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**OFFICE OF ADVOCACY AND ASSISTANCE**

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**Duties and Responsibilities:**

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The CT Department of Veterans' Affairs Office of Advocacy and Assistance is responsible for providing assistance to any veteran who served in the U.S. Armed Forces, as well as their eligible dependents. Assistance will be provided in obtaining veterans' benefits available under federal, state and local laws. The state has accredited benefits counselors known as Veterans' Service Officers (VSO's) to aid in the process.

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These officers can assist in the following:

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• Collecting and preparing data relating to benefits and services for veterans.
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• Assisting veterans and/or spouses residing in Connecticut nursing homes with VA benefit applications.
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• Assisting in the establishment, preparation and presentation of claims pursuant to rights, benefits or privileges accruing to veterans.
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• Cooperating with service organizations in disseminating information.
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• Furnishing counsel to veterans concerning educational training, health, medical and rehabilitation.
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• Representing veterans before the U.S. Department of Veterans Affairs concerning claims and benefits.
- ☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆  
• Assisting veterans appeal to the VA for upgrades in disability ratings.

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**WHY DO YOU NEED US?????  
WHAT CAN WE DO FOR YOU?????**

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**Fact:** Our Veterans Service Officers are professionals who have received certification from the federal VA and annual updates to assure accuracy and quality counseling to Connecticut's veterans.

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**Fact:** Veterans who use service representatives receive three times as much in benefit monies than those who do not use representatives.

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**Fact:** Our office has succeeded in increasing the amount of new benefits paid to Connecticut veterans by over \$3.6 million per year.

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**Fact:** 15% of the cases rated by the Federal VA contain an error. Our Veterans Service Officers are experienced in getting you the benefits you earned.

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**Fact:** An estimated two million impoverished veterans and their widows are not receiving the VA pension they deserve because they do not know about it.

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**Fact:** Veterans who are turned down by the Federal VA may want a second opinion. Our Veterans Service Officers can identify mistakes and omissions at the federal VA and get help with your case.

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The Connecticut Department of Veterans' Affairs is now responsible for storing copies of discharges for its veterans. If your home of record upon release from the military was Connecticut, the armed forces forwarded an official copy of your discharge to our office. If you have lost your discharge papers you may contact us at 1-866-928-8387.

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**CONNECTICUT VETERANS WARTIME SERVICE MEDAL**

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Since its inception in July 2005 the Connecticut Department of Veterans' Affairs has awarded thousands of the Connecticut Wartime Service Medal to state veterans or their survivors. In order to receive the Connecticut Wartime Service Medal, the veteran must meet all of these requirements:

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1. Submit documentary proof of qualifying military wartime service (90 days wartime service, unless the war or operation lasted less than 90 days);
- ☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆  
2. Submit proof of an honorable discharge from military service for the qualifying wartime service;
- ☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆☆  
3. Submit proof that you are currently a resident of the State of Connecticut or that you were a resident at the time of your qualifying wartime service.

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The medal is also awarded posthumously to eligible veterans who died after January 1, 2000. Applications are available by calling 1-866-928-8387 or from the CTVA website: [www.ct.gov/ctva](http://www.ct.gov/ctva).

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**REGISTRY OF VETERANS AND ACTIVE SERVICE MEMBERS**

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The Connecticut Department of Veterans' Affairs maintains a registry of Connecticut service members and honorably discharged veterans to facilitate notification of listed persons about benefits and services available to, and legislation affecting them. The list is not subject to disclosure under the Freedom of Information Act. Application for registry is available from the CTVA website [www.ct.gov/ctva](http://www.ct.gov/ctva) or by calling 1-866-928-8387.

**Connecticut Department of  
Veterans' Affairs  
Office of Advocacy  
and Assistance**

**BENEFITS COUNSELING  
VA DISABILITY CLAIMS  
PENSION ADVOCACY  
DISCHARGE RECORDS**

**OFFICE DIRECTOR**

Administration Building  
287 West Street  
Rocky Hill, CT 06067  
860-616-3683 Telephone  
860-616-3562 Facsimile

**Congressional District #1**

*Veterans' Service Officer*  
555 Willard Avenue  
Newington, CT 06111  
860-594-6604 Telephone  
860-594-6622 Facsimile

**Congressional District #2**

*Veterans' Service Officer*  
City Hall  
100 Broadway, Room 305  
Norwich, CT 06360  
860-887-9162 Telephone  
860-885-0644 Facsimile

**Congressional District #3**

*Veterans' Service Officer*  
70 West River Street  
Milford, CT 06460  
Phone: 203-874-6711  
Fax: 203-874-6716

**Congressional District #4**

*Veterans' Service Officer*  
752 East Main Street  
Bridgeport, CT 06608  
Phone: 203-336-2570  
Fax: 203-336-2569

**Congressional District #5**

*Veterans' Service Officer*  
Rowland State Government Center  
55 West Main Street, Suite 140  
Waterbury, CT 06702  
203-805-6340 Telephone  
203-805-6341 Facsimile

***Please go to the Connecticut  
Department of Veterans' Affairs  
website to learn more about the  
benefits and assistance you  
earned!***

***[www.ct.gov/ctva](http://www.ct.gov/ctva)***



**Connecticut  
Department of  
Veterans' Affairs**

**Office of Advocacy and  
Assistance**

**VETERANS  
INFO LINE  
1-866-9CT-VETS  
(1-866-928-8387)**

**[www.ct.gov/ctva](http://www.ct.gov/ctva)**