

VETERANS SERVICES

Richard Krug
Veterans Officer

The Veterans' Services program is mandated according to Massachusetts General Law, Chapter 115 and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a full-time Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available full time to provide assistance. The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's House, Senate and Executive Office, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, located at 105 Everett Street, is a one stop human service office with the top priority of providing services designed to improve the quality of life for every veteran in Town. In addition to Chapter 115, the mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and training services, military records, tax exemptions, annuities, burials and care and decoration of veterans' graves. Financial assistance to qualified veterans and their dependants is provided, in accordance with State and federal regulations.

Program Implementation

The Veterans' Services Officer responds to daily calls requesting information, advice and assistance. Calls come from Concord residents as well as veterans and dependents from surrounding communities and the numbers are constantly increasing as a result of the aging veteran population and more than 26,000 veterans have returned to Massachusetts from Iraq and Afghanistan, according to state records. The Veterans' Services Officer often helps veterans obtain assistance from veterans' organizations as well as other local, State and federal organizations, such as community services and Social Security. The Veterans' Services Officer has also been called upon to provide transportation to and from medical appointments for veterans. Currently

there is one individual receiving financial assistance for qualifying Chapter 115 benefits.

The Veterans' Services Officer currently serves on the Executive Board of the Massachusetts Veterans' Services Officers Association and has been networking with local civic groups, senior citizen groups and area veterans' organizations as well as families of service members currently deployed. He has assisted at veterans' funerals, worked with students during Veterans' Day and Memorial Day exercises, served as a guest speaker in some high school and elementary school classes as well as for Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess and Concord Park Assisted Living. In addition to reaching out to veterans who are seniors, he has generated veteran related programming for the local cable television channel and human interest articles for the local newspaper about resident veterans and their service to the country. The articles may include some facts and perhaps a bit of humor that might be of interest to residents, as well as information on how to contact the local Veterans' Services Officer.

The following is a list of applications applied for or services requested from Concord Veterans' Services during the year 2010:

Prescription Benefits	23
Death Benefits	24
Housing Benefits	6
Assisted Living	4
Upgrade VA Disability	14
Aid & Attendance	20
Chapter 115	21
Surviving Spouse	16
VA Forms	26
Financial Assistance	12
Hugh Cargill Trust	1
Military Medals and Flags	23
Military Records	24
Health Benefits	28
Employment	6
<i>Concord Journal</i> Veteran Article	5
Disability Filing	9
Disability Tax Abatement	18
Veterans' Outreach	37
Weatherization Assistance	5

For information or assistance on Veterans' Services please call 978-318-3038 or e-mail dkrug@concordma.gov. For information about services, events and other veterans' organizations please visit Concord's web page at www.concordma.gov/clerk/veterans.htm.



A large number of Veterans participated in the Parade celebrating Concord's 375th Birthday.