



# **Best Practices in Fleet Management and Client Intake Services**

## Final Report





Appalachian  
Transportation  
Institute

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# Research for WV Department of Veterans Assistance: Best Practices in Fleet Management and Client Intake Services

## Final Report May 5, 2018

### Introduction

This report documents the results of a proposed study slated to run between November 2017 and June 2018. The actual timeline to completion:

- *May 4, 2017.* Initial meeting with Cabinet Secretary Dennis Davis to discuss capabilities of Marshall University's Appalachian Transportation Institute (ATI) and the Center for Business and Economic Research (CBER).
- *October 4, 2017.* Meeting with Cabinet Secretary Davis and Randy Coleman, Chief of Staff, to discuss scope of work.
- *October 20, 2017.* Meeting with Cabinet Secretary Davis to discuss scope of work revisions.
- *November 14, 2017.* Agreement executed.
- *December 11, 2017.* Meeting with Cabinet Secretary Davis and Deputy Secretary Billy Wayne Bailey to finalize the Best Practices Interview Questions and the states to interview.
- *February 2, 2018.* Email sent from Cabinet Secretary Davis to states identified as targets for ATI interviews. The email described the study and asked for the agency directors to respond when contacted by ATI.
- The interviews were conducted by Dr. Diana Long, Principal Investigator, and attended by Garret Weaver, Graduate Assistant. An overview of findings is available in a separate document entitled *Executive Summary of Unique Practices from Selected Offices of Veterans Affairs*. The interviews were conducted on the following dates.
  - February 23, 2018: Virginia
  - February 26, 2018: Maryland and Idaho
  - February 28, 2018: New Mexico
  - March 2, 2018: Maine
  - March 6, 2018: Mississippi and second interview with Maryland (Veterans Home only)
  - March 7, 2018: Pennsylvania
  - March 8, 2018: Virginia and third interview with Maryland's Communication Director
  - March 12, 2018: Nebraska
  - March 16, 2018: Kansas
  - March 20, 2018: Ohio
  - March 23, 2018: Iowa
- *May 4, 2018.* Presentation to Cabinet Secretary Davis and staff.

### Project Objectives and the Changing Scope of Work

The original scope of work included the following objectives:

1. Conduct research to identify best practices in fleet management and client intake.
2. Conduct interviews with 26 Veterans Assistance Offices to get a representative sample of the 50 US states. Our study would include the five states contiguous to West Virginia (Kentucky, Ohio, Pennsylvania, Maryland and Virginia) and 21 other states selected for the veteran populations closest to that of West Virginia.

According to the US Department of Veterans Affairs data ([https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)), those states would be:

Delaware	73,760
Puerto Rico	85,905
Montana	93,356
New Hampshire	110,873
Island Areas & Foreign	111,919
Hawaii	113,385
Maine	119,554
Idaho	124,123
Nebraska	135,893
Utah	137,604
<b>West Virginia</b>	<b>147,869</b>
New Mexico	163,554
Mississippi	195,629
Connecticut	199,163
Kansas	199,486
Iowa	216,713
Nevada	225,414
Arkansas	227,840
Louisiana	290,455
Kentucky	302,068
Oklahoma	308,729
Oregon	316,982

3. Conduct interviews with at least five agencies/organizations discovered in the literature review as exemplary, award winning, benchmarked, etc. The interviews will be designed to gather additional information that is not included in the literature.
4. Determine the titles and functions of State Veterans Offices in the US.
5. Inventory US Veterans Cemeteries.
6. Present conclusions and recommendations in written form as well as a formal presentation to WV Office of Veterans Assistance.

Framing the scope of work occurred over several meetings with the Cabinet Secretary and staff. As we researched and assembled information, the deliverables changed as detailed below:

1. In addition to this final report, a separate document was produced to highlight the unique practices discovered during the interviews as well as a summary of each states' interview. This document, once approved, will be shared with each agency who participated in in the interviews. The guiding questions can be found in Attachment A, *Best Practices Interview Questions*.
2. Objective 5 asked ATI to inventory State Veterans Cemeteries. This information can be found at <https://www.cem.va.gov/cems/listcem.asp>.
3. ATI compiled a document *Summary of Services by State* (Attachment B) summarizing information for all 50 states, including:
  - Description of state services
  - Description of federal services
  - General/unspecified services related to health care

- Transportation observations
  - General site observations
  - Website address
  - Contact information
  - Average wait time by facility
4. During the development of the Best Practices Interview questions, it was assumed that *Section 1. Best Practices Intake Processes* would focus on medical facilities and clinics. During the interviews, the states discussed the function, organization and process used by the Veterans Service Offices (VSOs) more than treatment facilities. The structured questions helped organize the results of the interviews but, as with most conversations, some points, programs and discussions were stronger in one area more than another. The contents are a factor as to who was on the interviews. A summary of each state interviewed is found in Attachment C, *Summary of State Interviews*.
  5. ATI summarized the transportation services available to each facility in WV. The information was taken from the “Community Tools to Improve Transportation Options for Veterans, Military Service Members, and Their Families”<sup>1</sup>, and by information requests to WV Transit Agency Managers ([https://transportation.wv.gov/publictransit/Documents/Transit%20websites\\_email%203%202015.pdf](https://transportation.wv.gov/publictransit/Documents/Transit%20websites_email%203%202015.pdf)). The information is included in Attachment D, *Veterans Transportation Summary by Facility in WV*.

## Recommendations

The findings in this project could generate many ideas for West Virginia to duplicate. As a minimum, we recommend the West Virginia Office of Veterans Assistance consider:

1. Conducting an economic impact study of the veteran population in West Virginia. This study should include the impact of a disability claim, the amount that veterans spend within the community and the amount saved from moving veterans onto federal VA benefits and off of Medicaid.
2. Conducting an evaluation of the office’s function and development based on the results of Virginia. Include staff recruitment, retention, training and development and IT infrastructure.
3. Conducting “Hear Our Voice” town meetings or summits. Topics could include opportunities to hear from Veterans, or to bring other state agencies to the table to address specific issues. Examples from other states that are worth considering:
  - a. Transportation
  - b. Suicide
  - c. State actions to support licensure and credentials of transitioning veterans
  - d. Health care
  - e. Veteran owned business identification
  - f. Female veteran issues
4. Joining the West Virginia Department of Transportation’s Transportation Coordinating Council.
5. Exploring a partnership with hospice to offer a family retreat for suicide victims.

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<sup>1</sup> *TCRP Report 164, Community Tools to Improve Transportation Options for Veterans, Military service Members, and Their Families*, by Elizabeth Ellis, KFH Group, Inc., et.al. Transportation Research Board of the National Academies, Washington, D.C., 2013. <http://nap.edu/22418>

**Attachment A**  
***Best Practices Interview Questions***





## Best Practices Interview Questions

**Agency Data:**

**Participating Staff and Titles:**

**Date and Time of Conference Call:**

### **SECTION 1. BEST PRACTICES INTAKE PROCESSES**

1. Validate wait times listed on their website.
2. Describe the intake process.
  - a. Pre-arranged appointments? If so, describe options.
  - b. First come, first serve? Best practice?
  - c. Do you use service organizations or other employees not paid by the state?
  - d. Staff position responsible for scheduling and intake?
  - e. Staff ratio? Best practice? Obstacle?
3. What software program do you use? Recommend?
4. Budget for Intake? State or facility?

### **SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.**

Budget for transportation? Inventory?

1. Paid Positions?
2. Volunteer stipends?
3. Who coordinates?
4. Are there viable options other than providing vans?
5. Issue with transporting veterans from border states into your area? Who pays?
6. Other best practices we should consider or obstacles to avoid?

### **SECTION 3. STATE RUN VETERANS CEMETERIES.**

Validate information on website: <https://www.cem.va.gov/cems/allstate.asp>

1. For each:
  - a. Hours of operation?
  - b. Year opened?
  - c. Size?
2. Staffing
  - a. Position titles?
  - b. Contract positions?
  - c. Relationship with other agencies or organizations to provide services?
3. Discussion on memorial benches and other privately funded tributes. Best Practices?
4. Other best practices we should consider or obstacles to avoid?

### **SECTION 4. MISCELLANEOUS**

1. Best practice in marketing and outreach to “bring them in” for services?
2. Best practice in documentation of suicide? Prevention efforts?
3. New issues on the horizon?

**Attachment B**  
***Summary of Services by State***





**State**  
**State Services**

**West Virginia**

High School Diplomas for Veterans, Jack Bennett Fund, Veterans Bonuses, Veterans Reeducation Assistance, Veterans Transportation Program, Veterans and Warriors to Agriculture Program, Van Transportation Program, War Orphan Education Program, West Virginia Military Connection, Listing of services offered for Veterans but by other state departments

**Federal Services**

Veterans Crisis Line, VA Disability, VA Home Loans, VA Small Business, Pension Benefits, Montgomery GI Bill, Post 9/11 GI Bill, TriCare Health Insurance, Link to Federal office for more benefits

**General/ Unspecified Services**  
**Health Care Observations**

Only the TriCare Health Insurance is mentioned on the website, there isn't a direct link to take you to health care provider information under Federal Benefits.

**Transportation Observations**

Transportation program mentioned but it only tells you to call your local office there isn't any information on how or what the service can be used for The map links don't work on any of the field offices page in Chrome. Other than basic contact information no other information is provided about hours of service or services offered.

**General Site Observations**

**Website Address**

[www.veterans.wv.gov](http://www.veterans.wv.gov)

**Email**

**Phone**

(304) 558-3661

**Mailing address**

**AVERAGE WAIT TIME**

4 days

3 days

4 days

3 days

6 days

No Wait

3 days

5 days

3 days

3 days

4 days

1 day

3 days

3 days

5 days

**FACILITY NAME**

A. Beckley VA Medical Center

B. Braxton County VA Clinic

C. Charleston VA Clinic

D. Franklin VA Clinic

E. Greenbrier County VA Clinic

F. Huntington 9th Street VA Clinic

G. Huntington VA Medical Center

H. Lenore VA Clinic

I. Louis A. Johnson Veterans' Administration Medical Center

J. Martinsburg VA Medical Center

K. Monongalia County VA Clinic

L. Petersburg VA Clinic

M. Princeton VA Clinic

N. Tucker County VA Clinic

O. Wood County VA Clinic

**State  
State Services**

**Alabama**

Claims representation and counseling, G.I. dependent scholarship program, Homeless Veterans Program, Laws affecting verterans, State veterans cemetery, Veterans drivers license, Veterans license plates, veterans homes

**Federal Services**

Burial, Compensation, Education and training, Health care, home loans, life insurance, pension, vocational rehabilitation and employment

**General/ Unspecified Services  
Health Care Observations**

Once you get to the Federal site they mention an app to help schedule appointments

**Transportation Observations**

None mentioned on the site

**General Site Observations**

ample information provided for each field office under the contact us tab  
[www.va.state.al.us](http://www.va.state.al.us)

**Website Address**

**Email**

timothy.edgil@va.alabama.gov (District 1), rogers.wilson@va.alabama.gov (District 2), Lynda.Jenkins@va.alabama.gov (District 3)

**Phone**

None mentioned on website

**Mailing address**

**AVERAGE WAIT TIME**

2 days  
4 days  
4 days  
3 days  
8 days  
2 days  
2 days  
3 days  
8 days  
2 days  
3 days  
4 days  
1 day  
3 days  
3 days  
2 days  
3 days  
3 days  
5 days  
1 day  
4 days  
4 days  
4 days  
3 days

**FACILITY NAME**

A. Albemarle VA Clinic  
B. Brunswick County VA Clinic  
C. Charles George Department of Veterans Affairs Medical Center  
D. Cumberland County VA Clinic  
E. Durham VA Medical Center  
F. Fayetteville VA Medical Center  
G. Franklin VA Clinic  
H. Goldsboro VA Clinic  
I. Greenville VA Clinic  
J. Hamlet VA Clinic  
K. Hickory VA Clinic  
L. Hillandale Road VA Clinic  
M. Jacksonville VA Clinic  
N. Kernersville VA Clinic  
O. Lee County VA Clinic  
P. Morehead City VA Clinic  
Q. North Charlotte VA Clinic  
R. Raleigh III VA Clinic  
S. Raleigh VA Clinic  
T. Robeson County VA Clinic  
U. Rutherford County VA Clinic  
V. South Charlotte VA Clinic  
W. W.G. (Bill) Hefner Salisbury Dept. of Veterans Affairs Medical Center  
X. Wilmington VA Clinic

**State  
State Services**

**Alaska**

Employment Services, State retirement credit, University of Alaska benefits, Operation Recognition, AHFC Mortgage Program, Interest Rate Preference, Land Discount/ Purchase Preference, Property Tax Exemptions for Disabled Veterans, Vehicle Licenses and Plates, Recreational Licenses and Passes

**Federal Services**

Hero2Hired, Veterans Crisis Line, USERRA, VetSuccess, Veteran Employment tax credit, student loan protection, The GI and Post 9/11 GI Bill and Other Federal Education and Training Benefits, Federal Home Loan Programs

**General/ Unspecified Services**

**Health Care Observations**

Provides contact information for VA Outpatient Clinics and Outpatient Services

**Transportation Observations**

None mentioned on the site

**General Site Observations**

Ample information provided for each field office

**Website Address**

[www.veterans.alaska.gov](http://www.veterans.alaska.gov)

**Email**

**Phone**

907-334-08874

**Mailing address**

**AVERAGE WAIT TIME**

12 days

25 days

7 days

8 days

6 days

**FACILITY NAME**

A. Anchorage VA Medical Center

B. Fairbanks VA Clinic

C. Homer VA Clinic

D. Juneau VA Clinic

E. Kenai VA Clinic

**State  
State Services**

**Arizona**

Veteran's benefits counseling, Veterans' Cemeteries, In-State Tuition(Choice Act), Arizona Gold Star Military Medal, State Veteran Home, Veteran Licenses and Plates, Veteran Toolkit Program, Tuition and Fees Deferred Payment, Tuition Wavers for War Wounded and Dependents of Killed in Action, Employment Preferences, Credit for Military Service for State Retirement Benefits, Fiduciary Services, Tax and License Fee exemptions, State Parks Pass, Professional and Occupational Licenses, Homeless Veterans Services, Military Family Relief Fund, Veteran Supportive Campuses, Women Veterans' Services, State Approving Agency

**Federal Services**

Service Connected Disabilities, VA Medical Care, Home Loan Guaranty, Pension, Burial Benefits, GI Bill, Selected Reserves Education Benefit  
State Approving Agency

**General/ Unspecified Services  
Health Care Observations**

Very little mentioned on site except for substance abuse treatment services and suicide prevention services. No direct links to health care provider information

**Transportation Observations**

None mentioned on the site

**General Site Observations**

Booklet of benefits provided

**Website Address**

[www.dvs.az.gov](http://www.dvs.az.gov)

**Email**

**Phone**

602-255-3373

**Mailing address**

**AVERAGE WAIT TIME**

- 12 days
- 15 days
- 4 days
- 37 days
- 32 days
- 21 days
- 13 days
- 15 days
- 4 days
- 28 days
- 3 days
- 47 days
- 28 days
- 34 days
- 36 days
- 27 days
- 4 days
- 11 days
- 51 days
- 4 days
- 13 days
- 31 days
- 41 days
- 34 days
- 46 days
- 26 days
- Not Available
- 31 days
- 24 days

**FACILITY NAME**

- A. Anthem VA Clinic
- B. Bob Stump Department of Veterans Affairs Medical Center
- C. Carl T. Hayden Veterans' Administration Medical Center
- D. Casa Grande VA Clinic
- E. Cottonwood VA Clinic
- G. Helena VA Clinic
- H. Hot Springs VA Clinic
- I. John L. McClellan Memorial Veterans' Hospital
- G. Globe VA Clinic
- H. Green Valley VA Clinic
- I. Holbrook VA Clinic
- J. Kingman VA Clinic
- K. Lake Havasu City VA Clinic
- L. Northeast Phoenix VA Clinic
- M. Northwest Tucson VA Clinic
- N. Northwest VA Clinic
- O. Page VA Clinic
- P. Payson VA Clinic
- Q. Phoenix Midtown VA Clinic
- R. Safford VA Clinic
- S. Show Low VA Clinic
- T. Sierra Vista VA Clinic
- U. Southeast Tucson VA Clinic
- V. Southeast VA Clinic
- W. Southwest VA Clinic
- X. Thunderbird VA Clinic
- Y. Tuba City VA Clinic
- Z. Tucson VA Medical Center
- AA. Yuma VA Clinic

**State**  
**State Services**

**Arkansas**

Homestead and Personal Property Tax Exemption, Gross Receipt of Tax Exemption, Income Tax Exemption, Arkansas State Parks pass, Hunting and Fishing License, Resident Disabled Military Veteran Lifetime Hunting License, Resident Military Retiree Lifetime Fishing License, Resident Military Retiree Lifetime Combination License , Educational Benefits, License Plates, Employment, Diplomas for Veterans Resident Military Retiree Lifetime Hunting License

**Federal Services**

**General/ Unspecified Services**

Veterans Crisis Line

**Health Care Observations**

No information for healthcare benefits

**Transportation Observations**

None mentioned on the site

**General Site Observations**

No information about hours of operation

**Website Address**

[www.veterans.arkansas.gov](http://www.veterans.arkansas.gov)

**Email**

**Phone**

(501) 683-1787

**Mailing address**

**AVERAGE WAIT TIME**

27 days

No Wait

39 days

17 days

9 days

Not Available

24 days

11 days

96 days

11 days

10 days

19 days

16 days

12 days

5 days

No Wait

6 days

36 days

14 days

**FACILITY NAME**

A. Conway VA Clinic

B. El Dorado VA Clinic

C. Eugene J. Towbin Healthcare Center

D. Fayetteville VA Medical Center

E. Fort Smith VA Clinic

F. Harrison VA Clinic

G. Chico VA Clinic

H. Chula Vista VA Clinic

I. Clearlake VA Clinic

J. Jonesboro VA Clinic

K. Mena VA Clinic

L. Mountain Home VA Clinic

M. Ozark VA Clinic

N. Paragould VA Clinic

O. Pine Bluff VA Clinic

P. Pocahontas VA Clinic

Q. Russellville VA Clinic

R. Searcy VA Clinic

S. Texarkana VA Clinic

**State  
State Services**

**California**

CA Community Colleges, California National Guard Education Assistance Award Program, California State University, College Fee Waiver, Non-Resident College Fee Waiver, Troops to College, University of California, DVBE Advisory Council, Business License Tax and Fee Waiver, Disabled Veterans Business Enterprise Program, State Employment, Unemployment Benefits, CALVet Veteran Homes, Covered California, Healthcare Transportation, Substance Abuse Services, Veterans Treatment Court CSAAVE, GI Bill, Post Vietnam Era Veterans Education Assistance Program, Reserve Educational Assistance Program, Survivors' and Dependents' Educational Assistance Program, Transfer Post-9/11 GI Bill to a Dependent, Troops to Teachers, VA Work Study Program, Vocational Rehabilitation and Employment Program, Apprenticeship and On the job training Programs, Employment Services, Federal Employment, Agent Orange, CHAMPVA, Crisis Intervention, Dental Benefits, Depleted Uranium, Disability Compensation, Family and Readjustment Counseling, Hearing Loss and Tinnitus Services, Mental Health Services

**Federal Services**

**General/ Unspecified Services  
Health Care Observations**

Ample information under Healthcare tab including eligibility and online access to services

**Transportation Observations**

VA has authority to provide eligible beneficiaries reimbursement for mileage, special mode of transportation (when medically justified by a VA health care provider), and in certain circumstances, taxi or hired car.

**General Site Observations**

**Website Address**

[www.calvet.ca.gov](http://www.calvet.ca.gov)

**Email**

**Phone**

800-952-5626

**Mailing address**

P.O. Box 942895, Sacramento, CA 94295

**AVERAGE WAIT TIME**

24 days  
20 days  
19 days  
26 days  
11 days  
20 days  
Not Available  
31 days  
40 days  
36 days  
8 days  
37 days  
28 days  
31 days  
17 days  
17 days  
8 days

**FACILITY NAME**

A. Anaheim VA Clinic  
B. Antelope Valley VA Clinic  
C. Bakersfield VA Clinic  
D. Blythe VA Clinic  
E. Cabrillo VA Clinic  
F. Capitola VA Clinic  
G. Glenwood Springs VA Clinic  
H. Golden VA Clinic  
I. Grand Junction VA Medical Center  
J. Corona VA Clinic  
K. Diamond View VA Clinic  
L. East Los Angeles VA Clinic  
M. Escondido VA Clinic  
N. Eureka VA Clinic  
O. Fairfield VA Clinic  
P. Fremont VA Clinic  
Q. Fresno VA Medical Center

**AVERAGE WAIT TIME**

8 days  
11 days  
8 days  
23 days  
19 days  
18 days  
10 days  
27 days  
11 days  
18 days  
20 days  
15 days  
12 days  
37 days  
24 days  
24 days  
23 days  
8 days  
23 days  
28 days  
18 days  
21 days  
No Wait  
10 days  
12 days  
18 days  
15 days  
12 days  
N/A  
26 days  
18 days  
20 days  
20 days  
17 days  
17 days  
14 days  
16 days  
8 days  
12 days  
18 days  
29 days  
8 days  
21 days  
29 days  
13 days  
4 days  
17 days

**FACILITY NAME**

R. Gardena VA Clinic  
S. Imperial Valley VA Clinic  
T. Jerry L. Pettis Memorial Veterans' Hospital  
U. Laguna Hills VA Clinic  
V. Loma Linda VA Clinic  
W. Long Beach VA Medical Center  
X. Los Angeles VA Clinic  
Y. Major General William H. Gourley VA-DoD Outpatient Clinic  
Z. Mare Island VA Clinic  
AA. Martinez VA Medical Center  
AB. McClellan VA Clinic  
AC. Merced VA Clinic  
AD. Mission Valley VA Clinic  
AE. Modesto VA Clinic  
AF. Murrieta VA Clinic  
AG. Oakhurst VA Clinic  
AH. Oakland VA Clinic  
AI. Oceanside VA Clinic  
AJ. Oxnard VA Clinic  
AK. Palm Desert VA Clinic  
AL. Palo Alto VA Medical Center  
AM. Palo Alto VA Medical Center-Livermore  
AN. Palo Alto VA Medical Center-Menlo Park  
AO. Rancho Cucamonga VA Clinic  
AP. Redding VA Clinic  
AQ. Sacramento VA Medical Center  
AR. San Bruno VA Clinic  
AS. San Diego VA Medical Center  
AT. San Francisco VA Clinic  
AU. San Francisco VA Medical Center  
AV. San Jose VA Clinic  
AW. San Luis Obispo VA Clinic  
AX. Santa Ana VA Clinic  
AY. Santa Barbara VA Clinic  
AZ. Santa Fe Springs VA Clinic  
BA. Santa Maria VA Clinic  
BB. Santa Rosa VA Clinic  
BC. Sepulveda VA Medical Center  
BD. Sierra Foothills VA Clinic  
BE. Sonora VA Clinic  
BF. Stockton VA Clinic  
BG. Tulare VA Clinic  
BH. Ukiah VA Clinic  
BI. Victorville VA Clinic  
BJ. West Los Angeles VA Medical Center  
BK. Yreka VA Clinic  
BL. Yuba City VA Clinic

**State  
State Services**

**Colorado**  
License plates, VA Health Care and Community Living Centers, Veteran Trust Fund Grant and Veteran's Assistance Grant, Operation Recognition, State Tuition Assistance, Family and Survivor benefits

**Federal Services**

Cemetaries, CHAMP VA, Dependents Education Assistance, Education/ GI Bill/ Post 9/11, Housing Resources, Homeless Veterans Assistance, Life Insurance, Medicsl Center VA, Military Records/DD214/ Medals, Presidential Memorial Certificates, VA Nursing Homes, VA Loans, Vocational Rahabilitation, Employment and Vocational Assistance

**General/ Unspecified Services**

**Health Care Observations**

No information for healthcare benefits

**Transportation Observations**

None mentioned on the site

**General Site Observations**

**Website Address**

[www.colorado.gov/dmva](http://www.colorado.gov/dmva)

**Email**

[EMAIL:CDVAinfo@DMVA.state.co.us](mailto:EMAIL:CDVAinfo@DMVA.state.co.us)

**Phone**

303-284-6077

**Mailing address**

6848 South Revere Parkway  
Centennial, CO 80112

**AVERAGE WAIT TIME**

21 days  
39 days  
No Wait  
52 days  
46 days  
14 days  
9 days  
13 days  
3 days  
13 days  
26 days  
14 days  
Not Available  
7 days  
47 days  
61 days  
4 days

**FACILITY NAME**

A. Alamosa VA Clinic  
B. Aurora VA Clinic  
C. Burlington VA Clinic  
D. Denver VA Medical Center  
E. Durango VA Clinic  
F. Fort Collins VA Clinic  
G. West Haven VA Medical Center  
H. Willimantic VA Clinic  
I. Winsted VA Clinic  
J. Greeley VA Clinic  
K. La Junta VA Clinic  
L. Lamar VA Clinic  
M. Major William Edward Adams Department of Veterans Affairs Clinic  
N. Montrose VA Clinic  
O. PFC Floyd K. Lindstrom Department of Veterans Affairs Clinic  
P. PFC James Dunn VA Clinic  
Q. Salida VA Clinic



**State**  
**State Services**

**Connecticut**

Tuition waivers, Property tax exemptions, drivers' licenses, burials and cemeteries benefits, High School Diplomas and Veterans of World War II, Indexing Exemption, Connecticut Veteran-Owned Micro Business Certification, Respite Care Program, Substance Abuse Recovery Program

**Federal Services**  
**General/ Unspecified Services**  
**Health Care Observations**

Several healthcare services listed but no information about anything else concerning healthcare

**Transportation Observations**  
**General Site Observations**

None mentioned on the site

**Website Address**

<http://portal.ct.gov/dva>

**Email**

**Phone**

[\(860\) 616-3600](tel:(860)616-3600)

**Mailing address**

287 West Street  
Rocky Hill CT, 06067

**AVERAGE WAIT TIME**

9 days  
1 day  
6 days  
13 days  
9 days  
8 days

**FACILITY NAME**

A. Danbury VA Clinic  
B. Errera VA Clinic  
C. John J. McGuirk Department of Veterans Affairs Outpatient Clinic  
D. Newington VA Medical Center  
E. Stamford VA Clinic  
F. Waterbury VA Clinic

**State**  
**State Services**

**Delaware**

Pension Benefits for Paraplegic Veterans, Delaware Veterans Education Benefits, Education Benefits for Active Members of the Delaware National Guard, Special License Plates, Disabled Veteran Combined Special License Plate, Registration and Inspection of Motor Vehicles of Disabled Veterans, State Park Admission, Hunting, Trapping and Fishing License, State Employment, License and Permits for Military Spouses, Delaware Veterans Home, Delaware Veterans Memorial Cemetery, Notary Service for Veterans, Copy of Death Certificate, Veterans Trust Fund, Veterans Opportunity Credit, Disability Compensation, Dependency and Indemnity Compensation (DIC), Special Monthly Compensation (SMC), Post-9/11 GI Bill ,

**Federal Services**

**General/ Unspecified Services**

**Health Care Observations**

No specific information for healthcare

**Transportation Observations**

None mentioned on the site

**General Site Observations**

Benefits booklet under benefits tab

**Website Address**

<https://veteransaffairs.delaware.gov/>

**Email**

**Phone**

(302) 739-2792

**Mailing address**

802 Silver Lake Blvd. Suite 100  
Dover, DE

**AVERAGE WAIT TIME**

18 days  
17 days  
19 days

**FACILITY NAME**

A. Kent County VA Clinic  
B. Sussex County VA Clinic  
C. Wilmington VA Medical Center

<b>State</b>	<b>Florida</b>
<b>State Services</b>	Benefits and disability claims counseling, County Veteran Services Offices, State Women Veterans' Coordinator, State Veterans' Homes, Home loans and property tax benefits, employment services, legal services, recreational discounts and fee waivers
<b>Federal Services</b>	Post-9/11 GI Bill, Montgomery GI Bill, Aid and Attendance/ Dependency and Indemnity Compensation
<b>General/ Unspecified Services</b>	Burial and family support, insurance
<b>Health Care Observations</b>	There is a section on healthcare in the Florida Veterans' Benefits Guide
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	Benefits guide
<b>Website Address</b>	<a href="http://floridavets.org/">http://floridavets.org/</a>
<b>Email</b>	
<b>Phone</b>	(727) 518-3202
<b>Mailing address</b>	11351 Ulmerton Road, Suite 311-K Largo, FL 33778-1630

<b>AVERAGE WAIT TIME</b>	<b>FACILITY NAME</b>
12 days	A. Boca Raton VA Clinic
29 days	B. Bradenton VA Clinic
16 days	C. Brooksville VA Clinic
24 days	D. Bruce W. Carter Department of Veterans Affairs Medical Center
16 days	E. C.W. Bill Young Department of Veterans Affairs Medical Center
14 days	F. Clermont VA Clinic
23 days	G. Deerfield Beach VA Clinic
6 days	H. Delray Beach VA Clinic
20 days	I. Eglin Air Force Base VA Clinic
15 days	J. Fort Pierce VA Clinic
19 days	K. Hidden River VA Clinic
22 days	L. Hollywood VA Clinic
27 days	M. Homestead VA Clinic
16 days	N. Jacksonville 1 VA Clinic
13 days	O. Jacksonville 2 VA Clinic
19 days	P. Jacksonville Southpoint VA Clinic
17 days	Q. James A. Haley Veterans' Hospital
16 days	R. Key Largo VA Clinic
16 days	S. Key West VA Clinic
8 days	T. Kissimmee VA Clinic
7 days	U. Lake Baldwin VA Clinic
14 days	V. Lake City VA Medical Center
20 days	W. Lakeland VA Clinic
10 days	X. Lecanto VA Clinic
29 days	Y. Lee County VA Clinic
16 days	Z. Malcom Randall Department of Veterans Affairs Medical Center
7 days	AA. Marianna VA Clinic
Not Available	AB. Medical View Lane VA Clinic
1 day	AC. Miami Flagler VA Clinic

**AVERAGE WAIT TIME**

8 days  
17 days  
29 days  
12 days  
11 days  
13 days  
17 days  
32 days  
13 days  
24 days  
21 days  
10 days  
35 days  
15 days  
14 days  
15 days  
29 days  
14 days  
22 days  
4 days  
25 days  
18 days  
26 days  
11 days  
18 days  
5 days  
7 days

**FACILITY NAME**

AD. Naples VA Clinic  
AE. New Port Richey VA Clinic  
AF. Ocala VA Clinic  
AG. Okeechobee VA Clinic  
AH. Orange City VA Clinic  
AI. Orlando VA Medical Center  
AJ. Palatka VA Clinic  
AK. Palm Harbor VA Clinic  
AL. Panama City Beach VA Clinic  
AM. Pembroke Pines VA Clinic  
AN. Pensacola VA Clinic  
AO. Perry VA Clinic  
AP. Port Charlotte VA Clinic  
AQ. Saint Augustine VA Clinic  
AR. Sarasota VA Clinic  
AS. Sebring VA Clinic  
AT. St. Petersburg VA Clinic  
AU. Stuart VA Clinic  
AV. Tallahassee VA Clinic  
AW. Tavares VA Clinic  
AX. The Villages VA Clinic  
AY. Vero Beach VA Clinic  
AZ. Viera VA Clinic  
BA. West Palm Beach VA Medical Center  
BB. William "Bill" Kling Dept. of Veterans Affairs Outpatient Clinic  
BC. William V. Chappell, Jr. Veterans' Outpatient Clinic  
BD. Zephyrhills VA Clinic

**State**  
**State Services**

**Federal Services**  
**General/ Unspecified Services**  
**Health Care Observations**  
**Transportation Observations**  
**General Site Observations**

**Website Address**

**Email**

**Phone**

**Mailing address**

**Georgia**

Drivers' licenses, personal identification cards, license plates, Hunting and fishing licenses, Link for other state agencies assisting veterans, nursing homes, memorial cemeteries

GI Bill

Tax exemptions

No information for healthcare benefits

None mentioned on the site

<https://veterans.georgia.gov/>

[gavetsvc@vs.state.ga.us](mailto:gavetsvc@vs.state.ga.us)

404-656-2300

Floyd Veterans Memorial Building

Suite E-970

Atlanta, Georgia 30334-4800

**AVERAGE WAIT TIME**

1 day

10 days

37 days

58 days

34 days

45 days

13 days

9 days

24 days

17 days

Not Available

29 days

43 days

39 days

21 days

39 days

16 days

4 days

47 days

43 days

61 days

1 day

18 days

25 days

8 days

21 days

26 days

7 days

21 days

3 days

**FACILITY NAME**

A. Albany VA Clinic

B. Athens VA Clinic

C. Atlanta VA Clinic

D. Atlanta VA Medical Center

E. Augusta VA Medical Center-Uptown

F. Austell VA Clinic

G. Blairsville VA Clinic

H. Brunswick VA Clinic

I. Carl Vinson Veterans' Administration Medical Center

J. Columbus VA Clinic

K. East Point VA Clinic

L. Fort Benning VA Clinic

M. Fort McPherson VA Clinic

N. Gwinnett County VA Clinic

O. Hinesville VA Clinic

P. Lawrenceville VA Clinic

Q. Macon VA Clinic

R. Milledgeville VA Clinic

S. Newnan VA Clinic

T. Oakwood VA Clinic

U. Perry VA Clinic

V. Rome VA Clinic

W. Savannah VA Clinic

X. St. Marys VA Clinic

Y. Statesboro VA Clinic

Z. Stockbridge VA Clinic

AA. Tifton VA Clinic

AB. Trink Davis Veterans Village

AC. Valdosta VA Clinic

AD. Waycross VA Clinic

**State  
State Services**

**Hawaii**

Advocacy for Veterans concern(s), Short-term counseling, Informational and referral, Claims, forms and appeal assistance, Outreach, VA benefits assistance, Burial assistance, license plates, special housing for disabled veterans, tax exemptions, free copies of vital statistics

**Federal Services  
General/ Unspecified Services  
Health Care Observations**

TriCare is mentioned but there is no specific information about healthcare benefits

**Transportation Observations  
General Site Observations**

None mentioned on the site

**Website Address**

<http://dod.hawaii.gov/ovs/>

**Email**

ovs@ovs.hawaii.gov

**Phone**

808 433-0420

**Mailing address**

459 Patterson Road  
E-Wing, Room 1-A103  
Honolulu, HI 96819-1522

**AVERAGE WAIT TIME**

35 days  
10 days  
52 days  
26 days  
9 days  
10 days  
39 days

**FACILITY NAME**

A. Hilo VA Clinic  
B. Kailua-Kona VA Clinic  
C. Leeward Oahu VA Clinic  
D. Lihue VA Clinic  
E. Maui VA Clinic  
F. Molokai VA Clinic  
G. Spark M. Matsunaga Department of Veterans Affairs Medical Center

**State**  
**State Services**

**Idaho**

Live Better Idaho, Public Employee Veterans Hiring Preference, Professional License, Veterans Specialty License Plates, Veterans Designation on Driver's License, Tax benefit, Idaho State Veterans Homes, Financial Assistance, Park Admission Fees, Reduced Hunting and Fishing License Fees

**Federal Services**

Disability compensation, home loan programs, pension, life insurance

**General/ Unspecified Services**

**Health Care Observations**

No specific information for healthcare

**Transportation Observations**

None mentioned on the site

**General Site Observations**

**Website Address**

<http://www.veterans.idaho.gov/>

**Email**

[webmaster@veterans.idaho.gov](mailto:webmaster@veterans.idaho.gov)

**Phone**

208-780-1300

**Mailing address**

351 Collins Road  
Boise ID 83702

**AVERAGE WAIT TIME**

16 days  
30 days  
27 days  
Not Available  
21 days  
14 days  
25 days  
Not Available  
14 days  
14 days

**FACILITY NAME**

A. Boise VA Medical Center  
B. Caldwell VA Clinic  
C. Coeur d 'Alene VA Clinic  
D. Idaho Falls VA Clinic  
E. Lewiston VA Clinic  
F. Mountain Home VA Clinic  
G. Pocatello VA Clinic  
H. Salmon VA Clinic  
I. Sandpoint VA Clinic  
J. Twin Falls VA Clinic

**State**  
**State Services**

**Illinois**

Benefits assistance, compensation, Educational Opportunities for Children, MIA/POW Scholarship, Illinois Veterans' Grant, Illinois National Guard Grant, Academic Credit for Military Training, Veteran Coordinators at Public Universities and Colleges in Illinois, State Approving Agency GI Bill, Child of Veterans Scholarship, VA Work Study, Mission: Veteran Entrepreneurship, State Procurement Benefits for Veteran-Owned, Illinois' Small Business Development Centers, Small Business Set- Aside Program, Advantage Illinois- Enhancing Small Business Access to Capital, Tax Credit Programs, Group Veterans' Homes, Property Taxes, Financing, Illinois Warrior Assistance Program, Permits, Survivor and Burial Services, Veteran Driver's Licenses

**Federal Services**

**General/ Unspecified Services**

**Health Care Observations**

Site lists that healthcare services are offered at Veteran's Service Offices throughout the state

**Transportation Observations**

Site lists that transportation services are offered at Veteran's Service Offices throughout the state

**General Site Observations**

**Website Address**

[www.illinois.gov/veterans](http://www.illinois.gov/veterans)

**Email**

[webmail@dva.state.il.us](mailto:webmail@dva.state.il.us)

**Phone**

217-782-6641

**Mailing address**

833 South Spring Street  
P.O. Box 19432  
Springfield, IL 62794-9432

**AVERAGE WAIT TIME**

17 days  
17 days  
7 days  
15 days  
8 days  
23 days  
26 days  
9 days  
22 days  
22 days  
21 days  
13 days  
4 days  
9 days  
14 days  
12 days  
12 days  
14 days  
21 days  
23 days

**FACILITY NAME**

A. Auburn Gresham VA Clinic  
B. Aurora VA Clinic  
C. Belleville VA Clinic  
D. Bob Michel Department of Veterans Affairs Outpatient Clinic  
E. Captain James A. Lovell Federal Health Care Center  
F. Carbondale VA Clinic  
G. Charleston VA Clinic  
H. Chicago Heights VA Clinic  
I. Danville VA Medical Center  
J. Decatur VA Clinic  
K. Edward Hines Junior Hospital  
L. Effingham VA Clinic  
M. Evanston VA Clinic  
N. Freeport VA Clinic  
O. Harrisburg VA Clinic  
P. Heartland Street VA Clinic  
Q. Hoffman Estates VA Clinic  
R. Jesse Brown Department of Veterans Affairs Medical Center  
S. Joliet VA Clinic  
T. Kankakee County VA Clinic



**AVERAGE WAIT TIME**

5 days  
22 days  
No Wait  
21 days  
9 days  
31 days  
16 days  
12 days  
12 days  
29 days  
11 Days

**FACILITY NAME**

U. Lakeside VA Clinic  
V. Lane A. Evans VA Community Based Outpatient Clinic  
W. LaSalle VA Clinic  
X. Marion VA Medical Center  
Y. McHenry VA Clinic  
Z. Mount Vernon VA Clinic  
AA. Oak Lawn VA Clinic  
AB. Quincy VA Clinic  
AC. Rockford VA Clinic  
AD. Springfield VA Clinic  
AE. Sterling VA Clinic

**State**  
**State Services**

**Indiana**

Counseling - parenting, family, pre-marital, marital, & personal, Vocational Training Opportunities for the veteran and significant other, Employment Assistance, with resume writing, Couple & Family Retreats, Tutoring, Tuition and Fee Exemption, Employment Assistance, Golden Hoosier Passport, High School Diploma Program for WWI, WWII, Korea and Vietnam Veterans, Indiana Veterans Memorial Cemetery, Motor Vehicle License Plates, Licenses and Waivers  
Peddlers, Vendors, or Hawkers License, Property Tax Deductions, Tuition and Fee Exemption for the Child(ren) of a Disabled Veteran, Tuition and Fee Exemption for Purple Heart Recipients, Resident Veteran Hunting & Fishing License, The Veterans Home, Vital Documents For Veterans Benefits  
GI Bill, Post 9/11 GI Bill,

**Federal Services**  
**General/ Unspecified Services**  
**Health Care Observations**

Healthcare tab has information about the Indianapolis VA Medical Center and outpatient centers, along with a link to the va.gov healthcare page

**Transportation Observations**  
**General Site Observations**  
**Website Address**

None mentioned on the site  
There is an extensive section for online services  
<http://www.in.gov/dva/>

**Email**  
**Phone**  
**Mailing address**

317-232-3910  
302 W. Washington Street, Room E120  
Indianapolis, IN 46204-2738

**AVERAGE WAIT TIME**

10 days  
18 days  
31 days  
20 days  
22 days  
25 days  
13 days  
24 days  
10 days  
20 days  
No Wait  
49 days  
11 days  
17 days  
36 days  
18 days  
6 days  
14 days  
21 days  
9 days

**FACILITY NAME**

A. Adam Benjamin Jr., Veterans' Administration Outpatient Clinic  
B. Bloomington VA Clinic  
C. Dearborn VA Clinic  
D. Evansville VA Clinic  
E. Fort Wayne VA Medical Center  
F. Goshen VA Clinic  
G. Indianapolis West VA Clinic  
H. Marion VA Medical Center  
I. Martinsville VA Clinic  
J. Muncie VA Clinic  
K. New Albany VA Clinic  
L. Peru VA Clinic  
M. Richard L. Roudebush Veterans' Administration Medical Center  
N. Richmond VA Clinic  
O. Scott County VA Clinic  
P. St. Joseph County VA Clinic  
Q. Terre Haute VA Clinic  
R. Vincennes VA Clinic  
S. Wakeman VA Clinic  
T. West Lafayette VA Clinic

**State**  
**State Services**

**Iowa**

Iowa workforce development services, benefit advising, injured veterans grant, homeownership assistance, property tax exemption, disabled veterans homestead tax credit, military retirement tax exemption, Veterans Designation on Iowa Drivers Licenses and IDs, Lifetime Hunting and Fishing License, Iowa Veterans Trust Fund, License Plates, Branstad/Reynolds Scholarship Fund, War Orphan Tuition Assistance, Education, National Guard Tuition Benefits, Operation Recognition High School, Iowa Veterans Cemetery

**Federal Services**

VA Disability Compensation, Vocational Rehabilitation, link provided for U.S. Department of Veterans Affairs federal benefits page

**General/ Unspecified Services**

**Health Care Observations**

There is a health resources tab with links that provide extensive information about insurance and other benefits

**Transportation Observations**

None mentioned on the site

**General Site Observations**

**Website Address**

<https://va.iowa.gov>

**Email**

**Phone**

515-252-4698

**Mailing address**

7105 NW 70th Ave.  
Camp Dodge, Bldg. 3465  
Johnston, IA 50131-1824

**AVERAGE WAIT TIME**

15 days  
32 days  
15 days  
5 days  
29 days  
19 days  
24 days  
21 days  
8 days  
14 days  
17 days  
17 days  
9 days  
10 days  
12 days  
22 days  
26 days

**FACILITY NAME**

A. Carroll VA Clinic  
B. Cedar Rapids VA Clinic  
C. Coralville VA Clinic  
D. Decorah VA Clinic  
E. Des Moines VA Medical Center  
F. Dubuque VA Clinic  
G. Fort Dodge VA Clinic  
H. Iowa City VA Medical Center  
I. Knoxville VA Clinic  
J. Marshalltown VA Clinic  
K. Mason City VA Clinic  
L. Ottumwa VA Clinic  
M. Quad Cities VA Clinic  
N. Shenandoah VA Clinic  
O. Sioux City VA Clinic  
P. Spirit Lake VA Clinic  
Q. Waterloo VA Clinic

**State**  
**State Services**

**Kansas**

Operation Recognition, Homestead Act, National Guard and Disabled Veterans Hunting/Fishing Licenses, and State Park Permits, Military Distinctive License Plates, Birth/Marriage/Death Certificates, State Income Tax exemption for retirement, Education Assistance, Vietnam War Medallion

**Federal Services**

Disability Benefits, Dependents' and Survivors' Benefits, Burial Benefits, Health Care, Education and Training, Home Loans, Life Insurance, Military Distinctive License Plates, Filing Claims, Appealing, Claims, Medals, DD Form 214 (Certificate of Release or Discharge from Active Duty), Prescription Drug Coverage, Vocational, Rehabilitation & Employment, Disability Compensation, Non-Service Connected Disability Pension, Death Pension - Burial Benefits, Health Care Benefits, CHAMPVA and CHAMPVA for Life, TRICARE and TRICARE for Life, Vocational Rehabilitation

**General/ Unspecified Services**

**Health Care Observations**

Under the Federal Benefits tab TriCare is mentioned and it suggests going to the USDVA page to speak to a representative

**Transportation Observations**

No transportation mentioned but they do provide mobile services

**General Site Observations**

**Website Address**

<http://kcva.ks.gov/home>

**Email**

**Phone**

(785) 296-3976

**Mailing address**

Jayhawk Tower - 700 SW Jackson Suite 1004, Topeka, KS 66603-3743

**AVERAGE WAIT TIME**

55 days  
25 days  
4 days  
28 days  
6 days  
27 days  
65 days  
15 days  
12 days  
19 days  
29 days  
14 days  
13 days  
15 days  
4 days  
10 days  
8 days  
68 days

**FACILITY NAME**

A. Chanute VA Clinic  
B. Colmery-O'Neil Veterans' Administration Medical Center  
C. Dodge City VA Clinic  
D. Dwight D. Eisenhower Department of Veterans Affairs Medical Center  
E. Emporia VA Clinic  
F. Fort Scott VA Clinic  
G. Garnett VA Clinic  
H. Hays VA Clinic  
I. Hutchinson VA Clinic  
J. Lawrence VA Clinic  
K. Liberal VA Clinic  
L. Lieutenant General Richard J. Seitz Community-Based Outpatient Clinic  
M. Overland Park VA Clinic  
N. Paola VA Clinic  
O. Parsons VA Clinic  
P. Robert J. Dole Department of Veterans Affairs Medical and Regional  
Q. Salina VA Clinic  
R. Wyandotte County VA Clinic

**State  
State Services**

**Kentucky**  
Veterans may complete high school without tuition, High School Diplomas for World War II, Korean War and Vietnam War Veterans, KY Educational Excellence Scholarship Awards, Kentucky Tuition Waiver Program, Hunting, Trapping or Fishing License, Special Military-related License Plates, Gold Star Mothers/Spouse License Plate Program, Veterans Loan Program, Military Retiree Pension Exclusion, Uniform Veterans Guardianship Act, State Veterans Cemeteries, Homeless Veterans Programs, Women Veterans Programs,

**Federal Services**

GI Bill, Vocational Rehabilitation, Limited Dental Treatment, Disability Compensation, Disability Pension, Veterans Group Life Insurance (VGLI), GI Insurance, Death Pension, Dependency and Indemnity Compensation (DIC),

**General/ Unspecified Services**

Credit for Service in the U.S Armed Forces, State Employment Preference Points for Veterans, Spouses, Widows, Widowers, And Parents, Restoration of Public Employees to Position after Military Duty, Service Credit for Military Service, Credit Under Pension System for Time Spent in Armed Forces, Restored Employee Discharged for Cause, Leave of Absence to Permit Induction in Military Service, Burial Honors, Veterans Cemeteries,

**Health Care Observations**

Website states, "The Kentucky Department of Veterans Affairs does not provide direct health care to veterans other than that provided to residents of our three veterans nursing homes". Pages 13-41 of the benefits handbook outlines VA healthcare center locations and contact information

**Transportation Observations**

Mentions free transportation program to Lexington and Louisville VAMC's

**General Site Observations**

**Website Address**

<https://veterans.ky.gov/Pages/default.aspx>

**Email**

**Phone**

(502) 564-9281

**Mailing address**

1111 Louisville Rd  
Frankfort, Kentucky

**AVERAGE WAIT TIME**

14 days  
9 days  
41 days  
23 days  
2 days  
22 days  
38 days  
17 days  
10 days  
19 days  
25 days  
13 days  
7 days

**FACILITY NAME**

A. Bellevue VA Clinic  
B. Berea VA Clinic  
C. Bowling Green VA Clinic  
D. Carrollton VA Clinic  
E. Dupont VA Clinic  
F. Florence VA Clinic  
G. Fort Knox VA Clinic  
H. Grayson County VA Clinic  
I. Hanson VA Clinic  
J. Hazard VA Clinic  
K. Hopkinsville VA Clinic  
L. Lexington VA Medical Center-Leestown  
M. Mayfield VA Clinic

**AVERAGE WAIT TIME**

12 days  
42 days  
11 days  
9 days  
7 days  
20 days  
40 days  
20 days

**FACILITY NAME**

N. Morehead VA Clinic  
O. Newburg VA Clinic  
P. Owensboro VA Clinic  
Q. Paducah VA Clinic  
R. Prestonsburg VA Clinic  
S. Robley Rex Department of Veterans Affairs Medical Center  
T. Shively VA Clinic  
U. Somerset VA Clinic

**State**  
**State Services**  
**Federal Services**  
**General/ Unspecified Services**

**Louisiana**

CA Guaranteed Home Loans, VA Pension, VA Disability Payments, Discounts for licenses and state parks, Military Family Assistance (MFA) Fund, Homestead Exemption, Combat Pay Exception, Military Retiree Pay Tax Exemption, Military Funeral Honors, Veterans Cemeteries, Louisiana Veterans Honor Medal, Free Military Honor plate for disabled veterans, "Support our Veterans" and other specialty Louisiana license plates, VETERAN designation and discounts on Louisiana drivers' licenses and IDs, LA National Guard Death and Disability Benefit, VA Healthcare System, LA Veterans Homes, Veteran's Corner, LAVETBIZ, VA Work Study Program, USDA Grants: Supporting Veteran Farmers, Hero2Hired, Vocational Rehabilitation and Employment, Louisiana State and Federal Civil Service, Louisiana Business and Career Solution Centers, Military Training towards education/ certification credits, Louisiana In-State Tuition Status, Louisiana Title 29 Dependents' Educational Assistance, Survivors and Dependents Education (Chapter 35), Veterans Educational Assistance Program (VEAP), licensing and Certification, Veteran GI Bill Apprenticeship and OJT Program, Montgomery GI Bill, Yellow Ribbon GI Bill Education Enhancement Program, Post 9/11 GI Bill

**Health Care Observations**

Provides information for VA Healthcare System and LA Veterans homes

**Transportation Observations**

None mentioned on the site

**General Site Observations**

**Website Address**

<https://www.vetaffairs.la.gov>

**Email**

**Phone**

**Mailing address**

**AVERAGE WAIT TIME**

17 days  
13 days  
13 days  
35 days  
9 days  
11 days  
11 days  
18 days  
21 days  
18 days  
18 days  
10 days  
12 days  
16 days  
14 days  
18 days

**FACILITY NAME**

A. Alexandria VA Medical Center  
B. Baton Rouge VA Clinic  
C. Bogalusa VA Clinic  
D. Fort Polk VA Clinic  
E. Franklin VA Clinic  
F. Hammond VA Clinic  
G. Houma VA Clinic  
H. Jennings VA Clinic  
I. Lafayette VA Clinic  
J. Lake Charles VA Clinic  
K. Monroe VA Clinic  
L. Natchitoches VA Clinic  
M. New Orleans VA Medical Center  
N. Overton Brooks Veterans' Administration Medical Center  
O. Slidell VA Clinic  
P. St. John VA Clinic

**State  
State Services**

**Maine**

Women Veterans Clinic  
Maine Veterans Homes - Eldercare, Nursing, and Rehabilitative Services  
VA Healthcare and Prescriptions  
Agent Orange/Agent Purple Canadian Forces Base Gagetown Information  
Maine Vocational Rehabilitation  
Maine's Occupational Licensing Initiative  
Troops to Teachers Program - New England  
Maine Veteran Driver's License Maine  
Veteran License Plates/Registration Fee Exemptions, Commemorative Decals  
for Maine Veteran License Plates  
Gold Star Family License Plates Maine  
Resident Free Lifetime Veteran Park Pass  
Maine Resident Day Use Park Pass for Active Military Personnel  
Disabled Veterans Recreational Licenses and Benefits  
Maine Disabled Veterans Controlled Moose Hunt  
Property Tax Exemption  
Homestead Property Tax Exemption - for Vietnam Veterans Maine  
Veterans' Memorial Cemetery System

**Federal Services**

Montgomery GI Bill, Post 9-11 GI Bill, National Guard Federal Tuition Assistance Program, VA  
Vocational Rehabilitation (Federal) Gulf War Veterans' Illnesses and Coverage Civilian Health and  
Medical Program of the Department of Veterans Affairs (CHAMPVA)

OEF/OIF/OND Veterans' Enhanced Eligibility for Health Care Benefits  
Coverage for Exposure to Agent Orange  
Post-Traumatic Stress Disorder Programs  
Military Sexual Trauma Services  
TRICARE  
VOW to Hire Heroes Act  
Veteran Small Business Programs and Loans - U.S. Small Business Administration  
Military Discharge Records Life Insurance - Veterans'  
Group Life Insurance (VGLI); Servicemembers Group Life Insurance (SGLI); Family  
Servicemembers Group Life Insurance (FSGLI); SGLI Traumatic Injury Protection (TSGLI); Service-  
Disabled Veterans Life Insurance (S-DVI); Veterans Mortgage Life Insurance (VMLI)  
Social Security Benefits for Wounded Warriors  
Aid and Attendance Pension Military Funeral Honors  
VA Burial and Memorial Benefits  
Gold Star Family License Plates  
Nationwide Gravesite Locator  
Survivor Outreach Services  
Dependency and Indemnity Compensation  
Survivors' Pension  
Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)  
Survivor and Dependents' Educational Assistance



**General/ Unspecified Services**

Survivor and Dependents' Educational Assistance VA Home Loans  
Specially Adapted Housing Grants  
Veterans Mortgage Life Insurance  
Homeless Veterans Services  
Reserve Educational Assistance Program  
Veterans Educational Assistance Program

**Health Care Observations**

Healthcare tab has information about TRICARE and other services and has an interactive map for healthcare centers

**Transportation Observations**

**General Site Observations**

**Website Address**

<http://www.maine.gov/veterans/>

**Email**

[mainebvs@maine.gov](mailto:mainebvs@maine.gov)

**Phone**

207-430-6035  
117 State House Station  
Augusta, ME 04333-0117

**AVERAGE WAIT TIME**

26 days  
22 days  
11 days  
Not Available  
14 days  
17 days  
23 days  
18 days  
7 days  
12 days  
13 days

**FACILITY NAME**

A. Bangor VA Clinic  
B. Calais VA Clinic  
C. Caribou VA Clinic  
D. Fort Kent VA Clinic  
E. Houlton VA Clinic  
F. Lewiston VA Clinic  
G. Lincoln VA Clinic  
H. Portland VA Clinic  
I. Rumford VA Clinic  
J. Saco VA Clinic  
K. Togus VA Medical Center

**State  
State Services**

**Maryland**

Memorials, Veterans homes, employment assistance, Maryland Higher Education Commission, Public Institutions in Higher Education: In State Tuition for Military Veterans, Maryland Homefront: The Veterans and Military Family Mortgage Program, Property Tax Exemption, Military Retirement Income Tax Exemption, Maryland Pension Exclusion, Vessel Excise Tax, Motor Vehicle Excise Tax—Returning Military Members Exemption, Veterans Recognition License Plates, Veteran Designation on Maryland Driver's license, Maryland Veteran's Trust Fund, Free Copy of Vital Records, State Park Admissions, Legal Services, Disability Compensation, Veterans Pension, healthcare, GI Bill, Montgomery GI Bill, Education and training benefits, Post 9/11 GI Bill, Homeless Veterans Programs, VA Home Loans,

**Federal Services**

**General/ Unspecified Services  
Health Care Observations**

Cemetery benefits  
Handbook encourages veterans to sign up for the VA healthcare system and outlines the Online Healthcare Management System

**Transportation Observations  
General Site Observations**

**Website Address**

<http://veterans.maryland.gov/#>

**Email**

[mdveteransinfor@maryland.gov](mailto:mdveteransinfor@maryland.gov)

**Phone**

410-260-3838

**Mailing address**

16 Francis Street, 4th Floor - Annapolis, MD 21401

**AVERAGE WAIT TIME**

22 days  
26 days  
23 days  
20 days  
16 days  
18 days  
24 days  
21 days  
34 days  
16 days  
11 days  
25 days

**FACILITY NAME**

A. Baltimore VA Medical Center  
B. Cambridge VA Clinic  
C. Charlotte Hall VA Clinic  
D. Cumberland VA Clinic  
E. Fort Detrick VA Clinic  
F. Fort Meade VA Clinic  
G. Glen Burnie VA Clinic  
H. Hagerstown VA Clinic  
I. Loch Raven VA Clinic  
J. Perry Point VA Medical Center  
K. Pocomoke City VA Clinic  
L. Southern Prince George's County VA Clinic

**State**  
**State Services**

**Massachusetts**

Annuity, Bonuses  
Property Tax MERIT Plan  
Relief from State and Federal Income Tax  
Motor Vehicle Tax  
License Plates  
Motor Vehicle Registration Exemption  
Registration Exemption for Disabled Ex-POWs  
Dependent Benefits Needs-  
Based Grant Program for Massachusetts National Guard and Reservists  
Military Pay Act  
Employer Support of the Guard and Reserve (ESGR)  
Servicemembers Civil Relief Act  
Provides link to VA website, dependent benefits

**Federal Services**  
**General/ Unspecified Services**  
**Health Care Observations**

Provides information on how to sign up for VA healthcare, healthcare locations, TRICARE, and other services

**Transportation Observations**

**General Site Observations**

**Website Address**

<http://www.mass.gov/veterans/>

**Email**

**Phone**

617-210-5480

**Mailing address**

Commonwealth of Massachusetts  
Department of Veterans' Services  
600 Washington Street, 7th Floor  
Boston, MA 02111

**AVERAGE WAIT TIME**

13 days  
11 days  
13 days  
9 days  
14 days  
17 days  
8 days  
12 days  
7 days  
10 days  
17 days  
9 days  
9 days  
13 days  
20 days  
21 days  
6 days  
18 days  
16 days  
12 days

**FACILITY NAME**

A. Brockton VA Medical Center  
B. Causeway VA Clinic  
C. Edith Nourse Rogers Memorial Veterans' Hospital  
D. Edward P. Boland Department of Veterans Affairs Medical Center  
E. Fitchburg VA Clinic  
F. Framingham VA Clinic  
G. Gloucester VA Clinic  
H. Greenfield VA Clinic  
I. Haverhill VA Clinic  
J. Hyannis VA Clinic  
K. Jamaica Plain VA Medical Center  
L. Lowell VA Clinic  
M. Lynn VA Clinic  
N. New Bedford VA Clinic  
O. Pittsfield VA Clinic  
P. Plymouth VA Clinic  
Q. Quincy VA Clinic  
R. Springfield VA Clinic  
S. West Roxbury VA Medical Center  
T. Worcester VA Clinic

**State  
State Services**

**Michigan**

Children of Veterans Tuition Grant Program  
Federal Tuition Assistance  
Folds of Honor  
Freedom Alliance  
GI Bill  
Michigan National Guard State Tuition Assistance Program  
Michigan Veterans Affairs Agency Education Summary  
No Greater Sacrifice  
Thanks USA  
University & College Tuition Grants  
Family Assistance Center Locations PDF icon  
Michigan National Guard Family Programs  
Scholarships for Military Children  
Family Assistance Center Locations PDF icon  
Michigan National Guard Family Programs  
Scholarships for Military Children  
Benefits  
Home Loans  
Michigan Veterans Trust Fund (MVTF)  
Military Family Relief Fund  
Heroes  
Michigan National Guard Jobs  
Michigan Talent Connect  
State of Michigan Jobs  
Honor  
Freedom Alliance  
No Greater Sacrifice  
Scholarships for Service PDF icon

Burial

Hiring our

Folds of

**Federal Services**

Disability compensation, special monthly compensation, Housing Grants for Disabled Veterans,  
Vocational Rehabilitation and Employment (VR&E), Employment Services, VA Pension, Veterans Pension, Post 9/11 GI Bill,  
Yellow Ribbon G.I. Bill Education Enhancement Program,  
Marine Gunnery Sergeant John David Fry Scholarship, Montgomery GI Bill, Home Loan Guaranty,  
VA Life Insurance, SGLI Traumatic Injury Protection (TSGLI),  
Reserve and National Guard Re-employment Rights, Homeless Veterans Programs, Transition Assistance Program (TAP), Federal Recovery Coordination Program (FRCP), inTransition,  
Pre-Separation Counseling through the Military Services, Veterans' Workforce Investment Program, ssistance.  
Verification of Military Experience and Training (VMET),  
Unemployment Compensation, Veterans Preference for Federal Jobs,  
VA's Center for Veterans Enterprise, Dependents and Survivors Health Care - Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMP- VA), Dependents and Survivors Benefits,

**General/ Unspecified Services**

**Health Care Observations**

Provides links for VA healthcare benefits

**Transportation Observations**

**General Site Observations**

**Website Address**

<http://www.michigan.gov/dmva/>

**Email**

**Phone**

517-481-8000

**Mailing address**3411 N. Martin Luther King Jr. Blvd.  
Lansing, MI 48906**AVERAGE WAIT TIME**

22 days

30 days

17 days

14 days

12 days

25 days

Not Available

7 days

16 days

14 days

16 days

11 days

12 days

7 days

6 days

22 days

15 days

5 days

21 days

11 days

11 days

14 days

24 days

12 days

16 days

13 days

No Wait

12 days

8 days

**FACILITY NAME**

A. Aleda E. Lutz Department of Veterans Affairs Medical Center

B. Ann Arbor VA Medical Center

C. Bad Axe VA Clinic

D. Battle Creek VA Medical Center

E. Benton Harbor VA Clinic

F. Cadillac VA Clinic

G. Century Avenue VA Clinic

H. Cheboygan County VA Clinic

I. Clare VA Clinic

J. Colonel Demas T. Craw VA Clinic

K. Flint VA Clinic

L. Gaylord VA Clinic

M. Grayling VA Clinic

N. Hancock VA Clinic

O. Ironwood VA Clinic

P. Jackson VA Clinic

Q. John D. Dingell Department of Veterans Affairs Medical Center

R. Lansing North VA Clinic

S. Lansing South VA Clinic

T. Lieutenant Colonel Clement C. Van Wagoner Clinic

U. Manistique VA Clinic

V. Marquette VA Clinic

W. Menominee VA Clinic

X. Muskegon VA Clinic

Y. Oscar G. Johnson Department of Veterans Affairs Medical Facility

Z. Oscoda VA Clinic

AA. Piquette Street VA Clinic

AB. Pontiac VA Clinic

AC. Sault Saint Marie VA Clinic

**State  
State Services**

**Minnesota**  
Higher Education Veterans Programs  
Minnesota GI Bill  
On Campus Resource Centers  
State Approving Agency  
Employment Services  
Veterans Outreach  
Tribal Veterans Service Officers  
Women Veterans Program  
Dental Assistance  
Optical Assistance  
Minnesota Service CORE  
Homeless Veterans Programs  
Financial Assistance  
Gold Star Families  
Homeless Prevention and Assistance  
Minnesota Service CORE  
Optical Assistance  
Special Needs Grant  
Women Veterans Program  
Surviving Spouse & Dependent Education Benefit  
Veteran Education Assistance

**Federal Services**

Surviving Spouse & Dependent Education Benefit  
Veteran Education Assistance  
Federal GI Bill®

**General/ Unspecified Services**

**Health Care Observations**

Provides information for both state and federal healthcare services

**Transportation Observations**

**General Site Observations**

**Website Address**

<https://mn.gov/mdva/>

**Email**

**Phone**

(651) 296-2562

**Mailing address**

20 W 12th St. Room 206  
St. Paul, Minnesota 55155

**AVERAGE WAIT TIME**

**FACILITY NAME**

**State  
State Services**

**Mississippi**

State nursing homes, hiring preference, hunting and fishing licenses, privilege tax, state retirement, honorary high school diploma, concealed weapon training state residency exemption, Concealed Weapon Permit Fee Exemption for Service Connected Disabilities, Concealed Weapon Permit Fee Exemption for Active Duty Military, Authorization of In-State Tuition for Nonresident Students Who Are United States Veterans or Persons Entitled for Veterans' Educational Assistance, Educational Assistance, Credit for Taxpayers That Employ Certain Veterans, Professional License Reciprocity, Veterans Designation, license plates,

**Federal Services  
General/ Unspecified Services  
Health Care Observations  
Transportation Observations**

Information provided about DAV Transportation Network, along with locations and contact information, VA Mobile Medical Clinic offered

**General Site Observations**

**Website Address**

<http://www.vab.ms.gov>

**Email**

[Kim.Packard@mvc.dps.mo.gov](mailto:Kim.Packard@mvc.dps.mo.gov)

**Phone**

601.576.4850

**Mailing address**

P.O. Box 5947  
Pearl, MS 39288-5947

**AVERAGE WAIT TIME**

**FACILITY NAME**

**State  
State Services**

**Missouri**

Veterans homes, Missouri Association of Veterans Organizations (MAVO), Burial and Cemetary Benefits, Child Custody and Child Support, Veterans Education and Training, Veterans Education News and Updates, Troops to Teachers, Exemption to Proof of Residency for Students, A+ Schools Program, Operation Recognition, Interstate Compact on Educational Opportunity for Military Children, Missouri Returning Heroes' Education Act, Academic Credit for Military Courses, In-State Tuition Eligibility for Discharged Service Members, In-State Tuition Eligibility for Military Dependents, In-State Tuition Eligibility for National Guard and Reserve Members, Higher Education Tuition Refunds when Called to Active Duty, Bright Flight Scholarship Status when Called to Active Duty, War Veteran's Survivor Grant Program, Work Opportunity Tax Credit, State Contract and Business Preference for Service Connected Disabled Veterans, Missouri Linked Deposit Program, Waivers for Dissolved Corporations due to Military Service, Certain Business Fees Waived for Guard & Active Duty Members, Professional License Extensions due to Military Service, Military Experience Allowed for Professional License Qualifications, Licensure and Certification Test Costs, Health Related Professional License Renewal While on Active Duty, Courtesy Professional Licenses for Non-Resident Military Spouses, Unemployment Compensation for War on Terror Veterans, Unemployment Compensation for Military Spouses, Local Veterans Employment Representatives & Disabled Veterans Outreach Program, Show Me Heroes Program, Veterans Employment & Training Services, On-the-Job Training and Apprenticeship, ESGR, National Guard & Reserve Re-employment Rights, Veterans' Preference for Employment by the State of Missouri, Priority for Qualified Veterans Employment by the State, Missouri State Employees Retirement System

**Federal Services**

VA Home Loan Guaranty Program, Federal Burial and Cemetary Benefits, The Montgomery GI Bill, Post 9/11 GI Bill, Reserve Educational Assistance Program, Survivor's and Dependents Assistance

**General/ Unspecified Services**

**Health Care Observations**

Mentions that veterans may be eligible for VA healthcare benefits, which are discussed in more depth in the benefits handbook

**Transportation Observations**

**General Site Observations**

**Website Address**

<https://mvc.dps.mo.gov/>

**Email**

[movets@mvc.dps.mo.gov](mailto:movets@mvc.dps.mo.gov)

**Phone**

573-751-3779

**Mailing address**

205 Jefferson Street  
12th Floor - Jefferson Building  
P.O. Drawer 147  
Jefferson City, MO 65102



**AVERAGE WAIT TIME**

20 days

19 days

17 days

11 days

20 days

19 days

23 days

16 days

28 days

24 days

18 days

13 days

14 days

22 days

12 days

28 days

35 days

28 days

Not Available

11 days

20 days

8 days

5 days

No Wait

6 days

31 days

14 days

15 days

31 days

35 days

12 days

14 days

19 days

7 days

**FACILITY NAME**

A. Belton VA Clinic

B. Branson VA Clinic

C. Cameron VA Clinic

D. Cape Girardeau VA Clinic

E. Excelsior Springs VA Clinic

F. Farmington VA Clinic

G. Fort Leonard Wood VA Clinic

H. Gene Taylor Veterans' Outpatient Clinic

I. Harry S. Truman Memorial Veterans' Hospital

J. Honor VA Clinic

K. Jefferson City VA Clinic

L. John Cochran Veterans Hospital

M. John J. Pershing Veterans' Administration Medical Center

N. Kansas City VA Medical Center

O. Kirksville VA Clinic

P. Lake of the Ozarks VA Clinic

Q. Manchester VA Clinic

R. Marshfield VA Clinic

S. Mexico VA Clinic

T. Nevada VA Clinic

U. Olive Street VA Clinic

V. Platte City VA Clinic

W. Salem VA Clinic

X. Sedalia VA Clinic

Y. Sikeston VA Clinic

Z. St. Charles County VA Clinic

AA. St. James VA Clinic

AB. St. Joseph VA Clinic

AC. St. Louis County VA Clinic

AD. St. Louis VA Clinic

AE. St. Louis VA Medical Center-Jefferson Barracks

AF. Warrensburg VA Clinic

AG. Washington VA Clinic

AH. West Plains VA Clinic

**State  
State Services**

**Montana**

M.V.A.D. service officer assistance  
Employment assistance - local Montana Job Service office  
Montana Veterans Homes - Department of Public Health and Human Services  
Free license plate and vehicle registration waiver - qualified disabled veterans  
Reduced or no real property taxes - qualified disabled veterans  
Free fishing/hunting license -qualified disabled veterans  
Burial in State Veterans Cemeteries  
College tuition waivers

**Federal Services**

Education  
Medical and Dental  
Home Loans  
Compensation  
Vocational Rehabilitation  
Pension  
Insurance  
Death benefits  
Veterans Cemeteries

**General/ Unspecified Services  
Health Care Observations**

Mentions Medical and Dental insurance but no specific information is given

**Transportation Observations**

**General Site Observations**

**Website Address**

<http://montanadma.org/montana-veterans-affairs>

**Email**

[lehall@mt.gov](mailto:lehall@mt.gov)

**Phone**

(406) 324-3740

**Mailing address**

**AVERAGE WAIT TIME**

21 days  
29 days  
16 days  
10 days  
16 days  
18 days  
Not Available  
38 days  
No Wait  
21 days  
29 days  
3 days  
No Wait  
20 days  
23 days  
28 days

**FACILITY NAME**

A. Anaconda VA Clinic  
B. Billings VA Clinic  
C. Bozeman VA Clinic  
D. Cut Bank VA Clinic  
E. Fort Harrison VA Medical Center  
F. Glasgow VA Clinic  
G. Glendive VA Clinic  
H. Great Falls VA Clinic  
I. Hamilton VA Clinic  
J. Kalispell VA Clinic  
K. Lewistown VA Clinic  
L. Libby VA Clinic  
M. Merrill Lundman Department of Veterans Affairs Outpatient Clinic  
N. Miles City VA Medical Center  
O. Missoula VA Clinic  
P. Plentywood VA Clinic

**State  
State Services**

**Nebraska**  
Nebraska Veterans Homes  
Nebraska Veterans Aid Fund (NVA)  
Operation Recognition  
Discharge Records (DD-214)  
Hunt/ Fish Permit

**Federal Services**

Homestead Exemption  
Military Retirement Exemption  
9/11 GI Bill  
Montgomery GI Bill  
Reserve Educational Assistance Program (REAP)  
Veterans Educational Assistance Program (VEAP)  
Educational Assistance Test Program  
National Call to Service Program  
Veterans Retraining Assistance Program (VRAP)  
National Guard Tuition Assistance  
Servicemembers Opportunity Colleges (SOC)

Post

**General/ Unspecified Services**

Waiver of Tuition Program  
Reservist Tuition Credit Program  
Military & Veteran's Registry

**Health Care Observations  
Transportation Observations  
General Site Observations**

**Website Address  
Email  
Phone  
Mailing address**

<https://veterans.nebraska.gov>  
ndva@nebraska.gov  
(402) 471-2458  
301 Centennial Mall South, 1st Floor  
PO Box 95083  
Lincoln, NE 68509-5083

**AVERAGE WAIT TIME**

9 days  
Not Available  
11 days  
6 days  
14 days  
22 days  
14 days  
20 days  
Not Available  
11 days  
17 days

**FACILITY NAME**

A. Bellevue VA Clinic  
B. Gordon VA Clinic  
C. Grand Island VA Medical Center  
D. Holdrege VA Clinic  
E. Lincoln VA Clinic  
F. Norfolk VA Clinic  
G. North Platte VA Clinic  
H. Omaha VA Medical Center  
I. O'Neill VA Clinic  
J. Scottsbluff VA Clinic  
K. Sidney VA Clinic

**State  
State Services**

**Nevada**

State Cemeteries, state veterans homes, Spouse and Dependent Scholarships, State Approving Agency, Student Complaint Inquiry, Veteran Scholarships, Veteran/Service Member Resident Status/In-State Tuition Rate, Vocational Rehabilitation & Employment Service, On-the-Job and Apprenticeship Programs, Operation Recognition Veterans Advocacy and Support Team (VAST), Veterans Preference - Nevada, Vocational Rehabilitation & Employment Service, Volt Military Heroes Food Assistance, Home Loan Guaranty, Life Insurance, Loan Programs, Survivor and Military Assistance Programs  
Community-Based Outpatient Clinics (CBOC), Hearing, Medical Equipment and Supplies, Mental Health, Nevada State Veterans Home, Optical, Suicide Prevention, Veterans Hospital Transportation Program Habitat for Humanity - Nevada, Hardship Assistance Grant, Home Loan Guaranty, Homeless Veterans Resources, Housing Programs for Disabled Veterans, HUD Home Repairs: Nevada, Nevada Housing Division, Supportive Services for Veteran Families Program (SSVF), legal assistance, Childcare Assistance and Caregiver Support, Family Assistance Centers, Military Outreach Specialists, Military Warriors Support Foundation, Our Military Kids, Project New Hope, Rural Outreach for Veterans Enrichment and Resources (ROVER) Program, Silver Star Families, Soldiers' Angels, TAPS Tragedy Assistance Program for Survivors, Vet Centers, Native American/Minority Veterans Programs, Driver's License, Fish and Game, License Plates, South Korea Veterans Ambassador for Peace Medal, State Park Fees, Veteran of the Month, Veteran Supporter of the Month, Warriors to Summits, Veterans in Care, Women veterans services,

**Federal Services**

GI Bill, compensation and pension, USDA Rural Repair and Rehabilitation Loans and Grants, dental, TRICARE, USDA Rural Development Veterans Resources, USDA Rural Repair and Rehabilitation Loans and Grants, legal assistance, women veterans services,

**General/ Unspecified Services  
Health Care Observations**

Provides ample information about both federal and state health services, along with information about insurance

**Transportation Observations**

Information provided for Veterans Hospital Transportation Program and the Las Vegas Veterans Transportation Service (VTS)

**General Site Observations**

**Website Address**

<http://www.veterans.nv.gov>

**Email**

**Phone**

(775) 688-1653

**Mailing address**

5460 Reno Corporate Dr. Suite 131 Reno, NV 89511 (Located in the VA Regional Office)  
Reno, Nevada

**AVERAGE WAIT TIME**

27 days

29 days

1 day

22 days

22 days

10 days

9 days

12 days

9 days

3 days

17 days

17 days

34 days

**FACILITY NAME**

A. Carson Valley VA Clinic

B. Elko VA Clinic

C. Ioannis A. Lougaris Veterans' Administration Medical Center

D. Lahontan Valley VA Clinic

E. Las Vegas VA Medical Center

F. Master Chief Petty Officer Jesse Dean VA Clinic

G. Northeast Las Vegas VA Clinic

H. Northwest Las Vegas VA Clinic

I. Pahrump VA Clinic

J. Reno East VA Clinic

K. Southeast Las Vegas VA Clinic

L. Southwest Las Vegas VA Clinic

M. Winnemucca VA Clinic

**State**  
**State Services**

**New Hampshire**

Bonuses  
Burial  
Claims  
Education  
Employment  
License Fee Exemption  
New Hampshire State Veterans Cemetery  
New Hampshire Veterans Home  
Relief  
State Park Admission  
Tax Credits and Exemptions  
Training  
Veterans License Plate  
Burial, Compensation, Healthcare, pension

**Federal Services**

**General/ Unspecified Services**

**Health Care Observations**

**Transportation Observations**

**General Site Observations**

**Website Address**

**Email**

**Phone**

**Mailing address**

Provides link for VA healthcare benefits

<https://www.nh.gov/nhveterans/aboutus/index.htm>

(603) 624-9230

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

**AVERAGE WAIT TIME**

42 days  
24 days  
33 days  
25 days  
32 days  
46 days

**FACILITY NAME**

A. Conway VA Clinic  
B. Keene VA Clinic  
C. Manchester VA Medical Center  
D. Portsmouth VA Clinic  
E. Somersworth VA Clinic  
F. Tilton VA Clinic

**State  
State Services**

**New Jersey**

Local vet centers, NJ Vet to Vet Helpline, Suicide prevention, substance abuse treatment, support services for veterans families, Soldier On, Community Hope, Volunteers of America, Coaching Into Care, Operation Red Shield, Homeless Veteran, Veterans Caregivers Support Line, Community Justice Center (Trenton), Catholic Charities, Jewish Family Services, Wounded Warrior Project, Salvation Army,USO, Housing, New Jersey Property Tax Benefits, Employment, , Business Opportunities, Education, Medals, Nursing Homes,Veterans Designation, Licenses/ Plates,

**Federal Services**

VA healthcare benefits, VA Affordable Care Act, GI Bill, VA Life Insurance, Helpline, Direct Deposit, Headstone, device for Deaf, New Jersey State Family Programs Office, Volunteer Lawyers for Justice, Home Loans, Service Organizations, CHAMPVA

**General/ Unspecified Services  
Health Care Observations**

Information on New Jersey Nursing homes and healthcare centers in addition to information about VA healthcare benefits

**Transportation Observations**

New Jersey Transportation Program provides transportation to VA offices and medical centers

**General Site Observations**

**Website Address**

**Email**

**Phone**

**Mailing address**

Department of Military & Veterans Affairs  
P.O. Box 340  
Trenton, NJ 08625-0340

**AVERAGE WAIT TIME**

15 days  
53 days  
19 days  
10 days  
21 days  
21 days  
6 days  
28 days  
9 days  
17 days  
26 days  
18 days  
16 days  
26 days  
10 days  
15 days  
16 days  
10 days

**FACILITY NAME**

A. Atlantic County VA Clinic  
B. Burlington County VA Clinic  
C. Camden VA Clinic  
D. Cape May County VA Clinic  
E. Cumberland County VA Clinic  
F. East Orange VA Medical Center  
G. Elizabeth VA Clinic  
H. Gloucester County VA Clinic  
I. Hackensack VA Clinic  
J. Hamilton VA Clinic  
K. James J. Howard Veterans' Outpatient Clinic  
L. Jersey City VA Clinic  
M. Lyons VA Medical Center  
N. Morristown VA Clinic  
O. Paterson VA Clinic  
P. Piscataway VA Clinic  
Q. Sussex VA Clinic  
R. Tinton Falls VA Clinic

**State**  
**State Services**

**New Mexico**

Tax exemptions, educational benefits, special recognition benefits, Veterans' Free and Reduced-Fee Recreational Benefits, Veterans Education and Training Services, Homeless and At Risk Veteran Services, New Mexico Veterans' Home, Veterans' Military Honors, Veteran Transportation Service, New Mexico Veteran and Family Support Services, Veterans' Crisis and Suicide Hotlines, women veterans

**Federal Services**

Raymond G. Murphy VA Medical Center, Center for Veterans Enterprise, GI Bill, Operation Enduring Freedom / Operation Iraqi Freedom, VHA Research and Development, Vocational Rehabilitation and Employment Service

**General/ Unspecified Services**

**Health Care Observations**

Mentions Healthcare Program Coordination Division which helps Veterans be aware of their benefits and how to use them

**Transportation Observations**

Veteran Transportation Service mentioned and gives information on how to use

**General Site Observations**

**Website Address**

<http://nmdvs.org/>

**Email**

**Phone**

**Mailing address**

Does not have general contact info, only has info for specific offices, found at <http://nmdvs.org/contact-us/>

**AVERAGE WAIT TIME**

16 days  
15 days  
25 days  
52 days  
18 days  
26 days  
67 days  
27 days  
14 days  
37 days  
24 days  
14 days  
12 days  
20 days  
17 days  
3 days

**FACILITY NAME**

A. Alamogordo VA Clinic  
B. Artesia VA Clinic  
C. Clovis VA Clinic  
D. Espanola VA Clinic  
E. Farmington VA Clinic  
F. Gallup VA Clinic  
G. Hobbs VA Clinic  
H. Las Cruces VA Clinic  
I. Las Vegas VA Clinic  
J. Northwest Metro VA Clinic  
K. Raton VA Clinic  
L. Raymond G. Murphy Department of Veterans Affairs Medical Center  
M. Santa Fe VA Clinic  
N. Silver City VA Clinic  
O. Taos VA Clinic  
P. Truth or Consequences VA Clinic



<b>State</b>	<b>New York</b>
<b>State Services</b>	Vet Centers, State Employment Services. State Peddler's License, State Bling Annuity, State Gold Star Annuity, Taxes and Fees Exemptions, Supplemental Burial Allowance, Nursing Homes
<b>Federal Services</b>	Federal Burial Flag Program, Federal Cemeteries, Federal Educational Programs, VA Healthcare and Prescriptions,
<b>General/ Unspecified Services</b>	Burial services, incarcerated veterans program, Volunteer Opportunities, Women Veterans' Services, Waiver for HESC Awards, Recognition Scholarships, Operation Recognition, Regents Awards, Student Loan Deferments, The Fry Scholarship, Veterans Speaker Program, Veterans Tuition Awards, Experience Counts, Hire-A-Vet Credit, Unemployment Benefits, Disabled Veterans Employment Program, Vocational Rehabilitation and Employment, Temporary Hiring Program, Aid and Attendance Benefit, disability compensation, Military Service Retirement Credit, Indigent Burial Reimbursements, Pension, CHAMPVA, Military Sexual Trauma, Prosthetic and Sensory Aids, Veteran ID Card, Agent Orange Exposure, Women Veterans Healthcare
<b>Health Care Observations</b>	Has extensive information on Healthcare benefits, especially federal
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	
<b>Website Address</b>	<a href="https://veterans.ny.gov/">https://veterans.ny.gov/</a>
<b>Email</b>	<a href="mailto:DVAInfo@veterans.ny.gov">DVAInfo@veterans.ny.gov</a>
<b>Phone</b>	1.888.838.7697
<b>Mailing address</b>	

<b>AVERAGE WAIT TIME</b>	<b>FACILITY NAME</b>
24 days	A. Auburn VA Clinic
21 days	B. Bainbridge VA Clinic
22 days	C. Batavia VA Medical Center
12 days	D. Bath VA Medical Center
22 days	E. Bay Shore VA Clinic
14 days	F. Binghamton VA Clinic
14 days	G. Brooklyn VA Medical Center
20 days	H. Buffalo VA Medical Center
17 days	I. Canandaigua VA Medical Center
5 days	J. Carmel VA Clinic
6 days	K. Castle Point VA Medical Center
17 days	L. Catskill VA Clinic
25 days	M. Clifton Park VA Clinic
27 days	N. Donald J. Mitchell Department of Veterans Affairs Outpatient Clinic
9 days	O. Dunkirk VA Clinic
8 days	P. East Meadow VA Clinic
Not Available	Q. Eastern Dutchess VA Clinic
21 days	R. Elmira VA Clinic
12 days	S. Fonda VA Clinic
4 days	T. Franklin Delano Roosevelt Hospital
8 days	U. Glens Falls VA Clinic

**AVERAGE WAIT TIME**

9 days  
6 days  
12 days  
11 days  
15 days  
18 days  
25 days  
15 days  
20 days  
4 days  
12 days  
12 days  
10 days  
23 days  
13 days  
23 days  
19 days  
6 days  
8 days  
31 days  
22 days  
Not Available  
9 days  
8 days  
16 days  
9 days  
8 days  
22 days  
22 days  
10 days  
24 days  
10 days  
27 days  
19 days  
18 days  
9 days  
10 days

**FACILITY NAME**

V. Goshen VA Clinic  
W. Harlem VA Clinic  
X. James J. Peters Department of Veterans Affairs Medical Center  
Y. Jamestown VA Clinic  
Z. Kingston VA Clinic  
AA. Lackawanna VA Clinic  
AB. Lockport VA Clinic  
AC. Manhattan VA Medical Center  
AD. Massena VA Clinic  
AE. Monticello VA Clinic  
AF. New City VA Clinic  
AG. Niagara Falls VA Clinic  
AH. Northport VA Medical Center  
AI. Olean VA Clinic  
AJ. Oswego VA Clinic  
AK. Patchogue VA Clinic  
AL. Plattsburgh VA Clinic  
AM. Port Jervis VA Clinic  
AN. Poughkeepsie VA Clinic  
AO. Riverhead VA Clinic  
AP. Rochester VA Clinic  
AQ. Saint Vincent DePaul VA Clinic  
AR. Samuel S. Stratton Department of Veterans Affairs Medical Center  
AS. Saranac Lake VA Clinic  
AT. Schenectady VA Clinic  
AU. St. Albans VA Medical Center  
AV. Staten Island Community VA Clinic  
AW. Syracuse VA Medical Center  
AX. Thomas P. Noonan Jr. Department of Veterans Affairs Outpatient Clinic  
AY. Tompkins County VA Clinic  
AZ. Troy VA Clinic  
BA. Valley Stream VA Clinic  
BB. Watertown VA Clinic  
BC. Wellsville VA Clinic  
BD. Westport VA Clinic  
BE. White Plains VA Clinic  
BF. Yonkers VA Clinic

<b>State</b>	<b>North Carolina</b>
<b>State Services</b>	Military Bases, NC State Veterans Homes, NC Veteran Cemeteries
<b>Federal Services</b>	
<b>General/ Unspecified Services</b>	Employment, Housing Assistance,, Military Records, License Plate, Scholarships, Women Veterans Programs
<b>Health Care Observations</b>	No information for healthcare benefits
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	The website is very easy to navigate and mentions that veterans have 24/7 access online to assistance with benefits and services
<b>Website Address</b>	<a href="https://www.milvets.nc.gov/">https://www.milvets.nc.gov/</a>
<b>Email</b>	
<b>Phone</b>	984-204-8366
<b>Mailing address</b>	4001 Mail Service Center Raleigh, NC 27699-4001

**AVERAGE WAIT TIME**

14 days  
51 days  
36 days  
25 days  
29 days  
22 days  
5 days  
14 days  
44 days  
17 days  
46 days  
44 days  
18 days  
20 days  
8 days  
21 days  
13 days  
57 days  
56 days  
6 days  
31 days  
18 days  
22 days  
N/A

**FACILITY NAME**

A. Albemarle VA Clinic  
B. Brunswick County VA Clinic  
C. Charles George Department of Veterans Affairs Medical Center  
D. Cumberland County VA Clinic  
E. Durham VA Medical Center  
F. Fayetteville VA Medical Center  
G. Franklin VA Clinic  
H. Goldsboro VA Clinic  
I. Greenville VA Clinic  
J. Hamlet VA Clinic  
K. Hickory VA Clinic  
L. Hillandale Road VA Clinic  
M. Jacksonville VA Clinic  
N. Kernersville VA Clinic  
O. Lee County VA Clinic  
P. Morehead City VA Clinic  
Q. North Charlotte VA Clinic  
R. Raleigh III VA Clinic  
S. Raleigh VA Clinic  
T. Robeson County VA Clinic  
U. Rutherford County VA Clinic  
V. South Charlotte VA Clinic  
W. W.G. (Bill) Hefner Salisbury Affairs Medical Center  
X. Wilmington VA Clinic

**State  
State Services**

North Dakota  
Hardship Assistance Grant,ND Veterans Home,  
Veterans Hospital Transportation Program, Disabled American,Veteran  
License Plates,Food Assistance,Hardship Assistance Grant,Loan  
Programs,North Dakota Association for the Disabled,North Dakota National  
Guard Foundation,Tax Information,Veterans Bonus, Indigent Veteran Burial,  
Military Urn or Casket provided, ND Veterans Cemetery,Presenting the Flag  
Coin,2017 Camp Grafton Deer hunt for Disabled Veterans,ND Driver's License-  
Veteran Indicator,ND Game and Fish-Discounts,ND License Plates,ND State  
Park Fees, Thea Ward, Wounded Warriors Guide Service, North Dakota  
Women Veterans, Experience North Dakota  
Job Announcements  
Job Service North Dakota  
Veterans Preference (State)Campus Vet Centers  
ND College and University Certifying Officials  
ND Dependent Tuition Waiver  
Non-College Degree Schools  
PTSD Awareness Training  
State Approving Agency  
Veteran's Educational Training  
Veteran/Service Member Resident Status  
Action of North Dakota  
Habitat for Humanity  
Hardship Assistance Grant  
North Dakota Association for the Disabled  
Operation Finally Home Bottineau Winter Park Bakken Area Services  
Eastern ND/Western MN Services

Community

**Federal Services**

Dental  
 Dreams for Veterans  
 Health Insurance  
 Hearing  
 Mental Health  
 Optical  
 VA General Health Care  
 Wounded Warrior/Disabled Veteran Resources  
 Compensation and Pension  
 Consumer Financial Protection Bureau  
 Dreams for Veterans  
 Home Loan Guaranty  
 Life Insurance  
 Social Security  
 Supportive Services for Veteran Families Program (SSVF)  
 Survivor and Military Assistance Programs  
 USDA Rural Repair and Rehabilitation Loans and Grants  
 VFW Unmet Needs  
 Burial Allowances  
 Burial Flags  
 Burial in a National Cemetery  
 Burial in a Private Cemetery  
 Funeral Honors  
 Headstones, Markers, and Medallions  
 Merchant Marine Burial and Cemetery Benefits  
 Pre-Eligibility determination request  
 Presidential Memorial Certificates  
 TAPS Trajectory Assistance Program for Survivors  
 Disabled Veterans Winter

**General/ Unspecified Services****Health Care Observations****Transportation Observations**

Extensive information on healthcare, including TRICARE  
 Veterans Hospital Transportation Program, has extensive information on transportation options

**General Site Observations**

This website is very informative and has information in detail about all benefits

**Website Address**

<http://www.nd.gov/veterans/>

**Email****Phone**

701-239-7165 phone

**Mailing address**

4201 38th Street South  
 Suite 104  
 Fargo, ND 58104-7535

**AVERAGE WAIT TIME**

4 days  
 14 days  
 8 days  
 15 days  
 14 days  
 13 days  
 7 days  
 8 days  
 10 days

**FACILITY NAME**

A. Bismarck VA Clinic  
 B. Devils Lake VA Clinic  
 C. Dickinson VA Clinic  
 D. Fargo VA Medical Center  
 E. Grafton VA Clinic  
 F. Grand Forks VA Clinic  
 G. Jamestown VA Clinic  
 H. Minot VA Clinic  
 I. Williston VA Clinic

**State  
State Services**

**Ohio**  
County Veterans Service Offices  
Ohio Veterans Bonus  
Veterans Homes

Ohio

**Federal Services  
General/ Unspecified Services**

Jobs  
Education  
Family Support Network  
Financial Assistance  
Pension  
Compensation  
Home Loans  
Mental Health  
Health Care  
Preventing Homelessness  
Military Records & Honors  
Military Burials  
Legal  
License Plates  
Recreation  
Military Voting  
Small Business  
Tax Exemptions  
Military Injury Relief Fund  
Veterans Hall of Fame

**Health Care Observations**

Healthcare page is informative and categorizes services by concern, which makes it user friendly

**Transportation Observations**

None mentioned on the site

**General Site Observations**

Informative website and includes Veterans Resource Guide for more detailed information

**Website Address**

<http://dvs.ohio.gov/main/home.html>

**Email**

[ohiovet@dvs.ohio.gov](mailto:ohiovet@dvs.ohio.gov)

**Phone**

(614) 644-0898

**Mailing address**

77 South High Street, 7th Floor  
Columbus, Ohio 43215

**AVERAGE WAIT TIME**

10 days  
22 days  
15 days  
16 days  
8 days  
20 days  
21 days  
13 days  
21 days  
32 days  
19 days

**FACILITY NAME**

A. Akron VA Clinic  
B. Ashtabula County VA Clinic  
C. Athens VA Clinic  
D. Belmont County VA Clinic  
E. Cambridge VA Clinic  
F. Canton VA Clinic  
G. Chalmers P. Wylie Veterans Outpatient Clinic  
H. Chillicothe VA Medical Center  
I. Cincinnati VA Medical Center  
J. Clermont County VA Clinic  
K. David F. Winder Department of Veterans Affairs Community Based Outpatie

**AVERAGE WAIT TIME**

22 days  
22 days  
19 days  
17 days  
22 days  
33 days  
11 days  
13 days  
23 days  
14 days  
5 days  
11 days  
6 days  
15 days  
6 days  
22 days  
7 days  
16 days  
9 days  
10 days  
15 days  
15 days  
14 days  
13 days  
5 days

**FACILITY NAME**

L. Dayton VA Medical Center  
M. East Liverpool VA Clinic  
N. Gallipolis VA Clinic  
O. Georgetown VA Clinic  
P. Grove City VA Clinic  
Q. Hamilton VA Clinic  
R. Lancaster VA Clinic  
S. Lima VA Clinic  
T. Lorain VA Clinic  
U. Louis Stokes Cleveland Department of Veterans Affairs Medical Center  
V. Marietta VA Clinic  
W. Marion VA Clinic  
X. McCafferty VA Clinic  
Y. Middletown VA Clinic  
Z. New Philadelphia VA Clinic  
AA. Newark VA Clinic  
AB. Painesville VA Clinic  
AC. Parma VA Clinic  
AD. Portsmouth VA Clinic  
AE. Ravenna VA Clinic  
AF. Sandusky VA Clinic  
AG. Springfield VA Clinic  
AH. Toledo VA Clinic  
AI. Warren VA Clinic  
AJ. Wilmington VA Clinic

**State**  
**State Services**

**Oklahoma**

Employment Preference, Oklahoma Cross of Valor, License Plates, Tax Exemptions, Admission to State Parks, Hunting and Fishing License,

**Federal Services**

VA Disability Compensation, Vet Center Program, Vocational Rehabilitation and Employment, VA Life Insurance, Home Loan Guaranty, Burial and Memorial Benefits, Health Care, Veterans Pension

**General/ Unspecified Services**

**Health Care Observations**

Mentions VA healthcare benefits

**Transportation Observations**

None mentioned on the site

**General Site Observations**

Organized

**Website Address**

<http://odva.ok.gov/>

**Email**

**Phone**

405.524.3468

**Mailing address**

6501 Broadway Extension, Suite 250  
Oklahoma City, OK, 73116-8234

**AVERAGE WAIT TIME**

18 days

14 days

5 days

30 days

12 days

14 days

18 days

15 days

9 days

33 days

14 days

30 days

28 days

33 days

11 days

22 days

**FACILITY NAME**

A. Ada VA Clinic

B. Altus VA Clinic

C. Ardmore VA Clinic

D. Blackwell VA Clinic

E. Enid VA Clinic

F. Ernest Childers Department of Veterans Affairs Outpatient Clinic

G. Hartshorne VA Clinic

H. Jack C. Montgomery Department of Veterans Affairs Medical Center

I. Jay VA Clinic

J. Lawton VA Clinic

K. McCurtain County VA Clinic

L. North May VA Clinic

M. Oklahoma City VA Medical Center

N. South Oklahoma City VA Clinic

O. Stillwater VA Clinic

P. Vinita VA Clinic



<b>State</b>	<b>Oregon</b>	
<b>State Services</b>	Veteran IDs	
	Veteran Owned Businesses	License
	Plates	
<b>Federal Services</b>	Burial Benefits, Adaptive Assistance, Disability Compensation, Dependency and Indemnity Compensation, Parents' Dependency and Indemnity Compensation, Home Loans, Special Monthly Compensation, Social Security, Post-9/11 GI Bill, Montgomery GI Bill ,Education Programs/Tuition Assistance,	
<b>General/ Unspecified Services</b>	Tillman Military Scholarship Emergency Assistance Employment Healthcare Home Loans Long-Term Care Pension Records & Medals Recreation Special Advocacy Taxes	
<b>Health Care Observations</b>	Healthcare page has information on eligibility, services, and insurance	
<b>Transportation Observations</b>	Includes information about four different Transportation services	
<b>General Site Observations</b>		
<b>Website Address</b>	<a href="http://www.oregon.gov/odva/Pages/default.aspx">http://www.oregon.gov/odva/Pages/default.aspx</a>	
<b>Email</b>	<a href="mailto:orvetsbenefits@odva.state.or.us">orvetsbenefits@odva.state.or.us</a>	
<b>Phone</b>	(800) 692-9666	
<b>Mailing address</b>	700 Summer St. NE Salem, OR 97301	

**AVERAGE WAIT TIME**

- 11 days
- 30 days
- 8 days
- 48 days
- 7 days
- 36 days
- 25 days
- 15 days
- 1 day
- Not Available
- Not Available
- 22 days
- 26 days
- 30 days
- 11 days
- 42 days
- 37 days
- 198 days
- 16 days
- 25 days

**FACILITY NAME**

- A. Bend VA Clinic
- B. Brookings VA Clinic
- C. Burns VA Clinic
- D. Eugene VA Clinic
- E. Fairview VA Clinic
- F. Grants Pass VA Clinic
- G. Hillsboro VA Clinic
- H. Klamath Falls VA Clinic
- I. La Grande VA Clinic
- J. Loren R. Kaufman VA Clinic
- K. Morrow County VA Clinic
- L. Newport VA Clinic
- M. North Bend VA Clinic
- N. North Coast VA Clinic
- O. Portland VA Clinic
- P. Portland VA Medical Center
- Q. Roseburg VA Medical Center
- R. Salem VA Clinic
- S. West Linn VA Clinic
- T. White City VA Medical Center

<b>State</b>	Pennsylvania
<b>State Services</b>	State Educational Grants and Financial Aid for Veterans, Veterans Preference in State Civil Service, Birth and Death Records, Veterans License Plates/Placards/License, Veterans Employment, Free Hunting/Fishing/Fur Trapper License for Certain Disabled Veterans, Antlerless Deer License, DISABLED VETERANS' REAL ESTATE TAX EXEMPTION, THE PENNSYLVANIA VETERANS' MEMORIAL, MILITARY FAMILY RELIEF ASSISTANCE PROGRAM, VETERANS' TEMPORARY ASSISTANCE, BLIND VETERANS' PENSION, AMPUTEE and PARALYZED VETERANS' PENSION, HONORING OUR VETERANS: LICENSE PLATE & LICENSE/ID CARD, THE PENNSYLVANIA VETERANS' TRUST FUND , EDUCATIONAL GRATUITY, STATE VETERANS' HOMES
<b>Federal Services</b>	PERSIAN GULF CONFLICT VETERANS' BONUS
<b>General/ Unspecified Services</b>	
<b>Health Care Observations</b>	No information for healthcare benefits
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	Minimal website, most information is found in PDF form
<b>Website Address</b>	<a href="http://www.dmva.pa.gov/veteransaffairs/Pages/default.aspx">http://www.dmva.pa.gov/veteransaffairs/Pages/default.aspx</a>
<b>Email</b>	<a href="mailto:RA-VA-Info@pa.gov">RA-VA-Info@pa.gov</a>
<b>Phone</b>	717-861-8910
<b>Mailing address</b>	Bldg. 0-47, Fort Indiantown Gap Anville, PA 17003-5002

**AVERAGE WAIT TIME**

17 days  
15 days  
6 days  
11 days  
18 days  
20 days  
12 days  
17 days  
8 days  
22 days  
20 days  
6 days  
9 days  
16 days  
27 days  
7 days  
19 days  
16 days  
6 days  
24 days  
28 days  
14 days

**FACILITY NAME**

A. Abie Abraham VA Clinic  
B. Allentown VA Clinic  
C. Armstrong County VA Clinic  
D. Beaver County VA Clinic  
E. Berks County VA Clinic  
F. Camp Hill VA Clinic  
G. Clarion County VA Clinic  
H. Coatesville VA Medical Center  
I. Columbia County VA Clinic  
J. Corporal Michael J. Crescenz Department of Veterans Affairs Medical Center  
K. Coudersport VA Clinic  
L. Cranberry Township VA Clinic  
M. Crawford County VA Clinic  
N. DuBois VA Clinic  
O. Erie VA Medical Center  
P. Fayette County VA Clinic  
Q. Fort Indiantown Gap VA Clinic  
R. H. John Heinz III Department of Veterans Affairs Medical Center  
S. Huntingdon County VA Clinic  
T. Indiana County VA Clinic  
U. James E. Van Zandt Veterans' Administration Medical Center  
V. Johnstown VA Clinic

**AVERAGE WAIT TIME**

65 days  
9 days  
20 days  
8 days  
13 days  
19 days  
20 days  
22 days  
7 days  
24 days  
9 days  
16 days  
46 days  
18 days  
17 days  
16 days  
9 days  
31 days  
26 days  
18 days  
25 days  
12 days  
16 days

**FACILITY NAME**

W. Lancaster VA Clinic  
X. Lawrence County VA Clinic  
Y. Lebanon VA Medical Center  
Z. McKean County VA Clinic  
AA. Michael A. Marzano Department of Veterans Affairs Outpatient Clinic  
AB. Northampton County VA Clinic  
AC. Pittsburgh VA Medical Center-University Drive  
AD. Pottsville VA Clinic  
AE. Sayre VA Clinic  
AF. Spring City VA Clinic  
AG. Springfield VA Clinic  
AH. State College VA Clinic  
AI. Tobyhanna VA Clinic  
AJ. Venango County VA Clinic  
AK. Victor J. Saracini Department of Veterans Affairs Outpatient Clinic  
AL. Warren County VA Clinic  
AM. Washington County VA Clinic  
AN. Wayne County VA Clinic  
AO. Wellsboro VA Clinic  
AP. Westmoreland County VA Clinic  
AQ. Wilkes-Barre VA Medical Center  
AR. Williamsport VA Clinic  
AS. York VA Clinic

<b>State</b>	<b>Rhode Island</b>
<b>State Services</b>	
<b>Federal Services</b>	
<b>General/ Unspecified Services</b>	Basic Needs & Housing, Health & Counseling, Employment & Finance, Legal & Records, Education & Family, Societies & Transitions, P.O.W., LGBTQX & Minority Voices, Memorial Services
<b>Health Care Observations</b>	Information on benefits, eligibility, insurance
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	Benefits organized by veteran type, which could be useful but not if you are trying to discern federal benefits from state benefits
<b>Website Address</b>	<a href="http://www.vets.ri.gov/">http://www.vets.ri.gov/</a>
<b>Email</b>	
<b>Phone</b>	(401) 921-2119
<b>Mailing address</b>	560 Jefferson Boulevard Warwick RI 02886
<b>AVERAGE WAIT TIME</b>	<b>FACILITY NAME</b>
19 days	A. Middletown VA Clinic
21 days	B. Providence VA Medical Center

**State**  
**State Services**

**Federal Services**  
**General/ Unspecified Services**  
**Health Care Observations**  
**Transportation Observations**  
**General Site Observations**

**Website Address**

**Email**

**Phone**

**Mailing address**

**South Carolina**

Credit of State Retirement for Military Service, Free Hunting and Fishing License, Special License Plates, Recording of Discharges, Parking Fee Exemption, State Veterans' Nursing Homes, Tuition Assistance, South Carolina Military Family Relief Fund

Veterans' Reemployment Rights

Tax exemptions, Specialty Adaptive Housing

Little information on site but links to the TRICARE website

None mentioned on the site

<http://va.sc.gov/>

[va@admin.sc.gov](mailto:va@admin.sc.gov)

803.734.0200

1205 Pendleton Street, Suite 463  
Columbia, South Carolina 29201

**AVERAGE WAIT TIME**

11 days

17 days

8 days

28 days

13 days

10 days

12 days

8 days

24 days

27 days

18 days

21 days

19 days

30 days

**FACILITY NAME**

A. Aiken VA Clinic

B. Anderson VA Clinic

C. Beaufort VA Clinic

D. Florence VA Clinic

E. Goose Creek VA Clinic

F. Greenville VA Clinic

G. Myrtle Beach VA Clinic

H. Orangeburg VA Clinic

I. Ralph H. Johnson Department of Veterans Affairs Medical Center

J. Rock Hill VA Clinic

K. Spartanburg VA Clinic

L. Sumter VA Clinic

M. Trident 1 VA Clinic

N. Wm. Jennings Bryan Dorn Department of Veterans Affairs Medical Center

<b>State</b>	<b>South Dakota</b>
<b>State Services</b>	Bonuses, Burial Benefits, Education, Hunting/ Fishing Licenses, License Plate, Drivers License Veterans Designation, State Park admission, tax benefits, discharge records
<b>Federal Services</b>	Burial, compensation, DIC, education, healthcare, home loan, pension, insurance, Vocational Rehab/ employment
<b>General/ Unspecified Services</b>	
<b>Health Care Observations</b>	Only has information on eligibility and a link to the VA healthcare page
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	Benefits organized by state and federal
<b>Website Address</b>	<a href="http://vetaffairs.sd.gov/">http://vetaffairs.sd.gov/</a>
<b>Email</b>	<a href="mailto:larry.zimmerman@state.sd.us">larry.zimmerman@state.sd.us</a>
<b>Phone</b>	605.593-7781
<b>Mailing address</b>	2525 West Main Street—Suite 303A #4 Rapid City, SD 57702

**AVERAGE WAIT TIME**

7 days  
19 days  
14 days  
5 days  
12 days  
8 days  
12 days  
26 days  
8 days  
Not Available

**FACILITY NAME**

A. Aberdeen VA Clinic  
B. Fort Meade VA Medical Center  
C. Hot Springs VA Medical Center  
D. Mission VA Clinic  
E. Pierre VA Clinic  
F. Rapid City VA Clinic  
G. Royal C. Johnson Veterans' Memorial Hospital  
H. Wagner VA Clinic  
I. Watertown VA Clinic  
J. Winner VA Clinic

<b>State</b>	<b>Tennessee</b>
<b>State Services</b>	Cemetaries, Burial Benefits, Home Loans, Motor Services, State Park Admissions, State Veterans Homes,
<b>Federal Services</b>	disability compensation, pension, education, home loans, healthcare, mental health, life insurance, compensation, educational and training benefits, vocational rehabilitation and employment, home loans, life insurance, pensions
<b>General/ Unspecified Services</b>	
<b>Health Care Observations</b>	Has some information on healthcare centers and mental health resources, also links to the VA website
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	
<b>Website Address</b>	<a href="https://www.tn.gov/veteran/">https://www.tn.gov/veteran/</a>
<b>Email</b>	<a href="mailto:TN.Veterans@tn.gov">TN.Veterans@tn.gov</a>
<b>Phone</b>	(615) 741-2345
<b>Mailing address</b>	312 Rosa L. Parks Avenue Nashville, TN 37243

<b>AVERAGE WAIT TIME</b>	<b>FACILITY NAME</b>
10 days	A. Albion Street VA Clinic
15 days	B. Alvin C. York Veterans' Administration Medical Center
34 days	C. Athens VA Clinic
7 days	D. Campbell County VA Clinic
20 days	E. Charlotte Avenue VA Clinic
26 days	F. Chattanooga VA Clinic
33 days	G. Clarksville VA Clinic
24 days	H. Cookeville VA Clinic
31 days	I. Covington VA Clinic
24 days	J. Dover VA Clinic
19 days	K. Dyersburg VA Clinic
13 days	L. International Plaza VA Clinic
24 days	M. Jackson VA Clinic
12 days	N. James H. Quillen Department of Veterans Affairs Medical Center
29 days	O. Maury County VA Clinic
9 days	P. McMinnville VA Clinic
37 days	Q. Memphis VA Medical Center
27 days	R. Morristown VA Clinic
25 days	S. Nashville VA Medical Center
4 days	T. Nonconnah Boulevard VA Clinic
11 days	U. Roane County VA Clinic
61 days	V. Rogersville VA Clinic
21 days	W. Savannah VA Clinic
32 days	X. Sevierville VA Clinic
9 days	Y. Tullahoma VA Clinic
17 days	Z. William C. Tallent Department of Veterans Affairs Outpatient Clinic

**State**  
**State Services**  
**Federal Services**  
**General/ Unspecified Services**  
  
**Health Care Observations**  
  
**Transportation Observations**  
**General Site Observations**  
**Website Address**  
**Email**  
**Phone**  
**Mailing address**

**Texas**  
  
Health and Wellness, Education and Training, Employment, Housing and Loans, Licenses and Permits, Records and Medals, Benefits for Dependents and Caregivers, Legal, Disability, Women's Services  
No specific information for healthcare, but links to VA website and mentions that healthcare benefits can be found there  
None mentioned on the site  
Modern and very simplified layout  
<https://veterans.portal.texas.gov/>

**AVERAGE WAIT TIME**

32 days  
16 days  
14 days  
14 days  
100 days  
9 days  
13 days  
24 days  
7 days  
11 days  
25 days  
15 days  
15 days  
15 days  
24 days  
Not Available  
19 days  
23 days  
14 days  
24 days  
39 days  
46 days  
22 days  
9 days  
12 days  
14 days  
28 days  
6 days  
6 days  
11 days  
19 days  
14 days

**FACILITY NAME**

A. Abilene VA Clinic  
B. Audie L. Murphy Memorial Veterans' Hospital  
C. Austin VA Clinic  
D. Balcones Heights VA Clinic  
E. Beaumont VA Clinic  
F. Beeville VA Clinic  
G. Bridgeport VA Clinic  
H. Broadway VA Clinic  
I. Brownwood VA Clinic  
J. Bryan VA Clinic  
K. Cedar Park VA Clinic  
L. Charles Wilson Department of Veterans Affairs Outpatient Clinic  
M. Childress VA Clinic  
N. Conroe VA Clinic  
O. Corpus Christi VA Clinic  
P. Dalhart VA Clinic  
Q. Dallas VA Medical Center  
R. Denton VA Clinic  
S. Doris Miller Department of Veterans Affairs Medical Center  
T. El Paso Eastside VA Clinic  
U. El Paso VA Clinic  
V. Fort Stockton VA Clinic  
W. Fort Worth VA Clinic  
X. Frank M. Tejada Department of Veterans Affairs Outpatient Clinic  
Y. Galveston County VA Clinic  
Z. George H. O'Brien, Jr., Department of Veterans Affairs Medical Center  
AA. Granbury VA Clinic  
AB. Greenville VA Clinic  
AC. Harlingen VA Clinic  
AD. Harlingen VA Clinic-Treasure Hills  
AE. Katy VA Clinic  
AF. Kerrville VA Medical Center



**AVERAGE WAIT TIME**

15 days

12 days

23 days

10 days

15 days

29 days

Not Available

41 days

38 days

8 days

9 days

41 days

11 days

24 days

18 days

45 days

23 days

Not Available

41 days

22 days

26 days

13 days

36 days

21 days

20 days

18 days

Better than Community Average

Low Medicaid-Accepting Community

8 days

38 days

**FACILITY NAME**

AH. Lake Jackson VA Clinic

AI. Laredo VA Clinic

AJ. Longview VA Clinic

AK. Lubbock VA Clinic

AL. McAllen VA Clinic

AM. Michael E. DeBakey Department of Veterans Affairs Medical Center

AN. New Braunfels VA Clinic

AO. North Central Federal VA Clinic

AP. Olin E. Teague Veterans' Center

AQ. Palestine VA Clinic

AR. Permian Basin VA Clinic

AS. Plano VA Clinic

AT. Polk Street VA Clinic

AU. Richmond VA Clinic

AV. Sam Rayburn Memorial Veterans Center

AW. San Angelo VA Clinic

AX. San Antonio VA Clinic

AY. Seguin VA Clinic

AZ. Shavano Park VA Clinic

BA. Sherman VA Clinic

BB. South Bexar County VA Clinic

BC. Stamford VA Clinic

BD. Temple VA Clinic

BE. Texas City VA Clinic

BF. Thomas E. Creek Department of Veterans Affairs Medical Center

BG. Tomball VA Clinic

281-516-1505

1200 West Main Street

BH. Victoria VA Clinic

BI. Wichita Falls VA Clinic

**State  
State Services**

**Utah**

DISABLED VETERAN PROPERTY TAX ABATEMENT, ARMED FORCES PROPERTY TAX EXEMPTION, PURPLE HEART TUITION WAIVER, IN-STATE TUITION RATES, VETERANS TUITION GAP PROGRAM, SCOTT B. LUNDELL TUITION WAIVER FOR SURVIVING DEPENDENTS, HONORARY HIGH SCHOOL DIPLOMAS, VETERANS UPWARD BOUND, PURPLE HEART FEE EXEMPTION, VETERANS LICENSE PLATES, DRIVER LICENSE PRIVILEGES, VETERAN STATUS ON UTAH DRIVER LICENSE AND UTAH ID CARDS, DISABLED LICENSE PLATES / WINDSHIELD PLACARDS, VETERANS JOB PREFERENCE, VETERANS HIRING PRIORITY, VETERANS EMPLOYMENT REPRESENTATIVES, MILITARY LEAVE, BUS / TRAX REDUCED FARE CARDS, HOMELESS VETERANS FELLOWSHIP, FISHING LICENSE PRIVILEGE, UTAH NATIONAL GUARD R, VETERANS WITH DISABILITIES PARK PASS, FREE USE OF ARMORIES VETERANS REEMPLOYMENT RIGHTS, AMERICA THE BEAUTIFUL PASS, Disability Compensation, Education and Training, Health Care

**Federal Services**

**General/ Unspecified Services**

**Health Care Observations**

**Transportation Observations**

**General Site Observations**

**Website Address**

**Email**

**Phone**

**Mailing address**

VA Healthcare benefits outlined in benefits guide

Reduced fare bus cards for disabled veterans

<https://veterans.utah.gov/>

[veterans@utah.gov](mailto:veterans@utah.gov)

(801) 326-2372

550 Foothill Drive, Suite 105

Salt Lake City, UT 84113

**AVERAGE WAIT TIME**

27 days

Not Available

14 days

3 days

15 days

34 days

43 days

17 days

**FACILITY NAME**

A. George E. Wahlen Department of Veterans Affairs Medical Center

B. Moab VA Clinic

C. Ogden VA Clinic

D. Orem VA Clinic

E. Price VA Clinic

F. Roosevelt VA Clinic

G. St. George VA Clinic

H. Western Salt Lake VA Clinic

**State**  
**State Services** Vermont  
Emergency financial assistance, Survivor and Family Benefits, Mortuary and Burial Benefits, Recognition,  
**Federal Services** Disability Benefits, Survivor and Family Benefits, Mortuary and Burial Benefits,  
**General/ Unspecified Services** Tax Exemptions, Home and Vehicle Modification, 2-1-1  
**Health Care Observations** Information about VA Healthcare, TriCare, Nursing homes, and other services  
**Transportation Observations** Disabled American Veterans (DAV) Transportation Network- volunteer based program that takes disabled veterans to VA hospitals and clinics. Includes phone number  
**General Site Observations**  
**Website Address** <http://veterans.vermont.gov/>  
**Email**  
**Phone** (802) 828-3379  
**Mailing address** 118 State Street  
Montpelier, Vermont 05620-4401

**AVERAGE WAIT TIME**

6 days  
19 days  
13 days  
20 days  
8 days  
19 days  
14 days

**FACILITY NAME**

A. Bennington VA Clinic  
B. Brattleboro VA Clinic  
C. Burlington Lakeside VA Clinic  
D. Newport VA Clinic  
E. Rutland VA Clinic  
F. St. Johnsbury VA Clinic  
G. White River Junction VA Medical Center

<b>State</b>	<b>Virginia</b>
<b>State Services</b>	Veterans Education Training and Employment, The Virginia Values Veterans (V3) Program, Virginia Employment Commission, Department of Human Resource Management – Veteran Outreach Services, Hunting & Fishing Licenses, Real Estate Tax Exemption, Veterans ID Card, Virginia SWaM Program: SDVOSB Designation,
<b>Federal Services</b>	Disability Compensation (Service Connection) , Non-service Connected Pension, G.I. Bill, Home Loan Guarantees,
<b>General/ Unspecified Services</b>	
<b>Health Care Observations</b>	Mentions VHA nad VA benefits and provides contact information for VA
<b>Transportation Observations</b>	None mentioned on the site
<b>General Site Observations</b>	Site is easy to navigate but doesn't have detailed information about different programs like some of the other sites
<b>Website Address</b>	<a href="https://www.dvs.virginia.gov/">https://www.dvs.virginia.gov/</a>
<b>Email</b>	
<b>Phone</b>	(804) 786-0286
<b>Mailing address</b>	Office of the Commissioner, John L. Newby II James Monroe Building, 101 North 14th Street, 17th Floor Richmond, VA 23219

**AVERAGE WAIT TIME**

39 days  
27 days  
20 days  
8 days  
13 days  
44 days  
21 days  
16 days  
29 days  
44 days  
22 days  
32 days  
22 days  
80 days  
18 days  
12 days  
12 days  
21 days  
10 days  
19 days  
50 days  
38 days

**FACILITY NAME**

A. Bristol VA Clinic  
B. Charlottesville VA Clinic  
C. Chesapeake VA Clinic  
D. Danville VA Clinic  
E. Emporia VA Clinic  
F. Fort Belvoir VA Clinic  
G. Fredericksburg 2 VA Clinic  
H. Fredericksburg VA Clinic  
I. Hampton VA Medical Center  
J. Harrisonburg VA Clinic  
K. Hunter Holmes McGuire Hospital  
L. Jonesville VA Clinic  
M. Lynchburg VA Clinic  
N. Marion VA Clinic  
O. Norton VA Clinic  
P. Salem VA Medical Center  
Q. Staunton VA Clinic  
R. Stephens City VA Clinic  
S. Tazewell VA Clinic  
T. Vansant VA Clinic  
U. Virginia Beach VA Clinic  
V. Wytheville VA Clinic

**State**  
**State Services**

**Washington**

Veterans Records, Counseling, Veteran Supportive Campuses, Veterans Conservation Corps Program, Veterans Innovations Program, Operation Recognition, WDVA Employment, Commercial Drivers License - CDL, Internships, Vocational Rehabilitation, Yes Vets Hiring Initiative, homeless services and transitional housing,

**Federal Services**

Survivor Benefits, home loans, property tax relief, VA Health Care, Federal Education Benefits, Disability Compensation, Burial Benefits, Home Loans, Vet Centers.

**General/ Unspecified Services**

**Health Care Observations**

General information about VA healthcare

**Transportation Observations**

Reduced Public Transportation Fees for disabled veterans

**General Site Observations**

**Website Address**

<http://www.dva.wa.gov/>

**Email**

[communications@dva.wa.gov](mailto:communications@dva.wa.gov)

**Phone**

360-725-2200

**Mailing address**

1102 Quince St. SE | PO Box 41150 - Olympia, WA 98504

**AVERAGE WAIT TIME**

36 days

36 days

23 days

12 days

13 days

45 days

23 days

33 days

9 days

19 days

43 days

15 days

33 days

**FACILITY NAME**

A. American Lake VA Medical Center

B. Bellevue VA Clinic

C. Bremerton VA Clinic

D. Jonathan M. Wainwright Memorial VA Medical Center

E. Mann-Grandstaff Department of Veterans Affairs Medical Center

F. Mount Vernon VA Clinic

G. North Olympic Peninsula VA Clinic

H. Portland VA Medical Center-Vancouver

I. Richland VA Clinic

J. Seattle VA Medical Center

K. South Sound VA Clinic

L. Wenatchee VA Clinic

M. Yakima VA Clinic

**State  
State Services**

**Wisconsin**

- WDVA Home Improvement Loan
- Homeless Veterans Assistance
- Veterans Homes
- Veterans Cemeteries
- Surviving Spouses Property
- Tax Credit
- Veterans Tax Exemptions
- Property Tax Credit
- Employment Assistance
- Employment Representatives
- Hiring Preference
- Job Retaining Grants
- Professional/Occupational Licensure Programs Experience
- H.S. Diplomas
- Tuition Residency
- Wisconsin GI Bill Tuition Remission
- VetEd Reimbursement Grant
- (Reduced Rate) Fishing License
- Disabled Veteran Reduced-Fee Fishing License
- Special Hunting Permits for Disabled Residents
- Military Free Fishing & Small Game Hunting License
- Incarcerated Veterans Program
- License Plates
- Military Service Medals & Records Assistance
- Military Funeral Honors Program
- Review of Military Discharge Assistance
- Free Access to State Parks & Trails
- Transportation to VA Medical Appointments
- Federal GI Bill Benefits

Wisconsin Veterans and

Apprentices

Academic Credit for Military

Resident Annual Disabled

- Federal Services**
- General/ Unspecified Services**
- Health Care Observations**
- Transportation Observations**
- General Site Observations**
- Website Address**
- Email**
- Phone**
- Mailing address**

No healthcare section  
None mentioned on the site  
Website and benefits boolet seems outdated  
<http://dva.state.wi.us/Pages/home.aspx>

1-800-WIS-VETS (947-8387)  
201 W. Washington Ave.  
PO Box 7843  
Madison, WI 53707-7843

**AVERAGE WAIT TIME**

- 16 days
- 13 days
- 16 days
- 15 days
- 9 days
- 17 days
- 37 days
- 17 days
- 18 days

**FACILITY NAME**

- A. Baraboo VA Clinic
- B. Beaver Dam VA Clinic
- C. Chippewa Valley VA Clinic
- D. Clark County VA Clinic
- E. Clement J. Zablocki Veterans' Administration Medical Center
- F. Cleveland VA Clinic
- G. Hayward VA Clinic
- H. Janesville VA Clinic
- I. John H. Bradley Department of Veterans Affairs Outpatient Clinic

**AVERAGE WAIT TIME**

23 days

14 days

45 days

18 days

15 days

14 days

6 days

25 days

9 days

12 days

15 days

12 days

**FACILITY NAME**

J. Kenosha VA Clinic

K. Madison West VA Clinic

L. Milo C. Huempfer Department of Veterans Affairs Outpatient Clinic

M. Rhinelander VA Clinic

N. Rice Lake VA Clinic

O. River Valley VA Clinic

P. Tomah VA Medical Center

Q. Twin Ports VA Clinic

R. Union Grove VA Clinic

S. Wausau VA Clinic

T. William S. Middleton Memorial Veterans' Hospital

U. Wisconsin Rapids VA Clinic

**State**  
**State Services**

**Wyoming**  
Veterans Property Tax Exemption, Wyoming Driver License Veteran Designation, Wyoming Military Related License Plates, Military records, hunting/fishing/parks, State Sponsored Life Insurance

**Federal Services**  
**General/ Unspecified Services**

Transition Assistance, recognition of veterans, honoring deceased veterans, military funeral honors, education, business opportunities for veterans  
No healthcare section, only a link to VA healthcare page  
None mentioned on the site

**Health Care Observations**  
**Transportation Observations**  
**General Site Observations**

**Website Address**

<https://wymilitary.wyo.gov/veterans/>

**Email**

**Phone**

307-777-8152

**Mailing address**

5410 Bishop Blvd.  
Cheyenne, WY 82009

**AVERAGE WAIT TIME**

12 days  
32 days  
9 days  
Not Available  
22 days  
Not Available  
25 days  
Not Available  
17 days  
17 days  
6 days  
No Wait

**FACILITY NAME**

A. Afton VA Clinic  
B. Casper VA Clinic  
C. Cheyenne VA Medical Center  
D. Evanston VA Clinic  
E. Gillette VA Clinic  
F. Newcastle VA Clinic  
G. Powell VA Clinic  
H. Rawlins VA Clinic  
I. Riverton VA Clinic  
J. Rock Springs VA Clinic  
K. Sheridan VA Medical Center  
L. Worland VA Clinic



**Attachment C**  
***Summary of State Interviews***



## **IDAHO BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Idaho Division of Veterans Services

**PARTICIPATING STAFF AND TITLES:** Kevin Wallior, Executive Assistant; James Earp, Administrator, Idaho State Veterans Cemetery

**DATE AND TIME OF CONFERENCE CALL:** 2/26/2018, 11:30 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- Idaho's intake is for Veterans Homes only. First come first served. They are about 88-92% occupancy rate.
- Idaho operates 7 offices throughout the state.
- Clinics are run by the VA.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- The state does not operate veteran's specific transportation programs. There are nonprofit organizations in the area that provide transportation to veterans, such as the DAV, but no government programs.
- The ID legislature established the Veterans Recognition Fund to build a new cemetery and a proposed 4<sup>th</sup> Veterans home. The interest generated from that fund are awarded through an application process to agencies and nonprofits from \$2,500-\$100,000 range. Usually not greater than \$75,000.
- The Veterans Support Fund program, is a smaller pot of money that make awards from a few hundred dollars to \$5,000.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- Idaho has one cemetery located in Boise, ID. 76.5 acres. 9-person staff. 3 are administrators; 6 are maintenance. Cemetery is kept to federal standards.
- There is a memorial wall, people may purchase a brick at \$100/brick. Benches are located primarily around the columbaria wall. Donations go to the Idaho Veterans Assistant League who distribute indigent and hardship funds.
- Issues with providing service efficiently. Equipment requested is not funded. Division has been very accommodating to meet needs.
- ID uses a pre-authorization application

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - Networking is different than it used to be. There is one Office of Veterans Advocacy in each county. The Division brings everyone in once a year.
  - The Veterans Coordination Council was established in 2013 to bring in Directors of state agencies to discuss services and resources so not to duplicate services.
- Suicide
  - Provide funding to suicide prevention lines and use volunteers
- Horizon
  - Demographic changes.
  - Cemetery costs will continue to rise. More graves mean more maintenance.

## **IOWA BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Iowa Department of Veterans Affairs

**PARTICIPATING STAFF AND TITLES:** Steve Lukan, Executive Director

**DATE AND TIME OF CONFERENCE CALL:** 3/23/2018, 10:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- The state operates two offices and the state veteran's cemetery. Walk in service.
- Iowa state law requires that each county have a VSO. State sends \$9,600 to each county.
- Lottery funds are used to establish the Veterans Trust Fund. This is used for Honor Guards, emergency funds such as dental, and auto.
- There is no standard software used by each county. The application for the Veterans Trust Fund is used by everyone. The state processes.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- The state does not provide transportation. The veterans home provides transportation for residents.
- The Trust fund could be used as a last resort for transportation costs.
- The Iowa Communication Network is trying to do more telemedicine instead of 1.5-2-hour drive. Not as robust as they would like but trying to do more.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- IA state cemetery opened 10 years ago via a federal grant. It is staffed by 6 people, 3 in the office and 3 outside. They have 1.5 miles of road that needs maintained. There is a \$300 fee that goes into a perpetual care account to maintain. The fund is growing but there has been a need to use some of those funds to help with staffing. This is a point of contention with some veterans.
- There is a trend toward more cremations. If this continues to hold, they will be able to fit in more veterans.
- No private headstones permitted. There is discretion as to what can be on the headstone.
- People want to donate trees and potted plants. IA is implementing new guidelines that will take specific trees and species and determine location.
- There is some disagreement about what can be on display. Teddy bears, Christmas tree, pinwheels, etc. Leave it for a couple of days and then remove it.
- Phenomenal support from citizens and businesses for the fallen hero memorial.
- Large monuments and concrete repairs are an issue.
- IA does 500 internments a year. Most come from Polk Co. Most people want to be buried close to home. It is hard to do long term planning.
- At one-time Iowa used low offenders for labor but stopped. Staff was having issues.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - Home Base Iowa is an economic development effort for people coming back to keep them in Iowa.
  - There is a state law for care facilities to do a census annually to identify who is a veteran and make sure they apply for the benefits to which they are entitled.

- IA state office tries to partner with counties when they do veteran events. Congressional support is strong.
- Prepared 1-2-page sheet with the list of the veterans benefits Iowa offers.
- Hosts an annual Veteran's Day in January when Legislature is in session. January is not the best time because of the weather.
- Suicide
  - IA does not keep records.
  - The Trust fund has sponsored a family grieving program, and annual retreat to help families cope.
- Horizon
  - IA is implementing a state label as a Veteran Owned Business.
  - Exploring the use of Hyperbaric chambers for treatment with PTSD and brain injury. VA is researching and starting pilot programs.
  - IA Attorney General is cracking down on businesses that are charging hefty fees for serving veterans, while many of those services are available through the VSO.

## **KANSAS BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Kansas Commission on Veterans Services

**PARTICIPATING STAFF AND TITLES:** Gregg Burden, Executive Director; Wayne Bollig, Deputy Director; Eric Rohleder, Communications Director

**DATE AND TIME OF CONFERENCE CALL:** 3/16/2018, 10:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- There are 105 Counties in Kansas. The Commission operates 13 field offices around the state and schedules appointments in 5 different locations 2-3 times a month.
- They operate 2 Full time mobile units that will attend county fairs, community functions. They may set up at Walmart, Dollar General etc. The units have laptop, printer, scanner and they can take information anywhere. The staff are cross accredited between VFW and American legion. They will put an ad in the paper before they go. Director Burden stated they are very busy.
- KS funds grants to American Legion and VFW to staff 2 people in the 3 VA Hospitals. Walk in services are available.
- KS noted they do not take the power of attorney to represent a veteran filing a claim. This is done through the American Legion/VFW. The state does not have the resources to follow through on appeals.
- KS uses Micropact software for intake.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- KS operates two nursing homes and they take veterans to and from hospitals using DAV. They see transportation as a liability, a big issue. They work with other services organizations to get grants to provide services. KS does not purchase vans.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- KS operates 4 cemeteries in the state. There is a 60-mile radius that covers 85% of the state. There are 3 cemetery Superintendents. (one Superintendent serves two different cemeteries.)
- The state mirrors the federal standards. NCA used Fort Riley as the benchmark for the Committal Shelter.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - The mobile van is the most successful. The partnerships with other agencies and communities helps get the information out to people. The hours are flexible, so the people know they can come to them. There is no budget for marketing.
  - The Kansas Vietnam Veteran Era Medallion program has distributed 7,000 medallions. Veterans must be in the system to receive.
  - KS believes they have work to do in that there are approximately 200,000 veterans in the state and only 50,000 in their system.
- Suicide
  - KS, by state statute are only authorized to spend funds on the veteran's homes and cemeteries. There are no extra funds for other programs.
- Horizon
  - 2/3 of the population is in one area of the state. KS needs a new veteran's home there.

- KS is exploring how automation can help provide more services. There are issues in how to restrict quality assurance practices to shorten time for veterans claims to be processed.
- There is an increasing need for adult day care services.
- There is an issue regarding State Approving Agencies. Should it be housed in Education or with Veterans? Kansas' has been with Veterans all along. It brings in the younger veterans to interact with others.

## **MAINE BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Maine Bureau of Veterans Services

**PARTICIPATING STAFF AND TITLES:** Adria Horn, Director

**DATE AND TIME OF CONFERENCE CALL:** 3/2/2018 2:00 P.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- ME operates 8 field offices around the state. Service is by appointment, but if someone walks in the office staff will try for a solution for the person. Maine has established The Coordinated Veterans Assistance fund to provide financial assistance to veteran's service organization. The Bureau has no authority over the quality of work and advises other states to not follow this example.
- Maine looked at 6-7 platforms to integrate all the records to have one secure system. They have selected Leidos, IQ (intranet Quorum.) This will be transformative, as it is cloud based and the veteran will not have to travel. Any office will be able to look up by name and DD214. This is not just a claims management software, but a way to connect the Bureau, to promote the understanding that the office serves veterans at every aspect of their life. During the selection process the Bureau met on average, 3 hours a week to map how they do paper work and what it looks like. They are very proud of their system. They use Adobe Probe to combine data.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- ME does not provide transportation. DAV provides.
- There was a transportation study, but Director Horn feels it missed the mark, nothing was innovative. She is exploring the idea for a program using the ride share concepts which are perfect for rural areas where people are underemployed or seasonal workers, such as snow plow drivers. Re-hire as a UBER or LYFT driver, and establish a transportation network.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- ME has four cemeteries. All opened in a different year, 1971, 1990, 2004 and 2008.
- Hours of operation is 7:30-4:00, M-F. The most northern is staffed with 2.5 people and the have full time administrator and crew of 3. There is also authorization for 3 temps to be used as needed.
- ME has the support of three non-profit cemetery corporations in charge of beatification and enhancement of the cemeteries. They submit plans and requests to the Bureau for approval. There is a cemetery maintenance income check off when filing for a tax refund.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - ME estimates they have a high percentage of veterans not being served. Their philosophy is to be "noticeably present". Start with going agency to agency to take advantage of the networks available through the other agencies. Connect to others first.
  - ME created a resource tab on their website, which also helps agencies that do not have their own. This initiative went from 30-300. They often ask, "Would you be interested in having your organization listed on our website." There are maps with icons and a table organized around 16 categories. User based. Especially useful to congressional offices and other agencies. They are trying to mirror the Google search we are all familiar with "restaurants near me?" <https://www.maine.gov/veterans/resources/index.html>

- The establishment of the resource tab was the foundation established before they worked on a social media platform. Now they have a calendar of events which are linked to a newsletter. The providers populate activities of their own, even as special as dog wash for veterans, yoga, etc.
- Director Horn believes it is important to give credit to others as often as possible, as veterans are everyone's territory.
- Suicide
  - Director Horn's #1 priority is suicide prevention. In 2014 there were 55 suicides in Maine and only 6 were known to have received services from the VA Medical center. 55 were lost.
  - ME held an event between relevant state agencies and VA reps. Media was invited, there were donors for the food. 2-hour panel of 4 veterans who had tried to commit suicide. They focused on the barriers to care. To close she handed out commitment cards, "What can you do professionally or personally to address the problem?" Director Horn used the expression of "paralyzed advocates". "Those of us who don't know where to go for help."
- Horizon
  - We do not have enough caregivers to allow people to age in place. What happens with the caregiver dies first? Need to identify who is a veteran. Put the question on the ER intake forms, the sheriff's intake forms. What to do with the information? Call our department!



## **MISSISSIPPI BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Mississippi State Veterans Affairs Board

**PARTICIPATING STAFF AND TITLES:** Eric Jones, Director of Operations; Chuck Holifield, Outreach Coordinator

**DATE AND TIME OF CONFERENCE CALL:** 3/6/2018 10:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- There are 6 VSOs in the state, and the VSO Officers (3 are fully accredited and 3 are in training). There are VSOs employed on the county level as well. They assist the veterans in filing claims and paperwork. The VSOs are within 50 miles of all veterans. They provide claim services without an appointment. Other services are appointment based, but they will take walk ins if needed.
- MS uses the 25-30-year-old system Veterans Information Management System (VIMS). They are talking about upgrading to a different system like the American Legion or VFW.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- MS does not provide transportation. MS provides no funds to volunteer or service agencies.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- MS has two State Cemeteries. Newton, MS opened in 2011 and Kilmichael opened in August 2017. Large capacity for both.
- Hours of operation is 7:00-4:30, M-F. Began a pilot program in December 2017 to offer cremation internment one Saturday a month.
- 8 employees at each location. Director, Cemetery Representative, Physical Plant Director, and Maintenance Director. Do not use contract positions except for someone to help keep grounds at standard during the summer months. At one time, they tried using labor from Department of Corrections but had negative feedback on the quality of work. Do not recommend using other agencies for help.
- People want to donate benches. MS will accept donations but no names or markings. No memorial walls. Biggest challenge is keeping the grounds up to standard during the spring and summer months.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - No marketing budget, but MS tries to participate in events and make themselves known as best they can to the community. Many veterans are not aware of the Veterans Affairs Board and what they do.
  - Now that DD214 are electronic, the office will mail information on the services available.
- Suicide
  - MS supports the hotline and network, of the VA system.
- Horizon
  - PTSD and TBI is a challenge. MS does not have programs to help.
  - MS Veteran's Nursing home is traditional. Need to change the model to serve younger veterans with disabilities.
  - Service organizations such as VFW, American Legion are having issues with recruiting younger veterans to get involved

## **MARYLAND BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Maryland Department of Veterans Affairs

**PARTICIPATING STAFF AND TITLES:** Chris Piscitelli, Director, Veterans Cemetery & Memorial Program; Sharon Murphy, Director Charlotte Hall Veterans Home Program.

**DATE AND TIME OF CONFERENCE CALL:** 2/26/2018, 10:00 A.M. and 3/6/2018, 2:00 P.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- The Veterans home has a small wait time, for the memory care units (242 beds), total of 286 beds. There are 168 Assisted living spaces. No waiting lists. Veteran and spouse can be admitted, veteran does not need to be alive for spouse to be there.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- The employees of the Veterans Home are contracted, the medical staff as well as the VSO on site. The state purchases the vans, but the contractor is responsible for all the transportation. Currently there are 6 buses and 4 vans.
- Service organizations are very supportive and volunteers plentiful.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- MD runs 5 state veterans cemeteries and three veteran Memorials. The gates are open from 8-4:45 and until 8:00pm on Memorial Day. Average 6 services a day. One is close to capacity, so the state is looking at purchasing more property.
- MD larger properties have 3 people in office and 3-5 for grounds.
- There is an issue at times with burials in frozen grounds.
- Contracts have been used for mowing operations, irrigation repairs and setting headstones and markers.
- Tried using incarcerated veterans who were honorable discharge. It has not worked out.
- Issues with metal vases and bronze urns. Stopped using because of high incidents of theft.
- Understand cemetery is growing. Not static. High maintenance. Cost has doubled.
- Implementing SOP procedures and Federal standards are important.

## **NEBRASKA BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Nebraska Department of Veterans Affairs

**PARTICIPATING STAFF AND TITLES:** John Hilgert, Director; John McNally, Deputy Director

**DATE AND TIME OF CONFERENCE CALL:** 3/12/2018 2:00 P.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- The VSO are supported through property taxes throughout 93 counties. The office of Veterans Affairs is not able to control the quality. Some are full time, some part time, some trained, others are not. The state uses Vetraspec software and the VSO can buy into and use what is in there, but the NE office cannot control the quality.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- NE office does not provide transportation. The DAV is county based.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES***

- NE has one cemetery at Alliance that operates 8-5 M-F for administrative purposes, and the cemetery is open for visitation of graves from dawn to dusk, 7 days a week.
- Four paid positions, all of whom are state employees. Administrator, Assistant Administrator who coordinates the burials, a Memorial Affairs Assistant and a Maintenance Superintendent/Groundskeeper. They will hire temporary workers in the summer to assist with mowing. They do not use volunteers or other agencies. Maintaining the federal standards is tough with a small work staff, but the fact the employees are state employees helps make a difference.
- When the cemetery was being planned and built, the High Plains Veterans Cemetery Task Force helped raise about 10% of the funds. After completing they stayed in existence and formed the Veterans State Cemetery at Alliance Foundation. They have raised funds to provide patio heaters, lap blankets, wind screens, bell tower etc. <http://www.vscaf.org/>
- NE operates under a master plan for the location of benches and trees. This has helped the administration to say no to special requests.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - The Veterans license plate is very popular. NE budget is \$300,000. The money comes from general funds and the rest of the income is from the license plates. Director Hilgert says they are prettier than the regular NE plates!
  - NE merged with Health and Human services to hire Public Affairs officer.
  - Once a year the Governor holds a tailgate party at the Governor's mansion on a Saturday. The setup is completed on the Friday before. Since everything is ready to go, NE invites every veteran who has come back to NE during the past year to come to a Friday evening backyard cookout. They send out a special invitation from the Governor, on official stationary that resembles a wedding invitation. Walmart donates the food and drink; staff volunteers and all services are there as well. Department of Corrections cleans up, so the facility is ready for the next day's event. Usually 200 + attend. Director Hilgert believes that even if a veteran is not able to come and attend the event, they feel recognized for their service.

- Suicide
  - NE does not have a lot of data. Plans are to hire a behavioral specialist, a new position.
- Horizon
  - Wants to address how to make sure the returning veterans are cared for. They shouldn't be unemployed. NE wants to track to see if they are paying taxes. If not, see if they are in school or need a job. Every veteran that is unemployed needs to be served.
  - NE would like to have case workers to assist the younger veterans. Many veterans have not functioned as an independent adult. They went into service right after high school, then discharged. They could use extra assistance in how to pay property tax, help with career planning, help with managing a family.

## **NEW MEXICO BEST PRACTICES DATA SHEET**

**AGENCY DATA:** New Mexico Department of Veterans Services

**PARTICIPATING STAFF AND TITLES:** Jack Fox, Secretary; Alan Martinez, Deputy Director; **Tom Wagner**, Cemetery Program Director

**DATE AND TIME OF CONFERENCE CALL:** 2/28/2018 11:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- The state does not run the clinics. 12 VSO that take walk ins and make appointments. Hours are 8:00-5:00 but outreach may be beyond those hours, especially those that are held in conjunction with other community events.
- Wait times are an issue. NM has found that monthly meetings between VSO and medical facilities have helped with communication.
- In 2015 NM created a new Healthcare Coordination division that manages the agency VA, state and local health care alliances. This has taken the pressure off VSO, especially technical medical issues. Lawrence Mitchell 505.383.2430.
- Recently hired CIO to upgrade capabilities to be able to submit and acquire online. They encourage the VSO to help become more literate in using technology. They are working to develop a secure system to input DD214 in advance of meeting with the veteran.
- Currently use Lexus Nexus to handle intake in the field.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- NM does not have a budget for transportation, no paid positions and no volunteer paid stipends.
- NM is very rural, spread out. Two years ago, NM brought all the transportation providers to the table to discuss the assets available and how to better serve veterans living in the rural area. They established an 800 number to schedule rides.
- 40% of the veteran population lives within 75 miles of Albuquerque. Veterans can show their card and ride the light rail into the city.
- Disabled Americans Veterans (DAV) volunteer organization works on a local area.
- The VA hospital owns 5 vans.
- The VSO has access to a limited budget to help with transportation in extreme emergencies.
- The key is to maintain a constant dialog with the VA hospital to tackle problems as soon as they come up. Everyone realizes they are part of a team of veteran providers. Relationships are key.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- NM has completed the building of one, has approval, and four other potential sites have been improved. Ft. Stanton cemetery opened in November 2017. The goal is to improve access. The majority of the state veterans live beyond the VA's designated 75-mile service radius of the two national cemeteries.
- Staff: Facility Director, and Cemetery Intern Specialist. Goal is to have 4 FTE at each site. No contracts.
- Legislative funds are used to pay for military honor guard and rifle honor guard.
- NM participates in the Forgotten Heroes program. If no relatives are identified, NM becomes "Next of Kin". Funeral homes donate urns. Annual ceremony, very well attended. Governor attends. "No veteran will be buried without honors."

- Cemetery must be maintained to federal standards. Benches, trees etc. are governed by those standards.
- Veterans do not need to be residence of the state. If a family wants to relocate a burial all they must do is “get them to the gate” and the cemetery will provide headstone and flag at no charge. Caution: Funeral homes can give out erroneous information.

#### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - Taking advantage of the 50-year commemoration of the Vietnam War. NM has a state certificate to give to each veteran. Ceremonies are held at each VSO.
  - NM does outreach on a quarterly basis in rural area. Work as a team with American Legion, VFW, etc. VSO have regular place and times to be there. Realize that most are not computer literate and need to meet face to face.
  - Planned benefit fairs work well with all stakeholders attending.
  - Meet quarterly with partners, go to VFW conferences, meetings, go and communicate what you are doing. “One Team, One Fight!”
- Suicide
  - NM supports the hotline and network, of the VA system. It is never good enough. NM maintains strong partnership with Health and Indian Affairs. Secretary serves on other state agency committees such as the Behavioral Health Council of NM. It is not just a veteran’s issue.
- Horizon
  - PTSD is a challenge. Transportation and access to treatment is the #1 complaint from the Legislators perspective.
  - NM is not prepared to serve women veterans. They want to be able to set up the proper programs for women, wanting them to know they fit in. Female veterans are more likely to be homeless, homeless with children, have trouble finding work and sacrificing their own health for the benefits of their children.
  - NM is an aging state with 90,000 over the age of 60. NM has only one veterans home.

## **OHIO BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Ohio Department of Veterans Services

**PARTICIPATING STAFF AND TITLES:** Mark Cappone, Assistant Director; Robin Mahardy Training Coordinator, Naomi Twine, COO; Joe Eden, Executive Assistant

**DATE AND TIME OF CONFERENCE CALL:** 2/20/2018 10:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- In Ohio there are 88 counties, so there are 88 different ways to service veterans. The offices are funded by property tax.
- There is no consistent software used.
- The purpose of the County Veterans Service office is to: 1. Connect veterans to VA benefits and 2. Provide emergency financial assistance. This has been since 1888.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- The counties transport veterans to VA medical appointments. Some have assets, some do not. Some contract or used shared services like the Department of Aging. Some give out bus tickets.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- Ohio operates one cemetery since 1888 and is associated with the veteran's home. Veterans must be a resident of the home to be buried there. 4300 graves currently and they estimate they can operate for 25 more years.
- Staff includes four grounds keepers and one supervisor. They take care of 99 acres of the entire property. All are Ohio Veterans Home employees.
- Contracts for water drainage.
- They have on site color guards.
- The grounds have memorial benches and trees, all placed according to the master plan.
- Cemetery takes pride to maintain to federal standards. No grass parking if overflow. No animals, operates sunup to sundown.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - Greatest challenge. Suggest asking people if they have served vs. are you a veteran. Some people think they are not, especially women and older veterans.
  - There is an issue with old data. If the state gets contact information it is usually the last known address and it is not valid.
  - Ohio is piloting a social media campaign, targeted FB ads around military stations and reach outside of the state before they come back in.
  - Ohio partners with the Ohio Association of Broadcasters to run PSA.
  - Before the website, they produced a comprehensive benefit guide that included State as well as Federal references. This is good for veterans seeking services.
  - People seeking public assistance are asked on their forms if they are a veteran.
  - Began a project working with employers to recruit and retain vets. Employees can help create connections with benefits. Veterans are cliquish. They will hook up with other vets in the workplace. Ask employer to help.

- Suicide
  - There is some research with Department of health to change “suicide” as a cause of death. Ohio does not have the staff or legal standing to document.
  - Patterning with National Guard and nonprofits. Serving on their boards. Creating Community behavior resource roundtable. The guiding question, “How do we promote the seeking of help on a local basis? “
  - Ohio State University study on VFW bartenders. Equip with tools to help VFW bartenders to know 5 signs to look for mental stress. Anderson, Keith A; Maile, Jeffrey J and Fisher, Lynette G. The Healing Tonic: A Pilot Study of the Perceived Ability and Potential of Bartenders [online]. Journal of Military and Veterans Health, Vol. 18, No. 4, Oct 2010: 17-24.  
Availability:<<https://search.informit.com.au/documentSummary;dn=894569931254541;res=IELHEA>> ISSN: 1835-1271. [cited 11 Apr 18].
- Horizon
  - There is a changing face of VA facilities and what the vets are going to need. Still serving WWII; Vietnam have more mental and physical issues. Now post 9/11, Ohio’s youngest resident is 33 years old. Persian Gulf, Iraq and Afghanistan have mental and addiction issues, but want to be independent.
  - Population decline doesn’t mean cheaper, more veterans need to get connected with services which can mean that more dollars will be needed in the counties to serve them.
  - Younger veterans are not engaging/volunteering with service organizations.
  - Residents of VA facilities need to be seen as someone needing “Person Centered Care” vs. that of a patient.
  - Increased need of care center support in their homes. Some veterans are bed ready; not ready to leave home.
  - Need to look at care givers. What if a parent gives up job to take care of an injured vet that is a quadriplegic with brain issues. What about his/her retirement? If there is a veteran’s problem we need to find solutions.
  - Increased need for adult day care. Need to build smaller scale homes in another part of Ohio.



## **PENNSYLVANIA BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Pennsylvania Department of Military & Veterans Affairs

**PARTICIPATING STAFF AND TITLES:** Rick Hamp, Deputy Director; Brian Natali, State Service Officers Supervisor and Chip Gilliland, Director of Reintegration and Outreach.

**DATE AND TIME OF CONFERENCE CALL:** 3/7/2018 10:00 A.M.

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- PA awards VSO grants (2.3 million) to service organizations to pay salaries for accredited VSO scattered throughout the state. Approximately 50-53 VSO. There are 9 employees in Philadelphia and Pittsburgh. Also 67 County Directors of Veterans affairs.
- PA has a walk-in policy which is first come, first serve, and appointments can be made through the county offices. Best practice is the use of legislative offices to hold outreach events, by appointments. Division Chiefs are responsible for monitoring intakes, metrics and standards. They reach an estimated 820,000 veterans.
- 50% of the veterans live in the Philadelphia or Pittsburgh areas. The challenge is serving the veterans that live in rural areas where there are more deer than veterans.
- PA purchased 200 VetraSpec software for claims management. It is the vendors responsibility to maintain the program. PPRIS is used for Processing and Administration. PA now has fully electronic DD214 retrieval and is moving to all paperless and electronics. 3 out of 6 of the vendors are using VetraSpec. Vendors who do not have license are subject to the same kind of metrics even though they do not have license.
- Challenges: Budget. Last 5 years there has been no increase. Operating costs are going up. Now there is a demand for sustain services and improve reintegration services. There are no discretionary funds as all the costs are line item budget.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- There is a budget of \$336,000 grant to the DAV to purchase vans and the DAV controls the schedule, transportation, and inventory. They replace 19 vans a year. Vans are donated to the VA to prevent liability issues. DAV provides drivers, but strictly on a voluntary basis, no paid positions or volunteer stipends. County Directors, VSO's, the DAV or VA coordinates rides.
- PA supported the development of FindMyRidePA <http://www.findmyridepa.com> which is a service to help veterans (and others) to identify the best transportation options to meet their needs.
- PA strongly consider working with the DOT and others via a Transportation Coordination Council to take advantage of grants to support transportation of Veterans.

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- PA Cemetery is part of the oldest Veterans home in the state, the PA Soldier's and Sailor's Home which dates back to the Civil War. Very limited access to residents of the home. No room to expand.
- Staffing is unique to the cemetery and they are all state positions. They do not contract, nor do they use volunteers or workers from other agencies.
- Many organizations want to build monuments and tributes. PA recommends WV have policy written to make sure the definition of a monument or memorial is clear as to who has the responsibility to maintain. There is a bill in the legislature to fund a PA Veterans memorial next to the cemetery, and to use this fund to maintain other memorials that are in desperate need of repair and maintenance.

#### **SECTION 4. MISCELLANEOUS**

- Marketing
  - PA has the philosophy to “go to the veterans” vs “bring them in. They differentiate between “owned” marketing and “earned” media. Earned is taking the opportunity to get someone else to talk about veterans. PA has a list of targets messages, 3 main point/issues they want to promote. Example, during the Memorial Day and Veterans Days, give the media a very focused message.
  - Work with every state agency to help register veterans. DOT/DMV license plates, offer opportunity to register.
  - PA has identified there are 70,000 female veterans. Planning a series of town hall meetings to address the issues and concerns and emerging issues for female veterans. This pilot will begin in May 2018.
- Suicide
  - PA has a very high rate among veterans and those currently serving. PA formed a subcommittee under the Governor’s Advisory Committee on Behavioral Health. Veterans Affairs is a member. Initiative is to keep them well before there is a crisis. Address workforce issues, health care. Avoid the crisis. Focused on three areas: anger, PTSD and Drugs and Alcohol.
- Horizon
  - Veterans registry
  - There is a need for legislation to adjust property tax.

## **VIRGINIA BEST PRACTICES DATA SHEET**

**AGENCY DATA:** Virginia Department of Veterans Services

**PARTICIPATING STAFF AND TITLES:** Deputy Commissioner Steven Combs

**DATE AND TIME OF CONFERENCE CALL:** 2/23/18, 2:00 PM

### ***SECTION 1. BEST PRACTICES INTAKE PROCESSES***

- Virginia has three VA facilities and numerous outpatient clinics. Veterans were turned away/long waits for services.
- Over the past 4 years the department has made an effort to increase the number of accredited service officers. They operate 31 field offices. Legislative presentation detailed the problems and the overall need to fix the system. Used the analogy of a junk car and what it needs to be restored. Can't just fix the tires. (PowerPoint provided). To summarize Virginia
  - Closed funding gap in their budget
  - Convert administration positions to claims agents
  - Provided training and accreditation
  - Completed move to e-filing
  - Improved retention and turnover with career development opportunities
  - Improved morale and culture by revamping and relocating offices.
- Virginia has 70 positions (62 filled). Effort made to create a Benefits Center of Excellence
- Director monitors economic impact of the benefits awarded to veterans as a result of his office. (Mr. Combs forwarded PowerPoint presentation) They define success as a disability rating will put money in the veterans' pocket, which they will spend it on mortgages, cars food. Rating gets them into VA medical system and off Medicaid.
- BeneVets <https://www.benevets.com/PublicPages/HomeNew.aspx> They may switch in the future.

### ***SECTION 2. TRANSPORTATION OF VETERANS TO MEDICAL FACILITIES.***

- Virginia has no paid position and no budget for transportation

### ***SECTION 3. STATE RUN VETERANS CEMETERIES.***

- Virginia operates 3 state cemeteries. The oldest is 97 years old. 2<sup>nd</sup> opened in 2004 and third in 2010. Looking at opening a 4<sup>th</sup>. Culpepper is almost filled. Staffing will be an issue. They estimate number of burial services needed.
- Cemetery planning document helps with controlling the placement and specifics of benches.
- At one time, Virginia tried working with Department of Corrections to use workers for grounds maintenance. Not valuable. Increased more time training and supervising.

### ***SECTION 4. MISCELLANEOUS***

- Marketing
  - Completed an overhaul on the offices to reflect professional culture.
  - Recommend to WV that they develop capacity to serve. Failure is bigger than if you promise and don't deliver than if you never promise.
  - Launched a Veterans Resource Guide. They copied NC. 21 pages. Only run printing of 4-5,000 at a time to keep information current.
  - Virginia recommends NOT to do a press release every day, so as not to overwhelm.
  - Goal is to be easy to find when veterans go looking

- Google Image and social media posts are valuable. Virginia tries to get articles in small town and weekly newspapers.
- V3 initiative. Virginia Values Veterans. This initiative educates and trains employers throughout Virginia on the value of veterans and help employers connect these personnel assets to maximize the productivity. <https://www.dvs.virginia.gov/education-employment/employment-v3/> The veteran can also receive services from the Virginia Transition Assistance Program to help connect with employment, education, supportive services, etc.
- Suicide
  - Partnering with 211 Virginia <https://www.211virginia.org/consumer/index.php> This free call provides information on community services. Make sure they have all the information and contact information to give veteran caller all the information they need.
- Horizon
  - The challenge is trying to serve veterans spanning 20-100 years old. The last 3-4 years, Virginia has been focusing on employment transitions and the education processes. Legacy programs are still important, just trying to do more in transitions.

**Attachment D**  
***Veterans Transportation Summary by Facility in WV***



<b>BECKLEY VET CENTER</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles. They serve Clay, Fayette, Greenbrier, McDowell, Mercer, Nicholas, Pocahontas and Wyoming counties	Veterans with service connected disability	
VA Facility Drivers			
<b>Public Transit</b>			
Dial -A-Ride	Handicap accessible buses		2.50/5.00 One/Round
New River Transit Authority	The stop is on regular route	Public	2.50 One way
<b>BECKLEY VA MEDICAL CENTER</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible verterans to or from	Veterans with service connected disability	Pays \$0.415 mile

VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles. They serve Clay, Fayette, Greenbrier, McDowell, Mercer, Nicholas, Pocahontas and Wyoming counties	Veterans with service connected disability	15 vans 13/state 2 hospital no charge Drivers can receive 75.00 stipend
VA Facility Drivers			
<b>Public Transit</b>			
Dial -A-Ride	Handicap accessible buses		2.50/5.00 One/Round
New River Transit Authority	No stops at the Medical Center but they do have a route to the Vet Center on Johnson Road. They do deviate 3/4 mile if request is made in advance	Public	2.50 One way
<b>BRAXTON COUNTY VA CLINIC</b>			
<b>Service</b>	<b>Type of Service</b>	<b>Eligibility</b>	<b>Fare/Passenger Costs</b>
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization

VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
None available			
<b>CHARLESTON VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
KRT route is available			
<b>FRANKLIN VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs



VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
<b>Public Transit</b>			
Potomac Valley Transit has service to and from Franklin, but not a dedicated route	NEMT is available one week in advance.		
M/W Franklin to Petersburg then on to Moorefield			
<b>GREENBRIER COUNTY VA CLINIC</b>			
<b>Service</b>	<b>Type of Service</b>	<b>Eligibility</b>	<b>Fare/Passenger Costs</b>
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles

VA Facility Drivers			
Public Transit			
Mountain Transit services the area but not special services			
<b>HUNTINGTON 9TH STREET VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
TTA route, no special services			
<b>HUNTINGTON VA MEDICAL CENTER</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization

VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
<b>LENORE VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
<b>LOUIS A JOHNSON VETERANS' ADMINISTRATION MEDICAL CENTER</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs

VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
<b>MARTINSBURG VA MEDICAL CENTER</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			

Public Transit			
Eastern Panhandle Transit Authority	All the facilities are on the regular routes. VA buys tickets to give to patients. Report great relationship with VA		\$2.00 fare with .50 additional with each zone
<b>MONONGALIA COUNTY VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
Mountain Lines can deviate to Westover			
<b>PETERSBURG VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage	Veterans with service connected disability	Pays \$0.415 mile

	reimbursement to eligible veterans to or from		
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
Potomac Valley services to and from Franklin and Petersburg to Moorefield			
<b>PRINCETON VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	

Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			
<b>TUCKER COUNTY VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile
VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	
VA Facility Drivers			
Public Transit			
Dial -A-Ride	Handicap accessible buses		2.50/5.00 One/Round
New River Transit Authority	No stops at the	Public	
<b>WOOD COUNTY VA CLINIC</b>			
Service	Type of Service	Eligibility	Fare/Passenger Costs
VA Travel Budget	Beneficiary travel program-mileage reimbursement to eligible veterans to or from	Veterans with service connected disability	Pays \$0.415 mile

VA Special Mode	Accessible vans dispatched to provide trips to eligible veterans	Veterans with service connected disability	Trip free, only provided upon authorization
VA VTS program	Additional accessible vehicles being provided	Targets veterans with disabilities and living in rural areas	
Disabled Am. Vets (DAV)	Volunteer drivers providing trips in DAV vehicles	Veterans with service connected disability	x vehicles
VA Facility Drivers			
Public Transit			