



Collier County
**Veteran
& Military**

**Resource
Guide**



The Veteran & Military Resource Guide was created in a joint effort with our community partners to provide Collier County veterans and their families a better access to available service.

U.S. Department of Veteran Affairs Resources

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“For those who have made the ultimate sacrifice, we are grateful that such men and women were among us. For those who continue to serve, we honor their commitment. For those who return to civilian life, we honor their service.”

Steve Buyer

Collier County Commitment



Vision

To be the best community in America to live, work, and play.

Mission

To deliver high-quality, best-value, public services, programs, and facilities to meet the needs of our residents, visitors, and businesses today and tomorrow.

Core Values / Guiding Principles

Honesty, Integrity, Service, Accountability, Quality, Consistency, Respect, Knowledge, Stewardship, Collaboration, Self-Initiating, Self-Correcting

Motto

Exceeding expectations, every day!

Collier County is committed to:

- Bring together local resources and advocates to improve outcomes for Veterans, transitioning Service members, and their families
- Enable Veterans to easily identify and reach resources available to them, voice their opinions and provide valuable input
- Establish a collaborative network within the community and provide the opportunity to connect with other resources.
- Conduct public forums to provide open lines of communication and opportunities to collaborate
- Focus on local issues identified by the community
- Be guided by community partnerships that understand the issues and actively engage in them
- Connecting and leveraging local resources and capabilities to maximize impact and improve Veteran outcomes
- Continue including the VA to provide an integrated presence with representation from all three administrations

U.S. Department of Veterans Affairs Resources

VA General Info Hotline

(800) 827-1000
 (855) VA-WOMEN (829-6636)
 (800) 273-8255 Press 1 for Veteran's Crisis Line

Homeless Assistance

VA National Call Center for Homeless Veterans & Supportive Services for Veteran Families Program	(877) 4AID-VET (424-3838) *Veteran Families Program - check for deadlines
Coordinator for Women, Elderly & Minority Veterans	VA Regional Office 10000 Bay Pines Blvd Bay Pines, FL 33744 (727) 319-5830
Social Work *Homeless Walk-in: Lee County VA and Naples VA Clinic Mon-Fri 8am-4:30pm	Lee County VA Healthcare System 2489 Diplomat Pkwy E Cape Coral, FL 33909 (239) 652-1800

Housing

Domiciliary	10000 Bay Pines Blvd Bay Pines, FL 33744 (727) 398-6661 x14457
Homeless Veterans Employment Specialist Walk-in for orientation Mon & Thur 2p Bldg. 102 D Wing	Employment Reentry 10000 Bay Pines Blvd Bldg. 102, Bay Pines, FL 33744 (727) 398-6661 x17989 or 17369

Healthcare

Lee County VA Healthcare System	2489 Diplmat Pkwy E Cape Coral, FL 33909 (239) 652-1800
Naples VA Clinic - VA Healthcare System	800 Goodlette Rd #120 Naples, FL 34102 (239) 659-9188
Mission Act Minute Clinic Millennium Physicians MedExpress Urgent Care	Missionact.va.gov (866) 389-2727 (239) 498-9294 (239) 354-4093
VA Mental Health Naples Vet Center	2705 Horseshoe Dr S Unit 204 Naples, FL 34104 David Soldano, Counselor 239.634.4459/239.403.4459

Readjustment Counseling

Naples VA Clinic - VA Healthcare System	800 Goodlette Rd Naples, FL 34102 (239) 659-9188
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Employment

US Dept. of VA Human Resources Recruitment Office	(202) 461-4131 odi@va.gov *For Disabled Veterans*
ABIL House Program	<i>Deveney Ching</i> (727) 373-9568 <i>Dianne Duncan</i> (813) 480-6894
Bay Pines VA Healthcare System	<i>Human Resources</i> (727) 398-6661 x15663
Vet Success	<i>Employment Coordinator</i> (727) 319-7928
Abilities Foundation of Florida	2735 Whitney Rd. Clearwater, FL 33760 Frank De Lucia, CEO (727) 538-7370 x363 fdelucia@abilities.org www.abilitiesfoundation.com
VA Vocational Rehab	9500 Bay Pines Blvd. St. Petersburg, FL 33744 (888) 827-1000

Financial Assistance

VA Debt Management Center	(800) 827-0648
E-Benefits	www.ebenefits.va.gov



Support

VA Caregiver Support Line	(855) 260-3274
Tobacco Quitline	(855) QUIT-VET (784-8838)
PTSD Coach	Mobile App Download 
Bay Pines VA Healthcare System 10000 Bay Pines Blvd Bay Pines, FL 33744	
Multiple Sclerosis Support Group	(727) 398-6661 x16615
Smoking Cessation Support Group	(727) 398-6661 x14922 & x14061
Visual Impairment Service Team (VIST)	(727) 398-6661 x14516
Women in Transition OEF/OIF/OND	(727) 398-6661 x12521
Grief Support	(727) 398-6661

Wellness

MOVE!	10000 Bay Pines Blvd Bay Pines, FL 33744 (727) 398-6661 x14662
Walk with Ease Program	10000 Bay Pines Blvd Bay Pines, FL 33744 (727) 398-6661

Homelessness/Housing Services

Hunger & Homeless Coalition Services for homeless	PO Box 9202 Naples, FL 34101 (239) 263-9363
NAPLES	
St. Matthew's House Provides shelter, food, showers, AA/NA Meetings, recovery programs and case management.	2001 Airport Rd S Naples, FL 34112 (239) 774-0500 *Family shelters available
Collier County Housing Authority - Section 8	5251 Golden Gate Pkwy Suite D Naples, FL 34116 (239) 732-0732 info@cchafl.org
IMMOKALEE	
Immokalee Friendship House Provides shelter, food, clothing, drug/alcohol counseling and rehabilitation and case management.	602 W. Main Street Immokalee, FL 34142 (239) 657-4090 *Family shelters available
Collier County Housing Authority - Section 8	1800 Farm Worker Way Immokalee, FL 34142 (239) 657-3649 info@cchafl.org

Employment

The Federal Bonding Program Provide Fidelity Bonds that guarantee honesty for "at-risk," hard-to-place job seekers.	(202) 293-5566 www.bonds4jobs.com
NAPLES	
Catholic Charities of Collier County - Counseling Center	2210 Santa Barbara Naples, FL 34116 (239) 455-2655
Career Source of SWFL Assistance with resume, interviews & job placement <u>*Veteran assistance & Disabled Veterans Program*</u>	3050 Horseshoe Dr. N Suite 110 Naples, FL 34104 (239) 436-4301
GoodWill Joblink Partner with DCF; unemployment assistance, computer training, resume, interviewing & employment	Naples Towne Center 3759 Tamiami Trail E Naples, FL 34112 (239) 732-6310

Community Resources Continued

Employment

IMMOKALEE

Career Source of SWFL Assistance with resume, interviews & job placement	750 S. 5 th Street Immokalee, FL 34142 (239) 658-3300
GoodWill Joblink Partner with DCF; unemployment assistance, computer training, resume, interviewing & employment	400 N 15 th Street #101 & 102 Immokalee, FL 34142 (239) 369-4744 (239) 658-2262

Financial/Food Services

NAPLES

Baby Basics of Collier Provides free diapers to low-income working families.	(617) 510-4468 info@babybasicscollier.org *Must be referred
Catholic Charities of Collier County Tues & Thur 9:30AM - 11AM Provides financial assistance for housing, utilities, prescriptions and food pantry.	3174 Tamiami Trail E. Naples, FL 34112 (239) 793-0059 *Membership required *Photo ID required
Catholic Charities of Collier County Mon - Fri 8AM - 5PM Provides low-income seniors food, housing & healthcare; daily hot lunch, activities & weekly food pantry	4898 Coronado Way Naples, FL 34116 (239) 252-4541 *Registration required*
Family to Family Mon & Fri 10AM - 1PM Thur 11AM - 1PM Furniture, household items, clothing and toys	4750 Enterprise Ave, Suite 101 Naples, FL 34104 (239) 352-5437 (239) 272-0743
Grace Place Food Pantry Mon - Thur 8:30AM - 6PM	4300 21 st Ave SW Naples, FL 34116 (239) 255-7200 *Registration required*
Helps Outreach Mon - Tue 10AM - 3PM Thur - Fri 10AM - 3PM Food, clothing and furniture	2025 J&C Blvd. #3 Suite 2 Naples, FL 34109 (239) 593-3226
Jewish Family & Community Services - Naples Senior Center Food pantry	5025 Castello Dr. Naples, FL 34103 (239) 325-4444 *Appointment needed

Financial/Food Services

NAPLES continued

Meals of Hope Varies locations; check out their map of food pantries on their website	2221 Corporation Blvd. Naples, FL 34109 (239) 537-7775 mealsofhope.org/pantry
Meals on Wheels St. Vincent DePaul of Naples Meal delivery for persons with disabilities, seniors and those homebound	4451 Mercantile Ave. Naples, FL 34104 (239) 775-1667
Our Daily Bread Food Pantry By appt only: Mon - Fri 10AM - 12PM Walk-ins: Sat 9AM - 12PM	Annex Building 1450 Winterberry Drive Marco Island, FL 34145 (239) 259-5188
Our Daily Bread Mobile Pantry Varies locations; check out their website for their food pantry flyer	Same as above ourdailybreadfoodpantry.com
Salvation Army Mon - Fri 8:30AM - 12PM & 1PM - 3PM *Fridays are for food and vouchers only Rent and utility assistance available once a year	3180 Estey Ave. Naples, FL 34104 (239) 775-9447 *Photo ID with proof of Collier County residency
St. Matthew's House Soup Kitchen Lunch: Mon-Sat 12:15PM - 12:45PM Sun 1PM - 1:30PM Dinner: every day at 5PM	2691 Airport Rd. S Naples, FL 34112 (239) 774-3315
St. Matthew's House Food Pantry Mon - Fri 9AM - 5PM	4535 Domestic Ave. Naples, FL 34112 (239) 774-0500
St. Vincent DePaul of Naples Mon - Thur 10AM - 1PM Food, household goods, clothing & rent assistance	4451 Mercantile Ave. Naples, FL 34104 (239) 775-2907 (239) 775-1667
The Current Food Pantry Wednesdays 6PM - 7:30PM Saturdays 10:30AM - 12PM	13510 Tamiami Trail N Suite 4 Naples, FL 34110 (239) 529-3977
Tree of Life 2 nd & 4 th Saturday/month 8AM - 9:30AM	2132 Shadowlawn Dr Naples, FL 34112 (239) 530-2200

Community Resources Continued

Financial/Food Services

IMMOKALEE

Amigos Center Food Pantry: Wed 9AM - 12PM, 1PM - 4PM Immigration services, emergency food/clothing, English and literacy classes	106 S 2 nd St. Immokalee, FL 34142 (239) 657-3822
Guadalupe Social Services - Catholic Charities of Collier County <u>Food pantry:</u> Mon - Fri 9AM - 10:30AM English classes, soup kitchen, utilities/rental assistance, clothes, immigration services	211 S 9 th St, #7 Immokalee, FL 34142 (239) 657-6242
Coalition of Florida Farm Workers Organization Mon - Fri 8:30AM - 5:30PM Help with rent, utilities, transportation, medical, food, immigration, counseling, job placement	1255 N 15 th St Immokalee, FL 34142 (239) 657-7272 *Appointment needed; make appt at (844) 356-8138
Immokalee Friendship House <u>Emergency meals:</u> Mon - Fri 4:30PM - 5:30PM Sat - Sun 12PM - 1PM Dinner: every day at 5PM	602 W Main St. Immokalee, FL 34142 (239) 657-4090
IMMCAA Assistance with food, rent, utilities, clothing, etc.	1255 N 15 th Street #2 Immokalee, FL 34142 (239) 657-2213
Meals of Hope Thur 3:30PM - 5:30PM	Farm Workers Village 1800 Farm Workers Wy Immokalee, FL 34142 (239) 537-7775
Salvation Army Mon - Wed 8AM - 12PM & 1PM - 3PM	2050 Commerce Ave. Suite 3 Immokalee, FL 34142 (239) 657-2199

Transportation

Collier Area Transit (CAT Bus) - Public Transportation	(239) 252-7777 Download the app RideCAT 
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Healthcare

NAPLES

Collier County Health Dept. Mon - Fri 8AM - 5PM *Housing, Human & Veteran Services located in Bldg H, Room #211	3339 Tamiami Trail E. Naples, FL 34112 (239) 252-8200 Info.DOHCollier@flhealth.gov
Healthcare Network of SWFL *Mon - Fri 8AM - 5PM *based on income for uninsured	12655 Collier Blvd. Naples, FL 34116 (239) 353-4101 Call for other locations & hours
Naples Lions Club Provides programs and financial assistance to help people obtain low or no-cost eye exams, eye glasses, eye surgeries and hearing aids.	(239) 353-4800 8769 Hideaway Harbor CT Naples, FL 34120 NaplesLionsClub.com
Neighborhood Health Clinic <u>Clinic Hours</u> Mon - Fri 9AM - 5PM Saturdays by appt. <u>Qualifications</u> Mon & Thur 9AM-12PM	88 12 th St. N Naples, FL 34102 (239) 529-2255 info@clinicnaples.org
PLAN of Collier County *based on income	2671 Airport Rd. S Suite 202 Naples, FL 34112 (239) 776-3016 info@plancc.org
ALTA Health Group Mon - Fri 8AM - 4PM *Accepts Medicare* *DOES NOT accept Medicaid*	7385 Radio Rd. Suite 104 Naples, FL 34104 (239) 434-6000

IMMOKALEE

Collier County Health Dept. Mon - Fri 8AM - 5PM	419 N 1 st St. Immokalee, FL 34142 (239) 252-7300
Healthcare Network of SWFL Mon - Fri 8AM - 5PM *based on income	Call for locations & hours (239) 658-3000

Community Resources Continued

Burial Services

Beachwood Society	4444 Tamiami Trail N Suite 1 Naples, FL 34103 (239) 261-1767
Fuller Funeral Home & Cremation Service	1625 Pine Ridge Rd. Naples, FL 34109 (239) 591-1611
Legacy Options Funeral & Cremation Services	4376 Corporate Sq. Suite 1 Naples, FL 34104 (239) 659-2009

Legal Services

Medical-Legal Partnership Program Tue & Wed 8AM - 4:30PM 1-800-405-1417 Help Line	10000 Bay Pines Blvd. Bldg 100 Room 1E-241 Bay Pines, FL 33744 (727) 398-9592
NAPLES	
Legal Aid Service of Collier County Mon - Fri 9AM - 5PM	4436 Tamiami Trail E Naples, FL 34112 (239) 775-4555
Public Defender's Office	3315 Tamiami Trail E Suite 510 Naples, FL 34112 (239) 252-8397
IMMOKALEE	
Legal Aid Service of Collier County Mon - Fri 9AM - 5PM	1400 N 15 th St. Suite 201 Immokalee, FL 34142 (239) 657-7442



Child Care & Family Services

Military Kids Connect https://militarykidsconnect.health.mil/	
Our Military Kids https://www.ourmilitarykids.org/omkinquiry@ourmilitarykids.org (703) 734-6654	
NAPLES/FORT MYERS	
Florida Dept. of Children & Families Family Access Center	2295 Victoria Ave Room 110 Ft. Myers, FL 33901 (239) 332-2822
Boy Scouts of America	1801 Boy Scout Dr Ft. Myers, FL 33907 (239) 936-8072
Boys & Girls Clubs of Suncoast	7500 Davis Blvd. Naples, FL 34104 (239) 352-1700
Big Brothers & Big Sisters of Suncoast	1016 Collier Center Wy Suite 100 Naples, FL 34110 (239) 331-7133
WIC Program Located in Collier County Health Dept. Building	3339 Tamiami Trail E Naples, FL 34112 (239) 252-8208
Camelot Community Care JOBryan@cnsfwf.org	2606 Horseshoe Dr S Naples, FL 34101 (239) 213-4100
IMMOKALEE	
Florida Dept. of Children & Families Family Access Center	2050 Commerce Ave. Immokalee, FL 34142 (866) 762-2237
Boys & Girls Club of Suncoast	1155 Roberts Ave. W Immokalee, FL 34142 (239) 675-7003
WIC Program	419 N 1 st St. Immokalee, FL 34142 (239) 252-7310
Camelot Community Care JOBryan@cnsfwf.org	750 S 5 th St. Immokalee, FL 34142 (239) 657-2817

Community Resources Continued

Substance Abuse & Mental Health Services	
Free Treatment Centers in FL	1(866) 455-3897 freerehabcenters.org
CLEAR Access Line - Mental Health Line	(800) 945-1355
Collier County Sheriff's Office - Mental Health Unit	Non-emergency # (239) 252-0949 care@colliersheriff.org
NAPLES	
David Lawrence Center Treatment programs: adult & children services, Crossroads addiction/recovery services, employee assistance program, pharmacy, prevention programs and primary care clinic	6075 Bathey Lane Naples, FL 34116 (239) 455-8500 *24-Hour Walk-In Access*
St. Matthew's House Recovery Program Faith-based one-year recovery program; Female program located in Alva, FL; Male program location is in Naples & Labelle	2001 Airport Rd. Naples, FL 34112 (239) 774-0500 intakeasst@stmatthewshouse.org Justin's Place: Males Jill's Place: Females
Catholic Charities of Collier County - Counseling Center Provides mental health services in English/Spanish for adults, children and families.	2210 Santa Barbara Naples, FL 34116 (239) 455-2655
NAMI - National Alliance on Mental Illness Mon - Fri 8AM - 5PM Drop-in center, food asst. for persons MH services, free/low-cost meds, ACCESS FL, support groups	3050 Horseshoe Dr. N #168 Naples, FL 34104 (239) 260-7300 info@namicollier.org
Together on Purpose Provides juveniles, ex-offenders and Veterans with workforce readiness, dress for the job, leadership and personal development tools, mentoring services, sober living facility option	4001 Santa Barbara Blvd. #331 Naples, FL 34104 (239) 276-6336 togetheronpurpose@topinc.org www.topinc.org

Substance Abuse & Mental Health Services	
Immokalee	
David Lawrence Center Treatment programs: adult & children services, Crossroads addiction/recovery services, employee assistance, pharmacy, prevention programs and primary care clinic	425 N 1 st St. Immokalee, FL 34142 (239) 657-4434 *24-Hour Walk-In Access*

Other Information	
Dial 211 Human services helpline	(239) 263-4211
	Download the Collier Cares app for on the go Collier resources 24/7
Collier72 - Emergency Management	(239) 252-3600
Collier County Sheriff's Office Non-Emergency #	(239) 252-9300
County Probation	3315 Tamiami Trail E Suite 101 Naples, FL 34112 (239) 252-8135
State Probation	2500 Airport Rd. S Naples, FL 34112 (239) 417-6300
Social Security Administration	2659 Professional Cir. Suite 1114 Naples, FL 34112 (888) 294-0161
Vital Statistics NAPLES Birth/Death Certificates	3339 Tamiami Trail E Naples, FL 34112 (239) 252-8205
Vital Statistics IMMOKALEE Birth/Death Certificates	419 N 1 st St Immokalee, FL 34142 (239) 252-7300
Collier Resource Center Located inside Nichols Community Health Center *referral service to community resources	12655 Collier Blvd. Naples, FL 34116 (239) 434-2030

Community Resources Continued



University & Colleges

IMMOKALEE

**Florida Southwestern College
Veteran Services**
8099 College Pkwy
Hall Q, Room 106 & 107
Ft. Myers, FL 33919
Steve Felter: (239) 489-9416
veteransaffair@fsw.edu

**Hodges University
Veterans Center**
2647 Professional Circle
2nd Floor
Naples, FL 34119
(239) 513-1122

Florida Gulf Coast University
10501 FGCU Blvd. S
Ft. Myers, FL 33965
(239) 590-7032

Ave Maria University
5050 Ave Maria Blvd.
Ave Maria, FL 34142
(239) 280-2556

Veterans Service Organizations

Wounded Warriors of Collier County www.wwcollier.org	PO Box 10434 Naples, FL 34101 (239) 799-2260 info@wwcollier.org
Collier County Sheriff's Office - Jail Reentry	(239) 252-9575 reentry@colliersheriff.org
Home Base Florida Veteran & Family Care OP Services; 100% tele-health option; TBI services; health & wellness (fitness)	Larry Whitmore (239) 207-8094 homebasefl@partners.org lwwhatmore@mgb.org *all programs open to Veterans of all eras and their families*
Collier County Veterans Mentor Program	veteransmentor@gmail.com
NAMI Connection Recovery Support Group *Service members & veteran only Thursdays at 5:30PM	6216 Trail Blvd. Bldg. C Naples, FL 34108 (239) 260-7300 info@namicollier.org
JFCS Veteran Services *Supportive Services for Veteran Families	(941) 366-2224 veterans@JFCS-cares.org
Naples Vet Center	2705 Horseshoe Dr. S, Suite 204 Naples, FL 34104 (239) 403-2377
Gulf Coast Veterans & Friends info@gulfcoastvf.org	1600 Fleishman Blvd Naples, FL 34102 (239) 289-6952

Collier County Veteran Services	3339 Tamiami Trail E #212 Naples, FL 34112 (239) 252-8387
Veterans of Foreign Wars	800 Neffs Way Naples, FL 34119 (239) 455-7721
American Legion	2296 Tamiami Trail E Naples, FL 34112 (239) 774-4707
American Red Cross	Service to the Armed Forces Ivan Sterpin (786) 459-7562 Ivan.Sterpin@redcross.org
AMVETS	2727 Bayshore Dr Naples, FL 34112 (239) 417-2626
Marine Corps League	2086 Morning Sun Lane Naples, FL 34119 (239) 404-0110 jcdnaples@aol.com
The Benevolent & Protective Order of Elks	11250 Tamiami Trail E Naples, FL 34113 (239) 643-4368 napleselks@comcast.net
St. Vincent de Paul CARES	3049 Cleveland Ave. Ft. Myers, FL 33901 727-580-4282

VA Disability Claims Process

Step 1) Claim Received	 Your claim has been received by the VA. If you applied online with VONAPP Direct Connect, you should see receipt in your list of Open Claims within one hour. If you applied through the U.S. mail, please allow mailing time plus one week for us to process and record receipt of your claim.
Step 2) Under Review	 Your claim has been assigned to a Veterans Service Representative and is being reviewed to determine if additional evidence is needed. If we do not need any additional information, your claim will move directly to the Preparation for Decision phase.
Step 3) Gathering of Evidence	 The Veterans Service Representative will request evidence from the required sources. Requests for evidence may be made of you, a medical professional you identify, a government agency, or another authority.
Step 4) Review of Evidence	 We have received all needed evidence. If, upon review, it is determined that more evidence is required, the claim will be sent back to the Gathering of Evidence phase. Such a situation can occur when a benefits claim for an additional disability is made.
Step 5) Preparation for Decision	 The (Rating) Veterans Service Representative has recommended a decision, and is preparing required documents detailing that decision. If more evidence is required, the claim will be returned to the Gathering of Evidence phase.
Step 6) Pending Decision Approval	 The recommended decision is reviewed, and, as applicable, a final award approval is made. If it is determined that more evidence or information is required, the claim will be returned to the Gathering of Evidence phase.
Step 7) Preparation for Notification	 Your entire claim decision packet is prepared for mailing.
Step 8) Complete	 The VA sends you a decision packet by U.S. mail. The packet includes details of the decision and, as applicable, is awarded to the applicant.



How Long Will This Process Take?

VA's open-ended duty to assist Veterans and Survivors in developing their claim, established in law, prevents VA from deciding all claims within 125 days. VA will always consider additional evidence or new medical conditions added – no matter how late in the claims process. VA's legal duty to assist Veterans in fully developing their claims is an obligation we take seriously.

Examples of claims that could take longer than 125 days to process include:

- Veterans who add a new disability to their claim or identify additional evidence well into VA's processing of their claim.
- Veterans who are unable to make scheduled medical exams for personal reasons, such as travel, living overseas, etc.
- Complex disability claims, such as radiation claims that require the collection of scientific and medical data and opinions from radiation experts.
- Difficulty in obtaining National Guard and Reserve records for still-serving members.



Fully Developed Claims (FDCs)

The Fully Developed Claims (FDC) program is an optional initiative that offers Veterans and survivors faster decisions from VA on compensation, pension, and survivor benefit claims. Veterans and survivors simply submit all relevant records in their possession, and those records which are easily obtainable, such as private medical records, at the time they make their claim and certify that they have no further evidence to submit. VA can then review and process the claim more quickly; it also places a priority on processing FDCs.

For more information on the FDC Program, visit us at www.benefits.va.gov/fdc/ or contact VA at (800) 827-1000 (toll free), between the hours of 7 a.m. - 7 p.m., Eastern Standard Time.

Financial Hardship, Homelessness and Terminal Illness

VA prioritizes benefits claims of Veteran's experiencing an extreme financial hardship, homelessness, or a terminal illness. If such a situation applies to you, and you have a pending claim with VA, please notify, (800) 827-1000 (toll free), between the hours of 7 a.m. - 7 p.m., Eastern Standard Time.

“How Can We Help You?”



To help a Veteran in crisis, call the 24-hour Crisis Hotline at (800) 273-8255 option 1

VA Facility Locator

VA Facility Locator	VA facilities including additional state and local resources	Information: www.va.gov/landing2_locations.htm
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Transition and Veteran Employment Services

Veterans Employment Services Office (VESO)	Helps Veterans and transitioning Military Service Members find federal careers Military skills translator, resume builder and federal job search functions	Information: www.vaforvets.va.gov (855) 824-8387 www.ebenefits.va.gov/ebenefits/jobs
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Transition Assistance Program (TAP)	TAP may include transition from service briefings and assistance	Information: www.benefits.va.gov/TAP
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Veterans Health Administration

Health Care Benefits or Application Questions	VHA provides: <ul style="list-style-type: none"> • Primary care • Mental health care (including Veteran-specific treatment for PTSD, TBI care, etc.) • Preventative care • A wide variety of specialty care • Inpatient and outpatient pharmacy • Geriatric care • Long term care and support 	Program Information: www.va.gov/healthbenefits (877) 222-VETS (8387) Eligibility Information: www.va.gov/healthbenefits/apply/veterans.asp How to Apply: www.1010ez.med.va.gov
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Access to Patient Medical information	• My HealtheVet is VA's online personal health record system designed to help VA patients manage their healthcare records and notes from medical providers	Information: www.myhealth.va.gov (877) 327-0022
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Women Veteran Support	• The Women Veterans Health Program addresses health care needs of women Veterans to ensure that timely, equitable, high-quality, comprehensive health care services are available and provided	Information: www.womenshealth.va.gov Women Veterans Call Center: (855) VA-WOMEN
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For more information about VA Healthcare, call the VHA Helpline:

(877) 222-VETS (8387) Monday – Friday 8AM – 8PM EST

*Call back service may be available after hours

Rural Veteran support	<ul style="list-style-type: none">• The VA Office of Rural Health helps rural Veterans access medical care through VA facilities	Information: www.ruralhealth.va.gov
Mental Health support	<ul style="list-style-type: none">• Authoritative mental health information and resources for Veterans and their families• Self-help toolbox• Where to get help• Comprehensive guide to VA Mental Health Services	Information: www.mentalhealth.va.gov Guide to VA Mental Health Services for Veterans and Families: www.mentalhealth.va.gov/docs/MHG_English.pdf
Veteran (Vet) Center information	<ul style="list-style-type: none">• Individual and group counseling• Discharge upgrade information• Community, social service and medical referrals• Employee assistance referrals• VA Benefits assistance referrals	Information: (877) WAR-VETS (927-8387)
Homeless Veteran	Immediately call the 24-hour National Call Center for Homeless Veterans (877) 4AID-VET (4243-838)	

National Cemetery Administration

Burial and Memorial Benefits Information	VA offers Veterans and their dependents: <ul style="list-style-type: none">• Burial and honoring services, including gravesites and grave liners• Maintenance of national cemeteries• Headstones, markers and presidential memorial certificates	Information: www.cem.va.gov (800) 827-1000
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Veterans Benefits Administration

<p>Benefits Information & Eligibility Questions</p>	<ul style="list-style-type: none"> • Videos and easy to understand, 30-second eligibility quiz are available at explore.va.gov • A hardcopy and online handbook is available for benefits and qualifications information • Further benefits and eligibility information is available at www.ebenefits.va.gov 	<p>Information: www.benefits.va.gov/benefits/ (800) 327-1000</p> <p>Benefits Handbook: www.va.gov/opa/publications/benefits_book.asp</p> <p>Videos about all VA programs and eligibility: Explore.va.gov</p>
<p>Benefits Applications & Claim Questions</p>	<ul style="list-style-type: none"> • Information, forms, and phone numbers are available online for Veterans and their dependents 	<p>Forms and Applications: www.ebenefits.va.gov</p> <p>Videos that explain how to fill out select forms: www.benefits.va.gov/BENEFITS/videos.asp</p>
<p>Home Loan Guaranty Program Questions or Payment on a VA Provided Home Loan</p>	<ul style="list-style-type: none"> • VA guarantees loans made by private lenders The VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans 	<p>Forms and Information: www.benefits.va.gov/homeloans (377) 327-3702</p>
<p>Vocational Rehabilitation and Employment (VR&E) Program Information</p>	<p>The VR&E Program:</p> <ul style="list-style-type: none"> • Assistance in finding employment with programs such as vocational assessments counseling, education tuition/stipends related to employment and employment planning 	<p>Information: www.benefits.va.gov/vocrehab</p>
<p>Education and Post - 9/11 GI Bill Benefits</p>	<ul style="list-style-type: none"> • The post - 9/11 GI Bill pays higher education tuition, housing and stipends for Veterans, service members or their dependents • Eligibility: served at least 90 days on active duty after 9/10/2001 	<p>Information: www.benefits.va.gov/gibill (888) GIBILL-1 (442-4551)</p>
<p>Pension</p>	<ul style="list-style-type: none"> • Pension benefits descriptions, eligibility, and application forms are available online 	<p>Information: www.benefits.va.gov/pension</p>

For more information about VA Healthcare, call the VHA Helpline:
 (877) 222-VETS (8387) Monday – Friday 8AM – 8PM EST

*Call back service may be available after hours

Fiduciary	<ul style="list-style-type: none"> • Program for Veterans and other beneficiaries who, due to injury, disease, or age, are unable to manage their financial affairs • Apply for benefit or to become a fiduciary for a Veteran 	Information: www.benefits.va.gov/fiduciary
Insurance and TSGLI/SGLI Questions	<p>Veterans are eligible for:</p> <ul style="list-style-type: none"> • Service-Disabled Veterans Insurance Service members' Group Life Insurance (SGLI), Veterans' Group Life Insurance, and/or Veterans' Mortgage Life Insurance TSGLI - SGLI Traumatic Injury Protection 	Forms and Information: www.benefits.va.gov/insurance (800) 419-1473
Disability Compensation Questions	<ul style="list-style-type: none"> • Disability compensation is a tax-free benefit paid to eligible Veterans • Eligibility is determined by injuries/diseases from/aggravated by service 	Forms and Information: https://www.va.gov/disability/
Dependency & Indemnity Compensation for Veteran's Dependents	<p>Dependents may be awarded tax-free benefits for:</p> <ul style="list-style-type: none"> • Death during military service or post-service related to a service-connected disability • Death after extended period of 100 percent disability 	Forms and Information: https://www.va.gov/disability/dependency-indemnity-compensation/

Board of Veterans Appeals

Claims Appeal Process Information	<ul style="list-style-type: none"> • A Veteran or dependent/ caregiver has a full year to appeal a denied claim regarding any VA benefit. To appeal, file a Notice of Disagreement with the Administration that denied the benefit • The appeals process has many stages, and most of the appeals processing and resolutions take place in the Administration that made the initial claims decision 	Information: www.bva.va.gov Appeal Process Pamphlet: https://www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet--508Compliance.pdf
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Managing Stress

Stress Management: How to Reduce, Prevent, and Cope with Stress

Look at how you currently cope with stress.

Unhealthy ways of coping with stress:

- Smoking
- Drinking too much
- Overeating or undereating
- Zoning out for hours in front of the TV or computer
- Withdrawing from friends, family and activities
- Using pills or drugs to relax
- Sleeping too much
- Procrastinating
- Filling up every minute of the day to avoid facing problems
- Taking out your stress on others (lashing out, angry outbursts, physical violence)

Stress Management Strategy #1

Avoid unnecessary stress – Not all the stress can be avoided and it's not healthy to avoid situation that needs to be addressed. You may be surprised by the number of stressors in your life that you can eliminate.

Stress Management Strategy #2

Alter the situation – If you can't avoid a stressful situation, try to alter it. Figure out what you can do to change things so the problem doesn't present itself in the future. Often, this involves changing the way you communicate and operate in your daily life.

Stress Management Strategy #3

Adapt to the stressor – If you can't change the stressor, change yourself. You can adapt to stressful situations and regain your sense of control by changing your expectations and attitude.

Adjusting your attitude: How you think can have a profound effect on your emotional and physical well-being. Each time you think negative thoughts about yourself, your body reacts as if it were in the throes of a tension-filled situation. If you see good things about yourself, you are more likely to feel good; the reverse is also true. Eliminate words such as "always," "never," "should" and "must." These are telltale marks of self-defeating thoughts.

Healthy ways to relax and recharge:

- Go for a walk.
- Spend time in nature.
- Call a good friend.
- Sweat out tension with a good workout.
- Write in your journal.
- Take a long bath.
- Light scented candles.
- Savor a warm cup of coffee or tea.
- Play with a pet.
- Work in your garden.
- Get a massage.
- Read a good book.
- Listen to music.
- Watch a comedy.

Stress Management Strategy #4

Accept the things you can't change - Some sources of stress are unavoidable. You can't prevent or change stressors such as the death of a loved one, a serious illness, or a national recession. In such cases, the best way to cope with stress is to accept things as they are. Acceptance may be difficult, but in the long run, it's easier than railing against a situation you can't change.

Stress Management Strategy #5

Make time for fun and relaxation - Beyond a take-charge approach and a positive attitude, you can reduce stress in your life by nurturing yourself. If you regularly make time for fun and relaxation, you'll be in a better place to handle life's stressors when they inevitably come.

Stress Management Strategy #6

Adopt a healthy lifestyle - You can increase your resistance to stress by strengthening your physical health.

(Literature received at L.O.V.E. Workshop: Mental Health Awareness by Dr. Carleah East, Psychology Instructor, St. Petersburg College / Gibbs Campus (727) 341-4662)



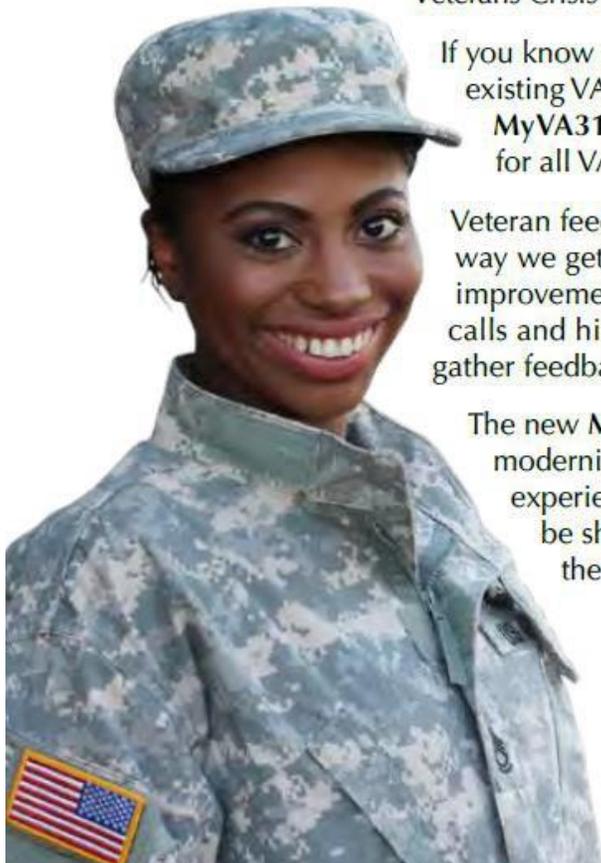
myVA311

VA at your fingertips 1-844-698-2311

When the VA Secretary first started evaluating business and customer service practices across VA to improve the Veteran experience, the need for a revamped phone system was clear. Instead of navigating dozens of automated phone trees with no guarantee of success, Veterans needed one place to call to get connected to the right place quickly.

VA is introducing **1-844-MyVA311** (1-844-698-2311) as a go-to source for Veterans and their families who don't know what number to call. This new national toll-free number will help eliminate the feeling of frustration and confusion that Veterans and their families expressed when navigating the 1000-plus phone numbers that currently exist.

With **1-844-MyVA311**, Veterans, families, and caregivers can access information about VA services like disability, pension, healthcare eligibility, enrollment, and burial benefits, in addition to a self-service locator to find the nearest VA facility. And if they're looking for immediate assistance with housing or are having a mental health crisis, MyVA311 will route callers to the Homeless Veteran Help Line and the Veterans Crisis Line.



If you know what number you're calling – keep calling it. None of the existing VA numbers will go away. The future vision is that **1-844-MyVA311** will become a 24/7 one-stop information service platform for all VA services.

Veteran feedback has been instrumental in helping us streamline the way we get callers routed to the right place at VA. VA is also making improvements to the overall Veteran experience eliminating blocked calls and hiring more people to reduce wait times. We will continue to gather feedback from our Veterans to ensure VA is meeting their needs.

The new **MyVA311** phone number is just one step in a larger effort to modernize VA contact centers so Veterans have a seamless, positive experience when reaching out VA. In the coming months, we will be sharing more on additional steps as we continue to improve the Veterans experience.

How to Access Urgent Care

VA offers urgent care services to eligible Veterans at VA or at in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, skin infections, ear infections, and more. Follow these steps to receive urgent care services.

VA



U.S. Department
of Veterans Affairs



1. Check Eligibility

- You are eligible if you are enrolled in the VA health care system and received care through VA from either a VA or community provider within the past 24 months.
- Contact your local VA medical facility to confirm eligibility or call 1-833-4VETNOW (1-833-483-8669).



3. Confirm Provider

- When you arrive, confirm that the provider is an in-network VA urgent care provider (a sign may be posted).
- Fill out the intake form and indicate you would like to use your VA urgent care benefit.
- The provider will call 1-833-4VETNOW (1-833-483-8669) to confirm you are eligible for the urgent care benefit and prescription medication, if needed.
- If you need help, call 1-866-620-2071.



5. Copayments

- You may be charged a copayment, \$30, for using the urgent care benefit.
- Copayments are billed separately by VA. Do not pay a copayment during the visit.
- Copayments depend on your assigned priority group and how many times you use urgent care in a calendar year.



2. Find Provider

- Find an in-network urgent care provider by going to <https://www.va.gov/find-locations/> and clicking the link for VA-approved urgent care locations and pharmacies.
- You can search for the nearest urgent care provider by ZIP code, address, or VA facility.
- Once selected, go to the urgent care provider.



4. Get Urgent Care

- Receive needed care from the provider.
- If you need prescription medication, make sure the provider activates your pharmacy benefits under the VA urgent care benefit.
- VA will pay for a 14-day supply (no refills) of prescription medication for the condition for which you were provided care.
- Prescriptions must be filled by an authorized in-network pharmacy or by VA.
- Find an in-network pharmacy by going to <https://www.va.gov/find-locations/> and clicking the link for VA-approved urgent care locations and pharmacies.
- If you need help, call 1-866-620-2071.



6. More Info

- Contact your local VA medical facility
- Visit www.va.gov/communitycare



VA Website: www.va.gov

VA Benefits Info: (800) 827-1000

VA Health Care Info: (877) 222-VETS (8387)

24-Hour Hotline for Homeless Vets: (877) 4AID-VET (4243-838)

24-Hour Veteran Crisis Hotline: (800) 273-8255 option 1

Find this resource guide online at:

<https://www.wvcollier.org>

<https://www.colliersheriff.org/my-ccso/corrections-department/reintegration>

