

Mission

The Department of Veterans Services is a State mandated service, which provides services to veterans, veteran spouses and their dependents. Its authority derived from Chapter 115 of the General Laws of the Commonwealth. On July 1, 1999, the Town of Northborough entered a District (D26) with the Towns of Grafton and Shrewsbury as part of the Commonwealth of Massachusetts, Department of Veterans Services. Veteran Officer for town of Northborough, appointed by the three towns as the District Director of Veterans Services, Veterans Officer and Burial Agent. The Department supervised by the office of the Secretary of Veterans Services and in part by the State for all funds expended.

Veteran's Officer

Veterans Department

The basic concept of creating fiscal assistance to veterans, veteran spouses and dependents had its roots in legislation established in 1861. It was also a concept that became a Legislative way and method of paying to its veterans. Services of this Department are available to all Northborough veterans, veteran's spouses and their dependents.

Assistance is also rendered in matters for a pension, financial need, filing claims with the Veterans Administration or Social Security, educational benefits, home loans, hospitalization and medical care, as well as at the time of the death of a veteran.

The Department requests that all veterans file a copy of their discharge and DD214 with the Veterans Officer.

Additionally, the Department is open to any veteran or service personnel who wishes to talk about any matter pertaining to his or her well being.

OFFICE HOURS
DEPARTMENT OF VETERANS SERVICES

SHREWSBURY
MONDAY
08:30 AM TO 12:00 PM
THURSDAY
08:30 AM TO 3:45 PM

ANYTIME BY APPOINTMENT

**IF YOU HAVE AN EMERGENCY CALL DISTRICT VETERAN
DIRECTOR and/or OFFICER.**

NORTHBOROUGH
TUESDAY
08:30 AM TO 3:45PM
FRIDAY
08:30AM TO 12:30PM

GRAFTON
MONDAY
12:30 PM TO 3:45 PM
WEDNESDAY
08:30 AM TO 3:45 PM

Commonwealth of Massachusetts (State)

Definition of a Veteran

Civil War	19 April 1861 1 September 1865	Medal is needed
Indian	Prior to 1 January 1898	Medal is needed
Spanish	15 February 1898 4 July 1902	Medal is needed
World War 1	6 April 1917 11 November 1918	One day wartime conditions other than dishonorable
World War 2	16 September 1941 31 December 1941	One day wartime conditions other than dishonorable
Korean	25 June 1950 9 June 1954	One day wartime conditions other than dishonorable
Korean	10 June 1954 31 January 1955	90 days, one which was wartime under honorable conditions
Vietnam	1 February 1955 4 August 1964	Served at least 180 days active duty under honorable conditions
Vietnam	5 August 1964 7 May 1975	90 days, one which was wartime under honorable conditions
Lebanon	25 August 1982 Open	Campaign medal required under honorable conditions
Grenada	25 October 1983 15 December 1983	Campaign medal required under honorable conditions
Persian Gulf	2 August 1990 Open	Campaign medal required under honorable conditions

Massachusetts Department of Veterans' Services

MISSION STATEMENT

The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans and provide them with quality support services and to direct an emergency financial assistance program for those veterans and their dependents who are in need.

BENEFITS AND SERVICES

HISTORY

Since 1861, from its first commitment to Civil War veterans, their spouses and their dependents, the Commonwealth of Massachusetts had demonstrated solid concern and compassion for those men and women who have displayed sacrifice, valor, and duty when their state and nation called upon them. The Massachusetts Department of Veterans' Services and supports a network and benefits to ensure that none of the 600,000 veterans in Massachusetts today, who served in time of war, nor their 1.2 million dependents will go hungry, be homeless, or be medically deprived.

Following World War II, the Legislature redrafted Massachusetts General Law (M.G.L), Chapter 115 establishing the position of Secretary of Veterans' Services, who has the responsibility for the proper administration of M.G.L, Chapter 115. This program provides the necessary support for the veterans with the dignity and the sensitivity to which they are entitled, in view of the sacrifices they have made for their country. The dependents of the deceased veterans are also provided with the same benefits.

It is the **Veterans' Service Officer** to whom the unemployed, the indigent, the disabled, the ill, or the veterans otherwise in need, first apply for assistance. Appointed by the mayors or selectmen of the cities and towns in Massachusetts, the Veterans' Service Officers interview the applicants, determine their eligibility, and file requests for assistance with the Commissioner of Veterans' Services. Veterans' Service Officers are available to anyone seeking information or assistance in the area of veteran's benefits and services. They may be reached at their city/town halls.

The support that the Commonwealth gives to a deserving segment of our population through the locally based veterans' assistance programs is unlike that of any other in the nation of the envy of other states.

“A man who is good enough to shed his blood for his country is good enough to be given a square deal afterwards. More than that no man is entitled to, and less than that, no man shall have.” – Theodore Roosevelt

VETERANS' BILL OF RIGHTS

Veterans, you have the right to:

- File a written application for veterans' benefits at anytime. You can insist upon this right, even if told that you are ineligible.
- Get help from your local city or town veterans' agent or town clerk in completing your application. [M.G.L., Chapter 115, Section 3]
- Receive a full explanation of the services and veterans' benefits available under M.G.L, Chapter 115, as well as other available benefits.
- Receive a written notice and explanation of the approval or denial of your explanation of the approval or denial of your application for benefit. [108 CMR 8:02 (1)]
- Be treated with dignity and respect and to receive accurate, courteous, and timely service.
- Appeal and request a hearing if you disagree with any action taken in your case [108 CMR 8:07 (1)]
- Expect confidentially; personal information will not be collected or used except for the purpose of determining your eligibility for benefits.
- Receive fair and equal treatment without regard to veterans' status [M.G.L., Chapter 151B, Section 3]
- Preference in public employment. {M.G.L., Chapter 31, Section 25 and Chapter 41, Section 112}

For additional information on your rights, speak to your local city or town Director of Veterans' Services/Veterans' Service Officer by calling your local city or town hall, or call the Department of Veterans' Services at (617) 727-3578

Veterans' Service Officers- indispensable public servants to your community

For more than 100 years a Veterans' Service Officer has been available in every Massachusetts city and town to provide an array of services to America's veterans and their dependents. Veterans' Service Officers offer a helping hand to anyone in their community in need of guidance or assistance in matters relating to military service. Their departments serve every citizen by providing information and direction concerning:

Annuities, Awards & Medals, Burial Information, Chapter 115 Benefits, Clothing, Education, Elder Services, Employment, Flags and Markers, Financial Assistance, Pensions, Pharmaceuticals, Real Estate Tax Abatements, Record Retention, Sales Tax Exemptions, Shelter and Veterans' Services.

Thomas G. Kelley, Secretary
Department of Veterans' Services
239 Causeway Street, Suite 100
Boston, Massachusetts 02114
Telephone: (617) 727-3578
Facsimile: (617) 727-5903
TTY#: (617) 727-4410
Web Page: www.state.ma.us/veterans/

Massachusetts Veterans' Memorial Cemeteries

1390 Main Street Agawam, MA 01001

Phone (413)-821-9500 Fax (413)-821-9839

Interment Registration Instructions and Requirements for Agawam and Winchendon

Massachusetts Veterans' Memorial Cemeteries will abide by all Commonwealth of Massachusetts Regulations (CMR) and Federal Regulations (FR) that govern the operations of veterans' cemeteries.

PRE-REGISTRATION allows a veteran to establish eligibility for interment in the State Veterans' Cemetery in advance.

There is no cost for pre-registration and it does not obligate the veteran to be interred in the cemetery. It will be simplify the process for the veteran's next-of-kin at the time of death. **All pre-approved applications will be reviewed at the time of death to re-ensure burial eligibility. Specific gravesites may not be reserved.**

PLEASE READ ALL INSTRUCTIONS AND REQUIREMENTS CAREFULLY.

PROCEDURE:

The procedure for pre-registering is to complete the **PRE-REGISTRATION FOR INTERMENT APPLICATION FORM** and **send it to the address shown above along with the following documentation:**

1. Documentation of all military service (copies of **all** discharge (DD214) papers for all years served). **Copies of detailed pages (listings dates of entry, discharge, home of records, medals) must be submitted.** This includes DD215 if any corrections were made to your discharge papers and/or a notarized affidavit regarding any discrepancies on your discharge (i.e. name spelled incorrectly, date of birth incorrect, Jr. III, etc. missing). Include all documentation of medals received if they are not listed. This includes (DD215) if any corrections were made to your discharge papers and/or a notarized on your DD214.
2. Massachusetts residency certificate (if applicable).
3. Marriage certificate (if appropriate).
4. Birth certificate(s) for veteran, (spouse, and dependent child(ren) if applicable).

Veteran must sign and date the application. If veteran is incapable of signing, the spouse or next of kin may do so.

Applications will be returned (so that all paperwork remains together) to the veteran if **all** applicable documentation is not attached. No application will be approved until **all** documentation is received.

If both husband and wife are veterans, they should each complete an application for Interment Registration. This will ensure that all pertinent military service will be documented in full for each.

Completion and approval of this application does **not** qualify of reserve a plot in the National Cemetery in Bourne.

ELIGIBILITY for a veteran's interment at the cemetery is based on **Military Service** and **Massachusetts Residency**.

Veterans whose military service and State residency fulfill the following requirements may be eligible:

Military Service:

1. The veteran was discharged or released from active duty service under honorable conditions, * **OR**
2. The veteran served at least 20 years in the National Guard or United States Reserves and is in receipt of a military pension or has documentation verifying he/she will receive retirement pay at age 60, in accordance with Title 10, Chapter 1223, **OR**
3. Any member of the Armed Forces of the United States who dies on active duty and whose home of record is Massachusetts.

*With certain exceptions, service beginning after September 7, 1980, as an enlisted person, and service after October 16, 1981, as an officer, must be for a minimum of 24 months **OR** the full period for which the person was called to active duty. (Examples include those serving less than 24 months in the Gulf War or Reservists that were federalized by Presidential Act).

INELIGIBLE persons include "such others excluded from eligibility according to Title 38, United States Code, Section 2411 and other applicable federal laws, which prohibit burial in a National or State Cemetery of anyone, convicted of a federal or state capital crime and sentenced to death or life imprisonment." **Persons who served on "Active Duty for Training" only are ineligible for burial.**

REQUIRED DOCUMENTS:

Military Documentation

- If the veteran served on active duty, include a copy (photocopy is acceptable) of the **military discharge form**. This will usually be a **DD Form 214**, but may be a different form. If this is not available, the information may be a file in The Adjutant General's Office, Military Records Section, 239 Causeway St. Suite 101, Boston, MA 02114 (Massachusetts home of record residents only). Please contact The Adjutant General's Office by phone (617) 727-2964. The military discharge form will be used to establish dates of service, and to show home of record.
- If veteran's qualifying military service was in the National Guard or the Reserves only, include a copy of **Letter of Retirement and a photocopy of the veteran's most recent Guard or Reserve retirement pay statement, along with any/all discharge documents.** This letter will establish that the veteran served 20 years and qualified for retirement pay.
- If there **any** discrepancies (incorrect spelling of name, incorrect date of birth, Jr., III, etc.) a DD215 (correction of discharge) must be submitted with the application. If no DD215 exists a notarized affidavit must accompany the application.

Residency:

1. **If the veteran was a resident of Massachusetts at the time he/she entered active duty** and "home of record at the time of entry into active service" was Massachusetts, the veteran's military discharge form (DD214 or other discharge form) will usually establish Massachusetts residency. If it does not, other documentation (Residency Certificate)* will be necessary. **OR**
2. **If veteran entered military service from a state other than Massachusetts**, to "pre-register" the veteran must document that he/she lived in Massachusetts for at least any five consecutive years after discharge from active duty. An affidavit (Residency Certificate)* from a city or town clerk indicating that the veteran resided in Massachusetts for any five consecutive years after the veteran's discharge from active duty. **OR**

3. The veteran was a resident of Massachusetts at the time of his/her death. (A certified death certificate, stating “home of residence” at time of death, must accompany this application).

*Blank Residency Certificates available at the Cemetery office.

Marriage:

- If veteran is married and his/her spouse also wishes to be interred at the cemetery, please submit a copy of marriage certificate.
- Veteran and spouse must be legally married at the time of death. A former spouse of an eligible veteran whose marriage to that individual has been terminated by annulment or divorce is **not** eligible.
- If spouse remarries after the death of the veteran, he/she will be ineligible for burial in the Veteran’s Cemetery unless he/she remarries an eligible veteran.
- Should death or divorce dissolve a second marriage (widow/widower) the spouse would then revert back to burial eligibility of the previous marriage.

Dependent Children

- Unmarried minor child, under 21 years of age, or 23 if pursuing a course of instruction at an approved educational institution.
- Unmarried adult child incapable of self-support with physical or mental disability acquired before age 21, or 23 pursuing a course of instruction at an approved educational institution, and was totally dependent upon the eligible veteran for support. Letter from the Child’s doctor or court documentation stating that child is totally dependent on veteran for support is required and must accompany the application.

FEES:

- **There is no charge for the veteran for initial burial.**
- A fee (**\$300.00 for full casket burial, \$150.00 for cremain burial**) subject to change and **paid at the time of interment** will be charged for burial of spouse, widows/widowers who have not remarried, and qualified dependent(s).

A fee of \$200.00 (subject to change) will be charged to ALL dis-interment and/or re-interment of remains. A fee may also be charged for the replacement cost of the concrete liner.

Veterans Administration (Federal) Definition of a Veteran		
Spanish	21 April 1898 4 July 1902	90 days service
Mexican	9 May 1916 5 April 1917	90 days service
World War 1	6 April 1917 11 November 1918	90 days service
Service in Russia	Extended to 1 April 1920	90 days service
World War 2	7 December 1941 31 December 1946	90 days service
Korean	27 June 1950 31 January 1955	90 days service
Vietnam	5 August 1964 7 May 1975	90 days service
Persian Gulf	2 August 1990 Open	90 days service
Note: The above 90 days service is not required if person was separated from service because of a service-connected disability.		
Discharge must read under other than dishonorable conditions		
<i>A VETERAN IS ANY PERSON, MALE OF FEMALE, INCLUDING A NURSE WHO SERVED IN THE ACTIVE MILITARY OR NAVAL SERVICES DURING A DESIGNATED WARTIME PERIOD, AND SERVED AT LEAST 90 DAYS, AND MUST HAVE SERVED OTHER THAN DISHONORABLE.</i>		

State Benefits

Chapter 115 Benefits: The Commonwealth is the only state in the Union that has made generous provisions by state law by providing to veterans in need financial assistance with food, housing, clothing, employment, and medical and burial assistance. Contact your local city or town Director of Veterans' Service/Veterans' Service Officer.

Bonuses: Currently, the Persian Gulf Bonus is available to certain veterans who served during the period 08/02/90 and 04/11/91.

Property Tax: There are a number of exemptions available to certain disabled veterans or their survivors. Contact your local Veterans' Service Officer or city/town assessor.

Sales & Excise Tax: Certain disabled veterans are eligible for a motor vehicle sales & excise tax exemptions. Contact the Department of Revenue at (617) 887-6367 for the exemption.

Massachusetts Veterans' Cemeteries: There will be two State cemeteries (Agawam and Winchendon) that will be available to inter the Commonwealth's deceased veterans, spouses, and dependents. Call your local Veterans' Service Officer or DVS for information.

VA National Cemetery: Massachusetts' National Cemetery is located in Bourne on Cape Cod. The telephone # is (508) 563-7113.

Annuity: There is a \$1,500 annuity available for 100% service connected disabled veterans, parents of a son or daughter whose death occurred as a result of injury sustained or disease contracted during active service in time of war, insurrection, or

combat, and to a spouse whose husband or wife died as a result of injury sustained or disease contracted during active service in time of war, insurrection or combat.

Public Housing: Veterans and their families are given preference for state-aided public housing through their local housing authority.

Employment: Veterans are given preference for employment on the eligibility list for civil service positions.

Veterans' License Plates: A variety of veterans' license plates are available through the Registry of Motor Vehicles.

Women Veterans: DVS has a Women Veterans Network Program whose mission is to provide women with information on benefits; expand awareness of the needs of women veterans and identify available health and human resources to meet those needs; and to advocate on behalf of women veterans.

Record Retention: The Local Department of Veterans' Services/Veterans' Service Officer provides a repository for local records. Veterans are urged to provide copies of their service records (DD-214 or Separation Documents) to their Veterans' Service Officer for safe storage and future reference.

Educational Assistance: Veterans may be eligible to attend state colleges tuition free or discounted, on a space available basis. Contact the Veterans' Representative at the State College of your choice.

Soldiers' Homes: The Soldiers' Homes provide a variety of services to veterans, such as, acute hospital, domiciliary, and long-term care, physical and occupational therapy and more. Please call (413) 532-9475 extension 126 for Holyoke or (617) 884-5660 extension 210 for Chelsea.

Outreach and Housing: A network of 15 DVS-sponsored Outreach Centers and Housing facilities provide graduated levels of shelter, care, guidance and counsel.

1. Homeless Prevention/Outreach Centers provide:

Extensive counseling and a network of assistance to veterans and their families who are in danger of becoming homeless.

State Benefits (continued):

2. Emergency Shelters provide:

A safe environment, a bed for the night, meals, bathing facilities, basic clothing, medical assessment, and assistance with identifying income support, and a variety of counseling.

3. Transitional Housing provides:

Single rooms, shared meals, family-style atmosphere and a variety of services and counseling up to 24 months. During this time individuals enjoy responsibilities and some structure leading to permanent housing and a return to independence.

4. Permanent Housing:

There are about 123 units of permanent housing, otherwise known as a Graduate Housing, run by veterans. These houses are there to continue to level of support experienced by veterans in more temporary housing. Often people have come so far, it is a top goal to lend strong support to prevent any falling back or relapses of earlier days.

Contact: The Department of Veterans' Services at (617) 727-3578 or visit the web site: www.state.ma.us/veterans/.

A SUMMARY OF VA BENEFITS

Putting Veterans First

VA pledges to:

- Treat you with courtesy, compassion and respect at all times
- Communicate with you accurately, completely and clearly
- Provide timely service to you
- Make our services accessible to you
- Fully answer your questions, concerns and complaints

About VA

We are the U.S. Department of Veterans Affairs, “VA” for short. We offer a wide range of benefits to our Nation’s veterans, service members, and their families.

What We Offer

VA benefits and services fall into these major categories:

- Disability Benefits
- Education & Training Benefits
- Vocational Rehabilitation & Employment
- Home Loans
- Burial Benefits
- Dependent’s and Survivors’ Benefits
- Life Insurance
- Health Care

Who Is Eligible

You may be eligible for VA *health care benefits* if you are a veteran.

You may be eligible for other VA *benefits* if you are:

- A veteran
- A veteran’s dependent
- A surviving spouse of child of a deceased veteran

- A member of the Reserves or National Guard
- An active duty service member

Disability Benefits

We administer two disability programs. Both pay monthly benefits to disabled veterans.

- **Disability Compensation** We can pay you *compensation* if you are at least 10% disabled as a result of your military service.
- **Disability Pension** We can pay you a *pension* if you are a wartime veteran with limited income and you are no longer able to work.

Time Limits There is no deadline for applying for disability benefits.

Education and Training

We pay benefits to eligible veterans, dependents, reservists, and service members while they are in an approved training program. Our major programs are:

Montgomery GI Bill Persons who first entered active duty after June 30, 1985, are generally eligible. Some Vietnam Era veterans and certain veterans separated under special programs are also eligible. *The bill also includes a program for certain reservists and National Guard members.*

Veterans Educational Assistance Program (VEAP) This program is for veterans who entered active duty for the first time after December 31, 1976, and before July 1, 1985, and contributed to a training fund.

Survivors' & Dependents' Educational Assistance Some family members of disabled or deceased veterans are eligible for education benefits.

Time Limits Generally, *veterans* have 10 years from the date they were last released from active duty to use their education benefits. *Reservists* generally have 10 years from the date they became eligible for the program unless they leave the Selected Reserves before completing their obligation. *Spouses* generally have 10 years from the date we first find them eligible. *Children* are generally eligible from age 18 until age 26. These time limits can sometimes be extended.

Vocational Rehabilitation & Employment

We can help certain service-disabled veterans get and keep suitable employment. Some of the services we provide are:

Employment and case management services

National and Rehabilitation Counseling

Payment of training costs

Monthly payments to help with living expenses

Medical and dental treatment, if needed, to complete your program

Time Limits You generally have 12 years from the date we tell you in writing that you have at least a 10 percent rating for a service-connected disability. You may have longer if certain conditions prevent you from training or if you have a serious employment handicap.

Home Loans

We offer a number of home loan services to eligible veterans, some military personnel, and certain spouses.

Guaranteed Loans We can guarantee part of a loan from a private lender to help you buy a home, a manufactured home, a lot for a manufactured home, or certain types of condominiums. We also guarantee loans for building, repairing, and improving homes.

Refinancing Loans If you have a VA mortgage, we can help you refinance your loan at a lower interest rate. You may also refinance a non-VA loan.

Special Grants Certain disabled veterans can receive grants to have their homes specially adapted to their needs.

Time Limits There is no time limit for a VA home loan, except for eligible reservists. Their eligibility expires September 30, 2007.

Burial Benefits

We offer certain benefits and services to honor our Nation's deceased veterans.

Headstones and Markers We can furnish a monument to mark the unmarked grave of an eligible veteran.

Presidential Memorial Certificate (PMC) We can provide a PMC for eligible recipients.

Burial Flag We can provide an American flag to drape an eligible veteran's casket.

Reimbursement of Burial Expenses Generally, we can pay a burial allowance of \$1,500 for veterans who die of service-related causes. For certain other veterans, we can pay \$300 for burial and funeral expenses and \$150 for a plot.

Burial in a VA National Cemetery Most veterans and some dependents can be buried in a VA national cemetery.

Time Limits There is no time limit for claiming reimbursement of burial expenses for a service-related death. In other cases, claims must be filed within 2 years of the veteran's burial.

Dependents' and Survivors' Benefits

Dependency and Indemnity Compensation (DIC) is payable to survivors of:

Service members who died on active duty

Veterans who died from service-related disabilities

Certain veterans who were being paid 100% VA disability compensation at time of death

Death Pension is payable to some surviving spouses and children of deceased *wartime* veterans. The benefit is based on financial need.

VA Civilian Health and Medical Program (CHAMPVA) shares the cost of medical services for eligible dependents and survivors of certain veterans.

Time Limits There are not time limits for applying for the benefits described above.

Disability Benefits

We administer two disability programs. Both pay monthly benefits to disabled veterans.

Disability Compensation We can pay you *compensation* if you're at least 10% disabled as a result of your military service.

Disability Pension We can pay you a pension if you are a wartime veteran with limited income and you are not longer able to work.

Time Limits There is no deadline for applying for disability benefits.

Education and Training

We pay benefits to eligible veterans, dependents, reservists, and service members while they are in an approved training program. Our major programs are:

Montgomery GI Bill Persons who first entered active duty after June 30, 1985, are generally eligible. Some Vietnam Era veterans and certain veterans separated under special programs are also eligible. *The bill also includes a program for certain reservists and National Guard members.*

Veterans Educational Assistance Program (VEAP) This program is for veterans who entered active duty for the first time after December 31, 1976, and before July 1, 1985, and contributed to a training fund.

Survivors' & Dependents' Educational Assistance Some family members of disabled or deceased veterans are eligible for education benefits.

Time Limits Generally, *veterans* have 10 years from the date they were last released from active duty to use their education benefits. *Reservists* generally have 10 years from the date they became eligible for the program unless they leave the Selected Reserves before completing their obligation. *Spouses* generally have 10 years from the date we first find them eligible. *Children* are generally eligible from age 18 until age 26. These time limits can sometimes be extended.

Health Care

We provide a number of health care services.

Hospital, outpatient medical, dental, pharmacy and prosthetic services

Domiciliary, nursing home, and community-based residential care

Sexual trauma counseling

Specialized health care for women veterans

Health and rehabilitation programs for homeless veterans

Readjustment counseling

Alcohol and drug dependency treatment

Medical evaluation for military service exposure, including Gulf War, Agent Orange, radiation, or other environmental hazards.

Life Insurance

Servicemembers Group Life Insurance (SGLI) is low-cost term life insurance for service members and reservists. Generally, coverage begins when you enter the service. It is available in amounts up to \$200,000. Generally, it expires 120 days after you get out of the service.

Veterans Group Life Insurance (VGLI) is Renewable five-year term life insurance for veterans. It is available in amounts up to \$200,000. You may apply any time within 1 year from the date your **SGLI** expires.

Service-Disabled Veterans Insurance, also called “**RH**” Insurance, is life insurance for service-disabled veterans. The basic coverage is \$10,000. If your premium payments for the basic policy are waived, you may be eligible for a supplemental policy of up to \$20,000. Generally, you have 2 years after being notified of your service-connected disability to apply for basic coverage.

Regional Office

Boston 02203

JFK Federal Bldg., Government Center

Local: 227-4600

Statewide: 1-800-827-1000

Towns of Fall River & New Bedford, counties of Barnstable, Dukes, Nantucket, Bristol, part of Plymouth served by Providence, R.I., RO)

VVA Service Reps

Richard S. Earley

C/o Department of Veterans Services – Mass.

100 Cambridge Street

Boston, MA 02202

Ph (617) 727-3678, Ext. 113

State Outreach Centers

Gardner

Montachusett Veterans Outreach Center

294 Central Street

Gardner, MA 01440

Geraldine Fessler, Exec. Director

Ph (508) 632-9601

Fx (508) 632-9857

Transition Houses

Worcester

Central MA Shelter for Homeless Veterans

69 Grove Street

Worcester, MA 01605

Tara O’connor, Exec. Director

Ph (508) 791-5438

Fx (508) 791-5296

Gardner

Gardner Transitional Housing (Unity House)

52 South Main Street

Gardner, MA 01440

Geraldine Fessler, Exec. Director

Ph (508) 630-2427

Clinics

Worcester 01605

605 Lincoln Street, (508)-856-0104

Medical Centers

Bedford 01730

200 Springs Rd., (617) 275-7500

Boston 02130

150 S. Huntington Ave., (617)232-9___

Brockton 02401

940 Belmont St., (508) 583-4500

Northampton 01060

421 N. Main St., (413) 584-4040

West Roxbury 02132

1400 VFW Pkwy., (617) 323-7700

Vet Centers

Worcester 01605

605 Lincoln St., (508) 856-7428

National Cemeteries

Massachusetts

Bourne 02532, (508) 563-7113/4

Toll-Free Service Benefits Information and Assistance

Each VA benefit has its own eligibility requirements. For more information about specific benefits, you may visit the nearest VA office or call:

1-800-827-1000

Special Toll-Free Numbers

Health Benefits	877-222-8387
Education Benefits	888-442-4551
VA Life Insurance	800-669-8477
Office of SGLI	800-419-1473
CHAMPVA	800-733-8387

Gulf War **800-749-8387**

Headstones
(Status of claims only) **800-697-6947**

Telecommunication
Device for Deaf (**TDD**) **800-829-4833**

Direct Deposit **877-838-2778**

Apply for Compensation, Pension or Vocational Rehabilitation benefits on line:

<http://vabenefits.vba.va.gov/>

VA Web-Site

For more information and links to our regional offices, visit our web-site at:

www.va.gov

Look at our specialty pages:

Compensation and Pension Benefits
Education – Environmental Exposure
Health Care – Home loans – Insurance
Minority Veterans – Women Veterans
Vocational Rehabilitation & Employment