STATE OF WEST VIRGINIA

DEPARTMENT OF VETERANS ASSISTANCE

# VETERANS RESOURCE GUIDE

GOVERNOR, JIM JUSTICE

CABINET SECRETARY, DENNIS DAVIS

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# MESSAGE FROM THE DEPARTMENT

More than one in 10 adults in West Virginia are veterans. People from West Virginia have proudly served and fought in every war our country has ever fought, even prior to our separation from Virginia in 1861. As West Virginians, we are proud of our veterans, and at the Department of Veterans Assistance are honored to serve them in return. We want veterans to have easy access to all the benefits they've earned during their service.

We've continued our efforts to update our offices and improve the quality of service we offer to veterans and their families. We've implemented a paperless direct upload process for submitting claims to the VA that is quicker and more reliable than the legacy method we've used in the past. This reduces the amount of time it takes for claims to reach the VA and begin processing.

In July 2019, we transferred the state Van Transportation Program to the Disabled American Veterans (DAV), increasing the quality of service to veterans served by VA Medical Centers in the state. We've provided the money through a grant program for the DAV to purchase 13 new vehicles, to help ensure their transportation program can continue providing state veterans rides to and from their VA medical appointments.

We've commissioned Marshall University to do an economic impact study, which outlines the specific financial benefits veterans have on the economy of West Virginia. The study shows that the $2 billion in federal veterans benefits that goes to West Virginia veterans has significant positive impacts on our economy. These funds were provided for health care, education, compensation, home loans, equipment personnel and other services to support veterans and their families in meaningful and positive ways.

Additionally, we have commissioned a study on Veteran Housing and Homelessness within the state, which gives us a better understanding of the housing needs and challenges of our veterans so that we can work to eliminate veteran homelessness.

With the passage of state Senate Bill 40, The Mental Health and Military Service Members Court Act, The West Virginia Supreme Court of Appeals will establish an eventual 10 Veteran Courts in West Virginia by July 1, 2024.These courts will handle cases where a veteran's crime is related to his or her military service. The court focuses on helping the veteran with the issues that underlie the crime for which they were charged.

## ABOUT THE WEST VIRGINIA DEPARTMENT OF VETERANS ASSISTANCE

The West Virginia Department of Veterans Assistance is a cabinet-level agency dedicated to providing services and benefits assistance to veterans. The department's work brings in $2 billion of federal benefits per year to West Virginia veterans. The department operates 15 benefits offices throughout the state, with staff members conducting more than 250 benefits consultations daily. Additionally, the department operates West Virginia's state veterans cemetery, a veterans-only homeless shelter and a veterans nursing facility.

Veterans make up roughly 10 percent of West Virginia's population. Citizens of our state have proudly served in every military branch around the world. As West Virginians, we are proud of them, and all of us in the Department of Veterans Assistance are honored to serve them in return.

The last few years have been very active for the Department of Veterans Assistance. We have continued our efforts to make our offices more visible and accessible. We've moved our offices in Charleston, Summersville, and Wheeling to newer locations that are easier for disabled veterans to access and closer to federal Veterans Affairs health care facilities. This makes it convenient for veterans seeking federal and state services at those locations.

We've also opened a new office in the growing Teays Valley area to better accommodate the many veterans there. Additionally, we added three Field Supervisors to our staff. Chosen from our most experienced and knowledgeable service officers, they will ensure that service officers remain well-trained and veterans get the best service possible in all our offices.

This past year, from our budget of $10.6 million, we were able to bring approximately $2 billion in federal funds to West Virginia to benefit our veterans. Funds were provided for health care, education, compensation, home loans, equipment, personnel, and other services to support veterans and their families in a meaningful and positive way. These funds have a significant impact on the economy of West Virginia.

# VETERANS POPULATION AND STATISTICS (2016)

## TOTAL VETERANS POPULATION IN WEST VIRGINIA

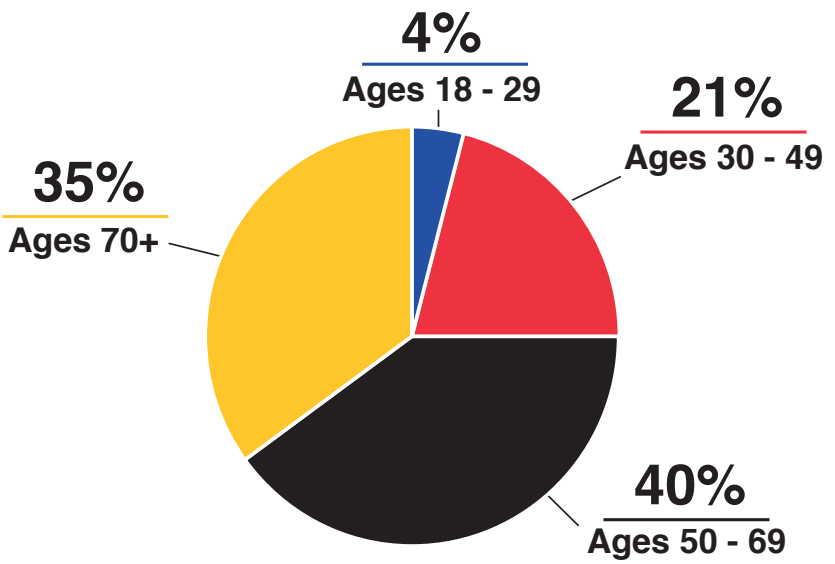
137,874
Male Veterans

+

9,995
Female Veterans

= 147,869

## AGE DISTRIBUTION OF WEST VIRGINIA VETERANS




## RACE OF WEST VIRGINIA VETERANS POPULATION

94%
White

3%
Black

1%
Hispanic

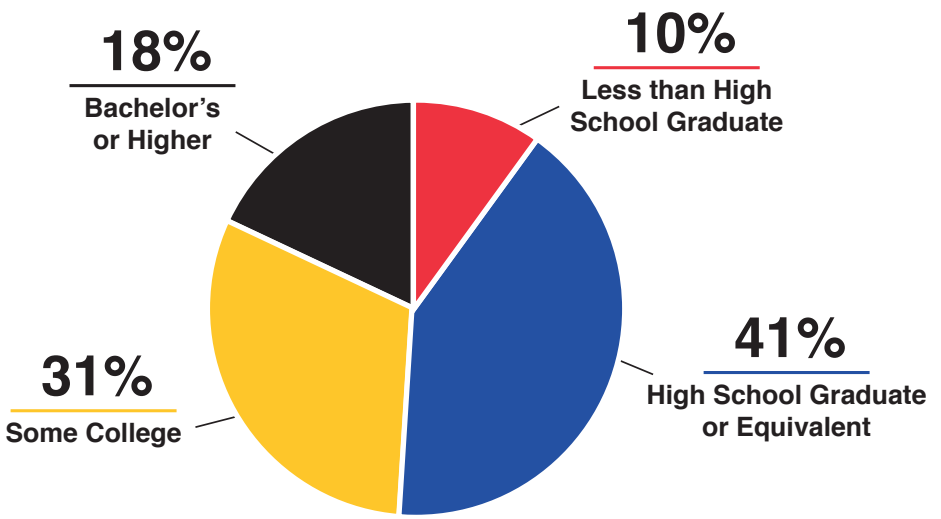
3%
Other



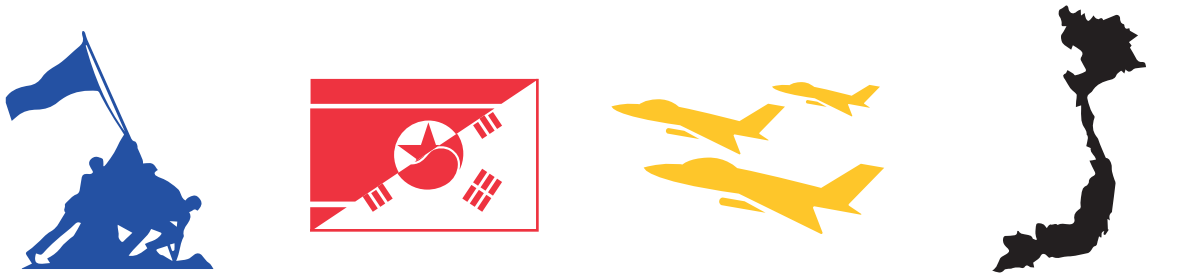
**SOURCES:**
https://www.va.gov/vetdata/veteran_population.asp
https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_B21003&prodType=table

# VETERANS POPULATION AND STATISTICS (2016)

## EDUCATION ATTAINMENT FOR VETERANS AGE 25 AND OLDER




## PERIOD OF SERVICE FOR WEST VIRGINIA VETERANS



**4%** WWII

**10%** Korean War

**30%** Gulf War

**35%** Vietnam Conflict

**SOURCES:**
https://www.va.gov/vetdata/veteran_population.asp
https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_B21003&prodType=table

## OFFICE OF THE CABINET SECRETARY

The role of the Cabinet Secretary's Office is to provide support, guidance, and oversight to a variety of state-funded, veteran-related facilities and programs. The Cabinet Secretary and his administrative staff serve as liaisons between these facilities, veterans from throughout the state, the Office of the Governor, and the U.S. Department of Veterans Affairs.

1900 Kanawha Boulevard East
Building 5, Room 205
Charleston, WV 25305

**Phone**: 304-558-3661
**Fax**: 304-558-3662
**Email**: WVDVA@wv.gov

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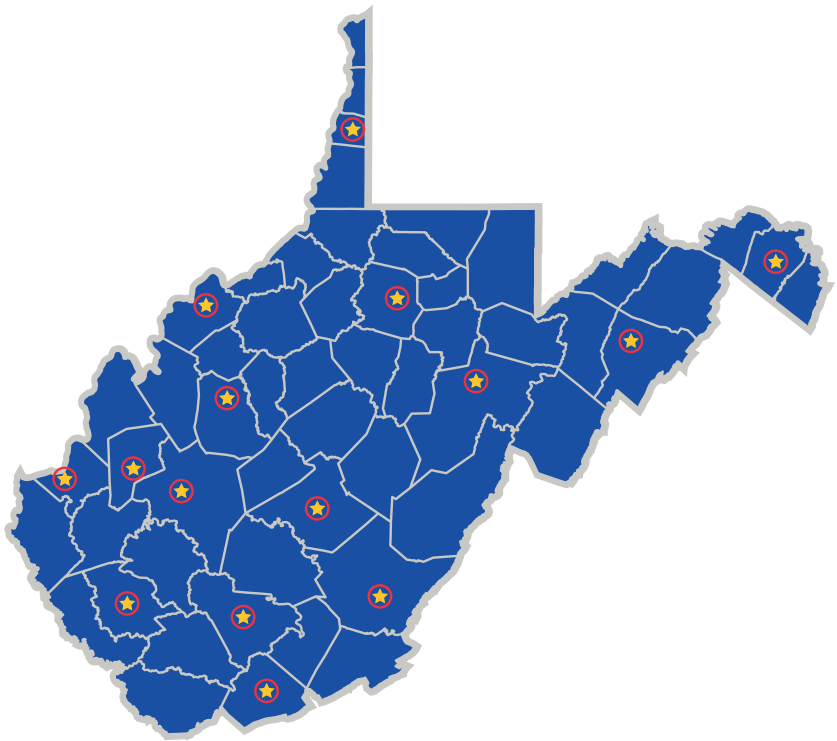
# VETERANS ASSISTANCE BENEFITS OFFICES

The West Virginia Department of Veterans Assistance oversees a total of 15 benefits offices located throughout the state. Employees of these offices are trained to assist veterans and their dependents in applying for a variety of state and federal benefits. These services are offered at no charge to the veteran or dependent. If you are interested in applying for benefits, or just want to know what you may qualify for, please contact the service office closest to you.



### BECKLEY
109 Randolph Street
Beckley, WV 25801
Phone: 304-256-6955

### CHARLESTON
300 Technology Drive
Suite 201
South Charleston, WV 25309
Phone: 304-746-4497

### CLARKSBURG
427 West Pike Street
Suite 503
Clarksburg, WV 26301
Phone: 304-627-2175

### ELKINS
400 Airport Road
Suite 3
Elkins, WV 26241
Phone: 304-637-0235

### HUNTINGTON
640 Fourth Avenue
Room 142
Huntington, WV 25701
Phone: 304-399-9395

### LEWISBURG
30 Red Oaks Shopping Center
Ronceverte, WV 24970
Phone: 304-647-7500

### LOGAN
21 Veterans Avenue
Henlawson, WV 25624
Phone: 304-792-7055

### MARTINSBURG
115 Aikens Center
Suite 17
Martinsburg, WV 25404
Phone: 304-267-0040

### MOOREFIELD
225 North Main Street
Moorefield, WV 26836
Phone: 304-538-2839

### PARKERSBURG
1 Court Square
Room 402
Parkersburg, WV 26101
Phone: 304-424-1952

### PRINCETON
1500 W. Main Street
Princeton, WV 24740
Phone: 304-425-5194

### SPENCER
216 Market Street
Suite 301
Spencer, WV 25276
Phone: 304-927-0980

### SUMMERSVILLE
848 Northside Drive
Summersville, WV 26651
Phone: 304-872-0829

### TEAYS VALLEY
3772 Teays Valley Road
Suite B
Hurricane, West Virginia 25526
Phone: 304-562-3612

### WHEELING
1082 East Bethlehem Boulevard
Wheeling, WV 26003
Phone: 304-238-1085

# OUTREACH SERVICES

## OUTREACH SOCIAL WORKERS

Outreach Social Workers are advocates for veterans and their families. These individuals connect veterans and their families to community and governmental resources that they require. Our Outreach Social Workers work primarily out of our benefits offices around the state, but they will travel to the veteran's home if a veteran is unable to travel or have difficulty communicating on the phone. These representatives also attend events around the state in order to increase the knowledge about the various services available to the veteran population.

## VETERANS SERVICE OFFICERS (VSOs)

Each benefits office is staffed with a Veterans Service Officer (VSO) trained to assist veterans and their dependents in applying for a variety of state and federal benefits. These representatives meet with veterans and their family members to determine eligibility and availability of benefits. They can assist with filing for benefits, including but not limited to, access to healthcare, assistance with employment issues, and housing benefits. The VSOs are able to represent veterans at the U.S. Veterans Benefits Administration in response to a decision concerning a claim. In order to reach veterans who do not live near a Veterans Benefits Office, the VSOs will often travel to remote locations, expanding service to 40 other communities.

## WEST VIRGINIA VETERANS HOME

The West Virginia Veterans Home provides displaced veterans a temporary home with hot meals, nursing, housekeeping, and recreational services. During their stay, veterans will receive support and assistance to secure an income and permanent housing.

Since its establishment, the West Virginia Veterans Home has served as a shelter for more than 2,000 military veterans. Veterans Home residents have represented all branches of the U.S. Armed Forces.

The home is not a treatment facility and cannot accommodate veterans in need of daily care or skilled assistance.

## SERVICES AND ASSISTANCE

Veterans who find themselves at our facility are provided with access to a number of services and assistance to help get them back on their feet and find a way to employment and long-term housing.

Additional Services:

- Transportation for VA Appointments
- Social Work Services
- Counseling & Educational Services
- Employment Assistance
- Benefit Assistance
- Housekeeping
- Handicap Accessibility

In 2014, the West Virginia Veterans Home implemented the Armed Service Dental Assistance Program. Partnering with more than 55 dental facilities in the area, veterans staying at the Veterans Home have access to dental services at reasonable to no cost.

## DAILY LIVING AND RECREATION

The facility employs a recreation supervisor and five recreation specialists that plan events to encourage participation and self-improvement as part of the healing and rehabilitative living process. A well-provisioned library facilitates learning, and several lounges throughout the facility encourage social interaction. There is a chapel on location that holds regular services.

### ACTIVITIES:

- Camping
- Fishing
- Concerts
- Cards & Arcade Games
- Pool Tournaments
- Gardening
- Cookouts
- Computer Room
- Weight Room

## WEST VIRGINIA VETERANS NURSING FACILITY

The West Virginia Veterans Nursing Facility is a 120,000-square-foot, 120-bed, modern facility located in Clarksburg, West Virginia. The facility, which opened in 2008, is considered one of the finest veterans-only nursing homes in the United States.

The facility features private and semi-private rooms, as well as a 20-bed unit reserved for residents in need of specialized care because of Alzheimer's disease or Dementia.

To be eligible for admission, a veteran must have served on active duty or performed active service for a period of 12 consecutive months or been medically discharged for a service connected injury prior to 12 months service. Veterans who enlisted after Sept. 7, 1980 must have served 24 continuous months or the full period for which they were called to active duty, unless they were medically discharged for a service connected injury prior to 24 months service. Veterans must hold an honorable discharge status and be a citizen of the state for 30 days or a resident of the state at the time of entering active service.

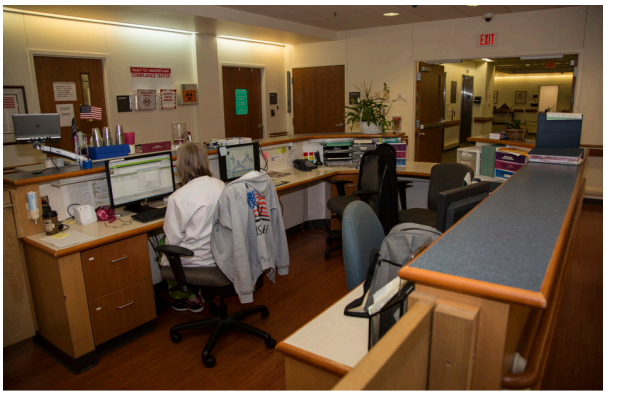
## SERVICES AND ASSISTANCE

The West Virginia Veterans Nursing Facility has a full-time physician on staff and registered nurses available around the clock. The facility also features a staffed pharmacy, a recreation director, several recreation assistants, and a chaplain. A breezeway connects the facility to the Louis A. Johnson VA Medical Center.

Services and Care:

- 100 private and semi-private beds available
- 20-bed unit for specialized memory care needs
- 24-hour licensed nurse care
- Meals served with riverfront views
- Daily recreational activities
- Occupational and Physical therapy
- Four Congregate whirlpool walk-in tubs

The cost to veterans staying in our care is significantly less than the national average.



## AMENITIES

All rooms feature full-function hospital beds and an installed nurse-call system. Amenities include free Wi-Fi, cable television and telephones with long distance-calling enabled. Two wheelchair-capable buses are available to transport residents to medical appointments and recreational activities.

### SPECIAL FEATURES

- Furnished outdoor courtyards
- Billiards room
- Screened in porches
- Secured outdoor gardens
- Indoor recreation area with fountain
- Chapel with worship services
- Library with Internet access
- Outdoor walking paths and seating areas
- Outings to the mall, cinemas, fairs, fishing areas, parades, parks, theaters, and restaurants

# DONEL C. KINNARD MEMORIAL STATE VETERANS CEMETERY

The Donel C. Kinnard Memorial State Veterans Cemetery is located on a 348-acre plot of land in Institute, West Virginia. The cemetery has the potential to provide a dignified resting place for up to 66,000 of our state's honored veterans and their closest family.

The cemetery operates a significantly larger geographic area with fewer employees than any veterans cemetery – federal or state – in the contiguous United States.

Eligibility is based on the veteran's service. Some spouses and dependent children also qualify for benefits, though charges may apply. Order of death does not determine eligibility; a spouse or child may pre-decease the veteran.

## HISTORY

In 2006, members of veterans service organizations and concerned citizens organized a successful effort to establish a state-run veterans cemetery to better serve West Virginia's veterans and their families. A U.S. Department of Veterans Affairs grant helped facilitate construction of the cemetery, and work began in October 2010. The opening and dedication ceremony was held on Memorial Day 2012.

The cemetery is named after U.S Navy Hospital Corpsman Senior Chief Donel C. Kinnard, a highly decorated Vietnam veteran, whose awards include the Navy Cross, several Purple Hearts, and the Bronze Star.

The West Virginia Department of Veterans Assistance operates the Donel C. Kinnard Memorial State Veterans Cemetery through a funding allocation provided by the Governor and State Legislature with additional financial assistance from the federal government.

**Eligibility is as follows, but is not limited to:**

- Any member of the Armed Forces of the United States who dies on active duty.
- Any veteran who was discharged under honorable conditions and had a minimum of 24 months of active duty.
- The spouse or surviving spouse of an eligible veteran.
- The minor children of an eligible veteran. A minor child is defined here as one who is under 21 years of age or who is under 23 years of age and is pursuing full-time instruction at an approved educational institution.

Any state or federal Veterans Affairs office can assist in determining eligibility for burial in a VA national or state veteran's cemetery.

**Provided at no cost to the veteran or their family:**

- ★ Grave Site or Niche
- ★ Opening and Closing
- ★ Concrete Vault
- ★ Headstone/Niche Cover
- ★ Perpetual Care
- ★ Presidential Memorial Certificate

The cemetery offers a number of ways to honor the service and memory of those who have served. The Honor Guard services, landscape, grave markers and decorations are intended to provide a peaceful and reflective setting.

**AMENITIES**

- The cemetery has a dedicated Honor Guard that provides Honors at the cemetery's committal shelter for all veterans' services.
- A memorial walkway is provided with sitting areas, fountains, lights and statues.
- An electronic grave locator in the administration building provides the location of your loved one.
- The United States flag is flown every day and at half-staff on the morning of Memorial Day and interment services.
- Graves are decorated with small United States flags the day before Memorial Day.
- Permanent grave markers are furnished free of charge and without application by the family. Every effort is made to have markers set within 60 days of interment.

The cemetery is open to visitors every day of the year from dawn until dusk.

# MILITARY AND VETERAN ID CARDS

If you are an Active Duty, Reserve, or National Guard service member, dependent, or retiree – you can get a Military I.D. card at any Real-Time Automated Personnel Identification (RAPIDS) Defense Enrollment Eligibility Reporting System (DEERS) location within the state.

## RAPIDS/DEERS Office Locations:

**Joint Forces Headquarters**
1746 Coonskin Drive
Charleston, WV 25311
304-561-6822

**Camp Dawson**
1001 Army Road
Building 209
Kingwood, WV 26537
304-791-4308

**USPFO**
50 Armory Road
Buckhannon, WV 26201
304-473-5000

**201st Field Artillery BN**
201 Artillery Drive
Fairmont, WV 26554
304-201-3921

**Glen Jean AFRC**
409 Wood Mountain Road
Glen Jean, WV 25846
304-201-3230

**ID Card Section**
**Operations Systems Center**
408 Coast Guard Drive
Kearneysville, WV 25430
304-264-3824

**1092nd Engineering BN**
1500 Blizzard Drive
Parkersburg, WV 26101
304-561-6100

**111th Engineering Brigade**
111 Army/Navy Drive
Red House, WV 25168
304-201-3080

Veterans receiving Veterans Affairs (VA) medical benefits may be issued a VA Medical Benefits ID card. See the Administration office at your local VA facility for more information.

If you are not eligible for either of the options above, you can apply for a Veteran ID Card (VIC) through the VA. The VIC can be used to prove veteran status to access discounts offered to veterans at many restaurants, hotels, stores and at her businesses. To be eligible for a VIC, you must have received an honorable or under honorable conditions discharge. Application for the VIC can only be made online at VA.gov.

You can also have your veteran status listed on your West Virginia driver's license. In addition to the documents the Division of Motor Vehicles requires for a new license or renewal, you'll need to bring proof of your service.

For more information, contact the DMV Call Center at 800-642-9066.

# VETERANS AFFAIRS (VA) HEALTH CARE

The VA provides the full range of medical care for enrolled veterans, including – preventive care services, outpatient services, inpatient services, VA prescribed medications, and supplies.

You may be eligible for VA health care if you served in the active military service, have a qualifying discharge, and satisfy or are exempt from the minimum service requirement.

Generally, to be eligible for VA health care you must have been discharged under “other than dishonorable” conditions, e.g., honorable, under honorable conditions, or general. If you received a bad conduct discharge or “other than honorable discharge”, you may still qualify based on a determination made by the VA.

## Enhanced Eligibility for Health Care Benefits

Veterans, including members of the National Guard and activated reservists who served in a theater of combat operations after November 11, 1998 are eligible for an extended period of eligibility for health care for five years post discharge.

## Enrollment

To enroll in the VA Health Care system, complete a VA form 10-10EZ and submit it to the VA. You can get a copy of this form from your local VA treatment facility, VA Regional Benefits office, online, or at any West Virginia Department of Veterans Assistance Benefits Office.

Even if you are not otherwise eligible to enroll or choose not to enroll, you may receive VA care for service connected conditions, unless the condition was incurred or aggravated during a period of service that ended in a bad conduct discharge or a discharge that is subject to a statutory bar to benefits.

## VA Mainting Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018

The MISSION Act is a comprehensive law that overhauls how veterans receive their health care through the federal VA. The law reforms the VA health care infrastructure, expands the VA’s Caregiver Support Program to eligible veterans who were injured prior to September 11, 2001; and consolidates community care into a single service.

## How does TRICARE work with VA Health Care?

If you are eligible for VA health care and are also enrolled in TRICARE and seek treatment at a VA health care facility for nonservice-connected conditions, you can choose whether to use your VA benefits or TRICARE benefits for each visit. VA staff will ask which benefit you want to use prior to each visit. If you choose to use the TRICARE benefits, you, as the beneficiary, will be asked to complete a TRICARE Affirmation Form. In many instances, VA cost shares, benefits, and services will vary depending on your TRICARE plan. VA staff can help with determining the best option.

# U.S. DEPARTMENT OF VETERANS AFFAIRS FACILITIES IN THE STATE

## VA MEDICAL CENTERS

### BECKLEY VA MEDICAL CENTER

200 Veterans Avenue
Beckley, WV 25801
304-255-2121 | 877-902-5142

### HERSHEL "WOODY" WILLIAMS VA MEDICAL CENTER

1540 Spring Valley Drive
Huntington, WV 25704
304-429-6741

### LOUIS A. JOHNSON VA MEDICAL CENTER

1 Medical Center Drive
Clarksburg, WV 26301
304-623-3461 | 800-733-0512

### MARTINSBURG VA MEDICAL CENTER

510 Butler Avenue
Martinsburg, WV 25405
304-263-0811 | 800-817-3807

## VA OUTPATIENT CLINIC

### LENORE VA CLINIC

2867 Route 65
15 Lenore Business Mall
Williamson, WV 25661
304-475-3000

## COMMUNITY BASED OUTPATIENT CLINICS (CBOC)

**Rural Mobile Health Clinic**
1 Medical Center Drive
Clarksburg, WV 26301
304-623-3461

**Franklin VA Clinic**
91 Pine Street
Franklin, WV 26807
800-817-3807

**Tucker County VA Clinic**
260 Spruce Street
Parsons, WV 26287
304-478-2219

**Princeton VA Clinic**
150 Courthouse Road
Princeton, WV 24740
304-425-8105

**Charleston VA Clinic**
700 Technology Drive
South Charleston, WV 25309
304-746-5300

**Braxton County VA Clinic**
40 Reston Place
Gassaway, WV 26624
304-364-4501

**Wood County VA Clinic**
2311 Ohio Avenue
Suite A
Parkersburg, WV 26101
304-422-5114

**Petersburg VA Clinic**
15 Grant Street
Petersburg, WV 26847
800-817-3807

**Greenbrier County VA Clinic**
288 Shamrock Lane
Ronceverte, WV 24970
304-497-3900

**Monongalia County VA Clinic**
40 Commerce Drive
Suite 101
Westover, WV 26501
304-292-7535

## VET CENTERS

Vet Centers can provide bereavement and readjustment counseling in individual or group settings to veterans, couples, and families.

Veterans who served in a combat zone for which they received a campaign ribbon and their families are eligible for services at a Vet Center.

Parents, siblings, spouses and children of any active duty service member who dies while on active duty are eligible for bereavement counseling services.

Any veteran who experienced a military related sexual trauma while on active duty is also eligible for Vet Center services.

### BECKLEY

201 Grey Flatts Road
Beckley, WV 25801
304-252-8220

### CHARLESTON

200 Tracy Way
Charleston, WV 25311
304-343-3825

### LOGAN

21 Veterans Avenue
Henlawson, WV 25624
304-752-4453

### HUNTINGTON

3135 16th Street Road, Suite 11
Huntington, WV 25701
304-523-8387

### MARTINSBURG

300 Foxcroft Avenue, Suite 100A
Martinsburg, WV 25701
304-263-6776

### MORGANTOWN

34 Commerce Drive, Suite 101
Morgantown, WV 26501
304-291-4303

### PARKERSBURG

2311 Ohio Avenue, Suite D
Parkersburg, WV 26101
304-485-1599

### PRINCETON

1511 North Walker Street
Princeton, WV 24740
304-425-8098

### WHEELING

1058 East Bethlehem Blvd.
Wheeling, WV 26003
304-232-0587

# CHAMPVA – CIVILIAN HEALTH AND MEDICAL PROGRAM

CHAMPVA is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by Health Administration Center in Denver, Colorado.

## Eligibility

To be eligible for CHAMPVA, you cannot be eligible for TRICARE and must be in one of these categories:

- The spouse or child of a veteran who has been rated permanently and totally disabled for a service-connected disability by the VA
- The surviving spouse or child of a veteran who died from a VA-rated, service-connected disability
- The surviving spouse or child of a veteran who was at the time of death rated permanently and totally disabled from a service-connected disability
- The surviving spouse or child of a military member who died in the line of duty, not due to misconduct

The CHAMPVA program covers most health care services and supplies that are medically and psychologically necessary. Upon confirmation of eligibility, enrollees will receive program material that specifically explains covered and non-covered services and supplies.

## How to Apply

We strongly recommend that you enlist the services of a Veteran Service Officer before you submit your application. They will review your application, helping to ensure it has all the information the VA requires.

Visit the benefits office closest to you or call the Office of the Cabinet Secretary at **304-558-3661**.

# TRICARE

TRICARE is a government managed health care system for active duty and retired military members and their qualified dependents. The cost for TRICARE coverage and medical services is different for retirees than active duty, but it is excellent coverage.

## TRICARE Standard

Upon retirement, all retirees and their dependent family are automatically switched to TRICARE Standard and Extra.

For this plan, there is an annual deductible of $150 for a retiree, or $300 for family members. You will pay for services in full until you meet your annual deductible. The deductible applies to your catastrophic cap.

After paying an amount equal to your deductible, you will pay a portion of each service until you meet your annual catastrophic cap. You will pay co-pays or cost-shares. A co-pay is a set amount paid per service. A cost-share is a percentage of the cost for a service.

The annual catastrophic cap for TRICARE Standard is $3,000 per retiree and any covered family members. This is the most a retiree family will pay in a year, with certain exceptions:

- Services not covered by TRICARE
- Any amount non-participating providers charge above TRICARE's maximum allowable charge
- Monthly premiums for TRICARE Young Adult

TRICARE Extra is a program within TRICARE Standard. You can use participating providers who agree to accept TRICARE-allowable charges as payment in full, which saves you money.

## TRICARE Prime

TRICARE Prime is a managed care plan that is available in only certain service areas.  Retirees pay an enrollment fee and are assigned a Primary Care Manager. There are no deductible charges for most services under TRICARE Prime. Retirees and their dependents are responsible for co-pays for some services under TRICARE Prime.

For more information on TRICARE, contact Humana Military, the regional provider of the service that covers West Virginia at 800-444-5445, or their website at www.TRICARE-east.com.

# VETERANS BENEFITS

Service officers at a WVDVA Benefits Office can assist you with filing a claim for state and federal benefits.

## FEDERAL BENEFITS

### SERVICE-CONNECTED BENEFITS

The benefits depend on an injury that caused the disability or death of the veteran that occurred while the individual was serving in the Armed Forces.

#### Disability Compensation

Disability compensation is paid to veterans with disabilities that are the result of a disease or injury incurred during, aggravated by, or resulting from active duty service. Compensation may also be paid for post-service disabilities related or secondary to disabilities that occurred in service.

Disability compensation is paid monthly. The amount varies with the rated percentage of the disability and the number of dependents the veteran has. Veterans with certain severe disabilities may be eligible for an additional special monthly compensation. These benefits are not subject to federal or state income tax.

#### Dependency and Indemnity Compensation

Dependency and Indemnity Compensation (DIC) is the primary monthly monetary benefit payable to surviving dependents of a deceased veteran. This benefit is payable if the veteran died on active-duty from causes other than misconduct, or if the veteran's death occurred following discharge and was due to a service-connected disability, or if the veteran was rated 100 percent disabled for certain statute time limits.

## BURIAL BENEFITS

### National Veterans Cemetery

Eligible veterans can be buried in one of the 136 national cemeteries across the nation with available space. Opening and closing of the grave, perpetual care, a government headstone or marker, a burial flag, and a Presidential Memorial Certificate are provided at no cost to the family.

Spouses and qualified dependents can be buried with the veteran. The spouse or dependent's name, date of birth, and date of death will be inscribed on the veteran's headstone, at no cost to the family. Eligible spouses and dependents may be buried in national cemeteries even if they predecease the veteran.

### VA Headstone

The VA will provide a headstone or a medallion for a privately purchased headstone at no charge to the veteran. For eligible veterans who choose not to be buried in a national or state veteran's cemetery, the VA will pay up to $2,000 dollars on a reimbursement basis. The VA will also provide a headstone or marker for the veteran's gravesite at no cost to the veteran's family.

## EDUCATION BENEFITS

### Post 9/11 GI Bill

The Post 9/11 GI Bill went into effect on August 1, 2009. You may be eligible if you've served on active duty after September 10, 2001, for 30 continuous days active duty service and were discharged due to a service-connected disability, or you must have served for 90 consecutive days of active duty after September 10, 2001.

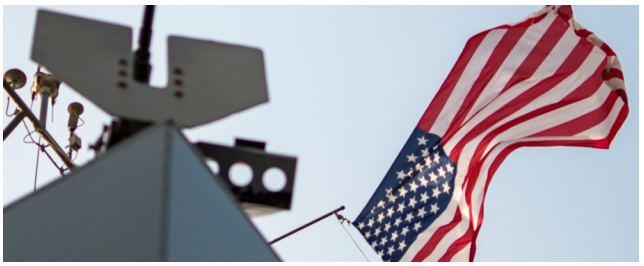
To receive the full benefit, you must have three years of active duty service after September 11, 2001 or have been discharged due to a service-connected disability.

Tuition will be paid up to the highest established charges for full-time undergraduate students charged by the public institution of higher education in the state in which you are enrolled. The tuition will be paid directly to the school.

If you are enrolled in a traditional college program as a half-time to full-time student, you will be paid a monthly housing stipend equal to the monthly Basic Allowance for Housing (BAH) for an E-5 with dependents. The stipend isn't payable to those on active duty, those enrolled in distance learning, or those attending school at less than half-time.

You'll also receive a lump sum stipend payment on the first month of each quarter, semester, or term for books and supplies.

The VA certifying official at your school of choice can help you apply for Post 9/11 GI bill benefits. They can usually be found in the Registrar's office or Financial Aid office. You can also apply in person at a federal VA Regional Office, or online at www.ebenefits.va.gov. You can call the VA at 888-442-4551 for more specific questions.



### Montgomery GI Bill

The Montgomery GI Bill (MGIB) was replaced by the Post 9/11 GI Bill, but there are still veterans who are eligible for this benefit. In order to qualify for this program, you must have received a high school diploma or equivalent before the end of your first obligated period of service, received an honorable discharge, and served continuously for three years, OR two years if that is the length of your first contract.

This program provides up to 36 months of education benefits to eligible veterans. The monthly benefit paid is based on the type of training you take, your length of service, your category, and if the Department of Defense put extra money in your MGIB fund – known as a kicker.

The VA certifying official at your school of choice can help you apply for Post MGIB bill benefits. They can usually be found in the Registrar's office or Financial Aid office. You can also apply in person at a federal VA Regional Office, or online at www.ebenefits.va.gov. You can call the VA at 888-442-4551 for more specific questions.

## Vocational Rehabilitation and Employment (VR&E)

The Vocational Rehabilitation and Employment program is designed to assist veterans with service-connected disabilities to obtain suitable employment and /or achieve independent living goals. The program can provide such things as job training, employment accommodations, resume development and job seeking skills coaching. Through this program, the VA also offers Career Counseling that is a great opportunity for veterans and service members to get personalized counseling and support to help guide their career paths.

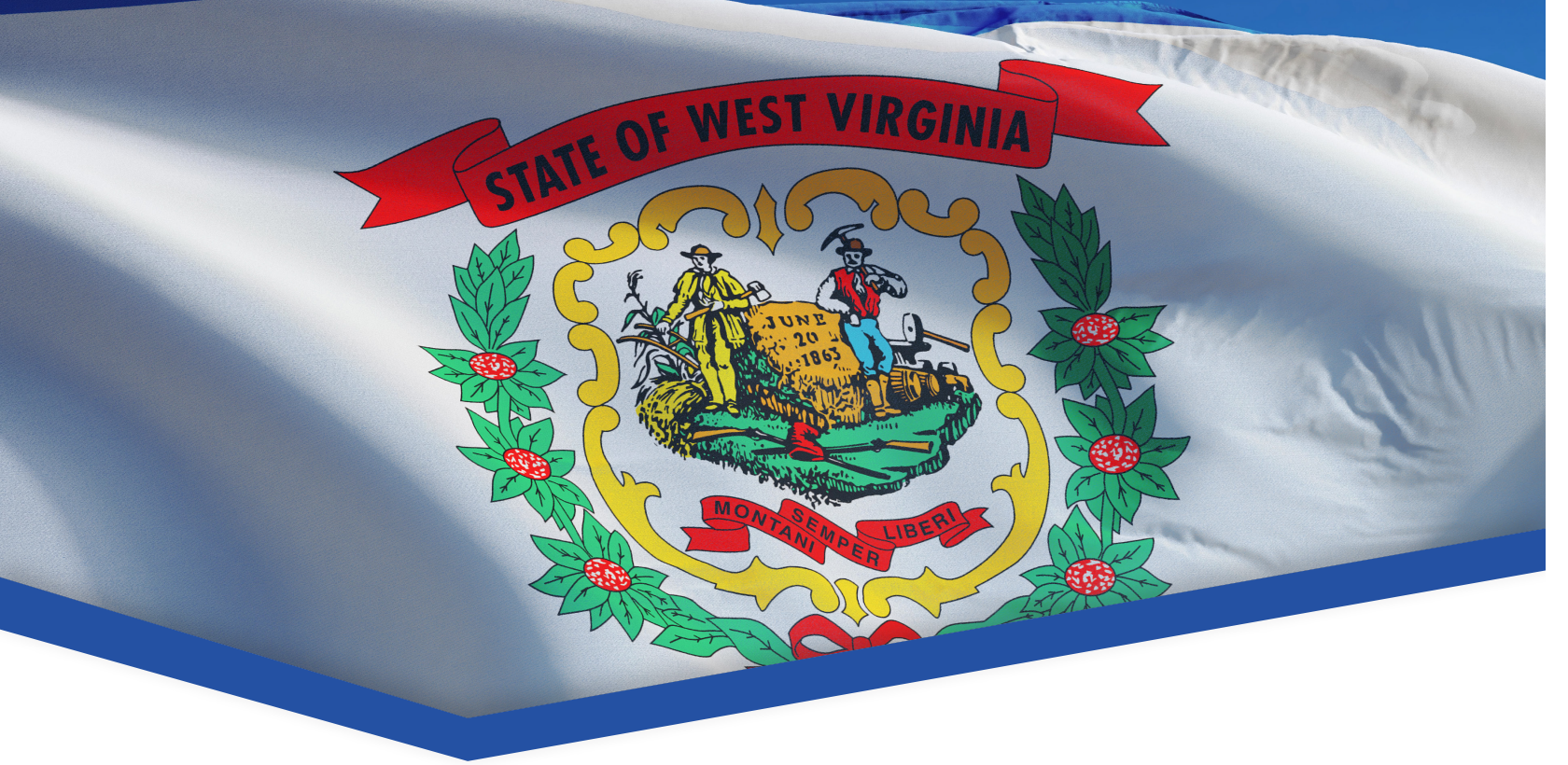
# ECONOMIC BENEFITS

## VA Home Loans

The VA helps service members, veterans, and eligible surviving spouses become homeowners. As part of our mission to serve you, we provide a home loan guaranty benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

VA Home Loans are provided by private lenders, such as banks and mortgage companies. VA guarantees a portion of the loan, enabling the lender to provide you with more favorable terms. This allows the purchase of a home at a competitive interest rate often without requiring a down payment or private mortgage insurance.

VA loans can be obtained through a lender of your choice, once you have a Certificate of Eligibility (COE) from the VA. Your lender can often obtain a COE for you. You can also print a COE from eBenefits, or request the VA send it to you by mail.




# STATE BENEFITS

## ECONOMIC BENEFITS

### Military Retirement Pay State Income Tax Exemption

For taxable years beginning after December 31, 2017, military retirement income, including retirement income from the regular Armed Forces, Reserves and National Guard paid by the United States or the State of West Virginia are exempt from state income tax. This includes any survivorship annuities, to the extent that they are included in federal adjusted gross income for the taxable year. For more information see House Bill 201, passed October 17, 2017, and West Virginia State Code 11-21-12.

### Veterans's Preference

Under the West Virginia Civil Service System, all veterans who have served under honorable conditions in the Armed Forces of the United States during hostile conflict shall have five points added to a final passing score. An additional five points are added to a veteran's score if they are a recipient of the Purple Heart or if he/she has a compensable service-connected disability. More information is available in West Virginia State Code 6-13-1.

### Afghanistan Veteran Bonus

House Bill 2285, passed in 2005, provides for the payment of a Veteran Bonus to veterans of the Kosovo, Iraq, and Afghanistan conflicts. The Bonus Program provides $400 to qualified veterans who served during the designated time frame outside of the combat zone, and those who served in the combat zone can receive the maximum of $600. The Veterans Bonus Program for Iraq and Kosovo has ended.

In order to qualify for the Afghanistan Veteran Bonus, a veteran must have been discharged from the Armed Forces under honorable conditions, or still be in the service, and must have served on active duty in the United States Armed Forces as declared by the President under Title 10 between October 7, 2001 and a date to be determined by the President of Congress of the United States; must have been a resident of the State of West Virginia for six months immediately prior to entering the Armed Forces.

In the event a veteran is eligible to receive more than one bonus, he/she will be granted only the greater of the two bonuses. Application for the Afghanistan Veterans Bonus must be made within one year of the end of the veteran's service.

For more information about the Bonus Program see House Bill 2285, and Amendment 17 of the West Virginia Constitution. To see if you are qualified, contact one of our Benefits Offices.

## Homestead Exemption

Veterans with 100% permanent and total service-connected disabilities may be exempt from certain property taxes. Details are available in West Virginia State Code 11-6B-4. Veterans who believe they qualify should contact their county Assessors' Office or their local benefits office.

## Military Incentive Program

The West Virginia Military Incentive Credit encourages the employment of veterans and members of the guard and reserve forces in the private sector by providing tax credits to qualified businesses that employ economically disadvantaged veterans and unemployed members of the West Virginia National Guard and United States Reserve forces. Additional information is available in West Virginia State Code 21A-2C-1 and through Workforce West Virginia.

## Veteran License Plates

Special vehicle license plates and disabled veteran tags are provided without fee to veterans who qualify for federal VA auto grant benefits or who have a 100 percent permanent and total service-connected disability. Former POWs, Purple Heart recipients and Pearl Harbor survivors are also eligible for special license plates without fee. Veteran plates are available to all other honorably discharged veterans for a one-time fee of $10 over and above the regular license fee required by the state Division of Motor Vehicles. More information is available in West Virginia State Code 17A-3-14. Interested veterans should contact their local DMV office.

## West Virginia State Parks "Veterans' Salute"

Veterans and active duty military personnel are provided a year-round 10 percent discount on all standard lodge rooms, cabins and campsites operated by West Virginia State Parks. Additional discounts and offers for veterans and military members are available seasonally.

## Veteran Hunting & Fishing License

Resident veterans who qualify for federal VA auto grant benefits or who have a 100 percent permanent and total service-connected disability qualify for free West Virginia hunting and fishing licenses. Services members who are on active duty in the United States Armed Forces, while on leave or furlough, are permitted to hunt, fish and trap without a license. Leave or furlough papers shall serve in lieu of any required licenses. More information is available in West Virginia State Code 20-2-28.

# EDUCATION BENEFITS

## In-state Tuition Rates for Nonresident Veterans

All public higher education institutions will assess tuition at the in-state rate for nonresident recipients of the GI Bill who enroll within three years of their discharge (beginning July 2015). More information is available in Title 133 Legislative Rule Series 25 or through the West Virginia Higher Education Policy Commission.

## Yellow Ribbon G.I. Education Enhancement Program

All public institutions of higher education are participants of the US Department of Veterans Affairs' Yellow Ribbon G.I. Education Enhancement Program, also known as the "bridging the gap" program. This benefit helps veterans afford programs where costs exceed the amount of funding provided by the G.I. Bill. More information is available in West Virginia State Code 18B-10-7C or through the West Virginia Higher Education Policy Commission.

## War Orphan Education Program

Students who qualify for the War Orphan Education Program will not be charged tuition and fees by a West Virginia post-secondary education or training institution. Award amounts administered by the West Virginia Department of Veterans Assistance are to cover costs associated with room, board, books and other living expenses. This amount fluctuates according to the number of applications received each semester. No more than $1,000 will be awarded to a student in any one semester and no more than $2,000 will be awarded to a student in any one year. More information is available in West Virginia State Code 18-19.

### Medal of Honor & Purple Heart Tuition Waivers

All public institutions of higher education waive tuition and mandatory fee charges for West Virginia residents who have been awarded the Medal of Honor or Purple Heart. More information is available in West Virginia State Code 18B-10-10 or through the West Virginia Higher Education Policy Commission.

### High School Diplomas for Veterans

West Virginia veterans who served in WWII, Korea or Vietnam and did not graduate from high school may be awarded a high school diploma. The diploma may be granted by the veteran's current county of residence or by the county in which the school he/she attended is located. More details are available in West Virginia State Code 18-2-34 or Title 126 Legislative Rule Series 96.

## BURIAL BENEFITS

### Jack Bennett Fund

Families of deceased veterans may be provided grave markers for their loved one free of charge from the United States Department of Veterans Affairs. However, some families are unable to cover the cost of installing these grave markers. The Jack Bennett Fund provides applicants up to $380 to offset these costs. A family's need for financial assistance may be used to determine eligibility and is based on the "Means Test Threshold" as published by the federal VA. Any family member of a deceased veteran, licensed funeral directors and cemeteries may apply. Details about the Jack Bennett Fund can be found in West Virginia State Code 29-22A-10, Title 86 Legislative Rule Series 4, and Title 150 Legislative Rule Series 28.

## OTHER BENEFITS

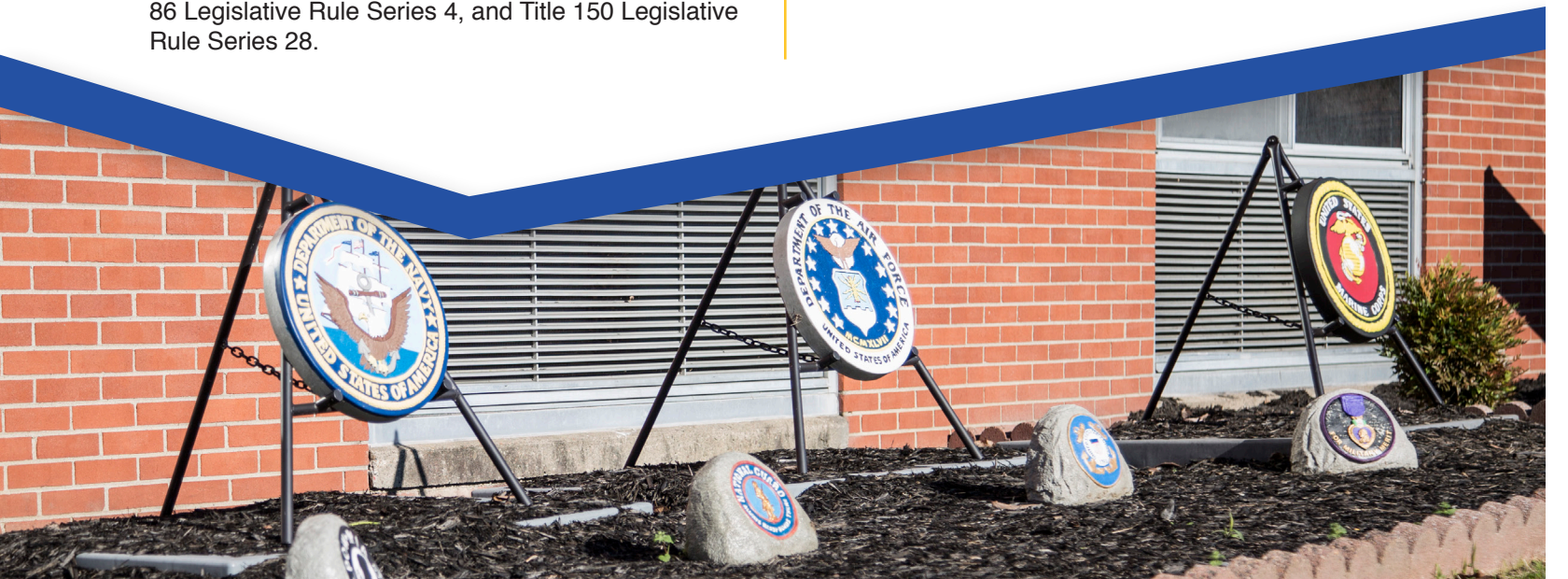
### Disabled American Veterans (DAV) Transportation Network

The West Virginia Department of Veterans Assistance partners with the DAV through a grant program. The DAV Transportation Network is intended to provide transportation for VA medical appointments to veterans who have no other means of transportation.

The DAV has operated a transportation network since 1987 in all other states. With more than 3,500 vehicles, volunteer drivers have donated nearly 1.5 million hours providing more than 625,000 rides to transport veterans to and from their appointments at no cost to the veteran.

Becoming a volunteer driver can be a rewarding experience. It is a chance for veterans to help their fellow veterans. For those who have not served their country, this is another way to serve. Volunteering to drive as little as one day per month will help ensure our state's veterans have access to the health care that they have earned.

To schedule a ride or to volunteer to be a driver, call your local Veterans Affairs Medical Center Voluntary Services Office.



# HOMELESSNESS

## National Call Center for Homeless Veterans – 877-424-3838

Veterans who are homeless or at risk of becoming homeless and their family members, friends, and supporters can call or chat online with the National Call Center for Homeless Veterans.

Trained Counselors are ready to talk confidentially 24 hours a day, 7 days a week. It is free and completely confidential.

## West Virginia Veterans Home

The West Virginia Veterans Home in Barboursville, West Virginia can serve as a convenient and comfortable home in time of need for veterans who were discharged under honorable conditions. For more information, see veterans.wv.gov/offices-facilities/Pages/WV-Veterans-Home.aspx, or call 304-736-1027.

## The Hershel "Woody" Williams VA Medical Center: Homeless Resource Center

Located at 624 9th Street, Huntington, the Homeless Veterans Resource Center provides services for homeless veterans and those at risk for homelessness, including job assistance, counseling, housing referrals, laundry and shower facilities. The Center also houses a donation room and in-house emergency food pantry.

Contact them by phone at 304-529-0047.

## The Community Resource and Referral Center (CRRC)

The Community Resource and Referral Center, located at 624 9th Street in Huntington, West Virginia, can provide veterans who are homeless or at risk of homelessness with one-stop access to community-based multiagency services to promote permanent housing, health and mental health care, career development, and access to VA and non-VA benefits.

Office hours are Monday through Friday, 8 a.m. – 4 p.m. Contact them by phone at 304-429-6755.

## Homeless Veterans Stand Downs

Stand Downs are events designed to provide needed goods and services such as food, shelter, clothing, and health screenings as well as VA benefits and Social Security benefits counselling to homeless veterans and those at risk of becoming homeless.

For information on upcoming Stand Down events, please call your local VA medical facility or see www.va.gov/homeless/events.asp for a schedule and contact information for upcoming events.

## Department of Housing and Urban Development - Veterans Affairs Supportive Housing (HUD-VASH)

The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless veterans with case management and clinical services provided by the Department of Veterans Affairs (VA). VA provides these services for participating veterans at VA medical centers (VAMCs) and community-based outreach clinics. Visit a WVDVA Benefits office or call your nearest VA medical facility for more information.

For help finding a homeless shelter or food bank near you, contact your nearest Benefits office or visit www.homelessshelterdirectory.org/westvirginia.html.

# HELPING VETERANS FIND EMPLOYMENT

## Workforce West Virginia

WorkForce West Virginia is a state government agency funded through the U.S. Department of Labor that oversees the state unemployment insurance program as well as a network of workforce development services designed to provide West Virginia's citizens and employers the opportunity to compete in today's competitive global economy.

WorkForce West Virginia is a one-stop center for workforce resources, including job opportunities, unemployment compensation, training, tax incentives and labor market information. WorkForce services are available at 18 comprehensive career centers strategically located throughout the Mountain State. Additionally, WorkForce West Virginia has the largest online database of job seekers and job openings in the state.

For more information, call 304-558-2234 or visit commerce.wv.gov/work-force online.

## West Virginia Division of Personnel

The West Virginia Division of Personnel's Job Seekers page has information on how to find and apply for a State of West Virginia civil service job. Visit personnel.wv.gov.

# LEGAL ADVOCACY FOR THE DISABLED

Disability Rights of West Virginia (DRWV) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. DRWV is a private, nonprofit agency. Their services are confidential and free of charge.

People with disabilities, whether caused by active duty service or an event afterward, are full and equal citizens under the law, with access to the same opportunities afforded to all members of society. People with disabilities are entitled to be free from abuse, neglect, exploitation, and isolation, and to be treated with respect and dignity.

DRWV advocates for those with disabilities. Their office is at 1207 Quarrier Street, Suite 400, Charleston, WV.

Office hours are Monday through Friday, 8:30 a.m. until 4:30 p.m. Contact them by phone at 800-346-0847.

# PHONE DIRECTORY

**GOVERNOR'S OFFICE**
304-558-2000

## WEST VIRGINIA DEPARTMENT OF VETERANS ASSISTANCE

**Cabinet Secretary's Office**
304-558-3661

**WV Veterans Nursing Facility**
304-626-1600

**Beckley Benefits Office**
304-256-6955

**Clarksburg Benefits Office**
304-627-2175

**Huntington Benefits Office**
304-399-9395

**Logan Benefits Office**
304-792-7055

**Moorefield Benefits Office**
304-538-2839

**Princeton Benefits Office**
304-425-5194

**Summersville Benefits Office**
304-872-0829

**Wheeling Benefits Office**
304-238-1085

**WV Veterans Home**
304-736-1027

**Donel C. Kinnard Memorial State Veterans Cemetery**
304-746-0026

**Charleston Benefits Office**
304-746-4497

**Elkins Benefits Office**
304-637-0235

**Lewisburg Benefits Office**
304-647-7500

**Martinsburg Benefits Office**
304-267-0040

**Parkersburg Benefits Office**
304-424-1952

**Spencer Benefits Office**
304-927-0980

**Teays Valley Benefits Office**
304-562-3612

## RAPIDS/DEERS ID CARD LOCATIONS

**Buckhannon**
304-473-5203

**Fairmont**
304-201-3921

**Kearneysville**
304-264-3824

**Red House**
304-201-3080

**Charleston**
304-561-6822

**Glen Jean**
304-201-3230

**Parkersburg**
304-561-6100

## FEDERAL DEPARTMENT OF VETERANS AFFAIRS HEALTH CARE FACILITIES

**Beckley VA Medical Center**
304-255-2121

**Louis A. Johnson VA Medical Center**
304-623-3461

**Braxton VA Clinic**
304-364-3401

**Franklin VA Clinic**
800-817-3807

**Lenore VA Clinic**
304-475-3000

**Petersburg VA Clinic**
800-817-3807

**Tucker County VA Clinic**
304-478-2219

**Hershel "Woody" Williams VA Medical Center**
304-429-6741

**Martinsburg VA Medical Center**
304-263-0811

**Charleston VA Clinic**
304-746-5300

**Greenbrier County VA Clinic**
304-497-3900

**Monongalia County VA Clinic**
304-292-7535

**Princeton VA Clinic**
304-425-8105

**Wood County VA Clinic**
304-422-5114

## VET CENTERS

**Beckley**
304-252-8220

**Logan**
304-752-4453

**Martinsburg**
304-263-6776

**Parkersburg**
304-485-1599

**Wheeling**
304-232-0587

**Charleston**
304-343-3825

**Huntington**
304-523-8387

**Morgantown**
304-291-4303

**Princeton**
304-425-8098

## VETERANS AFFAIRS BENEFITS ADMINISTRATION

**National Call Center**
800-827-1000

## VETERANS SERVICE ORGANIZATIONS

**American Legion**
304-343-759

**AMVETS National HQ**
877-726-8387

**Disabled American Veterans National HQ**
877-426-2838

**Helping Heroes**
304-810-4291

**Marine Corps League**
703-207-9588

**National Association of Black Veterans**
1-877-622-8387

**Veterans of Foreign Wars**
304-768-7514

**American Red Cross**
304-340-3650

**Blinded Veterans Association National HQ**
202-371-8880

**Gold Star Mothers National HQ**
202-265-0991

**Korean War Veterans Association**
217-345-4414

**Military Order of the Purple Heart**
304-399-9296

**Paralyzed Veterans of America**
304-925-9352

**Vietnam Veterans of America**
301-585-4000

## WEST VIRGINIA STATE AGENCIES

**Americans with Disabilites Act Office**
304-343-759

**Division of Personnel**
877-726-8387

**Department of Agriculture**
877-726-8387

**Division of Labor**
877-726-8387

**Homeland Security Emergency Response**
877-726-8387

**Herbert Henderson Office of Minority Affairs**
877-726-8387

**House of Delegates**
877-726-8387

**Department of Military Affairs and Public Safety**
877-726-8387

**Air National Guard, WV**
877-726-8387

**State Police, WV**
877-726-8387

**State Senate**
877-726-8387

**Equal Employment Opportunity Office**
304-340-3650

**Public Defender Services**
877-726-8387

**Office of Attorney General**
877-726-8387

**Workforce of West Virginia**
877-726-8387

**Department of Health and Human Resources**
877-726-8387

**Office of Inspector General**
877-726-8387

**Legislature**
877-726-8387

**Adjutant General's Office**
877-726-8387

**Army National Guard, WV**
877-726-8387

**Office of Secretary of State**
877-726-8387

**WVABLE**
877-726-8387

**www.veterans.wv.gov**

**1900 Kanawha Blvd**
**Building 5, Room 205**
**Charleston, WV 25305**

**Phone: (304) 558-3661**
**Fax: (304) 558-3662**