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

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

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

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

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

**NHES OFFICE LOCATION INFORMATION**

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

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

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

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

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

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

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

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

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

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

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

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

Employment and Training continued
NHES SATELLITE LOCATIONS

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

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

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

**Atkinson:**
Salem Area Servicelink
8 Commerce Drive, Suite 802
Tel: 603-893-9769

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

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

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

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

**Hooksett:**
Vet Center
1461 Hooksett Road Suite B6
Tel: 603-629-3209

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

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

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

**Manchester:**
VA Medical Center
718 Smyth Road
Tel: 624-9230 Ext 307

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

**Plymouth:**
NH National Guard Armory
19 Armory Road
(603) 624-9230 Ext 305

**Portsmouth:**
**Navel Shipyards**
FSSC Building
Tel: 624-9230 Ext 307
Employment and Training continued

**Portsmouth:**
ServiceLink Resource Center  
30 International Road Suite 202  
Tel: 334-6594  

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

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

**Woodsville:**  
American Legion Post #20  
4 Ammonoosuc Street  
Tel: 747-3387

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**OFFICE OF WORKFORCE OPPORTUNITY (OWO)**  
www.nhworks.org

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

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

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**DEPARTMENT OF LABOR – OFFICE OF APPRENTICESHIP**  
55 Pleasant Street, Concord, NH 03301  
www.dol.gov/featured/apprenticeship

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

For further information call:  
Tel: 603-225-1444 or Fax: 603-226-7761
APPRENTICESHIPS/ON-THE-JOB-TRAINING

Apprenticeship Training

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

On-the-Job-Training

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

How to Begin

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

Schedule a visit from one of our specialists at the local office to complete the required forms, and enroll the individual(s).
COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE (CCSNH)
www.ccsnh.edu

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

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

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

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

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

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

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

**River Valley Community College**
1 College Drive
Claremont NH 03743
603-542-7744
or 800-837-0658 (from NH & VT)
UNIVERSITY SYSTEM OF NEW HAMPSHIRE (USNH)

www.usnh.edu
Dunlap Center
25 Concord Road, Durham, NH 03824-3545
603-862-1800

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

University of NH
Durham, NH 03824
www.unh.edu
603-862-1234

University of NH
Manchester, NH 03101
www.unhm.unh.edu
603-641-4101

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

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

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

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

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

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

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

For further information call:
603-271-8508

**NH BUREAU OF CAREER DEVELOPMENT**
21 South Fruit Street, Suite 20, Concord, NH 03301
www.ed.state.nh.us/education/doe/organization/adultlearning/careerdevelopment.htm

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

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

**VETERANS’ EDUCATIONAL ASSISTANCE PROGRAM (VEAP)**

VEAP is available if you elected to make contributions from your military pay to participate in this education benefit program. You may use these benefits for degree, certificate, correspondence, apprenticeship/on-the-job training programs, and vocational flight training programs. In certain circumstances, remedial, deficiency, and refresher training may also be available.
THE GI BILL
www.gibill.va.gov/benefits/montgomery_gibill/active_duty.html
On June 22, 1944, President Franklin Delano Roosevelt signed into law one of the most significant pieces of legislation ever produced by the United States government: The Servicemembers’ Readjustment Act of 1944, commonly known as the GI Bill of Rights. By the time the original GI Bill ended in July 1956, 7.8 million World War II veterans had participated in an education or training program and 2.4 million veterans had home loans backed by VA. Today, the legacy of the original GI Bill lives on in the Montgomery GI Bill.

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

VOW to Hire Heroes Act 2011
www.benefits.va.gov/VOW
The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 provides seamless transition for Service members, expands education and training opportunities for Veterans, and provides tax credits for employers who hire Veterans with service-connected disabilities.

VOCATIONAL REHABILITATION BENEFITS FOR UNEMPLOYED VETERANS
www.benefits.va.gov/vow
Veterans with a service-connected disability who previously completed a VA vocational rehabilitation program and have exhausted their initial claim for unemployment benefits may qualify for another 12 months of VA vocational rehabilitation benefits.
To qualify for extended job readiness assistance from VA, you must:

- Be considered “rehabilitated”—that means you completed the VA Vocational Rehabilitation and Employment Assistance program
- Apply within six months of using an initial claim for unemployment benefits (you may still collect extended or emergency unemployment if you qualify)
RESERVE EDUCATIONAL ASSISTANCE PROGRAM (REAP)
www.benefits.va.gov/gibill/reap.asp

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

REAP was established as a part of the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005. It is designed to provide educational assistance to members of Reserve components called or ordered to active duty in response to a war or national emergency (contingency operation) as declared by the President or Congress. The Secretaries of each military service, DOD, and Department of Homeland Security (Coast Guard) will determine eligibility and establish the program to provide educational assistance to members of the Reserves of the armed forces. The Department of Veterans’ Affairs will administer the program and pay benefits from funds contributed by the DOD.

SURVIVORS’ AND DEPENDENTS’ EDUCATIONAL ASSISTANCE PROGRAM (DEA)
www.benefits.va.gov/gibill/dea.asp

Dependents’ Educational Assistance provides education and training opportunities to eligible dependents of certain veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship, and on-the-job training. If you are a spouse, you may take a correspondence course. Remedial, deficiency, and refresher courses may be approved under certain circumstances.

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

BENEFITS TO EMPLOYERS

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

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NATIONAL CALL TO SERVICE PROGRAM

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

For more information go to:
www.va.gov/gibill/national_call_to_service.asp

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT OF 1994 (USERRA)

www.dol.gov/vets/programs/userra

USERRA protects civilian job rights and benefits for veterans and members of Reserve components. USERRA establishes the cumulative length of time that an individual may be absent from work for military duty and retain reemployment rights to five years, with accommodation for longer absences in cases of national emergencies.

USERRA provides protection for disabled veterans, requiring employers to make reasonable efforts to accommodate the disability. USERRA provides that returning service-members are reemployed in the job that they would have attained had they not been absent for military service (the long-standing “escalator” principle), with the same seniority, status and pay, as well as other rights and benefits determined by seniority. USERRA also requires that reasonable efforts (such as training or retraining) be made to enable returning service members to refresh or upgrade their skills to help them qualify for reemployment.
VR&E is vested with delivering timely, effective vocational rehabilitation services to veterans with service-connected disabilities. The goal is a seamless transition from military service to a successful rehabilitation and on to suitable employment after service to our Nation.

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

NH DEPARTMENT OF EDUCATION
VOCATIONAL REHABILITATION
www.education.nh.gov/career/vocational
Jim Hinson, Supervisor V,
Phone 603-271-7093 Jim.Hinson@doe.nh.gov

VOCATIONAL REHABILITATION REGIONAL OFFICES

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

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

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

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

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

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

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

The US SBA was created in 1953 as an independent agency of the federal government to aid, counsel, assist and protect the interests of small business concerns; to preserve free competitive enterprise; and to maintain and strengthen the overall economy of our nation. Small business is critical to our economic recovery and strength, to building America’s future, and to helping the United States compete in today’s global marketplace.

ILP assists eligible veterans to live independently, to the maximum extent possible, and participate in family and community life, increasing their potential to return to work. Veteran’s whose service-connected disabilities are so severe they are currently unable to pursue an employment goal may qualify for ILP.
**SERVICE MEMBERS’ GROUP LIFE INSURANCE (SGLI)**
www.benefits.va.gov/insurance/sgli.asp
SGLI is a program of low cost group life insurance for servicemembers on active duty, ready reservists, members of the National Guard, members of the Commissioned Corps of the National Oceanic and Atmospheric Administration and the Public Health Service, cadets and midshipmen of the four service academies, and members of the Reserve Officer Training Corps.

**VETERANS’ GROUP LIFE INSURANCE (VGLI)**
www.benefits.va.gov/insurance/vgli.asp
VGLI is a program of post-separation insurance which allows service members to convert their SGLI coverage to renewable term insurance. Members with full-time SGLI coverage are eligible for VGLI upon release from service.

**SERVICE DISABLED VETERANS INSURANCE (SDVI) (1951 TO PRESENT)**
www.benefits.va.gov/insurance/s-dvi.asp
SDVI was established in 1951. To be eligible, a veteran must meet all of the following conditions:

- Must have been released from active duty under other than dishonorable conditions on or after April 25, 1951
- Must have received a rating for a service-connected disability
- Must be in good health except for any service-connected conditions.

Application must be made within two years of being granted a service-connection disability.

**VETERANS’ MORTGAGE LIFE INSURANCE (VMLI) (1971 TO PRESENT)**
www.benefits.va.gov/insurance/vmli.asp?expandable=0
VMLI provides mortgage life insurance to severely disabled veterans. The purpose of such grants is to help the veteran build or modify a home to accommodate his or her disabilities.
FINANCIAL ASSISTANCE

Free Financial Coaching with a trained professional who will guide you in a process that is non-judgmental and based on your goals. Financial coaches provide support, encouragement, accountability and tools to help you make informed financial decisions.

Contact info:

Christopher Martin, AFC®, FFC Candidate
Financial Coach-CFPB Financial Coaching Program
cmartin@afsc.com
Office: 603-228-4053
Cell: 603-496-5288
The Veterans’ Administration provides a Medical Benefits Package, a standard enhanced health benefits plan available to all enrolled veterans. This plan emphasizes preventive measures paired with primary care that offers a full range of outpatient and inpatient services within the VA health care system.

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

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

**Agent Orange/Gulf War/GWOT Registry**
603-624-4366 ext. 2565

**Mental Health Scheduling**
603-624-4366 ext. 6487

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

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

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

**EXTENDED CARE**

The VA provides institutional long term care to eligible veterans through VA Nursing Homes, Community Nursing Homes, State Veterans Homes, and Domiciliaries. Veterans with chronic stable conditions including dementia, those requiring rehabilitation or short term specialized services such as respite or intravenous therapy, or those who need comfort and care at the end of life are served in the Community Living Centers.
NURSING HOME CARE
www.va.gov/geriatrics
The VA’s nursing home programs include Community Living Centers, contract community nursing homes and state homes. More than 90 percent of VA’s medical centers provide home- and community-based outpatient long-term care programs. A patient-focused approach supports the wishes of most patients to live at home in their own communities for as long as possible. Many veterans will receive inpatient long-term care through programs of VA or state homes.

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

THERAPEUTIC AND SUPPORTED EMPLOYMENT SERVICE PROGRAM (TSESP)

The mission of the Therapeutic and Supported Employment Service Program is to assist Veterans to overcome barriers to employment. Vocational assistance is provided to any veteran who requires guidance in developing job search techniques, resume development or any issue related to employment. A Vocational Rehabilitation Specialist will determine which of the available programs is best suited for the Veteran. Veterans interested in assistance from TSES programs should request a consult to TSES from their VA Mental Health Provider.
POST TRAUMATIC STRESS DISORDER (PTSD)

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

- Combat or military exposure
- Child sexual or physical abuse
- Terrorist attacks
- Sexual or physical assault
- Serious accidents, such as a car wreck.
- Natural disasters, such as a fire, tornado, hurricane, flood, or earthquake.

After the event, you may feel scared, confused, or angry. If these feelings don’t go away or they get worse, you may have PTSD. These symptoms may disrupt your life, making it hard to continue with your daily activities.

COMMUNITY BASED OUTPATIENT CLINICS (CBOC)

Conway Outpatient Clinic
71 Hobbs Street, Suite 304
Conway, NH 03818
Tel: 800-892-8384 ext. 5300

Keene Outpatient Clinic
640 Marlboro Street, Route 101
Keene NH, 03431
Tel: 603-358-4900

Littleton Outpatient Clinic
264 Cottage Street
Littleton, NH 03561
Tel: 603-575-6700

Manchester Regional Office
718 Smyth Road
Manchester, NH 03104
Tel: 603-624-4366
or 800-892-8384

Portsmouth Outpatient Clinic
Pease International Tradeport
302 Newmarket Street
Portsmouth, NH 03803
Tel: 603-624-4366 ext. 3199

Somersworth Outpatient Clinic
200 Route 108
Somersworth, NH 03878
Tel: 603-624-4366, ext. 3199

Tilton Outpatient Clinic
630 West Main Street, Suite 400
Tilton, NH 03276
Tel: 603-624-4366 ext. 3199

White River Junction, VT
215 North Main Street
White River Junction, VT 05009
Tel: 802-295-9363 or
toll free 866-678-8387
VA GUARANTEED HOME LOAN
www.benefits.va.gov/homeloans

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

SPECIALLY ADAPTED HOUSING (SAH) PROGRAM
www.benefits.va.gov/homeloans/sah.asp

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

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)
New Hampshire State Office
Norris Cotton Federal Building
275 Chestnut Street, Manchester, NH 03101-2487
www.hud.gov
603-666-7510

HUD provides aid to struggling families trapped in mortgages they currently cannot afford. Certain borrowers facing difficulty with their mortgage will be eligible to refinance into FHA-insured mortgages they can afford.
CONCORD HOUSING AUTHORITY
23 Green Street, Concord, NH 03301
www.concordha.com
603-224-4059

The Concord Housing Authority advocates, develops, operates and manages affordable housing programs to provide decent, safe and affordable housing for families in a manner that promotes and improves the economic independence and social well being of its residents.

NEW HAMPSHIRE VETERANS’ HOME
139 Winter Street, Tilton, NH 03276
www.nh.gov/veterans
603-527-4400

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

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

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

COMMUNITY SERVICES COUNCIL OF NEW HAMPSHIRE (CSCNH)
79 Sheep Davis Road, Pembroke, NH 03275
www.cscnh.org
603-225-9694, 800-843-1117 (disability)

In the Lakes Region contact:
Lakes Region Community Services Council 603-536-6394
www.lrcsc.org

The CSCNH offers a variety of housing options for persons with developmental disabilities or traumatic brain injuries and assisting individuals in reaching their maximum independence level and reintegrating into the community. The CSCNH operates the New Hampshire Homeless Management Information System; New Hampshire Homeless Hotline (NHHH); and the Unite To Help: Merrimack County Security Deposit and Rent Assistance Programs
HOMELESS PROGRAMS AND INITIATIVES

THE NATIONAL COALITION FOR HOMELESS VETERANS (NCHV)
www.nchv.org
877-424-3838

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

EASTER SEALS’ VETERANS COUNT
www.vetscount.org
603-315-4354

A one-of-a-kind program which has a proven track record of helping service members and their families with a wide range of family, personal and financial needs.

VETERANS INC
www.vets-inc.com
(800) 482-2565

Veterans Inc.’s clinical case management approach addresses the “total veteran” incorporating job training and employment services, health and wellness, and supportive services ranging from transportation to legal advice.

HARBOR HOMES
harborhomes.org/veterans-first
603-882-3616

Harbor Homes designs many of its housing, programs, and services to meet the needs of homeless and low-income veteran households. Known collectively as “Veterans FIRST”, this unique mix of affordable housing, employment, and supportive services are evidence-based and nationally recognized best practices designed to end or prevent homelessness among veterans and their families who live in NH.
The Veterans’ Administration offers a wide array of special programs and initiatives specifically designed to help homeless veterans live as self-sufficiently and independently as possible. These include:

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

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

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

LEGAL ADVICE AND REFERRAL CENTER  
www.larcnh.org
Tel: 800-639-5290 or 603-224-3333

New Hampshire’s community of legal services has supported the Legal Advice and Referral Center. The Legal Advice & Referral Center, New Hampshire Legal Assistance, the Pro Bono Program of the New Hampshire Bar Association, the Disabilities Rights Center, the Civil Practice Clinic at Pierce Law, and the New Hampshire Public Defender provide representation, legal advice, information and support to clients with legal problems in New Hampshire.
NEW HAMPSHIRE BAR ASSOCIATION

www.nhbar.org
Tel: 603-229-0002
email: NHBAinfo@nhbar.org

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

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

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

2-1-1
www.211nh.org

Dial 211 for help and information about available health and human services. It is a free, confidential, person-to-person service advising you on the many resources available.
COMMUNITY ACTION PARTNERSHIP

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

Community Action Partnership of Strafford County
642 Central Avenue, Dover, NH 03820
P: 603-516-8130
Email: cap@straffordcap.org
Website: www.straffordcap.org
Service area: Strafford County

Southern New Hampshire Services, Inc.
40 Pine Street, Manchester, NH 03103
P: 603-668-8010
Website: www.snhs.org
Service area: Hillsborough and Rockingham Counties

Community Action Program Belknap-Merrimack Counties, Inc.
P.O Box 1016, 2 Industrial Park Drive
Concord, NH 03302
P: 603-225-3295
Website: www.bm-cap.org
Service area: Belknap and Merrimack Counties

Tri-County Community Action Program, Inc.
30 Exchange Street, Berlin, NH 03570
P: 603-752-7001,
Email: admin@tccap.org
Website: www.tccap.org
Service area: Coos, Grafton and Carroll Counties

Southwestern Community Services, Inc.
63 Community Way, Keene, NH 03431
P: 603-352-7512
Website: www.scshelps.org
Service area: Sullivan and Cheshire Counties
Congress chartered the American Legion in 1919 as a patriotic, mutual-help, wartime veterans’ organization. This community-service organization now numbers nearly 3 million members -- men and women -- in nearly 15,000 American Legion Posts worldwide. These Posts are organized into 55 Departments -- one each for the 50 states, the District of Columbia, Puerto Rico, France, Mexico, and the Philippines.

The Military Coalition
www.themilitarycoalition.org

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

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

The philosophy of The Coalition is that, by working together on issues of mutual agreement, the participating organizations can harness the grassroots support of more than 5.5 million members plus their families and accomplish far more than by working on these initiatives separately.
THE BLINDED VETERANS’ ASSOCIATION (BVA)
www.bva.org
Tel: 800-669-7079

BVA is an organization of blinded veterans helping blinded veterans. All legally blinded veterans are eligible for BVA’s assistance whether they become blind during or after active duty military service.

DISABLED AMERICAN VETERANS
www.dav.org
7 Perley Street
Concord NH 03301
Tel: 603-927-4231

Disabled American Veterans (DAV) is a non-profit charity dedicated to building better lives for America’s disabled veterans and their families.

EASTERSEALS OF NH – VETERANS COUNT
555 Auburn Street, Manchester, NH 031035
www.eastersealsnh.org
Tel: 603-315-4354

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

- Linking to health care, benefits, mental health services
- Counseling and Emotional Support (individuals, couples, children)
- Substance Abuse Treatment and Wrap Around Care
- Care Coordination
- Crisis Intervention
- Housing and Homelessness
- Employment
- Women’s Issues
- Military Sexual Trauma
- Aging and Senior Issues
- Legal Issues
- Childcare Resources
- Respite Care
- Transportation Assistance
- Disability Services Resources
- Budgeting and Financial Management
- Emergency Financial Assistance through Veterans Count
- Systems navigation (civilian and VA)

Easterseals Military & Veterans Services: Housing Services

- Coordinating and connecting to housing programs and other financial assistance resources
- Case management and planning for self-sufficiency and stable housing
- Finding and securing new housing
- Help with Tenant-Landlord communications
- Financial assistance to emergency needs
- Back rest assistance
- Security deposit assistance
- Emergency Financial Assistance
Easterseals Military & Veterans Services: Homeless Veterans’ Reintegration Program (HVRP) and Employment Services

- Assessment of job skills and career counseling
- Resume-writing: translate military experience to match civilian jobs
- Help with overcoming barriers to employment and stable housing
- Connection to veteran-friendly employers
- Emergency Financial Assistance
- Housing assistance
- Job training
- Interviewing skills

Easterseals Military & Veterans Services: Women Veteran Services

- Support for Sexual Trauma and Domestic Violence
- Systems navigation (civilian and VA)
- Employment
- Counseling
- Housing and Homelessness
- Childcare Resources
- Health Care
- Legal Issues
- Substance Abuse
- Emergency Financial Assistance

Easterseals Military & Veterans Services: Substance Abuse Services

- Wrap around Care Coordination and After Care
- Access to Residential and Detoxification Services
- Access to Outpatient (group, individual and IOP)
Service Link  
www.servicelink.nh.gov/contact-us/index.htm  
Tel: 866-634-9412, Fax: 603-228-6623  
Service Link is an aging and disability resource center.

Disabilities Rights Center  
www.drcnh.org  
Tel: 603-228-0432 or 1-800-834-1721  
Fax: 603-225-2077  
The Disabilities Rights Center is dedicated to eliminating barriers existing in New Hampshire to the full and equal enjoyment of civil and other legal rights by people with disabilities.

NH EMPLOYER SUPPORT OF THE GUARD AND RESERVE  
1 Minuteman Way, Concord NH 03301  
Tel: 603-225-1342, Fax: 603-227-1508  
NH Employer Support of the Guard & Reserve (NHESGR) is a Department of Defense volunteer organization providing free education, consultation and, if necessary, mediation for employers of Guard & Reserve employees. The mission is “...to gain and maintain support from all public and private employers for the men and women of the National Guard and Reserve as defined by demonstrated employer commitment to employee military service.” ESGR’s goal is to support America’s employers who share their employees with the nation to ensure national security.

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

VA helps veterans and their families cope with financial challenges by providing supplemental income through the Veterans Pension and Survivors Pension benefit programs.

To give a voice, identity, and presence to women veterans in New Hampshire and to honor their service.

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

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

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

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

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

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

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

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

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

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

VETERANS DAY

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

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

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

Military ID Cards
www.dmdc.osd.mil/rsl/appj/site?execution=e2s1
MEMORIAL DAY

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

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

Flag Etiquette

www.usflag.org/flagetiquette.html

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

This publication was designed and printed by the NH Employment Security Reprographics Department