



2016 Resource Guide and Community Assessment

**Strengthening the Louisville
Community to Support our Veterans**



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Introduction: Letter from VCAL Co-Chairs

Dear Louisvillian,

Thank you for your interest in Veterans Community Alliance of Louisville's (VCAL) Community Assessment and Resource Guide! The information contained within the pages of this resource is intended to educate and revolutionize the way citizens of Louisville support veterans and their families in our community.

VCAL was established in 2014 as a means for coordinating veterans services in Louisville and promoting veteran-friendly community relations. VCAL is a comprehensive network, comprised of veterans, veteran service providers, and other community members who care about the state of veteran services and veteran relations in Jefferson County.

Louisville is home to many veterans who are able to adjust to the civilian world quickly, using their various skills, talents, and leadership qualities to establish successful, thriving lives. A fraction of veterans, however, struggle to overcome a wide range of obstacles that may be directly related to their service. Communities are being urged to look at the issues facing local veterans and their families and take a greater role in helping service men and women reintegrate when they return home.

As citizens, we have the opportunity to make a difference in the lives of veterans and their families. The Community Assessment and Resource Guide is only part of the solution. No one person or organization can lead community-wide change. It requires disciplined, collaborative efforts. By bringing together key stakeholders, VCAL presents a holistic community perspective that will drive the network's initiatives. It is our vision that these initiatives will make Louisville the most supportive and responsive community in the nation for veterans. Every veteran living in Louisville will have the coordinated support and access to services that ensure an optimal quality of life and quality of place.

The purpose of VCAL's initiative is most adequately stated in our Mission Statement: to create an integrated network of support for veterans and their families by coordinating services, resources, and initiatives to increase communication across organizational lines, enhance quality and delivery of

services, and promote veteran-friendly community relations in Louisville.

Once again, thank you for your interest in VCAL and the Community Assessment and Resource Guide. If after reading this information, you have any questions, please contact us at: info@vcalouisville.org.



Veterans Community Alliance of Louisville, October 2015

Best Regards,

Anesha Blakey
VCAL Civilian Co-Chair

Scott Gardiner
VCAL Veteran Co-Chair

Resource Guide

Key to symbols:



Benefits Assistance



Community Engagement



Education



Employment



Financial & Legal Assistance



Health Care



Housing



Transportation



Women

In this section, you will first see all organizations listed under each relevant category. Some organizations provide multiple services and are listed under more than one category. **Full contact information for each organization is listed in alphabetical order starting on page 7 of the Resource Guide.**



Benefits Assistance

Organizations identified with the Benefits Assistance icon provide services related to benefits eligibility, claims, medical and service records, grants, training, scholarships and other forms of assistance.

American Legion Department of Kentucky
American Legion DSO
American Veterans (AMVETS)
Associates of Vietnam Veterans of America (AVVA)
Athena's Sisters
Brain Injury Alliance of Kentucky
Clark County Veterans Service Office
DAV National Service Office (NSO)
Disabled American Veterans
Epilepsy Foundation of Kentuckiana
EVE - Empowering Veterans Everyday
Indiana University Southeast - Personal Counseling Services;
Kentucky-Indiana Paralyzed Veterans of America
Kentucky Department of Veterans Affairs
Kentucky National Guard
Kentucky National Guard Community Outreach
Kentucky Region of the American Red Cross
Kentucky Veterans Cemetery CENTRAL
KIPDA Area Agency on Aging and Independent Living
Louisville Metro Community Services
Military Order of the Purple Heart (MOPH)

New Hope Services, Inc.
Office of Kentucky Veterans Centers
Operation Homefront
Paralyzed Veterans of America
Robert Jamison Ministries, Inc.
Robley Rex VA Medical Center
Robley Rex VA Medical Center - Admissions and Eligibility Office
Robley Rex VA Medical Center - Disabled American Veterans
Robley Rex VA Medical Center - Health care for Homeless Veterans
Robley Rex VA Medical Center - Returning Combat Vet Program
Sheppard's Hands, Inc.
U.S. Department of Veterans Affairs Regional Office; Vet Center
Veterans of Foreign Wars (VFW)
Volunteers of America Mid-States
Zachary Taylor National Cemetery



Community Engagement and Recreation

Community Engagement and Recreation comprises a wide range of services, including veteran advocacy, empowerment, networking and connection, volunteering opportunities, arts, physical activities, adaptive sports programs, mentoring, and holistic therapies.

Active Heroes
American Legion Department of Kentucky
American Legion DSO AMVETS
Associates of Vietnam Veterans of America (AVVA)
Dancing Well: The Soldier Project
Disabled American Veterans
Distinctive Women, All Professional Women Making a

Difference
 Kentucky - Indiana Paralyzed Veterans of America
 Kentucky Center for the Arts & Arts in Healing Program
 Kentucky National Guard Community Outreach
 Kentucky Region of the Red Cross
 Louisville Metro Animal Services
 Louisville Metro Community Services
 Louisville Veterans Day Parade and Massing of the Colors
 Peace of Healing; Red River Valley Fighter Pilots Association
 Robley Rex VA Medical Center - Voluntary Services- Team Red, White, and Blue
 Team Rubicon
 University of Louisville Office Veterans Student Association
 Veterans of Foreign Wars
 Veterans' Voices of Kentuckiana Mental Health Consumer Council
 Women Veterans ROCK!

Kentucky National Guard
 Kentucky Region of the American Red Cross
 KIPDA Area Agency on Aging and Independent Living
 Louisville Free Public Library
 Louisville Metro Community Services
 Military Order of the Purple Heart (MOPH)
 Office of Kentucky Veterans
 Paralyzed Veterans of America
 Red River Valley Fighter Pilot Association
 Robert Jamison Ministries, Inc.
 Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Returning Combat Vet Program
 The Center for Promoting Recovery and Resilience
 The Kentucky Office of Employment and Training Center
 U.S. Department of Veterans Affairs Regional Office
 University of Louisville Office of Military and Veteran Student Services Vet Center
 Veterans of Foreign Wars; Veterans' Voices of Kentuckiana Mental Health Consumer Council
 Women Veterans ROCK!
 Women's Business Center of Kentucky

 **Education**

Education related services can include applying for education benefits, schooling, training programs, etc., as well as programs aiming to help veterans and their families learn about services available in the community.

American Veterans (AMVETS)
 Associated of Vietnam Veterans of America
 Athena's Sisters
 Better Business Bureau serving Louisville, Southern Indiana, and Western KY
 Better Business Bureau, Lincoln Trail Area Serving Fort Knox
 DAV National Service Officer (NSO)
 Disabled American Veterans
 Distinctive Women, All Professional Women Making a Difference
 Epilepsy Foundation on Kentuckiana
 Indiana University Southeast Personal Counseling Services
 Indiana University Southeast Veteran Services
 Kentucky - Indiana Paralyzed Veterans of America
 Kentucky Center for the Arts & Arts in Healing Program

 **Employment**

Organizations providing Employment services may strive to attract, retain and/or support veteran employment. Services may include career training, help with resumes, interview preparation, job fairs, employee support groups, recruiting and other forms of assistance.

100,000 Jobs Mission
 AMVETS, Associates of Vietnam Veterans of America (AVVA)
 Coalition for Workplace Diversity
 DAV National Service Officer (NSO)
 Disabled America Veterans
 Employers Support for the Guard and the Reserve Humana, Inc.
 Kentucky-Indiana Paralyzed Veterans of America
 Kentucky National Guard
 Kentucky Region of the Red Cross
 Louisville Free Public Library
 Marsh & McLennan Companies
 New Hope Services, Inc.,
 Paralyzed Veterans of America
 Robert Jamison Ministries, Inc.

Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Returning Combat
 Vet Program
 Robley Rex VA Medical Center - Therapeutic and Sup-
 ported Employment Services (TSES/CWT)
 Scout Solutions; Seven Counties Services
 Sheppard's Hands, Inc.
 Supported Employment Alliance, LLC
 The Kentucky Office of Employment and Training
 Center
 Veterans of Foreign Wars (VFW)
 Volunteers of America Mid-States
 Where Opportunity Knox

 **Financial Assistance and Legal Services**

Financial Assistance and Legal Services can help low-income veterans with financial assistance for basic life needs including housing, health care, child care, clothing and other related expenses, and/or with legal representation and assistance for some civil and criminal issues.

American Legion Department of Kentucky
 American Legion DSO; American Veterans (AM-
 VETS)
 Associates of Vietnam Veterans of America (AVVA)
 DAV National Service Officer (NSO)
 Disabled America Veterans
 Kentucky-Indiana Paralyzed Veterans of America
 Kentucky Department of Veterans Affairs
 Kentucky National Guard
 Kentucky Region of the American Red Cross
 Kentucky Veterans Cemetery Central
 KIPDA Area Agency on Aging and Independent
 Living; Legal Aid Society
 Louisville Free Public Library
 Louisville Metro Community Services
 Military Order of the Purple Heart
 Office of Kentucky Veterans Centers
 Operation Homefront
 Paralyzed Veterans of America
 Robert Jamison Ministries, Inc.
 Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Returning Combat
 Vet Program
 Robley Rex VA Medical Center - Health care for
 Homeless Veterans
 Robley Rex VA Medical Center - Veterans Justice

Outreach
 Veterans of Foreign Wars (VFW)
 Volunteers of America Mid-States

 **Health Care**

Health Care is the diagnosis, treatment, and prevention of disease, illness, injury, and other physical and mental impairments in human beings. Health Care includes both primary health care and behavioral health services.

Active Heroes
 Associates of Vietnam Veterans of America (AVVA)
 Better Business Bureau, Lincoln Trail Area
 Brain Injury Alliance of Kentucky
 DAV National Service Officer (NSO)
 Defense & Veterans Brain Injury Center
 Department of Veterans Affairs - Geriatric & Extended
 Care Programs Disabled Veterans
 Indiana University Southeast- Personal Counseling
 Services
 Kentucky - Indiana Paralyzed Veterans of America
 Kentucky National Guard
 Kentucky Region of the American Cross
 KIPDA Area Agency on Aging and Independent
 Living
 Louisville Robley Rex VAMC
 Military Order of the Purple Heart (MOPH)
 New Hope Services
 Office of Kentucky Veterans Centers
 Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Dupont Community
 Based Outpatient Clinic
 Robley Rex VA Medical Center - Ft. Knox
 Community Based Outpatient Clinic
 Robley Rex VA Medical Center - Health care for
 Homeless Veterans (HCHV)
 Robley Rex VA Medical Center - Newburg
 Community Based Outpatient Clinic
 Robley Rex VA Medical Center - Post Traumatic Stress
 Clinical Team
 Robley Rex VA Medical Center - Returning Combat
 Vet Program
 Robley Rex VA Medical Center's Women Veterans
 Program
 Robley Rex VA Medical Center - Shively Community
 Based Outpatient Clinic
 Robley Rex VA Medical Center - Substance Abuse

Residential Treatment Program
 Robley Rex VA Medical Center - Suicide Preventio
 Seven Counties Services
 The Center for Promoting Recovery and Resilience
 Vet Center
 Veterans of Foreign Wars
 Volunteers of America Mid-States
 Wellspring



Housing

Organizations identified with the Housing icon may offer services related to securing and maintaining sustainable housing for veterans and their families, including emergency, transitional and long-term supportive housing options.

Associates of Vietnam Veterans of Ameruca
 DAV National Service Officer (NSO)
 Department of Veterans Affairs - Geriatric & Extended Care Programs
 Disabled America Veterans
 Kentucky Department of Veterans Affairs
 Kentucky Region of the American Red Cross
 KIPDA Area Agency on Aging and Independent Living; New Hope Services
 Office of Kentucky Veterans Centers
 Operation Homefront; Paralyzed Veterans of America;
 Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Health care for Homeless Veterans (HCHV)
 Robley Rex VA Medical Center - Returning Combat Vet Program
 Seven Counties St. John Center for Homeless Men
 Sheppard's Hands, Inc.
 Supportive Services for Homeless Veterans -
 Volunteers of America Mid-States
 U.S. Department of Housing and Urban Development
 Veterans of Foreign Wars (VFW)
 Volunteers of America Mid-States



Transportation

Transportation services offer travel solutions for veterans and their families requiring assistance for transportation related to health care, employment, education and other circumstances.

Associates of Vietnam Veterans of America (AVVA)

DAV NAtional Service Officer (NSO)
 Defense & Veterans Brain Injury Center
 Disabled American Veterans
 Kentucky-Indiana Paralyzed Veterans of America
 Kentucky Region of the American Red Cross
 KIPDA Area Agency on Aging and Independent Living; New Hope Services; Office of Kentucky Veterans Centers
 Paralyzed Veterans of America
 Robley Rex VA Medical Center
 Robley Rex VA Medical Center - Disabled America Veterans
 Robley Rex VA Medical Center - Health care for Homeless Veterans
 Robley Rex VA Medical Center - Returning Combat Vet Program
 Veterans of Foreign Wars (VFW)
 Volunteers of America - Louisville Family Housing
 Volunteers of America Mid-States



Women

Organizations identified with the Women icon indicate organizations and/or programs specifically targeting women veterans and their families. These can include advocacy groups, health care options, educational and motivational services.

Athena's Sisters
 Distinctive Women, All Professional Women Making a Difference
 Kentucky Department of Veterans Affairs
 Robley Rex VA Medical Center's Women Veterans Program
 Sheppard's Hands, Inc.
 Volunteers of America Mid-States
 Women Veterans ROCK!
 Women's Business Center of Kentucky

Key to symbols:



Benefits Assistance



Community Engagement



Education



Employment



Financial & Legal Assistance



Health Care



Housing



Transportation



Women

Active Heroes

8701 Old Bardstown Road

Louisville, KY 40291

www.activeheroes.org

Troy Yocum

(502) 277-9280

info@activeheroes.org

Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



American Legion Department of Kentucky

970 South 4th Street

Louisville, KY 40203

www.kylegion.org

Peggy Reese or Marlene Wyatt

(502) 587-1414, kylegion@bellsouth.net

Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Post 39

2301 West Highway 146

LaGrange, KY 40031

(502) 713-0365

Post 45

2719 Greenwood Avenue

Louisville, KY 40211

Peter Salem - (502) 775-5711

Post 146

101 West Main Street

Vine Grove, KY 41075

Post 148 - Ritchie-Trent

125 River Road

West Point, KY 40177

(502) 922-1148

Post 180 - Zachary Taylor

4610 Shelbyville Road

Louisville, KY 40207

(502) 896-4734

(502) 896-4795 [FAX]

Post 193 - Shawnee

2800 West Main Street

Louisville, KY 40212

(502) 776-8596

(502) 772-9666 [FAX]

Post 201 - Highland

2919 Bardstown Road

Louisville, KY 40205

(502) 458-1525

(502) 458-1526 [FAX]

Post 220 - Dixie

2107 Crums Lane

Louisville, KY 40216

(502) 448-8082

Post 229 - Iroquois

800 West Woodlawn

Louisville, KY 40215

(502) 368-5125

Post 244 - G.I. Joe

3408 College Drive

Jeffersontown, KY 40299

Post 278 - Portland

507 North 27th Street

Louisville, KY 40212

(502) 778-4532

American Legion Department Service Officer (DSO)

321 West Main Street, Suite 390

Louisville, KY 40202

www.legion.org

Randy Fisher

(502) 566-4478

randy.fisher@va.gov

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



AMERICAN VETERANS (AMVETS)

1111 Swan Street

Louisville, KY 40204

www.amvets.org

Lori Grizzle, State Commander

Joseph Doebler, Executive Director

(502) 459-5144

jdoebler@bellsouth.net

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



806 Rubel Avenue

Louisville, KY 40204

Carl W. Baer

(502) 584-5037

1567 South Shelby Street

Louisville KY 40217

Donald C. Hoffmann

(502) 637-1900

deehoffmann1966@gmail.com

9405 Smyrna Parkway

Louisville, KY 40229

Billy L. Adkins

(502) 968-2161

Associates of Vietnam Veterans of America (AVVA)

Louisville, KY 40207

www.avva.org

Elaine Spencer

(800) 882-1316

tesebs73@windstream.net

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



Athena's Sisters

201 South Peterson Avenue, Room 304

Louisville, KY 40206

www.athenassisters.org

Lindsay Gargotto

(502) 489-0956

lindsay@athenassisters.org

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



Better Business Bureau Serving Louisville, Southern Indiana, and Western KY

844 South 4th Street

Louisville, KY 40203

www.bbb.org/louisville

www.bbbmarketplacetrust.org/category/291048/military-and-veterans

Reanna Smith-Hamblin

(502) 588-0043, rsmith-hamblin@louisville.bbb.org

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



P.O. Box 1104

Elizabethtown, KY 42701

Cathy Williamson

(270) 982-1289

cwilliamson@bbbkyin.org

Brain Injury Alliance of Kentucky

7321 New LaGrange Road, Suite 100

Louisville, KY 40222

www.biak.us

Sarah Peterson

(502) 493-0609, sarah@biak.us

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



Clark County Veterans Service Office

501 East Court Avenue, Room 417

Jeffersonville, IN 47130

in.gov/dva/clark.htm

Robert Bedell

(812) 285-6345, rbedell@co.clark.in.us

Southern Indiana



Coalition for Workforce Diversity

205 Castlerock Drive
Shepherdsville, KY 40165
www.coalitionfwd.com
Philip Donahue
(502) 955-7271
phildonahue@gmail.com
Louisville Metro, Southern Indiana



Dancing Well: The Soldier Project

1355 Bardstown Road, Suite 134
Louisville, KY 40204
www.dancingwell.org
Deborah Denenfeld, Director
(502) 889-6584
deborah@dancingwell.org
Louisville Metro, Southern Indiana



DAV National Service Officer

VA Regional Office, Suite 390
321 West Main Street, Room 322
Louisville, KY 40202
www.dav.org
Dana Norton
(502) 566-4482, dana.norton@va.gov
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



DAV - Transition Service Offices
VA Office Building
1109 Spearhead Division Road, B-Wing
Ft. Knox, KY 40121
(502) 942-9312, (509) 942-6086 [FAX]

Defense & Veterans Brain Injury Center

Hunter McGuire Veterans Medical Center
1201 Broad Rock Boulevard
Richmond, VA 23249
dvbic.dcoe.mil
Carolyn Donahue or Randy Gross
(804) 675-5000
carolyn.donahue@va.gov, randal.gross@va.gov
Louisville Metro, Knox/Radcliffe/Grayson Counties



Department of Veterans Affairs - Geriatric & Extended Care Programs

800 Zorn Avenue
Louisville, KY 40206
www.va.gov/geriatrics
LeAnn E. Bruce, LCSW
(502) 287-5522
leann.bruce@va.gov
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Disabled American Veterans

P.O. Box 129
115 Eastview Drive
Shepherdsville, KY 40165
Jim Huff, State Commander
Sam Booher, Adjutant
(502) 543-7705
davhqt@alltell.net
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Distinctive Women, All Professional Women Making a Difference

www.mydistinctivewomen.com
Deleskia Butler
(502) 509-5521
distinctivewomen2013@gmail.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Employer Support for the Guard and Reserve

100 Minuteman Parkway
Frankfort, KY 40601
www.facebook.com/KYESGR
Kelli Carter
(502) 607-1302
kelli.f.carter2.ctr@mail.mil
Louisville Metro, Knox/Radcliffe/Grayson Counties



Epilepsy Foundation of Kentuckiana

Kosair Charities Centre
982 Eastern Parkway
Louisville, KY 40217
www.saluteyourhealth.org
Epilepsy Foundation of Kentuckiana's Operation
Outreach
(502) 637-4440, jmustain@efky.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



EVE - Empowering Veterans Everyday

2515 Glenwood Court
New Albany, IN 47150
Wendy Stepro
(812) 948-6034, w.stepro@twc.com
Southern Indiana



Humana Inc.

500 West Main Street
Louisville, KY 40202
www.jobs.net/jobs/humana-veterans
Joshua Galle - (502) 580-1380, jgalle@humana.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Indiana University Southeast - Personal Counseling Services

4201 Grant Line Road
New Albany, IN 47150
www.ius.edu/personal-counseling
Karen Richie - (812) 944-2244, kerichie@ius.edu
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Indiana University Southeast - Veteran Services

4201 Grant Line Road
New Albany, IN 47150
www.ius.edu/veterans
Jack Howell
(812) 941-2535, howellj@ius.edu
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Kentucky - Indiana Paralyzed Veterans of America

4781 Paoli Pike, Suite 2
Floyds Knobs, IN 47119
www.kipva.org
Vickie Lincks - (502) 635-6539, vlincks@kipva.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Kentucky Center for the Arts - Arts in Healing

501 West Main Street
Louisville, KY 40202
www.kentuckycenter.org
Kristen Hughes
(502) 566-5197, khughes@kentuckycenter.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Kentucky Department of Veteran Affairs - Homeless Veteran Coordinator

1111B Louisville Road
Frankfort, KY 40065
veterans.ky.gov
Trina Patty - (502) 564-9203, trina.patty@ky.gov
Louisville Metro, Knox/Radcliffe/Grayson Counties



Kentucky Department of Veteran Affairs - Kentucky

Women Veterans Coordinator
1111B Louisville Road
Frankfort, KY 40065
veterans.ky.gov
LuWanda Knuckles
(502) 564-9203, luwanda.knuckles@ky.gov
Louisville Metro, Knox/Radcliffe/Grayson Counties



Kentucky National Guard - Community Outreach

100 Minuteman Parkway
Frankfort, KY 40601
www.kentuckyguard.com
www.facebook.com/#!/KYNGFamily
Josh Daugherty
(502) 607-1796, joshua.r.daugherty.ctr@mail.mil
Louisville Metro, Knox/Radcliffe/Grayson Counties



Kentucky Region of the American Red Cross

510 East Chestnut Street
Louisville, KY 40202
www.redcross.org/local/ky/about/local-chapters/louisville-area
Lynn Romans
(502) 561-3626, lynn.romans@redcross.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Kentucky Veterans Cemetery Central

2501 North Dixie Boulevard
Radcliff, KY 40160
veterans.ky.gov/cemeteries/Pages/KVCC.aspx
(270) 351-5115, kdva.kvcc@ky.gov
Louisville Metro, Knox/Radcliffe/Grayson Counties



KIPDA Area Agency on Aging and Independent Living

11520 Commonwealth Drive
Louisville, KY 40299
www.kipda.org
Anne Peak, (502) 266-5571, anne.peak@ky.gov
Louisville Metro



Lady Vets Connect

High Healing LLC
P.O. Box 794
Brooks, KY 40109
www.facebook.com/groups/ladyvetsconnect
Sherry Whitehouse
(502) 649-2562, info@patrioticbling.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Legal Aid Society

416 West Muhammad Ali Boulevard, Suite 300
Louisville, KY 40202
www.laslou.org
Lindsay Volk
(502) 584-1254, lvolk@laslou.org
Louisville Metro, Knox/Radcliffe/Grayson Counties



Louisville Free Public Library

301 York Street
Louisville, KY 40203
www.lfpl.org
Carrick Arehart
(502) 574-1611
carrick@lfpl.org
Paul Burns
(502) 574-1683
Paul.Burns@lfpl.org
Louisville Metro



Louisville Robley Rex VAMC - Health Promotion Disease Prevention Program Manager

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov/hpdp/index.asp
Rhonda Scott
(502) 287-6441
rhonda.scott4@va.gov
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Louisville Veterans Day Parade and Massing of the Colors

P.O. Box 712
Prospect, KY 40059
www.louvetparade.com
Dell Courtney
(502) 228-5237
dellcourtn@aol.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Marsh & McLennan Companies

400 West Main Street
Louisville, KY 40202
www.mmc.com
James Tongate
(502) 581-8376
james.tongate@mmc.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Military Order of the Purple Heart (MOPH)

321 West Main Street, Suite 390
Louisville, KY 40202
www.purpleheart.org
Melissa Logsdon-Young, National Service Officer
(502) 566-4428
melissa.logsdon@va.gov

Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



New Hope Services, Inc.

725 Wall Street
Jeffersonville, IN 47130
www.newhopeservices.org
Tiffany Nichols, Employment Services Manager
(812) 288-8248
tiffany_nichols@newhopeservices.org
Southern Indiana



Benefits Assistance, Employment, Health Care, Housing, Transportation

Office of Kentucky Veterans Centers

321 West Main Street, Suite 390
Louisville, KY 40202
veterans.ky.gov/nursinghomes
Paul Hartless
(270) 319-3315
paul.hartless@ky.gov
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Eastern Kentucky Veterans Center
200 Veterans Drive
Hazard, KY 41701
(606) 435-6196
(877) 856-0004 [TOLL FREE]
(606) 435-6201 [FAX]

Kentucky Veterans Cemetery North
205 Eibeck Lane
Williamstown, KY 41097
(859) 823-0720
(859) 824-0324 [FAX]
kdva.kvcn@ky.gov

Kentucky Veterans Cemetery Northeast
100 Veterans Memorial Drive
Greenup County, KY 41143
(606) 929-5354
(606) 929-5347 [FAX]
kdva.kvcne@ky.gov

Kentucky Veterans Cemetery West
5817 Fort Campbell Boulevard
Hopkinsville, KY 42240
(270) 889-6106
(270) 889-6109 [FAX]
kdva.kvcw@ky.gov

Thomson-Hood Veterans Center
100 Veterans Drive
Wilmore, KY 40390
(859) 858-2814
(800) 928-4838 [TOLL FREE]
(859) 858-4039 [FAX]

Western Kentucky Veterans Center (WKVC) - Hanson
926 Veterans Drive
Hanson, KY 42413
Joseph Eddie Ballard
(270) 322-9087
(877) 662-0008 [TOLL FREE]
(270) 322-9752 [TTYS]

Operation Homefront

P.O. Box 560
Fort Knox, KY 40121
www.operationhomefront.net
Melissa Swift
(502) 791-1561
melissa.swift@operationhomefront.net
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Peace of Healing

1273 Lucas Avenue
Louisville, KY 40213
www.facebook.com/PeaceofHealing
Debi Baldwin
(502) 235-9529
debi.baldwin@gmail.com
Louisville Metro, Southern Indiana



Red River Valley Fighter Pilots Association

P.O. Box 1553
Front Royal, VA 22630
www.river-rats.org
Rob Givens
(757) 718-4151, rpgconsulting@yahoo.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robert Jamison Ministries Inc.

2913 Dixie Highway
Louisville, KY 40216
www.facebook.com/robertjamisonministries
Robert G. Jamison
(502) 822-1844, yvgoodwin427@gmail.com
Louisville Metro, Southern Indiana



Robley Rex VA Medical Center

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov
Brittany Priddy, (502) 287-4000
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Admissions and Eligibility Office

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov
Ruth Herndon or David Owens, (502) 287-6201
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Disabled American Veterans

800 Zorn Avenue
Louisville, KY 40206
www.dav.org
Danny Johnson, (502) 287-5351
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Dupont Community Based Outpatient Clinic

4010 DuPont Circle, Suite 100
Louisville, KY 40207
www.louisville.va.gov
Brittany Priddy, (502) 287-4001
Louisville Metro



Robley Rex VA Medical Center - Ft. Knox Community Based Outpatient Clinic

1109 Spearhead Division Avenue
Fort Knox, KY 40121
www.louisville.va.gov
Brittany Priddy, (502) 624-9396
Knox/Radcliffe/Grayson Counties



Robley Rex VA Medical Center - Health care for Homeless Veterans (HCHV)

3934 North Dixie Highway, Suite 210
Louisville, KY 40216
www.louisville.va.gov
Jamie Watts, LCSW
(502) 287-4178
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Newburg Community Based Outpatient Clinic

3430 Newburg Road
Louisville, KY 40218
www.louisville.va.gov
Brittany Priddy, (502) 287-6223
Louisville Metro



Robley Rex VA Medical Center - Shively Community Based Outpatient Clinic

3934 North Dixie Highway, Suite 210
Louisville, KY 40216
www.louisville.va.gov
Brittany Priddy, (502) 287-6000
Louisville Metro, Southern Indiana



Robley Rex VA Medical Center - Substance Abuse Residential Treatment Program

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov
Dr. Stephen Bliss, (502) 287-5960
Louisville Metro, Southern Indiana, Knox/Radcliffe/
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Robley Rex VA Medical Center - Suicide Prevention 800 Zorn Avenue

Louisville, KY 40206
www.louisville.va.gov
Stacy Hagman, LCSW, (502) 287-4011
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Therapeutic and Supported Employment Services (TSES/CWT)

3934 Dixie Highway, Suite 210
Louisville, KY 40216
www.louisville.va.gov
Stacey Norris, LCSW, (502) 287-4162
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Veterans Justice Outreach

3934 Dixie Highway, Suite 210
Louisville, KY 40216
www.louisville.va.gov
Jamie Watts, LCSW, (502) 287-4178
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center - Voluntary Services

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov
Rhonda Parero, (502) 287-6898
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Robley Rex VA Medical Center's Women Veterans Program

800 Zorn Avenue
Louisville, KY 40206
www.louisville.va.gov/services/women/index.asp
Lauren Pachl, LCSW & Women Veterans Program
Manager, (502) 287-6050, lauren.pachl@va.gov
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Scout Solutions Group, LLC

P.O. Box 408
Prospect, KY 40059
www.scoutsolutionsgroup.com
Trace Chesser
(502) 417-1058, trace@scoutsolutionsgroup.com
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Grayson Counties



Seven Counties Services

101 West Muhammad Ali Boulevard
Louisville, KY 40202
www.sevencounties.org
(502) 589-8600, snorsworthy@sevencounties.org
Louisville Metro



Sheppard's Hands, Inc.

269 West Main Street, Suite 400
Lexington, KY 40507
www.sheppardshands.org
Phyllis Abbott
(859) 806-4297, sheppardshands@yahoo.com
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



St. John Center for Homeless Men

700 East Muhammad Ali Boulevard
Louisville, KY 40202
www.stjohncenter.org
Sarah Buckler
(502) 568-6758, sbuckler@stjohncenter.org
Louisville Metro



Team Red, White, and Blue

www.teamrwb.org

Megan Karr, Chapter Captain

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Louisville Metro, Southern Indiana, Knox/Radcliffe/

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Team Rubicon

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Britt Kesler-Maynard

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The Center for Promoting Recovery and Resilience

Kent School of Social Work

2217 South Third Street

Louisville, KY 40292

louisville.edu/kent/research-special-programs-projects/special-projects/cprp

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Louisville Metro, Southern Indiana, Knox/Radcliffe/

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The Kentucky Office of Employment and Training Center

600 West Cedar Street

Louisville, KY 40219

veterans.ky.gov/employmentinfo

David Kuhn, Veterans Program Coordinator

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Louisville 6 & C KY 1 2

600 West Cedar Street

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Rick Plouffe Lee , (502) 595-4762

Louisville Preston KY

6201-G Preston Highway 16-Jan

Louisville, KY

U. S. Department of Veterans Affairs - Regional Office

321 West Main Street, Suite 390

Louisville, KY 40202

www.benefits.va.gov/louisville

(800) 827-1000, regina.morris@va.gov

Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



University of Louisville Office of Military and Veteran Student Services

2301 South Third Street

Louisville, KY 40292

www.louisville.edu/admissions/apply/transfer/veterans

Kristen Roy

(502) 852-2482, kristen.roy@louisville.edu

Louisville Metro



University of Louisville Veterans Student Association

2100 South Floyd Street

Louisville, KY 40208

Nicholas Vessels

(270) 929-3643, [navess01@cardmail.louisville.edu](mailto:nave01@cardmail.louisville.edu)

Louisville Metro



U.S. Department of Housing and Urban Development

601 West Broadway, Room 110

Louisville, KY 47150

www.hud.gov

Christopher Taylor, Field Office Director

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Louisville Metro, Southern Indiana, Knox/Radcliffe/

Grayson Counties



Vet Center

1347 South 3rd Street
Louisville, KY 40208
www.va.gov/directory/guide/vetcenter.asp
Brandon Edwards
(502) 287-6710
brandon.edwards@va.gov

Louisville Metro



Veterans of Foreign Wars

3031 Poplar Level Road
Louisville, KY 40258
www.vfwky.org
Jerry Kayrouz, VFW Department Service Officer
(502) 566-4422
vfw.vbalou@va.gov
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VFW Department - Kentucky
3031 Poplar Level Road
Louisville, KY 40258
Joe Schnitterbaum, State Commander
Jim MacDonald, Adjutant/Quartermaster
(502) 635-2638
vfwdptky@bellsouth.net

Post 607
South 41st Street
Louisville, KY 40211
Quartermaster: Lee Ewing
Commander: Leon Southerling

Post 1170 - Middletown
P.O. Box 43475
Louisville, KY 40253
(502) 245-8773
Quartermaster: James Mac Donald
Commander: Patrick Pritchard

Post 1181 - Pleasure Valley
6518 Blevins Gap Road
Louisville, KY 40272
Quartermaster: Terrie Medley
Commander: Radames Pierantoni

Post 1693 - Hobart Beach
1919 Grant Line Road
New Albany, IN 47150
(812) 944-1379
Quartermaster: Arthur Leidolf
Commander: James Dexter

Post 1832
1101 South Clark Boulevard
Clarksville, IN 47129
Joseph P. Bittner
(812) 283-8801

Post 2822
3505 Middle Road
Jeffersonville, IN 47130
Sergeant Scott Razdell Post
(812) 283-3237

Post 2921 - Churchill Downs
2902 7th Street Road
Louisville, KY 40216
(502) 638-2121
Quartermaster: Russell Brooks
Commander: William Marcum

Post 5421 - Mill Creek
7111 Lower Hunters Trace
Louisville, KY 40258
(502) 448-5421
Quartermaster: Dennis Fortner
Commander: James Brittain

Post 6182 - Iroquois Hill Post
992 Longfield Avenue
Louisville, KY 40215
(502) 363-9387
Quartermaster: Melvin Reed
Commander: John Shepard

Post 8639 - Okolona
4205 Lambert Road
Okolona, KY 40219
(502) 964-7182
Quartermaster: Kenneth Faust
Commander: Charles Miller

Post 10281 - North Hardin
299 Briggs Lane
Vine Grove, KY 40175
(270) 877-2138
Quartermaster: Donald Campbell
Commander: Michael Pesko

Post 11404 - Meade County Memorial
770 Meade County Memorial Veterans By-Pass
Brandenburg, KY 40108
(270) 422-5184
Quartermaster: Paul Martin
Commander: John Wild

**Veterans' Voices of Kentuckiana Mental Health
Consumer Council**

800 Zorn Avenue
Louisville, KY 40206
Chris Johnson
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Louisville Metro, Southern Indiana



**Volunteers of America Mid-States: Homeless
Veterans Reintegration Program (HVRP)**

2500 West Broadway
Louisville, KY 40211
Steve Clopton
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stevec@voamid.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
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**Volunteers of America Mid-States: Louisville Family
Housing Services**

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Louisville, KY 40208
Chad Lego, CSW
(502) 636-0816
chadl@voamid.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



**Volunteers of America Mid-States: Supportive Ser-
vices for Veterans Families (SSVF) - Elizabethtown**

110 Chase Way, Suite 1
Elizabethtown, KY 42701
Joseph D. Lane
(270) 982-2170, josephl@voamid.org
Knox/Radcliffe/Grayson Counties



**Volunteers of America Mid-States: Supportive
Services for Veteran Families (SSVF) - Louisville**

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**Volunteers of America Mid-States: Supportive
Services for Veterans Families (SSVF) - New Albany**

2676 Charlestown Road, Suite 11
New Albany, IN 47170
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(812) 725-8933, josephl@voamid.org
Southern Indiana



Wellspring

225 West Breckinridge Street
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Where Opportunity Knox

111 West Dixie Avenue
Elizabethtown, KY 42701
Heather Whelan
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Women Veterans ROCK!

P.O. Box 27774
Philadelphia, PA 19118-0774
www.womenvetsrock.org
Deborah Harmon-Pugh
(215) 836-4262
info@womenvetsrock.org
Louisville Metro, Southern Indiana, Knox/Radcliffe/
Grayson Counties



Women's Business Center of Kentucky

811 South Second Street
Louisville, KY 40203
www.wbckky.org
(502) 992-9495
sjohnson@cvky.org
Louisville Metro, Knox/Radcliffe/Grayson Counties



Zachary Taylor National Cemetery

4701 Brownsboro Road
Louisville, KY 40207
www.cem.va.gov/cems/nchp/zacharytaylor.asp
Jason Brucker
(502) 893-3852
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100,000 Jobs Mission

270 Park Avenue
New York, NY 10017-2014
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Network of Support for Veterans in Jefferson County, Kentucky

Contrary to what many may perceive, the VA is not the exclusive provider of services and support for veterans in Jefferson County. There are a number of state government agencies and local organizations that are supplementing the VA's mission of fulfilling President Abraham Lincoln's promise "[t]o care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's veterans.¹ More specifically, the network of services and support available for veterans in Jefferson County consists of three primary sources: (1) the U.S. Department of Veterans Affairs, (2) state government agencies in Kentucky, and (3) local non-profit and veteran service organizations. A brief summary is set forth below, and contact information for each source is included in the appendix.



Week of Valor display honoring veterans on Louisville's Great Lawn

U.S. Department of Veterans Affairs

The VA consists of three main divisions: (1) the Veterans Health Administration (the "VHA"), (2) the Veterans Benefit Administration (the "VBA"), and (3) the National Cemetery Administration (the "NCA"). The VHA implements the medical assistance program of the VA and is home to the United States' largest integrated health care system, consisting of 152 medical centers and nearly 1,400 community-based outpatient clinics ("CBOCs"), community living centers, Vet Centers, and Domiciliaries.² There are more than 53,000 independently-licensed health care practitioners who work at these health care facilities and

provide comprehensive care to more than 8.3 million veterans each year.³

The largest medical facility operated by the VHA in Jefferson County is the Robley Rex VA Medical Center, a 114-bed teaching hospital that provides comprehensive health care, including primary care, tertiary care, and acute care in the areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care.⁴ The Robley Rex VA Medical Center also operates three CBOCs in the greater Louisville area (Dupont, Newburg, and Shively).⁵ CBOCs, which resemble a typical primary care physician's office and provide common outpatient services (e.g., health and wellness visits), are utilized by the VA to make medical and mental health services more accessible to veterans who may not reside near a VA medical center or who find it easier to visit a smaller facility.

The VHA also operates several hundred community-based Vet Centers that offer readjustment counseling to eligible veterans and their families at no charge.⁶ Readjustment counseling consists of a wide range of psychosocial services offered to eligible veterans and their families in the effort to make a successful transition from military to civilian life.⁷ Some of the services provided at Vet Centers include:

- Individual and group counseling for veterans and their families;
- Family counseling for military related issues;
- Bereavement counseling for families who experience an active duty death;
- Military sexual trauma counseling and referral;
- Substance abuse assessment and referral;
- Employment assessment and referral;
- VBA benefits explanation and referral; and
- Screening and referral for medical issues, including traumatic brain injury and depression.⁸

Veterans and their families in Jefferson County can access these services at the Louisville Vet Center, which is one of the two Vet Centers in Kentucky.⁹

The VBA administers the benefits and services provided to veterans and their families. The VBA conducts its operations in Kentucky at the VA Regional Benefit Office in Louisville (the "Louisville Regional

Benefit Office”), which administers a variety of benefits and services, including compensation, education, insurance, loan guaranty, pension, fiduciary services, and vocational rehabilitation and employment for veterans, servicemembers, their families and survivors in Kentucky.¹⁰ At the Louisville Regional Benefit Office, veterans and their families can receive counseling about eligibility for VA benefits, learn how to apply for VA benefits, and obtain information about VA health care and memorial benefits.¹¹ The Louisville Regional Benefit Office also conducts outreach to veterans, including those veterans who are homeless or at risk for homelessness and older, minority, and women veterans.¹²

The NCA administers burial benefits for veterans who die on active duty or who were discharged under conditions other than dishonorable and their spouses and dependents. The level of burial benefits varies depending on whether the burial takes place in a national cemetery, of which there are 131, or a private cemetery. If the burial takes place in a national cemetery, then burial benefits for the veteran, all at no cost to the veteran’s family, include a gravesite at any national cemetery, opening and closing of the grave, perpetual care, a government headstone or marker, a burial flag, and a Presidential Memorial Certificate.¹³ Spouses and dependents of veterans are also provided no-cost burial benefits, including burial with the veteran, perpetual care, and inscription of the spouse’s name, date of birth, and date of death on the veteran’s headstone.¹⁴ There are two national cemeteries in Jefferson County: Cave Hill National Cemetery and Zachary Taylor National Cemetery.

For burials performed in private cemeteries, the burial benefits for the veteran, all at no cost to the veteran’s family, include a government headstone, marker or medallion, a burial flag, and a Presidential Memorial Certificate.¹⁵ Spouses and dependents, however, do not receive any VA burial benefits when they are buried in a private cemetery.¹⁶ Veterans and their families in Jefferson County can obtain more information on burial benefits and eligibility requirements by visiting the NCA’s website, www.cem.va.gov, or by contacting their nearest national cemetery or the Louisville Regional Benefit Office.



Week of Valor inaugural press conference November 2015

Kentucky Department of Veterans Affairs

The primary state agency in Kentucky providing services specifically available to veterans is the Kentucky Department of Veteran Affairs (KDVA). The KDVA was established in 1998 and was charged with helping veterans and their families obtain all federal, state and local benefits to which they are entitled.¹⁷ More specifically, the KDVA’s services or duties can be divided into three main components. First, the KDVA is responsible for collecting all necessary data and information regarding facilities and services available to veterans and their families and dependents.¹⁸ Second, the KDVA is charged with cooperating with all information or service agencies throughout Kentucky in informing veterans and their families and dependents of the existence or availability of educational, training and retraining facilities; health, medical, rehabilitation and housing services and facilities; employment and reemployment services; and provisions of federal, state, and local laws affording rights, privileges, and benefits to them.¹⁹ And third, the KDVA has the duty of assisting veterans and their families and dependents in the presentation, proof, and establishment of all claims, privileges, rights, and other benefits which they may have under federal, state, or local laws, and to cooperate with all national, state, and local government and private agencies securing services or any benefits to veterans and their families and dependents.²⁰

Within the KDVA, there are three distinct operational elements: field operations, health care services, and cemetery services.²¹ Field operations are conducted primarily at 18 field offices located

throughout Kentucky, with services rendered by professionally-trained Regional Administrators and Veterans Benefits Field Representatives (“VBFRs”).²² Most of the Regional Administrators and VBFRs are veterans and they provide counseling, advice, and assistance to Kentucky’s veterans, their families and survivors.²³ The headquarters of the KDVA’s field office is co-located with the VA Regional Benefit Office in Louisville and serves Carroll, Henry, Jefferson, Oldham, Shelby, and Trimble Counties.²⁴

With regard to its provision of health care services, the KDVA operates three long-term care facilities (in Hanson, Hazard, and Wilmore, KY, with a fourth facility scheduled to open in Radcliff in 2016) offering a broad range of nursing and medical care to Kentucky’s veterans.²⁵ These facilities are also prepared to provide care for dementia and Alzheimer residents.²⁶ In order to be admitted to one of these long-term care facilities, a veteran must have received an other than dishonorable discharge, be a current resident of Kentucky, and be in need of nursing care.²⁷ Residents are charged a reasonable monthly fee based on the veteran’s ability to pay and disability compensation.²⁸ More detailed information on this long-term care service, including applications for the service and contact information, can be found online at <http://veterans.ky.gov>.

Similar to the VA’s National Cemetery Administration, the KDVA provides cemetery services for Kentucky veterans and certain members of their family (eligibility criteria is the same criteria for burial in VA national cemeteries).²⁹ The KDVA currently operates four state Veterans Cemeteries (in Grayson, Hopkinsville, Radcliff, and Williamstown, KY) and is planning a fifth cemetery (in Leslie County, KY).³⁰ The key distinction between the VA’s services and the KDVA’s services in this area is simply the difference in burial locations.

Non-Profit and Veterans Service Organizations

There are a number of local non-profit organizations and Veteran Service Organizations (VSO’s) that provide services and support specifically for veterans and their families in Jefferson County. Both types of organizations administer programs and services and/or help to fill in some of the gaps in programs and services needed by veterans and their families. (Details on the services that these non-profit organizations

provide to veterans is set forth in the “Resource Guide” subsection of this guide.) The breadth and depth of the services provided by each organization differ, but can include providing the following for veterans and/or their families: assistance with preparing and filing claims for government benefits (e.g., compensation, pension, service-connected disability, and education benefits); emergency financial assistance, job training and career opportunities, educational scholarships, and/or opportunities to participate in wheelchair sports and recreation activities (e.g., basketball, billiards, bowling, fishing, and trapshooting) that enable participants to derive therapeutic benefits on physical, emotional, and social levels.



Lindsay Gargotto and Dr. James Thurman, 2014 KY Veterans of the Year

Issues Confronting Returning Veterans

Navigating the Sea of Goodwill

As a community, we have a moral obligation to ensure our veterans receive the services promised to them when they enlisted in the military. There are more than 800 local organizations that are already working to provide veterans with the services they need. One author has described the landscape of veteran services and support in this country as a “Sea of Goodwill,” comprised of citizens and organizations across the country that are eager to support our service members. Though well-intentioned, the vast array of resources presents an inadvertent challenge for communities, including Jefferson County. How can we connect volunteers and donors to the needs of veterans in the community? How do veterans determine which services best fit their individual needs?

Veterans and their families have so many organizations offering to help that it is difficult to ascertain when, why or how a veteran should seek an organization's assistance. Coordination at the community level has the potential to streamline and simplify the process of contacting and selecting service providers when veterans are in need. Prioritizing initiatives to connect the gaps between needs and services will increase success of providers and veterans alike.

Linking public, private and governmental support for veterans through a common understanding of what is required to ensure a healthy and connected life in civilian society should be the ultimate goal. Education, stable employment and quality of primary and behavioral health care are the cornerstones on which this will occur.

Employment

Many veterans cite finding gainful employment as a difficulty. The Bureau of Labor Statistics published average monthly employment data for veterans across the country. The following are key highlights from the Bureau's average monthly national data.

- The unemployment rate for all veterans 18 and over was 5.3%, slightly less than the 6.0% unemployment rate for nonveterans in February 2014.
- The unemployment rate was higher for female veterans than male veterans, at 6.0% and 5.2% respectively, in February 2014.
- Data from the 2013 annual report shows the total veteran unemployment rate in Kentucky is 8.8%. The U.S. Census Bureau's American Community Survey 2013 1-Year Estimates calculate the unemployment rate at approximately 9.9% for veterans in Jefferson County.

Many factors can influence an individual's employability and veterans can face unique challenges, including difficulty translating military skills into civilian occupations, lack of job search skills, physical, cognitive, and psychological disabilities, absence of formal education, inadequate access to postsecondary education and perceptions among employers about veterans. These dynamics are discussed in more detail:

1. Difficulty Translating Military Skills into Civilian Occupations

The insularity of the military culture can leave some veterans and their family members feeling less comfortable and less equipped when they enter a civilian employment environment. While lack of job training can be a barrier, veterans may also be challenged with the culture of a civilian workplace including the transition to a more input oriented atmosphere. In more flexible work environments where innovation and autonomy are valued, veterans may not easily adapt. Military jargon, though understood and accepted during service, can be confusing to potential employers, and as a result, veterans may struggle with translating military skills into civilian occupations. Specific technical skills acquired by veterans during service may be very specialized and difficult to match with local employers' needs. In addition, though veterans may have the necessary skill set, they may not possess the necessary certifications or credentials.

2. Lack of Job Search Skills

In addition to facing challenges associated with translating military skills into civilian occupations, veterans may lack the experience and training necessary to apply for and obtain jobs. Most organizations now filter potential candidates using websites, searching for specific terminology or key buzz words. Some veterans may need to update their job searching skills. This could include training on how to prepare a resume, cover letter, and how to properly prepare for an interview.

While veterans acquire many skills and contacts that are useful to them within the military, some veterans may lack the social network necessary to find and obtain a job in the civilian sector. For example, many jobs are obtained through current relationships (i.e., "who you know"). Veterans who have been deployed for an extended period of time or have been living on military bases may not have the professional contacts in the civilian world that can often lead to employment opportunities.

3. Physical, Cognitive and Psychological Disabilities Limiting Employment Options

Physical, cognitive and psychological disabilities may limit employment options for veterans. A veteran may be an amputee, or have lost eyesight or other faculties. These types of disabilities can lead to challenges in finding employment where physical mobility is a job requirement. Psychological diagnoses such as PTSD and depression may also affect the veteran's ability to adapt to a company's culture, cope with stress or make timely decisions.

4. Inadequate Access to Postsecondary Education

One significant benefit for veterans is access to the VA's education benefits. However, the process can be challenging and confusing. Challenges can include:

- Understanding the current out-of-state tuition policies;
- Receiving the tuition and other payments necessary to start classes on time;
- Transferring any previously earned or military credits to the current institution; and
- Having the finances necessary to attend school and support a family.

5. Perceptions among Employers about PTSD and its Impact in the Workplace

Perceptions and fear about PTSD can impact employers' willingness to hire veterans. While publicity has raised awareness of PTSD, the awareness can also result in unfair stereotypes towards veterans.



Week of Valor, Run with our Heroes, November 2014

Health Care

Health care, access to benefits, and obtaining treatment for physical, cognitive and psychological impairments are common concerns for returning veterans. One benefit to serving our country is the promise of health care through the VA's benefits system. Obtaining access to benefits can be challenging, partially due to the rise in demand. Statistical data shows there are significant backlogs in VA claims; at the Louisville regional office, in October 2015, the average time to complete a claim was 164 days.

Many veterans face invisible war injuries, such as **PTSD, TBI, or depression**. While the VA and other service providers try to screen for these disorders, the *army of one* mentality is prevalent among veterans, promoting independence and self-sufficiency. This philosophy may discourage veterans from asking for the help they may need.

U. S. Department of Veteran Affairs definitions:

Posttraumatic Stress Disorder: can occur after someone goes through, sees, or learns about a traumatic event like combat exposure, sexual or physical assault or a natural disaster. Symptoms of PTSD can include reliving the event, avoiding situations that trigger memories of the event, and hyperarousal.

Traumatic Brain Injury: occurs when a sudden trauma, such as a blow or jolt to the head, causes injury to the brain. Symptoms might include physical complaints, such as dizziness or headaches, cognitive changes, such as memory problems or impulsive behavior, and psychosocial concerns, such as irritability and anxiety.

Major Depression: a medical condition distinguished by one or more major depressive episodes, characterized by at least two weeks of depressed mood or loss of interest and accompanied by symptoms which can include changes in appetite, difficulty in thinking and recurrent thoughts of death.

Left untreated, these invisible war injuries can lead to suicide. In 2012, data analyzed across 21 states reported a total of 147,763 suicides. Of these suicides, 18.3% of the individuals had service history on their

death certificate. In 2010, an average of 22 veterans committed suicide every day (Dept. of Veteran's Affairs, 2012 Suicide Data Report). PTSD and depression can also put veterans at an increased risk for alcohol and substance abuse. 42% of incarcerated veterans used drugs in the month before their offense.

Housing and Financial Insecurity

Realizing housing and financial stability is a challenge veterans often face when returning home. Unemployment or underemployment contributes to this challenge, but there are many other dynamics that can lead to housing and financial insecurity, including credit score, debt, and costs related to childcare and health care. These circumstances can affect anyone in society, and veterans may be at a higher risk due to delays in VA compensation or benefits claims. When separating from the military, especially those from lower pay grade positions, veterans may have difficulty making rent or utility deposits, or be face foreclosure. These factors, among many others, can trigger a downward spiral that may increase the likelihood of homelessness.

Family/Relationship Issues

Upon returning home from service, family and relationship dynamics may have drastically changed. Families of veterans who experienced separation due to deployment may have learned to function on a day-to-day basis without the veteran. Reentering the home can bring many changes to daily routines, for both returning veterans and their families. There are many support networks and military family peer organizations available while in the military, but these relationships can quickly erode when families transition back to civilian life.

In addition, relationship issues can arise due to the stress of other complicating factors such as money, difficulty finding a job, or physical or cognitive disabilities. In some cases, family members may be required to act as caregiver to their injured veteran. Veterans may suffer from a loss of confidence or self-worth if they feel like they are not adequately providing for their families and contributing to the household. A sense of inadequacy can also lead to depression and other mental health issues.

Current Veteran Population in Jefferson County, Kentucky

Number of Veterans

According to the most recent data published by National Center for Veterans Analysis and Statistics ("NCAVS"), there were over 54,000 veterans residing in Jefferson County in 2013, which equates to approximately 17% of all veterans in Kentucky. In Jefferson County, close to one in every ten residents is a veteran. This is substantially higher than national statistics published by the U.S. Census Bureau's American Community Survey, which indicate that veterans make up 8.8% of the population. This difference makes Louisville unique, and provides an opportunity for our community to show leadership in coordination of veteran services with a comprehensive network of support.

Era Served

When distinguishing veteran population by era served, there are many social factors to consider. In interviews with veterans from across all eras, it became apparent that each subset of veterans has unique perspectives on veteran services and community relations. For example, Vietnam era veterans, who make up the majority of the local community veteran population (see Exhibit 1), are more concerned with retirement and health care benefits than Gulf War veterans, who show more interest in services related to education and employment. Service periods have also shaped the cultural values of veterans and their needs.

For instance, due to the discontent expressed by some Americans opposed to the Vietnam War, Vietnam era veterans have described feeling ostracized by civilians when they returned home. In contrast, our current culture has veterans in the spotlight, focusing on the sacrifices and heroic qualities of returning veterans. Some post-9/11 veterans, however, say they feel patronized and undeserving of such accolades because they are not all that different than the average American citizen.

Exhibit 1 – Veteran Population in Jefferson County by Period of Service

Period of Service	% of Current Veteran Population
Gulf War (9/2001 or later)	9.7
Gulf War (9/1990 to 8/2001)	16.7
Vietnam Era	34
Korean War	11.5
World War II	8.7

U.S. Census Bureau's American Community Survey

Age, Sex, and Race

As Exhibit 2 illustrates below, though there are slight discrepancies between the current age trends in Jefferson County and at the national level, most of the local demographic data is closely aligned with national figures.

Exhibit 2 – Local Veteran Population vs. National Veteran Population

Subject	% of Local Current Veteran Population	% of National Current Veteran Population
Age		
18-34 years	6.8	8.1
35-54 years	16.7	25.1
55-64 years	34	23.1
65-74 years	11.5	21.2
75 and over	23.1	22.5
Sex		
Male	92.5	92.7
Female	7.5	7.3
Race		
White	79.2	84.1
Black	19.1	11.1
Hispanic	1.6	5.6

U.S. Census Bureau's American Community Survey

Females are the fastest growing segment of the veteran population. Female veterans share many of the same challenges as male veterans during reintegration, along with a few notable unique concerns.

- Both men and women can experience Military Sexual Trauma, defined by the Department of Veterans Affairs as “the sexual assault or repeated sexual harassment that occurred while the Veteran was in the military.” National data from the VA’s screening program reveals that one in four women and one in 100 men respond that they have experienced Military Sexual Trauma.

- Health care needs of women are different than the health care needs of men. VA services did not provide much in the way of women-centered health care until recently. In 2008, the Veterans Health Administration began a five-year plan to redesign the national health care delivery system for women, focusing on ensuring that all women veterans have access to comprehensive primary care from skilled women’s health providers.

- Women veterans have identified a lack of respect and recognition for their military service, especially combat experience, as their primary challenge during reintegration. Furthermore, there is a deficiency in support groups that provide a safe place for women to discuss their distinct experiences.

Educational Attainment

As Exhibit 3 depicts below, overall, veterans in Jefferson County are less likely to have a high school education or some college than nonveterans. Veterans, however, are more likely to have a Bachelor’s degree or higher.

Exhibit 3 – Educational Attainment in Jefferson County

Educational Attainment	% of Local Current Veteran Population (Age 25+)	% of Local Current Nonveteran Population (Age 25+)
Less than high school graduate	8.6	16.4
High school graduate (includes equivalency)	29.9	31.5
Some college or associate's degree	35.4	41.7
Bachelor's degree or higher	26.1	10.4

U.S. Census Bureau's American Community Survey

Veterans with Disabilities

Nearly 22% of veterans in Kentucky receive disability compensation. The benefit amount is graduated according to the degree of disability, as determined by the VA, on a scale of 10% to 100%. The VA’s disability rating process is lengthy and compensation calculations are complex. Nationally, the number of veterans with a service-connected disability has increased 60% since 1990.

To learn more or to get involved:

VCALouisville.org

(502)636-0771

info@VCALouisville.org

[Facebook.com/VCALouisville](https://www.facebook.com/VCALouisville)

Conclusion: Letter from Mayor Greg Fischer

Dear Community,

As citizens, it is essential that we honor the commitment veterans have made to our country by making our own commitment to them. The Veterans Community Alliance of Louisville (VCAL), a community-wide collaborative initiative to coordinate veteran services and activities, is leading by example.

VCAL was established in 2014, created in partnership through Leadership Louisville's Yum! Ignite Louisville Challenge, along with Volunteers of America and Seven Counties Services, Inc. This group of young professionals from across the community has developed an amazing public, private and non-profit network of support for veterans and their families by coordinating services, resources and initiatives to increase communication across organizational lines, enhance the quality and delivery of services and promote veteran-friendly community relations in Louisville. They bring together more than 60 organizations to help make Louisville a compassionate and welcoming community for veterans.

Soon after the group was formed in November 2014, my office tasked VCAL with coordinating the inaugural Mayor's Week of Valor. The first year was a success - a week packed with entertainment, seminars, fundraisers and volunteer projects. We hope to build on that this year, turning the Week of Valor into an annual event. I am proud of the work taking place in our community to ensure Louisville is the most veteran-friendly city in America.

This is one part of a series of steps our office has taken to help our veterans. Also in 2014, for example, I became one of the first mayors to sign the Mayors Challenge to End Veteran Homelessness.

First Lady Michelle Obama championed this effort to get local governments working in partnership with the U.S. Department of Housing and Urban Development (HUD), Department of Veterans Affairs (VA), The United States Interagency Council on Homelessness (USICH), and the National League of Cities.

There are a lot of names mentioned here because the issue of veteran care, particularly housing, is big enough and crucial enough that it requires people from across the community working together.

Locally, we established a partnership between Louisville Metro Government (primarily the Department of Community Services), the Louisville VA, Louisville HUD Office, the Kentucky Governor's Office, Volunteers of America Mid-States, and the Louisville Coalition for the Homeless, to provide safe, permanent housing for veterans and their families.

I'm thrilled to report that it's working. We've assembled a team of professionals who are working tirelessly to reach out to veterans and pooling together resources to ensure that the people who once swore an oath to protect our rights to life, liberty and the pursuit of happiness have a safe place to enjoy those rights themselves.

Of course, housing is only one component of our commitment to our veterans. Mental and physical health, access to education and employment opportunities, and participation in community life also are essential. That's why we're proud to be working with VCAL to better coordinate veteran services and ensure a seamless system of care.

More than 56,000 veterans live in Louisville today, and we expect that number to grow. As many as 20,000 post-9/11 veterans will be discharged and coming home to Kentucky in the next five years. We want Louisville to be a destination city for all veterans because they have the discipline, commitment and skill to make great contributions to our community, and to help position us to be globally competitive in the economy of the 21st-century.

We welcome them to Louisville.

Let's come together and renew our year-round commitment to the men and women who've kept our country safe and who are helping to keep our compassionate community strong and vibrant now and in the future.

Sincerely,



Greg Fischer
Louisville Mayor



Endnotes

- 1 http://www.vva.gov/about_va/mission.asp (last visited February 21, 2014).
- 2 <http://www.va.gov/health/aboutVHA.asp> (last visited February 20, 2014). “Domiciliaries provide a variety of care to Veterans who suffer from a wide range of medical, psychiatric, vocational, educational, or social problems and illnesses in a safe, secure homelike environment.” Id.
- 3 Id.
- 4 <http://www2.va.gov/directory/guide/facility.asp?id=79> (last visited February 20, 2014).
- 5 Id.
- 6 Veterans and their family members are eligible for Vet Center readjustment counseling if the veteran served in any combat zone and received a military campaign ribbon. http://www.vetcenter.va.gov/Vet_Center_Services.asp (last visited February 21, 2014).
- 7 http://www.vetcenter.va.gov/Vet_Center_Services.asp (last visited February 21, 2014).
- 8 Id.
- 9 The other Vet Center in Kentucky is the Lexington Vet Center.
- 10 <http://benefits.va.gov/louisville/services-offered.asp> (last visited February 20, 2014).
- 11 Id.
- 12 Id.
- 13 http://www.cem.va.gov/cem/burial_benefits/ (last visited February 20, 2014).
- 14 Id.
- 15 Id.
- 16 Id.
- 17 <http://veterans.ky.gov/aboutus/Pages/default.aspx> (last visited April 6, 2014).
- 18 Kentucky Revised Statutes 40.310(1)
- 19 Id.
- 20 Id.
- 21 <http://veterans.ky.gov/aboutus/Pages/default.aspx> (last visited April 6, 2014).
- 22 Id.
- 23 Id.
- 24 Id.
- 25 <http://veterans.ky.gov/nursinghomes/Documents/OKVC%20Final%20Brochure%20August%202013.pdf> (last visited March 3, 2014).
- 26 Id.
- 27 Id.
- 28 Id.
- 29 <http://veterans.ky.gov/cemeteries/Pages/default.aspx> (last visited April 6, 2014).
- 30 Id.
- 31 All of the information presented in this section is qualified in its entirety by the information appearing on <http://benefits.va.gov/benefits>, <http://www.ebenefits.va.gov>, and the information appearing on the applicable state agency or local organization’s website.
- 32 U.S. DEPARTMENT OF VETERANS AFFAIRS, FEDERAL BENEFITS FOR VETERANS, DEPENDENTS AND SURVIVORS 1 (2013 ed.).
- 33 Note that there may be certain minimum duty requirements that must be satisfied before a veteran is eligible for VA health care benefits.
- 34 VETERANS AFFAIRS, supra note 33, at 21.
- 35 Id. at 20.
- 36 http://www.vba.va.gov/REPORTS/abr/2012_abr.pdf (last visited March 16, 2014) and http://www.benefits.va.gov/gibill/resources/benefits_resources/rates/CH33/Ch33rates080113.asp (last visited March 16, 2014).
- 37 http://www.vba.va.gov/REPORTS/abr/2012_abr.pdf (last visited March 16, 2014).
- 38 http://www.benefits.va.gov/gibill/resources/benefits_resources/rates/CH33/Ch33rates080113.asp (last visited March 16, 2014).
- 39 http://www.benefits.va.gov/gibill/resources/benefits_resources/rates/CH33/Ch33rates080113.asp (last visited March 16, 2014).
- 40 VETERANS AFFAIRS, supra note 33, at 48.
- 41 Id. at 47.
- 42 Id. at 47.
- 43 Id. at 48.
- 44 Id. at 48.
- 45 Id. at 49.
- 46 Id. at 49.
- 47 Id. at 55.
- 48 http://www.vba.va.gov/REPORTS/abr/2012_abr.pdf (last visited March 16, 2014).
- 49 VETERANS AFFAIRS, supra note 33, at 52.
- 50 Id. at 116.
- 51 Id. at 116.
- 52 http://www.benefits.va.gov/gibill/resources/benefits_resources/rates/ch35/ch35rates100113.asp (last visited March 16, 2014).
- 53 VETERANS AFFAIRS, supra note 33, at 115-116.
- 54 Id. at 116.
- 55 Id.
- 56 <http://benefits.va.gov/BENEFITS/benefits-summary/SummaryofVAVocRehabandEmpolymentBenefits.pdf> (last visited March 11, 2014)
- 57 VETERANS AFFAIRS, supra note 33, at 57.
- 58 <http://benefits.va.gov/BENEFITS/benefitssummary/SummaryofVAVocRehabandEmpolymentBenefits.pdf> (last visited March 11, 2014)
- 59 <https://www.veteranjobsmission.com/about-the-mission> (last visited March 25, 2014).
- 60 Id.
- 61 Id.
- 62 Id.
- 63 VETERANS AFFAIRS, supra note 33, at 128.
- 64 Id.
- 65 Id. at 92; <http://veterans.ky.gov/otherprograms/Pages/homeless.aspx> (last visited March 15, 2014).
- 66 <http://www.va.gov/homeless/housing.asp> (last visited March 13, 2014)
- 67 Id.
- 68 Id.
- 69 VETERANS AFFAIRS, supra note 33, at 92.
- 70 Id.
- 71 Id.
- 72 Id. at 93 and 97.
- 73 <http://www.voa.ky.org/SSVFLouisville> (last visited March 9, 2014). To become an SSVF participant the following conditions must be met: (1) a member of a veteran family: either a veteran, a member of a family in which the head of household is a veteran, or the spouse of the head of household is a veteran; (2) very low-income: household income cannot exceed 50 percent of area median income; and (3) occupy permanent housing in one of three categories: (a) is residing in permanent housing; (b) is homeless and is scheduled to become a resident of permanent housing within 90 days; or (c) has exited permanent housing within the previous 90 days to seek alternative low-income housing. Id.
- 74 <http://veterans.ky.gov/otherprograms/Pages/homeless.aspx> (last visited March 15, 2104).
- 75 <http://www.interlinkservices.org/alert-homeless-veteransneed-your-help> (last visited March 15, 2014).
- 76 <http://veterans.ky.gov/otherprograms/Pages/homeless.aspx> (last visited March 15, 2104).
- 77 VETERANS AFFAIRS, supra note 33, at 68.
- 78 Id. at 36; <http://www.benefits.va.gov/homeloans/adaptedhousing.asp> (last visited March 25, 2014).
- 79 VETERANS AFFAIRS, supra note 33, at 37; <http://www.benefits.va.gov/homeloans/adaptedhousing.asp> (last visited March 25, 2014).
- 80 Id.
- 81 Id.
- 82 Id.; <http://www.benefits.va.gov/homeloans/adaptedhousing.asp> (last visited March 25, 2014).
- 83 Id.
- 84 http://www.benefits.va.gov/COMPENSATION/special_Benefit_Allowances_2013.asp (last visited March 19, 2014); <http://www.benefits.va.gov/COMPENSATION/claims-special-auto-allowance.asp> (last visited March 19, 2014).
- 85 <http://www.benefits.va.gov/COMPENSATION/claims-special-auto-allowance.asp> (last visited March 19, 2014).
- 86 <http://www.benefits.va.gov/COMPENSATION/claims-special-auto-allowance.asp> (last visited March 19, 2014).
- 87 http://www.caregiver.va.gov/support/support_benefits.asp (last visited March 19, 2014).
- 88 http://www.caregiver.va.gov/support/support_benefits.asp (last visited March 19, 2014).
- 89 Dept. of Veteran’s Affairs, 2012 Suicide Data Report