

Chapter Thirteen

Homeless Veteran Programs

By John Driscoll

On any given night, a quarter to a third of homeless men and women are veterans. If you find yourself homeless or in unstable housing, you are not alone. The VA, community-based homeless veteran service providers and non-veteran specific providers are out there to help you find temporary or permanent housing, income streams, healthcare, mental healthcare, drug and alcohol counseling and employment. That said, it will take some work on your part to find these resources in your community. The following material is a step-by-step guide to finding resources in your community. The materials includes Internet-based referral lists through which you may find resources throughout the country. Most public libraries offer free Internet access. In addition, you may call the National Coalition for Homeless Veterans' toll-free number, (800) VET-HELP for assistance.

Getting Started

Before beginning a search for assistance available to you, it will be helpful to make a plan. Think about what it is that you need. Do you need medical, substance abuse or mental health care? Are you ready to work or do you need to learn a job skill? Do you have legal issues that need to be resolved? Do you need to reapply for Supplemental Security Income (SSI) or VA benefit checks?

Make a list of your needs. This list is a tool to help you get organized and to help you figure out where to look for the kinds of help you may need. A sample list might look like this:

1. I need a place to live today.
2. I need a job.
3. I need clothing to wear to work.
4. I want to get counseling for Post-Traumatic Stress Disorder (PTSD).
5. I owe child support.
6. I need to find out what federal benefits I can get as a veteran.

Think about your list as you read through these Web pages. Who do you think can help you with each of your needs? There may be one organization able to work with you on many issues, or you may need to contact several agencies. Keep track of the steps you take, including the dates and names of people you contact for information or assistance. This will help you explain your situation and make sure you don't repeat steps you have already taken. Although this chapter provides *national* addresses for many organizations, we recommend that you check your phone book for local, county and state agencies that can direct you to help that is available in your area.

Requesting Information

If writing a letter or e-mail to request information, *be clear*. Keep it short and to the point and computer-print your message or write (or, better, hand-print) legibly. Include the following information:

- Your name and contact information.
- A brief statement about your current situation.
- Your specific request.
- What you have done so far. *Example: I have written to _____ [organization] and they suggested I contact you.*

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

Mailing Address

If you are not enrolled in a residence program, you may not have a fixed address, which means that receiving mail and phone calls may be a problem. If you are staying at a shelter, ask to use the shelter's address and telephone number as your contact information. If you are moving around, ask to receive mail and phone calls for the short term at a local drop-in center, shelter, the VA Regional Office or clinic, local veterans service organization (VSO) or your church. (Drop-in centers include vet centers as well as other centers, for veterans or for veterans and others, run by community-based organizations. Centers may be found in many local phone books under "Homeless Services" or "Homeless Assistance." A list is also available at nchv.org, the Web site for the National Coalition for Homeless Veterans, on the left side of the home page under "Homeless Veteran Service Providers.") Enrolling in a transitional housing program as soon as possible will give you a fixed address and phone number to use while applying for and receiving employment assistance and other supportive services.

Where to Go For Help

Housing

This section includes ways to locate emergency shelter, transitional programs, and permanent housing assistance. If transitional housing is available, you should try to move out of emergency shelter as quickly as possible. However, there are often waiting lists or interviews for transitional, temporary, and public housing, so you should apply now.

Emergency and Transitional Housing

For Veterans Only

- The National Coalition for Homeless Veterans provides services to homeless veterans around the nation.
- Every Department of Veterans Affairs Medical Center has a Homeless Veteran Services Coordinator who is responsible for helping homeless or at-risk veterans. To find the VA Medical Center serving your area, look in the blue pages of the phone book (the blue-edged pages near the front of the book) under "United States Government,

Veterans Affairs,” call the VA (toll-free) at (877) 222-8387 or go to www.va.gov, click on “Health,” then “Locate a VA Medical Center.”

For Veterans and Non-Veterans

- Look in the phone book yellow pages under “Homeless” or “Social Service Organizations” for local shelters and organizations.
- Look in the phone book blue pages under local, city or county government Department of Social Services “Human Services” or “Homeless Shelters” or call the Office of the Mayor for information about local low-income housing coalitions or homeless advocacy groups that may know what is available.
- To find a list of emergency shelters for men, women and families in every state, check the U. S. Department of Housing and Urban Development online at www.hud.gov/homeless/hmlsagen.cfm
- Coalitions for the homeless are listed in the phone book for many cities and urban counties. You may also find local housing information at www.nationalhomeless.org/local/local.html.

Long-term or Permanent Housing

For Veterans and Non-Veterans

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

Health

If you have health issues that need to be addressed, contact the nearest VA Medical Center or clinic or a local community clinic for treatment. See below for information on general and more specialized health needs.

If eligible for veterans benefits

Every VA Medical Center has a homeless services coordinator who helps veterans and their families find resources inside and outside the VA health care system. Call (877) 222-8387 to find the medical center nearest you, or go to www.va.gov, click on “Health,” then “Locate a VA Medical Center.”

If ineligible for veteran's benefits

Free or low-cost health care may be available from the following sources:

- The Department of Social Services can tell you where to find health care facilities for the homeless. Check the phone book blue pages under local, city or county government for the number. Also check the listings for private organizations such as the Salvation Army, Catholic Charities, Volunteers of America, and Goodwill. In some areas, these organizations have clinics; in others, they have agreements with private health care providers.
- The National Health Care for the Homeless Council has a list of healthcare providers working with homeless people across the nation. For a list of providers in your state, go to www.nhchc.org.
- Non-VA hospitals receiving federal funds must provide some free services to those who are unable to pay. Information about free care should be posted at the hospital but you may have to ask for it.
- Free clinics are run by many local organizations and communities. Look in the phone book blue pages under "Public Health" to contact local government offices for clinics in your area.

Special health information for veterans

All homeless people carry a higher risk of contracting Hepatitis C, HIV and tuberculosis (TB) infections, and homeless veterans are at an even higher risk for Hepatitis C and TB.

- If you think you may be at risk for AIDS and HIV infection, contact the nearest VA Medical Center to get tested and seek counseling. Those at highest risk for AIDS and HIV infection are:
 - people who share needles or syringes to inject drugs or steroids;
 - men who have sex with other men;
 - those born to mothers who have HIV;
 - people who received blood transfusions before 1985;
 - anyone who has sex with anyone who is at risk for HIV/AIDS.
- Hepatitis C (HCV) is a serious disease that can cause cirrhosis (scarring of the liver) and liver cancer. If you think you are at risk, contact the nearest VA Medical Center to get tested and seek HCV counseling. You are at risk if:
 - you ever used a needle to inject drugs;
 - you had a blood transfusion or organ transplant before 1992;

- you were a health care worker and had contact with blood;
 - you were on long-term kidney dialysis;
 - your mother had hepatitis C when she gave birth to you.
- The Veterans Health Administration also recommends testing if:
 - you are a Vietnam-era veteran;
 - you have had exposure to blood on your skin;
 - you have had multiple sex partners;
 - you have tattoos or body-piercing;
 - you have ever snorted cocaine;
 - you have liver disease;
 - you have a history of drinking a lot of alcohol;
 - you have had an abnormal liver function test.

If ineligible for veterans health care, see previous section, “Health,” for free or low-cost testing.

Substance Abuse and Mental Health Treatment

The following resources may be of help if you are homeless and have substance abuse or mental healthcare issues, including depression or symptoms of Post-Traumatic Stress Disorder (PTSD).

If eligible for veterans benefits

- Contact the Homeless Veteran Services Coordinator at the local VA Medical Center. Call (877) 222-8387 to find the medical center nearest you, or go to www.va.gov, click on “Health,” then “Locate a VA Medical Center.”
- The Department of Health and Human Services Drug and Alcohol Treatment Referral Routing Service can refer you to local programs. Call (800) 662-4357.
- National Alliance for the Mentally Ill lists community mental health services providers at www.nami.org, or call (800) 950-6264.
- National Mental Health Association offers support groups, rehabilitation, socialization and housing services through 340 community organizations located across the country. Call (800) 969-NMHA, or find a local office online at www.nmha.org.

Employment

Finding a job can be frustrating, but with persistence you will get one! This section provides a list of resources and supportive services for you to build job skills, to find a job and to access supportive employment services.

For Veterans Only

- U. S. Department of Labor—Veterans’ Employment and Training Service (DOL-VETS), Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representatives (LVER) work to help veterans find and keep jobs. DVOP specialists develop job and training opportunities for veterans with service-connected disabilities, linking veterans with employers and making sure follow-up services are provided. LVER specialists are located in state employment offices (also called One-Stop Career Centers or Unemployment Offices). To find a DVOP or LVER near you, visit your state employment service office listed in the phone book blue pages under “State Government, Employment Agencies,” or go to www.dol.gov/vets/aboutvets/contacts/main.htm.
- Organizations provide employment and training services to homeless veterans to help them get back into the workforce through the DOL-VETS Homeless Veterans Reintegration Program (HVRP). Organizations provide job search, counseling, job placement assistance, remedial education, classroom and on-the-job training, and referral to supportive services. To find out if there is a program near you, call the DOL-VETS State Director listed for your state on the Department of Labor Website at www.dol.gov/vets/aboutvets/contacts/main.htm. VA Vocational Rehabilitation and Employment Services help veterans with service-connected disabilities by providing job training and counseling. Services include help finding a job, on-the-job training, job development and vocational training. If you are not eligible for these services, a VA counselor may help you find other options, goals or programs. Call your Department of Veterans Affairs Regional Office (VARO) or go to www.vba.va.gov/bln/vre/index.htm. Call (877) 222-8387 for the VARO nearest you, or go to www.vba.va.gov/bln/vre/regional_offices.htm.

- Department of Veterans Affairs Compensated Work Therapy Program (CWT) is available to some veterans who have a primary psychiatric or medical diagnosis and are referred from certain VA programs. CWT provides a structured environment where clients participate in job training activities at least 30 hours per week. Contact the local VA Medical Center to see if you qualify. Call (877) 222-8387 to find the medical center nearest you.
- The 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.va.gov, then click on “Vocational Rehabilitation and Employment Services.”
- 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 organizations in your area that can provide information and local employment services, call (800) VET-HELP.

For Veterans and Non-Veterans

- 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. 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.” You can also try the blue pages in your phone directory.
- Each state has a Vocational Rehabilitation program that helps people with disabilities find and keep jobs. Look in the phone book blue pages under “Department of Human Resources” or “Department of Education” (it may be different in various states), then “Rehabilitation,” or search the Internet by typing in your state name followed by “employment,” and look for vocational rehabilitation programs and information.

Other Assistance

Check the local phone book yellow pages under “Homeless” or “Social Service Organizations” for a list of local organizations that offer different services, which may include clothing, public transportation tokens, emergency shelter and more. You may need to contact several agencies to find all the services you need.

Services provided by government agencies are listed in the blue pages found near the front of the phone book. Check with your local public assistance office to find out what programs are available and what their guidelines are.

The Internet can be helpful to find information about the VA benefits and community resources in your area. Use the on-line yellow pages, search the classified section of various newspapers, view government pages regarding veteran benefits, etc. and locate resources using key words such as “veteran,” “homeless,” “jobs” or “employment.” The resource pages, at the end of this chapter, provide links to various federal agency home pages, veteran-related resources and homeless assistance organizations.

For Veterans Only

- State departments of veterans affairs provide many services which differ from state to state but may include assistance with the benefits claims process, readjustment counseling, crisis intervention, loans, family counseling and employment assistance. 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” or “County Government, Veterans Affairs.”
- Stand Downs 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. A list of scheduled Stand Downs can be found at www.nchv.org/standdownevents.cfm.

For Veterans and Non-Veterans

- The National Coalition for the Homeless has a directory of shelters and homeless assistance programs online. This does not list every program in the country, so be sure to check your phone book for local programs. Go to www.nationalhomeless.org/local/local.html. The Website also includes a directory of statewide and local advocacy or-

ganizations. Not all of these coalitions provide direct services, but they may be able to tell you about local programs or services.

- The Salvation Army provides services, including shelter, for homeless individuals and families. Check the phone book for a local post or go to www.salvationarmyusa.org.
- The United Way provides a variety of services through local organizations. Check the phone book for a local office or locate local organizations online at www.unitedway.org. In some states, dial 211 to access local emergency services.
- Local churches and faith-based organizations, such as Catholic Charities, the Salvation Army and Volunteers of America, may have a variety of programs to assist you. Find these organizations by calling your county or city Department of Social Services. Check the blue pages of the phone book for the number. You may also find organizations that can provide assistance in the business listings in the white pages under their names or in the yellow pages under “Homeless” or “Social Service Organizations.”
- Travelers Aid International provides emergency travel vouchers for homeless individuals and families in crisis. To find help in your area, check the business listings in the white pages, call (202) 546-1127 or go to www.travelersaid.org.

Financial Help

For Veterans Only

- The American Legion provides Temporary Financial Assistance (TFA) from its national headquarters to help maintain a stable environment for *children* of veterans. To obtain an application, look in the phone book to contact a local post, or contact the National Headquarters to find the post nearest you.

For Veterans and Non-Veterans

- If you are unemployed with little or no income, you may be able to get food stamps. A person may normally qualify for \$85 to \$100 worth of food stamps per month. Call the toll-free information number at (800) 221-5689, or find a list of food stamp hotlines for each

state at www.fns.usda.gov/fsp/contact_info/hotlines.htm. To ask for an application, you can also contact the city, county, or state department of human services, many drop-in shelters or legal aid services to ask for an application.

- Supplemental Security Income (SSI) and disability benefits can be applied for with the Social Security Administration. Food stamps can be applied for with the SSI application. It normally takes about three months to review an SSI application, so apply as soon as possible. It is best to get help filling out the application. For detailed information or assistance, call (800) 772-1213, or call your local social security administration office listed in the phone book blue pages, or go to www.ssa.gov/notices/supplemental-security-income/text-apply-ussi.htm.
- The Federal Emergency Management Agency (FEMA) has an Emergency Food and Shelter Program to help prevent homelessness. Contact the local Office of the Mayor or United Way to ask who awards this money in your area and what the rules are.

Legal Help

Veteran status issues

You should talk to a veterans service representative (also called a “veterans service officer) for help with discharge upgrades, seeking benefits and filing a VA claim (see “Seeking Federal Benefits,” below).

- You can find them at VA Regional Offices, VA Medical Centers, and through veterans service representatives. Whenever possible, get advice from an attorney, veteran service officer or other advocate before you request the VA’s expedited process for homeless veterans. You don’t want the VA to fast-track a claim that is not ready for adjudication (court decision); it might simply reduce your chances of success.

Other legal issues

- Most law is state-specific, and most common legal problems are governed by the law in the state where you live or where your problem occurred. When looking for legal help, make sure that information

you find applies to your state, or that the lawyer or other service provider is qualified to work in your state.

- The American Bar Association has a Web site with guidelines about free legal services and links to directories of legal aid offices and pro-bono programs. Go to:
www.abanet.org/legalservices/findlegallhelp/probonodirectory.html.
- Legal Services and Legal Aid offices have staff lawyers to provide free legal help to low-income clients. Look in the yellow pages for a local Legal Aid office or check online at www.rin.lsc.gov/rinboard/rguide/pdir1.htm.
- Pine Tree Legal Assistance has an online list of organizations across the nation which provide free legal help to clients who qualify. Go to www.ptla.org/links/services.htm.
- Lawyers in private practice sometimes volunteer in “pro-bono” programs to take cases for poor citizens free of charge. Look in the yellow pages under “legal aid,” “attorneys,” or “lawyers” to find the name of the bar association that serves your area, or call your local court and ask for the name and number of that association. Many local bar associations can be found at www.abanet.org/barserv/stlobar.html.

Replacing Personal Records

There are certain personal records you must have to rent a place to live, apply for employment, open a bank account or request assistance from government agencies and community-based organizations. The following are personal records you will need:

- Birth certificate: You will need to contact the appropriate office of the state or county government in your state of birth. The Centers for Disease Control’s National Center for Health Statistics Website provides addresses and information about obtaining birth certificates. Go to www.cdc.gov/nchs/howto/w2w/w2welcom.htm. There is often a cost associated with ordering a copy of a birth certificate. Check with your local drop-in center: or other local programs to see if they provide assistance in obtaining birth certificates.
- Photo ID: Contact the homeless veterans coordinator at the nearest VA Medical Center for information on how to obtain a VA photo ID.

Call (877) 222-8387 to find the medical center nearest you. Each state's Department of Motor Vehicles provides ID photo services for a fee. Check the blue pages of your phone book for the local number.

- **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, or call (800) 772-1213). Because of tightened security at some federal buildings, and because some security personnel discriminate against the homeless, check with your local office to see if there are special procedures you must follow to get into the building where you would apply. You may also apply for a replacement card online at www.ssa.gov/replace_sscard.html.
- **Form DD 214:** Homeless veterans are entitled to one copy of their service and medical records free of charge. Use SF-180, the government's request form. Vets may submit the SF-180 to any VA medical center, VA clinic, or vet center. Most community-based organizations helping homeless vets can also help vets get their DD 214. The questions are pretty basic: full name at induction into the service; Social Security number, period of service, branch, and (if known) home of record at discharge. Then remember to sign and date the form and send it to the address listed on the form for your state. Homeless veterans, through their DVOP/LVER or case manager, may fax the request for records to (314) 801-9201. Be sure to write "Homeless Veteran Case" clearly on the form, or make your request online at <http://vetrecs.archives.gov>.

Veterans discharged from the Navy after Dec. 31, 1994, and the Marine Corps after September 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.vetrecs.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.

Seeking Federal Benefits

The Department of Veterans Affairs (the VA) publishes a booklet called "Federal Benefits for Veterans and Their Dependents" that describes the types of benefits available and lists the addresses and phone numbers for VA facili-

ties nationwide. To request a copy, write to your VA Regional Office (VARO) or call (800) 827-1000. You can also find information about benefits and addresses for regional offices at www.vba.va.gov/benefits/address.htm. Information about benefits can also be found in several chapters of this book.

Eligibility for VA Benefits

Your ability to get most VA benefits depends on your discharge from the military. In general, you are eligible for services if you were discharged under honorable conditions. This includes honorable discharges and general discharges. Disability Compensation is money paid to veterans who were injured or have a disease that started or got worse during active duty. The VA Disability Pension is money that may be available to low-income veterans who are permanently and totally disabled, but not as a result of military service, and have 90 days or more of active military service, at least one day of which was during a period of war.

For expedited processing of benefit claims for homeless veterans, claims should be directed to the Homeless Coordinator at the nearest Regional VA Regional Office. Be sure to clearly mark "homeless veteran" on all applications and required forms.

Help Seeking Benefits

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

To find the number of a county veteran service officer, look in the county or city government section of your phone book's blue pages under "Veterans Affairs." You might also call your county government information line to see if there is one in your area. In addition, you can see if there are county veteran service officers in your state by going to www.nasdva.com.

Many Veterans Service Organizations have trained staff who can help you with your VA claim, and can legally represent you before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any VSO listed below to see if there is a service representative near you, or find a list of VA-recognized VSOs online at www.appc1.va.gov/vso/index.cfm.

Seeking VA Compensation or Pension

Homeless veterans can qualify for disability compensation or pension; just follow the steps in chapters 3 and 4.

Organization Contact Information

The American Legion
700 North Pennsylvania St.
PO Box 1055, Indianapolis, IN 46206
(317) 630-1200 • Web: www.legion.org

AMVETS
National Service Officers, 4677 Forbes Blvd., Lanham, MD 20706
(877) 726-8387 • Web: www.amvets.org

Blinded Veterans Association
Field Service Officers, 477 H. St. , NW, Washington, DC 20001
(800) 669-7079 • Web: www.bva.org
Disabled American Veterans
P. O. Box 14301, Cincinnati, OH 45250-0301
(859) 441-7300 • Web: www.dav.org

Jewish War Veterans
1811 R St. , NW, Washington, DC 20009
(202) 265-6280 • Web: www.jwv.org

Military Order of the Purple Heart
5413-B Backlick Rd. , Springfield, VA 22151
(703) 642-5360 • Web: www.purpleheart.org

Non Commissioned Officers Association
PO Box 427, Alexandria, VA 22313
(703) 549-0311 • Web: www.ncoausa.org

Paralyzed Veterans of America
801 18th St. , NW, Washington, DC 20006
(800) 424-8200 • Web: www.pva.org

Veterans of Foreign Wars
National Headquarters, 406 W. 34th St. , Kansas City, MO 64111
(816) 756-3390 • Web: www.vfw.org

Vietnam Veterans of America
8605 Cameron Street, Suite 400, Silver Spring, MD 20910
(301) 585-4000 • Web: www.vva.org

Toll-Free and Other Numbers

Crisis and other important numbers are often listed in the front cover or first few pages of the phone book. You may also want to check under “Social Services” in the blue or yellow pages for additional hotlines and local numbers. Following are some numbers that may help you. Not all are toll-free.

Department of Health and Human Services Drug and Alcohol Treatment Referral Routing Service

(800) 662-4357

Department of Veterans Affairs

Benefits:(800) 827-1000

Medical Centers:(800) 827-1000

Persian Gulf War Helpline:(800) 749-8387

Focus on Recovery Helpline

A 24-hour national alcohol and drug abuse, addiction and treatment hotline:
(800) 374-2800 or (800) 234-1253

Food stamps information line

(800) 221-5689

National AIDS Hotline

Talk to someone who knows about HIV/AIDS and can tell you about AIDS services in your city or state: (800) 342-2437

National Alliance for the Mentally Ill

(800) 950-6264

National Coalition for Homeless Veterans

(800) 838-4357 ([800] VET-HELP)

National Crisis Hotline

(800) 784-2433

National Mental Health Association

(800) 969-NMHA

National Personnel Records Center fax line

(To obtain form DD 214.) (314) 801-9201

National Suicide Support Number

(888) 784 2433 ([888] SUICIDE)

Supplemental Security Income (SSI) information line

(800) 772-1213

Travelers Aid International

(202) 546-1127

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Driscoll graduated from the University of Maryland with a Bachelor of Arts degree in journalism in 1988, and spent the next 13 years as a group newspaper editor for the Chesapeake Publishing Corporation. As a journalism student intern in 1987, he wrote a series on homeless veterans living on the streets of the nation's capital which was submitted for Pulitzer Prize consideration in two categories by Chesapeake Publishing. His exposé on the widespread use of chemicals used in the manufacture of Agent Orange throughout the United States until 1984—12 years after its use was banned in Vietnam—also received considerable attention.

Significant publishing credits while working with NCHV, in partnership with the Department of Labor-Veterans Employment and Training Service (DOL-VETS), include “Planning for Your Release, A Guide for Incarcerated Veterans,” which has been distributed to more than 11,000 employment specialists, transition assistance counselors and incarcerated veterans; “Assistance Guide for Employment Specialists Helping Homeless Veterans,” the primary DOL-VETS training manual for homeless assistance providers; and the “HVRP Best Practices Project,” a study of 21 community-based programs cited for exemplary performance in helping formerly homeless veterans prepare for and obtain steady, gainful employment and successfully transition from homelessness to independent living.

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