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The Veterans’ Employment and Training Service (VETS) proudly serves veterans and service members. VETS provides resources and expertise to assist and prepare them for meaningful careers, maximize their employment opportunities and protect their employment rights. VETS oversees federal grant programs that provide employment services to veterans through the Jobs for Veterans State Grant Program and Homeless Veterans’ Reintegration Program. VETS also investigates alleged violations of the Uniformed Services Employment and Reemployment Rights Act (USERRA) and alleged violations of federal Veterans’ Preference laws.

For further information call:
Tel: 603-225-1424 or Fax: 603-225-1545

New Hampshire Employment Security (NHES) helps people succeed throughout their lives. In addition to providing outstanding customer service, supporting workers through times of unemployment, matching job seekers with employers, and providing businesses and individuals with the information they need to adapt to a changing economy, NHES facilitates the training needed for success.

**NHES VETERANS’ SERVICES**
All that NHES does, it does first and foremost for veterans. Veterans and eligible spouses receive access, on a priority of service basis, to the full range of public employment and training services, including job search assistance, workshops, resume assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. Veterans are given
Employment and Training continued

preference in each of our local offices in the referral to job orders. Staff assesses the needs of each veteran and makes it a priority to educate the veterans of New Hampshire, especially for those veterans returning from active duty, on services available through NHES. Our Disabled Veterans’ Outreach Program Specialists (DVOPs) serve those veterans who need intensive services in order to obtain or retain employment that supports their self-sufficiency by providing those services and referrals as appropriate. In addition, these specialists will network with other veterans’ social and supportive service agencies to get assistance for their veteran customers. Local Veterans’ Employment Representative (LVER) staff conducts outreach to employers, employer associations and business groups to promote the advantages of hiring veterans and to assist veterans in gaining employment.

There are veterans who need referrals to other supportive services and NHES tries to facilitate and expedite these processes as much as possible. Every NHES office has space for representatives from the NH State Office of Veterans Services to meet with veterans, providing veterans access to their services locally and on a regular basis.

NHES OFFICE LOCATION INFORMATION

**Berlin:**
151 Pleasant Street
Tel: 752-5500 or Fax: 752-5536

**Claremont:**
404 Washington Street
Tel: 543-3111 or Fax: 543-3113

**Concord:**
45 South Fruit Street
Tel: 228-4100 or Fax: 229-4353

**Conway:**
518 White Mountain Highway
Tel: 447-5924 or Fax: 447-5985

**Keene:**
149 Emerald Street, Suite Y
Tel: 352-1904 or Fax: 352-1906

**Laconia:**
426 Union Avenue
Tel: 524-3960 or Fax: 524-3963

**Littleton:**
646 Union Street, Suite 100
Tel: 444-2971 or Fax: 444-6245

**Manchester:**
300 Hanover Street
Tel: 627-7841 or Fax: 627-7982

**Nashua:**
6 Townsend West
Tel: 882-5177 or Fax: 880-5256

**Portsmouth:**
2000 Lafayette Road, Route 1
Tel: 436-3702 or Fax: 436-3754

**Salem:**
29 South Broadway
Tel: 893-9185 or Fax: 893-9212

**Somersworth:**
6 Marsh Brook Drive
Tel: 742-3600 or Fax: 749-7515
NHES SATELLITE LOCATIONS

**Colebrook Office:**
118 Main Street  
Telephone: (603) 237-5859  
Fax: (603) 237-5865  
Office hours: Monday, Tuesday, and Wednesday  
8:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:30 p.m.  
The office is closed on Thursday and Friday, but available to customers by appointment.

**Exeter Office:**
St. Vincent de Paul  
Community Assistance Center  
53 Lincoln Street  
Telephone: (603) 772-9922  
Fax: (603) 772-9928  
Office Hours: 1st and 3rd Friday of each month from 9:00 a.m. to 4:00 p.m.  
Please call (603) 436-3702 for assistance or to make an appointment.

**Franklin Office:**
Franklin Public Library  
310 Central Street (2nd Floor)  
Telephone: (603) 934-2911  
Open Fridays from 9:00 a.m. to 3:00 p.m. Please call (603) 229-4413 for assistance or to make an appointment.  
Any questions, comments, or concerns, please email:  
Patrick.M.Moynihan@nhes.nh.gov

**Lebanon Office:**
NHES staff are located at the Lebanon Vocational Rehabilitation office on Tuesdays, by appointment only.  
Please contact the Claremont office for assistance or to make an appointment.  
Vocational Rehabilitation  
85 Mechanic Street, Suite D2-1  
Lebanon, NH 03766-1523  
Telephone: (603) 543-3111  
Any questions, comments or concerns, please email:  
Virginia.I.Herrick@nhes.nh.gov

**Plymouth Office:**
Whole Village Family Resource Center  
248 Highland Street  
Plymouth, NH 03264  
Telephone: (603) 536-3720  
Fax: (603) 536-1175  
NHES staff is available each Wednesday from 9:00a.m. to 3:00p.m.  
Please call (603) 528-9318 for assistance, or to make an appointment.  
Any questions, comments, or concerns, please email:  
Denise.M.Morrison@nhes.nh.gov
SVC assists veterans who are residents of New Hampshire or their dependents in securing all benefits or preferences to which they may be entitled under any state or federal laws or regulations. A representative of SVC will be available at the locations listed below to provide claims/benefit assistance and information to New Hampshire veterans, their dependents or survivors. The SVC staff are available on a regular monthly schedule noted below.

**Berlin: **NHES  
151 Pleasant Street  
Tel: 752-5500 or Fax: 752-5536  
2nd and 4th Thursday  
10:00 - 2:00

**Boscawen:**  
NH Veterans’ Cemetery  
110 Daniel Webster Highway, Route 3  
Tel: 624-9230  
1st and 3rd Tuesday 9:00 - 2:00

**Chocorua:**  
ServiceLink Resource Center  
448 White Mountain Highway  
Tel: 323-2043  
1st and 3rd Thursday  
10:00 - 2:00

**Claremont:**  
NHES  
404 Washington Street  
Tel: 543-3111 or Fax: 543-3113  
1st and 3rd Monday  
10:00 - 12:00

**Concord:**  
NHES  
45 South Fruit Street  
Tel: 228-4100 or Fax: 229-4353  
2nd and 4th Friday 9:00 - 2:00

**Conway:**  
NHES  
518 White Mountain Highway  
Tel: 447-5924 or Fax: 447-5985  
2nd and 4th Monday  
10:00 - 2:00

**Keene:**  
NHES  
149 Emerald Street, Suite Y  
Tel: 352-1904 Fax: 352-1906  
1st through 4th Wednesday  
9:30 - 2:00

**Laconia:**  
NHES  
426 Union Avenue  
Tel: 524-3960 Fax: 524-3963  
1st, 3rd and 4th Monday  
9:00 - 2:00

**Lebanon:**  
ServiceLink Resource Center  
10 Campbell Street  
Tel: 448-1835  
1st and 3rd Monday  
1:00 - 3:00
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<td>Littleton</td>
<td>NHES</td>
<td>646 Union Street, Suite 100</td>
<td>Tel: 444-2971 or Fax: 444-6245</td>
<td>2nd and 4th Friday 9:00 - 2:00</td>
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<tr>
<td></td>
<td>ServiceLink Resource Center</td>
<td>262 Cottage Street</td>
<td>Tel: 448-1835</td>
<td>1st and 3rd Friday 9:00 - 2:00</td>
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<td>Manchester</td>
<td>NH State Veterans Council</td>
<td>275 Chestnut Street, Room 517</td>
<td>Tel: 624-9230</td>
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<td>Nashua</td>
<td>NHES</td>
<td>6 Townsend West</td>
<td>Tel: 882-5177 or Fax: 880-5256</td>
<td>2nd and 4th Tuesday 9:00 - 2:00</td>
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<tr>
<td>Plymouth</td>
<td>NH National Guard Armory</td>
<td>Route 3 and Armory Road</td>
<td>Tel: 893-9185 or Fax: 893-9212</td>
<td>1st and 3rd Tuesday 9:00 - 2:00</td>
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<tr>
<td>Portsmouth</td>
<td>NHES</td>
<td>2000 Lafayette Road, Route 1</td>
<td>Tel: 436-3702 or Fax: 436-3754</td>
<td>1st and 3rd Monday 9:00 - 1:00</td>
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<tr>
<td></td>
<td>ServiceLink Resource Center</td>
<td>270 West Road</td>
<td>Tel: 334-6594</td>
<td>2nd and 4th Monday 9:00 - 2:00</td>
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<td>Rochester</td>
<td>ServiceLink Resource Center</td>
<td>1 Old Dover Road</td>
<td>Tel: 332-7398</td>
<td>1st Tuesday 9:00 - 1:00, 3rd Thursday 12:00 - 4:00</td>
</tr>
<tr>
<td>Salem</td>
<td>NHES</td>
<td>29 South Broadway</td>
<td>Tel: 893-9185 or Fax: 893-9212</td>
<td>1st and 3rd Tuesday 9:00 - 2:00</td>
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<tr>
<td>Somersworth</td>
<td>NHES</td>
<td>6 Marsh Brook Drive</td>
<td>Tel: 742-3600 or Fax: 749-7515</td>
<td>1st through 4th Wednesday 9:00 - 2:00</td>
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Tilton:  
NH State Veterans’ Home  
139 Winter Street  
Tel: 527-4400  
1st and 3rd Friday  
No appointment required

Woodsville:  
American Legion Post #20  
4 Ammonoosuc Street  
Tel: 747-3387  
1st and 3rd Tuesday  
8:00 - 12:00  
No appointment required

OFFICE OF WORKFORCE OPPORTUNITY (OWO)  
http://www.nhworks.org/

The OWO works to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state’s education, employment and training programs together into a workforce development system that will provide the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence. This system is known as NHWORKS and provides access to postsecondary technical training, employment, job search assistance, job training, retraining, adult literacy, and labor market aids.

For further information call:  
Tel: 603-271-7275 Fax: 603-271-6578

US DEPARTMENT OF LABOR – OFFICE OF APPRENTICESHIP  
55 Pleasant Street, Concord, NH 03301  
http://www.doleta.gov/oa/eta_default.cfm

The National Apprenticeship Training Program is designed to provide the systematic skills training that will lead individuals to profitable employment in a wide variety of occupations. Apprenticeship training combines on-the-job training with related classroom instruction in all aspects of an occupation, resulting in broad-based technical skills supported by theoretical knowledge. The Office of Apprenticeship helps to secure the training needed for
those skilled occupations required by employers, unions, and other organizations. It coordinates federal, labor, and other resources to create a clear training-to-employment partnership.

For further information call:
Tel: 603-225-1444 or Fax: 603-226-7761

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE (CCSNH)
http://ccsnh.edu/

CCSNH is New Hampshire’s statewide system of two-year colleges, offering associate degrees, professional training, and transfer pathways to four-year degrees.

**NHTI-Concord Community College**
31 College Drive
Concord, NH 03301-7412
603-271-NHTI (6484) or 800-247-0179

**Nashua Community College**
505 Amherst Street
Nashua, NH 03063
603-882-6923

**White Mountains Community College**
2020 Riverside Drive
Berlin, NH 03570
603-752-1113 or 800-445-4525

**Lakes Region Community College**
379 Belmont Road
Laconia, NH 03246
603-524-3207

**Great Bay Community College**
320 Corporate Drive
Stratham, NH 03885
603-772-1194

**Manchester Community College**
1066 Front Street
Manchester, NH 03102
603-206-8000 or 800-924-3445 (NH only)
Fax: 603-668-5354

**River Valley Community College**
1 College Drive
Claremont NH 03743
603-542-7744
or 800-837-0658 (from NH & VT)
APPRENTICESHIPS/ ON-THE-JOB-TRAINING

Apprenticeship Training
- A skilled occupation learned through a structured, systematic program of supervised on-the-job training to learn necessary manual, mechanical, or technical skills.
- May include theoretical related instruction.
- Normally two to five years in length (normally full-time).
- Occupation clearly identified and commonly recognized throughout an industry.

On-the-Job-Training
- A skilled occupation is learned under the supervision of a skilled worker in a practical, hands-on way.
- Six months to two years in length (normally full-time).

How to Begin
- Determine the occupations within your company that may be trained by apprenticeship or on-the-job training programs.
- Determine whether veterans, eligible dependents, National Guardsmen, or Reservists are currently employed in any of those positions. As a general rule, veterans have fifteen (15) years after their date of discharge to be eligible to use their GI Bill benefits.
- Contact the Veterans State Approvals function of the Commission to determine if those programs can be approved.

Schedule a visit from one of our specialists at the local office to complete the required forms, and enroll the individual(s).
UNIVERSITY SYSTEM OF NEW HAMPSHIRE (USNH)
http://www.usnh.edu/
Dunlap Center
25 Concord Road, Durham, NH 03824-3545
603-862-1800

USNH has a core commitment to students and student learning, focused on serving the higher educational needs of the people of New Hampshire. It regularly evaluates those needs, its institutional offerings, and how and where programming is delivered.

University of NH – Durham, NH 03824
http://www.unh.edu/
603-862-1234

University of NH – Manchester, NH 03101
http://www.unhm.unh.edu/
603-641-4101

Plymouth State University
Plymouth, NH 03264
http://www.plymouth.edu/
603-535-5000

Franklin Pierce University
Rindge, Concord, Manchester, Portsmouth, West Lebanon
http://www.franklinpierce.edu
800-437-0048

Keene State College
Keene, NH 03431
http://www.keene.edu/
800-572-1909

Granite State College
Claremont, Concord, Rochester, and Conway, NH
http://www.granite.edu/
888-228-3000

DIVISION OF HIGHER EDUCATION-
HIGHER EDUCATION COMMISSION
http://www.education.nh.gov/highered/

The NH Division of Higher Education-Higher Education Commission works with colleges, universities and career schools in all sectors (profit and non profit; independent and public) to protect students and promote access through financial aid. Eligible veterans can access approved programs under the GI Bill.
Veterans’ State Approvals is one of the functions of PEC. The Department of Veterans’ Affairs (DVA) refers to PEC as a State Approving Agency. Under the DVA contract, it performs six major core functions:

- Approval of programs
- Supervision of schools and training establishments
- Technical Assistance
- Outreach
- Liaison
- Contract Compliance

For further information call: 603-271-8508

**NH BUREAU OF CAREER DEVELOPMENT**

21 South Fruit Street, Suite 20, Concord, NH 03301
http://www.ed.state.nh.us/education/doe/organization/adultlearning/careerdevelopment.htm

The Bureau of Career Development promotes career and technical education as a total educational philosophy to ensure that every citizen graduates from high school ready and prepared for higher education and the world of work. It provides leadership and support for the career and technical education (CTE) system at both secondary and postsecondary levels. This system provides education in career pathways leading to further education and employment opportunities.

For further information call:
Tel: 603-271-3867, Fax: 603-271-4079

**To obtain a DD 214 go to:**
http://www.archives.goc/veterans/military-service-records/
VEAP is available if you elected to make contributions from your military pay to participate in this education benefit program. You may use these benefits for degree, certificate, correspondence, apprenticeship/on-the-job training programs, and vocational flight training programs. In certain circumstances, remedial, deficiency, and refresher training may also be available.

**THE GI BILL**

http://www.gibill.va.gov/benefits/montgomery_gibill/active_duty.html

On June 22, 1944, President Franklin Delano Roosevelt signed into law one of the most significant pieces of legislation ever produced by the United States government: The Servicemembers’ Readjustment Act of 1944, commonly known as the GI Bill of Rights. By the time the original GI Bill ended in July 1956, 7.8 million World War II veterans had participated in an education or training program and 2.4 million veterans had home loans backed by VA. Today, the legacy of the original GI Bill lives on in the Montgomery GI Bill.

**THE POST - 9/11 GI BILL**

The Post 9/11 GI Bill is a new education benefit program for individuals who served on active duty on or after September 11, 2001. The benefits are payable for training pursued on or after August 1, 2009.

**VOW to Hire Heroes Act 2011**

http://www.benefits.va.gov/VOW

The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 provides seamless transition for Service members, expands education and training opportunities for Veterans, and provides tax credits for employers who hire Veterans with service-connected disabilities.
VOCATIONAL REHABILITATION BENEFITS FOR UNEMPLOYED VETERANS
http://benefits.va.gov/VOW/JobsTraining.htm

Veterans with a service-connected disability who previously completed a VA vocational rehabilitation program and have exhausted their initial claim for unemployment benefits may qualify for another 12 months of VA vocational rehabilitation benefits.

- You must have previously completed a VA Vocational Rehabilitation and Employment program and been considered “rehabilitated.”
- You must apply within six months of using up your initial claim for unemployment benefits. You can still collect extended or emergency unemployment if you qualify for those benefits.
- You can apply now, but cannot start education or training until June 1, 2012.
- You must apply to VA by March 31, 2014.

RESERVE EDUCATIONAL ASSISTANCE PROGRAM (REAP)
http://www.gibill.va.gov/benefits/other_programs/reap.html

REAP makes certain reservists who were activated for at least 90 days after September 11, 2001 are either eligible for education benefits or eligible for increased benefits.

REAP was established as a part of the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005. It is designed to provide educational assistance to members of Reserve components called or ordered to active duty in response to a war or national emergency (contingency operation) as declared by the President or Congress. The Secretaries of each military service, DOD, and Department of Homeland Security (Coast Guard) will determine eligibility and establish the program to provide educational assistance to members of the Reserves of the armed forces. The Department of Veterans’ Affairs will administer the program and pay benefits from funds contributed by the DOD.
Dependents’ Educational Assistance provides education and training opportunities to eligible dependents of certain veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship, and on-the-job training. If you are a spouse, you may take a correspondence course. Remedial, deficiency, and refresher courses may be approved under certain circumstances.

You must be the son, daughter, or spouse of a veteran who died or is permanently and totally disabled as the result of a service-connected disability. The disability must arise out of active service in the Armed Forces.

NATIONAL CALL TO SERVICE PROGRAM

This National Call to Service Incentive program requires a participant to perform a period of national service to be eligible for benefits. It is a Department of Defense program that is administered by VA.

For more information, see the National Call fact sheet at: http://www.gibill.va.gov/documents/pamphlets/summary-of-national-call-to-service-program.pdf

Or go to: http://www.gibill.va.gov/benefits/other_programs/national_call_to_service_program.html

Employment opportunities for veterans are also available at the Lear Siegler Services site of the Sierra Army Depot in Herlong, CA. To be considered, candidates must apply online at www.urscorp.jobs and choose “Current Job Openings.” To link directly to the job search page, candidates may use www.urs.apply2jobs.com.
HIRE-A-VET

BENEFITS TO EMPLOYERS

- Veterans who have worked in technically oriented military occupations are better prepared for civilian technical training.
- Veterans have demonstrated the aptitude to be trained in a structured environment.
- Veterans have developed a work ethic that enables them to report for work on time and in the proper frame of mind.
- Veterans tend to be more mature, self-confident, and drug-free employees.
- Veterans who receive G. I. Bill assistance will work toward a training objective and make satisfactory progress to receive continued benefits.
- Veterans possess higher education and training achievements.
- Veterans receive the same prevailing wage as other employees in the same position. Scheduled pay increases develop employee loyalty.
- Veterans possess work traits, such as adapting to physical demands, following safety guidelines, working under pressure, and setting priorities.

Veterans who receive G. I. Bill assistance will work toward a training objective and make satisfactory progress to receive continued benefits.

- Veterans possess higher education and training achievements.
- Veterans receive the same prevailing wage as other employees in the same position. Scheduled pay increases develop employee loyalty.
- Veterans possess work traits, such as adapting to physical demands, following safety guidelines, working under pressure, and setting priorities.
USERRA protects civilian job rights and benefits for veterans and members of Reserve components. USERRA establishes the cumulative length of time that an individual may be absent from work for military duty and retain reemployment rights to five years, with accommodation for longer absences in cases of national emergencies.

USERRA provides protection for disabled veterans, requiring employers to make reasonable efforts to accommodate the disability. USERRA provides that returning service-members are reemployed in the job that they would have attained had they not been absent for military service (the long-standing “escalator” principle), with the same seniority, status and pay, as well as other rights and benefits determined by seniority. USERRA also requires that reasonable efforts (such as training or retraining) be made to enable returning service members to refresh or upgrade their skills to help them qualify for reemployment.

VR&E is vested with delivering timely, effective vocational rehabilitation services to veterans with service-connected disabilities. The goal is a seamless transition from military service to a successful rehabilitation and on to suitable employment after service to our Nation.

VR&E can provide a wide range of vocational and educational counseling services to service members still on active duty, as well as veterans and dependents who are eligible for one of the
Veterans’ Administrations educational benefit programs. These services may include interest and aptitude testing; occupational exploration; setting occupational goals; locating the right type of training program and exploring educational or training facilities which might be utilized to achieve an occupational goal.

### VOCATIONAL REHABILITATION REGIONAL OFFICES

**Berlin Regional Office**  
650 Main Street, Suite 110  
Berlin, NH 03570  
Phone: 603-752-2271

**Concord Regional Office**  
2 Industrial Park Drive, Building 1  
Concord, NH 03301  
Phone: 603-271-2327

**Keene Regional Office**  
103 Roxbury Street, Suite 101  
Keene, NH 03431  
Phone: 603-357-0266

**Lebanon Regional Office**  
85 Mechanic Street, Suite B2-1  
Lebanon, NH 03766  
Phone: 603-448-5793

**Manchester Regional Office**  
195 McGregor Street, Suite 120  
Manchester, NH 03103  
Phone: 603-669-8733

**Nashua Regional Office**  
25 Riverside Street, Suite 102  
Nashua, NH 03063  
Phone: 603-889-6844

**Portsmouth Regional Office**  
215 Commerce Way, Suite 3  
Portsmouth, NH 03801  
Phone: 603-436-8884
The Department of Veteran Affairs’ Veteran Benefits Administration Vocational Rehabilitation and Employment Service (VR&E) in partnership with the Small Business Administration (SBA) and the Association of Small Business Development Centers (SBDC) co-jointly provide entrepreneurial assistance to qualified, service-connected disabled veterans participating in a VR&E program. The joint mission is to support a qualified veteran who is exploring business ownership, expanding a business or moving into the Federal marketplace.

Definition of “Veteran” for Employment Services purposes:
A person who served in the active service of the Armed Forces of the United States for a period of more than 180 days, and has been discharged or released under other than dishonorable conditions or was discharged or released from active duty because of a service connected disability, or as a member of a reserve component under an order to active duty of Title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.
The US SBA was created in 1953 as an independent agency of the federal government to aid, counsel, assist and protect the interests of small business concerns; to preserve free competitive enterprise; and to maintain and strengthen the overall economy of our nation. Small business is critical to our economic recovery and strength, to building America’s future, and to helping the United States compete in today’s global marketplace.

INDEPENDENT LIVING PROGRAM (ILP)
http://www.vba.va.gov/bln/vre/ilp.htm

ILP assists eligible veterans to live independently, to the maximum extent possible, and participate in family and community life, increasing their potential to return to work. Veteran’s whose service-connected disabilities are so severe they are currently unable to pursue an employment goal may qualify for ILP.
Life Insurance

SERVICEMEMBERS’ GROUP LIFE INSURANCE (SGLI)
http://www.insurance.va.gov/sglisite/sgli/sgli.htm

SGLI is a program of low cost group life insurance for servicemembers on active duty, ready reservists, members of the National Guard, members of the Commissioned Corps of the National Oceanic and Atmospheric Administration and the Public Health Service, cadets and midshipmen of the four service academies, and members of the Reserve Officer Training Corps.

VETERANS’ GROUP LIFE INSURANCE (VGLI)
http://www.insurance.va.gov/sglisite/vgli/vgli.htm

VGLI is a program of post-separation insurance which allows service members to convert their SGLI coverage to renewable term insurance. Members with full-time SGLI coverage are eligible for VGLI upon release from service.

SERVICE DISABLED VETERANS INSURANCE (SDVI) (1951 TO PRESENT)
http://www.insurance.va.gov/gli/general/sdvi.htm

SDVI was established in 1951. To be eligible, a veteran must meet all of the following conditions:
- Must have been released from active duty under other than dishonorable conditions on or after April 25, 1951
- Must have received a rating for a service-connected disability
- Must be in good health except for any service-connected conditions.

Application must be made within two years of being granted a service-connection disability.
VMLI provides mortgage life insurance to severely disabled veterans. The purpose of such grants is to help the veteran build or modify a home to accommodate his or her disabilities.
The Veterans’ Administration provides a Medical Benefits Package, a standard enhanced health benefits plan available to all enrolled veterans. This plan emphasizes preventive measures paired with primary care that offers a full range of outpatient and inpatient services within the VA health care system.

The VA maintains an annual enrollment system to manage the provision of quality hospital and outpatient medical care and treatment to all enrolled veterans. A priority system ensures that veterans with service-connected disabilities and those below the low-income threshold can be enrolled in the VA’s health care system.

**OEF/OIF Case Management**
603-624-4366 ext. 6483

**Compensation and Pension Exam scheduling**
603-624-4366 ext. 6680

**Homeless Veterans Coordinator**
603-624-4366 ext. 3622

**Primary Care Scheduling**
603-624-4366 ext. 3199

**Agent Orange/Gulf War/GWOT Registry**
603-624-4366 ext. 6799

**Billing**
603-324-4366 ext. 6910

**Mental Health Scheduling**
603-624-4366 ext. 6825

**Compensated Work Therapy – MHT**
603-624-4366 ext. 6921

**Clinical Programs & Initiatives**

- Agent Orange Health Effects and Vietnam Veterans
- Blind Rehabilitation Services
- Cancer Program
- Center for Women Veterans
- Cold Injury
- Diabetes Program
- Flu (Influenza-Pandemic)
- Gulf War Veterans’ Health
- Health Care Programs for Elderly Veterans
VA DISABILITY COMPENSATION

Disability compensation is a benefit paid to a veteran because of injuries or diseases that happened while on active duty, or were made worse by active military service. It is also paid to certain veterans disabled from VA health care. The benefits are tax-free. You may be eligible for disability compensation if you have a service-related disability and you were discharged under other than dishonorable conditions.

EXTENDED CARE

The VA provides institutional long term care to eligible veterans through VA Nursing Homes, Community Nursing Homes, State Veterans Homes, and Domiciliaries. Veterans with chronic stable conditions including dementia, those requiring rehabilitation or short term specialized services such as respite or intravenous therapy, or those who need comfort and care at the end of life are served in the Community Living Centers.
NURSING HOME CARE
http://www.va.gov/geriatrics/

The VA’s nursing home programs include Community Living Centers, contract community nursing homes and state homes. More than 90 percent of VA’s medical centers provide home- and community-based outpatient long-term care programs. A patient-focused approach supports the wishes of most patients to live at home in their own communities for as long as possible. Many veterans will receive inpatient long-term care through programs of VA or state homes.

<table>
<thead>
<tr>
<th>COMMUNITY BASED OUTPATIENT CLINICS (CBOC)</th>
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<tbody>
<tr>
<td>Conway Outpatient Clinic</td>
</tr>
<tr>
<td>71 Habbs Street, Suite 304</td>
</tr>
<tr>
<td>Conway, NH 03818</td>
</tr>
<tr>
<td>Tel: 800-892-8384 ext. 5300</td>
</tr>
<tr>
<td>Fax: 603-314-1656</td>
</tr>
<tr>
<td>Somersworth Outpatient Clinic</td>
</tr>
<tr>
<td>200 Route 108</td>
</tr>
<tr>
<td>Somersworth, NH 03878</td>
</tr>
<tr>
<td>Tel: 603-624-4366, ext. 5700</td>
</tr>
<tr>
<td>Fax: 603-841-9038</td>
</tr>
<tr>
<td>Littleton Outpatient Clinic</td>
</tr>
<tr>
<td>685 Meadow Street, Suite 4</td>
</tr>
<tr>
<td>Littleton, NH 03561</td>
</tr>
<tr>
<td>Tel: 603-444-1323</td>
</tr>
<tr>
<td>Fax: 603-444-1324</td>
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<tr>
<td>Tilton Outpatient Clinic</td>
</tr>
<tr>
<td>630 West Main Street, Suite 400</td>
</tr>
<tr>
<td>Tilton, NH 03276</td>
</tr>
<tr>
<td>Tel: 603-624-4366 ext. 5600</td>
</tr>
<tr>
<td>Fax: 603-314-1653</td>
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<tr>
<td>Portsmouth Outpatient Clinic</td>
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<tr>
<td>Pease International Tradeport</td>
</tr>
<tr>
<td>302 Newmarket Street</td>
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<tr>
<td>Portsmouth, NH 03803</td>
</tr>
<tr>
<td>Tel: 603-624-4366 ext. 5500</td>
</tr>
<tr>
<td>Fax: 603-314-1679</td>
</tr>
<tr>
<td>Manchester Regional Office</td>
</tr>
<tr>
<td>Norris Cotton Federal Building,</td>
</tr>
<tr>
<td>275 Chestnut Street</td>
</tr>
<tr>
<td>Manchester, NH 03101</td>
</tr>
<tr>
<td>Tel: 800-827-1000</td>
</tr>
<tr>
<td>White River Junction, VT</td>
</tr>
<tr>
<td>215 North Main Street</td>
</tr>
<tr>
<td>White River Junction, VT 05009</td>
</tr>
<tr>
<td>Tel: 802-295-9363</td>
</tr>
</tbody>
</table>
OUTPATIENT DENTAL TREATMENT
http://www.va.gov/DENTAL/infoforpts.asp

Outpatient dental benefits are provided by the Department of Veterans Affairs according to law. In some instances, the VA may provide extensive dental care, while in other cases treatment may be limited.

COMPENSATED WORK THERAPY (CWT)
http://www.cwt.va.gov/

CWT is a Department of Veterans Affairs vocational rehabilitation program that endeavors to match and support work ready veterans in competitive jobs, and to consult with business and industry regarding their specific employment needs. Using a business model, the CWT program staff specialize in working with facility management, human resource, and/or production personnel to address labor force deficits. Over the years CWT veterans have been successfully employed in various competitive positions including health care, information technology, manufacturing, warehousing, construction trades, clerical and office support, retail and the services delivery. In some locations CWT is also known as Veterans’ Industries; these designations are synonymous.

POSTTRAUMATIC STRESS DISORDER (PTSD)
http://www.ncptsd.va.gov/ncmain/information/what_is.jsp

PTSD is an anxiety disorder that can occur after you have been through a traumatic event. During this type of event, you think that your life or others’ lives are in danger. You may feel afraid or feel that you have no control over what is happening. These events may include:

- Combat or military exposure
- Child sexual or physical abuse
- Terrorist attacks
- Sexual or physical assault
Health Care continued

- Serious accidents, such as a car wreck.
- Natural disasters, such as a fire, tornado, hurricane, flood, or earthquake.

After the event, you may feel scared, confused, or angry. If these feelings don’t go away or they get worse, you may have PTSD. These symptoms may disrupt your life, making it hard to continue with your daily activities.
VA GUARANTEED HOME LOAN
http://www.homeloans.va.gov/elig2.htm

Veterans’ Administration guaranteed loans are made by private lenders, such as banks, savings & loans, or mortgage companies to eligible veterans for the purchase of a home which must be for their own personal occupancy. The guaranty means the lender is protected against loss if you or a later owner fail to repay the loan. The guaranty replaces the protection the lender normally receives by requiring a down payment allowing you to obtain favorable financing terms.

SPECIALY ADAPTED HOUSING (SAH) PROGRAM
http://www.benefits.va.gov/homeloans/sah.asp

Veterans or servicemembers who have specific service-connected disabilities may be entitled to a grant from the Department of Veterans Affairs for the purpose of constructing an adapted home or modifying an existing home to meet their adaptive needs. The goal of the SAH Grant Program is to provide a barrier-free living environment that affords the veterans or servicemembers a level of independent living he or she may not normally enjoy.

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

New Hampshire State Office
Norris Cotton Federal Building
275 Chestnut Street, Manchester, NH 03101-2487
http://www.hud.gov/
603-666-7681

HUD provides aid to struggling families trapped in mortgages they currently cannot afford. Certain borrowers facing difficulty with their mortgage will be eligible to refinance into FHA-insured mortgages they can afford.
The Concord Housing Authority advocates, develops, operates and manages affordable housing programs to provide decent, safe and affordable housing for families in a manner that promotes and improves the economic independence and social well being of its residents.

For more than a century, the Veterans’ Home has been a home and health resource for the Granite State’s armed forces veterans. Established initially in 1890 as the Soldier’s Home for Civil War Veterans, it has provided care and comfort for thousands who have served their country and fellow citizens.

This facility provides an environment for those who have made personal sacrifices in the military and are now unable to care for themselves.

Applications can be downloaded by going to http://www.nh.gov/veterans/Admissions.htm

The Community Partners provides assistance in finding proper living facilities for the disabled. There is one Rochester facility and six in Dover.
The CSCNH offers a variety of housing options for persons with developmental disabilities or traumatic brain injuries and assisting individuals in reaching their maximum independence level and reintegrating into the community. The CSCNH operates the New Hampshire Homeless Management Information System; New Hampshire Homeless Hotline (NHHH); and the Unite To Help: Merrimack County Security Deposit and Rent Assistance Programs

**HOMELESS PROGRAMS AND INITIATIVES**

**THE NATIONAL COALITION FOR HOMELESS VETERANS (NCHV)**

www.nchv.org

877-424-3838

NCHV aspires to end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of service providers. It provides services to homeless veterans around the nation, acting as the resource and technical assistance center for a national network of local, state and federal community-based service providers. These agencies provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid and case management support for hundreds of thousands of homeless veterans each year.
The New Hampshire Coalition to End Homelessness works to eliminate the causes of homelessness through advocacy, education, and community organizing.

**VETERANS’ ADMINISTRATION PROGRAMS TO END HOMELESSNESS**

*www.va.gov/homeless/*

The Veterans’ Administration offers a wide array of special programs and initiatives specifically designed to help homeless veterans live as self-sufficiently and independently as possible. These include:

- Aggressive outreach to those veterans living on streets and in shelters who otherwise would not seek assistance;
- Clinical assessment and referral to needed medical treatment for physical and psychiatric disorders, including substance abuse;
- Long-term sheltered transitional assistance, case management, and rehabilitation;
- Employment assistance and linkage with available income supports; and
- Supported permanent housing.

**NEW HAMPSHIRE HOMELESS SHELTER PROVIDERS**

*http://www.home4hope.com/*
There are 39 state-funded shelters in New Hampshire. Types of shelters include:

- domestic violence
- emergency
- transitional
- specialty (homeless services for pregnant women, alcohol and drug addiction services for homeless individuals)
(NHLA) is a non-profit law firm offering legal services in civil matters to seniors and eligible low-income persons. NHLA provides high quality legal services to vulnerable low-income people, ranging from simple legal information and advice to vigorous and thorough representation in all of New Hampshire’s courts and before many of the local, state and federal agencies which play large roles in the lives of low-income people. In providing legal services to the poor, NHLA helps balance the scales of justice for all citizens.

Administration 603-224-4107
    Berlin 800-698-8969
    Claremont 800-562-3994
    Concord 800-921-1115
    Littleton 800-548-1886
    Manchester 800-562-3174
    Nashua 800-517-0577
    Portsmouth 800-334-3135

LEGAL ADVICE AND REFERRAL CENTER
http://www.larcnh.org/Home/PublicWeb
48 South Main Street, Concord, NH 03301
Tel: 800-639-5290 or 603-224-3333 Fax: 603-224-6067

New Hampshire’s community of legal services has supported the Legal Advice and Referral Center. The Legal Advice & Referral Center, New Hampshire Legal Assistance, the Pro Bono Program of the New Hampshire Bar Association, the Disabilities Rights Center, the Civil Practice Clinic at Pierce Law, and the New Hampshire Public Defender provide representation, legal advice, information and support to clients with legal problems in New Hampshire.
NEW HAMPSHIRE BAR ASSOCIATION  
http://www.nhbar.org/  
2 Pillsbury Street, Suite 300, Concord NH 03301  
Tel: 603-224-6942 Fax: 603-224-2910  
email: NHBAinfo@nhbar.org

• Lawyer Referral Service provides attorney referrals to members of the public who have legal problems/issues (from personal injury and consumer matters to family law) and can afford to pay for legal services. 603-229-0002 or LRSReferral@nhbar.org

• Reduced-Fee Referral Program connects lower-income individuals – able to pay something for an attorney’s services – with lawyers providing legal services at reduced rates. Applicants may apply on-line at the NH Bar website, phone 603-715-3290 or email ReducedFee@nhbar.org

• Pro Bono Referral Program links low-income people with volunteer attorneys who provide free legal services in family law, bankruptcy, consumer, housing and senior citizen matters. Most individuals must apply through the Legal Advice and Referral Center (see above).
COMMUNITY ACTION PARTNERSHIP

Community Action Partners provide activities designed to assist low-income participants, including the elderly poor, secure and retain meaningful employment, attain an adequate education, and make better use of available income. They also act to ameliorate the causes of poverty within the community; meet urgent and immediate individual and family needs including health, nutrition, housing and employment-related assistance; and address the problems and barriers which block the achievement of self-sufficiency.

For Belknap and Merrimack Counties:
Community Action Program Belknap-Merrimack Counties Inc.
Concord 603-225-3295
(Administration)
Concord 603-225-6880
(Outreach Office)
Franklin 603-934-3444
Laconia 603-524-5512
Meredith 603-279-4096
Suncook 603-485-7824
Warner 603-456-2207
www.bm-cap.org

For Coos, Carroll and Grafton Counties:
Tri-County Community Action Coos County
Berlin 603-752-7001 / 800-552-4617
Colebrook 603-237-8168
Lancaster 603-788-4477
www.tccap.org
http://www.tccap.org/
Carroll County
Ossipee 603-539-4165

Grafton County
Littleton 603-444-6653
Plymouth 603-536-8222
Woodsville 603-747-3013
Lebanon 603-448-4553

For Rockingham County:
Rockingham Community Action Inc.
Portsmouth 603-431-2911
Derry 603-432-5573
Raymond 603-895-2303
Salem 603-893-9172
Seabrook 603-474-3507
Toll Free: 800-639-3896
www.rcaction.org

For Cheshire & Sullivan Counties:
Southwestern Community Services
Keene 603-352-7512 or 603-352-7513
Claremont 603-543-0148 or 603-542-9528
Toll-Free 800-529-0005
www.scshelps.org
For Hillsborough County:
Southern New Hampshire Services, Inc.
Manchester 603-668-8010 (Administration)
Manchester 603-647-4470 (Outreach Office)
Nashua 603-889-3440 / 877-211-0723
Peterborough 603-924-2243 / 877-757-7048
Hillsboro 603-464-5835 (winter only)
Milford 603-673-0756 (winter only)
Greenville 603-878-3364 (winter only)
Toll Free: 800-322-1073
www.snhs.org
http://www.snhs.org/

For Strafford County:
Strafford County Community Action
Dover 603-749-1334 (Administration)
Dover 603-749-5160 (Outreach Office)
Rochester 603-332-3963
Milton 603-652-9893
Farmington 603-755-9305
www.straffcap.org

2-1-1
www.211nh.org
Dial 211 for help and information about available health and human services. It is a free, confidential, person-to-person service advising you on the many resources available.

AMERICAN LEGION
25 Capitol Street, Room 431, Concord, NH 03301-6312
Tel: 800-778-3816 or 603-271-2211
adjutantnh@am legion.state.nh.us

Congress chartered the American Legion in 1919 as a patriotic, mutual-help, wartime veterans’ organization. This community-service organization now numbers nearly 3 million members --men and women -- in nearly 15,000 American Legion Posts worldwide. These Posts are organized into 55 Departments -- one each for the 50 states, the District of Columbia, Puerto Rico, France, Mexico, and the Philippines.
The Military Coalition
http://www.themilitarycoalition.org/

The Military Coalition is a group of 34 military, veterans and uniformed services organizations in joint pursuit of the following goals:

- Maintaining a strong national defense provided by recruiting and retaining skilled and highly capable personnel in the seven uniformed services;
- Maintaining uniformed services compensation and benefits at levels sufficient to attract and retain professional uniformed service members for careers of service to the Nation;
- Representing the interests of the entire uniformed services community, including members’ families and survivors, and responding to assaults upon the compensation and benefits earned by members of that community through years of dedicated service; and
- Educating the public on the extraordinary demands and sacrifices associated with a career in uniformed service, and the need to maintain a similarly unique system of compensation and benefits to attract and retain the kinds and numbers of high-quality personnel needed to meet the Nation’s short- and long-term defense requirements.

The philosophy of The Coalition is that, by working together on issues of mutual agreement, the participating organizations can harness the grassroots support of more than 5.5 million members plus their families and accomplish far more than by working on these initiatives separately.

THE BLINDED VETERANS’ ASSOCIATION (BVA)
477 H Street, Northwest Washington, DC 20001-2694
http://bva.org/
Tel: 202-371-8880 Fax: 202-371-8258

BVA is an organization of blinded veterans helping blinded veterans. All legally blinded veterans are eligible for BVA’s assistance whether they become blind during or after active duty military service.
Disabled American Veterans (DAV) is a non-profit charity dedicated to building better lives for America’s disabled veterans and their families.

Easter Seals has been helping individuals with disabilities and special needs, and their families, live better lives for more than 80 years. Whether helping someone improve physical mobility, return to work or simply gain greater independence for everyday living, Easter Seals offers a variety of services to help people with disabilities address life’s challenges and achieve personal goals. Recently Easter Seals began an initiative called Veterans Count. Geared directly to soldiers returning from the Mid East, it combines the social service resources of New Hampshire Department of Health and Human Services with the expertise in disabilities issues and community networking of Easter Seals. It connects veterans and their families with federal, state and local resources, to meet their medical, social, emotional and financial needs.

Service Link
P.O. Box 1016
2 Industrial Park Drive
Concord, NH 03302
Tel: 603-228-6625, Fax: 603-228-6623

Service Link is an aging and disability resource center.
The Disabilities Rights Center is dedicated to eliminating barriers existing in New Hampshire to the full and equal enjoyment of civil and other legal rights by people with disabilities.

NH Employer Support of the Guard & Reserve (NHESGR) is a Department of Defense volunteer organization providing free education, consultation and, if necessary, mediation for employers of Guard & Reserve employees. The mission is “…to gain and maintain support from all public and private employers for the men and women of the National Guard and Reserve as defined by demonstrated employer commitment to employee military service.” ESGR’s goal is to support America’s employers who share their employees with the nation to ensure national security.

Vet Centers provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military related issues. Veterans have earned these benefits through their service and all are provided at no cost to the veteran or family.
The primary mission of the Debt Management Center is to collect debts resulting from an individual’s participation in the Department of Veterans’ Affairs (VA) education, pension or disability compensation programs. They also consult with veterans and their families in the management and liquidation of their benefit debts. They pledge to be compassionate and to offer high quality service to veterans and their families.

DVA PENSION CENTER
DVA Philadelphia – PMC
PO Box 42932, Philadelphia, PA 19101
Tel: 877-294-6380 Fax: 215-381-3778

The primary mission of the Center for Women Veterans is to review VA programs and services for women veterans, and assure that women veterans receive benefits and services on a par with male veterans, encounter no discrimination in their attempt to access them, and are treated with the respect, dignity, and understanding by VA service providers.

Military ID Cards
http://dmdc.osd.mil/rsl/owa/home
To give a voice, identity, and presence to women veterans in New Hampshire and to honor their service.

**DVA WOMEN VETERANS’ HEALTH PROGRAMS**
www1.va.gov/wvhp/

The Women Veterans Health Strategic Health Care Group promotes the health, welfare and dignity of women veterans and their families by ensuring access to timely, sensitive, quality health care.

**RAPE CRISIS AND DOMESTIC VIOLENCE INFORMATION**
NH Coalition Against Domestic and Sexual Violence 24 Hour Hotline
Domestic Violence: 866-644-3574
Sexual assault: 800-277-5570
www.nhcadsv.org/crisis_centers.cfm

If you or someone you know is experiencing or has experienced domestic or sexual violence, you can contact the crisis center nearest you for information, referrals and support. In emergency situations, call 911. In non-emergency situations, you can talk to an advocate at your local crisis center about your options.
NEW HAMPSHIRE STATE VETERANS BENEFITS
http://www.nh.gov/nhveterans/benefits/index.htm

For questions concerning these benefits, please contact the State Veterans Council at 275 Chestnut Street Room 517, Manchester, NH 03103-2411 or telephone 603-624-9230 or 1-800-622-9230 (in state only).

CITIZENS SERVICES, OFFICE OF THE GOVERNOR
www.nh.gov
107 North Main Street, Concord, NH 03301
603-271-2121

GOVERNOR’S COMMISSION ON DISABILITY
57 Regional Drive, Suite 5, Concord, NH 03301
www.nh.gov/disability
Tel: 603-271-6895/800-852-3405 Fax: 603-271-2837

SOCIAL SECURITY ADMINISTRATION
http://www.ssa.gov/boston/NH.htm
National number: 800-772-1213

NH Locations:
70 Commercial Street, Suite 100, Concord, NH, 03301-5005
34 Mechanic Street, Keene, NH, 03431
177 Main Street, Littleton, NH, 03561
2 Wall Street, Suite 301, Manchester, NH, 03101
175 Amherst Street, Nashua, NH, 03064
P.O. Box 209, Federal Building, Room 200, Portsmouth, NH, 03802

NH STATE VETERANS HOME
www.nh.gov/veterans
139 Winter Street, Tilton, NH 03276
Tel: 603-527-4400 Fax: 603-527-4402
Benefits continued

STATE VETERANS CEMETERY
110 Daniel Webster Highway, Boscawen, NH 03303-2413
www.nhsvc.com/
Tel: 603-796-2026 Fax: 603-796-6300
STATE AGENCY CONTACTS
http://admin.state.nh.us/directory/search_internet.asp

Through this web page, you can search by Department, search for a state employee, a current Topical listing, or view a Departmental listing.

FEDERAL AGENCY CONTACTS
http://www.usa.gov/directory/federal/index.shtml

VETERANS DAY

Veterans Day is an American holiday honoring military veterans celebrated on November 11th each year. It came into being in 1926 as Armistice Day, commemorating the “Armistice” ending World War I, signed by Germany on the 11th hour of the 11th day of the 11th month of 1918. It is also celebrated as Armistice Day or Remembrance Day in other parts of the world.

Realizing that veterans of World War II and Korea equally preserved peace, Congress decided to make the day an occasion to honor all those who have served America. In 1954, President Dwight D. Eisenhower signed a bill proclaiming November 11 as Veterans Day.

The holiday is commonly printed as Veteran’s Day or Veterans’ Day in calendars and advertisements. While these spellings are grammatically acceptable, the United States government has declared that the attributive (no apostrophe) rather than the possessive case is the official spelling.
MEMORIAL DAY

According to Professor David Blight of the Yale University History Department, the first Memorial Day was observed in 1865 by liberated slaves at the historic race track in Charleston. The site was a former Confederate prison camp as well as a mass grave for Union soldiers who died in captivity. The freed slaves reinterred the dead Union soldiers from the mass grave to individual graves, fenced in the graveyard and built an entry arch declaring it a Union graveyard. This was a daring action for them to take in the South shortly after the North’s victory. On May 30, 1868, the freed slaves returned to the graveyard with flowers they had picked from the countryside and decorated the individual gravesites, thereby creating the first Decoration Day. A parade by thousands of freed blacks and Union soldiers from the area was followed by patriotic singing and a picnic.

The first state to officially recognize the holiday was New York in 1873. By 1890 it was recognized by all of the northern states. The South refused to acknowledge the day, honoring their dead on separate days until after World War I (when the holiday changed from honoring just those who died fighting in the Civil War to honoring Americans who died fighting in any war). It is now celebrated in almost every state on the last Monday in May, though several southern states have an additional separate day for honoring the Confederate war dead.

Flag Etiquette

http://www.usflag.org/flagetiquette.html

The Flag Code, which formalizes and unifies the traditional ways in which we give respect to the US flag, also contains specific instructions on how the flag is not to be used.
New Hampshire Employment Security proudly presents this “Veterans’ Guide.” It is a booklet of information gathered from Web sites and publications of Federal, State, Non-governmental, and Non-profit organizations. It offers an explanation of benefits offered to veterans and contact information to further explore these benefits.

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