



VETERANS RESOURCES GUIDE

2023

U.S. CONGRESSMAN
HAKEEM JEFFRIES

NEW YORK 8TH

Letter from the Leader

Dear Neighbor,

You have my deepest appreciation and respect for the sacrifices you have made to protect all Americans, both at home and abroad. We are forever indebted to you and must ensure you have access to the care and benefits you need and deserve here at home.

Your service to our country has positioned you to take advantage of various public benefits. From healthcare and education to employment training and tax assistance, there are multiple opportunities for both you and your family. This resource guide is meant to provide you with information on such benefits offered by government organizations and programs.

New York City's Department of Veterans' Services (NYCDVS) is ready to help you. NYCDVS information can be found at, www.NYC.gov/site/veterans/initiatives/vetconnectpro.page. The agency has multiple offices throughout the five boroughs that welcome walk-ins and help with legal support, food assistance and transportation, as well as other services. The Brooklyn office is located at 25 Chapel Street, Suite 604. Additionally, NYCDVS connects Veterans and their families to other city agencies that may offer support, including the NYC Department of Education and NYC Department of Housing Preservation and Development.

New York State also has a Department of Veterans' Services that is ready and able to assist you. The department provides free claims assistance to Veterans, their spouses, children and parents. Advisors help individuals with claims for federal, state, local and private Veterans' benefits and they assist with appeals as necessary. Other common assistance programs include property tax exemption help and restoration of honor services. The Brooklyn office is located at 250 Schermerhorn Street Room 211.

While I hope you take advantage of these resources, there is much more work to be done in support of our servicemembers. I will continue to fight for accessible resources that adequately respond to all Veterans' needs as they transition to civilian life and beyond. My office welcomes your feedback on Veteran's benefits as I work with my colleagues in the 118th Congress to shape informed legislation that best serves those who have served our nation.

More information for Veterans and their families can be found at Jeffries.House.gov/Vets/, where you will be able to directly access this guidebook and the electronic links included for each resource.

As you continue to seek out support, please do not hesitate to contact my office with any further questions. You can reach my Washington, D.C. office at Congressmanjeffries08@gmail.com or (202) 225-5936. You can also reach my office in Central Brooklyn at (718) 237-2211 or my office in South Brooklyn at (718) 373-0033.

Sincerely,


HAKEEM JEFFRIES
Member of Congress

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TOXIC EXPOSURES AND THE PACT ACT

During the 117th Congress, President Biden and House Democrats worked hard to pass the *Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act*, which enables VA to expand benefits for up to 3.5 million Veterans exposed to toxic substances while serving in the line of duty.

The PACT Act expands the list of presumptive health conditions eligible for benefits to include those caused by burn pits, Agent Orange, and other toxic exposures. This legislation also provided VA with important tools to be able to retain medical providers and improve facilities. This monumental legislation represents the most significant expansion of healthcare and benefits in more than 30 years.

The *PACT Act* has already:

- Made nearly **3.5 million veterans eligible** for the care and benefits they deserve
- Delivered more than **\$1.4 billion in benefits** to veterans
- Led to more than **700,000 claims filed**
- Led to more than **3.9 million veterans** receiving toxic exposure screenings

Where can I go to learn more?

- To determine your eligibility, please visit va.gov/resources/the-pact-act-and-your-va-benefits/
- File a new claim online at va.gov/disability/file-disability-claim-form-21-526ez/introduction or by mail, in person or with the help of a trained professional.
- For more information available 24 hours a day, 7 days a week, call the VA phone number at (800) 698-2411.

CRISIS RESOURCES

For Those Thinking of Hurting Themselves or Others

If you or someone you know are experiencing suicidal thoughts and need immediate help, please

Dial 988 and press 1 - or text 838255.

Counseling Resources

If you are looking for counseling services, you can visit

Military OneSource: Free, confidential, 24/7 support.

1 (800) 342-9647
or [chat online](#).

For Families and Friends

If you or your family member are looking for resources to care for a veteran, reach out to one of the following providers:

Caregiver Support: Offers training and resources to help you care for a Veteran.

- (855) 260-3374
 - Hours: 8 a.m.–10 p.m. Monday–Friday and Saturday, 8 a.m.– 5 p.m.
- Local Caregiver Support Coordinator:
 - VA New York Harbor Health Care System, Brooklyn Campus
 - Address: 800 Poly Place, Brooklyn, NY 11209
 - Phone: (212) 686-7500 ext. 3346

Coaching Into Care: Provides free, confidential guidance on how to encourage a Veteran to seek mental health care.

- (888) 823-7458, (888) 823-7458
 - Hours: Monday – Friday, 8 a.m. – 8 p.m.
- Or email CoachingIntoCare@va.gov.

NEW YORK VETERANS RESOURCES

New York State Department of Veterans' Services Office

Call the main line to make an appointment: (888) 838-7697 or contact the Brooklyn Location for assistance:

- Address: 250 Schermerhorn Street Room 211, Brooklyn, NY 11201
- Phone: (718) 613-3735
- Hours: Monday-Thursday 8:30AM – 5:00PM

New York City Department of Veterans' Services Veteran Resource Centers

Contact the department at connect@veterans.nyc.gov or call (212) 416-5250. Visit the following satellite offices:

Veteran Resource Center at the Brooklyn Human Resources Administration Office

- Location: 25 Chapel Street, Suite 604, Brooklyn, NY 11201
- Phone: (718) 630-2830
- Hours: Monday & Tuesday 10:00 AM - 4:00 PM

Veteran Resource Center at the Bronx Human Resources Administration Office

- Location: 890 Garrison Ave, Bronx, NY 10474
- Phone: (917) 900-2275
- Hours: Monday and Tuesday 10:00 AM – 4:00 PM

Note: This location is appointment based only and you will be able to enter at the side entrance located at 845 Barretto Street, Bronx, NY 10474.

Veteran Resource Center at the Manhattan Municipal Building

- Location: 1 Centre Street, 22nd Floor, Suite 2213, New York, NY 10007
- Hours: Monday - Friday 10:00 AM - 4:00 PM

Veteran Resource Center at Queens Borough Hall

- Location: 120-55 Queens Boulevard, Kew Gardens, NY 11423
- Phone: (718) 286-3000

HEALTH CARE FOR VETERANS

VA Health Care assists Veterans in finding and accessing affordable health care, from physical checkups and prescriptions to home health services and medical equipment. Learn more about VA health benefits at va.gov/health-care/.

VA also offers *My HealtheVet*, an online application that helps you schedule and track appointments, access health records and learn about treatment options. Learn more at myhealth.va.gov/mhv-portal-web/home/.

VA Healthcare Eligibility, Requirements & Enrollment Process

Are all Veterans eligible for VA health care?

Generally, a Veteran has to meet three basic criteria to be eligible for VA health care:

- (1) Served full-time duty in the Armed Forces (i.e., “active duty”).
- (2) Served a minimum period of 24 months of continuous active duty.
- (3) Was discharged or released under conditions other than dishonorable.

How do Veterans Enroll in VA Health Care?

- **Online:** To fill out and submit a benefit application electronically, visit the VA website (va.gov/health-care/apply/application/introduction).
- **In person:** To apply for health care services in person, download the application through the VA’s website (va.gov/find-forms/about-form-10-10ez/) and bring a complete and signed application to a local VA health facility. Visit the Brooklyn VA Medical Center, the Margaret Cochran Corbin VA Campus or the Harlem VA Clinic.
- **By mail:** To mail your enrollment forms, download the form from the VA’s website (va.gov/find-forms/about-form-10-10ez/) or pick one up at your local VA health facility. Mail your completed application to: Health Eligibility Center, 2957 Clairmont Rd., Suite 200, Atlanta, GA 30329.
- **By telephone:** Complete and submit your enrollment application over the telephone by calling (877) 222-8387 Monday through Friday, 8:00 a.m. to 8:00 p.m.

Is eligibility different for Members of the Reserves?

Members of the Reserve components may be eligible for VA health care based on Veteran status or service-connected disability.

Are Veterans’ Family Members Eligible for VA Health Care?

Veterans’ family members are not eligible for VA health care services. However, certain dependents and survivors may receive reimbursement from VA for some medical expenses.

VA MEDICAL FACILITIES IN NYC

I. Brooklyn VA Medical Center

- **Address:** 800 Poly Place, Brooklyn, NY 11209-7104
- **Main Number:** (718) 836-6600
- **VA Health Connect:** (800) 877-6976
- **Mental Health:** (718) 836-6600, ext. 4165
- **Services:** This center operates 24/7 and offers medical services across various areas.
- **Website:** va.gov/new-york-harbor-health-care/locations/brooklyn-va-medical-center/

II. Margaret Cochran Corbin VA Campus

- **Address:** 423 East 23rd Street, New York, NY 10010-5011
- **Main Number:** (212) 686-7500
- **VA Health Connect:** (800) 877-6976
- **Mental health:** (212) 686-7500, ext. 4656
- **Services:** This center operates 24/7 and offers medical services across various areas.
- **Website:** va.gov/new-york-harbor-health-care/locations/manhattan-va-medical-center/

III. Thomas P. Noonan Jr. Department of Veterans Affairs Outpatient Clinic

- **Address:** 4701 Queens Boulevard, Suite 301, Sunnyside, NY 11104-1623
- **Main Number:** (718) 741-4800
- **VA Health Connect:** (800) 877-6976
- **Services:** This center operates on Monday, Tuesday, Thursday and Friday from 8:00 a.m. to 4:30 p.m. and offers primary care services. Does not provide emergency care.
- **Website:** va.gov/bronx-health-care/locations/thomas-p-noonan-jr-department-of-veterans-affairs-outpatient-clinic/

IV. Harlem VA Clinic

- **Address:** 55 West 125th Street, Community Resource & Referral Center (CRRC), 11th Floor, Room 1101, New York, NY 10027-4544
- **Main Number:** (646) 273-8125
- **VA Health Connect:** (800) 877-6976
- **Mental Health:** (212) 686-7500, ext. 4656
- **Services:** This center operates on Monday, Tuesday, Thursday and Friday from 8:00 a.m. to 4:30 p.m. and offers addiction and substance use care, homeless Veteran care, mental health care and primary care. Does not provide emergency care.
- **Website:** va.gov/new-york-harbor-health-care/locations/harlem-va-clinic/

V. Veterans Health Information Clearing House

- **Services:** this online resource provides a list of resources for Veterans, their families and their health care providers seeking health care information.
- **Website:** health.ny.gov/health_care/veterans

MENTAL HEALTH

VA Mental Health Services assists Veterans in finding and accessing mental health care and describes several VA programs to support Veterans. For more information, visit va.gov/health-care/health-needs-conditions/mental-health/.

VA Vet Centers

VA Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional counseling to eligible Veterans and their families. Vet Center counselors and outreach staff, many of whom are Veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.

- For more information on Vet Centers, visit vetcenter.va.gov/.
- Contact a Vet Center by calling (877) 927-8387

Brooklyn Vet Center:

- Address: 25 Chapel Street, Suite 604, Brooklyn, NY 11201-1954
- Phone: (718) 630-2830
- Hours: 8:00am-6:00pm, Monday-Friday

Where can I go for mental health support?

Contact VA for mental health resources at (877) 222-8387. If you have hearing loss, call (800) 877-8339. Available Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.
To talk with a peer coach, call Military OneSource's free, confidential peer support services at (800) 342-9647. Available 24 hours a day, 365 days a year.
Call (877) 927-8387 to talk with a fellow combat Veteran about your experiences. Available 24 hours a day, 365 days a year.

DISABILITY

VA Disability Compensation can mean a monthly, tax-free payment to Veterans who got sick or injured while serving in the military and to Veterans whose service made an existing condition worse. Benefits may be offered for treating both physical conditions (like a chronic illness or injury) and mental health conditions (like PTSD) that developed before, during or after service.

VA Aid and Attendance or Housebound Benefits

VA Aid and Attendance or Housebound benefits provide monthly payments added to the amount of a monthly VA pension for qualified Veterans and survivors. If you need help with daily activities or you're housebound, find out if you qualify at va.gov/pension/aid-attendance-housebound/.

Where can I go to learn more?

- For information on applying for disability benefits, visit va.gov/disability/ or call the VA Benefits Hotline at (800) 827-1000.
- New York VA Regional Benefits office information:
 - Address: 245 W Houston Street, New York, NY 10014
 - Hours: 8:30am – 4:00pm, Monday-Friday

PENSIONS

The Veterans Pension program provides monthly payments to eligible Veterans and family members. Eligibility depends on requirements such as income and age. Learn more about program eligibility at va.gov/pension/eligibility/.

VA Survivors Pension

VA Survivors Pension program offers monthly payments to qualified surviving spouses and unmarried dependent children of wartime Veterans who meet certain income and net worth limits set by Congress. Find out if you qualify and how to apply at va.gov/pension/survivors-pension/.

Where can I go to learn more?

- For more information on pension benefits, visit va.gov/pension/.
- New York VA Regional Benefits office information:
 - Address: 245 W Houston Street, New York, NY 10014
 - Hours: 8:30am – 4:00pm, Monday-Friday

EDUCATION

VA provides financial assistance to service members, Veterans and eligible family members pursuing an approved education or training program. VA also assists individuals with school and career counseling.

Post-9/11 GI Bill

The Post-9/11 GI Bill program provides financial assistance towards tuition and fees, books and supplies. It also provides a monthly housing allowance. Eligible service members can transfer unused Post-9/11 GI Bill benefits to an eligible spouse or child.

Where can I go to learn more?

- For an overview of the education benefits available to veterans, visit va.gov/education/.
 - To learn more about the Post-9/11 GI Bill, visit va.gov/education/about-gi-bill-benefits/post-9-11/.
- For more information on the GI Bill and other VA education benefits, call the GI Bill Hotline at (888) 442-4551.
- New York State Division of Veterans' Services provides links to the federal education programs at veterans.ny.gov/post-911-gi-billr-other-educational-programs.
 - Call the NY Division of Veterans' Services Help Line at (888) 838-7697 or schedule an appointment with a Veterans Benefits Advisor.

EMPLOYMENT

If you are a veteran seeking employment, there are several services to assist you in your employment search and transition to a civilian career. At the federal level, VA and the U.S. Department of Labor provide many resources.

Veteran Rapid Retraining Assistance Program

VA's Veteran Rapid Retraining Assistance Program (VRRAP) provides eligible Veterans with up to 12 months of tuition, fees and a monthly housing allowance based on Post-9/11 GI Bill rates, to be used towards training in a covered program of education.

- Learn more about VRRAP at sam.gov/fal/62e329a31f1c4a8a8ab09646010bf554/view.

Veteran Readiness and Employment

If Veterans have a service-connected disability that limits their ability to work or prevents them from working, the VA's Veteran Readiness and Employment (VR&E) program can help. This program helps Veterans explore employment options and address training needs.

- Learn more about VR&E at va.gov/careers-employment/vocational-rehabilitation/.

Vocational Training

VA assists Veterans with service-connected disabilities to prepare for, obtain and maintain suitable employment through the Vocational Rehabilitation and Employment VetSuccess program.

- Learn more about VetSuccess at benefits.va.gov/vocrehab/vsoc.asp.

Where can I go to learn more?

- The U.S. Department of Labor's CareerOneStop.com includes several resources and tools including the "Veterans Job Matcher." To learn more about civilian careers that might be a good match for your military skills, visit careeronestop.org/ResourcesFor/Veteran/veteran.aspx.
- For more information about employment programs and services for Veterans, visit veterans.ny.gov/employment.
- To speak with a Veterans Benefits Advisor from the New York State Department of Veterans' Services, call (888) 838-7697.
- Visit a local American Job Center for assistance with searching for jobs and training. To find a center near you, visit at careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx.
 - Brooklyn Location: St. Nick's Alliance Workforce Development
 - Address: 790 Broadway 2nd Floor, Brooklyn, NY 11206
 - Phone: (718) 302-2057 ext. 401
 - Hours: M-F 9:00am - 5:00pm

HOUSING ASSISTANCE

VA housing assistance helps Veterans, service members and spouses with purchasing a home, refinancing home loans and home improvements. VA also provides many services directly to Veterans who are experiencing homelessness or are at risk of homelessness.

VA Backed Veterans Home Loans

VA direct and VA-backed Veterans home loans can help Veterans, service members and their survivors to buy, build, improve or refinance a home. Applicants still need to have the required credit and income for the loan amount you want to borrow, but a Veterans home loan may offer better terms than with a traditional loan from a private bank, mortgage company or credit union.

- Learn more about VA backed home loans at va.gov/housing-assistance/home-loans/.

Disability Housing Grants for Veterans

VA offers housing grants for Veterans and service members with certain service-connected disabilities so they can buy or change a home to meet their needs and live more independently. Changing a home might involve installing ramps or widening doorways.

- Learn more about VA disability housing grants at va.gov/housing-assistance/disability-housing-grants/.

HUD-VASH Rental Assistance

HUD-VASH is a program designed to help homeless Veterans and their families find and sustain permanent housing and access resources necessary to help them in their recovery process and with their ability to maintain housing.

- Learn about HUD-VASH here at va.gov/homeless/hud-vash.asp.
- Access VA's services for homeless and at-risk Veterans, available 24/7 at (877) 424-3838.

Where can I go to learn more?

Housing Assistance

- To learn about VA housing assistance, visit va.gov/housing-assistance or call the VA Benefits Hotline at (800) 827-1000.
- For more information on New York housing programs, visit veterans.ny.gov/housing.

Veterans Experiencing Homelessness

- Learn more about VA resources for homelessness at va.gov/homeless/nationalcallcenter.asp.
- Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters—can call or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week to help Veterans access services.
 - Call the National Call Center for Homeless Veterans at (877) 424-3838.
- If you are a Veteran who is homeless or at risk of becoming homeless due to financial hardship, VA New York Harbor health care can help you. Identify and contact a homeless services care coordinator to get help through the VA Homeless Veteran Care's at va.gov/new-york-harbor-health-care/health-services/homeless-veteran-care/.

CHILD CARE

The federal government provides funding for families in need of childcare for which some Veterans may be eligible. Select VA facilities offer childcare programs to Veterans while they attend appointments and receive care at VA facilities.

VA New York Harbor Healthcare

VA New York Harbor Healthcare System partners with Brooklyn Child Care Inc. to offer daycare services to staff and Veterans. To find more information about their offerings, visit va.gov/new-york-harbor-health-care/programs/brooklyn-child-care-incorporated-bcci.

TAX FILING ASSISTANCE

Veterans may be qualified for a range of tax credits and filing assistance, depending on their individual and family circumstances. In New York, Veterans may be eligible for property tax exemption programs.

New York State's Veterans Tax Exemption Program

There are three different property tax exemptions available to Veterans in New York. If you are eligible, you must submit the initial exemption application form to your assessor. The most common deadline for communities is March 1.

- For more information, visit tax.ny.gov/pit/property/exemption/vetexempt.htm.

Where can I go to learn more?

- Military OneSource offers tax filing services for those currently in military service, transitioning and for those retired. Learn more at militaryonesource.mil/financial-legal/taxes/miltax-military-tax-services/. Military OneSource is available 24/7 at (800) 342-9647.
- The IRS provides guidance to Veterans regarding tax filing, tax benefits and services for Veterans. Learn more at irs.gov/individuals/information-for-veterans.
- New York State's Department of Taxation and Revenue offers information for military personnel and Veterans. Learn more at tax.ny.gov/pit/file/military_page.htm.

CEMETERIES AND BURIAL BENEFITS

Burial benefits are provided to eligible Veterans and may include monetary and non-monetary benefits:

- VA can honor a Veteran by furnishing an inscribed headstone or marker at any cemetery or a medallion in lieu of a headstone or marker to affix one that is privately purchased.
- VA can provide a burial allowance to partially reimburse the burial and funeral costs to certain Veterans. VA can provide a Presidential Memorial Certificate (PMC) for the next of kin and loved ones of a deceased Veteran.
- VA can provide an American flag to drape the casket of a Veteran.
- A Veteran and his or her dependents can be buried in a VA national cemetery.

Where can I go to learn more?

For information about VA burial benefits, visit va.gov/burials-memorials/.

- For a map of cemeteries, both national and VA-grant funded state Veterans cemeteries, please visit cem.va.gov/find-cemetery/state.asp?STATE=NY.
- Contact the National Cemetery Scheduling Office at (800) 535-1117.

CONTACT INFORMATION

Thank you for taking the time to review this resource guide. If you have any questions or have suggestions on programs to add to this resource guide, please contact NY08Grants@mail.house.gov. Please also feel free to contact my office in Washington, D.C. at (202) 225-5936, my office in Central Brooklyn at (718) 237-2211 or my office in South Brooklyn at (718) 373-0033.

I encourage you to visit my website at jeffries.house.gov, where you can sign up for my newsletter and access information on other important issues and services. To receive updates on my activities in Washington and events I am hosting at home, please sign up for text updates by sending "Brooklyn" to (718) 577-1869.

Office Locations

Washington, D.C. Office

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