8 LINC Regions
Learning Objectives

• Learn difference between Federal & State Veteran Affairs
• Understand services and benefits for veterans
• Learn to connect veterans with services and benefits
• Learn how to navigate Veterans Connect website
• Learn how to order CalVet materials
What is the difference between Federal and State Veteran Affairs?
Veterans Health Administration (VHA)
- Health Benefits
- Hospitals & Clinics
- Pharmacy

Veterans Benefits Administration (VBA)
- Compensation
- Education & Training
- Home Loans
- Life Insurance
- Vocational Rehabilitation

National Cemetery Administration (NCA)
- Burial Benefits
- Headstones, Markers, & Medallions
- Presidential Memorial Certificates
- Nationwide Gravesite Locator

Programs
- California Transition Assistance Program (CalTAP)
- College Fee Waiver
- Home Loans
- Veteran Homes
- State Cemeteries
- California State Approving Agency for Veterans Education (CSAAVE)
- Veterans Benefit Enhancement Program (VBE)
- Veterans Housing and Homelessness Prevention Program (VHHP)
County Veterans Service Offices
What Does the CVSO Do?

• Provides Veterans and dependents free benefit information, assistance and counseling
• Brought in approximately $542 million of new federal benefits into the State’s economy in 2019-2020
CVSO Types of Assistance

- Comprehensive benefits counseling
- Networking and advocacy with federal, state and local agencies
- Dependency and Indemnity Compensation for survivors (DIC)
- Burial Benefits

- Claim & Compensation
- Pension / Life Insurance
- Records Request
- Discharge Upgrades
- College Fee Waiver
- Veterans Designation
How do I find my CVSO?
CHAPTER 7

Advocacy and Assistance

DIRECTORY OF COUNTY VETERANS SERVICE OFFICES

Many counties have various branch locations. Please contact your county’s central CVSO to find the branch nearest you, or visit www.calvet.ca.gov/VetServices/Pages/CVSO-Locations.aspx.

ALAMEDA
6955 Foothill Boulevard
Oakland, CA 94605
(510) 577-1926
(510) 577-1947 (Fax)
Mon - Fri: 8:30 a.m. - 12 p.m. / 1 p.m. - 5 p.m.

AMADOR
11401 American Legion Way
Jackson, CA 95642
(209) 223-6476
(209) 227-4519 (Fax)
Mon - Fri: 8 a.m. - 4 p.m.

BUTTE
765 East Avenue, Suite 200
Chico, CA 95926
(530) 863-2716
(530) 855-6508 (Fax)
Mon - Fri: 8:30 a.m. - 11:30 a.m.
Walk-ins: Tues and Thurs 12:30 p.m. - 3:30 p.m.

CALAVERAS
300 West Daphne Street
Valley Springs, CA 95252
(209) 754-6910
(209) 754-2003 (Fax)
Mon, Tue, Wed: 9 a.m. - 5 p.m.
Walk-ins: Thu, Fri 9 a.m. - 1 p.m. and 2 p.m. - 4 p.m.

COLUSA
251 East Webster Street
Colusa, CA 95932
(530) 459-0388
(530) 458-0492 (Fax)
Mon - Fri: 8 a.m. - 4:30 p.m.

CONTRA COSTA
10 Douglas Drive, Suite 100
Martinez, CA 94553-4078
(925) 313-1481
(925) 215-1890 (Fax)
Mon - Fri: 9 a.m. - 12 p.m. / 1 p.m. - 4 p.m.

DEL NORTE
110 H Street
Crescent City, CA 95531
(707) 664-2144
(707) 465-0409 (Fax)
Mon - Fri: 8 a.m. - 12 p.m. / 1 p.m. - 5 p.m.

ELDORADO
130 Placerville Drive, Suite 8
Placerville, CA 95667
(530) 621-5892
(530) 621-2218 (Fax)
Mon, Tue, Wed: 9 a.m. - 4 p.m.
Wed: 10 a.m. - 4 p.m.
Fri: 9 a.m. - 12 p.m.
Compassion
Treating all veterans and their family members with respect, dignity, and appreciation.

Benefits and Services for Veterans and their Families

- Education
- Employment
- Healthcare
- Home Loans
- Housing
- Advocacy
- VA Claims
Service Provider Search by Location

Show all County Veterans Services Offices by County

Your Zip Code: 

Advocacy and Assistance
Education
Employment
Healthcare
Housing
VA Claims
All Results

Search
CVSO Locations

The following are the County Veteran Service Office locations in California. You may also check the CVSO tab on your completed myCalVet profile. Not all services are offered at each location. Please contact each location for services offered.

* Days and times may vary by location. Please call ahead. *

Butte County Veterans Service Office

Location: Chico
Hours: Appointments only M-F 8:30am to 11:00am M and W 12:30pm to 3:30pm Walk-Ins T and Th 12:30pm to 3:30pm
Office: 765 East Avenue, Suite 200, Chico, CA, 95926  83.7 mi.
Main: (530) 891-2759
Fax: (530) 896-6868
California Transition Assistance Program (CalTAP)
What is the CalTAP program?

Designed to inform and connect Veterans of all eras to their earned federal and state benefits as well as provide continued support and assistance as their needs change over time through four pathways:

- Core Curriculum
- Education
- Employment
- Entrepreneurship
Benefits and Services for Veterans and their Families

- Education
- Employment
- Healthcare
- Home Loans
- Housing
- Advocacy
- VA Claims

Contact CalVet
1-800-952-5626
Contact Us
VA Benefits Hotline
1-800-827-1000
Veterans Crisis Line
1-800-273-8255
Find a CVO
1-844-537-VET (1-844-537-838)

CalVet Home Loans
Veterans Homes of California
CA Veteran Driver License
CalTAP
Federal Benefits
California Transition Assistance Program (CalTAP)

Core Curriculum Pathway

California Transition Assistance Program (CalTAP) is a program designed to inform and connect veterans of all ages to their earned federal and state benefits as well as provide continued support and assistance as their needs change over time through five unique pathways:

- Core Curriculum: (Veteran 101, CA Benefits, Financial Literacy)
- Education: (Selecting a School, Educational Benefits, UC & State Schools)
- Employment: (Apprenticeship, Job Search, State Employment)
- Entrepreneurship: (DVBE, Business Centers, Business Resources)
- Service Providers: (Attorneys, Employers, Primary Care, Supportive Housing)

How Can I Find Out More?

Join us for our webinars or email us at CalTAP@calvet.ca.gov.
CalTAP Core Curriculum

**Module 1: Introduction**
Provides veterans with an understanding of the goals and learning objectives of the CalTAP program.

**Module 2: Understanding Resilience**
Provides veterans with the opportunity for self-assessment, understand the challenges of service on the family, connect to support networks that assist in the transition from servicemember to civilian.

**Module 3: Healthcare**
Provides veterans with an overview of the health care benefits available through the Veteran's Health Administration (VHA).

**Module 4: Claims and Compensation**
Provides veterans with an overview of the benefits available through the Veteran's Benefits Administration (VBA).

**Module 5: California Benefits**
Provides veterans with an overview of the California Department of Veterans Affairs.

**Module 6: Protecting Your Benefits**
Provides veterans with information on how to protect their benefits and avoid possible poaching scams.

**Module 7: Discharge Upgrades**
Provides veterans with an overview of past policies and programs associated with less than honorable discharges and

**Module 8: Financial Literacy**
Provides veterans with the essentials of financial education and the skills to confidently make financial decisions.

**Module 9: Citizenship**
Provides veterans with an overview of naturalization, citizenship and legal services.

CalTAP
- CalTAP Home
- Core Curriculum
- Education Pathway
- Employment Pathway
- Entrepreneurship Pathway
- Service Providers Pathway

Spotlight
- COVID-19 Updates
- College Fee Waiver
- Women Veterans
- Minority Veterans
- Affected by Natural Disasters?
- Doing Business with CalTAP
CalTAP Education Pathway

**Module 1: Selecting a School**  
Provides an overview of the California educational system and teaches veterans how to build an education plan.

**Module 2: Education Benefits**  
Provides Veterans with an overview of the GI Bill, tuition assistance, financial aid and vocational rehabilitation.

**Module 3: California Community Colleges**  
Provides an overview of the California Community College system.

**Module 4: California State Universities**  
Provides an overview of the California State University system.

**Module 5: University of California**  
Provides an overview of the University of California system.

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**CalTAP**
- CalTAP Home
- Core Curriculum
- Education Pathway
- Employment Pathway
- Entrepreneurship Pathway
- Service Providers Pathway

**Spotlight**
CalTAP Employment Pathway

**Module 1: Personal Appraisal**
Provides veterans with an overview of career research, career choices, and the military skills translator.

**Module 2: Personal Marketing**
Provides veterans with an overview of creating a master resume, targeted resume development, and cover letters.

**Module 3: Job Search**
Provides veterans with an overview of searching for employment, and veteran specific hiring opportunities.

**Module 4: State Employment**
Provides veterans with an overview of how to get a state job.

**Module 5: Federal Employment**
Provides veterans with an overview of how to get a federal job.

**Module 6: Interview Techniques**
Provides veterans with an overview of interview preparation and evaluating job offers.

**Module 7: State Employment**

**Module 8: Apprenticeship/OJT**

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**CalTAP**
- CalTAP Home
- Core Curriculum
- Education Pathway
- Employment Pathway
- Entrepreneurship Pathway
- Service Providers Pathway

**Spotlight**
- COVID-19 Updates
- College Fee Waiver
- Women Veterans
CalTAP Entrepreneurship Pathway

Module 1: Veteran Owned Business Enterprise Programs
Provides veterans with an overview of state and federal veteran business opportunities.

Module 2: Veterans Business Center
Provides veterans with an overview of how to build and grow their business.

Module 3: Entrepreneurship Resources
Provides veterans with an overview of state and federal veteran business resources.

What is the Entrepreneurship Pathway?

The California Transition Assistance Program (CalTAP) Entrepreneurship Pathway is designed to assist veteran business owners and service disabled veteran business owners achieve success in their entrepreneurial ventures. This is achieved by providing an overview of State of California and US Government resources available for veteran business owners. The pathway will also provide an overview of non-governmental resources available to veteran business owners who want to learn how to do business with the government or the private sector.
CalTAP Service Providers Pathway

Module 1: Attorneys
Provides Attorneys with unique insights on legal processes related to veterans.

Module 2: Behavioral Health
Provides Behavioral Health providers with the veteran specific tools necessary for supportive services.

Module 3: Employers & HR Professionals
Provides Employers & HR Professionals with the skills needed to successfully hire and retain veterans.

Module 4: Cultural Competency
Provides a culturally informed approach to supportive services for Professionals interested in working with veterans.

Module 5: Non-Clinical Faculty & Staff
Provides tools for identifying veteran-specific needs and providing critical resources for student veterans.

Module 6: Primary Care
Provides Healthcare Providers with the tools to identify and treat veteran-related health issues.

Module 7: Supportive Housing Providers
Module 5: Non-Clinical Faculty & Staff

This module will improve your ability to identify needs of student veterans, implement critical resources on campuses, and refer them to support services and resources.

Lessons:

Non-Clinical Faculty and Staff Lesson
VETERAN CULTURAL COMPETENCY
FOR NON-CLINICAL FACULTY AND STAFF AT COLLEGES AND UNIVERSITIES
PROVIDER GROUP MODULES

FIRST, SOME CONTEXT

Universities provide more than just an education; they provide a lifetime to critical services and resources for student veterans on their campuses. The education benefits that student veterans receive are often not enough to sustain them throughout their time in college. This means that students will often look to resources on campus to supplement their needs. Our colleges and universities are in a unique position to respond and intervene.

HOW CAMPUSES CAN HELP WITH TRANSITION TO SCHOOL

Transition from the military very often includes a pathway to college. But it’s not easy to find a clear path from military culture into a civilian community. The military constructs the identity of the civilian and reconstitutes them as a service member. But upon transition, they may find difficulties reattaching that civilian identity. Many student veterans have claimed that transition is a lifelong process. In school, difficulties often occur because of cultural differences with non-veterans. Veterans may also find the GI Bill and school paperwork to be daunting. When communities have spaces for veterans to engage with their peers, veterans will often adapt better. Providing veteranspecific orientations is a good way to establish who your veterans are, what their needs are, and to see how they engage with other veterans at the orientation. Providing veteran alumni or current student veterans to mentor incoming students at orientations is also important.

SCHOOL OUTREACH METHODS

Outreach to students includes marketing, social media presence, and in-person presentations. But it also includes a level of best intentions, meaning that those who conduct outreach seek to open student veterans’ lives. Outreach often means conveying that your campus is a campus where veterans can feel welcomed.

How should you approach this? Marketing materials must allow the veteran to see themselves at the college. The authenticity of these materials is important. For example, overly patriotic images...
What are California veterans benefits?
College Tuition Fee Waiver for Veterans Dependents

• Open to dependents of disabled veterans with rating of 0% or above
• Dependents must be CA residents
• Waives tuition and fees at any state funded school (UC, CSU, CA Community College) through doctorate
• Saves CA Veterans over $35 million a year
DMV Programs

- Veteran Drivers License
- “Honoring Veterans” License Plates
- Motor Vehicle Registration Fee Waiver for disabled Veterans
Fishing and Hunting Licenses

• Reduced annual fees on fishing and hunting licenses for disabled veterans
State Park Pass

- No cost use of all basic State Park System-operated facilities including camping and day use for disabled veterans
Tax Programs

• Disabled Veteran property tax exemption
• Business license, tax and fee exemption
• Disabled Veteran business enterprise program
State Cemeteries

• 3 veteran state cemeteries:
  • California Central Coast Cemetery (Seaside, CA)
  • Northern California Veteran Cemetery (Redding, CA)
  • Yountville Veterans Home Cemetery (Yountville, CA)
CalVet Home Loans

• Superior customer service
• Increased loan amounts
• Low or no down payment requirements
• Friendly underwriting terms
• Superior insurance products
CalVet Homes for Long-Term Care

• Provides long-term care for Veterans offering medical, dental, pharmacy, rehabilitation and social activities.
• 8 locations:
  • Barstow, Chula Vista, Fresno, Lancaster, Redding, Ventura, West Los Angeles, Yountville
CalVet Women Veterans

- Provide information, advocacy, outreach, and support to California’s women veterans
- Partner with The California Women Veterans Leadership Council (CWVLC)
CalVet Minority Veterans

• Provide information, advocacy, outreach, and support to California’s minority veterans
• Help unnaturalized veterans in California with citizenship and naturalization services.
CalVet Programs

California is home to nearly 2 million veterans. They range in age from World War II veterans in their 90’s to “Millennials” from the current conflicts. Each generation has a different need and interest and each has a different way to learn about those services and benefits, but the one common element for all of you (and your family) is you stood up, put on the uniform and served in the U.S. Military. You are a veteran and because of that distinction you have earned benefits and services that will help you transition back to civilian life, or help you when you are finished with your civilian career and are now looking at retirement.

CalVet offers a variety of services to honorably discharged veterans from residency in one of our state Veterans Homes to helping you purchase a home through our Farm and Home Loan program. This department also advocates for veterans, providing information and representation before the U.S. Department of Veterans Affairs. There are many services, benefits and preferences provided to you by the people of California as a way to honor your service...explore this site and find out what you may have been missing.

CSAAVE

Eligible service members, veterans, and dependents can receive GI Bill® benefits when attending college education and job training programs approved and monitored by the California State Approving Agency for Veterans Education (CSAAVE).

CalVet Home Loans

If you are a veteran and want a great home loan, then you need a CalVet Home Loan. You’ll find the CalVet Loan will save you money and provide protection for your home and investment.
Local Interagency Network Coordination
8 LINC Regions

Local Interagency Network Coordinators (LINCs)

- North Valley LINC
  Cole Wagenaar
  cole.wagenaar@calvet.ca.gov

- Central Valley LINC
  Annette Wholaver
  annette.wholaver@calvet.ca.gov

- Inland Empire LINC
  Merlene Steinbeck
  merlene.steinbeck@calvet.ca.gov

- Bay Area LINC
  Kevin Graves
  kevin.graves@calvet.ca.gov

- Central Coast LINC
  Calvin Angel
  calvin.angel@calvet.ca.gov

- Los Angeles LINC
  Anthony Rodriguez
  anthony.rodriguez@calvet.ca.gov

- Orange County LINC
  Ben Gales
  ben.gales@calvet.ca.gov

- San Diego LINC
  Lance Linker
  lance.linker@calvet.ca.gov
What LINCS Do

• Provide outreach
• Make referrals and work directly with established service provider networks
• Assist with local emergencies
• Provide leadership and advocacy to local communities
How to register with MyCalVet
Create Your myCalVet Account

myCalVet provides information for Veterans and their family members.
Please let us know if you are a Veteran or a Family Member.

- Veteran/Service Member
- Family Member

Please enter your e-mail as your CalVet ID. This will be used as the contact e-mail address for your account. Please note that this e-mail address must be verified before you can use your CalVet ID.

Email Address:*  
First Name:*  
Last Name:*  
Password:*  
Confirm Password:*  
Security Question:*  
Security Answer:*  
Date of Birth:*  

Create Account or View the Terms and Conditions/Privacy Policy

[Register]  [Cancel]
How to access veteran-related information and resources
California public libraries, in partnership with California Department of Veterans Affairs, are working to connect veterans and their families to benefits and services for which they are eligible. Libraries, in collaboration with community veteran service organizations, can positively impact the quality of life for veterans.

Veterans Connect @ the Library is gathering information about the coronavirus (COVID-19) to help veterans find the information and help they need in these difficult times. This content is regularly updated to help with updates and recommendations.
As a public librarian, you are a trusted and valued community resource and are ideally positioned to assist veterans and their families in accessing benefits and services for which they may be eligible. A "digital duffel bag" of resources, training, and programming ideas has been developed to support your work in assisting veterans visiting your library.

- **Resources**
  - Helpful links relating to Veteran Resource Centers.

- **Programming Ideas**
  - Ideas you can use in your libraries from the Library of Congress and others.

- **Training**
  - Get staff and volunteers up to speed about your Veteran Resource Center.

- **Statistics**
  - What you need to know regarding reporting Veteran Resource Center activities.
Library Materials

- California Veterans Resource Book (PDF format)
- Federal Benefits for Veterans, Dependents and Survivors: This 2018 online edition includes resources to help veterans access their benefits, comprising a listing of various toll-free phone numbers, World Wide Web locations and a directory of VA facilities throughout the country.
- Recommended Books and DVDs (updated Mar 2020)

Order Forms

- Order Form for Federal Benefits for Veterans, Dependents and Survivors Handbook
- Order Form for Financial Publications Relevant to Veterans
- Order Form for Veteran Resource Centers – Free Publications/Information from CalVet
- Order Form for Veteran Resource Center materials (DOCX format, updated Sep 2018)

Pathways/Benefit Navigation Guides

- California Transition Assistance Program (CalTAP) flyer
- Veteran Resource Center Checklist (PDF format, updated Dec 2016)
- Veterans Benefits Assistance Flowchart (PDF format, updated Nov 2014)

Resources
In partnership with the California Department of Veterans Affairs (CalVet), your public library is pleased to help veterans and their families. Visit the Veterans Resource Center at a participating public library to learn about state and federal education, employment, housing, health, disability and other benefits that may be available to you and your family.

**Special Note:** Effective March 20, 2020, all Veteran Resource Centers are closed because of the Coronavirus. The dates listed below are subject to change. Click on the library name to go directly to the library website. For assistance please call your County Veteran Service Office or CalVet at 1-800-952-5626.

Call your library to schedule a one-on-one consultation with trained volunteers, many of whom are veterans themselves or who have had professional experience assisting veterans, or just drop by and check out the collection of library books and other library materials selected especially for veterans.

Veteran Resource Centers are available at the following libraries. If you do not see your library listed here contact the California Department of Veterans Affairs or call toll free 1-844-SERV-VET for your nearest County Veterans Service Officer (CVSO).

- Alameda County Library – Dublin Library
- 200 Civic Plaza

For a map version of the Veterans Resource Centers, follow this link.

Closed March 15 – indefinite

Alameda County Library – Dublin Library
200 Civic Plaza
Common Veteran Websites
Access and manage your VA benefits and health care

**Health Care**
- Refill and track your prescriptions
- Send a secure message to your health care team
- Schedule and view your appointments
- View your lab and test results
- Apply now for VA health care

**Disability**
- Check your claim or appeal status
- View your payment history
- Upload evidence to support your claim
- File for a VA disability increase
- File a claim for compensation

**Education**
- Check your Post-9/11 GI Bill® benefits
- View your payment history
- Change your current education benefits
- Compare GI Bill benefits by school
- Apply for education benefits

**Records**
- Get Veteran ID cards
- Get your VA medical records
- Download your benefit letters
- Apply for a home loan CFF
- Request your military records (DD214)
What do you want to do?

Apply
- Disability Compensation
- Add or Remove Dependent
- VA Health Care
- Education Benefits
- Pension Benefits
- Vocational Rehabilitation and Employment
- See all applications for benefits

Manage Benefits
- Compensation Claim Status
- Personal Contact and Direct Deposit
- Military Personnel File
- VA Letters
- Certificate of Eligibility for Home Loan
- Supporting Document Upload for Claims
- See all options to manage benefits

Manage Health
- Share Your VA Medical Records
- VA Prescription Refills
- VA Appointments
- Hearing Aid Batteries and Prosthetic Socks
- SECURE MESSAGING on MyHealtheVet
- DoD TRICARE® Health Insurance
- See all options to manage your health

Benefits News
You have the skills that employers are looking for. VA can help you prepare for your next mission.

Manage SGLI Insurance
The SGLI Online Enrollment System (SOES) is now available to all Service members (except PHS) with full-time SGLI coverage. Change your life insurance coverage without paper forms or go to your commanding office.
# Toll Free Numbers for Contacting VA

<table>
<thead>
<tr>
<th>Department Name(s)</th>
<th>Toll Free Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries in receipt of Pension Benefits</td>
<td>1-877-294-2320</td>
</tr>
<tr>
<td>Benefits (VA)</td>
<td></td>
</tr>
<tr>
<td>• Burial</td>
<td>1-800-827-1600</td>
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<tr>
<td>• Death Pension</td>
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<tr>
<td>• Disability Indemnity Compensation</td>
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<tr>
<td>• Direct Deposit</td>
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<tr>
<td>• Directives to VA Benefits Regional Offices</td>
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<tr>
<td>• Disability Compensation</td>
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<tr>
<td>• Disability Pension</td>
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<td>• Education</td>
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<td>• Home Loan Guaranty</td>
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<td>• Medical Care</td>
<td></td>
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<tr>
<td>• Vocational Rehabilitation and Employment</td>
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<tr>
<td>CHAMPVA Meets by Mail</td>
<td>1-888-385-4235 (Military)</td>
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<td></td>
<td>1-888-329-7380</td>
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<tr>
<td>Combat Call Center</td>
<td>1-877-VVA4VETS (1-877-922-8387)</td>
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<tr>
<td>Debt Management Center (Collection of Non-Medical Debts)</td>
<td>1-800-827-3646</td>
</tr>
<tr>
<td>Children of Women Veterans (COWV)</td>
<td>1-877-546-6175 (Military)</td>
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<tr>
<td>Foreign Medical Program (FMP)</td>
<td>1-888-826-1756</td>
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<tr>
<td>Spina Bifida Health Care Program</td>
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<tr>
<td>Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)</td>
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<tr>
<td>CHAMPVA In-House Treatment Initiative (CHITA)</td>
<td>1-800-733-3387</td>
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<tr>
<td>eBenefits Technical Support</td>
<td>1-800-903-9937</td>
</tr>
<tr>
<td>Education (GI Bill)</td>
<td>1-888-442-4651</td>
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<tr>
<td>Health Care Benefits</td>
<td>1-877-222-8387</td>
</tr>
<tr>
<td>Life Insurance</td>
<td></td>
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<tr>
<td>Service members and/or Veterans Group Life Insurance Program</td>
<td>1-800-416-1473</td>
</tr>
<tr>
<td>All other VA Life Insurance Programs</td>
<td>1-800-608-947</td>
</tr>
<tr>
<td>Mammography Hippline</td>
<td>1-888-492-7844</td>
</tr>
<tr>
<td>Smoking Cessation Counselling</td>
<td>1-855-VVA4VETS (1-855-882-4839)</td>
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<tr>
<td>Special Issues - Gulf War Agent Orange/Project Sham/Mustard Agents and</td>
<td></td>
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<tr>
<td>Lovelisting/Unknown Radiation</td>
<td>1-800-749-9337</td>
</tr>
<tr>
<td>Status of Headstones and Markers</td>
<td>1-800-657-8547</td>
</tr>
<tr>
<td>Telecommunications Device for the Deaf (TDD)</td>
<td>Dial 711</td>
</tr>
<tr>
<td>Veterans Crisis Line</td>
<td>1-800-273-TALK (1-800-273-8255)</td>
</tr>
<tr>
<td>Vets.gov Help Desk</td>
<td>1-855-574-7736</td>
</tr>
<tr>
<td>White Marble VA Hotline</td>
<td>1-855-548-3318</td>
</tr>
<tr>
<td>Women Veterans Hotline</td>
<td>1-855-VL-WOMEN (1-855-8529-9620)</td>
</tr>
</tbody>
</table>
How to Connect Veterans with Services & Benefits
Step 1: Determine their need
Step 2: Determine service or benefit
Step 3: Provide information & encourage myCalVet Registration
Step 4: Make referral
What are my California Benefits?
Show veteran how to find information in the resource book and online
CHAPTER 1

California State Benefits

REGIONAL OUTREACH

California Department of Veterans Affairs (Cal Vet) works closely with local communities in a joint effort to serve our state’s veterans. To ensure veterans receive the assistance, benefits, and services they need, Cal Vet divides California into eight regions and staffs each region with a Local Interagency Network Coordinator (LINC). Our LINC’s play a dynamic role within local communities, serving as both informational conduits to the community and feedback resources for Cal Vet.

LINC’s bridge the gap between Cal Vet and the federal, state, county, and non-government agencies that provide services to our state’s 1.7 million veterans. Our LINC’s are advocates for veterans, military service members, and their families within their regions. In addition, they supplement and support the County Veterans Services Offices (CVSO) and regional partners in the development of improved and expanded services and support for their local veteran populations and assist veterans with employment and educational opportunities.

CALVET’S EIGHT LINC REGIONS ARE:

- Sacramento Valley and North State: Yolo, Sutter, Yuba, Nevada, Placer, Sacramento, El Dorado, Amador, Calaveras, Tuolumne, Alpine, Siskiyou, Modoc, Trinity, Shasta, Lassen, Tehama, Plumas, Sierra, and Butte.
- Inland Empire: San Bernardino, Riverside, Inyo, and Mono.
- Central Valley: Fresno, Kern, Kings, Madera, Mariposa, Merced, Stanislaus, and Tulare.
- Central Coast: Monterey, San Benito, San Luis Obispo, Santa Barbara, and Santa Cruz.
- Los Angeles: Los Angeles and Ventura.
- Orange: Orange and Southwest Los Angeles.
- San Diego: San Diego and Imperial.
California Transition Assistance Program (CalTAP)

Core Curriculum Pathway

Entrepreneurship Pathway

Service Providers Pathway

Education Pathway

Employment Pathway

California Transition Assistance Program (CalTAP) is a program designed to inform and connect veterans of all eras to their earned federal and state benefits as well as provide continued support and assistance as their needs change over time through five unique pathways:

- Core Curriculum: (Veteran 101, CA Benefits, Financial Literacy)
- Education: (Selecting a School, Educational Benefits, UC & State Schools)
- Employment: (Apprenticeship, Job Search, State Employment)
- Entrepreneurship: (DVBE, Business Centers, Business Resources)
- Service Providers: (Attorneys, Employers, Primary Care, Supportive Housing)

How Can I Find Out More?

Join us for our webinars or email us at CalTAP@calvet.ca.gov.
CalTAP Core Curriculum

Module 1: Introduction
Provides veterans with an understanding of the goals and learning objectives of the CalTAP program.

Module 2: Understanding Resilience
Provides veterans with the opportunity for self-assessment, understand the challenges of service on the family; connect to support networks that assist in the transition from servicemember to civilian.

Module 3: Healthcare
Provides veterans with an overview of the health care benefits available through the Veterans Health Administration (VHA).

Module 4: Claims and Compensation
Provides veterans with an overview of the benefits available through the Veterans Benefits Administration (VBA).

Module 5: California Benefits
Provides veterans with an overview of the benefits available through the California Department of Veterans Affairs.

Module 6: Protecting Your Benefits
Provides veterans with information on how to protect their benefits and avoid possible phishing scams.

Module 7: Discharge Upgrades
Provides veterans with an overview of past policies and programs associated with less than honorable discharges.

Module 8: Financial Literacy
Provides veterans with the essentials of a financial education and the skills to confidently make financial decisions.

Module 9: Citizenship
Provides veterans with an overview of naturalization, citizenship and legal services.
Module 5: California Veterans Benefits

California Specific Benefits

The lessons in Module 5 provide veterans with an overview of the services and benefits available through the State of California. Click on a lesson below to find out more:

- Module 5 Lesson Overview
CALIFORNIA VETERANS BENEFITS

CORE PATHWAY

MODULE 5

WHAT ARE CALIFORNIA VETERANS BENEFITS?

California veterans and their eligible dependents may be eligible for unique benefits and services in addition to those available through the U.S. Department of Veterans Affairs (USDVA). Specific California benefits include College Tuition Fee Waiver, Motor Vehicle Registration Fee Waiver, Special License Plates, veterans Driver's License, Fishing and Hunting Licenses, Parks and Recreation Discounts, CalVet Home Loans, and Disabled Veterans Business Enterprises.

COLLEGE TUITION FEE WAIVER FOR VETERAN DEPENDENTS

The College Tuition Fee Waiver for Veteran dependents benefit waives mandatory system-wide tuition and fees at any state of California Community College, California State University, or University of California campus. This program does not cover the expense of books, parking or room and board. There are four plans under which dependents of veterans may be eligible.

MOTOR VEHICLE REGISTRATION FEE WAIVER

This benefit waives registration fees and provides a free license plate for one passenger motor vehicle, one motorcycle, or one commercial motor vehicle of less than 8,000 pounds unladen weight.

VETERANS LICENSE PLATE PROGRAM

The California’s Veterans License Plate Program allows current servicemembers, veterans, family members, and supporters of veterans the opportunity to proudly display their support for those men and woman that served in the U.S. Armed Forces. The program has over 100 different emblems and logos to choose from and place on the automobile’s license plate.

DRIVER’S LICENSE FACT SHEET

The California Department of Veterans Affairs (CalVet) and the California Department of Motor Vehicles (DMV) worked together to create the veteran driver license initiative. This initiative allows California veterans to obtain a “Veteran” designation on their California driver license or identification card (DL/ID). Interested veterans need to present a valid DD-214 (must show discharge status) to a local County Veterans Service Office (CVSO) to receive veteran status.
Encourage veteran to sign up for myCalVet
Make referral to CalVet or CVSO
I have never filed for VA disability. Can you help me?
Show veteran how to find information in the resource book and online
USDVA DISABILITY COMPENSATION RATES FOR VETERANS
(Effective 12/01/17)

The dollar amount of benefits paid varies depending on the rating percentage of disability.

HOW DO I FILE A CLAIM?

STEP 1: FILE A CLAIM

USDVA’s disability claim process begins when a claim is filed, either informally or formally. It is highly recommended that the veteran complete any USDVA disability claim form with the assistance of a Veterans Service Organization (VSO), Veterans Service Representative (VSR), or a CVS (page 187).

Informal Claim: An informal claim, filed on a USDVA Form 21-0966 (Intent to File a Claim for Compensation and/or Pension, or Survivor Pension and/or Dependency Indemnity Compensation), will preserve the effective date of a claim for up to one year, allowing the claimant to submit the formal claim within one year of the date the USDVA Form 21-0966 was received by USDVA.

Formal Claim: A formal claim for disability compensation or pension is completed on USDVA Form 21-526EZ (Application for Compensation) or USDVA Form 21-527EZ (Application for Pension). Both claims for benefits may be filed using USDVA’s Fully Developed Claim (FDC) program. Veterans may also electronically file a claim directly with USDVA using the eBenefits portal located at www.ebenefits.va.gov/ebenefits/homepage.
California Transition Assistance Program (CalTAP)

Core Curriculum Pathway

Education Pathway

Employment Pathway

Entrepreneurship Pathway

Service Providers Pathway

California Transition Assistance Program (CalTAP) is a program designed to inform and connect veterans of all eras to their earned federal and state benefits as well as provide continued support and assistance as their needs change over time through five unique pathways:

- Core Curriculum (Veteran 101, CA Benefits, Financial Literacy)
- Education: (Selecting a School, Educational Benefits, UC & State Schools)
- Employment: (Apprenticeship, Job Search, State Employment)
- Entrepreneurship: (DVBE, Business Centers, Business Resources)
- Service Providers (Attorneys, Employers, Primary Care, Supportive Housing)

How Can I Find Out More?

Join us for our webinars or email us at caltap@calvet.ca.gov.
Module 4: Veteran 101

Filing A Compensation Claim

The lessons in Module 4 provide veterans with an overview of the services and benefits available through the Veterans Benefits Administration (VBA). These lessons will discuss filing a compensation claim, the claims process, how to apply for benefits and life insurance. Click on links below to find out more.

Lessons
- Module 4 Overview
- Compensation Types
- Claim Types
- Evidence
- Effective Dates
- On Claims Process
- Claim Benefit Rates
- Applying for Benefits
- Pension
- Life Insurance
Encourage veteran to sign up for myCalVet
Make referral to CVSO
I want to put Veteran on my Drivers License. Can you help me?
Show veteran how to find information in the resource book and online
CHAPTER 1

California State Benefits

If you need your pass within 15 days or less, it is recommended that you either obtain your pass at the first site you visit, or request expedited shipping services for your order.

For more information, please visit www.calvet.ca.gov/vetservices/pages/access-pass-national-parks.aspx.

VETERAN DESIGNATION ON CALIFORNIA DRIVER LICENSE AND ID CARD

Eligible veterans have the opportunity to add the word “VETERAN” to the front of their driver license or ID card to indicate that they have served in the U.S. Military. It can also play a critical role in enabling access to certain privileges, and benefits associated with being a veteran without having to carry and produce a Certificate of Release or Discharge from Active Duty. Interested veterans need to present a valid DD Form 214 to a local CVSO to receive a Veteran Status Verification form. Then, the veteran takes the CVSO verification form to a DMV field office for processing. DMV charges an additional $5, plus the standard cost of a new, renewal, or duplicate license fee for this enhancement.

To obtain a copy of your DD Form 214, please see Military Records (page 207).

For faster service, schedule an appointment with a CVSO. To locate the CVSO nearest you (page 187), call (844) 737-8838. Enter your zip code when prompted and your call will be transferred.

For faster DMV service, schedule an appointment with the DMV by visiting www.dmv.ca.gov/portal/dmv/detail/portal/foa/welcome?localeName=en or by calling (800) 777-0133.

BUSINESS LICENSE, TAX, AND FEE EXEMPTION

The Business License, Tax, and Fee exemption benefit exempts eligible veterans from municipal, county, and state business license fees, taxes, and
Veteran Designation on California Driver License and ID Card

Eligible veterans have the opportunity to add the word "VETERAN" to the front of their driver license or ID card to indicate that they have served in the U.S. Military. It can also play a critical role in enabling access to certain privileges, and benefits associated with being a veteran without having to carry and produce a Certificate of Release or Discharge from Active Duty. Interested veterans need to present a valid DD Form 214 to a local CVSO to receive a Veteran Status Verification form. Then, the veteran takes the CVSO verification form to a DMV field office for processing. DMV charges an additional $5, plus the standard cost of a new, renewal, or duplicate license fee for this enhancement.
Encourage veteran to sign up for myCalVet
Make referral to CVSO
I heard my kids can go to school for free. Is that true?
Show veteran how to find information in the resource book and online
CalVet website. CSAVE reports to USDVA on the status of each institution in California approved for the training and education of veterans and beneficiaries using GI Bill® benefits.

For more information about CSAVE, please visit www.calvet.ca.gov/csaave.

GI Bill® benefits may also be used for programs other than attending college. GI Bill® benefits may also be used by eligible veterans and dependents who are employed and learning a new skill.

COLLEGE FEE WAIVER FOR VETERANS DEPENDENTS

The College Fee Waiver for Veteran Dependents waives mandatory system-wide tuition and fees at a State of California Community College (CCC), California State University (CSU), or University of California (UC) campus, if eligibility criteria are met. Use of the California College Fee Waiver for Veteran Dependents may be applied to state-supported programs in the CCC, CSU, and UC systems.

Some programs at a CCC, CSU, and UC campus are considered self-supported, commonly referred to as extension courses or extended education, and they are not covered under the fee waiver.

The fee waiver program does not cover the expense of books, parking, room and board, or any other school specific fees. All applicants must meet California residency requirements.

There are four different College Fee Waiver plans:

PLAN A

- The unmarried child of a veteran who is totally disabled due to service-connected disabilities or whose death was officially rated as service-connected is eligible, based on a rating by the military or USDVA. The child must be over 24 years old and under 27 years old to be eligible. If the child is a veteran, then the age limit is extended to age 30.

- The spouse of a wartime veteran rated as service-connected and totally disabled by the military or USDVA is eligible. There are no age limit restrictions.

- The unmarried surviving spouse of a wartime veteran whose death has been rated as service-connected by the military or USDVA is eligible. There are no age limit restrictions.
Spotlight

- College Fee Waiver
- CalVet Jobs
- Doing Business with CalVet
- Find a Service Provider
- CalTAP
- Federal Benefits
- Women veterans
- Minority Veterans
- Find Local CVSO
- Affected by Natural Disasters?
- CalVet Board
Encourage veteran to sign up for myCalVet
Make referral to CVSO
I would like to buy a house. Where do I start?
Show veteran how to find information in the resource book and online
CHAPTER 5

Housing

CALVET HOME LOANS

CalVet offers great home loan benefits for veterans living in California who want to purchase a home in California. A CalVet home loan saves borrowers money and provides home protection that is typically less expensive than that available elsewhere. CalVet expanded eligibility so most honorably discharged veterans and active duty service members wanting to buy a home are eligible.

CalVet's Home Loan program is not the federal loan guaranty program provided by USDA. Rather, CalVet is a lender of home loan funds. Like a commercial bank, CalVet has a variety of loan options available, one of which is the federal USDA guaranty program. Unlike commercial lenders, CalVet offers a robust program that includes low-cost home insurance, which covers fire/hazard, earthquake, and flood damage.

CalVet offers loans on:

- Single family homes, condos, and mobile homes on land for up to 125 percent of Fannie Mae maximum loan limits (up to $499,000 in some counties);
- Mobile homes in a park for up to $75,000;
- Farm loans for up to 150 percent of Fannie Mae maximum loan limits ($1,019,475 in some counties);
- Home improvement loans for up to $150,000;
- Rehabilitation loans may be an option for houses not up to USDA standards;
- Construction take-out or construction loans for building a new home.

Veterans benefit from this great loan program from day one! It is the State of California's way of thanking veterans for their service to this country. This program is available to veterans at no cost to California taxpayers. CalVet Home Loan program features include:

- Low or no down payment
- Low fees/closing costs
- Competitive interest rates
Encourage veteran to sign up for myCalVet
Make referral to CalVet or eBenefits
I lost my discharge documents. Can you help me?
Show veteran how to find information in the resource book and online
MILITARY RECORDS

Veterans or their next of kin who need assistance in obtaining service records, a DD Form 114, or replacement awards and medals must formally request them through the National Personnel Records Center (NPRC). The NPRC is the records custodian for most discharged and retired members of all branches of service. The fastest way to obtain a copy is through their website, www.archives.gov/veterans.

Records can also be requested by mailing or faxing a Standard Form SF-180, Request Pertaining to Military Records to:

The National Personnel Records Center
1 Archives Drive
St. Louis, MO 63118
(314) 801-9195 (Fax)

The SF-180 is also available at CalVet District Offices (page 16) or at the local CVSO (page 18).

Records requests must contain certain basic information, including:

- The veteran’s complete name used while in service;
- Service number;
- Social Security number;
- Branch of service;
- Dates of service;
- Date and place of birth (especially if the service number is not known).

If the veteran’s records may have been involved in the 1973 fire, the following information must also be included:

- Place of discharge;
- Last unit of assignment;
- Place of entry into the service, if known.

Call NPRC’s customer service staff at (314) 801-6800 if you have questions or require same-day service. Due to the large number of calls received at this
1. Request Service Records Online, by Mail, or by Fax

- More ways to get service records
- Recently separated veteran?
Encourage veteran to sign up for myCalVet
Make referral to CalVet or CVSO
I need healthcare. What do I do?
Show veteran how to find information in the resource book and online
Health Care

CHAPTER 3

USDVA HEALTH CARE

USDVA operates the nation’s largest integrated health care system with more than 1,400 care sites including hospitals, community clinics, nursing homes, domiciliary, readjustment counseling centers, and various other facilities. There are more than 100 USDVA facilities in California.

BASIC ELIGIBILITY

If you served in the active military service and were separated under any condition other than dishonorable, you may qualify for USDVA health care benefits. Current and former members of the Reserves or National Guard who were called to active duty by a federal order and completed the full period for which they were called or ordered to active duty may be eligible for USDVA health benefits as well.

Reserves or National Guard members with active duty for training purposes only do not meet the basic eligibility requirement.

MINIMUM DUTY REQUIREMENTS

Most veterans who enlisted after September 7, 1980, or entered active duty after October 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans who were discharged for a disability incurred or aggravated in the line of duty, for a hardship or “early out,” or those who served prior to September 7, 1980. Since there are a number of other exceptions to the minimum duty requirements, USDVA encourages all veterans to apply so that we may determine their enrollment eligibility.

ENHANCED ELIGIBILITY

Certain veterans may be afforded enhanced eligibility status when applying and enrolling in the USDVA health care system. Veterans who:

- Are a Former Prisoner of War (POW);
- Received a Purple Heart Medal;
- Received the Medal of Honor;
Health Care

Enroll in the nation’s largest integrated health system and get care that’s personalized, proactive, and patient-driven.

How to Apply

APPLY Online

APPLY in Person

APPLY by Phone

APPLY by Mail

VA Health Care

VA provides world-class health care to eligible Veterans. The Veterans Health Administration is America’s largest integrated health care system, with more than 1,200 sites of care, and it is
Encourage veteran to sign up for myCalVet
Make referral to VA Medical Center
I am unemployed. Will someone help me find a job?
Show veteran how to find information in the resource book and online
CHAPTER 6

Employment
California Transition Assistance Program (CalTAP)

Core Curriculum Pathway

Education Pathway

Entrepreneurship Pathway

Service Providers Pathway

Employment Pathway

California Transition Assistance Program (CalTAP) is a program designed to inform and connect veterans of all eras to their earned federal and state benefits as well as provide continued support and assistance as their needs change over time through five unique pathways:

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- Education: (Selecting a School, Educational Benefits, UC & State Schools)
- Employment: (Apprenticeship, Job Search, State Employment)
- Entrepreneurship: (DVBE, Business Centers, Business Resources)
- Service Providers (Attorneys, Employers, Primary Care, Supportive Housing)

How Can I Find Out More?

Join us for our webinars or email us at CalTAP@calvet.ca.gov.
What is the Employment Pathway?

The California Transition Assistance Program (CalTAP) Employment Pathway is designed to help veterans enter or reenter the civilian workforce. This is accomplished through training and translation of the skills assessment, understanding of veteran's strengths and weaknesses, and the development of strategies to help veterans stand out from the crowd during the job seeking process. Additionally, this pathway highlights the different ways in which veterans can obtain employment with either the State of California or US Government.
Looking for a Career?

Click the Button Below

FIND A CAREER
Encourage veteran to sign up for myCalVet
Make referral to AJCC or Work for Warriors
I’m homeless and in crisis! Please help me?
TAKE ACTION

Veterans who are homeless or at imminent risk of becoming homeless can call or visit their local VA Medical Center or Community Resource and Referral Center where VA staff are ready to help.

Veterans and their families may also call 1-877-4AID-VET (1-877-424-3838) to access VA services.

Explore www.va.gov/homeless to learn about VA programs for Veterans who are homeless and share that information with others.
Call

Confidential Support Is a Call Away

If you're a Veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24 hours a day, 7 days a week.

Call 1-800-273-8255 and Press 1

The Veterans Crisis Line is a free, anonymous, confidential resource that's available to anyone, even if you're not registered with VA or enrolled in VA health care.

What to Expect

A trained responder will answer your call. The responder will ask you a few questions, such as whether you or the Veteran or Service member you're concerned about may be in immediate danger or at risk for suicide. You will decide what to share about yourself and what you want to talk about. Learn more.

The Veterans Crisis Line is also available by text or online chat:
Crisis Chat

Confidential Support Is a Click Away

If you’re a Veteran in crisis or Service member in crisis — or you’re concerned about one — there are caring, qualified VA responders standing by to help 24 hours a day, 7 days a week.

By clicking the button below, you accept these terms of service.

Start your confidential chat

The crisis chat is a free, anonymous, confidential resource that’s available to any Service member, including members of the National Guard and Reserve, and any Veteran, even if you’re not registered with VA or enrolled in VA health care.

Whatever’s got you down — chronic pain, anxiety, depression, sleeplessness, anger, or even disturbing memories of your tour of duty — a specially trained responder can provide support day or night.

What to Expect

A responder will answer and ask you a few questions. This responder will work with you to help you through any personal crisis, even if that crisis does not involve thoughts of suicide. You can decide how much you want to share.
Homeless Veterans

National Call Center for Homeless Veterans

Free Help for Homeless Veterans

Veterans who are homeless or at risk of homelessness—and their family members, friends, and supporters—can make the call to 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.

Who Can Call

- Veterans who are homeless or at risk of homelessness
- Family members, friends, and supporters calling on behalf of Veterans.
- VA Medical Centers and other VA facilities and staff
- Federal, state, and local partners
- Community agencies and providers who serve Veterans who are homeless

Stay Connected

Overview
- About Homeless Programs
- Interagency Efforts
- National Center on Homelessness Among Veterans
- Progress So Far

Real Stories
- Success Stories
- What's New at VA
- Vintage Post
- Photo Gallery

877-4AID-VET
1-877-424-3838
veterans.gov/homeless
Make referral to VAMC, CVSO, CalVet & LINC
What materials should I post in my library?
SUPPORT VETERANS IN YOUR LIFE

We can all play a role in preventing suicide. Your actions could help save a life. Here are simple ways to support a Veteran or Servicemember in your life or your community who may be going through a difficult time:

**Learn About Resources**

- **Call the Veterans Crisis Line:** If a Veteran you know is immediately at risk for suicide, call 1-800-273-8255 and Press 1, or chat online at VeteransCrisisLine.net/Chat, or text to 838255 for free, 24/7 confidential support.
- **Share a self-check quiz:** Help a Veteran assess whether mental health treatment would be beneficial by sharing the link to www. VietSelfCheck.org.
- **Help a Veteran facing homelessness:** Connect a Veteran with support by contacting the National Call Center for Homeless Veterans at 1-877-424-3838.
- **Support a Veteran experiencing a substance use disorder:** If you are concerned a Veteran you know may be misusing alcohol, opioids, or other drugs, encourage them to take a confidential assessment and learn about effective treatments at www.mentalhealth.va.gov/substanceuse.asp.
- **Find local resources:** Locate mental health treatment and services near you at VeteransCrisisLine.net/ResourceLocator.

**Spread the Word in Your Community**

- **Share videos of real Veterans:** Visit MakeTheConnection.net to watch and share videos of Veterans and their loved ones sharing their stories of overcoming mental health challenges.
- **Download and share materials:** Visit VeteransCrisisLine.net/SpreadTheWord to get flyers, social media content, newsletter articles, and more to share with your networks and in your community.
- **Host a suicide prevention training:** Contact your local Suicide Prevention Coordinator to schedule a training for your organization and obtain mental health information and materials at VeteransCrisisLine.net/ResourcesLocator.
- **Organize community events:** Bring together local mental health experts and clinicians to share information and educate your community about VA mental health resources. Download our community outreach toolkit at www.va.gov/nac/docs/myVAArticleToolkitPreventingVeteranSuicidesEveryonesBusiness.pdf.
- **Volunteer together:** Staying involved in the community can help Veterans feel less alone. Contact VA Voluntary Service to find opportunities in your area at www.volunteer.va.gov.

**Start the Conversation**

- **Learn to recognize the warning signs of suicide risk:** Visit VeteransCrisisLine.net/SignsOfCrisis.
- **Talk openly about suicide:** Let a Veteran know you’re there, you care, and you’re ready to listen. Learn more at VeteransCrisisLine.net/StartTheConversation.
- **Connect with Coaching into Care:** Help a Veteran’s family member or friend learn constructive ways to talk with a Veteran about their concerns and treatment options. Call 1-888-823-7458.
- **Learn about gun safety:** Visit VeteransCrisisLine.net/GunSafetyVideo and share this gun safety video to raise awareness of simple actions that can save lives.
## Toll Free Numbers for Contacting VA

### Department Numbers

<table>
<thead>
<tr>
<th>Department Details</th>
<th>Toll Free Number(s)</th>
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</thead>
<tbody>
<tr>
<td>Beneficiaries in receipt of Pension Benefits</td>
<td>1-877-294-3292</td>
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<tr>
<td>Benefits (VA)</td>
<td></td>
</tr>
<tr>
<td>- Burial</td>
<td>1-800-220-5600</td>
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<td>- Death Pension</td>
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<td>- Dependency Indemnity Compensation</td>
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<td>- Direct Deposit</td>
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<td>- Directions to VA Benefits Regional Offices</td>
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<tr>
<td>- Disability Compensation</td>
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<td>- Disability Pension</td>
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<td>- Education</td>
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<td>- Home Loan Ocasey</td>
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<td>- Medical Care</td>
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<tr>
<td>- Vocational Rehabilitation and Employment</td>
<td></td>
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<tr>
<td>CHAMPVA: Meet by Mail</td>
<td>1-888-385-9273</td>
</tr>
<tr>
<td>Combat Call Center</td>
<td>1-877-VSA-VETS</td>
</tr>
<tr>
<td>Debt Management Center (Collection of Non-Medical Debts)</td>
<td>1-800-327-0640</td>
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<tr>
<td>Children of Women Vietnam Veterans (CWVV)</td>
<td>1-877-546-8170</td>
</tr>
<tr>
<td>Foreign Medical Program (FMP)</td>
<td>1-888-826-1756</td>
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<tr>
<td>Spinal Biode Health Care Program</td>
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<tr>
<td>Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) CHAMPVA In-House Treatment Initiative (CHLTI)</td>
<td>1-800-753-8387</td>
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<tr>
<td>eBenefits Technical Support</td>
<td>1-800-993-9937</td>
</tr>
<tr>
<td>Education (GI Bill)</td>
<td>1-888-442-4851</td>
</tr>
<tr>
<td>Health Care Benefits</td>
<td>1-877-222-8357</td>
</tr>
<tr>
<td>Life Insurance: Service members and/or Veterans Group Life Insurance Program</td>
<td>1-800-416-1473</td>
</tr>
<tr>
<td>All other VA Life Insurance Programs</td>
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<tr>
<td>Mammography Hpleine</td>
<td>1-888-492-7644</td>
</tr>
<tr>
<td>Smoking Cession Counsellors</td>
<td>1-855-CHAMPVA</td>
</tr>
<tr>
<td>Special Issues - Gulf War/Agent Orange/Project Stace/Mustard Agents and Lethalizing Radiation Status of Headlouers and Markers</td>
<td>1-800-957-8547</td>
</tr>
<tr>
<td>Telecommunications Device for the Deaf (TDD)</td>
<td>Dial 711</td>
</tr>
<tr>
<td>Veterans Crisis Line</td>
<td>1-800-273-TALK</td>
</tr>
<tr>
<td>Vets Gov Help Desk</td>
<td>1-855-574-7766</td>
</tr>
<tr>
<td>White House VA Hotline</td>
<td>1-855-948-0331</td>
</tr>
<tr>
<td>Women Veterans Hotline</td>
<td>1-855-VOL-WOMEN</td>
</tr>
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</table>
PATHWAY TO CITIZENSHIP

VETERANS AND THEIR FAMILIES ARE ELIGIBLE FOR NO COST CITIZENSHIP ASSISTANCE

Veterans of the U.S. Armed Forces may be eligible for expedited citizenship due to their military service. The CalVet Minority Veteran Division can help connect you to free legal assistance and answer any questions you may have. Please visit our website, e-mail or call us for more information and a list of "CalVet Veteran Citizenship Workshops" near you.

www.calvet.ca.gov/minorityveterans
minorityveterans@calvet.ca.gov
(916) 651-3364

CONTACT US

CITIZENSHIP
How to order CalVet materials
California public libraries, in partnership with California Department of Veterans Affairs, are working to connect veterans and their families to benefits and services for which they are eligible. Libraries, in collaboration with community veteran service organizations, can positively impact the quality of life for veterans.

Veterans Connect @ the Library is gathering information about the coronavirus (COVID-19) to help veterans find the information and help they need in these difficult times. This content is updated frequently, so please check back regularly.
As a public librarian, you are a trusted and valued community resource and are ideally positioned to assist veterans and their families in accessing benefits and services for which they may be eligible. A "digital duffel bag" of resources, training, and programming ideas has been developed to support your work in assisting veterans visiting your library.

- **Resources**
  - Helpful links relating to Veteran Resource Centers.

- **Programming Ideas**
  - Ideas you can use in your libraries from the Library of Congress and others.

- **Training**
  - Get staff and volunteers up to speed about your Veteran Resource Center.

- **Statistics**
  - What you need to know regarding reporting Veteran Resource Center activities.
Library Materials

- California Veterans Resource Book (PDF format)
- Federal Benefits for Veterans, Dependents and Survivors: This 2018 online edition includes resources to help veterans access their benefits, comprising a listing of various toll-free phone numbers, World Wide Web locations, and a directory of VA facilities throughout the country.
- Recommended Books and DVDs (updated Mar 2020)

Order Forms

- Order Form for Federal Benefits for Veterans, Dependents and Survivors Handbook
- Order Form for Financial Publications Relevant to Veterans
- Order Form for Veteran Resource Centers – Free Publications/Information from CalVet
- Order Form for Veteran Resource Center materials (DOCX format, updated Sep 2018)

Pathways/Benefit Navigation Guides

- California Transition Assistance Program (CalTAP) flyer
- Veteran Resource Center Checklist (PDF format, updated Dec 2016)
- Veterans Benefits Assistance Flowchart (PDF format, updated Nov 2014)

Resources
How to increase staffing for Vets
Connect @ the Library
Vet Connect Staffing

• Partner with CVSO
• Partner with local VRC’s or VA work studies at VAMC
• Partner with Vet Center
• Partner with Non-Profits
  • DAV, VFW, IAVA, American Legion
Invite CalVet to your library!
Questions?
Contact Us . . .

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