

Veterans Services Section




HUMAN SERVICES DEPARTMENT

Elderly and Veterans Services Division

Our Mission

To empower elders, veterans and their families to improve their quality of life through supports that promotes self-sufficiency and aging in place.



A close-up, low-angle shot of the American flag, showing the stars and stripes against a clear blue sky. The flag is positioned on the left side of the frame, with the stars visible in the upper left and the stripes curving downwards.

Broward County Elderly and Veterans Services Division offers a well-defined, consumer centered and integrated community support system which continually provides an environment where elders, veterans and their families can expand their expectations, broaden their participation, and celebrate their independence and diversity as valued members of the community. These services are offered through the Division's Community Care for the Elderly, Behavioral Health, and Veterans Services Sections. All services are open to individuals with disabilities and special accommodations are available to ensure access to services.

ONE DIVISION

**WELCOMING & RESPONSIVE + CONSISTENT
& ACCOUNTABLE = EXCELLENCE**

Yesterday's Veterans



Today's Veterans



An American flag is visible on the left side of the slide, showing the stars and stripes. The background of the slide is a solid dark blue.

Eligibility

- For a wartime veteran or surviving spouse to qualify for Pension, the veteran must have served at least 90 days of active military service, one day of which was during a period of war, and be discharged under conditions other than dishonorable. Wartime veterans who entered active duty on or after September 8, 1980 (October 16, 1981 for officers) must have completed at least 24 continuous months of military service or the period for which they were ordered to active duty.
- The surviving spouse must have been married to the veteran at least one year prior to death or for any period if a child was born.
- The veteran or surviving spouse must meet the income and assets requirements established by law.
Note: Income limitation changes annually, based on Cost of Living Allowance (COLA). Assets limitation is determined by the Department of Veterans Affairs.

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Types of Claims Filed

County Veterans Service Offices are staffed with Accredited County Service Officers who are available to assist you with Department of Veterans Affairs' claims for:

- Service Connected Compensation
- Non-Service Connected Pension
- Widows'/Widowers' Pension
- Aid and Attendance
- Burial
- Education
- Veteran Directed Home and Community-Based Services

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Aid and Attendance

The Pension with aid and attendance may be available to wartime veterans and surviving spouses who need in-home care or reside in Nursing Homes or Assisted Living Facilities. Pension is payable providing that the assets and total income of the veteran and family members, or widow and dependent children do not exceed the limit set by Congress. However, you may still be eligible for the special monthly aid and attendance benefit if you have large medical expenses for which you do not receive reimbursement. To qualify, claimants must be incapable of self-support and in need of regular personal assistance.

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Required Documents

As Applicable

- Veterans Military Discharge (DD214)
- Marriage Certificate
- Death Certificate (If widowed)
- Death Certificate showing cause of death, Divorce Decree for previous marriages
- Aid and Attendance letter signed by the Primary Care doctor
- Contract from Nursing home or Assisted living facility

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Required Documents

As Applicable

- Home Health Aid or Agency name and weekly/monthly payment
- Monthly supplemental medical insurance premium
- Monthly long-term care insurance premium
- Current year social security benefit letter
- All monthly income
- Current balance on all bank accounts
- Current value of IRA, Stocks, Bonds, Mutual Funds
- Checking account number, routing number and name of bank for direct deposit

Why Are We Here?

What Do We Do?



About Veterans Services

- Since 1945
- Services are free
- Serve all ages
- Veterans serving Veterans
- Trained and certified



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Important Facts

- Over 100,000 Veterans in Broward County
- 700 individuals assisted each month
- Approximately 1,655 claims filed each year
- \$12.5 million in approved claims for 2017
- 4.94 customer satisfaction rating

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World War II Veteran Success Story

87-year old, World War II Veteran

- VA requested repayment of \$76,997 because of inaccurate information in his original application documents.
- Our VSO facilitated a full waiver of the repayment.

Vietnam War Veteran Success Story

Albert , 64-year old Vietnam War Veteran

- Facing homelessness because VA requested repayment of \$9,472 in alleged overpayments and began garnishing 35% of his monthly benefits.
- Our VSO facilitated a waiver of the repayment, restored Albert's monthly VA benefit **and** obtained an increase to that benefit



VSO Fitzroy Grizzle

World War II Veteran Success Story

Mr. J, 100-year old World War II
Veteran

- Unable to pay for 24-hour care; facing nursing home placement.
- Our VSO facilitated full benefits, including an \$18,000 retroactive payment, within 40 days of application.
- Mr. J was able to stay in his own home.




VSO Ivy Martin

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Success Stories

“I don’t have to worry about a place to live anymore. Frankly, I did not know what to expect when I came here. I am really thankful for this service. I certainly did not know that you guys were this good.”

...Mr. J.

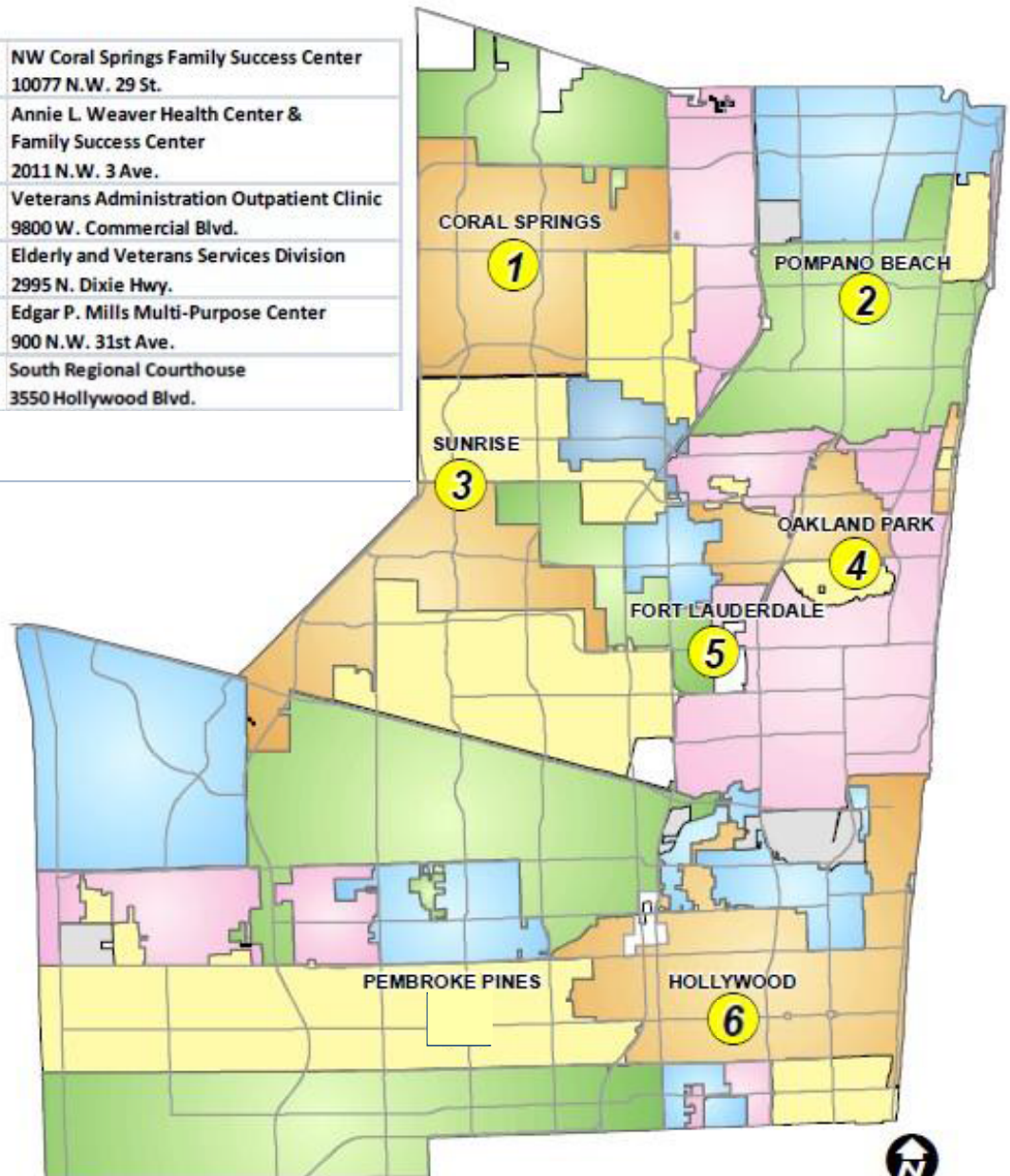
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“I recently worked with Veterans Services assisting my grandfather with home health care. This is often a lengthy, intimidating process for veterans and their families...an elderly veteran with no one to guide them could quickly find themselves in a great deal of trouble. What impressed me most was the officer’s compassion, encouragement and determination to see that my grandfather’s needs were met.”

....Danielle D.

Veterans Services Locations

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| 1 | NW Coral Springs Family Success Center
10077 N.W. 29 St. |
| 2 | Annie L. Weaver Health Center &
Family Success Center
2011 N.W. 3 Ave. |
| 3 | Veterans Administration Outpatient Clinic
9800 W. Commercial Blvd. |
| 4 | Elderly and Veterans Services Division
2995 N. Dixie Hwy. |
| 5 | Edgar P. Mills Multi-Purpose Center
900 N.W. 31st Ave. |
| 6 | South Regional Courthouse
3550 Hollywood Blvd. |





For inquiries and assistance,
please call:

Customer Relations Unit

954-357-6622

