

# Wounded Warrior Resource Guide 2015 Edition

By the US Army Wounded Warrior program



Information organized by MD “The Doctor”

Produced for Wounded Warriors and their  
Advocates/Case Managers/Caregivers

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# Table of Contents

<b>Topic</b>	<b>Page Number</b>
100% Disabled Federal Benefits	4
Accessing VA Healthcare for new Veterans	5
Apps to Help Wounded Warriors	6
College information	7
Counseling options	8
DoD benefits for military retirees	9
Free things for Veterans	10
Help for Veterans to get a job	12
How to access myPay through eBenefits	14
How to apply for Voc Rehab	17
How to apply for your GI bill	21
How to change your address through eBenefits	30
How to email your VA Doctor for questions or consult requests	32
How to get your civil service preference letter	34
How to get your VA benefits verification letter	36
How to get your VA home loan certificate	38
How to refill your VA prescriptions online	40
How to retrieve your VA medical records online	42
Info to help Caregivers	46
Interview preparation	50
Legal info for employment for disabled veterans	51
Mortgage free home organizations	58
Organizations to update your new contact info	59
Purple Heart for mTBI	60
Retrieving your digital Official Military Personnel File	62
Self-employment resources for Veterans	67
Some things that have helped Veterans adjust	71
Summer camp retreats for military children	72
Things to know about the post 9/11 GI bill	73
Tips to help in your overall transition	75
Tricare info	77
Vacations	79
What to do when you change school or programs with the GI bill	81

## Federal Benefits for those 100% disabled by the VA

- Federal student loan discharge: <https://studentaid.ed.gov/repay-loans/forgiveness-cancellation/disability-discharge>
- Free dental from the VA - [http://www.va.gov/healthbenefits/resources/publications/IB10-442\\_dental\\_benefits\\_for\\_veterans\\_2\\_14.pdf](http://www.va.gov/healthbenefits/resources/publications/IB10-442_dental_benefits_for_veterans_2_14.pdf)
- Free VA healthcare for any medical issue and NO co-pays
- Chapter 35 education benefits for dependents if 100% and total and permanent by the VA – [http://www.benefits.va.gov/gibill/survivor\\_dependent\\_assistance.asp](http://www.benefits.va.gov/gibill/survivor_dependent_assistance.asp) - spouse gets benefits for up to 10 years after VA rating, kids must use between ages 18 and 26 – 45 months of a \$946 monthly cash benefit for each dependent
- After 5 years of a 100% rating, can cancel Military SBP since it is assumed the veteran will remain at 100% and the dependents will be eligible for DIC. There is an SBP and DIC offset which means under current law, the DIC is primary and the amount is deducted from the SBP payment. There is a push to remove the SBP offset though and there is currently a small amount given from DFAS to compensate for the offset. - <http://www.retirees.af.mil/factsheets/factsheet.asp?id=11696>
- Spouse can get a civil service preference letter for federal jobs by request at 800-827-1000 - [http://www.militaryonesource.mil/phases-career?content\\_id=267564](http://www.militaryonesource.mil/phases-career?content_id=267564)
- Service academy appointments for children - 65 cadets per academy are appointed in order of merit established by examination from among the children of armed forces personnel who were killed in action, who are missing in action, and who had or have a 100% service-connected disability contracted in active service. Each academy has their own application form - <https://www.fas.org/sgp/crs/misc/RL33213.pdf>
- Expedited social security disability claims for those rated by that VA as 100% total and permanent - <http://www.ssa.gov/pgm/disability-pt.htm> . This is the same expedited process for service members and veterans classified as a wounded warrior - <http://www.ssa.gov/woundedwarriors/>
- You are eligible for the Service-Disabled Veterans Insurance if:
  - You were rated for a service-connected disability (even if only 0%)
  - You are in good health except for any service-connected conditions
  - You apply within 2 years from the date VA grants your new service-connected disability.
 You can get up to a \$10,000 policy. To apply or get more info, visit: <http://benefits.va.gov/insurance/s-dvi.asp> . If you are 100% disabled, then you can have your premiums waived. Also, you can get a supplemental policy to the above policy for an additional \$20,000. You have to apply for the supplemental policy within a year of being granted a waiver to your premiums.
- Dependency Indemnity Compensation is a monthly payment made to the spouse and possibly the children. For the veteran to be eligible, the veteran must have had VA Compensation for service-connected disability that was rated as totally disabling for at least 10 years immediately before death, OR was rated as 100% since the veteran's release from active duty and for at least five years immediately preceding death. - [http://benefits.va.gov/compensation/types-dependency\\_and\\_indemnity.asp](http://benefits.va.gov/compensation/types-dependency_and_indemnity.asp)
- DoD military ID card for base access for those not retired from the military – bring VA rating letter to get your DD Form 1173 - <http://www.cac.mil/uniformed-services-id-card/> - to find locations of DEERS ID card facilities go to [http://www.dmdc.osd.mil/rsl/appj/site;jsessionid=dJVpBaFslQpVq8Xz4qD0Fh1TQAYjVG\\_lg8OqYDKmTEFS2YnACjll-848567696?execution=e1s1](http://www.dmdc.osd.mil/rsl/appj/site;jsessionid=dJVpBaFslQpVq8Xz4qD0Fh1TQAYjVG_lg8OqYDKmTEFS2YnACjll-848567696?execution=e1s1)
- If rated 100% total and permanently disabled by the VA, there will be no more re-evaluations

## Accessing VA Healthcare for new Veterans

- The first step is to bring a copy of your DD214 member 4 version to an eligibility officer either at the main VA hospital or to a Community Based Outpatient Clinic (CBOC). They will register you, take a photo for your VA ID card which is needed for VA appointments and schedule your initial intake appointment with your new healthcare team.
- Your PCP or Primary Care Physician will be your main point of contact with other parts of the VA by submitting consult requests for you to see specialty clinics.
- Visit you VA PCP annually otherwise the VA will un-assign you and it will be a hassle to get seen quickly.
- Prescriptions are not auto-renewed with the VA. You have to either call the phone number on your prescription bottle or go to <https://www.myhealth.va.gov/index.html> and request a refill.
- If you need to ask a simple question or request a consult to your healthcare team, you can send a secure email using <https://www.myhealth.va.gov/index.html>
- If you need an urgent care appointment, call your assigned clinic and ask for one. They may have you speak to a nurse first though.
- If you need an urgent care appointment and are not given one, you can contact your Transition Patient Advocate or Patient Advocate. You can also go to the VA ER.
- If you need after hours care, call your assigned clinic and you will be transferred to an on call nurse (true at least for SAVAHCS).
- If you have a 50% or higher disability rating, you will have free VA healthcare for any issue (except for dental care which has its own qualifications). For VA dental, you have to be rated at 100%, have a dental related service connected disability or are in VA Voc Rehab.
- You have VA social workers in your assigned clinic ready to help you.
- You may be eligible to get mileage reimbursement for your VA appointments through Beneficiary Travel.
- If you travel more than 4 hours to the VA, the VA is able to setup hotel stay so that you will not have to drive all night back home though the Accommodations Office.
- If someone that lives with you helps you with activities of daily living, then they should apply for the VA Caregiver program which is for post 9/11 veterans, VA form 10-10CG.
- The VA has inpatient PTSD clinics: [http://www.va.gov/directory/guide/ptsd\\_flash.asp](http://www.va.gov/directory/guide/ptsd_flash.asp)
- The VA has substance abuse programs: [http://www2.va.gov/directory/guide/SUD\\_flash.asp?isFlash=1](http://www2.va.gov/directory/guide/SUD_flash.asp?isFlash=1)
- If you need a ride to get to your VA appointment, the Disabled American Veterans may be able to help with enough notice - <http://www.dav.org/veterans/i-need-a-ride/>. VA transportation may also be available - <http://www.va.gov/healthbenefits/vts/>
- Through the Foreign Medical Program, the VA will cover healthcare in some countries for service connected disabilities – <http://www.va.gov/PURCHASEDCARE/programs/veterans/fmp/index.asp>
- The VA has long term care options which your VA healthcare team can coordinate when needed.
- VA healthcare satisfies the Affordable Care Act.
- The Vet Centers are funded by the VA and provide PTSD/readjustment counseling whose records are kept separate from the VA.
- The VA's help line to get assistance in quitting smoking is 855-784-8838.
- Information about VA apps for smartphones - <http://mobilehealth.va.gov/>
- The VA's combat call center phone number is 877-927-8387
- Veterans Crisis Line 24/7: 800-273-8255, option 1

## Apps to Help Wounded Warriors

- Mobile Blue Button for Veterans – access MyHealthVet health records
- LifeArmor – Videos and information on health topics, take self-assessments and track symptoms
- PTSD Coach – PTSD information, track symptoms, tools to manage stress, links to resources
- CPT Coach – Cognitive Processing Therapy info, track symptoms, homework assignments between sessions, and reminders for appointments
- PE Coach – Prolonged Exposure treatment information, capability to audio record sessions, tools to support patient tasks, and track and monitor symptoms
- T2 Mood Tracker – Track and monitor emotional health
- ACT Coach – Acceptance and Commitment Therapy information, exercises to practice ACT, tools to identify values and live by them, and track useful coping strategies
- Positive Activity Jackpot – helps identify local enjoyable activities
- Virtual Hope Box – provides tools to help with coping, relaxation, distraction and positive thinking
- Moving Forward – Tools for effective problem solving and stress reduction
- Breathe2Relax – breathing exercises
- Tactical Breather – Assistance with gaining control of physiological and psychological responses to stress
- CBT-I Coach – track insomnia symptoms, tools to quiet mind, sleep info, alarms to change sleep habits
- Stay Quit Coach – tools to control cravings for smoking, risks of smoking info, track progress, reminder messages for tips and motivation
- MOVE! Coach – weight loss tool, 19 week program, monitors progress with weight, diet and exercise goals
- WedMD Pain Coach – over 1,000 doctor-approved tips, articles, symptoms tracker
- Concussion Coach – information about concussions, track symptoms, relaxation exercises, tools to manage concussion related problems
- Parenting2Go – tools to increase positive communications with children, tools to transition from work to home life, practical tips, community resources info, tools to reduce stress
- BioZen – help to use biofeedback more effectively, used only with compatible sensors found at <http://t2health.dcoe.mil/apps/biozen>
- Mindfulness Coach – tools for mindfulness meditation to turn focus away from distressing thoughts and to reduce tension and worry
- Claims Coach – American Legion app that provides step-by-step info on your VA claim
- Military and Veterans Discount Center (MVDC) – list of companies with discounts for military and veterans
- SCOUT – locate discounts and freebies for military and veterans
- Jobs for Heroes – job search application tailored for veterans
- Hiring our Heroes – search for jobs and find free employment resources
- Care4Caregiver – tools to reduce stress and manage responsibilities, shows self-assessment history, social activity planner, inspiring quotes
- Veterans App (VAPP) – search for services and benefits for veterans
- On Track with the Right Mix – track alcohol consumption, set a budget for a night out, learn how much exercise needed to burn off calories from alcohol, available resources for help
- Joining Forces – information and videos for military and veterans on 11 mental health problems, help to identify symptoms and encouragement to seek care
- Battle Buddy – tools and info to assist your fellow veteran in a crisis, tips to be a better listener
- Constant Therapy – tools to help with traumatic brain injury – to request a scholarship to get this for free, *Please email [support@constanttherapy.com](mailto:support@constanttherapy.com)*
- Hero 2 Hired – job search, career assessment, search by MOS

## College Information

- Here are some articles that give tips on how best to choose the right college degree for you.
  - <http://www.military.com/education/getting-your-degree/a-guide-to-selecting-your-degree.html?Esrc>
  - <http://blog.classesandcareers.com/education/2007/04/13/how-to-choose-the-right-degree-for-you/>
- Article on how best to choose the right school for you:
  - [http://www.college-scholarships.com/ten\\_rules\\_for\\_selecting\\_a\\_college\\_or\\_universities.htm](http://www.college-scholarships.com/ten_rules_for_selecting_a_college_or_universities.htm)
  - <http://www.cbsnews.com/news/25-tips-for-choosing-a-college/>
- If you are thinking about your school options, the following link is to a database of all US colleges and info about them: <http://www.accreditedschoolsonline.org/>
- Every college has a disability resource center. They can help you with accommodations in your class to help you be successful. They can work with your teacher for things like:
  - Additional time for individual assignments or tests
  - Screen-reading software
  - Typing software
  - Printed materials
  - Sign language interpreters
  - Note takers
- There is an organization that coordinates with some major universities to provide free online college courses. To get more info or view their list of courses, visit <https://www.coursera.org/courses>. Taking some courses through Coursera can help prepare you for college if you have been out of school for a while.
- Apply for federal and school grants. The website is: <https://fafsa.ed.gov/index.htm>. You have to apply each year for every school year and you should do it after filing your income taxes for the previous year. There are deadlines to submit this application for different schools to receive their school grant and the earlier you submit, the greater the chances are that you will get a larger grant. If you miss the deadline for the school grant, you can still be eligible for the federal grant.
- Article on tips to be successful in college: [http://www.huffingtonpost.com/ann-marie-gardinier-halstead/a-professors-pointers-for\\_b\\_5654706.html](http://www.huffingtonpost.com/ann-marie-gardinier-halstead/a-professors-pointers-for_b_5654706.html)
- Article on tips for succeeding at an online school: <http://www.campusexplorer.com/college-advice-tips/832E936F/Top-10-Tips-for-Succeeding-in-Online-School/>
- Guide on how to succeed in an online class: <http://www.westga.edu/assetsNursing/msn/how-to-be-a-successful-online-student.pdf>
- Tips for veterans returning to school: <http://www.usnews.com/education/blogs/professors-guide/2010/09/08/10-tips-for-veterans-at-college>
- You may find the following site useful since it has short videos teaching many different subjects which could help you or your children in school/college: <https://www.khanacademy.org/library>
  - If you have been out of school for a long time and need a refresher on effective essay writing for your college classes, the following youtube videos have really good videos on essay writing:
    - General overview - <https://www.youtube.com/watch?v=nWqMQ26Gqi4>
    - The introduction paragraph - <https://www.youtube.com/watch?v=IN6IOSMviS4>
    - Body paragraphs - [https://www.youtube.com/watch?v=oYpa9Z\\_4KcI](https://www.youtube.com/watch?v=oYpa9Z_4KcI)
    - The conclusion - <https://www.youtube.com/watch?v=eYzuw70yhSU>

## Counseling Options

- There is the VA's Combat Call Center. It's 1-877-WAR-VETS or 1-877-927-8387. "It is an around the clock confidential call center where combat Veterans and their families can call. The staff is comprised of combat Veterans from several eras as well as families members of combat Veterans."
- You can contact the Veterans Crisis Line at:
  - Call 1-800-273-8255, option 1
  - Text at 838255
  - Chat online - <http://www.veteranscrisisline.net/>
- You can call 911 (<http://www.ptsd.va.gov/public/where-to-get-help.asp>)
- The Vet Center provides counseling. Below is their contact info for southern AZ:
  - Tucson - 2525 E Broadway Ste 100 Tucson. Phone: 520-882-0333
  - Yuma - 1450 E. 16th St, Suite 103 Yuma, AZ 85365 Phone: 928-271-8700
  - Sierra Vista - call the Tucson Vet Center at 520-882-0333 and ask to schedule an appointment with Sierra Vista provider
- There is also Give an Hour - "Give an Hour (GAH) offers voluntary counseling to service members, veterans and their families coping with psychological health concerns. GAH selects psychological health professionals with an understanding of military life and culture to provide face-to-face assistance in understanding how invisible wounds can impact personal life. Use the free, confidential Guided Provider Search tool at <http://www.giveanhour.org> to find a GAH psychological health professional near you."
- You can also request an urgent appointment with your VA provider if you need to talk with your Psychiatrist by calling the assigned clinic and requesting that
- The Tucson VA has an ER department if needed.
- You can call a VA Chaplain at the Tucson VA at 520-629-1843
- The VA's National PTSD webpage for resources is at: <http://www.ptsd.va.gov/public/where-to-get-help.asp>
- DoD's Defense Centers of Excellence (DCoE) [24/7 Outreach Center for Psychological Health & Traumatic Brain Injury](http://www.dcoeoutreach.org) provides information and helps locate resources
  - Call 1-866-966-1020
  - Email [resources@dcoeoutreach.org](mailto:resources@dcoeoutreach.org)
  - Online chat at [www.realwarriors.net/livechat](http://www.realwarriors.net/livechat)
- If you still have Tricare, you do not need a referral for the first 8 sessions. Go to the following link for more info: <http://www.tricare.mil/EasyAccess032615>
- The VA has group and individual counseling options, ask your VA Doctor for a consult for that
- Vets 4 Warriors – 24/7 peer support line – 855-838-8255, <http://www.vets4warriors.com/>

## DoD Benefits for Military Retirees

- No co-pay healthcare and free prescriptions at Military Treatment Facilities with scheduling appointments online
- Adjust post 9/11 GI Bill months for dependents and update DEERS on <https://www.dmdc.osd.mil/milconnect>
- Free wills and POAs for you and your spouse at Military legal offices
- Access to RV parks on military bases and RV storage - <http://www.militarycampgrounds.us/milcamps>
- DoD branch financial assistance agency (i.e. Army Emergency Relief fund, Air Force Aid Society, etc.)
- Survivor Benefit Plan for dependents to receive 55% of retiree pay at death (unless eligible for DIC)
- Discounts at stores for service members
- Delta Dental for service member and family - <http://www.trdp.org/>
- Budget and debt counseling on military bases through family support centers
- CRSC (special pay for medical retirees with less than 20 years of service with combat related disabilities)
- Military rental housing network - <https://www.ahrn.com/index.php>
- Federal Long Term Care insurance for dependents - <https://www.ltcfeds.com/>
- DoD branch Casualty Assistance Officer for family
- Commissary, BX and military gym access
- Income tax assistance on military bases
- Tricare health insurance for family
- MWR rental items like coolers and sports equipment
- DoD branch and DFAS retiree newsletters
- Retirement flag
- Lodging on military bases - <http://www.dodlodging.net/default.aspx>
- Presidential retirement certificate
- Discounted tickets at MWR office on military bases
- Move.mil to file a claim against moving company for retirement move
- Military ID for service member and dependents
- Behavioral and mental health services for family through Tricare as well as Family therapy
- Military retiree associations
- Free pair of eyeglasses annually - <http://www.med.navy.mil/sites/nostra/order/Pages/Retiree.aspx>
- DoD online program to help your family be more fit and healthy - <http://www.usaffitfamily.com/new-home>
- Travel on military aircraft as Space A - <http://www.amc.af.mil/amctravel/index.asp>
- Armed Forces Vacation Club for discounted hotels and vacation packages - <http://www.afvclub.com/>

## Free things for Veterans

- Free quilt for combat service - <http://www.qovf.org/req-quilt.html>
- Free house cleaning for the severely disabled - <http://www.cleaningforheroes.org/>
- Free online memory games  
<http://www.freeonlinegames.com/tag/memory-games>  
<http://www.memory-improvement-tips.com/free-memory-games.html>  
[http://www.aarp.org/health/brain-health/brain\\_games/](http://www.aarp.org/health/brain-health/brain_games/)  
<http://www.mindgames.com/memory-games.php>
- Free computer help and tips by volunteers through email - <http://www.protonic.com/>
- Free language classes - <http://www.bbc.co.uk/languages/>
- Operation Purple Family Retreats to bring military families together for a camp retreat with all expenses paid - <http://www.militaryfamily.org/our-programs/operation-purple/family-retreats/>
- Free "I Served" stickers for car - <http://www.operationhomefront.net/iservesticker/order>
- Free online veteran transition program - <https://www.vetsprevail.org/>
- Free online parenting course - <http://www.veterantraining.va.gov/apps/veteranparenting/index.html>
- Free online life coaching course to help dealing with stressors -  
<http://www.veterantraining.va.gov/apps/movingforward/index.html#>
- Free Apps for a smartphone from the VA for PTSD, mindfulness and other topics -  
<http://www.ptsd.va.gov/public/materials/apps/index.asp>
- Free monthly box of food - <http://www.foodpantries.org/>
- Create a free website to keep loved ones informed of your progress -  
<https://www.caringbridge.org/createwebsite>
- Free paperback books for veterans -  
[http://www.operationpaperback.org/troops\\_submit.php?ship\\_type=Veteran](http://www.operationpaperback.org/troops_submit.php?ship_type=Veteran)
- Free online self-directed substance abuse treatment program for war veterans -  
<http://www.onlinesubstanceabusetreatment.com/military.php>
- Free outdoor wilderness adventures for veterans - <http://www.outwardbound.org/course-finder/veteran-adventures/>
- Learn to write computer code for free - <http://www.codecademy.com/>
- Free podcasts on iTunes on different PTSD issues - <https://itunes.apple.com/eg/podcast/ptsd-101-curriculum/id627142251>
- Free annual credit report - <https://www.annualcreditreport.com/index.action>
- Locations of free wifi spots - <http://www.wififreespot.com/>
- Free tickets for sport events and concerts for veterans - <http://www.vettix.org/index.php>
- Free online task manager - <http://www.rememberthemilk.com/>
- Free checking and savings accounts for veterans - <https://www.usaa.com>
- Free cooking recipes - <http://allrecipes.com/>
- Website about things people are giving away for free - <https://www.freecycle.org/>
- Free phone directory assistance for business and residential numbers - 800-373-3411
- Free 90 day fraud alert on your credit -  
[https://www.alerts.equifax.com/AutoFraud\\_Online/jsp/fraudAlert.jsp](https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp)

- National Park pass for free access due to a permanent disability - [https://store.usgs.gov/pass/access\\_pass\\_application.pdf](https://store.usgs.gov/pass/access_pass_application.pdf)
- Free online college courses - <https://www.coursera.org/courses>
- Free replacement of military medals - <http://www.archives.gov/veterans/replace-medals.html>
- Some local beauty schools will give free haircuts to veterans
- Free grants for college - <http://www.fafsa.ed.gov/index.htm>
- Colorado Rockies retreat for veteran families - <http://projectsanctuary.us/retreats/family-form/>
- Free guide dogs for the blind - <http://welcome.guidedogs.com/>
- Free employment services from a County One Stop  
<http://www.careeronestop.org/ReEmployment/JobSearchHelp/ChangeCareers/one-stop-career-centers.aspx>
- Disabled Veterans' Outreach Program specialist to provide one on one support in securing a job - <http://www.google.com> – enter State name and DVOP
- Free How-To videos on home maintenance - [http://www.hometime.com/Hometime\\_4.0/video/VideoCollectorPage/Library.php](http://www.hometime.com/Hometime_4.0/video/VideoCollectorPage/Library.php)
- Free educational teaching videos on most subjects - <https://www.khanacademy.org/library>
- Free PGA Tour events for veterans - <http://birdiesforthebrave.org/programs/>
- Free financial education - <http://www.mymoney.gov/Pages/default.aspx>
- Free finance field manual from BBB - <http://www.bbb.org/us/storage/16/documents/ML/Financial-Field-Manual-2012.pdf>
- Free online small business training - <http://www.score.org/>
- Free e-books on military and veteran benefits - <http://militaryhandbooks.com/>
- Free income tax filing help for those making less than \$58,000 - <http://www.myfreetaxes.com/>
- Free IT training courses by Microsoft - [http://www.microsoftvirtualacademy.com/#?fbid=J\\_Hq3IL\\_hTe](http://www.microsoftvirtualacademy.com/#?fbid=J_Hq3IL_hTe)
- Free couples retreat in San Diego for veterans by the VA - [http://www.sandiego.va.gov/services/From\\_Warrior\\_to\\_Soul\\_Mate.asp](http://www.sandiego.va.gov/services/From_Warrior_to_Soul_Mate.asp)
- Free boot camp to prepare veterans for college by top rated colleges - <http://www.warrior-scholar.org/>
- Free 21 day meditation training - <https://chopracentermeditation.com/about-us>
- Free military to civilian career transition advice - [http://www.orioninternational.com/jobseekers\\_TC\\_GetStarted.aspx](http://www.orioninternational.com/jobseekers_TC_GetStarted.aspx)
- Free certified copies of your DD214 at your local Vet Center as well as readjustment counseling - [http://www.va.gov/directory/guide/vetcenter\\_fish.asp](http://www.va.gov/directory/guide/vetcenter_fish.asp)
- VA combat call center for readjustment issues or to discuss military experiences - 800-927-8387
- Free audiobooks - <https://www.librivox.org/>
- Free veteran career transitioning services - <http://veterans2work.force.com/core/Veterans>
- Free techshop membership through the VA - <http://www.innovation.va.gov/program-techshop.html>

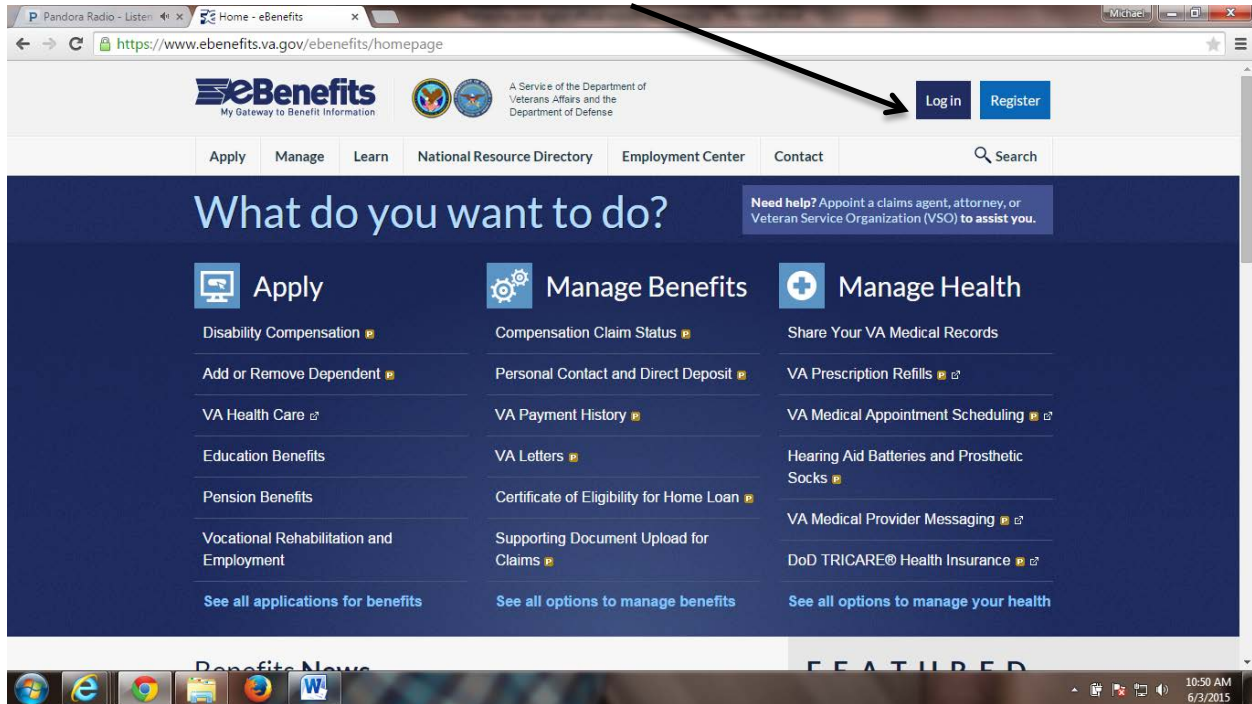
## Help for Veterans to get a Job

- Go to the following link and play the video for an interactive session just for Veterans to help you secure employment: <http://www.reinventingmichaelbanks.com/>
- eBenefits website - <https://www.ebenefits.va.gov/ebenefits/jobs>
  - Job bank, Military skills translator, Resume builder, Disability Resources, Military transcript info, Info about the Federal Hiring process, Entrepreneurship resources, Other resources
- VA Vocational Rehabilitation (Voc Rehab) - <http://www.benefits.va.gov/vocrehab/index.asp> - if you have a 10% or higher disability rating and it has been less than 12 years since your VA rating was awarded, then you are eligible. Apply on VONAPP with VA form 28-1900 - <http://vabenefits.vba.va.gov/vonapp/> . You will be assigned a counselor and go through an assessment to determine the best career for your personality and disabilities.
- American Corporate Partners provides free online career advice. They also have a yearlong mentorship program to help with the transition to the civilian workforce for those with college degrees or those close to finishing their degree - <http://www.acp-usa.org/>
- Civil Service Veterans Preference letter to get preference for Federal and State jobs from eBenefits (select Manage Benefits tab and then select VA letters - <https://www.ebenefits.va.gov/>) or call 800-827-1000 and ask for them to mail you the letter
- Blog for veterans seeking employment: <https://switchstarter.wordpress.com/>
- Army ACAP module to understand your skill sets: [http://content.acapcenters.army.mil.edgesuite.net/TAP/ACAP\\_Skills\\_Development/ACAP\\_Skills\\_Development.htm](http://content.acapcenters.army.mil.edgesuite.net/TAP/ACAP_Skills_Development/ACAP_Skills_Development.htm)
- Article on 13 tips to securing a Federal or State Government job: <https://www.govloop.com/community/blog/13-tips-finding-state-local-government-jobs/>
- DoD website to help Veterans get a DoD civilian job. You can also chat online with a career counselor for individual employment needs - <http://godefense.cpms.osd.mil/veterans/index.aspx>
- The VA has a program called VA for Vets which helps veterans get jobs at the VA. Go to <http://vaforvets.va.gov/> . Complete the registration and go to the Career Center to start constructing your resume. You will then be able to see all of the vacancies across the nation that you may be qualified for. USAJOBS.gov is where all of the positions are located. Also, please select to have your resume seen by a recruiter by selecting non-confidential. If you would like to speak with a Career Coach, call 1-855-824-8387.
- Article on 12 tips to navigate the Federal hiring process: <https://www.govloop.com/community/blog/12-tips-navigating-federal-job-application-process/>
- The Department of Labor has advisors that can help you with employment over the phone. Their number is 1-888-774-1361. They help wounded and injured service members and veterans access valuable online resources and contact information for one-on-one employment assistance to help them transition into the civilian workforce.
- Article on 5 Reasons why Vets are not getting hired: <http://www.blogs.va.gov/VAntage/7232/5-reasons-why-employers-are-not-hiring-vets/>
- PDF discussing job accommodations for Veterans with PTSD: <https://askjan.org/media/downloads/PTSDVetsA&CSeries.pdf>

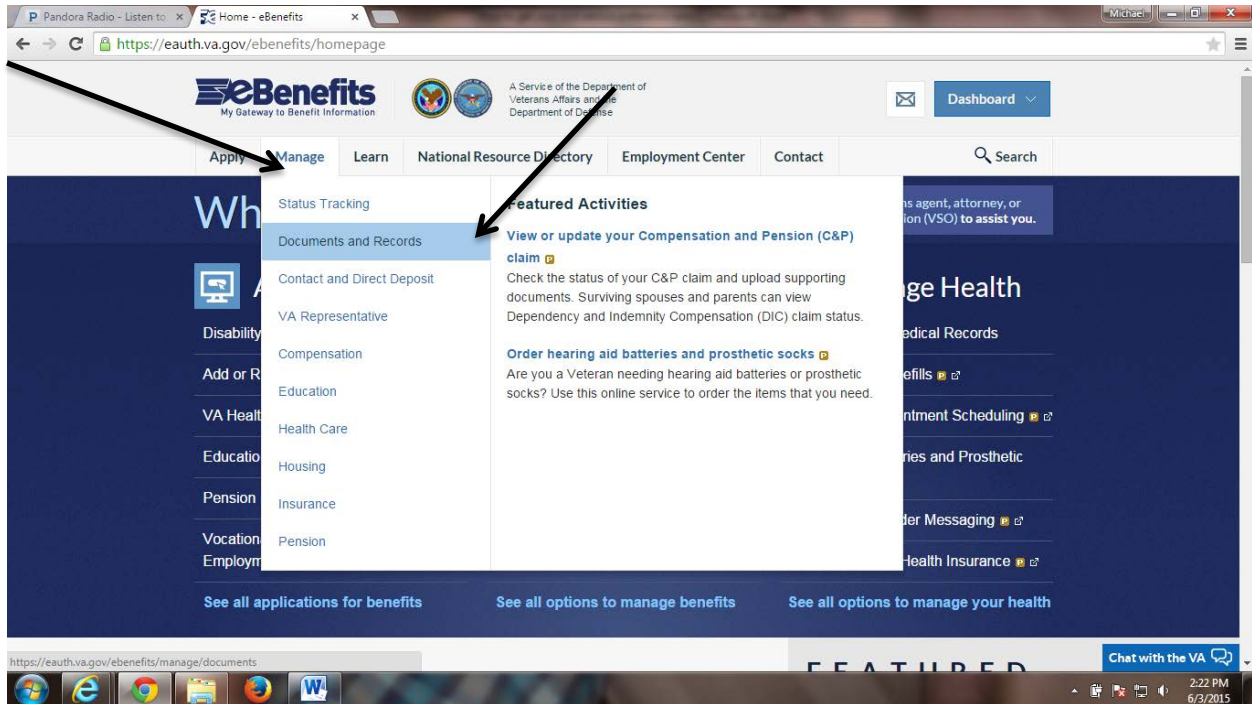
- DoL article on When/How to disclose your disability in the workplace:  
<http://www.dol.gov/odep/pubs/fact/ydw.htm>
- EEOC Article for Veterans to understand their rights under the Americans with Disabilities Act:  
[http://www.eeoc.gov/eeoc/publications/ada\\_veterans.cfm](http://www.eeoc.gov/eeoc/publications/ada_veterans.cfm)
- Info from the Social Security Administration on how working could affect those on SSDI:  
<http://www.ssa.gov/oact/cola/twp.html>
- State Vocational Rehabilitation - provides evaluation of your abilities and needs, vocational counseling, assistive aids or services that you may need because of your disability, modifications necessary for work, help in finding a job, tuition assistance possible if retraining needed – contact info for each state: <http://www.fda.gov/downloads/AboutFDA/WorkingatFDA/UCM277757.pdf>
- Article on 10 points for Veterans to consider when returning to work with a disability:  
[http://www.northeastada.org/docs/vets/Vets\\_Disabilities\\_Brief.pdf](http://www.northeastada.org/docs/vets/Vets_Disabilities_Brief.pdf)
- County One Stops – To locate one near you, go to: <http://www.careeronestop.org/LocalHelp/local-help.aspx>
  - Access to local, state, regional and national database of current job openings, Computers with Internet access, Tutorials (Office 2003/XP/Internet and English as a Second Language), Typing Tutorials, Office Equipment: printers, telephones for job related local and long distance calls, copiers, scanner and typewriters, Office supplies: disks, resume paper and envelopes, Mailing of job related materials, Local and countywide job posting and newspapers available, Free job search materials (also available in Spanish), Free resume materials, Assistance to resume and cover letter preparation, Library and videos, TV and VHS, career library contains books and documents, Role-play interviewing, Video camera to assist during role-playing.
- Disabled Veterans Outreach Program (DVOP) or Veterans Employment Representative (Vet Rep) program – state funded program to provide disabled veterans a specialist to help secure employment. To locate the one nearest you, go to: <http://veteranjobs.stripes.com/resources/vet-reps/>
- Resources for Veterans to start their own business from the SBA:  
<https://www.sba.gov/offices/headquarters/ovbd>
- Website with a Resource Library (articles) for Veterans seeking employment:  
<https://vetjobs.com/employment-assistance/>
- Comprehensive book discussing all aspects of securing employment: What Color is Your Parachute by Richard Bolles
- Create a profile on <https://www.linkedin.com/>. The following linked article discusses how to do one:  
<http://www.forbes.com/sites/laurashin/2014/10/20/how-to-create-the-ideal-linkedin-profile/>

## How to Access myPay through eBenefits

Login to eBenefits - <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>



Scroll over Manage and select Documents and Records



## Select myPay

The screenshot shows the eBenefits website interface. The main heading is "Access Your Documents and Records". Below this heading is a grid of six tiles, each representing a different document or record type. A black arrow points to the "myPay" tile in the bottom-left corner.

<p><b>Service Member Personnel Information</b></p> <p>View a summary of your personnel information in DEERS.</p>	<p><b>Service Member Civilian Employment Information</b></p> <p>View and update your civilian employment and student information.</p>	<p><b>Military Personnel File</b></p> <p>Review and print documents from your official Military Personnel File, including your DD 214.</p>
<p><b>VA Letters</b></p> <p>Download and modify VA letters, including civil service preference, commissary and exchange privileges, and service/benefit verification.</p>	<p><b>VA Medical Records</b></p> <p>Use the VA Blue Button tool to view, print, and download information from your My HealtheVet account.</p>	<p><b>VA Health Record Sharing</b></p> <p>Enroll in the Virtual Lifetime Electronic Record (VLER) Health Program to securely share parts of your health records among VA, DoD, and selected private health care providers.</p>
<p><b>myPay</b></p> <p>Change or review pay information, leave and earning statements, W-2s and more.</p>		

## Select Agree to terms

The screenshot shows the myPay website interface. A "System Message" dialog box is displayed, containing a list of terms and conditions. A black arrow points to the "I agree to the terms of the User Agreement" button at the bottom of the dialog box.

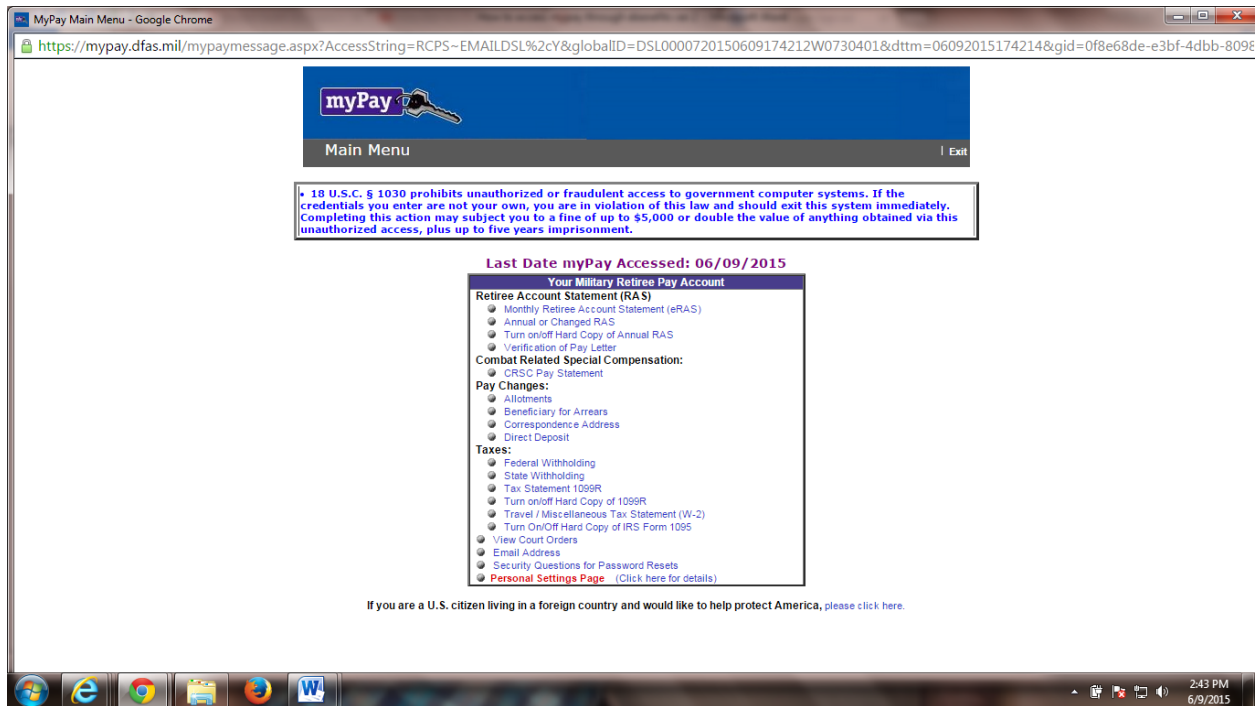
**System Message**

You are accessing a U. S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation of services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See [User Agreement](#) for details.

Select Main if it does not bring you to the following screen



## How to apply for VA Vocational Rehabilitation (Voc Rehab)

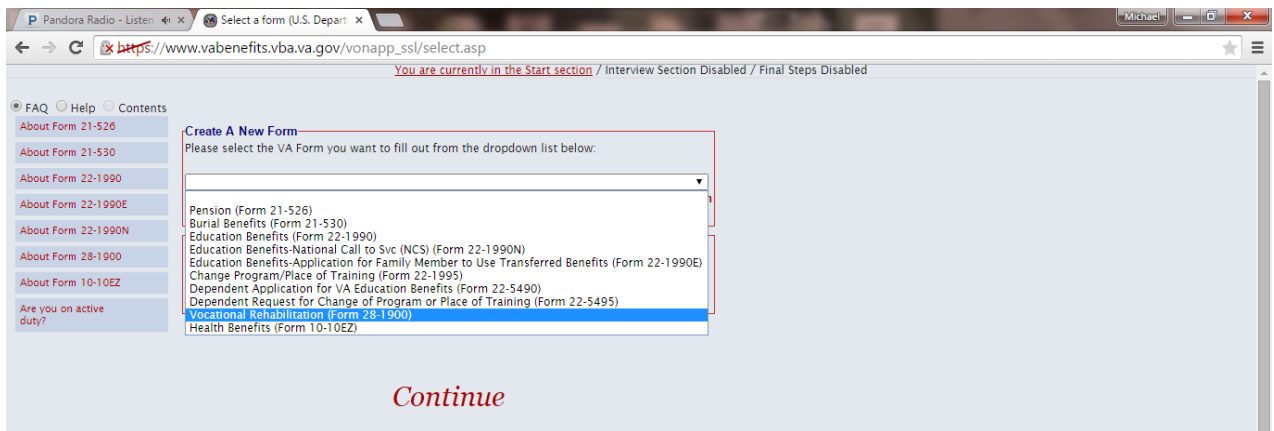
- Go to VONAPP at <https://www.vabenefits.vba.va.gov/Vonapp/default.asp> . If new to VONAPP, select I am a New VONAPP User.



- Select the CONTINUE buttons and log-in by creating a VONAPP account



- Click on the drop down menu and select VA Form 28-1900 and then select the CONTINUE buttons



- Input requested Data

P Pandora Radio - Listen x About you (U.S. Departm x Michael

← → C [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/1071.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/1071.ASP) Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

• FAQ Help Contents

Frequently Asked Questions

1. First, Middle, Last Name of Veteran

Salutation

First

Middle

Last

Suffix

2. Social Security Number

3. VA File Number

*Back / Continue*

P Pandora Radio - Listen x Your address (U.S. Departm x Michael

← → C [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/1072.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/1072.ASP) Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

• FAQ Help Contents

Why do we need your address?

What if you live in an apartment building?

Frequently Asked Questions

4. What is your address?

Address  Location

City  State

Zip  Zip Suffix

5-6. What are your telephone numbers?

Primary Phone  Extension  Secondary Phone  Extension

*Back / Continue*

P Pandora Radio - Listen x Your email (U.S. Departm x Michael

← → C [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/1073.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/1073.ASP) Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

• FAQ Help Contents

Why is your email address important to us?

Frequently Asked Questions

6b. What is your e-mail address?

7. What is your date of birth?  /  /

month day year

8. Which VA office maintains your records?

9. What is the highest year of education that you have completed?

10. Are you moving within the next 30 days?

Yes  No

*Back / Continue*

P Pandora Radio - Listen x Prior programs (U.S. Dep: x Michael

← → C [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/1074.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/1074.ASP) Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

• FAQ Help Contents

How much can I type in about my prior programs?

Frequently Asked Questions

11a. Have you been in previous vocational rehabilitation programs (VA or non-VA programs)?

Yes  No

*Back / Continue*

P Pandora Radio - Listen x Your active duty (U.S. Dep x Michael

https://www.vabenefits.vba.va.gov/vonapp\_ssl/1075.ASP

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

What if I have more than one period of service?

What records do I need?

Frequently Asked Questions

12a. My service number was...   
To add or delete a tour of duty, click the **add** or **delete** buttons.

12b. Branch of service  
Standard   
Alternate   
Other

12c. I entered active service... 1st tour  
 /  /   
month day year

12d. I left active service...  
 /  /   
month day year

12e. Type of separation or discharge

*Back / Add Tour of Duty / Delete Tour of Duty Disabled / Continue*

P Pandora Radio - Listen x Your employment (U.S. Dep x Michael

https://www.vabenefits.vba.va.gov/vonapp\_ssl/1076.ASP

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

Frequently Asked Questions

13. Are you currently employed?  Yes  No

*Back / Continue*

P Pandora Radio - Listen x Hospitalization (U.S. Dep x Michael

https://www.vabenefits.vba.va.gov/vonapp\_ssl/1077.ASP

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

Frequently Asked Questions

14a. Are you currently hospitalized?  Yes  No

*Back / Continue*

- For question 15, write everything that keeps you from holding a job. For question 16, write the types of jobs you would like to have and the degrees or certifications that you would need to get the job that you know of. You can also request Independent Living program for question 16 to get help to live more independently at home.

The screenshot shows a web browser window with the URL [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/1078.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/1078.ASP). The page is titled "Barriers (U.S. Department)" and contains two questions:

15. What barriers (for example, medical conditions and skill needs) do you feel reduce your ability to get or hold a satisfactory job?

16. Based on what you know about the vocational rehabilitation program, what goal do you want vocational rehabilitation to help you reach?

Below the questions are two empty text input boxes. At the bottom of the page, there is a red link that says "Back / Continue".

- Select CONTINUE buttons and then fix any Errors or Warnings identified and select SUBMIT FORM and I CERTIFY

The screenshot shows a web browser window with the URL [https://www.vabenefits.vba.va.gov/vonapp\\_ssl/presub\\_info1.ASP](https://www.vabenefits.vba.va.gov/vonapp_ssl/presub_info1.ASP). The page is titled "Pre-submission Info Page" and contains the following text:

Here are the buttons you will see on the presubmission page:

1. **View errors/warnings** button will appear only if there are either errors or warnings for you to review. Select it to read them and be able to link back to fix them. Some information on your form is required--you cannot submit your form electronically without it. This information is listed under errors. Other information, while not required, is needed to process your form. This information is listed under warnings. If you don't give it to us now, we may ask for it later, but you can submit your form without it.
2. **Submit form** button will only be available if you have no errors on your form. If you have errors, the button will be grayed out. When you select this button, you will be asked if you want to attach any files to your form.
3. **Delete form button** will erase the form you are now working on and we will not save any record of it in VONAPP. Use it if you decide not to submit your form and don't wish to continue later.
4. **Suspend form button** will put your form on hold and allow you to come back within 30 calendar days to continue working on it. Returning to it later will restart the 30-day limit. This will give you an additional 30 days so you can gather information, talk with VA or a service organization, etc. The 30 days begin when you click on the suspend form button. If VONAPP sees no activity within that 30 days, your form will be permanently deleted and no record of it will remain.

At the bottom of the page, there is a red link that says "Back / Continue".

- The application is then sent to your VA Benefits Regional Office to confirm you are eligible for services. Once confirmed, the application is forwarded to your servicing Voc Rehab office and they will call you.

## How to apply for your GI bill benefits

- Go to VONAPP at <https://www.vabenefits.vba.va.gov/Vonapp/default.asp> . If new to VONAPP, select I am a New VONAPP User.



- Select the CONTINUE buttons and log-in by creating a VONAPP account



- Click on the drop down menu and select VA Form 22-1990 and then select the CONTINUE buttons



- To use the post 9/11 GI bill, select Chapter 33. Then in the Effective box, put in the date. Then select the GI bill you are converting which would be Chapter 30, Montgomery GI bill, for most veterans that served active duty.

1. Education benefit being applied for:

Chapter 33 - Post-9/11 GI Bill

**Chapter 33 Election.** Complete this section only if this is your first request for Chapter 33 benefits

By electing Chapter 33, I acknowledge that I understand the following:  
I may not receive more than a total of 48 months of benefits under two or more programs. If electing chapter 33 in lieu of chapter 30, my months of entitlement under chapter 33 will be limited to the number of months of entitlement remaining under chapter 30 on the effective date of my election.  
My election is **irrevocable** and may not be changed.  
I elect to receive Chapter 33 Education Benefits in lieu of the Education Benefit checked below,

effective...   Chapter 30-MGIB  Chapter 1606-MGIB-SR  
(Date: mm/dd/yyyy)  Chapter 1607-REAP  Not eligible for any of the other listed benefits

Chapter 30 - Montgomery GI Bill Educational Assistance Program (MGIB)  
 Chapter 1606 - Montgomery GI Bill Selected Reserve Educational Assistance Program (MGIB-SR)  
 Chapter 1607 - Reserve Educational Assistance Program (REAP)  
 Chapter 32 or Section 903 - Post-VietNam Era Veterans' Educational Assistance Program (VEAP)

*Back / Continue*

## Input data

2. What is your name?

Salutation

First

Middle

Last

Suffix

3. What is your sex?  Male  Female

4. What is your date of birth?

month / day / year  
10 / 1 / 1980

6. What is your Social Security Number?

*Back / Continue*

5. What is your address?

Address  Location Domestic

City  State

Zip  Zip Suffix

7. What are your telephone numbers?

Primary Phone  Extension  Secondary Phone  Extension

*Back / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ  Help  Contents

- Why do you need to know about other benefits?
- Why do you ask for my file number?
- What is Ch. 33, 30, 32, 34, 35, 1601 & NCS?
- Frequently Asked Questions

10A. Have you ever filed a claim with the VA?  Yes  No

- Compensation
- Pension
- Vocational Rehab.
- Home Loan
- Insurance
- Education Benefits

*Back / Continue*

[Chat with the VA](#)

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ  Help  Contents

- How could I have used someone else's service?
- What is first and second veteran information?
- What are payee numbers?
- Frequently Asked Questions

10b. Have you previously applied for education benefits using someone else's service?  
 Yes  No

*Back / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ  Help  Contents

- How to find routing/transit numbers on my check
- What if I do not have an account within the US?
- What should I watch for if I use a Credit Union?
- Can I find the routing number on a deposit slip?
- Frequently Asked

8. Are you interested in having your VA education benefits directly deposited into a checking or savings account?  Yes  No  
(Direct Deposit is not available for VEAP)

Do you have an account with an authorized United States financial agent?  
 Yes  No

8a. Account Type:  Checking  Savings

8b. Name of financial institution

8c. Routing or Transit Number

8d. Account Number

*Back / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text"/> Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

Why does VA need this contact information?

Frequently Asked Questions

9. Please provide the name of someone who will always know where you can be reached?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First	Middle	Last	Suffix

9a. Is your contact's address and phone number the same as yours?

Yes
  No

Back / Continue

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text"/> Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

Why do you need to know if I received a pamphlet?

Frequently Asked Questions

11. Have you already received an information pamphlet explaining education benefits? (The most current information on VA education benefits is available online at [www.gibill.va.gov](http://www.gibill.va.gov). If you would like to receive a printed pamphlet, answer No to this question.)

Yes
  No

Back / Continue

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text"/> Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

What should I do if I know the name of the school?

Why do you need the full name of the school?

What if I don't know the street address?

Why is it important to fill in the city and state?

Frequently Asked Questions

12. Do you know the name or address of the school or training establishment you want to attend? (Skip this item if you are only applying for National Test Reimbursement, Licensing and Certification Test Reimbursement, or Tuition Assistance Top-Up.)

Yes
  No

12a.

School Name

Address  Location

City  State

Zip  Zip Suffix

Back / Continue

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text"/> Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

What are examples of educational or career goals?

What is training by school attendance?

What is training by correspondence?

What is Apprenticeship or On-the-Job Training?

What is vocational flight training?

What is Licensing/Certification Test Reimbursement?

12b. Enter the date your training started or will start.

/  /

month   day   year

12c. Please specify your Educational or Career Objective, if known. (e.g., Bachelor of Arts in Accounting, Welding Certificate, Police Officer, etc.)

12c. Course of study to achieve goal?

12d. Type of Education or Training

- College or Other School Attendance (includes online courses)
- Correspondence
- Apprenticeship or On-the-job Training
- Vocational Flight Training
- National Test Reimbursement (SAT, CLEP, etc.)
- Licensing or Certification Test Reimbursement (MCSE, CCNA, EMT, NCLEX, etc.)
- Tuition Assistance Top-Up (Chapters 30 and 33 only)

Back / Continue

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

Can I receive benefits while on active duty?

Why do you need to know if I am on terminal leave?

How does terminal

13a. Are you now on Active Duty? (Check NO if you are currently on drilling status, in the Selected Reserve or if you are on active duty for training.)

Yes  No

*Back / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

What if I am in the National Guard or Reserves?

What if I can't remember everything?

What if I served in more than one branch?

What if I had more than one period of active duty?

How do I correct or delete items?

What is N. O. A. A.?

Frequently Asked

To add or delete tours of duty, click the **add** or **delete** buttons. If you have more than one period of service, you must list the earliest period(s) first.

1st tour

13d. Date Entered Active Duty  
 /  /   
 month day year

13e. Date Separated from Active Duty  
 /  /   
 month day year

13f. Service Component (Branch of Service)  
   
 Military Service Branch Other Service Branch (not on list)

13g. Service Status (active duty, drilling reservist, IRR, etc.)

13h. Were you involuntarily called to active duty for this period?  
 Yes  No

*Back / Add Tour of Duty / Delete Tour of Duty Disabled / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

Why do you need to know when I graduated?

Why do you need the date of my equivalency?

Frequently Asked Questions

Complete 14a or 14b. Leave both blank if you did not graduate from high school and did not complete the requirements for a certificate.

14a. Date you graduated from High School.  
 /  /   
 month day year

Or

14b. Date you completed the requirement for a High School Equivalency certificate.  
 /  /   
 month day year

*Back / Continue*

<a href="#">Apply</a>	<a href="#">Manage</a>	<a href="#">Learn</a>	<a href="#">National Resource Directory</a>	<a href="#">Employment Center</a>	<a href="#">Contact</a>	<input type="text" value="Search"/>
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

Frequently Asked Questions

14c. Have you received any training after High School? (including apprenticeships, on-the-job training and flight training)

Yes  No

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

14d. If you hold any FAA Flight Certificates, enter information about each certificate.

What if I do not have any FAA flight certificates?

Frequently Asked Questions

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

15a. Were you employed **before** entering military service?  
(Includes jobs where you held a license or journeyman rating to practice a profession)

Yes  No

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

15b. Were you employed **after** leaving military service?  
(Includes jobs where you held a license or journeyman rating to practice a profession)

Yes  No

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

16a. **For Active Duty Claimants Only.** Are you receiving or do you anticipate receiving any money (including but not limited to Federal Tuition Assistance) from the Armed Forces or Public Health Service for the course for which you have applied to the VA for Education Benefits? If you receive such benefits during any part of your training, check Yes.

Note: If you are only applying for Tuition Assistance Top-Up, check No on this item.

Yes  No

Why do you need to know about other benefits?

Does federal assistance affect VA benefits?

Should I report Pell Grants or scholarships?

What should I put in the Comments box?

Frequently Asked Questions

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section / You are currently in the Interview section / Go to the Final Steps section](#)

FAQ Help Contents

How does an ROTC Scholarship affect my benefits?

What can I do to speed the processing of my claim?

What should I put in the Comments box?

Frequently Asked Questions

16a1. **Military Service Academy.** If you graduated from a Military Service Academy, specify the year you graduated and received your commission.  
Graduation Year:

16b. **Senior ROTC Scholarship Program.** Are you currently participating in a Senior ROTC Scholarship Program which pays for your tuition, fees, books and supplies under Section 2107, Title 10 U.S. Code?  
 Yes  No

*Back / Continue*

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section / You are currently in the Interview section / Go to the Final Steps section](#)

FAQ Help Contents

Why do you need my commission date?

What is Government Employees' Training Act?

What should I put in the comments box?

Frequently Asked Questions

16c. **Senior ROTC (Reserve Officer's Training Corps) Scholarship Program and Officer's Commission.** If you were commissioned or will be commissioned as a result of a Senior ROTC Scholarship Program, provide the date of your commission and the amount of your scholarship for school each year you were in the Senior ROTC program. Do not report your monthly subsistence allowance (stipend).  
*(If you received your commission through a non-scholarship program, skip this section.)*

Date of Commission:  /  /   
month day year

Scholarship Amounts	
Year: <input type="text"/>	Amount: \$ <input type="text"/>
Year: <input type="text"/>	Amount: \$ <input type="text"/>
Year: <input type="text"/>	Amount: \$ <input type="text"/>
Year: <input type="text"/>	Amount: \$ <input type="text"/>

16d. **For Civilian Employees of the U.S. Federal Government Only.** Are you receiving or do you anticipate receiving any money from your agency (including but not limited to the Government Employees Training Act) for the same period for which you have applied to the VA for Education Benefits? If you will receive such benefits during any part of your training, check Yes.  
 Yes  No

*Back / Continue*

Chat with the VA

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section / You are currently in the Interview section / Go to the Final Steps section](#)

FAQ Help Contents

Frequently Asked Questions

16e. **Contributions.** Did you make additional contributions (up to \$600) to increase the amount of your monthly benefits? If Yes, it will help VA process your claim if you submit evidence you have to support your claim. (e.g., cash collection voucher, leave and earnings statement(s), receipt voucher, etc.)  
 Yes  No

16f. **Kicker.** Do you qualify for a Kicker (sometimes called a "College Fund") based on your Military Service? (Kickers are additional amounts contributed by DoD to an education fund.)  
If you qualify for a kicker, it will help VA process your claim if you submit a copy of the kicker contract. Reserve kicker contracts must include the amount and effective date.  
Active Duty Kicker:  Yes  No  
Reserve Kicker:  Yes  No

16g. If you had a period of active duty that the Department of Defense counts for purposes of repaying an education loan, check Yes and show the period of active duty that the military considers as being used for the purposes of repaying the education loan.  
 Yes  No

*Back / Continue*

Apply	Manage	Learn	National Resource Directory	Employment Center	Contact	Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

**Frequently Asked Questions**

17. Are you a veteran with military service before January 1, 1977?  
(Or delayed entry before January 2, 1978)

Yes  No

*Back / Continue*

Apply	Manage	Learn	National Resource Directory	Employment Center	Contact	Search
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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ
  Help
  Contents

**What should I put in this section?**

**What if I have service before January 2, 1978?**

**What if I am in a license & certificate program?**

**Frequently Asked Questions**

18. Remarks

*Back / Continue*

Apply	Manage	Learn	National Resource Directory	Employment Center	Contact	Search
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[Go to the Start section](#) / [Go to the Interview section](#) / [You are currently in the Final Steps section](#)

FAQ
  Help
  Contents

**Frequently Asked Questions**

Here are the buttons you will see on the presubmission page:

- 1. View errors/warnings** button will appear only if there are either errors or warnings for you to review. Select it to read them and be able to link back to fix them. Some information on your form is required--you cannot submit your form electronically without it. This information is listed under errors. Other information, while not required, is needed to process your form. This information is listed under warnings. If you don't give it to us now, we may ask for it later, but you can submit your form without it.
- 2. Submit form** button will only be available if you have no errors on your form. If you have errors, the button will be grayed out. When you select this button, you will be asked if you want to attach any files to your form.
- 3. Delete form button** will erase the form you are now working on and we will not save any record of it in VONAPP. Use it if you decide not to submit your form and don't wish to continue later.
- 4. Suspend form button** will put your form on hold and allow you to come back within 30 calendar days to continue working on it. Returning to it later will restart the 30-day limit. This will give you an additional 30 days so you can gather information, talk with VA or a service organization, etc. The 30 days begin when you click on the suspend form button. If VONAPP sees no activity within that 30 days, your form will be permanently deleted and no record of it will remain.

*Back / Continue*

Select Continue buttons

On the Submit Form page, it will show errors and warnings.  
Select that button and go back to correct errors.

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [Go to the Interview section](#) / [You are currently in the Final Steps section](#)

FAQ Help Contents

Reader use for printed form or data summary pages.

Using a screen reader, how do I attach files?

How do I return to the error locations?

What should I do after I submit my form?

How can I print the confirmation page?

How do I exit VONAPP?

What about the pop up windows?

How can I see what I typed in my application?

What does record 1, record 2, etc., mean?

For VA to begin work on your application, you must give us answers to all questions we found with no entries or with errors. If you are uncertain about some of them, give us the best answers you can. You can use the "Remarks" section to tell us about any of your answers which you are not certain. Without answers to these, you cannot send your application to us on the Internet. You can suspend work on this application while you check the required information by clicking the Suspend button below.

7 errors were found  
7 warnings were found

[view errors/warnings](#)

[submit form](#)  
[suspend form](#)  
[delete form](#)

[print data summary](#)  
[print paper form](#)  
[print empty form](#)

*Back / continue disabled*

Select Submit Form

Apply Manage Learn National Resource Directory Employment Center Contact Search

[Go to the Start section](#) / [Go to the Interview section](#) / [You are currently in the Final Steps section](#)

FAQ Help Contents

Reader use for printed form or data summary pages.

Using a screen reader, how do I attach files?

How do I return to the error locations?

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For VA to begin work on your application, you must give us answers to all questions we found with no entries or with errors. If you are uncertain about some of them, give us the best answers you can. You can use the "Remarks" section to tell us about any of your answers which you are not certain. Without answers to these, you cannot send your application to us on the Internet. You can suspend work on this application while you check the required information by clicking the Suspend button below.

7 errors were found  
7 warnings were found

[view errors/warnings](#)

[submit form](#)  
[suspend form](#)  
[delete form](#)

[print data summary](#)  
[print paper form](#)  
[print empty form](#)

*Back / continue disabled*

Then select Cancel in the box that pops up and then select I certify.

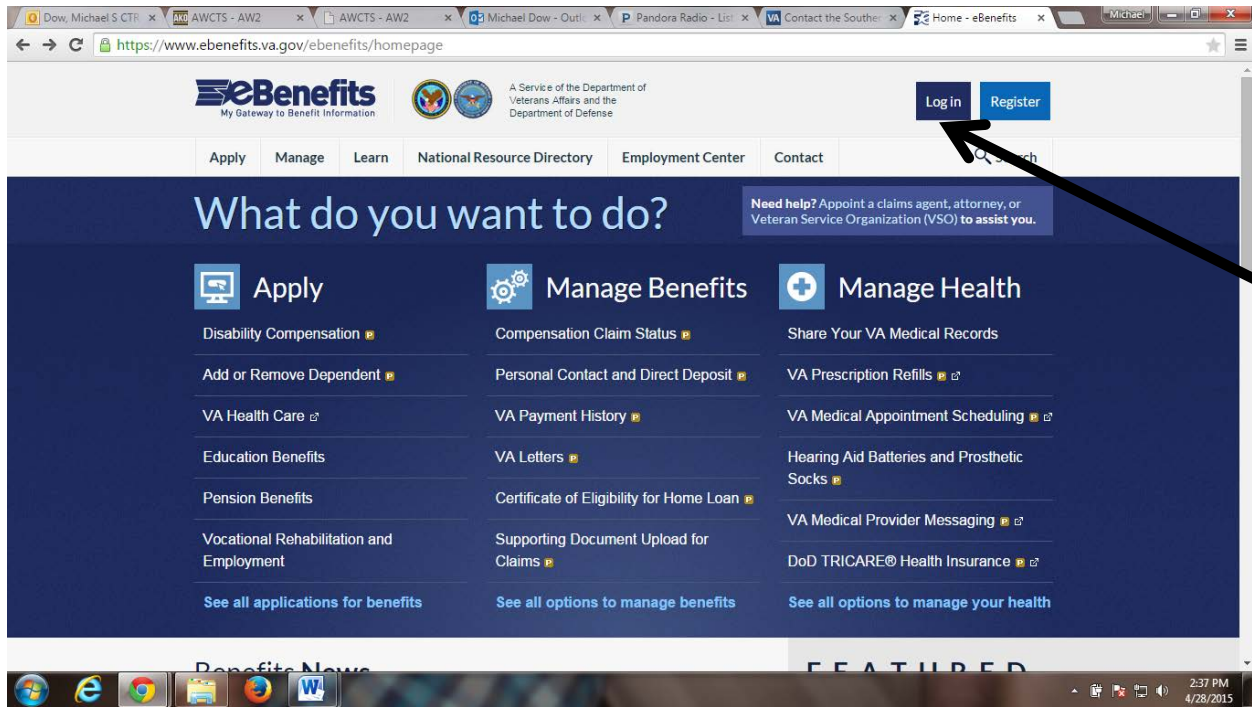
The application is then sent to your VA Education processing office for your region.

The VA will mail you a GI bill award letter stating your amount of months in about a month.

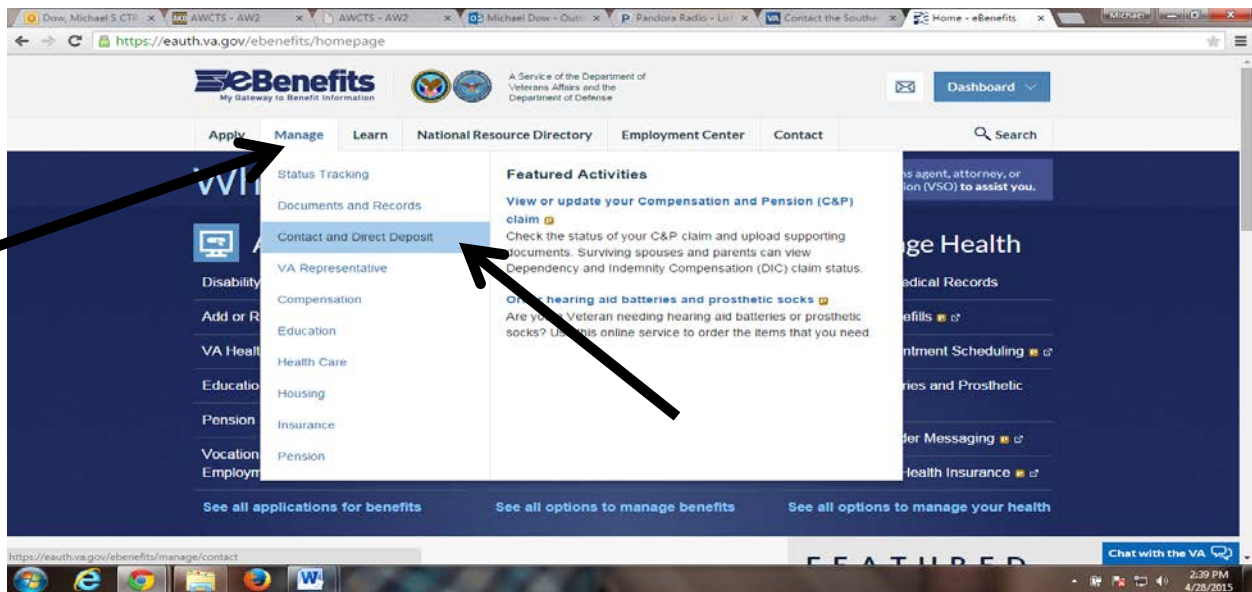
## How to change your address for VA benefits through eBenefits

Go to <https://www.ebenefits.va.gov/ebenefits/homepage>

and Login



Select Manage and then Contact and Direct Deposit



## Select Direct Deposit and Contact Information Update

The screenshot shows a web browser window with the URL <https://eauth.va.gov/ebenefits/manage/contact>. The page header includes the eBenefits logo, the Department of Veterans Affairs and Department of Defense logos, and a 'Dashboard' button. The main navigation bar contains links for 'Apply', 'Manage', 'Learn', 'National Resource Directory', 'Employment Center', and 'Contact', along with a search bar.

### Update Contact and Direct Deposit Information

Keeping your contact and direct deposit information up-to-date will prevent unnecessary interruptions in communications and payments from VA.

<p><a href="#">Direct Deposit and Contact Information Update</a></p> <p>Update your payment and contact information for your VA compensation and pension benefits, and payment information for education benefits.</p>	<p><a href="#">Defense Enrollment Eligibility Reporting System (DEERS) Update</a></p> <p>Update your contact information in this official DoD military system for Veterans, Service members, and families. DEERS registration is needed for eBenefits registration.</p>	<p><a href="#">eBenefits Email Address Update</a></p> <p>Update the email address on your eBenefits profile. We use this information to contact you about your account.</p>
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The 'Direct Deposit and Contact Information Update' link is highlighted with a black arrow. A tooltip above it states: 'This feature will require free premium access.'

The footer contains four columns of links: 'About eBenefits' (with social media icons), 'About Veterans Affairs' (with 'VA Home' and 'About VA'), 'Our Policies' (with 'VA Privacy Policy' and 'VA Web Policies'), and 'Other Government Sites' (with 'Forms.gov' and 'DoD Forms'). A 'Chat with the VA' button is also present. The system tray at the bottom shows the date and time as 2:40 PM on 4/28/2015.

## Select Edit Contact Information and change the info

## How to email your VA Doctor a non-urgent question

Go to <https://www.myhealth.va.gov/index.html>

and select Enter Here

The screenshot shows the homepage of My HealthVet, a service provided by the Department of Veterans Affairs. The page features a navigation bar with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. A large banner at the top reads "Welcome to My HealthVet" and includes a "Go to My HealthVet Enter Here" button, which is highlighted by a black arrow. Other sections include "Already a Member?", "Not Registered? Register Today!", "Service Alerts", "Blue Button Download My Data", "Veterans Crisis Line", and "eBenefits".

Login

The screenshot shows the login page of My HealthVet. The page features a navigation bar with links for VA Home, Personal Information, Pharmacy, Research Health, Get Care, Track Health, and MHV Community. A large banner at the top reads "Member Login" and includes a "User ID:" field, a "Password:" field, and a "Login" button, which is highlighted by a black arrow. Other sections include "In the Spotlight", "Service Alerts", "Veterans Health Library", and "Quick Links".

## Select Secure Messaging

The screenshot shows the My HealthVet homepage. The navigation bar at the top includes links for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY, and SECURE MESSAGING. The SECURE MESSAGING link is highlighted with a black arrow. Below the navigation bar, there are several content blocks: "In the Spotlight" with an article about turning 50, "New DEA Rules for Hydrocodone", "What's YOUR health age?", "CHECK YOUR Prescriptions", and "Blue Button Download My Data". A "Member Logout" section is visible on the right side.

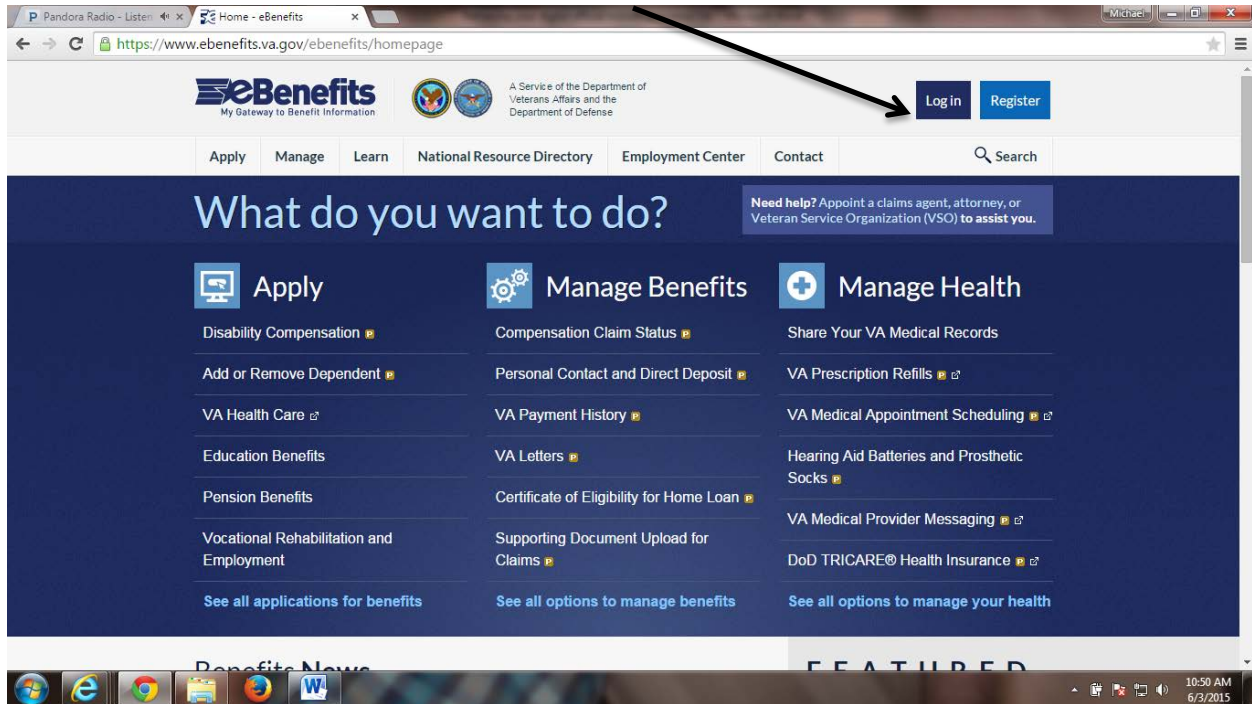
## Select Open Secure Messaging

The screenshot shows the My HealthVet "Secure Messaging" page. The page title is "Secure Messaging". Below the title, there is a paragraph explaining the service and a "Please note" section. A yellow information box contains the text: "If you encounter a problem with Secure Messaging, please use the Technical Support link located at the top right corner of your Inbox." An arrow points from this box to the "Open Secure Messaging" button. The "Member Logout" section is also visible on the right side.

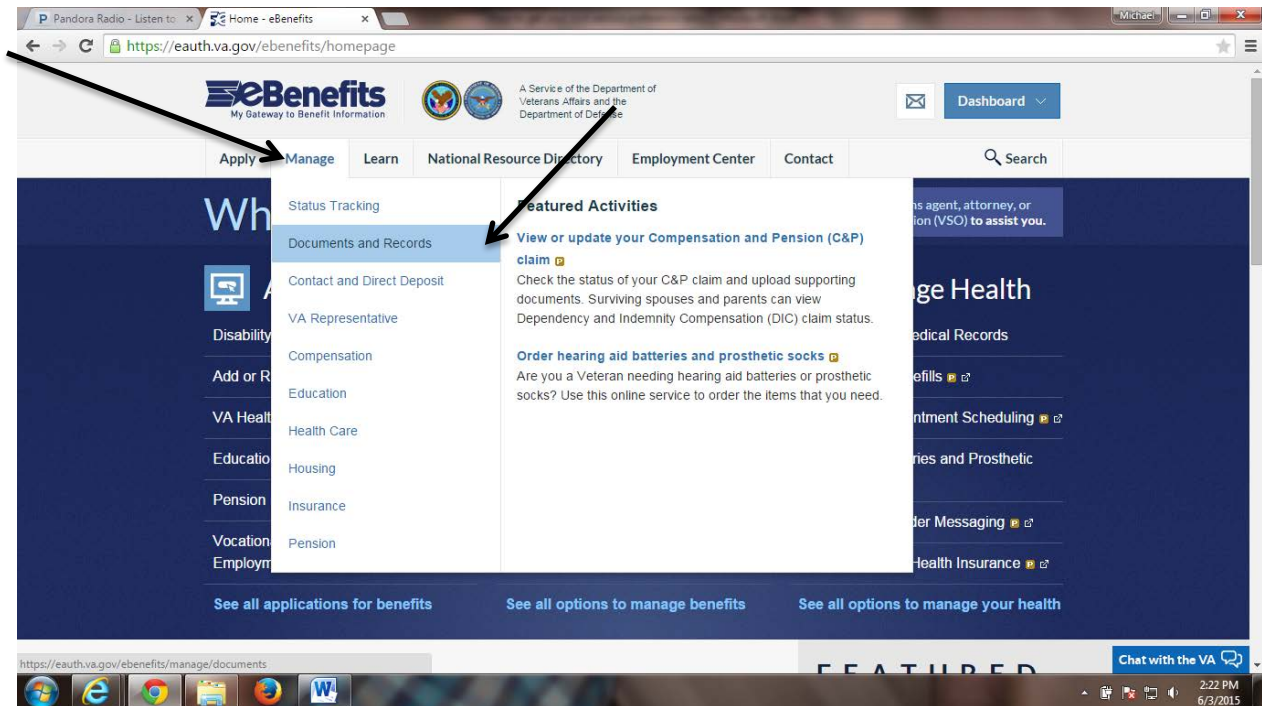
## Select NEW MESSAGE, type and submit

# How to get your Disabled Veteran Civil Service Preference letter

Login to eBenefits - <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>



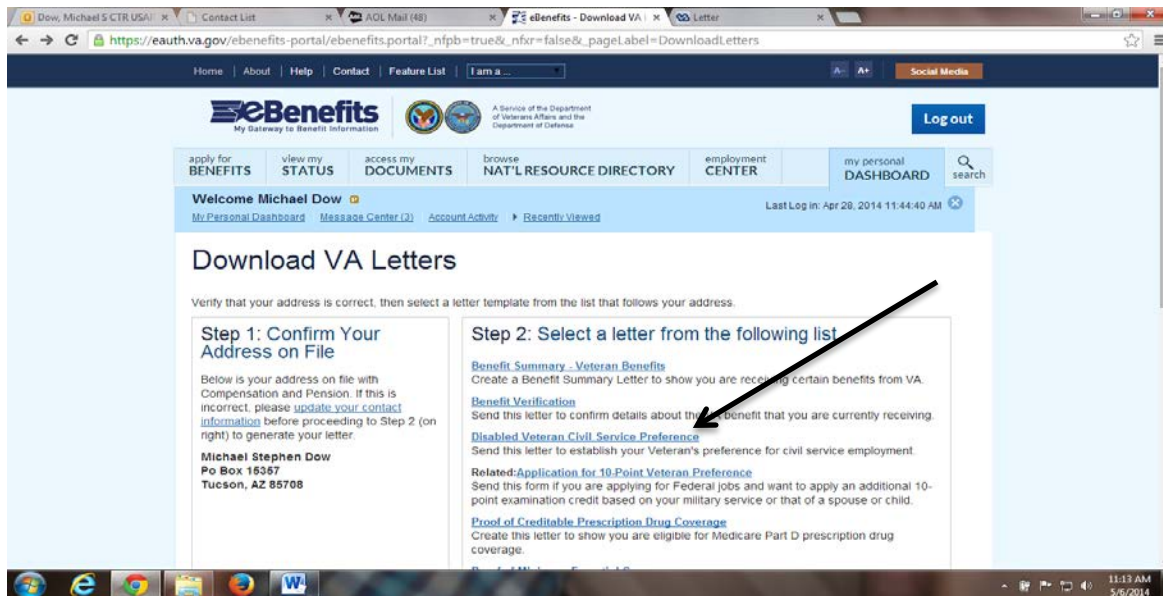
Scroll over Manage and select Documents and Records



### Select VA Letters



Select Disabled Veteran Civil Service Preference. The document will be created in a new Tab and then you can print it off. It is not produced as a PDF. You will need to print and then scan to make it into a digital file.



## How to get your VA Benefits verification letter

Login to eBenefits - <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

The screenshot shows the eBenefits homepage. At the top right, there are 'Log in' and 'Register' buttons. An arrow points to the 'Log in' button. Below the navigation bar, there are three main sections: 'Apply', 'Manage Benefits', and 'Manage Health'. The 'Apply' section includes links for Disability Compensation, Add or Remove Dependent, VA Health Care, Education Benefits, Pension Benefits, and Vocational Rehabilitation and Employment. The 'Manage Benefits' section includes links for Compensation Claim Status, Personal Contact and Direct Deposit, VA Payment History, VA Letters, Certificate of Eligibility for Home Loan, and Supporting Document Upload for Claims. The 'Manage Health' section includes links for Share Your VA Medical Records, VA Prescription Refills, VA Medical Appointment Scheduling, Hearing Aid Batteries and Prosthetic Socks, VA Medical Provider Messaging, and DoD TRICARE Health Insurance. A 'Need help?' box is also visible.

Scroll over Manage and select Documents and Records

The screenshot shows the 'Manage' dropdown menu open. The 'Documents and Records' option is highlighted with a blue bar and an arrow. The dropdown menu lists the following options: Status Tracking, Documents and Records, Contact and Direct Deposit, VA Representative, Compensation, Education, Health Care, Housing, Insurance, and Pension. The 'Documents and Records' section is expanded, showing 'View or update your Compensation and Pension (C&P) claim' and 'Order hearing aid batteries and prosthetic socks'. The 'View or update your Compensation and Pension (C&P) claim' section includes the text: 'Check the status of your C&P claim and upload supporting documents. Surviving spouses and parents can view Dependency and Indemnity Compensation (DIC) claim status.' The 'Order hearing aid batteries and prosthetic socks' section includes the text: 'Are you a Veteran needing hearing aid batteries or prosthetic socks? Use this online service to order the items that you need.'

## Select VA Letters

The screenshot shows the eBenefits website interface. At the top, there are navigation tabs: Apply, Manage, Learn, National Resource Directory, Employment Center, and Contact. A search bar is located on the right. The main heading is "Access Your Documents and Records". Below this is a grid of service options:

- Service Member Personnel Information**: View a summary of your personnel information in DEERS.
- Service Member Civilian Employment Information**: View and update your civilian employment and student information.
- Military Personnel File**: Review and print documents from your official Military Personnel File, including your DD 214.
- VA Letters**: Download and modify VA letters, including civil service preference, commissary and exchange privileges, and service/benefit verification. (An arrow points to this link.)
- VA Medical Records**: Use the VA Blue Button tool to view, print, and download information from your My HealtheVet account.
- VA Health Record Sharing**: Enroll in the Virtual Lifetime Electronic Record (VLER) Health Program to securely share parts of your health records among VA, DoD, and selected private health care providers.
- myPay**: Change or review pay information, leave and earning statements, W-2s and more.

At the bottom right, there is a "Chat with the VA" button. The Windows taskbar at the bottom shows the date as 6/3/2015 and time as 2:23 PM.

## Select Benefit Verification

The screenshot shows the eBenefits website interface for downloading VA letters. The user is logged in as Michael Dow. The page title is "Download VA Letters". Below the title, there are two main steps:

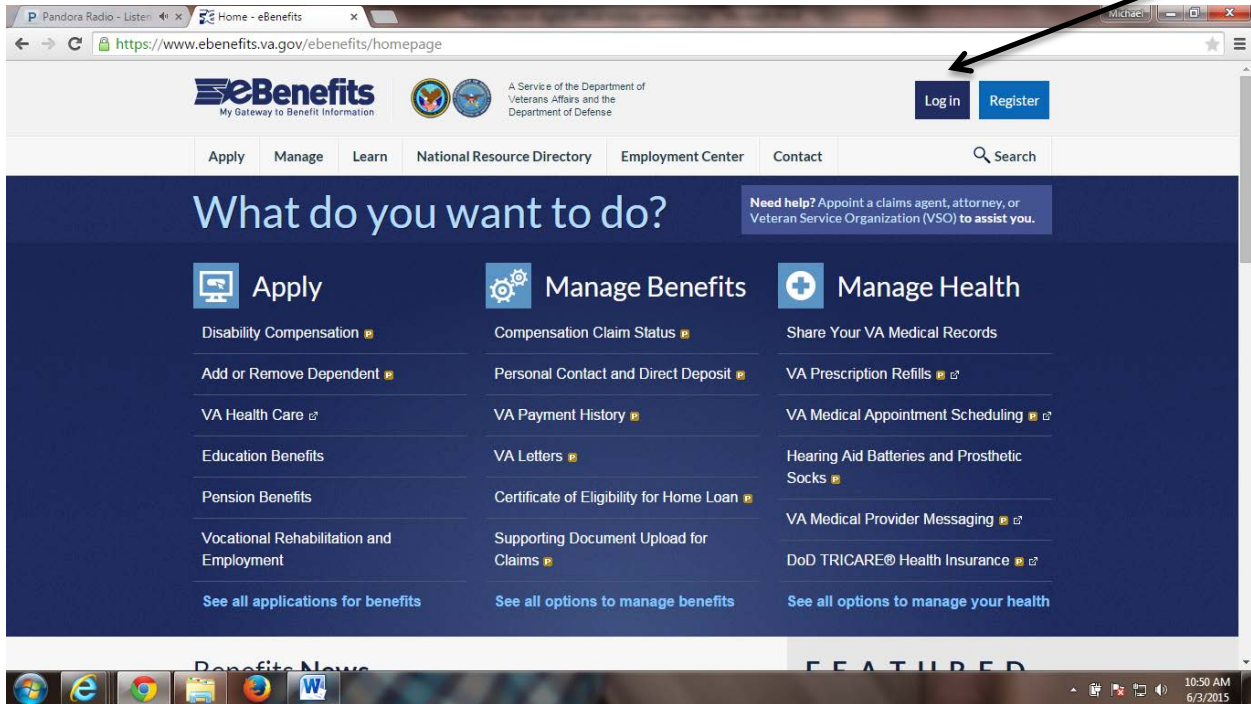
- Step 1: Confirm Your Address on File**: Below is your address on file with Compensation and Pension. If this is incorrect, please update your contact information before proceeding to Step 2 (on right) to generate your letter.  
 Michael Stephen Dow  
 Po Box 15257  
 Tucson, AZ 85708
- Step 2: Select a letter from the following list.**
  - Benefit Summary - Veteran Benefits**: Create a Benefit Summary Letter to show you are receiving certain benefits from VA.
  - Benefit Verification**: Send this letter to confirm details about the VA benefit that you are currently receiving. (An arrow points to this link.)
  - Disabled Veteran Civil Service Preference**: Send this letter to establish your Veteran's preference for civil service employment.
  - Related: Application for 10-Point Veteran Preference**: Send this form if you are applying for Federal jobs and want to apply an additional 10-point examination credit based on your military service or that of a spouse or child.
  - Proof of Creditable Prescription Drug Coverage**: Create this letter to show you are eligible for Medicare Part D prescription drug coverage.

The Windows taskbar at the bottom shows the date as 5/6/2014 and time as 11:13 AM.

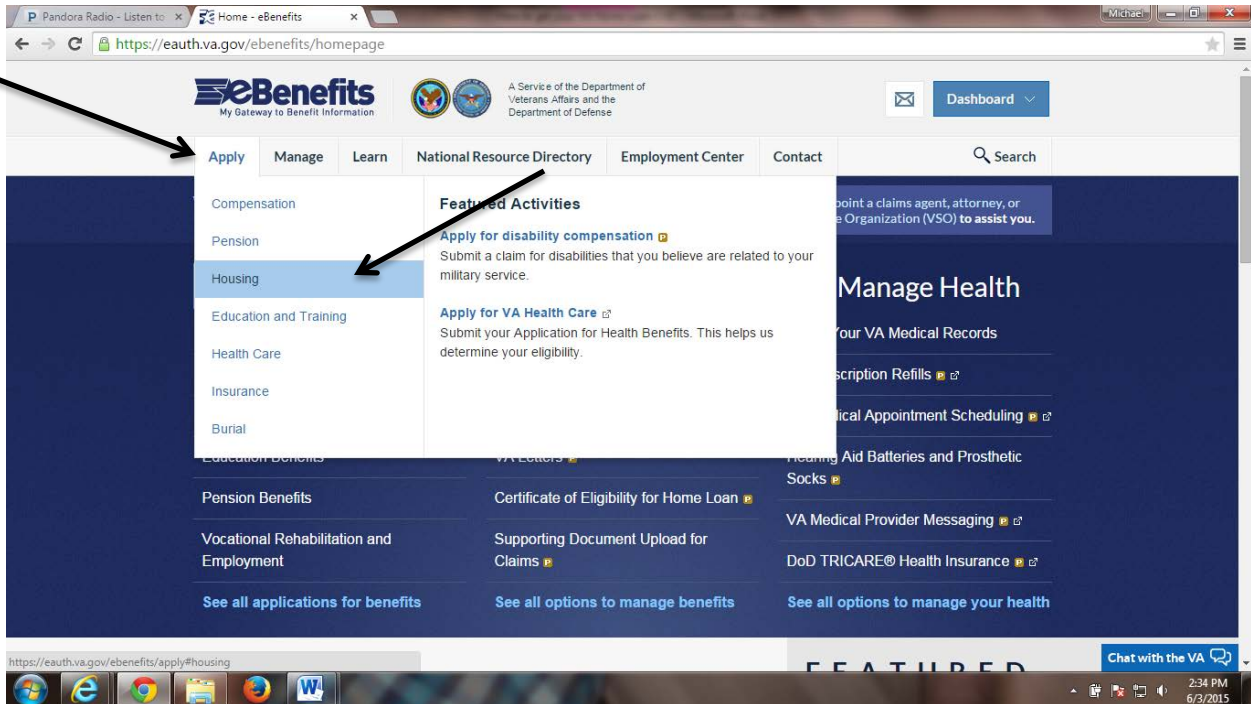
A computer generated letter will then be displayed. It is not produced as a PDF. You will need to print and then scan to make it into a digital file.

# How to get your VA Home Loan Certificate of Eligibility letter

Login to eBenefits - <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>



Scroll over Apply and select Housing



## Select Certificate of Eligibility for VA Home Loan

representative.

**Pension**  
**Pension Benefits**  
 Apply online for pension benefits.

**Housing**  
**Specialty Adapted Housing (SAH) Grant**  
 Apply for financial help to make changes to your home, based on your disabilities.

**Certificate of Eligibility for VA Home Loan**  
 Get a certificate of eligibility (COE) to help with getting a VA home loan.

**Education and Training**  
**Education Benefits**  
 Planning to go to school? Apply online for education benefits.

**Vocational Rehabilitation and Employment Benefits**  
 Need help getting back into the workforce? Apply online for vocational rehabilitation and employment benefits.

**Health Care**  
**VA Health Care**  
 Apply online for health benefits.

**Purchased Care Health Benefits**  
 Apply for non-VA health care benefits and services for yourself and your family.

Chat with the VA

2:35 PM 6/3/2015

Select View your COE; the document will then download as a PDF for you to save or print

Home About Help Contact Feature List I am a ... Social Media

**eBenefits**  
 My Gateway to Benefit Information

A Service of the Department of Veterans Affairs and the Department of Defense

Log out

apply for BENEFITS view my STATUS access my DOCUMENTS browse NAT'L RESOURCE DIRECTORY employment CENTER my personal DASHBOARD search

Welcome Michael Dow  
 Last Log in: Apr 29, 2014 11:44:40 AM

My Personal Dashboard Message Center (3) Account Activity Recently Viewed

**VA Home Loan Certificate of Eligibility**

Congratulations!  
 Your Certificate of Eligibility (COE) for Home Loan Benefits has been issued. Use the following link to access and print the COE. [View your COE](#)  
 If you need to update/correct your Certificate or apply for restoration of entitlement ([apply for benefits online click here](#))

[Review an online correspondence file](#)  
[Upload requested documents](#)

11:27 AM 5/6/2015

## How to refill your VA prescriptions online

Go to <https://www.myhealth.va.gov/index.html>

and select Enter Here

The screenshot shows the homepage of My HealthVet, a service provided by the United States Department of Veterans Affairs. The page features a navigation menu at the top with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. A search bar is located in the top right corner. The main content area includes a large banner with the My HealthVet logo and a "Welcome to My HealthVet" message. Below the banner, there are several sections: "Already a Member?" with a "Go to My HealthVet Enter Here" button (indicated by a black arrow), "Not Registered? Register Today!" with a "Start Here" button, "Service Alerts", "Blue Button Download My Data", "Veterans Crisis Line" (1-800-273-8255 PRESS 8), and "eBenefits". The footer contains the text: "My HealthVet is VA's online personal health record. It was designed for Veterans, active duty Servicemembers, their dependents and caregivers. My HealthVet helps you partner with your health care team. It provides you opportunities and tools to make informed decisions and manage your health care. Specific features in My HealthVet are available to you based on your account type. All users who have a Basic account are able to view their self-entered information. If you are a VA patient, you can upgrade your account to Advanced or Premium. For more information about account types and what you can view, visit My HealthVet Account Types. Among the newest features available to Veterans with a Premium Account include VA Notes. These are clinical notes that your health care team records during your appointments or hospital stays. Also available are your VA immunization records, more detailed lab reports and a list of your current medical issues. These features are in addition to prescription refills, VA Appointments and Secure Messaging - all very popular with Veterans."

Login

The screenshot shows the login page of My HealthVet. The page features a navigation menu at the top with links for VA Home, Personal Information, Pharmacy, Research Health, Get Care, Track Health, and MHV Community. A search bar is located in the top right corner. The main content area includes a "In the Spotlight" section with a "What's YOUR health age?" article, a "TXT Messages Help Vets Quit with SmokefreeVET" section, and a "Diabetes, Drinking and Smoking: A Dangerous Combination" article. Below these sections, there are several boxes: "Service Alerts" with links for Blue Button, Prescription Refill, healthliving assessment, Vitals & Readings, and Hearing Aid Batteries; "Veterans Health Library"; "Blue Button Download My Data"; and a "Member Login" box (indicated by a black arrow) with fields for "User ID:" and "Password:" and a "Login" button. Below the login box, there are links for "Forgot User ID?", "Forgot Password?", "First time My HealthVet user? Register today!", and "REGISTER". A "Quick Links" section at the bottom right contains links for "Veterans Crisis Line", "If you are in crisis call: 1-800-273-TALK (8255)", "VA Mental Health Services", "Flu Shots for Veterans", and "My HealthVet Account Types".

## Select Prescription Refill

The screenshot shows the My HealthVet homepage. The navigation bar includes links for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY, and SECURE MESSAGING. A search bar is located on the right. The main content area features several sections: 'In the Spotlight' with a 'What's YOUR health age?' article, 'Service Alerts' with a 'Prescription Refill' link highlighted by a black arrow, 'Member Logout' (Logged On As: MICHAEL), and 'Quick Links' including Veterans Crisis Line, VA Mental Health Services, and VA Dental Insurance. The Windows taskbar at the bottom shows the time as 11:32 AM on 5/6/2014.

## Select Refill My Prescriptions

The screenshot shows the 'Rx Refill' page. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Rx Refill' and includes a sub-section 'Rx Refill' with links for 'Refill Prescriptions', 'Prescriptions History', and 'Meds, OTC, Herbals, & Supplements'. A large black arrow points to the 'Refill My Prescriptions' button. To the right, there is a 'Member Logout' section (Logged On As: MICHAEL) and an 'Are You At Risk?' section. The Windows taskbar at the bottom shows the time as 11:33 AM on 5/6/2014.

Check the boxes by the prescriptions you want refilled and select Submit Refills

## How to retrieve your VA medical records online

Go to <https://www.myhealth.va.gov/index.html>

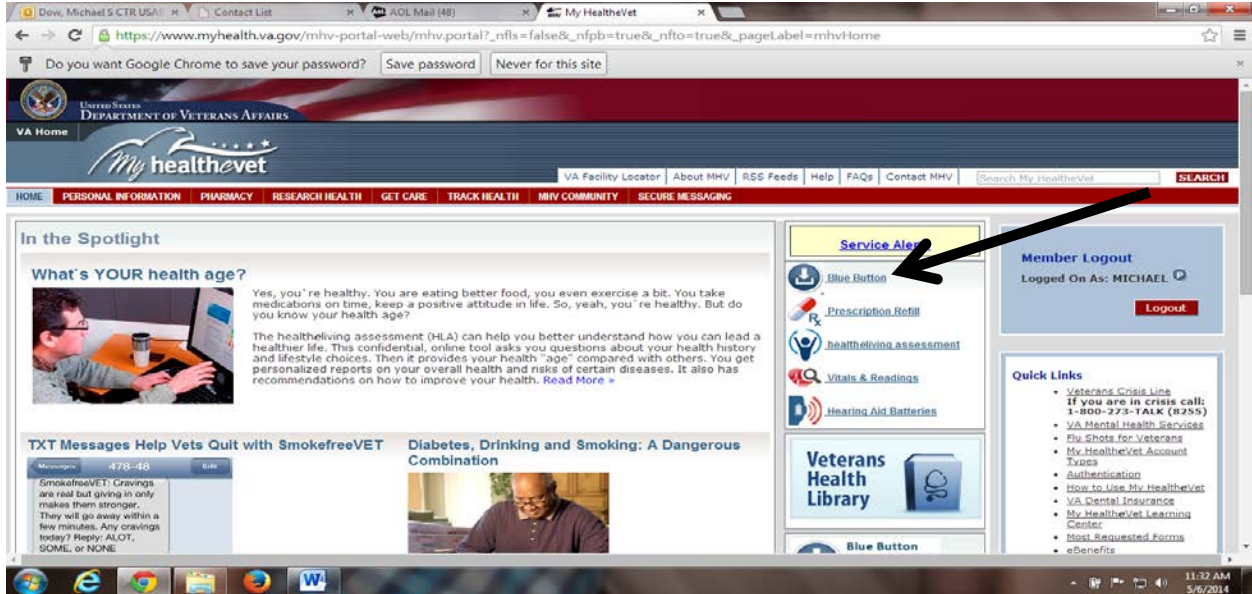
and select Enter Here

The screenshot shows the homepage of My HealthVet. At the top, there is a navigation bar with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. Below this is a large banner with the My HealthVet logo and a photo of a smiling woman. To the right of the banner, there are two main buttons: "Go to My HealthVet Enter Here" and "Not Registered? Register Today! Start Here". A black arrow points from the right side of the page towards the "Enter Here" button. Below the banner, there is a "Welcome to My HealthVet" section with introductory text and a "Service Alerts" section. On the right side, there are several service icons including "Blue Button Download My Data", "Veterans Crisis Line", and "eBenefits".

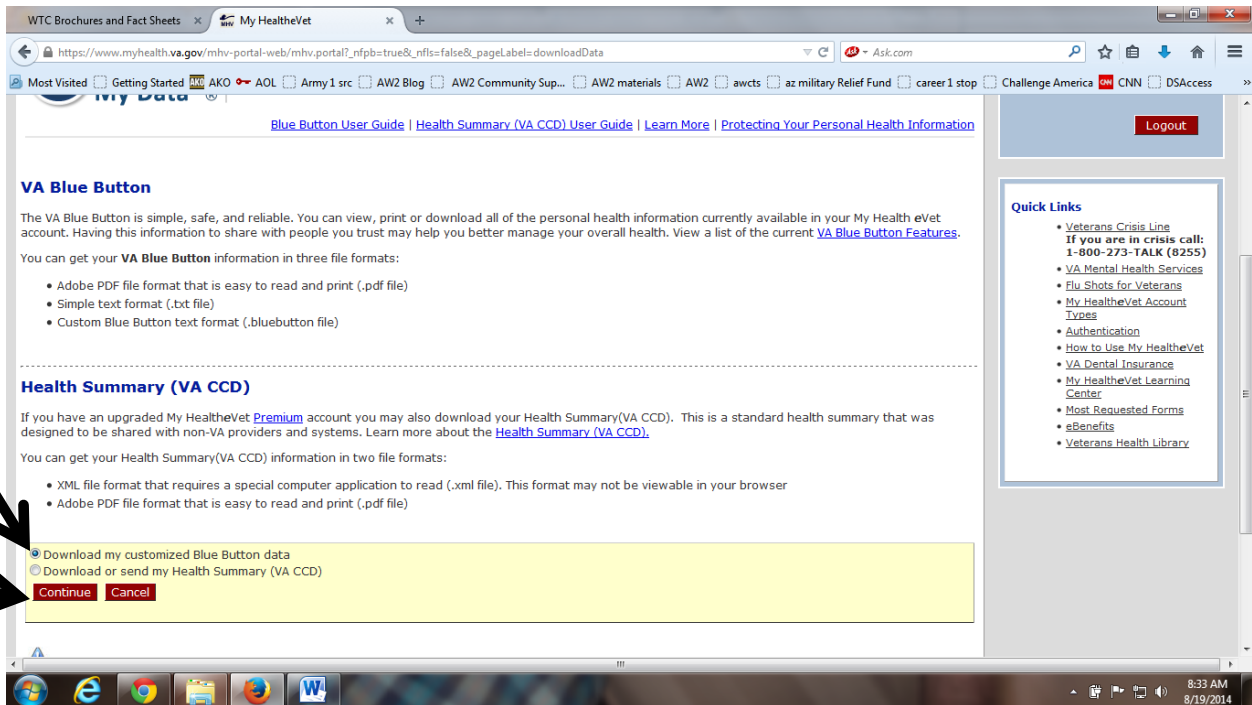
Login

The screenshot shows the login page of My HealthVet. The page has a navigation bar with links for VA Facility Locator, About MHV, RSS Feeds, Help, FAQs, and Contact MHV. Below the navigation bar, there is a "Member Login" section with fields for "User ID:" and "Password:" and a "Login" button. A black arrow points from the right side of the page towards the "Member Login" section. To the left of the login section, there is a "Service Alerts" section with links for "Blue Button", "Prescription Refill", "healthliving assessment", "Vitals & Readings", and "Hearing Aid Batteries". Below the login section, there is a "Quick Links" section with links for "Veterans Crisis Line", "VA Mental Health Services", "Flu Shots for Veterans", and "My HealthVet Account Types".

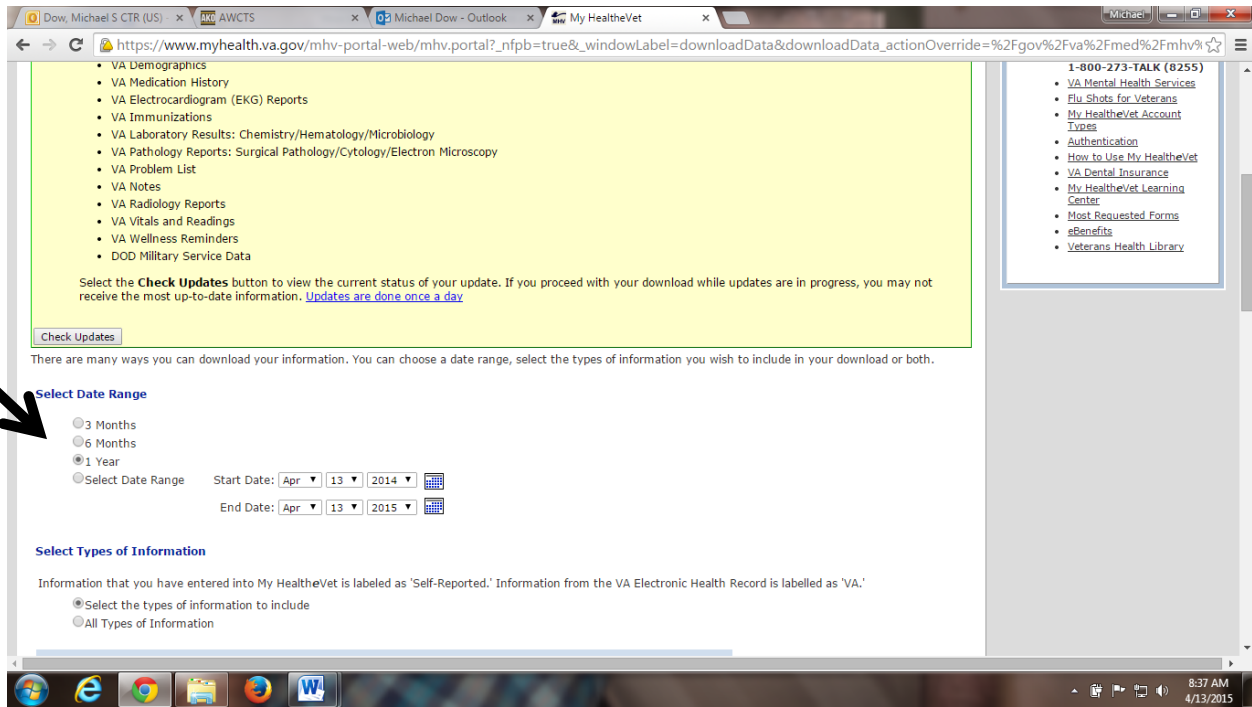
## Select Blue Button



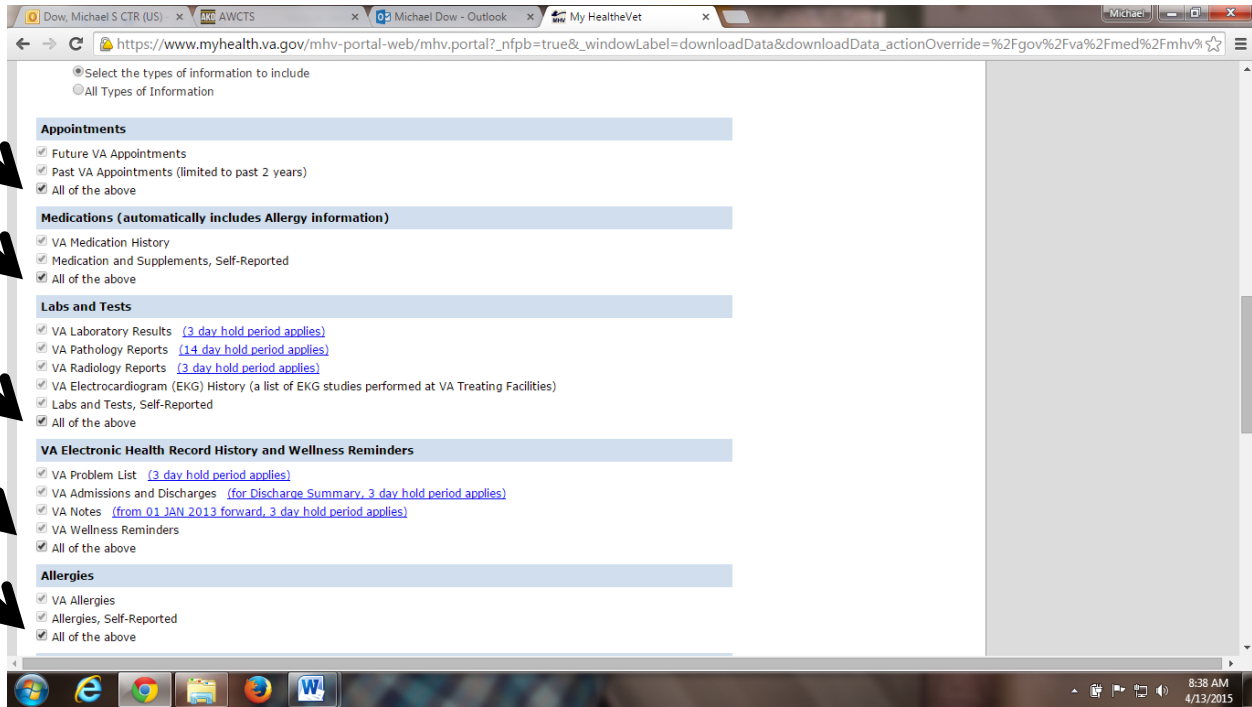
## Select Download my customized Blue Button data and then Continue



## Select Date range



Check off types of information you want to download and then select Submit



### Select Download PDF file

WTC Brochures and Fact Sheets | My HealthVet

https://www.myhealth.va.gov/mhv-portal-web/mhv.portal?...downloadData&downloadData\_actionOverride=%2Fgov%2Fva%...

- VA Radiology
- VA Vitals and Readings
- VA Wellness Reminders
- DOD Military Service Data

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**Personal Health Information of MICHAEL STEPHEN DOW**

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Selected Health Data	mhv_DOW_20140819_1041.bluebutton	3 KB	19 Aug 2014 @ 1041	Updates in Progress	<a href="#">Download BlueButton File</a> <a href="#">View/Print</a>

It is important to [protect your personal health information](#).

8:41 AM 8/19/2014

## Info to help Caregivers of Veterans

- You can call the following number and order a special caregiver support kit for veteran caregivers: 1-888-328-1002 from <http://www.caregivingfoundation.org/>
- Articles:
  - Family Caregiver's guide to intimacy: <http://www.caregiver.va.gov/pdfs/FamilyCaregiversGuideToIntimacy.pdf>
  - Strategies for Caregiver conversations - [http://www.extension.org/sites/default/files/I\\_Messages\\_Military\\_0.pdf](http://www.extension.org/sites/default/files/I_Messages_Military_0.pdf)
  - Assertive-Open, Honest and Direct communication - [http://www.extension.org/sites/default/files/Assertive\\_Comm\\_2.pdf](http://www.extension.org/sites/default/files/Assertive_Comm_2.pdf)
  - Finding common ground - [http://www.extension.org/sites/default/files/Aikido\\_Comm\\_2.pdf](http://www.extension.org/sites/default/files/Aikido_Comm_2.pdf)
  - Keeping your relationship healthy when your veteran spouse is injured - <http://www.giftfromwithin.org/html/Caregiver-Support-for-Military-Spouses-Partners-PTSD.html>
  - How to prevent compassion fatigue - <http://www.giftfromwithin.org/html/Compassion-Fatigue-Dont-Forget-About-Self-Care.html>
  - Caregiving leaving you feeling down? - <http://www.extension.org/pages/60181/caregiving-leaving-you-feeling-blue#.U3VBPIFdU0M>
  - Caregivers of military amputees - <http://www.extension.org/pages/60147/caregivers-of-military-amputees#.U3VBd4FdU0M>
  - 70 ways of self-care - <http://www.abundancetapestry.com/70-ways-for-self-care/>
- Military caregiving resources - <http://www.extension.org/pages/60576/military-family-caregiving#.U3U8gIFdU0N>
- Free online courses for Caregivers - <http://www.extension.org/pages/70342/caregiver-learning-lessons#.U3U9foFdU0N>
- For VA Caregivers, there is the Caregiver support line at 1-855-260-3274.
 

"Our sole purpose is to help you – the wife or husband, mother or father, sister or brother, daughter or son, or loving family member or friend – who cares for a Veteran. Know that you deserve support, too, and you are eligible for assistance. VA's Caregiver Support Line has licensed caring professionals standing by. We can:

  - Tell you about the assistance available from VA.
  - Help you access services and benefits.
  - Connect you with your local family Caregiver Support Coordinator

Just listen, if that's what you need right now.

Monday through Friday 8:00 a.m. – 11:00 p.m. ET, Saturday 10:30 a.m. – 6 p.m. ET"

- The Defense and Veterans Brain Injury Center has a guide to help caregivers supporting family members with TBI. You can order a hardcopy at [info@dvvbic.org](mailto:info@dvvbic.org) or you can download the PDFs at <http://dvvbic.dcoe.mil/family-caregiver-curriculum> (select the blue MODULE links).

Module 1: Introduction to Traumatic Brain Injury. This module describes the brain and how its function is affected by

TBI. The focus of this module is to help caregivers understand the changes that can be seen in their loved ones.

Module 2: Understanding the Effects of TBI and What You Can Do to Help. This module explains in more detail the physical and emotional effects of TBI. It also explains to the caregiver how they can help their family member deal with these issues.

Module 3: Becoming a Family Caregiver for a Service Member/Veteran with TBI. This module is all about the caregiver. It has tips on how to organize life as a caregiver and encourages caregivers to take care of themselves during this stressful time.

Module 4: Navigating Services and Benefits. This module explains how the disability rating system works. It describes how to get services and benefits that can help you take care of your injured family member.

There is also a book you can request discussing how to take care of yourself while taking care of others:

<https://dvvbic.dcoe.mil/material/taking-care-yourself-while-caring-others>

The How to take to children about TBI book can be ordered or downloaded at

<https://dvvbic.dcoe.mil/material/talking-children-about-tbi>

- VA Caregiver program for Post-9/11 Veterans  
Family Caregivers provide crucial support in caring for Veterans. VA recognizes that Family Caregivers in a home environment can enhance the health and well-being of Veterans under VA care.  
Under the "Caregivers and Veterans Omnibus Health Services Act of 2010," additional VA services are now available to seriously injured post-9/11 Veterans and their Family Caregivers through a new program of Comprehensive Assistance for Family Caregivers. VA is now accepting applications for these services.

**Who Is Eligible?**

Veterans eligible for this program are those who sustained a serious injury – including traumatic brain injury, psychological trauma or other mental disorder – incurred or aggravated in the line of duty, on or after September 11, 2001. Veterans eligible for this program must also be in need of personal care services because of an inability to perform one or more activities of daily living and/or need supervision or protection based on symptoms or residuals of neurological impairment or injury.

To be eligible for the Program of Comprehensive Assistance for Family Caregivers, Veterans must first be enrolled for VA health services, if not enrolled previously.

### **Services Available to Family Caregivers through this Program**

The law will provide additional assistance to primary Family Caregivers of eligible post-9/11 Veterans and Servicemembers. Services for this group include:

Monthly stipend

Travel expenses (including lodging and per diem while accompanying Veterans undergoing care)

Access to health care insurance (if the Caregiver is not already entitled to care or services under a health care plan)

Mental health services and counseling

Comprehensive VA Caregiver training provided by Easter Seals

Respite care (not less than 30 days per year)

The application is at - <https://www.1010ez.med.va.gov/sec/vha/1010ez/Form/10-10CG.pdf>

- There is an organization that supports caregivers of wounded warriors. They provide retreats for spouses, support groups, online forums and care packages. For more info, go

to: <https://www.heartsofvalor.org/> . To register as a member, go

to: <https://www.heartsofvalor.org/formsauth/register/>

- The Wounded Warrior Project has a program called Warriors to Work where they help registered members and caregivers secure employment. They help:

Set attainable goals;

Build an effective resume;

Prepare for an interview;

and Network with local employers.

You have to be a registered alumni first though. For service members, go

to: <https://www.woundedwarriorproject.org/connect/AlumniRegistration.aspx> . For family members,

go to: <https://www.woundedwarriorproject.org/connect/FamilySupportRegistration.aspx>

To use this service, go to the following link and fill out the application and return it:

[http://www.woundedwarriorproject.org/media/478824/w2w\\_warrior\\_form.pdf](http://www.woundedwarriorproject.org/media/478824/w2w_warrior_form.pdf)

- Wounded Warrior Project has a Caregiver support program. Register at  
<http://www.woundedwarriorproject.org/programs/family-support.aspx>
- Spouses of totally and permanently disabled veterans can receive a preference for federal jobs (similar to a veterans preference letter). They must call the VA at 800-827-1000 and request their letter.
- Podcasts about different subjects. Some examples are: Battlefield Skills That Make Reintegration Challenging, Tips for Coping with Stress During the Holidays, Help Others, Help Yourself, Helping Families Cope with Psychological Health Concerns, Helping Children Understand Combat Stress, Resilience; Go to <http://www.realwarriors.net/podcasts/archives>
- Webinars to prevent compassion fatigue and caregiver burnout:
  - Video #1 : [https://www.youtube.com/watch?v=F6\\_6DtKbwO8&feature=youtu.be](https://www.youtube.com/watch?v=F6_6DtKbwO8&feature=youtu.be)
  - Video #2 : <https://www.youtube.com/watch?v=SThOv7EtLaE&feature=youtu.be>
- 2015 DoD Caregiver Resource directory - <http://warriorcare.dodlive.mil/files/2015/04/April-2015-Caregiver-Resource-Directory.pdf>

## Interview Preparation article

- Getting ready for the interview by USC -  
[http://careers.usc.edu/docs/handouts/Interview\\_Get\\_Ready.pdf](http://careers.usc.edu/docs/handouts/Interview_Get_Ready.pdf)
- Top Ten Ways to Blow a Job Interview by Kelly Eggers -  
<http://online.wsj.com/news/articles/SB129416698193872447>
- Dumb things people have said during job interviews by Kelly Eggers -  
<http://finance.yahoo.com/news/dumb-things-people-have-said-during-job-interviews.html>
- What not to say in an interview by Kelly Eggers -  
<http://riddickgroup.com/files/2012/02/What-Not-to-Say-in-a-Job-Interview.pdf>
- Top 20 common interview questions by Ana Antunes Da Silva -  
<http://www.hcareers.com/us/resourcecenter/tabid/306/articleid/819/default.aspx>
- How to dress for your next interview by Forbes -  
<http://www.forbes.com/sites/jacquelynsmith/2013/06/20/how-to-dress-for-your-next-job-interview/>
- What NOT to take to an interview by Lucas Works -  
<http://www.lucasworks.ca/what-not-to-take-to-an-interview>
- Successful preparation for an interview by Job Center of Wisconsin -  
<http://www.wisconsinjobcenter.org/publications/6951/6951.htm>

## Legal Issues for Employment for Disabled Veterans

For those of you working or seeking employment, the following from EEOC.gov website will interest you

Veterans and the Americans with Disabilities Act (ADA): A Guide for Employers Introduction

Copy and pasted from [http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm)

Each year, thousands of military personnel stationed around the world leave active duty and return to jobs they held before entering the service, or begin the search for new jobs. Recent veterans report high rates of service-connected disabilities (i.e., disabilities that were incurred in, or aggravated during, military service).[1]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn1](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn1)) About twenty-five percent of recent veterans report having a service-connected disability, as compared to about thirteen percent of all veterans.[2]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn2](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn2)) Common injuries incurred by these veterans include missing limbs, burns, spinal cord injuries, post traumatic stress disorder (PTSD), hearing loss, traumatic brain injuries, and other impairments.

There are several federal laws that provide important protections for veterans with disabilities who are looking for jobs or are already in the workplace. Two of those laws -- Title I of the Americans with Disabilities Act (ADA) and the Uniformed Services Employment and Reemployment Rights Act (USERRA) - protect veterans from employment discrimination. Title I of the ADA, which is enforced by the U.S. Equal Employment Opportunity Commission (EEOC), prohibits private and state and local government employers with 15 or more employees from discriminating against individuals on the basis of disability.[3]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn3](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn3)) USERRA has requirements for reemploying veterans with and without service-connected disabilities and is enforced by the U. S. Department of Labor (DOL).

This guide describes how the ADA applies to recruiting, hiring, and accommodating veterans with disabilities, and briefly explains how protections for veterans with disabilities differ under USERRA and the ADA. The guide also provides information on laws and regulations that employers may find helpful if they want to make recruiting and hiring veterans with disabilities a priority.

### 1. What protections does the ADA provide to veterans with disabilities?

Title I of the ADA prohibits an employer from treating an applicant or employee unfavorably in all aspects of employment -- including hiring, promotions, job assignments, training, termination, and any other terms, conditions, and privileges of employment -- because he has a disability, a history of having a disability, or because the employer regards him as having a disability. That means, for example, that it is illegal for an employer to refuse to hire a veteran because he has PTSD, because he was previously diagnosed with PTSD, or because the employer assumes he has PTSD. Similarly, an employer may not refuse to hire a veteran based on assumptions about a veteran's ability to do a job in light of the fact that the veteran has a disability rating from the U.S. Department of Veterans Affairs (VA). The ADA also limits the medical information employers may obtain and prohibits disability-based harassment and retaliation.

Finally, the ADA provides that, absent undue hardship ("significant difficulty or expense"), applicants and employees with disabilities are entitled to reasonable accommodation to apply for jobs, to perform their jobs, and to enjoy equal benefits and privileges of employment (e.g., access to the parts of an employer's facility available to all employees and access to employer-sponsored training and social events).

Section 501 of the Rehabilitation Act applies the same standards of non-discrimination and reasonable accommodation as the ADA to Federal Executive Branch agencies and the United States Postal Service. Documents explaining Title I of the ADA and the Rehabilitation Act can be found on EEOC's website at <http://www.eeoc.gov/>.

## 2. When is a veteran with a service-connected disability protected by the ADA?

A veteran with a service-connected disability is protected by the ADA when he meets the ADA's definition of disability and is qualified for the job he has or wants. The ADA defines an "individual with a disability" as a person who (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. An individual with a disability is qualified if he is able to meet an employer's requirements for the job, such as education, training, employment experience, skills, or licenses, and is able to perform the job's essential or fundamental duties with or without reasonable accommodation.

As a result of changes to the ADA made by the ADA Amendments Act of 2008, it is now much easier for individuals with a wide range of impairments to establish that they are individuals with disabilities and entitled to the ADA's protections. For example, the term "major life activities" includes not only activities such as walking, seeing, hearing, and concentrating, but also the operation of major bodily functions, such as functions of the brain and the neurological system.[4]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn4](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn4)) Additionally, an impairment need not prevent or severely or significantly restrict performance of a major life activity to be considered substantially limiting; the determination of whether an impairment substantially limits a major life activity must be made without regard to any mitigating measures (e.g., medications or assistive devices, such as prosthetic limbs) that an individual uses to lessen an impairment's effects; and impairments that are episodic or in remission (e.g., epilepsy or PTSD) are considered disabilities if they would be substantially limiting when active.[5]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn5](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn5))

Although the ADA uses different standards than the U.S. Department of Defense and the VA in determining disability, many more service-connected disabilities will also be considered disabilities under the ADA than prior to the ADA Amendments Act. In fact, some service-connected disabilities, such as deafness, blindness, partially or completely missing limbs, mobility impairments requiring the use of a wheelchair, major depressive disorder, and PTSD, will easily be concluded to be disabilities under the ADA.[6]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn6](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn6))

## 3. May an employer ask if an applicant is a "disabled veteran" if it is seeking to hire someone with a disability?

Yes. Although employers generally may not ask for medical information from applicants prior to making a job offer, they may do so for affirmative action purposes. See EEOC Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations Under the Americans with Disabilities Act of 1990 (1995) at <http://www.eeoc.gov/policy/docs/preemp.html> . An employer, therefore, may ask applicants to voluntarily self-identify as individuals with disabilities or "disabled veterans" when the employer is:

- undertaking affirmative action because of a federal, state, or local law (including a veterans' preference law) that

- requires affirmative action for individuals with disabilities; or,

- voluntarily using the information to benefit individuals with disabilities, including veterans with disabilities.

An employer also may ask organizations that help find employment for veterans with disabilities whether they have suitable applicants for particular jobs and may access websites on which veterans with disabilities post resumes or otherwise express interest in employment.

4. What steps should an employer take if it asks an applicant to self-identify as a "disabled veteran" for affirmative action purposes?

If an employer invites applicants to voluntarily self-identify, the employer must indicate clearly and conspicuously on any written questionnaire used for this purpose, or state clearly (if no written questionnaire is used), that:

- the information requested is intended for use solely in connection with its affirmative action obligations or its voluntary affirmative action efforts; and

- the specific information is being requested on a voluntary basis, it will be kept confidential in accordance with the ADA, refusal to provide it will not subject the applicant to any adverse treatment, and it will be used only in accordance with the ADA.

Information collected for affirmative action purposes must be kept separate from the application to ensure that confidentiality is maintained.

5. Are there any laws that allow agencies to give special consideration to veterans with disabilities who are looking for jobs with the federal government?

Yes. Under the Veterans' Preference Act, veterans with and without disabilities are entitled to preference over others in hiring from competitive lists of eligibles and may be considered for special noncompetitive appointments for which they are

eligible.[7]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn7](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn7))

Federal agencies also may use specific rules and regulations, called "special hiring authorities," to hire individuals with disabilities outside the normal competitive hiring process, and sometimes are even required to give preferential treatment to veterans, including disabled veterans, in making hiring decisions.

Here are some of the special hiring authorities federal agencies may be able to use to hire veterans with disabilities:

- the Veterans' Recruitment Appointment (VRA) program allows agencies to appoint eligible veterans without competition;

- the Veterans Employment Opportunity Act (VEOA) can be used when filling permanent, competitive service positions; it allows veterans to apply for jobs that are only open to "status" candidates, which means "current competitive service employees"; and,

- the Schedule A Appointment Authority, though not specifically for veterans, allows agencies to appoint eligible applicants who have a severe, physical, psychological, or intellectual disability.

For more information on veterans' preferences and special hiring authorities, see the "Vet Guide" on the U.S. Office of Personnel Management (OPM) website at <http://www.opm.gov/policy-data-oversight/veterans-services/vet-guide/>, "Feds Hire Vets

- Veterans' Preference" at <http://www.fedshirevets.gov/index.aspx>, and Special Hiring Authorities for Veterans at; see also OPM's Disabled Veterans Affirmative Action Program at <http://www.fedshirevets.gov/hire/hrp/dvaap/index.aspx>

6. May a private employer give preference in hiring to a veteran with a disability over other applicants?

Yes. Although the ADA prohibits discrimination "on the basis of disability," it does not prevent affirmative action on behalf of individuals with disabilities. Thus, a private employer may -- but is not required to -- hire an individual with a disability who is qualified (including a veteran with a disability) over a qualified applicant without a disability.

In addition, the Vietnam Era Veteran's Readjustment Assistance Act (VEVRAA) requires that businesses with a federal contract or subcontract in the amount of \$25,000 or more take affirmative action to employ and advance qualified disabled veterans. VEVRAA also requires these businesses to list their employment openings with appropriate employment service delivery systems, and to give covered veterans priority in referral to such openings.[8]([http://www.eeoc.gov/eeoc/publications/ada\\_veterans\\_employers.cfm#\\_edn8](http://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm#_edn8))

7. What are some specific steps employers may take to recruit and hire veterans with disabilities?

First, the ADA requires employers to ensure that online job announcements, recruiting information, and application processes are accessible to individuals with disabilities, including applicants who have service-connected disabilities. There are also a number of steps, in addition to measures specifically applicable to

federal employers (see Q&A 5), that any employer may take to recruit and hire veterans with disabilities, such as:

- stating on a job advertisement or vacancy announcement that it is an equal opportunity employer and that individuals with disabilities, including "disabled veterans" or veterans with service-connected disabilities, "are encouraged to apply"

- making written recruiting materials, such as application forms and brochures, available in alternate formats (e.g., Braille, large print, etc.), or assisting veterans with disabilities in completing application materials when necessary

- sending vacancy announcements to, and asking for referrals from, government, community, military organizations, and One Stop Career Centers that train and/or support veterans with disabilities

- posting advertisements and vacancy announcements in publications for veterans

- attending job fairs and using online resume databases that connect job-seeking veterans with civilian employers

- surveying other employers to learn about their successful outreach efforts

Even where employers do not specifically recruit veterans with disabilities, they should make sure that there is nothing in a job announcement or on an application form that would discourage anyone with a disability from applying. For example, employers should not state in vacancy announcements that applicants must be in "excellent health" or describe how a function must be performed (e.g., "requires extended standing") but, instead, should describe the actual function to be performed (e.g., "requires moving objects that weigh more than 50 pounds"). Often, reasonable accommodations are available that will allow a veteran with a disability to perform a function in a way that is different from the way it is typically done.

8. What types of reasonable accommodations may veterans with disabilities need for the application process or during employment?

While not all veterans with service-connected or other disabilities will need an accommodation or require the same

accommodation, the following are examples of accommodations that some veterans may need to apply for or perform a job:

- written materials in accessible formats, such as large print, Braille, or on computer disk

- recruitment fairs, interviews, tests, and training held in accessible locations

- modified equipment or devices (e.g., assistive technology that would allow a blind person to use a computer or someone who is deaf or hard of hearing to use a telephone; a glare guard for a computer monitor used by a person with a traumatic brain injury; a one-handed keyboard for a person missing an arm or hand)

- physical modifications to the workplace (e.g., reconfiguring a workspace, including adjusting the height of a desk or shelves for a person in a wheelchair)

- permission to work from home

leave for treatment, recuperation, or training related to their disability  
 modified or part-time work schedules

a job coach who could assist an employee who initially has some difficulty learning or remembering job tasks

modification of supervisory methods, which may include breaking complex assignments into smaller, separate tasks, adjusting methods of communication (e.g., giving instructions in writing rather than orally), or providing some additional feedback or guidance

reassignment to a vacant position where a disability prevents performance of the employee's current job, or where accommodating the employee in the current job would result in undue hardship

#### 9. How does an employer know when a veteran with a disability needs an accommodation?

Usually, the process of providing a reasonable accommodation will begin with a request from the individual with a disability. A family member, friend, health professional, rehabilitation counselor, or other representative also may request a reasonable accommodation on the veteran's behalf. The request does not have to mention the ADA or use the term "reasonable accommodation" and simply can be an oral or written statement indicating that the individual needs an adjustment or change in the application process or at work for a reason related to a medical condition. A request for reasonable accommodation is the first step in an informal interactive process between the individual and the employer.

The process will involve determining whether the veteran requesting a reasonable accommodation has a disability (where this is not obvious or already known) and identifying accommodation solutions. Employers should ask the particular veteran requesting accommodation because of his disability what is needed to do the job. There also are extensive public and private resources to help employers identify reasonable accommodations for employees with particular disabilities. For example, the website for the Job Accommodation Network (JAN) provides a practical guide for employers on reasonable accommodation, as well as information about accommodations for specific disabilities, including one on "Accommodating Service Members and Veterans with PTSD." See JAN's website at <http://askjan.org/>

#### 10. May an employer ask a veteran with a disability whether a reasonable accommodation is needed if none has been requested?

Sometimes. During the application process, an employer may explain what the hiring process involves (e.g., an interview, timed written test, or job demonstration) and ask all applicants whether they will need a reasonable accommodation to participate in any part of the process. In addition, if an employer reasonably believes that a veteran with an obvious

service-connected disability (e.g., a veteran who is blind or missing a limb) who is applying for a particular job will need a reasonable accommodation to do that job, the employer may ask whether an accommodation is needed and, if so, what type. Once a veteran with a disability has started working, an

employer may ask whether an accommodation is needed when it reasonably appears that the person is experiencing workplace problems because of a medical condition.

Because many veterans may not view their service-related injuries as disabilities, they may not ask, or know that they are entitled to ask, for a reasonable accommodation. As a result, it may be critical for the employer to initiate a conversation with a veteran who is experiencing problems to determine an appropriate accommodation. Working together, the employer and veteran should identify what the veteran cannot do and then discuss ways to address any identified performance issue(s).

#### 11. How does USERRA differ from the ADA?

USERRA prohibits employers from discriminating against employees or applicants for employment on the basis of their military status or military obligations. It also protects the reemployment rights of individuals who leave their civilian jobs (whether voluntarily or involuntarily) to serve in the uniformed services, including the U.S. Reserve forces and state, District of Columbia, and territory (e.g., Guam) National Guards.

Both USERRA and the ADA require employers to make certain adjustments for veterans with disabilities called "reasonable accommodations." However, USERRA requires employers to go further than the ADA by making reasonable efforts to assist a veteran who is returning to employment to become qualified for a job whether or not the veteran has a service-connected disability. This could include providing training or retraining for the position. See Title 38, United States Code, Chapter 43 - Employment and Reemployment Rights of Members of the Uniformed Services, 38 U.S.C. § 4313; 20 C.F.R. §§ 1002.198, 1002.225 - .226. USERRA also applies to all employers, regardless of size. Information on the reemployment rights of uniformed service personnel can be found on DOL's website at <http://www.dol.gov/vets/>

## Mortgage Free Home Organizations

Below are the links to organizations around the country that provide mortgage free homes to wounded warriors. One of the main criteria is that you can't have an existing mortgage. Also, most of the organizations require strict adherence of a budget and let them oversight you.

<http://buildinghomesforheroes.org/chase-homes> - homes around the country

<http://www.militarywarriors.org/openhomes> - homes around the country

<http://www.homesonthefront.org/CurrentHomes> - homes around the country

[https://www.hfotusa.org/nhp\\_form](https://www.hfotusa.org/nhp_form) - builds homes for veterans with SAH grants approved

<http://www.operationfinallyhome.org/> - custom built homes for the severely injured

<http://operationcominghome.com/> - homes built in NC

<http://www.purplehearthomesusa.org/application-for-assistance> - Homes in FL, GA, KY, MD, NC, NY, OH, SC, TN, VA and WV – must assume 50% of home's appraised value

## Info for Organizations to Update your New Contact Info

**DFAS** – go to myPay at <https://mypay.dfas.mil/mypay.aspx> or the following link and fill out DD2866 - <http://www.dfas.mil/retiredmilitary/manage/changeofaddress.html>

**VA Benefits** – fill out VA Form 20-572 - <http://www.vba.va.gov/pubs/forms/VBA-20-572-ARE.pdf> and fax to your new regional office at [http://www.benefits.va.gov/COMPENSATION/dbq\\_fax\\_numbers.asp](http://www.benefits.va.gov/COMPENSATION/dbq_fax_numbers.asp) or mail it to the regional office at <http://www.benefits.va.gov/benefits/offices.asp>, select the office and the address will be on the left. You can also go to eBenefits: <https://www.ebenefits.va.gov/ebenefits/homepage>

**VA Healthcare** – go to the Enrollment and Eligibility office or see an eligibility officer at a Community Based Outpatient Clinic (CBOC) to update info and request transfer of your records to the new VA - [http://www.va.gov/directory/guide/division\\_flash.asp?dnum=1](http://www.va.gov/directory/guide/division_flash.asp?dnum=1)

**VA Voc Rehab** – contact your old Voc Rehab counselor and give them your updated contact information and they will update their system and transfer your file

**VGLI** – go to <https://insurance.va.gov/portal/> or call 1-800-419-1473

**DEERS** - You can do it online if you have your DoD Self Service login info or MyPay login info at - <https://www.dmdc.osd.mil/milconnect/>, select Update Address on the right; or call 1-800-538-9552; or go to an ID card office at <http://www.dmdc.osd.mil/rsl>

**Social Security Administration** – call 1-800-772-1213 or go to my Social Security - <https://secure.ssa.gov/RIL/SiView.do>

**Army TDRL office** - Mail option: Headquarters, Physical Disability Agency, ATTN: TDRL Branch, 2530 Crystal Drive, Arlington, Virginia 22202; Call option: 1-855-863-0426; Email option: [usarmy.pentagon.hrc.mbx.usapda-tdrl@mail.mil](mailto:usarmy.pentagon.hrc.mbx.usapda-tdrl@mail.mil)

**Register to vote in new state** – fill out the National Mail Voter Registration Form and mail to given address in the document located at [http://www.eac.gov/voter\\_resources/register\\_to\\_vote.aspx](http://www.eac.gov/voter_resources/register_to_vote.aspx)

**Tricare** – If you have Standard, only need to update DEERS. If Prime and if moving in the same region, call current regional contractor to request a change in PCM. If Prime and changing regions, call your old Tricare regional contractor to update info - TRICARE North Region, Health Net Federal Services, LLC, 1-877-TRICARE (1-877-874-2273); TRICARE South Region, Humana Military, 1-800-444-5445; TRICARE West Region; UnitedHealthcare Military & Veterans, 1-877-988-WEST (1-877-988-9378) or you can do it online at <http://www.tricare.mil/bwe>

**TSP** – If you still have an account, download, complete and mail TSP form 9: <https://www.tsp.gov/planparticipation/withdrawals/accountOptions.shtml>

# Purple Heart for Concussions or mTBI from the Enemy

- From Army Directive 2011-07
- Purple Heart for Concussions. When recommending and considering award of the Purple Heart for concussion injuries, the chain of command will ensure that the criteria in paragraph 2.a are met and that both diagnostic and treatment factors are present and documented in the Soldier's medical record by a medical officer in accordance with paragraph 2.b.
- a: The following nonexclusive list provides examples of signs, symptoms or medical conditions documented by a medical officer or medical professional that meet the standard for award of the Purple Heart:
  - (1) Diagnosis of concussion or mild traumatic brain injury;
  - (2) Any period of loss or a decreased level of consciousness;
  - (3) Any loss of memory of events immediately before or after the injury;
  - (4) Neurological deficits (weakness, loss of balance, change in vision, praxis (that is, difficulty with coordinating movements), headaches, nausea, difficulty with understanding or expressing words, sensitivity to light, etc.) that may or may not be transient; and,
  - (5) Intracranial lesion (positive computerized axial tomography (CT) or magnetic resonance imaging (MRI) scan).
- b: The following nonexclusive list provides examples of medical treatment for concussion that meet the standard of treatment necessary for award of the Purple Heart:
  - (1) Limitation of duty following the incident (limited duty, quarters, etc);
  - (2) Pain medication, such as acetaminophen, aspirin, ibuprofen, etc., to treat the injury;
  - (3) Referral to a neurologist or neuropsychologist to treat the injury; and,
  - (4) Rehabilitation (such as occupational therapy, physical therapy, etc.) to treat the injury.
- Any member of the U.S. Army who believes that he or she is eligible for the Purple Heart, but through unusual circumstances no award was made, may submit an application through the member's chain of command to the Commander, USAHRC (AHRC-PDP-A). If the requestor has separated from the military, the application may be mailed directly to the Commander, USAHRC (AHRC-PDP-A). Human Resources Cmd, 1600 Spearhead Div Ave, AHRC-PD, Fort Knox, KY 40122-5400
- The application will include the following documentation pertaining to the wound and inflicting force:
  - DA Form 4187 (Personnel Action);
  - For active duty - Chain of command endorsement (through the first general officer in the Servicemember's current chain of command for Servicemembers currently serving);

- Deployment orders;
- Officer Record Brief/Enlisted Records Brief/DA Form 2-1, 2A, 2B, or 2C;
- One-page narrative describing the qualifying incident and the conditions under which the Servicemember was injured or wounded;
- Statements from at least two individuals other than the proposed recipient who were personally present, observed the incident, and have direct knowledge of the event.
- Alternatively, other official documentation may be used to corroborate the narrative;
  - Casualty report;
  - SF 600 (Chronological Record of Medical Care);
  - and, DD Form 214 (Certificate of Release or Discharge From Active Duty) (if applicable)

## How to Retrieve your Military Personnel File Digitally

Login to eBenefits: <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

The screenshot shows the eBenefits homepage. At the top right, there are 'Log in' and 'Register' buttons. A black arrow points to the 'Log in' button. Below the navigation bar, there are three main sections: 'Apply', 'Manage Benefits', and 'Manage Health'. Each section lists various services such as 'Disability Compensation', 'Compensation Claim Status', and 'Share Your VA Medical Records'. A 'Log in' button is highlighted with a black arrow pointing to it from the top right.

Scroll over Manage and then select Documents and Records

The screenshot shows the eBenefits 'Manage' dropdown menu. The 'Documents and Records' option is highlighted with a blue background. A black arrow points to this option from the left. The page also shows 'Featured Activities' and 'Your VA Online Health Records' sections.

Select Military Personnel File

The screenshot shows the eBenefits website interface. At the top, there's a navigation bar with 'Apply', 'Manage', 'Learn', 'National Resource Directory', 'Employment Center', and 'Contact'. Below this is a section titled 'Access Your Documents and Records' containing a grid of service-related links. An arrow points to the 'Military Personnel File' link, which includes a tooltip that reads: 'Review and print this feature will require free premium access. official Military Personnel File, including your DD 214.'

Select Request Your OMPF information

The screenshot shows the 'Request Official Military Personnel File' page on eBenefits. The page title is 'Request Official Military Personnel File'. It contains a section titled 'What is DPRIS?' with explanatory text. On the right side, there is a DPRIS logo and three buttons: 'What Is DPRIS', 'Request Your OMPF Information', and 'View Your Retrieved OMPF Information'. An arrow points to the 'Request Your OMPF Information' button, which has a tooltip that says 'Click to go to User Acceptance page'.

Select Accept

Home | About | Help | Contact | Feature List | I am a ...

**eBenefits**  
My Gateway to Benefit Information

A Service of the Department of Veterans Affairs and the Department of Defense

Log out

apply for BENEFITS | view my STATUS | access my DOCUMENTS | browse NAT'L RESOURCE DIRECTORY | employment CENTER | my personal DASHBOARD

Welcome Michael Dow | Last Log in: Mar 14, 2014 2:31:01 PM

## Request Official Military Personnel File

**DPRIS — U.S. Government Information System Notification**

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

**Accept**

Input email address, Check Branch of Service and Check all boxes of documents you want to retrieve, then select Submit

https://eauth.va.gov/eBenefits-portal/eBenefits.portal?\_nfpb=true&nfxr=false&\_pageLabel=MilitaryPersonnelFile

Email Address \*

OMP System(s) to be queried \*

Document Selection

<input type="checkbox"/> Service Computation Group	<input type="checkbox"/> Professional History Group
SC1 <input type="checkbox"/> DD214/DD215	PH1 <input type="checkbox"/> Promotion/Adv/Reduction
SC2 <input type="checkbox"/> Service Verification/Computation	PH2 <input type="checkbox"/> Service Military Educ/Training
SC3 <input type="checkbox"/> Officer Appt/Termination	PH3 <input type="checkbox"/> Civilian Education/Training
SC4 <input type="checkbox"/> Enlistment/Extensions	PH4 <input type="checkbox"/> Service Status/Change/Revision
SC5 <input type="checkbox"/> Service Acknowledgement/Agt	PH5 <input type="checkbox"/> Chron Assignment History
SC6 <input type="checkbox"/> Discharge/Separation/Ret	PH6 <input type="checkbox"/> Quals/Licenses/Certificates
SC7 <input type="checkbox"/> Casualty/Death	PH7 <input type="checkbox"/> Security Access/Clearance
SC8 <input type="checkbox"/> Orders/Endorsements	<input type="checkbox"/> Administrative Group
<input type="checkbox"/> Performance Group	AG1 <input type="checkbox"/> Dependant Support/Elig
PG1 <input type="checkbox"/> Performance Reports	AG2 <input type="checkbox"/> Personal History/Bio
PG2 <input type="checkbox"/> Commendatory Items	AG3 <input type="checkbox"/> Loan/Tuition Assistance/Elig
PG3 <input type="checkbox"/> Meritatory Items	AG4 <input type="checkbox"/> Change/Correction/Verification
PG4 <input type="checkbox"/> Sensitive/Restricted	AG5 <input type="checkbox"/> Medical/Physical/Exam/Findings
PG5 <input type="checkbox"/> Photographs	

**Submit**

\* Represents a required field

eBenefits Links | Veterans Affairs Links | Regulations & Guidance Documents | More Related Links

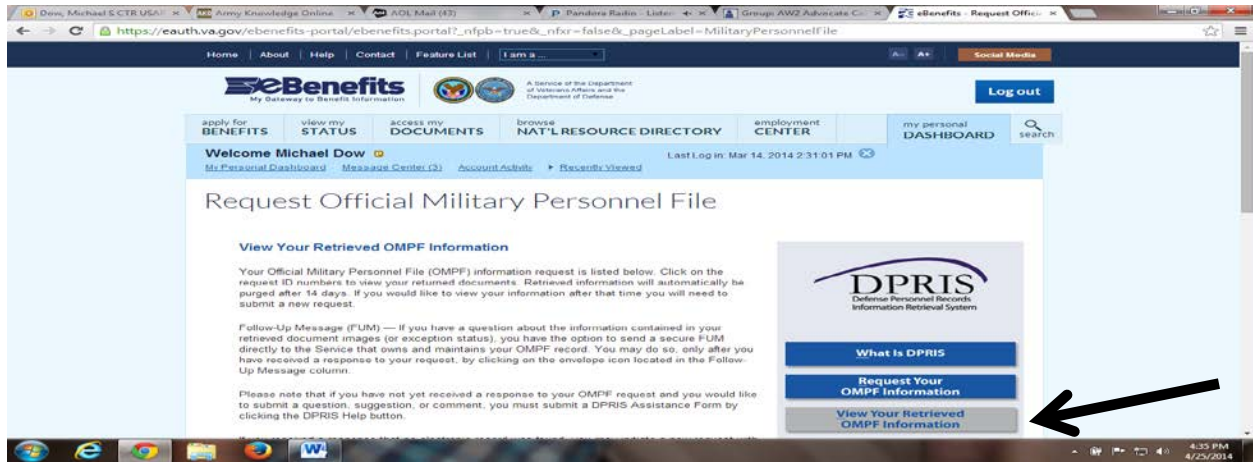
eBenefits Home | VA Home | VA Freedom of Information Act | Forms.gov

About eBenefits | VA Web Policies & Important Links | DoD Forms

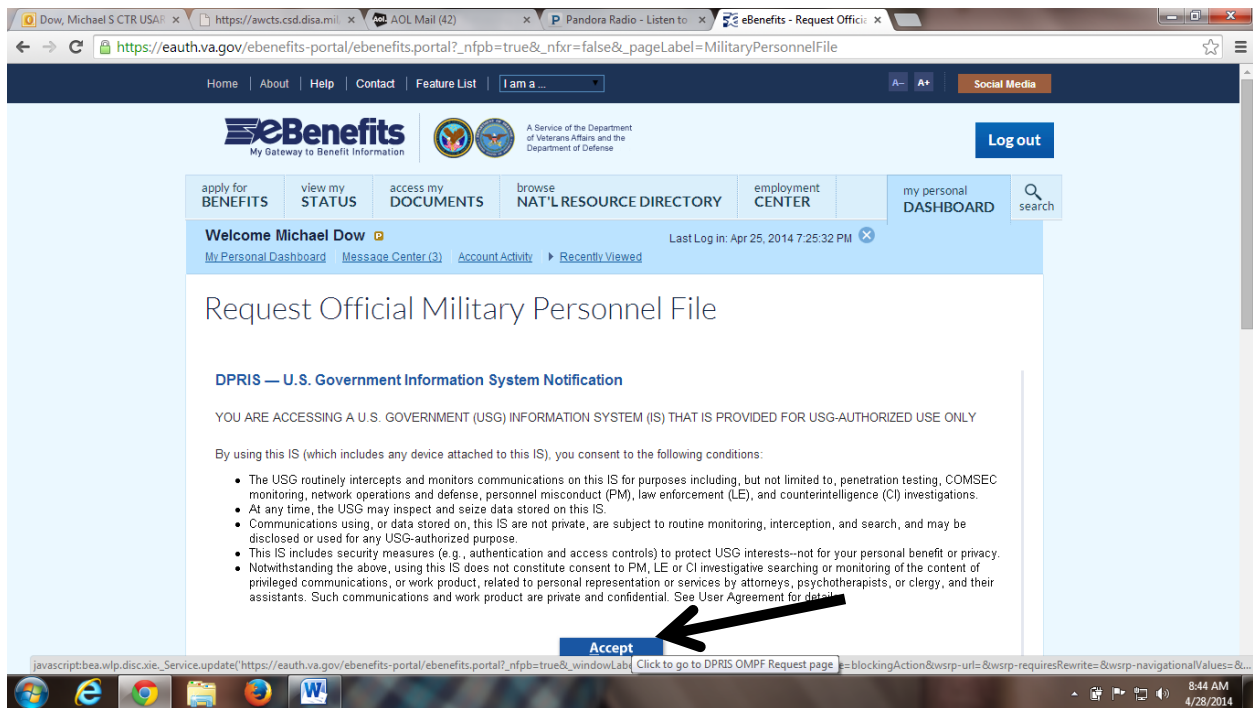
You will later receive an email letting you know documents have been retrieved and are in your eBenefits account

Once you receive the email, login to eBenefits, scroll over Manage and select Documents and Records. Then select Military Personnel File.

Select View Your Retrieved OMPF information



Select the Accept button



Select the hyperlink

Your Official Military Personnel File (OMPF) information request is listed below. Click on the request ID numbers to view your returned documents. Retrieved information will automatically be purged after 14 days. If you would like to view your information after that time you will need to submit a new request.

Follow-Up Message (FUM) — If you have a question about the information contained in your retrieved document images (or exception status), you have the option to send a secure FUM directly to the Service that owns and maintains your OMPF record. You may do so, only after you have received a response to your request, by clicking on the envelope icon located in the Follow-Up Message column.

Please note that if you have not yet received a response to your OMPF request and you would like to submit a question, suggestion, or comment, you must submit a DPRIS Assistance Form by clicking the DPRIS Help button.

If you received a response that no electronic record was found, you may initiate a new request with the National Personnel Records Center (NPRC) at <http://www.archives.gov/veterans/evetrecs/index.html>. NPRC maintains and services all non-imaged OMPF information.

If you would like to review DPRIS Frequently Asked Questions (FAQs), or would like to submit a question, suggestion or comment, click on the DPRIS Help button. Please complete a DPRIS Assistance Form to submit a question to the DPRIS help desk.

If you have a specific question about the information contained in your retrieved document images (or exception status), you have the option to send a secure follow-up message directly to the Service that owns and maintains your OMPF record. You may do so, once you receive a response to your request, by clicking on the envelope icon located in the Follow-Up Message column.

**Your Retrieved OMPF Information**

Request ID	Date Received	Purge days left	Follow Up Message
8I48V79YP3GM2Xc5139_af	04/25/2014 19:32:04	11	

Navigation buttons on the right: What Is DPRIS, Request Your OMPF Information, View Your Retrieved OMPF Information, DPRIS Help, OMPF Availability.

Check off the boxes to download. You may have to check off only half the boxes and download those since the file may be too big and then later check off the remaining boxes and download those. Then select Display Selected Files

Document list:

- Effective Date: 11/19/2001 (1 page(s))
- Scan Date: 4/25/2014
- SF93C REPORT OF MEDICAL HISTORY (COMMISSIONING)
- Effective Date: 11/19/2001 (1 page(s))
- Scan Date: 4/25/2014
- AA AIR MEDAL ACHIEVEMENT - ORDER
- Effective Date: 1/13/2006 (1 page(s))
- Scan Date: 4/25/2014
- DA AIR MEDAL ACHIEVEMENT - ORDER
- Effective Date: 12/26/2006 (1 page(s))
- Scan Date: 4/25/2014
- D1966U RECORD OF MILITARY PROCESSING-ARMED FORCES OF THE UNITED STATES
- Effective Date: 5/6/2002 (1 page(s))
- Scan Date: 4/25/2014
- EADORD EXTENDED ACTIVE DUTY (EAD) ORDER
- Effective Date: 9/20/2002 (1 page(s))
- Scan Date: 4/25/2014
- SGLV8286 SERVICEMEMBERS' GROUP LIFE INSURANCE ELECTION
- Effective Date: 7/16/2002 (1 page(s))
- Scan Date: 4/25/2014
- TESTRESULTS TEST RESULTS MEMORANDUM OR LISTING
- Effective Date: 10/11/2007 (1 page(s))
- Scan Date: 4/25/2014

**Display Selected Files**

If you are using a public computer to access your OMPF record, the following are additional recommended security precautions you should take.

The file will then download as a PDF for you to save and/or print.

## Self-Employment Resources for Veterans

- VA Veteran Entrepreneur portal of information:  
<http://www.va.gov/osdbu/entrepreneur/index.asp>
- VA Voc Rehab - Services under this option may include analysis of the viability of a business concept, development of a business plan, training in the operation of a small business, marketing and financial assistance, and guidance on obtaining adequate resources to implement the plan. You need to apply for Voc Rehab using VONAPP, VA form 28-1900. To go to VONAPP, go to: <http://vabenefits.vba.va.gov/vonapp/>
- National Association for the Self-Employed membership for veterans - <http://www.nase.org/home.aspx> - Membership benefits include:  
24/7 Access to Experts Online - Tax, Finance, Legal, Business Strategy  
NASE Startup Kit - Top 10 Tips for Starting your Business  
\$10,000 included Metlife Term Life Insurance  
NASE Growth Grants® - Apply for grants up to \$5,000  
SelfInformed - monthly educational e-newsletter  
NASE Printing Services - discounts on high quality printing of business cards, letterhead and more  
NASE HRA 105 - deduct up to 100% of health insurance premiums  
Access to Affordable Health Insurance  
Access to MetLife Dental Insurance - up to 40% savings on dental services  
And more!
- Loan and grant search tool from the SBA - <http://www.sba.gov/category/navigation-structure/loans-grants>
- There is a law that requires the federal Government to contract a percentage of business to Veteran and Service Disabled Veterans Owned Small Businesses. For eligibility, see the following items:  
The Service Disabled Veteran (SDV) must have a service-connected disability that has been determined by the Department of Veterans Affairs or Department of Defense  
The SDVOSBC must be small under the North American Industry Classification System (NAICS) code assigned to the procurement

The SDV must unconditionally own 51% of the SDVOSBC

The SDVO must control the management and daily operations of the SDVOSBC

The SDV must hold the highest officer position in the SDVOSBC

- Some contracts are set aside only for Service Disabled Veterans. Go to the following site and select Service-Disabled Veteran-Owned Small Business as the Set Aside Code and search: <https://www.fbo.gov/index?s=opportunity&mode=list&tab=search>  
Federal business opportunities can be found at <https://www.fbo.gov/>  
To get classified as Service-Disabled Veteran-Owned Small Business is a process and you can get help to get this from the nearest Small Business Administration office.
- SBA's Small Business resource guide for veterans - <http://www.sba.gov/sites/default/files/files/veteransbackbus.pdf>
- GI bill can pay for entrepreneurship training through the Small Business Development Center near you. To apply, go to <http://vabenefits.vba.va.gov/vonapp/> and fill out VA Form 22-1990. To find courses near you, go to [www.sba.gov/sbdc](http://www.sba.gov/sbdc)
- Entrepreneurship bootcamp - There is a special program where you can get free training from some top universities that specialize in entrepreneurship. It is specifically for post 9-11 veterans that have a disability. They will provide free online courses for self study and then fly you at to a university for 9 days for a bootcamp. They will then provide you with ongoing support through their faculty. All of this is completely free including the air travel and lodging. You have to have 2 letters of recommendation for the program and it is very competitive. For more information or to apply, visit <http://whitman.syr.edu/ebv/>
- Operation Boots to Business - please see Operation Boots to Business at: <http://boots2business.org/> . It is a partnership with SBA and Syracuse University that culminates with a 8 week online course giving you business fundamental education.
- Free small business advice and free Online Business training - With these webinars, you'll learn how to use online tactics to grow your business, how to protect your small business from cyber threats, and learn new trends that may affect you. Can't make the live events? Register and get the recording. <https://www.score.org/>

- Here's a link to many articles to help you start your own business from the Small Business Administration: <http://www.sba.gov/category/navigation-structure/starting-managing-business/starting-business>
- Go to the following site to view short videos on many different subjects regarding starting a business from the Small Business Administration: <http://www.sba.gov/tools/sba-learning-center/search/video>
- Franchise info - For those of you wanting to start a franchise, you can get access to the VetFran toolkit at: <http://www.vetfran.com/> . It will provide you with a Franchising 101 online course, a finance assessment, a workbook for prospective franchise owners, a fund to help veterans without the equity to

access loans, partner links and access to the VetFran Mentor Network and and get advice from an experienced franchise professional. Franchises available specifically for veterans can be found at: <http://www.franchise.org/Veteran-Franchise.aspx>

- The Small Business Administration has Veteran Business Development Officers for each state that can help you out. Find one at <http://www.sba.gov/about-offices-content/1/2985/resources/47731> .
- There are Veterans Business Outreach Centers across America that support veterans. These VBOCs are publicly funded by the SBA and privately funded by the Veterans Resource Centers of America. They provide business education, mentorship and funding support. For more info, go to <http://www.sba.gov/content/veterans-business-outreach-centers> . They would provide support primarily through Skype. Examples of support are: Business concept assessment

#### MENTORSHIP:

- Business development
- Financial management
- Marketing and Sales
- Franchise management
- Human resource strategy
- Government contracting
- Advice on international trade

#### FUNDING SUPPORT:

- Preparing business plan & executive summary
- Identifying sources of debt financing
- Finding alternative lenders

- Applying for an SBA-backed loan
- Locating alternative lenders
- Negotiating for equity financing
- Crowd funding (JOBS Act)
- If you are thinking about starting your own business, the following link will help you analyze your competition: <http://www.sba.gov/tools/sizeup> . SizeUp will help you manage and grow your business by benchmarking it against competitors, mapping your customers, competitors and suppliers, and locating the best places to advertise.
- [www.VetBiz.gov](http://www.VetBiz.gov) - The Center for Veterans Enterprise (CVE) promotes business ownership and expansion for veterans and service-connected disabled veterans to increase participation in the Federal marketplace with emphasis on the U.S. Department of Veterans Affairs. CVE supports acquisition teams through procurement coaching, free market research, awareness briefings and awards for noteworthy achievements.

## Some things that have helped Veterans adjust

- Playing a musical instrument - [http://www.army.mil/article/104596/Wounded\\_warriors\\_SOAR\\_find\\_strength\\_through\\_music\\_therapy/](http://www.army.mil/article/104596/Wounded_warriors_SOAR_find_strength_through_music_therapy/)
- Making art - [http://www.washingtonpost.com/politics/federal\\_government/helping-soldiers-with-traumatic-brain-injuries-through-art-therapy/2013/07/02/61939380-e316-11e2-a11e-c2ea876a8f30\\_story.html](http://www.washingtonpost.com/politics/federal_government/helping-soldiers-with-traumatic-brain-injuries-through-art-therapy/2013/07/02/61939380-e316-11e2-a11e-c2ea876a8f30_story.html)
- Bicycling - <http://www.prweb.com/releases/2013/6/prweb10859732.htm>
- Having a dog - <http://archive.theleafchronicle.com/article/20130725/NEWS01/307250009/>
- Paintball - <http://www.ocala.com/article/20140622/ARTICLES/140629917>
- Interacting with horses - <http://www.youtube.com/watch?v=qx-UTXE1MbM>
- Having a hobby - <http://www.armytimes.com/article/20130601/OFFDUTY03/306010003/Hobbies-therapy-Fly-fishing-knitting-more-can-ease-anxiety-PTSD>
- Golf - <http://www.somdnews.com/article/20140709/NEWS/140709435/1281/-x2018-golf-is-therapy-for-me-x2019&template=southernMaryland>
- Vet Center counseling - <http://www.vetcenter.va.gov/>
- Prolonged Exposure therapy - <http://www.ptsd.va.gov/public/treatment/therapy-med/prolonged-exposure-therapy.asp>
- Accelerated Resolution therapy - <http://acceleratedresolutiontherapy.com/web/>
- Family therapy - <http://www.psychiatry.org/ptsd>
- Cognitive Behavioral therapy - <http://www.ptsd.va.gov/public/treatment/therapy-med/treatment-ptsd.asp>
- EMDR - <http://www.ptsd.va.gov/public/treatment/therapy-med/treatment-ptsd.asp>
- Medication - <http://www.ptsd.va.gov/public/treatment/therapy-med/treatment-ptsd.asp>
- Group therapy - <http://www.ptsd.va.gov/public/treatment/therapy-med/treatment-ptsd.asp>
- Psychodynamic psychotherapy - <http://www.ptsd.va.gov/public/treatment/therapy-med/treatment-ptsd.asp>

## Free Summer Camp Retreats for Children of Wounded Warriors

- Camp Corral – different cities - <http://www.campcorral.org/camp-experience/camps/> - ages 8-15
  - Different dates
  - To apply, select a camp and then select Sign Up Now
  - Transportation not included
- Kids of our Heroes Adventure Camp - Missouri – [www.kidsofourheroes.org](http://www.kidsofourheroes.org) – ages 11-17
  - 2015 flyer: [http://www.kidsofourheroes.org/uploads/3/2/0/4/3204865/kids\\_of\\_our\\_heroes\\_-\\_adventure\\_camp.pdf](http://www.kidsofourheroes.org/uploads/3/2/0/4/3204865/kids_of_our_heroes_-_adventure_camp.pdf)
  - August 2-8, 2015
  - To apply, contact the Camp Manager at 417-574-6250
  - Transportation not included
- Joint Science and Technology Institute – Maryland - <http://www.orau.org/center-for-science-education/events/jsti/default.html> - ages 16-18
  - 2015 Application already closed, July 18-31, 2015
  - Must have a teacher recommendation
  - All expenses paid
- 4-H Military Partnership Camps – different cities - [http://4-hmilitarypartnerships.org/dod-camps/2015-camps/2015\\_youth\\_camps/2015\\_youth\\_camps\\_state.html](http://4-hmilitarypartnerships.org/dod-camps/2015-camps/2015_youth_camps/2015_youth_camps_state.html) - ages 13-17
  - Different dates
  - Priority goes to children with an actively serving parent
  - To apply, visit website
  - Transportation not included
- Georgia Adventure Camp – Georgia - <http://www.georgia4h.org/military/gcac.html> - ages 7-17
  - Apply online
  - Transportation not included

## Things to know about the post 9/11 GI bill

- You can only transfer your post 9/11 GI bill to your dependents while on active duty and it incurs a 4 year service commitment. [http://www.benefits.va.gov/gibill/post911\\_transfer.asp](http://www.benefits.va.gov/gibill/post911_transfer.asp)
- If you have at least 90 days of aggregate active duty service after Sept. 10, 2001, and are still on active duty, or if you are an honorably discharged Veteran or were discharged with a service-connected disability after 30 days, you are ELIGIBLE for the post 9/11 GI Bill. The post 9/11 GI Bill gives you a housing allowance as well as a book stipend. You have to convert your GI Bill to become the post 9/11 GI bill. You have to use your 36 months of benefits within 15 years of your discharge date for the post 9/11. The Montgomery GI Bill expires after 10 years. If you have the Montgomery GI bill and you do not convert your GI Bill to become the post 9/11 GI Bill before the 10 year deadline, then you may lose those benefits. [http://www.benefits.va.gov/gibill/post911\\_gibill.asp](http://www.benefits.va.gov/gibill/post911_gibill.asp)
- To convert your GI Bill to become the post 9/11, go to the following website and create a VONAPP account: <http://vabenefits.vba.va.gov/vonapp/> . Select VA form 22-1990 to fill out.
- The following VA site lets you calculate you GI bill benefits and research approved programs: <http://department-of-veterans-affairs.github.io/gi-bill-comparison-tool/>
- Contact information for VA Education Processing Facilities can be found at [http://www.benefits.va.gov/gibill/regional\\_processing.asp](http://www.benefits.va.gov/gibill/regional_processing.asp)
- If you want to change schools once having started using your GI bill or you want to change your course of study, you must fill out and mail VA form 22-1995 to your VA education processing office
- If you are using your GI Bill, you are eligible for the work study program. The Work-Study Program provides part-time employment to students receiving VA education benefits who attend school at three-quarter time or more. Services performed under a VA Work-Study program must be related to VA work. A student can work at any VA facility; a hospital, a Regional Office, a Vet Center, or even work at the school he or she is attending and help fellow Veteran students. Veterans are paid either the State or Federal minimum wage, whichever is greater. To apply, complete VA form 22-8691 and mail to your VA education processing facility for your region
- If you are going to college and using your GI Bill, you are eligible to apply and receive federal and school grants (free money to help pay for books and other expenses). The website is: <http://www.fafsa.ed.gov/index.htm>
- You can receive a special allowance for individual tutoring if you train in school at one-half time or more. To qualify, you must have a deficiency in a subject, making the tutoring necessary. The school must certify the tutor's qualifications and the hours. If eligible, you can receive a maximum monthly payment of \$100. The maximum benefit is \$1,200. Complete VA form 22-1990t and mail receipts to VA education processing office
- Scholarship finder for veterans - <http://offers.military.com/v/scholarships/flow/>
- Licensing and certifications - If you are interested in taking examinations that will allow you to acquire professional certification, the VA will provide certification for the tests (but only the tests, not for anything else). To search for approved tests, go to: <http://inquiry.vba.va.gov/weamspub/buildSearchLCCriteria.do> . To get reimbursed, complete VA form 22-0803 and submit receipt to your VA education processing office.

- If you are interested in taking national exams for academic admissions purposes, such as the SAT, LSAT, GRE, GMAT, AC, or MCAT (for a complete list, go to [http://www.benefits.va.gov/gibill/national\\_testing.asp](http://www.benefits.va.gov/gibill/national_testing.asp) ), the VA will reimburse you for registration fees, fees for the test itself, and any administrative fees. It will not reimburse you for things like pre-tests or other outside training not directly needed to actually take the exam. If taking a CLEP test, the GI bill can cover the test fee. To get reimbursed, complete VA form 22-0810 and submit receipt to your VA education processing office.
- If you are interested in vocational training or Non College Degree programs that does not require university attendance, such as becoming a barber, EMT, or acquiring HVAC certification, the VA will provide funding. Go to [http://www.benefits.va.gov/gibill/non\\_college\\_degree.asp](http://www.benefits.va.gov/gibill/non_college_degree.asp) for more info. On the Job training and apprenticeships like a plumber or Firefighter – To search for a participating employer, go to <http://inquiry.vba.va.gov/weamspub/buildSearchInstitutionCriteria.do> . Flight training, Entrepreneurship education and Correspondence training are also options. Visit <http://www.benefits.va.gov/gibill/>
- Here are important rules of the VA for the GI bill regarding not completing classes and paying money back - <https://www.facebook.com/notes/the-post-911-gi-bill-us-department-of-veterans-affairs/what-happens-if-i-fail-a-class-or-get-an-incomplete-grade/10150308445429852>

**Withdrawal from classes:** Depending on when and why you withdraw from classes you may owe money to the school and may have to repay any GI Bill benefits you received for those classes if your training time is affected.

**Failing Grades:** you will not be required to repay the GI Bill benefits you received for that class because the grade counts towards graduation (even negatively). You may retake the class and receive GI Bill benefits for it if a higher grade is required for graduation.

**No Credit or Unsatisfactory Grades:** If you receive a "no credit", "no pass", "unsatisfactory", or "no basis for grade" in any class you may owe money to the school and may have to repay any GI Bill benefits you received for those classes

**Incomplete Grades:** VA will not take any action for up to 12 months from the end of the term (if the school has a policy that says you must make up an incomplete grade in less than 12 months we will follow their policy). If, at the end of the time limit the incomplete class is not completed you may owe money to the school and may have to repay any GI Bill benefits you received for that class

**Terminated due to Unsatisfactory Attendance, Progress, or Conduct:** The VA will immediately stop your GI Bill payments and you may owe money to the school and may have to repay any GI Bill benefits you received for that enrollment.

## Tips to help in your overall Transition

The following were discovered to be successful transition items from the University of Pennsylvania <http://repository.upenn.edu/cgi/viewcontent.cgi?article=1009&context=nrs> :

- 1) Redefining meanings - accepting the new situation and discovering new meanings and purposes
- 2) Modifying expectations - gradually modifying old expectations and developing new realistic expectations
- 3) Restructuring life routines - routines restructured to the new situation which provide a sense of predictability and a manageable and pleasurable life
- 4) Developing new knowledge and skills - learning new things and seeking opportunities to use new skills
- 5) Maintaining continuity - maintain as much continuity in your identity, relationships and environment as possible to help with coping
- 6) Creating new choices - maintain opportunities to make choices
- 7) Personal growth - achieve new levels of self-awareness, new dimensions of identity and relationships, and develop new abilities

As you create a new normal for your life, here are some good tips for the process:

- Start small. What's the smallest increment you can do? Do this for at least 3 days, preferably 4-5.
- Get started. Starting the change each day is the most important thing. Want to run? Just get out the door. Want to meditate? Just get on the cushion.
- Enjoy the change. Don't look at this as a sacrifice. It's fun, it's learning, it's a challenge.
- Stick to the change. Notice your urge to quit. Don't act on it. Keep going.
- Adjust again. When the change becomes normal, make another small adjustment.

For more info, see: <http://www.worryfreeworker.com/habit-mastery-creating-the-new-normal/>

As you go through your transition, here are the series of emotions and behaviors that you can expect to experience along the way:

Shock, numbness, denial, emotional outbursts, anger, fear, searchings, bargaining, guilt, panic, isolation, depression, loneliness, "re-entry" troubles, new relationships, new behaviors, new ways, new patterns, hope, acceptance, coaching, others, inspiration, pride, recognition, higher results

From: <http://www.slideshare.net/dwbush/change-and-personal-transition>

The following info was paraphrased from the book, Transitions by William Bridges, and is about the 5 phases that people go through when dealing with the end of something in their life like a death, end of a career, end of a relationship, etc.

Disengagement - separation from circumstances of the old life, removal or isolation from the old way of life, the stopping of the old cues and old signals from being received

Dismantling - where old habits, behaviors and patterns are taken apart one at a time

Disidentification - where you lose your old ways of defining yourself

Disenchantment - unlearning your assumptions about reality

Disorientation - a time of confusion and emptiness

For those of you with relationships in transition, here are some ideas to help you in the process (These were paraphrased from the book called Transitions by William Bridges):

- Accept that it will take time for the transition to the new situation.
- Understand that the transition will be temporary and you may need temporary ways of doing things like temporary decision making ways, temporary responsibilities, etc.
- Allow your current chapter of your life to conclude and learn what you need to learn to be able to start the next chapter.
- Keep some small habits to maintain some continuity in your life.
- Analyze your change and transition and try to anticipate what your new life may look like.
- Talk with someone about your transition.
- View the transition as a process of leaving the status quo, entering into a neutral period and then starting your journey again with new answers

## Tricare info

- Contact info: TRICARE North Region, Health Net Federal Services, LLC, 1-877-TRICARE (1-877-874-2273); TRICARE South Region, Humana Military, 1-800-444-5445; TRICARE West Region; UnitedHealthcare Military & Veterans, 1-877-988-WEST (1-877-988-9378); TRICARE for LIFE, 1-866-773-0404; or visit online at <http://www.tricare.mil/bwe>
- Healthy living articles: <http://www.tricare.mil/HealthWellness/HLArticles.aspx>
- It would be a good idea to know who your PCM is in case you choose to get specialty civilian care. Go to <https://www.uhcmilitarywest.com/uhcmw/portal/beneficiary/overview/> for the West region and logon. You will then be brought to the Beneficiaries page and it will show Primary Care Manager information on the top right of the page. Your PCM has to submit any Tricare referrals.
- Nurse Advice Line - you can get 24/7 health advice by calling the NAL at 1-800-TRICARE (874-2273).
- To find out if a procedure is covered by Tricare, go to [http://tricare.mil/CoveredServices.aspx?sc\\_database=web](http://tricare.mil/CoveredServices.aspx?sc_database=web)
- At age 21, your child may qualify to purchase [TRICARE Young Adult](#), a premium-based health plan for unmarried, adult dependent children, age 21-26. If your child doesn't qualify to purchase TRICARE Young Adult, he or she can purchase the [Continued Health Care Benefit Program](#). Visit <http://www.tricare.mil/LifeEvents/ChildAdult.aspx> for more info.
- To find a Doctor through Tricare, go to <http://www.tricare.mil/FindDoctor.aspx>
- You automatically have Tricare Standard after retirement. You will not be issued enrollment cards with that insurance level. Your retiree ID card serves as your insurance card ([https://www.hnfs.com/content/hnfs/home/tn/bene/enroll/tools/id\\_card.html](https://www.hnfs.com/content/hnfs/home/tn/bene/enroll/tools/id_card.html)).
- If you have registered and are paying for Tricare Prime, you can request an enrollment card at: <https://www.dmdc.osd.mil/appj/bwe/indexAction.do> . Logon with your DoD Self Service login and select the button by the person's name that represents "request enrollment card" (legend of icons is at the bottom).
- If you are on SSDI, you are automatically enrolled in Medicare part B. You need this to keep full Tricare coverage. You have the option to decline it to get an extra \$100 a month in SSDI payments, but it is not worth it since you can be responsible for ER visits. If you are unsure if you cancelled it, call Medicare and ask: **1-800-MEDICARE (1-800-633-4227)**
- You can use Tricare to get Family therapy. You can go to a Tricare provider in the community for 8 sessions without a referral. For more than 8, you will need your Tricare PCM to submit a referral.
- Medical retirees and families of fallen warriors receive subsidized Tricare Prime which means that the price you entered the program at will not change according to current law - [http://www.tricare.mil/~media/Files/TRICARE/Publications/FactSheets/Prime\\_FS.pdf](http://www.tricare.mil/~media/Files/TRICARE/Publications/FactSheets/Prime_FS.pdf)
- For those of you traveling overseas, here's a link to Tricare Service Centers in other countries to help process claims if needed: <http://www.tricare.mil/ContactUs/TSC> . It may be a good idea to look up the number ahead of time for the country you may visit and put the specific number in your contacts.
- If needed, your spouses and children can get mental health services through Tricare. - [http://tricare.mil/CoveredServices/IsItCovered/MentalHealth.aspx?sc\\_database=web](http://tricare.mil/CoveredServices/IsItCovered/MentalHealth.aspx?sc_database=web)

- The DoD has a program through Tricare to provide free weekly updates on what to expect during a pregnancy and then with your child's growth. Go to the following site to register: [https://mobile.ubicare.com/signup\\_pages/448](https://mobile.ubicare.com/signup_pages/448)
- You can schedule appointments for your family members online for Doctors appointments at the local MTF if your family is registered to be seen there. It is the Tricare Online Portal at the following link and you need either your DoD Self-service logon info or MyPay password: <https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>
- Tricare assists retirees and family members with quitting tobacco use (smoke and smokeless). Current smokers who want to quit or former smokers concerned about relapse can speak with a trained smoking cessation coach who will assess each individual's stage of the smoking cessation process and recommend appropriate treatment and resources to quit smoking or remain smoke free. Call 1-866-244-6870 for help. Also, visit <http://www.tricare.mil/HealthWellness/Tobacco.aspx>
- Preventative services covered by Tricare: <http://www.tricare.mil/HealthWellness/Preventive.aspx>
- As military retirees, you and your family members are eligible for Tricare's Delta Dental program. You personally may not need this if you are 100% VA disabled or are unemployable through the VA since you get free VA dental care. You may want Delta Dental for yourself if you want braces. You can register only your family if you would like. You will also have to pay 2 months in advance when you enroll. You can also begin getting most dental services immediately upon enrollment. You have to use someone in their network. For more info, visit: <http://www.trdp.org/>. To enroll, go to: <http://www.trdp.org/retirees/enroll-today.html>. You are not allowed to use the online application for "family members only." If family members only you will have to print the application and mail it.
- For those of you on Tricare Standard, you can always enroll in Tricare Prime. If you enroll before the 20th day of the month, then your Prime coverage will start on the 1st of that next month. If you enroll after the 20th day of the month, then your Prime coverage will start on the first the following month, a month and a half later.
- View your total out-of-pocket expenses, claim records, and TRICARE fees for the current and prior fiscal years. - <https://www.dmdc.osd.mil/milconnect/faces/pages/ccd.jspx>
- Tricare for Life info - If you are on SSDI and have Medicare, then you must get Medicare part B to have Tricare coverage. Once you get Medicare, you are enrolled in Tricare for Life - <https://tricare4u.com> – Contact info for Tricare for Life (Wisconsin Physicians Service) is at <https://tricare4u.com/apps-portal/tricareapps-app/static/contactus/> - Tricare for Life overseas services (International SOS) info can be found at <http://www.tricare-overseas.com/>. No Tricare for Life enrollment insurance card (You would use your Medicare card and military ID). For non-SSDI recipients, you are eligible for Medicare part A and B on 65<sup>th</sup> birthday and you must apply for it – <https://www.medicare.gov>. Tricare for Life starts the first day that Medicare part A and B starts.

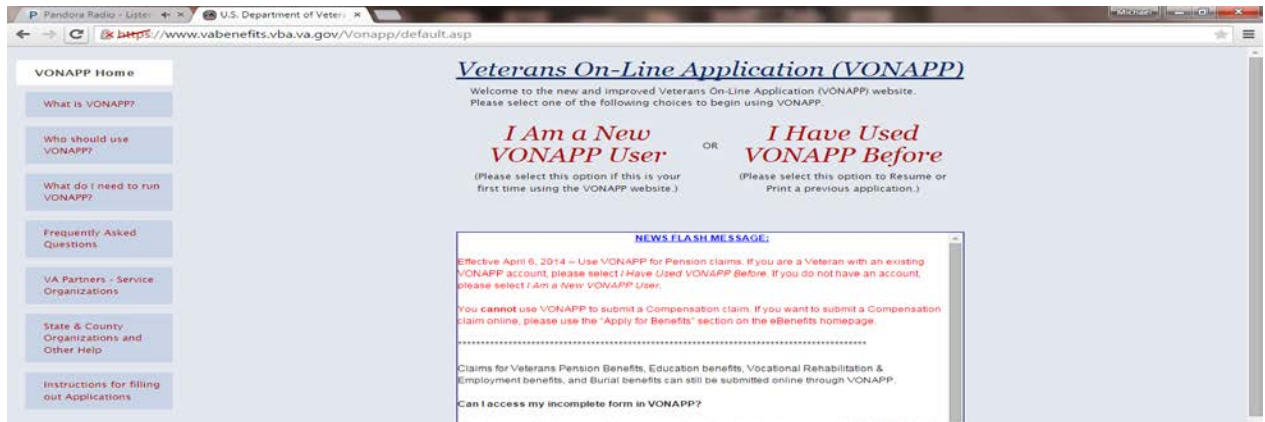
## Free and Discounted Vacations for Wounded Warriors and Families

- Free lodging for Veterans
  - Timeshare locations around the world - (timeshare locations from <http://www.rci.com/> or <http://www.intervalworld.com/>) - <http://www.tftfoundation.org/veterans-application.html>
  - Granby, CO - (Colorado Rockies retreat for the family) - <http://projectsanctuary.us/retreats/family-form/>
- Free recreation and sports camp for severely injured veterans and their family
  - Alabama – Lima FoxTrot - <http://www.lakeshore.org/lima-foxtrot/>
- Free outdoor camp for active duty and medical retirees and family
  - Different cities – Operation Purple Healing Adventures - <http://www.militaryfamily.org/kids-operation-purple/healing-adventures/>
- Free lodging for combat injured veterans only:
  - Custer, SD - (a large cabin) - <http://www.operationblackhillscabin.org/application.html>
  - Ocean City, MD - (a house in the country and 25 minutes from the beach) - <http://www.thehomeofthebrave.us/about.html>
  - Bluemont, VA - Boulder Crest Retreat – (log cabins with activities) - <http://www.bouldercrestretreat.org/>
  - Vail, CO – (outdoor camp) - <http://www.vailveteransprogram.com/>
- Free lodging for Purple Heart recipients only:
  - All around the country - (vacation homes and timeshares donated by individuals, no holiday weeks allowed) - (min of 5 day stay) - <http://www.vacationsforveterans.org/>
- Free lodging for Purple Heart recipients with dependents only:
  - Orlanda, FL - Bahama Bay Resort (free passes to Universal Orlando Resort, Sea World Orlando, and Wet 'n Wild Orlando) - (4 different units, must check availability on their site) - <http://www.wwfs.org/wounded-warriors-family-support/family-programs-application/the-bahama-bay-resort>
  - Galveston, TX - Victorian Resort - (one unit, must check availability on their site) - <http://www.wwfs.org/wounded-warriors-family-support/family-programs-application/the-victorian-resort>

- Shenandoah National Park, VA - Shenandoah - (one unit, must check availability on their site) - <http://www.wwfs.org/wounded-warriors-family-support/family-programs-application/shenandoah>
- Yellowstone National Park, WY - Yellowstone - (one unit, must check availability on their site) - <http://www.wwfs.org/wounded-warriors-family-support/family-programs-application/yellowstone>
- Grand Canyon National Park, AZ - Maswik Lodge - (one unit, must check availability on their site) - <http://www.wwfs.org/wounded-warriors-family-support/family-programs-application/maswik-lodge>
- Discounted lodging for active duty and retirees:
  - Armed forces Vacation Club - <https://www.afvclub.com/>

## What to do when using your GI bill and you change schools or degree program

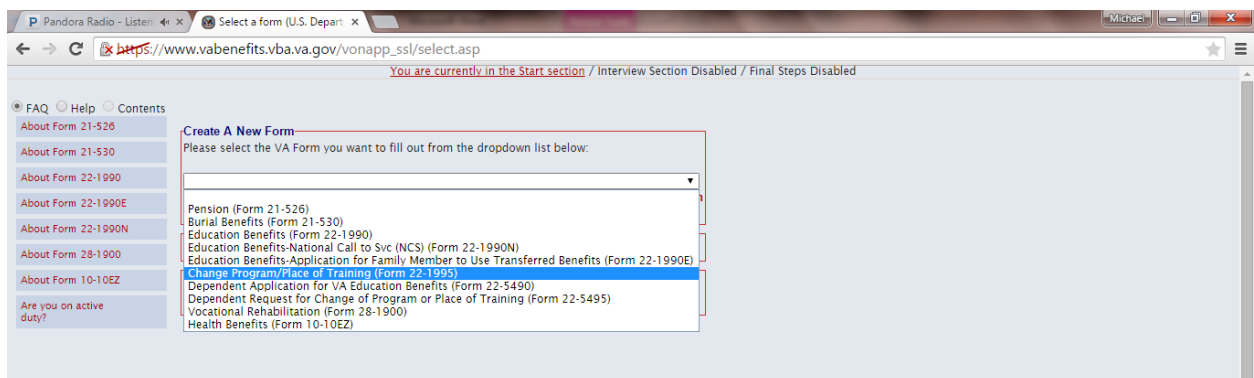
- Go to VONAPP at <https://www.vabenefits.vba.va.gov/Vonapp/default.asp> . If new to VONAPP, select I am a New VONAPP User.



- Select the CONTINUE buttons and log-in by creating a VONAPP account



- Click on the drop down menu and select VA Form 22-1995 and then select the CONTINUE buttons



- Input requested Data

Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

FAQ Help Contents

Frequently Asked Questions

1. First, Middle, Last Name of Veteran

Salutation

First

Middle

Last

Suffix

2. Social Security Number

3. VA File Number

*Back / Continue*

Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

FAQ Help Contents

Why do we need your address?

What if you live in an apartment building?

Frequently Asked Questions

4. What is your address?

Address  Location

City  State

Zip  Zip Suffix

5-6. What are your telephone numbers?

Primary Phone  Extension  Secondary Phone  Extension

*Back / Continue*

Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

FAQ Help Contents

Frequently Asked Questions

6. If you are a Federal government employee, do you expect to receive benefits under the Government Employee's Training Act for the same time you will receive VA education benefits?

Yes  No

*Back / Continue*

Go to the Start section / You are currently in the Interview section / Go to the Final Steps section

FAQ Help Contents

Frequently Asked Questions

7. Are you interested in having your VA education benefits directly deposited into a checking or savings account? (Direct Deposit is not available for VEAP)

Yes  No

Do you have an account with an authorized United States financial agent?

Yes  No

7a. Account Type:  Checking  Savings

7b. Name of financial institution

7c. Routing or Transit Number

7d. Account Number

*Back / Continue*

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https://www.vabenefits.vba.va.gov/vonapp\_ssl/221995\_04.ASP

[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

Frequently Asked Questions

8. What educational, professional, or vocational goal are you working toward?

Goals

Other

9. What's the name of the program you're requesting?

*Back / Continue*

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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

Frequently Asked Questions

10. How will you take this training?

School Attendance

Cooperative Training

Flight Training

Independent Study Distance Learning/Internet

Apprenticeship or On-The-job Training

Correspondence

*Back / Continue*

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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

What if I am not changing schools?

Frequently Asked Questions

11. Name of your new school or training establishment

Address  Location Domestic

City  State

Zip  Zip Suffix

*Back / Continue*

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[Go to the Start section](#) / [You are currently in the Interview section](#) / [Go to the Final Steps section](#)

FAQ Help Contents

What if I am not changing schools?

Frequently Asked Questions

11b. Name of your old school or training establishment

Address  Location Domestic

City  State

Zip  Zip Suffix

*Back / Continue*

12a. When did you stop training at your prior school or establishment?  
 month / day / year

12b. Why did you stop training at your prior school or establishment?  
 Withdrew  
 Completed Term  
 Graduated  
 Completed Training Program  
 Other

*Back / Continue*

13. Are you receiving chapter 30 benefits (MGB) and did you serve on active duty before January 2, 1978?  
 Yes  No

*Back / Continue*

17. Are you now on Active Duty?  
 Yes  No

*Back / Continue*

- Select CONTINUE buttons and then fix any Errors or Warnings identified and select SUBMIT FORM and I CERTIFY

Here are the buttons you will see on the presubmission page:

1. **View errors/warnings** button will appear only if there are either errors or warnings for you to review. Select it to read them and be able to link back to fix them. Some information on your form is required—you cannot submit your form electronically without it. This information is listed under errors. Other information, while not required, is needed to process your form. This information is listed under warnings. If you don't give it to us now, we may ask for it later, but you can submit your form without it.
2. **Submit form** button will only be available if you have no errors on your form. If you have errors, the button will be grayed out. When you select this button, you will be asked if you want to attach any files to your form.
3. **Delete form** button will erase the form you are now working on and we will not save any record of it in VONAPP. Use it if you decide not to submit your form and don't wish to continue later.
4. **Suspend form** button will put your form on hold and allow you to come back within 30 calendar days to continue working on it. Returning to it later will reset the 30-day limit. This will give you an additional 30 days so you can gather information, talk with VA or a service organization, etc. The 30 days began when you click on the suspended form button. If VONAPP sees no activity within that 30 days, your form will be permanently deleted and no record of it will remain.

*Back / Continue*

- The application is then sent to your VA Education Processing Office. The VA will then send you a new GI bill award letter.