



A GUIDEBOOK FOR INCARCERATED VETERANS



U.S. Department of Veterans Affairs
Veterans Health Administration
Tomah VA Medical Center

Table of Contents

SECTION I: USING THIS GUIDE AND SEEKING HELP	4
SECTION II: HELP FOR VETERANS	9
Where to Start	9
Housing	10
Emergency and Transitional Housing	10
Long-term or Permanent Housing	11
Homeless	11
Finding and Keeping a Job	12
Disabled Veterans' Outreach Program	12
Vocational Rehabilitation and Employment	13
Veterans Industries and Compensated Work Therapy	14
Myths and Realities about Hiring Individuals with a Criminal Record	14
Health Care	16
Eligible for VA health care while imprisoned	16
Eligibility for VA health care upon release	16
Wisconsin VA Medical Centers:	19
Wisconsin VA Clinics:	19
Other Health Care Options	20
Health Care for Reentry Veterans Services and Resources	21
Veterans Justice Outreach Program	21
Financial Help	21
Supplemental Security Income (SSI)	22
Federal Emergency Management Agency (FEMA)	25
Food Pantries	25
Legal Help	25
Veteran Status Issues:	25
Other Legal Issues:	25
Women Veterans	26
Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)	26
SECTION III: SEEKING FEDERAL BENEFITS	27
Help Seeking Benefits	27

Re-starting Benefits at Release.....	27
Seeking Help after Release.....	27
Seeking Benefits on Your Own.....	28
Directory of Local Homeless Service Organizations	28
Benefits for People Who are Homeless	28
VBA Forms.....	29
Eligibility for VA Benefits during Incarceration.....	30
Benefits Payments While Incarcerated	31
Family Benefits—Apportionment.....	31
SECTION IV: SEEKING STATE VETERANS BENEFITS.....	33
Wisconsin Veterans Benefits	33
Veterans Outreach and Recovery Program (VORP).....	34
Support Services.....	34
Who does VORP serve?	35
Veterans Housing and Recovery Program (VHRP).....	36
What is VHRP?	36
What Services are Provided?	37
What Can Veterans Expect?	37
Military Discharge Review Board (DRB)	39
CVSO/TVSO.....	39
Contact Information for CVSOs.....	41
Contact Information for TVSOs	43
APPENDIX I.....	44
Resource Address Sites and Phone Numbers	44
Toll-Free Numbers.....	45
Resume Worksheet.....	46
Resume and Application Information.....	50
NOTES:.....	53

Forward

This booklet is a tool for Incarcerated Veterans and their families who may want access to support services that promote a better and new manner of living. Review all of the programs thoroughly to understand the available opportunities. When these programs are used properly, the benefits may help to minimize the outside pressures incarcerated veterans experience when released. This guidebook addresses the process of economics, social acceptance and reestablishment for incarcerated veterans as they return to society. Be aware, this book is designed to assist incarcerated veterans and their families in the State of Wisconsin; laws vary from state to state. Check your state laws and regulations against the contents of this guide.

We would like to thank all the partnering agencies for providing state-specific information for this "WI Guidebook for Incarcerated Veterans."

Thank you.

We would like to acknowledge and thank: 1) the National Coalition for Homeless Veterans which provided basic concepts and core information for this guide through its "Planning for Your Release" guide funded by the U.S. Department of Labor; 2) the Veterans Incarcerated Workgroup of Walla Walla, Washington, for the concept of state-specific information in its "Guidebook for Incarcerated Veterans" and for allowing the use of its guide as a template for this publication; 3) Vietnam Veterans of America, Inc. for developing the first incarcerated veterans guidebook, which has inspired and informed subsequent efforts; and 4) any public domain and agency resources included in the guidebook.

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SECTION I: USING THIS GUIDE AND SEEKING HELP

This guide is for you to plan for your release and to keep as a reference after your release. It includes addresses, phone numbers and websites that you can use to find out about programs and other help available after your release. You may want to ask a friend or family member to help you find the information you need if you do not have phone or internet access. Keep in mind **this guide does not include all of the services available**. What is available in one area may be different from what is available in another, so be sure to check with local resources to learn about services in your area.

While you are incarcerated/under supervision, find out which staff in your facility can help you plan for your release (often your assigned Social Worker). Classes may be offered so you can work on skills development and prepare for life after release. You do not want to risk homelessness once you are released, so take advantage of the opportunities available to you.

Most programs require military discharge documentation (DD 214). It should be noted each facility within the Department of Corrections has an Incarcerated Veterans Coordinator (IVC). Please check with your facility IVC for instructions on obtaining your DD 214. **It is recommended you request a copy of your DD 214 as soon as possible.**

Begin to think about what specifically you will need upon your release. Ask yourself these types of questions: Will I need housing? Will I need medical, substance use or mental health care? Do I need to learn a new job skill? Do I have any other legal issues, such as child support? How do I restart my VA checks or Supplemental Security Income (SSI)?

Make a list of your needs. Remember that this is just a tool to help you get organized. A sample list might look like this:

- I need a place to live.
- I need a job.
- I need clothing to wear to work.
- I need to find out what benefits I can get as a veteran.
- I want to get addiction treatment.
- I owe child support.

■ **Wisconsin Department of Veterans Affairs (WDVA)** The Wisconsin Department of Veterans Affairs works on behalf of Wisconsin’s veteran community – veterans, their families and their survivors – in recognition of their service and sacrifice to our state and nation. WDVA provides grants and a variety of services to eligible Wisconsin veterans and their families. Programs included in the department’s mission are the: Wisconsin Veterans Homes, Wisconsin Veterans Memorial Cemeteries, Veterans Administration Regional Claims Office, Military Funeral Honors Program, Veteran Outreach and Recovery Program, Veterans Housing and Recovery Program and the Wisconsin Veterans Museum. These programs are designed to provide health, educational assistance, economic assistance and other services to specified veterans of the armed forces of the United States

■ **County/Tribal Veterans Service Office (CVSO/TVSO)** The CVSO/TVSO works closely with other service agencies to assist in obtaining local, state and federal veterans services. CVSO/TVSOs are generally located with other County Service Offices. For the CVSO/TVSO in your area, see the listing under the CVSO/TVSO section of this guide, check your local phone book or contact your local Health Care for Homeless Veterans (HCHV) Program/HCHV Homeless Coordinator.

■ **Healthcare for Reentry Veterans (HCRV) Program** The HCRV program is part of the US Department of Veteran Affairs Homeless Team. The goal of the program is to promote successful community reintegration of formerly incarcerated Veterans by conducting outreach to vulnerable Veterans while they are still incarcerated. The

HCRV also engages Veterans in treatment and rehabilitation programs (after their release). This outreach and engagement is meant to assist Reentry Veterans in:

- Prevention of homelessness;
- Readjustment to community life; and
- Deter the commission of new crimes or violations of community supervision.

■ **Wisconsin Department of Workforce Development (DWD)** The mission of Office of Veteran Employment Services (OVES) within the Wisconsin Department of Workforce Development (DWD) is to "Advance Veterans into the workforce through targeted business engagement and effective employment services." The Disabled Veteran Outreach Program Specialists (DVOPS) provide individualized services for veterans with significant barriers to employment (SBE). They conduct case management through a comprehensive assessment with each veteran to determine the needs of the veteran and they develop an individualized employment plan. DVOP staff also work with the state's correctional facilities and meet with incarcerated veterans that will be released within 90 days. DVOPs help determine skills sets and develop employment plans to help these veterans return to the workforce. OVES also have staff who work with employers to promote the hiring of veterans and assist DVOPs in finding employment that matches veterans' skills and experience.

■ **Wisconsin Department of Corrections (DOC)** The Wisconsin Department of Corrections (DOC) recognizes the importance of assisting offenders who are eligible veterans to access benefits and services, such as job training, education/career counseling, and rehabilitative services needed to obtain steady employment, housing and the skills to sustain a productive lifestyle upon release from a correctional facility and during community supervision. Access to treatment and medical services is critical to many offenders who have engaged in a high-risk lifestyle. Obtaining veteran program benefits for eligible offenders immediately upon release from prison, or, as soon as possible while under community supervision, will assist in the goal of reducing recidivism and enhancing community safety. Each

facility within the DOC has a designated Incarcerated Veterans Coordinator (IVC) qualified to aide in this process.

Think about your list as you read through this guide. Who do you think can help you with each of your needs? Is there one organization which may be able to work with you on many different things or do you need to contact several agencies? Keep track of the steps you take, including the dates and names of the people you contact for information or assistance. Although this guide provides national and state addresses for many organizations, we recommend you check with DOC staff for local, county and state agencies who may know what help is available in your area.

When writing a letter to request information. Be clear and keep your letter short, to the point and write legibly. Include the following information:

- Your name and contact information.
- A brief statement about your current situation.
- Your specific request.
- What you have done (e.g. I have written to _____ organization & they suggested to contact you).
- Any mailing restrictions (e.g. my prison facility does not accept mail with staples or paper clips).

When contacting an agency for help via mail, email or phone it is important to be persistent and polite to get results. Ask questions if information is not clear to you. Remember that many organizations are staffed by volunteers who are eager to help but may not have the answers you are looking for. If someone cannot help you, ask who can.

The internet can also be helpful to find information about VA benefits and community resources in your area. This guide includes web addresses. If a computer is not available in your facility, **visit the public library, local job center or CVSO/TVSO after release.**

CHECKLIST

Using This Guide

- Ask about classes or resources to help you plan for your release.
- Make a list of your needs.
- Make a list of who may be able to help you.
- Write letters and/or contact organizations.
- Write down the steps you take so that you do not repeat them.
- Know where to call toll-free for help.
- Contact organizations about what services they have to offer.
- Think about housing needs and gather information about what is available locally.
- Learn about job resources and create a plan to find a job.
- Learn about health issues and what services are available.
- Learn about the resources available for substance abuse and mental health treatment in your area.
- Learn about your options to get financial help.
- Begin to take care of other legal issues.
- Learn about homeless veterans services.
- Learn about resources for women veterans.
- If you are not currently receiving benefits, find out if you can or should be.
- If you are receiving benefits in prison, notify the VA to avoid an overpayment.
- Contact a veteran service representative to represent you and help you file a claim.

Apply for apportionment so some of the money withheld may be given to eligible family members.

SECTION II: HELP FOR VETERANS

This section includes resources that can help you get back on your feet. Some organizations may have waiting lists, require an interview, or have specific rules about whom they serve. It is best if you start asking about services and requirements now so that you are prepared when you are released. You may start this process by meeting with the Department of Workforce Development (DWD), Wisconsin Department of Veterans Affairs (WDVA) Veteran Representative or County/Tribal Veterans Service Officer (CVSO/TVSO) providing veteran services available at the facilities. You may even ask if your name can be put on a waiting list when you get closer to your release date. Your facility IVC may also be able to assist with referral services.

Where to Start

You may need to contact several agencies to find all the services you need such as Veteran's Hospitals, Veteran's Community Based Outpatient Clinics (CBOC), Vet Centers, homeless shelters and social service organizations which may include clothing, public transportation tokens, emergency shelter and more.

Check with your local Public Assistance Office, Department of Corrections Probation & Parole Agent, CVSO/TVSO and Department of Human Services to find out what programs are available and their guidelines. You may also contact your Institution IVC for assistance, but please note your local organizations are your best resources.

Housing

VA offers a wide array of special programs and initiatives specifically designed to help homeless veterans live as self-sufficiently and independently as possible. In fact, VA is the only Federal agency that provides substantial hands-on assistance directly to homeless persons. Although limited to veterans and their dependents, VA's major homeless-specific programs constitute the largest integrated network of homeless treatment and assistance services in the country.

VA's specialized homeless veterans treatment programs have grown and developed since they were first authorized in 1987. The programs strive to offer a continuum of services that include:

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

It is important to know that you have a place to go when released. The first step in returning to the community is finding a place to stay.

Emergency and Transitional Housing

This section includes ways to locate emergency shelter, transitional programs and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you should ask about applying as soon as possible. If you are released and find yourself homeless, emergency assistance is available.

Many shelters are seasonal. Make sure you call the shelter for availability and locations or other requirements. To find out if there are homeless shelters or transitional housing in your area:

- Call 1-800-838-4357, or go to www.nchv.org
- Visit <https://www.va.gov/homeless/hud-vash.asp>

Look in the phone book under "Social Service Organizations" for local shelters or organizations that may be able to help.

Look in the phone book under local, city, or county government Department of Social Services or "Human Services" or call the County Commissioner's Office for information about local low-income housing coalitions or homeless advocacy groups who may know what is available.

For housing from the Wisconsin Department of Veterans Affairs see the section entitled Veterans Housing and Recovery Program (Housing for Homeless).

Long-term or Permanent Housing

Public housing waiting lists can be long, but the length of time can vary from place to place. Even if you are not sure where you want to live yet, apply to get on the waiting list so that you have as many options as possible. To learn how to apply, contact the local housing authority listed in the phone book under "Local Government, Public Housing Authority."

Homeless

Every VA Medical Center has a Health Care for Homeless Veterans (HCHV) Coordinator who is responsible for helping homeless veterans access VA and community-based care to end homelessness among veterans. The HCHV program provides outreach, clinical assessments, referrals for medical and mental health care, long-term transitional residential assistance, case management and employment assistance with linkage to permanent housing. To locate your nearest HCHV Coordinator call 1-877-222-8387 or go to <https://www.va.gov/homeless/hchv.asp>

Homeless Veteran services are available at the following VA Medical Centers:

- **Madison VA Medical Center, Madison 53705**
1-608-256-1901

- **Milwaukee VA Medical Center, Milwaukee 53295**
1-414-384-2000
- **Tomah VA Medical Center, Tomah 54660**
1-608-372-3971
- **Minneapolis VA, Minneapolis, MN 55417**
1-612-725-2000

Finding and Keeping a Job

Finding a job can seem overwhelming. The Division of Employment and Training's Office of Veteran Employment Services at the WI Department of Workforce Development has staff that visit WI Correctional Institutions to provide employment and training assistance to incarcerated veterans. Incarcerated veterans will meet with the Disabled Veterans Outreach Program (DVOP) specialist to conduct a comprehensive assessment. Incarcerated veterans will obtain reentry resources for their local area of release.

Disabled Veterans' Outreach Program

Disabled Veterans' Outreach Program (DVOP) specialists develop job and training opportunities for veterans with significant barriers to employment (SBE), with special emphasis on veterans with service-connected disabilities. DVOP specialists provide direct services to veterans enabling them to be competitive in the labor market. They provide outreach and offer assistance to disabled and other SBE veterans, including veterans who are or have been incarcerated, by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training.

DVOP specialists work with Local Veteran Employment Representatives (LVER) who market job ready veterans to employers. DVOP specialists also partner with veterans' organizations, like Department of Veterans' Affairs (Va.gov/) and Defense (Defense.gov/) and community-based organizations to link veterans with appropriate jobs and training opportunities.

DVOP specialists serve as case managers for SBE veterans enrolled in federally-funded job training programs such as the Department of Veterans Affairs' Vocational Rehabilitation program (benefits.va.gov/vocrehab/index.asp), and other SBE veterans with serious disadvantages in the job market. DVOP specialists are available to those SBE veterans and their employers to help ensure that necessary follow up services are provided to promote job retention.

To contact a DVOP specialist, call or visit the nearest Job Center. To locate the phone number and address of your nearest Wisconsin Job Center and/or Outreach location, visit our website at: JobCenterofWisconsin.com/directory or call (888) 258-9966. If you need help finding a job, you can also visit our virtual job center website at JobCenterofWisconsin.com.

While incarcerated, it is encouraged to document your training, skills and education. For your convenience, Appendix II of this handbook can be utilized to begin compiling a resume.

Vocational Rehabilitation and Employment

VA's Vocational Rehabilitation and Employment services help veterans with service-connected disabilities by providing job training and counseling to those who have an employment handicap. Services include help with finding a job, on-the-job training, job development and vocational training. If you are not eligible for these services, a VA counselor may help you find other options, goals or programs. Contact your VA Regional Office in Milwaukee (VARO) at 1-800-827-1000, or go to <https://www.vets.gov/employment/vocational-rehab-and-employment/>

VA can support you in all stages of your job search—from returning to work with a service-connected disability, to getting more training for new job opportunities, to starting or growing your own business. We can also connect you with Department of Labor resources for more career advice, help with building your resume, and access to employers who want to hire Veterans and military spouses. Find out how you can get the help you need to build your career and find the right job or business opportunity for you.

If you have a service-connected disability that limits your ability to work or prevents you from working, the Vocational Rehabilitation and Employment (VR&E) program—also referred to as Chapter 31—can help. Find out if you're eligible and how to apply for VR&E benefits and services. You will receive help exploring employment options and any required training needs. In some cases, your family members may also be eligible for certain VR&E benefits.

Veterans Industries and Compensated Work Therapy

VA's Veterans Industries and Compensated Work Therapy programs offer structured work opportunities and supervised therapeutic housing for at-risk and homeless veterans with physical, mental health and addiction problems. VA contracts with private industry and the public sector for work by these veterans who learn job skills, re-learn successful work habits, and regain a sense of self-esteem. Veterans are paid for their work and given assistance with employment in the community. In Wisconsin, these programs are located at the Madison VA, Milwaukee VA and Tomah VA Medical Centers. For further information go to: <https://www.va.gov/HEALTH/cwt/veterans.asp>

Myths and Realities about Hiring Individuals with a Criminal Record

Finding employment after incarceration takes time, patience and an understanding of both the veteran's circumstances and the concerns of employers. Veterans and job developers need to know what information employers have and how to educate them about hiring individuals with a criminal record. Relationship building with employers is critical for eliminating employment barriers. Below is a list of common statements from employers and some informative responses you can share with them. It is also helpful to know what resources are available to employers who hire those with a criminal record, including tax incentives and fidelity bonding. A job developer or staff at your local job center can provide information to share with employers.

MYTH # 1: Employers do not hire job seekers with a criminal record.

REALITY:

Many employers have and are willing to hire job seekers with a criminal record. Most

employers have concerns about a range of workplace issues. Employers need additional information and resources from you to feel comfortable. Be prepared to answer their questions with **factual, current and reliable information**. If you do not know the answer to a question, get back to the employer as soon as possible. You should be prepared to answer the following questions:

1. What type of crime was committed? (i.e. non-violent, violent, misdemeanor or felony)
 - a. Be honest, the truth will set you free and assist you in shaping a positive and productive future.
 - b. Keep it short and mention your Probation/Parole Agent as a contact.
 - c. Take responsibility.
 - d. Note what you have completed while in and after incarceration to better yourself.
2. How long was the conviction?
3. Will you test negative for drugs?
4. Why would the employer want to hire you?
5. Do you have a resume?
 - a. Most employers will request a resume.
 - b. You will need a resume when attending job fairs.
 - c. Your resume is your 'calling card' to employment.

MYTH # 2: If they have committed one crime, they will commit another.

REALITY:

Research shows that employment reduces recidivism for job individuals with a criminal record. If a job seeker continues to address his/her barriers such as transportation, housing, substance abuse, etc. and secure employment, they are less likely to commit another offense.

MYTH #3: No one will hire me because I am a felon.

REALITY:

Many employers and industries are interested in hiring former offenders and providing them training and opportunity. It is beneficial to work with a DVOP specialist who can help connect you to employers and opportunities that fit your skills and situation.

Health Care

Eligible for VA health care while imprisoned

Incarcerated Veterans do not forfeit their eligibility for medical care; however, current regulations restrict VA from providing hospital and outpatient care to an incarcerated Veteran who is an inmate in an institution of another government agency when that agency has a duty to give the care or services. VA may provide care once the Veteran has been unconditionally released from the penal institution and is registered in the VA healthcare system. Veterans interested in applying for enrollment into the VA healthcare system should contact the nearest VA healthcare facility upon their release.

Eligibility for VA health care upon release

Find out if you can get VA health care as a Veteran. You may be able to get VA health care benefits if you served in the active military, naval, or air service and didn't receive a dishonorable discharge.

If you enlisted after September 7, 1980, or entered active duty after October 16, 1981, you must have served 24 continuous months or the full period for which you were called to active duty, unless any of the descriptions below are true for you.

This minimum duty requirement may not apply if any of these are true. You:

- Were discharged for a disability that was caused—or made worse—by your active-duty service, **or**
- Were discharged for a hardship or “early out,” **or**
- Served prior to September 7, 1980

If you're a current or former member of the Reserves or National Guard, you must have been called to active duty by a federal order and completed the full period for

which you were called or ordered to active duty. If you had or have active-duty status for training purposes only, you don't qualify for VA health care.

Is there anything that will make me more likely to get these benefits?

Yes. You may qualify for enhanced eligibility status (meaning you'll be placed in a higher priority group, which makes you more likely to get benefits) if you meet at least one of the requirements listed below.

At least one of these must be true. You:

- Receive financial compensation (payments) from VA for a service-connected disability
- Were discharged for a disability resulting from something that happened to you in the line of duty
- Were discharged for a disability that got worse in the line of duty
- Are a recently discharged combat Veteran
- Get a VA pension
- Are a former prisoner of war (POW)
- Have received a Purple Heart
- Have received a Medal of Honor
- Get (or qualify for) Medicaid benefits
- Served in Vietnam between January 9, 1962, and May 7, 1975
- Served in Southwest Asia during the Gulf War between August 2, 1990, and November 11, 1998
- Served at least 30 days at Camp Lejeune between August 1, 1953, and December 31, 1987

What should I do **if I received an/a other than honorable, bad conduct, or dishonorable discharge**? If you've received one of these discharge statuses, you may not be eligible for VA benefits.

There are 2 ways you can try to qualify:

1. You can apply for a discharge upgrade (please see page 40).
2. Apply for VA Character of Discharge review process:

You may be able to access some VA benefits through the Character of Discharge review process. When you apply for VA benefits, we'll review your record to determine if your service was "honorable for VA purposes." This review can take up to a year. Please provide US Department of VA with documents supporting your case, similar to the evidence you'd send with an application to upgrade your discharge.

You may want to consider finding someone to advocate on your behalf, depending on the complexity of your case. Please contact your CVSO/TVSO to apply.

Note: You can ask for a VA Character of Discharge review while at the same time applying for a discharge upgrade from the Department of Defense (DoD) or the Coast Guard.

If you need mental health services related to PTSD or other mental health problems linked to your service (including conditions related to an experience of military sexual trauma), you may qualify for VA health benefits right away, even without a VA Character of Discharge review or a discharge upgrade.

What if I need help completing my 10/10EZ?

You can get help in any of these ways:

Call the toll-free hotline at 877-222-VETS (877-222-8387), Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

If eligible for veteran's benefits:

We encourage you to enroll in the VA Health Care System as soon as you are released.

To find the VA Medical Center nearest you, call 1-877-222-8387 or go to www.va.gov.

There are three VA Medical Centers in Wisconsin.

Wisconsin VA Medical Centers:

- **Madison VA Medical Center**
2500 Overlook Terrace, Madison 53705
608-256-1901

- **Milwaukee VA Medical Center**
5000 W. National Avenue, Milwaukee 53295
414-384-2000

- **Tomah VA Medical Center**
500 E. Veterans Street, Tomah 54660
608-372-3971

Wisconsin VA Clinics:

- **Appleton 59414**
10 Tri-Park Way: 920-831-0070

- **Baraboo 53913**
626 14th St: 608-280-7038

- **Beaver Dam 53916**
208 La Crosse St: 608-356-9318

- **Chippewa Falls 54729**
2503 County Hwy. I: 715-356-9415

- **Green Bay 54303**
141 Siegler St: 920-497-3126

- **Janesville 53545**
111 N. Main St.: 608-758-9300

■ **Kenosha 53140**

800 55th St.: 262-653-9286

■ **La Crosse 54601**

2600 State Rd: 608-784-3886

■ **Loyal 54446**

PO Box 26, 141 N. Main St.: 715-255-9799

■ **Rhineland 54501**

639 W. Kemp St.: 715-362-4080

■ **Rockford, IL 61108**

4940 E. State St: 815-227-0081

■ **Superior 54880**

3520 Tower Ave.: 715-392-9711

■ **Union Grove 53182**

21425 Spring St.: 262-878-7000

■ **Wausau 54401**

515 S. 32nd Ave.: 715-842-2834

■ **Wisconsin Rapids 54494**

710 E. Grand Ave.: 715-424-3844

Other Health Care Options

Visit healthcare.gov to find out if you qualify for health insurance.

Free and Low Cost Clinics

Many clinics in Wisconsin provide services for people with little or no insurance. Visit <http://www.wafcclinics.org/clinics.html> for a complete list of free and charitable clinics.

List is available under the “Clinics” tab.

Dental Clinics

The Wisconsin Dental Association provides a list of low or no cost dentists in Wisconsin at <https://www.wda.org/your-oral-health/reduced-rate-dental-clinics>

Health Care for Reentry Veterans Services and Resources

Most Veterans who are in jail or prison will eventually reenter the community. VA's HCRV program is designed to help incarcerated Veterans successfully reintegrate back into the community after their release and promote success to prevent homelessness among Veterans returning home after incarceration. A critical part of HCRV is providing information to Veterans while they are incarcerated so that they can plan for reentry themselves.

HCRV services include:

- Outreach and pre-release assessments services for Veterans in prison;
- Referrals and linkages to medical, mental health and social services, including employment services on release; and
- Short-term case management assistance on release.

VA may not provide medical services that are provided by correctional institutions.

Veterans Justice Outreach Program

The aim of the Veterans Justice Outreach (VJO) program is to avoid the unnecessary criminalization of mental illness, substance use and extended incarceration among Veterans by ensuring that eligible, justice-involved Veterans have timely and appropriate access to Veterans Health Administration (VHA) services and benefits, as clinically indicated. VJO specialists provide direct outreach, assessment and case management for justice-involved Veterans in local courts and jails and liaison with local justice system partners.

Financial Help

The American Legion provides **Temporary Financial Assistance** (TFA) from its national headquarters to help maintain a stable environment for children of veterans.

To obtain an application or receive further information, look in the phone book to contact a local post.

If you are unemployed with little or no income, you may be able to receive **food stamps (LINK card)**. Call toll-free at 1-800-221-5689. You can also contact the local Department of Human Services, many drop-in shelters, or legal aid services to ask for an application.

Supplemental Security Income (SSI)

What Incarcerated Veterans Need to Know

Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) payments generally aren't payable for the months that you are incarcerated. You're not automatically eligible for Social Security or SSI payments after your release.

Who can get Social Security benefits?

Social Security pays retirement benefits to people who are age 62 or older. Generally, you must have worked and paid Social Security taxes for 10 years to be eligible. Disability benefits are paid to insured individuals who are unable to work because of a serious medical condition that is expected to last at least a year or result in death. A person who is a recent parolee, or who is unemployed, doesn't qualify for disability payments.

Who can get SSI payments?

SSI is paid to people who are age 65 or older, or who are blind or disabled, and whose income and resources fall below certain limits. No benefits are payable for any month in which you are incarcerated.

What happens to my benefits when I am in prison?

If you receive Social Security, your benefits will be suspended if you're convicted of a criminal offense and sent to jail or prison for more than 30 continuous days. Your benefits can be reinstated starting with the month following the month of your release. Although you can't receive monthly Social Security benefits while you're incarcerated,

benefits to your spouse or children will continue as long as they remain eligible. If you're receiving SSI, your payments are suspended while you're in prison. Your payments can be reinstated in the month you're released. However, if your confinement lasts for 12 consecutive months or longer, your eligibility for SSI benefits will terminate and you must file a new application for benefits.

Can I get my benefits reinstated after I'm released from prison?

If your disability or SSI benefits are suspended because you were in prison, you can request for Social Security to reinstate your benefits. You'll need to contact Social Security and provide a copy of your release documents before they can act on your request.

If you weren't receiving either Social Security disability or SSI benefits before you went to prison, or your SSI benefits were terminated, you'll need to file a new application for benefits if you think you may be eligible. You should contact Social Security for more information about filing a claim for benefits. You'll need to provide proof of your release from prison, in addition to a new application and other documents. NOTE: Benefits cannot start until your release. You must provide your official release documents from the jail or prison where you were confined. Please remember to bring your release forms when you visit your local Social Security office. This will help get your benefits started more quickly.

How do I file an application if I am in prison?

After you know your release date, notify someone at your facility, likely your institution social worker, that you want to start your Social Security or SSI benefits. If your institution has a prerelease agreement with the local Social Security office, it will notify them if you're likely to meet the requirements for SSI or disability benefits. The Social Security office will get an application from you several months before your anticipated release. That way, they can begin processing your application and your benefits can start as soon as possible after your release.

If you're filing for benefits based on disability, the Social Security office will gather medical evidence from your doctors to help decide whether you still meet Social

Security's definition of disability. Family members or a social worker can help you by contacting Social Security to let them know of your upcoming release. A family member also may be willing to serve as your representative payee if your medical condition prevents you from handling your own finances. If there is no prerelease agreement, when you know your anticipated release date, contact Social Security to apply for benefits if you think you may be eligible. You can call toll-free at 1-800-772-1213 and tell the representative that you're scheduled to be released from a correctional facility and want to ask about receiving benefits. Please have your Social Security number handy when you contact them. They will set up an appointment with your local Social Security office to take your application after your release.

What happens if I have a financial emergency and can't pay my bills?

If the prerelease procedure is used and you qualify for benefits, your benefits usually start soon after your release. If this does not occur, and you are facing a financial emergency, a payment can be issued immediately if it is determined that

- You are eligible for either Social Security disability or SSI benefits;
- You are already due a payment; and
- Your situation qualifies as a financial emergency under our rules.

Contacting Social Security: The most convenient way to contact Social Security anytime, anywhere is to visit www.socialsecurity.gov. There, you can: (1) apply for benefits; (2) open a "my Social Security account", which you can use to review your Social Security Statement, verify your earnings, print a benefit verification letter, change your direct deposit information, request a replacement Medicare card, and get a replacement SSA-1099/1042S; (3) obtain valuable information; (4) find publications; and (5) get answers to frequently asked questions. If you don't have internet access, there are many automated services by telephone, 24 hours a day, 7 days a week. Call toll-free at 1-800-772-1213 or at the TTY number, 1-800-325-0778, if you're deaf or hard of hearing. If you need to speak to a person, calls can be answered from 7 a.m. to 7 p.m., Monday through Friday. Please be patient during busy periods since you may experience higher than usual rate of busy signals and longer hold times to speak to us. Social Security looks forward to serving you.

Federal Emergency Management Agency (FEMA)

Federal Emergency Management Agency (FEMA) has a program called the Emergency Food and Shelter Program to help prevent homelessness. Contact the local Office of the Mayor or United Way to ask who awards this money in your area and about the procedure for application.

Food Pantries

There are several food pantries and food banks in the state of Wisconsin. Find a listing, by city, at <https://www.foodpantries.org/st/wisconsin>.

Legal Help

Veteran Status Issues:

You should talk to a **Veterans Advocate Service Officer** for help with discharge upgrades, seeking benefits and filing a VA claim. Contact the Regional Office of Veteran Affairs in Milwaukee at 1-800-827-1000. Please note, these are not lawyers and they assist you with the paperwork for filing for benefits with the federal VA.

Other Legal Issues:

Many laws are state-specific. Many common legal problems are governed by state law of residence or where the problem occurred. When looking for legal help, make sure that information found applies to your state or that a lawyer or another service provider is qualified to work in your state.

- **The American Bar Association** has a web site with guidelines about free legal services and links to directories of legal aid offices and pro-bono programs. Go to www.abanet.org.
- **Legal Services or Legal Aid offices** have staff lawyers to provide free legal help. The lawyers are usually experts in a variety of problems.

Lawyers in private practice sometimes volunteer a "pro-bono" program to take cases for clients in need free of charge.

Women Veterans

Most **VA Medical Centers** and **Vet Centers** have a designated Women Veterans Program Manager to assist women veterans in accessing VA benefit programs and healthcare services. Call 1-877-222-8387 or go to www.va.gov to locate the medical center near you.

- Women Veterans Coordinator at Madison VA Medical Center: 608-256-1901
- Women Veterans Coordinator at Milwaukee VA Medical Center: 414-384-2000
- Women Veterans Coordinator at Tomah VA Medical Center: 608-372-3971

Many women in prison had similar histories, problems, and personal issues before their arrest and conviction. Mentors with **Women in Community Service (WICS)** help women preparing to leave prison and those who are just getting back into society. WICS' prison programs help women think about their behavior, gain job skills, and build self-esteem.

Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)

VA offers a wide range of benefits for returning veterans. Returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom should go to www.seamlesstransition.va.gov to learn about benefits information and assistance to eligible veterans who honorably fought and served in our Nation's armed forces.

SECTION III: SEEKING FEDERAL BENEFITS

The Department of Veterans Affairs publishes a booklet called "**Federal Benefits for Veterans and Their Dependents**" which describes the types of benefits available and lists the addresses and phone numbers for VA facilities nationwide. The booklet in its entirety can be found at https://www.va.gov/opa/publications/benefits_book.asp or write the VA Regional Office (VARO) to request a copy.

U.S. Dept of Veterans Affairs — Milwaukee Regional Office

5400 W. National Avenue

Milwaukee, WI 53214

Call 1-800-827-1000 or find information about benefits at www.vba.va.gov.

Help Seeking Benefits

Re-starting Benefits at Release

It is important that each disabled veteran receiving compensation or pension payments promptly notify the VARO. Regular full benefit payments should begin upon release, provided the VA is notified of the veteran's release, including placement within a community treatment center or halfway house in the community, within one year of release. VARO needs formal notification (DOC-15) from the facility of your release in order to re-start benefits: **The sooner that document is provided to VARO, the sooner VARO can begin to process your request.**

Seeking Help after Release

If you would like to get benefits or think you have a pending claim before the VA, it is best to get professional help to assist you.

County/Tribal Veterans Service Offices (CVSO/TVSO) have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any CVSO/TVSO listed in the guidebook to learn about an office near you.

Seeking Benefits on Your Own

Although it is encouraged that you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write your local VA Regional Office or find the forms online at: <https://www.myhealth.va.gov/mhv-portal-web/va-forms>.

You can also apply for certain benefits online at:

<https://www.ebenefits.va.gov/ebenefits/about/feature?feature=disability-compensation>

National Coalition for the Homeless has a directory of shelters and homeless assistance programs online (www.nationalhomeless.org). This does not list every program in the country, so be sure to check your phone book for local programs.

Directory of Local Homeless Service Organizations

- **Salvation Army** - provides services, including shelter and transitional housing, for homeless individuals and families. To locate your local Salvation Army visit www.salvationarmyusa.org.
- **United Way** - provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at www.unitedway.org.
- **Local churches and faith-based organizations**, such as Catholic Charities, Salvation Army, and Volunteers of America, may have a variety of programs to assist you. Find these organizations by calling your county or city Department of Social Services. Check the phone book for the number.

Benefits for People Who are Homeless

FirstStep is a web-based interactive tool for helping individuals who are homeless access Federal benefit programs. To access FirstStep, visit the U.S. Department of Health and Human Services homelessness website at

<http://aspe.hhs.gov/homeless/index.shtml> or

<http://www.cms.hhs.gov/apps/firststep/index.html>.

VBA Forms

Below are brief descriptions of forms needed to file for certain VA benefits. Be sure you use a return address where mail will get to you as quickly as possible. Make photocopies of all forms for your records before sending your packet to the VARO nearest you.

- **VA Form 21-526 - Application for Compensation or Pension** - must be filed to apply for compensation or pension. Please contact your local CVSO/TVSO for assistance.
- **VA Form 21-4138 - Statement in Support of Claim** - lets you explain why you deserve the benefits you are asking for because of your disability or disorder. It is best to have an experienced service representative help you complete the form.
- **VA Form 21-4142 - Authorization for Release of Information** - If you have received medical or mental health care, that may be relevant to your claim, from anyone other than a VA Medical Facility, you need to fill out a VAF 21-4142 giving permission for release of medical records to the VA.
- **VA Form 10-10EZ - Enrollment for Medical Benefits** - is used by the VA to determine if you can receive medical benefits. Complete the form and bring it with you to the VA medical facility where you will seek evaluation for treatment.
- **VA Form 28-1900 - Vocational Rehabilitation for Disabled Veterans** - is needed to apply for the vocational rehabilitation program to help veterans who were disabled during their service reach maximum independence in daily living, to learn the skills needed to get a job, and to find and keep a job. Send Form 28-1900 to the VARO in your area 10 to 15 days before your release.
- **VA Form 70-3288 - Request for and Consent to Release of Information from Claimant's Records** - is used to get records relevant to your claim from VA facilities (regional offices, medical centers, outpatient clinics, and vet centers). Request a fee waiver under section 38 C.F.R. Sec.1.526 (h), which requires the VARO to provide a

veteran with one set of his or her records free of charge.

Eligibility for VA Benefits during Incarceration

Incarcerated veterans and dependents may apply for the same compensation, dependency and indemnity compensation (DIC) — service connected death benefits — and pension benefits as veterans who are not incarcerated. However, Congress restricts the amount of benefits that may be paid to a veteran or dependent while he or she is incarcerated. These benefits are institutionalized as part of law: 38 U.S.C. Sec 5313 (a), 38 C.F.R., Sec. 3.665 (a), (d), which reads as follows:

If a veteran is incarcerated as the result of a "felony" conviction as defined by law: "Any offense punishable by death or imprisonment for a term exceeding one year, unless specifically categorized as a misdemeanor under the law of the prosecuting jurisdiction."

Then, the amount paid to an incarcerated veteran with a service-connected disability is generally limited by law to the 10 percent disability rate or half the amount of the 10 percent rate if the veteran's disability rating is 10 percent. If the veteran rate is rated before incarceration as 20 percent disabled or higher, he will receive only the amount payable to a 10 percent disabled veteran. Incarcerated MC recipients will receive one-half the amount paid to a veteran receiving compensation payments for a 10 percent-rated disability.

A veteran may not receive non-service connected VA pension benefits, or any portion of these benefits, while incarcerated for a felony or misdemeanor. However, his family may receive an apportionment of such benefits under the procedure described above. (See 38 C.F.R. Sec.3.666)

One important requirement for eligibility for VA benefits is that the veteran has to have been issued either an honorable or general discharge, or would have received one if not for re-enlisting. If a veteran had two periods of service, one honorable and the other less than honorable, he/she may still be eligible for VA benefits based on the honorable period of service.

VA Medical Care cannot be provided to veterans in prison, but VA health facilities may provide care to you after your release. Contact 1-844-698-2311 to find the medical center nearest you.

Benefits Payments While Incarcerated

There is a 60-day "grace period" following a conviction when you may still receive full benefits. To avoid an overpayment, it is important that you notify the VARO immediately when you go to prison if you are receiving payments. If you do not notify the VA and receive overpayment, you and your family will lose all financial payments until the debt is paid.

Example: *Joe is a veteran who receives a VA pension. He commits a crime, is convicted and is incarcerated, but he doesn't tell the VA right away and keeps getting paid for 6 months. After serving his sentence of 18 months, he is released and applies to the VA to have his pension restarted. He will have an overpayment which must be recovered from the restarted benefits. Until the overpayment is recovered, Joe will have to go without that income.*

Your award for compensation or pension benefits should resume from the date you are released, as long as the VA receives notice of release within one year. Available through your counselors, Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution, should be completed before release, signed by a prison official and submitted to VA Benefits Administration. (Form cannot be downloaded from VA, WDVA has copies.)

Family Benefits—Apportionment

To apply for apportionment, the claimant must send a letter that identifies the veteran and the apportionment claimant and makes it clear they are requesting an apportionment of his/her VA benefits to the VA Regional Office (VARO) that has jurisdiction over the veteran's case. VA regulations clearly specify this apportionment amount will only go to family members if they can show financial need for such amount. This applies to the spouse, children, or dependent parents who are involved in the application.

In deciding whether any apportionment is appropriate, the amount of the apportionment, and to whom it will go, the following factors are considered:

- The family member's income and living expenses;
- The amount of compensation available to be apportioned;
- The needs and living expenses of other family members; and
- Special needs of any of the family members.

Example: A veteran incarcerated rated as 80 percent disability can only receive the amount he or she would get if he or she were 10 percent disabled. However, his or her family may be apportioned up to 70 percent, the difference of the 80 percent rating. (DIC may also be apportioned with similar restrictions.)

There is a 60-day "grace period" following conviction where the veteran, or DIC recipient, may still receive full benefits. If the veteran continues to receive benefits after the 60-day period, it will result in an "overpayment". The VA considers it to be the recipient's responsibility and fault if this occurs because the recipient failed to notify the VA of his or her incarceration. Attempts to obtain a waiver in these situations of overpayment are often unsuccessful. As a rule, the veteran loses most, if not all, financial benefits until the VA recovers the entire overpayment. It has also been a standard procedure that the family will not be entitled to receive an apportionment until the debt is completely recovered.

For more information concerning VA debt collection rules that may affect the veteran incarcerated, telephone: 1-800-827-0648 and request a Veterans Service Organization representative or, write to a Veterans Service Organization.

One other relevant restriction on veteran's incarcerated eligibility for service connected disability compensation is that: "No total disability rating based on un-employability may be assigned to an incarcerated veteran".

It is important to remember that most VA decisions, including those on apportionment, can be appealed to the Board of Veterans Appeals and, if need be, to the Court of Appeal for Veterans Affairs.

SECTION IV: SEEKING STATE VETERANS BENEFITS

The Wisconsin Department of Veterans Affairs has a variety of benefits for veterans who are residents of the state. You are a resident of the state while incarcerated in Wisconsin.

If you have a question about eligibility in a certain benefit or program, you can contact your County/Tribal Veterans Service Office (CVSO/TVSO).

Wisconsin Veterans Benefits

The following is a list of benefits available to veterans who are Wisconsin residents.

Retraining Grant – Unemployed or underemployed veterans may receive up to \$3,000 per 12-month period if they have a financial need while being retrained for employment. Eligible programs include on-the-job training and technical education.

Assistance to Needy Veterans Grant – Applicants who demonstrate financial need and have exhausted other forms of aid may qualify. A Subsistence Aid Grant may be provided to qualified eligible applicants when there is a loss of income due to illness, injury or natural disaster. A Health Care Aid Grant may be provided to qualified eligible applicants for dental care, vision care and hearing care at a healthcare provider that the applicant chooses.

Federal Claims Assistance – The WDVA Claims office advises and assists veterans and their dependents in obtaining federal veterans benefits such as pension, health care and disability compensation from the VA. The service is free to Wisconsin veterans and their families.

Veterans Homes – Veterans, spouses and parents of veterans who were killed while on active duty may receive 24-hour skilled nursing care at one of Wisconsin's **Veterans Homes we operate**: Chippewa Falls and Union Grove. We offer quality medical and nursing care that enhances quality of life.

Wisconsin Veterans Cemeteries – Veterans, spouses, surviving spouses and eligible family members may be buried at Wisconsin Veterans Cemeteries located near Union Grove, Spooner,

and King. The cemeteries serve as a lasting tribute to those who served in the armed forces and will remind future generations that veterans were instrumental in preserving our nation's freedom.

Military Funeral Honors Program – The Military Funeral Honors Program provides and coordinates funeral honors for veterans and former National Guard and reservists. Honors may include the presence of military members, folding and presentation of the flag, firing details and the Sounding of Taps.

Wisconsin GI Bill – Eligible veterans and dependents may receive a waiver of tuition and fees for up to eight semesters, or 128 credits at any UW School or Wisconsin Technical College for undergraduate or graduate level study. A recipient must be a state resident for tuition purposes. If eligible, the veteran, spouse and children all will receive the same benefit.

Wisconsin Veterans Property Tax Credit – The Wisconsin veterans and un-remarried Surviving Spouses Property Tax Credit provides a refundable property tax credit for the veteran's primary in-state residence on the state income tax form. The veteran must have a Service Connected Disability rating from the Federal VA of 100% or 100% with Individual Unemployability.

Veteran Identifier – Former active duty military service members can apply to have the word "VETERAN" displayed on their Wisconsin Driver's license or state identification.

Professional/Occupational Licensure Fee Waiver – Qualified veterans and service members can apply to have fees waived for initial licenses and permits from the 13 state licensing agencies

Veterans Outreach and Recovery Program (VORP)

The Veterans Outreach and Recovery Program (VORP) connects Veterans to community services, provides case management, and support, with a special focus on treatment and recovery.

Support Services

VORP staff work with community partners and professionals to provide assistance and connection to:

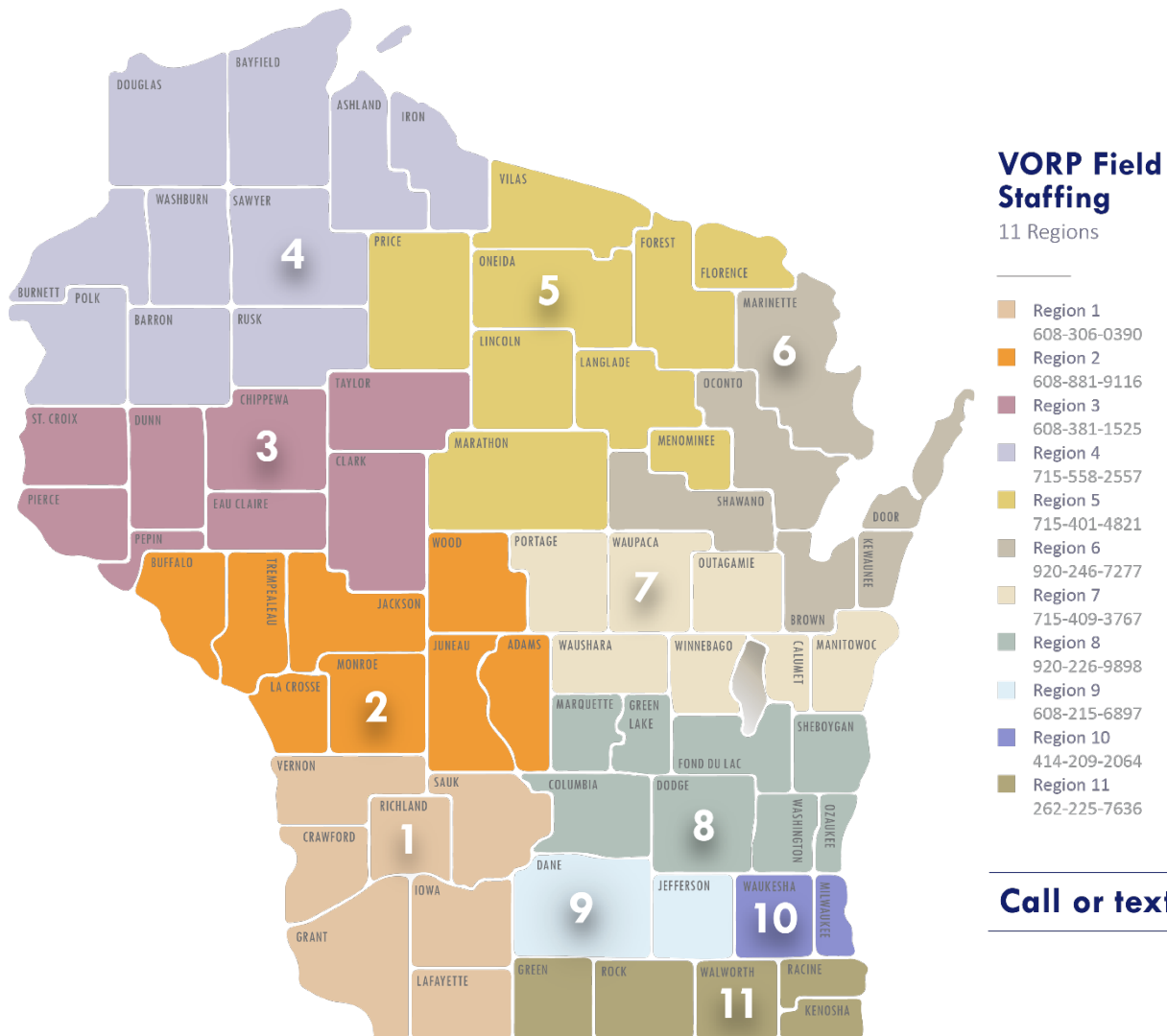
- Mental Health Services
- Substance Abuse Treatment
- Financial Assistance
- Housing and Utilities
- Claims and Benefits Assistance
- Employment and Education
- Transportation
- And many other services

Who does VORP serve?

All who served in any component of the U.S. Armed Forces including those that have previously served and continue to serve in the National Guard and Reserves.

Veterans Outreach and Recovery Program Locations

72 Counties - 11 Regions



Veterans Housing and Recovery Program (VHRP)

What is VHRP?

The Veterans Housing and Recovery Program (VHRP) provides temporary housing, training, and supportive services to military veterans who are homeless or at risk of becoming homeless in order to help them obtain permanent housing.

The goal of VHRP is to help veterans achieve stability, increase their skill levels and/or income, and obtain greater self-determination that will enable them to reintegrate back to the community.

Our programs are located in Chippewa Falls, Green Bay, and Union Grove.

Who Does VHRP Serve?

Any veteran of the U.S. active Armed Forces regardless of length of service. The USDVA assists in final determination of eligibility. VHRP is not able to accept a veteran who has a dishonorable discharge.

While spouses and children are not eligible for this program, our staff will assist a veteran's family in trying to obtain adequate housing or other needs while the veteran is in the program.

What Services are Provided?

VHRP offers stable, and safe housing to veterans while they receive training and services in finding permanent housing. VHRP staff will work with residents on:

- Permanent Housing
- Employment Assistance
- Education & Job Training
- Healthcare & Mental Health Services
- Substance Abuse Recovery Support
- Claims & Benefits Assistance
- Veterans may stay at a VHRP for up to 24 months, however many complete the program in 6 to 10 months.

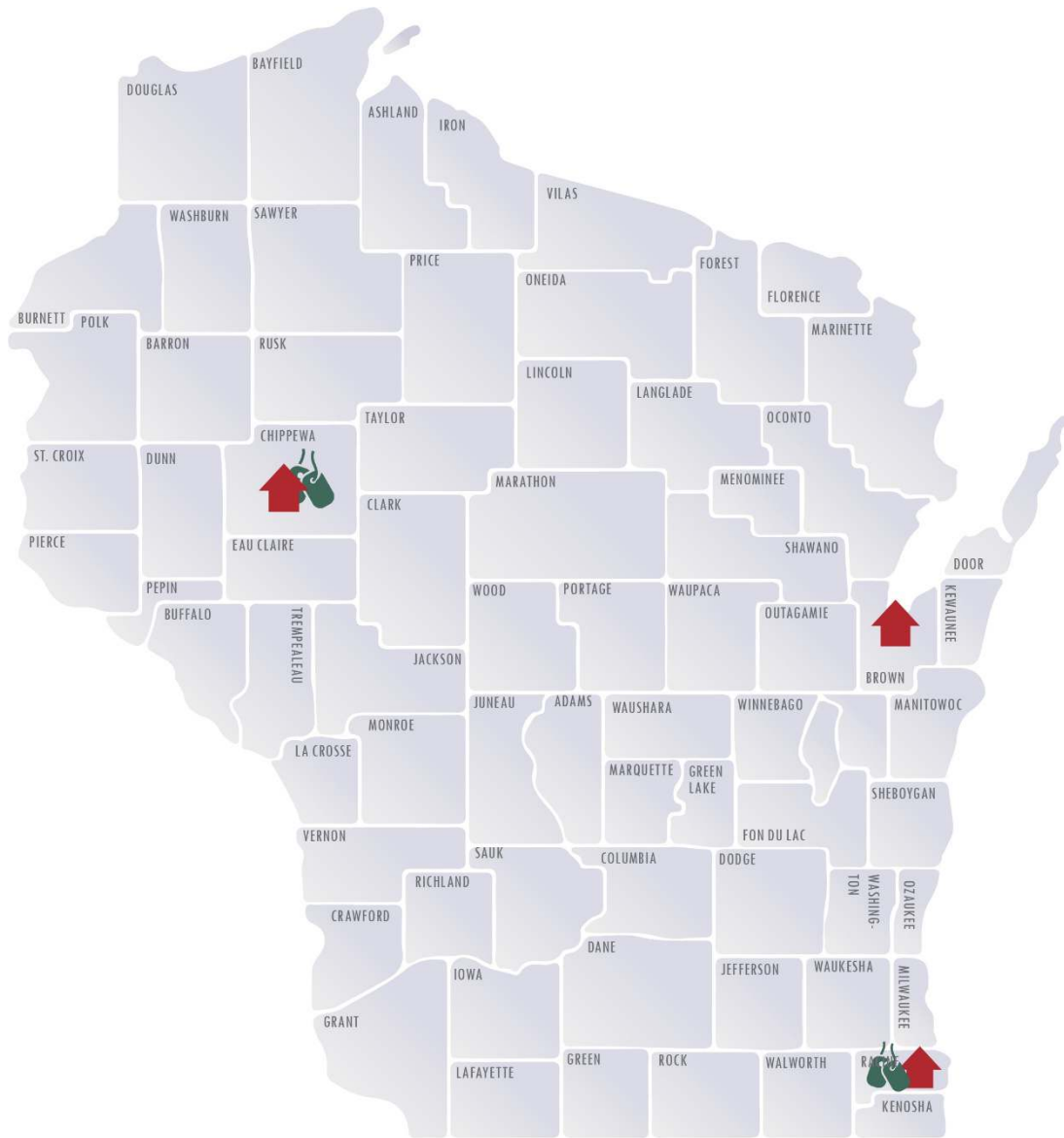
What Can Veterans Expect?

Program staff are highly trained professionals who are dedicated to serving veterans and providing ongoing support.

VHRP offers many amenities to assist in daily living such as a meal plan, activity room, laundry, recreational activities, access to computers and assistance with transportation.

Veterans enrolled in VHRP build a sense of community and restore pride and confidence by working together to maintain the common living areas they reside in and volunteering their time in the local community.

Residents are encouraged to earn and save money while in the program in order to obtain permanent housing after graduation.



Programs and Services

 Veteran Housing and Recovery Program (VHRP) Sites

 Long Term Housing

Military Discharge Review Board (DRB)

Each service branch has a DRB that affords former military members the opportunity to request a review that could change your characterization of service, the reason for discharge, and your re-enlistment code based upon mistakes made by the Service. Note: the Navy runs the Discharge Review Board for both the Navy and the U.S. Marine Corps.

The DRB consists of a five-member board consisting of a legal advisor, medical advisor, personnel advisor, senior NCO, and a senior officer. They can review almost any discharge, with the exception of a discharge or dismissal by sentence of a general court-martial. You can read more about the law governing Discharge Review Boards here: **Title 10, United States Code, Section 1553.**

When you fill out your DD Form 293 (discharge upgrade request form), you will have the option to present your case at the DRB in Washington D.C, in front of a traveling DRB, or have a records review board without presenting your case in person. If you have the means, it is almost always recommended that you have legal representation present your case in person. Regardless of which method you choose, it's important to understand there are no guarantees, and discharge upgrade request approvals are not common.

Visit <https://www.military.com/benefits/records-and-forms/discharge-review.html> to for links to your service branch review board.

- Air Force: Air Force Board of Correction of Military Records
- Army: Army Review Board Agency (ARBA)
- Coast Guard: Board for Correction of Military Records of the Coast Guard
- Navy and Marine Corps: The Board for Correction of Naval Records

CVSO/TVSO

Your Wisconsin County Veterans Service Officer (CVSO), is who you can contact to find out if you or your family are qualified for local, state and federal Veterans' benefits. CVSOs work with the United States Department of Veterans Affairs, the Wisconsin Department of Veterans Affairs and other Veterans Service Organizations to make sure you get all the Veteran benefits you are eligible for.

Visit the County Veterans Service Officers Association of Wisconsin website to locate your CVSO at <https://wicvso.org/locate-your-cvso/>.

Native Americans have one of the highest records of military service per capita of any ethnic group. In fact, 25 percent of able-bodied adult Native Americans enlist in the armed forces, compared to just 3 percent of the general population. Yet, less than 50 percent of eligible Native American Veterans apply for benefits they have earned. The WDVA continues to work in partnership with the Governmental and Tribal agencies along with the Tribal Veterans Service Offices throughout the state to promote awareness of the many local, state and federal Veterans benefits. TVSOs work hand in hand with the different tribes of the state to serve the Native American Veterans of Wisconsin. For a list of TVSOs in Wisconsin visit <https://wicvso.org/locate-your-cvso/> and click on the TVSO tab on the left.

Contact Information for CVSOs		
ADAMS 108 E. North Street, P.O Box 474 Friendship, WI 53934 P: 608-339-4221 F: 608-339-4574	DODGE 127 East Oak St. Juneau, WI 53039-1330 P: 920-386-3798 F: 920-386-3271	JACKSON Courthouse, 307 Main St. Black River Falls, WI 54615 P: 715-284-0225 F: 715-284-0223
ASHLAND 201 Main St., Room 105 Ashland, WI 54806 P: 715-682-7011 F: 715-682-7931	DOOR Government Center, 421 Nebraska St. Sturgeon Bay, WI 54235 P: 920-746-2225 F: 920-746-2519	JEFFERSON 311 S. Center Ave., Rm 207 Jefferson, WI 53549 P: 920-674-7240 F: 920-674-9123
BARRON 335 East Monroe Ave., Room 103 Barron, WI 54812 P: 715-537-6290 F: 715-537-6237	DOUGLAS 1316 North 14th Street, Room 347 Superior, WI 54880 P: 715-395-1331 F: 715-395-1373	JUNEAU 220 State Street, Room 101 Mauston, WI 53948 P: 608-847-9385 F: 608-847-9417
BAYFIELD Courthouse Annex, P.O. Box 367 Washburn, WI 54891 P: 715-373-6137 F: 715-373-6183	DUNN Gov't Center; 800 Wilson Ave. Menomonie, WI 54751 P: 715-232-1646 F: 715-231-6579	KENOSHA 8600 Sheridan Road, Suite 700 Kenosha, WI 53143-6516 P: 262-605-6690 F: 262-605-6695
BROWN 305 E. Walnut, RM 300, PO Box 23600 Green Bay, WI 54305-3600 P: 920-448-4450 F: 920-448-4322	EAU CLAIRE 721 Oxford Ave., Suite 1015 Eau Claire, WI 54703-5490 P: 715-839-4744 F: 715-839-6238	KEWAUNEE 810 Lincoln St. Kewaunee, WI 54216 P: 920-388-7198 F: 920-388-7139
BUFFALO Courthouse, PO Box 492 407 S. Second St., Alma, WI 54610 P: 608-685-6219 F: 608-685-6242	FLORENCE 501 Lake Ave., P.O. Box 410 Florence, WI 54121 P: 715-528-3446 F: 715-528-4762	LA CROSSE Administrative Center, Rm 1340 400 4th St., N LaCrosse, WI 54601-3228 P: 608-785-9719 F: 608-785-9718
BURNETT 7410 County Rd. K #128 Siren, WI 54872 P: 715-349-2179 F: 715-349-8644	FOND DU LAC 50 N. Portland St. Fond du Lac, WI 54935 P: 920-929-3117 F: 920-929-7079	LAFAYETTE P.O. Box 67 627 Main Street, Suite #1 Darlington, WI 53530 P: 608-776-4886 F: 608-776-4915
CALUMET Courthouse, 206 Court St. Chilton, WI 53014-1198 P: 920-849-1452 F: 920-849-1469	FOREST Courthouse, 200 E. Madison St. Crandon, WI 54520 P: 715-478-3722 F: 715-478-2035	LANGLADE 1225 Langlade Rd. Antigo, WI 54409-2795 P: 715-627-6545 F: 715-627-6278
CHIPPEWA Courthouse, 711 Bridge St. Chippewa Falls, WI 54729 P: 715-726-7990 F: 715-726-7821	GRANT 111 S. Jefferson #142 Lancaster, WI 53813-1666 P: 608-723-2756 F: 608-723-4048	LINCOLN 801 N. Sales St., Suite 104 Merrill, WI 54452-1100 P: 715-539-1083 F: 715-539-8234
CLARK Courthouse, 517 Court St. Rm., 304 Neillsville, WI 54456-1902 P: 715-743-5160 F: 715-743-5154	GREEN N3152 Hwy 81 Monroe, WI 53566 P: 608-328-9415 F: 608-328-9654	MANITOWOC 1701 Michigan Avenue Manitowoc, WI 54220-5374 P: 920-683-4055 F: 920-683-5135
COLUMBIA 112 East Edgewater St. Portage, WI 53901-2213 P: 608-742-9618 F: 608-742-9618	GREEN LAKE 571 County Road A, P.O. Box 588 Green Lake, WI 54941-0588 P: 920-294-4123 F: 920-294-4139	MARATHON 212 River Drive, Suite 1 Wausau, WI 54403 P: 715-261-1141 F: 715-261-1146
CRAWFORD 225 North Beaumont Road Suite 137 Prairie du Chien, WI 53821-1929 P: 608-326-0204 F: 608-326-0292	IOWA 303 Chapel - Suite 1300 Dodgeville, WI 53533 P: 608-930-9865 F: 608-935-3024	MARINETTE 1926 Hall Ave. Marinette, WI 54143-1717 P: 715-732-7650 F: 715-732-7447
DANE 210 Martin L. King Jr. Blvd. Rm 108 Madison, WI 53703 P: 608-266-4158 F: 608-266-4156	IRON 300 Taconite Street, Suite 106 Hurley WI 54534 P: 715-561-2190 F: 715-561-2928	MARQUETTE 480 Underwood Ave, P.O. Box 214 Montello, WI 53949 P: 608-297-3182 F: 608-297-9161

MENOMINEE W3191 Fredenberg Dr. Keshena, WI 54135 P: 715-799-3729 F: 715-799-4957	RACINE WFDC, 3 North; 1717 Taylor Ave. Racine, WI 53403 P: 262-638-6667 F: 262-638-7017	VERNON 402 Courthouse Square Banta Building, Suite 100 Viroqua, WI 54665 P: 608-637-5323 F: 608-638-2327
MILWAUKEE 6419 W. Greenfield Ave. Milwaukee, WI 53295-2000 P: 414-266-1235 F: 414-266-1233	RICHLAND Courthouse, 181 W. Seminary Richland Center, WI 53581 P: 608-647-6101 F: 608-647-3940	VILAS 330 Court Street Eagle River, WI 54521 P: 715-479-3629 F: 715-479-3741
MONROE 202 S. K Street #5 Sparta, WI 54656 P: 608-269-8726 F: 608-269-8893	ROCK Rock County Courthouse, 51 S. Main Janesville, WI 53545 P: 608-757-5552 F: 608-757-5604	WALWORTH Government Center, PO Box 1001 Elkhorn, WI 53121 P: 262-741-4222 F: 262-741-4386
OCONTO Courthouse, 301 Washington St. Oconto, WI 54153-1699 P: 920-834-6817 F: 920-834-6819	ROCK 62 Beloit Mall Beloit, WI 53511 P: 608-363-6280 F: 608-363-6286	WASHBURN 1600 County Hwy H Spooner, WI 54801-6206 P: 715-635-4470 F: 715-635-4471 FAX 715-635-4471
ONEIDA Courthouse, P.O. Box 400 Rhineland, WI 54501 P: 715-369-6127 F: 715-369-6267	RUSK Courthouse, 311 Miner Ave. E Ladysmith, WI 54848 P: 715-532-2299 F: 715-532-2126	WASHINGTON Courthouse, 432 E. Washington St. P.O. Box 1986 West Bend, WI 53095-7986 P: 262-335-4457 F: 262-365-5001
OUTAGAMIE 227 S. Walnut Appleton, WI 54911 P: 920-832-5697 F: 920-832-2473	ST. CROIX 1752 Dorset Lane New Richmond, WI 54017 P: 715-386-4759 F: 715-386-4756	WAUKESHA Human Service Center 514 Riverview Ave. Waukesha, WI 53188 P: 262-548-7732 F: 262-896-8588
OZAUKEE PO Box 994 121 W. Main Street Port Washington, WI 53074-0994 P: 262-238-8326 F: 262-268-7726	SAUK Sauk County West Square 505 Broadway, Rm. 205 Baraboo, WI 53913 P: 608-355-3260 F: 608-355-3263	WAUPACA Courthouse, 811 Harding Street Waupaca, WI 54981 P: 715-258-6475 F: 715-258-6266
PEPIN P.O. Box 39, 740 7th Ave., West Durand, WI 54736-0039 P: 715-672-8887 F: 715-672-8039	SAWYER 15872 Fifth Street Hayward, WI 54843 P: 715-634-2770 F: 715-638-3213	WAUSHARA P.O. Box 159 Wautoma, WI 54982 P: 920-787-0446 F: 920-787-6658
PIERCE 412 W. Kinne St., PO Box 146 Ellsworth, WI 54011 P: 715-273-6753 F: 715-273-6754	SHAWANO Courthouse, Room 103, 311 N. Main St. Shawano, WI 54166 P: 715-526-9183 F: 715-524-4622	WINNEBAGO 112 Otter Street, 3rd Floor Oshkosh, WI 54901-4704 P: 920-232-3400 F: 920-303-3030
POLK 100 Polk County Plaza, Suite 70 Balsam Lake, WI 54810 P: 715-485-9243 F: 715-485-9190	SHEBOYGAN Courthouse, 615 N. 6th St. Sheboygan, WI 53081-4692 P: 920-459-3053 F: 920-459-3055	WINNEBAGO Neenah-Menasha Branch Office 211 N. Commercial Neenah, WI 54956 P: 920-729-4820 F: 920-720-3625
PORTAGE City County Building, 1516 Church St. Stevens Point, WI 54481-3598 P: 715-346-1310 F: 715-346-1486	TAYLOR 224 South 2nd St., (140) Medford, WI 54451-1899 P: 715-748-1488 F: 715-748-1415	WOOD Courthouse, 400 Market St. P.O. Box 8095 Wisconsin Rapids, WI 54495-8095 P: 715-421-8420 F: 715-421-8808
PRICE Courthouse, 126 Cherry St. Phillips, WI 54555 P: 715-339-2545 F: 715-339-3089	TREMPEALEAU Courthouse, 36245 Main St., P.O. Box 67 Whitehall, WI 54773 P: 715-538-1972 F: 715-538-1841	WOOD Marshfield Branch Office 1600 Chestnut Ave. Marshfield, WI 54449-1449 P: 715-384-3773 F: 844-688-4806

Contact Information for TVSOs

Bad River Band of Lake Superior Chippewa

73430 US Hwy. 2
PO Box 126
Odanah, WI 54681
(715) 685-9461 Fax (715) 685-9460

Forest County Potawatomi

Veterans Office
5416 Everybody's Road
Crandon, WI 54520
(715) 478-7200

Ho-Chunk Nation

W9814 Airport Rd.
PO Box 667
Black River Falls, WI 54615
(715) 284-4563 Fax (715) 284-5934

Lac Courte Oreilles Band of Lake Superior Chippewa

13878 W. North Agency Road
Stone Lake, WI 54876
(715) 957-0077

Lac du Flambeau Band of Lake Superior Chippewa

409 Little Pines Road
Lac du Flambeau, WI 54538
(715) 588-4174

Menominee Nation & Menominee County

W3191 Fredenburg Drive
Keshena, WI 54135
(715) 799-3729 Fax (715) 799-4957

Oneida Nation

134 Riverdale Drive
Oneida, WI 54155
(920) 869-1133

Red Cliff Band of Lake Superior Chippewa

88385 Pike Road
Red Cliff, WI 54814
(715) 779-3700

St. Croix Tribe

24663 Angeline Ave.
Webster, WI 54893
(715) 416-3580 Fax (715) 349-5768 (tribal office)

Sokaogon Chippewa Community

3051 Sand Lake Road
Crandon, WI 54520
(715) 478-6441 Fax (715) 478-0980

Stockbridge-Munsee Band of Mohican Indians

203 W. Main Street
PO Box 70
Bowler, WI 54416
(715) 793-4036

APPENDIX I

Resource Address Sites and Phone Numbers

- US Dept of Veterans Affairs (USDVA) — www.va.gov
- WI County/Tribal Veterans Services Office - <http://wicvso.org/>
- Veterans Health Administration (Benefits and Services) — wwwl.va.gov/health_benefits
- Vet Center — www.vetcenter.va.gov
- Wisconsin Dept of Veterans Affairs 1-800-WIS-VETS (947-8387) — www.WisVets.com
- Wisconsin Department of Workforce Development — www.dwd.wisconsin.gov
- Wisconsin Department of Workforce Development — Online Job Center — JobCenterofWisconsin.com
- Disabled American Veterans (National) — www.day.org/
- Veterans of Foreign Wars (Dept of WI) — www.vfwofwi.com
- Vietnam Veterans of America (National) — www.vva.org/
- Social Security Administration — www.ssa.gov/
- National Coalition for Homeless Veterans — www.nchv.org
- National Alliance to End Homelessness — www.endhomelessness.org
- AMVETS 1-877-726-8387 — www.amvets.org
- Blinded Veterans Association 1-800-669-7079 — www.bva.org
- Military Order of the Purple Heart 1-414-902-5742 — www.purpleheart.org
- Paralyzed Veterans of America 1-800-424-8200 — www.pva.org
- Disabled American Veterans Service Officer 1-414-902-5736 — www.day.org
- The American Legion Service Officer 1-414-902-5722 — www.legion.org
- Ho-Chunk Nation VSO 1-800-294-9343
- Oneida National Veterans Service Officer 1-920-490-3921
- Veterans of Foreign Wars Service Officer 1-414-902-5748 — www.vfw.org

An electronic version of this document is also available at

www.WisVets.com/Publications.

Toll-Free Numbers

Always call 911 for medical and psychiatric emergencies.

- US Department of Veterans Affairs — www.va.gov
 - Benefits: 1-800-827-1000
 - Medical Centers: 1-877-222-8387 or www.va.gov
 - Veterans Crisis Hotline: 1-800-273-8255
 - National Coalition for Homeless Veterans 1-800-838-4357 or www.nchv.org
- Vet Center: www.vetcenter.va.gov
 - Vet center staff are available toll free during normal business hours at 1-800-905-4675
- Wisconsin Department of Veterans Affairs: 1-800-WIS-VETS
- Wisconsin Job Center: 1-888-258-9966

- For combat veterans or veterans who were sexually assaulted on active duty there are additional services available through the Vet Centers nationwide. Counselors and therapists are available to assist you at:
 - **Madison Vet Center**, 1291 N Sherman Ave, Madison, WI 53704 1-608-264-5342 or 1-800-842-6355
 - **Milwaukee Vet Center**, 5401 N. 76th St., Milwaukee, WI 53218 1-414-536-1301

RESUME WORKSHEET

- Step 1:** The first step is to select the information you want to use in your resume. Each person has a wide variety of experiences, even those persons who have never worked for wages. Think about your work experience, both paid and unpaid. For more information, read **Thoughts on Resumes** (DETJ-4658-P).
- Step 2:** Review the sample resumes provided in the workbook.
- Step 3:** Fill out this worksheet with your information.

Name

Address

City/State/Zip

Telephone ()

Employment Objective: (optional)

WORK EXPERIENCE: List in order of employment preferences, NOT in order of employment history

1. Job Title:

Job Duties:

Where:

When:

2. Job Title:

Job Duties:

Where:

When:

OTHER WORK EXPERIENCE: List job titles/positions you want to show but do not want to go into detail about, i.e., short term jobs, part-time jobs, etc.

MILITARY EXPERIENCE: (optional and if not used elsewhere on this resume)

Job Title:

Job Duties:

Branch of Military:

Where:

When:

SPECIAL ACHIEVEMENTS: (optional) i.e., Chauffeur's License, awards, etc.

SPECIAL SKILLS: (optional) i.e., enjoy working with people, etc.

HOBBIES: (optional)

EDUCATION:

Technical School and/or College:

Where:

When:

Degree/Certificate or courses taken:

High School:

Where:

When:

Diploma? or courses taken:

REFERENCES: Employers frequently check with persons who know you and who can attest to your character or work competence. List three persons who have direct knowledge of you and who will be able to comment about you in a positive manner. Be sure to have the permission of the persons you list as references.

If this person is the representative of an organization or company, what is:

1. Name	Title:
Address	Name of Organization:
City/State/Zip Code	
Telephone ()	
2. Name	Title:
Address	Name of Organization:
City/State/Zip Code	
Telephone ()	
3. Name	Title:
Address	Name of Organization:
City/State/Zip Code	
Telephone ()	

You are now ready to begin drafting a resume, as all the information you will need is on the preceding charts. A good way to begin is by deciding which of your experiences or educational achievements best qualifies you for the type of job you want. This would be the first point on your resume, immediately following your name and address. It is not always necessary to show all of your employment skills on a resume, especially if some of them are not related to the job you are seeking.

Follow the examples of resumes as shown in the publications. Staff in the Wisconsin Job Center are also available to assist you.

Your Wisconsin Job Center features additional publications to guide you with your resumes and applications. These publications are available at your nearest Wisconsin Job Center (call toll-free 888/258-9966), or may be viewed on-line at <http://www.wisconsinjobcenter.org/publications>.

Personal Data Record(DETJ-4937)	Transferable Skills(DETJ-8961-P)
Thoughts on Resumes(DETJ-4658-P)	Self-management Skills(DETJ-8960-P)
The Right Words to Use in Your Job Search(DETJ-9463-P)	Employment Skills(DETJ-9446-P)



Resume and Application Information

GENERAL NOTES:

1. The below topics cover information you know and will need for developing resumes, cover letters and filling out applications.
2. Remember resumes and applications get interviews so must contain verifiable information employers are seeking in candidates.
3. Using separate sheets of paper gather and document your information by topic. Be detailed.
4. Methods for gathering include, but not limited to; old resumes, memory, job postings, published resources, course descriptions, etc.
5. Develop a master resume from your information to be used to create the resumes will use to apply for jobs.
6. Update and target your resume to positions applying for. Don't use all information. If doesn't apply to job don't use. Too much is negative.
7. When in doubt ask for assistance but remember you are the important piece to developing this information.
8. Recommend using this information to help you prepare for interviews.

<p style="text-align: center;">NAME AND CONTACT INFORMATION <i>(Required unless otherwise marked)</i></p> <ul style="list-style-type: none"> • First Name, Middle Initial and Last Name • Street Address <i>(NO Post Office Boxes)</i> • City, State and Zip Code • Primary Telephone or Cell Number • Alternate Telephone or Cell Number <i>(Optional)</i> • Email Address 	<p style="text-align: center;">WORK EXPERIENCE <i>(Only need about 8 to 10 years)</i></p> <ul style="list-style-type: none"> • Employer Name, City and State • Position Title • Dates Employed <i>(MM/YYYY Format)</i> • Duties and Responsibilities • Include accomplishments <i>(e.g. employee award, saved money, etc.)</i> • Can list Volunteer Work as part of Work Experience or separately
<p style="text-align: center;">EMPLOYMENT OBJECTIVE <i>(Optional)</i></p> <ul style="list-style-type: none"> • One to two sentence statement to clarify the type of employment desired and how your skills make you a good fit. • If using a cover letter an objective is not necessary. 	<p style="text-align: center;">EDUCATION AND OTHER TRAINING</p> <ul style="list-style-type: none"> • Degrees or Certifications Received <ul style="list-style-type: none"> – <i>List College or Tech School, City, State and Dates Attended</i> • On-the-Job and Specialized Training <ul style="list-style-type: none"> – <i>List Company or Military, City, State and Dates</i>
<p style="text-align: center;">QUALIFICATIONS (SKILLS) OVERVIEW</p> <ul style="list-style-type: none"> • Use Bullet Format to list your qualifications. • Qualifications are your job skills and personality traits <i>(e.g. timely, math, communications, etc.)</i> 	<p style="text-align: center;">APPLICABLE PERSONAL INFORMATION</p> <ul style="list-style-type: none"> • Any achievement or recognition awards • Hobbies <i>(No hunting or fishing – not hobbies and inappropriate)</i> • Sports to Maintain Health <i>(e.g. walking, jogging, bicycle, etc.)</i> • Existing Organization Membership(s) <i>(shows community involvement)</i>
<p style="text-align: center;">REFERENCES</p> <ol style="list-style-type: none"> 1. Require at least 3 with 2 professionals minimum <i>(observed at work)</i> 2. Must request their permission first to use as a reference. 3. References are separate from resumes and provided when asked for. 	<p style="text-align: center;">RESUME FORMATS</p> <p style="text-align: center;">* See next page for 2 resume examples *</p>

CHRONOLOGICAL FORMAT

1. Emphasizes work history and employers, is familiar to most interviewers and easy to write.
2. Can reveal employment gaps or undesired job areas, and limits emphasis on qualifications.

Name
Address, City, State, Zip Code
Telephone, Email

QUALIFICATIONS OVERVIEW

- ZZA machine operations
- Work well in teams or alone
- Math and communication skills
- Maintain safety standards
- Etc.

*No more than 10 to 15
qualification bullets*

WORK EXPERIENCE

WI Department of Corrections, City, State

01/2018 – 12/2018

Line Cook/Food Preparation

- Cook for meals
- Prepared ingredients for cooking
- Maintained high standards of sanitation
- And so, on *(keep number of bullets to about 7 to 10)*

ABC Company, City, State

01/2010 – 12/2017

ZZA Machine Operator

- Operated ZZA Machine accurately and safely
- Maintained proper operations and material usage records
- And so, on

➤ ***Add jobs up to 10 years back maximum.***

EDUCATION AND OTHER TRAINING

WI Department of Corrections, City, State

- Food Preparation Course
- Cook Course
- Food Sanitation Course

ABC Company, City, State

- ZZA Training Course
- OSHA Safety Training – quarterly

➤ ***Do not include High School graduation on resumes, only applications.***

➤ ***Do NOT need dates for resume, but application does.***

COMBINATION FORMAT

1. Emphasizes qualifications to job applying while leaving out unimportant items, combines the Chronological with Functional formats to help target and reassure employers, de-emphasizes employment gaps and easy to adjust information as needed.
2. Takes longer to develop.

Name
Address, City, State, Zip Code
Telephone Email

QUALIFICATIONS OVERVIEW

- ZZA machine operations
- Work well in teams or alone
- Math and communication skills
- Maintain safety standards
- Read blueprints and schematics
- Maintain high work ethics
- First Aid and CPR Certification
- Etc.

No restriction on number of qualification bullets

WORK EXPERIENCE

WI Department of Corrections, City, State 01/2018 – 12/2018
Line Cook/Food Preparation

ABC Company, City, State 01/2010 – 12/2017
ZZA Machine Operator

- ***Duties removed and changed to qualifications then added to Qualifications Overview as needed.***
- ***Add jobs up to 10 years back maximum.***

EDUCATION AND OTHER TRAINING

WI Department of Corrections, City, State

- Food Preparation Course
- Cook Course
- Food Sanitation Course

ABC Company, City, State

- ZZA Training Course
- OSHA Safety Training – quarterly

- ***Do not include High School graduation on resumes, only applications.***
- ***Do NOT need dates for resume, but application does.***

GENERAL NOTES

1. These are only examples and layouts may be different, but they must make sense, easy to flow and look professional.
2. Use the Bullet Format. Easier to find information and update.
3. May add other or adjust headers when needed.
4. Goal is 1-page resume but can go to a 2-page. Ensure your name and page number are on 2nd page. If split a topic remember to include header on 2nd page, then continue information.

NOTES:

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