



Delaware Guidebook for Incarcerated Veterans



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Forward

This handbook is intended to provide current information to assist incarcerated veterans in accessing benefits through the Veterans Administration. Information for housing, treatment for substance abuse, mental health, medical, employment information and more is included in this booklet. Since it will take a significant amount of time to gather all the necessary documents it is recommended that the veteran begin immediately. To help the veteran develop this plan, phone numbers, addresses and web sites are included.

We would like to recognize and thank:

1) the National Coalition for Homeless Veterans which provided basic concepts and core information for this guide through its "Planning for Your Release" guide funded by the U.S. Department of Labor; 2) the Veterans Incarcerated Workgroup of Walla Walla, Washington, for the concept of state-specific information in its "Guidebook for Incarcerated Veterans" and for allowing the use of its guide as a template for this publication; 3) Vietnam Veterans of America, Inc. for developing the first incarcerated veterans guidebook, which has inspired and informed subsequent efforts; and 4) any public domain and agency resources included in the guidebook.

Agency staff names and addresses, phone numbers and website addresses change. If you attempt to contact one of the resources in this guidebook and it is not current, do your best to obtain the current information through phone information or a Google web search. If you discover any incorrect, conflicting, or out-of-date information in this Guidebook please send the discrepancies, and updated information if you have it, to:

Otis R. Nash
VISN 4 Health Care for Reentry Veterans, Coordinator
Department of Veterans Affairs (680)
1700 South Lincoln Avenue
Lebanon, PA 17042
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Incarcerated Veterans

Introduction

This document should be used as a guide to help the incarcerated Veteran gain access to VA and community services upon release from incarceration. Information included in this document is intended to assist incarcerated veterans by providing meaningful information on topics that include the following: housing, substance abuse, mental health, medical assistance, and employment. It will take a time to gather the necessary documents; therefore, it is recommended access to VA services is initiated as soon as practical.

SECTION I

ELIGIBILITY

To determine eligibility for VA health care, contact the Health Benefits Service Center at 1-877-222-8387. For VA benefits eligibility, contact a VA benefits office at 1-800-827-1000 from any location in the United States.

Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard.

Honorable and general discharges qualify a veteran for most VA benefits. Dishonorable and bad conduct discharges issued by general courts-martial may bar VA benefits. Veterans in prison and parolees may be eligible for certain VA benefits. VA regional offices can clarify the eligibility of prisoners, parolees and individuals with multiple discharges issued under differing conditions. VA benefits will not be provided to any veteran or dependent wanted for an outstanding felony warrant.

Those seeking a VA benefit for the first time must submit a copy of their service discharge form (DD-214, DD-215, or for WWII veterans, a WD form), which documents service dates and type of discharge, or give their full name, military service number, branch and dates of service.

To apply for services veterans must complete a VA Form 10-10EZ, Application for Health Benefits. The form may be obtained from any VA health care facility or regional benefits office, or by calling the VA Health Benefits Service Center toll-free at 1-877-222-VETS (8387). It is also available through the World Wide Web (<http://www.va.gov/1010ez.htm>). Veterans may complete the form in person at a VA health care facility, or at home and mail it to a local VA health care facility for processing. Once enrolled, a veteran is eligible to receive services at VA facilities anywhere in the country. Additional information can be found on the VA Web site at <http://www.va.gov/elig/>

SEEKING FEDERAL BENEFITS

The Department of Veterans Affairs publishes a booklet called "**Federal Benefits for Veterans and Their Dependents**" that describes the types of benefits available and lists the addresses and phone numbers for VA facilities nationwide. Write the VA Regional Office (VARO) to request a copy. This handbook contains important information, phone numbers and explanations regarding benefits. The VA Federal Benefits booklet and other VA information is available at <http://www.va.gov/>

Wilmington VA Medical & Regional Office Center

VA Medical & Regional Office Center
1601 Kirkwood Highway
Wilmington, DE 19805
Phone: 302/994/2511 or 1/800/461/8262

Call 1/800/827/1000 or find information about benefits at www.vba.va.gov.

Veterans Center

VAMC, Building 3
1601 Kirkwood Hwy.
Wilmington, DE 19805
Phone: 302/994/1660

VA Community Based Outpatient Clinic

Georgetown CBOC
15 Georgetown Plaza
Georgetown, DE 19947
Phone: 1/800/461/8262 ext. 2300

VA Community Based Outpatient Clinic

Dover CBOC
Creek Stone Center, 1198 S, Govenors Avenue
Building A, 2nd floor
Dover, DE 19904
1/800/461/8262 ext. 2400

Eligibility for VA Benefits During Incarceration

Veterans incarcerated and incarcerated dependents may apply for the same compensation, dependency and indemnity compensation (DIC) – service connected death benefits – and pension benefits as veterans who are not incarcerated. However, Congress restricts the amount of benefits that may be paid to a veteran or dependent

while he or she is incarcerated. These benefits are institutionalized as part of law: 38 U.S.C Sec 5313 (a), 38 C.F.R., Sec. 3.665 (a), (d), which reads as follows:

If a veteran is incarcerated as the result of a “felony” conviction as defined by law: “Any offense punishable by death or imprisonment for a term exceeding one year, unless specifically categorized as a misdemeanor under the law of the prosecuting jurisdiction.”

Then, the amount paid to a veteran incarcerated for a service-connected disability is generally limited by law to the 10 percent disability rate, or half the amount of the ten percent rate if the veteran’s disability rating is 10 percent. (If the veteran is rated before incarceration as 20 percent disabled or higher, he will receive only the amount payable to a 10 percent disabled veteran.) Incarcerated DIC recipients will receive one-half the amount paid to a veteran receiving compensation payments for a 10 percent-rated disability.

A veteran may not receive non-service connected VA pension benefits, or any portion of these benefits, while incarcerated for a felony or misdemeanor. However, his family may receive an apportionment of such benefits under the procedure described above. (See 38 C.F.R. Sec.3.666)

One important requirement for eligibility for VA benefits is that the veteran has to have been issued either an honorable or general discharge, or would have received one if not for re-enlisting. If a veteran had two periods of service, one honorable and the other less than honorable, he may still be eligible for VA benefits based on the honorable period of service.

VA Medical Care can not be provided to veterans in prison, but VA health facilities may provide care to you after your release. Contact 1-877-222-8387 to find the medical center nearest you.

Benefits Payments While Incarcerated

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

For example, Joe is a veteran who receives a VA pension. He commits a crime, is convicted, and is incarcerated, but doesn't tell the VA right away and keeps getting paid for 6 months. After serving his sentence of 18 months, he is released and applies to the VA to have his pension restarted. He will have an overpayment which must be recovered from the restarted benefits. Until the overpayment is recovered, Joe will have to go without that income.

Your award for compensation or pension benefits should resume from the date you are released, as long as the VA receives notice of release within one year. Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution, available through your counselors should be completed before release, signed by a prison official and submitted to VA Benefits Administration.

Apportionment

Although legally, the veteran can only receive a portion of the full amount payable for his or her disability rating, the remaining balance may be “apportioned to the individual’s dependent family”. To apply for apportionment, the veteran must send a letter that identifies the veteran and the apportionment claimant and makes it clear they are requesting an apportionment of his VA benefits to the VA Regional Office (VARO) that has jurisdiction over the veteran’s case. VA regulations clearly specify this apportionment amount will only go to family members if they can show financial need for such amount. This applies to the spouse, children, or dependent parents who are involved in the application.

In deciding whether any apportionment is appropriate, the amount of the apportionment, and to whom it will go, the following factors are considered:

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

For example: a veteran incarcerated rated as 80 percent disability can only receive the amount he or she would get if he or she were 10 percent disabled. However, his or her family may be apportioned up to 70 percent, the difference of the 80 percent rating. (DIC may also be apportioned with similar restrictions.)

There is a 60-day “grace period” following conviction where the veteran, or Dependency or Indemnity Compensation (DIC) recipient, may still receive full benefits. If the veteran continues to receive benefits after the 60-day period, it will result in an “overpayment”. The VA considers it to be the recipient’s responsibility and fault if this occurs because the recipient failed to notify the VA of his or her incarceration. Attempts to obtain a waiver in these situations of overpayment are often unsuccessful. As a rule, the veteran loses most, if not all, financial benefits until the VA recovers the entire overpayment. It has also been a standard procedure that the family will not be entitled to receive an apportionment until the debt is completely recovered.

For more information concerning VA debt collection rules that may affect the veteran incarcerated, telephone: 1-800-827-1000 and request a Veterans Service Organization representative or, write to a Veterans Service Organization.

One other relevant restriction on veteran’s incarcerated eligibility for service connected disability compensation is that: “No total disability rating based on un-employability, may be assigned to an incarcerated veteran”.

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

Re-starting Benefits at Release

It is important that each disabled veteran receiving compensation or DIC payments promptly notify the VARO. Regular full benefit payments should begin upon release, providing the VA is notified of the veteran's release, including placement within a community treatment center or halfway house in the community, within one year of release. VARO needs formal notification from the prison of your release in order to re-start benefits: The sooner that document is provided to VARO, the sooner VARO can begin to process your request.

Seeking Help After Release

If you would like to get benefits or think you have a pending claim before the VA, it is best to get professional help to assist you.

Many Veterans Service Organizations (VSOs) have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any VSO listed in the Guidebook to learn an office near you.

Seeking Benefits On Your Own

Although we encourage you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write your local VA Regional Office or find the forms online at: www.vba.va.gov/pubs/forms1.htm. You can also apply for certain benefits online at: <http://vabenefits.vba.va.gov/vonapp/main.asp>.

DEBT REDUCTION

To avoid an overpayment of VA benefits and creation of a debt, beneficiaries must report immediately to VA any change in their status, such as the amount of their income or net worth, the number of dependents, divorce, or withdrawal from school.

All debts must be repaid to VA. VA may assess interest and administrative fees, which will be added to the original amount of the debt until the debt is cleared.

Failure to repay a debt will affect one's credit. Collection of the debt may be turned over to a collection agency, or the debt may be offset by withholding federal income tax refunds or other federal payments, including federal pay and pension.

Global War on Terrorism/ Operation Enduring Freedom /Operation Iraqi Freedom Initiative

HEALTH CARE SERVICES FOR RETURNING COMBAT VETERANS

The **U.S. Department of Veterans Affairs** (VA) provides needed health care, benefits, and support for returning service members.

VA Healthcare – VISN 4 is part of the U.S. Department of Veterans Affairs. We provide health care and social services to veterans in Pennsylvania, Delaware, and several counties in West Virginia, Ohio, New Jersey and New York. There are 10 hospitals and nearly 50 community-based outpatient clinics in our network.

This Program is for: Veterans, including activated Reservist members of the National Guard, are eligible if they served on active duty or in a theater of combat operations during a period of War after the Gulf War and have been discharged under other than dishonorable conditions. (Service after 9/11/2001)

Services Offered

- Case Management
- Compensation and Pension
- Counseling Services
- Dental Services
- Domiciliary Programs
- Education
- Enrollment services
- Mental Health
- Primary Care
- Pharmacy
- Physical Therapy
- Prosthetics
- Social Work Services
- Women's Health
- Substance Abuse
- Sexual Trauma Services
- Stress Management
- Urgent Care

Dental Care

If a veteran did not receive a pre-separation dental exam from the military, then the veteran is eligible to receive a dental examination from VA within 180 days.

Establishing Combat Veteran Eligibility

VA has promoted new eligibility rules that provide Active Component and Reserve Component personnel who served in designated combat zones (since 11/11/98). Note that free care refers to all service related to the veteran's combat experience, even if there is insufficient medical evidence to conclude that such a condition is attributable to such service. Co-payments may be charged for treatment of non-combat related conditions. The President has signed the National Defense Authorization Act into Law (1/29/08). Combat veteran eligibility has been expanded from two years post discharge to five years post discharge. Contact your local VA for additional information.

Combat Stress Can Remain Even After You Return Home

Even after returning from a theater of combat, stress can significantly interfere with a veteran's ability to relate to family, friends, and work. It can also affect other areas of daily functioning. The lingering effects of stress can be expressed as hostility, anger, trouble sleeping, and emotional numbing. Often times, work suffers due to absenteeism, fatigue, or impaired concentration. If you feel you may be experiencing any symptoms related to combat stress or military sexual trauma, please contact your nearest VA health care facility.

VA Centers in our Network

There are twelve VA Vet Centers in our service area which may also be of assistance to returning service members. Vet Centers provide such services as neighborhood counseling for individuals and groups, and housing assistance. To find the closest VA Center, please contact the nearest VA medical center or check online at: www.visn4.va.gov.

Gulf War Veterans

Gulf War Period:

Beginning August 2, 1990, and ending on a date to be established by Presidential proclamation or by law. Active-duty personnel and reservists called to active duty during this period are eligible for the full range of wartime benefits after 90 days of active duty service.

Compensation: Gulf War veterans with an undiagnosed illness of at least six-month duration that manifests itself by Dec. 31, 2006, may be eligible for compensation.

VA will compensate Gulf veterans who served anytime from Aug 1, 1990, through July 31, 1991, in the Southwest Asian theater of operations of the Gulf War and develop amyotrophic lateral sclerosis (Lou Gehrig's disease).

Pension Eligibility: Provides that service in the Gulf satisfies the service requirements for VA pension program, a needs-based benefit for wartime veterans who are not able to work, and for the needy survivors of wartime veterans. (See pages 12-14.)

Veterans Health Benefits: Three environment referral centers at VA medical centers have been established to treat Gulf War veterans with unusual symptoms possibly related to environmental contaminants.

Readjustment counseling is offered to Operation Desert Storm/Shield veterans.

Gulf War veterans are eligible for one-time treatment of dental conditions after discharge from service if they have 90 days of active duty

Veterans Housing Loans

Programs: Provides VA guaranteed home loan eligibility after 90 days for active-duty members and members of the Reserves and National Guard activated in connection with the Gulf War.

Pension Benefit: Pension is payable to wartime veterans with limited income and assets who are permanently and totally disabled from non service-connected causes. Veterans age 65 or over need not meet the disability requirement.

Pension Programs: Public Law 73-2, *Old Law*.
Public Law 86-211, *Protected Pension*, effective June 1, 1960.
Public Law 95-588, *Improved Pension*, effective Jan. 1, 1979.
Any application for pension after Jan. 1, 1979, comes under the Improved Pension law.

VA HEALTH CARE COMBAT VETERAN ELIGIBILITY

Enhanced Eligibility for Health Care Benefits:

On January 26, 2008, "Public Law 110-181" titled the "National Defense Authorization Act of 2008" was signed into law. Section 1707 amended Title 38, United States Code (U.S.C.) Section 1710(e)(3), extending the period of eligibility for health care for veterans who served in a theater of combat operations after November 11, 1998, (commonly referred to as combat veterans or OEF/OIF veterans). Under the "Combat Veteran" authority, the Department of Veterans Affairs (VA) provides cost-free health care services and nursing home care for conditions possibly related to military service and enrollment in Priority Group 6, unless eligible for enrollment in a higher priority to:

- **Currently enrolled veterans and new enrollees who were discharged from active duty on or after January 28, 2003**, are eligible for the enhanced benefits, for 5 years post discharge.
- **Veterans discharged from active duty before January 28, 2003, who apply for enrollment on or after January 28, 2008**, are eligible for the enhanced benefit until January 27, 2011. Combat veterans, while not required to disclose their income information, may do so to determine their eligibility for a higher priority status, beneficiary travel benefits and exemption of co-pays for care unrelated to their military service.

Who's eligible: Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theater of combat operations after November 11, 1998, and have been discharged under other than dishonorable conditions.

Documentation used to determine service in a theater of combat operations:

- Military service documentation that reflects service in a combat theater, or
- Receipt of combat service medals and/or,
- Receipt of imminent danger or hostile fire pay or tax benefits

Health benefits under the "Combat Veteran" authority:

- Cost-free care and medications provided for conditions potentially related to combat service.
- Enrollment in Priority Group 6 unless eligible for enrollment in a higher priority group.
- Full access to VA's Medical Benefits Package.

What happens after the enhanced eligibility period expires:

Veterans who enroll with VA under this authority will continue to be enrolled even after their enhanced eligibility period ends. At the end of their enhanced eligibility period, veterans enrolled in Priority Group 6 may be shifted to Priority Group 7 or 8, depending on their income level, and required to make applicable co-pays.

What about combat veterans who do not enroll during their enhanced eligibility period:

For those veterans who do not enroll during their enhanced eligibility period, eligibility for enrollment and subsequent care is based on other factors such as:

- A compensable service-connected disability
- VA pension status
- Catastrophic disability determination
- The veteran's financial circumstances.

For this reason, combat veterans are strongly encouraged to apply for enrollment within their enhanced eligibility period, even if no medical care is currently needed.

Co-pays:

Veterans who qualify under this special eligibility are not subject to co-pays for conditions potentially related to their combat service. However, unless otherwise exempted, combat veterans must either disclose their prior year gross household income OR decline to provide their financial information and agree to make applicable co-pays for care or services that the VA determines are clearly unrelated to their military service.

Note: *While income disclosure by a recently discharged combat veteran is not a requirement, this disclosure may provide additional benefits such as eligibility for travel reimbursement, cost-free medication and/or medical care for services unrelated to combat.*

Dental Care:

Eligibility for VA dental benefits is based on very specific guidelines and differs significantly from eligibility requirements for medical care. Combat veterans may be authorized dental treatment as reasonably necessary for the one-time correction of dental conditions if:

- Application for VA dental treatment is made within 180 days of discharge or release

Additional information: is available at the nearest VA medical facility. VA facilities listing and telephone numbers can be found on the internet at www.va.gov/directory or in the local telephone directory under the "U.S. Government" listings. Veterans can also call the Health Benefits Service Center toll free at 1-877- 222-VETS (8387) or visit the VA health eligibility website at www.va.gov/healtheligibility .

*Above source directly from:

<http://www.va.gov/healtheligibility/Library/pubs/CombatVet/CombatVet.pdf>;
[Global War on Terrorism/ Operation Enduring Freedom /Operation Iraqi Freedom Initiative info/GWOT/OEF/OIF Coordinator. 061908]

HELP SEEKING VETERAN BENEFITS

If you would like to get benefits or think you have a pending claim before the VA, it is best to get professional help to assist you.

Veterans Service Organizations (VSO)

Many VSOs have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. For more information regarding Veterans Service Organizations contact the Regional Office.

Department of Veterans Affairs

Although we encourage you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write the VARO or find the forms online at: <http://www.va.gov/vaforms/>. You can also apply for certain benefits online at: <http://vabenefits.vba.va.gov/vonapp/main.asp>.

VA AND SOCIAL SECURITY BENEFITS SUMMARY

How working affects Veterans financial benefits?

Service Connected (SC) Compensation: A service-connected disability is an entitlement program that once received is guaranteed for life REGARDLESS OF EMPLOYMENT STATUS. The only exception to this employment status rule involves an individual who has IU (Individual Unemployability) who is paid at 100%, but in actuality is NOT 100% SC. A vet sometimes receives IU after an exhaustive investigation and verification of their inability to work as a result of their high SC plus environmental and/or burden on community resources (high uses of public funding such as section 8 or other state/local resources). If a Veteran with IU works in the community (outside CWT/SE), the difference in their 100% and their actual SC% money will be reduced. The math is complicated, but a vet can find out exactly how much money they will lose by

working, either by contacting the VA at 1 (800) 827- 1000 or else hear this directly by Veteran Service representatives (VSR) at VARO.

Non-Service Connected (NSC) Pension: NSC is an eligibility (unlike entitlement) program based on both needs of individual vets, as well as their year(s) in service. They must either have served during a wartime era, or have a severe disability which renders them unemployable based on medical records to that affect. Sometimes a veteran will choose to take the Non-Service Connected Pension (NSC) if it pays them more than a low SC compensation (10-30%) will pay. If a vet chooses to receive the NSC pension (as opposed to a low SC disability compensation such as 10-20%), then working in the community (taking a real job) their NSC pension will be reduced dollar for dollar, but their SC% check will automatically be reinstated. There are currently no incentives to return to work in the community with the NSC Pension. If a veteran works more than 20 hours per week, even at minimum wage, they would earn more than they would by maintaining the pension. VACO has recently acquiesced to allow vets to work in the community if they are participating in our new supported employment programs, but vets must be involved in CWT/SE in order to remain exempt. Therefore, the same protection will apply for these vets that the CWT/IT programs offer. See website for the applicable law: <http://vaww1.va.gov/vitraining>

Social Security Disability Insurance (SSDI)

To be eligible for SSDI, a person must:

- Have worked and paid Social Security taxes (F.I.C.A.) for enough years to be covered under Social Security. Some of the taxes must have been paid in recent years;
- Be considered medically disabled; and not be working or working but earning less than the substantial gainful activity (SGA) level. Work incentives provide support over a period of years to allow the disability beneficiary to test their ability to work and gradually become self-supporting and independent. In general, a person has at least 4 years to test their ability to work. The person continues to have Medicare coverage during this time.

Supplemental Security Income (SSI)

To be eligible for SSI based on a medical condition, a person must:

- Have little or no income or resources (refer to the Glossary on website below for definitions of income and resources);
- Be considered medically disabled; and initially not be working or working but earning less than the SGA level. Once on the rolls, work activity does not affect a person's continuing eligibility. Work activity does not affect initial or continuing eligibility for a person who is blind. Once a person begins to receive SSI, work activity will not cause SSI to stop as long as the person is still disabled. Even if the person cannot receive SSI checks because of the amount of earnings, eligibility for Medicaid may continue indefinitely. In many cases, if a person loses

his/her job or is unable to continue working, he/she can begin receiving checks again without filing a new application. Over 4.4 million Americans receive SSI because of a disability. Many of these people would like to work but are afraid that if they do, they will lose their SSI checks and Medicaid coverage. The SSI work incentives offer these people ways to continue receiving their SSI checks and/or Medicaid coverage while they work. Some of the incentives can increase their net income to help cover special expenses they may have in order to work, to train for a job or to set up their own business.

SSDI/SSI Work Incentives

SSDI: The SSDI work incentives are:

- Impairment-Related Work Expenses;
- Trial Work Period;
- Extended Period of Eligibility;
- Continuation of Medicare Coverage;
- Medicare for People With Disabilities Who Work; and
- Continued Payment Under a Vocational Rehabilitation Program.

SSI: The SSI work incentives are:

- Impairment-Related Work Expenses;
- Earned Income Exclusion;
- Student Earned Income Exclusion;
- Work Expenses for persons with blindness
- Plan for Achieving Self-Support (PASS);
- Property Essential to Self-Support;
- Section 1619 Work Incentives; and
- Continued Payment Under a Vocational Rehabilitation Program.

* Above Source directly from: http://www.empowermentzone.com/ss_incen.txt

Below are brief descriptions of forms needed to file for certain VA benefits. Be sure you use a return address where mail will get to you as quickly as possible. Make photocopies of all forms for your records before sending your packet to the VARO nearest you.

- VA Form 21-526 - Application for Compensation or Pension- must be filed to apply for compensation or pension. Mail your DD-214 and the following forms to the VARO nearest your release destination 30 to 45 days before your release.
- VA Form 21-4138 - Statement in Support of Claim - lets you explain why you deserve the benefits you are asking for because of your disability or disorder. It is best to have an experienced service representative help you complete the form.
- VA Form 21-4142 - Authorization for Release of Information - If you have received medical or mental health care, that may be relevant to your claim, from anyone other

than a VA Medical Facility, you need to fill out a VAF 21-4142 giving permission for release of medical records to the VA.

- VA Form 10-10EZ - Enrollment for Medical Benefits - is used by the VA to determine if you can receive medical benefits. Complete the form and bring it with you to the VA medical facility where you will seek evaluation for treatment.
- VA Form 28-1900 - Vocational Rehabilitation for Disabled Veterans - is needed to apply for the vocational rehabilitation program to help veterans who were disabled during their service reach maximum independence in daily living, to learn the skills needed to get a job, and to find and keep a job. Send Form 28-1900 to the VARO in your area 10 to 15 days before your release.
- VA Form 70-3288 - Request for and Consent to Release of Information from Claimant's Records - is used to get records relevant to your claim from VA facilities (regional offices, medical centers, outpatient clinics, and vet centers). Request a fee waiver under section 38 C.F.R. Sec. 1.526 (h), which requires the VARO to provide a veteran with one set of his or her records free of charge.

Just for Veterans

- Know where to call toll-free for help.
- Contact organizations about what services they have to offer.
- Think about your housing needs and gather information about what is available locally.
- Learn about job resources and create a plan to find a job.
- Learn about health issues, and what services are available.
- Learn about the resources available for substance abuse and mental health treatment in your area.
- Learn about your options to get financial help.
- Begin to take care of other legal issues.
- Learn about homeless veterans services.
- Learn about resources for women veterans
- If you are not currently receiving benefits, find out if you can or should be.
- If you are receiving benefits, notify the VA when you go to prison to avoid an overpayment.
- Contact a veteran service representative to represent you and help you file a claim.
- Apply for apportionment so that some of the money withheld may be given to eligible family members.

National Resource Addresses/Sites

US Dept of Veterans Affairs (USDVA) www.va.gov/

Veterans Health Administration – VISN
<http://www.starsandstripes.med.va.gov/visn4/>

The American Legion – Delaware <http://www.delegion.org/>

Disabled American Veterans
http://www.dav.org/membership/dept_chapt_links.html /

Veterans of Foreign Wars – Post Locations
www.vfw.org/

Vietnam Veterans of America <http://www.vva.org/map2>

Social Security Administration www.ssa.gov/

National Coalition for Homeless Veterans www.nchv.org
HUDVet State and Local Resources - Delaware
<http://www.hud.gov/offices/cpd/about/hudvet/state/de/index.cfm>

FINANCIAL HELP

- The American Legion provides **Temporary Financial Assistance**, (TFA) from its national headquarters to help maintain a stable environment for children of veterans. To obtain an application, look in the phone book to contact a local post, or contact the National Headquarters to find the post nearest you.
- If you are unemployed with little or no income, you may be able to get **food stamps**. A person may normally qualify for \$85 to \$100 worth of food stamps per month. Call the toll-free information number at 1-800-221-5689, or find a list of food stamp hotlines for each state at www.fns.usda.gov/fsp/contact_info/hotlines.htm. You can also contact the local Department of Human Services, many drop-in shelters, or legal aid services to ask for an application.
- **Supplemental Security Income (SSI)** benefits can be applied for before your release, even though you won't receive the benefits until after you are released. Food Stamps can be applied for together with SSI. Normally, it takes about three months to review an application, so apply well before your release date. It is best to get help filling out the application. For detailed information or assistance, call 1-800- 772-1213, call or your local social

security administration office listed in the phone book blue pages, or go to: <http://www.socialsecurity.gov/ssi>

- **Federal Emergency Management Agency (FEMA)** has a program called Emergency Food and Shelter Program to help prevent homelessness. Contact the local Office of the Mayor or United Way to ask who awards this money in your area and what the rules are.

LEGAL HELP

Veteran status issues:

- You should talk to a **Veterans Advocate Service Officer** for help with discharge upgrades, seeking benefits, and filing a VA claim.

Other legal issues:

- Most law is state-specific. Most common legal problems are governed by the law in the state where you live or where the problem occurred. When looking for legal help, make sure that information you find applies to your state, or that the lawyer or other service provider is qualified to work in your state.
- The **American Bar Association** has a web site with guidelines about free legal services and links to directories of legal aid offices and pro-bono programs. Go to: www.abanet.org
- **Legal Services or Legal Aid offices** have staff lawyers to provide free legal help to poor clients. The lawyers are usually experts in the types of problems that poor clients often have. Look in the yellow pages for a local Legal Aid office or check online for the program, nearest you.
- **Pine Tree Legal Assistance** has an online list of organizations across the nation that provides free legal help to clients who qualify. Go to www.ptla.org/links/services.htm.
- Lawyers in private practice sometimes volunteer in "pro-bono" programs to take cases for poor clients free of charge. Check the yellow pages to contact your **Local Bar Association** to learn if there is a pro-bono program in your community, or go to www.abanet.org/barserv/stlobar.html.

LEGAL/PROBATION CONTACT INFORMATION

Office of the Public Defender – 820 N. French Street 3rd Floor, Wilmington DE 19801; 302-577-5160

Federal Probation & Parole – 844 N. King Lock Box #39, Wilmington DE 19801; 302-252-2950

State of Delaware Bureau of Community Custody & Supervision –
Probation/Parole: Georgetown State Service Center, 546 S. Bedford Street, Georgetown, DE 19947; 302-856-5243

1601 N. Pine Street, Wilmington, DE 19802; 302-577-3443

511 Maple Parkway, Dover, DE 19901; 302-739-5387

Churchman's Industrial Center, 26 Parkway Circle, New Castle, DE 19720; 302-323-6050

Shipleigh Service Center, 350 Virginia Avenue, Seaford, DE 19973; 302-628-2016

WOMEN VETERANS

- Most VA **Medical Centers** and readjustment offices have a designated Women Veterans Coordinator to assist women veterans in accessing VA benefit programs and healthcare services. Call (302) 994-2511 or 1-800-461-8262 or www.starsandstripes.med.va.gov/visn4/page.cfm?pg=38.

SECTION II

This section includes resources that can help you get back on your feet. Remember to check the phone book for local, county, and state agencies that know what services are available in the area to assist you. Some organizations may have waiting lists, require an interview, or have specific rules about whom they serve. It is best if you **start asking about services and requirements now**, so that you will be prepared when you are released. You may even ask if your name can be put on a waiting list when you get closer to your release date.

NATIONAL TOLL - FREE NUMBERS

Crisis and other toll-free numbers are often listed in the front cover or first few pages of the phone book. You may also want to check under "Social Services" in the blue or yellow pages for hotlines and local numbers.

US Department of Veterans Affairs — www.va.gov

- Benefits: 1-800-827-1000,
- Medical Centers: 1-877-222-8387, or
<http://www.starsandstripes.med.va.gov/visn4/>
- Persian Gulf War Helpline: 1-800-749-8387

Focus On Recovery Helpline - A 24-hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383.

National AIDS Hotline - Talk to someone who knows about HIV / AIDS and can tell you about AIDS services in your city or state: 1-800-822-7422.

National Coalition for Homeless Veterans — www.nchv.org, 1-800-838-4357

National Suicide Prevention Hotline - 1-800-273-TALK (8255)

STATE INFORMATION

Delaware Helpline – Provides information on state government agencies and referrals to community resources: www.delawarehelpline.org 1-800-464-HELP, Rape Crisis www.contactdelaware.org 302-761-9100 (NCC) 1-800-262-9800 (KC/SC), Domestic Violence 302-762-6110 (NCC), 302-442-8058 (KC/SC), Suicide Crisis Intervention 1-800-652-2929 (NCC), 1-800-345-6785 (KC/SC)

State of Delaware – Employment Services Job line:
www.delawarepersonnel.com 302-739-7750

Delaware Health & Social Services Division or public Health – 302-995-8653 (NCC), 302-739-5376 (KC), 1-800-752-9393 (KC&SC)

Division of Motor Vehicles – Drivers License: P.O. Box 698, Dover DE 302-744-2500

Delaware State Vital Records Office – Birth /Death/Divorce/Marriage; Division of Public Health, 417 Federal Street, Dover DE 19901; 302-744-4549

Division of Child Mental Health Services – (NCC), 302-674-8211 (KC), 302-442-8013 (SC), 302-739-3712

DuPont Hospital for Children Psychiatry Program- 302-651-4500 (NCC)

National Alliance for Mental Illness in Delaware (AMID) 2400 West 4th Street, Wilmington, DE. 19805– 302-427-0787

Catholic Charities - Crisis intervention, Drug & Alcohol, Domestic violence prevention, AIDS counseling, Residential group homes: – 302-655-9624 (NCC), 302-674-1600 (KC), 302-856-9578 (SC)

CHILD, Inc. – Domestic Violence counseling and shelter, Emergency Shelter for abused, Neglected runaway children, Pregnant/Parenting Teen; 302-762-8989 (NCC), 302-697-0411 (KC), 302-424-1190 (SC), 1-800-742070

ABR Counseling Assoc. – Alcohol/Drug Abuse: 302-697-1701 (KC), 302-436-5868 (SC)

Aquila - Alcohol/Drug Abuse, Day Treatment: 302-999-1106 (KC), 302-856-9746 (SC)

Brandywine Counseling - Drug, Alcohol, Aids Prevention: 302-656-2348

Children & Families First - Respite, Alcohol & Drug abuse, Child abuse/neglect, General counseling:2005 Baynard Blvd., Wilmington, DE 19802 302-658-5177 (NCC), 302-674-8384 (KC), 302-628-2011(Wilmington) 302-479-1577/1-800-734-2388 www.cffde.org

Delaware Family Center – 302-995-9600 (NCC)

Delaware Guidance Services for Children & Youth – 302-652-3948 (NCC), 302-678-3020 (KC), 302-645-5338 (SC)

Latin American Community Center – 302-655-7338 (NCC)

Parents of Children with Disabilities – 302-856-7364 (SC)

Delaware Health and Social Services - Medical Transportation:
1-800-223-9074 www.dhss.delaware.gov/dhss/dsaapd/medical.html

Delaware Department of Education – John G. Townsend Building, 401
Federal Street, Suite 2, Dover, DE 19901-3639 Phone: 302-735-4000,
<http://www.doe.k12.de.us>

Drug-free DELAWARE – www.state.de.us/drugfree/index.htm

The Family & Workplace Connection – www.familyandworkplace.org

WHERE TO START

Check the local phone book yellow pages under "Homeless" or "Social Service Organizations" for a list of many local organizations that offer different services, which may include clothing, public transportation tokens, emergency shelter, and more. You may need to contact several agencies to find all the services you need. Services provided by *government* agencies are listed in the blue pages found near the front of the phone book. Check with your local Public Assistance Office to find out what programs are available and what their guidelines are. We have included some guidance below, but your local organizations are your best resources. **Remember, it never hurts to ask!**

Every **VA Medical Center** has a **Health Care for Homeless Veterans (HCHV) Coordinator** who is responsible for helping homeless veterans access VA and community-based care to end homelessness among veterans. The HCHV program provides outreach, clinical assessments and referrals for medical and mental health care, long-term transitional residential assistance, case management and employment assistance with linkage to permanent housing. To locate your nearest HCHV Coordinator call 1-800-461-8262 302-994, or by contacting the following program/coordinator to best suit your area of need:

- Health Care for Homeless Veterans (HCHV).
Homeless Outreach Coordinator
Ms. Tracy Polk, MSW
1601 Kirkwood Highway
Wilmington, DE 19805
Phone: 302/383/8672
(Delaware/Southern New Jersey)

- Health Care for Homeless Veterans (HCHV)
Homeless Outreach Worker
Mr. Ken Gorski, LSW
6601 Ventnor Avenue, Suite 406
Wilmington, DE 19805
Phone: 302/275/5680
(Atlantic City Area)
- HUD-VASH Program
Mr. Jay Hills, LCSW
1601 Kirkwood Highway
Wilmington, DE 19805
Phone: 302/540/8532
Delaware/Southern New Jersey
- **Department of Veterans Affairs (DVA)** provides assistance with Veterans benefits & entitlements information, VA claims process, representation and advocacy, Trauma (PTSD) counseling, Veterans Homes for those in need of nursing care, and employment assistance through federal funded reintegration projects. Call 1-800-562-2308 or go to www.va.gov.

HOUSING

It is important to know that you have a place to go when released. The first step in returning to the community is finding a place to stay. This section includes ways to locate emergency shelter, transitional programs, and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you should ask about applying as soon as possible. If you are released and find yourself homeless, emergency assistance is available.

To find a list of emergency shelters for men, women and families in every state, check the **Department of Housing and Urban Development** online at www.hud.gov/homeless/hmlsagen.cfm

Public housing waiting lists can be long, but the length of time can vary from place to place. Even if you are not sure where you want to live yet, apply to get on the waiting list so that you have as many options as possible. To learn how to apply, contact the local housing authority listed in the phone book blue pages under "Local Government Public Housing Authority."

HUD-VASH

This joint Supported Housing Program with the US Department of Housing and Urban Development (HUD) provides permanent housing and ongoing case

management treatment services for homeless veterans who would not be able to live independently without the support of case management. HUD's Section 8 Voucher Program has designated over 10,000 vouchers to Public Housing Authorities (PHAs) throughout the country for veterans who are homeless. This program allows veterans to live in veteran selected apartment units with a "Housing Choice" voucher. These vouchers are portable so that veterans can live in communities served by their VA medical facility where case management.

Emergency/Transitional and Long-term or Permanent Housing for Delaware

Central YMCA

501 W. 11th Street
Wilmington, DE 19801
Phone: 302/571/6950

The Shepherd Place

For Homeless Families and Single Adult Women
1362 S. Governors Ave.
Dover, DE 19904
Phone: 302/678/1909 or 302/678/4935

The Sunday Breakfast Mission Inc.

Faith Based Shelter for Homeless Men
110 N. Popular Street
P.O. Box 352
Wilmington, DE 19899
www.sundaybreakfastmission.org

Friendship House

For Homeless Men and Women
226 N. Walnut Street
Wilmington, DE 19899
Phone: 302/652/8278
www.freindship-house.org

The Ministry of Caring Inc.

Ecumenical organization that serves poor Homeless and Disadvantaged
506 N. Church Street
Wilmington, DE 19801
Phone: 302/652/5523
Fax: 302/428/3702
www.ministryofcaring.org

Sojourners' Place

For Homeless Men and Women

2901 Northeast Blvd

Wilmington, DE 19802

Phone: 302/764/4713

www.sojourners.org

Casa San Francisco

Provides services to assist low income residents of Sussex County DE

P.O. Box 38

127 Broad Street

Milton, DE 19968

www.cdow.org/casasanfran.html

Home of the Brave Foundation

6632 Sharps Rd., Vet Shelter

Milford, DE 19963

Phone: 302/424/1681

Fax: 302/424/4739

Gateway House

Community Transitional housing for men- contract bed assistance

121 North Poplar Street

Wilmington, DE 19801

Phone: 302/571/8885

www.gatewayhouse.ws

WILMINGTON, DE AREA

Friendship House-Administers to homeless in Wilmington

226 N. Walnut Street

(Old Asbury Church)

Wilmington, DE 19801

Phone: 302/652/8278

Fax: 302/652/8641

Website: <http://www.friendship-house.org/>

*Have a Women's Day Center

720 N. Orange St

Wilmington, DE

Phone: 302/652/8033

*Have a Men's Day Center

3 & Walnut St

Wilmington, DE

Phone: 302/652/8278

Andrew's Place- Accept over 55 with disability; Winter only;
Operated by Friendship House; men only; Sept-June; no substance abuse.
Intake occurs at Friendship house before assigned to Andrew's Place

720 N. Orange

Wilmington, DE

Phone: 302/652/8278 (Operated by Friendship House)

Website: <http://www.friendship-house.org/>

Casa San Francisco- Services for low income residents of Sussex County;
accept families

127 Broad St

Milton, DE

Phone: 302/762/6110

Emmaus House- Accept couples and families; no substance abuse

34 Continental Ave

Newark, DE

Phone: 302/737/2241

Hope House I- Emergency only; Women's Shelter ; No children accepted;
accept persons with substance abuse issues

1103 West 8th Street

Wilmington, DE

Phone: 302/652/8532

Hope House II-Emergency only; Accept women with children under 12

121 North Jackson Street

Wilmington, DE

Phone: 302/652/1935

Hope House III- Emergency only; Accept women with children under 12

515 North Broom Street

Wilmington, DE

Phone: 302/652/0970

House of Joseph I-13 beds (from 5 to 1 per room); Must be interviewed to get
on waiting list;

Employed homeless men; Must be able to become employed; They can provide
some assistance in finding work; Length of stay: 30 to 45 days; can provide case
management; Cost is Free; Men only; accepts substance abuse clients.

1328 West Third St.

Wilmington, DE

House of Joseph II-Accept men & women; Housing for homeless persons with
AIDS

9 W. 18th St.

Wilmington, DE

Phone: 302/594/9473

Martha House

602 Philadelphia Pike
Wilmington, DE
Phone: 302/655/5568

Mary Mother of Hope House I-Women only

1103 West 8th Street
Wilmington, DE
Phone: 302/652/8532

Shepherd Place-Shelter for women in Dover

1362 South Governors
Dover, DE
Phone: 302/678/1909

Sojourner's Place-Interview required; Dormitory style living, 50 beds, for men and women; Must do chores; must save 75% of income; Assistance provided in finding employment. Some of this is done through Delaware State Office of Vocational Rehabilitation; On site substance abuse counseling; Located on bus line; Length of Stay: Can be up to 2 years if needed; Cost: Free

2901 N.E. Blvd
Wilmington, DE
Phone: 302/764/4713

Sunday Breakfast Mission

110 N. Poplar St
Wilmington, DE
Phone: 302/656/8542

DIRECTORY OF HOMELESS & HOUSING AND ADVOCACY COALITIONS

The following is a list of Homeless and Housing Advocacy Coalitions. Not all of these coalitions provide direct services, but they may be able to tell you about local programs or services.

United Way - provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at www.unitedway.org.

Local churches and faith-based organizations, such as Catholic Charities, Salvation Army, and Volunteers of America, may have a variety of programs to

assist you. Find these organizations by calling your county or city Department of Social Services. Check the blue pages of the phone book for the number.

Delaware Federal Sector:

U.S. Department of Housing and Urban Development

Delaware State Office
920 King St., One Rodney Sq. Suite 404
Wilmington, DE 19801-3016
Phone: 302/573/6300
Fax: 302/573/6259

Veterans Benefits Administration

U.S. Department of Veterans Affairs Wilmington Regional Office
1601 Kirkwood Hwy., Bldg. Three
Wilmington, DE 19805
Phone: 302/994/1660
Fax: 302/633/5250
Public Information: 1/ 800/827/1000

U.S. Department of Veterans Affairs Wilmington Regional Office

1601 Kirkwood Hwy., Bldg. Three

Wilmington, DE 19805
Phone: 302/994/1660
Fax: 302/633/5250
Public Information: 1/ 800/827/1000

Veterans Center

Wilmington Vet Center #0215
1601 Kirkwood Hwy., Bldg. Three
Wilmington, DE 19805
Phone: 302/994/1660
Fax: 302/633/5250

U.S. Department of Veterans Affairs Health Care for Homeless

Veterans Program

1601 Kirkwood Hwy.
Wilmington, DE 19805
Phone: 302/633/5286
Fax: 302/633/5266

Veterans Community Homelessness Assessment, Local Education & Network Groups (CHALENG)

U.S. Department of Veterans Affairs Administrative Medical and Regional Office/Office of Social Work Services
1601 Kirkwood Hwy., Veterans Medical & Regional Offices

Wilmington, DE 19805
Phone: 302/633/5286
Fax: 302/633/5266

Delaware State Sector:

State Contacts for Homeless Issues State of Delaware Office of
Community Services
1901 N. Dupont Hwy.
New Castle, DE 19720
Phone: 302/577/4965
Fax: 302/577/4973

State of Delaware Commission of Veterans Affairs
802 Silver Lake Blvd., Robbins Bldg., Suite 100
Dover, DE 19904
Phone: 302/739/2792
Fax: 302/739/2794

State Veterans Homes State of Delaware Commission of Veterans Affairs
802 Silver Lake Blvd., Robbins Bldg., Suite 100
Dover, DE 19904
Phone: 302/739/2792
Fax: 302/739/2794

State Job Service Agencies

State of Delaware Department of Labor
4425 N. Market St., Fourth Floor
Wilmington, DE 19802
Phone: 302/761/8000
Fax: 302/761/6621

State of Delaware Commission of Veterans Affairs
802 Silver Lake Blvd., Robbins Bldg., Suite 100
Dover, DE 19904
Phone: 302/739/2792
Fax: 302/739/2794

Statewide Homeless and Housing Advocacy State of Delaware
Housing Coalition
840 Walker Rd.
Dover, DE 19903-1633
Phone: 302/678/2286
Fax: 302/678/8645

We encourage enrollment in the VA Health Benefits System as soon as you are released. Every **VA Medical Center** has a **Health Care for Homeless Veterans Coordinator** who helps veterans and their families find resources inside and outside the VA Health Care system. ***If ineligible for veteran's benefits, free or low-cost health care may be available from the following sources:***

- **Department of Social and Health Services (DSHS)** can tell you where to find health care facilities for the homeless. Check the phone book blue pages under local, city, or county government for the number.
- **National Health Care for the Homeless Council** has a list of health care providers working with homeless people across the nation. For a list of providers in your state, go to www.nhchc.org.
- **Free clinics** are run by many local organizations and communities. Look in the phone book blue pages under "Public Health" to contact local government office for clinics in your area.

LISTENING POST LOWER DELAWARE

Listening Post Lower Delaware, a Delaware Commission of Veterans Affairs contracted service of People's Place established in 1989, offers a wide range of services for veterans of all wars and eras who live in Southern New Castle County to the Delaware-Maryland line. Services range from employment counseling, introducing and explaining veterans' benefits, drug and alcohol counseling, family and individual counseling, and transportation to medical facilities in the region. The outreach program coordinator helps connect veterans with a support group operated by People's Place Counseling Center in Milford.

Program Referrals

Referrals to this program are generally self-referrals or referrals from other social service agencies.

Description of the Services Offered:

- Group and Individual Psychotherapy
- P.T.S.D Group Psychotherapy
- Referral to Substance Abuse Treatment Programs
- Referral to VA Hospital for Medical Treatment
- Provide Free Transportation to VA Medical Centers
- Referral for Financial Help such as VA Disability Pension or Compensation
- Vocational Counseling
- Delaware Department of Labor Job Placement Assistance

- Assist Homeless Veterans with Placement in Emergency Shelters
- Assistance with Obtaining Military Discharge (DD-214)

Eligibility and Other Important Information Specific to the Program:

Veterans who were discharged under Honorable conditions.

Location of Services: Southern New Castle County south to the Delaware/Maryland line.

Contact Us: For More Information Call: 302-424-1682

Mailing Address:

LPLoDel
6632 Sharps Road
Milford, DE

- Source is from <http://www.peoplesplace2.com/listeningPost.html> **Special**

Health Information for Veterans:

- If you think you may be at risk for AIDS and HIV infection after your release, contact the nearest VA Medical Center to get tested, and seek counseling. Those at highest risk for AIDS and HIV infection are:
 - people who share needles or syringes to inject drugs or steroids
 - men who have sex with other men;
 - those born to mothers who have HIV
 - people who received blood transfusions before 1985;
 - anyone who has sex with anyone who is at risk for HIV / AIDS.
 - Veterans, homeless, and incarcerated people are at high risk for **Hepatitis C (HCV)**, a serious disease that can cause cirrhosis (scarring of the liver) and liver cancer. If you think you are at risk after your release, contact the nearest VA Medical Center to get tested and seek HCV counseling. You are at risk if:
 - you ever used a needle to inject drugs;
 - you had a blood transfusion or organ transplant before 1992;
 - you were a health care worker and had contact with blood;
 - you were on long-term kidney dialysis;
 - your mother had hepatitis C when she gave birth to you.
 - The Veterans Health Administration also recommends testing if:
 - you are a Vietnam-era veteran;
 - you have had exposure to blood on your skin;
 - you have had multiple sex partners;
 - you have tattoos or body piercing;
 - you have ever snorted cocaine;
 - you have liver disease;
 - you have a history of drinking a lot of alcohol;
 - you have had an abnormal liver function test.

Reentry Specialist Contact Information listed by State

| State | Name of Specialist | Contact Information |
|---------------|---------------------------|----------------------------|
| Alabama | Harell Jamison | 803-776-4000 |
| Alaska | Diana Rogers | 503-220-8262 |
| Arizona | Danica Bogicevic | 602-277-5551 |
| Arkansas | Kyle Liotta | 318-473-0010 |
| California | Craig Lea | 562-826-8000 |
| Colorado | Michael Apgar | 303-399-8020 |
| Connecticut | Kevin Casey | 781-687-3487 |
| Delaware | Otis Nash | 717-272-6621 |
| Florida | Taylor Alyea | 352-379-4955 |
| Georgia | Varanese Cousan | 404-321-6111 |
| Hawaii | George Kennedy | 650-493-5000 |
| Idaho | Diana Rogers | 503-220-8262 |
| Illinois | Therese Lynch | 312-569-8145 |
| Indiana | Stacy Knipscheer | 260-426-5431 |
| Iowa | Brian Brooks | 515-577-8068 |
| Kansas | Rolando Vazquez | 314-652-4100 |
| Kentucky | Kathy Vasquez | 859-233-4511 |
| Louisiana | Kyle Liotta | 318-473-0010 |
| Maine | James Hart | 781-687-3352 |
| Maryland | James Haskell | 410-605-7000 |
| Massachusetts | Kevin Casey | 781-687-3487 |
| Michigan | Elvin Barren | 734-845-5030 |
| Minnesota | Brian Brooks | 515-577-8068 |
| Mississippi | Kyle Liotta | 318-473-0010 |
| Missouri | Rolando Vazquez | 314-652-4100 |
| Montana | Amy Earle | 801-582-1565 |

| | | |
|-----------------|-------------------|--------------|
| Nebraska | Brian Brooks | 515-577-8068 |
| Nevada | Virginia Hines | 702-636-3000 |
| New Hampshire | James Hart | 781-687-3352 |
| New Jersey | Susan Moore-Magee | 973-676-1000 |
| New Mexico | Danica Bogicevic | 602-277-5551 |
| New York | Jonathan Pollack | 518-626-5161 |
| North Carolina | Eddie Watts | 410-642-2411 |
| North Dakota | Brian Brooks | 515-577-8068 |
| Ohio | David Shawlson | 440-526-3030 |
| Oklahoma | David Sands | 713-791-1414 |
| Oregon | Diana Rogers | 503-220-8262 |
| Pennsylvania | Otis Nash | 717-272-6621 |
| Rhode Island | Kevin Casey | 781-687-3487 |
| South Carolina | Harell Jamison | 803-776-4000 |
| South Dakota | Brian Brooks | 515-577-8068 |
| Tennessee | Suzanne Jenkins | 615-327-4751 |
| Texas | Warren Pearson | 254-297-3699 |
| Utah | Amy Earle | 801-582-1565 |
| Vermont | James Hart | 781-687-3352 |
| Virginia | James Temple | 804-675-5333 |
| Washington | Diana Rogers | 503-220-8262 |
| Washington D.C. | Rodney Carter | 202-745-8000 |
| West Virginia | Otis Nash | 717-272-6621 |
| Wisconsin | David Kagabitang | 414-588-7019 |
| Wyoming | Michael Apgar | 303-399-8020 |