



# THE CENTURION

## DELAWARE COMMISSION OF VETERANS AFFAIRS

*Robbins Bldg. – 802 Silver Lake Blvd., Suite 100, Dover, Delaware 19904*

**(302) 739-2792 or (800) 344-9900 (in State)**

**Internet Website: <http://www.veteransaffairs.delaware.gov>**

**Fax (302) 739-2794**

*Jack A Markell, Governor*

*Jeffrey W. Bullock, Secretary of State*

Volume 19, Number 3

*James L. Thompson, Chairman*

*Antonio Davila, Executive Director*

Jul-Sep 2012

## CHAIRMAN'S UPDATE

My Fellow Veterans,

Well, summer is here as evident by the excessive and prolonged days of heat in Delaware that we are experiencing. I hope that all of you enjoyed your 4th of July with its patriotic activities including the fireworks, picnics, etc. I would like to offer a "thank you" to our veterans organizations for their continued support of our active duty troops located throughout our troubled world and for their support of our forces in readiness; the National Guard and the organized Reserve units in Delaware. I only wish that more military veterans would be active in veterans organizations and help give Delaware veterans more clout in the running of our great state. The Commission has been active in improving the Delaware Memorial Cemetery at both its locations in New Castle and Sussex Counties. I invite everyone, veterans and supporters alike, to visit us at Bear and at Millsboro to see our many new improvements. My thanks to our Executive Director for ably planning the improvements and for obtaining funds from the Federal Government to pay for them. All future program funding appears to be tight in the U.S. as well as in Delaware but our office and cemetery staffs are committed to putting forth their best efforts to handle the needs of our veterans and their dependents. I ask all recently separated veterans to not hesitate seeking assistance as soon as needed and for all other veterans from our past conflicts to continue requesting services from our offices located throughout the State.

Sincerely,  
James L. Thompson  
Chairman

*"Thousands of people will not be going on vacation this year. In fact, many of us can't even afford to stay at home."*

### **SUSSEX READJUSTMENT COUNSELING SERVICE VET CENTER HAS MOVED**

The Sussex Readjustment Counseling Service Vet Center has recently moved into its permanent quarters at 20653 N. DuPont Blvd, Georgetown, DE 19947 (next door to the Burger King on Rt. 113). You may contact the Vet Center at (302) 225-9110.

### **VIETNAM VETERANS MEMORIAL FUND HAS A NATIONAL CALL FOR PHOTOS CAMPAIGN**

The Vietnam Veterans Memorial Fund (VVMF) has a National Call for Photos campaign. This campaign is to collect a photo of each of the over 58,000 men and women whose names are inscribed on the Wall. These photos will be used in the yet to be built Underground Education Center to be built adjacent to The Vietnam Memorial Wall and will also appear on The Virtual Wall website. Please help us locate photos of Delawareans whose names appear on The Vietnam Veterans Memorial Wall. To date, VVMF has 55 of the needed 122 photos. You may go to [www.VVMF.org](http://www.VVMF.org) to learn more about how to go to "most" Fed Ex/Kinko's offices and scan for free the photo. A hard copy photograph may be mailed directly to VVMF, but there is no **GUARANTEE** the photo will be returned. Therefore, scanning the photo is best. If you have any questions, contact Judy C. Campbell, VVA Chapter 83, Gold Star Representative, PO Box 8167, Wilmington, DE 19803.

### **NEW VA INITIATIVES TO IMPROVE BENEFITS DELIVERY TO VETERANS AND FAMILIES**

The Department of Veterans Affairs announced the national deployment of claims transformation initiatives to 12 regional offices in the remaining months of fiscal year 2012 to improve benefits delivery to Veterans, families and their survivors. "This is an important milestone in our transformation to achieve the goal we established in 2009 of processing all disability claims within 125

days at a 98 percent accuracy level in 2015," said Secretary of Veterans Affairs Eric K. Shinseki. The 12 regional offices to begin the deployment of the transformation initiatives include: Huntington, W.Va.; Hartford, Conn.; Portland, Ore.; Houston, Texas; Cleveland, Ohio; Des Moines, Iowa; Boise, Idaho; Phoenix, Ariz.; New Orleans, La.; San Juan, Puerto Rico; Atlanta, Ga.; Newark, N.J. This deployment follows four pilot programs at Indianapolis, Ind., Wichita, Kan., Milwaukee, Wis., and Fort Harrison, Mont., in 2012. VA's transformation plan is based on more than 40 measures that were selected, evaluated, tested and measured from over 600 stakeholder and employee innovation ideas. "This national deployment, consisting of people, process and technology initiatives, follows comprehensive planning and testing to ensure we have the right recipe for success," added Under Secretary for Benefits Allison A. Hickey. During the national deployment, VA will further track and gauge the integrated effects of the transformation plan to reduce the backlog of disability claims and provide Veterans, their families, and survivors with more timely and accurate claims decisions. VA expects to deploy the transformation plan to the remaining 40 regional offices throughout calendar 2013. The major components of the transformation plan that will be nationally deployed include:

- The Intake Processing Center, which adds a formalized process for triaging claims documents and other mail, and drives faster and more accurate association of mail with Veterans' claims files;
- Segmented Processing Lanes, which allow claims that can be more easily rated to move quickly through the system and the more complex claims to be processed by VA's more experienced and skilled employees;
- Cross-Functional Teams, which support a case-management approach to claims processing that minimizes rework and reduces processing time; and
- The Veterans Benefits Management System, which is a new electronic claims processing system that employs rules-based technologies to improve decision speed and quality.

VA has already nationally implemented:

- Quality Review Teams, which are composed of dedicated local quality review specialists who will evaluate station and individual employee performance and conduct in-process reviews to eliminate errors at the earliest possible stage.

- Simplified and Standardized Rating Notification Letters, which give Veterans one simplified decision letter that provides notice of VA's decision, including a summary of the evidence considered and the reason for the decision.

VA provides compensation and pension benefits to more than four million Veterans, family members and survivors. Veterans filing claims may file online through eBenefits, a joint project between the Department of Defense and VA, at <https://www.ebenefits.va.gov>. They can check the status of their claim with a Premium eBenefits account, and use a growing number of online services or contact VA Call Centers for more information at 1-800-827-1000. (*VA News Release, April 16, 2012*)

**NEW EDUCATION BENEFIT  
FOR UNEMPLOYED VETERANS  
HAS STRONG RESPONSE**

***VA Outreach for Veterans Retraining  
Assistance Program Garners Over 12,000  
Applicants since May 15***

Within two weeks of being announced, a program to give skills training to some unemployed Veterans, has garnered over 12,000 online applications, according to the Department of Veterans Affairs. "VA is committed to supporting Veterans as they seek employment. This initiative will help provide education and training so that Veterans have an opportunity to find meaningful employment in a high-demand field," said Secretary of Veterans Affairs Eric K. Shinseki. "We will continue to build on the success of our initial outreach efforts to Veterans." Called the Veteran Retraining Assistance Program (VRAP), the program allows qualifying Veterans between the ages of 35 and 60 to receive up to 12 months of education assistance. Maximum payments are equal to the full-time rate for the Montgomery GI Bill – Active Duty, currently \$1,473 monthly. Under VRAP, Veterans apply on a first-come, first-

served basis for programs that begin on or after July 1. VA began accepting applications on May 15. Forty-five thousand Veterans can participate during the current fiscal year, and up to 54,000 may participate during the fiscal year beginning Oct. 1, 2012. The goal of the program is to train 99,000 Veterans for high-demand jobs over the next two years.

To qualify Veterans must:

- Be 35 to 60 years old, unemployed on the day of application, and have been issued discharges under conditions other than dishonorable;

- Be enrolled in education or training after July 1, 2012, in a VA-approved program of education offered by a community college or technical school leading to an associate degree, non-college degree or a certificate for a high-demand occupation as defined by the Department of Labor;

- Not be eligible for any other VA education benefit, such as the Post-9/11 GI Bill, the Montgomery GI Bill, or Vocational Rehabilitation and Employment;

- Not have participated in a federal or state job training program within the last 180 days; and

- Not receive VA compensation at the 100 percent rate due to individual unemployability.

While the initial response has been encouraging, VA officials stress the need for a sustained effort to reach potential VRAP applicants. "Besides the Veterans themselves, we are asking anyone who knows of an unemployed Veteran to help us get the word out so everyone can take advantage of this new benefit," said Curtis Coy, VA's deputy undersecretary for economic opportunity. "With the help of our Veterans community and our partners in the Department of Labor, we hope to reach as many eligible Veterans as possible." In addition to its national outreach campaign, VA will seek out potential VRAP-qualified Veterans through online applications. During 2012, VA representatives will also provide VRAP information and assistance at hiring fairs sponsored by the U.S. Chamber of Commerce through the Hiring Our Heroes campaign. For more information on the Veterans Opportunity to Work (VOW) program, the Hire Heroes Act of 2011, VRAP, high demand occupations, and application procedures, visit the website at [www.benefits.va.gov/VOW](http://www.benefits.va.gov/VOW), or call VA National Call Center toll free at 1-800-827-1000.

Veterans may also access the VRAP application online at <https://www.ebenefits.va.gov> through eBenefits, a joint project between VA and the Department of Defense. Veterans are also encouraged to visit the nearly 3,000 One-Stop Career Centers across the nation for assistance from staff, Local Veterans' Employment Representatives (LVERS), and Disabled Veterans' Outreach Program (DVOP) specialists. Center locations are listed at [www.servicelocator.org](http://www.servicelocator.org). (*VA News Release, May 31, 2012*)

**(LOCAL) VETERANS AFFAIRS MEDICAL  
CENTER TAILORS PLAN TO EXPAND  
MENTAL HEALTH STAFF  
Wilmington Facility to Hire Fifteen (15)  
as Part of Nationwide Boost**

Secretary of Veterans Affairs Eric K. Shinseki recently announced the department would add approximately 1,600 mental health clinicians as well as nearly 300 support staff to its existing workforce. VA estimates that 12.5 clinicians and 2.5 support personnel will be hired to support mental health operations at Wilmington VA Medical Center. Funding has now been distributed to Wilmington VA Medical Center and recruitment is underway. VA has an existing workforce of 20,696 mental health staff that includes nurses, psychiatrists, psychologists, and social workers. Currently, 45.5 mental health clinicians and support staff work locally supporting over 73,000 Veterans. With each additional mental health care provider, a facility could potentially reach hundreds more Veterans battling mental illness. New providers will join a team that is already actively treating Veterans through individualized care, readjustment counseling, and immediate crisis services. Additional staff members also afford opportunities to look long-term and expand into cutting edge Post-Traumatic Stress Disorder (PTSD) research and to explore alternative therapies. Secretary Shinseki noted that "as the tide of war recedes, we have the opportunity, and the responsibility, to anticipate the needs of returning Veterans." VA anticipates the majority of mental health clinicians and support staff will be hired locally within approximately six months and the most hard-to-fill

positions filled by the end of the second quarter of FY 2013. To speed the hiring process, VA developed the Mental Health Hiring Initiative to improve marketing, recruitment, and hiring efforts for mental health professionals so that the new 1,600 mental health providers can be hired as quickly as possible. The initiative is an aggressive, multi-faceted, sustained national marketing and outreach campaign that includes targeted recruitment of mental health providers willing to take positions in rural and highly rural markets, as well as throughout the nation to serve all VA medical centers and community clinics. "Mental health services must be closely aligned with Veterans' needs and fully integrated with health care facility operations," said VA Under Secretary for Health Dr. Robert Petzel. "Improving access to mental health services will help support the current and future Veterans who depend on VA for these vital services." Last year, VA provided quality, specialty mental health services to 1.3 million Veterans. Since 2009, VA has increased the mental health care budget by 39 percent. Since 2007, VA has seen a 35 percent increase in the number of Veterans receiving mental health services, and a 41 percent increase in mental health staff. Interested mental health care providers can find additional information about VA careers online at [www.va.careers.va.gov](http://www.va.careers.va.gov). Open positions will be announced online at USA Jobs ([www.usajobs.gov](http://www.usajobs.gov)). To locate the nearest VA facility or Vet Center for enrollment and to get scheduled for care, Veterans can visit VA's website at [www.va.gov](http://www.va.gov). Immediate help is available at [www.VeteransCrisisLine.net](http://www.VeteransCrisisLine.net) or by calling the Crisis Line at 1-800-273-8255 (push 1) or texting 838255. (*VA News Release, June 12, 2012*)

**VA REPORT: NEW TRAINING MODEL  
YIELDS FASTER, MORE ACCURATE  
CLAIMS PROCESSING**

The U.S. Department of Veterans Affairs reveals that new training initiatives for VA employees who process and evaluate Veterans' disability claims are yielding faster, more accurate decisions for Veterans. "Our training and technology skills programs are now delivering the knowledge and

expertise our employees need to succeed in a 21st Century workplace,” said Secretary of Veterans Affairs Eric K. Shinseki. “We have improved and are expanding training practices to better equip our staff to handle today’s difficult cases.” In the face of dramatically increasing workloads, VA is vigorously pursuing new and better ways to train its employees in the complex regulations governing VA’s disability compensation program. Designers of the revamped “Challenge” training model for new decision-makers overhauled the previous curriculum and more than doubled classroom instruction time to eight weeks. Extensive supervised and hands-on learning was added to enable employees to rapidly achieve critical skills and competencies. Students of the new model completed 150 percent more claims per day, with a 30 percent increase in accuracy, when compared to student performance under the previous program. To date, more than 1,300 employees have taken the training, which is now in place for all newly appointed or reassigned employees who handle disability claims. VA has completed a record-breaking 1 million claims per year the last two fiscal years, and is on target to complete another 1 million claims in FY2012. Even so, too many Veterans have to wait too long to get the benefits they have earned and deserve. That is why VA is aggressively building a strong foundation for a paperless, digital disability claims system – a lasting solution that will transform how VA operates and eliminate the backlog. This plan will help VA achieve Secretary Shinseki’s goal: claim completion in less than 125 days with 98 percent accuracy in 2015 – delivering faster, better decisions for Veterans. Redesign of the Challenge program is just one part of VA’s comprehensive investment in its people. VA has also added Quality Review Teams at each of its 56 regional offices to quickly identify any processing errors made by its employees and provide on-the-spot remedial training at the earliest possible stage in the claims process. Members of the Quality Review Teams are trained by VA’s national quality assurance staff to ensure local reviews are performed according to national standards. Team members are also certified in management and leadership approaches. Since implementation

earlier this year, the teams have already conducted nearly 60,000 in-process reviews, and decision quality levels are showing significant and steady increases as a result. VA has also developed a skills certification process to assess employees’ job proficiency in comparison to national performance standards. Employees who process claims for disability benefits can now link their certification test results to individualized training plans and promotion criteria. This allows VA to target employee training to improve disability claims accuracy at both the individual and national level. “Through the national certification program, we are raising the skill levels of our core decision-makers and producing greater consistency in claims decisions,” said VA Under Secretary for Benefits Allison A. Hickey. To learn more about what VA is doing to prepare its employees to deliver first-rate and timely benefits and services to our Nation’s Veterans, view the full Challenge report at: <http://www.va.gov/opa/publications/docs/Evaluation-Report.pdf>. (VA News Release, July 10, 2012)

#### **U.S. TRANSPORTATION SECRETARY LAHOOD ANNOUNCES ASSISTANCE FOR VETERANS SEEKING JOBS IN TRANSPORTATION**

U.S. Transportation Secretary Ray LaHood and U.S. Veterans Affairs Secretary Eric Shinseki unveiled a new portal on their departments’ websites designed to help military veterans find jobs in the transportation industry. “Our transportation industry needs pilots, controllers, mechanics and drivers – the very kinds of skills that our military is known for developing,” Secretary LaHood said. “This new web link will help repay the debt we owe our veterans for their service to our country.” “Veterans have the skills, knowledge and attributes that American businesses need to help rebuild an economy that will last,” said Secretary Shinseki. “These men and women bring exceptional leadership to any position. They are uniquely qualified for jobs as pilots, mechanics, air traffic controllers, commercial drivers and emergency medical technicians because many of them have performed these roles in combat.” The portal on the U.S. Department of Transportation and

U.S. Department of Veterans Affairs websites will link to the Veterans Transportation Career Center, where former members of the armed forces can enter their specific military work experience and see how it translates to jobs in the civilian working world. The site will guide veterans to jobs in five categories: aviation pilot, aviation maintenance technician, air traffic controller, commercial motor vehicle driver and emergency medical services. Job seekers can find what training and certification is needed for civilian jobs, determine what career fits best with their background, and search for available jobs in their field. The portals are available at [www.dot.gov](http://www.dot.gov) and [www.va.gov](http://www.va.gov). Secretaries LaHood and Shinseki announced the new portal at an aviation-workforce management conference held at DOT headquarters in Washington. The conference on labor-management relations was first formed in response to a recommendation made by the Future of Aviation Advisory Committee (FAAC), which was convened by Secretary LaHood in 2010. The FAAC recommended that DOT hold events like this to bolster labor-management relations. (*DOT 67-12, January 30, 2012*)

### **VA ELIMINATES COPAYMENT FOR IN-HOME VIDEO TELEHEALTH CARE**

Beginning May 7, the Department of Veterans Affairs will no longer charge Veterans a copayment when they receive care in their homes from VA health professionals using video conferencing. “Eliminating the copayment for this service will remove an unnecessary financial burden for Veterans,” said Secretary of Veterans Affairs Eric K. Shinseki. “We will continue to do everything we can to ensure that Veterans have access to the first-class care they have earned with their service to our Nation.” This change will primarily benefit Veterans with limited mobility, such as spinal cord injury patients. Whenever medically appropriate, VA will make the home the preferred place of care for Veterans to ensure timely and convenient access to VA services. For more information about telehealth, visit: <http://www.telehealth.va.gov/>. Data has shown that expanded use of technology in the home enables patients with chronic health conditions, such as diabetes, chronic heart failure

and hypertension, to live independently, actively engage in managing their health, and prevents avoidable hospitalization of patients who otherwise may need long-term institutional care. Home telehealth does not replace the need for nursing home care or for traditional noninstitutional care programs. However, it enhances the ability for many veterans to better understand and manage chronic diseases. This partnership with their care team helps delay the need for institutionalization and enables them to maintain independence for an extended period of time, thus improving their overall quality of life. (*VA News Release, May 21, 2012*)

### **VA EXTENDS VERIFICATION TERM FOR VETERAN ENTREPRENEURS *Two Years to Help Efficiency, Accountability***

The Department of Veterans Affairs is doubling the amount of time before the owners of Service-Disabled, Veteran-Owned Small Businesses (SDVOSB) and Veteran-Owned Small Businesses (VOSB) must re-verify with VA that they are, in fact, owned and operated by qualified Veterans and other legal requirements. “The community of Veteran-owned businesses and businesses owned by service-disabled Veterans is a vital partner with VA and the federal government,” said Secretary of Veterans Affairs Eric K. Shinseki. “To ensure we have improved our verification policies and processes, I have directed that VA simplify the verification process immediately and move from an annual to a biennial re-verification – every two years.” The interim final rule, which took effect June 27, will benefit thousands of small businesses by reducing the uncertainty and administrative burden associated with a yearly verification cycle. Public comments on this interim final rule may be submitted within the next 60 days. By increasing the verification period to two years, SDVOSBs and VOSBs will be able to plan and operate their companies more efficiently and effectively instead of working within the current 12-month business cycle. Under this interim final rule, businesses at the end of their two-year verification period would be required to be re-verified through VA’s Center for Veterans Enterprise (CVE). In 2011, VA

awarded \$3.2 billion in contracts to VOSBs and SDVOSBs. To participate in VA's Veterans First program, a Veteran-owned and controlled small business must be verified as an eligible firm by initiating and completing the application process with CVE through the web-based Vendor Information Pages database. Information about the process for verification can be found on the VA website at <http://www.vetbiz.gov/>. Businesses removed from the VIP database that were verified from June 2010 to December 2010 will have their remaining months added to coincide with their one year extension via the interim change. These designated businesses will be required to re-verify within 120 days of their expiration date. All future applications for re-verification will be required to submit a complete set of new documentation with each application. (VA News Release, June 29, 2012)

**VETERAN SERVICE OFFICERS**

**Delaware Commission of Veterans Affairs**

**(New Castle County)**

Mr. John Williams - Veterans Memorial Cemetery in Bear, DE may be reached Monday-Friday, (8:00 AM-4:00 PM) at (302) 834-8046. Please call for an appointment.

**(Kent County)**

Mr. Charles Murrell - Dover office Monday-Friday (8:30 AM-4:30 PM) at (302) 739-2792 or (800) 344-9900 (in State). Please call for an appointment.

**(Sussex County)**

Ms. Laurie White may be reached:  
 Mondays & Fridays - Georgetown Vet Center (8:00 AM-4:30 PM) at (302) 994-2511 Ext 2361  
 Tuesdays & Thursdays - Veterans Memorial Cemetery in Millsboro, DE (8:30 AM-4:00 PM) at (302) 934-5653. Please call for an appointment.

**MOBILE VETERANS SERVICE CENTER**

Ms. White also provides services for veterans from the mobile Service Center at the following locations:

- AUG 01 Georgetown Cheer Center
- AUG 15 Nanticoke Cheer Center
- SEP 05 Georgetown Cheer Center
- SEP 12 Home of the Brave
- SEP 19 Nanticoke Cheer Center

**American Legion**

Robert McBride, Dept. Service Officer, (302) 993-7256, will visit the following posts between 9:00 AM and 12:00 NOON on the following dates:

- JUL 27 David Harrison, Post #14 302-659-0160
- AUG 03 Oak Orchard/Riverdale, 302-945-1673  
Post #28 (8:00-12:00)
- AUG 10 Walter L Fox, Post #2 302-674-3922
- AUG 17 Laurel Post #19 302-875-9948
- AUG 24 David Harrison, Post #14 302-659-0160
- AUG 31 Nanticoke Post #6 302-629-9915
- SEP 07 Oak Orchard/Riverdale, 302-945-1673  
Post #28 (8:00-12:00)
- SEP 14 Walter L Fox, Post #2 302-674-3922
- SEP 21 Laurel Post #19 302-875-9948
- SEP 28 David Harrison, Post #14 302-659-0160

**Disabled American Veterans (DAV)**

DAV Dept. Service Officers: 302-697-9061

Paul Lardizzone: 302-382-3448  
 H. Mark Wischman: 302-382-3449

**Kent County Schedule:**

DAV Headquarters Building, 183 South Street, Camden, DE 19934

Monday thru Thursday 8:00-12:00 PM (Walk-ins)  
 1:00-3:00 PM (Appt only)

**Sussex County Schedule:**

Department of Labor (Div of Employment & Trng)  
 20093 Office Circle, Georgetown, DE 19947

Thursday 8:00-12:00 PM (Walk-ins) 302-856-5230  
 Kent & Sussex evening appointments prescheduled by request only.

**Paralyzed Veterans of America (DE/MD PVA)**

Darrell Johnson, Sr., National Service Officer, VA Regional Office, 1601 Kirkwood Hwy, Room 26, Wilmington, DE 19805, (302) 993-7252 or (302) 993-7253. Mr. Johnson will make home visits upon

request for Vets who do not have transportation to the VA. He will be in the Oak Orchard area the 1<sup>st</sup> Tuesday, Dover the 2<sup>nd</sup> Tuesday, and Frederica the 3<sup>rd</sup> Tuesday of each month.

**Purple Heart NSO (MOPH)**

Cheryl Yard, National Service Officer, VA Regional Office, 1601 Kirkwood Hwy, Wilmington, DE 19805, (302) 993-7263 M-F 8:30 to 4:00. Walk-ins welcome.

**Veterans of Foreign Wars (VFW)**

VA Regional Office, 1601 Kirkwood Hwy, Room 21, Wilmington, DE 19805, (302) 993-7260.

**1<sup>st</sup> Thursday**

Delaware DOL (993-7260) 8:00-11:00 AM  
Milford VFW (422-4412) 1:30-4:00 PM

**2<sup>nd</sup> Thursday**

Delaware DOL (993-7260) 8:00-11:00 AM  
Milton VFW (684-4975) 1:30-4:00 PM

**3<sup>rd</sup> Thursday**

Delaware DOL (993-7260) 8:00-11:00 AM  
Rehoboth VFW (227-3469) 1:30-4:00 PM

**4<sup>th</sup> Thursday**

Delaware DOL (993-7260) 8:00-11:00 AM  
Seaford VFW (629-3092) 1:30-4:00 PM

**5<sup>th</sup> Thursday**

Delaware DOL (993-7260) 8:00-11:00 AM

NOTE: All persons interested in Outreach Services should first call our office so that some advance information may be obtained to accelerate the application process. Kent & Sussex County residents may call 1-302-993-7260. NOTE: persons desiring assistance at the Thursday-downstate locations should be at the Delaware DOL no later than 9:00 AM or at the afternoon locations by 2:00 PM. The VFW provides services to veterans and their dependents without respect to veteran service organization affiliation; membership in the VFW is NOT required for service.

**Vietnam Veterans of America (VVA)**

Terry Baker, National Service Officer, VA Regional Office, 1601 Kirkwood Hwy, Wilmington, DE 19805, (302) 993-7250 or (302) 993-7251.

**DELAWARE VETERANS MEMORIAL CEMETERY**

New Castle Co. Section (Bear, DE)...302-834-8046  
Sussex Co. Section (Millsboro, DE)...302-934-5653

**DELAWARE VETERANS HOME**

100 Delaware Veterans Blvd.....302-424-6000  
Milford, DE 19963

**EMPLOYMENT SERVICES**

Al Barclift (Wilmington).....302-761-8093  
Allen Jones (Wilmington).....302-761-8141  
Toney Fragier (Newark).....302-368-6622  
Cliff Rumph (Dover).....302-857-5870  
Kevin Gunning (Dover).....302-857-5870  
Dawn Smith (Georgetown).....302-856-5230

**DEPARTMENT OF VETERANS AFFAIRS**

**VA Regional Office** (Claims & Benefits)  
1601 Kirkwood Hwy  
Wilmington, DE 19805.....1-800-827-1000  
**VA Medical Center** (Healthcare)  
1601 Kirkwood Hwy  
Wilmington, DE 19805.....1-800-461-8262  
.....302-994-2511  
Dover VA Outpatient Clinic  
1198 S. Governors Ave  
Dover, DE 19904.....1-800-461-8262 x2400  
Georgetown VA Outpatient Clinic  
20653 DuPont Hwy  
Georgetown, DE 19947 .....1-800-461-8262  
x2300

**Readjustment Counseling**

Vet Center (New Castle Co.)1-800-461-8262 x5434  
Vet Center (Kent Co.).....1-800-461-8262 x2430  
Vet Center (Sussex Co.).....302-225-9110  
The Vet Center provides counseling services for:

- Post Traumatic Stress and Other Disorders
- Military Sexual Trauma
- Marital/Family problems
- Bereavement

Vet Center services are provided at no cost to eligible veterans who served in combat areas and

their families or to those who experienced sexual trauma or bereavement challenges without combat area restriction.

Veterans Outreach Program

Mike Rowe - Listening Post-Lower Delaware  
302-422-8033x173

**RETIREE ACTIVITIES**

**Retired Activities Office**

MSgt (R) Bill Oldham ([William.Oldham.2@us.af.mil](mailto:William.Oldham.2@us.af.mil)), Bldg 520, Room 105, Dover AFB, DE 19902, (302) 677-4610.

**Retired Navy Activities Affairs Office**

Naval & Marine Corps Reserve Center, 3920 Kirkwood Hwy, Wilmington, DE 19808, (302) 998-5194.

**VETERANS ORGANIZATIONS POC**

Air Force Sergeants Association

Bill McMullen.....(302) 697-9750

American Gold Star Mothers

Pauline Anderson.....(302) 633-0239

American Legion

Richard "Ric" Santos.....(302) 628-5221

AMVETS

Albert Weir.....(302) 629-4141

Colonial Paralyzed Veterans of America

Ron Hoskins.....(302) 365-5670

Phyllis Palabrica.....(302) 365-5670

Delaware Veterans Coalition

Dave Skocik.....(302) 736-8500

E-mail: [delawareveteranscoalition@gmail.com](mailto:delawareveteranscoalition@gmail.com)

DELVETS

Robert Wasson.....(302) 798-2951

Disabled American Veterans

Paul Lardizzone.....(302) 697-9061

Fleet Reserve Association

James M. Jackson.....(302) 834-1719

40 & 8

Eugene "Chip" Rosan.....(302) 678-8077

Jewish War Veterans

Len Markovitz.....(302) 234-4785

Korean War Veterans Association

George Goss.....(302) 424-0461

Marine Corps League

James Thompson.....(302) 284-2708

Military Officers Association of America

Tom Kelly (New Castle Co.).....(302) 834-9659

Ron Sarg (Kent Co.).....(302) 678-1603

Fred Seth, Jr. (Sussex Co.).....(302) 519-0611

Military Order of the Purple Heart

Cornelius "Bill" Carroll.....(302) 655-3820

Military Order of the World Wars

Karen Kelly.....(302) 834-9659

E-mail: [karenleakelly@verizon.net](mailto:karenleakelly@verizon.net)

The Reserve Officers Association

LTC Richard Chappell (Ret).....(302) 234-1418

E-mail: [rw49ps54ud@comcast.net](mailto:rw49ps54ud@comcast.net)

Veterans of Foreign Wars

Paul Phillips Jr.....(302) 656-5022

Vietnam Veterans of America

Paul Davis.....(302) 697-8384

WAVES Nat'l

Ruth Harden.....(302) 998-1373

**COMMISSION OF VETERANS AFFAIRS**

Jim Thompson (Chairman).....MCL

Paul Lardizzone (Vice Chairman).....DAV

Cornelius "Bill"

Carroll.....MOPH Robert P.

Corsa.....VVA Maurice

Evans.....American Legion George

T. Goss.....KWVA Ruth

B. Harden.....WAVES NAT'L

Charles Keithley.....40 &

8 Joseph "Joe"

Lank.....MOWW Mark

Newman.....VFW

Barry Newstadt.....JWV

Ronald Sarg.....MOAA

Robert E. Wasson.....DELVETS

Albert W. Weir.....AMVETS

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