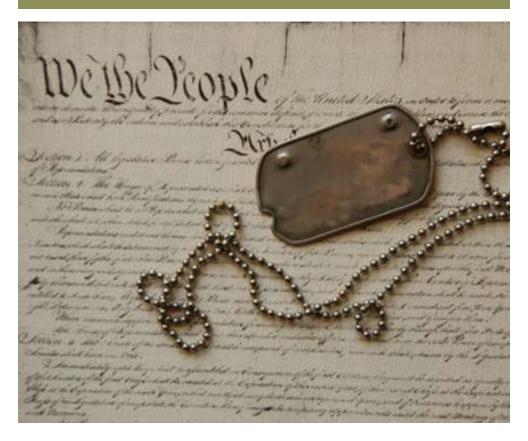


# COUNTY OF ORANGE VETERANS RESOURCE DIRECTORY



# OC COMMUNITY SERVICES Karen Roper, Director



OC Community Services is made up of the following divisions: Housing and Community Development/Homeless Prevention, Orange County Housing Authority, Community Investment Division/ Workforce Investment Board, Office on Aging, and the Veterans Service Office.

These divisions offer services such as affordable housing opportunities for renters and homeowners, community revitalization for homeowners and unincorporated communities, and community services. The programs provide services to special needs

populations such as older adults, caregivers, persons with disabilities, veterans, the unemployed, and the homeless in Orange County.

http://www.occommunityservices.org

## **VETERANS SERVICE OFFICE**

1300 S. Grand Avenue, Building B, 2nd Floor Santa Ana, CA 92705 (714) 480-6555 http://veterans.ocgov.com

Hours of operation: Monday - Friday, 8:00 am - 4:00 pm Tuesday, 9:30 am - 4:00 pm

Veterans Service Office (VSO) assists veterans and their dependents/ survivors in preparing, presenting and pursuing any benefits they may be entitled to receive from the U.S. Department of Veterans Affairs. The VSO also promotes the understanding of the importance of veterans and their contributions to our country.

The following list identifies some of the more common areas of concern to veterans and their dependents or survivors.

Entitlement to:

- Compensation & Dependency and Indemnity Compensation
- Veterans and Survivors Pension
- Burial Benefits
- Education Benefits
- Vocational Rehabilitation

DVA Life Insurance Policies:

- Obtain proceeds from a Department of Veteran Affairs (DVA) Life Insurance Policy
- Waiver of Department of Veteran Affairs Insurance premiums

Cal-Vet Information:

Cal-Vet Dependents College Tuition Fee Waiver Program

Discharge Review:

- Discharge Upgrades
- Correcting Military Records

DVA Home Loan:

• Home Loan Guarantee Eligibility

Veterans Home of California Admission:

- Barstow
- Chula Vista (San Diego)
- Lancaster
- Ventura
- West Los Angeles
- Yountville (Napa Valley)

## OC4VETS

OC4Vets provides multidisciplinary services (including benefits assistance, referral to community programs, and indentification and engagement of veterans with behavorial health issues) for veterans and their families at a onestop location housed at the Veterans Service Office.



## **OFFICE ON AGING**

1300 S. Grand Avenue, Building B, 2nd Floor Santa Ana, CA 92705 (800) 510-2020 Information & Assistance Call Center (714) 567-7500 http://officeonaging.ocgov.com

Hours of operation: Monday - Friday, 8:00 am - 5:00 pm

Call Center hours: Monday - Friday, 8:00 am - 5:30 pm

Office on Aging provides services for older adults, caregivers, and persons with disabilities, which includes veterans. Information and referral to services that help people maintain their independence is provided through the call center. Resources include, but are not limited to, nutrition, transportation, insurance counseling, support groups, case management, legal services, in-home care, and adult day care.

# **ORANGE COUNTY HOUSING AUTHORITY**

1770 N. Broadway Santa Ana, CA 92706 (714) 480-2700 http://www.ochousing.org

The Orange County Housing Authority (OCHA) administers rental assistance programs throughout Orange County except the cities of Anaheim, Garden Grove and Santa Ana.



Veterans who apply for housing assistance through the Orange County Housing Authority receive the highest preference and placement on the waiting list. Veterans who reside outside of OCHA's member cities are also placed ahead of other non-residents on the waiting list.

Veterans Affairs Supportive Housing Program (VASH) provides permanent housing subsidies and case management services to homeless veterans through a collaboration of HUD and the VA Department.

For further information about VASH eligibility, please contact VA Long Beach Medical Center at: (562) 826-8000 ext. 2336.

# HOUSING & COMMUNITY DEVELOPMENT/ HOMELESS PREVENTION

1770 N. Broadway Santa Ana, CA 92706 (714) 480-2700 http://www.occommunityservices.org

## HOUSING & COMMUNITY DEVELOPMENT (714) 480-2807

Housing and Community Development provides programs for homeowners, which includes Mobile Home Exterior Grants, Roof Replacement Program, Single Family Residence Loans, and Low-Interest Loans for Home Rehabilitation.



Additional services include affordable Housing Development programs for homebuyers, developers, renters, cities, nonprofits, and other groups.

An Affordable Rental Housing List is also available on the OC Community Services website at http://www.occommunityservices.org. Click on the button on the right.

HOMELESS PREVENTION (714) 480-2744 OR 211

The Homeless Prevention Division coordinates the County Homeless Continuum of Care System and implementation of the Ten -Year Plan to End Homelessness. The Continuum of Care homeless network has agencies which provide services (such as housing, case management, and employment) for homeless veterans.

For information on homeless resources throughout Orange County, please contact 211.

# COMMUNITY INVESTMENT DIVISION/ WORKFORCE INVESTMENT BOARD

1300 S. Grand Avenue, Building B, 3rd Floor Santa Ana, CA 92705 (714) 480-6500 http://www.ocwib.org

Community Investment Division programs assist veterans to become self-sufficient by providing needed resources and services. Services vary by program, but typically include case management, assistance with training programs, housing, behavioral health services, job search assistance and supportive services. Eligible spouses may also qualify for services.



Veterans are served through our following programs:

- One-Stop Centers located in Buena Park, Irvine, Los Alamitos, and Westminster
- Veterans Employment Assistance Program (VEAP) trains eligible veterans and helps find employment in high-growth industries
- OC4Vets assists veterans with resources for housing, peer mentoring, behaviorial health, employment and supportive services

#### **Orange County One-Stop Centers:**

Buena Park 6281 Beach Blvd., Suite 302 Buena Park, CA 90621 (714) 562-9200

## Irvine

125 Technology Dr. West, Suite 200 Irvine, CA 92618 (949) 341-8000

Los Alamitos Joint Forces Training Base 11200 Lexington Dr, Bldg. 244 Los Alamitos, CA 90720 (562) 296-5722 Westminster 5405 Garden Grove Blvd., Suite100 Westminster, CA 92683 (714) 241-4900

## **OC ANIMAL CARE**

561 The City Drive South Orange, CA 92868 (714) 935-6848 http://www.ocpetinfo.com

OC Animal Care partners with Animals for Armed Forces to provide discounted animal adoptions and events specifically for current or former armed forces personnel and their families.



## **OC PUBLIC LIBRARIES**

Hours vary per library location; hours are generally: Monday - Wednesday, 10:00 am - 9:00 pm Thursday, 10:00 am - 6:00 pm Friday & Saturday, 10:00 am - 5:00 pm Sunday, Noon - 5:00 pm at select locations http://www.ocpl.org

All library branches offer free computers, free Wi-Fi, and access to business databases, such as Reference USA, which can be used in job searches. Librarians are available at all library branches to help navigate the Internet, including the U.S. Department of Veterans Affairs website. Many of the branches host free SCORE small business workshops that could be very useful for veterans wanting to start a small business.

## **OC PARKS**

13042 Old Myford Road Irvine, CA 92602 (714) 973-6865 or (866) OCPARKS http://www.ocparks.com

OC Parks manages a variety of locations consisting of regional parks, wilderness parks, historic parks, regional trails, and beaches. Some veterans are eligible for free parking passes and free camping.

## **HEALTH CARE AGENCY**

Health Referral Line: (800) 564-8448 Websites: http://www.ochealthinfo.com http://orange.networkofcare.org/veterans

BEHAVIORIAL HEALTH PROGRAMS: PREVENTION & INTERVENTION (714) 480-6652

Hours of operation: Monday - Friday, 8:00 am - 5:00 pm

## **OC4Vets**

OC4Vets is a comprehensive behavioral health project using veteran clinicians and veteran peers. This program provides a combined site at the Veterans Service Office for veterans' claims and benefit filing and identification and engagement of veterans with behavioral health issues to create solutions for identified issues. Veteran peers partner with the veteran to insure that the veteran is connected with community and VA resources.

#### **Veterans Campus Program**

Veterans Campus program, also known as "The Drop Zone" works collaboratively with individual veterans attending college in Orange County. Using a behavioral health clinician who is also a veteran to identify and talk with veterans on campus improves the ability to screen for stressors and barriers that prevent veterans from being successful in achieving scholastic success. Veterans



are screened and given the opportunity to enter the program and/or to be referred and linked to appropriate community and VA resources to assist with identified issues.

## **Veterans Court Programs**

Veterans Court programs (Combat Veterans Court, Non-Criminal Domestic Violence Court) consist of services designed to identify, engage, assess and provide support for veterans involved with legal court issues. Case management is provided as well as direct linkage to appropriate OC and VA veterans programs and resources such as employment, housing, health care, and substance use disorder treatment.

## BEHAVIORIAL HEALTH PROGRAMS FOR ADULTS

## Alcohol & Drug Abuse Services

Hours of operation: Monday - Thursday, 8:00 am - 6:00 pm Friday, 8:00 am - 5:00 pm

Alcohol and Drug Abuse Services (ADAS) provides a range of outpatient and residential treatment programs designed to reduce or eliminate the abuse of alcohol and other drugs within the community. Services are



provided at clinics throughout Orange County. Call (888) 424-2327 to be connected to a regional office.

## **Adult Mental Health Services**

(714) 480-6767 Hours of operation: Monday - Thursday, 8:00 am - 6:00 pm Friday, 8:00 am - 5:00 pm

Services include case management, mental health services, and psychiatric medication support to adults who are diagnosed with a mental illness or may have a co-occurring substance use disorder that significantly impairs their functioning.

Specific programs include:

- Center of Excellence
- Collaborative Courts
- Community Clinics
- Multicultural Development Program

# BEHAVIORIAL HEALTH PROGRAMS FOR OLDER ADULTS (714) 972-3700

Hours of operation: Monday - Friday, 8:00 am - 6:00 pm

## **Older Adult Mental Health Recovery Services**

Older Adult Mental Health Recovery Services is an in-home and clinic based mental health service for those 60 years and older. Program eligibility includes having a serious and persistent mental illness and functional impairment that puts the client at risk of hospitalization or decline which would result in a loss of independence.

## Program of Assertive Community Treatment (PACT)

PACT is for adults 60 years and older who are seriously mentally ill and frequently use high cost services such as emergency rooms, psychiatric hospitalization, and incarceration. Services are more intensive and caseloads are smaller than those offered by the Older Adult Mental Health Recovery program.

## Senior Health Outreach Prevention Program (SHOPP)

SHOPP is an in-home service staffed by Public Health Nurses and Behaviorial Health Clinicians.

• The SHOPP Public Health Nurses (PHNs) offer home visitation to address the unmet health care

needs of adults 45 years and older, though priority is given to frail, older adults. The PHNs provide public health field nursing assessment and services including health and tobacco education, short term medical case management, and linkage to resources.



The SHOPP Behavioral Health

Clinicians provide initial outreach and engagement services, crisis intervention, assessment, and linkage to resources for older adults 60 years and older experiencing a functional impairment related to a mental health issue.

## Substance Abuse Resource Team (START)

START is an in-home service for adults 60 years and older who have a serious mental illness and who are misusing substances such as alcohol, recreational drugs, or over the counter and prescription medications. START serves older adults unable to access traditional drug/alcohol abuse services.

# ADULT PUBLIC HEALTH NURSING SERVICES (714) 972-3745

Adult Public Health Nursing Services are provided by Public Health Nurses at countywide senior and community centers. Basic health screening and follow-up for clients with special needs and health problems are provided for adults. No medical treatment is provided. If treatment is required, referrals and coordination of care with providers is made available.

## **OFFICE OF THE ASSESSOR**

625 N. Ross Street, Civic Center Plaza, Building 11, Room 142 Santa Ana, CA 92701 (714) 834-2727 http://www.ocgov.com/assessor

Hours of operation: Monday - Friday, 8:00 am - 4:45 pm

#### **Disabled Veterans' Property Tax Exemption**

A veteran who is rated 100% disabled due to a service connected disability or the unmarried surviving spouse of such veteran may be eligible for an exemption on the assessed value of their home.

#### Service Members Civil Relief Act Declaration

If a Service Member is a legal resident of another state and is residing in this jurisdiction solely in compliance with military orders, any property purchased may be eligible for a tax exemption.

There is no fee for filing a Disabled Veterans' exemption claim or Service Members Civil Relief Act Declaration. Fees may apply to request copies of roll records or public assessment information.

## **CLERK-RECORDER**

12 Civic Center Plaza, Room 101 and Room 106 Santa Ana, CA 92701 (714) 834-2500 http://www.ocrecorder.com

Hours of operation: Monday - Friday, 8:00 am - 4:30 pm

Veterans and their dependents are entitled to record any U.S. Service Member's DD214 or official discharge paperwork free of charge. Free copies of any record, including birth and marriage certificates and property records, are also available to veterans.

Military personnel and/or their dependents must present valid governmentissued photo identification and sign a statement under penalty of perjury that the requester is an authorized person and requesting records for military benefits for themselves or family members.



## JOHN WAYNE AIRPORT

(949) 252-5200 http://www.ocair.com

The Transportation Security Administration's Wounded Warrior/ Military Severely Injured Joint Support Operations Center Program supports and facilitates the movement of severely injured service members and veterans through the security screening



process at the nation's airports. This service is available 24 hours a day, 7 days a week. Call (888) 262-2396 or email MSIJSOC@dhs.gov to learn more about this service.

Many airline carriers offer military discounts, waived change or cancellation fees, plus other benefits such as baggage allowances, special rates and fares for active duty military personnel.

Several car rentals companies offer a Veterans Advantage Membership Care. Ask your car rental company about this card next time you rent a car.

## **OC SHERIFF'S DEPARTMENT**

Civic Center Plaza, Building 11, Room 142 Santa Ana, CA 92703 (714) 647-7000 or (949) 770-6011 http://www.ocsd.org

OCSD is approved by U.S. Department of Veterans Affairs as an "On the Job Training Facility". Eligible veterans employed as a Deputy Sheriff I, on New Hire or Promotional probation, are entitled to monthly benefits from the VA's GI Bill - Veteran's Education Benefits Program. OCSD facilitates the registration of the employee for the program, as well as documenting and forwarding a "Monthly Hours Worked" report to the VA.

## **PUBLIC DEFENDER**

14 Civic Center Plaza Santa Ana, CA 92701 (714) 834-2144 Toll Free: (866) 634-6224 http://pubdef.ocgov.com The Public Defender staffs the Orange County Superior Court's Veterans Court. Veterans Court offers a therapeutic alternative and support services to US military service personnel who become involved with the criminal justice system, and who are in need of effective mental health treatment to address issues such as Post Traumatic Stress Disorder "PTSD", Traumatic Brain Injury "TBI" and other serious mental health problems. Court may assess Public Defender fees at the conclusion of the proceedings.

## SOCIAL SERVICES AGENCY

24 Hour Information Line: (714) 541-4895 (949) 389-8456

http://ssa.ocgov.com Apply for benefits: http://www.mybenefitscalwin.org

ADULT PROTECTIVE SERVICES (APS) (800) 451-5155 (24-Hour Hotline)

APS is directed at preventing or remedying neglect, abuse or exploitation of elder adults (65 or older) and dependent adults (physically or mentally impaired 18-64 year olds) who are unable to protect their own interests.

#### CAL-FRESH/MEDI-CAL

Regional Centers: Anaheim, Garden Grove, Aliso Viejo, Santa Ana (800) 281-9799 Hours of operation: Monday – Friday, 7:00 am – 5:00 pm

The CalFresh Program was established to improve the nutrition of people in low-income households by increasing their food-buying power so they can purchase nutritious food, such as fruits, vegetables, and other healthy foods, for the members of their household.



Medi-Cal is a health care program that pays for a variety of medical services for children and adults with limited income and resources. Some Medi-Cal covered services include doctor visits, hospitalization, nursing home care, dental, glasses, and prescriptions.



#### CalWORKs (714) 541-4895 or (94

(714) 541-4895 or (949) 389-8456

CalWORKs and Welfare-to-Work programs help the unemployed and underemployed achieve stable employment which promotes independence and self-sufficiency. The CalWORKs program provides cash benefits for the care of needy children when one or both parents are absent, disabled, deceased or unemployed/underemployed. The program requires clients to become employed as quickly as possible, become self-supporting and not dependent on aid. Time on aid is limited to 48 months in a lifetime for adults, unless exempt.

#### GENERAL RELIEF (714) 834-8899

General Relief (GR) is a cash assistance program. It provides temporary cash aid to eligible indigent lawful adult residents who do not have custody of any minor children and do not qualify for Federal or State funded cash aid programs. General Relief benefits are considered to be a loan and must be repaid.

## IN-HOME SUPPORTIVE SERVICES (IHSS) (714) 825-3000

IHSS authorizes necessary caregiving services to Medi-Cal eligible older adults and persons with disabilities to assist them in living safely at home.

# **COMMUNITY RESOURCES**

**INFORMATION & REFERRAL:** 

**211 Orange County** 211 or (888) 600-4357 (24 Hours) http://www.211oc.org

2-1-1 Orange County offers a comprehensive information and referral system linking Orange County residents to community health and human services and support.

## **HEALTH CARE:**

## **Veterans Affairs Healthcare System**

5901 East 7th Street Long Beach, CA 90822 (562) 826-8000

The VA Long Beach Healthcare System serves honorably discharged veterans in Los Angeles and Orange County. Services include low-cost or free primary care, diabetes management, dermatology, podiatry, mental health, My HealtheVet (online prescription refills) and geriatric assessment. No need to be 65 or disabled. Applications must be filed annually and can be obtained by calling the Veterans Service Office at (714) 480-6555.

Regional Clinics (outpatient medical care): Anaheim Health Center 2569 W. Woodland Drive Anaheim, CA 92801 (714) 763-5300



Laguna Hills Health Center 25292 McIntyre Street Laguna Hills, CA 92653 (949) 269-0700

Santa Ana Health Center 1506 Brookhollow Drive Santa Ana, CA 92705 (714) 434-4600



Vet Centers (readjustment counseling and outreach services): North Orange County Vet Center 12453 Lewis Street, Suite 101 Garden Grove, CA 92840 (714) 776-0161

(877) 927-8387 South Orange County Vet Center 26431 Crown Valley Parkway, Suite 100

Mission Viejo, CA 92691 (949) 348-6700 (877) 927-8387

#### **BEHAVIORAL HEALTH:**

National Suicide Hotline

(877) 727-4747 (800) 273-8255

Veterans Crisis Line (800) 273-8255, press 1

**HOUSING:** 

**Calvet Home Loans (CDVA)** (800) 952- 5626 (916) 503-8362

Calvet Home Loan program is committed to helping veterans and active duty personnel attain home ownership. Contact the Calvet Customer Services Unit loanserv@calvet.ca.gov for more information.

#### Habitat for Humanity

2200 S. Ritchey St. Santa Ana, CA 92705 (714) 434-6200 http://www.habitatoc.org

Habitat for Humanity offers homeownership opportunities to veterans, military personnel or surviving families who are unable to obtain conventional house financing through the Habitat for Heroes & Foundations for Families<sup>™</sup> Program.

## **Keep Your Home California**

(888) 954-5337 http://www.keepyourhomecalifornia.org

In 2010, California received approval to develop four unique foreclosure prevention programs to help eligible California homeowners avoid preventable foreclosures. Programs include: Unemployment Mortgage Assistance, Mortgage Reinstatement Assistance, Principal Reduction, and Transition Assistance.

National Call Center for Homeless Vets

(877) 4AID VET (1-877-424-3838)

**LEGAL SERVICES:** 

#### Fair Housing Council of Orange County

201 S. Broadway Santa Ana, CA 92701 (714) 569-0823 (800) 698-3247 http://www.fairhousingoc.org

The Fair Housing Council of Orange County works to fulfill a mission of protecting the quality of life in Orange County by ensuring equal access to housing opportunities, fostering diversity and preserving dignity and human rights.



## Legal Aid Society of Orange County

2101 N. Tustin Avenue Santa Ana, CA 92705 (714) 571- 5200 Hotline: (800) 834-5001 http://www.legal-aid.com

Legal Aid Society of Orange County provides free and low-cost civil legal services to low-income persons and seniors.

#### **Public Law Center**

601 Civic Center Drive West Santa Ana, CA 92701 (714) 541-1010 http://www.publiclawcenter.org

Public Law Center's Veterans Project provides free legal assistance to veterans with legal issues including identity theft and financial fraud, assistance in Homeless Court or Veteran's Court, expungements or dismissals, discharge upgrade, and veterans benefits.

#### **EMPLOYMENT:**

National Job Bank https://www.nrd.gov/home/veterans\_job\_bank

#### **Working Wardrobes**

3030 Pullman Street, Suite A Costa Mesa, CA 92626 (714) 210-2460 http://www.workingwardrobes.org

The VetNet Program provides professional job training, placement, and career services for veterans at risk of homelessness or transitioning from military to civilian life.



## **ADDITIONAL SERVICES:**

Grace's Garden

http://garden.graceafterfire.org

Grace's Garden, a service from Grace After Fire, is a place for women veterans to connect with one another. It is an online community where women veterans will have the opportunity to share laughter, tears, and strength with others who know what they have been through, while remaining anonymous.

#### **Veterans First**

1540 E. Edinger Avenue, Suite D Santa Ana, CA 92705 (714) 547-0615 http://www.veteransfirstoc.org

Veterans First provides services exclusively to homeless and at-risk veterans. Programs include transitional housing, meals, case management, life skills, mental health counseling, benefit counseling, transportation, job training, and employment placement assistance.

#### U.S. VETS – Long Beach

2001 River Ave Long Beach, CA 90810 (562) 200-7300 http://www.usvetsinc.org/longbeach

U.S. VETS provides housing (Villages at Cabrillo) in conjunction with clinical counseling and employment assistance. Additionally, coordinating services with the U.S. Department of Veterans Affairs and other partners brings in resources that foster the skills necessary for every veteran to return to the community, remain self-sufficient, and break the cycle of homelessness.

## **DISCLAIMER:**

Inclusion in this booklet does not constitute endorsement of an agency's program or the quality of its services, nor does exclusion imply an unfavorable judgment of the contribution an agency may be making to the community. The information presented in this booklet was accurate at the time of inclusion. Changes to services and contact information may have occurred since inclusion.

## ORANGE COUNTY BOARD OF SUPERVISORS

The Board of Supervisors oversees the management of County government and many special districts. The five Supervisors are elected by the voters of their respective district to four-year terms.

The Board's legislative and executive activities are conducted at public meetings with certain personnel and legal matters discussed in closed sessions. Meetings are held at the Hall of Administration in Santa Ana.

First District: Supervisor Janet Nguyen - (714) 834-3110 Second District: Supervisor John M. W. Moorlach - (714) 834-3220 Third District: Supervisor Todd Spitzer - (714) 834-3330 Fourth District: Supervisor Shawn Nelson - (714) 834-3440 Fifth District: Supervisor Patricia C. Bates - (714) 834-3550

http://ocgov.com/gov/bos

## ORANGE COUNTY VETERANS ADVISORY COUNCIL

The Veterans Advisory Council is comprised of members appointed by the Board of Supervisors. The Council is made up of nine members who are residents of Orange County representing all areas of the County and all are U.S. Military veterans with Honorable Discharges.

The purpose of this Council is to advise the Board of Supervisors on issues of importance to veterans and their dependents based on input from the veteran community; provide a source of liaison and communication with various groups relative to veterans issues; and promote involvement in veteran's related events and functions within the County.

Public meetings are held on the second Wednesday of each month at 6:00 PM.

(714) 480-6507 http://veterans.ocgov.com/advisory/

