services office for more information.

## DROP-IN CENTERS

These programs provide a daytime sanctuary where homeless veterans can clean up, wash their clothing, and participate in a variety of therapeutic and rehabilitative activities. Linkages with longer-term assistance are also available. Locations vary.

Contact your local Vet Center or VA Community Based Outpatient Clinic for locations and services in your area. See page 89.

# NEED HELP WITH HOUSING OR HOMELESSNESS?

TRY THESE LOCAL HOUSING & CERTIFIED VETERAN PEER SUPPORT ASSISTANCE CENTERS

LME/MCO	REGION	24/7 ACCESS NUMBER	WEBSITE
Alliance Behavioral Healthcare	Central/Eastern	1-800-510-9132	<a href="http://www.alliancebhc.org">www.alliancebhc.org</a>
Cardinal Innovations Healthcare Solutions	Mountain	1-800-939-5911	<a href="http://www.cardinalinnovations.org">www.cardinalinnovations.org</a>
Eastpointe	Sandhills	1-800-913-6109	<a href="http://www.eastpointe.net">www.eastpointe.net</a>
Partners Behavioral Health Management	Foothills	1-888-235-4673	<a href="http://www.partnersbhm.org">www.partnersbhm.org</a>
Sandhills Center	Central	1-800-256-2452	<a href="http://www.sandhillscenter.org">www.sandhillscenter.org</a>
Vaya Health	Mountain	828-225-2785	<a href="http://www.vayahealth.com">www.vayahealth.com</a>
Trillium Healthcare	Coastal	1-877-685-2415	<a href="http://www.trilliumhealthresources.org">www.trilliumhealthresources.org</a>

## VAMC HOMELESS VETERAN COORDINATORS

### ASHEVILLE VAMC

Alison Bond  
(828) 298-7911  
Ext. 5506

### FAYETTEVILLE VAMC

Emmitt Bryant  
(910) 488-2120  
Ext. 5796

### DURHAM VAMC

Bob Williamson  
(919) 286-0411  
Ext. 7065

### SALISBURY VAMC

704-638-9000  
Ext. 13011



## STAND DOWNS

Stand Downs are one-to three-day events that provide homeless veterans a variety of services and allow VA and community-based service providers to reach more homeless veterans in a temporary refuge where they obtain food, shelter, clothing and a range of community and VA assistance. In many locations, Stand Downs provide health screenings, referral and access to long-term treatment, benefits counseling, ID cards and access to other programs to meet their immediate needs. For more information on Stand Down dates and locations, please contact the **Homeless Veterans Programs Office** at [1-877-4AID-VET](tel:1-877-4AID-VET) or visit [www.va.gov/HOMELESS](http://www.va.gov/HOMELESS), or go to our Facebook page for real-time updates.

## VETERANS EMERGENCY RELIEF PROGRAMS

Many military and service organizations have emergency relief programs specifically designated to help veterans and military members and their families. Inquire within local organizations about programs such as the Air Force Aid Society, American Legion Temporary Financial Assistance, Army Emergency Relief, Disabled American Veterans Disaster Relief Grants, Navy-Marine Corps Relief Society, Salvation Army Home Front War Relief Program, and VFW Unmet Needs. For a list of VSO's see pages 12-19.

## AVOIDING DEBT-TRAP LOANS

High-cost, debt-trap loans can create long-term problems for North Carolina Veterans

Across North Carolina, military, veteran, faith and community leaders are increasingly focused on the harm predatory lending inflicts on our communities. Some lenders violate state law and extend loans designed to trap borrowers in a cycle of debt. Veterans and active-duty service members should be aware of which loans are legal and which are illegal in North Carolina, how to avoid a long-term financial headache and where to turn for help if you need it.

Installment, payday and car-title loans are misleadingly marketed to veterans across the country as a quick fix when they are in a financial bind. However, once vets take out these loans, may find that they cannot pay them off and cover their living expenses. They end up taking out loan after loan after loan, paying new fees each time. This is the “debt trap,” and for some it's a cycle they remain caught in for months or even years.

Fortunately, payday and car title loans are illegal in North Carolina, including loans made over the internet. However, some lenders still make illegal internet loans to North Carolina residents. If you are caught in one, you should report the lender to the North Carolina Attorney General's office.

Installment loans, however, are legal in North Carolina as long as the loan does not exceed our state's interest rate and fee caps. North Carolina law has a complicated formula for determining the maximum annual percentage rate (APR) of interest. Lenders may charge up to 30% on loans up to \$4000, and lower rates (24% and 18%) on amounts above \$4000, as well as additional origination fees. Installment lenders are not required by state law to determine whether a borrower actually has the ability to repay a loan. This is significant because a borrower who falls behind on their loan and refinances to avoid a default is the ideal customer for these lenders. Data from the NC Commissioner of Banks office show that, on average, two-thirds of these installment loans made each year in North Carolina are to renew existing loans.

North Carolina veterans are better off considering other options before taking out one of these loans. Credit counselors can help you make a plan to manage your finances, or can help if you are having trouble repaying an installment loan. Many banks and credit unions offer alternatives to installment loans at a fraction of the interest rates other lenders charge. While most people are hesitant to

ask friends or family for money, borrowers caught in the debt trap often turn to them for help to escape it anyway.

We are making progress ending the debt trap, but there is still work to do. In October 2017, the Consumer Financial Protection Bureau issued a new rule for payday, car-title, and high-cost installment loans which requires lenders to ensure that the borrower can effectively repay the loan. There are several threats at the federal level to undo this important safeguard, which protects the more than 700,000 North Carolina veterans who are not covered by the Military Lending Act (MLA) from 300% interest predatory loans.

Going forward, it is important that our North Carolina legislature maintain the ban on car-title and payday lending. And it's important that installment loans not be made even more expensive.

If you would like to join our coalition or learn more about this issue, contact **Susan Lupton** at the **Center for Responsible Lending** at [susan.lupton@responsiblelending.org](mailto:susan.lupton@responsiblelending.org) or **919-313-8521**.

## Resources for North Carolina Veterans

If you think a company is making illegal loans in North Carolina, please:

- ➔ File a complaint with the NC Attorney General's Office at **877-566-7226** or at [www.ncdoj.gov](http://www.ncdoj.gov)
- ➔ File a complaint with the Consumer Financial Protection Bureau at [www.consumerfinance.gov](http://www.consumerfinance.gov)
- ➔ If an active-duty service member, military retiree, or dependent of either or otherwise eligible for military legal assistance, contact the legal assistance office at the nearest military installation.
- ➔ Contact the Center for Responsible Lending at **919-313-8521**.
- ➔ Contact a credit counselor for free advice at **1-800-388-2229** or [www.debtadvice.org](http://www.debtadvice.org).

To learn more about debt trap lending, visit

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

# Let's Make Home Happen

**N.C. Home Advantage Offers Down Payment Help  
Up to 5% of the Loan Amount**

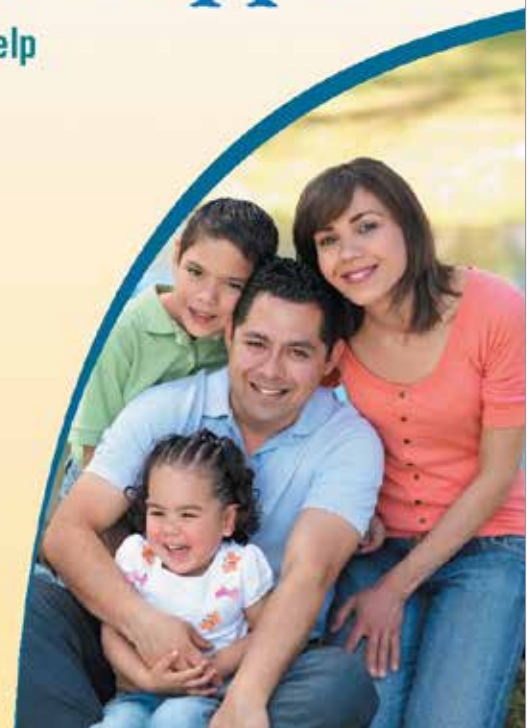
- 0% interest, forgiven after year 15
- Incomes up to \$85,000
- 100% financing available
- FHA, USDA, VA & Conventional loan types

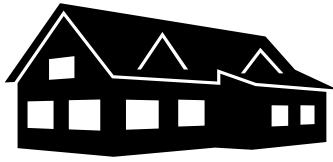
First-time buyers and veterans may also qualify for a Mortgage Credit Certificate that will reduce their federal income tax by up to \$2,000 a year.



A self-supporting public agency.  
Minimum credit scores required.

Details at [www.nchfa.com](http://www.nchfa.com)  
or call **1-800-393-0988**.





## HOUSING HELP AVAILABLE FOR MILITARY VETERANS

The North Carolina Housing Finance Agency offers help to not only get veterans into

homes but to help them remain there.

Veterans who want to put down roots with a new home can keep their mortgage payments low with the NC Home Advantage Mortgage™, which offers up to 5% in down payment help. As a veteran, though, you may qualify for a bigger boost with the NC 1st Home Advantage Down Payment that instead offers \$8,000 in assistance. Or, you may choose the NC Home Advantage Tax Credit, which enables qualified veterans and first-time home buyers to save up to \$2,000 each year on federal taxes with a Mortgage Credit Certificate.

The down payment options are 0%, deferred loans that are reduced by 20% per year at the end of years 11–15 (completely forgiven at end of year 15). In addition, the 30-year, fixed-rate NC Home Advantage Mortgage™ can be structured as a VA loan, enabling you to couple our down payment help with all the advantages of the VA home loan, including no mortgage insurance premium and limitations on closing costs.

The NC Housing Finance Agency offers these mortgage products through participating lenders statewide.

“We believe helping all North Carolinians buy homes is important, but it carries special meaning for veterans who may be establishing roots for the first time,” said Scott Farmer, executive director of the NC Housing

Finance Agency.

Equally vital is ensuring long-term home ownership success for military veterans who already own homes but may need help to stay in them.

If you require costly repairs or accessibility modifications to stay in your home, you may be eligible for help from the Agency. Aimed at correcting dangerous housing conditions or making your home more accessible for residents with disabilities, repairs and modifications are provided through local community partners that determine if you qualify and contract for and supervise the work.

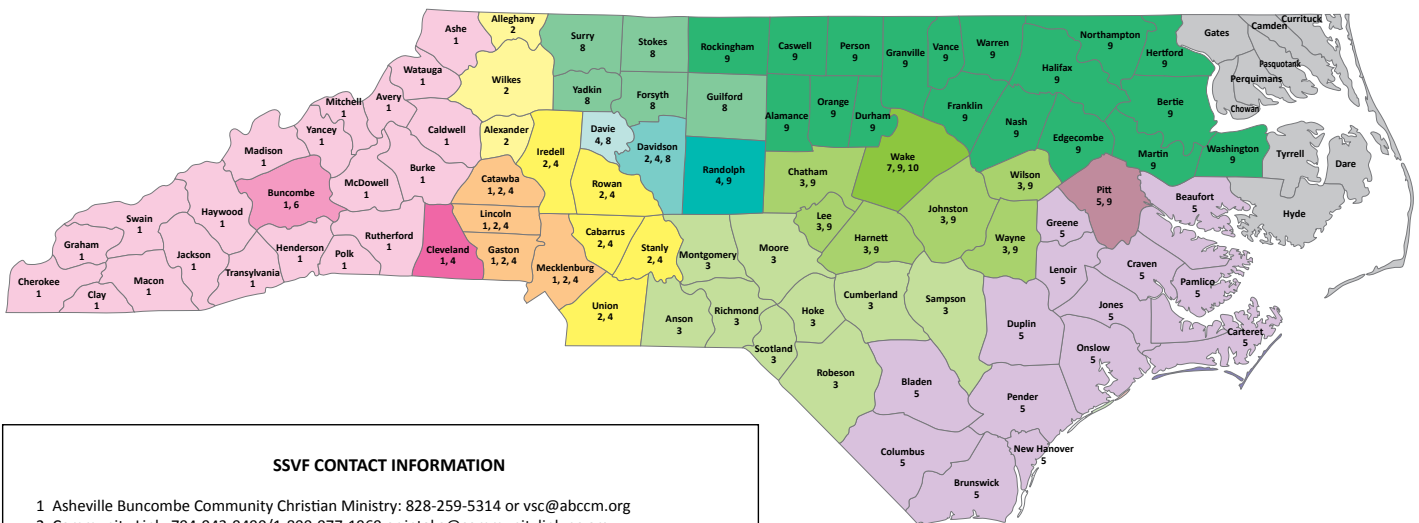
The Agency may also be able to help if you find yourself struggling with your mortgage payments while you make the transition to civilian life. If you are looking for work or training for a new civilian career after discharge, the NC Foreclosure Prevention Fund provides zero-interest, deferred loans of \$36,000 to pay your mortgage. If you remain in your home for 10 years after the assistance ends, the you won't have to pay the back the loan, which is reduced by 20% per year at the end of years six through 10. Offered by the Agency using funds from the U.S. Department of the Treasury's Hardest Hit Fund, this help is provided through HUD-approved housing counseling organizations statewide.

To learn more about the Agency's mortgage products, emergency repairs and accessibility modifications and foreclosure prevention help, visit the Home Buyers and Homeowners sections at [www.nchfa.com](http://www.nchfa.com).



## SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF) GRANTS

Supportive Services for Veteran Families (SSVF) programs provide funds to very low income veterans to help prevent homelessness and short-term assistance to help homeless veterans obtain permanent housing. Assistance is also provided to help identify housing and provide access to other needed services as well



### SSVF CONTACT INFORMATION

- 1 Asheville Buncombe Community Christian Ministry: 828-259-5314 or [vsc@abccm.org](mailto:vsc@abccm.org)
- 2 Community Link: 704-943-9490/1-800-977-1969 or [intake@communitylink-nc.org](mailto:intake@communitylink-nc.org)
- 3 Family Endeavors-Fayetteville Region: 910-672-6166
- 4 Family Endeavors-Charlotte Region: 704-780-4950
- 5 Family Endeavors-Jacksonville Region: 910-459-4320
- 6 Homeward Bound of Western NC: 828-777-4541
- 7 Passage Home: 919-834-0666 ext. 265
- 8 United Way of Forsyth County: 336-721-9300
- 9 Volunteers of America Carolina-Durham Region: 919-530-1100
- 10 Volunteers of America Carolina-Wake Region: 919-831-9042

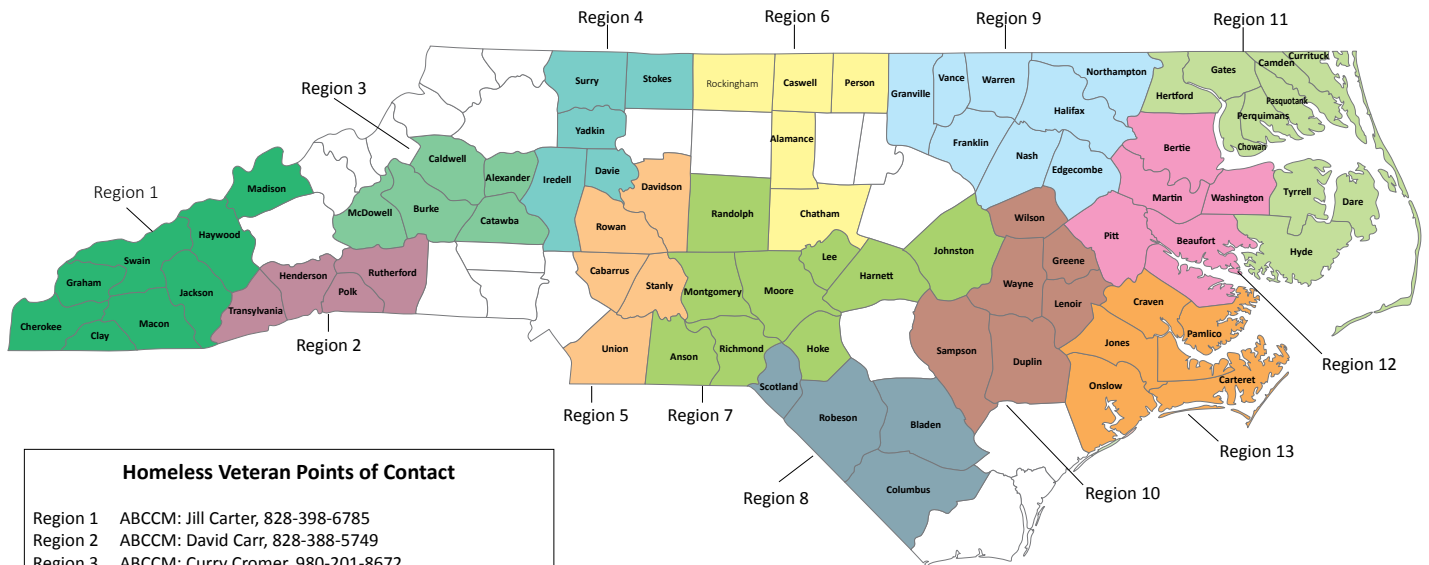
Counties in color are covered by one or more SSVF grants. Use the number(s) on the map to find contact information in the list above.  
Counties in gray are not covered by SSVF grants.



North Carolina Coalition to End Homelessness  
[www.nceh.org](http://www.nceh.org)

## BALANCE OF STATE CoC HOMELESS VETERAN POINTS OF CONTACT

The Balance of State CoC is a 79 county area divided into 13 regions. Each region has a Homeless Veterans Point of Contact.

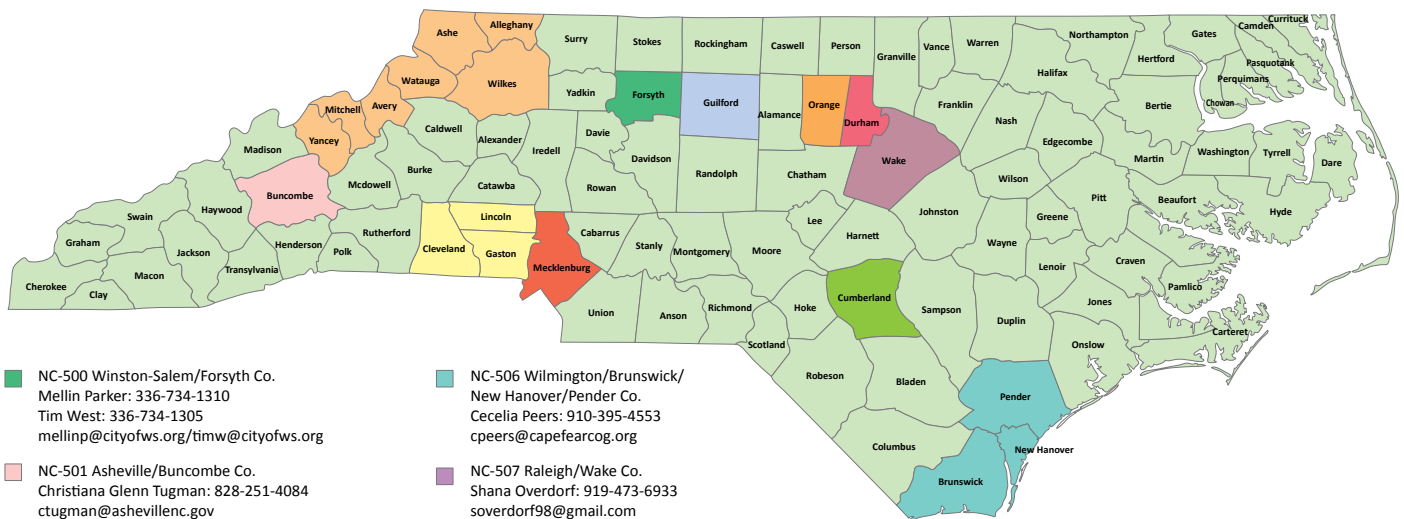


Homeless Veteran Points of Contact	
Region 1	ABCCM: Jill Carter, 828-398-6785
Region 2	ABCCM: David Carr, 828-388-5749
Region 3	ABCCM: Curry Cromer, 980-201-8672
Region 4	United Way of Forsyth Co.: Rose Fisher, 336-721-9369
Region 5	Community Link: Branden Lewis, 704-943-3594
Region 6	Volunteers of America: Robin Henry, 919-530-1100
Region 7	Family Endeavors: Shanita Harris, 910-672-6166
Region 8	Family Endeavors: Gabby Atkinson, 910-672-6166
Region 9	Volunteers of America: Bertha Byerson, 252-985-0230
Region 10	Family Endeavors: Latina James, 910-672-6166
Region 11	Volunteers of America: Tina Rodgers, 252-985-0230
Region 12	Volunteers of America: Tina Rodgers, 252-985-0230
Region 13	Family Endeavors: Ashley Tinkham, 910-459-4320



## NORTH CAROLINA CONTINUUMS OF CARE (COCS)

North Carolina Continuums of Care (CoC) are planning groups which develop strategies and actions to address and end homelessness in their defined area. Each CoC often has a specific committee working with homeless veterans.



**NC-500 Winston-Salem/Forsyth Co.**  
Mellin Parker: 336-734-1310  
Tim West: 336-734-1305  
mellinp@cityofws.org/timw@cityofws.org

**NC-501 Asheville/Buncombe Co.**  
Christiana Glenn Tugman: 828-251-4084  
ctugman@ashevillenc.gov

**NC-502 Durham City/Durham Co.**  
Lloyd Schmeidler: 919-560-4570 ext. 22267  
lloyd.schmeidler@durhamnc.gov

**NC-503 NC Balance of State**  
NC Coalition to End Homelessness: 919-755-4393  
bos@ncceh.org

**NC-504 Greensboro/High Point/Guilford Co.**  
Brian Hahne: 336-553-2715  
brian@partnersendinghomelessness.org

**NC-505 Charlotte/Mecklenburg Co.**  
Rebecca Pfeiffer: 704-336-2266  
rpfeiffer@ci.charlotte.nc.us

**NC-506 Wilmington/Brunswick/  
New Hanover/Pender Co.**  
Cecelia Peers: 910-395-4553  
cpeers@capefearcog.org

**NC-507 Raleigh/Wake Co.**  
Shana Overdorf: 919-473-6933  
soverdorf98@gmail.com

**NC-509 Gastonia/Cleveland/Gaston/Lincoln Co.**  
Teresa Jacobs: 704-864-4554 ext. 109  
tjacobs@unitedwaygaston.org

**NC-511 Fayetteville/Cumberland Co.**  
Sylvia McLean: 910-323-6112  
smclean@co.cumberland.nc.us/dtaylor@co.cumberland.nc.us

**NC-513 Chapel Hill/Orange Co.**  
Corey Root: 919-245-2496  
croot@orangecountync.gov

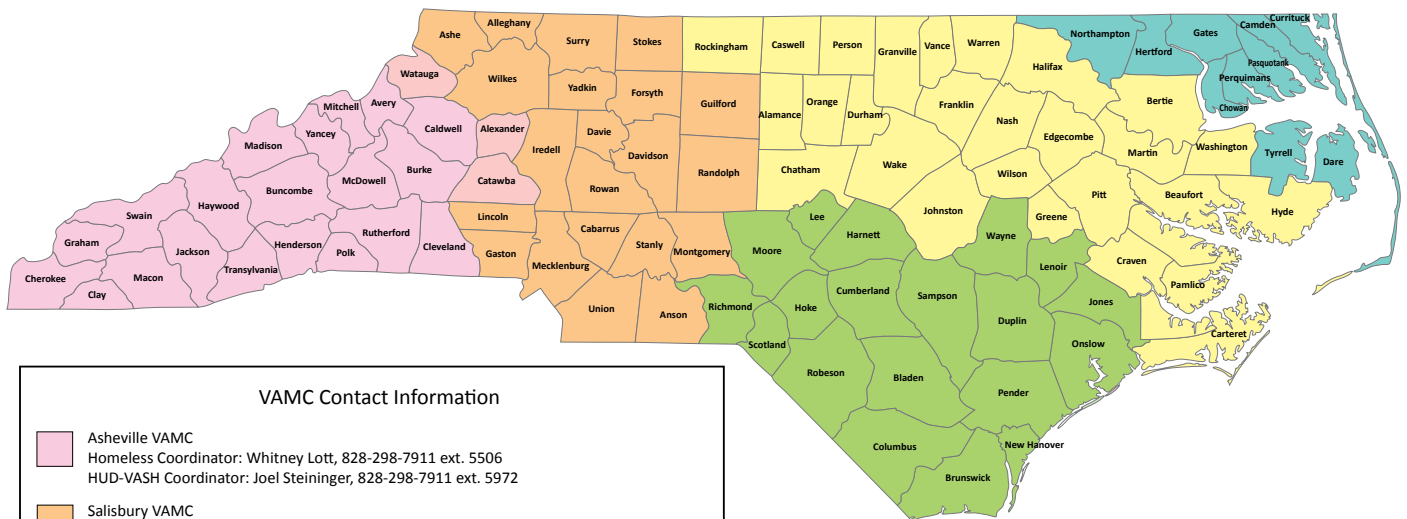
**NC-516 Northwest NC**  
Tina Krause: 828-264-1237  
director@hosphouse.org



North Carolina Coalition to End Homelessness  
www.ncceh.org

## HEALTH CARE FOR HOMELESS VETERANS PROGRAMS VETERANS ADMINISTRATION MEDICAL CENTER (VAMC) CATCHMENT AREAS

The Health Care for Homeless Veterans (HCHV) program provides outreach, case management, rehabilitative care, and housing for homeless veterans. The HUD/VASH provides housing and case management for disabled homeless veterans.

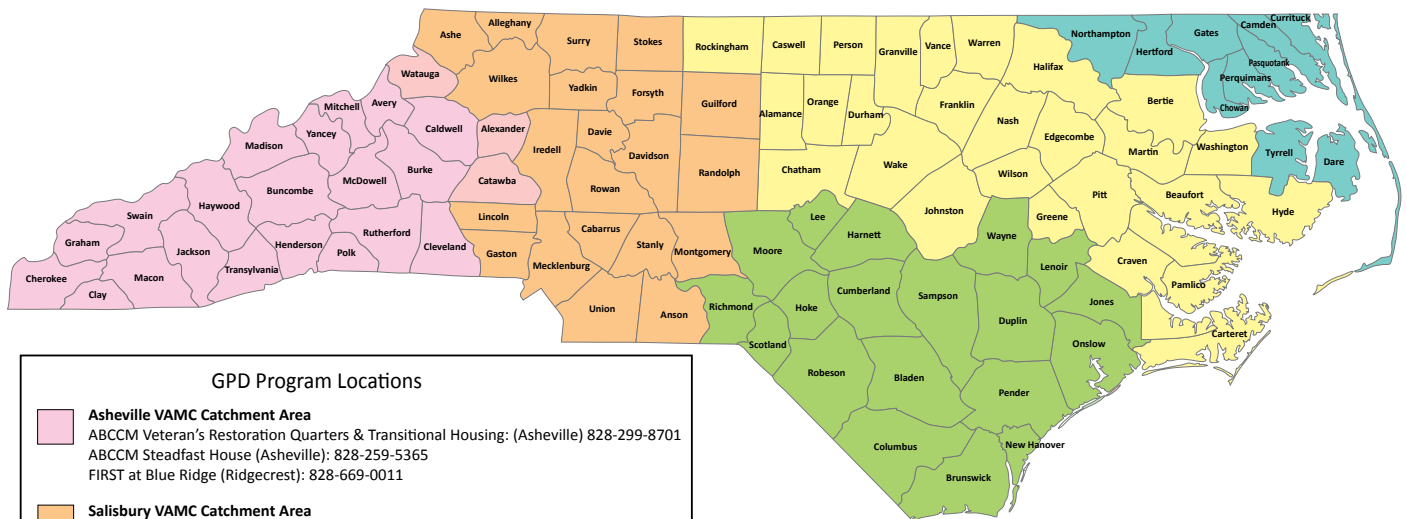


VAMC Contact Information	
	<b>Asheville VAMC</b> Homeless Coordinator: Whitney Lott, 828-298-7911 ext. 5506 HUD-VASH Coordinator: Joel Steininger, 828-298-7911 ext. 5972
	<b>Salisbury VAMC</b> Homeless Coordinator: Jennifer Herb, 704-638-9000 ext. 3011 HUD-VASH Coordinator-Greensboro/Winston-Salem: Sahirah Hobes, 704-638-9000 ext. 6271 HUD-VASH Coordinator-Charlotte: Kimberly Stephens, 704-762-5068
	<b>Durham VAMC</b> Homeless Coordinator: Ellecia Thompson, 919-286-0411 ext. 6197 HUD-VASH Coordinator: Jennifer Herbin, 919-286-0411 ext. 6025
	<b>Fayetteville VAMC</b> Homeless Coordinator: Mary Fisher Murray, 910-488-2120 ext. 5796 HUD-VASH Coordinator: Geri Viers, 910-488-2120 ext. 7552
	<b>Hampton Roads (Virginia) VAMC</b> Homeless Coordinator: Marti Chick-Ebey, 757-722-9961 ext. 1285 HUD-VASH Coordinator: Doris Cruea, 757-722-9961 ext. 1209



## GRANT PER DIEM (GPD) PROGRAMS IN NORTH CAROLINA

Grant Per Diem (GPD) programs provide transitional housing and supportive services for homeless veterans.



### GPD Program Locations

- Asheville VAMC Catchment Area**  
 ABCCM Veteran's Restoration Quarters & Transitional Housing: (Asheville) 828-299-8701  
 ABCCM Steadfast House (Asheville): 828-259-5365  
 FIRST at Blue Ridge (Ridgecrest): 828-669-0011
- Salisbury VAMC Catchment Area**  
 Family Forum Independence Place (Charlotte): 704-817-8049  
 Veterans Helping Veterans Heal (Winston-Salem): 336-744-1313  
 Open Door Arthur Cassell Transitional House (High Point): 336-885-2166  
 Caring Services/Vet Safety Net (High Point): 336-886-5594  
 Servant Center (Greensboro): 336-275-8585
- Durham VAMC Catchment Area**  
 Healing Transitions of Wake County (Raleigh): 919-838-9800  
 Volunteers of America Maple Court (Durham): 919-477-0571  
 Healing with C.A.A.R.E. (Durham): 919-687-0793  
 TROSA (Durham): 919-419-1059
- Fayetteville VAMC Catchment Area**  
 Good Shepherd Center (Wilmington): 910-763-4424

North Carolina Coalition to End Homelessness  
[www.ncceh.org](http://www.ncceh.org)



▶ YOU CALL, DMVA ANSWERS – 844.624.8387



We help empower veterans reintegrating into civilian life.

Located in Hendersonville, NC, we foster a thriving micro-community of veterans and civilians who build deep friendships, implement innovative gardening techniques, and help cultivate emotional, physical, and spiritual health.

**Launching Permaculture Boot Camp Program in 2016:** Intensive training in permaculture, sustainable technologies, and holistic health. Permaculture Boot Camps are hosted on site at our Hendersonville Farm.

Visit our website to contact us and learn more:  
[www.VeteransHealingFarm.org](http://www.VeteransHealingFarm.org)

The advertisement for Heart of Horse Sense features a logo on the left side, which is a heart shape containing a stylized sun and a horse's head. Below the logo, the text reads 'HEART of HORSE SENSE'. To the right of the text is a large photograph of a man with a beard and a camouflage shirt grooming a brown horse with a wooden-backed brush. The photo is taken outdoors in a wooded area. At the bottom of the photo, it says 'Photo by Paul M. Howey'. Below the photo, there is contact information: 'More Information: (828) 649-7064 | [www.HeartOfHorseSense.org](http://www.HeartOfHorseSense.org)'.

## HEART of HORSE SENSE

*Heart of Horse Sense is a non-profit organization that supports free Equine Assisted Programs to help veterans.*

*We offer half-day, day-long and multi-day retreats for veterans, their spouses, caregivers and children.*

More Information: (828) 649-7064 | [www.HeartOfHorseSense.org](http://www.HeartOfHorseSense.org)



**LICENSE PLATES**

**LEGAL SERVICES**

**ADAPTIVE EQUIPMENT**

**HUNTING & FISHING LICENSES**

**MILITARY RECORDS**

**NON-PROFITS**

**ID CARDS**

# PERSONAL SERVICES

## **CONTACT**

**844.NC4.VETS**

**844.624.8387**

**150**

**Military Records and Medals**

**151**

**Driver's License + License Plates**

**152**

**Hunting + Fishing**

**154**

**Incarcerated Veterans Benefits**

**155**

**Veterans Treatment Court**

**158**

**DEERS ID Card Services,  
Discharge Upgrade or Correction**

## ▶ PERSONAL SERVICES

### GUIDE DOGS AND SERVICE DOGS

VA may provide guide dogs to blind veterans including the expense of training the veteran on how to use them, and the cost of the dog's medical care.

Additionally, VA may also provide service dogs trained for the aid of hearing impaired veterans and veterans with spinal cord injuries, dysfunction and other chronic impairment that substantially limits mobility. Currently there are pilot programs being conducted by the VA to provide service dogs to veterans who have conditions such as PTSD.

There are also many private non-profit organizations that provide service dogs to disabled veterans.

### CLOTHING ALLOWANCE

The VA pays a clothing allowance to veterans who, because of a service-connected disability, wears or uses a prosthetic or orthopedic appliance (including a wheelchair) in which the VA determined tends to wear out or tear the clothing. The VA will also pay an annual clothing allowance to veterans who use medication prescribed by VA physicians for skin conditions caused by a service-connected disability which the VA determines causes irreparable damage to the veteran's outer garment.

### AUTOMOBILE ASSISTANCE PROGRAM

The VA offers qualified veterans and active duty service members a one-time payment of up to \$20,114 to be used toward the purchase of an automobile or other forms of conveyance. To qualify, a veteran or service member must have one of the following disabilities including loss, or permanent loss of use, of one or both feet, loss, or permanent loss of use, of one or both hands, or permanent impairment of vision in both eyes to a certain degree.

### MILITARY RECORDS AND MEDALS

Veterans or their next of kin who need assistance in obtaining service records, a DD-214, or replacement awards and medals must formally request them through the National Personnel Records Center (NPRC). The NPRC is the records custodian for most discharged and retired members of all branches of service. The fastest way to obtain a copy is through their website.

If you do not have access to the internet, you can order a copy by mailing or faxing a Standard Form 180. The forms are available in any CVSO office or online at [www.archives.gov/veterans](http://www.archives.gov/veterans).

**DID YOU  
KNOW?**

**NORTH CAROLINA IS THE  
FASTEST GROWING REGION  
FOR VA HEALTHCARE  
IN THE PAST 10 YEARS!**

## VETERANS RECOGNITION LICENSE PLATES

The North Carolina DMV offers specialty license plates to veterans and service members who want to display their military service.

You can choose from over 20 specialized license plates which include Purple Heart recipient, Bronze and Silver Star, Combat Theaters and POW plates.

To obtain a specialty license plate, supporting documentation **must** be provided with the MVR-33A application. Acceptable documents are either a DD214 with character of discharge, or recent VA Rating Letter/Summary of Benefits. The application can be certified at a County or State Veterans Service Office (see page 4). You may contact those offices with questions, or visit us online for detailed instructions. The application can be found at your local DMV, Veterans Service Office, or online at: [www.ncdot.gov/download/dmv/Plates\\_MVR33A.pdf](http://www.ncdot.gov/download/dmv/Plates_MVR33A.pdf)

### SPECIALTY LICENSE PLATE TYPES:

Afghanistan Veteran	Legion of Merit
Bronze Star Valor Recipient	Legion of Valor
Bronze Star Recipient	Partially Disabled Veteran
Congressional Medal of Honor	Pearl Harbor Survivor
Desert Storm Veteran	Purple Heart Recipient
100% Disabled Veteran	Motorcycle
Distinguished Flying Cross	Purple Heart Recipient
Distinguished Service Cross	Silver Star Disabled Veteran
Ex-Prisoner of War	Silver Star Recipient
Gold Star Lapel Button	Vietnam Era
Iraq Veteran	War on Terror
Korean Conflict	WW II Veteran



## VETERAN DESIGNATION ON NC DRIVER LICENSE

The Department of Motor Vehicles (DMV) now offers a veteran designation that can be voluntarily placed on a North Carolina Drivers License. In order to receive the designation, veterans must be a United States veteran, provide proof of veteran status (DD-214, or DD-215), and meet all other



North Carolina requirements for driving privilege or identification card including payment of the original, renewal or replacement fee, only if new - not on renewal.

## ADAPTIVE EQUIPMENT

VA will pay for installation of adaptive equipment for automobiles deemed necessary to ensure that eligible veterans will be able to safely operate vehicles, and to satisfy the applicable state standards of licensure. This equipment includes power steering, power brakes, power windows, lifts, power seats and other special equipment necessary to assist the person into and out of the vehicle or other conveyance.

VA will also repair, replace, or reinstall adaptive equipment determined necessary for the operation of a vehicle acquired under this program, or for the operation of a vehicle an eligible veteran may previously or subsequently have acquired.

## ▶ PERSONAL SERVICES



### NC HUNTING AND FISHING LICENSES

All North Carolina veterans who are 50% or more disabled may purchase a lifetime hunting-fishing license.

Prices of the licenses range from \$10 to \$110 depending on the type of license the veteran wishes to purchase. To purchase a license, visit your local wild life commission or [www.ncwildlife.org](http://www.ncwildlife.org) to download a free application.

When returning an application, bring a copy of your VA decision letter awarding a 50% or greater disability rating and a check or money order.

#### Other Discounts available:

The following attractions provide a discount on admission fees for Active Duty Military and Veterans:

Battleship North Carolina . . . [www.battleshipnc.com](http://www.battleshipnc.com)

NC Museum of Art. . . . . [www.ncartmuseum.org](http://www.ncartmuseum.org)

NC Museum of History . . . . [www.ncmuseumofhistory.org](http://www.ncmuseumofhistory.org)

NC State Fair. . . . . [www.ncstatefair.org](http://www.ncstatefair.org)

Tryon Palace . . . . . [www.tryonpalace.org](http://www.tryonpalace.org)

NC Zoological Park . . . . . [www.nczoo.org](http://www.nczoo.org)

NC State Parks . . . . . [www.ncparks.gov](http://www.ncparks.gov)

### NORTH CAROLINA AQUARIUMS

[www.ncaquariums.com](http://www.ncaquariums.com)

#### HOURS & FEES

Daily 9 a.m. – 5 p.m. year-round

Closed Thanksgiving Day, Christmas Day

Adults: Ages 13-61: \$10.95

Seniors: Ages 62+: \$9.95

Military: \$9.95

Children: Ages 3-12: \$8.95

No charge for children 2 and under, registered NC school groups and NC Aquarium Society Members

The Aquariums are wheelchair-accessible.

#### ROANOKE ISLAND

374 Airport Road, Manteo, NC, 27954

Toll Free: 800-832-3474 ext. 4

#### PINE KNOLL SHORES

1 Roosevelt Blvd., Pine Knoll Shores, NC 28512

Toll Free: 800-832-3474 ext. 3

#### FORT FISHER

900 Loggerhead Road, Kure Beach, NC, 28449

Toll Free: 800-832-3474 ext. 2

#### JENNETTE'S PIER

7223 South Virginia Dare Trail, Nags Head, NC, 27959

Toll Free: 800-832-3474 ext. 6







**OCTOBER 11-21**  
**[www.ncstatefair.org](http://www.ncstatefair.org)**  
**DAILY DISCOUNT**

Active-duty service members, reservists, retirees, National Guardsmen and their dependents (ages 13-64) pay only \$6 daily at the gate. That's a 44% discount! Additionally, veterans are offered the same discount for themselves, plus one discounted ticket for a guest or dependent, for a total of two tickets at the reduced rate.

**This offer is not valid online or in advance. You must present proper identification at the ticket window to receive this discount.**

**IDENTIFICATION ACCEPTED FOR DISCOUNT:**

- Valid Uniformed Services ID
- Valid North Carolina Driver's License with Veteran Designation
- Photocopy of valid DD-214 Form
- Valid Common Access Card (CAC)
- Valid Veteran's Affairs Health Identification Card
- Photocopy of valid NGB-22 Form

**MILITARY APPRECIATION DAY**  
**WEDNESDAY, OCTOBER 17**

Featuring a military appreciation parade, special exhibits, programs, music and more!



## INCARCERATED VETERANS BENEFITS

### VETERANS COURTS

There is a growing effort in North Carolina to institute more Veterans Courts or dockets to allow district attorneys to send military members and veterans into treatment, rather than jail, when they commit a non-violent offense.

These courts are staffed by people who take into consideration charges and challenges facing veterans who return home from war. They may allow some military members to enter into mental health diversion programs as treatment for non-violent infractions as opposed to automatically jailing the offender.

The law relies on the judgment of a prosecutor, who will determine, on a case-by-case basis, which defendants may be eligible for diversion. These prosecutors must consider, for example, whether a veteran who spent four years at a military base should be offered the same diversion opportunity as one who deployed twice to combat situations in Afghanistan or Iraq.

Prosecutors must decide how serious the crime must be before diversion is taken off the table and must consider the victim of the offense.

### THE VETERANS JUSTICE OUTREACH (VJO) PROGRAM

VJO offers outreach and case management to veterans involved in law enforcement encounters, overseen by treatment courts, and incarcerated in local jails.

### INCARCERATED VETERANS BENEFITS

VA benefits are affected if a beneficiary is convicted of a felony and imprisoned for more than 60 days. Disability compensation paid to an incarcerated veteran rated 20 percent or more disabled is limited to the 10 percent rate.

Payments are not reduced for participants in work-release programs, residing in halfway houses or under community control.

Failure to notify VA of a veteran's incarceration can result in overpayment of benefits and the subsequent loss of all VA financial benefits until the overpayment is recovered. VA benefits will not be provided to any veteran or dependent wanted for an outstanding felony warrant.

VA may be able to take a portion of the amount that an incarcerated veteran is not receiving and pay it to his or her dependents, if they can show need.

When a veteran is released from prison, his or her compensation or pension benefits may be restored.

Depending upon the type of disability, the VA may schedule a medical examination to see if the veteran's disability has improved or worsened.

## Know a Vet with Involvement with Justice System:

### VETERAN JUSTICE OUTREACH SPECIALISTS & HEALTH CARE FOR REENTRY VETERANS SPECIALIST

#### Fayetteville VA Medical Center

230 Ramsey Street  
Fayetteville, NC 28301  
VJO Curtis Murrow, MSW  
800.771.6106 x 7225  
VJO Cristen Koslik, LCSW  
800.771.6106 x 5742

#### Charles George VA Medical Center

1100 Tunnel Road  
Asheville, NC 28805  
VJO Katie Stewart, MSW, LCSW  
800.932.6408 x 1195  
HCRV, VJO Katherine Houghton, LCSW  
Office: 828-298-7911 x. 3195  
Mobile: 828-713-8356

#### W.G. Bill Hefner VA Medical Center

1601 Brenner Ave  
Salisbury, NC 28144  
Carolyn Cardwell, LCSW  
800.469.8262 x 4129  
Kate Sullivan, LCSW  
704.762.5064  
HCRV Lucas Vrbsky GED, MSW  
800.469.8262 x 5521 (office)  
704.267.9565 (mobile)

#### Durham VA Medical Center

508 Fulton St  
Durham, NC 27705  
VJO Jeremy Brogden, LCSW  
888.878.6890 x 5186

#### HCRV, VJO Courtney Ma'at, LICSW

919.323.0954

#### VBA #s

**WSRO Homeless Hotline:** (336) 251-0383

#### WSRO Justice Involved/ Incarcerated Veteran Hotline:

(336) 251-0555

## DID YOU KNOW?

**NORTH CAROLINA HAS THE 3RD LARGEST ACTIVE DUTY MILITARY PRESENCE IN THE UNITED STATES**

### THE HEALTH CARE FOR REENTRY VETERANS PROGRAM

This program offers outreach to veterans incarcerated in state and federal prisons, and referrals and short-term case management assistance upon release from prison.

### NORTH CAROLINA CENTRAL UNIVERSITY VETERANS LAW CLINIC

The North Carolina Central University School of Law operates a Veterans Law Clinic that provides legal advice to veterans in the community and throughout the state. Under extensive supervision, law students assist veterans and their families with the complexities and technical aspects of filing their claims with the US Department of Veterans Affairs Regional Offices nationwide, the Board of Veterans Appeals, and the US Court of Appeals for Veterans Claims. This service is provided to veterans throughout North Carolina through partnerships with UNC Campuses located in other regions of the State.

The Veterans Law Clinic is handling all types of claims at all stages of the Veterans Affairs claims adjudication process including judicial review.

The Veterans Law Clinic is one of the leading advocates for eligible active duty personnel, veterans, or their survivors. The Clinic accepts cases year-round but cannot accept all cases. To determine eligibility, contact the Supervising Attorney, **Craig Kabatchnick**, 919-530-7166.

### NCVETSLEGAL.ORG

NC Veterans Pro Bono Network is a collaboration of over thirty stakeholders seeking to provide a structure and sharing of information among service providers, law schools, legal aid organizations, public defenders, veterans service organizations, VJOs and others interested in expanding pro bono representation to veterans throughout the state

#### Legal Aid of North Carolina Veterans Law Project

Free civil legal help for low-income military veterans.

##### Our Services

disability compensation • discharge upgrades  
VA overpayments • pension benefits

##### Contact Us

1-866-219-5262 (toll-free)  
legalaidnc.org/veterans



of North Carolina through public-private partnerships and recruitment of private bar members.

### LEGAL AID SOCIETY OF NORTH CAROLINA

Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove barriers to economic opportunity.

**1-866-219-LANC (5262)**

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

### VETERANS TREATMENT COURTS

The court provides a means to divert veterans from the traditional criminal justice system and provide them the support they need to lead productive and law-abiding lives through referrals for treatment, education and vocational programs, and community resources, all while being judicially monitored.

#### Mark A. Teachey

Veterans Court Coordinator  
District 11A  
Harnett County Courthouse  
301 West Cornelius Harnett Blvd.,  
Suite 101  
Lillington, NC 27546  
910-814-4515 (Office)

#### Craig V. Shore

Veterans Court Coordinator  
District 12  
Cumberland County  
117 Dick St  
Fayetteville, NC 28301  
910-475-3243

#### Regional Veterans Treatment Court covering South Eastern North Carolina

District 21 Forsyth County:  
Julia Frye  
Veteran Court Coordinator, District 21  
Forsyth County  
200 North Main Street

#### Ricky L. Haralson

Veterans Court Coordinator  
District 28  
Buncombe County  
60 Court Plaza  
Asheville, NC 28801  
828-259-6601

# NC GWG

GOVERNOR'S WORKING GROUP ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES

## THE GOVERNOR'S WORKING GROUP LEADERSHIP

Larry Hall, Chair  
Secretary  
NC Department of Military  
and Veterans Affairs



Jason Vogler, Ph.D., Vice-Chair  
Senior Director  
Division of Mental Health, Developmental  
Disabilities, and Substance Abuse Services,  
NC Department of Health and Human Services

DeAnna Seekins, Vice-Chair  
VISN 6 Director  
US Department of Veterans Affairs

Mark Bilosz, Vice-Chair  
Director  
Winston-Salem Regional Office  
Veterans Benefits Administration  
US Department of Veterans Affairs

Napoleon Wallace, Vice-Chair  
Assistant Secretary for Rural  
Economic Development  
NC Department of Commerce

James Prosser, Vice-Chair  
Assistant Secretary for Veterans Affairs  
NC Department of Military and Veterans Affairs

## OUR MISSION

Founded by clinical healthcare professionals in 2006 as the Governor's Focus on Servicemembers, Veterans and their Families, in partnership with the Governor's Institute, today the GOVERNOR'S WORKING GROUP on Veterans, Service Members, and their Families (GWG) has grown to become a nationally recognized forum.

This referral and collaboration network cuts red tape by linking decision makers, service providers, and military members (current and former) together in a best practices sharing environment. Charged with facilitating collaboration and coordination among federal, state, local, and nonprofit partners, they work with and provide services and supports to the State's active and reserve military members, 700,000 Veterans, and their families.

## MONTHLY MEETINGS

The GWG meets on the fourth Thursday of every month from 2:00 to 4:00p (no meetings in November and December). Meetings are open to the public although registration is required. Meetings are also live streamed (<https://www.facebook.com/GovInst>), and videos of the meetings are available (<http://ncgwg.org/videos/>).

Register for newsletter updates: <http://governorsinstitute.org/subscribe/>

Topics include: Health and Wellness, Veterans' Benefits and Claims, Transitional Services, Education and GI Bill, Job Creation and Workforce Enrichment, Housing Resources and Legal and Financial Services

## VISIT NCGWG.ORG

Learn more about the North Carolina Governor's Working Group and find information on Helplines, Healthcare, Benefits, Education, Employment, Resources, GWG Initiatives and Upcoming Events.

The Governor's Working Group is supported in part by block grant funding from the US Substance Abuse and Mental Health Services Administration through the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, North Carolina Department of Health and Human Services

## MORE NONPROFITS THAT MAY BE ABLE TO HELP YOU!



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

A community collaborative of organizations supporting military service members, veterans and their families in Wake County and the Triangle area.

Email: [contact@mymvrc.org](mailto:contact@mymvrc.org)

Military and Veterans Resource Coalition on Facebook



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

The Green Beret Foundation provides unconventional resources to facilitate the special needs of our wounded, ill and injured and imparts unique support to the Special Forces community

in order to strengthen readiness and uphold Green Beret traditions and values. Learn more about who we are and what we do or support our cause by donating today.



1.800.FRA.1924

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

Fleet Reserve Association is a non-profit organization representing the interests of U.S. Navy, Marine Corps, and Coast Guard personnel with regard to pay, health care, benefits, and other quality of life programs.



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

**Step Up For Soldiers:** An All-Volunteer Group Providing Renovations, Recreation, and Recognition for Recently Disabled Veterans.

**Mission Statement:** To provide disabled veterans who experienced loss of limb and mobility problems with the resources necessary to adjust in a post-war environment. As a result of the events and fundraisers, sponsored by Step Up For Soldiers, we strive to not only enhance their lives and those of their families but also help to restore their confidence and positive self-image.



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

**Fayetteville**

(910) 672-6166  
2125 Valleygate Dr.  
Ste. 101  
Fayetteville, NC  
28304

**Charlotte**

(704) 780-4950  
5700 Executive  
Center Dr.  
Ste. 105  
Charlotte, NC 28212

**Jacksonville**

(910) 459-4320  
120 Henderson Dr.  
Ste. B  
Jacksonville, NC  
28540



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

The Semper Fi Fund, and its program America's Fund, provide immediate financial assistance and lifetime support to post 9/11 wounded, critically ill and injured members,

and their families of all branches of the U.S. Armed Forces, ensuring that they have the resources they need during their recovery and transition back to their communities. Since establishing the Semper Fi Fund in 2004, we have issued more than 76,500 grants, totaling more than \$94 million in assistance to over 12,000 of our heroes and their families.



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

The mission of the North Carolina Heroes' Fund is to improve the quality of life for

the military men and women of North Carolina and their families who are experiencing financial hardships as a result of their service, often times from overseas deployment.



[www.ncobs.org/veterans](http://www.ncobs.org/veterans)

**Outward Bound for Veterans** helps thousands of returning service members and recent veterans readjust to life at home through powerful wilderness courses that draw on the healing

benefit of teamwork and challenge through use of the natural world.



### CHARLOTTE BRIDGE HOME

2200 E. 7th Street, Charlotte NC 28205  
704-332-8802 [www.charlottebridgehome.org](http://www.charlottebridgehome.org)

**Our Mission:**

Charlotte Bridge Home helps Charlotte veterans successfully transition home after military service by identifying their education, employment and healthcare needs and connecting them to available community, state and federal resources.

## ▶ PERSONAL SERVICES



### MILITARY & VETERAN ID CARDS

If you are an Active Duty, Reserve or National Guard service member, dependent, or retiree, you can get a Military ID at any DEERS location

within North Carolina. Veterans receiving VA benefits may be able to get an ID card (medical benefits card) at VA Medical Centers or Community Based Outpatient Clinics (CBOC). If you are not receiving benefits, you can choose to place your veteran status on your North Carolina Drivers License.

### APPLYING FOR REVIEW OF DISCHARGE

You must make your application for discharge upgrade within 15 years of discharge. If your discharge is older than 15 years, you must apply for a change to your military records using the process detailed above.

Form DD 293 (Application for the Review of Discharge or Dismissal from the Armed Forces) can be obtained from NCDVA or a local VSO. See pages 12-19 for contact information.

### CORRECTION OF ERRORS OR INJUSTICES ON MILITARY RECORDS

To determine if you need a discharge review or correction follow the link below to the page, How to Apply for a Discharge Upgrade. Answer a series of questions to get customized step-by-step instructions on how to apply for a discharge upgrade or correction. If your application goes through and your discharge is upgraded, you'll be eligible for the VA benefits you earned during your period of service.

<https://www.vets.gov/discharge-upgrade-instructions/>

## Military ID (DEERS) Locations

#### Marine Corps Air Station-New River

*Appointments & Walk-ins*

Monday – Friday 7:30-11:30; 12:30-4:30

Jacksonville, NC

910-449-6354

#### NC Air National Guard

*Appointments Only*

Monday - Friday 8:00 – 3:00

Charlotte, NC

704-398-4782

#### Navy – Marine Corps Recruiting Center

*Appointments Only*

Thursday Only: 9-11; 1-3

Charlotte, NC

704-598-0447

#### NC National Guard HQ, Raleigh

*Appointments & Walk-ins*

Monday – Friday 8:00 - 4:00

Raleigh, NC

919-664-6250

#### Elizabeth City US Coast Guard Station

*Appointments: M/T/Th/F 8:00-3:00*

*Walkins: Wednesday 8:00 - 11:15*

Elizabeth City, NC

252-335-6228

#### Dept. Homeland Security

*Appointments: M/T/Th/F 8:00-3:00*

*Walkins: Wednesday Only 8:00-11:15*

Elizabeth City, NC

252-335-6228

#### Fort Bragg, Soldier Support Center ID Card Facility

*Appointments & Walk-ins:*

Mon-Fri: 9-5 Thursdays 9-7:

Extended hours and weekends available for groups with Commander's Request and appointment

Fayetteville, NC

910-396-9339

#### Sunny Point, Military Operation Terminal

*Appointments Only*

Thursdays Only: 8:30 – 3:00

Southport, NC

910-457-8000 ext. 230

#### Seymour Johnson Air Force Base

*Walk-ins Monday – Friday*

8:30 – 4:00

Goldsboro, NC

919-722-8702

#### US Naval Reserve Center

*Appointments Only*

Thursday's Only

Wilmington, NC

910-762-9676

#### Armed Forces Reserve Center

*Appointments Only*

Wednesday & Thursday 8:00 – 11:30;

1:00 – 3:30

Greensboro, NC

336-668-0053 Ext 26

To schedule an appoint for a military ID online go to: <https://rapids-appointments.dmdc.osd.mil>



Women Veterans are a vital part of the veteran community nationally and more than 84,000 women vets have chosen to make North Carolina their home.

# WOMEN'S SERVICES

## CONTACT

844.NC4.VETS

844.624.8387

161

NC Womens Veteran Summit and Expo

162

Women Veterans Health Program

164

Military Sexual Trauma

165

N.C. & U.S. Additional Resources



According to the National Center for Veterans Analysis and Statistics, while the overall veteran population of the United States is expected to decrease significantly in the future, the percentage of women veterans is projected to nearly double in the next 30 years. In 2015, North Carolina ranked 5th in the nation in the number of veteran women-owned employer firms by numbers employed.

## NORTH CAROLINA WOMEN VETERANS

In 2014, North Carolina ranked 6th in the United States in its population of women veterans while ranking 8th in veterans population overall. The women veterans population is the fastest growing segment of vets nationally and in North Carolina.

### NATIONAL GROWTH IN WOMEN VETERAN-OWNED BUSINESSES SINCE 2012:

- 35.9 percent of U.S. business owners are women
- 383,302 veteran women-owned businesses exist – an increase of 294.7% over the 2007 Census data
- Veteran women-owned businesses and firms with no employees generated a total of \$17.9 billion in receipts (businesses with employees generated \$10.9 billion)

Women veterans are a vital part of the veteran community nationally and more than 84,000 women vets have chosen to make North Carolina their home.

A study released by Disabled American Veterans in November 2014 found that women veterans continue to experience “stubbornly high” unemployment rates, a known precursor to poverty. Women veterans are the fastest growing segment of the homeless veteran population, and are at higher risk for homelessness than their male counterparts and female nonveterans.

A 2010 study conducted by the United States Department of Veterans Affairs found that 31 percent of female veterans did

not believe they were eligible for VA benefits, mainly due to a perception that they were not a veteran unless they had served in combat. We here in North Carolina are working to change that misperception, and we need your help to spread the word. Under Federal law, a veteran is any person who has served honorably on active duty in the armed forces of the United States and was discharged or released under conditions other than dishonorable.

The North Carolina Department of Military and Veterans Affairs (NCDMVA) is committed to providing information, advocacy, outreach and support to all women veterans and their families in the state. The NCDMVA also seeks to ensure that women veterans are aware of their federal and state benefits so they can obtain the unique care and assistance that is available to them.

Outreach efforts are expanding every year to aid women veterans in improving access to support and services from public and private organizations that specifically address the needs of women veterans, but we are not content to stop there, we want to do more! Let us know how by visiting [NC4VETS.com](http://NC4VETS.com)



## NORTH CAROLINA WOMEN VETERANS SUMMIT AND EXPO

The North Carolina Women Veterans Summit and Expo is a biennial event whose purpose is to empower women veterans to live healthy, happy lives, become successful leaders in their communities, and to advocate on behalf of other women veterans. Women veterans throughout the state participate in this event to share their stories and exchange ideas about business, entrepreneurship, educational and career opportunities, and health and wellness. The event features state, local and federal exhibitors, a speaking program, and a series of networking and breakout sessions. NC **WVSE** ([women.nc4vets.com](http://women.nc4vets.com))

## NORTH CAROLINA DEPARTMENT OF COMMERCE

The NC Division of Workforce Solutions provides job seeker services for veterans, transitioning service members, and eligible spouses. Women veterans can visit their local NCWorks Career Center and take advantage of no-cost services, including career assessments, job interview preparation, resume and cover letter assistance, access to computers and free internet service, and help with applying to local and federal employment and training opportunities.

Some veterans face significant barriers that make it difficult for them to find suitable employment. Most offices have specialized staff—all of whom are veterans—who work closely with employers to create more opportunities for these veterans and provide them with referrals to supportive services including vocational rehabilitation, transportation, elder care, food and nutrition services, and non-profit organizations that address homelessness.

**NCWorks Veteran Services** ([www.nccommerce.com/workforce/job-seekers/veterans](http://www.nccommerce.com/workforce/job-seekers/veterans)) and **NCDWS Veterans Services Facebook** ([www.facebook.com/NCvets](http://www.facebook.com/NCvets))

## UNITED STATES DEPARTMENT OF VETERANS AFFAIRS (VA)



The Women Veterans Call Center (WVCC) answers questions and responds to concerns from women veterans, their families, and

caregivers across the nation about VA services and resources. The call is free, and women veterans can call as often as they need until they have the answers to their questions. Hours of operation are Monday through Friday 8:00am to 10:00pm ET

## NC WOMEN-OWNED BUSINESS, CERTIFIED WOMAN-OWNED BUSINESS:

The experts in becoming a Certified Woman-Owned Business or any minority-owned business. They can assist with the paperwork, process, and filing.

### ASHEVILLE

Division of Carolinas Small Business Development Fund  
(Formerly The Support Center)

Western Women Business Center (WWBC)

Sharon Oxendine – Director

PHONE: 828-633-5065

EMAIL: [SOXENDINE@THESUPPORTCENTER-NC.ORG](mailto:SOXENDINE@THESUPPORTCENTER-NC.ORG)

### CHARLOTTE

Division of The Institute, formerly the Minority Economic Development Institute

Women's Business Center (WBC)

Natalie Williams – Executive Director

PHONE: (704)509-5884

EMAIL: [nwilliams@theinstitutenc.org](mailto:nwilliams@theinstitutenc.org)

WEBSITE: [www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-charlotte](http://www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-charlotte)

### RALEIGH/DURHAM

Division of The Institute

North Carolina Women's Business Center (WBC)

Briles Johnson, Exec Director or Melissa Terrell – Assistant Director

PHONE: 919-956-8889

EMAIL: [bjohnson@theinstitutenc.org](mailto:bjohnson@theinstitutenc.org)

WEBSITE: <http://www.theinstitutenc.org/index.php/programs-services/women-business-development/wbc-north-carolina>

### FAYETTEVILLE

NC Center for Economic Empowerment & Development (NC CEED)

Women's Business Center (WBC)

Lexi Hasapis

PHONE: 910.323.3377 ext. 30

EMAIL: [Lhasapis@ncceed.org](mailto:Lhasapis@ncceed.org)

Website: <http://www.wbcfay.org>

The DMVA wants all women veterans to know about their available veteran benefits, services and resources. Many women veterans are not aware of all the benefits and programs they qualify for or are eligible to receive.

Women Veterans seeking assistance may call DMVA at any time by dialing **844-NC4-VETS (1-844-624-8387)** or can visit the website at [milvets.nc.gov](http://milvets.nc.gov).

and Saturday, 8:00am to 6:30pm ET.

WVCC: 1-855-VA-WOMEN (1-855-829-6636)

The VA is taking steps to improve and expand services for women veterans who are homeless or at risk of becoming homeless. Many women veterans face challenges when returning to civilian life that are different from those of their male counterparts, including raising children on their own or dealing with the psychological after effects of events such as military sexual trauma. These issues, without intervention, can put women veterans at greater risk of becoming homeless.

#### VA Homeless Women Veteran Resources

[www.va.gov/homeless/for\\_women\\_veterans.asp](http://www.va.gov/homeless/for_women_veterans.asp)

## VA VETERANS HEALTH ADMINISTRATION (VHA)

The Veterans Health Care Act of 1992 authorized new and expanded services for women veterans. These services include: counseling for trauma related to sexual assault; specific health care services such as Pap smears, mammography, and general reproductive health care at VA facilities; and mental health services that include substance abuse counseling, evaluation and treatment of Military Sexual Trauma (MST) and post-traumatic stress disorder (PTSD).

The VHA encourages all women between ages 50 and 75 to get mammograms every two years. If your health care provider recommends a mammogram outside of this age range, the VA will still provide it.

The Department of Veterans Affairs Mobile Mammography Unit provides access to mammography screening at selected VA Health Care Centers in North Carolina, and is one of only two regional mobile radiology units in the US. The Mobile Mammography Unit features digital mammography technology; all-female technologists; a private changing room with separate clinical exam room; and the privacy and comfort of a traditional screening center with the convenience of a fully functioning mobile unit.

The Women Veterans Health Program promotes the health, welfare, and dignity of women veterans and their families by ensuring equitable access to timely, sensitive, and quality healthcare. There is a full-time Women Veteran Program Manager at every VA Medical Center, a Women's Liaison at every community-based outpatient clinic, and a Women Veterans Coordinator at every regional office. **VA Women Veterans Health Care** ([www.womenshealth.va.gov](http://www.womenshealth.va.gov))

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## VETERANS BENEFITS ADMINISTRATION (VBA)

The VA's Women Veterans Coordinators can assist women veterans with the development and handling of claims for gender-specific conditions, including trauma from sexual harassment and assault. A PDF document has been created that addresses women veterans' 25 most frequently asked questions about their benefits, and it can be found along with many other resources on the VA's Center for Women Veterans (CWV) website. **VA CWV Resources** ([www.va.gov/womenvet](http://www.va.gov/womenvet))

## UNITED STATES SMALL BUSINESS ADMINISTRATION (SBA)

In March 2016, the SBA's Office of Veterans Business Development (OVBD) and Office of Women's Business Ownership (OWBO) submitted a report to Congress increasing attention on women veteran-owned small businesses. The report compiles and disseminates information on women veterans, and makes recommendations to improve outreach to women veterans, providing them with greater access to procurement, lending, and affordable capital.

**SBA Women Veterans Business Resources**  
[www.sba.gov/offices/headquarters/ovbd/spotlight](http://www.sba.gov/offices/headquarters/ovbd/spotlight)

Veteran Women Igniting the Spirit of Entrepreneurship (VWISE) is an entrepreneurial training program for female veterans of all service eras and branches with a passion for and interest in either starting a new small business or growing an existing one. VWISE enables female veterans to learn business-savvy skills in order to turn their ideas or businesses into growth ventures while recognizing entrepreneurship as an important part of economic growth nationwide. This unique training program was designed specifically by Syracuse

University with the Office of Veterans Business Development, SBA, to encourage and support female veterans with an interest in exploring career opportunities in small business ownership.

**SBA and Syracuse University VWISE**  
[whitman.syr.edu/vwise](http://whitman.syr.edu/vwise)

## UNITED STATES DEPT. OF LABOR (DOL)

Women veterans, who comprise 10 percent of the veteran population, but only 2 percent of all working women in America, are a critical segment of today's workforce. Job-hunting can be difficult for anyone, and transitioning veterans may experience culture shock, difficulty translating skills, unfamiliarity with the civilian job search process, and more. Unlike their male veteran peers, women veterans may also experience unique challenges common among nonveteran working women.

Free employment services are available to women veterans nationwide from the DOL Veterans' Employment and Training Service (VETS) Women Veteran Program – these services are targeted to be particularly helpful to women veterans.

As a part of the VETS program, the DOL also funds The Homeless Female Veterans' and Homeless Veterans with Families Program. The program provides supportive services to eligible homeless female veterans and female veterans who are at risk of becoming homeless. The program provides direct services through a case management approach that leverages Federal, State and local resources. Eligible veterans are connected with appropriate employment and life skills support to ensure a successful integration into the workforce.

**DOL VETS Women Veteran Program**  
[www.dol.gov/vets/womenveterans](http://www.dol.gov/vets/womenveterans)



**CFVF United** seeks to engage the combat female Veterans of North Carolina, as well as deployed combat females preparing for their returns home to North Carolina. With focus on education, support, and advocacy, CFVF United will act as a conduit between female military heroes and the vital resources they need to ensure long, healthy, and fulfilling lives after war.

At CFVF United, we honor the efforts of existing Veterans' services and strive to partner in our ventures to serve our Veteran community. At the same time, we recognize

the areas in which, as a nation, as sisters and brothers in service to others, we can and should collectively improve when it comes to lifting-up and protecting this unique and highly-valued sector of our population.

1-919-637-7679  
info@cfvfunitied.com  
CFVFUNITED.COM  
New Garden Park  
5574-D Garden Village Way #3,  
Greensboro, NC 27410

## NORTH CAROLINA VA MEDICAL CENTERS



### Durham VAMC

508 Fulton Street  
Durham, NC 27705  
919-286-0411  
888-878-6890

 Women's Health Clinic

### Fayetteville VAMC

2300 Ramsey Street  
Fayetteville, NC 28301  
910-488-2120  
800-771-6106

 Women's Health Clinic

### Asheville VAMC

1100 Tunnel Road  
Asheville, NC 28805  
828-298-7911

 Women's Health Clinic

### Salisbury VAMC

1601 Brenner Avenue  
Salisbury, NC 28144  
704-638-9000  
800-469-8262

 Women's Health Clinic

## WOMEN VETERANS HEALTH CARE

**1-855-VA-WOMEN**  
**[1-855-829-6636]**

Women veterans are eligible for the same VA benefits as male veterans. Comprehensive health services are available to women veterans including primary care, mental health care and reproductive health care services. VA provides management of acute and chronic illnesses, preventive care, contraceptive services, menopause management, and cancer screenings, including pap smear, and mammograms, and gynecology.

- Maternity care is covered in the medical benefits package to include care for newborn children of women veterans for up to 7 days after birth. VA is also mandated to implement pilot programs to provide child care to women veterans receiving medical care, and to provide readjustment services to women veterans. Infertility evaluation and limited treatments also are available.
- Women Veterans Program Managers are available at all VA facilities to help veterans seeking treatment and benefits.



**INDIGO**  
*Consortium™*

We advocate for and walk with women veterans. We engage with them in the process of obtaining the services and benefits they seek. Services offered are based on individual needs, and customized solutions are sought. Through our partnerships and programs, we are committed to supporting women as they transition back into family life. We help to identify employment opportunities and focus on personal goals. We are here to listen, guide, and support as women veterans establish plans and set out to achieve them.

E-MAIL: [contact@indigoconsortium.org](mailto:contact@indigoconsortium.org)

PHONE: (919) 808-1814

## MILITARY SEXUAL TRAUMA

Other experiences that fall into the category of MST include unwanted sexual touching or grabbing; threatening, offensive remarks about a person's body or sexual activities; and/or threatening or unwelcome sexual advances.

Both women and men can experience MST during their service. All veterans seen at Veterans Health Administrations facilities are asked about experiences of sexual trauma because they know that any type of trauma can affect a person's physical and mental health, even many years later. People can recover from trauma and the VA has free services to help veterans do this.

You do not need to have a VA disability (service connected) rating to receive these services and may be able to receive services even if you are not eligible for other VA care. You do not need to have reported the incident(s) when they happened or have other documentation that they occurred.

For more information, veterans can speak with a VA healthcare provider, contact the MST Coordinator at their nearest VA Medical Center, or contact their local Vet Center. More MST information can be found at [mentalhealth.va.gov](http://mentalhealth.va.gov).

## ADDITIONAL NORTH CAROLINA RESOURCES

### North Carolina Council for Women

[ncadmin.nc.gov/about-doa/divisions/council-for-women](http://ncadmin.nc.gov/about-doa/divisions/council-for-women)

### North Carolina Coalition Against Sexual Assault (NCCASA)

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

### Dress for Success Triangle

[trianglenc.dressforsuccess.org](http://trianglenc.dressforsuccess.org)

### Dress for Success Charlotte

[charlotte.dressforsuccess.org](http://charlotte.dressforsuccess.org)

### Dress for Success Winston-Salem

[winstonsalem.dressforsuccess.org](http://winstonsalem.dressforsuccess.org)

### Women Veterans Support Services

[wvss-nc.org](http://wvss-nc.org)

### The Aura Home for Homeless

### Women Veterans Asheville

[aurahomewomenvets.org](http://aurahomewomenvets.org)

### University of North Carolina at Greensboro Women Veterans Historical Project

[libcdm1.uncg.edu/cdm/landingpage/collection/WVHP](http://libcdm1.uncg.edu/cdm/landingpage/collection/WVHP)

### Steadfast House Women's Shelter and Support Program Asheville

[www.abccm.org/steadfast-house](http://www.abccm.org/steadfast-house)

## ADDITIONAL UNITED STATES RESOURCES

### Dress for Success

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

### VA Office of Diversity and Inclusion (ODI)

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

### Women in Military Service for America (WIMSA) Memorial

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

### American Women Veterans

[americanwomenveterans.org](http://americanwomenveterans.org)

### National Association of Black Military Women

[www.nabmw.com](http://www.nabmw.com)

### U.S Army Women's Foundation

[armywomensfoundation.org](http://armywomensfoundation.org)

### The Vietnam Women's Memorial Foundation

[vietnamwomensmemorial.org](http://vietnamwomensmemorial.org)

### Women Marines Association

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

### Women's Army Corps Veterans Association

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

### Women of the WAVES

[womenofthewaves.com](http://womenofthewaves.com)

### Service Women's Action Network

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

### Department of Defense Sexual Assault Prevention and Response with Safe Helpline

[www.sapr.mil](http://www.sapr.mil)

### Alliance for National Defense

[www.4militarywomen.org](http://www.4militarywomen.org)





**DRESS FOR SUCCESS**®

TRIANGLE NC

## **WOMEN'S VETERANS PROGRAM**



LET'S HELP YOU GET BACK TO WORK!  
ARE YOU MILITARY AFFILIATED?  
WE HAVE THE PROGRAM FOR YOU!

**FREE**

CAREER SUITING AND COACHING,  
TRAINING, AND ONGOING SUPPORT.

Dress for Success Triangle is proudly serving female veterans and the female spouses of veterans, providing services and support to attain, maintain, and grow within one's private-sector career.

Contact our office today and we look forward to serving you!

Our mission is to empower women to achieve economic independence by providing a network of support, professional attire and development tools to help women thrive in work and life.



### **LOCATIONS IN RALEIGH AND DURHAM**

(919) 286-2128

CONTACT: Diana N. Graham, MPA, MBA

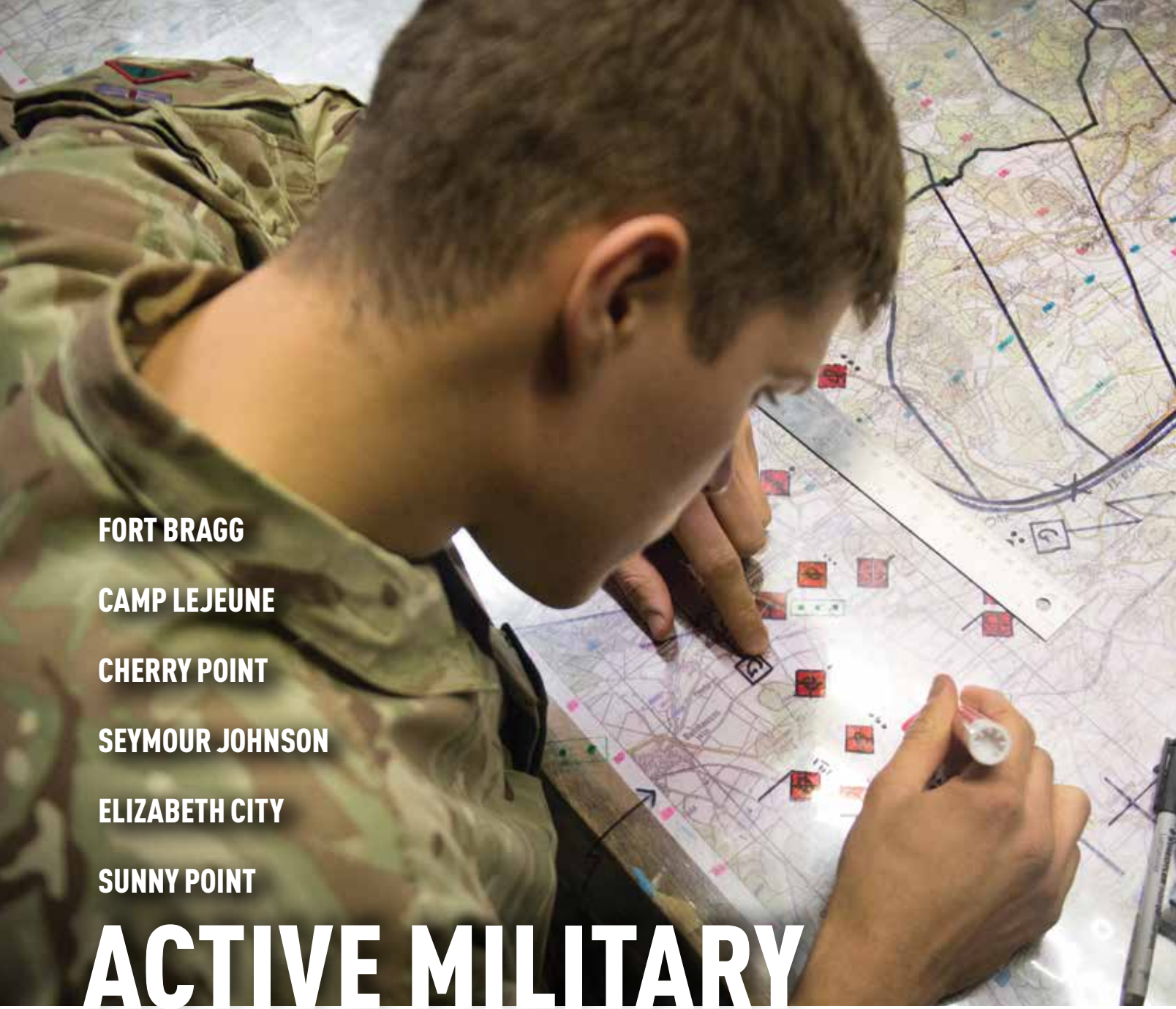
Army Combat Veteran

Diana.Graham@dfstrianglenc.org

dfstrianglenc.org

SPONSORED BY:

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**FORT BRAGG**

**CAMP LEJEUNE**

**CHERRY POINT**

**SEYMOUR JOHNSON**

**ELIZABETH CITY**

**SUNNY POINT**

# ACTIVE MILITARY

**CONTACT**

844.NC4.VETS

844.624.8387

**169**

**Camp Lejeune**

**170**

**Cherry Point**

**171**

**Elizabeth City**

**172**

**Fort Bragg**

**173**

**Seymour Johnson**

## ▶ ACTIVE MILITARY

### NORTH CAROLINA ACTIVE MILITARY



### **NORTH CAROLINA IS HOME TO THE 4TH LARGEST MILITARY POPULATION IN THE UNITED STATES.**

Six major installations and several critical defense support activities are located within the state. Our installations, missions, assets, and personnel are some of the finest in the Department of Defense. Its superb ranges, amphibious landing sites, and dedicated airspace provide unique training opportunities for all services. Nothing Compares with North Carolina's air, land, and sea resources.

There are nearly 600,000 defense-related jobs in North Carolina. Our DoD and Homeland Security sectors have a \$66 Billion impact on our economy, representing 15% of North Carolina's gross state product. Defense is the 2nd largest economic engine in the state, just behind agriculture. Each installation in North Carolina provides critical capabilities that contribute to our state's livelihood and our nation's security.



## CAMP LEJEUNE

Camp Lejeune is home to the largest concentration of Marines in the Marine Corps and also the largest amphibious base on the East Coast. II Marine Expeditionary Force, Marine Special Operations Command, and Marine Corps Installations East provide the Nation's Rapid Response Team.

Camp Lejeune includes a 156,000-acre training base, with 11 miles of beach capable for supporting amphibious operations, and 50 tactical landing zones. The Base community is home to over 45,000 Servicemembers and civilian employees.

### RELOCATION:

**Distribution Management Office (TMO)**  
Bldg 1011, Camp Lejeune (910) 451-2377

**Inns of the Corps Lejeune**  
[www.mccslejeune.com/inns](http://www.mccslejeune.com/inns)  
910-451-3041

**Atlantic Marine Corps Communities**  
[www.atlanticmcc.com](http://www.atlanticmcc.com) 866-509-2424

**Military Installations**  
[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

**Per Diem, Travel & Transportation Allowance Committee**  
[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)

**Navy Housing**  
[www.housing.navy.mil](http://www.housing.navy.mil)

**Home Rentals/Sales**  
**Jacksonville Board of Realtors**  
[www.jbornc.com](http://www.jbornc.com)

**Carteret County Assoc. of Realtors**  
[www.ccrealtors.org](http://www.ccrealtors.org)

**Duplin-Sampson Assoc. of REALTORS**  
[www.duplinsampsonrealtors.com](http://www.duplinsampsonrealtors.com)

**Neuse River Region Assoc. of REALTORS**  
[www.nrrar.com](http://www.nrrar.com)

### EDUCATION:

**Onslow County Public Schools**  
[www.onslow.k12.nc.us](http://www.onslow.k12.nc.us)  
(910) 455-2211

**Camp Lejeune DoDea Schools**  
[www.am.dodea.edu/lejeune/clds/](http://www.am.dodea.edu/lejeune/clds/)  
(910) 451-2461

**About.com: Private Schools**  
[www.privateschool.about.com](http://www.privateschool.about.com)

**GreatSchools**  
[www.greatschools.net](http://www.greatschools.net)

**Military Child Education Coalition**  
[www.militarychild.org](http://www.militarychild.org)

**Home School Legal Defense Association**  
[www.hslda.org](http://www.hslda.org)

### EMPLOYMENT:

**Army**  
[cpol.army.mil](http://cpol.army.mil)

**USAJOBS**  
[www.usajobs.gov](http://www.usajobs.gov)

**MCCS**  
[www.mccslejeune-newriver.com/jobs](http://www.mccslejeune-newriver.com/jobs)

**Navy**  
[www.navy.mil](http://www.navy.mil)

**Employment Security Commission**  
[www.ncesc.com](http://www.ncesc.com) - (910) 347-2121

**NCWorks Online**  
[www.ncworks.gov](http://www.ncworks.gov)

**North Carolina for Military Employment**  
[www.nc4me.org](http://www.nc4me.org)

**Family Member Employment Assistance Program (FMEAP)**  
[www.mccslejeune-newriver.com/fmeap](http://www.mccslejeune-newriver.com/fmeap)

### EMERGENCY:

**Red Cross Office**  
[www.redcross.org](http://www.redcross.org) (910) 451-2182/5159  
(after hours 877-272-7337)

**Navy Marine Corps Relief Society**  
[www.nmcrcs.org](http://www.nmcrcs.org)  
(910) 451-5346/5584

**Military One Source**  
[www.militaryonesource.mil](http://www.militaryonesource.mil)

**Family Preparedness**  
[www.ready.gov](http://www.ready.gov)

**The National Weather Service**  
[www.weather.gov](http://www.weather.gov)

**North Carolina Road Conditions**  
[www.ncdot.org/traffictravel](http://www.ncdot.org/traffictravel)

**NC Dept of Insurance**  
[www.ncdoi.com](http://www.ncdoi.com)

**NC Crime Control and Public Safety**  
[www.nccrimecontrol.org](http://www.nccrimecontrol.org)

**Travel Warnings**  
[www.travel.state.gov](http://www.travel.state.gov)

### FAMILY RESOURCES:

**Marine Corps Community Services**  
[www.mccslejeune-newriver.com](http://www.mccslejeune-newriver.com)

**Department of Social Services**  
[www.onslowcountync.gov/DSS](http://www.onslowcountync.gov/DSS)  
Food Stamps, etc., (910) 455-4145

**Women, Infants, and Children Program**  
[www.fns.usda.gov/wic](http://www.fns.usda.gov/wic)  
(910) 353-0022

**Military Youth on the Move**  
[www.defenselink.mil/mtom](http://www.defenselink.mil/mtom)

**DStress Line:**  
[www.dstressline.com/](http://www.dstressline.com/)

**Child and Youth Program**  
[www.mccslejeune-newriver.com/cytp](http://www.mccslejeune-newriver.com/cytp)

**Onslow County Partnership for Children**  
[www.onslowkids.org](http://www.onslowkids.org)  
(910) 938-0336

**Tragedy Assistance Program**  
[www.taps.org](http://www.taps.org)

**National Military Family Association**  
[www.militaryfamily.org](http://www.militaryfamily.org)

**New Parent Support Program**  
[www.mccslejeune-newriver.com/npsp](http://www.mccslejeune-newriver.com/npsp)

**Exceptional Family Member Program**  
[www.mccslejeune-newriver.com/efmp](http://www.mccslejeune-newriver.com/efmp)

**Counseling Services**  
[www.mccslejeune-newriver.com/counseling](http://www.mccslejeune-newriver.com/counseling)

**Military & Family Life Counselors**  
[www.mccslejeune-newriver.com/mflc](http://www.mccslejeune-newriver.com/mflc)

**Marine Corps Family Team Building**  
[www.mccslejeune-newriver.com/mcftb](http://www.mccslejeune-newriver.com/mcftb)

**Behavioral Health Info Network (BHIN)**  
[www.bhin.usmc-mccs.org](http://www.bhin.usmc-mccs.org)

## CHERRY POINT

Cherry Point is the largest Marine Corps Air Station in the world. It is the headquarters of the 2nd Marine Aircraft Wing, the aviation component of II Marine Expeditionary Force. Cherry Point is home to the AV-8B Harrier, and will eventually be the largest F-35B Joint Strike Fighter base in the Nation.

Cherry Point has 4 runways over 8,000 feet and over 29,000 acres of land! Bombing ranges and outlying fields are used by Marine Corps, Navy, and Air Force aviators for training. Nearly 14,000 Servicemembers and civilians work at Cherry Point.

### RELOCATION:

**Relocation Services: 252-466-4201**  
**Traffic Management Office (TMO)**  
Bldg 298 E St  
MCAS Cherry Point NC 28533  
(252) 466-2345  
252-466-4455/3883 (Inbound Shipments)

**Transient Officer Quarters (TOQ)**  
(252) 466-5169 / 3359

**Transient Enlisted Quarters (TEQ)**  
(252) 466-3060

**Atlantic Marine Corps Communities**  
cp.atlanticmcc.com  
888-883-0980

**Military Installations**  
www.militaryinstallations.dod.mil

**Per Diem, Travel & Transportation Allowance Committee**  
www.defensetravel.dod.mil

**Navy Housing**  
www.housing.navy.mil

**Home Rentals/Sales:**  
**Neuse River Region Association of REALTORS**  
www.nrrar.com

**Carteret County Association of Realtors**  
www.ccrealtors.org

### EDUCATION:

**Craven County Schools**  
www.craven.k12.nc.us  
252-514-6300

**Carteret County Schools**  
www.carteretcountyschools.org  
(252) 728-4583

**About.com: Private Schools**  
www.privateschool.about.com

**GreatSchools**  
www.greatschools.net

**Military Child Education Coalition**  
www.militarychild.org

**Home School Legal Defense Association**  
www.hslda.org

### EMPLOYMENT:

**Army**  
cpol.army.mil

**USAJOBS**  
https://www.usajobs.gov

**MCCS**  
mccscherrypoint.com/employment

**Navy**  
www.navy.mil

**Employment Security Commission**  
www.ncesc.com  
(910) 347-2121

**NCWorks Online**  
www.ncworks.gov

**North Carolina for Military Employment**  
www.nc4me.org

**Family Member Employment Assistance Program (FMEAP)**  
usmc-mccs.org/employ/benefits/employee/eap.html

### EMERGENCY:

**Red Cross Office**  
www.redcross.org  
(910) 451-2182/5159  
(after hours 877-272-7337)

**Navy Marine Corps Relief Society**  
www.nmcrcs.org ( )  
(910) 451-5346/5584

**Military One Source**  
www.militaryonesource.mil

**Family Preparedness**  
www.ready.gov

**The National Weather Service**  
www.weather.gov

**North Carolina Road Conditions**  
www.ncdot.org/traffictravel

**NC Dept of Insurance**  
www.ncdoi.com

**NC Crime Control and Public Safety**  
www.nccrimecontrol.org

**Travel Warnings**  
www.travel.state.gov

### FAMILY RESOURCES:

**Marine Corps Community Services**  
mccscherrypoint.com

**Dept. of Social Services – Craven County**  
www.cravencountync.gov/departments/dss.cfm  
Food Stamps, etc  
252-636-4900

**Social Services – Carteret County**  
www.carteretcountync.gov/144/Social-Services  
252-728-8485

**Women, Infants, and Children Program**  
mccscherrypoint.com/programs/family-care/wic  
252-447-0123

**Military Youth on the Move**  
www.defenselink.mil/mtom

**DStress Line**  
www.dstressline.com

**Child and Youth Program**  
mccscherrypoint.com/programs/family-care/children-youth

**Craven Smart Start, Inc**  
www.cravensmartstart.org  
(252) 636-3198

**Carteret County Partnership for Children**  
www.carteretkids.org  
252-727-0440

**Tragedy Assistance Program**  
www.taps.org

**National Military Family Association**  
www.militaryfamily.org

**New Parent Support Program:**  
252-466-3651

**Exceptional Family Member Program**  
mccscherrypoint.com/programs/family-care/exceptional-family-member  
252-466-7533

**Marine & Family Programs**  
mccscherrypoint.com/programs

## ELIZABETH CITY

Located in the heart of Northeastern North Carolina, the U.S. Coast Guard Base at Elizabeth City is a regional command center that provides logistics, engineering, administrative, financial, purchasing, and health care services to Coast Guard units throughout North Carolina.

Comprised of more than 880 acres and nearly 2,000 Servicemembers and civilian employees, the base is the Coast Guard's largest aviation facility, and the largest employer in Northeastern North Carolina. Elizabeth City is the hub for Coast Guard aviation support.

### RELOCATION:

#### USCG Elizabeth City Welcome Aboard

[www.uscg.mil/baseElizabethCity/welcomeaboard.asp](http://www.uscg.mil/baseElizabethCity/welcomeaboard.asp)

#### Area Housing Office at Base Portsmouth

(757) 686-4044

#### Rental Partnership Program, Leased Housing, Housing Releases and Community Housing Referrals/Listings

(757) 686-4047

#### Housing Referral Network, Leased Housing, Housing Releases and Community Housing Referrals/Listings

(757) 686-4081

#### Military Installations

[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

#### Per Diem, Travel & Transportation

#### Allowance Committee

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)

#### Home Rentals/Sales:

#### Albemarle Area Association of REALTORS

[www.ar-nc.com](http://www.ar-nc.com)

### EDUCATION:

#### Elizabeth City-Pasquotank County Schools

[www.ecpps.k12.nc.us/pages/ECPPS](http://www.ecpps.k12.nc.us/pages/ECPPS)  
252.335.2981

#### GreatSchools

[www.greatschools.net](http://www.greatschools.net)

#### Military Child Education Coalition

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

#### Home School Legal Defense Association

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

#### North Carolina Division of Non-Public Education

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

### EMPLOYMENT:

#### Coast Guard:

[www.uscg.mil/civilian/careerpps.asp](http://www.uscg.mil/civilian/careerpps.asp)  
[www.uscg.mil/alc/jobs.asp](http://www.uscg.mil/alc/jobs.asp)

#### USAJOBS: [www.usajobs.gov](http://www.usajobs.gov)

Employment Readiness Program  
3rd Fl., Bldg. 4-2843  
910-396-2390

#### Spouse Employment Assistance

[www.uscg.mil/worklife/spouse\\_employment.asp](http://www.uscg.mil/worklife/spouse_employment.asp)  
202-475-5158

#### NCWorks Online

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

#### North Carolina for Military Employment

[www.nc4me.org](http://www.nc4me.org)

### EMERGENCY:

#### Red Cross Office

[www.redcross.org](http://www.redcross.org)  
(910) 451-2182/5159  
(after hours 877-272-7337)

#### Welcome to Coast Guard Mutual Assistance

[www.cgmahq.org](http://www.cgmahq.org)  
800-881-2462

#### Military One Source

[www.militaryonesource.mil](http://www.militaryonesource.mil)

#### Family Preparedness

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

#### The National Weather Service

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

#### North Carolina Road Conditions

[www.ncdot.org/traffictravel](http://www.ncdot.org/traffictravel)

#### NC Crime Control and Public Safety

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

### FAMILY RESOURCES:

#### USCG Elizabeth City MWR

[www.uscg.mil/baseElizabethCity/mwr](http://www.uscg.mil/baseElizabethCity/mwr)  
ECITY-MWR@uscg.mil

#### Department of Social Services

[www.co.pasquotank.nc.us/DSS](http://www.co.pasquotank.nc.us/DSS)  
Food Stamps, etc.  
252-338-2126

#### Women, Infants, and Children Program

[www.fns.usda.gov/wic](http://www.fns.usda.gov/wic)  
800-367-2229

#### Military Youth on the Move

[www.defenselink.mil/mtom](http://www.defenselink.mil/mtom)

#### DStress Line

[www.dstressline.com](http://www.dstressline.com)

#### Youth Program Center

919-722-0502

#### Albemarle Smart Start Partnership

[www.albemarlessp.org](http://www.albemarlessp.org)  
(252) 333-1233

#### Tragedy Assistance Program

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

#### National Military Family Association

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

#### USCG Special Needs Program

[www.uscg.mil/worklife/special\\_needs.asp](http://www.uscg.mil/worklife/special_needs.asp)  
757-686-4023

### FACEBOOK:

#### U. S. Coast Guard Base, Elizabeth City, N.C.

[www.facebook.com/BaseElizabethCity](http://www.facebook.com/BaseElizabethCity)

#### U.S. Coast Guard Air Station Elizabeth City

[facebook.com/uscoastguardairstationecity/](http://facebook.com/uscoastguardairstationecity/)

#### U.S. Coast Guard Mid-Atlantic

[facebook.com/USCGMidAtlantic](http://facebook.com/USCGMidAtlantic)

### GOVERNMENT:

#### City and County Tax Information

[www.co.pasquotank.nc.us/Tax.htm](http://www.co.pasquotank.nc.us/Tax.htm)  
252-338-5169

#### Department of Motor Vehicles

1164 US 17 South  
Elizabeth City, 27909  
252-331-4776

## FORT BRAGG

With over 65,000 Servicemembers and civilian employees, Fort Bragg has the highest population of any U.S. Army installation. The base is home to the Army's Rapid Response Force, consisting of Special Operations and Airborne Soldiers.

On its 161,000 acres, Fort Bragg also houses the U.S. Army Airborne Forces, Joint Special Operations Command, Special Operations Command, Army Forces Command, and the Army Reserve Command.

### RELOCATION:

#### Installation Transportation Office (ITO)

1st Floor, Bldg. 4-2843  
Inbound 910-396-2903/6790

#### IHG Army Hotels on Fort Bragg

[www.ihg.com/armyhotels/hotels/us/en/reservation](http://www.ihg.com/armyhotels/hotels/us/en/reservation)  
910-396-7700

#### Housing Referral Service Office

6th Floor, Bldg. 4-2843  
910-396-1022

#### Military Installations

[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)

#### Per Diem, Travel & Transportation Allowance Committee

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)

#### Home Rentals/Sales:

##### Fayetteville Regional Association of REALTORS

[www.fayettevillencrealtors.com](http://www.fayettevillencrealtors.com)

##### Cumberland County Board of REALTORS

[www.ccbor.com/](http://www.ccbor.com/)

### EDUCATION:

#### Cumberland County Public Schools

[ccs.k12.nc.us](http://ccs.k12.nc.us)  
910-678-2300

#### Fort Bragg DoDea Schools

[www.dodea.edu/Americas/NC-FortBragg](http://www.dodea.edu/Americas/NC-FortBragg)  
910-907-0200

#### About.com: Private Schools

[www.privateschool.about.com](http://www.privateschool.about.com)

#### GreatSchools

[www.greatschools.net](http://www.greatschools.net)

#### Military Child Education Coalition

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

#### Home School Legal Defense Association

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

### EMPLOYMENT:

#### Army

[cpol.army.mil](http://cpol.army.mil)

#### USAJOBS

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

#### Employment Readiness Program

3rd Fl., Bldg. 4-2843  
910-396-2390

#### Employment Security Commission

[www.ncesc.com](http://www.ncesc.com)  
(910) 347-2121

#### NCWorks Online

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

#### North Carolina for Military Employment

[www.nc4me.org](http://www.nc4me.org)

### EMERGENCY:

#### Red Cross Office

[www.redcross.org](http://www.redcross.org)  
(910) 451-2182/5159  
(after hours 877-272-7337)

#### Army Emergency Relief

[www.aerhq.org/dnn563](http://www.aerhq.org/dnn563)  
866-878-6378

#### Military One Source

[www.militaryonesource.mil](http://www.militaryonesource.mil)

#### Family Preparedness

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

#### The National Weather Service

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

#### North Carolina Road Conditions

[www.ncdot.org/traffictravel](http://www.ncdot.org/traffictravel)

#### NC Dept of Insurance

[www.ncdoi.com](http://www.ncdoi.com)

#### NC Crime Control and Public Safety

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

#### Travel Warnings

[www.travel.state.gov](http://www.travel.state.gov)

### FAMILY RESOURCES:

#### Army Community Service (ACS)

[www.fortbraggmwr.com/acs](http://www.fortbraggmwr.com/acs)

#### Department of Social Services

[www.dss.co.cumberland.nc.us](http://www.dss.co.cumberland.nc.us)  
Food Stamps, etc.  
910-323-1540

#### Women, Infants, and Children Program

[www.fns.usda.gov/wic](http://www.fns.usda.gov/wic)  
800-367-2229

#### Military Youth on the Move

[www.defenselink.mil/mtom](http://www.defenselink.mil/mtom)

#### DStress Line

[www.dstressline.com](http://www.dstressline.com)

#### Child and Youth Program

[mccscherrypoint.com/programs/family-care/children-youth](http://mccscherrypoint.com/programs/family-care/children-youth)

#### Partnership for Children of Cumberland County

[ccpfc.org](http://ccpfc.org)  
(910) 867-9700

#### Tragedy Assistance Program

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

#### National Military Family Association

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

#### New Parent Support Program

[www.mccslejeune-newriver.com/npsp](http://www.mccslejeune-newriver.com/npsp)

#### Exceptional Family Member Program

[bragg.armymwr.com/us/bragg/programs/efmp](http://bragg.armymwr.com/us/bragg/programs/efmp)

#### Counseling Options

[bragg.armymwr.com/us/bragg/programs/counseling-options](http://bragg.armymwr.com/us/bragg/programs/counseling-options)

### FACEBOOK PAGES:

#### Fort Bragg

[facebook.com/fortbraggnc](https://facebook.com/fortbraggnc)

#### Bragg Training and Education Center

[facebook.com/Bragg Training And Education Center](https://facebook.com/BraggTrainingAndEducationCenter)

#### Fort Bragg Family and MWR

[facebook.com/fortbraggmwr/](https://facebook.com/fortbraggmwr/)

#### Ft. Bragg Housing Services Office

[facebook.com/pages/Ft-Bragg-Housing-Services-Office/217629734944267](https://facebook.com/pages/Ft-Bragg-Housing-Services-Office/217629734944267)

#### Fort Bragg Army Wellness Center

[facebook.com/pages/Fort-Bragg-Army-Wellness-Center/212313675513024](https://facebook.com/pages/Fort-Bragg-Army-Wellness-Center/212313675513024)

#### Fort Bragg Community Health Promotion

[facebook.com/BraggCHP](https://facebook.com/BraggCHP)

#### Fort Bragg VETCEN:

[facebook.com/ft.bragg.vetcen](https://facebook.com/ft.bragg.vetcen)

#### Fort Bragg Wildlife Branch

[facebook.com/fortbraggwildlife](https://facebook.com/fortbraggwildlife)

### GOVERNMENT:

#### City and County Tax Information

[www.co.cumberland.nc.us/tax.aspx](http://www.co.cumberland.nc.us/tax.aspx)  
910-678-7507

#### Department of Motor Vehicles

[www.ncdot.org/DMV](http://www.ncdot.org/DMV)  
910-678-7507

## SEYMOUR JOHNSON

Seymour Johnson Air Force Base, with a population of approximately 6,000 Servicemembers and civilian employees, is home to the Air Combat Command's 4th Fighter Wing. With 2 training and 2 operational squadrons.

Seymour Johnson represents the entire U.S. Air Force training capability for the F-15E Strike Eagle. The 916th Air Refueling Wing is the preferred alternative for the first Reserve-led KC-46A Pegasus main operating base. Guard aviation support.

### RELOCATION:

**Travel Management Office**  
1280 Humphrey St  
919-722-5458

**Temporary Lodging – Southern Pines Inn**  
www.sjsss.com/lodging/lodging.html  
919-722-0385

**Housing Management Office**  
1500 Vermont Garrison St, Bldg 3801  
919-722-0363

**Military Installations**  
www.militaryinstallations.dod.mil

**Per Diem, Travel & Transportation Allowance Committee**  
www.defensetravel.dod.mil

**Home Rentals/Sales: Goldsboro Wayne County Association of REALTORS**  
www.usamls.net/goldsboro

### EDUCATION:

**Wayne County Public Schools**  
www.waynecountyschools.org  
919-731-5900

Private Schools:

**Arendell Parrott Academy, TK-12:**  
www.parrottacademy.org.

**Faith Christian Academy, PK-12:**  
www.fcagoldsboro.com.

**Saint Mary School, PK- 8:**  
www.smsgoldsboro.org.

**Wayne Christian School, Daycare-12**  
www.waynechristian.org.

**Wayne Country Day School, K-12**  
www.waynecountryday.com

**GreatSchools**  
www.greatschools.net

**Military Child Education Coalition**  
www.militarychild.org

**Home School Legal Defense Association**  
www.hslda.org

**North Carolina Division of Non-Public Education**  
www.ncdnpe.org

### EMPLOYMENT:

**Air Force**  
afciviliancareers.com

**USAJOBS**  
www.usajobs.gov

**Employment Readiness Program**  
3rd Fl., Bldg. 4-2843  
910-396-2390

**Employment Security Commission**  
www.ncesc.com  
(910) 347-2121

**NCWorks Online**  
www.ncworks.gov

**North Carolina for Military Employment**  
www.nc4me.org

### EMERGENCY:

**Red Cross Office**  
www.redcross.org  
(910) 451-2182/5159  
(after hours 877-272-7337)

**Air Force Aid Society**  
www.afas.org/703-972-2650

**Military One Source**  
www.militaryonesource.mil

**Family Preparedness**  
www.ready.gov

**The National Weather Service**  
www.weather.gov

**North Carolina Road Conditions**  
www.ncdot.org/traffictravel

**NC Crime Control and Public Safety**  
www.nccrimecontrol.org

### FAMILY RESOURCES:

**Airman & Family Readiness Center**  
919-722-1123

**Department of Social Services**  
www.waynegov.com/domain/44  
Food Stamps, etc.  
919-580-4034

**Women, Infants, and Children Program**  
www.fns.usda.gov/wic  
800-367-2229

**Military Youth on the Move**  
www.defenselink.mil/mtom

**DStress Line**  
www.dstressline.com

**Youth Program Center**  
919-722-0502

**Partnership for Children of Wayne County**  
pfcw.org  
919-735-3371

**Tragedy Assistance Program**  
www.taps.org

**National Military Family Association**  
www.militaryfamily.org

**Exceptional Family Member Program**  
919 -722-1123

### FACEBOOK PAGES:

**Seymour Johnson AFB**  
facebook.com/  
SeymourJohnsonAirForceBase

**Seymour Johnson AFB Airman & Family Readiness Center**  
facebook.com/sjafrc

**Seymour Johnson AFB Passenger Terminal**  
facebook.com/seymourjohnsonpax

**Exceptional Family Members Program – Seymour Johnson AFB**  
facebook.com/sjefmp

**Seymour Johnson AFB Military Family Housing**  
facebook.com/  
seymourjohnsonhousing

**Health Promotions Program- Seymour Johnson AFB**  
facebook.com/Health-Promotions-Program-Seymour-Johnson-AFB-107513789304823

### GOVERNMENT

**City and County Tax Information**  
www.waynegov.com/463/Tax  
919-731-1461

**Department of Motor Vehicles**  
701 West Grantham Street  
Goldsboro, 27530  
919-731-7963

## ▶ ACTIVE MILITARY



### OUR MISSION

Operation Homefront provides emergency financial and other assistance to the families of our service members and wounded warriors.

#### ★ EMERGENCY ASSISTANCE:

Grants to address unforeseen budget shortfalls for basic needs like rent, utilities, and food, with a focus on relieving financial crisis and putting military families on a path to long-term financial sustainability.

#### ★ FAMILY SUPPORT:

Programs designed to provide material and morale support that strengthens and uplifts military families.

#### ★ HOUSING:

Rent-free apartment communities for wounded warriors and their families transitioning from the military, and permanent mortgage-free homes for military and veteran families, accompanied by a wide spectrum of services and support.



[OperationHomefront.net](http://OperationHomefront.net) | Call toll free 1.800.722.6098



## HELP STARTS HERE

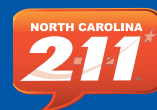
Dial 2-1-1 or visit [NC211.org](http://NC211.org)

### We can help you find...

- ◆ Food, housing, and utility assistance
- ◆ Health care services
- ◆ Counseling, mental health, and substance abuse services
- ◆ Senior services
- ◆ Education and employment assistance
- ◆ Financial education and credit counseling
- ◆ Disaster services
- ◆ And more...

Free • Confidential • Multilingual • 24/7/365

Simply dial 2-1-1 or 888-892-1162 to reach a caring professional who can access a network of resources in all 100 NC counties or visit [NC211.org](http://NC211.org).



## ONWARD TO OPPORTUNITY

IN PARTNERSHIP WITH:

**VCTP**  
VETERANS CAREER  
TRANSITION PROGRAM



## PLANNING FOR YOUR CAREER AFTER THE MILITARY?

Introducing, a straightforward  
employment program for transitioning  
service members and spouses

### WHAT IS O2O-VCTP?

Onward to Opportunity in partnership with the Veterans Career Transition Program (O2O-VCTP) understands the time to train and place military families in jobs is while you're still serving and not after.

With no-cost training and certification in over 30 top-paying career fields and direct connections to over 500 military-friendly employers, this career transition program utilizes in-person and online learning options to best fit your needs.

During the program, you are also connected to Hire Heroes USA, our national career services partner program that provides free, personalized career coaching and job sourcing.

Please visit [onward2opportunity-vctp.org](http://onward2opportunity-vctp.org) or talk with your installation Program Manager for more information.

### ELIGIBILITY

#### Active Duty Service Members

(to include active guard and reserve) within 6 months of separation or retirement

#### National Guard and Reserve

currently serving in a non-active status

#### Post 9/11 veteran

(retired or separated) with an honorable discharge

#### Spouses

of any active duty service member, post 9/11 veteran and active duty National Guard or Reserve.

[ONWARD2OPPORTUNITY-VCTP.ORG](http://ONWARD2OPPORTUNITY-VCTP.ORG)

@Onward2OppVCTP

@IVMFSyracuseU

 A program of the Institute for Veterans and Military Families.

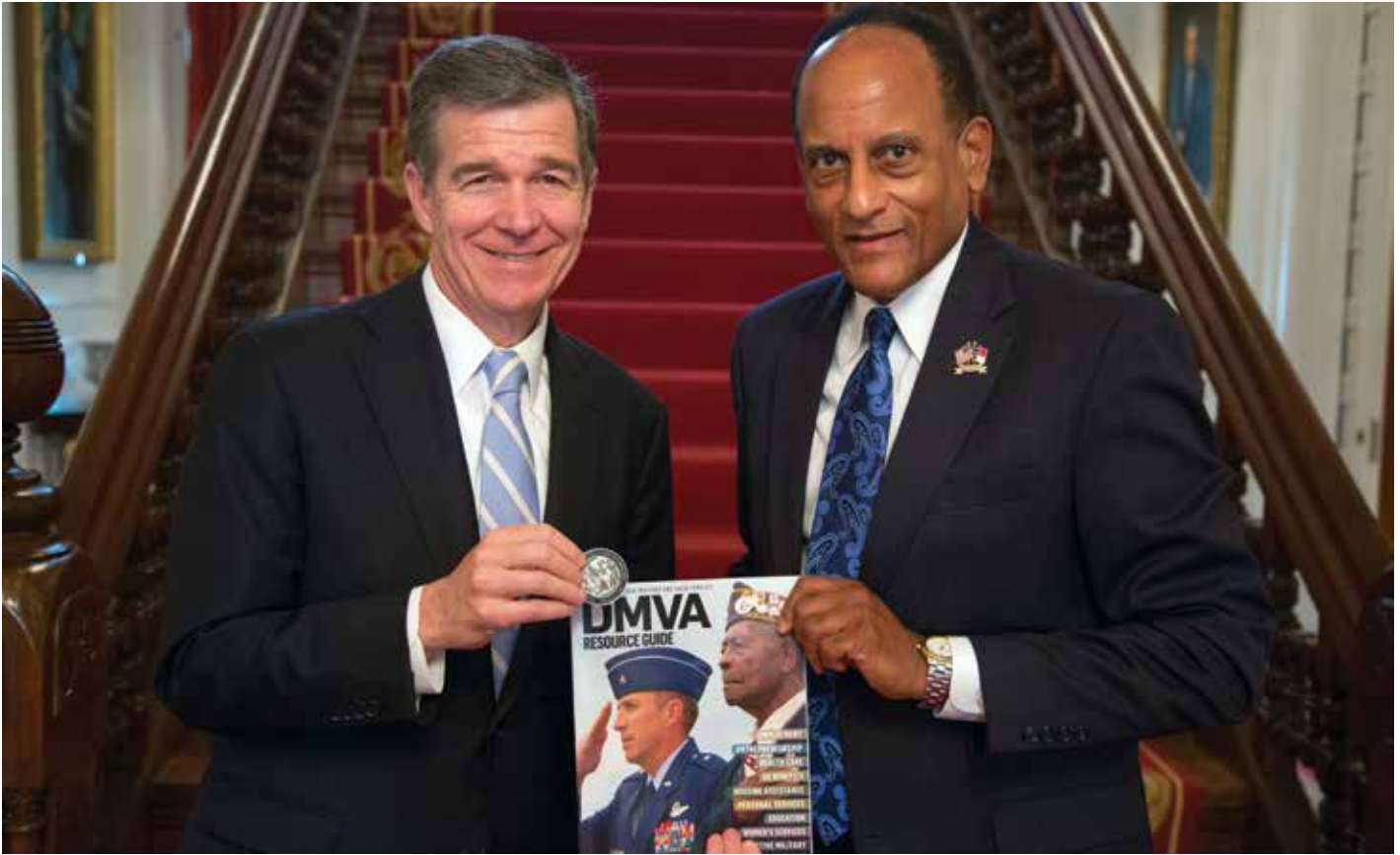
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BLUE STAR  
FAMILIES



## You're Home—Now Let's Keep You There

If you're concerned about being able to stay in your home,  
*we've got your six!*

### Is your home dangerous or inaccessible?

Our Urgent Repair Program finances emergency repairs and modifications to help you and your family remain safely in your home.

### Are you struggling to pay your mortgage?

The NC Foreclosure Prevention Fund offers 0%, deferred loans up to \$36,000 while you look for work or retrain for a new civilian career.

*Assistance is offered through local partners statewide.  
Learn more at [www.nchfa.com/current-homeowners](http://www.nchfa.com/current-homeowners).*



A self-supporting public agency  
[www.nchfa.com](http://www.nchfa.com) | 1-800-393-0988

Connect with us







**DMVA**

*N.C. Department of Military  
and Veterans Affairs*

[www.milvets.nc.gov](http://www.milvets.nc.gov)

[www.NC4VETS.com](http://www.NC4VETS.com)

**844.NC4.VETS**

(844.624.8387)



# DMVA

*N.C. Department of  
Military and Veterans Affairs*

[www.milvets.nc.gov](http://www.milvets.nc.gov)

[www.NC4VETS.com](http://www.NC4VETS.com)

844.NC4.VETS

(844.624.8387)