

Terrence O. Peoples

Veterans Service Officer, Madison County
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Alabama Department of Veterans Affairs

ADVA Mission

To promote awareness, assist eligible veterans, their families, and survivors to receive from the U. S. and State Governments all benefits to which they may be entitled under existing or future laws to be enacted.

ADVA Vision

To ensure that all veterans and their families understand and receive all the benefits, support, care, and recognition that they have earned and are entitled to, by expertly administering all current programs, anticipating future needs and taking appropriate action to meet these needs.

ADVA Core Values

We hold ourselves personally and professionally accountable to deliver on America's promises to all veterans through courage, conviction, and a belief in our core values:

Professionalism - Provide accurate and timely assistance and information in a manner consistent with the core values of the ADVA.

Integrity - Provide fair, honest and objective advocacy in an ethical manner while displaying the highest standard of conduct both on and off duty.

Compassion - Consistently demonstrate care, concern and understanding in every encounter.

Commitment - Fully dedicated to develop yourself to become the best you can be in carrying out the mission of the ADVA.

Teamwork - Everyone working together in a positive and productive manner to accomplish the mission and goals of the ADVA.

Welcome & Purpose:

- Overview of Federal VA benefits
- Overview of Alabama state veterans' benefits
- Who qualifies and how to apply
- How the Alabama Department of Veterans Affairs can help

Key Message:

You **earned** these benefits — our job is **to help you** access them.

Federal VA Benefits

- VA Disability Compensation
- VA Health Care
- Education Benefits
- VA Pension (Needs-Based)
- Dependency & Survivor Benefits
- VA Home Loan Guaranty
- Burial & Memorial Benefits

Veteran Benefits

VHA vs VBA

- **Veterans Healthcare Administration:**

  It is part of the U.S. Department of Veterans Affairs and provides comprehensive health care services to eligible veterans.

- **Veterans Benefits Administration:**

  Its role is to administer benefits and services for eligible veterans, service members, their families, and survivors.

VA Healthcare Administration

- Primary & Specialty Care
- Mental Health Services
- Emergency & Urgent Care
- Pharmacy Services
- Rehabilitation & Long-Term Care
- Telehealth & Community Care

VA Benefits Administration

- Disability Compensation
- VA Pension (Needs-Based)
- Dependency & Survivor Benefits
- Burial & Memorial Benefits
- VA Home Loan Guaranty
- Education Benefits (GI Bill)

Compensation Claims

- **Benefits Delivery at Discharge (BDD)**
  - 180-90 days left on active duty
  - Must complete Separation Health Assessment
  - Complete all examinations prior to leaving point of separation
- **Fully Developed Claim (FDC)**
  - Filed after service member leaves service
  - Must submit with all private medical records (no additions allowed)
  - NG and Reservists' must submit medical records and personnel records in custody of their unit
  - 21-686c (if claiming dependents)
- **Standard Claims Process**
  - Slowest Claims Process
  - Submit claim form and records release authorization and VA will gather the supporting documents.

5 Requirement Needed For VA Compensation

1. Must be Service Connected. (STR, NEXUS letter from Dr. secondary and/or presumptive)
2. Must be diagnosed with the condition you are claiming.
3. Must be receiving current treatment. (within 12 months)
4. Must be a chronic condition. (not acute condition)
5. Must provide continuity of care. (treatment history from service to present date)

After Filing A Claim

- **Step 1.** You will be contacted by an independent physician for your C&P exam. VES, QTC, or OptumServe will contact you.
- **Step 2.** At your exam, the physician will complete a Disability Benefit Questionnaire (DBQ).
- **Step 3.** The physician has 72 hours to submit your DBQ(s) and C&P exam result back to the VA.
- **Step 4.** The VA Rater will review and make-a-decision. You will receive a notification letter via mail.

Supporting Documents

- **MEDICAL EVIDENCE** (STR and private records)
- DD214 or other discharge documents
- Dependency Information
  - Marriage certificate – current marriage
  - Divorce decree(s) – all prior marriages
  - Death certificate (former spouse if applicable)
  - Birth certificates – dependent children
  - Social security card(s) – dependent children
  - Guardian and/or conservatorship documents (if applicable)
  - Helpless child (if applicable)

State Provided Benefits

- Distinctive License Plates
- Income Tax Exemption
- Alabama GI Dependents' Scholarship Program
- Alabama State Veterans Homes
- Discounts on Hunting & Fishing License
- DD 214s are recorded free of charge by probate judge.

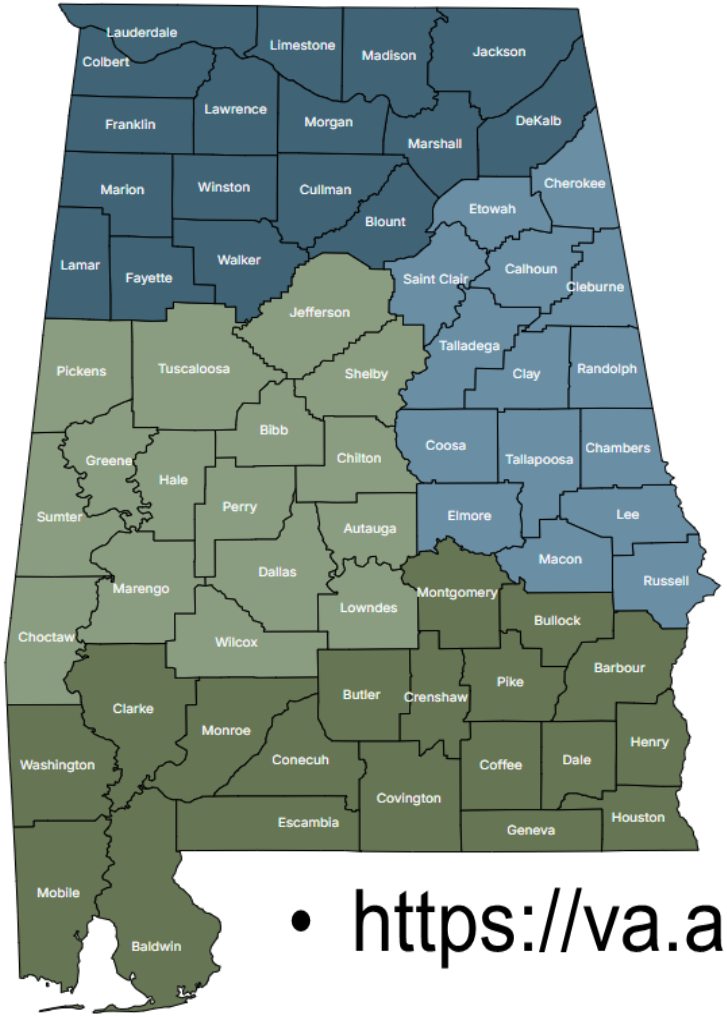
Who Is a Veteran?

- **You may be a veteran if you:**
  - Served on **Active Duty, Guard, or Reserve**
  - Were discharged under conditions **other than dishonorable**
  - May qualify even with:
    - Short service periods
    - Guard/Reserve activation
    - Wartime or peacetime service

Role of the Veteran Service Officer (VSO)

- **What VSOs Do**
  - File and track VA claims
  - Assist with appeals
  - Help with benefit eligibility
  - Coordinate federal & state benefits
  - Provide **FREE, accredited representation**
    - ✓ No cost
    - ✓ Confidential
    - ✓ Veteran-focused

Find Your VSO Office



Madison County Veterans Service Office

City:	Huntsville
Service Officer:	Terrence Peoples
Street Address:	819 Cook Avenue NW, Suite 137, Huntsville, AL 35801
Mailing Address:	819 Cook Avenue NW, Suite 137, Huntsville, AL 35801
Tel:	(256) 532-1662
Fax:	(256) 532-1562
Hours of Operation:	Monday through Friday 8:00 a.m. – 4:30 p.m.
Counties Served:	Madison

- https://va.alabama.gov/service-officer



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