

# HERO'S HANDBOOK



# WHO ARE WE?

**United Military Care**, established in 2012, is a nonprofit that serves Georgia Veterans by ensuring no Veteran is hungry, homeless, or forgotten.

In 2022, United Military Care created a two-day event bringing all available benefits and programs for veterans to one location. The goal was to provide a convenient atmosphere for Veterans of any age or situation to receive the help they needed. Over 3,000+ Veterans received one-on-one professional care with VA benefits, enrollment, claims, mental and physical health needs, legal assistance, and financial wellness. Due to the event's success and positive comments from the Veterans and their families who participated, United Military Care has scheduled three Fairs in 2023 to benefit those who earned them.

The **We CARE Veterans Fair** is a collaboration of multiple nonprofit and government agencies currently serving veterans and their families. Veterans of all ages, backgrounds, military histories, and branches of service are welcome at our events.



In addition to the professionals on-site helping Veterans at the Fairs, we wanted to give you a helpful booklet to refer to services you may need in the future.

The Hero's Handbook includes those organizations serving Veterans in your local area.

While we hope this answers many of your questions, should you need additional information, please get in touch with us at United Military Care; Veterans are our mission.

On behalf of the entire team at United Military Care, thank you for your military service.



**United Military Care**  
(770) 973-0014  
email [info@unitedmilitarycare.org](mailto:info@unitedmilitarycare.org)  
online [www.unitedmilitarycare.org](http://www.unitedmilitarycare.org)

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**Veterans  
Crisis Line**



**DIAL 988 then  
PRESS 1**

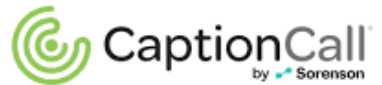
# Aging Safely

## Caption Call

- Better Hearing Health
- Phones captioning voice on screen
- Save contacts, makes calling easier

865-279-6459

Sean Ledden  
sledden@sorenson.com



<https://sorenson.com/solutions/captioning/>

## Center for Independent Living

- Home Modifications
- Assistive Technology
- Food stamps, Section 8 Housing, Medicare and Medicaid.

706-314-0008

Kathy Baker  
kbaker@nwgacil.org



<https://www.nwgacil.org/>

## Georgia Funeral Care and Cremation Services

- Affordable cremations and funerals
- Well versed in military/VA benefits
- Top notch Veteran funeral services

678-574-3016

Brett North  
brett@georgiafuneralcare.com



<https://www.georgiafuneralcare.com/>

## Rome Senior Center

- Bingo, Crafts, Exercise
- Meals for Homebound
- Daily Meal 11-Noon

706-236-4416

Amber Callaway  
acallaway@cvsrdc.org



<https://www.romea.us/Facilities/Facility/Details/Senior-Center-5>

## Mercy Care

- Adult Day Service
- Art Therapy, Behavioral Health
- Education, Nursing Care

706-291-8496

Stacy Mullis  
smullis@mercyrome.org



[https://mercyatlanta.org/mercy\\_rome\\_home/](https://mercyatlanta.org/mercy_rome_home/)

## Morning Pointe

- Home like assisted memory care
- Close to family for visits
- Veteran Benefits/Aid & Attendance

706-629-0777

Virginia Smith  
calhoun-crd@morningpointe.com



<https://morningpointe.com>

# Aging Safely, Continued

## NW GA Regional Commission

706-295-6485

- Alzheimer & Dementia Services
- Referrals Home Delivered Meals
- Assistive Technology

Linsay Wilson  
lwilson@nwgrc.org  
Tiffany Holbrook  
tholbrook@nwgrc.org



<https://www.nwgrc.org/>

## North GA Ombudsman

470-691-1301  
ext. 102

- Advocacy for residents long term settings
- Resolving complaints. Facility oversight
- Education on long term care

Ashley Nichols  
anichols@northgaps.org



<https://www.georgiaombudsman.org/locations-north/>

## GA War Veterans Home

478-445-6000

Pruitt Health

- Veteran requirements education
- High quality, safe, environment
- Memory support unit

Cherri Royster  
cherri.royster@pruithhealth.com



<https://www.pruithhealth.com/locator/locations/georgia-war-veterans-home.html>

## Brookdale Senior Living

706-234-1655

- Pet friendly senior living
- Nutrition. Socialization. Healthcare.
- VA Aid & Attendance

Tessa Barker  
tbarker5@brookdale.com



<https://www.brookdale.com/en/communities/brookdale-rome.html>

## Homewatch Caregivers Canton

678-753-9114

- Companion Care/Personal Care Svcs
- Dr. Appts/Medication Reminder
- Aid & Attendance VA

Maggy Joseph-Paraison  
mjoseph-paraison@homewatchcaregivers.com



<https://www.homewatchcaregivers.com/canton/>

## Seven Hills Place

706-584-2283

- All inclusive memory care community
- Respite Care
- Short term stay after hospitalization

Renee Tracy  
RTracy@enlivant.com



<https://www.enlivant.com/communities/georgia/seven-hills-place-rome>

## Tapestry Hospice

910-381-1897

- We Honor "End of Life" Program
- Veteran to Veteran Volunteers
- Compassionate & Professional Care

Eric Cayson  
eric.cayson@tapestryhospice.com



<https://www.tapestryhospice.com/>

## Transitions Hospice

706-378-2273

- Care covered 100%
- Veteran Owned Business
- Social Worker/Nurse Visits

Redonna Branton  
rbrantona@transitionshc.com



<https://www.transitionshc.com/>

# Employment & Training

## GA Northwest Technical College

- Over 200+ programs, across 6 campuses
- Accept GI Bill and Post 9/11 GI Bill
- Dedicated Veteran Admissions Rep

706-802-5040

Joshua Hickman

[jhickman.gntc.edu](mailto:jhickman.gntc.edu)



<https://www.gntc.edu/>

## Goodwill

- Resumes, Application Assistance
- Job Readiness Workshops
- Job Leads & Skill Training

706-346-2783

Brandy Alexander

[balexander@ging.org](mailto:balexander@ging.org)



<https://goodwillng.org/>

## Floyd County Sheriff's Office

- Employment Opportunities

706-291-4111

ext. 8852

Deputy Corey Bowers, PIO

[corey.bowers@floydcountyga.org](mailto:corey.bowers@floydcountyga.org)



<https://floydsheriff.com/>

## Senior Community Service

Employment ACCA SCSEP

- Part-time, paid opportunities 55+
- Paid training
- Senior Employment

706-295-6485

Rachel Hunton

[rhunton@accaging.org](mailto:rhunton@accaging.org)



<https://www.nwgrc.org/>

## Technical College System of GA

- Resources
- Employment
- Training

706-295-6142

Terry Meadows

[tmeadows@tcsg.edu](mailto:tmeadows@tcsg.edu)



<https://www.tcsg.edu/worksource/worksource-georgia-services/>

## Worksource Georgia

- Prepare for work re-entry
- Education & Retraining
- Veterans can have priority

706-295-6485

Leisa Lambert

[llambert@nwgrc.org](mailto:llambert@nwgrc.org)



<https://www.nwgrc.org/>

## Rome Police Department

- Employment Opportunities

706-676-0378

Michael Bell

[michael.bell@floydcountyga.org](mailto:michael.bell@floydcountyga.org)



<https://www.romepolice.com/>

## SK Battery

- Specialized Veteran Employee Groups
- Veteran Resource and Service Officers
- Dedicated HR Representative

706-362-6782

Kimberly Dinkins

[kimberly.dinkins@sk.com](mailto:kimberly.dinkins@sk.com)



<https://eng.sk.com/companies/sk-on>

## Kellogg's

- Career Opportunities
- Multiple Positions

Katherine Daggett

[Katherine.Daggett@kellogg.com](mailto:Katherine.Daggett@kellogg.com)



<https://bit.ly/42eXt94>

# Financial Help

## City of Rome - HUD

- Painting grants for Rome homes
- Roof replacement for Rome homes
- Fair Housing Laws

706-236-4477

Suzanne Parris  
sparris@rome.ga.us



## Georgia Dream Program

- First time homebuyer assistance
- Closing cost assistance
- Downpayment assistance

404-679-4840

Tracey Turman  
tracey.turnman@dca.ga.gov



<https://www.dca.ga.gov/safe-affordable-housing/homeownership/georgia-dream>

## LIHEAP

- Home Heat Assistance
- Home Cool Assistance
- Can Apply Online or Phone

770-773-7730



## Mortgage Assistance

- Late mortgage payment assistance due to pandemic
- Delinquent housing expenses due to pandemic

470-806-9145

Vincent Abril  
vincent.abril@dca.ga.gov



## NexGen Roofing & Contracting

- Provide Roofing & Gutter Solutions
- Roofing Inspections & Quotes
- One Veteran Free Roof Per Year

770-548-5392

Jody Higgins  
jodyhigginsitcs@gmail



# Food & Nutrition

## Dept. Family Children Services

706-295-6500

- Apply for food stamps/SNAP
- Apply for Medicaid
- Community Resource List

Michele Woodard

michele.woodard@dhs.ga.gov



<https://dfcs.georgia.gov/locations/floyd-county>

## Northwest GA Hunger Ministries 706-844-1612

- Client choice pantry
- Veterans shop once per month
- Help with Veteran referral form

Lindsey Fisher

[lindsey@hungerministries.org](mailto:lindsey@hungerministries.org)



<https://www.hungerministries.org>

## NWGRRegional Council

706-295-6485

- Congregate Meals
- Meals on Wheels
- Aging Support Services

Linsay Wilson

[lwilson@nwgrc.org](mailto:lwilson@nwgrc.org)

Tiffany Holbrook

[tholbrook@nwgrc.org](mailto:tholbrook@nwgrc.org)



<https://www.nwgrc.org/>

## Community Kitchen

- Hot Meals Mon-Friday, 11-Noon

706-346-5708



<https://www.facebook.com/Romecommunitykitchen/>

## Salvation Army

706-291-4745

- Hot Meals Daily 5-6 pm



DOING  
THE MOST  
GOOD

<https://www.salvationarmy.org/rome>

## Rome Senior Center

706-236-4416

- Hot Meals 11-Noon
- Meals for Homebound

Amber Callaway

[acallaway@cvsrfdc.org](mailto:acallaway@cvsrfdc.org)



<https://www.romea.us/Facilities/Facility/Details/Senior-Center-5>

# Homeless Help

## Davies Shelters

- 30 day emergency shelter
- Mental Health counseling
- Case Management

706-512-1152

Josh Mollencamp  
josh@daviesshelter.com



<https://daviesshelter.com/>

## Salvation Army

- Food Pantry once per month
- Shelter for Men and Women
- Rent/Utility assistance

706-291-4745

Captain Paula Blevins  
paula.blevins@uss.salvationarmy.org



DOING  
THE MOST  
GOOD®

<https://southernusa.salvationarmy.org/rome/>

## United Way

- Resource line 706-622-1990
- Care plan and case management
- Housing program

706-622-1990

Cathy Hart  
cathy@usrome.org  
Alli Mitchell  
alli@uwrome.org



<https://www.uwrome.org/>

# Legal Assistance

## Emory Law Volunteer Clinic for Veterans

- Low income Veterans
- Basic estate planning, will, POA
- Advanced Healthcare Directive

404-727-0605

Carlissa Carlton  
crcarso@emory.edu



**Volunteer Clinic  
for Veterans**

<https://law.emory.edu/academics/clinics/student-led-clinics/volunteer-clinic-for-veterans.html>

## Georgia Legal Services Program 706-272-2258 ext. 2923

- General legal information
- Advanced Healthcare Directive
- Financial Power of Attorney POA

Kathy Bennett  
kbennett@glsp.org



**Georgia Legal  
Services Program**

<https://www.glsp.org/>

## Floyd County Public Defenders Office 706-234-0975

- Criminal, Delinquent and Dependency Matters
- Client centered representation



<https://www.floydcountyga.gov/defender>

### Note:

Gale Legal Forms are available for common requests such as vehicle sale on the SHRLS Library website. Use your library card and PIN to access and customize legal documents.

# Local Groups & Organizations

## American Legion



Lindale Post 136-Ron Pajor  
rpajor4577@aol.com  
Dalton Post 112 Rodney Dillard  
rmdillard1@gmail.com



## Disabled American Veterans



423-432-2715  
Doug Stephensen  
drstep@aol.com



## Georgia Military Women



770-309-7877  
Amy Stevens  
amstevens@mindspring.com



## Marine Corps League



706-356-2416  
Troy Bolt  
bolt1012@bellsouth.net



## Military Order of the Purple Heart



770-382-7607



## Quilt of Valor

770-547-1118  
Patricia DeFoor  
pattilew1960@gmail.com



## Rosie the Riveter Association

470-702-1054  
Brittany Sorrells  
brittany.sorrells@retireberry.com



## Veterans of Foreign Wars-VFW Post 4911



256-706-2633  
Tom Beavers  
alabeav@outlook.com



## HERO Agriculture



770-548-3088  
Anissa Mirtes  
anissajmirtes@gmail.com



# Mental & Physical Health and Wellness

## Bridge Health

- Health, Healing, Recovery
- Mental Health, Development
- Disabilities & Addiction

706-806-1276

Heather Roesner  
heatherr@bridgescsb.org



<https://www.bridgescsb.org/locations/>

## Department of Public Health

- COVID 19 vaccine
- Flu vaccine
- HIV testing

706-295-6123



<https://nwgapublichealth.org/counties/floyd/>

## Highland Rivers

- Counseling Options
- Suicide Prevention
- Veteran specific programs

800-729-5700

Melissa O'Brien  
melissaobrien@highlandrivers.org



<https://highlandrivers.org/>

## Living Proof Recovery

- Free, confidential services addiction
- Free, confidential services mental health
- Peer counseling/Art Therapy/Spiritual

706-204-8710

Vera Wright  
vera@livingproofrecovery.org



<https://www.livingproofrecovery.org/>

## NAMI - Rome

- Education for families of Veterans
- Weekly mental health support groups
- Mental health resources

706-506-2010

Bonnie Moore  
jmbm77@bellsouth.net



<https://namirome.org/>

## SHARE Military Initiative

Shepherd Center

- Treatment for PTS
- Treatment for Traumatic Brain Injury

404-804-9529

A J Veal  
aj.veal@shepherd.org



<https://www.shepherd.org/patient-programs/share-military-initiative>

## YMCA of Rome & Floyd Cty.

- Youth Development
- Healthy Living
- Social Responsibility

706-232-2468

Jeff Sinnock  
jsinnock@ymcarome.org



<https://www.ymcarome.org/>

# State & Federal Veteran Benefits

GA Department Veteran Service 706-295-6026

- Help file disability and pension claims
- Assist with both state and federal benefits
- Assist in obtaining military documents (DD214)
- Assist Surviving Spouses & Family Members
- PACT Act Information



Ken Childre  
kennethchildre@vs.state.ga.us



<https://veterans.georgia.gov/>

## Veterans Administration

404-329-2222

- Explain Veteran benefits and requirements
- Provide PACT Act information
- Explain Claims Process
- Check Claims Status
- Accept Claims for Processing



Bibbian Kipp  
bibbian.kipp@va.gov



**VA** | U.S. Department  
of Veterans Affairs

<https://www.va.gov/new-home-page/>

## GA Department Driver Services

678-413-8400

- Assist enrollment in Secure ID
- Verify Veteran Drivers License
- Assist with Veterans Drivers License or ID



Lorraine Krampfl  
LKrampl@dds.ga.gov



<https://dds.georgia.gov/>

## Social Security Administration

800-772-1213

- Replace lost social security cards
- Answer questions Retirement, Disability, SSI
- Provide a Veteran Benefit Letter
- Assist with scheduling with SSA



Annese Norman  
annese.norman@ssa.gov



<https://www.ssa.gov/>

# Hometown Happenings

## Rome Library

- Library Card
- Explore Local History/Genealogy
- Ebooks, EMagazines, Audio Books

706-236-4600

Amanda Blackmon  
ablackmon@SHRLS.org



## Dept. of Tourism

- Local & Travel Info
- Signature GA's Rome Gift Shop-Local Artisans
- Veteran Discounts

706-295-5576

Lisa Smith  
Lsmith@romegeorgia.us



## Rome|Floyd Board of Elections Voting

- Register to Vote
- Absentee Balloting
- Equitable Elections

706-291-5167

Akyn Trudnak



<https://www.floydcountyga.gov/elections>

## Floyd-Rome Transit Dept.

706-236-4523

- Free throughout 2023 w/in Rome City Limits



<https://www.romegeorgia.us/193/Transit>

## Polk - Cedartown City Transit

770-748-4074

- \$2 Cash Only - One Way



<https://cedartowngeorgia.gov/our-departments/transit-department/>

## Chattooga Transit

706-857-0736

- \$2 Cash Only - One Way



<https://chattooga-county.org/221/Transit-System>

## Did You Know?

### ***The Veterans Administration (VA) is divided into 3 Main Branches:***

**Veterans Health Administration:** Anything related directly to your physical or mental health, disability treatment (not payment), illness, and/or recovery by medical personnel.

**Veterans Benefits Administration:** Includes claims for disability (not actual medical treatment), applications for programs offered by the VA such as Aid & Attendance, Vehicle Modification due to disability, Education, and Training. Benefits do not involve a physical examination or doctors' appointments.

**National Cemetery Administration:** Concerning burial or cremation in a military cemetery, benefits and/or payments towards costs.

Things to keep in mind when trying to navigate any or all of the VA's main branches listed above:

1. Each branch has its own budget and structure.
2. The branches don't necessarily update each other. For example, Changing your address with one doesn't mean each branch will show the update.
3. Think of the three branches like three different military services, Army, Air Force and Marine Corps. Each work independently but towards the same goal in protecting America.
4. Have your act together when you call or email. Think of the questions you wish to ask, have your calendar at hand along with any other important papers or records.

## Did You Know? - Helpful Links For More Information

Hearing Aids: [https://www.prosthetics.va.gov/psas/Hearing\\_Aids.asp](https://www.prosthetics.va.gov/psas/Hearing_Aids.asp)

Vision Care: <https://www.va.gov/health-care/about-v-a-health-benefits/vision-care/>

Dental Care: <https://www.va.gov/health-care/about-v-a-health-benefits/dental-care/>

GI Bill: <https://www.va.gov/education/about-gi-bill-benefits/>

Veteran Readiness: <https://www.va.gov/careers-employment/vocational-rehabilitation/>

VA Pension: <https://www.va.gov/pension/>

Avoid Scams: <https://www.fcc.gov/veterans-targeted-benefits-scams>

Report Veteran Fraud: <https://www.fcc.gov/veterans-targeted-benefits-scams>

## Did You Know? - Request DD214, Military Records

### **You can request your military records four ways:**

1. **Online** through <https://milconnect.dmdc.osd.mil/milconnect/>. If you still need to be signed up with milconnect, see New User registration in the top right corner.
2. **Mail or Fax Form** Request Pertaining to Military Records (Standard Form SF 180) to the National Personnel Records Center (NPRC). Download Form 180 here <https://www.va.gov/find-forms/about-form-sf180/>
3. **Write a letter** to the NPRC, 1 Archives Drive, St. Louis, Missouri 63138
4. **Contact Georgia Department Veterans Service** by calling (404) 656-5940 or visiting your local office. See a map of all GDVS locations at <https://veterans.georgia.gov/locations/veterans-field-service-office-near-you>

*\*If you are not the Veteran and would like to request records, visit <https://www.va.gov/records/get-military-service-records/#youll-need-to-sign-in-to-milco> and scroll down for options.*

## Did You Know? - Plan a Burial or Cremation for Veteran at Federal or State Cemetery

Call our **National Cemetery** Scheduling Office at 800-535-1117. We can help you get the Veteran's DD214 or other discharge documents you may need.

Get more information about planning a burial <https://www.va.gov/burials-memorials/schedule-a-burial/>

If you have a pre-need decision letter that confirms eligibility To start, you or the funeral director can call the National Cemetery Scheduling Office at 800-535-1117 (TTY: 711) to request a burial. We're here Monday through Friday, 8:00 a.m. to 7:30 p.m. ET, and Saturday, 9:00 a.m. to 5:30 p.m. ET.

*Keep in mind that the pre-need decision letter doesn't identify a specific cemetery or gravesite, since it's not possible to reserve these in advance. In some cases, we may review your eligibility again at your time of death, as laws and circumstances may have changed since your pre-need application.*

The **GDVS maintains two veterans' memorial cemeteries**. These two locations provide final resting places for Georgia's veterans and serve as shrines to their memory and their service to our nation. Georgia Veterans Memorial Cemetery at Glennville and the Georgia Veterans Memorial Cemetery at Milledgeville. Visit <https://veterans.georgia.gov/services/memorial-cemeteries/requirements-burial> for more information or call (404) 656-5940

## Did You Know? - Request a Digital Veteran ID Card (Not Medical Related)

A Veteran ID Card (VIC) is a digital form of photo ID you can use to get discounts offered to Veterans at many restaurants, hotels, stores, and other businesses. To find out if you're eligible for a Veteran ID Card—and how to apply, go to <https://www.va.gov/records/get-veteran-id-cards/vic/>

## Did You Know? – Replace Military Medals and Ribbons

For the **Veteran**: in general, the military services will work replacement medal requests for the veteran at no cost. This includes family members with the signed authorization of the veteran.

For the **Next-of-Kin**: the process (and cost) for replacement medals requests differs among the service branches and is dependent upon who is requesting the medal, particularly if the request involves an archival record.

For the **General Public**: if the service member separated from military service 62 (or more) years ago, the public may purchase a copy of the veteran's Official Military Personnel File (OMPF) to determine the awards due and obtain the medals from a commercial source. If the service member separated less than 62 years ago, the public may request such information from the OMPF via the Freedom of Information Act (see Access to OMPFs by the General Public).

Visit <https://www.archives.gov/veterans/replace-medals> for more information and forms.

## Did You Know? – VA Home Loans

The VA offers VA home loan programs to help you buy, build, or improve a home or refinance your current home loan—including a VA direct loan and 3 VA-backed loans. Learn more about the different programs, and find out if you can get a Certificate of Eligibility for a loan that meets your needs. Visit <https://www.va.gov/housing-assistance/home-loans/loan-types/> To request a COE/Certificate of Eligibility visit <https://www.va.gov/housing-assistance/home-loans/how-to-request-coe/>

## Did You Know? – Modify Home for Disability

If you need to change or upgrade your home due to a disability, visit <https://www.va.gov/housing-assistance/disability-housing-grants/how-to-apply/> to learn about grants to help pay for the construction and modification.

## Did You Know? – VA Offers Life Insurance

VA life insurance can offer financial security for Veterans, service members, and their spouses and dependent children. Explore your options, manage your policy, and file claims to get the insurance benefits you've earned. Visit <https://www.va.gov/life-insurance/> to learn more and apply.

## Did You Know? – Automobile Allowance Disabled Veterans

Do you have a disability related to your military service that prevents you from driving? If you do, you may be able to get disability compensation or benefits. Visit <https://www.va.gov/disability/eligibility/special-claims/automobile-allowance-adaptive-equipment/> to learn more.



# WE CARE FAIR SUPPORTERS



## CITY OF ROME



Rome News-Tribune

RRP, LLC



## FLOYD COUNTY



[www.unitedmilitarycare.org](http://www.unitedmilitarycare.org)  
[www.wecarevetfair.com](http://www.wecarevetfair.com)