

**TENNESSEE  
RESOURCE  
GUIDEBOOK  
FOR  
INCARCERATED  
AND NEWLY  
RELEASED  
VETERANS**

# Forward

This handbook can be an important tool. Review all of the programs thoroughly to understand the opportunities available. When these programs are used properly, the benefits will be a minimization of the outside pressures you may be confronted if released; social acceptance, economics, and re-establishment as a productive member of society.

This booklet is a tool for Veterans incarcerated or newly released and their families who wish access to services to support a new and better way of life. Be aware, laws do vary from state to state; therefore check your state laws and regulations against this guide.

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

Agency staff names and addresses, phone numbers and website addresses change. If you attempt to contact one of the resources in this guidebook and it is not current, do your best to obtain the current information through phone information or a Google web search. To perpetuate the value of this document, we respectfully request that if you discover any incorrect, conflicting, or out-of-date information in this Guidebook please send the discrepancies, and updated information if you have it, to:

**David Hansard, M.Ed.**  
**Coordinator VISN 9 Homeless Programs**  
**James H. Quillen VA Medical Center**  
**P.O. Box 4000**  
**Mountain Home, TN 37684**  
**(423) 979-2874**  
**E-mail: [david.hansard@med.va.gov](mailto:david.hansard@med.va.gov)**

**Don Duff Sr. MAC(AW) USN RET.**  
**Homeless Veterans Program**  
**Support Clerk**  
**James H. Quillen VA Medical Center**  
**P.O. Box 4000**  
**Mountain Home, TN 37684**  
**(423) 979-2871**  
**E-mail: [donald.duff@med.va.gov](mailto:donald.duff@med.va.gov)**

Thank you.

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## SECTION I

### USING THIS GUIDE AND SEEKING HELP:

This guide is for you to use to plan for your release and to keep as a reference after your release. It includes addresses, phone numbers, and web sites that you can use to find out about programs and other assistance after your release. You may want to ask a friend or family member to help you find the information you need if you don't have a phone or internet access.

Keep in mind that **this guide does not include all of the services available**. What is available in one area may be different from what is available in another, so be sure to check with local resources to learn about services in your area.

While you are in prison, find out which unit in your facility can help you plan for your release (often the education or transfer unit). Classes may be offered so you can work on skills development and prepare for life after release. **You don't want to risk homelessness once you are released, so take advantage of the opportunities available to you now.**

Begin thinking about what specifically you will need upon release. Ask yourself these kinds of questions: Will I need housing? Will I need medical, substance abuse, or mental health care? Do I need to learn a job skill? Do I have any other legal issues, such as child support? How do I restart my VA checks or Supplemental Security Income (SSI)? <http://www.ssa.gov/notices/supplemental-security-income/>

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

- ↑ I need a place to live.
- ↑ I need a job.
- ↑ I need clothing to wear to work.
- ↑ I need to find out what benefits I can get as a veteran.

- ↑ I want to get addictions treatment.
- ↑ I owe child support.

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

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

- ↑ Your name and contact information.
- ↑ A brief statement about your current situation.
- ↑ Your specific request.
- ↑ What you have done so far (Example: I have written to \_\_\_\_\_ organization and they suggested I contact you).
- ↑ Any restrictions for mailings (Example: Mail with staples or paper clips will not be accepted by my prison facility).

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

The internet can also be helpful to find information about VA benefits and community resources in your area. This guide includes web addresses, when available. If computer access is not available at your facility, you can visit the public library after release. Computer access may also be provided at WorkSource and WorkSource Affiliate sites, WorkForce Development Council member locations, and Employment

Security Department Offices (referred to as Job Service Centers or Unemployment Offices).

## SECTION II

### HELP FOR VETERANS:

This section includes resources that can help you get back on your feet. Remember to check the phone book for local, county, and state agencies that know what services are available in the area to assist you. Some organizations may have waiting lists, require an interview, or have specific rules about whom they serve. It is best if you **start asking about services and requirements now**, so that you will be prepared when you are released. You may even ask if your name can be put on a waiting list when you get closer to your release date.

### TOLL-FREE NUMBERS:

Crisis and other toll-free 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 hotlines and local numbers.

- \* **US Department of Veterans Affairs** – [www.va.gov](http://www.va.gov)  
VA Benefits: 1-800-827-1000  
Health Benefits: 1-877-222-8387, or [www.med.va.gov](http://www.med.va.gov)  
Education Benefits: 1-888-442-4551  
Persian Gulf War Helpline: 1-800-749-8387  
Telecommunication Device for the Deaf (TDD) 1-800-829-4833
- \* **Focus On Recovery Helpline** – A 24-hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383
- \* **National AIDS Hotline** – Talk to someone who knows about HIV / AIDS and can tell you about AIDS services in your city or state: 1-800-822-7422
- \* **National Coalition for Homeless Veterans** – [www.nchv.org](http://www.nchv.org), 1-800-838-4357
- \* **National Suicide Support Number** – 1-888-784-2433 (1-888-SUICIDE)

## WHERE TO START:

Check the local phone book yellow pages under "Homeless" or "Social Service Organizations" for a list of many local organizations that offer a variety of services that 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 in the phone book. Check with your local Public Assistance Office to find out what programs are available and what their guidelines are. We have included some guidance below, but your local organizations are your best resources. **Remember, it never hurts to ask!**

- \* Each **VA Medical Center** has a Health Care for **Homeless Veterans (HCHV) Coordinator** who is responsible for helping homeless veterans access VA and community-based care to end homelessness among veterans. The HCHV program provides outreach, clinical assessments and referrals for medical and mental health care, long-term transitional residential assistance, case management and employment assistance with linkage to permanent housing. To locate your nearest HCHV Coordinator call 1-877-222-8387 or go to <http://www1.va.gov/homeless> and click on the link at the end of the paragraph to look at the Homeless Veteran Coordinator Listing by State.
- \* **Tennessee Department of Veterans Affairs (TDVA)** provides assistance with Veterans benefits & entitlements information, VA claims process, representation and advocacy, Trauma (PTSD) counseling, Veterans Homes for those in need of nursing care, and employment assistance through federal funded reintegration projects.
- \* **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.



**Contact:** 333 ½ Pennsylvania Avenue, SE, Washington, DC 20003-1148 Toll-Free: 800-VET-HELP, Fax: (202) 246-2063, Toll-Free Fax: (888) 233-8582, E-mail: [nchv@nchv.org](mailto:nchv@nchv.org), Web address: [www.nchv.org](http://www.nchv.org)

## **Directory of Homeless & Housing Advocacy Coalitions:**

The following is a list of Homeless and Housing Advocacy Coalitions for the State of Tennessee. Not all of these coalitions provide direct services, but they may be able to tell you about local programs or services.

**Buffalo Valley, Inc.** (Statewide Services) (800) 447-2766 or (931) 796-2766

**Homeless No More Coalition** P.O. Box 879 Hohenwald, TN 38462 (615) 975-0196

**Adult Males:** 501 Park Ave. South Hohenwald, TN 38462

**Adult Females:** 554 2<sup>nd</sup> Avenue Lewisburg, TN 37091 1-800-699-6573 or (931) 359  
4662

**Adult Males:** 717 Cumberland Drive Clarksville, TN 37043 1-800-636-4980 or (931)  
645-9038

**JACOA** – Montgomery Hall (731) 427-2775 (West TN)

**ADFAC** (865) 483-1796 Ext. 101 (Oak Ridge & Surrounding Counties)

## **Emergency and Transitional Housing:**

To find out if there are homeless veteran service providers in your area, call 1-800-VET-HELP, write to: **NCHV, 333½ Pennsylvania Ave. SE Washington, DC 20003-1148**, or go to [www.nchv.org](http://www.nchv.org).

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

Look in the phone book **blue pages** under local, city, or county government Department of Social Services or "Human Services" or call the County Commissioner's Office for

information about local low-income housing coalitions or homeless advocacy groups who may know what is available.

To find a list of emergency shelters for men, women and families in every state, check the **Department of Housing and Urban Development** online at [www.hud.gov](http://www.hud.gov).

## **HOUSING:**

It is important to know that you have a place to go when released. The first step in returning to the community is finding a place to stay. This section includes ways to locate emergency shelter, transitional programs, and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you should ask about applying as soon as possible. If you are released and find yourself homeless, emergency assistance is available state-wide.

### **Directory of Local Homeless Service Organizations**

- \* **Good Samaritan Ministries, Inc.** P.O. Box 2441 Keystone Community Center  
603 Bert Street Suites 6 & 7 Johnson City, TN 37601 (423) 928-8387
- \* **Manna House:** 216 West Walnut Street Johnson City, TN 37605 (423) 434-9310
- \* **Salvation Army:** 200 Ashe Street Johnson City, TN 37605 (423) 926-8901  
Provides services, including shelter and transitional housing, for homeless individuals and families. For local services and information contact: The Salvation Army, 423 W Walnut St. Johnson City, TN 37604 (423) 926-5088
- \* **Subsidized Housing:** Fairview Housing Management 2111 W. Mountcastle Johnson City, TN 37604 (423) 434-2278
- \* **Halfway Housing:** VA Medical Center 122 H Street Mountain Home, TN 37684 (423) 926-1171 Ext. 2874
- \* **Haven of Mercy: (MEN ONLY)** P.O. Box 3072 Johnson City, TN 37602 (423) 929-0616

- \* **United Way** – provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at [www.unitedway.org](http://www.unitedway.org).
- \* **Local churches and faith-based organizations**, such as Catholic charities, Salvation Army, and Volunteers of America, may have a variety of programs to assist you. Find these organizations by calling your county or city Department of Social Services. Check the blue pages of the phone book for the number, and the Saturday newspaper for a list of churches and service times.

### **Long-term or Permanent Housing:**

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

### **FINDING & KEEPING A JOB:**

Finding a job may be hard and can seem overwhelming, but it is possible and very important! When released, you may find that you are starting over. You should ask for job counseling and training while incarcerated so you are prepared to work when released. **DON'T WAIT** until you get out to start thinking about what you will do.

**START PLANNING NOW!**

- \* **Local Veterans Employment Representatives (LVER) and Disabled Veterans Outreach Program (DVOP) specialist** assigned by the **State Employment Security Department** to help veterans find and keep jobs. LVER's are located with the local WorkSource site or affiliate Job Service Centers (JSC). DVOP Specialists work under the supervision of the LVER to develop job and training opportunities for veterans with service-connected disabilities, linking

veterans with employers and making sure follow-up services are provided. To find a LVER or DVOP near you, visit your state employment service office listed in the phone book blue pages under "State government, Employment Security Department."

- \* Through its **Veterans Industries and Compensated Work Therapy programs**, the VA offers structured work opportunities and supervised therapeutic housing for at-risk and homeless veterans with physical, mental health and addictions problems. VA contracts with private industry and the public sector for work for veterans, who learn job skills, practice successful work habits, and regain a sense of self-esteem. Veterans are paid for their work and given assistance with employment in the community.
  
- \* The State of Tennessee has a Vocational Rehabilitation program that helps people with disabilities find and keep jobs. Apply for these services immediately after your release. Look in the phone book blue pages under "Department of Social and Health Services (DSHS)," then "Vocational Rehabilitation," or search the internet for "Vocational Rehabilitation" in your state.
  
- \* Labor Ready has job openings and is asking about ways to make veterans more aware of their services.

Contact: Chris Beach  
Labor Ready (423) 929-9675

Labor Ready has a call number in case workers have unexpected appointments and can't report for scheduled work. Mr. Beach is contacting local shelters and now has an invitation to the Homeless Coalition meetings. He offered to provide information, brochures, etc. if needed.

## **VA HEALTH CARE:**

### **If eligible for veterans' benefits:**

- \* We encourage you to enroll in the VA Health Care System as soon as you are released. Every **VA Medical Center** has a **Health Care for Homeless Veterans**

**Coordinator** who helps veterans and their families find resources inside and outside the VA Health Care system. Call 1-877-222-8387 or go to [www.va.gov](http://www.va.gov) to find the medical center nearest you.

### **Locally in Northeast Tennessee contact:**

James H. Quillen VAMC  
P.O. Box 4000  
Mountain Home, TN 37684  
(423) 926-1171

Drug/Alcohol Program      Intake Appointment:  
**Contact:** Debbie Costello  
(423) 926-1171 Ext. 2762  
(SATP) Services available include: Medical  
Treatment, Psychological Treatment, Drug Treatment  
Program, Residential Programs, Work Programs,  
Homeless Program

**If ineligible for veterans' benefits, free or low-cost health care may be available from the following sources:**

- \* **Department of Social and Health Services (DSHS)** 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.
  
- \* **National Health Care for the Homeless Council** has a list of health care providers working with homeless people across the nation. For a list of providers in your state, go to [www.nhchc.org](http://www.nhchc.org).
  
- \* **Free clinics** are run by many local organizations and communities. Look in the phone book blue pages under "Public Health" to contact local government office for clinics in your area.

## Special Health Information for Veterans:

- \* If you think you may be at risk for AIDS and HIV infection after your release, contact the nearest VA Medical Center to get tested, and seek counseling. Veterans, homeless, and incarcerated people are at high risk for **Hepatitis C** (HCV), a serious disease that can cause cirrhosis (scarring of the liver) and liver cancer. If you think you are at risk after your release, contact the nearest VA Medical Center to get tested and seek HCV counseling.

## MENTAL HEALTH SERVICES:

### If eligible for veterans' benefits:

- \* Contact the Homeless Veteran Services Coordinator at the local **VA Medical Center** or **Vet Center**. Call 1-877-222-8387 or go to [www.med.va.gov](http://www.med.va.gov), to find the medical center nearest you.

**If not eligible for veterans' benefits**, the following sources may be able to tell you where you can go to get help:

- \* **National Alliance for the Mentally Ill** lists community mental health services providers at: [www.nami.org](http://www.nami.org), or call 1-800-467-3589 Nashville, TN office  
Locally: NAMI Johnson City, TN Area P.O. Box 465 Johnson City, TN 37605-0465. Affiliated with the National Alliance for the Mentally Ill 1-800-950-NAMI.
- \* **National Mental Health Association** offers support groups, rehabilitation, socialization, and housing services through approximately 340 community organizations located across the country. Call 1-800-969-NMHA, or find a local office online at [www.nmha.org](http://www.nmha.org).

## SUBSTANCE ABUSE TREATMENT:

### If eligible for veterans' benefits:

- \* Contact the addictions Treatment Center at the local **VA Medical Center**. Call 1-877-222-8387 or go to [www.med.va.gov](http://www.med.va.gov), to find the medical center nearest you.

**If not eligible for veterans' benefits**, the following sources may be able to tell you where you can go to get help:

- \* **The Department of Health and Human Services Drug and Alcohol Treatment Referral Routing Service** can refer you to local programs. Call 1-800-662-4357.
- \* Focus On Recovery Helpline – A 24 hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383.

## **FINANCIAL HELP:**

- \* The American Legion provides Temporary Financial Assistance, (TFA) from its national headquarters to help maintain a stable environment for **children of veterans**. To obtain an application, look in the phone book to contact a local post, or contact the National Headquarters to find the post nearest you.
- \* 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 1-800-221-5689, or find a list of food stamp hotlines for each state at [www.fns.usda.gov/fsp/contact\\_info/hotlines.htm](http://www.fns.usda.gov/fsp/contact_info/hotlines.htm). You can also contact the local Department of Human Services, many drop-in shelters, or legal aid services to ask for an application.
- \* **Supplemental Security Income (SSI)** benefits can be applied for **before** your release, even though you won't receive the benefits until after you are released. Food Stamps can be applied for together with SSI. Normally, it takes about three months to review an application, so apply well before your release date. It is best to get help filling out the application. For detailed information or assistance contact your local social security administration office listed in the phone book blue pages.
- \* **Federal Emergency Management Agency (FEMA)** has a program called 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 Advocate Service Officer** for help with discharge upgrades, seeking benefits, and filing a VA claim. Check with your county court house for the office of the Veterans Service Officer.

### **Other Legal Issues:**

\* Most law is state-specific. Most common legal problems are governed by the law in the state where you live or where the 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](http://www.abanet.org).

\* **Legal Services or Legal Aid Offices** have staff lawyers to provide free legal help to poor clients. The lawyers are usually experts in the types of problems that poor clients often have. Look in the yellow pages for a local Legal Aid Office or check online for the program, nearest you.

\* **Pine Tree legal Assistance** has an online list of organizations across the nation that provides free legal help to clients who qualify. Go to [www.ptla.org/links/services.htm](http://www.ptla.org/links/services.htm).



\* Lawyers in private practice sometimes volunteer in "pro-bono" programs to take cases for poor clients free of charge. Check the yellow pages to contact your **Local Bar Association** to learn if there is a pro-bono program in your community, or go to: [www.abanet.org/barserv/stlobar.html](http://www.abanet.org/barserv/stlobar.html).

## **National H.I.R.E. Network:**

Established by the Legal Action Center, the National **Helping Individuals with criminal records Re-enter through Employment Network** is both a national clearinghouse for information and an advocate for policy change. The goal of the **National H.I.R.E. Network** is to increase the number and quality of job opportunities available to people with criminal records by changing public policies, employment practices and public opinion. The National H.I.R.E. Network also provides training and technical assistance to agencies working to improve the employment prospects for people with criminal records.

The National H.I.R.E. Network is generously supported by the Charles Stewart Mott Foundation, the Joyce Foundation, the Annie E. Casey Foundation, the Public Welfare Foundation, and the J.P. Morgan Chase Foundation. [www.hirenetwork.org](http://www.hirenetwork.org)

### **I. Tennessee Department of Labor and Workforce Development:**

**Contact:** Andrew Johnson Tower, 8<sup>th</sup> Floor  
710 James Robertson Pkwy.  
Nashville, TN 37243  
(615) 741-6642 or Fax: (615) 741-5078  
Federal Bonding Program:  
Contact: Becky Brooks, Bonding Services Coordinator  
Job Service program \* Technical Support Section  
Tennessee Department of Employment Security  
500 James Robertson Pkwy.  
Nashville, TN 37245 (615) 741-3780 or Fax: (615) 741-6392

#### **Federal Bonding Program:**

Provides fidelity bonding insurance coverage to individuals with criminal histories and other high-risk job applicants who are qualified, but fail to get jobs because regular commercial bonding is denied due to their backgrounds.

**Contact:** Becky Brooks, Bonding Services Coordinator

Job Service Program & Technical Support Section  
Tennessee Department of Employment Security  
500 James Robertson Pkwy.  
Nashville, TN 37245 (615) 741-3780 or Fax: (615) 741-6392

**Tax Credits: The Work Opportunity Tax Credit (WOTC)**

**Contact:** Roger Littlejohn, WOTC Coordinator  
Tennessee Department of Labor 7 Workforce Development  
500 James Robertson Pkwy.  
Davy Crockett Tower, 11<sup>th</sup> Floor  
Nashville, TN 37245 (615) 741-6473 or Fax: (615) 532-1612  
E-Mail: [rlittlejohn@mail.state.tn.us](mailto:rlittlejohn@mail.state.tn.us)

**Unemployment Insurance Office:**

**Contact:** Chris Betts, Administrator  
Division of Employment Security  
Tennessee Department of Labor and Workforce Development  
500 James Robertson Pkwy.  
Davy Crockett Tower, 12<sup>th</sup> Floor  
Nashville, TN 37245 (615) 253-4809 or Fax: (615) 253-5091  
Web Site: [www.state.tn.us/labor-wfd/cc/cccounty.htm](http://www.state.tn.us/labor-wfd/cc/cccounty.htm)

**II. Criminal Record Repository:**

This is the agency individuals may contact to obtain a copy of their state rap sheet and learn about the process of sealing, expunging or cleaning it up. Tennessee is considered a "**closed record**" state.

**Contact:** Larry Wallace, Director  
Tennessee Bureau of Investigation  
901 R.S. Gass Blvd.  
Nashville, TN 37216 (615) 744-4000  
Web Site: [www.tbi.state.tn.us/divisions](http://www.tbi.state.tn.us/divisions)

**III. State Attorney General:**

For the licensing of individuals with criminal records in certain jobs, and whether the state has laws that limit what employers may ask job applicants or protections against employment discrimination based on a criminal record.

**Contact:** Paul G. Summers, Attorney General  
Office of the Attorney General  
425 5<sup>th</sup> Ave. North  
Nashville, TN 37243 (615) 741-5860  
Web Site: [www.attorneygeneral.state.tn.us](http://www.attorneygeneral.state.tn.us)

**IV. State Department of Corrections: Prison Industry Program**

**Prison Industry Program**  
The Tennessee Rehabilitative Initiative in Correction (TRICOR) is responsible for oversight of prison industries in Tennessee.

**Contact:** Fred Barker, Director of Inmate Programs TRICOR

Trademark Business Center  
240 Great Circle Rd., Suite 310  
Nashville, TN 37228 (615) 741-5705 or Fax: (615) 741-2696  
Web Site: [www.tricor.org/inmatecontact.htm](http://www.tricor.org/inmatecontact.htm)

**Work Release Program:**

Work release is available to inmates in Tennessee when they are within 24 months of release. **Once an inmate obtains employment, he or she is required to pay room and board fees in addition to any court ordered restitution due.**

**Contact:** Donal Campbell, Commissioner  
Tennessee Department of Correction  
Ground Floor, Rachel Jackson Building  
320 6<sup>th</sup> Ave. North  
Nashville, TN 37243 (615) 741-1000  
Web Site: [www.state.tn.us/corrections](http://www.state.tn.us/corrections)

**Pre-Release Program:**

**Begins 90 days prior to release and includes 80 hours of classroom instruction and community service work.**

**Contact:** Donal Campbell, Commissioner  
Tennessee Department of Correction  
Ground Floor, Rachel Jackson Building  
320 6<sup>th</sup> Ave. North  
Nashville, TN 37243 (615) 741-4543

**V. Tennessee Board of Probation and Parole**

Probation and parole officers are responsible for supervising and investigating the conduct, behavior, and progress of probationers and parolees assigned to them for supervision from the court and by the Board. Officers provide supervision progress reports to the court and board.

**Contact:** Tennessee Board of Probation and Parole  
Parkway Towers, Suite 1300  
404 James Robertson Pkwy.  
Nashville, TN 37243 (615) 741-4543

**VI. Legal Assistance**

Free or low-cost legal resources, both in civil and criminal law, are helpful to individuals with criminal histories in learning about relevant state laws governing the expungement or sealing of criminal histories or addressing other legal issues resulting from having a criminal history.

**State Public Defender:**

**Contact:** Public Defender & Assistant Public Defenders  
201 West Main St.  
Murfreesboro, TN 37130 (615) 898-8020 **or**

Chief Public Defender of Shelby County  
201 Poplar Ave., Room 201  
Memphis, TN 38103 (901) 545-5800

**Legal Services:**

**Contact:** Legal Aid of East Tennessee  
502 South Gay St., Suite 404  
Knoxville, TN 37902 (865) 637-0484  
Web Site: [www.kornet.org/klas/](http://www.kornet.org/klas/) or

**Contact:** Tennessee Alliance for Legal Services  
1808 West End Building, Suite 1216  
Nashville, TN 37203 (615) 627-0956 or Fax: (615) 627-0964  
Web Site: [www.tals.org](http://www.tals.org)

**VII. Local Service Providers**

Community agencies are available to assist individuals with criminal records find employment.

**Tennessee Career Center**

Tennessee Career Centers are one-stop career centers operated by the Tennessee Department of Labor and Workforce Development. There are 14 comprehensive career centers located across Tennessee. These centers provide comprehensive employment and training services for job seekers and employers on a regional basis. A complete listing of career centers is available on the web site listed below.

**Contact:** Mark Reineke, Commissioner  
Tennessee Department of Labor and Workforce Development  
710 James Robertson Pkwy.  
Nashville, TN 37243 (615) 741-6642 or Fax: (615) 741-5078  
Web Site: [www.state.tn.us/labor-wfd/cc/ccservices.htm](http://www.state.tn.us/labor-wfd/cc/ccservices.htm)

**WOMEN VETERANS:**

\* Most VA **Medical Centers** and readjustment offices have a designated Women Veterans Coordinator to assist women veterans in accessing VA benefit programs and healthcare services. Call 1-877-222-8387.

\* **The Center for Women Veterans**, 810 Vermont Ave., NW, Washington, DC 20420, 1-800-827-1000, <http://www1.va.gov/womenvet/>

\* Many women in prison had similar histories, problems, and personal issues before their arrest and conviction. Mentors with **Women in Community Service** (WICS) help women preparing to leave prison and those who are just getting back into society. WICS' prison programs help women think about their behavior, gain job skills, and build self-esteem. Contact the U.S. DOL, Job Corps at 1-800-283-9427 or go to [www.wics.org](http://www.wics.org) to find the nearest WICS program.

## SECTION III

### SEEKING FEDERAL BENEFITS:

The Department of Veterans Affairs 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 facilities nationwide. Write the VA Regional Office (VARO) to request a copy at: 110 Ninth Avenue South, Nashville, TN 37203-3817, Toll-free: 1-800-827-1000

For a list of all VA Regional Offices go to: [www.vba.va.gov/bln/vre/regional\\_offices.htm](http://www.vba.va.gov/bln/vre/regional_offices.htm)

#### **U.S. Dept of Veterans Affairs – Regional Office**

Call 1-800-827-1000 or find information about benefits at [www.vba.va.gov](http://www.vba.va.gov).

**VA Medical Care** is not provided to veterans in prison, but VA health facilities may provide care to you after your release. Contact 1-877-222-8387 or go to [www.med.va.gov](http://www.med.va.gov) to find the medical center nearest you.

### **BENEFITS PAYMENTS WHILE INCARCERATED:**

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

For example, Sam is a veteran who receives a VA pension of \$810 per month. He commits a crime and is incarcerated, but doesn't tell the VA right away and keeps getting paid for 8 months. **Sam is overpaid a total of \$6,480.** After serving his sentence of 16 months, he is released and applies to the VA to have his pension restarted. The new Pension rate is \$833 per month, but the VA will use that amount to start repaying the \$6,480 debt. **Sam's first real check will start in 6 months after he**

**is released and will only be for about \$33!** Sam has to go that amount of time without that income.

Your award for compensation or pension benefits should resume from the date you are released, as long as the VA receives notice of release within one year. This includes placement in a community treatment center or halfway house. **Remember, you must notify the VA when you are released to restart your payments.**

## **APPORTIONMENT:**

Although legally, the veteran can only receive a portion of the full amount payable for his or her disability rating, the remaining balance may be "apportioned to the individual's dependent family". To apply for apportionment, send a letter to the VA Regional Office (VARO) that has jurisdiction over the veterans' case. VA regulations clearly specify this apportionment amount will only go to family members if they can show financial need for such amount. This applies to the spouse, children, or dependent parents who are involved in the application.

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

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

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

For more information concerning VA debt collection rules that may affect the veteran incarcerated, telephone: 1-800-827-1000 and request a Veterans Service Organization representative or, write to a Veterans Service organization (attention SR list) at the U.S. Dept of Veterans Affairs- Regional Office.

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

## **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.

\* Many Veterans Service Organizations have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any VSO listed below to see if there is a service representative near you.

\* The American Legion 1-800-433-3318

\* American Legion & Auxiliary Unit 24 (423) 929-1251

\* American Red Cross - Johnson City/Washington County (423) 928-3561

\* Disabled American Veterans 1-877-426-2838 or (859) 441-7300

\* Paralyzed Veterans of America 1-800-424-8200

\* Veterans of Foreign Wars 1-800-VFW-1899

\* Vietnam Veterans of America 1-800-882-1316

\* Although we encourage you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write the VA Regional Office (VARO) at: 110 Ninth Avenue South, Nashville, TN 37203-3817, Call toll-free: 1-800-827-1000 or find the forms online at: <http://www.va.gov/vaforms/> .



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

- \* **Standard Form-180- Request Pertaining to Military Records** – Is used to get copies of your Record of Discharge (DD-214), military personnel and medical records. You will need a copy of your DD-214 when applying for any benefits. Requests may also complete online at <http://vetrecs.archives.gov>.
  
- \* **VA Form 21-526 – Application for Compensation or Pension** – Must be filed to apply for compensation or pension. This form, along with your DD-214 and the following forms should be mailed directly to the VARO nearest your release destination 30 to 45 days before your release.
  
- \* **VA Form 21-4138 – Statement in Support of Claim** – Lets you explain why you deserve the benefits you are asking for because of your disability or disorder. It is best to have an experienced service representative help you complete the form.
  
- \* **VA Form 21-4142 – Authorization for Release of Information** – If you have received medical or mental health care, that may be relevant to your claim, from anyone other than a VA Medical Facility, you need to fill out a VAF 21-4141 giving permission for release of medical records to the VA.
  
- \* **VA Form 10-10EZ – Enrollment for Medical Benefits** – Is used by the VA to determine if you can receive medical benefits. Complete the form and bring it with you to the VA medical facility where you will seek evaluation for treatment.
  
- \* **VA Form 28-1900 – Vocational Rehabilitation for Disabled Veterans** – Is needed to apply for the vocational rehabilitation program to help veterans who were disabled during their service reach maximum independence in daily living, to learn the

skills needed to get a job, and to find and keep a job. Send Form 28-1900 to the VARO in your area 10 to 15 days before your release.

\* **VA Form 70-3288 – Request for and Consent to Release of Information from Claimant's Records** – Is used to get records relevant to your claim from VA facilities (regional offices, medical centers, outpatient clinics, and vet centers). Request a fee waiver under section 38 C.F.R. Sec. 1.526 (h), which requires the VARO to provide a veteran with one set of his or her records free of charge.

## **CHECKLIST:**

### **Using This Guide:**

- √ Ask about classes or resources to help you plan for your release.
- √ Make a list of your needs.
- √ Make a list of who may be able to help you.
- √ Write letters and/or contact organizations by phone or email.
- √ Write down the steps you take so that you do not repeat them.

### **Just for Veterans:**

- √ Know where to call toll-free for help.
- √ Contact organizations about what services they have to offer.
- √ Think about your housing needs and gather information about what is available locally.
- √ Learn about job resources and create a plan to find a job.
- √ Learn about health issues, and what services are available.
- √ Learn about the resources available for substance abuse and mental health treatment in your area.
- √ Learn about your options to get financial help.
- √ Begin to take care of other legal issues.
- √ Learn about homeless veterans services.
- √ Learn about resources for women veterans.
- √ If you are not currently receiving benefits, find out if you can or should be.
- √ If you are receiving benefits, notify the VA when you go to prison to avoid an overpayment.
- √ Contact a veteran service representative to represent you and help you file a claim.
- √ Apply for apportionment so that some of the money withheld may be given to eligible family members.

## SECTION IV

### RESOURCE ADDRESSES/WEBSITES & SUPPORT GROUPS:

#### RESOURCE ADDRESSES/WEBSITES:

Knoxville VET Center – US Department of Veteran Affairs  
2817 E. Magnolia Avenue  
Knoxville, TN 37914 (865) 545-4680 or (865) 609-2829  
Contact(s) Ronald Coffin, Karen Fincoum, or Harold Busch

Johnson City VET Center  
1615A West Market  
Johnson City, TN 37604  
(423) 928-VETS (8387)  
Contact: Jack Burris

Chattanooga Vet Center  
951 Eastgate Loop Rd., Bldg. 5700, Suite 300  
Chattanooga, TN 37411  
(423) 855-6570

Memphis Vet Center  
1835 Union, Suite 100  
Memphis, TN 38104  
(901) 544-1017

There is a new Vet Center starting up in Nashville, TN but there is no address or phone number available at this time.

AIDS/HIV Testing: Write a letter to the following and request a test:

Gary Range     HIV/AIDS Representative  
                    Northeast TN Regional Health Office  
                    1233 Southwest Ave., Ext.  
                    Johnson City, TN 37604-6519

VA's Gulf War/Agent Orange Helpline     National Toll-Free Number (800) 749-8387

Veterans who encounter difficulties at a VA medical center – contact the "Patient Advocate" or "Patient Representative" at that facility for assistance in resolving the problem.

**US Dept of Veterans Affairs (USDVA)** [www.va.gov/](http://www.va.gov/)  
**Veterans Health Administration** - <http://vaww.visn9.med.va.gov/>  
**Social Security Administration** – [www.ssa.gov/](http://www.ssa.gov/)  
**National Coalition for Homeless Veterans** – [www.nchv.org/index.cfm](http://www.nchv.org/index.cfm)  
**Active Duty Benefits Information** – [www.military.com](http://www.military.com)  
**Careers** – [www.taonline.com](http://www.taonline.com)  
**Department of Labor** – [www.dol.gov](http://www.dol.gov)  
**Department of Veteran's Affairs** – [www.va.gov](http://www.va.gov) or  
**VA Health Benefits Center** (877) 222-VETS (toll-free)  
**Disabled American Veterans** – [www.dav.org](http://www.dav.org)  
**Gulf War benefits Information** – [www.gulfweb.org](http://www.gulfweb.org)  
**Military Record Information** – [www.vetfriends.com](http://www.vetfriends.com)  
**Veterans of Foreign Wars** – [www.vfw.org](http://www.vfw.org)  
**Gulf War/Agent Orange** – [www.va.gov/gulfwar](http://www.va.gov/gulfwar) or [www.va.gov/agentorange](http://www.va.gov/agentorange)  
**The Legal Action Center** (212) 243-1313 or [www.lac.org](http://www.lac.org)  
**The Urban Institute** (202) 833-7200 or [www.urban.org](http://www.urban.org)  
**The US Department of Labor** (866) 4-USA-DOL or [www.dol.gov](http://www.dol.gov)  
**The Federal Bonding Program** (800) 233-2258 or [www.bonds4jobs.com](http://www.bonds4jobs.com)  
**The Welfare to Work Partnership** (888) USA-JOB1 or [www.welfaretowork.org](http://www.welfaretowork.org)  
**United Way** – provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at [www.unitedway.org](http://www.unitedway.org)

## **Support Groups:**

### **Alcoholics Anonymous (24 Hour Hotlines)**

**Bristol, TN** (423) 968-2020;

**Erwin, TN** (423) 928-0871;

**Kingsport, TN** (423) 245-1440;

**Johnson City, TN** (423) 928-0871

**Association for Retarded Citizens (ARC):**

**Claiborne County:** (Serves Claiborne, Grainger, Hancock, and Union counties) (423) 626-6757

**Sullivan County:** Phone: (423) 274-8165 (Voice/TTY) Fax: 274-8121

**Bristol:** "People Place", Fort Shelby Towers-400 Shelby Street, Meeting: 3<sup>rd</sup> Tuesday each month 6:30 pm

**Kingsport:** Opportunities Unlimited Kingsport 2107 Stonebrook Place (423) 239-6492 Meeting 3<sup>rd</sup> Monday each month 6:45 pm

**Washington County:** Serves Carter, Hawkins, Johnson, Sullivan, Unicoi, & Washington Counties (423) 928-9362

**National Alliance for the Mentally Ill (NAMI):** for Families & Consumers

**Sullivan County/Bristol NAMI:** Bristol Regional Medical Center (11W & I-81) (800) 233-0118 Meets in elm Room on Lower Level of Convention Center at BRMC

**Greene County: NAMI:** Church Street Pavilion, 616 Church Street, Greeneville, TN (423) 639-3218 (Fran Alexander) Meets 2<sup>nd</sup> Tuesday each month at 7:00 pm

**Washington county/Johnson City NAMI:** Harrison Christian Church 2517 Browns Mill Road, (800) 233-0118 or (423) 348-8651 Meets 2<sup>nd</sup> Thursday each month at 7:00 pm

**Johnson County/Mountain City NAMI:** ETSU Academic Health building (Kellogg Building), (423) 727-5265 or (423) 926-6788 Meets 4<sup>th</sup> Thursday each month at 7:00 pm

**Narcotics Anonymous:** (800) 677-1462

Call for more information on location and meeting date & time.

**TennCare Transportation:** (800) 775-8726

### Additional Guidebook Resource List:

| <b>Resource:</b>  | <b>National/state/local</b>            | <b>Telephone:</b>              | <b>Websites and Notes:</b>   |
|---|--|--------------------------------|--|
| 1. Dept. of Veterans Affairs                                      | National-web                           | <b>TOLL-FREE NUMBERS:</b>      | <a href="http://www.va.gov">www.va.gov</a>   |
| 2. Benefits and online Applications                               | National                               | 1-800-827-1000                 | <a href="http://www.vba.va.gov">www.vba.va.gov</a><br><a href="http://vabenefits.vba.va.gov/vonapp/main.asp">http://vabenefits.vba.va.gov/vonapp/main.asp</a>  |
| 3. Medical Centers  | National                               | 1-877-222-8387                 | <a href="http://www.med.va.gov">www.med.va.gov</a>   |
| 4. Persian Gulf War Helpline                                      | National                               | 1-800-749-8387                 |  |
| 5. Focus on Recovery Helpline                                     | National                               | 1-800-888-9383                 |  |
| 6. National AIDS hotline  | National                               | 1-800-822-7422                 |  |
| 7. National Coalition for Homeless Veterans                       | National                               | 1-800-838-4357                 | <a href="http://www.nchv.org">www.nchv.org</a>   |
| 8. National Suicide Support Number                                | National                               | 1-888-784-2433 (1-888-SUICIDE) |  |
| <b>WHERE TO START:</b>  |  |                                |  |
| 9. HCHV Coordinator   | National                               | 1-877-222-8387                 | <a href="http://www.va.gov/homeless/page.cfm?pg=21">http://www.va.gov/homeless/page.cfm?pg=21</a>  |
| 10. Salvation Army  | Kentucky and Tennessee                 | (502) 583-5391                 | <a href="http://www.salvationarmysouth.org/kt/">http://www.salvationarmysouth.org/kt/</a><br>Divisional Headquarters   |
| 11. United Way  | National-web                           |                                | <a href="http://www.unitedway.org">www.unitedway.org</a>   |
| 12. Local churches and faith-based organizations                  | Local Saturday newspaper for locations | Local phone book               | Call City or County Department of Social Services  |
| <b>HOUSING:</b>   |  |                                |  |
| 13. Homeless Veteran Service providers locally                    | National                               | 1-800-VET-HELP                 | <a href="http://www.nchv.org">www.nchv.org</a>   |
| 14. HUD Local Homeless Assistance                                 | National-web                           |                                | <a href="http://www.hud.gov/homeless">www.hud.gov/homeless</a>   |
| <b>FINDING AND KEEPING A JOB:</b>                                 |  |                                |  |
| 15. DVOPs/LVERS near you  | State-phone book                       |                                | <a href="http://www.va.gov/esd/work/localconnections.htm">www.va.gov/esd/work/localconnections.htm</a><br>Call State Government Employment Security Department |
| 16. Homeless Veterans Reintegration Projects (HVRP)               | National                               | 1-800-562-2308                 |  |
| 17. VA's Vocational Rehabilitation and Employment Services - VARO | National                               | 1-800-827-1000                 | <a href="http://www.vba.va.gov/bln/vre/regional_offices.htm">www.vba.va.gov/bln/vre/regional_offices.htm</a>   |
| 18. Veteran's Industries and Compensated Work Therapy Programs    | National-web                           |                                | <a href="http://www.va.gov">www.va.gov</a>   |
| 19. State Voc Rehab   | State-web                              |                                | Search Internet for Vocational Rehabilitation in your state  |
| <b>HEALTH:</b>  |  |                                |  |
| 20. VA Medical Center near you                                    | National                               | 1-877-222-8387                 | <a href="http://vaww.visn9.med.va.gov">http://vaww.visn9.med.va.gov</a>  |

|   |   |                                     |  |
|---|---|-------------------------------------|--|
| 21. Department of Social and Health Services            | Local-phone book                            |                                     | Check phone book under city, county or local government  |
| 22. National Health Care for the homeless Council       | National-web                                |                                     | <a href="http://www.nhchc.org">www.nhchc.org</a>   |
| 23. Free Clinics  |   |                                     | Check phone book under Public Health   |
| <b>SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT:</b>     | <b>National/state/local</b>                 | <b>Telephone:</b>                   | <b>Websites and Notes:</b>   |
| 24. Drug and Alcohol Treatment Referral Routing Service | National                                    | 1-800-662-4357                      |  |
| 25. National Alliance for the Mentally Ill              | National                                    | 1-800-950-6264                      | <a href="http://www.nami.org">www.nami.org</a>   |
| 26. National Mental Health Association                  | National                                    | 1-800-969-NMHA                      | <a href="http://www.nmha.org">www.nmha.org</a>   |
| 27. Substance Abuse & Mental Health Services Admin      | National                                    | 1-800-662-4357 or<br>1-800-789-2647 | <a href="http://www.samhsa.gov/index.aspx">http://www.samhsa.gov/index.aspx</a>                                    |
| <b>FINANCIAL HELP:</b>                                  |   |                                     |  |
| 28. Food stamps   | National                                    | 1-800-221-5689                      | <a href="http://www.fns.usda.gov/fsp/contact_info/hotlines.htm">www.fns.usda.gov/fsp/contact_info/hotlines.htm</a> |
| 29. FEMA  |   | Local phone book                    | Contact local Office of the Mayor or United Way  |
| <b>LEGAL HELP:</b>                                      |   |                                     |  |
| 30. Veterans Advocate Service Officer                   | National                                    | 1-800-562-2308                      |  |
| 31. American Bar Association                            | National-web                                |                                     | <a href="http://www.abanet.org">www.abanet.org</a>   |
| 32. Legal Services or Legal Aid Offices                 | Local-phone book                            | Yellow pages for Legal Aid          |  |
| 33. Pine Tree Legal Assistance                          | Local                                       |                                     | <a href="http://www.ptla.org/links/services.htm">www.ptla.org/links/services.htm</a>                               |
| 34. Local Bar Association                               | Local-phone book                            | Yellow pages                        | <a href="http://www.abanet.org/barserv/stlobar.html">www.abanet.org/barserv/stlobar.html</a>                       |
| <b>WOMEN VETERANS:</b>                                  |   |                                     |  |
| 35. Women in Community Service (WICS) – US DOL          | National                                    | 1-800-442-9427 for Assistance       | <a href="http://www.wics.org">http://www.wics.org</a>  |
| 36. Center for Women Veterans                           | 810 Vermont Ave. NW<br>Washington, DC 20420 | 1-800-827-1000                      | <a href="http://www1.va.gov/womenvet/">http://www1.va.gov/womenvet/</a>  |
| <b>SEEKING FEDERAL BENEFITS:</b>                        |   |                                     |  |
| 37. AMVETS  | State                                       | Phone Book                          |  |
| 38. American Legion                                     | State                                       | 1-800-433-3318                      | <a href="http://www.legion.org">www.legion.org</a>   |
| 39. Disabled American Veterans                          | State                                       | 1-877-426-2838                      | <a href="http://www.va.gov">www.va.gov</a>   |
| 40. Paralyzed Veterans of America                       | State                                       | 1-800-424-8200                      |  |
| 41. Vietnam Veterans of America                         | State                                       | 1-800-882-1316                      | <a href="http://www.tnvva.org/">www.tnvva.org/</a>   |



|   |              |                |   |
|---|--------------|----------------|---|
| 42. Veterans of Foreign Wars                | State        | 1-800-VFW-1899 | <a href="http://www.vfw.org">www.vfw.org</a>                          |
| 43. Tennessee Department of Veteran Affairs | State        |                |   |
| 44. Record of Discharge application         | National-web |                | <a href="http://vetrecs.archives.gov">http://vetrecs.archives.gov</a> |
| 45. Veterans benefits online                | National-web |                | <a href="http://www.vba.va.gov">www.vba.va.gov</a>                    |
| <b>RESOURCE ADDRESSES &amp; Web SITES:</b>  |              |                |   |
| 46. Social Security Administration          | National-web |                | <a href="http://www.ssa.gov">www.ssa.gov</a>                          |

VA Facilities  
in Tennessee

| National Cemetery Administration - Atlanta Memorial Service Network |   |   |                  |
|---|---|---|------------------|
| Station ID  | Facility  | Address   | Phone            |
| 835   | <a href="#">Chattanooga National Cemetery</a>   | 1200 Bailey Ave.<br>Chattanooga, TN 37404                             | 423 855<br>6590  |
| 855   | <a href="#">Knoxville National Cemetery</a>     | 939 Tyson St. NW<br>Knoxville, TN 37917                               | 423 855<br>6590  |
| 860   | <a href="#">Memphis National Cemetery</a>       | 3568 Townes Ave.<br>Memphis, TN 38122                                 | 901 386<br>8311  |
| 864   | <a href="#">Mountain Home National Cemetery</a> | P.O. Box 8, VA Medical<br>Center Bldg. 117 Mountain<br>Home, TN 37684 | 423 461<br>7935  |
| 865   | <a href="#">Nashville National Cemetery</a>     | 1420 Gallatin Rd., S<br>Madison, TN 37115-4619                        | 615 860-<br>0086 |

| Veterans Benefits Administration - Southern Area Office |                                      |   |                    |
|---|--------------------------------------|---|--------------------|
| Station ID  | Facility                             | Address   | Phone              |
|   | <a href="#">Southern Area Office</a> | 3322 West End, Suite 408<br>Nashville, TN 37203 | 1-800-827-<br>1000 |

| Veterans Benefits Administration - Southern Area Office |   |   |                    |
|---|---|---|--------------------|
| Station ID  | Facility                                  | Address                                     | Phone              |
| 320   | <a href="#">Nashville Regional Office</a> | 110 9th Avenue South<br>Nashville, TN 37203 | 1-800-827-<br>1000 |

| Veterans Health Administration - VISN Offices |   |   |                  |
|---|---|---|------------------|
| Station ID                                    | Facility  | Address   | Phone            |
| 10N9  | <a href="#">VISN 9: VA Mid South Healthcare Network</a> | 1801 West End Ave., Suite<br>1100 Nashville, TN 37203 | 615-695-<br>2200 |

| Veterans Health Administration - VISN 9: VA Mid South Healthcare Network |  |   |                  |
|--|--|---|------------------|
| Station ID   | Facility                               | Address   | Phone            |
|  | <a href="#">Chattanooga Clinic</a>     | Bldg. 6200 East Gate Center<br>Chattanooga, TN 37411                      | 423-855-<br>6550 |
| 626  | <a href="#">Chattanooga Vet Center</a> | 951 Eastgate Loop Road,<br>Bldg. 5700, Suite 300<br>Chattanooga, TN 37419 | 423-855-<br>6570 |
|  | <a href="#">Cookeville Clinic</a>      | 1101 Neal Street, Suite 101   | 931-525-         |

|       |   |   |                |
|-------|---|---|----------------|
|       |   | Cookeville, TN 38501                                | 1652           |
|       | <a href="#"><u>Johnson City Vet Center</u></a>  | 1615A Market St., Johnson City, TN 37604            | 615-928-8387   |
|       | <a href="#"><u>Knoxville Clinic</u></a>   | 9031 Cross Park Drive<br>Knoxville, TN 37923        | 423-545-4592   |
|       | <a href="#"><u>Knoxville Vet Center</u></a>   | 2817 E. Magnolia Ave.,<br>Knoxville, TN 37914       | 423-545-4680   |
|       | <a href="#"><u>Memphis Vet Center</u></a>   | 1835 Union, Suite 100,<br>Memphis, TN 38104         | 901-544-0173   |
| 621   | <a href="#"><u>Mountain Home VA Medical Center</u></a>  | P.O. Box 4000 Mountain Home, TN 37684               | (423) 926-1171 |
| 626A4 | <a href="#"><u>Tennessee Valley Healthcare System - Alvin C. York (Murfreesboro) Campus</u></a> | 3400 Lebanon Pike<br>Murfreesboro, TN 37129         | (615) 867-6000 |
| 626   | <a href="#"><u>Tennessee Valley Healthcare System - Nashville Campus</u></a>                    | 1310 24th Avenue, South<br>Nashville, TN 37212-2637 | (615) 327-4751 |
| 614   | <a href="#"><u>Veterans Affairs Medical Center, Memphis, Tennessee</u></a>                      | 1030 Jefferson Avenue<br>Memphis, TN 38104          | (901) 523-8990 |

## Credits and Reference List:

The National Coalition of Homeless Veterans (NCHV)

A Guidebook for Incarcerated Veterans by Veterans Incarcerated Workgroup in Walla Walla, Washington (Washington State Guidebook)

Department of Veterans Affairs 2005 Edition Federal Benefits for Veterans and Dependents

Washington County TN Criminal Justice Resource Guide

Department of Veterans Affairs Web Sites

Smart Solutions: The Welfare to Work Partnership

National (H.I.R.E.) Network: **H**elping **I**ndividuals with criminal records **R**e-enter through **E**mployment Network.

Local Telephone Directory