



Mountain Valor empowers Veterans and their families across rural Virginia by providing them with the tools, resources and connections they need to thrive.

**Reach out:
support@mtnvalor.org**

Learn more: www.mtnvalor.org

**See what we do:
[@mountainvalorveteranservices](https://www.instagram.com/mountainvalorveteranservices)**

Welcome & How to Use This Booklet

Mountain Valor is a veteran-led nonprofit serving veterans, families, caregivers, and survivors across rural Virginia. Every member of our team is either a veteran or a family member. We have navigated the same transitions, the same paperwork, the same frustrations, and the same questions about what comes next. You don't have to explain military life to us; we lived it.

In rural communities, finding accurate information, trusted guidance, or someone who truly “gets it” can be difficult. Many people don't know what support exists, aren't sure where to start, or feel overwhelmed by systems that were not built with rural realities in mind. We are here to make that path clearer and to walk beside you as you move forward.

Our role is to listen, guide, and connect. We help individuals understand their options, prepare for next steps, and stay supported through processes that can take time. We connect people not only to federal and state programs, but also to local community resources: the neighbors, organizations, and services that can provide real, day-to-day support close to home.

Whether you are seeking help for yourself, supporting a loved one, or simply trying to understand what resources are available, we look forward to talking to you.

Why We Do This

Over the past several years, we have sat with veterans and families in libraries, senior centers, community events, and living rooms across the region. Again and again, we heard the same thing: *“I didn't know who to ask.”*

This organization exists to be someone you can ask; someone who understands both the military experience and the realities of life after it, and who knows the local communities where you live.

How to Use this Booklet

Based on feedback from the past year, we have reorganized and clarified the information included in this booklet. Use the audience-specific sections to jump directly to programs and resources that best fit your situation.

If you need a hand at any point, reach out.

Crisis Support

- **Veterans Crisis Line** — Dial **988** then press **1**, Text **838255**, or Chat: <https://www.veteranscrisisline.net/get-help-now/chat/>

You do not need to be enrolled in VA health care to use this service.

- **Vet Centers (Free, confidential counseling for post 9/11 Veterans & families)** — <https://www.vetcenter.va.gov>
- **Virginia Department of Veterans Services (DVS – veteran peer groups, family counseling)** — Main site: <https://www.dvs.virginia.gov>

Phone: 1-844-838-7838

Essential Documents (Ensure Next of Kin can locate)

- **DD 214 (Proof of Service):**
 - Request records from the National Archives:
<https://vetrecs.archives.gov/s/>
 - If you need it immediately, select “emergency,” then “burial”
- **VA Benefits Letter (Access details about your VA benefits):**
 - Navigate to <http://www.va.gov> and sign in.
 - Click on “VA Benefits and Health Care.”
 - Select “Disability,” then “Check your claim or appeal status.”
- **Survivor Benefit Plan (SBP) Documents:**
 - Verification (DD Form 2656-7) and Election Change (DD Form 2656-6).
 - Request these records from DFAS:
<http://www.dfas.mil/RetiredMilitary/forms/>
- **Birth Certificate**
 - Request from the vital records office of the Veteran’s birth state.
<https://www.vdh.virginia.gov/vital-records/>
- **Marriage Certificate**
 - Request from the vital records office of the state where you were married.
<https://www.vdh.virginia.gov/vital-records/>
- **Death Certificate**
 - Request from the vital records office of the state or county where the death occurred.
<https://www.vdh.virginia.gov/vital-records/>
- **Divorce Decree**
 - Contact the clerk of the county or city where you got divorced.

- If you divorced in Virginia, request through the VA DMV at the following link

[https://select.dmv.virginia.gov/select/help/BO/HTML/index.html?
request_copy_of_divorce_certif.htm](https://select.dmv.virginia.gov/select/help/BO/HTML/index.html?request_copy_of_divorce_certif.htm)

Important Websites and Login Information

Write in your information for your next of kin to be able to access.

Website	Username	Password
login.gov		
ID.me, login.gov, or DS Logon		
www.dvs.virginia.gov		
www.dfas.mil		
www.militaryonesource.mil		
Prudential login for VGLI		
Location of DD214?		
Location of VA statement of benefits?		
Location of marriage certificate?		
Location of name change documentation?		
Location of death certificate?		
Location of previous marriage divorce decree?		
Child birth certificates for dependency documentation		
Other:		

Programs for Veterans

Financial & Compensation

VA Disability Compensation

VA disability compensation provides **monthly tax-free payments** to Veterans who were injured, developed an illness, or whose existing conditions worsened due to military service. Benefits cover both **physical conditions** (e.g., chronic illness, injuries) and **mental health conditions** such as PTSD that developed before, during, or after service.

Who qualifies:

- Veterans with a discharge other than dishonorable
- Veterans with medical evidence that their condition began or worsened during service

What it provides:

- Monthly payments based on disability rating (0%–100%)
- Access to VA healthcare and additional support programs
- Higher ratings can open eligibility for dependent healthcare (CHAMPVA), housing assistance, and caregiver support

Why you should check into it:

- If your service affected your health — physically or mentally — this is the benefit that helps restore financial stability and access to care.

Phone: 1-800-827-1000

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

VA Pension (Wartime Veterans)

A needs-based monthly payment for wartime Veterans who meet age or disability requirements and fall below VA income and net-worth limits. Pension may increase through **Aid & Attendance** for those needing help with daily activities.

Who qualifies:

- Wartime Veterans age 65+ or permanently disabled
- Veterans who meet VA income and net-worth requirements

What it provides:

- Monthly financial support
- Can increase if you need daily help through Aid & Attendance

Why you should check into it:

- If you served during wartime and are struggling financially in retirement or disability, this benefit helps you stay stable and independent.

Phone: 1-800-827-1000

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

Aid & Attendance (A&A) - Enhanced Pension

Provides **additional financial support** for wartime Veterans who require assistance with bathing, dressing, feeding, mobility, or who are housebound.

Who qualifies:

- Wartime Veterans or their surviving spouses
- Those who need assistance with bathing, dressing, eating, or mobility

What it provides:

- Increased monthly payments
- Helps cover the cost of caregivers, home health aides, or assisted living facilities

Why you should check into it:

- If your health requires daily support, this can help relieve the financial burden and allow you to remain safe and cared for.

Phone: 1-800-827-1000

Website: <http://www.va.gov/pension/aid-attendance-housebound>

Special Monthly Compensation (SMC)

SMC provides **extra monthly compensation** for Veterans with severe, service-connected disabilities that require special assistance (e.g., loss of limb, blindness, need for personal care).

Who qualifies:

- Veterans with serious disabilities such as loss of limb, blindness, paralysis, or need for daily personal care

What it provides:

- Higher monthly payments beyond standard disability compensation
- Designed to support the cost of advanced medical or caregiving needs

Why you should check into it:

- This ensures Veterans with the most significant disabilities receive the full level of support they have earned through service.

Phone: 1-800-827-1000

Website: <https://www.va.gov/disability/compensation-rates/special-monthly-compensation-rates>

Concurrent Retirement & Disability Pay (CRDP)

Allows eligible military retirees with a **VA disability rating of 50% or higher** to receive both their full military retired pay and VA disability compensation **without offset**.

Who qualifies:

- Retired Veterans with at least a 50% VA disability rating

What it provides:

- Restores full retirement pay that would normally be offset by VA disability
- Allows Veterans to receive the total value of both earned benefits

Why you should check into it:

- If you retired from the military and have a disability rating, this ensures you are not financially penalized for your service-connected health conditions.

Phone: 1-800-321-1080 (DFAS)

Website: <http://www.dfas.mil/retiredmilitary/disability/crdp>

Combat-Related Special Compensation (CRSC)

Provides **tax-free monthly payments** for military retirees whose disabilities are combat-related (including training incidents, hazardous duty, or direct combat). Restores retired pay that would otherwise be offset by VA disability payments.

Who qualifies:

- Retired Veterans with disabilities connected to combat, hazardous duty, training exercises, or exposure to combat conditions

What it provides:

- Monthly compensation that replaces retirement pay lost due to VA disability offsets

Why you should check into it:

- If your service-connected disability resulted from combat or combat training, this restores benefits you earned through sacrifice.

Phone: 1-800-321-1080 (DFAS)

Website: <http://www.dfas.mil/retiredmilitary/disability/crsc>

Health Care

VA Health Care Enrollment

Apply to enroll in VA health care to access primary care, specialty care, mental health, prescriptions, and more. Eligibility depends on service history, disability rating, and income.

Who qualifies:

- Most Veterans with an honorable or general discharge
- Eligibility is based on length of service, disability rating, and income

What it provides:

Access to VA hospitals and clinics

- Primary and specialty care
- Mental health counseling

Prescriptions and preventative care

Why you should check into it:

- If you need affordable healthcare or consistent Veteran-focused care, this is your entry point into the VA system.

Phone: 1-877-222-8387

Website: <https://www.va.gov/health-care/how-to-apply/>

VA Medical Centers & Clinics

VA hospitals and outpatient clinics that deliver comprehensive, Veteran-centered care, including primary care, surgeries, rehabilitation, and long-term care.

Who qualifies:

- Veterans enrolled in VA healthcare

What they provide:

- Primary and specialty care
- Surgery, rehabilitation, and long-term care
- Access to medical records and appointments through MyHealtheVet

Why you should check into it:

- These are the main VA healthcare facilities and often your closest option for Veteran-specific care in rural Virginia.

Phone: 1-877-222-8387

Website: <https://www.va.gov/find-locations/>

VA Mental Health Services

Clinical care for PTSD, depression, anxiety, substance use, and readjustment stress; includes evidence-based therapies, medications, and crisis support.

Who qualifies:

- Veterans enrolled in VA healthcare

What it provides:

- Individual counseling and therapy
- Medication management
- Peer and group programs

- Crisis intervention and suicide prevention

Why you should check into it:

- This is professional care designed specifically for Veterans — not civilian providers trying to interpret military experience.

Phone: 1-877-222-8387

Website: <https://www.mentalhealth.va.gov/>

Vet Centers (Readjustment Counseling Services)

Free, confidential counseling for eligible Veterans, service members, and their families - **no VA health care enrollment is required**. Offers individual, group, family, and bereavement counseling.

Who qualifies:

- Veterans who served in combat zones
- Their spouses, caregivers, and survivors
- No VA enrollment required

What they provide:

- PTSD and trauma counseling
- Grief and bereavement support
- Relationship and family counseling
- Military sexual trauma (MST) counseling
- Readjustment and transition support

Why you should check into it:

- Vet Centers are one of the most approachable and trusted VA mental health resources. If you need help and want privacy, this is the place to start.

Phone (Vet Center Call Center): 1-877-927-8387

Website: <https://www.vetcenter.va.gov/>

VA Dental Care

Preventive, restorative, and surgical dental services for Veterans who meet VA dental eligibility (e.g., certain service-connected dental conditions, 100% P&T).

Who qualifies:

- Veterans with a service-connected dental disability
- Veterans rated 100% permanently and totally disabled
- Some former POWs and others with qualifying conditions

What it provides:

- Dental exams and treatment
- Preventative and restorative dental care

Why you should check into it:

- If you qualify, this can eliminate the cost of routine and major dental work.

Phone: 1-877-222-8387

Website: <https://www.va.gov/health-care/about-va-health-benefits/dental-care/>

VA Vision Care

Eye exams, glasses, and low-vision services; availability may depend on priority group or rating.

Who qualifies:

- Veterans enrolled in VA healthcare
- Some services depend on disability rating or income

What it provides:

- Eye exams and corrective lenses

Why you should check into it:

- This can significantly reduce the cost of glasses - especially important for aging Veterans.

Phone: 1-877-222-8387

Vision Website: <https://www.va.gov/health-care/about-va-health-benefits/vision-care/>

VA Prescription Benefits

Refill, track, and manage prescription medications; some copays may apply based on priority group.

Who qualifies:

- Veterans enrolled in VA healthcare

What it provides:

- Access to prescribed medications
- Lower or no-cost prescriptions depending on your priority group

Why you should check into it:

- This can reduce the cost of long-term medications and make care more affordable.

Phone (Copay Help): 1-888-827-4817

Website: <https://www.va.gov/health-care/manage-prescriptions-medications/>

Employment, Transition & Education

Veteran Readiness & Employment (VR&E, Chapter 31)

Helps Veterans with service-connected disabilities **prepare for, find, and keep suitable employment** through career counseling, training/education, job placement, and—when needed—independent living services.

Who qualifies:

- Veterans with a service-connected disability rating of at least 10%
- Veterans with an employment handicap related to their disability

What it provides:

- Career counseling and evaluation
- Education or job training
- Resume and employment support
- In some cases, assistance starting a small business

Why you should check into it:

- If your service-connected condition affects your ability to work, this program helps you rebuild a sustainable path forward.

Phone: 1-800-827-1000

Website: <https://www.va.gov/careers-employment/vocational-rehabilitation/>

Veterans Employment Resources (VA/VEC)

VA's employment portal with job listings, resume tools, and employer connections for Veterans, transitioning service members, and spouses.

Who qualifies:

- Veterans, transitioning service members, and eligible family members

What it provides:

- Job search assistance
- Resume and skills translation tools
- Direct connections to employers who want to hire Veterans

Why you should check into it:

- This is one of the easiest ways to find Veteran-friendly employers who understand your background and value your experience.

Phone: 1-800-827-1000

Website: <https://www.va.gov/careers-employment/veteran-resources/>

Virginia DVS Employment & Transition

Commonwealth-wide employment support, credentialing/licensure guidance, hiring events, and transition assistance for Virginia Veterans and spouses.

Who qualifies:

- Veterans and transitioning service members in Virginia

What it provides:

- Career counseling and transition planning
- Job placement assistance
- Employer connections and hiring fairs
- Credential and licensing guidance

Why you should check into it:

- This is a Virginia-specific resource designed to help Veterans and families find stable, meaningful work within the Commonwealth.

Phone: 1-844-838-7838

Website: <https://www.dvs.virginia.gov/employment-transition>

Transition Assistance Program (TAP)

DoD/VA transition curriculum that covers employment readiness, benefits, and financial planning for separating service members; materials also support recently separated Veterans.

Who qualifies:

- All transitioning active-duty service members
- Veterans who separated recently and need additional support

What it provides:

- Resume and interview training
- VA benefits education
- Career readiness and transition workshops

Why you should check into it:

- Even if you're already out, TAP materials can help you make sense of the benefits and career pathways available to you.

Phone: 1-800-827-1000

Website: <https://discover.va.gov/transition-programs/transition-assistance-program/>

Military Skills Credentialing & State Licensure

Translates military training/experience into **civilian certifications and licenses** to speed entry into the workforce. Check Virginia-specific pathways via DVS and national resources via Military OneSource.

Who qualifies:

- Veterans and transitioning service members

What it provides:

- Recognition of military experience in fields like healthcare, logistics, IT, and mechanics
- Faster access to civilian credentials and jobs

Why you should check into it:

- This can reduce the time and cost needed to enter the civilian workforce in your trained field.
- Check with Virginia DVS or Military OneSource for state options.

Phone (MyVA411): 1-800-698-2411

DVS: <https://www.dvs.virginia.gov/>

Military OneSource: <https://www.militaryonesource.mil/>

VA Small Business Support (VetBiz/OSDBU)

Guidance for Veteran and Service-Disabled Veteran-Owned Small Businesses, including federal contracting opportunities and verification.

Who qualifies:

- Veterans and service-disabled Veteran entrepreneurs

What it provides:

- Guidance on launching or growing a business
- Access to Veteran-preference contracting opportunities

Why you should check into it:

- If you want to build your own path instead of working for someone else, this is the VA's small business support lane.

Phone (MyVA411): 1-800-698-2411

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

VA Education & Career Counseling (Chapter 36)

Career assessments, education planning, and benefit usage guidance for Veterans and eligible dependents.

Who qualifies:

- Veterans and eligible dependents using VA education benefits

What it provides:

- Career assessments and planning
- Education and training guidance
- Support in choosing the right program or career direction

Why you should check into it:

- This helps you use your earned education benefits strategically — not just randomly.

Phone: 1-800-827-1000

Website: <https://www.va.gov/careers-employment/education-and-career-counseling/>

Post-9/11 GI Bill (Chapter 33)

Pays tuition and fees to your school, a **monthly housing allowance**, and a book stipend for approved education and training (college, vocational, OJT, apprenticeships).

Who qualifies:

- Veterans with at least 90 days of active duty after 9/10/2001
- Veterans medically discharged with fewer days may still qualify

What it provides:

- Tuition and fees paid directly to the school
- A monthly housing allowance
- A stipend for books and supplies

Why you should check into it:

- This can fully fund your education or training and provide monthly support while you're in school. It's one of the strongest benefits the VA offers for building your next chapter.

Phone (Education Call Center): 1-888-442-4551

Website: <https://www.va.gov/education/about-gi-bill-benefits/post-9-11/>

Montgomery GI Bill (MGIB)

Legacy GI Bill that pays a monthly benefit directly to the student for approved education and training, if you paid into MGIB while serving.

Who qualifies:

- Veterans who contributed to the Montgomery GI Bill during service
- Often applies to those who served prior to 9/11

What it provides:

- Monthly payments directly to the Veteran for approved education or training

Why you should check into it:

- If you paid into this while in uniform, you should use it. It can still cover trade training, certifications, and career advancement.

Phone (Education Call Center): 1-888-442-4551

Website: <https://www.va.gov/education/about-gi-bill-benefits/montgomery-active-duty/>

Veteran Readiness and Employment Education Track (VR&E, Chapter 31)

For Veterans with service-connected disabilities who need education or training to achieve employment goals; may cover tuition, supplies, and support services.

Who qualifies:

- Veterans with at least a 10% VA disability rating
- Veterans whose disabilities affect their ability to work

What it provides:

- Paid education or training programs
- Career counseling and support
- Job placement assistance

Why you should check into it:

- If your disability limits the kind of work you can do, this program helps you retrain for something sustainable — and covers the cost.

Phone: 1-800-827-1000

Website: <https://www.va.gov/careers-employment/vocational-rehabilitation/>

Fry Scholarship

Provides Post-9/11 GI Bill-level education benefits to children and surviving spouses of service members who died in the line of duty after September 10, 2001.

Who qualifies:

- Children of fallen service members
- Surviving spouses who have not remarried

What it provides:

- Full Post-9/11 GI Bill education coverage, including tuition, housing allowance, and book stipend

Why you should check into it:

- If you are caring for or raising a child of a fallen Veteran, this scholarship ensures their education is funded — that's long-term stability for the next generation.

Phone (Education Call Center): 1-888-442-4551

Website: <https://www.va.gov/education/survivor-dependent-benefits/fry-scholarship/>

Housing

VA Home Loans

VA-backed loans help eligible Veterans, service members, and some surviving spouses **buy, build, improve, or refinance** a home—often with **no down payment** and no PMI.

Who qualifies:

- Veterans, active-duty service members, and some surviving spouses
- Requires a Certificate of Eligibility (COE)

What it provides:

- Often no down payment
- Lower interest rates than conventional loans
- No private mortgage insurance (PMI) required
- Can be used for purchasing, construction, or refinancing

Why you should check into it:

- This makes homeownership more achievable and affordable for Veterans and families, especially in rural areas where conventional lending can be harder to access.

Phone (Regional Loan Center): 1-877-827-3702

Website: <https://www.va.gov/housing-assistance/home-loans/>

VA Adapted Housing Grants (SAH/TRA/SHA)

Grants to **build or modify** a home for accessibility due to qualifying service-connected disabilities (e.g., ramps, widened doors, accessible baths/kitchens).

Who qualifies:

- Veterans with qualifying disabilities such as loss of limb, blindness, or mobility limitations

What it provides:

- Funding to build or adapt homes for wheelchair access
- Modifications like ramps, widened doorways, accessible bathrooms, and kitchens

Why you should check into it:

- This can make it possible for you to stay safely in your own home instead of needing assisted living or relocation.

Phone: 1-800-827-1000

Website: <https://www.va.gov/housing-assistance/disability-housing-grants/>

HUD-VASH (Homeless Veterans Program)

Joint VA/HUD program providing **rental vouchers** plus VA case management to help Veterans experiencing homelessness find and keep safe housing.

Who qualifies:

- Veterans facing homelessness or housing instability

What it provides:

- Rental assistance through housing vouchers
- Support from VA case managers to help secure and maintain housing

Why you should check into it:

- If you're struggling to keep stable housing, this program can help you get back on your feet and into a safe place quickly.

Phone (National Call Center for Homeless Veterans): 1-877-424-3838 (4 AID VET)

Website: <https://www.va.gov/HOMELESS/index.asp>

VA Home Loan Foreclosure Prevention

Assistance for borrowers with VA-backed loans who are struggling with payments—loan servicing support, counseling, and alternatives to foreclosure.

Who qualifies:

- Veterans with an active VA home loan who are facing financial hardship

What it provides:

- Financial counseling and loan servicing support
- Options to modify the loan or prevent foreclosure
- Help connecting with lenders and housing counselors

Why you should check into it:

- This can help you stay in your home and protect your investment, especially during periods of financial stress.

Phone: 1-877-827-3702

Website: <https://www.va.gov/housing-assistance/home-loans/trouble-making-payments/>

Temporary & Emergency Housing Support

Short-term housing and stabilization resources coordinated through VA homeless programs and local partners.

Who qualifies:

- Veterans experiencing financial or housing instability

What it provides:

- Referrals for emergency or transitional housing
- Support through VA social workers or local housing partners

Why you should check into it:

- If you need immediate housing help or a short-term bridge, this is the VA's starting point for stabilization.

Phone (Homeless Programs): 1-877-424-3838

Website: <https://www.va.gov/homeless/>

Legal & Administrative

VA Discharge Upgrade & Records Correction

Guidance and tools to apply for an upgrade or correction when a discharge is unfair, incorrect, or related to mental health/trauma, which can restore access to VA benefits.

Who should consider it:

- Veterans with less-than-honorable discharges
- Veterans who were discharged due to mental health or trauma-related issues

Why it matters:

- Your discharge status can affect your eligibility for:
- VA healthcare
- Disability compensation
- Education benefits
- If your discharge feels wrong or incomplete, it's worth exploring an upgrade.

Phone (MyVA411): 1-800-698-2411

Website: <https://www.va.gov/discharge-upgrade-instructions/>

VA Decision Reviews & Appeals

Choose among Supplemental Claim, Higher-Level Review, or Board Appeal to challenge a VA decision; submit new evidence or request a fresh look. This is the VA's formal process for reviewing denied disability claims or benefit decisions.

Who qualifies:

- Veterans who disagree with a VA benefits decision

What it provides:

- Multiple appeal pathways
- Opportunity to submit new evidence
- Support from VA representatives and accredited VSOs

Why it matters:

- If you believe your claim was denied incorrectly or your rating is too low, this is the system to challenge and correct it.

Phone (VA Benefits): 1-800-827-1000

Website: <https://www.va.gov/decision-reviews/>

Accredited Representatives – VA Office of General Counsel (VA OGC)

Verify and locate VA-accredited representatives (VSOs, attorneys, agents) authorized to assist with claims and appeals.

Why it matters:

- If you need to verify that someone is authorized to help with your VA claim or appeal, this is the place to check.

Phone (MyVA411): 1-800-698-2411

Website: <https://www.va.gov/ogc/>

VA Fiduciary Program

Protects beneficiaries who cannot manage their VA benefits independently by appointing and overseeing a fiduciary.

Who it's for:

- Veterans who are seriously ill, disabled, or unable to handle finances independently

Why it matters:

- This ensures a Veteran's benefits are protected and used in their best interest.

Phone (Fiduciary Hub): 1-888-407-0144

Website: <https://www.benefits.va.gov/fiduciary/>

Community & Connection

Veterans Service Organizations (American Legion, DAV, VFW) — Local advocacy & peer support.

- **Virginia DVS Resource Offices:** <https://www.dvs.virginia.gov/>
- **Virginia Veterans Care Centers (State Veteran Homes):**
<https://www.dvs.virginia.gov/healthcare/veteran-skilled-nursing-facilities-state-veterans-homes>
- **VA Community Living Centers (CLC) & Geriatrics:**
<https://www.va.gov/geriatrics/>
- **Home-Based Primary Care (HBPC):**
https://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp
- **Aid & Attendance / Housebound:** <https://www.va.gov/pension/aid-attendance-housebound/>
- **NRV Agency on Aging:** <https://www.nrva.org/>
- **NRV Disability Resource Center:** <https://www.nrvdrc.org/>

Aging Veteran Support

As Veterans age, their needs change. This section outlines the VA and Virginia-specific programs that help aging Veterans remain safe, supported, and connected — whether at home, in assisted living, or in long-term care. These resources can reduce financial strain, improve quality of life, and support both the Veteran and their caregiver.

If you need help understanding what applies or getting connected:
support@mtnvalor.org

Virginia Veterans Care Centers (State Veteran Homes)

Virginia operates several Veterans Care Centers that provide **assisted living, nursing care, rehabilitation, and memory care exclusively for Veterans.**

Who qualifies:

- Veterans with qualifying service and discharge
- Priority is often based on disability level, medical need, and income

What they provide:

- Long-term residential care in a Veteran-centered environment
- Skilled nursing and daily living assistance
- Medical and mental health care on-site
- Community, safety, and stability for aging Veterans

Why it matters:

- These facilities are designed specifically for Veterans and are often more affordable and supportive than private care centers.

Website: <https://www.dvs.virginia.gov/healthcare/veteran-skilled-nursing-facilities-state-veterans-homes>

VA Community Living Centers (CLC)

VA Community Living Centers are VA-run **nursing homes and rehabilitation facilities** for Veterans who need short- or long-term care.

Who qualifies:

- Veterans enrolled in VA healthcare
- Placement is based on care needs and availability

What they provide:

- Skilled nursing care
- Physical and occupational therapy
- Hospice and end-of-life care
- Safe, structured support for Veterans with significant medical needs

Why it matters:

- This allows aging Veterans to receive long-term care within the VA system instead of relying solely on private facilities.

Website: <https://www.va.gov/geriatrics/>

VA Home-Based Primary Care (HBPC)

This program provides **ongoing medical care at home** for Veterans who have difficulty traveling to VA facilities.

Who qualifies:

- Veterans enrolled in VA healthcare
- Veterans who are homebound or medically complex

What it provides:

- VA doctors and nurses visit the home
- Medication and condition management
- Coordination of care and support services

Why it matters:

- This helps aging Veterans stay safely in their homes while still receiving comprehensive VA medical care.

Website:

https://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp

VA Geriatrics & Extended Care Services

VA Geriatrics provides **specialized healthcare and support services for aging Veterans.**

What they provide:

- Long-term care planning
- In-home support and adult day health care
- Coordination for assisted living or nursing care
- Support for chronic conditions and mobility needs

Why it matters:

- This ensures Veterans receive care that is tailored to the realities of aging and disability.

Website: <https://www.va.gov/geriatrics/>

VA Aid and Attendance / Housebound Benefits

This is an **enhanced VA Pension benefit** for Veterans who need help with daily living or who are largely confined to their homes.

Who qualifies:

- Wartime Veterans with limited income
- Veterans needing assistance with personal care or mobility

What it provides:

- Increased monthly pension payments
- Helps pay for caregivers or assisted living

Why it matters:

- This is one of the most important benefits for aging Veterans who need in-home or long-term care support.

Website: <https://www.va.gov/pension/aid-attendance-housebound/>

VA Long-Term Care (Nursing & Assisted Living Support)

The VA can help coordinate and pay for **nursing home care, assisted living, and other long-term care services.**

Who qualifies:

- Veterans enrolled in VA healthcare
- Priority depends on disability rating and income

Why it matters:

- This supports Veterans whose health or mobility makes independent living difficult.

Website:

https://www.va.gov/GERIATRICAL/pages/VA_Long_Term_Care_Services.asp

Caregiver Support for Aging Veterans

The VA offers caregiver programs that provide:

- Education and training
- Counseling and emotional support
- Respite care and, for eligible caregivers, a monthly stipend

Why it matters:

- Caring for an aging Veteran is demanding — these services exist so caregivers are not carrying that responsibility alone.

Website: <https://www.caregiver.va.gov/>

New River Valley Agency on Aging (Senior Services)

Provides local support for aging Veterans and their families, including:

- Transportation assistance
- Meal programs
- Caregiver respite and home support

Website: <https://www.nrvaoa.org/>

New River Valley Disability Resource Center

Supports Veterans of all ages with:

- Independent living and disability advocacy
- Accessibility resources and community support

Website: <https://www.nrvdrc.org/>

New River Community Action

Programs supporting housing stability, utility assistance, weatherization, Head Start, financial counseling, and food access for low-income individuals and families.

Website: <https://www.newrivercommunityaction.org/>

NRV Community Services

Mental health, substance use disorder treatment, crisis services, peer recovery support, and developmental disability services for individuals and families.

Website: <https://www.nrvcs.org/>

Community Health Center of the New River Valley

Affordable primary care, dental care, behavioral health services, and pharmacy assistance regardless of insurance status. Sliding fee scale available.

Website: <https://www.chc1.com/>

New River Health District

Public health services including immunizations, disease prevention, environmental health and community wellness programs.

Website: <https://www.vdh.virginia.gov/new-river/>

Programs for Veteran Family Members

Health Care

CHAMPVA (Civilian Health and Medical Program of the VA)

Provides cost-sharing coverage for eligible spouses, surviving spouses, and dependents of Veterans who are permanently and totally disabled due to a service-connected condition, died from a service-connected condition, or died while rated permanently and totally disabled. It covers outpatient care, inpatient care, mental health, prescriptions, and more.

Who qualifies:

- Spouses or dependents of Veterans rated **100% permanently and totally disabled**
- Survivors of Veterans who died from service-connected conditions

What it provides:

- Health insurance coverage for medical care, prescriptions, and some mental health services

Why it matters:

- This gives families access to affordable healthcare when the Veteran's disability rating meets eligibility.

Phone: 1-800-733-8387

Website: <https://www.va.gov/health-care/family-caregiver-benefits/champva/>

TRICARE (For Retired or Medically Retired Service Members & Families)

A Department of Defense health program offering comprehensive medical, dental, and pharmacy coverage to eligible military retirees and their families. Some Veteran families may retain TRICARE depending on retirement status.

Who qualifies:

- Military retirees and their families
- Medically retired Veterans and dependents

What it provides:

- Full-spectrum healthcare coverage through military networks

Why it matters:

- If the Veteran retired from service, this may be the primary family healthcare benefit.

Phone: 1-800-444-5445 (TRICARE East)

Website: <https://www.tricare.mil/>

VA Family Caregiver Support (General Program)

Provides caregiver training, peer support mentoring, mental health services, respite care, and a support line for caregivers of Veterans enrolled in VA health care.

Who qualifies:

- Family caregivers of Veterans enrolled in VA healthcare with serious disabilities

What it provides:

- Training and education
- Respite care
- Counseling and peer support
- In some cases, a monthly stipend

Why it matters:

- Caregiving can be physically and emotionally demanding — this program exists to support those doing that work.

Phone (Caregiver Support Line): 1-855-260-3274

Website: <https://www.caregiver.va.gov/>

Financial Support

Survivor Benefit Plan (SBP)

A DoD-administered insurance-style program providing monthly income to eligible surviving spouses or children when a military retiree passes away. SBP annuity amount is based on the service member's retired pay election.

Who qualifies:

- Families of retired service members enrolled in SBP

Why it matters:

- This provides long-term income protection for surviving spouses and families.

Phone: 1-800-321-1080 (DFAS)

Website: <https://www.dfas.mil/RetiredMilitary/survivors/ApplySBP/>

Dependency & Indemnity Compensation (DIC)

A VA monthly benefit for surviving spouses and dependents of Veterans who died in the line of duty or from service-connected conditions.

Who qualifies:

- Surviving spouses
- Dependent children

What it provides:

- Monthly tax-free payments

Why it matters:

- This provides stability and financial continuity for families after the loss of a Veteran.

Website: <https://www.va.gov/disability/dependency-indemnity-compensation/>

VA Survivors Pension (For Low-Income Surviving Spouses & Children)

Provides needs-based tax-free monthly payments to qualifying surviving spouses and children of wartime Veterans with limited income and net worth.

Who qualifies:

- Survivors of wartime Veterans
- Must meet VA income and net worth limits

Why it matters:

- This can help stabilize households after a Veteran's death.

Phone: 1-800-827-1000

Website: <https://www.va.gov/pension/survivors-pension/>

SGLI / VGLI / FSGLI Life Insurance Benefits

Eligible families may access Servicemembers' Group Life Insurance (SGLI), Veterans' Group Life Insurance (VGLI), or Family SGLI benefits. Includes claims for death benefits, accelerated benefits, and conversion options.

Why it matters:

- This is often one of the first financial resources available to families after a loss.

Phone: 1-800-419-1473 (OSGLI)

Website: <https://www.benefits.va.gov/insurance/>

Education

Fry Scholarship

Provides Post-9/11 GI Bill-level education benefits to children and surviving spouses of service members who died in the line of duty after Sept. 10, 2001.

Who qualifies:

- Children of fallen service members
- Surviving spouses who have not remarried

What it provides:

- Full Post-9/11 GI Bill education coverage, including tuition, housing allowance, and book stipend

Why you should check into it:

- If you are caring for or raising a child of a fallen Veteran, this scholarship ensures their education is funded — that's long-term stability for the next generation.

Phone (Education Call Center): 1-888-442-4551

Website: <http://www.va.gov/education/survivor-dependent-benefits/fry-scholarship/>

GI Bill Transfer of Benefits (TEB)

Allows eligible service members to transfer unused Post-9/11 GI Bill benefits to spouses and/or children while still on active duty.

Phone: 1-888-442-4551

Website: <https://www.va.gov/education/transfer-post-9-11-gi-bill-benefits/>

Virginia Military Survivors & Dependents Education Program (VMSDEP)

Provides free tuition and mandatory fee waivers at Virginia public colleges and universities for eligible spouses and children of qualifying disabled or deceased Veterans.

Phone: 1-804-225-2083 (Virginia DVS Education Office)

Website: <https://www.dvs.virginia.gov/benefits-services/education/virginia-military-survivors-dependents-education-program-vmsdep>

Employment & Stability

Virginia Military Spouse Employment Program

Supports spouses with employment coaching, resume development, job search assistance, and hiring connections across Virginia employers.

Phone: 1-844-838-7838

Website: <https://www.dvs.virginia.gov/employment-transition/military-spouse-support>

Military OneSource Spouse Career Support

Career coaching, license/credential transfer assistance, resume help, and access to the MyCAA scholarship for eligible spouses.

Phone: 1-800-342-9647

Website: <https://www.dvs.virginia.gov/benefits-services/military-spouse-support>

Veterans Employment Center (Spouse Access)

VA's employment portal includes job tools, resume builders, and hiring pipelines that spouses may access depending on program type.

Phone: 1-800-827-1000

Website: <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/educational-and-career-counseling/>

Virginia Veteran & Family Support (VVFS)

Provides statewide peer support, care coordination, and navigation for Veteran families—including mental health referrals, employment linkage, and financial resource guidance.

Phone: 1-844-823-8387 (VDVS Main Line)

Website: <https://www.dvs.virginia.gov/benefits-services/veteran-and-family-support>

Legal & Documentation

DEERS / milConnect (Eligibility & Benefits Management)

Portal where families can update addresses, manage TRICARE information, review SBP elections, and update eligibility documents.

Phone: 1-800-538-9552

Website: <https://milconnect.dmdc.osd.mil/>

SBP Updates & Election Changes

Surviving spouses and dependents may need to update or verify SBP elections after marriage, divorce, or death of the retiree.

Phone: 1-800-321-1080 (DFAS)

Website: <https://www.dfas.mil/RetiredMilitary/survivors/ApplySBP/>

Community Support

Virginia DVS Family Services

Statewide support for Veteran families, including benefit navigation, education support, coordination with federal programs, and referrals to community services.

Phone: 1-844-838-7838

Website: <https://www.dvs.virginia.gov/benefits-services/veteran-and-family-support>

New River Valley Agency on Aging (Senior Services)

Provides local support for aging Veterans and their families, including:

- Transportation assistance
- Meal programs
- Caregiver respite and home support

Website: <https://www.nrvaooa.org/>

New River Valley Disability Resource Center

Supports Veterans of all ages with:

- Independent living and disability advocacy
- Accessibility resources and community support

Website: <https://www.nrvdrc.org/>

New River Community Action

Programs supporting housing stability, utility assistance, weatherization, Head Start, financial counseling, and food access for low-income individuals and families.

Website: <https://www.newrivercommunityaction.org/>

NRV Community Services

Mental health, substance use disorder treatment, crisis services, peer recovery support, and developmental disability services for individuals and families.

Website: <https://www.nrvcs.org/>

Community Health Center of the New River Valley

Affordable primary care, dental care, behavioral health services, and pharmacy assistance regardless of insurance status. Sliding fee scale available.

Website: <https://www.chc1.com/>

New River Health District

Public health services including immunizations, disease prevention, environmental health and community wellness programs.

Website: <https://www.vdh.virginia.gov/new-river/>

Programs for Surviving Family Members of Deceased Veterans

Financial Support

Dependency & Indemnity Compensation (DIC)

Provides **tax-free monthly payments** to surviving spouses, dependent children, or parents of service members or Veterans who died in the line of duty or from service-connected conditions. Supports long-term financial stability after loss.

Phone: 1-800-827-1000

Website: <https://www.va.gov/disability/dependency-indemnity-compensation/>

VA Survivors Pension

Needs-based monthly pension for low-income surviving spouses and dependent children of wartime Veterans. Includes potential increases for Aid & Attendance if the survivor requires daily assistance.

Phone: 1-800-827-1000

Website: <https://www.va.gov/pension/survivors-pension/>

Survivor Benefit Plan (SBP)

A DoD program providing ongoing monthly income to eligible surviving spouses or dependent children of retired service members who elected SBP coverage. Amount depends on the service member's chosen base amount.

Phone: 1-800-321-1080 (DFAS)

Website: <https://www.dfas.mil/RetiredMilitary/survivors/ApplySBP/>

SGLI / VGLI / FSGLI Life Insurance Claims

Life insurance benefits for recipients of Servicemembers' Group Life Insurance (SGLI), Veterans' Group Life Insurance (VGLI), or Family SGLI. Assistance includes death benefit claims, accelerated benefits, and conversion to commercial policies.

Phone: 1-800-419-1473 (OSGLI)

Website: <https://www.benefits.va.gov/insurance/>

Health Care

CHAMPVA for Survivors

Health care coverage for eligible surviving spouses and children of Veterans who were permanently and totally disabled due to a service-connected condition or who died from a service-connected condition. Includes inpatient/outpatient care, mental health, and prescriptions.

Phone: 1-800-733-8387

Website: <https://www.va.gov/health-care/family-caregiver-benefits/champva/>

Burial & Memorial

VA Burial Benefits

Provides assistance with arranging burial in a VA national cemetery, including eligibility determination, plot assignment, and honors coordination.

Phone: 1-800-535-1117 (NCA Scheduling Office)

Website: <https://www.va.gov/burials-memorials/schedule-a-burial/>

Memorial Items (Headstones, Medallions, Presidential Memorial Certificates)

Eligible families may request government-furnished memorial items to honor their loved one's service.

Phone: 1-800-697-6947 (Headstones/Markers)

Website: <https://www.va.gov/burials-memorials/memorial-items/>

VA Burial Allowance

You may be eligible for Veterans burial allowances if you're paying for the burial and funeral costs and you won't be reimbursed by any other organization.

Phone: 1-800-827-1000

Website: <https://www.va.gov/burials-memorials/veterans-burial-allowance/>

Virginia Veteran Cemeteries

Provides assistance with arranging burial in a local veteran cemetery, including eligibility determination, plot assignment, and honors coordination.

Phone: 1-855-482-8387

Website: <https://www.dvs.virginia.gov/veteran-cemeteries/cemetery-information>

Veterans Legacy Memorial (VLM)

An interactive, digital memorial page for each Veteran interred in VA national cemeteries, allowing families to upload tributes, photos, and remembrances.

Website: <https://www.vlm.cem.va.gov/>

Mental Health & Grief Support

Vet Center Bereavement Counseling

Free counseling for families of service members who died during active duty. Provides grief support, trauma counseling, and family sessions. Enrollment in VA health care is *not* required.

Phone (Vet Center Call Center): 1-877-927-8387

Website:

https://www.vetcenter.va.gov/VETCENTER/Bereavement_Counseling.asp

Virginia DVS Bereavement Services (VVFS)

Supports surviving families with peer services, emotional support, referrals to mental health providers, and coordination with local Veteran community resources.

Phone: 1-844-823-8387

Website: <https://www.dvs.virginia.gov/benefits-services/veteran-and-family-support/find-support/west-region>

Education & Family Support

Fry Scholarship (Children & Surviving Spouses)

Provides full Post-9/11 GI Bill benefits to children and surviving spouses of service members who died in the line of duty on or after September 11, 2001. Covers tuition, housing, and books.

Phone: 1-888-442-4551

Website: <https://www.va.gov/education/survivor-dependent-benefits/fry-scholarship/>

Virginia Military Survivors & Dependents Program (VMSDEP)

Offers tuition waivers at Virginia public colleges for qualifying surviving spouses and children of deceased or severely disabled Veterans. May be combined with Fry Scholarship benefits.

Phone: 1-804-225-2083

Website: <https://www.dvs.virginia.gov/benefits-services/education/virginia-military-survivors-dependents-education-program-vmsdep>

Virginia Family Survivor Assistance (via DVS)

A state program offering help with benefit navigation, documentation, and connections to financial, educational, and community resources for surviving families.

Phone: 1-844-838-7838

Website: <https://www.dvs.virginia.gov/>

New River Valley Agency on Aging (Senior Services)

Provides local support for aging Veterans and their families, including:

- Transportation assistance
- Meal programs
- Caregiver respite and home support

Website: <https://www.nrvaoa.org/>

New River Valley Disability Resource Center

Supports Veterans of all ages with:

- Independent living and disability advocacy
- Accessibility resources and community support

Website: <https://www.nrvdrc.org/>

New River Community Action

Programs supporting housing stability, utility assistance, weatherization, Head Start, financial counseling, and food access for low-income individuals and families.

Website: <https://www.newrivercommunityaction.org/>

NRV Community Services

Mental health, substance use disorder treatment, crisis services, peer recovery support, and developmental disability services for individuals and families.

Website: <https://www.nrvcs.org/>

Community Health Center of the New River Valley

Affordable primary care, dental care, behavioral health services, and pharmacy assistance regardless of insurance status. Sliding fee scale available.

Website: <https://www.chc1.com/>

New River Health District

Public health services including immunizations, disease prevention, environmental health and community wellness programs.

Website: <https://www.vdh.virginia.gov/new-river/>

Programs for Caregivers of Veterans

VA Caregiver Programs

Caregiver Support Program (CSP) – General Program

Provides training, skills-building, caregiver coaching, respite options, and access to the **Caregiver Support Line**, even if the Veteran is *not* in the stipend program. Open to caregivers of any Veteran enrolled in VA health care.

Phone (Caregiver Support Line): 1-855-260-3274

Website: <https://www.caregiver.va.gov/>

Comprehensive Assistance for Family Caregivers (CAFC – Stipend Program)

Provides a **monthly stipend**, access to **travel/lodging support**, **health insurance through CHAMPVA** (if eligible), mental health counseling, respite care, and caregiver training for approved primary caregivers of seriously injured post-9/11 and pre-1975 Veterans.

Phone: 1-855-260-3274

Website: <https://www.caregiver.va.gov/>

Program of General Caregiver Support Services (PGCSS)

Open to *all* caregivers of Veterans enrolled in VA care. Offers peer mentoring, support groups, online education, and workshops. No application required.

Website: <https://www.caregiver.va.gov/support/>

Mental Health & Support

VA Caregiver Mental Health & Counseling

Provides caregivers with individual and group counseling, stress-management coaching, and access to behavioral health services through their local VA and the CSP network.

Phone (Caregiver Support Line): 1-855-260-3274

Website: <https://www.caregiver.va.gov/support/>

DVS Veteran & Family Support (VVFS) – Caregiver Services

Offers statewide navigation, emotional support, crisis referral, benefits guidance, and coordination with community partners for caregivers of Veterans.

Phone: 1-844-823-8387

Website: <https://www.dvs.virginia.gov/benefits-services/veteran-and-family-support>

Vet Center Counseling for Caregivers

Confidential individual, couples, and family counseling for caregivers of Veterans dealing with PTSD, MST, or readjustment challenges. No VA enrollment required.

Phone (Vet Center Call Center): 1-877-927-8387

Website: <https://www.vetcenter.va.gov/>

Military OneSource Caregiver Support

Provides free non-medical counseling, caregiver tools, webinars, and specialty support for eligible caregivers including coaching for military life transitions.

Phone: 1-800-342-9647

Website: <https://www.militaryonesource.mil/>

Health Care Support

CHAMPVA for Caregivers (if eligible as secondary beneficiaries)

Caregivers who qualify under CAFC or related eligibility categories may receive CHAMPVA medical coverage.

Phone: 1-800-733-8387

Website: <https://www.va.gov/health-care/family-caregiver-benefits/champva/>

Home-Based Primary Care (HBPC)

A VA in-home health care program for Veterans with complex, chronic conditions. Reduces caregiver burden by providing in-home medical teams, telehealth support, and long-term care coordination.

Website:

https://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp

VA Long-Term Services & Supports (LTSS)

Includes Adult Day Health Care, Homemaker/Home Health Aide services, Community Living Centers, and respite care. Helps caregivers manage daily care needs.

Website: <https://www.va.gov/geriatrics/>

Financial & Practical Support

Caregiver Stipend (CAFC)

Provides monthly financial support to the primary family caregiver of an eligible Veteran through the CAFC program. Stipend rates vary by geographic area and level of need.

Phone: 1-855-260-3274

Website: <https://www.caregiver.va.gov/>

Mileage & Travel Reimbursement (Beneficiary Travel Program)

Caregivers traveling with eligible Veterans for VA medical appointments may qualify for mileage reimbursement or travel assistance.

Phone: 1-855-574-7292

Website: <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

Home Modification Support (Adapted Housing Grants & HISA)

Includes **SAH/TRA/SHA grants** for major home modifications and **HISA grants** for medically necessary adaptations such as ramps, roll-in showers, widened doorways, etc.

Phone: 1-800-827-1000

Website: <https://www.va.gov/housing-assistance/disability-housing-grants/>

Aid & Attendance (for Veterans needing daily care)

A monthly financial supplement for wartime Veterans who need help with daily activities, are bedridden, or require a protective environment.

Supports caregivers by offsetting care costs.

Phone: 1-800-827-1000

Website: <https://www.va.gov/pension/aid-attendance-housebound/>

Community Resources — New River Valley (NRV)

NRV Agency on Aging

Programs supporting older Veterans and caregivers including meals, in-home services, mobility assistance, and caregiver respite.

Phone: 540-980-7720

Website: <https://www.nrvaoa.org/>

NRV Disability Resource Center (NRV DRC)

Independent living services, assistive technology, accessibility assessments, and advocacy for caregivers and Veterans with disabilities.

Phone: 540-381-7300

Website: <https://www.nrvdrc.org/>

Virginia DVS — Veteran & Family Support (VVFS)

Local care coordination and peer support for caregivers managing complex needs, including mental health support, benefits navigation, and crisis referrals.

Phone: 1-844-823-8387

Website: <https://www.dvs.virginia.gov/>

New River Community Action

Programs supporting housing stability, energy assistance, Head Start, financial counseling, food access, and other services for low-income individuals and families.

Phone: 1-540-639-9313

Website: <https://newrivercommunityaction.org/>

Programs for Care Center Staff Members (Facilities Serving Veterans)

Care center staff play an essential role in supporting Veterans in residential, long-term care, rehabilitation, or assisted-living settings. This section provides **facility workflows, training pathways, resource integrations, and reimbursement guidance** so staff can confidently identify Veteran residents and connect them to the right supports.

Veteran Identification Workflow (Intake & Admission)

Purpose: Ensure every Veteran in your facility is correctly identified at admission so they can access the benefits, health coverage, and support they have earned.

At Intake (Ask Every Resident):

- “Have you ever served in the U.S. Armed Forces?”
- “Has your spouse or family member ever served?”

If they say YES, collect (if available):

- DD-214 or separation documents
- VA ID Card (VHIC) or military retiree ID
- Branch, era of service, discharge type
- Existing VA disability rating (if known)

Next Steps:

- Document Veteran status in your EHR for visibility to *all* departments.
- Flag residents who may be eligible for VA coverage, benefits, or care coordination.

Rapid Reference Tool:

- Review the **VA and DVS Program Overviews** (embedded in this booklet) for benefit and health system links.

Referral Pathways for Benefits & Support

VA Benefits & Claims (Disability, Pension, A&A, Survivor Benefits)

Direct residents or families to accredited assistance for claims and appeals.

Phone: 1-800-827-1000

Website: <https://www.va.gov/>

VA Health Care Enrollment

Supports enrollment in VA care—including primary care, specialty care, prescriptions, and hospital services.

Phone: 1-877-222-8387

Website: <https://www.va.gov/health-care/apply-for-health-care-form-10-10ez/introduction>

Virginia DVS Veteran & Family Support (VVFS)

A statewide program offering benefit navigation, mental health referral, and crisis coordination for Veterans and families.

Website: <https://www.dvs.virginia.gov/benefits-services/veteran-and-family-support>

Phone: 1-844-823-8387

Vet Centers (Confidential Counseling)

Provides free readjustment counseling, family counseling, and grief services. No need for VA health enrollment.

Vet Center Call Center: 1-877-927-8387

Website: <https://www.vetcenter.va.gov/>

Crisis Support

- Veterans Crisis Line: **988, then press 1**
- Text: **838255**
- Chat: <https://www.veteranscrisisline.net/get-help-now/chat/>

Coordination of Care & Discharge Planning

Care centers should integrate Veteran-specific needs into discharge workflows. This includes:

At Care Planning Meetings:

- Assess whether the Veteran uses VA primary or specialty care.
- Identify needed equipment (wheelchairs, walkers, shower chairs, O2, etc.).
- Determine home caregiver support and A&A eligibility.
- Document whether travel to VA appointments requires transport assistance.

When Preparing for Discharge:

- Provide written contacts for VA health clinics, DVS offices, VVFS, and Vet Centers.
- Include instructions on how to request records and coordinate follow-up care.
- Educate families on:
 - VA travel pay

Website: <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

- Home-Based Primary Care (HBPC)

Website:

https://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp

- Community Care / MISSION Act referrals

Website: <https://www.va.gov/communitycare/>

- VA Social Work support

Website: <https://www.socialwork.va.gov/>

Reimbursement Pathways & Billing Guidance

Staff should be aware of the following systems that may support care costs:

VA Community Care Billing

For authorized, VA-approved non-VA care. Billing errors can delay care—coordinate with VA Community Care offices.

<https://www.va.gov/communitycare/>

Home-Based Primary Care (HBPC) & Long-Term Care Priority Groups

Eligibility depends on service-connected disability rating, clinical need, and benefits status.

https://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp

Transportation & Travel Reimbursement

VA may reimburse eligible Veterans for mileage or special-mode transportation to appointments.

<https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

Aid & Attendance for Cost Offset

Encourage families to apply if the Veteran requires assistance with daily activities:

Website: <https://www.va.gov/pension/aid-attendance-housebound/>

Training Resources for Staff (Recurring)

Recommended annual or semi-annual staff trainings include:

- **VA S.A.V.E. Training** (suicide prevention basics for frontline staff)
- **Trauma-Informed & MST-Sensitive Care**
- **Dementia Care Training for Aging Veterans**
- **Military Cultural Competency** modules
- **VVFS Behavioral Health & Peer Support** orientation
- **NCP-PCL Resource Navigator walk-through** (embedded earlier in this booklet)

Facilities may also request onsite or virtual training from VVFS or local VA medical centers.



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