

City of Springfield

Hurricane Maria Recovery Resource Guide Puerto Rico



Provided by the Office of
Mayor Domenic J. Sarno



(updated – 10/27/2017)



Springfield Welcomes You



As the 54th Mayor of the City of Springfield, it is my honor and pleasure to welcome you to our fine city. While known around the world as the birthplace of basketball and Dr. Seuss, Springfield is also renowned for being the “City of Homes” for its great neighborhoods and impressive architecture. This Old House magazine, USA Today, and Forbes magazine have all recently highlighted Springfield’s neighborhoods and housing stock as being both impressive and affordable.

Springfield has also been a leader in clean and green development, being named the 4th “Greenest City” by Country Home Magazine. Specifically, Springfield was cited for its splendid parks, the purity of its drinking water system, its regional recycling center, and organizations such as EcoBuilding Bargains. EcoBuilding recently opened a brand new expanded facility on Warwick Street due to their success in the city.

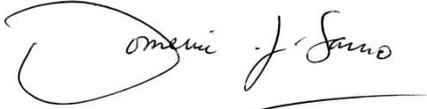
Springfield is the cultural center of Western Massachusetts. Our world-class museums, the Springfield Symphony, City Stage and historic Armory rival attractions in cities twice our size. Our Basketball Hall of Fame is a one-of-a-kind, spherical museum that features legends of the game’s past, present and future. We also have exciting professional sports being home to the AHL’s Springfield Thunderbirds.

The Springfield Museums feature the brand new and world renowned Dr. Seuss Museum and the Museum of Springfield History as well as being home to the spectacular Dr. Seuss National Memorial Sculpture Garden - a magical place that brings out the inner child in all who visit. The Museums include five museums in total on the beautifully landscaped Quadrangle green.

Springfield has a thriving business community. While small businesses find the city a great place for a startup, we are also the home to large, global businesses. MassMutual Financial Group is a Fortune 100 company that is headquartered in Springfield and employs 3,800 in Springfield alone. Companies like Smith & Wesson, Big Y Foods, Merriam-Webster, Performance Food Group, Liberty Mutual, Peter Pan Bus Lines, CRRC MA and MGM Springfield all call Springfield home as well as major healthcare providers such as Baystate Health and Mercy Medical Center.

Home to four higher education institutions, Springfield is a proud affiliate of the Knowledge Corridor, which has the second highest number of higher education institutions in all of New England.

These are just a few things that make this city a great place to live and work. Springfield is a place with a storied history and an exciting future, and we hope you will join us in making this the best city in America.

A handwritten signature in black ink that reads "Domenic J. Sarno". The signature is written in a cursive style with a large, sweeping initial "D" that loops around the first part of the name.

Mayor Domenic J. Sarno

Welcome Center

New North Citizens Council

3012 Main Street
Springfield, MA 01107

Tel: (413) 732-3229

New North Citizens Council (NNCC) will be acting as the official welcome center for citizens moving into the City of Springfield from Puerto Rico.

New North will assist families with assimilating into our community and easing the transition into public services including: Spanish-to-English translation, schools, housing, jobs, banking, etc.

Emergency Numbers:

• Agencia Estatal para el Manejo Emergencias y Administración Desastres (AEMEAD)	- 787-724-0124
• Puerto Rico Police Force	- 787-343-2020
• Cuerpo de Bomberos de Puerto Rico	- 787-343-2330
• American Red Cross	- 787-757-8150
• Autoridad de Acueductos y Alcantarillados (AAA)	- 787-620-2482
• Autoridad de Energía Eléctrica (AEE)	- 787-521-3434
• Transportation Department (DTOP)	- 787-787-9918 - 787-225-1539

FEMA RUMOR CONTROL:

After major storms, rumors circulate and scammers may try to take advantage of you. Make sure you know what's real and what's fake. Check FEMA's [rumor control information](#) for trusted storm and recovery updates.

<https://www.fema.gov/disaster/updates/hurricane-maria-rumor-control>

Federal Disaster Assistance:

Apply for disaster assistance. The quickest way to apply for federal disaster assistance is online through DisasterAssistance.gov. If you don't have access to the Internet, you can apply by phone. **Call 1-800-621-3362.**

How to Locate Family and Help Hurricane Maria Survivors

We will continue to provide more information for friends and family members of those in Puerto Rico and the U.S. Virgin Island as it becomes available.

How to Reach Your Family Members and Friends

- Register on the American Red Cross [Safe and Well website](https://safeandwell.communityos.org/cms/index.php) (<https://safeandwell.communityos.org/cms/index.php>). It is a free public reunification tool that allows individuals and organizations to register and post messages to indicate that they are safe or to search for loved ones. Registrations and searches can be done directly on the website or by texting SAFE to 78876. Messages exist in both English and [Spanish](#). **To speak with someone at the American Red Cross concerning a missing friend or relative, please contact 1-800 RED CROSS.**
- Write or call the Puerto Rico Federal Affairs Administration at maria1@prfaa.pr.gov or **202-800-3133**. They are experiencing high email volume, please do not send more than one email unless the situation of your loved one has changed.
- Call the Puerto Rican radio station WIPR **787-777-0940**.

TABLE OF CONTENTS

Acknowledgements	7
Introduction	8
Overview	
Clothing	9
Food	10
Financial assistance for rent, bills, prescriptions, and other aid	11 - 12
Housing / Shelters	13
Work/Career Center Help	14
Consumer Information	15
Hospitals & Outpatient Care	16 - 18
Respite Care.....	19
Misc. Assistance	20 - 21
Federal Resources	22
State Resources	23 - 24
City Resources	25 - 26

Disclaimer:

If an agency you know or work with would like to be included in the City of Springfield's Citizen Resource Guide, please contact the Office of Mayor Domenic J. Sarno at (413) 787-6100.

ACKNOWLEDGEMENTS

This document is a compilation of information and materials that have been gathered from a variety of sources, including federal, state, city, voluntary and faith-based organizations that have as their mission a commitment to public assistance and well-being.

While every effort has been made to ensure accuracy of the information presented in this publication, the City of Springfield and the Mayor's Office cannot guarantee the accuracy of this information due to the fact that much of the information is created from external sources and are subject to change.

This guide belongs to the City of Springfield. Please submit any changes/updates to the contact below. Changes and updates brought to our attention will be verified, reviewed and corrected in future editions.

Please submit any changes/updates to:

William J. Baker, Director of Constituent Services
Office of Mayor Domenic J. Sarno
City Hall
36 Court Street
Springfield, MA 01103

413-787-6100

wbaker@springfieldcityhall.com

The City of Springfield expresses appreciation to those who contributed to this document. Much cooperation, communication, coordination and collaboration went into making this as complete as possible.

INTRODUCTION

The City of Springfield is the cultural and urban center of Western Massachusetts. As the fourth largest city in New England and home to over 153,000 people, it is a vibrant and energetic hub of the region. Situated along the “Knowledge Corridor”, the City sits in the middle of some of the nation’s top-ranked schools.

The City of Springfield’s Citizen Resource Guide is provided on behalf of the Office of Mayor Domenic J. Sarno to provide useful resources for citizens in need of city services, public assistances, recovery from natural and human caused disasters, education and workforce training, mitigation, and more.

For a full listing of City resources and services, please visit our website at www.springfieldma.gov or call our 311 Call Center at (413) 736-3111 from a landline or 311 from a cell phone.

Clothing

<u>Springfield Rescue Mission</u>
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413.732.0808 ext. 101 for an appointment.

Clothing and Give-Away Center:

The Center was established for the purpose of distributing clothing and other donated items to those who are in need. This program is available to men, women, and families. All clothing and household items are distributed free of charge
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Open Pantry Community Services, Inc - People's Center
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287 State Street, Springfield, MA, 01105
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Tel: (413) 737-5354

The center provides free, gently used clothing and other household goods to those in need of assistance. Items passed out can include winter coats, backpacks for students, and professional work attire such as suits or dresses.
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Food

Open Pantry Community Services, Inc	
Food Pantry -	(413) 737-5353
2460 Main Street, Springfield, MA	
Loaves & Fishes Kitchen –	(413) 731-5668
Meal Sites and Times:	
South Congregational – Mon/Tues/Thurs/Fri/Sat	
45 Maple St - Lunch: 12 pm, Dinner 5 pm	
Shiloh Church - Saturday and Sunday	
797 State St. - Lunch 12 pm, Dinner 5 pm	
Christ Church Cathedral - Wednesday	
35 Chestnut St - Lunch: 12 pm, Dinner: 5 pm	
The center provides non-perishable groceries and prepared meals for people in need.	

Lorraine's Soup Kitchen & Pantry	
170 Pendexter Ave, Chicopee, MA	
Tel: (413) 592-9528	
The center provides pantry service to only Chicopee residents. They can provide list of agencies for other communities.	

The Gray House Food Pantry	
22 Sheldon Street Springfield, MA, 01107	
Telephone (413) 734-6696	
The Food Pantry distributes groceries every Thursday from 9:00 am to 1:00 pm	

Financial assistance for rent, bills, prescriptions, and other aid

Catholic Charities – Springfield - (413) 452 – 0605
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Provides, among other things, rent payment and housing assistance, diapers, prescription medication expense assistance, comprehensive information and referral on government programs (federal and Massachusetts) and they may be able to provide other forms of assistance.
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Salvation Army - Holyoke. - (413) 532 – 6312

271 Appleton Street, Holyoke, MA

This non-profit agency provides limited mortgage payment assistance, congregate meals, groceries, nutrition sites, access to food pantries and soup kitchens, rent payment assistance, electric and heating bill payment assistance and gas bill payment assistance. They may also from time to time have limited funding for other expenses.

VOC - Valley Opportunity Council, Inc. (Holyoke) - (413) 552-1554.

300 High Street, Holyoke, MA

Possible help for low to moderate income families, the working poor, unemployed, and others. Services offered by the non-profit include: Mortgage Foreclosure Assistance, Food Pantries, Food Vouchers, Soup Kitchens, Housing Search and Information, and information and referrals to Community Action Agencies.
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Churches of Western Massachusetts- (413) 733-2149.

Provides emergency assistance to income qualified families. While the resources are limited and depend on donations, the council may offer funds for paying heating bills, homeless prevention, and other crisis support. Hampden County residents of all religions can get support. There are also summer programs for children and referrals to other non-profits and government organizations.

Springfield Partners for Community Action - (413) 263-6500

721 State Street, Springfield, MA 01109

Offers Programs such as HUD Certified Housing Counseling, Early Education and Child Care, Veterans Program, Emergency Fuel Assistance, and an Eviction Clinic. Counseling, advice and free support is offered for tenants that are behind on their rent and facing eviction. Staff also try to mediate a solution between the tenant and the landlord.
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Council of Churches of Greater Springfield - (413) 733 – 2149

39 Oakland Street, Springfield, MA

May have financial support programs and emergency loans. The charity and its staff can help with utility companies and landlords to deal with unpaid energy bill or rent.

New England Farm Workers' Council (Partners for Community) – (413) 272-2200

11-13 Hampden Street, Springfield, MA

Offers Fuel Assistance, Child Care Resources, Housing & Shelter Assistance, Youth & Education and Workforce Development.

Housing

Springfield Housing Authority 35A Saab Court Springfield, MA	67 Sanderson Street Springfield, MA
Tel: (413) 785-4517	
Rental Voucher Program, Section 8 Housing Assistance and Chronically Homeless	

Way Finders (former HAP Housing) 322 Main Street Springfield, MA
Tel: (413) 233-1600
Housing Support programs, home ownership programs and resources

Shelters

Department of Housing and Community Development
310 State Street
Tel: (413) 858-1369
Emergency Shelter and housing assistance for families with children or pregnant women.

Friends of the Homeless
Main Office: 755 Worthington Street, Springfield, MA
Tel: (413) 732-3069
Men's Shelter 769 Worthington Street, Springfield, MA
Provides housing shelter for single men over 18 yrs old
Women's Shelter 755 Worthington Street, Springfield, MA
Provides housing shelter for single women over 18 yrs old

Springfield Rescue Mission – (Men Only) 148 Taylor Street Springfield, MA
Tel: (413) 732-0516
Call at 8am to reserve a bed or arrive 3:30-4pm

Work/Career Center Help

FutureWorks Career Center STCC Technology Park 1 Federal Street Building 103-3 Springfield, MA 01105
413-858-2800
<i>Mon, Tues, Wed, Fri</i> 8:30am-4:30pm
<i>Thurs</i> 8:30am-3:00pm

Regional Employment Board of Hampden County 1441 Main Street, Suite 136 Springfield, MA 01103 Tel: (413) 787-1547 Fax: (413) 755-1364	Office Hours Monday – Friday: 7:30 a.m.-5 p.m.
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Consumer Information

Mayor's Office of Consumer Information
(Working in Cooperation with the Massachusetts Attorney General's Office)
City Hall, Room 315
36 Court Street
Springfield, MA 01103
Tel: (413) 787-6437
<p>The MOCI's services are provided throughout Hampden County and the following cities and towns of Worcester County: Brookfield, Charlton, Douglas, Dudley, East Brookfield, Holden, Holland, North Brookfield, Oxford, Paxton, Southbridge, Spencer, Sturbridge, Sutton, Tolland, Wales, Warren, Webster, and West Brookfield.</p> <p>It provides education, referral and informal mediation services at no cost to consumers. Mediation allows consumers and businesses the opportunity to address and resolve disputes, although no legal advice or services are provided.</p> <p>Spanish-speaking staff is available. WALK-INS ARE WELCOMED FROM 10AM TO 3PM, otherwise by appointment.</p> <p>The MOCI staff will educate consumers on their rights in many consumer-related areas and has an array of brochures readily available. Following are some of the areas the MOCI can assist with:</p> <p><i>Lemon Laws</i> <i>Home Improvement</i> <i>Debt Collection</i> <i>Retail Rights</i> <i>Credit</i> <i>Landlord/Tenant Rights</i> <i>Identity Theft</i> ...and more</p>

Hospitals & Outpatient Care

Baystate Medical Center

759 Chestnut Street
Springfield, MA
Tel: (413) 794-0000

Office Hours

Open 24 hours

Mercy Medical Center

271 Carew Street
Springfield, MA 01104
Tel: (413) 748-9000

Office Hours

Open 24 hours

Brightwood/Riverview Health Center

380 Plainfield Street, Springfield, MA 01107
Tel: (413)794-4458
Pharmacy: (413) 794-9442

Office Hours

Monday-Friday: 8 a.m.-5 p.m.
Tues., Wed., & Thurs.: 8 a.m.-8 p.m.

* Provide comprehensive primary care for babies, children, and adults of all ages; on-site access to OBGYN care, behavioral health services, an opioid addiction treatment program (suboxone), HIV medical care and support services, laboratory services, a pharmacy, and social services.

Mason Square Neighborhood Health

11 Wilbraham Rd, Suite 1
Springfield, MA 01109
Tel: (413) 794-3710

Office Hours

Monday - Friday: 8 a.m.-5 p.m.
Evening hours by appointment.

* Provide comprehensive primary care for babies, children, and adults of all ages; on-site access to OBGYN care, geriatrics, behavioral health services, a TB Clinic, and laboratory services.

Caring Health Center 1049 Main Street Springfield, MA 01103 Tel: (413) 739-1100 Fax: (413) 735-1133	Office Hours Monday – Wednesday: 8:30 a.m.-5 p.m. Thursday: 8:30 a.m.-6 p.m. Friday: 8:30 a.m.-5 p.m./Closed for Lunch
URGENT CARE Only for Caring Health Center Patients at	
1049 Main St.	Monday – Friday: 9:30 a.m.-6 p.m. Saturday: 9:00 a.m.-3 p.m.
No appointment needed.	
532 Sumner Avenue	Monday – Friday: 9:30 a.m.- 6:00 p.m. Saturday: 9:00 a.m. - 3:00 p.m. Closed for Lunch
Tel: (413) 693-1045 / (413) 693-1046 Fax: (413) 737-3608	
860 Boston Road	Monday – Friday: 8:30 a.m.- 5 p.m.
Tel: (413) 739-1100 Fax: (413) 782-0595	
Pharmacy	Monday – Friday: 9:00 a.m.- 7:00 p.m.
Tel: (413) 693-1005 Fax: (413) 304-4695	
Caring Health Center WIC (Women, Infants & Children) Program Services include:	
<ul style="list-style-type: none"> • Personalized nutrition counseling and education • Immunizations screening and referrals for children • Parenting and breast-feeding education and support • Food checks; covering health food items like infant formula, milk, cheese, eggs, juices, cereal, etc. • Referrals to medical, dental, housing, fuel assistance and social service agencies • Health insurance counseling 	
* Provide medical, dental, behavioral health and tobacco treatment services; on-site access to HIV Programs, health education, Health Connector Navigators to assist with MassHealth applications, a wellness center, laboratory services, a pharmacy at 1049 Main St. only.	

Baystate High Street Health Care

140 High Street, Suite 101

Springfield, MA 01105

Tel: (413) 794-2511

Fax: (413) 794-8428

Office Hours

Monday, Wednesday, Thursday: 8 a.m.-8 p.m.

Tuesday, Friday: 8 a.m.-5 p.m.

Saturday – Sunday: Closed

* Provide comprehensive primary care for adults over age 18, and general pediatrics for children up to age 18; on-site access to transgender services (multidisciplinary primary medical care and supportive services to patients seeking hormonal and/or surgical reassignment of gender), geriatric care, and a pharmacy.

Health Services for the Homeless

755 Worthington Street

Springfield, MA 01105

Tel: (413) 337-9100

Office Hours

Monday – Friday: 8:30 a.m. - 4 p.m.

*Provide medical, dental, case management, substance abuse and behavioral health services to people who are homeless, at risk of homelessness, and the general public (non-homeless population).

Respite Care

Looking for short-term *respite* care options in *Springfield, MA*? *Respite* care is a temporary care option offered in an assisted living community for seniors

The Wellington at Springfield

Talk to a local Advisor about this community

855-980-5257

942 Grayson Dr
Springfield, MA 01119

LandMark Senior Living

110 Monastery Avenue
West Springfield, MA 01089
(413) 781-1282

Respite Care at Saint Luke's Home

Mercy Continuing Care Network
Mercy Continuing Care Network

Need a break from caregiving? Saint Luke's Home can help.

If you're caring for an elderly family member or friend, respite care can give you a temporary rest from caregiving, while the person you're caring for continues to receive care in a safe, supportive and home-like environment.

We understand that caregiving is demanding, and it's absolutely normal to need a break. That's why we provide respite care stays of up to one month.

During this time, your loved one can take advantage of the full range of services and activities enjoyed by our full-time residents. And you can take some time for yourself.

Learn More about Respite Care at Saint Luke's Home

Simply call us at **413-736-5494**. We also encourage you to visit, meet our staff and take a tour of our home.

Misc. Assistance

American Red Cross of Pioneer Valley – (413) 737-4306

506 Cottage Street
Springfield, MA 01104

Provides: disaster assistance, volunteer services, preparedness, health and safety services, biomedical services.

FEMA – (617) 956-7506

99 High Street
Boston, MA

Federal Emergency Management Agency, Region 1, works closely with federal, tribal, state and local governments, volunteer agencies, private sector partners, and the public to ensure the nation is secured and prepared to respond to and recover from terror attacks, major disasters and other emergencies.

Social Security – (866) 964-5061

70 Bond Street
Springfield, MA

SS Benefits include; retirement, disability, medicare, survivors, replacement cards, name changes, etc.

Community Legal Aid (formerly Western Mass Legal Services)

One Monarch Place, Suite 400
Springfield, MA 01144

(413) 781-7814 or (800) 639-1109

Community Legal Aid and its wholly owned subsidiary, the Central-West Justice Center, gives free civil (non-criminal) legal help to low-income and elderly people in central and western Massachusetts.

Greater Springfield Senior Services – (413) 781-8800 / 1-800-649-3641

66 Industry Ave, Suite 9
Springfield, MA 01104

1-800-922-2275 – Elder Abuse Hotline

Programs include: Adult Family Care, Caregiver Support, Congregate Housing, Elder Abuse and Neglect, Health & Wellness, Home Care, Long-Term Care, Meals, Personal Care Attendant, Etc.

Big Brothers Big Sisters of Hampden County

83 Maple Street, Suite 201
Springfield, MA 01105

(413) 781-4730

Provides one-to-one mentoring relationships with children and adults.

**Bilingual Veterans Outreach Centers of Mass Inc.
(Formerly Puerto Rican Veterans Association of MA)**

281 Franklin Street
Springfield, MA

Tel: (413) 731-0194

Offers a variety of services to our Veterans including: SSI assistance, Notary Public Services, Housing, Mass Health referrals, Veteran benefits, clothing assistance, counseling, veterans claims, legal assistance referrals, etc.

Mental Health Crisis Hotline:

(413) 733-6661

Domestic Violence Hotline:

(413) 733-7100

United States of America
(Federal Resources)

Social Security Administration

70 Bond Street
Springfield, MA

Tel: 1-866-964-5061

Services include: SS Cards, benefits, disability, Medicare, retirement, Supplemental Security Income, etc.

Congressman Richard Neal

300 State Street, #200
Springfield, MA

Tel: (413) 785-0325

Constituent services for federal agencies

Senator Elizabeth Warren

Boston Office
2400 JFK Federal Building
15 New Sudbury Street
Boston, MA

Tel: (617) 565-3170

Springfield Office
1550 Main Street, Suite 406
Springfield, MA

Tel: (413) 788-2690

Senator Ed Markey

Boston Office
975 JFK Federal Building
15 New Sudbury Street
Boston, MA

Tel: (617) 565-8519

Springfield Office
1550 Main Street, 4th Floor
Springfield, MA

Tel: (413) 785-4610

Veterans Administration

25 Bond Street, Springfield, MA 01104

(413) 731-6000

Open: M-F, 8 am – 4 pm

Commonwealth of Massachusetts
(State Resources)

State Representative Carlos Gonzalez (413) 251-0007

District Office
1655 Main Street, Suite 202
Springfield, MA

Helps constituents in dealings with state agencies. Provides resources to connect and refer residents to address their concerns.

State Senator James T. Welch (413) 737-7756

District Office
32-34 Hampden Street
Springfield, MA

Helps constituents in dealings with state agencies. Provides resources to connect and refer residents to address their concerns.

Department of Transitional Assistance (413) 858-1000

95 Liberty Street
Springfield, MA

Services: SNAP benefits (food stamps), families with dependent children

Registry of Motor Vehicles (800) 858-3926

1250 St. James Ave
Springfield, MA

Services: Mass ID, driver's license/permits, registration, out-of-state conversion

Massachusetts Small Business Development Center Network's Western Regional Office

Scibelli Enterprise Center
One Federal Street, Building 101R
Springfield, MA

Tel: (413) 737-6712 <http://www.msbdc.org/wmass/>

Services: Small business development and start-up.

MassHealth Enrollment Center

333 Bridge Street
Springfield, MA

Tel: (413) 785-4100 – Self-service available 24 hrs/day in English and Spanish
1-844-748-3928 – Customer Service dedicated line for hurricane evacuees
(only for hurricane-related matters)

Mon – Friday: 8am to 5pm

Health coverage, eligibility, MassHealth benefits and enrollment

City of Springfield
(City Resources)

311 Call Center

City Hall
36 Court Street
Springfield, MA

Services: Call center for city services. 736-3111 or 311 from landline

City Clerk

City Hall
36 Court Street, Room 123
Springfield, MA

Tel: (413) 736-3111

Services: Vital Records (Birth, Death, Marriage), Dog Licenses

Office of Planning and Economic Development

70 Tapley Street
Springfield, MA

Tel: (413) 787-6020

Services: Business incentives, small business assistance, guides to starting a business.

Springfield Public School Department -

1550 Main Street
Springfield, MA

Tel: (413) 787-7100

Parent and Community Engagement (PACE) Center -

91 School Street
Springfield, MA

Tel: (413) 787-7276

Department of Health and Human Services 1145 Main Street, Suite 208 Springfield, MA	Office Hours Monday – Friday: 8:00 a.m.-4:30 p.m.
Tel: (413) 787-6741	
• Substance Use Disorder:	Tel: (413) 750-2695
• Mayor’s Office for Citizens with Disabilities:	Tel: (413) 787-6757
• Department of Elder Affairs:	Tel: (413) 787-6124
• Thomas J. O'Connor Animal Control & Adoption Center:	Tel: (413) 781-1484

Office of Housing	
1600 E Columbus Ave. Springfield, MA 01103 Tel: (413) 787-6500	Office Hours Monday – Friday: 8:15 a.m.-4:30 p.m.

Thomas J. O’Connor Animal Control Center Hours: Monday, Tuesday, Saturday – 12pm to 4pm Thursday – 2pm to 7pm	Tel: (413) 781-1484
Services: Adoptions and emergency response for ill, injured or aggressive animals.	

Department of Veterans Services City Hall 36 Court Street, Room 101 Springfield, MA
Tel: (413) 787-6141
Services: The Springfield Department of Veterans Services can provide information about: Annuities • Awards and Medals • Benefits • Burial • Education • Elder Services • Employment • Flags and Markers • Financial Assistance • Food • Graves Care • Housing • License Plates • Medical Assistance • Pensions • Pharmaceuticals • Real Estate Tax Exemption • Review of Discharge • Sales Tax Exemptions