

U.S. Department of Veterans Affairs



A Guide Book for Re-entry Veterans
In New Hampshire



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funded by the U.S. Department of Labor; 2) the Veterans Incarcerated Workgroup of Walla Walla, Washington, for the concept of state-specific information in its “Guidebook for Incarcerated Veterans” and for allowing the use of its guide as a template for this publication; 3) Vietnam Veterans of America, Inc. for developing the first incarcerated veterans guidebook, which has inspired and informed subsequent efforts; and 4) We also appreciate any public domain and agency resources included in the guidebook. This handbook also contains information taken from the National H.I.R.E. Network’s Resources and Assistance webpage (www.hirenetwork.org). The National H.I.R.E. Network’s mission is to increase the number and quality of job opportunities available to people with criminal records by improving public policies, practices, and public opinion. Agency staff names and addresses, phone numbers and website addresses change. If you attempt to contact one of the resources in this guidebook and it is not current, do your best to obtain the current information through phone information or a Google web search. To perpetuate the value of this document, we respectfully request that if you discover any incorrect, conflicting, or out-of-date information in this Guidebook please send the discrepancies, and updated information if you have it, to:

*Kevin M. Casey LICSW
Health Care for Reentry Veterans Specialist
Kevin.casey2@va.gov
Date Revised: March, 2009*

INTRODUCTION

Dear Veteran:

The VA Health Care for Re-entry Veterans (HCRV) Program is designed to address the community re-entry needs of identified incarcerated Veterans at County, State, and Federal correctional facilities who are either within six months of their parole eligibility date or within months of release from custody. HCRV Specialists assist incarcerated Veterans by providing outreach, assessment, referral, and linkage to services as they transition from incarceration to the community. Short-term case management services may also be provided for up to four months post-release from custody if needed.

The HCRV Program is an essential and critical part of the Veterans Health Administration (VHA) and is vital for providing a gateway to VA and community supportive services for eligible Veterans who are in the process of release from State and Federal prisons. HCRV is a VHA homelessness prevention effort, working to ensure that Veterans released from incarceration transition into productive and safe activity.

This guidebook will be an important tool for you as you begin to think about and plan for your release from custody. Please review all of the enclosed information thoroughly in order to better understand opportunities available to you. When these resources are used properly, they may help you to meet and successfully overcome challenges and other outside pressures that you may be confronted with upon your release from custody. These may include economic or financial issues, homelessness,

relationship difficulties, family stress, other unresolved legal matters, gaining social acceptance, and any temptations that may lead you into negative thinking and resulting behaviors that may, in turn, lead you to a return to prison.

This guidebook is a tool for Veterans incarcerated in the State of New Hampshire, as well as their families. Each state has an equivalent HCRV guidebook for incarcerated Veterans residing in or returning to their home state. These guidebooks may be accessed by your HCRV Specialist and provided to you if needed.

It is also important to note that laws may vary greatly from state to state. Therefore, please check your own state's laws and regulations for the most accurate and appropriate information for you.

Thank you for your dedication and for your service to our country.

Diane Levesque, LICSW

Veterans Justice Outreach Coordinator, Manchester VA Medical Center

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It is important to note that agency information, physical addresses, phone numbers, and website addresses may change for various reasons. Sometimes, resources such as shelters or programs may close due to budget cuts or other reasons and it is not always possible to know if or when this has occurred for a particular resource.

Therefore, should you attempt to contact one of the resources in this guidebook and find that the information is not current or accurate, please do your best to obtain the current information through telephone information or via research on the Internet. In order to perpetuate the value of this document, we respectfully request that if you discover any incorrect conflicting, or out of date information in this guidebook, please send any corrections to:

Diane Levesque, LICSW

Veterans Justice Outreach Coordinator

Phone: (603)624-4366 x2296

E-Mail: diane.levesque@va.gov

We would like to recognize and thank:

- 1) The National Coalition for Homeless Veterans which provided basic concepts and core information for this guide through its "Planning for Your Release" guide funded by the U.S.

Department of Labor.

- 2) The Veterans Incarcerated Workgroup of Walla Walla, Washington, for the concept of state-specific information in its “Guidebook for Incarcerated Veterans” and for allowing the use of its guide as a template for this publication.
- 3) Vietnam Veterans of America, Inc. for developing the first Incarcerated Veterans Guidebook, which has inspired and informed subsequent effort.
- 4) All public domain and agency resources included in this guidebook.

Section I: USING THIS GUIDE AND SEEKING HELP This guidebook was developed in order to assist you with planning for your release from custody and to keep as a reference after your release. It includes addresses, telephone numbers, and web site information that you can use to find out about programs and other resources after your release.

Please keep in mind that this guidebook does not include all of the resources or services available. Please also keep in mind that resources available in one area may be different than those available in another, so be sure to check with local resources to learn about services in your area.

While you are incarcerated, find out which unit in your facility can help you plan for you release. Many correctional facilities have re-entry or reintegration staff on site that may be of assistance as you approach your release date. Correctional facilities may also offer classes that can help you improve your skills and prepare for life after release from custody. Please take advantage of any of the opportunities afforded to you before and after your release from custody.

It may be helpful to begin thinking about what specifically you will need upon release. Ask yourself these kind of questions: Will I need housing? Will I need medical, substance abuse, or mental health care? Do I need to learn a job skill? Do I have any other legal issues, such as child support, probation, or parole requirements? How do I restart my VA disability checks, Supplemental Security Income (SSI), or Social Disability Income (SSDI)?

Make a list of your needs. Remember that this is just a tool to help you get organized.

A sample list might look like this:

- I need a place to live.
- I need a job.
- I need clothing.
- I need to find out what benefits I am eligible for as a Veteran.
- I want to continue to receive substance abuse and/or mental health treatment.
- I need to engage in primary care treatment.

- I owe child support and/or have other unresolved legal issues.
- I need to have my VA disability or Social Security payments reinstated.

Think about this list as you read through this guide. Who do you think can help you with each of your needs? Is there one organization that may be able to work with you on many different things, or do you need to contact several agencies? Keep track of the steps you take, including the dates and names of people you contact for information or assistance.

Although this guide provides national and state addresses for many organizations, we recommend that you check your phone book or the Internet for local, county, and state agencies that may have more information about what kind of help is available in your specific area.

A blank sample list to get you started is included within the next couple of pages of this guidebook. Please feel free to use it to create your own list as needed.

When contacting an agency for help by mail, e-mail, or phone, be clear, persistent, and polite. Write legibly and keep your communication short and to the point. Ask questions if information is not clear to you. Please remember that organizations may be staffed by volunteers who are eager to help you, but may not have the answers you are looking for. If someone cannot help you, ask if they know someone who can. In this way, you will be more likely to obtain positive results.

The internet is another useful tool through which to find information about VA benefits and community resources in your area. This guidebook includes web addresses when available. If computer access is not available at your correctional facility, you may visit the local public library in your community after release. To find information pertaining to New Hampshire public libraries, and for a state-wide list including contact information, please visit <http://www.publiclibraries.com/newhampshire.htm>

Computer access may also be available at New Hampshire Employment Security Office www.nhes.nh.gov located throughout New Hampshire. Go to their website to find a state-wide listing of Career Center locations as well as additional information pertaining to job training and job seeker services.

The VA publishes a yearly booklet titled **Federal Benefits for Veterans, Dependents and Survivors**, which is a great resource for VA eligibility and benefits. Please visit http://www.va.gov/opa/publications/benefits_book.asp

for additional information. The most recent guidebook is available online.

Another very useful guidebook is titled **New Hampshire State Office of Veterans Services**. The guidebook may be downloaded on a computer or it may be requested at (603)-624-9230 or 1-800-622-9230. Please visit <http://www.nh.gov/nhveterans/contactus/index.htm>

For Veterans who reside, or are returning to more rural areas, there is a very helpful guidebook that is published by the Housing Assistance Council (HAC) in Washington D.C. titled **Resources for Rural Veterans**. This guidebook may be downloaded at

http://www.ruralhome.org/storage/documents/publications/rrreports/Veterans_Resource_Guide.pdf

or requested by calling HAC at (202)-842-8600. You may also view their website at

<http://www.ruralhome.org> for additional information.

Need	Plan Identified and Provider(s)
<p><i>Housing</i> <input type="checkbox"/> Family <input type="checkbox"/> Residential <input type="checkbox"/> Own Place <input type="checkbox"/> Shelter/Transitional</p>	
<p><i>Physical Health</i> <input type="checkbox"/> Primary Care <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Other/Specialty</p>	
<p><i>Mental Health</i> <input type="checkbox"/> Individual Counseling <input type="checkbox"/> Group Treatment <input type="checkbox"/> Medication Management <input type="checkbox"/> Residential Treatment <input type="checkbox"/> Probation/Parole Required</p>	
<p><i>Substance Abuse</i> <input type="checkbox"/> Individual Counseling <input type="checkbox"/> Group Treatment/ AA/ NA <input type="checkbox"/> Residential Treatment <input type="checkbox"/> Probation/Parole Required</p>	
<p><i>Benefits/Entitlements</i> <input type="checkbox"/> Social Security (SSI/SSDI) <input type="checkbox"/> Medicaid/Medicare <input type="checkbox"/> VA Disability or Pension <input type="checkbox"/> Transitional Assistance</p>	

<p>Legal</p> <p><input type="checkbox"/> Probation/Parole Status</p> <p><input type="checkbox"/> Child Support</p> <p><input type="checkbox"/> Open/Unresolved Cases</p> <p><input type="checkbox"/> Other</p>	
<p>Other</p> <p><input type="checkbox"/> Employment</p> <p><input type="checkbox"/> Driver's License</p> <p><input type="checkbox"/> Social Security Card</p> <p><input type="checkbox"/> Transportation Needs</p> <p><input type="checkbox"/> Clothing/Basic Needs</p>	

SECTION II: WHERE TO START

Your post-release success depends greatly upon steps you take while incarcerated. Working in partnership with your county, state, or federal correctional facility re-entry and discharge planning staff, or institutional parole officer if you are parole-eligible, is crucial in order to develop an appropriate re-entry plan. Having a re-entry plan developed prior to your release can help to reduce some of the anxiety you may experience as your release date approaches as well as any challenges you may face upon your release from custody. This guidebook, although it contains important and beneficial resource information, can be more useful if it is used in partnership with programming and resources that may be offered by your correctional facility.

A. Basic Eligibility Requirements

To be considered a “Veteran” eligible for Department of Veterans Affairs (VA) health care benefits, a former service-member must have been discharged “under conditions other than dishonorable.” Under VA regulations, administrative discharges characterized by the armed services as “Honorable” or “General Under Honorable Conditions” are qualifying, and punitive discharges (“Dishonorable” or “Bad Conduct”) issued by general courts-martial are disqualifying.

In general, individuals who served in the active military, naval, or air service and who received **Honorable** or **General** discharge may qualify for VA healthcare benefits. **Other Than Honorable, Bad Conduct, or Dishonorable** discharges may bar access to VA benefits. Reservists and National Guard members may also qualify for VA healthcare 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.**

Active service, or active duty, means full-time service as a member of the Army, Navy, Air Force, Marine Corps, and Coast Guard. **Active Duty for Training (ADT) does not qualify a service member for VA healthcare benefits or programming unless the service member has applied for, and has been granted, a service-connected disability rating for an injury or illness incurred during training.**

Minimum Duty Requirements: Veterans who enlisted after September 7, 1980, or who entered active duty after October 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 or those who served prior to September 7, 1980. Since there are a number of other exceptions to the minimum duty requirements, VA encourages all Veterans to apply so that we may determine their enrollment eligibility.

Women Veterans are eligible for the same VA benefits as male Veterans and the eligibility determination process is the same.

Eligibility requirements are determined by laws set forth by Congress. Each VA medical center has eligibility and admissions specialists who will review your submitted documentation in order to determine your eligibility status as well as what Priority Group you will be placed in for healthcare services and programming. Another resource for you is the VA Health Care for Re-Entry Veterans (HCRV) Specialist who works with your specific correctional facility.

B. Other Than Honorable (OTH) Discharges

If you were given a Bad Conduct Discharge issued by Special Court Martial, an Other Than Honorable Discharge, or an Undesirable Discharge, the VA will determine on a case-by-case basis whether you are entitled to benefits. The Veterans Administration (VA) will consider all the facts surrounding your service and decide if the quality of your service qualifies you for disability compensation and VA health care. This is called a "character of service" determination.

An individual with an "Other than Honorable" discharge that VA has determined to be disqualifying under application of title 38 C.F.R. §3.12 still retains eligibility for VA health care benefits for service-incurred or service-aggravated disabilities unless he or she is subject to one of the statutory bars to benefits set forth in Title 38 United States Code §5303(a). Authority: Section 2 of Public Law 95-126 (Oct. 8, 1977).

VA Health Care Benefits: If an individual presents or makes an application for VA health care benefits and has an "Other Than Honorable" or "Bad Conduct" discharge, eligibility staff may register the individual and place in a Pending Verification Status. A request for an administrative decision regarding the character of service for VA health care purposes must be made to the local VA Regional Office (VARO). This request may be submitted using a VA Form 7131, Exchange of Beneficiary Information and Request for Administrative and Adjudicative Action. In making determinations of health care eligibility the same criteria will be used as are now applicable to determinations of service connection when there is no character of discharge bar.

It is important to note that a discharge found by VA to have been issued under dishonorable conditions does not, in and of itself, bar an individual from receiving VA benefits based on a separate period of service which terminated under honorable conditions. In addition, the law provides for basic eligibility for benefits based on completion of the full term of an enlistment even if no discharge was issued at the completion of that period of service due to enlistment or reenlistment.

For example, if an individual enlisted for three years, completed the three years and reenlisted for two more years, then received a discharge under Other Than Honorable Conditions during the second enlistment, VA benefits may be provided based on the first period of service, even if it is determined that the character of discharge of the second period of service is a bar to benefits. However, disability compensation would be payable only for disabilities incurred during the first period of service, not for disabilities that were incurred during the second period of service

C. Enrollment

For most Veterans, entry into the VA healthcare system begins by applying for enrollment. This includes completion of the VA Form 10-10EZ (Application for Health Benefits) and submission of your **DD214** (and your DD215 if you have received a formal change or amendment to your DD214), which documents your service dates and type of discharge. For National Guard or Reserve members, a form NGB-22 or DD214 with notated Title 10 Executive Order activation periods is required to determine eligibility for enrollment in VA healthcare services.

Often, incarcerated Veterans may not have a copy of their DD214. If you do not have a copy of your DD214, you may request a certified copy by completing a VA Form SF-180 (Request Pertaining to Military Records). You may request a copy by contacting the National Personnel Records Center in St. Louis, MO (<https://www.archives.gov/st-louis/>)

The SF-180 provides instructions for completing the form and also provides the mailing addresses to which to send your completed form. The Health Care for Re-entry Veterans Specialist who provides release planning services at your correctional facility is another good resource and is able to assist you with completion of the form if needed. It is very important that you complete this form properly and completely.

If you do not, your request may be delayed or rejected outright. Please double check your form to make sure that you have completed all sections, signed, and dated it prior to mailing. VA Form 10-10EZ may be obtained from any VA healthcare facility or VA regional benefits office. It may also be obtained by contacting the VA Health Resource Center at 877-222-8387 or on the Internet at www.1010ez.med.va.gov/. As with the SF-180, please make sure that you complete the form properly and completely. If it is not, VA will not be able to complete the processing of your enrollment. Please note that income information is for the previous calendar year. If you received no income or entitlements during the past year, please write "0" in the spaces provided. Should you decide to decline enrollment in VA services prior to your release but decide to do so at a later time, you may enroll at any VA site. Please bring a copy of your DD214 and be prepared to complete a form 10-10EZ in order to complete your enrollment.

D. VA Benefits While Incarcerated

There is a 60-day "grace period" following a conviction when you may still receive full benefits. To avoid an overpayment, it is important that you notify the VA Regional Office (VARO) at 1-800-827-1000 immediately when you go to prison if you are receiving payments. If you do not notify the VA and receive overpayment, you and your family will lose all financial payments until the debt is paid. The VA

considers it to be the Veteran's responsibility and fault if this occurs because the Veteran failed to notify the VA of his or her incarceration. Attempts to obtain a waiver in these situations of overpayment are often unsuccessful.

For Example: William is a Veteran who receives a VA pension. He commits a crime, is convicted, and is incarcerated. He does not notify the VA of this right away and continues to receive his full pension for six months. After serving his sentence of 18 months, he is released from custody and applies to the VA to have his pension reinstated. He will have an overpayment that must be recovered from the reinstated benefits. Until the overpayment is recovered, Don will likely have to go without that income.

After the 61st day of incarceration, Veterans receiving 20% service-connected benefit or higher prior to incarceration will begin to receive 10% of their service-connected benefit monthly. Veterans receiving 10% service-connected benefit prior to incarceration will begin to receive 5% of their service-connected benefit monthly. This will continue until the completion of the period for which they are incarcerated

Apportionment

Legally, a Veteran can only receive a portion of the full amount payable for his or her disability rating while incarcerated. However, the remaining balance may be "apportioned to the individual's dependent family." This means that your dependent family members (spouse, children, or dependent parents) may be able to receive a part of your benefits while you are incarcerated. VA regulations clearly specify an apportionment amount will only go to family members if they can demonstrate financial need. To apply for an apportionment, you must send a letter to the VA Regional Office (VARO) below that identifies you as the Veteran and your spouse, children and/or parent as dependents. You must clearly state that you are requesting an apportionment of your VA benefits. In deciding whether any apportionment is appropriate, the amount of the apportionment, and to whom it will go to, the following factors are considered:

- The family member's income and living expenses;
- The amount of compensation available to be apportioned;
- The needs and living expenses of other family members;
- Special needs of any of the family members.

For Example: Mike is rated as 70% service-connected. While incarcerated, he can only receive 10% of his service-connected benefit. However, his family may be apportioned up to 60%, the difference of the 70% rating. Mike would still receive 10% service-connected benefit, and his family would receive 60%.

There is a 60-day "grace period" following a conviction when the Veteran or his/her dependent family may still receive full benefits. If you continue to receive benefits after the 60-day period, it will result in an overpayment. The VA considers it to be your responsibility and fault if this occurs because you failed

to notify the VA of your incarceration. As a rule, the Veteran loses most, if not all, financial benefits until the VA recovers the entire overpayment. It has also been a standard procedure that the family will not be entitled to receive an apportionment until the debt is recovered completely.

It is important to remember that most VA decisions, including those on apportionment, can be appealed to the Board of Veterans Appeals and to the Court of Appeal for Veterans Affairs.

VA Regional Offices (VARO's) may assist with clarifying the eligibility of prisoners, parolees, and individuals with multiple discharge statuses under differing conditions. Contact information for the New Hampshire VARO is:

Manchester Veterans Benefits Administration Regional Benefit Office
Norris Cotton Federal Building
275 Chestnut Street
Manchester, NH 03101
Phone: 1-800-827-1000

VA Regional Office also has a VA Benefits Public Contact and Outreach Section located at the Manchester, VAMC:

Manchester VA Medical Center
718 Smyth Road
Manchester, NH 03104
Phone: (603)624-4366 x 2025

It is important to note that VA medical care cannot be provided to Veterans while they are in prison. Current regulations restrict VA from providing hospital and outpatient care to an incarcerated Veteran who is an inmate in an institution of another government agency when that agency has a duty to provide the care or services for that Veteran.

E. Reinstatement of Benefits Upon Release

The VA Regional Office (VARO) requires formal notification from the correctional facility pertaining to your release in order to reinstate benefits. This means that you will need to bring your release papers to the VARO in person. The sooner that documentation is provided to VARO, the sooner VARO is able to begin to process your request for benefit reinstatement. Your award for compensation or pension benefits should resume from the date you are released, as long as the VA receives notice of your release within one year.

Alternatively, you may complete VA Form 21-4193 (Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution) before your release, have it signed by a prison official, and submit it to the VA Regional Office. Should you decide to pursue this means of reinstating your benefits, please make sure that you make a photocopy of the form prior to mailing. This will ensure that you still have a copy for your own records or in the event that the

Fugitive Felons

The Department of Veterans Affairs is prohibited from providing or continuing to provide health care and services, including medications and any care provided in the community, at VA expense to Veterans and beneficiaries identified as fugitive felons. A Fugitive Felon is defined as a person who is:

1. Fleeing to avoid custody or confinement after conviction for an offense which is a felony under the laws of the place from which the person is fleeing, or for an attempt to commit such an offense; and/or
2. Fleeing to avoid prosecution for an offense which is a felony; and/or
3. Violating a condition of probation or parole imposed for committing a felony under Federal or State law.

VA will mail a letter to the Veteran or beneficiary identified as a fugitive felon to inform them of their status and termination of all VA health care benefits. VA staff will take appropriate steps to transition the fugitive felon's health care from VA programs to alternative care outside the VA health care system. VA cannot pay for any of this alternative care. In addition, VA will bill the Veteran and/or beneficiaries for all VA provided care received while in this fugitive felon status.

Persons identified as a fugitive felon must contact the Originating Agency that issued a felony warrant, **not the VA Police**, if it is believed:

1. An error was made, such as mistaken identity.
2. The warrant should be cancelled.
3. The warrant has been satisfied by your arrest or surrender.
4. There are other reasons, which would resolve the warrant.

Evidence that the warrant has been satisfied should be provided to your local VA. For additional information concerning the Fugitive Felon Program, please contact the Fugitive Felon Coordinator or Enrollment Coordinator at your local VA medical care facility or contact VA at 1-877-222-VETS (8387).

F. Discharge Upgrades

If you are not eligible for VA benefits or services because of the character of your military discharge (such as Other Than Honorable, Bad Conduct, or Dishonorable), you may consider applying for a discharge upgrade from the Military Discharge Review Board.

Each of the military services maintains a discharge review board with authority to change, correct or modify discharges or dismissals that are not issued by a sentence of a general courts martial. The board has no authority to address medical discharges. The veteran or, if the veteran is deceased or incompetent, the surviving spouse, next of kin or legal representative may apply for a review of discharge by writing to the military department concerned, using [DoD Form 293](#). This form may also be obtained at a VA regional office, from veterans organizations. However, if the discharge was more than 15 years ago, a veteran must petition the appropriate service Board for Correction of Military Records using [DoD Form 149](#), which is discussed in the "Correction of Military Records" above. 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 military service 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 [DoD Form 293](#).

Although this process may be complicated and time consuming, it may be worth pursuing. Here are a few important points:

1. Because of the time consuming nature of the discharge upgrade process and the need to collect documentation that will support your request, we strongly suggest that you wait until after your release from incarceration before applying for a discharge upgrade.
2. If and when you do undertake this process, we strongly urge you to obtain assistance. Many of the Veterans Services Organizations listed in this guidebook offer experienced guidance at no cost to you. Please review the information enclosed in this guidebook for contact information.
3. The American Legion has developed a *Guide to Filing Military Discharge Review Board and Board for Correction of Military Records Applications* that provides a very comprehensive overview of the application process, suggestions, and information about what to expect. This guide is available online at:

www.wearevirginiaveterans.org/images/About-Us--Exec-Leadership/Resources--clinicians/dodguide.aspx

Contacting Military Service Review Boards:

Mailing addresses for each Service Review Board are also listed on the individual forms.

G. Seeking Help After Release

If you would like to pursue application for service-connected disability benefits or if you think that you may have a pending claim before the VA, it is likely best to obtain professional help to assist you in this process.

Many Veteran Service Organizations have trained staff who can help you with your VA claim and can legally represent your claim before the VA. Some also help homeless and at-risk Veterans find the support services they may need. The following are some Veteran Service Organizations in Massachusetts that you may contact for assistance:

Disabled American Veterans (DAV) Manchester National Service Office: 603-222-5788
or go to www.dav.org

Address:

VARO-Norris Cotton Fed. Bldg.
275 Chestnut St. Rm. 515
Manchester, NH 03101

Information: DAV staff is highly trained, professional experts who have undergone comprehensive training program in Veterans' affairs. NSOs function as attorneys-in-fact, assisting veterans and their families in filing claims for VA disability compensation and pension; vocational rehabilitation and employment; education; home loan guaranty; life insurance; death benefits; health care and much more. DAV NSOs represent more clients than all other Veterans' groups at the highest level of appeal within the Department of Veterans Affairs. What's more, all services provided by DAV NSOs are free of charge.

American Legion: (603) 856-8951 or go to www.legionnh.org

Department Headquarters Address:

The American Legion Department of New Hampshire, Inc.
121 South Fruit St.
Concord, NH 03301

Information: The American Legion is a social and mutual-aid Veterans' organization including members of the United States Armed Forces. The organization was founded in 1919 by Veterans returning from Europe after World War I, and was later chartered as an official American patriotic society under Title 36 of the United States Code. The organization is headquartered in Indianapolis, Indiana, and also has offices in Washington, DC. In addition to organizing commemorative events and volunteer Veteran support activities, the American Legion is active in issue-oriented U.S. politics. Its primary political activity is lobbying on behalf of the interests of Veterans and service members, including support for Veterans benefits such as pensions and the Veterans Affairs hospital system.

AMVETS: Department Commander Jerry Dewitt at 207-926-3240 or email;
jdewitt@tcmhs.org or go to <http://amvetsofmaine.com/state-officers/>

Address:

P.O. Box 50
South Berwick, ME 03908

Information: As one of America's foremost Veterans service organizations, AMVETS (or American Veterans) has a proud history of assisting veterans and sponsoring numerous programs that serve our country and its citizens. The helping hand that AMVETS extends to Veterans and their families takes many forms. One of the most visible is their network of trained national service officers (NSOs) accredited by the Department of Veterans Affairs. Funded by the AMVETS National Service Foundation,

these dedicated men and women can be found in close to 40 states, providing sound advice on compensation claims at no charge to the Veteran.

Veterans of Foreign Wars (VFW): (603)715-5579 or go to stateheadquarters@nh.vfwwebmail.com

Information: As the largest organization of combat veterans, VFW understands the frustrations that can arise with making a VA claim. Their skilled VFW Veterans Service Officers help you through this process, offering you a better opportunity to get the disability claim you deserve. You do not need to be a VFW member to take advantage of this free service.

New Hampshire State Office of Veterans Services: (603) 624-9230 or go to (www.nh.gov/nhveterans/contactus/index/htm)

Mailing Address and Location:

275 Chestnut Street, Room 517
Manchester, NH 03101-2411

Information: The New Hampshire Department of Veterans Services is a state agency whose task is to assist New Hampshire veterans, and their families, to obtain all the benefits and preferences to which they may be entitled under any state or federal laws or regulations.

Our staff is comprised of veterans who are all retired from active duty in different branches of the United States Armed Forces. All have been through the Department of Veterans Affairs processes and are trained and accredited by both the U.S. Department of Veterans Affairs and the National Veterans Legal Services Program. There is no charge for any of the services we provide to veterans.

Seeking Benefits On Your Own

Although we encourage you to seek the aid of a Veterans' service representative, you may choose to apply for VA benefits on your own. Write to your local VA Regional Office (VARO) or online at www.benefits.va.gov. You may also apply for certain benefits online at www.va.gov/onlineapps.htm.



VA MEDICAL CENTER MANCHESTER

www.manchester.va.gov/

718 Smyth Road, Manchester, NH 03104

Tel: 603-624-4366 or 800-892-8384 Fax: 603-626-6579

The Veterans' Administration provides a Medical Benefits Package, a standard enhanced health benefits plan available to all enrolled veterans. This plan emphasizes preventive measures paired with primary care that offers a full range of outpatient and inpatient services within the VA health care system.

The VA maintains an annual **enrollment** system to manage the provision of quality hospital and outpatient medical care and treatment to all enrolled veterans. A priority system ensures that veterans with service-connected disabilities and those below the **low-income threshold** can be enrolled in the VA's health care system.

OEF/OIF Case Management

603-624-4366 ext. 6483

Homeless Veterans Coordinator

603-624-4366 ext. 3622

Mental Health Scheduling

603-624-4366 ext. 6847

Compensation and Pension Exam scheduling

603-624-4366 ext. 6680

Primary Care Scheduling

603-624-4366 ext. 3199

Billing

603-324-4366 ext. 6910

Compensated Work Therapy – MHT

603-624-4366 ext. 6921

Agent Orange/Gulf War/ GWOT Registry

603-624-4366 ext. 6799

Clinical Programs & Initiatives

Agent Orange Health Effects and Vietnam Veterans

Cold Injury

Diabetes Program

Blind Rehabilitation

Flu (Influenza-Pandemic) Services

Gulf War Veterans' Health
Cancer Program
Health Care Programs for Center for Women Veterans
Elderly Veterans
HIV/AIDS Program
Homeless
Kidney Diseases Program
Mental Health
Mental Illness Research, Education and Clinical Centers (MIRECC)
National Center for Post-Traumatic Stress Disorder
National Center Patient Safety
Nursing
Polytrauma
Prosthetics and Sensory Aids
Recreation/Creative Arts
Therapy Service
Social Work
War-Related Illness and Injury Study Center

VA DISABILITY COMPENSATION

Disability compensation is a benefit paid to a veteran because of injuries or diseases that happened while on active duty, or were made worse by active military service. It is also paid to certain veterans disabled from VA health care. The benefits are tax-free. You may be eligible for disability compensation if you have a service-related disability and you were discharged under other than dishonorable conditions.

EXTENDED CARE

The VA provides institutional long term care to eligible veterans through VA Nursing Homes, Community Nursing Homes, State Veterans Homes, and Domiciliary. Veterans with chronic stable conditions including dementia, those requiring rehabilitation or short term specialized services such as respite or intravenous therapy, or those who need comfort and care at the end of life are served in the Community Living Centers.

NURSING HOME CARE

<http://www.va.gov/geriatrics/>

_The VA's nursing home programs include Community Living Centers, contract community nursing homes and state homes. More than 90 percent of VA's medical centers provide home- and community-based outpatient long-term care programs. A patient-focused approach supports the wishes of most patients to live at home in their own communities for as long as possible. Many veterans will receive inpatient long-term care through programs of VA or state homes.



New Hampshire VA Medical Center

VA Medical Center:

718 Smyth Road
Manchester, NH 03104
603-624-4366

Community-Based Outpatient Clinic (CBOC's):

Conway CBOC

71 Hobbs Street
Conway, NH 03818
800-892-8384 x3199

Portsmouth CBOC

VA Portsmouth Clinic
302 Newmarket Street
Portsmouth, NH 03803
603-624-4366 x3199

Somersworth CBOC

200 Route 108 N., Suite 2
Somersworth, NH 03878
603-624-4366 x 3199

Tilton CBOC

630 West Main Street Suite 400
Tilton, NH 03276
603-624-4366 x3199



Community-Based Outpatient Clinic (CBOC's):

White River, Junction, VT (catchment area)

VICC-St. Johnsbury-Littleton, CBOC

685 Meadow Street, Suite 4

Littleton, NH 03561

603-444-1323



Health Care for Re-entry Veterans (HCRV) Program

The Department of Veterans Affairs Health Care for Re-entry Veterans (HCRV) Program provides outreach and re-entry planning via VA HCRV Specialists to eligible Veterans who are within six months of release from incarceration. The goals of this program are to educate incarcerated Veterans about VA services and benefits, to conduct assessments pertaining to Veterans' needs, to optimize a Veteran's chances for success in the community through comprehensive release planning, and to provide linkage to VA services.

HCRV Specialists work in partnership with correctional facilities to identify incarcerated Veterans and to coordinate visits to the facilities in order to meet with identified eligible Veterans prior to their release. HCRV Specialists work closely with correctional facility re-entry and discharge planning staff in order to develop release plans based upon the Veteran's identified needs, goals, and available services. Services typically include assistance with shelter/transitional housing as well as treatment services for primary care, mental health, or substance abuse services.

The lead VJO Outreach Coordinator for New England is:

Diane Levesque, LICSW
Veterans Justice Outreach Coordinator
Manchester VA Medical Center
718 Smyth Road
Office Phone: (603)624-4366 x2296
Office Fax: (603)629-3244

If you are within six months of release from custody, please speak with your facility case manager, re-entry staff, or discharge planner. Many correctional facilities ask newly incarcerated individuals whether they have served in the military or are Veteran status. This question assists correctional staff with communicating with HCRV program staff when a Veteran is within six months of release. Many facilities also offer Veteran-focused activities and groups on-site. However, some Veterans may not choose to divulge their Veteran status for various reasons.

In order for the HCRV program to assist you, it is important to let correctional facility staff know of your Veteran status. The HCRV Specialist can provide you with information and linkage to important services that can assist you upon your release from custody.



Veterans Justice Outreach (VJO) Program:

The purpose of the Veterans Justice Outreach initiative is to prevent homelessness among justice-involved Veterans. The VJO program works with Veterans in effort to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VHA services as clinically indicated. Veterans Justice Outreach Specialists are responsible for direct outreach, assessment, and case management for justice-involved Veterans in local courts and jails and liaison with local justice system partners. The VJO program targets Veterans with known or suspected service-related mental health conditions that demonstrate some correlation to their legal issue. VJO staff work with Veterans who are pre-trial or on probation and also attend court sessions in effort to dialogue with court staff (judges, attorneys, etc.) to propose treatment options that may be considered in lieu of incarceration of the Veteran.

For New Hampshire, the current VJO Outreach Coordinator is as followed:

Manchester Veterans Hospital: Diane Levesque, LICSW

Health Care for Homeless Veterans (HCHV) Program

Initially serving as a mechanism to contract with providers for community-based residential treatment for homeless Veterans, many HCHV programs now serve as the hub for a myriad of housing and other services which provide VA a way to outreach and assist homeless Veterans by offering them entry to VA care. Outreach is the core of the HCHV program. The central goal is to reduce homelessness among Veterans by conducting outreach to those who are the most vulnerable and are not currently receiving services and engaging them in treatment and rehabilitative programs. Contract Residential Treatment Program ensures that Veterans with serious mental health diagnoses can be placed in community-based programs which provide quality housing and services.

Every VA Medical Center has a Health Care for Homeless Veterans (HCHV) Coordinator who is responsible for helping homeless Veterans access VA and community-based care to end homelessness among Veterans. The HCHV program provides outreach, clinical assessments, as well as referrals for medical and mental health care, long-term transitional residential assistance, case management, and employment assistance with linkage to permanent housing.

To locate your nearest HCHV Coordinator, call 1-877-222-8387 or go to www.va.gov/HOMELESS/HCHV.asp.

The Manchester VAMC HCHV Coordinator can be contacted at (603) 624-4366 x3622. The Manchester VAMC Outreach Social Worker can be contacted at (603)624-4366 x2701.



SECTION III: HELP FOR VETERANS

This section includes Veteran-specific as well as community-based resources that may help you get back on your feet upon your release from custody. Please remember to check the phone book yellow pages or Internet for local, county, and state agencies that know what specific services are available in your area to assist you. You may start by looking under “Homelessness” or “Social Services Organizations” for a listing of local organizations that offer various services, including clothing, public transportation tokens or vouchers, emergency shelter, and more. If using a phone book, government agencies are typically listed in the blue pages found near the front of the book. If using the Internet, please visit www.yellowpages.com/state-ma to start your search or use web-based search engines such as Yahoo (www.yahoo.com) or Google (www.google.com).

As information found on the Internet may be outdated or inaccurate, please make sure to contact the program or resource directly to ensure that the information located is indeed current.

It is important to be aware that some organizations and programs may have wait lists, require an interview, or have specific rules or criteria regarding the population they serve. It may be a good idea

to begin inquiring about services and their specific requirements now so that you will be better prepared when you are released. Some programs may allow you to be placed on their wait list as you get closer to your release date. Your designated correctional facility re-entry or reintegration staff at county correctional facilities or Housing Support Specialist (HSS) at MA Department of Corrections facilities is a good point of contact for resources and guidance.

Another important consideration to take is regarding whether or not you want to enroll in VA healthcare or programming. Although many incarcerated Veterans have received VA services or programming previously, many have not. Sometimes this is because they may have not realized that they were eligible for care, have not felt that they wanted or needed these services in the past, or felt that they would prefer to let other Veterans who may be in perceived greater need of these services have access to them. The VA may be a positive starting point for you upon your release from custody and has a wide array of services and programming to assist you.

Please remember that as a Veteran who has dedicated himself or herself to service of this country, and who has honorably served, you may be eligible for services through the VA healthcare system. There may be a sense of security in knowing that you have access to healthcare and services upon your release that is specifically focused on Veterans and their needs. It is a system of care that is there for you, is dedicated to serving Veterans, and is proud and honored to serve you.

Some guidance is included below, but your local service organizations are your best resource. Remember, it never hurts to ask!

IMPORTANT TELEPHONE NUMBERS AND WEB SITES

If you are using a phone book, crisis and toll-free numbers are typically listed in the front cover or first few pages. You may also want to check under “Social Services” in the blue or yellow pages for hotlines and local numbers. This information is also readily available online.

REMEMBER TO ALWAYS CALL 911 FOR MEDICAL OR PSYCHIATRIC EMERGENCIES!

1. U.S. Department of Veterans Affairs (www.va.gov)

Veterans Health Administration: 1-877-222-8387 or go to www.newengland.va.gov/. The VA New England Healthcare System is one of 21 Veterans Integrated Service Networks (VISNs) within the U.S. Department of Veterans Affairs (VA). Services are provided through primary care supported by eight Joint Commission accredited medical centers. We are located throughout the six New England states - Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut. VISN 1 has over 35 Community Based Outpatient Clinics (CBOCs), six nursing homes, and two Domiciliaries. A listing of Massachusetts VA medical centers and Community-Based Outpatient Clinics (CBOC’s) is listed later in this guidebook as well.

Veterans Benefits Administration: 1-800-827-1000 or go to www.benefits.va.gov/benefits/

The Veterans Benefits Administration (VBA) provides a variety of benefits and services to Service members, Veterans, and their families. VBA has been undergoing a major transformation that is people-centric, results-oriented, and a forward-looking integration of solutions that will ensure total lifelong engagement with Service members, Veterans, and their families. This telephone number is for the VA national helpline for information pertaining to a full range of VA benefits, including Disability Compensation and Pension, Vocational Rehabilitation and Employment, Education, Burial Benefits, Death Pension, Home Loan Guarantee, and GI Bill.

Please note that call wait times may be long, depending upon the time of day you are calling. There is an option to request a return call from helpline staff and you will not lose your place in line if you elect to receive a return call. It is important, however, that you remain near the telephone should you elect this option.

The VA regional office (VARO) for the Veterans Benefits Administration (VBA) in New Hampshire is located at the Norris Cotton Federal Building in Manchester, NH. The address is 275 Chestnut Street, Manchester, NH 03101 and telephone number is 1-800-827-1000. You may call or go there directly to schedule an appointment.

National Cemetery Administration: 1-800-535-1117 or go to www.cem.va.gov/

The mission of the National Cemetery Association (NCA) is to honor Veterans and their families with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation. NCA provides burial space for Veterans and their eligible family members, maintains national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there, marks Veterans' graves with a Government furnished headstone, marker, or medallion, provides Presidential Memorial Certificates in recognition of their service to a grateful nation, and administers grants for establishing or expanding state and tribal government Veterans cemeteries.

If you would like to pursue the process of applying for service-connected disability benefits or if you think that you have a pending claim before the VA, it is likely best to obtain professional help to assist you in this process. Many Veteran Service Organizations (VSO)'s, have trained staff who can help you with your VA claim and can legally represent your claim before the VA. Some also help homeless and at-risk Veterans find the support services they need. The following are some VSO's in Massachusetts that you may contact for assistance:

2. New Hampshire Department of Veterans Services: (603) 624-9230 or

NH Toll Free: 1-800-622-9230

Mailing Address and Location:

275 Chestnut Street, Room 517

Manchester, NH 03101-2411

Other Benefits Programs

The VSO helps veterans and dependents apply for a range of other programs including VA, Social Security, and SNAP (Supplemental Nutrition Assistance Program, the new name for food stamps) benefits.

3. National and State Help Lines

Veterans Crisis Line: The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring “Department of Veterans Affairs” responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call **1-800-273-TALK (1-800-273-8255)** and **Press 1**, chat online, or send a text message to **838255** to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available. This line also provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours per day, 7 days per week.



National Call Center for Homeless Veterans: The Department of Veterans Affairs' (VA) has founded a National Call Center for Homeless Veterans hotline to ensure that homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors. The hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community. To be connected with a trained VA staff member call:

1-877-4AID VET (877-424-3838)

Vet Center Combat Call Center: 1-877-WAR-VETS (877-927-8387)

This 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 service eras as well as family members of combat Veterans.

- **24/7 Outreach Center for Psychological Health & Traumatic Brain Injury:**
1-866-966-1020 or e-mail resources@dcoeoutreach.org
- **Military OneSource: 1-800-342-9647 (24/7 for counseling and resources)**
- **Persian Gulf War Helpline: 1-800-749-8387**
- **National Coalition for Homeless Veterans: 1-800-838-4357 or go to www.nchv.org**
- **SAMHSA's National Drug & Alcohol Treatment Hotline: 1-800-662-HELP (800-662-4357)**

AIDS Action Committee HIV/AIDS Hotline: The HIV/AIDS Hotline is a free Massachusetts hotline for AIDS and HIV-related questions. Hotline counselors answer questions about health care, treatment options, drug use, and prevention, caring for someone with AIDS, STDs, and other concerns. Counselors also give referrals for HIV testing, support groups, social services, HIV assistance programs, legal services, housing assistance, physical and mental health care, and other services.

HIV/AIDS Hotline numbers: Toll-free: 800-235-2331; TTY: 617-437-1672

Web site: AAC Hotlines: <http://aac.org>

Description: The AIDS Action Committee also operates a statewide Hepatitis-C Hotline:

Hepatitis Hotline numbers: **Toll-free: 888-443-4372; TTY: 617-437-1672**

National Law Center on Homelessness and Poverty: 1-202-638-2535 or go to www.nlchp.org/

National Resource Center on Homelessness and Mental Illness:

<http://www.samhsa.gov/homelessness-programs-resources>

National Alliance to End Homelessness: www.endhomelessness.org/

National Health Care for the Homeless Council: www.nhchc.org/

National Center for Homeless Education: Supporting the education of children and youth experiencing homelessness. **Toll-free: 1-800-308-2145 or go to: <http://center.serve.org/nche/>**

National Coalition for the Homeless: www.nationalhomeless.org/

GLBT National Hotline: Toll-free: 1-888-THE-GLNH (1-888-843-4564) – The Gay, Lesbian, Bisexual, and Transgender (GLBT) National Hotline provides telephone, online private one-to-one chat, and e-mail peer support, as well as factual information and local resources for cities and towns across

the United States. Hours are M-F 4 PM to Midnight (eastern time), Saturday Noon to 5 PM (eastern time).

Transgender American Veterans Association: <http://tavausa.org/about-us/>

American Veterans for Equal Rights: 718-849-5665; E-mail: info@aver.us

SECTION IV: SHELTER AND HOUSING

It is important to know that you have a place to go upon release. One of the first and most important steps in returning to the community is finding a place to stay. This section includes both VA and community-based resources that can assist you with locating emergency shelters, transitional housing programs, and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you may want to ask about applying to programs as soon as possible.

As you approach your release date, it is important to work with correctional facility re-entry and discharge planning staff. It is also important to take advantage of any re-entry planning classes or workshops offered by the correctional facility. Facility staff has access to valuable information regarding shelters and other community resources to assist you with your housing needs. If you are released and do find yourself homeless, emergency assistance is available.

A. Emergency Housing and Shelter

If using a phone book, look in the yellow pages of your phone book under “Social Service Organizations” for local shelters or other organizations that may be able to help you. You may also look in the blue pages of your phone book under local, city, or county government Department of Social Services or “Human Services” for additional resources and information.

Here are some national resources that may be able to help you with resources and information:

The National Coalition for the Homeless is a national network of people who are currently experiencing or who have experienced homelessness, activists and advocates, community based and faith-based service providers, and others committed to a single mission, which is to prevent and end homelessness while ensuring the immediate needs of those experiencing homelessness are met and their civil rights protected.

The National Coalition for the Homeless has a directory of shelters and homeless assistance programs online at www.nationalhomeless.org or do not hesitate to call them at: **1-202-462-4822**.

The National Coalition for Homeless Veterans is the resource and technical assistance center for a national network of community-based service providers and local, state and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid and case management support for hundreds of thousands of homeless veterans each year. To find out if there are homeless Veteran service providers in your area, contact the

National Coalition for Homeless Veterans (NCHV) at **1-800-VET-HELP**, write to **NCHV, 333 ½ Pennsylvania Avenue SE, Washington, DC 20003-1148**, or go to www.nchv.org.

The **Department of Veterans Affairs** (www.va.gov) has founded a National Call Center for Homeless Veterans hotline to ensure that homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors. The hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state, and local partners, community agencies, services providers, and others in the community.

To be connected with a trained VA staff member, call **1-877-4AID VET (877-424-3838)**.

- Call for yourself or someone else
- Free and confidential
- Trained VA counselors available to assist
- Available 24 hours a day, 7 days a week
- Information about VA homeless programs and mental health services in your area that can help you

What will happen when I call?

- You will be connected to a trained VA staff member
- Hotline staff will conduct a brief screening in order to assess your needs
- Homeless Veterans will be connected with the Homeless Point of Contact at the nearest VA facility
- Family members and non-VA providers calling on behalf of a homeless Veteran will be provided with information regarding the homeless programs and services available
- Contact information will be requested, so staff may follow up

The **Homeless Shelter Directory** (www.homelessshelterdirectory.org) was started as a list of homeless shelters. It provides listings for homeless shelters, homeless service organizations, monetary assistance, transitional housing, free clinics (dental and medical), low cost and free treatment centers, outreach centers, day shelters, relief organizations, women's shelters, and battered women's services, food pantries, soup kitchens, and food banks. Click on your state on the map located at the top of the page and you will be taken to a page with state-specific resources and information.

B. New Hampshire Shelter Resource, Referral, and Advocacy Organization

As it is not possible to list every shelter or housing resource within New Hampshire, here is a brief listing of some resources and contact information to at least get you started. Many of these shelters have waiting lists that are very long, please call before going to them. Also, please note that these resources serve both Veterans and non-Veterans:

New Horizons for New Hampshire – Angie’s Shelter for Women

Manchester, NH 03102
Ph. (603)668-8698

New Horizons Shelter: accommodate 63 men and 13 women in dormitory style sleeping areas. The shelter is available to homeless individual’s 18-years-old and older. Shelter residents are required to sign in daily between 5:45pm and 6:30pm.

Manchester, NH 03103
Ph. (603)668-1877

New Horizons is an emergency shelter, located at 199 Manchester Street.

Concord Cold Weather Shelter: operates at two locations as one shelter from mid-December through March of each year. The Shelter provides one night funding of warmth at a time for adult men and women, both singles and couples.

Concord, NH 03301
Ph. 211

Friends Emergency Housing: Families only-Must have children under 18.

Concord, NH 03301
Ph. (603)228-1462

Nashua Rescue Mission; Providing rescue, relief, renewal services for the homeless and near homeless in Southern New Hampshire and beyond. This is done emergency housing; community meals and “LifeChanges” Program and biblical counseling.

Nashua, NH 03060
Ph. (603)889-3421

Nashua Soup Kitchen & Shelter: Emergency Shelter-Two homeless shelters house single men, women and families; it originally opened as short-term emergency shelters.

Nashua, NH 03060
Ph. (603)889-7770

Business Office Hours are Monday-Friday, 9AM – 5PM

Lynsey House

Lancaster, NH 03584

18.71 miles from city near Berlin

Ph. (603)788-2344

Veteran-Specific Community Transitional Housing and Shelters:

This section will list some shelter and transitional housing resources specifically serving Veterans in different regions throughout Massachusetts. Please be aware that there are often restrictions on Veterans who have been convicted of arson or sexual offenses in regard to admission to these programs, and CORI information will likely be requested by these programs as part of the admissions application process. Your VA HCRV Specialist can also assist you with information regarding these programs as well as application assistance.

The VA's Homeless Providers Grant and Per Diem grants are offered annually (as funding permits) and the funds are awarded to community agencies providing services to homeless Veterans. The purpose of these programs is to promote the development and provision of supportive transitional housing and/or supportive services (i.e. case management, education, crisis intervention, counseling, etc.) with the goal of helping homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

Harbor Homes, Inc. www.harborhomes.org/services-and-programs/

Corporate Office

45 High Street, Nashua, NH 03060

Manchester VA Grant and Per Diem Liaison

Phone: (603)624-4366 ext. 2558

Information: Harbor Homes offers both transitional and Veteran-Specific through the Veterans FIRST program. The Transitional program is a limited housing and supportive programs for veterans (Veterans First Program) or people living with mental illness (Safe Haven). The Veteran Specific program through the Veterans FIRST program, veterans and their families have access to transitional and permanent supportive housing that is specifically designed to meet the needs of homeless and at-risk veterans.

Liberty House: <http://libertyhousenh.org>

75 West Baker Street, Manchester, NH 03103

Executive Director: Keith Howard: keith@libertyhousenh.org

Phone: (603)361-6266

Information: For more than a decade, Liberty House in Manchester, NH has been providing a safe, supportive, substance-free housing community for American veterans transitioning out of homelessness

Our transitional facility offers ten resident beds and a variety of services ranging from employment and housing assistance to case management and agency referrals. To apply for the Liberty House: go to the website located at <http://libertyhousenh.org>, click on "About Us" in the menu bar and then on the drop down bar click on FAQ. Once you have clicked on FAQ click on Become a Resident under the How do I apply to be a Liberty House resident, under that title click on "Become a Resident" where you will be able to download the initial application?

Veterans Homestead, Inc. www.veteranhomestead.org

Corporate Office

69 High Street, Fitchburg, MA 01420

Referral Coordinator: Brenda Brousseau Brenda@veteranhomestead.org

Phone: 978-353-0234

Information: The focus of Veteran Homestead is on reclamation and regeneration. Created by a Veteran and staffed with experts who share the compassion and commitment to treat and accommodate wounded warriors in their transition to civilian life. With six unique locations, Veteran Homestead is an independent non-profit solution for the medical, psychological and spiritual care veterans require. Veteran Homestead facilities are designed to provide a safe haven for wounded warriors to regain dignity and restore quality of life.

V: Community Resources for New Hampshire

Alcoholics Anonymous

Website: <http://www.aa.org/?Media=PlayFlash>

Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is open to anyone who wants to do something about his or her drinking problem.

Click on the website above for contact information and links to local A.A. offices and Web sites where you can find A.A. meetings or talk to an A.A. member. The website does not provide A.A. meeting information directly.

Narcotics Anonymous

Website: <http://www.na.org/>

Narcotics Anonymous is a global, community-based organization with a multi-lingual and multicultural membership. They offer recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle. The name, Narcotics Anonymous, is not meant to imply a focus on any particular drug; NA's approach makes no distinction between drugs including alcohol. Membership is free, and we have no affiliation with any organizations outside of NA including governments, religions, law enforcement groups, or medical and psychiatric associations. Through all of our service efforts and our cooperation with others seeking to help addicts, we strive to reach a day when every addict in the world has an opportunity to experience our message of recovery in his or her own language and culture.

Click on the website above for contact information and links to local A.A. offices and Web sites where you can find A.A. meetings or talk to an A.A. member. The website does not provide A.A. meeting information directly.

211NH

211NH is an easy-to-remember, free and confidential phone service that links people throughout the state of NH with health services, human services and other community resource information. By simply dialing 3 numbers, 2-1-1, people residing anywhere within the state are connected with a professionally certified information and referral specialist who will take the time to listen to the caller and help them determine the type of assistance needed. In turn, the caller will be provided referrals targeted to his/her specific needs. Service organizations- like yours- receive only appropriate referrals and are able to identify community needs based on our call at 211,
Website: www.211nh.org.

Easter Seals

Easter Seals goal is to promote the success of veterans by helping them attain their personal and family goals while becoming full participants within the community. The Military and Veterans Services Program provides, free, and confidential support designed to meet the unique needs of Veterans, Military Members and their families. The program works in conjunction with existing military, VA and community programs while offering a full range of Service Member/family support services veterans and their family members. Services are provided by experienced counselors who are familiar with a wide range of programs and services such as employment counseling, emergency financial assistance, and both mental health and substance issues.

To learn more or request Care Coordination, contact either their National toll free number or the local numbers below:

National toll-free number: (866)-423-4981

Manager of Intake and Outreach Coordinator:

Chrystn Pitt, Ed, S.

Ph. (603) 315-4354

cpitt@eastersealsnh.org

Intake Coordinator:

Chrystn Fisher,

Ph. (603) 315-4354

cfisher@eatersealsnh.org

Food Stamps, Medicaid, TANF, Child Care

New Hampshire Department of Health and Human Services (DHHS) – Temporary Assistance for Needy Families (TANF), Food Stamps, Medicaid, Child Care, Aid to the Permanently and Totally Disabled (APTD), Old Age Assistance (OAA), and other services.

Ph. 603-271-6200

Website: <https://nheasy.nh.gov/> - Online application website for programs through:

DHHS: Ph. 603-271-6200

New Hampshire State Welfare Offices

Website: www.welfareinfo.org/www.nh/

New Hampshire welfare resources are available through different outlets. Find the nearest location and make contact with a community outreach center. Each town in the State of New Hampshire has a Welfare Department that provides emergency assistance to individuals and families who lack adequate resources. The Welfare Department directs the less fortunate citizens to relief agencies, i.e., federal, state, non-profit, etc. Each Welfare Office promotes self-reliance and independence in the people it serves in order to produce productive citizens.

Salvation Army

The Salvation Army is a worldwide organization committed to serving people, changing one's life at a time. Salvation Army's mission is compassion in order to change one life at a time. If you're interested in finding a Salvation Army facility in Maine, New Hampshire, or Vermont please refer to the website below. Here you will find addresses, phone numbers, email addresses and worship schedules for each Salvation Army in Northern New England.

Website: <http://nne.salvationarmy.org>

ServiceLink

ServiceLink is a program of the NH Department of Health and Human Services. Through contracts with local agencies around the state, ServiceLink helps individuals access and make connections to long term services and supports, access family caregiver information and supports, and explore options. ServiceLink is designated as New Hampshire's Aging and Disability Resource Center and the "NHCarePath" Full Service Access Partner providing services for individuals of all ages, income levels and abilities and administrative programs and services such as Information Referral and Assistance, Options Counseling, NH Family Caregiver Program, State Health Insurance Assistance Program (SHIP), and Senior Medicare Patrol (SMP).

National toll-free number: 1-866-634-9412

Website: www.servicelink.nh.gov

Section VI: Mental Health and Substance Abuse Services

Although your upcoming release from custody may be exciting to think about, it may also be a source of a large amount of anxiety for you. You may be excited about how your life will be different "this time," but there may be challenges that you may be confronted with. You may have to reestablish ties with family, return to high-risk places or communities, look for work, and secure some sort of viable and legitimate income. Sometimes incarcerated individuals have inconsistent or even poor work histories and now have a criminal record to contend with that may make securing any type of employment even more difficult.

For incarcerated Veterans who have a history of mental health and/or substance abuse, facing these and other stressors without the sometimes needed structure and support, especially as they return to the community after what may have been a long period of incarceration, may become overwhelming and increase your risk of relapse. Programs are available to eligible Veterans through the Department of Veterans Affairs to help them transition from incarceration to the community by providing continued structure, support, and services so that they may obtain assistance during a very important and stressful time.

Should you be eligible for parole, it may be stipulated by the parole board that you enter some sort of long-term residential program. Please be aware that this is not an extensive listing of available resources. However, this list should provide you with at least some resources and programs that may be of benefit to you. Please also refer to the resources previously listed in this guidebook for other programming. Many of these resources are available to both men and women.

A. VA Programming

1. Substance Use Disorders Program, (Manchester, VAMC)

The SUD program is open to any Veteran who might be concerned about his/her drinking, tobacco, or drug use. Drugs can include street drugs as well as using prescription medications in ways they weren't prescribed. Such substance abuse can harm health, cause mood and behavior problems, hurt social relationships, and cause financial problems. Effective treatments for substance abuse problems are available at the Manchester, VAMC. Available treatments address all types of problems related to substance use, from unhealthy use of alcohol to life-threatening addictions.

a. SUDS Services Offered at the Manchester, VAMC: Evaluation and treatment options:

Individual and couples therapy

Group Meetings such as: (Early Recovery, Living without Substances and Seeking Safety (for PTSD and Substance Use) and Dialectical Behavioral Therapy

b. Suboxone Program for Opioid Addiction:

This program offers individual and/or group counseling and also medication support.

c. IOP (Intensive Outpatient Program)

3-4 week program

Meets 3 hours on Monday, Wednesday and Thursday

Can help also help with PTSD, depression and anxiety

Contact Information:

Manchester VA Substance Use Disorders Program Coordinator

Ph. 603-624-4366 ext. 2203

2. Domiciliary (DOM) – Bedford VAMC

The DOM is a 3-4 month residential program that offers individual therapy, group treatment, case management, psychopharmacology (medication management), Aftercare substance abuse treatment, and Compensated Work Therapy (CWT). Veterans are required to attend all treatment while at the program and to remain clean and sober. Random drug/alcohol screening is completed as determined by the program providers.

3. REACH – Brockton VAMC

The REACH program is a clinical residential program that consists of substance abuse treatment, case management, Compensated Work Therapy (CWT). It is similar to the DOM and also provides support with transition from the program to a step-down community living program if needed. Veterans are required to attend all treatment while at the program and to remain clean and sober. Random drug/alcohol screening is completed as indicated.

4. Community Stabilization Program (CSP) – Bedford VAMC

CSP is a three-week, or longer, program that meets daily and provides group therapy, psychopharmacology (medication management), and individual case management. The program has an optional residential component where the Veterans may reside at the Rogers House lodging program while enrolled in CSP. Random drug/alcohol screening is completed as indicated.

5. Center for Integrative Recovery Care (CIRCA) – Brockton VAMC

CIRCA is a 45-day dual-diagnosis residential program that offers group treatment focusing both on mental health and substance abuse issues. Veterans are required to remain clean and sober. Alcohol and drug screening is completed on both a routine and random basis.

6. Crescent House – Bedford VAMC

Crescent House is a year-long transitional housing program. Veterans, if accepted, reside at the program. They are required to engage in available programming and to adhere by the program rules. Full-time employment, education, or enrollment in Aftercare and Compensated Work Therapy (CWT) is the goal of Veterans in the program. Crescent House is also a sober living community and Veterans are expected to remain clean and sober. Random drug and alcohol screening is completed as determined by the program providers.

7. Intensive Day Treatment Program (IDTP) – Bedford VAMC

IDTP is a two-week program that offers intensive substance abuse treatment to include therapeutic groups, individual case management, psychiatric services, and medication management. The program offers extended treatment for Veterans determined as needing additional programming.

8. Safe Haven – Bedford VAMC

Safe Haven program provides housing for hard to reach homeless Veterans with severe mental illnesses and/or substance use disorders who are on the streets and have been unable or unwilling to

participate in more traditional supportive services. Safe Haven is a VA pilot program that serves both male and female chronically homeless Veterans who are actively experiencing mental health and/or substance abuse issues. It provides short term housing to create a safe and healthy environment to support the Veterans making better decisions about their lives. Veterans are able to stay for up to 6 months with the goal to obtain housing upon discharge.

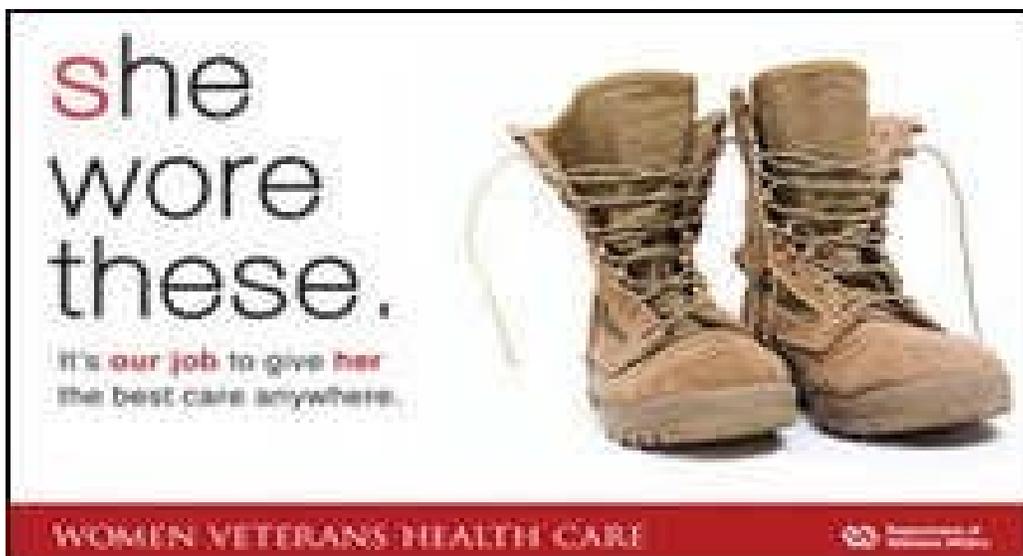
9. Substance Abuse Recovery Rehabilitation Program (SARRTP)

SARRTP is a six-week program that offers intensive substance abuse treatment, including therapeutic groups, individual case management, and psychiatric services. There is a residential component located on the grounds of the Jamaica Plain VA site, which is recommended for Veterans accepted to the program.

B. Vet Centers www.vetcenter.va.gov

Vet Centers provide individual, group and family counseling to all veterans who served in any combat zone. Services are also available for their family members. Vet Centers understand and appreciate Veterans' war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community.

Section VII: WOMEN VETERANS



Women Veterans are one of the fastest growing segments of the Veteran population. Of the 22.7 million living Veterans, more than 1.8 million are women. They comprise nearly 8 percent of the total Veteran population and 6 percent of all Veterans who use VA healthcare services.

1. Women's Programs Available through the Department of Veterans Affairs.

The Women Veterans Health Care Program is an integral part of the Department of Veterans Affairs Veterans Health Administration. The program goals are to present diverse and innovative programs that care for, educate, and support women Veterans during all phases of their lives. The program focus is on the unique needs and issues facing women Veterans, including health promotion, disease prevention and management, and emotional well-being. In addition, support and therapy groups for women who have suffered military sexual trauma (MST) are offered. There is a Women Veterans Program Manager at each VA medical center who coordinates services for women Veterans. Do not hesitate to ask to meet with them so that they may provide you with specific information regarding the services provided at their VA medical Center.

A. VA Manchester Healthcare System

Woman Veterans Program Manager - A Woman Veterans Program Manager is a health care professional who serves as an advocate for women Veterans, answers questions, and provides information about programs that are available at the VA. You may contact her for any additional information on the topics below.

The number of female Veterans coming through the doors of Manchester, VAMC has greatly increased over the past few years. In response to this increase the Women's Veteran Program (WVP) at Manchester, VAMC continually reviews; designs and implements programs to make sure women Veterans receive the very best physical and mental care possible.

The Women's Veterans Program here at Manchester, VAMC wants to collaborate with you to ensure your care is personalized to meet your needs. The following is a description of some of the resources available for woman Veterans at VA Manchester Healthcare System.

Contact:

Mary F Behnke, BSN, RN
Women Veterans Program Manager
(603) 624-4366 X 6541

Primary Care-Patient Aligned Care Team (PACT) - Each primary care site and Community Based Outpatient Clinic has at least one Designated Women's Health Provider who offers gender-specific primary care. This may include general medical care, management of chronic conditions, cancer screenings, and referrals to specialty care (e.g., gynecology). The Woman's Health Clinic WH PACT team is on the sixth floor of the Manchester campus, and offers comprehensive primary care services in a separate space. Gender-specific primary care services available are:

Reproductive health care services
Contraception and education
Mammogram referral
Care for aging women Veterans
Osteoporosis screening/treatment

Maternity care coordination
Infertility evaluation/treatment
Mental Health treatment
Menopause management

Contact:

Rochelle Brown, RN
(603) 624-4366

Maternity Care Coordination – For eligible Veterans, the VA will pay for maternity care for from the community provider of your choice. A referral can be placed by a primary care provider.

Contact:

Judith Kuzdeba, RN, Maternity Care Coordinator
(413) 584-4040 x 2014

Mental Health Resources – VA offers treatment and management of mental health conditions that influence the emotional well-being of women Veterans. Veterans can contact their facility for a mental health appointment for a wide range of concerns including but not limited to:

Depression, mood, anxiety
Substance use disorder

Anger management
Marital or family-related stress

Alert your primary care provider of your interest or self-refer by contacting:

Manchester Telephone Triage: 603-624-4366 x 3199

Women's Wellness and Motherhood Support Groups:

Contact: (603) 624-4366

VII – LESBIAN, GAY, BISEXUAL, AND TRANSGENDERED VETERANS



The Department of Veterans Affairs/Veterans Health Administration (VHA) is committed to addressing the special health needs of Lesbian, Gay, Bisexual and Transgender (LGBT) Veterans and reducing health disparities for them and members of other vulnerable communities. VHA’s commitment to LGBT Veterans includes:

□ Providing information, guidance and education to VHA provider about LGBT health issues, promoting a welcoming health and work environment that is inclusive of LGBT Veterans and employees.

Like many other populations identified as at-risk or disadvantaged, research has demonstrated that LGBT individuals experience disparities not only in the prevalence of certain physical and mental health concerns, but also in care due to a variety of factors, including experiences of stigma, lack of awareness, and insensitivity to their unique needs. In addition, LGBT patients face other barriers to equitable care, such as refusals of care, delayed or substandard care, mistreatment, inequitable policies and practices, little or no inclusion in health outreach or education, and inappropriate restrictions or limits on visitation. These inequalities may be even more pronounced for LGBT people from racial/ethnic minorities or due to other characteristics such as education level, income, geographic location, language, immigration status and cultural beliefs. Experiences of discrimination

and mistreatment have, in many cases, contributed to a long-standing distrust of the health care system by many in the LGBT community and have affected their health in profound ways.

VHA developed the role of LGBT Program Coordinator at the headquarters level to advise on LGBT-related national policy and procedures and to coordinate national initiatives across various clinical program offices. In addition, the LGBT Program Coordinators develop and deliver training to clinical staff on LGBT health care, and maintain the LGBT employee resource websites.

Many VA health care facilities throughout the Nation are participating in the Human Rights Campaign's 2016 Healthcare Equality Index (HEI). Participation in the HEI consists of reporting health care systems' policies and trainings related to LGBT patients and families; it is known as an indicator of an LGBT-positive health care environment. The Human Rights Campaign (HRC) Foundation skillfully designed the HEI to allow U.S. health care organizations to assess the degree to which they provide LGBT patient-centered care, to identify and remedy any gaps and to make public their commitment to LGBT patients and their families.

Many VA medical centers now have a LGBT Special Emphasis Group and a designated LGBT Special Emphasis Program Manager to assist in increasing LGBT awareness, cultural competency, community outreach, and recruitment and retention efforts. Ensuring that LGBT veterans and employees feel welcomed, respected, and connected is essential to achieving VA's goals of providing patient centric care, and fostering a diverse workforce and inclusive work environment.

A. Manchester VAMC

VA Manchester has a number of policies to ensure competent care for LGBT Veterans. These include both national and local policies that guarantee access for LGBT Veterans in the Manchester area. These policies (and more) are available to download from the Manchester VAMC homepage at: [http://www.patientcare.va.gov/Lesbian Gay Bisexual and Transgender LGBT Veteran Care.asp](http://www.patientcare.va.gov/Lesbian_Gay_Bisexual_and_Transgender_LGBT_Veteran_Care.asp) and LGBT Veterans and their families are encouraged to be aware of these rights as they seek care in Manchester VAMC.

You have the right NOT to be "outed" as LGBTQ in your medical record by any provider. We know that gender expression, identity, and sexuality can be personal issues, especially for our Veterans. Each Veteran has the right to decide what they want documented regarding sexual or gender identity.

Coordination with VA Boston Healthcare System, Bedford VA and WRJ VA:

Manchester VAMC coordinates with VA Boston Healthcare system and WRJ to ensure that our LGBT Veterans are able to access all care available to them. Because we are limited in the LGBT-specific services that we provide at our facility, we are developing a referral system for Veterans to access those missing services at other facilities in the region. Please ask your provider for more information about services available to you, or contact Danni Bultemeier, LICSW at 603-624-4366 x2777.

Community Group and Community Transitions Group at Manchester VAMC:

The Community Group and Community Transitions Group are titled neutrally so that it is not obvious to staff or other Veterans what group you are attending. The Community Group is open to LGBT Veterans, and is held once a month on a Friday 3-4pm. The Community Transitions Group is open to transgendered Veterans, and is held monthly on Fridays 11-12pm. Please inform your provider if interested so that you can be referred to the leaders of the groups, or contact Dr. Alicia Semiatin at 60-624-4366 x6588 or Dr. Sandra Lawrence-Clark at x6962 directly.

Leaders in LGBT Healthcare Equality

The Human Rights Campaign Foundation awarded the staff of Manchester VAMC, the Healthcare Equality Index (HEI) 2016 Equality Leader Status!

Relevant Policies and Services:

Non-discrimination: Our non-discrimination policy has specific language that prohibits discrimination based on sexual orientation or gender identity (actual and perceived). View a copy of the Manchester VAMC Policy on Lesbian and Gay Patients or the Patient Care Memorandum on Transgender Care. To request VA Manchester's Nondiscrimination Policies, please let your health care provider know so they can obtain a copy for you.

Visitation: Manchester VAMC allows for a same-sex partner, family member, friend, or other individual to be present with the patient for emotional support during the course of their stay. Same-sex partners are recognized as the patient's family, even if the partners are not legally married.

Advanced Directives: Patients may designate any person as a decision-maker for care should they become unable to make these decisions yourself. This includes designating a same-sex partner as a surrogate decision maker. Advanced Directive agents are chosen by the Veteran and do not need to be biologically related.

Documentation in Medical Records: Manchester VA maintains the confidentiality of information about sexual orientation and sexual behavior, as it does with all other private health information.

Changing Your Name and/or Sex in Your Medical Record: Your name in the medical record will reflect your legal name. The sex in your medical record should reflect your self-identified gender. You have the right to request that name and sex are updated as appropriate. There are established procedures for changing your name and sex with the VA Privacy Officer. If you would like a copy of the fact sheet on how to change your name and/or sex in CPRS, please let your health care provider know so they can obtain a copy for you.

Concerns and/or Complaints: If you feel you are not being provided with compassionate care at Manchester VAMC, we encourage you to make your concerns known. Concerns regarding a specific service (e.g., Mental Health, Primary Care) should be directed to the corresponding contact person for that service. In addition, you are encouraged to discuss your concerns with the Patient Advocate. If you would like a copy of the Memo on processing EEO complaints based on Sexual Orientation, please let your health care provider know so they can obtain a copy for you.

B. VA Boston Healthcare System

VA Boston has a number of policies to ensure competent care for LGBT Veterans. These include both national and local policies that guarantee access for LGBT Veterans in the Boston area. These policies (and more) are available to download from the VA Boston homepage at [www.boston.va.gov/services/Lesbian Gay Bisexual and Transgender Veterans.asp](http://www.boston.va.gov/services/Lesbian_Gay_Bisexual_and_Transgender_Veterans.asp) and LGBT Veterans and their families are encouraged to be aware of these rights as you seek care in the VA Boston Healthcare System.

Affirmative Psychotherapy Services:

VA Boston welcomes a new Psychology Postdoctoral Fellow specializing in Lesbian, Gay, Bisexual, and Transgender (LGBT) Health Care! Our fellow is located on our Brockton campus and is committed to providing individual therapy for Veterans identifying as lesbian, gay, bisexual, transgender, and/or questioning. Therapy might be good for Veterans who not sure about his/her sexual orientation and/or gender identity. Therapy might also be helpful if you are upset about being treated badly because of your sexual orientation or gender identity. Some Veterans just want to learn more about what gender transition services and supports are available.

Vet-to-Vet Group:

The Transgender Veterans Group is a place for any Veteran with gender identity or gender expression concerns or questions. It is a safe place to discuss personal issues, how the VA is treating you, and what the VA offers in transgender medicine. We do not put notes in your medical chart. The group is facilitated by a transgender Vet- to-Vet Certified Peer Specialist.

Meetings are held every Thursday from noon-1:00pm, alternating locations between the JP and Brockton campuses. The group meets in JP room 4c-12 and Brockton building 7, room A 007.

You do not need a referral from VA staff to come to the group. All LGBT Veterans are welcomed!

Contact Rebecca Jeen Rebeccajeen@aol.com or Rebecca Lynn at Hearn197489@gmail.com for more information.

Interdisciplinary Transgender Treatment Team:

VA Boston has an Interdisciplinary Transgender Treatment Team that is committed to providing comprehensive care for transgender Veterans. The team spans medicine, psychology, psychiatry, social work, nursing, and endocrinology. If interested, you can ask any of your VA providers to place a consult within the medical record system, notifying the Interdisciplinary Transgender Treatment Team to work alongside your providers on your treatment plan. For questions about what transgender-related services are provided, please see the VA Boston Healthcare System and national VA policies.

C. Bedford VA/ENRM Veterans Hospital

The Edith Norse Rogers Memorial Veterans Hospital (Bedford VAMC) offers a variety of mental and physical health services to our Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) Veterans. Mental health services include, but are not limited to, individual and group psychotherapy, medication management, case management, services for survivors of Military Sexual Trauma, substance abuse

recovery, suicide prevention, as well as employment and housing assistance. Contact: Stephen Gresham 781-687-6030 for more information.

In addition to our mental health services, the Bedford VAMC offers a variety of physical health services that are available to our LGBTQ Veterans. These services include, but are not limited to primary care/behavioral health, screening and treatment for sexually transmitted infections, pre-surgical assessments and post-operative care for gender transition, as well as speech pathology/voice feminization. Highlighted programs include: Speech Pathology/Voice Feminization: This service is provided by a trained speech pathologist that helps our transgender Veterans modify their voice and improve voice quality to align with their gender identity and gender expression. Contact: Erika Krauss (781-687-2141) Hepatitis C & HIV Programs: These programs offer screening and testing for individuals at risk for HIV infection and/or Hepatitis C, preventative and wellness education for Veterans and their families, and provides Veterans with varied treatment options to maintain their health if screened positive for HIV and/or Hepatitis C. Contact: Primary Care (800-838-6331).

In addition to forming an inter-professional workgroup tasked with identifying and implementing “best practices” for LGBTQ Veterans who receive services throughout the medical center, the Bedford VA has also developed and participated in social events aimed at demonstrating the VA’s continued support for LGBTQ Veterans.

Safe Zone Ally Trainings: Beginning in May 2014, Bedford VAMC adopted a Safe Zone Ally training program. Staff is being offered the opportunity to be trained as allies to the LGBTQ community of Veterans. This Safe Zone Ally symbol, displayed on stickers, pins, and badge holders, identifies that staff member as an ally to the LGBTQ community. This means that staff member has received a two-hour Ally training and is ready to provide affirmative support to LGBTQ Veterans. As this training is rolled out, there are also likely staffs that currently function as allies but are not yet trained and therefore do not have access to use this symbol yet, so you should not assume that someone not wearing this symbol is not an ally. The Safe Zone Ally program is another way Bedford VAMC expresses the VA principle that “We serve all who served” and welcomes LGBTQ Veterans.

D. Providence VA Medical Center

The Providence VA Medical Center is committed to providing top quality care to all eligible Veterans including lesbian, gay, bisexual, and transgender (LGBT) Veterans. We recognize that diverse populations have distinctive needs, and we train our staff in culturally and clinically competent care for LGBT Veterans.

The Providence VAMC is focused on providing the most respectful health care environment possible. A new policy has just been put in place; some relevant policies and services are discussed briefly below:

Non-discrimination: Our non-discrimination policy has specific language that prohibits discrimination based on sexual orientation or gender identity.

Visitation: We allow for a same-sex partner, family member, friend, or other individual to be present with the patient for emotional support during the course of their stay. Same-sex partners are recognized as the patient’s family, even if the partners are not legally married.

Advanced Directives: Patients may designate any person as a decision-maker for care should they become unable to make these decisions yourself. This includes designating a same-sex partner as a surrogate decision maker. Advanced Directive agents are chosen by the Veteran and do not need to be biologically related.

Documentation in Medical Records: The Providence VAMC maintains the confidentiality of information about sexual orientation and sexual behavior, as it does with all other private health information.

Interdisciplinary Transgender Treatment Team: The Providence VAMC has a designated provider who have been trained on the healthcare needs of transgender Veterans.

Concerns and/or Complaints: If you feel you are not being provided with compassionate care at the Providence VAMC, we encourage you to make your concerns known. Concerns regarding a specific service (e.g., Mental Health, Primary Care) should be directed to the corresponding contact person for that service. This information can be easily found on this website through the Services page. In addition, you are encouraged to discuss your concerns with the Patient Advocate.

D. Community-Based Services and Resources (Certainly not a complete listing, but a start)

“MassEquality” – is the leading statewide grassroots advocacy organization working to ensure that everyone across Massachusetts can thrive without discrimination and oppression based upon sexual orientation, gender identity, or gender expression. MassEquality partners across issues, identities, and communities to build a broad, inclusive, and politically powerful movement that changes hearts and minds and achieves policy and electoral victories.

Contact Information:

MassEquality
5 Broad Street, 3rd Floor
Boston, MA 02109
Phone number: 617-878-2300
E-Mail: info@massequality.org.
You may also visit their website at www.massequality.org/for further information.

OutServe-SLDN – OutServe-SLDN is the association for actively serving LGBT military personnel and veterans. We are a non-partisan, non-profit, legal services, watchdog and policy organization dedicated to bringing about full LGBT equality to America's military and ending all forms of discrimination and harassment of military personnel on the basis of sexual orientation and gender identity. OS-SLDN provides free and direct legal assistance to service members and veterans affected by the repealed "Don't Ask, Don't Tell" law and the prior regulatory ban on open service, as well as those currently serving who may experience harassment or discrimination. They also provide assistance with transgender services in regard to the military as well as upgrading and changing discharge paperwork for those who were discharged for "Homosexual Acts" or "Homosexual Conduct."

Contact Information:

OutServe-SLDN

P.O. Box 65301

Washington, DC 20035-5301

Phone: 202-328-3244

E-Mail: admin@outserve-sldn.org

You may also visit their homepage at www.sldn.org/ for further information.

OUTVETS – OUTVETS is a social and fraternal organization celebrating and honoring the contributions of America's LGBTQ Veterans. It was created to recognize and honor the contributions and sacrifices of LGBTQ Veterans through social interaction and community service and engagement. The organization has no political agenda or affiliation.

Contact Information:

OUTVETS

26 West Eagle Street

Boston, MA 02128

Phone: 978-502-5551

E-Mail: outvets@gmail.com

You may also visit their homepage at <http://www.outvets.com/> for further information.

GLBTQ Domestic Violence Project www.glbtqdv.org

1-800-832-1901 24-hour hotline

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

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

American Veterans for Equal Rights (AVER) – AVER is a non-profit, non-partisan, chapter based Veterans Service Organization of active, reserve, and veteran service members dedicated to full and equal rights and equitable treatment for all present and former members of the U.S. Armed Forces, especially the Lesbian, Gay, Bisexual, and Transgender current and prior military personnel who have been historically disenfranchised by armed forces policy and discriminatory laws governing military service and benefits.

Contact Information:

AVER, Inc.

P.O. Box 94376

Atlanta, GA 30377-0376

Phone: 718-849-5665

E-Mail: info@aver.us

You may also visit their homepage at www.aver.us/ for further information.

Tiffany Club of New England – TCNE, Tiffany Club of New England, is a social and support organization for the transgender community.

Offering transgender social activities and support since the 1970's, TCNE is one of the oldest transgender groups in the world and one of very few with their own permanent clubhouse. They also run the **First Event** transgender conference each January. Newcomers are encouraged to drop in any Tuesday evening, 7:00 – 9:00 pm, or the first and third Saturday evening of the month. Come dressed or not. Dress there if you like. They are a very safe and friendly place to come out and/or establish connections in the community.

Contact Information:

TCNE, Inc.

P.O. Box 540071

Waltham, MA 02454-0071

Info Line: 781-891-9325

*** Phone is answered live Tuesday evenings 7 PM – 9 PM and the 1st, 3rd, and 4th Saturdays of the month from 7 PM – 11 PM.

E-Mail: info@tcne.org

You may also visit their homepage at www.tcne.org/ for further information.

Dignity Boston - Dignity/Boston is a progressive, inclusive community of gay, lesbian, bisexual and transgendered Catholics and friends. They are a member chapter of Dignity USA, a national organization with dozens of chapters and thousands of members. They invite you to join us for liturgy and social hour every Sunday at 5:30 PM, St. John the Evangelist Church, 35 Bowdoin Street, Boston, Massachusetts (Beacon Hill between the State House and Cambridge Street).

They invite you to join us for liturgy and social hour every Sunday at 5:30 PM, St. John the Evangelist Church, 35 Bowdoin Street, Boston, Massachusetts (on Beacon Hill between the State House and Cambridge Street). Formed in the first waves of the Gay Liberation movement that followed the Stonewall Riots, Dignity/Boston has been providing a home for gay, lesbian, bisexual, and transgendered (GLBT) Catholics, their friends and supporters since 1972. Dignity/Boston was formed to unite these people and provide an instrument through which the voices of GLBT Catholics may be heard by the Church and by society.

Contact Information:

Dignity/Boston

P.O. Box 170428

Boston, MA 02117-0408

Phone: 617-421-1915

E-Mail (General Information): info@dignityboston.com

You may also visit their homepage at www.dignityboston.org/db/ for further information.

SECTION VIII: EMPLOYMENT AND TRAINING ASSISTANCE

Often, individuals who are released from incarceration feel as though they are completely starting over, even if they had good jobs and worked steadily in the past. Having a stable income is important for many aspects of daily life, from maintaining your housing, paying bills, buying food, toiletries, and clothing, as well as other necessities that can smooth your transition back into the community.

If available, take advantage of any training or education programming that is afforded to you at the correctional facilities. Your facility case manager or reintegration staff is a good resource for you in regard to locating resources in your area upon release.

In addition, the following resources may be of assistance to you as you transition from incarceration to living in the community:

US DEPARTMENT OF LABOR – VETERANS’ EMPLOYMENT AND TRAINING SERVICE (VETS)

45 South Fruit Street Rm 336, Concord, NH

Tel: 603-225-1424 or Fax: 603-225-1545

<http://www.dol.gov/vets>

The Veterans’ Employment and Training Service (VETS) proudly serves veterans and service members. “VETS” provides resources and expertise to assist and prepare them for meaningful careers, maximize their employment opportunities and protect their employment rights. “VETS” oversees federal grant programs that provide employment services to veterans through the Jobs for Veterans State Grant Program and Homeless Veterans’ Reintegration Program. “VETS” also investigates alleged violations of the Uniformed Services Employment and Reemployment Rights Act (USERRA) and alleged violations of federal Veterans’ Preference laws.

COMPENSATED WORK THERAPY (CWT)

Website: <http://www.cwt.va.gov/>

CWT is a Department of Veterans Affairs vocational rehabilitation program that endeavors to match and support work ready veterans in competitive jobs, and to consult with business and industry regarding their specific employment needs. Using a business model, the CWT program staff specializes in working with facility management, human resource, and/or production personnel to address labor force deficits. Over the years CWT veterans have been successfully employed in various competitive positions including health care, information technology, manufacturing, warehousing, construction trades, clerical and office support, retail and the services delivery. In some locations CWT is also known as Veterans' Industries; these designations are synonymous.

VOCATIONAL REHABILITATION AND EMPLOYMENT SERVICE (VR&E)

Website: <http://www.vba.va.gov/bln/vre/>

VR&E is vested with delivering timely, effective vocational rehabilitation services to veterans with service-connected disabilities. The goal is a seamless transition from military service to a successful rehabilitation and on to suitable employment after service to our Nation.

VR&E can provide a wide range of vocational and educational counseling services to service members still on active duty, as well as veterans and dependents who are eligible for one of the Veterans' Administrations educational benefit programs. These services may include interest and aptitude testing; occupational exploration; setting occupational goals; locating the right type of training program and exploring educational or training facilities which might be utilized to achieve an occupational goal.

NEW HAMPSHIRE EMPLOYMENT SECURITY (NHES)

Homepage: www.nhes.nh.gov

New Hampshire Employment Security (NHES) helps people succeed throughout their lives. In addition to providing outstanding customer service, supporting workers through times of unemployment, matching job seekers with employers, and providing businesses and individuals with the information they need to adapt to a changing economy, NHES facilitates the training needed for success.

NHES VETERANS' SERVICES

All that NHES does, it does first and foremost for veterans. Veterans and eligible spouses receive access, on a priority of service basis, to the full range of public employment and training services, including job search assistance, workshops, resume assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. Veterans are given

preference in each of our local offices in the referral to job orders. Staff assesses the needs of each veteran and makes it a priority to educate the veterans of New Hampshire, especially for those veterans returning from active duty, on services available through NHES. Our Disabled Veterans' Outreach Program Specialists (DVOPs) serve those veterans who need intensive services in order to obtain or retain employment that supports their self-sufficiency by providing those services and referrals as appropriate. In addition, these specialists will network with other veterans' social and supportive service agencies to get assistance for their veteran customers. Local Veterans' Employment Representative (LVER) staff conducts outreach to employers, employer associations and business groups to promote the advantages of hiring veterans and to assist veterans in gaining employment. There are veterans who need referrals to other supportive services and NHES tries to facilitate and expedite these processes as much as possible. Every NHES office has space for representatives from the NH State Office of Veterans Services to meet with veterans, providing veterans access to their services locally and on a regular basis.

NHES OFFICE LOCATION INFORMATION

Berlin:

151 Pleasant Street
Tel: 752-5500 or Fax: 752-5536

Claremont:

404 Washington Street
Tel: 543-3111 or Fax: 543-3113

Concord:

45 South Fruit Street
Tel: 228-4100 or Fax: 229-4353

Conway:

518 White Mountain Highway
Tel: 447-5924 or Fax: 447-5985

Keene:

149 Emerald Street, Suite Y
Tel: 352-1904 or Fax: 352-1906

Laconia:

426 Union Avenue
Tel: 524-3960 or Fax: 524-3963

Tilton:

NH State Veteran's Home
139 Winter Street
1st and 3rd Friday

Littleton:

646 Union Street, Suite 100
Tel: 444-2971 or Fax: 444-6245

Manchester:

300 Hanover Street
Tel: 627-7841 or Fax: 627-7982

Nashua:

6 Townsend West
Tel: 882-5177 or Fax: 880-5256

Portsmouth:

2000 Lafayette Road, Route 1
Tel: 436-3702 or Fax: 436-3754

Salem:

29 South Broadway
Tel: 893-9185 or Fax: 893-9212

Somersworth

6 Marsh Brooke Drive
Tel: 742-3600 or Fax: 749-7515

Woodsville:

American Legion Post # 20
4 Ammonoosuc Street
1st and 3rd Tuesday

OFFICE OF WORKFORCE OPPORTUNITY (OWO)

Tel: 603-271-7275 Fax: 603-271-6578

Homepage: <http://www.nhworks.org/>

The OWO works to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state's education, employment and training programs together into a workforce development system that will provide the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence. This system is known as NHWORKS and provides access to postsecondary technical training, employment, job search assistance, job training, retraining, adult literacy, and labor market aids

APPRENTICESHIPS/ ON-THE-JOB-TRAINING

Apprenticeship Training

A skilled occupation learned through a structured, systematic program of supervised on-the-job training to learn necessary manual, mechanical, or technical skills

May include theoretical related instruction

Normally two to five years in length (normally fulltime)

Occupation clearly identified and commonly recognized throughout an industry

On-the-Job-Training

A skilled occupation is learned under the supervision of a skilled worker in a practical, hands-on way

Six months to two years in length (normally fulltime)

How to Begin

Determine the occupations within your company that may be trained by apprenticeship or on-the-job training programs

Determine whether veterans, eligible dependents, National Guardsmen, or Reservists are currently employed in any of those positions. As a general rule, veterans have fifteen (15) years after their date of discharge to be eligible to use their GI Bill benefits

Contact the Veterans State Approvals function of the Commission to determine if those programs can be approved and schedule a visit from one of our specialists at the local office to complete the required forms, and enroll the individual(s).

US DEPARTMENT OF LABOR – OFFICE OF APPRENTICESHIP

Tel: 603-225-1444 or Fax: 603-226-7761

55 Pleasant Street, Concord, NH 03301

Homepage: http://www.doleta.gov/oa/eta_default.cfm

The National Apprenticeship Training Program is designed to provide the systematic skills training that will lead individuals to profitable employment in a wide variety of occupations. Apprenticeship training combines on-the-job training with related classroom instruction in all aspects of an occupation, resulting in broad-based technical skills supported by theoretical knowledge. The Office of Apprenticeship helps to secure the training needed for those skilled occupations required by employers, unions, and other organizations. It coordinates federal, labor, and other resources to create a clear training-to-employment partnership.

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE (CCSNH)

Website: <http://ccsnh.edu/>

CCSNH is New Hampshire's statewide system of two-year colleges, offering associate degrees, professional training, and transfer pathways to four-year degrees.

UNIVERSITY SYSTEM OF NEW HAMPSHIRE (USNH)

<http://www.usnh.edu/>

Dunlap Center

25 Concord Road, Durham, NH 03824-3545

603-862-1800

USNH has a core commitment to students and student learning, focused on serving the higher educational needs of the people of New Hampshire. It regularly evaluates those needs, its institutional offerings, and how and where programming is delivered

NH BUREAU OF CAREER DEVELOPMENT

<http://education.nh.gov/career/career/>

21 South Fruit Street, Suite 20, Concord, NH 03301

Tel: 603-271-3867, Fax: 603-271-4079

The Bureau of Career Development promotes career and technical education as a total educational philosophy to ensure that every citizen graduates from high school ready and prepared for higher education and the world of work. It provides leadership and support for the career and technical education (CTE) system at both secondary and postsecondary levels. This system provides education in career pathways leading to further education and employment opportunities.

VETERANS' EDUCATIONAL ASSISTANCE PROGRAM (VEAP)

VEAP is available if you elected to make contributions from your military pay to participate in this education benefit program. You may use these benefits for degree, certificate, correspondence, apprenticeship/on-the-job training programs, and vocational flight training programs. In certain circumstances, remedial, deficiency, and refresher training may also be available.

THE GI BILL

Website: http://www.gibill.va.gov/benefits/montgomery_gibill/active_duty.html

On June 22, 1944, President Franklin Delano Roosevelt signed into law one of the most significant pieces of legislation ever produced by the United States government: The Service members' Readjustment Act of 1944, commonly known as the GI Bill of Rights. By the time the original GI Bill ended in July 1956, 7.8 million World War II veterans had participated in an education or training program and 2.4 million veterans had home loans backed by VA. Today, the legacy of the original GI Bill lives on in the Montgomery GI Bill.

THE POST - 9/11 GI BILL

The Post 9/11 GI Bill is a new education benefit program for individuals who served on active duty on or after September 11, 2001. The benefits are payable for training pursued on or after August 1, 2009.

VOW to Hire Heroes Act 2011

Website: <http://www.benefits.va.gov/VOW>

The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 provides seamless transition for Service members, expands education and training opportunities for Veterans, and provides tax credits for employers who hire Veterans with service-connected disabilities.

VOCATIONAL REHABILITATION BENEFITS FOR UNEMPLOYED VETERANS

Website: <http://benefits.va.gov/VOW/JobTraining.htm>

Veterans with a service-connected disability who previously completed a VA vocational rehabilitation program and have exhausted their initial claim for unemployment benefits may qualify for another 12 months of VA vocational rehabilitation benefits.

You must have previously completed a VA Vocational

Rehabilitation and Employment program and been considered "rehabilitated"

You must apply within six months of using up your initial claim for unemployment benefits. You can still collect extended or emergency unemployment if you qualify for those benefits

You can apply now, but cannot start education or training until June 1, 2012

You must apply to VA by March 31, 2014.

RESERVE EDUCATIONAL ASSISTANCE PROGRAM (REAP)

Website: http://www.gibill.va.gov/benefits/other_programs/reap.html

REAP makes certain reservists who were activated for at least 90 days after September 11, 2001 are either eligible for education benefits or eligible for increased benefits. REAP was established as a part of the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005. It is designed to provide educational assistance to members of Reserve components called or ordered to active duty in response to a war or national emergency (contingency operation) as declared by the President or Congress. The Secretaries of each military service, DOD, and Department of Homeland Security (Coast Guard) will determine eligibility and establish the program to provide educational assistance to members of the Reserves of the armed forces. The Department of Veterans' Affairs will administer the program and pay benefits from funds contributed by the DOD.

SURVIVORS' AND DEPENDENTS' EDUCATIONAL ASSISTANCE PROGRAM (DEA)

Website: http://www.gibill.va.gov/benefits/other_programs/dea.html

Dependents' Educational Assistance provides education and training opportunities to eligible dependents of certain veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship, and on-the-job training. If you are a spouse, you may take a correspondence course. Remedial, deficiency, and refresher courses may be approved under certain circumstances. 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.

NATIONAL CALL TO SERVICE PROGRAM

This National Call to Service Incentive program requires a participant to perform a period of national service to be eligible for benefits. It is a Department of Defense program that is administered by VA

For more information, see the National Call fact sheet at:

<http://www.gibill.va.gov/documents/pamphlets/summary-ofnational-call-to-service-program.pdf>

Or go to:

http://www.gibill.va.gov/benefits/other_programs/national_call_to_service_program.html

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT OF 1994 (USERRA)

Website: http://www.dol.gov/vets/programs/userra/userra_fs.htm

USERRA protects civilian job rights and benefits for veterans and members of Reserve components. USERRA establishes the cumulative length of time that an individual may be absent from work for military duty and retain reemployment rights to five years, with accommodation for longer absences in cases of national emergencies. USERRA provides protection for disabled veterans, requiring employers to make reasonable efforts to accommodate the disability. USERRA provides that returning service-members are reemployed in the job that they would have attained had they not been absent for military service (the long-standing “escalator” principle), with the same seniority, status and pay, as well as other rights and benefits determined by seniority. USERRA also requires that reasonable efforts (such as training or retraining) be made to enable returning service members to refresh or upgrade their skills to help them qualify for reemployment.

SELF EMPLOYMENT AND SMALL BUSINESS DEVELOPMENT

Website: <http://www.va.gov/osdbu/>

The Department of Veteran Affairs’ Veteran Benefits Administration Vocational Rehabilitation and Employment Service (VR&E) in partnership with the Small Business Administration (SBA) and the Association of Small Business Development Centers (SBDC) co-jointly provide entrepreneurial assistance to qualified, service-connected disabled veterans participating in a VR&E program. The joint mission is to support a qualified veteran who is exploring business ownership, expanding a business or moving into the Federal marketplace.

U.S. SMALL BUSINESS ADMINISTRATION (SBA)

55 Pleasant Street.
Room 3101,
Concord, NH 03301
Tel: 603-225-1601 Fax: 202-481-4629

Website: www.sba.gov/nh

The US SBA was created in 1953 as an independent agency of the federal government to aid, counsel, assist and protect the interests of small business concerns; to preserve free competitive enterprise; and to maintain and strengthen the overall economy of our nation. Small business is critical to our economic recovery and strength, to building America’s future, and to helping the United States compete in today’s global marketplace.

INDEPENDENT LIVING PROGRAM (ILP)

Website: http://www.benefits.va.gov/vocrehab/independent_living.asp

ILP assists eligible veterans to live independently, to the maximum extent possible, and participate in family and community life, increasing their potential to return to work. Veteran's whose service-connected disabilities are so severe they are currently unable to pursue an employment goal may qualify for ILP.

SECTION IX – LEGAL ASSISTANCE

In seeking legal assistance or legal advice, it is important to remember that most state law is state-specific, and the law in the state in which you live or where the legal issue occurred governs most common legal problems. When looking for legal help, make sure that the information you find applies to your state and that the lawyer or other service provider is qualified to practice in your state. Below are some resources to get you started:

NEW HAMPSHIRE LEGAL ASSISTANCE

Administration 603-224-4107

Berlin 800-698-8969

Claremont 800-562-3994

Concord 800-921-1115

Littleton 800-548-1886

Manchester 800-562-3174

Nashua 800-517-0577

Portsmouth 800-334-3135

Homepage: <http://www.nhla.org/>

(NHLA) is a non-profit law firm offering legal services in civil matters to seniors and eligible low-income persons. NHLA provides high quality legal services to vulnerable low-income people, ranging from simple legal information and advice to vigorous and thorough representation in all of New Hampshire's courts and before many of the local, state and federal agencies which play large roles in the lives of low-income people. In providing legal services to the poor, NHLA helps balance the scales of justice for all citizens.

LEGAL ADVICE AND REFERRAL CENTER

Tel: 800-639-5290 or 603-224-3333 Fax: 603-224-6067
48 South Main Street, Concord, NH 03301

Homepage: <http://www.larcnh.org/Home/PublicWeb>

New Hampshire's community of legal services has supported the Legal Advice and Referral Center. The Legal Advice & Referral Center, New Hampshire Legal Assistance, the Pro Bono Program of the New Hampshire Bar Association, the Disabilities Rights Center, the Civil Practice Clinic at Pierce Law, and the New Hampshire Public Defender provide representation, legal advice, information and support to clients with legal problems in New Hampshire.

American Bar Association

Homepage: <http://www.americanbar.org/aba.html>

Provides information for attorneys and the public including a Lawyer Referral and Information Service.

NEW HAMPSHIRE BAR ASSOCIATION

2 Pillsbury Street, Suite 300, Concord NH 03301
Tel: 603-224-6942 Fax: 603-224-2910
email: NHBAinfo@nhbar.org

Homepage: <http://www.nhbar.org/>

Lawyer Referral Service provides attorney referrals to members of the public who have legal problems/issues (from personal injury and consumer matters to family law) and can afford to pay for legal services. 603-229-0002 or LRSReferral@nhbar.org

Reduced-Fee Referral Program connects lower-income individuals – able to pay something for an attorney's services – with lawyers providing legal services at reduced rates. Applicants may apply online at the NH Bar website, phone 603-715-3290 or email ReducedFee@nhbar.org

Pro Bono Referral Program links low-income people with volunteer attorneys who provide free legal services in family law, bankruptcy, consumer, housing and senior citizen matters. Most individuals must apply through the Legal Advice and Referral Center (see above)

CHECKLIST:

- Make a list of your needs.
- Ask about classes or resources to help plan for release.
- Learn about available housing options in your local area.
- Learn about job resources and create a plan to find a job.
- Learn about health care programs and what services are available to you.
- Learn about the resources available for substance abuse and mental health treatment in your area.
- Learn about your options to get financial assistance and to take care of other legal issues.
- Make a list of who may be able to help you.
- Contact organizations regarding the services they offer.
- Write down the steps you take so that you do not repeat them.
- Learn about resources for women Veterans.

VETERANS BENEFITS:

- If you are not currently receiving benefits, find out if you are eligible.
- Contact a Veterans Service Organization to represent you and help you file a claim.
- If you are receiving benefits, notify the VA when you go to prison to avoid an overpayment.
- Apply for an apportionment so that some of your benefits may be given to eligible family members.
- Notify the VA immediately when released to reinstate your receipt of benefits.

FORMS

Below are brief descriptions of forms needed to file for certain VA benefits: Be sure that you use a return address where mail will get to you as quickly as possible. Make photocopies of all forms for your records before sending your packet to the VA Regional Office (VARO) nearest you. Your HCRV Specialist will also be able to obtain these forms for you as needed and will be able to assist you with completion of them when you are preparing for your release from custody.

VA Form 21-536 – Veterans Application for Compensation and/or Pension:

The veteran must file to apply for compensation or pension benefits. Mail your DD-214 and the following forms to the VARO nearest your release destination 30-45 days before release.

VA Form 21-4142 – Authorization and Consent to Release Information to the

Department of Veterans Affairs: If you have received medical or mental health care that may be relevant to your claim from anyone other than a VA Medical Center, you need to fill out this form for each care provider you have received treatment at giving permission for release of medical records to the VA.

VA Form 10-10EZ – Application for Health Benefits: This is the form that you need to submit, along with a copy of your DD214, in order to initially enroll in VA healthcare. Complete the form and bring it with you to your nearest VA medical center where you wish to receive treatment.

VA Form 10-10EZR – Health Benefits Renewal Form: This is the form that you need to update your personal, insurance, or financial information after you are enrolled in VA healthcare. The information provided will be used by VA to determine your continued eligibility for medical benefits. This form should be completed on a yearly basis.

DD Form 293 – Application for the Review of Discharge from the Armed Forces of the United States:

This is the form that you will need if you are requesting review of your military service for possible upgrade in discharge status. This form is used if you separated from service **within the last 15 years**.

DD Form 149 – Application for Correction of Military Record under the Provisions of Title 10, U.S. Code, Section 1552 – This is the form that you will need if you are requesting review of your military service for possible upgrade in discharge status if you separated from service **over 15 years ago**.

SF-180 – Application for Request of Military Records: This form will need to be completed if you need to request a certified copy of your DD214 from your branch of service or from the National Personnel Records Center in St. Louis, Missouri.