

Employment Assistance Guide for Service Providers Helping Homeless Veterans



NATIONAL COALITION for HOMELESS VETERANS

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Introduction

This guide was produced through a U.S. Department of Labor-Veterans' Employment and Training Service (USDOL-VETS) technical assistance grant to serve as a quick reference resource to assist government agencies, community-based organizations, social workers, case managers and others who are helping homeless veterans prepare for and obtain employment.

Homeless veterans have the same legal rights as all veterans to employment assistance, preferences in federal hiring practices, and eligibility for Department of Veterans Affairs and Department of Labor employment programs. However, their homelessness presents unique challenges and potential obstacles. Use this guide to develop a better understanding of the issues affecting homeless citizens and to enhance your success in helping this special veteran population.

Connecting With the Community

Helping homeless veterans obtain steady, gainful employment may seem like a daunting challenge, but if you take time to connect with the local homeless service provider community, you will find you have the valuable allies and support you need to succeed. The fact is, in most communities, you will be welcomed to join an already established team of government officials, community-based homeless service providers, social workers, medical specialists, and counselors who are working together to help homeless individuals and families. This guide will help show you the way.

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Understanding the Issues

Until 1994, there was no empirical data in any reliable form that demonstrated the prevalence of veterans among the nation's homeless population. Service providers knew many of their homeless clients were veterans, but there were only two small federal programs in place to help them – the Department of Labor (DOL) Homeless Veterans Reintegration Program (HVRP), and the Department of Veterans Affairs (VA) Homeless Providers Grant and Per Diem Program (GPD).

That year, the National Coalition for Homeless Veterans (NCHV) and the National Coalition for the Homeless (NCH) conducted a state-by-state survey and released their findings, "A Report to the Nation." That survey showed a significant percentage of America's homeless people were military veterans.

Congress commissioned the Urban Institute and the Interagency Council on Homelessness (ICH) to perform a more comprehensive survey of the nation's homeless population in 1996. Completed in 1999, "The National Survey of Homeless Assistance Providers and Clients (NSHAPC)" remains the most reliable source of information about homelessness in America. The survey reported:

- ◆ 33% of homeless men in America are veterans.
- ◆ 23% of all homeless people in America are veterans.
- ◆ 89% of homeless veterans have received honorable discharges.
- ◆ 67% of homeless veterans have served three years or longer.
- ◆ Homeless veterans have attained higher education levels than non-veteran homeless people.
- ◆ 79% of homeless veterans live in large metropolitan areas.
- ◆ 33% of homeless veterans have served in combat operations.
- ◆ Approximately 529,000 to 840,000 veterans will experience homelessness at some time during the year.



Homeless veterans at Stand Down, community events that provide services and referrals to more than 28,000 veterans in 100 communities each year.



These findings helped put the issue of homeless veterans on the national public policy agenda. The VA and DOL took immediate and significant steps to increase HVRP and GPD program funding, the two largest veteran-specific homeless assistance programs in the nation today.

The survey results also proved, to an absolute certainty, that the nation's homeless assistance programs administered by other federal agencies and local government authorities were not fully embracing this large segment of the homeless population.

Increasing veteran access to homeless assistance services on the local level, and preventing homelessness among the new generation of America's combat forces returning from wars in Iraq and Afghanistan, is dependent upon reliable data about veteran homelessness and the services that are available to them in every community. All federal homeless assistance grants require locality-specific needs assessments that reflect the number of homeless people and the services they require. This guide will show you how to identify the local service providers that can support your work.

Causes of Homelessness

Homelessness is the end result of problems that an individual cannot resolve without assistance. Because each person deals with challenges and stresses differently, there is no way to predict how and when homeless veterans and those at risk of becoming homeless will ultimately realize they need help. The majority of Vietnam veterans who eventually sought homeless assistance did not request help until eight to 12 years after their discharge (*NCHV, VA*). Generally, the causes of homelessness can be grouped into three categories – economic hardships, health issues, and lack of affordable housing.



These issues impact all homeless individuals, but veterans face additional challenges when trying to overcome these obstacles: prolonged separation from traditional supports such as family and close friends; highly stressful training and occupational demands that can affect their personality, self esteem and ability to communicate with people in the civilian sector after their separation from military service; and non-transferability of some military occupational specialties into the civilian work force.

Mental Health Issues

The overwhelming majority of veterans return from military service and successfully reintegrate into society as productive citizens. However, studies show that up to one-third of combat veterans are likely to experience some clinical degree of depression, post-traumatic stress disorder (PTSD), or other emotional/psychological difficulties directly related to their military experience (*VA Iraq War Clinician Guide, 2004*). Debilitating mental and physical health problems are a leading cause of homelessness, particularly among combat veterans.

The VA reported in 2006 that nearly 30% of the 184,000 veterans of Iraq and Afghanistan who had sought VA medical care since separating from the military exhibited potential symptoms of post-traumatic stress, drug abuse or other mental and emotional disorders. Close to one-half of those – 30,000 – have a possible diagnosis of post-traumatic stress disorder (PTSD). Of greater concern was the Government Accountability Office (GAO) report that found nearly 80% of Iraq War veterans whose Post

Deployment Survey responses indicated they were at risk of developing PTSD were not referred to Department of Defense or VA facilities for mental health screening and counseling (*GAO Report, May 16, 2006*). As American troop deployments to Iraq and Afghanistan approach the 2 million mark, it is reasonable to anticipate that as many as 600,000 or more young veterans may eventually seek mental health counseling and treatment services during the next decade.

Physical Health and Disabilities

According to the VA Northeast Program Evaluation Center (NEPEC), nearly 74% of homeless veterans are likely to have medical problems upon admission to either VA or community-based assistance programs. About 70 percent will have alcohol-related problems; 63% will have drug abuse histories; and 69% will have a mental illness diagnosis. These health issues can either result from or contribute to a veteran's homelessness. Either way, ensuring access to health services is critical to treat and prevent health problems associated with homelessness. While the VA has greatly increased the size and services of its nationwide health system, many communities are under-served by VA programs and community health services. Many low-income veterans cannot afford health insurance, or work for small and independent businesses that do not offer health insurance coverage. These veterans and their families are one major medical problem or financial crisis removed from severe economic hardship that may, and often does, result in an increased risk of homelessness.

Because of the increased demand for health services from the VA health care system, waiting times for VA medical appointments have been recorded at anywhere from two to six months or longer. For veterans in crisis, this becomes a source of increased apprehension and frustration, and therefore can contribute to an increased risk of homelessness.

Economic Hardships

Economic hardships usually involve employment issues and mounting debt. The cost of housing in most communities makes it unlikely that a single wage earner will be able to afford a comfortable and safe rental unit. A person making minimum wage would only make about \$900 a month, and would need to find an apartment for \$300 a month to have enough income to provide himself with food, utilities, transportation and other necessities. Those rental units are extremely rare. And even if one is lucky enough to find a low rent apartment, there is little extra money for insurance, clothing, education, entertainment and recreation.

Young veterans who want to live independently once they return home from military duty face incredible economic pressures. They are transitioning from an environment in which housing and other necessities are provided in addition to their monthly income into a world in which everything has a price tag. The cost of housing often will not allow younger veterans to live independently. Unless they are able to save money as they plan for their future, these veterans are already at a higher risk of becoming homeless than their more securely rooted civilian contemporaries.

Many people who never serve in the military have difficulty managing their personal finances. Without a considerable degree of discipline, young veterans can quickly become burdened with debt before they realize they are headed for financial disaster. That burden reduces opportunities for self

advancement, imperils their economic stability, and can significantly increase their risk of becoming homeless.

National Guardsmen and Reservists also face significant economic pressures, even though most return to their pre-deployment occupations. Often their income while on active duty is lower than what they earned as civilians, so they may be depleting their savings or increasing their debt during military service. This is especially true for families that depend on a single primary wage earner's income.

Unemployment and Underemployment

Unemployment and underemployment are two of the most critical issues affecting homeless veterans. Particularly for younger veterans, many military occupational specialties during wartime are not transferable to the civilian sector – weapons specialists and munitions handlers, door gunners on helicopters, infantrymen. That last one is problematic because law enforcement is a great option for some of these veterans, but the availability of these jobs is statistically insignificant compared to the large number of combat veterans returning from Iraq and Afghanistan who are looking for work. And, increasingly, many of those positions require college credits to be eligible for consideration.

Many of the military occupations of younger veterans that are transferable are on the lower end of the wage scale – warehousemen, clerical, food service, health care assistants, or lower level workers with limited experience. In many markets, veterans may be competing for rare employment opportunities with civilians who have more site-based training or more personal contact with potential employers and their crews or staff.

For individuals who must rely solely on their own incomes to support themselves and their families, economic pressures are compounded by the difficulty of paying for and attending education programs to improve their earning potential. For single heads of households, the issue of paying tuition and fees is often not as prohibitive as child care and other necessary expenses associated with going back to school.

Studies show that gainful employment at a livable wage, with opportunities for advancement, is the foundation for maintaining economic stability and reducing the risk of becoming homeless. Market factors such as layoffs, plant closings, high unemployment rates, and changes in a region's commercial base that change the nature of jobs that are available usually affect the younger, less experienced workers the most.



Lack of Affordable Housing

Housing must be addressed on three levels: 1. temporary shelter; 2. transitional living facilities with supportive services; and 3. permanent housing with or without supportive services.

Veterans who lose their housing – regardless of the reasons – will most likely have to progress through all three levels before they become self sufficient and able to live independently. Depending on how long a veteran has lived on the street, that progression can take up to five years or longer to complete. Veterans with serious mental illness or other disabilities may never be able to achieve full independence. Veterans with histories of alcohol and drug abuse, legal problems or incarceration face extreme obstacles when trying to obtain and maintain housing.

Because of limited public assistance resources, homeless programs are usually subject to a priority system that favors single parents with dependent children, the elderly and the disabled over veterans without an obvious substance abuse, mental illness or other disability. The reality is that, in virtually every community in America, there is a critical shortage of safe, decent affordable housing for persons and families with low and extremely low incomes (*National Law Center on Homelessness & Poverty, Harvard University, 2006*). More than 1.5 million veterans live below the federal poverty level – that’s 1 of every 16 Americans who have served in the military (*2000 U.S. Census*).

1. Emergency Shelter

Most communities have shelters that provide emergency assistance to victims of catastrophic events, domestic violence and homelessness on a daily basis. Most of these are restricted to women or men, the main exception are shelters that accept women and children. There are very few shelters that are able to receive men with dependent children.

The availability of social workers and referrals to supportive services varies widely; and people who are known to be homeless are usually asked to leave the premises each morning and are not allowed to check back in until late afternoon.



Photo courtesy of Century Housing

Above, Cabrillo Apartments, supportive housing operated by U.S. Veterans Initiative and financed by Century Housing Corporation of Culver City, CA, and scattered site group homes operated by community-based and private service organizations provide safe, affordable housing with services to help veterans transition out of homelessness.



This practice makes it difficult to connect homeless veterans with service providers who can help them, even from VA sources, particularly if the veteran is dealing with serious emotional or mental disorders. For veterans with alcohol or substance abuse issues, this may be their only recourse until they complete a sobriety or drug rehabilitation program. In those cases, they most likely will need a case manager from a veteran service provider or veteran service organization (VSO) to work with them to ensure completion of the program in order to become eligible for enrollment in a transitional housing facility.

Veterans without substance abuse problems who must reside in an emergency shelter while waiting for placement in a transitional program may need similar support because of the emotional stress and lower self esteem often encountered by people who find themselves in this situation.

2. Transitional Housing with Supportive Services

Transitional housing programs are designed to provide temporary housing in a safe, alcohol- and drug-free environment to help homeless people work toward the goal of independent living. Supportive services that are pro-

vided – either directly by the organization or through partnerships with other community programs – include health care, mental health assessments and treatment, employment services, transportation and clothing, assistance applying for benefits such as food stamps, and social security income supports. Most programs have up to a 24-month eligibility limit, with the expectation that homeless clients will begin working and be able to move into their own rental housing units during that term.

The VA Homeless Providers Grant and Per Diem Program is a partnership with community-based organizations that provide those services, but also work closely with VA medical facilities and benefits offices to make sure veterans receive the benefits they earned through their military service. Approximately 25,000 beds are available to help veterans transition from homelessness to permanent housing. About 10,000 of those are operated by community-based organizations in 48 states and the District of Columbia, with 2,200 still in the planning stage.

The VA estimates its homeless programs reach about 100,000 veterans each year. Community-based organizations represented by NCHV reach another 150,000 each year. That still leaves almost 38% of the nation’s homeless veterans without the help they need. It is likely that some of those veterans are receiving assistance from other community resources, but there is no way to determine how many and what assistance they are receiving. The VA says it needs an additional 9,600 GPD beds to help address this problem (*GAO Report, September 2006, “Homeless Veteran Programs”*).

3. Permanent Housing

Helping the homeless work their way back into permanent housing and economic self sufficiency is the goal of all comprehensive homeless assistance programs. Many organizations in the private sector and an increasing number of government-subsidized programs utilize a



“Housing First” approach. This model moves homeless people and families into housing units relatively quickly – usually in multi-family housing projects – and then makes supportive services available to them. Some projects do not require proof of sobriety or drug-free status prior to placement.

Clients are assigned case workers who encourage them to participate in rehabilitation programs and apply for services, but there often is no requirement that they comply with those recommendations. The primary defense of this approach is that it reduces the costs of emergency room care and law enforcement activities with respect to homeless persons.

Private and government-subsidized permanent housing programs with eligibility requirements are more commonly referred to as Section 8 or Housing Choice rental units. Applicants must sign lease agreements and agree to follow site-based rules to remain in the housing units. In most communities, the need for these subsidized rental housing units far exceeds the supply, and waiting lists are measured in years if they are open at all.

Recognizing the lack of affordable housing in their communities, some veteran-specific transitional housing programs have been developing permanent housing opportunities for veterans who are ready for independent living. The HUD-VA Supportive Housing program provides 10,000 vouchers for chronically homeless veterans, but for other programs, veteran service providers must compete with other housing projects for limited HUD funding, and constantly search for additional funding sources to provide this housing option.

At the present time, many of the permanent housing units being planned by veteran service providers are more accurately described as “permanent supportive housing,” rental units that will be offered to veterans who need services such as case management, income supports, outpatient mental health care and long-term physical and occupational therapy. This means veterans at risk of becoming homeless solely because of low incomes will remain at risk for the foreseeable future.

Veterans Victory Farm in Fitzwilliam, NH, is the nation’s first therapeutic agricultural residency program for veterans coping with serious mental illness. The innovative program is operated by Veterans Hospice Homestead of Fitchburg, MA.

Personal Considerations

Whether you provide employment preparation and placement assistance to homeless veterans as part of a case management team or as an employment specialist for a government or private agency, you will become one of the homeless client's most trusted confidants. In the process of identifying the client's occupational interests, training and experience, you will undoubtedly learn a great deal about the other supportive services he or she needs to successfully transition out of homelessness to full employment and permanent housing.

In some cases, you may well become the primary source of referral information for the homeless client. This section gives a brief overview of the various unique challenges these individuals encounter to guide your efforts to cultivate and maintain their trust.

■ Residence

Homeless veterans who are not enrolled in a homeless assistance or supportive residence program often have no fixed address, which means receiving mail and phone calls may be a problem. During your client assessment process, determine how you and prospective employers will keep in touch with your client. You may have to help the homeless client make suitable contact arrangements.

- ◆ If staying at a shelter, the veteran should obtain permission to use its address and telephone number for job applications. Community shelters often have limits on how long a person can stay, so a long-term alternative for contact is desirable.
- ◆ If transient, the veteran should obtain permission to receive mail and phone calls at an acceptable location for the short term. This can be a local shelter, VA regional office or clinic, a local veteran service organization (VSO), a local church, or even your office.
- ◆ Clients should be referred to a transitional housing program as soon as possible to access other supportive services they need and to increase their prospects of obtaining steady, gainful employment. For information on how to help your client find housing, go to www.nchv.org and click on "Are You a Homeless Veteran?"



Homeless veteran assistance referral information is available online at www.nchv.org. Click on "Employment Assistance" and "Are You a Homeless Veteran?"

■ Health and Hygiene

Depending on how long they have been without a permanent residence, homeless veterans may have serious health and hygiene issues that must be addressed. Veterans who are not already enrolled in a supportive residence program should be referred to the nearest VA medical center or clinic, or a local community clinic for assessment and treatment for the following:

- ◆ Hepatitis C, HIV, tuberculosis (TB) – All homeless people are at a higher risk of contracting these infectious diseases than the general population, and homeless veterans are at an even higher risk for Hepatitis C and TB.
- ◆ General health screening.
- ◆ Dental care – The VA has a dental care program for veterans who are participating in homeless assistance residency programs.
- ◆ Mental health assessment – A large percentage of homeless veterans experience depression or post-traumatic stress disorder (PTSD) related to their military service and periods of homelessness.
- ◆ Substance abuse – Untreated psychosocial disorders often lead to self-medication with alcohol and illegal drugs. As many as 76% of homeless veterans have substance abuse and/or mental health issues. Addiction is a disease that requires treatment and follow-up supportive counseling. Become familiar with the programs in which your clients participate.

■ *Women Veterans*

For the first time in U.S. history, women comprise about 14% of American troops serving in combat theaters in Iraq and Afghanistan. The VA estimates women will soon account for 10% of the veteran population. Women veterans have special needs and challenges; many are single parents with dependent children. The VA and community-based service providers have developed programs specifically designed to offer specialized services for women.



- ◆ All **VA Medical Centers** and many Readjustment Counseling (Vet) Centers have a designated Women Veterans Program Manager to help women veterans access VA benefits and healthcare services. Call 1-877-222-8387 to find the VA Medical Center nearest you.

- ◆ There are eight **Women Veterans Comprehensive Health Centers** in the VA system. These centers, structured under a primary care model, serve as prototypical health care centers for women veterans. The Women's Centers develop new and enhanced programs focusing on the unique health care needs of women veterans. For locations and contact information, go to: www1.va.gov/wvhp.

- ◆ All regional offices of the **Veterans Benefits Administration** have a Women Veterans Coordinator to help women veterans apply for VA benefits and assistance programs. Call 1-800-827-1000 to locate your local office, or go to: www.vba.va.gov/VBA/benefits/offices.asp.

- ◆ Most **State Departments of Veterans Affairs** have a designated Women Veterans Coordinator to help women veterans. Check the phone book blue pages under "State Government, Veterans Affairs," or go to: www.naswvc.com/page2.html.

Personal Identification

Many homeless veterans do not have the personal identification documents required to obtain employment. Along with an application and resume, a person may need the following:

- ◆ **Photo ID** – Contact the VA homeless veterans coordinator at the nearest VA Medical Center for information about how to obtain a photo ID. These are VA eligibility and veteran status confirmation cards with the veteran's photo. To find the center serving your area, look in the blue pages of the phone book under "U.S. Government, Veterans Affairs." State Motor Vehicle Departments provide this service for a fee.

- ◆ **DD 214** – Homeless veterans are entitled to one copy of their service and medical records free of charge. Send requests to the National Personnel Records Center, Military Personnel Records, 9700 Page Avenue, St. Louis, MO, 63132-5100.

Homeless veterans, through their DVOP/LVER or case manager, may fax the request for records to 314-801-9195. Be sure to write "Homeless veteran case" clearly on the form.

Veterans discharged from the Navy after Dec. 31, 1994, and the Marine Corps after Sept. 30, 2001, should send requests to Navy Personnel Command, PERS 312E, 5720 Integrity Drive, Millington, TN, 38055-3120. Veterans may also submit their requests online at www.vetreccs.archives.gov.

State Offices of Veterans Affairs often have military records of veterans who are state residents. Go to www.nasdva.com for contact information in your state.

- ◆ **Birth Certificate** – Contact the appropriate office of the state government in the veteran's state of birth.

- ◆ **Social Security Card** – Apply at the nearest Social Security Office (check the blue pages of your local phone book under "U.S. Government, Social Security Administration"). Because of tightened security at some federal buildings, check with your local office to see if there are special procedures your homeless veteran clients must follow to complete the application process.

C Community Partners

In most communities across America there already exists an active and experienced network of service providers ready to help you better serve your homeless clients. This section will guide you to the agencies and charitable organizations that will serve as your strongest allies.

■ Community-based Organizations

Community-based and faith-based organizations (CBOs) provide more direct services for homeless veterans than all federal facilities combined. These organizations usually work within regional networks in partnership with federal and state agencies to provide emergency and transitional housing, employment counseling and job placement services, access to health care, legal aid, substance abuse and mental health services, life skills training, and other supportive services that prepare homeless veterans to once again become productive members of society. Many of them will be sending you job-ready veterans – those who have participated in job preparation and training programs.

To learn which organizations can help you better serve your homeless veteran clients, refer to the following:

- ◆ **National Coalition for Homeless Veterans** – A national organization wholly dedicated to providing services for homeless veterans, NCHV can offer valuable information and guidance about veteran-specific assistance programs in many communities. Go to www.nchv.org, and click on “Homeless Veteran Service Providers” for contact information in your area.
- ◆ The **U.S. Department of Housing and Urban Development** has a “Communities” section on their website that lists community-based housing, shelter and service providers to help the homeless in every state. These organizations serve as the primary emer-



Homeless Court at Veterans Village of San Diego helps resolve legal barriers to employment and housing.

gency and transitional assistance caregivers in their communities and work collaboratively to provide the full range of assistance needed by homeless individuals and families. To find a list of emergency services available in your state, go to:
www.hud.gov/homeless/hmlsagen.cfm.

- ◆ **Coalitions for the Homeless** are networks of service providers working together to help homeless people. They exist in most cities and urban counties. Look in the local phone book, or contact the mayor’s office for information. You may also find local information about assistance providers, arranged by state, at www.nationalhomeless.org/resources/local/local.html.
- ◆ **Local Charitable Organizations** – Local chapters of national organizations can be a valuable source of information on employment and other supportive services available in their communities. Contact the nearest office of the Salvation Army, Volunteers of America, United Way, Goodwill, Catholic Charities, and other charitable organizations. Local yellow pages often have a section for “Homeless” or “Homeless Services” that includes listings for organizations that help homeless citizens.
- ◆ **Veteran Service Organizations (VSOs)**, such as The American Legion, Veterans of Foreign Wars, Disabled American Veterans, AMVETS, Paralyzed Veterans Association, Blinded Veterans Association, Military Order of the Purple Heart, Vietnam Veterans of America and Non Commissioned Officers Association, offer employment related services for veterans in various localities. Many of these organizations have veteran service officers who help veter-

ans file for VA benefits, and often serve as veterans' representatives in their search for assistance. Contact the local posts or chapters and ask about their services and other possible community connections.

- ◆ **Stand Downs** – These are one- to three-day events offering homeless veterans a broad range of necessities including food, clothing, medical services, legal and mental health assistance, job counseling and referrals. Stand Downs are usually sponsored by community-based and faith-based organizations, and many are conducted by VA Medical Centers and clinics. These outreach and service referral events provide assistance to more than 28,000 veterans in 100 communities nationwide each year.

Employment specialists should participate in these programs to forge strong community ties and to provide employment counseling for homeless veterans. A list of scheduled Stand Downs and contact information for event coordinators can be found at www.nchv.org.

■ *Community/Government Partnerships*

- ◆ **Department of Housing and Urban Development** – Most federal homeless program funding is administered through HUD, which allocates funds according to approved “Continuum of Care” plans. Local homeless service providers and government agencies work together to develop these plans. HUD maintains a list of agencies and community-based organizations in every state that provide assistance to homeless individuals and families. Go to: www.hud.gov/local/index.cfm.



Veteran volunteers at Operation Stand Down Nashville.

- ◆ **Department of Labor-Veterans' Employment and Training Service** – The DOL-VETS Homeless Veterans' Reintegration Program (HVRP) facilitates the reintegration of homeless veterans into the labor force through grants that are awarded to nonprofit community-based organizations, workforce investment boards and state government agencies offering employment and job-readiness services. DOL-VETS also funds Disabled Veteran Outreach Program (DVOP) and Local Veterans Employment Representatives (LVER) at employment offices nationwide. Call your local state employment or job service office and ask for the veteran representative to locate HVRP and veteran assistance programs that are available in your area.
- ◆ **Department of Labor-Veterans' Employment and Training Service** – Veterans Workforce Investment Program (VWIP) provides grants to states and community-based, faith-based and local public organizations to offer workforce services targeted to veterans who have service connected disabilities, had active duty experience in a war or campaign, are recently separated from the service, or are facing significant barriers to employment (including homelessness). To check on programs in your area, contact your nearest DOL-VETS office. Office locations are listed at: <http://www.dol.gov/vets/aboutvets/contacts/main.htm>.
- ◆ **Department of Veterans Affairs CHALENG** – Each year the Department of Veterans Affairs (VA) conducts a survey of VA healthcare facilities and the nation's homeless veteran service providers and clients through the Community Homelessness Assessment, Local Education and Networking Groups (CHALENG) Project. Survey information includes an estimate of the number of homeless veterans in each medical center service area, the services that are available to help them, and an appendix that identifies the participating service organizations. Each VA Medical Center has a designated point of contact. For the CHALENG contact person nearest you, go to www.va.gov/homeless/ and click on “CHALENG Report.”
- ◆ **VA Veterans Health Administration Homeless Veteran Service Coordinators** – Every VA medical center has a Homeless Veteran Coordinator who can give you information about local services for homeless veterans provided through the Veterans Health Administration. Services include outreach, case

management, referrals to benefits counselors, linkage to health care and housing assistance. For local contacts, go to: <http://www1.va.gov/directory/guide/home.asp?isFlash=1>.

- ◆ **VA Veteran Benefits Administration Homeless Veteran Coordinators** – Every VA Regional Office (VARO) has an assigned Homeless Veteran Coordinator who can help expedite the VA benefits claims process for homeless veterans. To find the nearest VBA office, go to: www1.va.gov/directory/guide/allstate_fish.asp.
- ◆ **State Directors of Veterans Affairs** – Every state has a Director of Veterans Affairs. These offices are not associated with the VA, and may provide additional services to veterans that include housing assistance, employment programs, education grants and emergency loans. Services vary widely from state to state. For contact information in your state, go to www.nasdva.com.
- ◆ **County Veteran Service Officers (CVSOs)** – These are locally funded veteran representatives authorized to help veterans file claims for benefits to which they are entitled due to military service, and provide referrals to supportive services veterans need. Not all states have CVSOs. Check the blue pages of your local phone book to see if there is a county veteran service officer in your area, or check online at www.nacvso.org.
- ◆ **State Offices on Aging** – Department of Labor Title V programs, administered by State Offices or Bureaus on Aging, focus on employment training for veterans 55 and older and their spouses who meet low-income criteria, which includes homelessness. Check the blue pages of your phone book under “State Government” for contact information, or it may be listed under “Human Services” or “Public Assistance.”



Communicating With Employers

■ *Legal Considerations*

Many homeless veterans have histories of medical, substance abuse and legal problems, and you must be aware of the restrictions on your activities. Generally, you are free to discuss these issues with your client, but the veteran is the only one who has an absolute legal right to divulge medical and criminal histories to a potential employer. Your role should be limited to:

- ◆ Helping prepare the veteran to answer questions about past health and legal issues. Be honest and direct, and help the veteran draft statements that attest to the actions taken to address past problems. These can be presented to employers if requested, or used during preparation for interviews.
- ◆ Accessing VA medical and service records for the purpose of complementing the case management support the veteran is receiving through a supportive residential program, or to help the veteran develop an individual employment plan. If you are serving as a de facto case manager, you should request that the veteran complete the Request for and Consent to Release Information from Claimant’s Records, VA Form 70-3288.

■ *Regarding Homelessness*

You are encouraged to maintain follow-up contact with homeless veterans after they have accepted employment. This is necessary to assess the success of the client, and to evaluate the suitability of employment opportunities for other veterans.

- ◆ When the outcomes are positive, cultivate your association with companies that have benefited from successful placements.
- ◆ Care should be exercised to focus only on the skills, work ethic and job performance of the veteran clients. Do not engage in discussions with employers about private, personal matters.
- ◆ NEVER guarantee that a client will perform at a satisfactory level. The veteran’s performance is beyond your control. Your integrity as an employment specialist must be safeguarded.

C communicating with Veterans

It is not unusual for a person to experience anxiety and frustration when applying for employment and undergoing the strain of interviews. Homeless veterans often have the added burden of impaired self-esteem, fear of failure and other psychosocial obstacles to overcome.

In many cases, the veteran will need supportive case management and various counseling services long after gaining employment. Part of your assessment will necessarily have to consider the veteran's mental and emotional stability as it relates to the stress level of certain jobs.

You may find that it is sometimes difficult to make a connection with a homeless veteran. Their trust is not easily earned. Some seek instant solutions and don't return when their expectations are not met. Advise your client up front that seeking employment takes time, and be prepared to coach them through frustration. Make certain your clients know your door is always open, and you will go the distance with them.

■ *Coaching the Homeless Job Seeker*

- ◆ Make sure the client does the work when looking for employment. Offer guidance and assistance with resume preparation and filling out applications, but don't take over. This will be a critical learning and personal growth opportunity for the veteran. Your objective should be to train your client how to search for and obtain steady, gainful employment.
- ◆ During the initial assessment, you will be matching the client's current skills and work experience with available jobs. However, this is also an excellent opportunity to help clients develop employment plans that reflect their aspirations, and to coach them on how to achieve their goals.
- ◆ Obtain the client's permission to talk to his or her case manager about the need for additional job preparation, counseling or training. The case manager will be one of your most influential allies.
- ◆ Be honest with the client to minimize frustration. In some cases, you will have to make it clear he or she is essentially "starting over." Encourage the veteran to participate in education and training programs that will create better career opportunities.

- ◆ Work with the veteran's case manager to identify local or state programs, benefits or social services that may augment the client's income.
- ◆ Help clients understand that successful long-term placement is ultimately their responsibility, and dependent upon their motivation, commitment and satisfactory performance.

Veteran Service Organizations

Most Veteran Service Organizations (VSO) have regional veteran service officers who help veterans obtain benefits to which they are entitled. Some help homeless and at-risk veterans find the supportive services they need. Most VSOs have active Auxiliary units that take a leadership role in providing assistance to veterans in their communities. Look in your phone book for local posts belonging to the following organizations, or visit their websites:

- ◆ AMVETS (www.amvets.org)
- ◆ Blinded Veterans Association (www.bva.org)
- ◆ Disabled American Veterans (www.dav.org)
- ◆ Jewish War Veterans (www.jwv.org)
- ◆ Military Order of the Purple Heart (www.purpleheart.org)
- ◆ Non Commissioned Officers Association (www.ncoausa.org)
- ◆ Paralyzed Veterans of America (www.pva.org)
- ◆ Veterans of Foreign Wars (www.vfw.org)
- ◆ Vietnam Veterans of America (www.vva.org)
- ◆ The American Legion (www.legion.org)

Temporary Financial Assistance (TFA) from the national headquarters of The American Legion are grants to help maintain a stable environment for the children of veterans. Contact a local Post to obtain an application. Applications are approved by the National Headquarters, so the process may take several weeks.

E

mployment Resources

Use this section to guide your employment assistance efforts. Refer to the following sources, in addition to your local job listing services, to help your clients prepare for their job search, qualify and apply for vocational training and educational programs, and find immediate employment opportunities.

- ◆ **Department of Labor-Veterans' Employment and Training Service** – The Homeless Veterans' Reintegration Program (HVRP) provides grants to service providers across the nation to help homeless veterans return to the workforce. HVRP is rated as one of the most successful homeless assistance programs in the nation, boasting the highest job placement and retention rates among national employment assistance initiatives.

HVRP provides employment preparation and job search services, but a grantee's continued funding under the program relies on a sustained record of successful job placement and job retention performance. Organizations that receive HVRP funds also provide access to transitional housing and supportive services to ensure clients are able to successfully return to society as productive citizens. To find programs in your area, go to: www.dol.gov/vets/aboutvets/contacts/main.htm.

- ◆ **Department of Labor-Veterans' Employment and Training Service** – Local Veterans Employment Representatives (LVER) are employment specialists funded by DOL-VETS and stationed in more than 1,800 state, municipal and county employment offices nationwide. LVERs are trained and certified by the National Veterans Training Institute (NVTI) in Denver to help veterans prepare for and secure employment.

These employment specialists work closely with government agencies, community-based service organizations, and local employers to identify employment opportunities. To find the LVER serving your area, call your state employment office, or contact DOL-VETS at: www.dol.gov/vets/aboutvets/contacts/main.htm.



- ◆ **Department of Veterans Affairs** website can help job seekers prepare resumes, find on-the-job training and apprenticeship programs, and search for job openings by state. For more information about VA employment assistance services and programs, and for contact information in your area, go to: www.vba.va.gov/bln/vre/index.htm.
- ◆ **State Employment Offices** – Every state government has an employment services and assistance department that provides information and supportive services to job seekers. Though each state is different, most offer comprehensive job listings, veteran-specific assistance programs (usually in partnership with DOL and VA programs), and information about unemployment benefits and training programs. If you have not already done so, search your state's employment assistance website for services that are offered, application policies, contact information and office locations. On most Internet search engines, simply type in the state name followed by "employment."
- ◆ **State Offices of Veterans Affairs** – Every state has a Director of Veterans Affairs. These offices are not associated with the VA, and provide additional assistance to veterans which may include employment training and job placement services. For contact information in your state, go to www.nasdva.com, or look in the blue pages of

your local phone book under “State Government, Veterans Affairs.”

- ♦ **National Coalition for Homeless Veterans** – Many community-based organizations provide employment preparation and placement services. Employment assistance is often part of a holistic program offering housing and other supportive services. For a list of service providers in your area that can provide information and local employment assistance, go to www.nchv.org and click on “Employment Assistance” and “Homeless Veteran Service Providers,” or call 1-800-VET-HELP.

■ *On-line Employment Resources*

- ♦ **America’s Job Bank** – A comprehensive listing of employment opportunities nationwide. Job seekers can search for openings within 25 miles of any U.S. zip code. There are also several other job banks listed. To access the job bank, go to: www.ajb.org.
- ♦ **Job-Hunt.org** – A national organization that provides comprehensive employment services including job listings by state, on-line application capabilities, and information on state benefits for job seekers. Go to: www.job-hunt.org.
- ♦ **Monster.com** – One of the leading search engines that allows job seekers to search a database of jobs, as well as post their resume and create a user profile. This information is accessible to employers who can search for potential employees who match their desired criteria. Go to: www.monster.com.
- ♦ **CareerBuilder** – Job search site with over 23 million unique visitors per month. CareerBuilder listings are also featured in print in over 150 newspapers, and on AOL and MSN. Allows users to search jobs in every industry, field, and job type. Go to: www.careerbuilder.com.
- ♦ **Yahoo HotJobs** – Yahoo’s job site allows users to find a job, post resumes, research careers at featured companies, compare salaries, and get career advice. Go to: www.hotjobs.com.
- ♦ **Craigslist** – A website with online classified listings for cities in all 50 states. Craigslist has job listings broken down by industry, and the local

nature of the page allows more focused job searching. Go to: www.craigslist.org.

- ♦ **Vetcentral** – Operated by the JobCentral National Labor Exchange, provided by leading U.S. employers and the National Association of State Workforce Agencies, Vetcentral provides job referrals and other job search resources specifically for veterans. Go to: www.jobcentral.com/vetcentral.
- ♦ **Military.com** – A website to bring together and inform current and former service members, Military.com offers its Veteran Careers section as “the largest veteran job board in the world.” Search jobs, build your resume, network with other veterans, attend a veteran career fair, or access other resources offered through this site. Go to: www.military.com/careers.
- ♦ **Jobs4Vets.com** – A local employment site for job seekers and employers. Jobs4Vets offers the following tools for veterans to manage their career search: job database, career email notifiers, resume database and distribution, career event calendar, and a continuing education guide. Go to: www.jobs4vets.com.
- ♦ **Veterans Today** – A site bringing several veterans resources to one location. Veterans Today features news, forums, benefits, jobs and more. Updated regularly with career news, job fairs, resume services, transition resources, and a job search and resume posting feature. Go to: www.veteranstoday.com.
- ♦ **Helmets to Hardhats** – The Helmets to Hardhats program connects former military personnel with career opportunities in the construction trades nationwide. Candidates can access information about careers via the Helmets to Hardhats website. The profile they complete helps communicate to hiring managers the transferable skills they acquired during their military service. Go to: www.helmetstohardhats.org.
- ♦ **RecruitMilitary** – A nationwide, full-service, military to civilian recruiting firm. The site offers job search, career fair information, transition resources, job resources, and resources for military spouses. Go to: www.recruitmilitary.com.
- ♦ **AMVETS Career Center** – American Veterans offers various features online through its career

center website. Job seekers can browse available jobs, set up a “job agent” to receive emails about jobs matching their criteria, and post their resume so employers can find them. Go to:
<http://careers.amvets.org>.

- ♦ **Veterans Employment Assistance** – Offered by the Non Commissioned Officers Association, VEA was established to help transitioning military members enter the civilian workforce. Through its National Job Fair and job board, VEA has helped over 60,000 veterans find employment. Go to:
www.militaryjobworld.com.

■ *Disabled Veteran Employment*

The great majority of homeless veterans are impacted by mental illness, substance abuse disorders, or physical disabilities that may be service-connected or are the result of their homelessness.

Employment specialists should be aware of the federal programs in place to serve disabled veterans and how to help their clients access them.

Unless disability status has already been established, the process of determining disability and qualification for some of the programs will take time. In most cases, however, you should proceed with your employment assistance efforts while applications for disability benefits are pending.

- ♦ **Department of Labor-Veterans’ Employment and Training Service** – Disabled Veterans Outreach Program (DVOP). The DVOP Program provides funding through state employment agencies and many community-based homeless service providers nationwide to support dedicated staff who develop and provide employment and job training opportunities for disabled veterans. The program promotes and develops on-the-job training, apprenticeships and other employment services in both the private sector and federal job programs.

The program provides outreach to veterans through local agencies and community-based service organizations. For information on the DVOP program, contact your nearest DOL-VETS office. Go to www.dol.gov/vets/aboutvets/contacts/main.htm.

- ♦ **Department of Veterans Affairs Vocational Rehabilitation and Employment Services** offers a nationwide employment training program for service connected disabled veterans who qualify

for vocational rehabilitation. In addition to employment and educational training programs, these offices can provide eligible disabled veterans with job-specific training and, in some cases, job placement assistance. The VA also provides eligible disabled veterans with assistance to obtain assistive technology devices to enhance employment opportunities and promote self-sufficiency. For information and local contacts, go to www.va.gov and click on “Vocational Rehabilitation and Employment Services.”

- ♦ **Department of Veterans Affairs Compensated Work Therapy (CWT) Program** is available to veterans meeting certain criteria and who are enrolled in a therapeutic or supportive residential program. The primary goal of the CWT program is to provide veterans with psychosocial disorders an opportunity to develop work skills and obtain employment to maximize their independence and quality of life. The program involves intense case management support, employment, transitional housing, and a wide range of supportive services. Contact the local VA Medical Center to see if there are programs in your area.

- ♦ **Social Security Administration** – The Social Security Administration (SSA) provides supplemental security and disability income to disabled Americans, regardless of veteran status, and administers a national services network designed to help disabled people return to the workforce without losing the disability and health care benefits to which they are entitled.

The agency features a comprehensive website that guides employment specialists and job seekers through descriptions of supplemental security income and other benefits; employment assistance programs for disabled workers, including the national “Ticket to Work” program; online SSA benefits applications; and local employment contacts and services. You can also download a copy of the “Red Book,” which is a valuable resource for employment specialists working with disabled people trying to re-enter the workforce. Go to www.ssa.gov and click on “Disability and SSI.”

- ♦ **Department of Labor Office of Disability Employment Policy (ODEP)** – www.dol.gov/odep/index.htm
ODEP’s mission is to carry out the President’s New

Freedom Initiative by getting technology and other tools to Americans with disabilities so they can enter the economic mainstream. This will be achieved through policy analysis, technical assistance and development of best practices, as well as outreach, education, constituent services and promoting ODEP's mission among employers. This resource is designed for planners, employment centers and job seekers.

■ *Other Employment Resources*

(From the Department of Labor's 21st Century Workforce Initiative)

- ◆ **America's Career InfoNet** – www.acinet.org
America's Career InfoNet (ACINet) helps people make better, more informed career decisions. It is ideal for job seekers, employers, human resource specialists and workforce development specialists. From learning about typical wages and employment trends to checking education, knowledge, skills and abilities against requirements for most occupations, this site is your source to the most extensive set of career resources available on the Internet.
- ◆ **America's Service Locator** – www.servicelocator.org
America's Service Locator (ASL) allows the customer to find the nearest location delivering valuable job, career and training assistance and information. The customer can print a map that shows the point-to-point directions for the selected service providers. Quickly and effectively connecting customers to America's Workforce Network's services – from a broad national level down to local One-Stop offices or other service providers – is the top priority of ASL.
- ◆ **CareerOneStop** – www.careeronestop.org
The CareerOneStop is a suite of Web-based applications formerly known as America's Career Kit. The CareerOneStop portal provides easy access to the features and tools of America's Job Bank, Career InfoNet and Service Locator. It organizes the information in these websites and offers additional information grouped by Centers.

- ◆ **Department of Labor Employment & Training Administration (ETA)** – www.doleta.gov
This DOL agency has responsibility for development and administration of training programs and services for the nation's workforce. ETA is a member of America's Workforce Network – the nationwide system of workforce organizations that provides information and services to employers, job seekers and employment specialists. Access to programs at state and local levels can be obtained by calling America's Workforce Network toll-free Help Line (1-877-US2-JOBS).
- ◆ **Federal Learning Exchange** – www.usajobs.gov
One-stop electronic information center for federal employees, agencies and departments to gain the education, training and skills necessary to succeed in the rapidly changing workplace.
- ◆ **The Job Accommodation Network (JAN)** – www.jan.wvu.edu/
The workplace of the 21st Century is open to everyone. JAN dispels misconceptions and provides one-on-one information about ADA job accommodations and the employability of people with disabilities through this site and its 1-800-ADA-WORK hotline.



Special Employment Programs

◆ SBA New Patriot Express Loan Initiative

The U.S. Small Business Administration (SBA) has launched the “Patriot Express Pilot Loan Program,” a streamlined loan product based on SBA’s highly successful SBA Express Program, but with enhanced guarantee and interest rate characteristics.

Patriot Express is available to military community members including veterans, service-disabled veterans, active-duty service members participating in the military’s Transition Assistance Program, Reservists and National Guard members, current spouses of any of the above, and the widowed spouse of a service member or veteran who died during service, or of a service-connected disability.

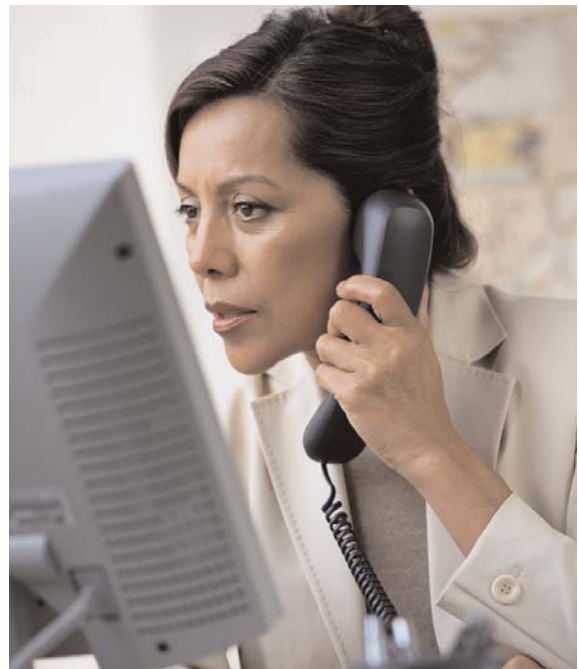
The new Patriot Express Loan is offered by SBA’s network of participating lenders nationwide and features SBA’s fastest turnaround time for loan approvals. Loans are available up to \$500,000 and qualify for SBA’s maximum guaranty of up to 85 percent for loans of \$150,000 or less and up to 75 percent for loans over \$150,000 up to \$500,000. For loans above \$350,000, lenders are required to take all available collateral.

The Patriot Express Loan can be used for most business purposes, including start-up, expansion, equipment purchases, working capital, inventory or business-occupied real estate purchases. Details can be found at www.sba.gov/patriotexpress.

◆ Veterans Employment Resource Center -

USAJOBS— Since the Civil War, Veterans of the Armed Forces have been given some degree of preference in appointments to Federal jobs. By law, veterans who are disabled or who served on active duty in the Armed Forces during certain specified time periods or in military campaigns are entitled to preference over non-veterans both in hiring from competitive lists of eligibles and in retention during reductions in force.

USAJOBS is the U.S. Government’s one-stop source for federal employment information, veteran preference resources, job search assistance, and application guidelines. Go to:
<http://jobsearch.usajobs.opm.gov/veteranscenter>.



◆ **Veteranemployment.com** – This comprehensive website allows veterans to search for and apply for employment online. The job bank includes positions available at businesses and agencies nationwide that offer veteran hiring preferences. Also included is a section on security clearances, and a section to guide veterans on how to prepare a resume and perform well during the interview process. Go to:
<http://www.veteranemployment.com>.

◆ **VetJobs.com** – Regarded by veteran service organizations as the leading Internet site for reaching the 14 million military veterans currently in the work force, as well as the 250,000 military personnel who transition each year and their family members. VetJobs is an excellent source for candidates in information technology, program and project management, sales, linguists, logistics, transportation, human resources, manufacturing, engineering, finance, healthcare, accounting and senior executives.

VetJobs is owned and operated by veterans for veterans. In January 2000, The Veterans of Foreign Wars of the United States exclusively endorsed and purchased 10 percent of the company. Since then, VetJobs has garnered many veteran service organization endorsements. The site offers veterans a wealth of guidance and resource information to enhance their employment prospects. Go to:
www.vetjobs.com.

HVRP Directory

The following organizations provide employment training, preparation and placement services with grants from the DOL-VETS Homeless Veterans Reintegration Program.

Aletheia House, 201 Finley Avenue West, Birmingham, AL, 35204, 205-324-6502

St. Francis House, Inc., 2701 South Elm, Little Rock, AR, 72204, 501-664-5036 ext. 204

Arizona Opportunities Industrialization Center, 39 East Jackson Street, Phoenix, AZ, 85004, 602-254-5081

Pima County, 2797 East Ajo Way, Tucson, AZ, 85713, 520-243-6760

United States Veterans Initiative, Inc. - Phoenix, 804 E. Jones Avenue, Phoenix, AZ, 85040, 602-305-8585 ext. 104

City of Sunnyvale, 505 W. Olive Avenue, Suite 550, Sunnyvale, CA, 94086, 408-730-7232

Goodwill of Santa Clara County, 1579 Meridian Avenue, San Jose, CA, 95125, 408-266-7151

Mental Health Systems, Inc., 9465 Farnham Street, San Diego, CA, 92123, 858-573-2600

New Directions, Inc., 11303 Wilshire Blvd. Bldg. 116, Los Angeles, CA, 90073, 310-914-4045

North County Interfaith Council, 550 West Washington Avenue, Ste. B, Escondido, CA, 92025, 760-489-6380

People Assisting the Homeless, 340 N. Madison Avenue, Los Angeles, CA, 90015, 323-644-2200

Swords to Plowshares, 1060 Howard Street, San Francisco, CA, 94103, 415-252-4788

The Salvation Army - Los Angeles, 900 West James M. Wood Blvd., Los Angeles, CA, 90015, 213-553-3253

United States Veterans Initiative, 733 S. Hindry Ave., Ingelwood, CA, 90301, 562-388-8016

United States Veterans Initiative, 15105 6th Street, Moreno Valley, CA, 92518, 951-656-6891

Vietnam Veterans of California, 1815 North Bolton Avenue, Santa Rosa, CA, 95404, 707-578-2785

Vietnam Veterans of San Diego, 4141 Pacific Highway, San Diego, CA, 92110, 619-393-2077

Vietnam Veterans of San Diego, Inc., 4141 Pacific Highway, San Diego, CA, 92110, 619-497-0753

Volunteers of America Greater Los Angeles, Inc., 3600 Wilshire Blvd., Suite 1500, Los Angeles, CA, 90010, 213-624-4357

Denver Department of Human Services, 1200 Federal Boulevard, Denver, CO, 80204, 720-944-2875

The WorkPlace, Inc., 350 Fairfield Ave., Third Floor, Bridgeport, CT, 06604, 203-610-8502

All Faith Consortium, Inc., 2000 14th Street, NW, Washington, D.C., 20009, 202-671-1600

Peoples Involvement Corporation, 2146 Georgia Ave NW, Washington, D.C., 20001, 202-797-3900

City of Jacksonville, FL, 117 West Duval St., Suite 100, Jacksonville, FL, 32202, 904-630-1111

Volunteers of America - Florida, 1205 East 8th Avenue, Tampa, FL, 33605, 904-306-0499

Volunteers of America of Florida, Inc., 400 Stewart Avenue, Tampa, FL, 33612, 813-282-1525

Samaritan House of Atlanta, Inc., 458 Edgewood Avenue, Atlanta, GA, 30312, 404-572-9000

Network Enterprises, Inc., 3375 Koapaka Street, Suite F220-35, Honolulu, HI, 96819, 808-833-1923

United States Veterans Initiative - Hawaii, Building 37 Shangrila, Kalaeloa, HI, 96707, 808-682-9016

Medical Professionals for Home Healthcare, 7923 S. King Drive, Chicago, IL, 60619, 773-487-2400





The Inner Voice, Inc., 1621 W. Walnut Street, Chicago, IL, 60612, 312-226-2730

Volunteers of America of Illinois, 224 N. Desplaines St, #500, Chicago, IL, 60661, 312-707-8707

HealthNet, Inc., 3401 E. Raymond Street, Indianapolis, IN, 46203, 317-931-3055

HVAF of Indiana, Inc., 3602 East Michigan Street, Suite B, Indianapolis, IN, 46201, 317-951-0688

Goodwill Industries of Central Iowa, 4900 NE 22nd Street, Des Moines, IA, 50313, 515-265-5323

Goodwill Industries of Southeast Iowa, 1410 S. First Ave., PO Box 1696, Iowa City, IA, 52244, 319-337-4158

Volunteers of America of Kentucky, Inc., 933 Goss Avenue, Louisville, KY, 40217, 859-254-3469 ext. 222

Volunteers of America of Kentucky, Inc., dba Volunteers of America Tennessee, 933 Goss Avenue, Louisville, KY, 40217, 859-254-3469 ext. 222

Volunteers of America of Kentucky, Inc., 550 B West Washington Ave., Louisville, KY, 40031, 859-254-3469 ext. 222

Area Community Action Agency, 45300 N. Baptist Road, Hammond, LA, 70401, 225-567-2350

Massachusetts Veterans, Inc., 69 Grove Street, Worcester, MA, 01605, 508-791-0956 ext. 130

New England Shelter for Homeless Veterans, 17 Court Street, Boston, MA, 02108, 617-371-1800

United Veterans of America, Inc., 421 North Main Street, Building 6, Leeds, MA, 01053, 413-584-4040 ext. 2277

Veterans Benefits Clearinghouse, Inc., 38 Dudley Street, Roxbury, MA, 02119, 617-541-8846

Maryland Center for Veterans Education & Training, Inc., 301 N. High Street, Baltimore, MD, 21202, 410-576-9626 ext. 211

WayStation, Inc., PO Box 3826, 230 W. Patrick Street, Frederick, MD, 21705, 301-662-0099 ext. 3530

Goodwill Industries of Greater Grand Rapids, Inc., 3035 Prairie Street Way, Grandville, MI, 49418, 616-532-4200 ext. 133

Michigan Veterans Foundation, 2770 Park Avenue, Detroit, MI, 48201, 313-831-5500

Volunteers of America - Michigan, 430 N. Larch Street, Lansing, MI, 48912, 517-484-4414 ext. 103

Minnesota Assistance Council for Veterans, Bldg. 47, One Veterans Drive, Minneapolis, MN, 55417, 612-726-6296

St. Louis Department of Human Services, 634 North Grand Blvd., 7th Floor, St. Louis, MO, 63103, 314-612-5900

St. Patrick Center, 800 North Tucker Boulevard, St. Louis, MO, 63101, 314-802-1953

Mental Health & Retardation dba Pine Belt, 1603 Rhode Island Avenue, NE, Hattiesburg, MS, 39401, 601-544-1499

Asheville Buncombe Community Christian Ministry, Inc., 30 Cumberland Avenue, Asheville, NC, 28801, 828-259-5300

Harbor Homes, Inc., 45 High Street, Nashua, NH, 03060, 603-882-3616

United States Veterans Initiative - Las Vegas, 525 East Bonanza Road, Las Vegas, NV, 89101, 310-864-5258

Albany Housing Coalition, Inc., 278 Clinton Ave., Albany, NY, 12210, 518-465-5251

Black Veterans for Social Justice, Inc., 665 Willoughby Avenue, Brooklyn, NY, 11206, 718-852-6004

Saratoga County Rural Preservation Company, 36 Church Avenue, Ballston Spa, NY, 12020, 515-885-0091

The Salvation Army - Rochester, 70 Liberty Pole Way, Rochester, NY, 14604, 585-987-9500 ext. 2329

The Salvation Army - Rochester, 70 Liberty Pole Way,
Rochester, NY, 14604, 585-987-9500 ext. 2319

United Veterans Beacon House, 200 Bay Shore Road,
Bay Shore, NY, 11706, 631-969-9105

Veterans Outreach Center, Inc., 459 South Avenue,
Rochester, NY, 14620, 585-546-4250

Workforce Investment Board, 209 Elizabeth St., Utica,
NY, 13501, 315-793-6037

Ohio Valley Goodwill Industries, 10600 Springfield
Pike, Cincinnati, OH, 45215, 513-771-4800 ext. 6221

Ohio Valley Goodwill Industries Rehabilitation Center, Inc.,
10600 Springfield Pike, Cincinnati, OH, 45215,
513-771-4800

Volunteers of America of Central Ohio Inc., 1776 East
Broad Street, Columbus, OH, 43203, 614-372-3100

Volunteers of America of Greater Ohio, 8225
Brecksville Road, Suite 206, Cleveland, OH, 44141,
440-717-1500

Volunteers of America of Northeast and North Central
Ohio, Inc., 8225 Brecksville Road, Suite 206, Cleveland,
OH, 44141, 216-541-9000

Central City Concern, 232 NW Sixth Avenue, Portland,
OR, 97209, 503-226-7387

Philadelphia Veterans Multi-Service & Education
Center, 213-217 North 4th Street, Philadelphia, PA,
19106, 215-923-2600

Veterans Leadership Program of Western Pennsylvania,
Inc., 2417 East Carson Street, Pittsburgh, PA, 15203,
412-481-8200

Impact Services Corporation, 1952 E. Allegheny Ave.,
Philadelphia, PA, 19134, 215-739-0243

YWCA of Greater Harrisburg, 1101 Market Street,
Harrisburg, PA, 17103, 717-234-7931

South Carolina Employment Security Commission, PO
Box 995, 1550 Gadsden Street, Columbia, SC, 29202,
803-737-9936

Crisis Ministries, 573 Meeting Street, Charleston, SC,
29403, 843-723-9477

Goodwill Industries of South Carolina, 5640 Rivers
Ave., N. Charleston, SC, 29406, 843-566-0072

Operation Stand Down Nashville, Inc., 1101 Edgehill
Ave., Suite 1000, Nashville, TN, 37203, 615-321-3919

American GI Forum National Veterans Outreach
Program, 206 San Pedro, Suite 200, San Antonio, TX,
78205, 210-223-4088

Goodwill Industries of Houston, 10795 Hammerly,
Houston, TX, 77043, 713-699-6332

Service of the Emergency Aid Research Center for the
Homeless, 2505 Fannin, Houston, TX, 77002,
713-739-7752

Snohomish County Workforce Development Council,
917 134th Street SW, Suite B-3, Everett, WA, 98204,
425-921-3405



Washington Department of Veterans
Affairs, 3600 Wilshire Blvd., Suite 1500,
Olympia, WA, 98503, 360-586-1091

Washington State Department of Veterans
Affairs, 505 East Union Suite 150, P.O.
Box 41155, Olympia, WA, 98504, 360-
586-1066

Center for Veterans Issues, Ltd., 3312 W.
Wells Street, Milwaukee, WI, 53208,
414-345-4273

Veterans Assistance Foundation, Inc.,
8444 County Highway M, Fredonia, WI,
53021, 608-372-1283

DOL-VETS National Staff Directory

**Office of the Assistant Secretary for Veterans
Employment and Training,
U.S. Department of Labor
200 Constitution Avenue, NW, Room S-1325
Washington, D.C. 20210**

The mission statement for VETS is to provide veterans and transitioning service members with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands with qualified veterans today.

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Employment and Training Programs (ETP) Division

Transition Assistance Program (TAP), Veterans
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Veterans Reintegration Project (HVRP), Disabled
Veterans Outreach/Local Veterans Employment
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*The wounds of war never truly heal ...
rather they are endured and give special
meaning to everything we achieve.*



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