


Your Views Shape Policy

Every year, Congress votes on hundreds of issues that make a difference to the residents of Massachusetts' First District: Social Security, Medicare, health care, housing, education, foreign affairs, defense, transportation, technology, telecommunications, the environment. . . the list is nearly endless. To best represent you in Congress, I need to know what you think.

If you have a question or opinion to share with me about a particular issue, you can write, call or e-mail any of the offices listed on the back of this brochure. Share your experiences with me and tell me how federal policies affect you and your family. Include your name, address and phone number so that I can respond to you.


John W. Olver

**Call or drop by my
nearest office for
assistance:**

Fitchburg

463 Main Street
Fitchburg, MA 01420
(978) 342-8722
(978) 343-8156 FAX

Holyoke

57 Suffolk Street
Suite 310
Holyoke, MA 01040
(413) 532-7010
(413) 532-6543 FAX

Pittsfield

Conte Federal Building
78 Center Street
Pittsfield, MA 01201
(413) 442-0946
(413) 443-2792 FAX

Washington, DC

1027 Longworth HOB
Washington, DC 20515
(202) 225-5335
(202) 226-1224 FAX

Website

www.house.gov/olver
(Includes E-Mail Link)

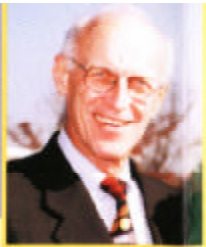
This mailing was prepared, published, and mailed at taxpayer expense.

**Congressman
John W. Olver**



**Guide
to
Services
for
Veterans**

My Offices Can Help!



My experienced staff can help with questions or problems you encounter with federal agencies. While I cannot order an agency to decide a matter in your favor, my offices can usually get thorough consideration of requests and a timely response. Caseworkers in my offices are trained to assist you in the following areas:

Service-Connected Disability Compensation

Many veterans who apply for a service-connected disability compensation, or an increased disability rating, report that the wait for a decision from the VA and the red tape involved can be excessive. My offices can encourage a timely decision and help you track the progress of your application.

If it is a matter of providing additional required information or documentation so that your case can proceed, my staff may be able to assist in moving the process along.

Lost Medals, Ribbons & Other Awards

Through the years, important mementos of military service are sometimes lost or misplaced. In some cases, medals, ribbons or other awards were never even properly, officially issued. Many veterans who take on the task of getting a replacement (or a belated issuance) of service awards wait long periods of time for a response, or may never even get one. My offices can help get action from the various service branches and issuing authorities.



Such inquiries require a letter written to me from the veteran requesting the award(s), along with any pertinent documentation, especially the DD214 or other separation documents that list the appropriate award(s).

Lost Personnel Documentation

The most important record from one's military service is the DD214. While this is an essential document for veterans wishing to apply for VA benefits, it is often lost or misplaced. I can submit an inquiry to the National Personnel Records Center in St. Louis, MO to search the records and provide you with a replacement copy of your DD214.

If for some reason the record cannot be found (a fire in 1973 destroyed millions of military records), then an alternative official separation document can be issued that fulfills all the purposes of a regular DD214.

Other pertinent military records, such as hospital records, can be obtained in a similar manner.

VA Medical Care

If you feel that you or a family member has been given inadequate service or you have a complaint about treatment at a VA clinic or medical center, my staff will look into the matter for you and try to resolve any problems that persist. My offices can also provide you with information on the Gulf War Syndrome treatment program.



Flags

For commemorative occasions, my offices can provide you with a U.S. flag flown over the Capitol building in Washington, accompanied by a certificate of authenticity.



Educational Benefits

My offices can provide you with information on the Montgomery GI Bill and the Veterans' Dependents' Educational Assistance Program. Each year I also recommend qualified high school seniors to our nation's military academies. This is a very competitive process, based on academic achievements, extra-curricular activities and commitment to community service.

Other Veterans' Benefits

My offices can provide you with eligibility and application information on other important programs for veterans, like:

- ✓ VA home loan guarantees
- ✓ Dependency and indemnity compensation program for veterans' dependents
- ✓ Burial benefits and headstones/markers

My offices routinely collaborate with veterans' service organizations and the various veterans' agents in Massachusetts. My staff works with these organizations and representatives to ensure that veterans receive the information, services and benefits they need and deserve.