



Idaho Division of
**VETERANS
SERVICES**

*Caring for
America's
Heroes*

Office of Veterans Advocacy

BULLETIN

January 2022

STATE OF IDAHO

BRAD LITTLE, GOVERNOR

VETERANS AFFAIRS COMMISSION

JOSH CALLIHAN
JINNY CASH
ROCKEY DAVIS
ARTHUR L. GIMPEL

DIVISION OF VETERANS SERVICES

MARK TSCHAMPL, CHIEF ADMINISTRATOR

VETERANS SERVICES BUREAU CHIEF

BILL HEYOB

VETERANS SERVICE OFFICERS

FRANK FABBI
SHAY HENRY
TED MCAUSLAN
WES MCAUSLAN
KELLY MCCARTNEY
JIM PHILPOTT
JT RAMONDETTA
MATT RANSTROM
JOE RIENER
LANCE SANTIAGO
ROBERT SMITH
SCOTT THORSNESS
STACY WHITMORE

To be connected with a VA suicide prevention and mental health professional,
call the toll-free National Suicide Prevention hotline and indicate you are a veteran.
(800) 273-8255

ALL EMPLOYMENT ACTIVITIES AND SERVICES ARE ADMINISTERED IN A NONDISCRIMINATORY
MANNER IN CONFORMANCE WITH FEDERAL AND STATE EEO AND CIVIL RIGHTS LAWS

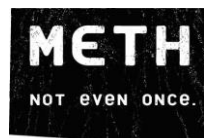


TABLE OF CONTENTS

From Bill’s Desk.....	3-4
Go Green and Get the Bulletin Via Email.....	4
VA Updates Disability Rating Schedules for Genitourinary & Cardiovascular Systems	5
VA Helps Women Veteran Entrepreneurs Power Up.....	5
VA Extends Presumptive Period for Persian Gulf War Veterans.....	6
VA Strengthens Care for Veterans Affected by Intimate Partner Violence & Sexual Assault.....	6
VA Accesses Resources to Increase Housing Assistance for Vulnerable Veterans	6
VA & Indian Health Service to Broaden Scope to Serve American Indian & Alaska Natives	7
VA Releases Cybersecurity Strategy to Secure Veteran Information & Privacy	7
Dates to Remember.....	8
Convention Dates	8
The History of President's Day.....	8
DAV Van Contacts To and From VA Medical Centers.....	9

**If you’ve not already done so, please volunteer to receive the bulletin via email
by emailing
listserv.admin@veterans.idaho.gov**



FROM BILL'S DESK

I hope everyone had a great holiday season and are ready for everything 2022 has to bring! Here are some of the ongoing issues within the Idaho Division of Veterans Services and the VA. I want to thank the Veterans of Foreign Wars' National Veterans Service for many of these updates.

In our last Bulletin, I mentioned we hired a new Veteran Service Officer in our Pocatello Office. Well we now have someone else joining our team in Pocatello. Ted McAuslan served in the Navy and with the Wyoming National Guard and his first day will be in early February. Speaking of February, our Administrative Assistant in Pocatello, Arlene Davis, will officially retire on February 1st. We wish her and her family the best of luck and hope she enjoys her retirement. Michele Padgette, one of the Service Officers in our Caldwell Department of Labor Office, has made the decision to move on and we wish her the best of luck. Michele has served as a Veteran Service Officer since April 2017. Lance Santiago from our office In the Boise VA Regional Office, will be retiring at the end of February. We will begin looking for his replacement towards the end of January. Of course, we hope Lance and his family the best on his upcoming retirement!

The Boise VA Regional Office remains open to the public despite the ongoing construction on the second floor, which should be completed within the next couple of months. Due to Covid-19, visitors to the Boise VA Regional Office are reminded masks are mandatory and if you are experiencing cold/flu-like symptoms, to remain home and not enter the building.

The Boise VA Regional Office and VA Medical Center are currently in the process of hiring various types of positions. If interested, log onto the USAJobs website at www.usajobs.gov.

In the last Bulletin, I mentioned the VA approved additional presumptive service-connected conditions relating to airborne particulate environmental exposures (to include Burn Pits) for veterans who served in the Southwest Asia Theater of Operations (Iraq, Kuwait, Saudi Arabia, the neutral zone between Iraq and Saudi Arabia, Bahrain, Qatar, the United Arab Emirates, Oman, the Gulf of Aden, the Gulf of Oman, the Persian Gulf, the Arabian Sea, the Red Sea, and the airspace above these locations) from August 2, 1990, to the present OR Afghanistan, Djibouti, Syria, and Uzbekistan during the Persian Gulf War from September 19, 2001, to the Present for the conditions of Asthma, rhinitis, and sinusitis. To be eligible for these new presumptive conditions, the veteran must show a current diagnosis of one or more of these conditions which manifested within 10 years of a qualifying period of military service. The emails the VA have sent out are confusing because along with discussing these new presumptive conditions, it also mentions the additional presumptive conditions of bladder cancer, hypothyroidism, and parkinsonism, which are for herbicide presumptive conditions related to Vietnam.

In accordance with the Federal Register Interim Rule published on September 14, 2021, the VA has extended the presumptive period for disabilities associated with service in Southwest Asia to December 31, 2026. This means if a veteran develops a qualifying chronic disease as listed in 38 CFR 3.317 (an undiagnosed illness, chronic fatigue syndrome, fibromyalgia, or functional gastrointestinal disorder) and has also served in the Southwest Asia theater of operations (Iraq, Kuwait, Saudi Arabia, the neutral zone between Iraq and Saudi Arabia, Bahrain, Qatar, the Unites Arab Emirates, Oman, the Gulf of Aden, the Gulf of Oman, the Persian Gulf, the Arabian Sea, the Red Sea, and the airspace above these locations), the disability may be granted service connection on a presumptive basis if the disability manifests within 10 years of the veteran’s last period of service in Southwest Asia or before December 31, 2026, whichever is earlier.

There is a 5.9% Cost of Living Allowance Increase on VA monthly awards beginning on the January 1, 2022, payment cycle.

The VA Medical Centers continues to offer Covid-19 Vaccinations to all age groups of veterans and to the spouses and caregivers of enrolled veterans. Call your local VA Medical Center for information or to setup an appointment for the vaccine (though appointments are not needed).

The Boise VA Medical Center will be working to open a new Community Outbased Clinic (CBOC) in Caldwell. Once that is finished, the Boise VA Medical Center will work towards a new CBOC in Twin Falls. Also, the Boise VA Medical Center is hoping to receive funding in the next year to begin construction on a new Primary Care Facility on the current parade grounds of the Boise VA Medical Center.

The National Personnel Records Center (NPRC) has increased its operational capacity and is now able to service emergency requests associated with medical treatments, burials, and homeless veterans trying to gain admittance to a homeless shelter, and to resume service on routine requests for DD-214s. To submit a request, go to www.archives.gov/veterans/military-service-records.

The VA has announced the centralized printing process experienced a backlog of correspondence waiting to be mailed, affecting all correspondence being sent to claimants between July 13, 2021, and December 13, 2021. The Veterans Benefits Administration (VBA) is continuing to proactively work with the Government Printing Office (GPO) to quickly address the remaining backlog and has a new printing contractor in place as of December 13, 2021. Any notification letters issued after this date will be printed and mailed in a timely manner. As a result of the delay, some claimants may not be able to meet required deadlines provided in the VA’s correspondence. Therefore, the VA is extending a 90-calendar day grace period on the original deadline to guarantee the proper time for claimants to respond. For claimants with letters dated between July 13, 2021,

and December 31, 2021, if the claimant does not reply to a time-limited response (such as in an appeal, an election of benefits or services, reporting for a scheduled compensation and pension examination, due process, etc.), the VBA will not take any adverse action to deny, reduce, or terminate benefits or services unless:

- the claimant is contacted and there is a documented waiver of their right to respond,
- the requested information has been received, OR
- the response period was extended at least 90 days.

Due to the American Rescue Plan Act and other COVID-19-related legislation recently passed into law, FEMA will be able to provide financial assistance for COVID-19-related funeral expenses acquired after January 20, 2020. People who incurred COVID-19-related funeral expenses are being advised to keep and gather documents, like an official death certificate showing the death is COVID-19 related and funeral expense documents. FEMA will also need proof of funds received from other sources such as the VA, to determine the amount of your benefit. BEWARE of scammers – FEMA will not contact people prior to them registering for assistance. To file a claim, you must call the FEMA COVID-19 Funeral Assistance Helpline at (844) 684-6333/TTY: (800) 462-7585. More information can be found at www.fema.gov/disasters/coronavirus/economic/funeral-assistance/faq

The Board of Veterans Appeals in Washington D.C. recently hired 20 new Veterans Law Judges to conduct appeal hearings and make decisions on appeals; bringing the total number up to 113.

With a new year, if you or someone you know is rated 100% Service Connected or in receipt of Individual Unemployability from the VA and own their home, they need to request a new VA Benefit Letter (dated January 1, 2022, or later) verifying their current benefit in order to apply for the 2022 100% Service Connected Property Tax Program. This will reduce the Idaho State Property Tax by up to \$1,500 on the December 2022 property tax bill. You must renew this each year if you received it in 2021.

The Department of Veterans Affairs (VA) has selected Delta Dental of California and MetLife to once again offer private insurance coverage for the VA Dental Insurance Program (VADIP). The Department of Veterans Affairs Dental Insurance Reauthorization Act of 2016 had extended VADIP until December 31, 2021. However, the Department of Veterans Affairs Expiring of Authorities Act of 2021 eliminated the termination date of December 31, 2021. The VA will be able to continue dental insurance services indefinitely. Veterans who are enrolled in the VA health care system and beneficiaries and their dependents of the Civilian Health and Medical Program of the VA (CHAMPVA) can enroll in the program. VADIP offers eligible individuals the opportunity to purchase discounted dental insurance coverage that includes diagnostic services, preventive services, endodontic and other restorative services, surgical services, and emergency services. Each individual covered by the dental insurance plan will pay the entire premium for coverage under the dental insurance plan, in addition to the full cost of any copays. Enrollment is voluntary and does not affect eligible individuals' entitlement to existing VHA outpatient dental services and treatment. Coverage for VADIP dental services is provided in the United States, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, and the Commonwealth of the Northern Mariana Islands. Delta Dental and MetLife have administered VADIP since the three-year VADIP pilot program began January 1, 2013, and continuing through the program extension to June 30, 2022. As of September 2021, more than 133,000 veterans and CHAMPVA beneficiaries have enrolled in the program. Multiple plan options allow individuals to select a plan that provides benefits and premiums meeting their dental needs and budget. You may click each insurer's link for specific information regarding registration, rates, and services, or call Delta Dental at (855) 370-3303 or MetLife at (888) 310-1681.

If you have any questions, please feel free to contact our offices and have a fun and safe winter season.

GO GREEN AND GET THE BULLETIN VIA EMAIL

In our continual effort to reduce costs and lessen our “ecological footprint,” the Office of Veterans Advocacy is again asking for your help. In order to reduce printing and mailing costs, as well as the amount of paper used, we are asking you to volunteer to receive the bulletin via email.

The bulletin will arrive in your in-box every quarter as a PDF document, which will allow to you forward or print and disseminate as many copies as you like. In addition to receiving the quarterly bulletin, you will also receive our annual Veterans Resource Directory via email.

If you can help us with our goal of reducing costs and the saving paper, please email Jennel Binsky at Jennel.binsky@veterans.idaho.gov. Thanks for your help with this most worthwhile endeavor! And don't forget you can always view and print the Bulletin and Resource Directory by visiting our website at www.veterans.idaho.gov.

VA UPDATES DISABILITY RATING SCHEDULES FOR GENITOURINARY & CARDIOVASCULAR SYSTEMS

Press Release, November 15, 2021

The U.S. Department of Veterans Affairs announced its update to the genitourinary and cardiovascular regulations in the VA Schedule for Rating Disabilities at Title 38 Code of Federal Regulations (VASRD). The changes were made to ensure these portions of the rating schedule contain current medical terminology and provide detailed and updated criteria for the evaluations related to genitourinary and cardiovascular disabilities.

The VA renamed conditions, removed obsolete language, clarified ambiguities, and added conditions with appropriate diagnostic codes not previously identified in the VASRD. While finalizing the rulemaking, the VA received, considered, and responded to comments from the National Organization of Veterans' Advocates Inc., American Association of Nurse Practitioners, Paralyzed Veterans of America, and veterans. "These changes are important to the claims processing procedures and are based on scientific and medical information that is vital in making consistent claims decisions for our veterans," said Acting Under Secretary for Benefits Thomas Murphy. "Claims related to genitourinary and cardiovascular conditions that were pending on November 14, 2021, will be considered under both the old and new rating criteria, and whichever criteria is more favorable to the veteran will be applied."

The complete list of updates to the VASRD for the genitourinary and cardiovascular systems is now available online. For veterans already receiving evaluations for the genitourinary and cardiovascular conditions impacted by this change, the VA will not reduce the evaluation simply based on the rating schedule change. A reduction in evaluation will only occur if there is improvement in a disability sufficient to warrant a reduction under the former criteria.

VA has issued several VASRD updates since September 2017, 2021, including updates for dental and oral conditions, conditions related to the endocrine system, gynecological conditions and disorders of the breast, diseases of the eye, infectious diseases, conditions of the hemic and lymphatic systems, skin conditions, and musculoskeletal and muscle injuries.

VA HELPS WOMEN VETERAN ENTREPRENEURS POWER UP

Press Release, November 16, 2021

The Department of Veterans Affairs, in collaboration with the PenFed Foundation, helped three women-owned small businesses earn business development grants used to support their growing companies in the economic marketplace. The recipients received a total of \$30,000 from participating in the October 4th Women Veteran GovCon Bootcamp Accelerator Pitch Competition.

The pitch competition was the conclusion of a series of business-development trainings co-hosted by the VA Office of Small and Disadvantaged Business Utilization and the PenFed Foundation. Judges considered several criteria, including the value proposition of the pitch, if it offered a better solution than what is currently available on the market, and how the grant might help winners scale and grow their businesses.

When asked about the program, recipients shared they felt empowered, engaged, and better prepared for the future of their business. "This program was amazing because it taught me a lot about federal contracting," said first place winner, Army veteran and president of Abrado Analytics Lisa Van Wormer. "I thought I knew a lot about federal contracting because of my military service. However, this program taught me things I needed to know as a business owner. The program really helped me focus on the path I had to take to grow my company."

Second place winner Veronica Lane, Navy veteran and president of WJM Professional Services, has been in federal contracting for more than 27 years and recommends this program to any women veteran-owned small business looking to expand their knowledge base. "Knowledge is power, knowledge is key," she said. "You're going to learn that the government contract landscape changes on a daily basis. You get a different experience through every program that you go through. Learn as much as you can and pursue your dreams."

Finishing third was Liseth Velez, National Guard veteran and president of LJV Development. She shared, "I had some experience with federal contracting, but this program went right to the nitty-gritty. I knew I was going to learn something that I could apply right away. The program provided me new information when compared to other federal contracting programs that I attended previously."

The goal of the GovCon Bootcamp Accelerator program is to empower women veteran entrepreneurs and improve women veteran business owners' well-being by getting them access to nationwide resources.

VA EXTENDS PRESUMPTIVE PERIOD FOR PERSIAN GULF WAR VETERANS

Press Release, October 27, 2021

The Department of Veterans Affairs has extended the presumptive period to December 31, 2026, for qualifying chronic disabilities rated 10% or more resulting from undiagnosed illnesses in Persian Gulf War veterans to ensure benefits established by Congress are fairly administered. If an extension of the current presumptive period was not implemented, service members whose conditions arise after December 31, 2021, would be substantially disadvantaged compared to service members whose conditions manifested at an earlier date. Limiting entitlement to benefits due to the expiration of the presumptive period would be premature given that current studies remain inconclusive as to the cause and time of onset of illnesses suffered by Persian Gulf War veterans.

The VA presumes certain medically unexplained illnesses are related to Persian Gulf War service without regard to cause, including chronic fatigue syndrome, fibromyalgia, and functional gastrointestinal disorders. Also included are undiagnosed illnesses with symptoms that may include but are not limited to abnormal weight loss, cardiovascular disease, muscle and joint pain, headache, menstrual disorders, neurological and psychological problems, skin conditions, respiratory disorders, and sleep disturbances.

Persian Gulf War veterans who are experiencing any of the symptoms listed above and other unexplained medical issues are encouraged to file a claim.

VA STRENGTHENS CARE FOR VETERANS AFFECTED BY INTIMATE PARTNER VIOLENCE & SEXUAL ASSAULT

Press Release, December 4, 2021

The Department of Veterans Affairs recently initiated a pilot program to improve services for veterans who have experienced or are experiencing intimate partner violence or sexual assault (IPV). The two-year initiative focuses on strengthening community partnerships, training for VA staff and community partners, identifying effective clinical interventions, and providing outreach to underserved populations. “Approximately one in three women and one in four men in the general population report experiencing intimate partner violence,” said VA Management and Social Work Executive Director Jill DeBord. “Research by VA’s National Center for post-traumatic stress disorder shows veterans may be disproportionately impacted by IPV.”

The pilot program stems from the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020, Title 5 of the Deborah Sampson Act. This initiative allows opportunity to better understand and address intimate partner violence and sexual assault among the veteran population.

Veterans who have experienced or are experiencing IPV are encouraged to contact an Intimate Partner Violence Assistance Program Coordinator at the nearest VA medical center or call the National Domestic Violence Hotline at (800) 799-7233 or (800) 787-3224 (TTY). For more information about available supportive services, visit the VA’s Intimate Partner Violence Assistance Program at www.socialwork.va.gov/IPV/About.asp or the VA’s Military Sexual Trauma Program at www.va.gov/health-care/health-needs-conditions/military-sexual-trauma/.

VA ACCESSES RESOURCES TO INCREASE HOUSING ASSISTANCE FOR VULNERABLE VETERANS

Press Release, November 10, 2021

The Department of Veterans Affairs updated regulations November 10th governing the Supportive Services for Veteran Families grant program (SSVF) to provide a more effective subsidy to veterans in high-cost rental markets and to increase the cap in general housing assistance available to the most vulnerable veteran families. Under the new regulations, in certain communities, the SSVF grant will cover up to 50%, an increase from 35%, of eligible veterans’ reasonable rent for two years without need for recertification. “We know veterans are increasingly vulnerable to homelessness and housing insecurity,” said VA Secretary Denis McDonough. “The updated regulations give Supportive Services for Veteran Families grantees more flexibility and tools to keep veterans housed while also helping them increase their income and access permanent affordable housing solutions.”

The new rule also expands the maximum stay in emergency housing for unsheltered veterans. The original rule authorized placement for a veteran and his or her spouse with dependents in emergency housing for up to 45 days, which proved often not enough time to locate stable and affordable permanent housing in highly competitive rental markets. A veteran and his or her spouse with dependents can now stay in emergency housing for a maximum of 60 days. The 15-day increase in length-of-stay is expected to have the most significant benefit to veteran families in rental markets with few vacancies, as well as unsheltered homeless veteran's families.

Ending Veteran homelessness is a top priority for the VA, aligned with the White House’s priority to promote housing stability by supporting vulnerable tenants.

VA & INDIAN HEALTH SERVICE BROADEN SCOPE TO SERVE AMERICAN INDIAN & ALASKA NATIVES

Press Release, November 23, 2021

The Department of Veterans Affairs and the Indian Health Service renewed a partnership ON October 1st, to help the country's nearly 145,000 American Indian and Alaska Native veterans overcome health care access barriers.

The partnership, originally established in 2003, facilitates health care access and improves patient experience, information technology, resource sharing, and will now open the door for these agencies to develop an operational plan to achieve four goals and objectives agreed upon with Tribal stakeholders. "VA and IHS leadership engaged key tribal stakeholders during 90-day tribal consultation sessions in late 2020 and early 2021 to gain insights and feedback on how both agencies can better serve these historically marginalized patient populations," said Executive Director of Veterans Health Administration's Office of Rural Health Thomas F. Klobucar, Ph. D. "Through these collaborative efforts, we will continue to bridge existing gaps and provide equitable care delivery to American Indian and Alaska Native veterans, and ensure they receive the high-quality care they have earned."

The four mutual goals of this partnership are to:

- Increase access and improve quality of health care and services for the benefit of eligible AI/AN patients served by VHA and IHS.
- Facilitate enrollment and seamless navigation for eligible AI/AN veterans in VHA and IHS health care systems.
- Facilitate the integration of electronic health records and other Health Information Technology systems that affect the health care of AI/AN veterans.
- Improve access for patient populations through resource sharing, including technology, providers, training, human resources, services, facilities, communication and reimbursement.

The VA has made major strides for AI/AN veterans to provide the care they need, including:

- The establishment of reimbursement agreements enabling VHA to reimburse IHS for care that AI/AN veterans receive at IHS and Tribal Health Program facilities. Since its inception in fiscal year 2012 through the end of FY 2021, nearly \$149 million has been provided from VHA to IHS and THPs for the care of nearly 14,000 VA-enrolled AI/AN veterans.
- The agreement to extend VA Consolidated Mail Outpatient Pharmacy services to VA-enrolled AI/AN veterans who receive care at IHS clinics. Since its inception in FY 2010 through the end of FY 2021, nearly 6.8 million prescriptions have been processed for VA-IHS veterans.
- The launch of several successful programs to serve AI/AN veterans. The Rural Native Veteran Health Care Navigator Program will be a project under this new agreement. Through this program, Health Care Patient Navigators help AI/AN veterans overcome health care access barriers by coordinating care across VA, VHA, IHS, federally recognized tribes, local communities and other state and federal agencies.

For more information about the VHA-IHS partnership and AI/AN veterans, please contact the VHA Office of Rural Health at ORHcomms@va.gov or IHS at newsroom@ihs.gov.

VA RELEASES CYBERSECURITY STRATEGY TO SECURE VETERAN INFORMATION & PRIVACY

Press Release, November 4, 2021

On November 4th, the Department of Veterans Affairs published a new cybersecurity strategy to protect against exposure of veterans' personal information or the corruption of critical data. Veteran data is of great interest to adversaries who seek financial gain and other types of exploitation. Loss or compromise of information can place veterans and the department's mission at risk. To safeguard against fraudulent activities, the VA developed a strategy outlining a measurable and effective framework enabling the protection and resilience of the VA's most critical business functions and assets. "As we continue to rapidly advance technology across VA, this strategy provides an agile framework to address the challenges of today and adapt to the technologies and threats of tomorrow," said Secretary of Veterans Affairs Denis McDonough. "This comprehensive approach practices accountability and transparency, while remaining hypervigilant of cyber threats — charting a course for success at the individual and enterprise levels."

The strategy outlines five goals focused on maintaining a robust and resilient technology environment that advances the VA's mission, including:

- Secure and protect VA and Veteran information;
- Protect information systems and assets;
- Leverage innovation to strengthen cybersecurity;
- Enhance cybersecurity through partnerships and information sharing;
- Empower VA mission through cybersecurity risk management.

DAV VAN CONTACTS TO AND FROM VA MEDICAL CENTERS

BOISE & SURROUNDING AREA TO BOISE VAMC

All appointments for rides must be made 72 hours in advance.

For the schedule or an appointment, call Jim Rossette at the Boise VA Medical Center (208) 422-1000 ext. 7555.

LEWISTON & SURROUNDING AREA TO SPOKANE VAMC

All appointments for rides must be made 72 hours in advance.

For the schedule or an appointment, call the DAV Transportation Office at the Spokane VA Medical Center (800) 325-7940.

LIBBY & SURROUNDING AREA TO SPOKANE VAMC

All appointments for rides must be made 72 hours in advance.

For the schedule or an appointment, Call the DAV Transportation Office at the Spokane VA Medical Center (800) 325-7940.

COEUR D'ALENE & SURROUNDING AREA TO SPOKANE VAMC

All appointments for rides must be made 72 hours in advance.

For the schedule or an appointment, Call the DAV Transportation Office at the Spokane VA Medical Center (800) 325-7940.

SANDPOINT & SURROUNDING AREA TO SPOKANE VAMC

All appointments for rides must be made 72 hours in advance.

For the schedule or an appointment, call the DAV Transportation Office at the Spokane VA Medical Center (800) 325-7940.

LEWISTON TO WALLA WALLA VAMC

Thursdays: Walla Walla VA Medical Center Van. 8:00 a.m. departure from the CBOC at 1630 23rd Avenue, Building 2.

Arrives at Walla Walla at 10:00 a.m. Departs Walla Walla at 1:30 p.m. Arrives Lewiston at 3:30 p.m.

If your appointment runs past the departure time of 1:30, there is no alternative for returning to Lewiston.

POCATELLO, IDAHO FALLS, & SURROUNDING ARE TO SALT LAKE CITY VAMC

All appointments for rides should be made 72 hours in advance.

For the schedule or an appointment, call the VTS/DAV Transportation Office at (800) 613-4012 ext. 2003 or 1027.

