



OFFICE OF CONGRESSMAN RAUL RUIZ, M.D.

# CALIFORNIA 36<sup>TH</sup> DISTRICT VETERAN'S RESOURCE BOOK



2013

# BIOGRAPHY



U.S. Representative Raul Ruiz, M.D., grew up in the community of Coachella, California, where both of his parents were farm workers. Dr. Ruiz achieved his lifelong dream of becoming a physician through public education. After graduating from Coachella Valley High School, Dr. Ruiz graduated magna cum laude from UCLA. He went on to Harvard Medical School, where he earned his Medical Degree, as well as a Masters of Public Policy from the Kennedy School of Government and a Masters of Public Health from the School of Public Health, becoming the first Latino to earn three graduate degrees from Harvard University.

He completed his Residency in Emergency Medicine at the University of Pittsburgh and a Fellowship in International Emergency Medicine at the Harvard Humanitarian Initiative. During his training, Dr. Ruiz served as a consultant to the

Ministries of Health of both Serbia and El Salvador.

Dr. Ruiz returned home after completing his medical training and began working as an Emergency Physician at Eisenhower Medical Center. Recognizing the physician shortage crisis in the Coachella Valley, Dr. Ruiz started Future Physician Leaders, a pre-medical mentorship program for young aspiring doctors, which has grown to include over 200 local students.

The program became part of the University of California, Riverside School of Medicine, where Dr. Ruiz served as a Senior Associate Dean. Through the group Volunteers in Medicine, he helped to open a free clinic to help underserved communities in the Coachella Valley.

In 2010, Dr. Ruiz started the Coachella Valley Healthcare Initiative, which brought together stakeholders from across the region to address the local healthcare crisis. He has also worked internationally in the medical community. In 2010, Dr. Ruiz flew to Haiti immediately following the 2010 earthquake and served as the Founding Medical Director for the J/P Haitian Relief Organization. The U.S. Army's 82nd Airborne awarded him the Commanders Award for Public Service for his work in Haiti.

Dr. Ruiz continued his work as an Emergency Doctor until he was elected to the U.S. House of Representatives in 2012. He represents California's 36th District, which includes the entire Coachella Valley, as well as the cities of Banning, Beaumont, Blythe, Hemet and San Jacinto. He resides in Palm Desert, CA.

Dr. Ruiz currently serves on the House Committee on Natural Resources and the House Committee on Veterans' Affairs.

# CONTACT INFORMATION



## Office of Congressman Raul Ruiz, M.D.

### Washington, DC

1319 Longworth Building  
Washington, DC 20515  
Phone: 202-225-5330  
Fax: 202-225-1238

### Palm Springs

777 E. Tahquitz Canyon Way, #338  
Palm Springs, CA 92262  
Phone: 760-424-8888  
Fax: 760-424-8993

### Indio

45691 Monroe St., #2  
Indio, CA 92201  
Phone: 760-989-4111  
Fax: 760-289-7234

### Hemet

445 E. Florida Ave.  
Hemet, CA 92543  
Phone: 951-765-2304  
Fax: 951-765-3784



# TABLE OF CONTENTS

Page 01	DIRECTORY OF VETERANS SERVICE OFFICERS
Page 02	DIRECTORY OF VETERANS SERVICE ORGANIZATIONS
Page 13	VETERANS AFFAIRS HEALTH CARE SYSTEM, LOMA LINDA
Page 14	VETERANS AFFAIRS HEALTH CARE SYSTEM SERVICES
Page 15	APPLY FOR VA HEALTH BENEFITS
Page 17	COMPENSATION BENEFITS
Page 20	AFFORDABLE CARE ACT
Page 21	ALCOHOL AND DRUG TREATMENT CENTERS
Page 24	SUICIDE PREVENTION
Page 25	CEMETERY AND BURIAL BENEFITS
Page 31	EDUCATION BENEFITS FOR VETERANS
Page 33	EDUCATION PROGRAMS FOR VETERANS
Page 40	EMPLOYMENT SERVICES
Page 44	HOMELESS VETERANS AND HOUSING ASSISTANCE
Page 48	SUPPORT FOR INCARCERATED VETERANS
Page 49	LICENSE PLATE PROGRAM
Page 51	MILITARY RECORDS
Page 54	VOLUNTEER SERVICES
Page 55	WOMEN AND MINORITY VETERANS
Page 57	CALVETS PROGRAMS
Page 59	LOMA LINDA VA HOSPITAL PATIENTS' FEEDBACK GUIDE
Page 61	DATES TO REMEMBER
Page 62	INDEX AND REFERENCES

# Directory of Veterans Service Officers



When you come into the County Veterans Services Office you will be referred to a service officer for assistance. The County Veterans Service Officer has a compassionate understanding of the problems, which confront veterans, widows, widowers, and children. The County Veterans Service Officer knows the extent, the meaning and the application of laws that have been passed by the U.S. Congress in the interests of veterans and their dependents. They also know the rules and regulations adopted by the Department of Veterans Affairs to clarify and implement those laws. The County Veterans Service Officer will apply specialized knowledge in the best way suited to the needs of every individual veteran or other beneficiary who comes to the office for assistance.

## RIVERSIDE

**William J. Earl, County Veterans Service Officer**  
**Grant Gauche, Veteran Service Representative**  
**County of Riverside Department of Veterans' Services**

4360 Orange Street  
 Riverside, CA 92501  
 (800) 481-2101  
 (951) 276-3060  
 (951) 376-3063

Hours: Monday-Thursday, 8:00AM – 5:00PM

## INDIO

**Clinton Hollis, Veteran Service Representative**  
**County of Riverside Department of Veterans' Services**

44-199B Monroe Street  
 Indio, CA 92201  
 (800) 481-2101  
 (760) 863-8266  
 (760) 863-8478

Hours: Monday-Thursday, 8:00AM – 5:00PM

## HEMET

**Jeannette Phillips, Veteran Service Representative**  
**County of Riverside Department of Veterans' Services**

749 North State Street  
 Hemet, CA 92544  
 (800) 481-2101  
 (951) 766-2566  
 (951) 766-2567

Hours: Monday-Thursday, 8:00AM – 5:00PM



# Directory of Veterans Service Organizations



Listing of Congressionally chartered and other Veterans Service Organization recognized by the Secretary for the purpose of preparation, presentation, and prosecution of claims under laws administered by the Department of Veterans Affairs, as provided in Section 5902 (formerly Section 3402) of Title 38, United States Code (U.S.C.) and Sub Section 14.628 (a) and (c) f 38 C.F.R.

## American Ex-Prisoners of War

A not-for-profit, congressionally-chartered VSO advocating for former prisoners of war and their families.

### National Headquarters

3201 East Pioneer Parkway #40  
Arlington, TX 76010  
Phone: (817) 649-2979  
Fax: (817) 649-2980  
Point of Contact: Clydie Morgan  
E-mail: [hq@axpow.org](mailto:hq@axpow.org)  
[www.axpow.org](http://www.axpow.org)

**Department of California**  
37231 Turnberry Isle Drive  
Palm Desert, CA 92211  
(760) 202-1329  
Commander: Alice Gollin

**Coachella Valley Chapter**  
37231 Turnberry Isle Drive  
Palm Desert, CA 92211  
(760) 202-1329  
Commander: Morton Gollin

## American GI Forum of the U.S.

To alleviate, through education, unfortunate conditions and situations within our communities and those conditions affecting Veterans and families.

### National Headquarters

2807 North Speer Boulevard  
Denver, CO 80211  
Phone: (303) 458-1700  
Fax: (303) 485-1634  
Point of Contact: Albert Gonzales  
(719) 634-3901  
(719) 460-3201  
E-mail: [Jaq1000@comcast.net](mailto:Jaq1000@comcast.net)  
Website: [www.agif.us](http://www.agif.us)

**Moreno Valley Chapter**  
24429 Groven Lane  
Moreno Valley, CA 92557  
(951) 675-1489  
Point of Contact: Danny Morales

## The American Legion

### National Headquarters

P.O. Box 1055  
Indianapolis, IN 46206  
Phone: (317) 630-1200  
Fax: (202) 861-2786  
E-mail: [Psgaytan@legion.org](mailto:Psgaytan@legion.org)  
Website: [www.legion.org](http://www.legion.org)

### Banning / San Gorgonio Pass

**San Gorgonio Pass, CA Post 428**  
70 South 1st Street  
Banning, CA 92220  
(951) 849-9102  
E-mail: [legionpost428@yahoo.com](mailto:legionpost428@yahoo.com)  
Commander: Donald Romero

### Palm Springs

**Owen Coffman, CA Post 519**  
400 North Belardo Road  
Palm Springs, CA 92262  
(760) 325-6229  
E-mail: [ernest.soares@yahoo.com](mailto:ernest.soares@yahoo.com)  
Commander: Ernest Soares

### Blythe

**Post 24**  
137 North Ash Street  
Blythe, CA 92225  
(760) 922-2254  
E-mail: [amlegion24@hotmail.com](mailto:amlegion24@hotmail.com)  
Commander: Mark Razo

### San Jacinto

**San Jacinto, CA Post 848**  
312 East Main Street  
San Jacinto, CA 92581  
(951) 487-1664  
E-mail: [legionpost848@yahoo.com](mailto:legionpost848@yahoo.com)  
Commander: George Evans

### Hemet

**Harold W. Wyland, CA Post 53**  
124 N. Ramona St.  
Hemet, CA 92546  
(951) 658-2436  
E-mail: [alpost53@yahoo.com](mailto:alpost53@yahoo.com)  
Commander: Don Simpson

### Indio

**Herman Granados, CA Post 739**  
44200 Sun Gold Street  
Indio, CA 92201  
(760) 347-4710  
Commander: Steven Waggoner

### Idyllwild

**Idyllwild, CA Post 800**  
12167 California Street  
Idyllwild, CA 92549  
(951) 659-3517  
E-mail: [alpost800@gmail.com](mailto:alpost800@gmail.com)  
Commander: Ron Draper

### Yucaipa

**Yucaipa Valley, CA Post 426**  
54360 Marian View Drive  
Yucaipa, CA 92399  
(909) 790-4030  
E-mail: [americanlegionpost426@verizon.net](mailto:americanlegionpost426@verizon.net)  
Commander: Dan Lopez

## AMVETS Department of California

To enhance and safeguard the entitlements for all American Veterans who have served honorably and to improve the quality of life for them, their families, and the communities where they live through leadership, advocacy and services.

**National Headquarters**  
4647 Forbes Boulevard  
Lanham, MD 20706-4380  
Phone: (301) 459-9600  
Fax: (301) 459-7924  
Point of Contact: Stewart Hickey  
(301) 459-9600  
E-mail: [amvets@amvets.org](mailto:amvets@amvets.org)  
Website: [www.amvets.org](http://www.amvets.org)

**Palm Springs Post 66**  
P.O. Box 5163  
Palm Springs, CA 92263  
(760) 835-8027  
Point of Contact: Phillip Watts  
Email: [pwamvets66@aol.com](mailto:pwamvets66@aol.com)

Meeting Time & Location:  
3rd of each month, 12 PM  
400 North Belardo Road  
Palm Springs, CA 92262  
Phone: (760) 323-9108

## Associates of Vietnam Veterans of America

Associates of Vietnam Veterans of America (AVVA) began as a national, nonprofit membership and service organization dedicated to advancing the awareness of issues affecting Vietnam veterans, their families, and their communities. Since that time, we have evolved into an organization that has become cognizant and responsive to the problems affecting all veterans.

**National Headquarters**  
8719 Colesville Road  
Silver Springs, MD 20910  
Phone: (301) 585-4000  
Fax: (301) 585-0519  
Point of Contact: Nancy Switzer  
(585) 737-2169  
E-mail: [switzer3@frontiernet.net](mailto:switzer3@frontiernet.net)  
Website: [www.avva.org](http://www.avva.org)

**California - Region 9**  
P.O. Box 3007  
Riverside, CA  
(209) 928-3848  
Point of Contact: Dick Southern (Director)  
Phone: (951) 231-7268  
Cell: (951) 681-9531  
Point of Contact: Steve & Elayne Mackey  
Email: [mmm4evr1@aol.com](mailto:mmm4evr1@aol.com)

## Blue Star Mothers of America, INC

The Blue Star Mothers of America is a non-partisan, non-political, non-sectarian, non-discriminatory and non-profit organization. Members of the Blue Star Mothers of America have a son or daughter currently serving in a Combat Zone.

### National Headquarters

5533 Terra Granada #1A

Walnut Creek, CA 94595

Phone: (925) 708-3691

Point of Contact: Patricia J. Soler, National President

E-mail: [president@bluestarmothers.org](mailto:president@bluestarmothers.org)

Website: [www.bluestarmothers.org](http://www.bluestarmothers.org)

### CA25 Rim of the World

P.O. Box 42

Running Springs, CA 92382

(909) 205-5776

Chapter President: Ruth Vivas & Julie Reyes

Email: [momofjjc@yahoo.com](mailto:momofjjc@yahoo.com)

Website: [www.rotwbluestarmoms.com](http://www.rotwbluestarmoms.com)

Area Served: San Bernardino

### Meeting Time & Location:

1st Monday of every month-6:30p.m.

Arturo's Restaurant,

27159 St. HWY 189

Blue Jay, CA

### CA30 Blue Star Mothers H.O.M.E.

1275 Magnolia Ave, Suite 103

Corona, CA 92879

(951) 347-9234

Chapter President: Teri Figueroa

Email: [TeriFigueroaBSM@aol.com](mailto:TeriFigueroaBSM@aol.com)

Website: [www.BlueStarMothersHOME.org](http://www.BlueStarMothersHOME.org)

Area Served: Riverside County, Inland Empire

### Meeting Time & Location:

Second Monday of every month, 7:00 PM

Blue Star Mothers HOME, CA30 office,

1275 Magnolia Ave, Suite 103,

Corona, CA

## USO Palm Springs Airport

This conveniently located facility (adjacent to the baggage claim) features all the amenities and comfort of a modern commercial airline lounge. It is open daily from 8 a.m. until midnight. An all-volunteer staff supports its operations. We do everything possible to ensure our troops have a safe and comfortable place to relax while traveling through Palm Springs to US or worldwide destinations.

3400 East Tahquitz Canyon Way #9

Palm Springs, CA 92262

Phone: (760) 866-1100

Fax: (760) 866-1160

URL: [www.palmspringsuso.com](http://www.palmspringsuso.com)

## Disabled American Veterans

The 1.2 million-member Disabled American Veterans (DAV) is a non-profit 501(c)(4) charity dedicated to building better lives for America's disabled veterans and their families.

**National Headquarters**  
 3725 Alexandria Pike  
 Cold Spring, KY 41076  
 Phone: (859) 441-7300  
 Fax: (202) 554-3581  
 Point of Contact: Barry A. Jesinoski  
 (202) 554-3501  
 Website: <http://www.dav.org>

**Palm Springs Chapter, Palm Springs #66**  
 (760) 329-9692  
 Point of Contact: Doug Turnwall

Meeting Time & Location:  
 1st Saturday at 10:30am  
 400 North Belardo Road  
 Palm Springs, CA 92263

**Palm Desert Chapter, Indio #78**  
 (760) 360-0396  
 Point of Contact: Seymour "Sy" Kaplan

Meeting Time & Location:  
 1st Tuesday at 5:00pm  
 Coco's Restaurant  
 78375 Varner Road, Suite 6027  
 Palm Desert, CA 92211  
 Phone: (760) 360-9045

## Gold Star Wives of America, INC.

An organization of widows and widowers whose spouses died while on active duty in the military services or as the result of a military service connected cause.

**National Headquarters**  
 P.O. Box 361986  
 Birmingham, AL 35236-1986  
 Phone: (205) 823-1778  
 Fax: (205) 823-2760  
 Point of Contact: Patti Termini (President)  
 (480) 861-9649  
 E-mail: [info@goldstarwives.org](mailto:info@goldstarwives.org)  
 Website: <http://www.goldstarwives.org>

**Inland Empire Chapter**  
 31710 Colenovelde Street  
 Temecula, CA 92592  
 Phone: 951.302.7144  
 POC: Dee Dee Rodler  
 Email: [DDRodler@roadrunner.com](mailto:DDRodler@roadrunner.com)

## Marine Corps League

The only Congressionally chartered United States Marine Corps-related veterans' organization in the United States.

**National Headquarters**  
8626 Lee Highway, Suite 201  
Fairfax, VA 22031  
Phone: (805) 692-2244  
Point of Contact: Michael Blum  
[execdir@mcleague.org](mailto:execdir@mcleague.org)  
E-mail: [mthoburn@mcleague.org](mailto:mthoburn@mcleague.org)  
Website: [www.mcleague.com](http://www.mcleague.com)

### **Marine Corps League Detachment 1156**

(760) 772-7616  
Point of Contact: Gilbert J. Sandoval  
Email: [e9usmc@verizon.net](mailto:e9usmc@verizon.net)  
P.O. Box 3282  
Cathedral City, CA 92234

### Meeting Time & Location:

1st Saturday at 11:00am  
Desert Willow Country Club  
Country Club Drive  
Palm Desert, CA 92235

## Military Order of the Purple Heart of the USA, INC

The Military Order of the Purple Heart Service Program exists to assist Veterans, All veterans, in working with the VA and filing claims for the many benefits that are available. You do NOT need to be a Member of the Purple Heart Organization to seek assistance.

**National Headquarters**  
5413 B7C Backlick Road  
Springfield, VA 22151-3960  
Phone: (703) 642-5360 – (703) 354-2140  
Fax: (703) 642-2054 – (703) 642-1841  
Point of Contact: John P. Leonard III  
(703) 354-2140  
E-mail: [info@purpleheart.org](mailto:info@purpleheart.org)  
Website: [www.purpleheart.org](http://www.purpleheart.org)

### **PFC Ming Sun Chapter #755**

Point of Contact: Justin J. Gardiner  
(760) 567-0442  
Email: [psph755@gmail.com](mailto:psph755@gmail.com)

### Meeting Time & Location:

Call for details  
American Legion 519  
400 North Belardo Road  
Palm Springs, CA 92262  
Phone: (760) 325-6229

## Military Officers Association of America (MOAA)

MOAA is the nation's largest and most influential association of military officers. It is an independent, nonprofit, politically nonpartisan organization with more than 380,000 members from every branch of service. They are the leading voice on compensation and benefit matters for all members of the military community.

### **National Headquarters**

201 North Washington Street  
Alexandria, VA 22314

Phone: (703) 549-2311 – (800) 234-6622

Fax: (703) 838-8173

Point of Contact: VADM Norbert R. Ryan, Jr. USN, (Ret)  
(800) 234-6622

E-mail: [msc@moaa.org](mailto:msc@moaa.org)

Website: [www.moaa.org](http://www.moaa.org)

### **MOAA, Palm Springs**

P.O. Box 926

La Quinta, CA 92247

Point of Contact: Michael Dulac  
(760) 399-9433

Email: [mikedulac@dc.rr.com](mailto:mikedulac@dc.rr.com)

### **Meeting Time & Location:**

3rd Friday at 11:30am (Oct-May)

Desert Falls Country Club

1111 Desert Falls Pkwy

Palm Desert, CA 92211

Phone: (760) 340-5646

### **Meeting Time & Location:**

3rd Friday at 11:30am (June-Sept)

Mimis Café

71861 California Hwy 111

Rancho Mirage, CA 92270

Phone: (760) 836-3905

### **Southwest Riverside County**

38584 Lochinvar Court

Murrieta, CA 92562

Point of Contact: LCDR Michael Nichols  
(818) 326-0668

Email: [doctor@whentime.com](mailto:doctor@whentime.com)

### **Meeting Time & Location:**

2nd Tues at 6:00pm

Bear Creek Golf Course

Murrieta, CA

## VFW Ladies Auxiliaries

Established 1914. The members of the Ladies Auxiliary to the Veterans of Foreign Wars live by the motto, "Honor the dead by helping the living."

### **National Headquarters**

406 West 34<sup>th</sup> Street, 10<sup>th</sup> Floor,

Kansas City, MO 64111

Phone: (816) 561-8655

Fax: (816) 931-4753

Email: [info@ladiesauxvfw.org](mailto:info@ladiesauxvfw.org)

## Veterans of Foreign Wars of the United States

To foster camaraderie among United States veterans of overseas conflicts. To serve our veterans, the military, and our communities. To advocate on behalf of all veterans.

### **National Headquarters**

406 West 34th Street Suite 500  
Kansas City, MO 64111  
Phone: (816) 756-3390  
Fax: (202) 543-6719 (Executive Director)  
Fax: (202) 547-3196 (Dir. National Vet Svc.)  
Point of Contact: Robert E. Wallace  
Website: [www.vfw.org](http://www.vfw.org)

### **Anza**

**Post 1873 Anza Valley Post**  
P.O. Box 390433  
Anza, CA 92539  
Phone: (951) 763-4439  
Commander: Lenton Garrison  
(805) 312-0798  
Email: [roadsideafmc@aol.com](mailto:roadsideafmc@aol.com)  
Quartermaster: Michael Mrsny  
(805) 890-9218  
Email: [mike.mrsny08@gmail.com](mailto:mike.mrsny08@gmail.com)

### **Beaumont**

**Post 233 Desert Edge Post**  
450 East 4th Street  
Beaumont, CA 92223  
Phone: (951) 845-7807  
E-mail: [vfwpost233@verizon.net](mailto:vfwpost233@verizon.net)  
Commander: David Tedrow  
(951) 692-2081  
Email: [davidtedrow@msn.com](mailto:davidtedrow@msn.com)  
Quartermaster: Seth Eberhar  
(951) 849-2327  
Email: [eberhardt.seth@gmail.com](mailto:eberhardt.seth@gmail.com)

### **Blythe**

**Post 2987 Capt. Jacob E. Baker Post**  
148 North First Street  
Blythe, CA 92225  
Phone: (760) 922-3830  
E-mail: [qmvfwpost2987@yahoo.com](mailto:qmvfwpost2987@yahoo.com)  
Commander: Patricia Howard  
Quartermaster: George Ellis

### **Cathedral City**

**Post 10149 Ken Joyce Cathedral City Post**  
68845 Perez Road #14B  
Cathedral City, CA 92234  
Phone: (760) 324-2306  
E-mail: [vfw10149@verizon.net](mailto:vfw10149@verizon.net)  
Commander: Tim Smith  
Quartermaster: Douglas Calvin

### **Desert Hot Springs**

**Post 1534 Joseph L. Stone Post**  
P.O. Box 777  
Desert Hot Springs, CA 92240  
Phone: (760) 671-6185  
E-mail: [vfw1534@gmail.com](mailto:vfw1534@gmail.com)  
Commander: George Mader  
Quartermaster: John Barrett

### **Hemet**

**Post 12020 Hemet Post**  
1525 West Oakland Ave #17  
Hemet, CA 92543  
Phone: (951) 658-2868  
Commander: Louis Morales  
(951) 658-2868  
Email: [louieliouie194@yahoo.net](mailto:louieliouie194@yahoo.net)  
Quartermaster: Donald Shaddoox  
(951) 440-8032

**Veterans of Foreign Wars of the United States**

<p align="center"><b><u>Indio</u></b></p> <p><b>Post 3699 Bill Huntington Post</b>          38172 Jefferson Street          Indio, CA 92203          Phone: (760) 922-3830          Commander: Patricia Howard          Quartermaster: George Ellis</p>	<p align="center"><b><u>Joshua Tree</u></b></p> <p><b>Post 7264 Joshua Tree Post</b>          6402 Veterans Way          Joshua Tree, CA 92252          Phone: (760) 366-2717          Commander: Buck Pruitt          Quartermaster: Chris Cowan</p>
<p align="center"><b><u>San Jacinto</u></b></p> <p><b>Post 2266 Harbour-Record Post</b>          1891 South Santa Fe Avenue          San Jacinto, CA 92583          Phone: (951) 925-3523          Fax: (951) 925-7000          E-mail: <a href="mailto:vfwpost2266@yahoo.com">vfwpost2266@yahoo.com</a>          Commander: Dave Miller          Quartermaster: Brian Harman</p>	<p align="center"><b><u>Temecula</u></b></p> <p><b>Post 4089 Temecula Valley Post</b>          28075 Diaz Road Temecula, CA 92590          Phone: (951) 676-1541          E-mail: <a href="http://www.4089.com">www.4089.com</a>          Commander: John Thomas          (951) 506-4919          Email: <a href="mailto:jeeperjohn@hotmail.com">jeeperjohn@hotmail.com</a>          Quartermaster: Jim Mcleod          (951) 694-8753          Email: <a href="mailto:jcaekm@gmail.com">jcaekm@gmail.com</a></p>
<p align="center"><b><u>Thermal</u></b></p> <p><b>Post 3251 West Shores Post</b>          50 Desert Shores Drive          Thermal, CA 92274          Phone: (760) 395-0067          Commander: Robert Butler          Quartermaster: Warren Booth</p>	<p align="center"><b><u>Yucaipa</u></b></p> <p><b>Post 7347 Yucaipa Valley Post</b>          12235 California Street          Yucaipa, CA 92399          Phone: (909) 797-1898          E-mail: <a href="mailto:vfwpost7347@verizon.com">vfwpost7347@verizon.com</a>          Commander: Richard Day          (909) 503-5453          Email: <a href="mailto:ridkingair@yahoo.com">ridkingair@yahoo.com</a>          Quartermaster: James Lillibridge          (909) 677-6932</p>

**Pearl Harbor Survivors Association**

**National Headquarters**  
 P.O. Box 793  
 Hemet, CA 92546  
 Point of Contact: Gery Porter (National Treasurer)  
 Phone: (951) 927-8179  
 FAX: (951) 927-0464  
 Email: [gport85@verizon.net](mailto:gport85@verizon.net)

## Vietnam Veterans of America

To promote and support the full range of issues important to Vietnam veterans, to create a new identity for this generation of veterans, and to change public perception of Vietnam veterans.

### **National Headquarters**

8719 Colesville Road  
Silver Spring, MD 20910  
Phone: (301) 585-4000  
Fax: (301) 585-0519  
Point of Contact: John Rowan  
Email: [jrowan@vva.org](mailto:jrowan@vva.org)  
Website: [www.vva.org](http://www.vva.org)

### **Chapter 47 Riverside**

Phone: (951) 781-6137  
Point of Contact: Steve Mackey  
Email: [nebhuskfan@aol.com](mailto:nebhuskfan@aol.com)  
Website: [www.vva47.com](http://www.vva47.com)

### Meeting Time & Location:

Call for Meeting Place  
VFW Post 10267  
8607 Mission Blvd  
Riverside, CA 92509  
Phone: (951) 681-0267

## American Gold Star Mothers, INC.

An organization of mothers who have lost a son or daughter in the service. Inland Chapter covers Riverside, Ontario, San Bernardino, Big Bear, Lake Arrowhead, Palm Springs, Temecula.

**National Headquarters**  
2128 LeRoy Place, NW  
Washington, DC 20009-1893  
Phone: (717) 917-9057  
Fax: (202) 265-6963  
Point of Contact: Barb Bernard  
Email: [goldstarmoms@yahoo.com](mailto:goldstarmoms@yahoo.com)  
Website: [www.goldstarmoms.com](http://www.goldstarmoms.com)

**Inland Empire American Gold Star Mothers**  
Point of Contact: Lynn Jardinico (Klasno)  
(951) 836-0946

Meeting Time & Location:  
First Saturday of the Month  
10611 Hill Grass Drive  
Moreno Valley, CA





## VA Loma Linda Health Care System

11201 Benton Street  
Loma Linda, CA 92357  
Phone: (800) 741-8387  
Phone: (909) 825-7084  
Barbara Fallen (Director)

Karesh Cormie (Counselor)  
Specializes in Medicaid  
Phone: (909) 583-6736

## Parking

Patients and Visitors are welcome to park anywhere on the property not designated by a reserve sign.

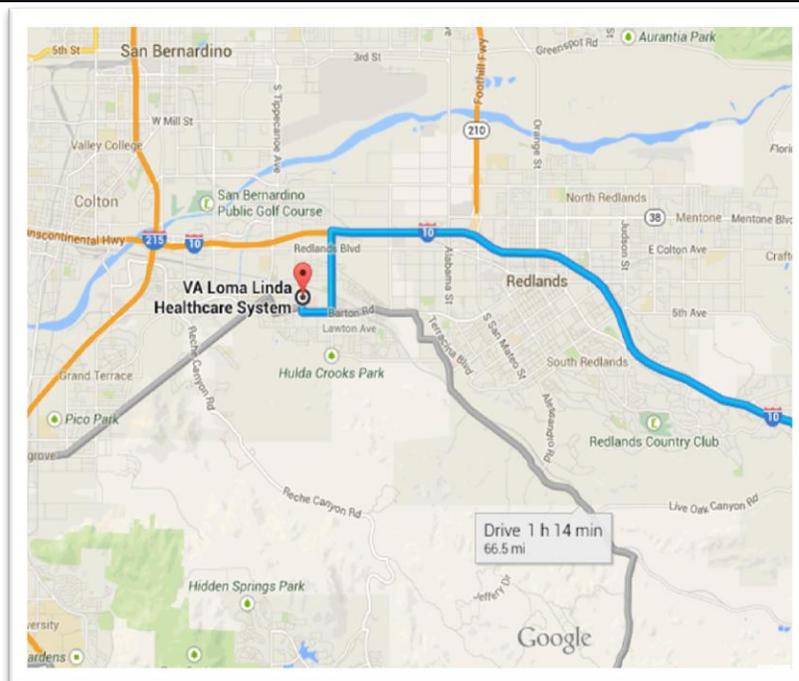
## Public Transportation

The nearest bus stop is located in front of the Medical Center on Benton Street. For more information on routes and schedules please call: Omintrans **(800) 966-6428**

## Directions

### From Palm Desert/Palm Springs:

Proceed on Interstate 10 West toward San Bernardino. Exit at Mountain View taking a left at the off ramp. Proceed several blocks until Barton Road. Turn right on Barton Road. At Benton Street take a right; the Medical Center will be on the right hand side. Enter the Medical Center taking a right at the first stop sign.



# Veterans Affairs Healthcare System Services



VA Hospital	
<p><b>VA Loma Linda Healthcare System</b>                      11201 Benton Street                      Loma Linda, CA 92357                      (909) 825-7084  <a href="http://www.lomalinda.va.gov">www.lomalinda.va.gov</a></p>	
<u>Department Service</u>	<u>Extension</u>
Eligibility and Enrollment	5312
Homeless Program	3776
Minority Veterans Program	6823
Patient Advocate	6174 / 6175
Persian Gulf Program	2288
Pharmacy	2489
POW Program	2006
Spinal Cord Injury Team	2250 / 6057
Visually Impaired Service Team	2748
Volunteer Service	6011
PTSD Coordinator	2005
Women Veterans Program	(909) 478-7070
VA Outpatient Clinic	VA Community Based Outpatient Clinics
<p><b>Blythe Rural Health Clinic</b>                      1273 Hobson Way                      Blythe, CA 92225                      Phone: (760) 921-1224                      Point of Contact: Conie Whitehead, R.N.                      Phone: (760) 931-1224</p>	<p><b>Palm Desert VA Clinic</b>                      41-990 Cook St. Bldg. F, Suite 1004                      Palm Desert, CA 92211-6100                      Phone: (760) 341-5570                      Point of Contact: Mike Mahoney (Executive Director)                      Phone: (760) 423-1301                      Point of Contact: Suzanne Schwach (Director)                      Phone: (760) 423-1301</p>
<p><b>Murrieta VA Clinic</b>                      28078 Baxter Road, Suite 540                      Murrieta, CA 92563                      Phone: (951) 290-6500                      Point of Contact: Jane Conrad (Manager)                      Phone: (951) 290-6500</p>	

# Apply For VA Health Benefits



## Who is Eligible:

### Veterans

If you served in the active military, naval or air service and are separated under any condition other than dishonorable, you may qualify for VA health care benefits.

### Returning Service Members (OEF/OIF/OND)

If you served on active duty in a theater of combat operations after November 11, 1998, you may be eligible for an extended period of free VA health care benefits.

### Active Duty Service members

Active duty service members separating or retiring may be eligible for VA Health Benefits.

### Family Members of Veterans

Under certain circumstances, family members of Veterans are eligible for health benefits. This section provides a brief overview of CHAMPVA, Spina Bifida, CWVV and Caregiver Programs.

### Treatment of Allied and Foreign National Beneficiaries

If you are a former member of the armed forces of a nation allied with the United States (U.S.) in World War II, you may be eligible for health benefits.

## Ways to Apply:

### Online

Complete VA Form 10-10EZ, Application for Health Benefits PDF online. VA has produced an instructional video for the online VA Form 10-10EZ, Application for Health Benefits. The video is accessible via an official VA YouTube channel: [www.youtube.com/user/VeteransHealthAdmin](http://www.youtube.com/user/VeteransHealthAdmin).

### By Telephone

Call our toll-free number at **877-222-VETS (8387)**

### In Person

Complete the "Application for Health Benefits" at your local VA. Find a VA medical center.

## Update Your Information:

### Online

Complete VA Form 10-10 EZR for Health Benefits Renewal online. This form is used to update your personal, insurance and/ or financial information after you are enrolled.

### By Telephone

Call our toll-free number at **877-222-VETS (8387)**

### By Mail

Veterans already enrolled in VA health care can update their information by completing a print version of the 10-10EZR form. Once the form is completed and signed, mail it to:

Health Eligibility Center  
2957 Clairmont Road, Suite 200  
Atlanta, GA 30329-1647

## **Additional Information:**

### The Application Process

Once your application is received and processed, you will receive written notification of your enrollment status in the VA health care system. This section provides more detailed information on the application process.

### Affordable Care Act

The provisions of the Affordable Care Act (ACA) upheld by the U.S. Supreme Court will not affect the current role the Department of Veterans Affairs (VA) has in the lives of America's Veterans. We will continue to provide Veterans with high quality, comprehensive health care and benefits they have earned through their service.

### Determine Cost of Care

Many Veterans qualify for cost-free health care services based on a compensable service-connected condition or other qualifying factors.

### Co-pays

Co-pay may be required from some Veterans for treatment of non-service connected conditions. While some Veterans qualify for cost-free health care services, based on qualifying factors, most are required to complete an annual financial assessment (sometimes referred to as a means test) to determine whether they qualify for cost-free services. In the event that your gross household income and/or net worth, as applicable, may exceed established thresholds, you may be required to agree to make an applicable co-payment.

### Financial Assessment & Income Verification

Most Veterans not receiving VA disability compensation or pension payments must complete a financial assessment to determine if they qualify for free VA healthcare. Most non-service connected and non-compensable 0% service connected Veterans who report total gross household income under VA National Income Thresholds may be subject to income verification.

### Private Health Care Insurance

Providing your health insurance information may reduce or eliminate your copay. Veterans with health insurance may choose to use those sources of coverage as a supplement to their VA benefits. Payments usually cover Veterans' co-pay expenses for VA health care. Having other health insurance does not affect your eligibility for VA health care.

# Compensation Benefits



## How to Apply

There are numerous ways to apply for VA disability benefits depending on the type of benefit you are seeking:

- Online using an eBenefits account
- Complete and mail your claim form to your nearest VA regional office
- Go to a VA regional office and have a VA employee assist you. To find the VA regional office nearest you, use the Veterans Affairs National Facilities Locator or call VA toll free at 1-800-827-1000.
- Work with an accredited representative or agent

We also encourage you to become familiar with evidence requirements so you have a complete understanding of not only VA's responsibility, but yours as well.

## Applying Online through eBenefits

You can apply online through eBenefits. You can also upload all supporting evidence you may have and make your claim a Fully Developed Claim.

If you need time to obtain supporting evidence, you can begin the application process within eBenefits, obtain your evidence and then complete your application and VA will recognize the date you started the application as your date of claim as long as you complete it within one year. By submitting all of your supporting evidence with your claim, you save processing time and obtain a quicker decision.

## Working With an Accredited Representative

VA encourages individuals who are applying for disability compensation to work with an accredited representative or agent to assist them in completing Fully Developed Claim for submission through eBenefits. Being accredited means organizations and individuals must have VA permission to represent Veterans before the Department in their claims for VA benefits. The purpose of this requirement is to ensure that Veterans have qualified and competent representation. These individuals receive specialized training in VA benefits law and procedure. You may search for an accredited representative in eBenefits on the Manage Your Representative for VA Claims page.

## Visit a VA Regional Office

You may also apply by visiting a VA Regional Office where trained staff can assist you. You can find your regional office on our Facility Locator page. If you have records that support your claim, you should bring them with you. VA will help you obtain records by requesting them from the person, company, or agency that has them, but if submit them yourself you can save processing time and obtain a quicker decision.

## Submit Your Claim by Mail

You may also mail us your claim by sending it to your nearest VA Regional Office. You can find your regional office mailing address on our Facility Locator page. If you have records that support your claim, you should send them with your claim. If you want us to request records for you, you must tell us the name and address of the person, company or agency that has these records, the approximate time frame covered by them, and the condition for which you were treated. If you received treatment from a non-VA health care provider you must complete VA Form 21-4142, Authorization and Consent to Release Information to the Department of Veterans Affairs (VA). We will use this form to request non-VA health records.

## Before Leaving Military Service

If you are a member of the armed forces serving on either active duty or full-time National Guard duty, VA encourages you to apply through its pre-discharge program before leaving service.

## Evidence

You must submit all relevant evidence in your possession and/or provide information sufficient to enable VA to obtain all relevant evidence not in your possession. This includes the following as part of your application:

- Discharge or separation papers (DD214 or equivalent)
- Service Treatment Records if they are in your possession
- Medical evidence (doctor & hospital reports)

## Fully Developed Claim

The Fully Developed Claims (FDC) program is an optional new initiative that offers Servicemembers, Veterans, and survivors faster decisions from VA on benefit claims.

Servicemembers, Veterans, and survivors simply submit all required records and documentation at the time they make their claim and certify that they have no further evidence. VA can then review and process the claim more quickly. To learn more about Fully Developed Claims and how to apply, view the Fully Developed Claims page.

## Standard Claim

As a standard claim, VA is responsible for getting relevant records from any Federal agency that you adequately identify and authorize VA to obtain.

VA will make every reasonable effort to obtain relevant records not held by a Federal agency that you adequately identify and authorize VA to obtain. These may include privately held evidence and information you tell us about (such as records from a private doctor or hospital) and/or records from State or local governments or current or former employers.

VA will provide a medical examination for you, or get a medical opinion, if determined it is necessary to make a claims decision. Learn more about VA's responsibilities for obtaining evidence to support your disability compensation claim on the Evidence page.

## Required Forms

The required forms to apply for VA disability compensation benefits are listed below. You can download and mail the completed form to your nearest VA regional office, complete and submit online using eBenefits, or call VA at 1-800-827-1000 to have a claim form mailed to you.

- Pre-discharge Claim - VA Form 21-526c, Pre-Discharge Compensation Claim
- Original, Reopened, Fully Developed or Supplemental Claim - VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits

Dependents and surviving parents are encouraged to work with an accredited representative or agent to assist them in completing their claims. Claims for Dependency and Indemnity Compensation made by surviving spouses or children require VA Form 21-534EZ, Application for DIC, Death Pension, and/or Accrued Benefits or VA Form 21-534a, Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child, for in-service deaths. For in-service deaths, a Military Casualty Officer should assist you.

Surviving parents can apply using VA Form 21-534EZ, Application for DIC, Death Pension, and/or Accrued Benefits.

Additional forms for other VA benefits programs are available for download on the VA benefits forms page.

## Dependency and Indemnity Compensation

Dependency and Indemnity Compensation (DIC) is a tax free monetary benefit paid to eligible survivors of military Servicemembers who died in the line of duty or eligible survivors of Veterans whose death resulted from a service-related injury or disease.

### Eligibility (Surviving Spouse)

To qualify for DIC, a surviving spouse must meet the requirements below.

The surviving spouse was:

- Married to a Servicemember who died on active duty, active duty for training, or inactive duty training, **OR**
- Validly married the Veteran before January 1, 1957, **OR**
- Married the Veteran within 15 years of discharge from the period of military service in which the disease or injury that caused the Veteran's death began or was aggravated, **OR**
- Was married to the Veteran for at least one year, **OR**
- Had a child with the Veteran, **AND**
- Cohabited with the Veteran continuously until the Veteran's death or, if separated, was not at fault for the separation, **AND**
- Is not currently remarried

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

### Eligibility (Surviving Child)

- Not included on the surviving spouse's DIC, **AND**
- Unmarried, **AND**
- Under age 18, or between the ages of 18 and 23 and attending school.

### Evidence Required

Listed below are the evidence requirements for this benefit:

- The Servicemember died while on active duty, active duty for training, or inactive duty training, **OR**
- The Veteran died from an injury or disease deemed to be related to military service, **OR**
- The Veteran died from a non service-related injury or disease, but was receiving, **OR** was entitled to receive, VA Compensation for service-connected disability that was rated as totally disabling
  - For at least 10 years immediately before death, **OR**
  - Since the Veteran's release from active duty and for at least five years immediately preceding death, **OR**
  - For at least one year before death if the Veteran was a former prisoner of war who died after September 30, 1999

### How to Apply

- Complete [VA Form 21-534, "Application for Dependency and Indemnity Compensation, Death Pension and Accrued Benefits by a Surviving Spouse or Child"](#) and mail to your regional office, **OR**
- Work with [an accredited representative or agent](#) **OR**
- Go to a VA regional office and have a VA employee assist you. You can find your regional office on our [Facility Locator page](#) **OR**
- If the death was in service, your Military Casualty Assistance Officer will assist you in completing [VA Form 21-534a, "Application for Dependency and Indemnity Compensation, Death Pension and Accrued Benefits by a Surviving Spouse or Child"](#) and mail to the [Philadelphia Regional Office](#)



# Affordable Care Act

## What is the Affordable Care Act?

The Affordable Care Act, also known as the health care law, was created to expand access to coverage, control health care costs and improve health care quality and care coordination. The health care law does not change VA health benefits or Veterans' out-of-pocket costs.

## Three things you should know:

- VA wants all Veterans to receive health care that improves their health and well-being.
- If you are enrolled in VA health care, you don't need to take additional steps to meet the health care law coverage standards. The health care law does not change VA health benefits or Veterans' out-of-pocket costs.
- If you are not enrolled in VA health care, you can apply at any time.

## Veterans Enrolled in VA Health Care

The good news is that Veterans enrolled in VA health care programs have health coverage that meets the new health care law's standard. You do not have to take any additional steps to have health coverage.

## Veterans Not Enrolled in VA Health Care

Veterans not currently enrolled in VA health care program can apply for enrollment at any time. In addition, enrollment in VA means you can enjoy:

- Medical care rated among the best in the U.S.
- Immediate benefits of health care coverage. Veterans may apply for VA health care enrollment at any time.
- No enrollment fee, monthly premiums, or deductibles. Most Veterans have no out-of-pocket costs. Some Veterans may have to pay small copayments for health care or prescription drugs.
- More than 1,700 places available to get your care. This means your coverage can go with you if you travel or move.
- Met the new requirement to have health care coverage that meets the minimum standard.

## Family Members

VA offers health care benefits for certain family members of Veterans through programs such as the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) and the Spina Bifida program. Your family members who are not enrolled in a VA health care program should use Covered California to get coverage.

Starting October 1, they can submit an application for health care coverage through the Marketplace, Covered California and learn the amount of assistance they are eligible for. For more information, visit [www.healthcare.gov](http://www.healthcare.gov) and [www.coveredca.com](http://www.coveredca.com).

## Additional Health Care Law Information

Let us know if you have questions regarding the health care law and your VA health care at 1-877-222-VETS (8387)

# Alcohol And Drug Treatment Centers



## US Vets

US Vets is the nation's largest nonprofit provider of comprehensive services to homeless and at-risk veterans and provides vital services such as case management, employee assistance, job placement, counseling, as well as drug/alcohol program

15105 Sixth Street  
 March Air Force Base, CA 92518  
 Point of Contact: Hugo Herrera  
 Phone: (951) 656-6892  
 Locations: Perris, Moreno Valley, Riverside  
[www.usvetsinc.org](http://www.usvetsinc.org)

## My Family Inc. Recovery Center

<p><b>Riverside Administration Office and Outpatient Services</b>                  5870 Arlington Ave #103                  Riverside, CA 92504                  Phone: (951) 683-6596                  Fax: (951) 683-4239  <a href="http://www.mfirecovery.com">www.mfirecovery.com</a></p>	<p><b>Banning Outpatient Services</b>                  2781 West Ramsey St. #1                  Banning, CA 92220                  Phone: (951) 849-3896                  Fax: (951) 849-0506  <a href="http://www.mfirecovery.com">www.mfirecovery.com</a></p>
<p><b>A Woman's Place Residential Treatment</b>                  4295 Brockton Ave.                  Riverside, CA 92501                  Phone: (951) 341-3786                  Fax: (951) 341-5316  <a href="http://www.mfirecovery.com">www.mfirecovery.com</a></p>	<p><b>Valley Wide Counseling Services</b>                  1604 South Santa Fe Ave., #403                  San Jacinto, CA 92583                  Phone: (951) 654-2026                  Fax: (951) 654-9927  <a href="http://www.mfirecovery.com">www.mfirecovery.com</a></p>
<p><b>Woodcrest Residential Treatment</b>                  17130 Van Buren Blvd., #304                  Riverside, CA 92504                  Phone: (951) 780-2541                  Fax: (951) 780-5809  <a href="http://www.mfirecovery.com">www.mfirecovery.com</a></p>	

## San Bernardino Vet Center

1325 E. Cooley Drive, Suite 101  
 Colton, CA 92324  
 Phone: (909) 801-5762 Or (877) 927-8387  
 Fax: (909) 801-5767

## Soroptimist House of Hope

<p style="text-align: center;"><b>Hope's Horizon Transitional Living</b>          628 South 8th Street          Banning, CA 92220          Phone: (951) 849-9491          Treatment: (760) 329-4673</p>	<p style="text-align: center;"><b>House of Hope Residential Recovery</b>          13525 Cielo Azul Way          Desert Hot Springs, CA 92240          Phone: (760) 329-4673          Fax: (760) 329-7311</p>
<p style="text-align: center;"><b>Alcohol Anonymous</b>          38 West Williams Street          Banning, CA 92220          Phone: (951) 849-4679</p>	<p style="text-align: center;"><b>Narcotics Anonymous</b>          38 West Williams Street          Banning, CA 92220          Phone: (951) 849-4679</p>

## District Specific Locations

<p style="text-align: center;"><u><b>Beaumont</b></u></p> <p style="text-align: center;"><b>Life Time Change</b>          11236 Harmon Heights          Beaumont, CA 92223          Phone: (951) 842-5433          Email: <a href="mailto:andrewbriggs@lifetime-changes.com">andrewbriggs@lifetime-changes.com</a></p> <p style="text-align: center;"><b>House of Decision</b>          38414 Cherry Valley Blvd.          Cherry Valley, CA 92223          Phone: (951) 845-0103</p>	<p style="text-align: center;"><u><b>Blythe</b></u></p> <p style="text-align: center;"><b>Metcalf Recovery Ranch</b>          9826 18th Avenue          Blythe, CA 92225          Phone: (760) 922-8625</p>
<p style="text-align: center;"><u><b>Palm Desert</b></u></p> <p style="text-align: center;"><b>Keystone Sober Living</b>          Shadow Mountain          Palm Desert, CA 92260          Phone: (760) 285-4949</p> <p style="text-align: center;"><b>Al-Anon</b>          73441 Fred Waring Drive          Palm Desert, CA 92260          Phone: (760) 341-6202</p> <p style="text-align: center;"><b>Narcotics Anonymous</b>          PO Box 4159          Palm Desert, CA 92261          Phone: (760) 346-5800</p>	<p style="text-align: center;"><u><b>Desert Hot Springs</b></u></p> <p style="text-align: center;"><b>House of Hope Residential Recovery</b>          13525 Cielo Azul Way          Desert Hot Springs, CA 92240          Phone: (760) 329-4673          Fax: (760) 329-7311</p> <p style="text-align: center;"><b>Ranch Recovery Center Inc</b>          7885 Annandale Avenue          Desert Hot Springs, CA 92240          Phone: (760) 329-2924</p> <p style="text-align: center;"><b>Ranch Recovery Center Inc</b>          12890 Quinta Way          Desert Hot Springs, CA 92240          Phone: (760) 329-2959</p>

<p style="text-align: center;"><u><b>Cathedral City</b></u></p> <p style="text-align: center;"><b>Alcohol Anonymous</b> 35325 Date Palm Drive #134 Cathedral City, CA 92234 Phone: (760) 324-4880</p>	<p style="text-align: center;"><u><b>Rancho Mirage</b></u></p> <p style="text-align: center;"><b>Betty Ford Center</b> 39000 Bob Hope Drive Rancho Mirage, CA 92270 Phone: (760) 773-4100</p>
<p style="text-align: center;"><u><b>Palm Springs</b></u></p> <p style="text-align: center;"><b>Alert Program</b> Palm Springs, CA 92264 730 South Eugene Road Phone: (760) 322-7725</p> <p style="text-align: center;"><b>Michael's House</b> 430 South Cahuilla Road Palm Springs, CA 92262 Phone: (760) 320-4577</p> <p style="text-align: center;"><b>Michael's House</b> 515 North Palm Canyon Drive Palm Springs, CA 92262 Phone: (760) 325-0100</p> <p style="text-align: center;"><b>Michael's House</b> 2095 North Indian Canyon Drive Palm Springs, CA 92262 Phone: (760) 320-5486</p>	<p style="text-align: center;"><u><b>San Jacinto</b></u></p> <p style="text-align: center;"><b>MFI Recovery Center</b> 2220 Girard Street San Jacinto, CA 92583 Phone: (800) 923-5634</p> <p style="text-align: center;"><b>MFI Recovery Center Valley Wide Counseling Services</b> 1604 South Santa Fe Ave., #403 San Jacinto, CA 92583 Phone: (951) 654-2026 Fax: (951) 654-9927</p> <p style="text-align: center;"><b>San Jacinto Wellness &amp; Recovery Clinic for Mature Adults</b> 1370 South State Street, Suite B San Jacinto, CA 92583 Phone: (951) 791-3596 Fax: (951) 791-3397</p>
<p style="text-align: center;"><u><b>Thermal</b></u></p> <p style="text-align: center;"><b>Casa Cecilia</b> 83385 Rosa Avenue Thermal, CA 92274 Phone: (760) 398-2008</p>	<p style="text-align: center;"><u><b>Thousand Palms</b></u></p> <p style="text-align: center;"><b>Metcalf Recovery Ranch</b> 9826 18th Avenue Blythe, CA 92225 Phone: (760) 922-8625</p>

**The Soldiers Project**

This program provides free, confidential psychoanalytically informed psychological counseling for Military Service Members (active duty, National Guard, Reserves and veterans) of Iraq and Afghanistan conflicts and their extended families, whether honorably discharged or not. This non-profit organization brings together volunteer licensed mental health professionals in Sacramento, Los Angeles, Chicago, New York City, Long Island and Seattle. Treatment is conducted in their private offices and they do not report to any governmental agency. Contact them for information or an appointment at **(877) 576-5343** or email [info@thesoldiersproject.org](mailto:info@thesoldiersproject.org). Learn more about this wonderful organization by visiting their website at [www.thesoldiersproject.org](http://www.thesoldiersproject.org)



# Suicide Prevention

## **IF YOU ARE IN AN EMOTIONAL CRISIS**

**CALL: 1-800-273-8255**

**“PRESS #1 FOR VETERANS”**

Suicide is a major public health issue in the United States. Approximately 32,439 lives were lost to suicide in 2004. It is estimated that there are 1,000 suicides per year among our veterans receiving care in the VA and 5,000 suicides per year among all veterans. Male veterans are twice as likely to die by suicide than those men who are non-veterans. The number of US Army soldiers who took their own lives increased last year to the highest total since 1993. In light of these striking facts, the Veterans Administration has created a national system-wide suicide prevention plan that is intended to provide proactive strategies for identifying, screening, assessing, referring, tracking, and treating veterans at risk. It is anticipated that this coordinated prevention program will reduce the likelihood of attempted and completed suicides.

### “Veterans Chat”

“Veterans Chat” is an internet chat service available that will enable veterans, their families and friends to anonymously chat with a trained VA counselor. If during the internet chat it is determined that the person is in crisis, the counselor can take immediate steps to transfer the person to the VA Suicide Prevention Hotline, where further crisis intervention, counseling and referral services are provided. To access the internet one-to one suicide prevention, please visit the website at [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org).

## **SUICIDE IS NOT THE ANSWER**

Are you, or someone you love, at risk of suicide? Get help if you notice any of the following:

- Talking about wanting to hurt or kill oneself
- Trying to get pills, guns, or other ways to harm oneself
- Talking or writing about death, dying, or suicide
- Hopelessness
- Rage, uncontrolled anger, seeking revenge
- Acting in a reckless or risky way
- Feeling trapped, like there’s no way out
- Saying or feeling there’s no reason for living

### Returning from the war

Check out [www.afterdeployment.org](http://www.afterdeployment.org), a new wellness resource site developed by DOD and VA Service Members, Veterans, and Military Families. If you’ve deployed, or know someone who has, you know that spending time in a war zone means being changed in some way. Some of these changes are good. But some of these changes may be causing problems for you or for someone you know.



# Cemetery And Burial Benefits

## **Riverside National Cemetery**

22495 Van Buren Blvd.

Riverside, CA 92518

(951) 653-8417

FAX (951) 653-5233

Cemetery Administration Office hours of operations are:

8:00 A.M. - 4:30 P. M.

As a Veteran of the Armed Services of the United States and a resident of California you have certain End of Life Privileges that you may be Eligible to Receive. To find out more information contact your local County Veteran Service Office of the California Department of Veterans Affairs; Veterans Services Division.

### Eligibility for Burial

The Department Of Veterans Affairs has adopted regulations that establish the eligibility requirements for interment in a state veterans' cemetery. The regulations make the state eligibility requirements equivalent to the requirements for burial in a national cemetery and provide for the Department's collection of information in order to determine eligibility.

### Eligibility Determination Form

This form is required to assist the Cemetery in determining eligibility for burial in the Northern California Veterans Cemetery and is required at the time of need or may be used for a pre-need determination. The form is available for download at [www.cdva.ca.gov/Cemetery](http://www.cdva.ca.gov/Cemetery) or contact your local County Veteran Services Office. Pre-need determination allows a veteran to establish in advance, his/her eligibility for interment at the Northern California Veterans Cemetery. There is no cost for pre-need determination, and it does not obligate the veteran to be interred at the cemetery. Pre-need determination is intended to simplify and assist the veteran's next-of-kin at the time of death. There will be a \$500 interment fee for eligible spouses and dependent children at the time of need. Associated funeral expenses are incurred by the veteran and/or family.



## National Cemeteries

The VA's National Cemetery Administration maintains 131 national cemeteries in 39 states (and Puerto Rico) as well as 33 soldier's lots and monument sites. There are seven National Cemeteries in California, of which three (Riverside National Cemetery, Sacramento Valley VA National Cemetery, and San Joaquin Valley National Cemetery) are presently accepting new interments. The Sacramento Valley VA National Cemetery began burial operations on October 16, 2006. The other National Cemeteries in California are only accepting burials of family members of persons already interred, although Fort Rosecrans National Cemetery (near San Diego) still offers burial of cremated remains.

## Burial in a National Cemetery

Persons eligible for burial in a National Cemetery include veterans; service members who die on active duty; certain Reservists and National Guard members; World War II Merchant Mariners; U.S. citizens who served honorably in the armed forces of an Allied government during a war; and such other persons or classes of persons as may be designated by either the Secretary of Veterans Affairs or the Secretary of the Air Force. The spouse or un-remarried surviving spouse and the children (as defined) of eligible persons are also eligible for burial in a National Cemetery.

## Burial in California State Veterans Cemeteries

Military service requirement for burial in California state veterans cemeteries must be in accordance with the eligibility standards as set by the U.S. Department of Veterans Affairs and at a minimum must meet one of the following:

- Veteran was discharged from "active duty" under other than dishonorable conditions
- Veteran died while on "active duty", or Veteran served at least 20 years in the National Guard
- Reserves and qualified for military retirement pay (or would have qualified except death occurred before age 60) California state residency requirement for burial in state veteran's cemeteries must meet one of the following:
  - Veteran was a California resident at the time of entry or re-entry into military service
  - Veteran was a California resident at the time of death
  - Veteran was a California resident for at least 12 consecutive months after entering or reentering service on "active duty."

**NOTE:** There is no residency requirement for a veteran who dies while on active duty. Spouses and dependent children of veterans who were eligible for burial may also be interred in state veterans' cemeteries.

## Burial Benefits

Burial benefits may include the following: gravesites for casket or cremation remains, headstones or markers, opening and closing of the graves, and continued perpetual care. Burial of an eligible veteran is at no cost to the veteran. A fee is charged at the time of interment for spouses and dependent children of eligible veterans. Veterans are encouraged to establish eligibility and pre-register for interment by contacting one of the cemeteries. There is no cost or obligation for pre-registration. There will be a \$500 interment fee for eligible spouses and dependent children at the time of need. Associated funeral expenses are incurred by the veteran and/or family.

## Military Funeral Honors Program

Providing military funeral honors within the State of California for honorably discharged veterans of the U.S. Armed Forces. What types of military funeral honors are available?

- At minimum, two service representatives will render honors, sound taps, fold the flag and present it to the next of kin.
- Additionally, a detail to fire volleys, a chaplain, and/or a detail to serve as pall-bearers may be provided depending on the desires of the surviving family and resources available.
- Frequently, Funeral Honors are rendered in concert with local Veteran Service Organization (VSO).

Whom should I contact?

Family members of the deceased veteran should first notify their funeral director of their desire to have Military Funeral Honors rendered at the service. The family should provide the funeral director with as much of the following as possible:

- Name of deceased, date of birth, Social Security number, form DD-214 (discharge papers), or any other proof of veteran status or eligibility for burial honors.
- Branch of service (active, reserve or National Guard)
- Type of service (wartime, active duty, Reserve/National Guard)
- Special awards or medals (such as Purple Heart)

Who is eligible?

Veterans are eligible for military funeral honors if they meet one of the following requirements:

- Were discharged from active duty under conditions “other than dishonorable”
- Completed at least one term of obligated service in the Selected Reserve under conditions “other than dishonorable”
- Were enlisted on active duty at the time of death or in the Selected Reserve (drilling with a unit)
- Discharged from the Selected Reserve due to disability incurred or aggravated in the line of duty the funeral director should contact one of the following Casualty Area Commands (CAC) depending on the Veteran’s branch of service.

### For Northern & Southern California

<p><b>Marine Corps</b> Quantico, CA (866) 826-3628</p>	<p><b>Air Force</b> Travis AFB (All of California) Mort Affairs Military Honors (800) 586-8402 Casualty Assistance/Benefits (866) 819-7250</p>	<p><b>Army</b> Fort Lewis, WA (North of Fresno, CA) (888) 634-7496</p> <p>Fort Huachuca, AZ (Fresno, CA &amp; South) (800) 248-0759</p>
<p><b>Navy</b> San Diego, CA (800) 326-9631</p>	<p><b>Coast Guard</b> Alameda, CA (510) 437-5922</p>	

## Burial and Plot-Interment Allowances

VA burial allowances are partial reimbursements of an eligible veteran's burial and funeral costs. When the cause of death is not service related, the reimbursements are generally described as two payments:

1. A burial and funeral expense allowance
2. A plot or interment allowance.

### Who is eligible?

You may be eligible for a VA burial allowance if:

- You paid for a veteran's burial or funeral, AND
- You have not been reimbursed by another government agency or some other source, such as the deceased veteran's employer, AND
- The veteran was discharged under conditions other than dishonorable in addition; at least one of the following conditions must be met:
  - The veteran died because of a service-related disability
  - The veteran was receiving VA pension or compensation at the time of death
  - The veteran was entitled to receive VA pension or compensation, but decided not to reduce his/her military retirement or disability pay
  - The veteran died while hospitalized by VA, or while receiving care under VA contract at a non-VA facility
  - The veteran died while traveling under proper authorization and at VA expense to or from a specified place for the purpose of examination, treatment, or care
  - The veteran had an original or reopened claim pending at the time of death and has been found entitled to compensation or pension from a date prior to the date of death
  - The veteran died on or after October 9, 1996, while a patient at a VA-approved state nursing home

### How much does VA pay?

Service-Related Death - VA will pay up to \$2,000 toward burial expenses for deaths on or after September 11, 2001. If the veteran is buried in a VA national cemetery, some or all of the cost of transporting the deceased may be reimbursed. Non-service Related Death - VA will pay up to \$300 toward burial and funeral expenses and a \$300 plot-interment allowance for deaths on or after December 1, 2001. If the death happened while the veteran was in a VA hospital or under VA contracted nursing home care, some or all of the costs for transporting the veteran's remains may be reimbursed.

### How can you apply?

You can apply by filling out VA Form 21-530, Application for Burial Benefits. You should attach a copy of the veteran's military discharge document (DD-214 or equivalent), death certificate, funeral and burial bills. They should show that you have paid them in full. Download the form at [www.va.gov/vaforms](http://www.va.gov/vaforms), or contact your local County Veteran Services Office.

## Presidential Memorial Certificates

A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed by the current President, to honor the memory of honorably discharged deceased veterans.

### **History**

This program was initiated in March 1962 by President John F. Kennedy and has been continued by all subsequent Presidents. Statutory authority for the program is Section 112, Title 38, of the United States Code.

### **Administration**

The Department of Veterans Affairs (VA) administers the PMC program by preparing the certificates which bear the current President's signature expressing the country's grateful recognition of the veteran's service in the U.S. Armed Forces.

### **Eligibility**

Eligible recipients include the next of kin and loved ones of honorably discharged deceased veterans. More than one certificate may be provided.

### **Application**

Eligible recipients, or someone acting on their behalf, may apply for a Presidential Memorial Certificate in person at any VA regional office or by U.S. mail or toll-free fax. Requests cannot be sent via email. Please be sure to enclose a copy of the veteran's discharge and death certificate to verify eligibility, as we cannot process any request without proof of honorable military service. Please submit copies only, as we will not return original documents. If you would like to apply for a Presidential Memorial Certificate, or if you requested one more than eight (8) weeks ago and have not received it yet, we ask that you complete the application and submit it to us.

Download VA Form 40-0247 at [www.va.gov/vaforms](http://www.va.gov/vaforms).

Instructions on the PMC can be found at, [www.cem.va.gov/cem/pmc/faxpmc.asp](http://www.cem.va.gov/cem/pmc/faxpmc.asp).

*\*Presidential Memorial Certificates are automatically ordered for the families of veterans buried at National or State Veterans Cemeteries.*

## Headstones & Markers

The VA furnishes upon request, at no charge to the applicant, a Government headstone or marker for the unmarked grave of any deceased eligible veteran in any cemetery around the world, regardless of their date of death. For eligible veterans that died on or after November 1, 1990, VA may also provide a headstone or marker for graves that are already marked with a private headstone or marker. When the grave is already marked, applicants will have the option to apply for either a traditional headstone or marker, or a new device (Medallion available Spring 2010). Eligible Veterans are entitled to either a Government-furnished headstone or marker, or the new device, but not both. Flat markers in granite, marble, and bronze and upright headstones in granite and marble are available. The style chosen must be consistent with existing monuments at the place of burial. Niche markers are also available to mark columbaria used for inurnment of cremated remains. When burial or memorialization is in a national cemetery, state veterans cemetery, or military post/base cemetery, a headstone or marker will be ordered by the cemetery officials based on inscription information provided by the next of kin or authorized representative. Spouses and dependents are not eligible for a Government furnished headstone or marker unless they are buried in a national cemetery, state veteran's cemetery, or military post/base cemetery.

Headstones for placement in private may be ordered by completing VA Form 40-1330, Application for Standard Government Headstone or Marker. These must be submitted by the next of kin or a representative, such as funeral director, cemetery official or Veterans counselor, along with copies of Veterans military discharge documents. Do not send original documents, as they will not be returned.

## Types of Headstones and Markers Available

### Upright Types

Marble or Upright Granite, these headstones are 42 inches long, 13 inches wide and 4 inches thick. Weight is approximately 230 pounds. Variations may occur in stone color, and the marble may contain light to moderate veining.

### Flat Bronze

The flat bronze grave marker is 24 inches long, 12 inches wide, with 3/4 inch rise. Weight is approximately 18 pounds. Anchor bolts, nuts and washers for fastening to a base are furnished with the marker. The government does not furnish a base.

### The Flat Granite and Flat Marble

Grave marker is 24 inches long, 12 inches wide, and 4 inches thick. Weight is approximately 130 pounds. Variations may occur in stone color; the marble may contain light to moderate veining.

### Bronze Niche

This niche marker is 8 1/2 inches long, 5 1/2 inches wide, with 7/16 inch rise. Weight is approximately 3 pounds; mounting bolts and washers are furnished with the marker.

# Education Benefits For Veterans



## GI Bill Basics

Understanding your VA education benefits; As a veteran, there are several educational programs available and you may use these programs for a wide variety of VA-approved education and training programs, which include: apprenticeship and on the job training, college degree and certificate programs, flight training and correspondence courses. Each program provides different benefits to different groups of individuals and offers a specified number of “months” of benefits, typically 36 and the maximum number of months that can be collected under any combination of VA education programs is 48. However, veterans can only use one VA educational benefits for training at a time. For more detailed information on your VA education benefits visit, [www.gibill.va.gov](http://www.gibill.va.gov) or call, **(888) GI-BILL1 (442-4551)**.

## The History of the GI Bill

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 through the Montgomery GI Bill and as of August 1, 2009 the Post-9/11 Veterans Educational Assistance Act of 2008 the “New GI Bill”.

## The “New GI Bill”

The new Post-9/11 Veterans Educational Assistance Act of 2008 also known as the “New GI Bill,” boasts the most comprehensive education benefits package since the original GI Bill was signed into law in 1944. The new bill goes well beyond helping to pay for tuition; many veterans who served after September 11, 2001, will get full tuition and fees, a new monthly housing stipend and a \$1,000 a year stipend for books and supplies. The new bill also gives Reserve and Guard members who have been activated for more than 90 days since 9/11 access to the same GI Bill benefits. This GI Bill for the 21st Century has been enacted into law and will be available to veterans for education/training on or after August 1, 2009. As Post-9/11 GI Bill updates and additional information become available it will be posted on the VA website, [www.gibill.va.gov](http://www.gibill.va.gov).

To qualify for the Post-9/11 GI Bill, veterans must have served at least 90 days of active duty service after September 10, 2001 and received an honorable discharge. To receive full benefits a veteran must have served at least 3 years of active duty after September 10, 2001. Those veterans who qualify for the Active Duty GI Bill, the Reserve GI Bill or REAP will have the option to choose which benefit best suits their need. There are no enrollment fees to receive benefits under the Post-9/11 GI Bill. Additionally, veterans who did not opt into the Montgomery GI Bill and/or participated in the VEAP program will still be eligible for this benefit, but you cannot receive benefits under more than one program at a time.

Approved training under the Post-9/11 GI Bill includes graduate and undergraduate degrees, and vocational/technical training. All training programs must be offered by an Institution of Higher Learning (IHL) and approved for GI Bill benefits. Furthermore, tutorial assistance, licensing and certification test reimbursement are approved under the Post- 9/11 GI Bill. However, payment under this provision may only be authorized one time and the payment will be the lesser of the cost of the test or \$2,000. Moreover under the Post-9/11 GI Bill, you may also be eligible to pursue training for on-the-job training, apprenticeship, correspondence, flight and preparatory courses.

The period of eligibility for the Post-9/11 GI Bill ends 15 years from the date of the last discharge or release from active duty of at least:

- 90 consecutive days
- 30 days but less than 90 days if released for a service-connected disability
- The date of discharge for the last period of service used to meet the minimum service requirements of 90 aggregate days of service

The veteran or approved school will receive a percentage, as determined by length of active duty service, of the following:

- Amount of tuition and fees charged cannot exceed the most expensive in-state undergraduate tuition at a public institution of higher education. If the tuition and fees at the school you wish to attend are higher than the most expensive in-State tuition, your school may choose to participate in the “Yellow Ribbon” program.
- Monthly housing allowance equal to the basic allowance for housing (BAH) amount payable to E-5 with dependents, in same zip code as school.
- Yearly books and supplies stipend of up to \$1000.\*
- A one-time payment of \$500 may be payable to certain individuals relocating from highly rural areas.

Visit your CVSO to file for your educational benefits. For the nearest location visit, [www.cacvso.org](http://www.cacvso.org) or call (800) 952-5626.

NOTE: \*Housing allowance and books and supplies stipends are not payable to individuals on active duty. Housing allowance is not payable for those pursuing training at half-time or less.





# Education Programs For Veterans

## Reserve Educational Assistance Program (REAP)

Chapter 1607 is a Department of Defense/VA education benefit program REAP is designed to provide educational assistance to members of the 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 Department of Veterans Affairs will administer the program and pay benefits from funds contributed by Department of Defense (DOD). However, the DOD and Department of Homeland Security will determine eligibility. REAP benefits are potentially payable from December 9, 2001 (90 days after September 11, 2001) for persons who were serving on a contingency operation on September 11, 2001 and who were in school on December 9, 2001. DOD may provide further guidance as to the retroactive nature of this program.

### Eligibility

A member of a reserve component who served on active duty on or after September 11, 2001 under title 10 U.S. Code for a contingency operation and who serves at least 90 consecutive days or more is eligible for chapter 1607. National Guard members are also eligible if their active duty is under section 502(f), title 32 U.S.C. and they serve for 90 consecutive days when authorized by the President or Secretary of Defense for a national emergency and is supported by federal funds. Individuals are eligible as soon as they reach the 90-day point whether or not they are currently on active duty. DOD will fully identify contingency operations that qualify for benefits under chapter 1607. Disabled members who have an illness or disease incurred or aggravated in the line of duty, and are released before completing 90 consecutive days, are also eligible.

## Yellow Ribbon Program

The Yellow Ribbon GI Education Enhancement Program (Yellow Ribbon Program) is a provision of the Post-9/11 Veterans Educational Assistance Act of 2008. This program allows institutions of higher learning (degree granting institutions) in the United States to voluntarily enter into an agreement with VA to fund tuition expenses that exceed the highest public in-state undergraduate tuition rate. The institution can contribute up to 50% of those expenses and VA will match the same amount as the institution.

The Post-9/11 GI Bill pays up to the highest public in-state undergraduate tuition and fees. You may have tuition and fees that exceed that amount if you are attending a private institution, graduate school or attending in an out-of-state status. If you are enrolled at a Yellow Ribbon participating institution and the tuition and fees exceed the highest public in-state undergraduate tuition or fees, additional funds may be available for your education program without an additional charge to your entitlement.

Institutions that voluntarily enter into a Yellow Ribbon Agreement with VA choose the amount of tuition and fees that will be contributed. VA will match that amount and issue payment directly to the institution.

For a list of approved Yellow Ribbon Schools in California visit,

[www.gibill.va.gov/GI\\_Bill\\_Info/CH33/YRP/states/ca.htm](http://www.gibill.va.gov/GI_Bill_Info/CH33/YRP/states/ca.htm)

## Vocational Rehabilitation & Employment Program

The Vocational Rehabilitation and Employment (VR&E) Program is authorized by Congress under Title 38, Code of Federal Regulations, Chapter 31. It is sometimes referred to as the Chapter 31 program. The mission of VR&E is to help veterans with service-connected disabilities to prepare for, find and keep suitable jobs. For veterans with service-connected disabilities so severe that they cannot immediately consider work, VR&E offers services to improve their ability to live as independently as possible. After a plan is developed and signed, a Vocational Rehabilitation Counselor (VRC) or case manager will continue to work with the veteran to implement the plan to achieve suitable employment or independent living. The VRC or case manager may coordinate services such as tutorial assistance, training in job-seeking skills, medical and dental referrals, adjustment counseling, payment of training allowance, if applicable, and other services as required to achieve rehabilitation. A rehabilitation plan is an individualized, written outline of the services, resources and criteria that will be used to achieve successful rehabilitation. It is an agreement that is signed by the veteran and the VRC and is reviewed annually to determine whether any changes may be needed. Depending on their circumstances, veterans will work with their VRC to select one of the following Five Tracks of services:

- Reemployment (with a former employer)
- Rapid employment services for new employment
- Self-employment
- Employment through long term services
- Independent living services

See your local County Veterans Service Officer for assistance. Visit <http://www.cacvso.org> or call **(800) 952-5626**.

## Survivors' and Dependents' Educational Assistance Program (DEA)

Survivors' and Dependents' Educational Assistance Program (DEA) Chapter 35 provides education and training opportunities to dependents of veterans who are permanently and totally disabled due to a service-related condition, or who died while on Active Duty or as a result of a service related condition. The DEA program 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.

## GI Bill Apprenticeship and On-The-Job Training Program

GI Bill benefits are available for more than college enrollment. Many veterans are not ready or able to commit to a college program. But few veterans and employers know that benefits are also paid to those who are employed and learning a new skill. Use your Montgomery GI Bill benefits to learn new skills while on the job and earning a full-time wage. You may be eligible for up to \$675 a month from the U.S. Department of Veteran Affairs while participating in approved on the job or Apprenticeship Training programs.

### **What is On-the-Job Training?**

Often referred to as OJT, this training usually requires 6 months to 2 years for completion. Jobs such as ambulance attendant (EMT), cook, machine tool operator, medical secretary, pharmacist assistant, police officer and paramedic are some examples.

### **What is Apprenticeship Training?**

This training is usually 2 to 5 years in length and includes occupations such as aircraft mechanic, automotive technician, electrician and welder. Approved programs involve a combination of theoretical instruction and skill training.

### **How It Works**

The employer and the veteran agree on a training plan of at least 6 months long, leading to new skills and new pay. The employer contacts the California State Approving Agency, [www.csaave.ca.gov](http://www.csaave.ca.gov), for assistance. The veteran applies to the VA for monthly Educational benefits online at [www.gibill.va.gov](http://www.gibill.va.gov). The employer maintains work and training records, evaluates the trainee's progress, agrees to at least one wage increase during the training period and certifies the trainee's hours to the VA each month.

### **Who Qualifies?**

You may qualify for benefits under one of the following chapters of veteran's assistance for education and training:

- Chapter 30: Montgomery GI Bill-Active Duty
- Chapter 32: Post-Vietnam Era Veterans' Educational Assistance Program (VEAP)
- Chapter 35: Survivors' and Dependents' Educational Assistance Program; Child or Spouse of veteran who has 100% permanent and total service-connected disability; child or widow whose parent's/spouse's death was service related.
- Chapter 1606: Reservist enlisted/re-enlisted for six years after June 30, 1985

**About Your Eligibility** - Call the Department of Veterans Affairs, toll free at (888) 442-4551, or visit [www.gibill.va.gov](http://www.gibill.va.gov).

**About OJT Programs** - Call the State Approving Agency for Veterans Education at (916) 503-8007, or visit [www.csaave.ca.gov](http://www.csaave.ca.gov)

**About Apprenticeship** - Call the California Division of Apprenticeship Standards at (916) 263-2877, or visit [www.dir.ca.gov/das](http://www.dir.ca.gov/das).

## The California National Guard Education Assistance Program (CNGEAP)

CNGEAP is designed to help nearly 1,000 Guard Members pay for college. Starting in 2010, the program will begin with \$1.8 million to cover the majority of fees associated with attending a public or qualifying private institution.

California's lack of education benefits plays a significant role in the Guard's 16 percent annual turnover rate—CNGEAP aims to reverse that. The state hopes that providing monetary assistance for college will give an incentive to the most experienced Guard members to continue serving.

To qualify for an award, a Guard Member is required to be:

- A California resident and a two-year active member of the California National Guard, the State Military Reserve or the Naval Militia
- Accepted to, or enrolled in, a certificate, degree, or diploma program at a qualifying institution
- Enrolled in at least three units per semester, or the equivalent

Education Benefits will result in a more effective National Guard and a more educated workforce. With combined military training and a civilian education in areas such as engineering, nursing, communications and information technology, California's National Guard members will be able to serve on two fronts

## Work-study Program

This program is available to any eligible veteran or their dependents who are receiving VA education benefits and are attending school three-quarter time or more. An individual working under this program may work at the school veterans' office, VA Regional Office, VA Medical Facilities and California Department of Veteran Affairs or at approved state employment offices. Work-study students are paid at either the state or federal minimum wage, whichever is greater. To apply for an internship with an approved state office, the student must attain an enrollment certification VA form 22-1999-6 from their schools veterans' office. The veteran will earn an hourly wage equal to the federal minimum wage or your state minimum wage, whichever is greater. If you're in a work-study job at a college or university, your school may pay you the difference between the amount VA pays and the amount the school normally pays other work-study students doing the same job as you. You may work during or between periods of enrollment. You can arrange with VA to work any number of hours you want during your enrollment. But, the total number of hours you work can't be more than 25 times the number of weeks in your enrollment period. The type of work that will be performed under a VA Work-study program must be related to VA work. Fill out a VA Form 22-8691 to apply.

Examples of acceptable work are:

- Processing VA paperwork at schools or VA offices.
- Performing outreach services under the supervision of a VA employee.
- Performing services at VA medical facilities or the offices of the National Cemetery Administration.
- The work you actually do will depend on your interests and the type of work available.

## California Veterans Education Opportunities Partnership

In an effort to provide educational opportunities for the men and women who serve in our Armed Forces, the University of California has partnered with Governor Schwarzenegger, the California State University, California Community Colleges and the California Department of Veterans Affairs to implement the California Veterans Education Opportunity Partnership. This partnership brings together the higher education, veterans and military communities to make the transition from military service to college a seamless one.

### **University of California**

[www.universityofcalifornia.edu/veterans](http://www.universityofcalifornia.edu/veterans)

### **California State University**

[www.calstate.edu/veterans](http://www.calstate.edu/veterans)

### **California Community College**

[www.cccco.edu/ChancellorsOffice/Divisions/StudentServices/TroopstoCollege/tabid/660/Default.aspx](http://www.cccco.edu/ChancellorsOffice/Divisions/StudentServices/TroopstoCollege/tabid/660/Default.aspx)

### Troops to Teachers Program

Troops to Teachers is a U.S. Department of Education and Department of Defense program that helps eligible military personnel begin a new career as teachers in public schools where their skills, knowledge and experience are most needed. Troops to Teachers program enriches the quality of American education by placing mature, motivated, experienced and dedicated personnel in our nation's classrooms. Thousands of military retirees, separating active duty personnel and currently drilling members of the reserve components, are discovering new and rewarding careers in teaching our nation's children. Veterans who have become public school teachers are "proud to serve again." The program has been successful in producing quality teachers in high demand areas—more men and minorities with experience beneficial to successful teaching in mathematics, science and special education who desire to give back by teaching in economically disadvantaged urban and rural schools.

For more detailed information on your VA education benefits visit, <http://www.caltroops.org> or write to:

California Troops to Teachers  
1227 O St., Rm. 313  
Sacramento, CA 95814  
Or Contact: Veterans Service Officer

### Troops to College Program

California's Troops to College is an initiative specifically targeted to provide educational opportunities and assistance by the state's premier education segments and related agencies to active duty service members, National Guard soldiers, Military Reservists and veterans. The program is designed to help veterans transition to civilian life and the college environment, especially combat veterans. Veterans and their families may enroll in a course about combat stress, post-traumatic stress disorders, and other issues affecting veterans returning to civilian life, the course is taught by a VA counselor who is also a combat veteran. The curriculum is specifically designed to increase the veteran's academic, work and social success. The class provides participants instruction in interpersonal skills, methods of adapting to civilian life and work careers, and techniques for managing military operations.

## 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. Your contributions are matched on a \$2 for \$1 basis by the Government. 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.

Benefit entitlement is 1 to 36 months depending on the number of monthly contributions. You have 10 years from your release from active duty to use VEAP benefits. If there is entitlement not used after the 10-year period, your portion remaining in the fund will be automatically refunded.

### Eligibility

To qualify, you must meet the following requirements:

- Entered service for the first time between January 1, 1977, and June 30, 1985;
- Opened a contribution account before April 1, 1987;
- Voluntarily contributed from \$25 to \$2700;
- Completed your first period of service; and
- Were discharged or released from service under conditions other than dishonorable.
- If you are currently on active duty and wish to receive VEAP benefits, you must have at least 3 months of contributions available.

Contributions may be withdrawn if you do not meet the basic eligibility requirements or if you formally request a refund of the contributions withheld.

### How To Apply

You should make sure that your selected program is approved for VA training. If you are not clear on this point, VA will inform you and the school or company about the requirements.

Obtain and complete VA Form 22-1990, Application for Education Benefits. Send it to the VA regional office with jurisdiction over the State where you will train. If you are not on active duty, send copy 4 (Member Copy) of your DD Form 214, Certificate of Release or Discharge From Active Duty. If you are on active duty, you must have your enrollment approved by your base Education Services Officer, and you must have your service verified by your Commanding Officer.

If you have started training, take your application and Member Copy of DD Form 214 to your school or employer. Ask them to complete VA Form 22-1999, Enrollment Certification, and send all the forms to VA.

If you wish to withdraw your contributions from VEAP, obtain and complete VA Form 22-5281, Application for Refund of Educational Contributions, and send it to your nearest VA regional office.

San Diego Regional Office  
8810 Rio San Diego Drive  
San Diego, CA 92108  
Phone: 800-827-1000

**EDUCATION: COLLEGE VETERAN REPRESENTATIVES**

**Mt. San Jacinto College**

Point of Contact: Robert Parker  
 1499 N. State St.  
 San Jacinto, CA 92583  
[rparker@msjc.edu](mailto:rparker@msjc.edu) (Certified Official)  
[halvia@msjc.edu](mailto:halvia@msjc.edu) (Counselor)  
 (951)-639-5262

**College of the Desert**

Point of Contact: Donnie Prince  
 43-500 Monterey Avenue  
 Palm Desert, CA 92260  
[DPrince@collegeofthedesert.edu](mailto:DPrince@collegeofthedesert.edu)  
 (760)-776-7286  
 (760)-773-2536  
[www.facebook.com/collegeofthedesertvets](http://www.facebook.com/collegeofthedesertvets)

**Palo Verde College**

Point of Contact: Suzy Woods  
 One College Drive  
 Blythe, CA 92225  
[swoods@paloverde.edu](mailto:swoods@paloverde.edu)  
 (760)-921-5410

**CSU San Bernardino**

Point of Contact: Marci Daniels  
 5500 University Parkway  
 San Bernardino, CA 92407  
[daniels@csusb.edu](mailto:daniels@csusb.edu)  
 (909)-537-5195

**Crafton Hills College**

Point of Contact: Steve Rush  
 11711 Sand Canyon Road  
 Yucaipa, CA 92399  
[srush@craftonhills.edu](mailto:srush@craftonhills.edu)  
[veteransservices@craftonhills.edu](mailto:veteransservices@craftonhills.edu)  
 (909)-389-3256

**UC Riverside**

Point of Contact: Chryssa Jones  
 900 University Ave.  
 Riverside, CA 92521  
[chryssa.jones@ucr.edu](mailto:chryssa.jones@ucr.edu)  
 (951)-827-1012

**Moreno Valley College**

Point of Contact: Lizette Tenorio  
 16130 Lasselle St.  
 Moreno Valley, CA 92551  
 (951)-571-6247



## Programs for Veterans

The California Employment Development Department (EDD) Workforce Services Offices and One-Stop Career Centers have specially-trained staff to ensure veterans of the U.S. Armed Forces receive maximum employment and training opportunities. Services can include counseling, labor market information, job referrals, job search workshops, and job development with potential employers. All veterans are eligible for the Veterans Intensive Program. Special assistance is available for veterans with service connected disabilities. As a veteran, you may qualify for assistance under the Workforce Investment Act. Services can include:

- Alternative school services
- Follow-up services
- Guidance counseling
- Leadership development
- Mentoring
- Occupational skills training
- Paid and unpaid work experience (such as internships, apprenticeships and job shadowing)
- Supportive services
- Tutoring, study skills training and instruction leading to completion of secondary school

### Priority Services

As a veteran you are entitled to receive a priority in service, which includes:

- A 24-hour “Veterans Only” hold on all new job orders received by the CalJOBS labor exchange system
- Placement of qualified veterans’ résumés before non-veterans’ résumés on job order screens that are viewed by EDD staff or prospective employers
- Assistance by Veterans Specialists who are dedicated to providing priority employment and training services to veterans
- Contact [www.edd.ca.gov](http://www.edd.ca.gov) or consult the phone directory “State of California EDD”

### Unemployment Benefits

Former service members should apply for Unemployment Insurance (UI) benefits immediately upon separation from active military service. When filing for UI benefits, recently discharged veterans must provide information from their Certificate of Release or Discharge Form Active Duty, DD Form 214 or NOAA Form 56-16 (or when not available, Orders to Report, or Orders of Release may be used). If you do not have this documentation, do not delay in filing your claim. The Department can help you obtain the necessary information to file your claim. File for Unemployment—you may be eligible for UI benefits. You can access the online eApply4UI application at [www.edd.ca.gov](http://www.edd.ca.gov) or by phone at **(800)-300-5616**.

### Resources

Hire Vets First, [www.hirevetsfirst.dol.gov](http://www.hirevetsfirst.dol.gov) is the national comprehensive career web site for hiring America’s veterans or finding employers with job opportunities. Here you’ll find the resources you need for matching employment opportunities with veterans.

## Apprenticeship

Apprenticeship training dates to ancient times when young boys were indentured to skilled tradesmen to learn a craft. Today, apprentices are women and men who earn while they learn through planned, supervised work on-the-job combined with related classroom instruction. Just like college, apprenticeships aren't for everyone. To become an iron-worker, firefighter or electrician takes mettle. Apprentices get up early, take direction from journeypersons, follow precise safety standards and attend classes at night. But at the end of their apprenticeship they get a ticket to a career anywhere they care to go: a journeyperson's card that is proof of their skill and experience when they look for work. Not to mention the salary and benefits that goes with it. Apprenticeships now cut across the boundaries of traditional trades such as carpentry, plumbing and firefighting to diverse fields like arson and bomb investigations and youth correctional counseling.

The Division of Apprenticeship Standards—the state agency that ensures apprentices are not exploited—database provides access to available apprenticeship programs by craft and geographic region at [www.dir.ca.gov/databases/das/aigstart.asp](http://www.dir.ca.gov/databases/das/aigstart.asp). Candidates select an occupation they like and have the physical ability to perform, find out if they meet minimum qualifications, decide if they can work under the required job conditions and apply for an apprenticeship with an employer in the field, the appropriate union or the (EDD). Sometimes aptitude or other tests are required and there may be a waiting list. Apprenticeships offer challenges and rewards. This site offers stories from a few with the perseverance, ambition and initiative to make apprenticeship training work for them. More apprenticeship information can be found at [www.dir.ca.gov/DAS/das.html](http://www.dir.ca.gov/DAS/das.html) And employers, check out the video, Apprenticeship California's Best Kept Secret, online at [www.dir.ca.gov/das/apvideo.htm](http://www.dir.ca.gov/das/apvideo.htm)

## Honor A Hero, Hire A Vet

In 2006 the Armed Forces Support Foundation ([www.armedforcessupportfoundation.org](http://www.armedforcessupportfoundation.org) (501(c)(3)) was created, along with Hire A Hero, to provide free employment services to returning service members and their families. Hire A Hero was created as an online professional networking site that provides employment services specifically geared towards meeting the employment needs of returning military members and their families. Our research and experience suggests that conventional job boards fail to identify the specific needs of returning veterans and did not effectively connect them with the wider military community. Hire A Hero is a national program that was created to address this gap. For more information, please visit [www.hireahero.org](http://www.hireahero.org).

## Hire A Veteran Now!

There are nearly 2,000 One-Stop Career Centers nationwide where employers can go to receive assistance in connecting to and recruiting veterans. One-Stop Career Centers offer a wealth of resources including specialized local Veterans' Employment Representatives (LVERs) and Disabled Veterans' Outreach Program (DVOP) staff who work solely with veteran populations and can provide relevant veteran applicant referrals. Find the One-Stop Career Center near you, or call (877) US2-JOBS for direct assistance.

## Find Exams For A State Job

In January 2009 the state law changed so any veteran who left the service under honorable conditions is eligible to apply for promotional civil service jobs with the state, including career executive assignments, for which they meet the minimum qualifications as outlined in the job specifications found on the State Personnel Board (SPB) website, [www.sbp.ca.gov](http://www.sbp.ca.gov). The first step in getting a State job is to take a State exam for the classification (job title) in which you are interested. The easiest way to learn what examinations are open for testing is to browse the SPB Exam Bulletins.

Sacramento Employment Services Center to access the SPB website, obtain examination announcements, applications for examinations, forms and other brochures on the civil service examination process. Local EDD offices may receive announcements for state civil service examinations and may also have applications and other brochures available. Examination Announcements: When you find an examination you are interested in applying for, obtain a copy of the exam announcement (bulletin) and an application from the department conducting the examination. Read it over carefully, as you are filling out your application. You may also wish to refer back to it as the examination process continues.

## EDD Monroe Workforce Development Office

Workforce Development Center  
44199 Monroe Street  
Indio, CA 92201  
(760) 863-2552

## Incentives For Businesses To Hire Veterans

Following extensive research in standard and specialized reference sources, the following selected items with current and/or background information on federal incentives for businesses to hire veterans have been identified and are available at the links provided:

1. CRS Report RL30089, The Work Opportunity Tax Credit (WOTC), by Christine Scott:  
<http://www.crs.gov/pdfloader/RL30089>
2. Department of Veterans Affairs (VA) website, “VetSuccess.gov: Resources for Employers” page, updated July 19, 2013: [http://www.vetsuccess.gov/resources\\_for\\_employers](http://www.vetsuccess.gov/resources_for_employers) Word search for “incentives”, “credits”, “on-the-job training”, & “ojt”
3. Internal Revenue Service (IRS) website, “Work Opportunity Tax Credit Extended” page, updated April 8, 2013: <http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Expanded-Work-Opportunity-Tax-Credit-Available-for-Hiring-Qualified-Veterans>
4. Denis McDonough and Gene Sperling, “Incentivizing Employers to Hire Veterans through Permanent Tax Credits,” The White House Blog, April 5, 2013:  
<http://www.whitehouse.gov/blog/2013/04/05/incentivizing-employers-hire-veterans-through-permanent-tax-credits>
5. White House website, “The President’s Budget Fiscal Year 2014: FACT SHEET: Supporting Veterans and Military Families” [April 5, 2013]:  
[http://www.whitehouse.gov/sites/default/files/docs/4\\_5\\_fy\\_2014\\_vabudget\\_previewfinal300.pdf](http://www.whitehouse.gov/sites/default/files/docs/4_5_fy_2014_vabudget_previewfinal300.pdf)
6. VA website, “VOW to Hire Heroes Act 2011 – For Employers” page, updated November 6, 2012: <http://benefits.va.gov/vow/foremployers.htm>
7. VA website, “Special Employer Incentives (SEI)” fact sheet, updated May 14, 2012:  
<http://benefits.va.gov/vow/docs/SEIFlyerFinal.pdf>
8. White House, Office of the Press Secretary, “Fact Sheet: Returning Heroes and Wounded Warrior Tax Credits,” November 21, 2011:  
<http://www.whitehouse.gov/the-press-office/2011/11/21/fact-sheet-returning-heroes-and-wounded-warrior-tax-credits>
9. VA website, “VR&E VetSuccess – Providing Veterans with Meaningful Careers,” VBA Today, Vol. 1, Issue 12, October 2011, pp. 1-2: [http://www.vba.va.gov/VBA/newsletter/issue/oct\\_11.pdf](http://www.vba.va.gov/VBA/newsletter/issue/oct_11.pdf) Word search for “incentive” & “on the job training” on p. 2
10. VA website, “Vocational Rehabilitation & Employment Service: Information for Employers,” updated April 7, 2010: [http://www.vba.va.gov/bln/vre/emp\\_resources.htm](http://www.vba.va.gov/bln/vre/emp_resources.htm) Word search for “incentive”, “tax credit”, & “tax deduction”

# Homeless Veterans And Housing Assistance



Homelessness has become a big issue in our nation today. According to the U.S. Department of Veteran's Affairs (USDVA) the majority of the homeless population is males. Most of the homeless veterans are single, poor, come from disadvantaged communities, suffer from mental illness and half of them have substance abuse problems. The demographics of America's homeless veterans have served in: World War II, Korean War, Cold War, Vietnam War, Grenada, Panama, Lebanon, Operation Enduring Freedom (Afghanistan), and Operation Iraqi Freedom. Statistically 47 percent of America's homeless veteran's population served during the Vietnam Era, more than 67 percent served our country at least three years, and 33 percent were stationed in a war zone. Some of the factors that have affected homelessness have been extreme shortage of affordable housing, livable income and access to health care. Also there are a large number of displaced and at-risk veterans living with lingering effects of Post-Traumatic Stress Disorder (PTSD) and substance abuse, compounded by a lack of family and social support networks.

Nearly every county in California has a resource list of community-based organizations or government agencies that may provide assistance to homeless veterans. The Veteran Service Division of CDVA has started a pilot program in Northern and Southern California to have a homeless bed census that will allow providers and homeless veterans to locate a facility, and begin their trail back to a normal standard quality of life. This pilot program can be located with the assistance of the Network of Care website at, [www.networkofcare.org](http://www.networkofcare.org)

## Veterans Alliance Program

Linda & Fred Nunez  
(951) 269-3944  
(951) 588-9703

[veteransallianceofsocal@yahoo.com](mailto:veteransallianceofsocal@yahoo.com)  
<http://www.veteransallianceofsocal.org/>

## Southern California Homeless Assistance Coordinator

The Continuum of Care (COC) website below contains all the homeless assistance coordinators' contact information for Southern California visit: [www.hud.gov/local/ca/homeless/continuumcare/scalcoc.cfm](http://www.hud.gov/local/ca/homeless/continuumcare/scalcoc.cfm)

### Riverside County

Riverside County Department  
of Public Social Services  
4060 County Circle Dr.  
Riverside, CA 92503  
Point of Contact: Judith Merdock  
Phone: (951) 358-5636  
Fax: (951) 358-7755

### San Bernardino County

Riverside County Department  
of Public Social Services  
696 S. Tippecanoe Ave  
Riverside, CA 92503  
Point of Contact: Isaac Jackson  
Phone: (909) 421-4614  
Fax: (909) 421-4600

**County of Riverside Department of Public Social Services**

<p><b><u>Banning</u></b></p> <p>901 East Ramsey Street Banning, CA 92220 Phone: 951-922-7585 (Adult Services) Phone: 951-922-7550 (Children's Services)</p>	<p><b><u>Hemet</u></b></p> <p>561 North San Jacinto Street Hemet, CA 92544 Phone: (951)-791-3250 (Adult Services)</p>
<p><b><u>Blythe</u></b></p> <p>1267 West Hobson Way Blythe, CA 92225 Phone: (760)-921-5818 (Adult Services) Phone: (760)-921-5800 (Children's Services)</p>	<p><b><u>Hemet</u></b></p> <p>547 North San Jacinto Street Hemet, CA 92544 Phone: (951)-791-3200 (Children's Services)</p>
<p><b><u>Cathedral City</u></b></p> <p>68625 Perez Road #3 Cathedral City, CA 92234 Phone: (760)-770-2450 (Adult Services) Phone: (760)-773-6700 (Children's Services)</p>	<p><b><u>Indio</u></b></p> <p>48-113 Jackson Street Indio, CA 92201 Phone: (760)-863-7210 (Children's Services)</p>
<p><b><u>Desert Hot Springs</u></b></p> <p>14201 Palm Drive, Suite 108 Desert Hot Springs, CA 92240 (760)-863-7860</p>	<p><b><u>Temecula</u></b></p> <p>27464 Commerce Center Drive Temecula, CA 92590 Phone: (951)-600-6600 (Children's Services)</p>

**Homeless/Housing Assistance**

<p><b><u>Banning</u></b></p> <p><b>Housing Assistance Programs for Veterans "HAP for Vets"</b> 45765 Coyote Street Banning, CA 92220 Phone: (855)-427-8387 Fax: (951)-849-5114 Email: <a href="mailto:hapforvets@yahoo.com">hapforvets@yahoo.com</a> Website: <a href="http://www.hapforvets.org">www.hapforvets.org</a> President: Wayne Weisberger Cell: (714)-612-6483</p>	<p><b><u>Hemet</u></b></p> <p><b>Valley Restart Shelter, INC</b> 200 East Menlo Avenue Hemet, CA Phone: (951)-766-7476</p>
---	--

**Rancho Cucamonga**  
**HomeStrong USA**

HomeStrong USA wants to help Veterans and their families realize the American Dream.

8711 Monroe Court, Suite A  
Rancho Cucamonga, CA 91730.  
Phone: (909) 758-8971  
Toll Free: (877) 647-8764  
Website: [info@homestrongusa.org](mailto:info@homestrongusa.org)

### California Veterans Assistance Foundation (CVAF)

This is nonprofit tax Exempt Corporation established in 2003 to operate transitional housing programs for military veterans who are homeless or at risk of becoming homeless. You can also visit their website at, [www.cavaf.org](http://www.cavaf.org) for further information call **(661) 695-3626**, or to make referrals for admission call **(866) 225-8387**.

Contact: Cris Allen (Intake Specialist)  
Phone: (661)-868-7313

Programs & Services Available:

- Health Care Assessment
- Wellness Education
- Referrals for Psychological Assessment
- Veterans Benefits Counseling
- Vocational Assessment and Training
- Sobriety Maintenance through AA, NA, CA and individual and group counseling
- Referrals for Post-Traumatic Stress Disorder
- Job Service, referrals and placement
- Case Management
- Housing Assistance upon completing program
- Life Skills, Computer Classes, Time Management, Anger Management
- AODA Classes, Assertiveness Training
- Family Issues

### National Coalition of Homeless Veterans (NCHV)

Provides help to homeless veterans. Call to find a local shelter. **(800) VET-HELP (838-4357)** or visit their website at, [www.nchv.org](http://www.nchv.org)

## Emergency Housing and Services

### Temporary Emergency Shelter Program

The California National Guard makes many of its armories available each year from October 15 through April 15 to provide additional emergency shelter space to local communities during the winter months. Cities and counties obtain a license from the Guard to use an armory as a temporary shelter and are responsible for all costs associated with running the shelter.

## Salvation Army

Salvation Army programs vary with local needs. For information on specific programs and locations, contact the divisional headquarters in your area or your local Salvation Army Corps Community Center or visit, [www.usw.salvationarmy.org](http://www.usw.salvationarmy.org)

Dick and Beverly Davis Corps Community Center  
30-400 Landau Boulevard  
Cathedral City, CA 92234  
Telephone: 760-324-2275  
Email: [Sean.Kelsey@usw.salvationarmy.org](mailto:Sean.Kelsey@usw.salvationarmy.org)

### Services Offered

- Christian Education
- Disaster Services
- Emergency Financial Assistance
- Emergency Shelter
- Food & Nutrition Programs
- Seasonal Services
- Transitional Housing
- Visitation Services
- Women's Ministries
- Worship Services

Corps Community Center  
340 S. Palm Avenue  
Hemet, CA 92543  
Telephone: 951-791-9497  
Email: [Susan.Gibson@usw.salvationarmy.org](mailto:Susan.Gibson@usw.salvationarmy.org)

### Services Offered

- Christian Education
- Disaster Services
- Emergency Financial Assistance
- Emergency Shelter
- Food & Nutrition Programs
- Seasonal Services
- Transitional Housing
- Visitation Services
- Women's Ministries
- Worship Services

## 211 Riverside

Dial 2-1-1

An operator is available: 24 hours a day/7 days a week

All calls are confidential

[www.211riversidecounty.org](http://www.211riversidecounty.org)

Providing information and referrals to: Food Assistance, Shelter and Housing Services, Employment Opportunities, Health and Dental Care, Legal Assistance, Advocacy, Counseling Volunteer Opportunities, Child Care and Parenting Resources, Support Groups, Youth and Senior Services, Disability Services and 2800 additional programs.

# Support for Incarcerated Veterans



Veterans that receive benefits from the VA change when they are incarcerated in a federal, state or local penal institution. The amount that the veteran will be paid depends on the type of benefit and reason for incarceration.

## Disability Compensation Pay

Incarcerated veterans receiving a monthly disability compensation benefits will have their payment reduced beginning with the 61st day of your imprisonment for a felony. For example, if your payment before you went to prison was \$243 or more, your new payment amount will be \$127 (10% rate). If you were getting \$127 before you were imprisoned, your new payment will be \$64 (1/2 of the 10% rate). If you are released from incarceration—participated in a work release or half-way house program, paroled, and completed sentence, your compensation payments will not be reduced.

## Pension Pay

Incarcerated veterans monthly pension benefits will have their payment discontinued effective on the 61st day of imprisonment following conviction of a felony or misdemeanor.

## VA Medical Care

Although incarcerated veterans do not forfeit their eligibility for medical care, current regulations restrict the 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 give the care or services.

## Support for Dependents of Incarcerated Veterans

VA can take all or part of the amount of compensation that the incarcerated veteran does not receive and apportion it to their spouse, children and dependent parents on the basis of individual need. Contact the nearest VA regional office for details and provide the necessary income information to start the application process.

The veteran shall resume their award for compensation or pension benefits on the date they are released from incarceration. The Department of Veterans Affairs must receive the veteran's notice of release within 1 year from the release date. The Veterans Health Administration's (VHA) Mental Health Strategic Plan and national and state prisoner re-entry initiatives launched health care for Re-Entry Veterans (HCRV); the program is designed to address the community re-entry needs of incarcerated veterans.

While incarcerated the California Department of Veterans Affairs recommends that the veteran utilizes the counselors and teachers trained to assist them in their preparation in the transition back into society. For additional information contact:

**VA Long Beach Health Care System**  
**Attn: Re-Entry Specialist**  
5901 E. 7th St., Bldg 128 K245  
Long Beach, CA 90822-5201  
(562) 825-8000

**VA Palo Alto Health Care System**  
**Attn: Re-Entry Specialist**  
795 Willow Rd., Bldg 347 (180 D)  
Menlo Park, CA 94025  
(650) 493-5000

# License Plates Program



Take advantage of one of California's Veterans' License Plates Program to "Salute our Veterans". These programs allow those serving on active duty, veterans and their families the opportunity to proudly display their support for those men and women that served in the United States Armed Forces. This offer is extended to non-veterans too. The program has numerous of emblems and logo's to choose from and place on your license plate. The proceeds of the licenses plate program help support veterans by funding the County Veterans Services Offices. You can receive information on how to obtain Veterans License Plates by visiting your local County Veterans Service Office, from your local DMV office or on their website at [www.dmv.ca.gov](http://www.dmv.ca.gov) you may also download information and an application form from the following websites: [www.cacvso.org](http://www.cacvso.org) or [www.calvet.ca.gov](http://www.calvet.ca.gov)

## Veteran License Plate

This license plate is available to all California motorists. These special California license plates may be ordered with the armed force or veterans' service organization logo/emblem of your choice. Over 100 insignias are available. Your logo will be prominently displayed to the left of a six number/letter combination Sequential plates are only \$30 per year (this may be a tax-deductible contribution and is in addition to normal DMV license fees). You may also personalize your license plate (your choice of up to 6 characters) for an additional one-time fee of \$10. All proceeds from the sale of Veterans' license plates are used to expand veteran services statewide. The organization codes, logos and emblems are available online at, [www.cacvso.org](http://www.cacvso.org).

## Special License Plates for California Veterans

California also offers special license plates to honor veterans for the following categories:

### Medal of Honor

A recipient of the Medal of Honor is eligible for one set of free commemorative license plates.

### Legion of Valor

Veterans who are recipients of the Medal of Honor, Army Distinguished Service Cross, the Navy Cross, or the Air Force Cross are eligible for special Legion of Valor license plates.

### Former Prisoners of War

Former American Prisoners of War are eligible for one set of free commemorative license plates.

### Pearl Harbor Veterans

An honorably discharged veteran who was stationed at Pearl Harbor on December 7, 1941, is eligible for special Pearl Harbor Survivor plates.

### Purple Heart

Any veteran who was the recipient of a Purple Heart is eligible for special Purple Heart plates.

### Gold Star License Plates

The California Department of Veterans Affairs is proud to announce the Gold Star License Plates. The "Gold Star Family" license plate should be available by mid-2011 for families who want to honor their lost loved ones that made the greatest sacrifice for our country. Fundraising efforts to make this plate a reality are underway. For additional information, please visit, [www.cdva.ca.gov/VetFund/GoldStar](http://www.cdva.ca.gov/VetFund/GoldStar)

## Disabled Veterans

Service-connected disabled veterans may receive, free of charge, a set of special “DV” plates which permits free parking at all parking meters in the state with no time limit and allows for parking in handicapped zones. USDVA proof of service-connection is required. The service-connected disability must be, according to California Vehicle Code Section 295.7, as identified below:

- Has a service-connected disability which has been rates at 100% disabled due to a diagnosed disease or disorder which substantially impairs or interferes with mobility
- Has a service-connected disability that limits movement without the aid of an assistive device; or,
- Has a service-connected loss of, or lost the use of, one or more limbs
- Has service-connected permanent blindness, as defined in Section 19153 of the Welfare and Institutions Code



# Military Records

Veterans or their next of kin who need assistance to obtain replacement military medals and/or records including the DD-214 can contact their County Veterans Service Office or go online to [www.vetrecs.archives.gov](http://www.vetrecs.archives.gov)

If you do not have the internet or do not feel comfortable submitting your information online you may want to complete a “Standard Form 180” and mail it to the following address:

National Personnel Records Center  
Military Records  
9700 Page Blvd.,  
St. Louis, MO 63132-5100

To obtain the SF-180 you can call your local County Veteran Service Office. Your request must contain certain basic information for them to locate your service records. This information includes:

- The veteran’s complete name used while in service
- Service number
- Social security number
- Branch of service
- Dates of service
- Date and place of birth (especially if the service number is not known)
- If you suspect your records may have been involved in the 1973 fire you must also include:
  - Place of discharge
  - Last unit of assignment
  - Place of entry into the service, if known
- All requests must be signed and dated by the veteran or next-of-kin.

## Correction of Military Records

Whether you are active duty, separated, or retired, you can apply to your service’s Board for the Correction of Military Records if you feel there is an error or an injustice in your military personnel records. These requests must be filed within three years of discovery of the error or injustice. Do not use this process to request the upgrade of your discharge; this procedure is discussed next in this booklet. Any person with military records, or his or her heirs or legal representative, may apply to the appropriate service’s Board for the Correction of Military Records. The Army, Air Force, and Coast Guard have separate boards. The Navy operates the board for both Navy personnel and members of the United States Marine Corps. Application is a simple process; however you should use the services of your CVSO. If you choose to do it yourself you must use a form DD-149 (Application for Correction of Military Record). Attach copies of statements or records that are relevant to your case. Make sure you sign item 16 of the form. Mail the completed form to the appropriate address on the back side of the form. The Board will correct your military records only if you can prove that you are the victim of error or injustice. You do this by providing evidence, such as signed statements from you and other witnesses or copies of records that support your case. It is not enough to provide the names of witnesses. The Board will not contact your witnesses to obtain statements. You should contact your witnesses to get their signed statements with your request.

## Applying for Review of Discharge

You must make your application for discharge upgrade within 15 years of discharge. If your discharge is older than 15 years, you must apply for a change to your military records using the process detailed in the prior section. Your CVSO is available to help you through this process; however, if you choose to do this yourself you must use a DD Form 293 (Application for the Review of Discharge or Dismissal from the Armed Forces of the United States). The DD Form 293 is available online or from most DOD installations, or by writing to:

Army Review Boards Agency (ARBA)  
ATTN: Client Information and Quality Assurance  
Arlington, VA 22202-4508

Be sure to attach copies of statements or records that are relevant to your case. Make sure you sign item 9 of the form. Mail the completed form to the appropriate address on the back side of the form. The Board will upgrade your discharge only if you can prove that your discharge is inequitable or improper. You do this by providing evidence, such as signed statements from you and other witnesses or copies of records that support your case. It is not enough to provide the names of witnesses. The Board will not contact your witnesses to obtain statements. You should contact your witnesses to get their signed statements with your request. Your own statement is important. Put your statement in clear terms in Section 8 of the DD Form 293. Make sure you carefully read the instructions on the back of the form concerning issues. Explain what happened and why it is an inequity or improper.

**National Archives and Records Administration**  
[www.archives.gov](http://www.archives.gov)

## Request Military Service Records

Log on to the National Archives web site at [www.archives.gov/veterans/evetrecs/](http://www.archives.gov/veterans/evetrecs/) and click on "Request Military Records." Enter all required information, including the nature of the request and the types of documents being requested.

Print, sign and date the form. It can be faxed, along with a death certificate or obituary for next-of-kin, to the National Personnel Records Center (NPRC) at **(314)-801-9195**. In lieu of fax, the form can also be mailed to:

National Personnel Records Center  
9700 Page Avenue  
St. Louis, MO 63132-5100

Contact the NPRC Customer Service Center by phone or email to check the status of your request. It is recommended you wait at least 10 days. You can email your request to [mpr.status@nara.gov](mailto:mpr.status@nara.gov) or call **(314)-801-0800** between the hours of 7 a.m. and 5 p.m. CST.

### **Other Methods to Obtain Military Service Records**

Recently separated veterans may be able to find their records through the joint Department of Veterans Affairs and Department of Defense eBenefits Portal.

Write a letter to request records

If you are not able to obtain form SF-180, you may still submit a request for military records. Please see Military Records Requests: Standard Form SF-180 for details on what information is required in your letter.

Write a letter to request records

If you are not able to obtain form SF-180, you may still submit a request for military records. Please see Military Records Requests: Standard Form SF-180 for details on what information is required in your letter.

Visit the National Archives in person

Individuals who wish to visit the National Personnel Records Center (NPRC), in St. Louis, MO, because they have a strong interest in viewing records in person may do so by scheduling an appointment in the NPRC's Research Rooms. Please see Visitors and On-Site Researchers for more information on how to schedule you visit.

Contact your State or County

Some veterans may be able to obtain copies of certain military records from their state, county or municipality. Contact your state or county veterans agency for more information.

Hire an independent researcher

Patrons in locations remote to St. Louis may consider hiring an independent researcher to conduct research on their behalf. Please consult our list of independent researchers for additional information.

- Researchers specializing in Military Records
- Researchers specializing in Military Records held at the National Personnel Records Center (St. Louis, MO)
- Researchers specializing in Genealogy and Family History Records

## Service Review Board

**Air Force Review Boards Agency**

<http://www.af.mil/AboutUs/FactSheets/Display/tabid/224/Article/104511/air-force-review-boards-agency.aspx>

**Army**

Army Review Boards Agency  
251 18th Street South, Suite 385  
Arlington, VA 22202-3531.  
<http://arba.army.pentagon.mil/>  
The Army now accepts online applications.

**Coast Guard**

DHS Office of the General Counsel  
Board for Correction of Military Records  
Mailstop # 485  
245 Murray Lane  
Washington, DC 20528  
<http://www.uscg.mil/legal/BCMR.asp>

**Navy and Marine Corps**

Board for Correction of Naval Records  
701 S. Courthouse Road  
Bldg 12, Suite 1001  
Arlington, VA 22204-2490  
<http://www.donhq.navy.mil/bcncr/bcncr.htm>



# Volunteer Services

## California Volunteers

California Volunteers is the state office that manages programs and initiatives aimed at increasing the number of Californians engaged in service and volunteering. Learn more about volunteering in the State of California by visiting, [www.californiavolunteers.org](http://www.californiavolunteers.org)

## Department of Veterans Affairs Voluntary Service (VAVS)

VA Voluntary Service (VAVS) has joined President Barack Obama's United We Serve initiative. VAVS is committed to engaging American citizens in service during the summer months and provide lasting benefits to the veterans and communities in which they live through volunteer service. To Volunteer or Donate contact a VAVS Program Manager in your area.

The following are four volunteer opportunities that are available at varying VA facilities throughout the nation. If one of the opportunities peaks your interest, go to the Volunteer or Donate page to complete an introductory application and specify in the comments field your preference.

Visit [www.volunteer.va.gov](http://www.volunteer.va.gov) or by calling (800) 827-1000

1. VA Homeless Veterans Program
2. VA National Cemetery Administration
3. VA Volunteer Transportation Network
4. VA Welcome Home Celebrations

## Student Volunteer Program

Student volunteers are an important part of the VA medical centers' treatment team. They will receive valuable experience and training which will benefit them in applying for college and jobs. The James H. Parke Memorial Youth Scholarship Award provides scholarship opportunities to students who volunteer at VA medical centers (your local VA health care Voluntary Service staff has current nomination criteria). Student volunteers are liaisons with their communities and provide a valuable element of caring for veterans. The VA Voluntary Service program offers students excellent opportunities for:

- Exploring health care career options;
- Gaining experience in a health care environment;
- Learning new skills; making new friends; and
- Audiology and Speech Pathology
- Extended Care
- Information Technology
- Medical Administration
- Nursing
- Nutrition and Food Service
- Outpatient/Ambulatory Care Activities
- Pharmacy
- Physical Therapy

## VA Student Volunteer

Contact the VA facility nearest you and ask for Voluntary Service. Tell their staff of your interest in becoming a VAVS Volunteer. The staff will take care of everything else including your interview, orientation and assignment. To find your nearest facility, visit:

[www2.va.gov/directory/guide/home.asp?isFlash=1](http://www2.va.gov/directory/guide/home.asp?isFlash=1) or call (800) 827-1000.

You can also fill out an application at: [www.volunteer.va.gov/apps/VolunteerNow](http://www.volunteer.va.gov/apps/VolunteerNow)



# Women And Minority Veterans

## Women Veterans

Women veterans are a vital part of the veteran population in California and the United States Armed Forces. Today, more than 200,000 women are serving in the Armed Forces. The estimated population of women veterans as of September 2008 is approximately 1.8 million. Approximately 255,000 women veterans use VA health care services. California is ranked as the number one state in having the highest number of women veterans.

As of October 2009, California's women veteran population total was 167,086. The California Department of Veterans Affairs seeks to ensure that women veterans are aware of their USDVA and state benefits, and obtain the unique services that are available to them. Our outreach efforts continue to expand so that assistance can be provided to facilitate easy access and utilization of specially designed services that address the needs of women veterans.

Public Law 102-585 of the Veterans Health Care Act of 1992 authorized new and expanded services for women veterans, including counseling for sexual trauma on a priority basis and specific health care services such as pap smears, mammography and general reproductive health care at many USDVA facilities. Additionally, mental services provided include substance abuse counseling, evaluation and treatment of military sexual trauma and Post Traumatic Stress Disorders.

You may call the Women Veterans line for assistance at any time by dialing **(916) 653-2551**. The Deputy Secretary of Women and Minority Veterans Division will gladly assist you anytime.

For more information on women veteran services and benefits, please visit the following websites:

The Center for Women Veterans <a href="http://www.va.gov/womenvet/">www.va.gov/womenvet/</a>	Federal Benefits for Veterans and Dependents <a href="http://www1.va.gov/opa/vadocs/fedben.pdf">www1.va.gov/opa/vadocs/fedben.pdf</a>
National Center for PTSD <a href="http://www.ncptsd.va.gov">www.ncptsd.va.gov</a>	VA Benefits for Veterans of Enduring Freedom <a href="http://www.vba.va.gov">www.vba.va.gov</a>
VHA Online Health Eligibility <a href="http://www.va.gov/healtheligibility">www.va.gov/healtheligibility</a>	VHA: National Center for Health Promotion <a href="http://www.va.gov">www.va.gov</a>
HHS Women's Health Website <a href="http://www.4woman.gov">www.4woman.gov</a>	Homeless Veteran Programs <a href="http://www.va.gov/homeless/index.cfm">www.va.gov/homeless/index.cfm</a>

## Grace After Fire

Grace After Fire is a website that supports women veterans who have served our country and need support for the adjustment that needs to be made to go back to live in the USA, whether it be still in the service or as a veteran. Grace has many features and forums to assist women veterans in their transition. At Grace, they support the VA in serving our women veterans. Where the VA cannot reach—where they need their help—they will be there. Visit their website at [www.graceafterfire.org](http://www.graceafterfire.org)

## Minority Veterans

Minority veterans are less likely to access their U.S. Department of Veterans Affairs (USDVA) benefits than non-minority veterans. Therefore, outreach efforts have been implemented at the federal and state level to identify barriers to services and health care access and to develop strategies for improving minority participation in existing USDVA benefit programs. There are approximately 22 Minority Veterans Coordinators in California located at USDVA regional offices, health care facilities and national cemeteries to promote the use of USDVA benefits, programs and services. These Minority Veterans Coordinators belong to a minority group themselves, and thus are able to initiate activities that educate and sensitize internal staff to the unique needs of minority veterans. They also target outreach efforts to minority veterans through community networks, advocate on behalf of minority veterans by identifying gaps in services, and make recommendations to improve service delivery within their facilities. For information on any of your veteran benefits, contact your local County Veterans Service Office (CVSO). Locations of CVSOs are available online at [www.cacvso.org](http://www.cacvso.org). You may call the Minority Veterans line for assistance at any time by dialing (916) 653-2551. The Deputy Secretary of Women and Minority Veterans Division will gladly assist you anytime.

Additional information that may be helpful to minority veterans is available at these websites:

Homeless Veterans Program <a href="http://www.va.gov/homeless/index.cfm">www.va.gov/homeless/index.cfm</a>	U.S. Department of Veterans Affairs <a href="http://www.va.gov">www.va.gov</a>
VA Center for Veterans Enterprise & Business <a href="http://www.vetbiz.gov">www.vetbiz.gov</a>	VA Benefits for Veterans of Enduring Freedom- Iraqi Freedom <a href="http://www.oefoif.va.gov">www.oefoif.va.gov</a>
VA online Health Eligibility <a href="http://www.va.gov/healtheligibility">www.va.gov/healtheligibility</a>	National Native American Veterans Association <a href="http://www.nnava.org">www.nnava.org</a>
Center for Minority Veterans <a href="http://www.va.gov">www.va.gov</a>	

## Minority Veterans Support

American Coalition of Filipino Veterans, Inc. <a href="http://www.usfilvets.tripod.com">www.usfilvets.tripod.com</a>	African-American Post Traumatic Stress Disorder Association <a href="http://www.aaptsdassn.org">www.aaptsdassn.org</a>
National Japanese-American Veterans Council <a href="http://www.discovernikkei.org">www.discovernikkei.org</a>	American G.I. Forum <a href="http://www.agif.org">www.agif.org</a>

**US Department of VA Veterans Health Administration**  
**Minority Veterans Program Coordinators**  
**Loma Linda VA Hospital**  
 J.L. Pettis VA Medical Center  
 Point of Contact: Sam Maze  
 Phone: (909)-583-6848



## Fishing and Hunting Licenses

### The Benefits

Reduced annual fees for fishing and hunting licenses.

### Who May Be Eligible

Any veteran with a 50% or greater service-connected disability.

### How to Apply

First time applicants must submit proof of their service-connected disability from the USDVA.

The California Department of Fish and Game  
License and Revenue Branch  
1740 N. Market Blvd.  
Sacramento, CA 95834  
Phone: (916) 928-5805  
[www.dtg.ca.gov](http://www.dtg.ca.gov)  
or any Department of Fish and Game Office

## Business License, Tax and Fee Waiver

### The Benefits

Waiver of municipal, county and state business license fees, taxes and fees, for veterans who hawk, peddle or vend any goods, wares or merchandise owned by the veteran, except spirituous, malt, vinous or other intoxicating liquor, including sales from a fixed location.

### Who May Be Eligible

Honorably discharged veterans who engage in sales (not services) activities may be eligible. Eligibility criteria differ based upon local jurisdiction.

### How to Apply

Bring proof of honorable discharge to your local appropriate county/city licensing authority.

## Property Tax Exceptions

### The Benefits

Property tax exemptions on the assessed value of a home of:

- a) Up to \$122,128 if the total household income from all sources is over \$54,842 per year.
- b) Up to \$183,193 if the total household income from all sources is under \$54,842 per year

### Who May Be Eligible

- a) Wartime veterans who are in receipt of service-connected disability compensation at the totally disabled rate.
- b) Unmarried surviving spouses, or registered domestic partners, of veterans who are in receipt of service-connected death benefits.
- c) Wartime veterans who are service-connected for loss of, or loss of use of, two or more limbs.
- d) Wartime veterans who are service-connected for blindness.

### How to Apply

The local County Assessors Office (located in the county government section of your telephone book) or at: [www.boe.ca.gov/proptaxes/assessors.htm](http://www.boe.ca.gov/proptaxes/assessors.htm).

Those applying for benefits should bring proof from the U.S. Department of Veterans Affairs, verifying receipt of service-connected disability/death benefits.

## State Parks and Recreation Pass

### The Benefits

A lifetime State of California Parks pass. The pass is free of charge and entitles the holder to the use of all basic State Park System operated facilities at no further charge.

### Who May Be Eligible

Any war veteran (as defined in Public Resources Code section 5011.5) with a service-connected disability rated at 50% or greater, a Congressional Medal of Honor Recipient, or a former Prisoner of War. You must be a California resident to qualify for this pass.

### How to Apply

To apply by mail, a veteran should submit: (1) a completed Department of Parks and Recreation form DPR 619 (Excel Document), (2) a letter from the USDVA verifying a service-connected disability rated at 50% or greater, or former Prisoner of War status, or evidence of the Medal of Honor award (3) a copy of the veterans drivers license to verify California residency.

Park Pass Sales Office  
1416 9th Street, Room 144  
Sacramento, CA 95814  
(916) 653-8280  
<http://www.parks.ca.gov/>

# Loma Linda VA Hospital Patients' Feedback Guide



In order to give voice to our veterans, the Office of Congressman Raul Ruiz, M.D. compiled available customer feedback information from the Loma Linda Healthcare System website in direct response to requests made by veterans at the 2013 Veterans' Forums<sup>1</sup>. At the Veterans' Forums, veterans expressed an interest in better understanding how to provide feedback on the care they receive to Loma Linda VA Hospital.

## Providing Feedback

There are several ways that veterans can provide feedback about their experience at the Loma Linda VA Hospital. The four primary ways veterans can register their feedback are through:

1. Patient advocates;
2. Customer service hotlines;
3. Joint commission;
4. Post-visit patient experience surveys.

## Patient Advocates

Loma Linda's Patient Advocate program seeks to personally give veterans and their family the security of knowing someone is available to focus on their individual concerns and rights as patients. Patient Advocates work directly with all departments on behalf of patients and can address their questions, problems or special needs more quickly. If you, or a veteran you care for has not been able to resolve important issues related to the VA through other means of communications, please contact one of the highly-skilled patient advocates listed below who will be eager to help you with your concern in a timely manner.



**Felicia Milian**  
Patient Advocate  
(909) 583-6175



**Veronica King**  
Patient Advocate  
(909) 583-6174

## Customer Service, Patient Safety, and Quality of Care Hotlines

### Customer Service

Veterans who are not completely satisfied with their experience at a VA hospital or health clinic can contact Customer Service at **(909) 583-6133** so that they have an opportunity to make immediate corrections.

### Patient Safety

If your Patient Safety concerns are not addressed through any of the above, please contact Patient Safety Officer at **(909) 825-7084** extension 2950 or leave a message on the Patient Safety Hotline extension 2505. Patient Safety Hotline is available 24 hours a day, 7 days a week.

### Quality of Care

For concerns with quality of care contact Loma Linda Quality Management Coordinator at **(909) 825-7084** extension 6091.

## The Joint Commission

If you have a safety or quality of care concern which has been unresolved through hospital management, employees and patients have the right to contact The Joint Commission by dialing 1-800-994-6610 or email [complaint@jointcommission.org](mailto:complaint@jointcommission.org). Disciplinary action may not be taken against any employee or patient who reports a safety or quality concern to The Joint Commission.

## Survey of Healthcare Experience of Patients

After a visit to the Loma Linda VA Hospital, veterans may receive a confidential questionnaire in the mail asking you about your most recent outpatient or inpatient treatment at the medical center. To request one, please call (909) 583-6133.

Please use the survey to let Loma Linda know of any concerns, complaints, or questions you have about your care, so that they can resolve them. Please also use this survey to convey compliments about what the hospital is doing right. Make a copy of your survey and keep it with you.



# Dates To Remember

## March

- March 3: Navy Reserve Birthday
- March 4-8: Military and Veterans Caregiver Week
- March 30: Welcome Home Vietnam Veterans Day

## April

- Month of the Military Child
- April 5: Gold Star Wives Day
- April 14: Air Force Reserve Birthday
- April 23: Army Reserve Birthday

## May

- National Military Appreciation Month
- May 1: Loyalty Day
- May 1: Silver Star Service Banner Day
- May 2: National Day of Prayer
- May 10: Military Spouse Appreciation Day
- May 18: Armed Forces Day
- May 27: Memorial Day

## June

- June 14: Flag Day
- June 14: Army Birthday
- June 27: National TSD Awareness Day

## July

- July 4: Independence Day
- July 29: Anniversary of the Army Chaplain Corps

## August

- August 4: Coast Guard Birthday
- August 7: Purple Heart Day
- August 29: Marine Forces Reserve Birthday

## September

- September 11: Patriot Day
- September 18: Air Force Birthday
- September 20: POW/MIA Recognition Day (Third Friday of the Month)
- September 29: Gold Star Mother's Day (last Sunday in September)

## October

- October 13: Navy Birthday
- October 26: Day of the Deployed

## November

- Military Family Month
- November 10: Marine Corps Birthday
- November 11: Veterans Day

## December

- December 7: Pearl Harbor
- December 13: National Guard Birthday
- December 14: National Wreaths Across America (annual laying of wreaths at veterans cemeteries across the nation)

# INDEX



211 Riverside	47	Homeless/Housing Assistance	45
Affordable Care Act	20	HomeStrong USA	46
Al-Anon	22	House of Hope Residential Recovery	22
Alcohol and Drug Treatment Centers	21	Incarcerated Veterans Support	48
Alert Program	23	Incentives for Businesses to Hire Veterans	43
American Ex-Prisoners of War	2	Keystone Sober Living	22
American GI Forum of the US	2	License Plates Program	49
American Gold Star Mothers	12	Life Time Change	22
AMVETS	4	Marine Corps League	7
Apply for VA Health Benefits	15	Metcalf Recovery Ranch	22
Associates of Vietnam Veterans of America	4	My Family Inc. Recovery Center	21
Betty Ford Center	23	Michael's House	23
Blue Star Mothers of America	5	Military Funeral Honors Program	27
Burial and Plot-Internment Allowances	28	Military Officers Associations of America	8
California National Guard Education Assistance Program	36	Military Order of the Purple Heart	7
California Veterans Assistance Foundation	46	Military Records	51
California Veterans Education Opportunities Partnership	37	Minority Veteran Support	56
CalVET Programs	57	Moreno Valley College	39
Casa Cecillia	23	Mt. San Jacinto College	39
Cemetery and Burial Benefits	25	Narc-Anon	22
CNGEAP	36	Palo Verde College	39
College of the Desert	39	Patient Feedback Guide	59
Compensation Benefits	17	Pearl Harbor Survivors Association	10
County of Riverside Department of Public Social Services	45	Presidential Memorial Certificate	29
Crafton Hills College	39	Ranch Recovery Center	22
CSU San Bernardino	39	Reserve Educational Assistance Program	33
Dates to Remember	59	Riverside National Cemetery	25
Dependency and Indemnity Compensation	19	Salvation Army	47
Directory of Veteran Service Officers	1	San Bernardino Vet Center	21
Directory of Veteran Service Organizations	2	Service Review Boards	53
Disabled American Veterans	6	Soroptimist House of Hope	22
EDD Monroe Workforce Development Office	42	Southern California Homeless Assistance Coordinator	44
Education: Benefits for Veterans	31	Suicide Prevention	24
Education: College Veteran Reps	39	Survivors and Dependents Educational Assistance Program (DEA)	34
Education: Programs Available for Veterans	33	The American Legion	3
Employment Services	40	The Soldiers Project	23
GI Bill Apprenticeship and OJT Program	31, 35	UC Riverside	38
Gold Star Wives of America	6	US Vets	20
Grace After Fire	55	USO	5
HAP for Vets	45	Valley Restart Shelter	44
Headstones & Markers	30		
Homeless Veterans and Housing Assistance	44		

Veterans Affairs Healthcare Systems Services	
Veterans Affairs Healthcare System, Loma Linda	13
Veterans Alliance Program	44
Veterans Easy Access Program	12
Veterans Educational Assistance Program	38
Veterans of Foreign Wars	9
VFW Ladies Auxiliaries	8
Vietnam Veterans of America	11
Vocational Rehabilitation & Employment Program	34
Volunteer Services	54
Women and Minority Veterans	55
Work-study Program	36
Yellow Ribbon Program	33

# REFERENCES

- Section 1: Directory of Veterans Service Officers
- <http://www.cacvso.org/page/2011-1-19-13-riverside-county-office/>
  - <http://nacvso.org/>
- Section 2: Directory of Veterans Service Organizations
- [http://www.va.gov/vso/VSO-Directory\\_2012-2013.pdf](http://www.va.gov/vso/VSO-Directory_2012-2013.pdf)
- Section 3: Veterans Affairs Health Care System, Loma Linda
- <http://www.lomalinda.va.gov>
- Section 4: Veterans Affairs Health Care System Services
- <http://www.lomalinda.va.gov/services/index.asp>
  - <http://www.lomalinda.va.gov/locations/index.asp>
- Section 5: Apply for VA Health Benefits
- <http://www.va.gov/healthbenefits/apply/>
- Section 6: Compensation Benefits
- <http://www.benefits.va.gov/compensation/>
- Section 7: Affordable Care Act
- <http://www.va.gov/health/aca/>
- Section 8: Alcohol and Drug Treatment Centers
- <http://www.mentalhealth.va.gov/substanceabuse.asp>
- Section 9: Suicide Prevention
- [http://www.mentalhealth.va.gov/suicide\\_prevention/index.asp](http://www.mentalhealth.va.gov/suicide_prevention/index.asp)
- Section 10: Cemetery and Burial Benefits
- [http://www.cem.va.gov/burial\\_benefits/](http://www.cem.va.gov/burial_benefits/)
  - <http://www.calvet.ca.gov/VetServices/VeteransCemetery.aspx>
- Section 11: Education Benefits for Veterans
- <http://www.gibill.va.gov>
- Section 12: Education Programs for Veterans
- <http://www.gibill.va.gov>
- Section 13: Employment Services
- <http://www.dol.gov/vets/>
  - <http://www.vacareers.va.gov/veterans/employment-coordination.asp>
  - <http://www.calvet.ca.gov/VetServices/Employment.aspx>
- Section 14: Homeless Veterans and Housing Assistance
- <http://www.va.gov/homeless/housing.asp>
  - <http://www.calvet.ca.gov/VetServices/Housing.aspx>
- Section 15: Support for Incarcerated Veterans
- [http://www.va.gov/HOMELESS/docs/Reentry/09\\_ca.pdf](http://www.va.gov/HOMELESS/docs/Reentry/09_ca.pdf)
- Section 16: License Plate Program
- <http://www.calvet.ca.gov/vetservices/LicensePlates.aspx>
  - <http://www.dmv.gov>
  - <http://www.cacvso.org>
- Section 17: Military Records
- <http://www.vetrecs.archives.gov>
  - <http://www.archives.gov/veterans/>
- Section 18: Volunteer Services
- <http://www.volunteer.va.gov>
  - <http://www.californiavolunteers.org>
- Section 19: Women and Minority Veterans
- [www.va.gov/womenvet/](http://www.va.gov/womenvet/)
  - [www.cacvso.org](http://www.cacvso.org)
- Section 20: CalVet Programs
- <http://www.calvet.ca.gov/vetservices/OtherBenefits.aspx>
- Section 21: Loma Linda VA Hospital Patients' Feedback Guide
- <http://www.lomalinda.va.gov/patients/customerservice.asp>

Photo Credit: Architect of the Capital, Official Website of Arlington National Cemetery



Office of Congressman Raul Ruiz, M.D.  
California, 36th District