

JOINT SURVIVORS' FORUM

April 24, 2025

U.S. Department of Veterans Affairs
& U.S. Department of Defense



JOINT SURVIVORS' FORUM – APRIL 2025

VA



U.S. Department
of Veterans Affairs

Subscribe to Survivors' Forum Updates

Visit va.gov/SURVIVORS/Survivors_Forum.asp
to sign up for Survivors' Forum updates,
including email invitations and access to slides.

WELCOME

Ann Duff, Director
Office of Survivors Assistance (OSA)

To receive a copy of the slides after the Forum:

Ensure you are subscribed to our Forum updates
at va.gov/SURVIVORS/Survivors_Forum.asp

DOD UPDATES

Lisa Valentine



Office of the Deputy Assistant Secretary of Defense
Military Community & Family Policy

DoD Casualty, Mortuary Affairs and Military Funeral Honors Update

Ms. Lisa Valentine

Program Manager

**Casualty, Mortuary Affairs, and Military Funeral Honors
Military Community and Family Policy (MC&FP)**

VA/DoD Survivor's Forum

April 24, 2025

Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.



Agenda

- Mission
- Updates
- Reminders
- Gold Star and Surviving Family Member Liaisons



Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

Mission

The mission of the Casualty, Mortuary Affairs, and Military Funeral Honors program is to provide oversight of DoD and Service policies pertaining to casualty, mortuary, and military funeral honors programs and to provide authorized and necessary assistance to eligible family members of **deceased, missing, ill, or injured personnel**. Assistance may include but is not limited to: transportation assistance; applying for and receiving benefits and entitlements; obtaining copies of records, reports, and investigations; legal assistance; receipt of personal effects; mortuary, burial, and funeral honors assistance; relocation assistance, including shipment of household goods; liaison with other federal agencies; information and referral, including emotional and spiritual support, and other assistance as requested.

CY 2025 (Jan 1-Mar 31, 2025)

Fatalities: 196

Wounded/Ill: 297

Missing: 0

Military Funeral Honors Provided:

9,168+








Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

Congressional Reporting Requirements Updates

Interim Rule Defining “gold star survivor” and “gold star family”

- Learn about the [History of the Gold Star](#)

800-342-9647 | Call Us OCONUS | Call Us TTY/TDD



0:00 / 1:07

- Enroll in this brief MilLife Learning course, [“Recognizing Military Service”](#)
- Contact your respective military service – [Army](#), [Marines](#), [Navy](#), [Air Force](#) or [Coast Guard](#)



Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

The Survivor Connection eNewsletter

Subscribe at <https://www.militaryonesource.mil/epublications/>.

.MIL Email Account Version

From: The Survivor Connection News <subscriptions@militaryonesource.dod.govdelivery.com>
Sent: Thursday, May 2, 2024 9:48 AM
To: firstname.lastname.civ@mail.mil>
Subject: Navigating Relationships, Virtual Survivor Symposium & Understanding Benefits

An official communication from the United States Defense Department.

If the following web addresses are not highlighted, copy and paste the entire website address into the address bar of the browser and press enter.

May 2024

[View in Browser](#)

***Navigating Grief & Relationships**

It's normal to feel disconnected from friends and family after the death of a loved one. Learn how to navigate relationship changes, find your support system and practice self-care as you move through your grief.

[Read More >>](#)

***Virtual Survivor Symposium: June 21**

Join the Defense Department for its first virtual Survivor Symposium. Tune in to learn about survivor benefits — including how they change if you remarry, tips for keeping your accounts in order and applying for the death gratuity.

[Register Now >>](#)

***Remembering Our Heroes**

The Defense Department recognizes the commitment of those who have died in service to their country — on Memorial Day and every day. Honor the legacy of your loved one by adding their name to the Military In Lasting Tribute online memorial.

[Honor a Loved One >>](#)

***Spouse Career Events**

Throughout May, eligible spouses can [tune in to virtual events](#) from Spouse Education and Career Opportunities. Join in and get free help to achieve your career goals with:

- The Virtual Military Spouse Symposium, May 14-16
- SECO Career Coach Webinars & Workshops, May 21-23
- Military Spouse Employment Partnership Virtual Hiring Fairs, May 29 and 30

***Lifetime Access to National Parks**

Step into the healing power of nature with the America the Beautiful passes. Surviving families may be eligible for a Military Lifetime Pass that offers free access to many of America's national parks and other federal recreation areas. [Get your free pass](#) today and check out other MWR benefits, such as [travel discounts](#).

***Making the Final Move**

If you're preparing to move after the death of your service member, you're not alone. [Get information](#), resources and support made to help you understand your allowances, navigate decisions and take some of the stress out of your final military move.

Personal Email Account Version

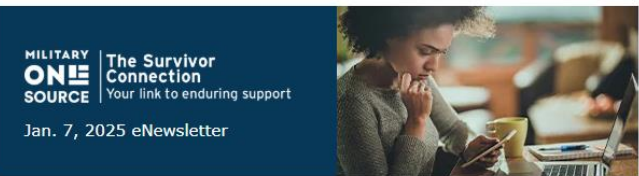
Survivor Symposium, Finances & Taxes & More

Military OneSource sent this bulletin at 01/07/2025 12:50 PM EST

An official communication from the United States Defense Department.

[view in browser](#)

Resources and support designed specifically for the survivor community.



Date Set for Next DOD Survivor Symposium

Join us for the next Defense Department Survivor Symposium on **Feb. 21** to hear the latest about the online survivor benefits report, learn about financial management and financial counseling for survivors, and tax implications and considerations for survivors.

You can also [watch the recording](#) of the last symposium to learn about Spouse Education and Career Opportunities and more.

[Register Now](#)



Managing Your Finances

In this podcast, hear from financial



Preparing for Tax Season

If you're eligible for MilTax free e-filing

More than
14,511
Subscribers



Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

More Updates

- [The Survivor Connection](#) - 12th edition to be sent to subscribers on May 1st.
- [The Online Survivor Benefits Reports](#) are back online; Family Assistance Support Team is always available by phone at 877-827-2471 or email at MFOSBR@magellanfederal.com.
- **DoD Survivor Symposium is Friday, June 27, 2025, noon-3 p.m. ET.** Experts will:
 - Provide details of the College Success Roadmap Series.
 - Discuss financial milestone tips and reminders for military survivors.
 - Give an overview of Military OneSource benefits for surviving children.
 - Discuss the Exceptional Family Member Program.
 - Offer updates from the Defense Department, Defense Finance Accounting Service and Department of Veterans Affairs.

Register at: <https://www.militaryonesource.mil/casualty-assistance/survivor-support/survivor-symposium-series/>



Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

Reminders

- **Survivor Inquiry Form**: Use it for personalized and timely support available on Military OneSource.
- **Military in Lasting Tribute Memorial**: View, remember and share tributes to your loved ones through your family, networks, extended survivor community and military family. To be eligible, Service members must have died while serving honorably on active duty from 1985 to the present.
- Survivors need to keep their information up to date to participate in the DoD Survivor Survey.



Gold Star and Surviving Family Member Liaisons

U.S. Army

Office: Installation Management Command G-9, Survivor Outreach Services

Phone number: 833-313-1960

Email: usarmy.jbsa.imcom-hq.mbx.sos-survivor-advocate@mail.mil

U.S. Marine Corps

Office: Long Term Assistance Program Office

Phone number: 866-210-3421, ext. 2

Email: Gold.Star.Advocate@usmc.mil

U.S. Navy

Office: Long Term Assistance Program Office

Phone number: 901-874-0083

Email: MILL_LTAP@navy.mil



Department of U.S. Air Force

Office: USAF/A1SAA, Airman and Family Care Division

Phone number: 703-693-0683

Email: af-a1saa@us.af.mil

U.S. Coast Guard

Office: Coast Guard Casualty Matters Office

Phone number: 202-795-6637

***If you are not satisfied with the assistance provided by your service liaison, you may contact the DoD's Gold Star and Surviving Family Member Liaison Program Manager**

Department of Defense

Office: Casualty and Mortuary Affairs and Military Funeral Honors

Phone number: 571-372-5319

Email: osd.pentagon.ousd-p-r.mbx.gold-star-liaison@mail.mil

Quality of life policies and programs that help our guardians of country, their families and survivors be well and mission ready.

VETERANS LEGACY MEMORIAL

James Lapaglia

JOINT SURVIVORS' FORUM

VA



U.S. Department
of Veterans Affairs



Veterans Legacy Memorial (VLM)

- VLM honors Veterans and Service Members in VA National Cemeteries, VA-funded state/tribal/territory cemeteries, DoD cemeteries, National Park Service cemeteries, and private cemeteries around the world.
- Site is fully interactive -- users can submit a variety of content to Veteran pages.
- **185K items** posted to date (all content is moderated)
- More than 10 **Million** Veteran pages

www.va.gov/remember



The screenshot displays a memorial page for Karen J Wagner. At the top, there is a portrait of Karen J Wagner and a cross icon. Below the name, her dates of birth and death are listed: Feb 22, 1961 - Sep 11, 2001. There are buttons for 'Follow Veteran', 'Submit Tribute', and 'Share Page'. The page is divided into sections: 'Memorial' (with a 'Print' button), 'Life & Mementos', and 'Historical Docs'. The 'Service' section features a 'Persian Gulf' war period, a 'Purple Heart' decoration, and 'US Army, LTC' service branch. The 'Resting Place' section shows a map of Port Sam Houston National Cemetery and a photograph of the gravestone. The gravestone inscription reads: KAREN J. WAGNER, LTC, USA, PERSIAN GULF, PH, FEB 22, 1961 - SEP 11, 2001, SAUNDRA N. HARDISON, HER DAUGHTER, FEB 22, 1986 - MAR 12, 1987.

<https://www.vlm.cem.va.gov/KARENJWAGNER/705E32B>



Veterans Legacy Memorial (VLM)

What's New: Your Story, Your Legacy (January 2025)

- **Living Veterans** approved for Pre-Need can privately submit images, autobiographies, military and life milestones, and historical documents.
- Content will be stored by VA until the Veteran passes.
- If family receives an NCA/DoD memorial benefit and a public VLM page is created, the content will be posted to the page as authored by the Veteran.
- Current Stats:
 - * 223K Veterans can participate (and growing)
 - * 400+Living Veteran Pages now have content





Veterans Legacy Memorial (VLM)

What's New: ABMC

- ~200K new Veteran pages in time for Memorial Day 2025
- “Recovered” VLM pages will display the Rosette and explain the significance.
- Buried at sea now added to VLM as a status
- Biographies auto-created from ABMC data





Veterans Legacy Memorial (VLM)

Q&A

James LaPaglia
NCA Digital Services Officer
james.lapaglia@va.gov

BREAK 1

Please take this opportunity to complete our survey by using the link or QR code below.



[CLICK HERE FOR LINK TO SURVEY](#)

VA DEBT MANAGEMENT CENTER

Raphel Rauer

VA



U.S. Department
of Veterans Affairs

VA Debt Management Center (DMC)

**Veterans Service Organization
Presentation**

Updated March 2025

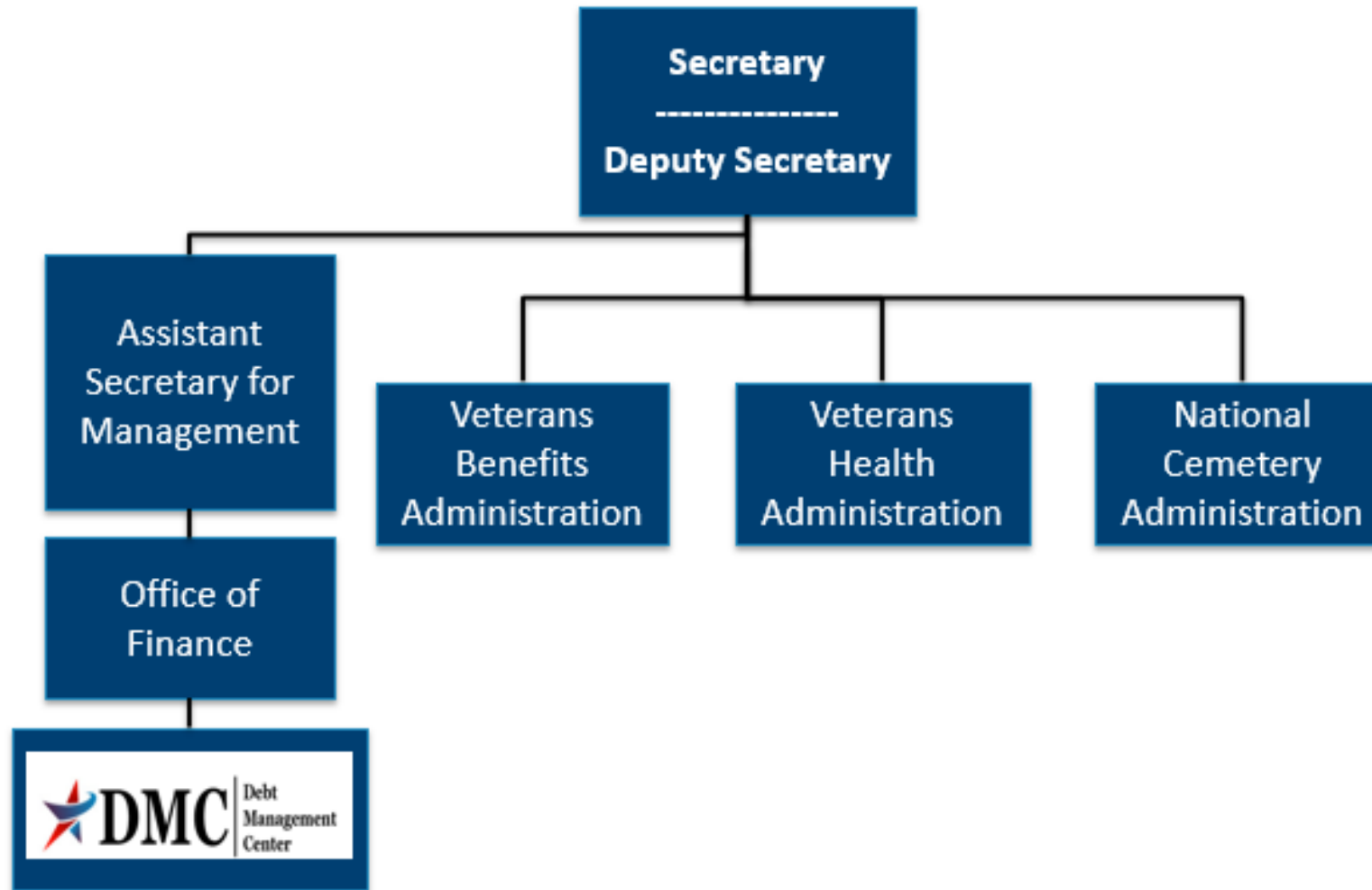


Agenda

- DMC overview
- Debt establishment
- Collection process
- Debt resolution options
- Risks of non-payment
- Contact Information
- Questions



Organization Chart





DMC Mission

Provide distinctive, high quality accounts receivable services through a compassionate and value-added approach, empowering our stakeholders to focus on core missions.



Debt Establishment

Regional Office (RO)/Regional Processing Office (RPO) Receives information

- Education Certification
- Change in circumstances affecting benefit eligibility or entitlement

RO/RPO Processes Claim/Award

- Evaluates eligibility/entitlement
- Issues payments and establishes debts
- Sends a letter when payments are issued or debt created

DMC Collects Debts

- Sends collection letters for debts
- Processes collection actions



Debt Establishment Continued

Compensation/ Pension

- Changes in income or net worth
- Active-duty time or drill pay days
- Change in dependency
- Fugitive felon status or incarceration
- Payments issued after death of beneficiary

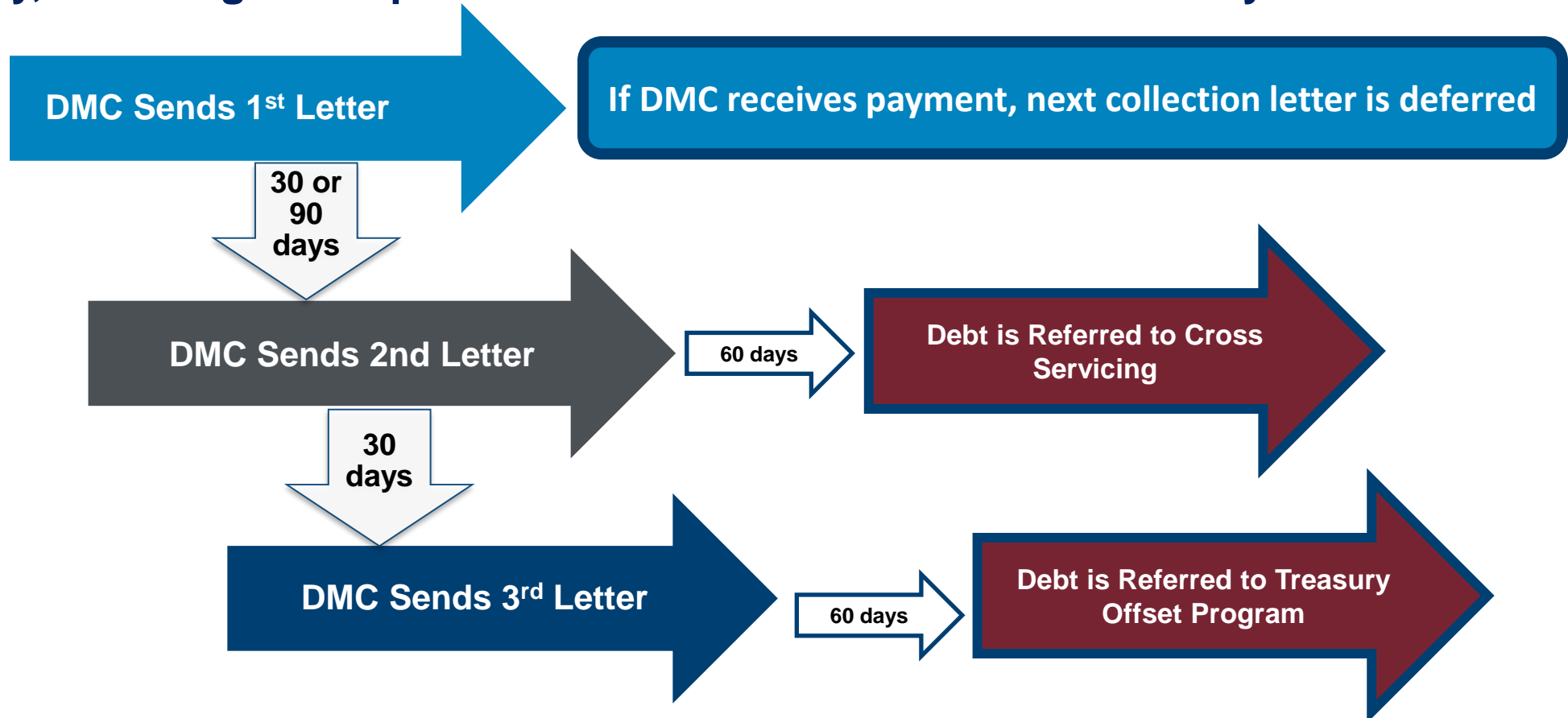
Education

- Withdrawal from class
- Not attending class
- Class did not count toward graduation
- Change in active-duty status



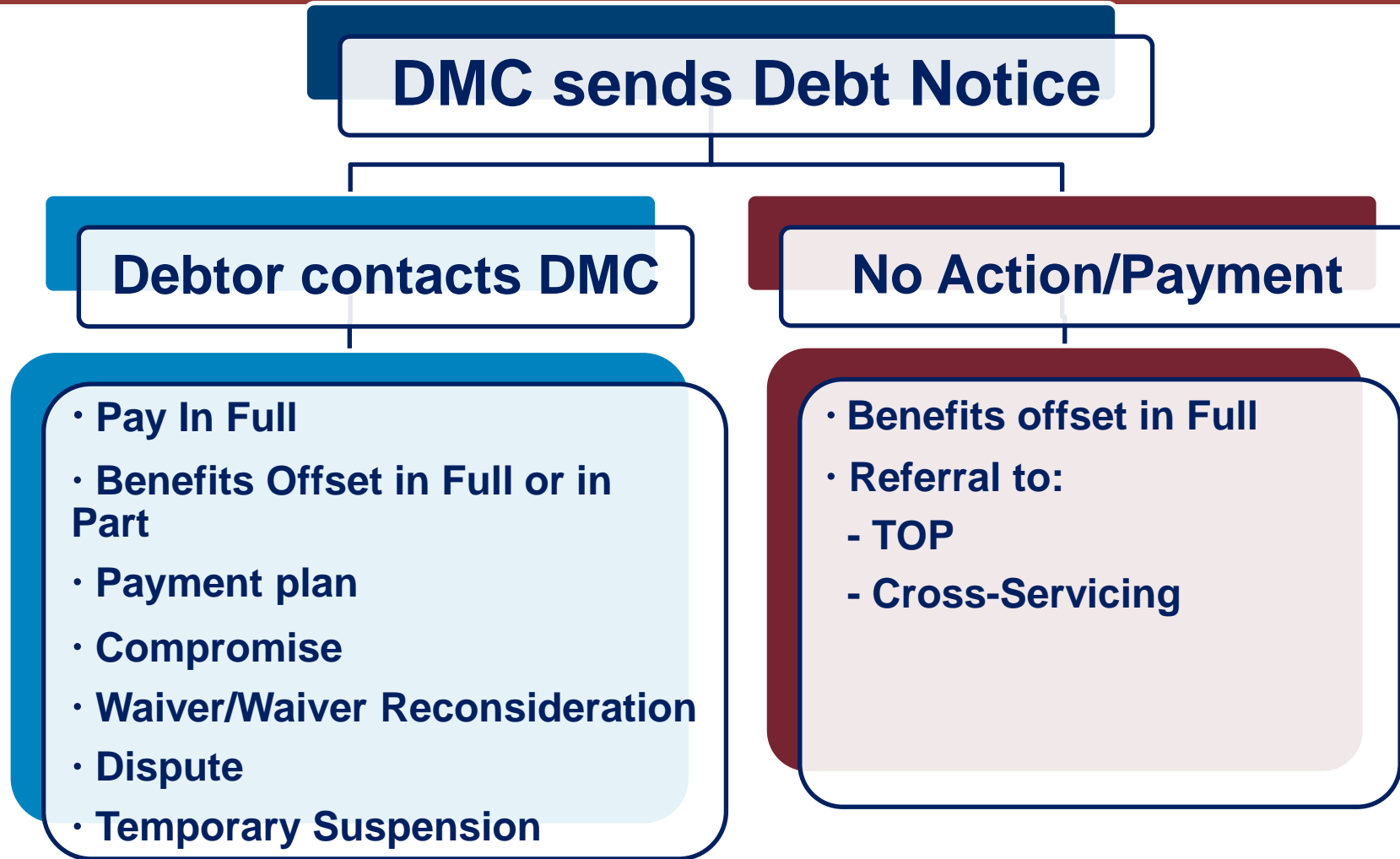
Collection Process

DMC sends Notice of Indebtedness letters, monitors accounts, and advises debtor of any delinquency, including the requirement to refer their account to Treasury





Relief, Resolution, and Referrals





FAQ: What makes a “good” waiver request?

Answer: There is no formula to guarantee the outcome of a waiver. Here are some things to bear in mind:

- Indication of fraud, misrepresentation, or bad faith precludes granting of a waiver (See 38 U.S.C 5302(c))
- Request should explain facts and circumstances to enable the committee to consider the standards of equity and good conscience (see 38 C.F.R 1.965 for more details):
 - fault of debtor
 - undue hardship
 - unjust enrichment
 - balance of faults
 - defeat the purpose
 - changing position to one's detriment
- An accurate VA Form 5655 Financial Status Report facilitates evaluation of financial hardship



FAQ: How to Appeal a Waiver Decision?

Language from Committee on Waivers and Compromises (COWC) letter:

What You Should Do If You Disagree with Our Decision

If you do not agree with our decision on your waiver request, you may file an appeal. To file an appeal, you need to submit a Notice of Disagreement (Reconsideration Request) to DMC or a VA Form 10182 to the Board of Veterans' Appeals. Please read the enclosed "Notice of Rights to Appeal" for more information.

***** Veterans should not use VA form 10182, 20-0996, or 20-0995 to appeal a waiver decision with DMC*****



Appealing a Waiver Decision continued

Send to	Form to use	Info to include	Reviewed by	Stops collection?
DMC	None- request must be in writing	Indicate request is for reconsideration of waiver decision, include support for reconsideration	COWC	No
BVA	VA Form 10182	Complete form including signature	Board of Veterans Appeals	No



What if Payment is not Made?

No Action/Payment

- **Benefits offset in Full**
- **Referral to:**
 - **TOP**
 - **Cross-Servicing**

- **Future VA benefits awarded will be withheld to satisfy debt**
- **Department of Treasury**
 - Offset of Federal payments
 - Referral to private collection agencies
 - Administrative Wage Garnishment Program




VA Debt Portal for Veterans

- **Debt Portal:** <https://www.va.gov/manage-va-debt/>
 - **Veterans can log in to view balances**
 - **FAQ's**
 - **Email notifications to Veterans**
 - **Online VA Form 5655 Financial Status Report (FSR) with "wizard"**
 - **More enhancements to come**



Ask VA (AVA)- DMC Tips

- Located at <https://ask.va.gov/>
- Dropdown options will be changing in April 2025



Welcome to Ask VA (AVA)

Get the most complete experience by signing in before starting your message!

When you're signed in you will enjoy these benefits:

- Track your message from submission to resolution
- Receive secure responses that will protect your personal information
- See all your past messages and responses

Create Account/Sign in to start your messageStart your message without signing in

Looking for the status of an Inquiry? Enter your reference number below:

Find My Inquiry



AVA- DMC Tips

Tell us about your question

Which category best describes your question? (*Required)

Debt for benefit overpayments and health care copay bills



Which topic best describes your question? (*Required)

Disability compensation overpayments



Options to reach DMC are found under “Debt for benefit overpayments and health care copay bills” category and topics are used to select the type of debt for proper routing



AVA- DMC Tips Continued

Attachments

There are no attachments to display.

Add Attachment

The option to Add Attachment is on the last page before submission



VHA Debts

- For questions about medical care and pharmacy services copayment debt, contact the Health Resource Center:
 - ☎ 1-866-400-1238
- VA has options for Veterans who suffer from difficult financial circumstances and struggle to pay VA copayments:
 - Health Resource Center: 1-866-400-1238
 - https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp



At Risk Veterans

If Veterans are homeless or facing eviction, please let us know when you contact DMC



Text 838255

www.VeteransCrisisLine.net
(online chat)

Veterans having difficulty with a
VA-guaranteed home loan can call
1-877-827-3702
to reach the nearest Loan Guaranty
office



National Call Center
for Homeless Veterans
877-424-3838
va.gov/homeless



Become a Debt Superstar (Contact DMC)

<https://www.va.gov/manage-va-debt/>

Veteran Debt Portal

<https://ask.va.gov>

Online inquiry system

800-827-0648

DMC Veteran Toll Free Line

612-970-5688

Fax

612-970-5737

DMC VSO Only Line





What would you do?

A Veteran comes into your office with a DMC debt letter and states their monthly compensation check amount is lower and it is causing them financial hardship:

- What would you do to help the Veteran?
- What options might this Veteran have with DMC?



DMC Presentation Survey

DMC values your time and feedback on our presentation. We would appreciate it if you're able to complete the survey below.

<https://www.surveymonkey.com/r/DMCVSO>



VA



U.S. Department
of Veterans Affairs

Additional Information



Pay in Full

- **Pay by check: mail the check, payment coupon(s) and/or letter to:**
VA Debt Management Center
Bishop Henry Whipple Federal Building
P.O. Box 11930
St. Paul, MN 55111-0930
- **Pay online:** www.pay.va.gov
- **Pay by telephone:** 800-827-0648



Withholding VA Benefits

- **Automatic 36-month repayment plan for compensation and pension debts**
- **Automated benefit offset for education debts**
- **If debtors have financial hardship, please have them contact DMC**
- **VA Form 5655, Financial Status Report, is required for any reduced withholding arrangement beyond 60 months**



Compromise

- Debtors should send letter to DMC indicating “compromise offer” and specifying amount
- Offer should be a “lump sum”
- Offer must include VA Form 5655
- DMC refers offers to the Committee on Compromises

***** Payment should not be sent until the debtor receives a decision accepting the offer*****



Waiver

- **Debtors have one year from date of first DMC debt letter to request waiver**
- **Request must be:**
 - **Made in writing and submitted to DMC**
 - **Include VA Form 5655 Financial Status Report**
 - **Explain why debtor is unable to repay the debt**
 - **Received in the first 30 days for Education or 90 days for C&P debt to stop collection action**



Dispute

- **Debtors can dispute the existence or amount of the debt created by VBA**
- **Dispute must be in writing**
- **DMC forwards disputes to the Regional Office/Regional Processing Office of jurisdiction**



Temporary Suspension

- **Disaster Relief**
- **Case by case financial hardship**
- **Does not extend timeline to request waiver**



Letter Example: No Automated Plan



DEPARTMENT OF VETERANS AFFAIRS
Debt Management Center
Bishop Henry Whipple Federal Building
P.O. Box 11930

The Department of Veterans Affairs recently sent you a letter explaining that your entitlement to education benefits had changed. As a result, you were

We regret the inconvenience and would like to help you manage your debt. For questions or assistance:
• Call 1-800-827-0648 (6:30 a.m. to 6:00 p.m. CT, Monday through Friday), or
• Visit our Debt Portal at www.va.gov/manage-va-debt

PLEASE TAKE ACTION
To avoid referral to the Department of the Treasury, which can increase your debt amount by more than 30%, please contact us or pay this bill. Please refer to the back of this letter for payment methods.

ADDITIONAL OPTIONS
Some of the following options are available to you:
1. **Payment Plan** - If you would like to pay the amount you owe in installments, you can request a payment plan. To do this, you must submit a request to the Debt Management Center (DMC). You may also visit <https://www.va.gov/manage-va-debt> for more information.
2. **Dispute** - If you disagree with the amount you owe, you can submit a dispute. To do this, you must submit a request to the DMC. You may also visit <https://www.va.gov/manage-va-debt> for more information.
3. **Waiver** - If you believe you are experiencing financial hardship, you may request a waiver of your debt. To do this, you must submit a request to the DMC. You may also visit <https://www.va.gov/manage-va-debt> for more information.
4. **Compromise** - You can request a compromise of your debt. To do this, you must submit a request to the DMC. You may also visit <https://www.va.gov/manage-va-debt> for more information.
5. **Appeal** - To appeal the DMC's decision, you must submit a request to the DMC. You may also visit <https://www.va.gov/manage-va-debt> for more information.

The Department of Veterans Affairs recently sent you a letter explaining that your entitlement to education benefits had changed. As a result, you were paid more than you were entitled to receive. This overpayment represents

We regret the inconvenience and would like to help you manage your debt. For questions or assistance:

- Call 1-800-827-0648 (6:30 a.m. to 6:00 p.m. CT, Monday through Friday), or
- Visit our Debt Portal at www.va.gov/manage-va-debt

PLEASE TAKE ACTION

To avoid referral to the Department of the Treasury, which can increase your debt amount by more than 30%, please contact us or pay this bill. Please refer to the back of this letter for payment methods.

FOR PROPER CREDIT TO YOUR ACCOUNT, PLEASE DETACH AND RETURN WITH YOUR PAYMENT

Department of Veterans Affairs

PAYMENT REMITTANCE

* FILE NO.	AMOUNT ENCLOSED	ENTER YOUR CURRENT ADDRESS BELOW ONLY IF THE ONE ABOVE IS INCORRECT. PLEASE INCLUDE YOUR ZIP CODE.
PAYEE NO.	\$	
PERSON ENTITLED	YOUR TELEPHONE NO. (Include Area Code)	
DEDUCTION CODE		


* Please include this number on your check or money order.

11-1-10-10 MAR 2010





Letter Example: Automatic 36 month


DEPARTMENT OF VETERANS AFFAIRS
Debt Management Center
Bishop Henry Whipple Federal Building
P.O. Box 11930
St. Paul, MN 55111-0930

The Department of Veterans Affairs recently sent you a letter explaining that your entitlement to benefits had changed. As a result, you were paid more than you were entitled to receive. Since you are currently receiving VA benefits, we plan to withhold until the amount you were overpaid is recouped. The withholding is scheduled to begin on

We regret the inconvenience and would like to help you manage your debt. We have automatically placed you on a 36-month recoupment plan (minimum \$25) or we will withhold your full benefit amount (whichever is less) until the debt is recouped in full. To pay your debt in full please refer to the back of this letter or see below for additional options. For questions or assistance:


- Call 1-800-827-0648 (6:30 a.m. to 6:00 p.m. CT, Monday through Friday), or
- Visit our Debt Portal at www.va.gov/manage-va-debt

ADDITIONAL OPTIONS
Some of the following options may be available to you to complete and submit the FSR.

1. **Payment Plan** - If you would like to pay your debt in installments, you may request a payment plan. To do this, you must submit a letter explaining the amount you would like to pay and the number of payments you would like to make.
2. **Dispute** - If you disagree with the debt, you may dispute it. To do this, you must submit a letter explaining the dispute and the documentation in support of your claim.
3. **Waiver** - If you believe you should not be responsible for the debt, you may request a waiver. To do this, you must submit a letter explaining the hardship and the reasons why you should not be responsible for the debt.
4. **Compromise** - You can request a compromise of the debt. To do this, you must submit a letter explaining the reasons why you should not be responsible for the debt.
5. **Appeal** - To appeal the decision, you may request a review of the decision. To do this, you must submit a letter explaining the reasons why you should not be responsible for the debt.

Processing Office listed under the "FOR PROPER CREDIT TO YOUR ACCOUNT, PLEASE DETACH AND RETURN WITH YOUR PAYMENT" section. You may also visit <https://www.va.gov>.

FOR PROPER CREDIT TO YOUR ACCOUNT, PLEASE DETACH AND RETURN WITH YOUR PAYMENT

 Department of Veterans Affairs **PAYMENT REMITTANCE**

* FILE NO.	AMOUNT ENCLOSED	ENTER YOUR CURRENT ADDRESS BELOW ONLY IF THE ONE ABOVE IS INCORRECT. PLEASE INCLUDE YOUR ZIP CODE.
PAYEE NO.	\$	
PERSON ENTITLED	YOUR TELEPHONE NO.	
DEDUCTION CODE	YOUR ADDRESS (STREET)	

* Please include this number on your check or money order.

10-64700-0001 10-01



FAQ: What happens when a debtor dies?

Answer: DMC reviews the account and may request funds from the debtor's estate. Some things to bear in mind:

- VA does not prorate monthly benefits when someone dies, so the payment for the month of death often creates a debt
- Surviving spouses may be eligible for a month of death benefit, and if eligible that payment must be issued to the surviving spouse by VA, they cannot keep a payment VA issued to their deceased spouse. The Regional Office handles issuing month of death payments for eligible surviving spouses
- Unless there is fraud, VA does not pursue collection from a specific individual, but rather from the estate of the deceased debtor



Federal Debt Collection Laws

- **The Debt Collection Act of 1982**
 - Authority for collection by administrative offset
- **The Debt Collection Improvement Act (DCIA) of 1996**
 - Agencies required to refer delinquent non-tax debts to the Department of Treasury at 180 days
- **Digital Accountability and Transparency Act (DATA) of 2014**
 - Changed referral requirement for delinquent non-tax debts from 180 days to 120 days

VA EDUCATION BENEFITS

Terry Warren & Louiseza Sanderson



VBA Education Service Survivors Benefits

Louiseza Sanderson, Stakeholder Engagement Team
Veterans Benefits Administration



April 24, 2025

Agenda

Joint Survivors Forum

- | | | | |
|-----------|---|-----------|-----------------------|
| 01 | GI Bill Vision and Mission | 06 | Yellow Ribbon Program |
| 02 | GI Bill Operations | 07 | STEM Scholarship |
| 03 | Survivors Education and Training Benefits | 08 | Student Resources |
| 04 | GI Bill Comparison Tool | 09 | Beyond VA Benefits |
| 05 | Personalized Career Planning and Guidance | 10 | Questions |

Education Service Vision and Mission Statement



Vision

To be the recognized leader in VA for benefits delivery and customer service

Mission

Provide **timely and accurate delivery of education benefits** to Veterans, Service members, and their families through effective and efficient claims and enrollment processing; **create the informed consumer**; and protect the integrity of GI Bill program benefits.

Strategic Priorities and Results

Strategic
Priorities

Customer Service Excellence

Provide world-class customer service to GI Bill Veterans, beneficiaries, and other stakeholder (i.e., SCOs, SAAs).

Continuous Improvement

Exceed stakeholder expectations through value-added innovative processes and services.

Platform and Technology Enhancement

Leverage technology to automate and improve benefits delivery and for other means to support workforce and customers.

People Advocacy

Create a people-first culture of empowered employees.

Strategic
Results

CORE
VALUES

Integrity

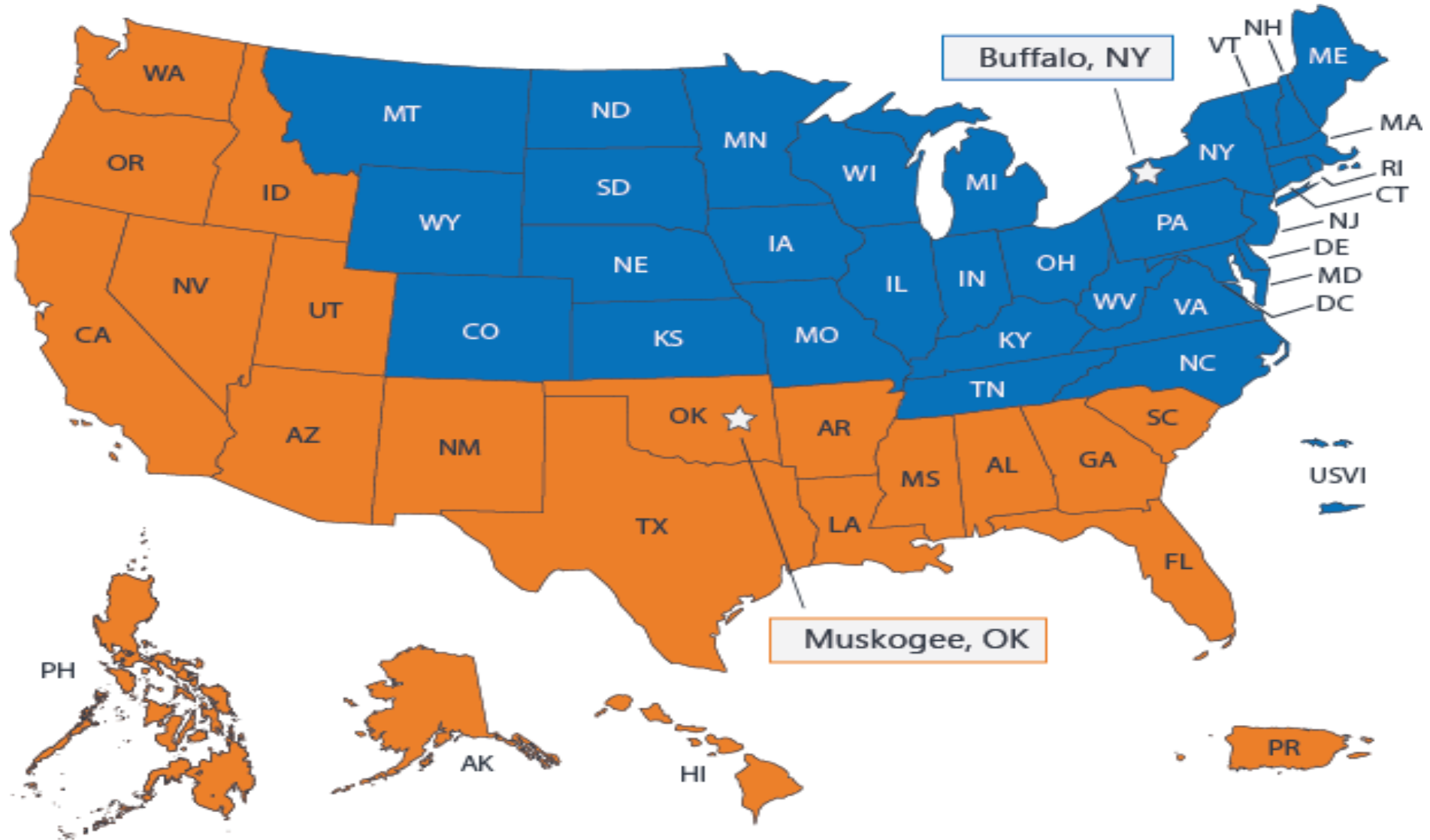
Commitment

Advocacy

Respect

Excellence

Education Service Operations



Survivors' and Dependents' Educational Assistance (DEA or Chapter 35)



DEA (Chapter 35) provides education and training benefits to dependent spouses and children of:

- Veterans who are rated permanently and totally disabled due to a service-connected disability, or
- Service members who have died, is captured, or missing.

Marine Gunnery Sergeant John David Fry Scholarship



The Fry Scholarship provides Post-9/11 GI Bill benefits to the surviving spouse or children of Service members who died after September 10, 2001:

- While in the line of duty while on active duty, or
- Was a member of the Selected Reserve and died while serving on active duty for training or inactive duty training.
- Was a member of the Selected Reserve and died from a service-connected disability.

Fry Scholarship continued



Fry Scholarship updates (Dole Act):

- Surviving spouses will no longer lose Fry Scholarship eligibility if they remarry.
- VA is proactively reviewing the records of all surviving spouses who lost Fry Scholarship benefits based on a remarriage.
 - VA will restore Fry Scholarship benefits and issue a new certificate of eligibility without requiring a resubmission of an application.
 - No action is required by the beneficiary

Education Benefit Programs

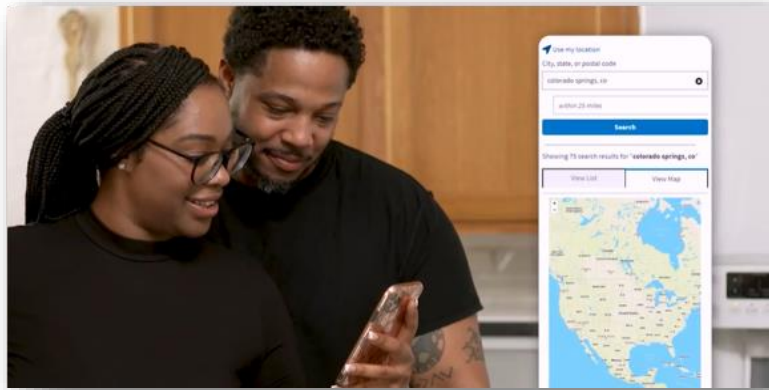


Program	Service Requirements	Maximum Benefits Months	Benefit Expiration	Benefits can include:
Dependents' Education Assistance (DEA) (Chapter 35)	Not applicable	36 or 45*	If eligible before 8/1/2023 Spouse: 10-20 years; Child: 18-26 years old If eligible on/after 8/1/2023 no expiration	Degree, non-college degree, on-the-job, apprenticeship, correspondence, licensing/certification tests, national testing programs, work-study and tutorial assistance
Marine Gunnery Sergeant John David Fry Scholarship	Not applicable	36	If eligible before 8/1/2023 Child: until 33 years old If eligible on/after 8/1/2023 no expiration No expiration date for spouse Spouse may remarry	Degree, non-college degree, on-the-job, apprenticeship, flight training, correspondence, licensing/certification tests, national testing programs, work-study and tutorial assistance
Post-9/11 GI Bill (Chapter 33)	The Veteran served 90 days total active service after 9/1/2001 or 30 days continuous if discharged for service-connected disability	36	Active duty ended before 1/1/13: 15 years from your last day on active duty Active duty ends on/after 1/1/13: No expiration	Tuition, housing, books/supplies stipend, degree/non-college degree training, on-the-job, apprenticeship, flight training, correspondence, licensing/certification tests, national testing programs, work-study and tutorial assistance

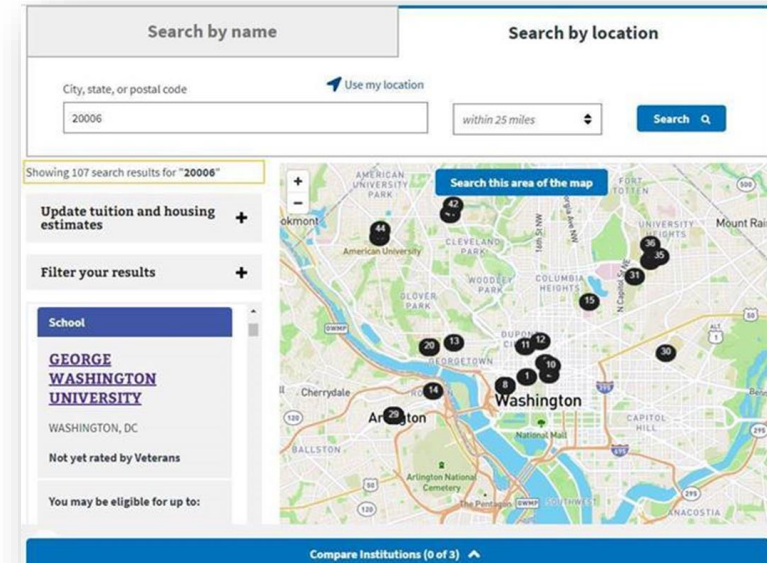
GI Bill Comparison Tool Functionalities



Use this improved tool on your desktop or mobile device to compare up to three institutions side-by-side, estimate monthly housing allowance (MHA) and find tuition rates. You can also view locations on a map and filter your results for an enhanced user-friendly experience.



Watch the "[GI Bill Comparison Tool: Your Future Starts Here](#)" YouTube video to learn more about one Veteran's journey of using the tool to kickstart a new career.



The Army helped me find a good direction after high school, and the GI Bill Comparison Tool is helping me do the same as I adjust to civilian life, build my career, and plan a future for my family.

- Keara Harvey (Veteran and GI Bill student)



Use the Tool to receive an estimate of your potential MHA.

1. Search by school name or location or by using the map feature.
2. Select up to three (3) schools to compare side-by-side.
3. Use the "Calculate your benefits" function.

Personalized Career Planning and Guidance



Personalized Career Planning and Guidance (Chapter 36) provides guidance and assistance with professionals who will help you develop a personalized career/educational plan based on your own unique goals. Experts will:

1. Assess your skills, education and training to help you determine your civilian career.
2. Find the best training program to meet your job goals.
3. Help you determine the right educational program and school based on your future plans.
4. Provide guidance on adjusting to the civilian world post-transition.

You may be eligible, if you are a dependent using transferred benefits, or if you are the dependent of a Veteran who has died or is rated permanently and totally disabled by VA .

Yellow Ribbon Program



The Yellow Ribbon Program can help pay for higher out-of-state, private school, or graduate school tuition that the Post-9/11 GI Bill doesn't cover.

Use the Yellow Ribbon tool to find out which schools participate in the Yellow Ribbon Programs.



Check out the **Yellow Ribbon Tool**
at <https://www.va.gov/education/yellow-ribbon-participating-schools/>

.....
Follow the steps below to search for participating schools.

1. Enter the full name of the school
2. State or territory
3. City
4. Select "Search"

GI Bill | Rogers STEM Scholarship

VA has launched the Edith Rogers Science Technology Engineering and Math (STEM) Scholarship program for students training in high-demand STEM fields.



What is the Rogers STEM Scholarship?

The Rogers STEM Scholarship offers up to nine extra months of benefits (may not exceed \$30,000) for STEM undergraduate degree, dual-degree and certain clinical training programs. Scholarships are awarded on a monthly basis.

Am I Eligible?

Veterans or Fry Scholars who are currently enrolled in a STEM **undergraduate** degree program requiring **at least 120 semester (or 180 quarter) credit hours for completion** and have completed at least 60 semester (or 90 quarter) credit hours toward your degree are eligible.

6 Month Rules

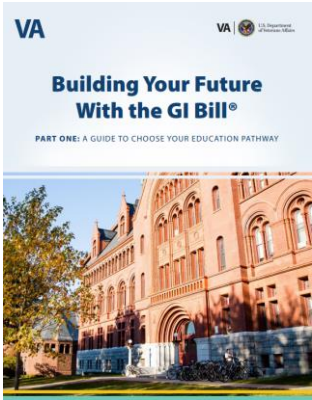
You must apply when you have 6 months or less of your Post-9/11 GI Bill (or Fry Scholarship) benefits left. Applying too early will result in an initial denial determination and require you to reapply later.

If we approve your application, you'll need to start using your scholarship within 6 months.

Student Resources



Building Your Future With the GI Bill®



This series assist GI Bill® students in navigating their education pathways, using benefits and finding employment:

[Part One: A Guide to Choose Your Education Pathway](#)

[Part Two: A Guide to Understanding Your Benefits](#)

[Part Three: A Guide to Navigating your Career](#)



Dedicated Phone Line for Survivors



A surviving child or spouse can contact the Education Call Center at 1-888-442-4551 and select Option 5. A highly trained agent will be ready to assist the caller with their education benefits or survivor-related resources.

Agents will be available M-F from 7am-5pm CT

Note: All resources listed on this slide are clickable to their appropriate page.

Stay up to date on GI Bill® benefits



[@GIBillEducation](#)



[Email](#)



www.benefits.va.gov/gibill



<https://ask.va.gov/>



1-888-GIBILL-1 (1-888-442-4551). For students outside the U.S., call 001-918-781-5678



<https://www.benefits.va.gov/GIBILL/Feedback.asp>

Beyond Your Dependent Benefits

Leverage military and Veteran friendly tools and other resources



[Free LinkedIn Premium for Fry Scholars](#)

[Children of Fallen Patriots Foundation](#)



[Federal Student Aid](#)

[State Veterans Affairs Offices](#)

Questions



EDUCATION SERVICE
GI BILL PROGRAMS



DFAS

Nick Condon & Nathan Lynix



Defense Finance and Accounting Service Retired and Annuitant Pay

Defense Finance and Accounting Service

Julie Burandt-Partin, Director of R&A Pay
Nick Condon, Analyst
Nathan Lynix, Analyst

April 24, 2025





New Communications You May See

Defense Finance and Accounting Service

Nathan Lynix, Analyst
R&A Customer Experience Team

April 24, 2025



► Survivor Benefit Plan-Marital Status Update (SBP-MSU)

- ✓ Annuitants age 14-55 must complete each year before the month with their birthday
- ✓ 60-90 days prior, you will receive an email
 - Reminder to complete the verification
 - Instructions on how to complete in myPay



- ▶ Annuitants who turn 55 years old no longer need to complete the SBP-MSU
- ▶ As a reminder, R&A will send a letter to each annuitant
 - ✓ Information only
 - ✓ No action needed based on this letter
- ▶ This idea also came out of an Annuity engagement event
 - ✓ We are listening!





askDFAS Refresh and Wayfinding Resources

Defense Finance and Accounting Service

Nick Condon, Analyst
R&A Customer Experience Team

April 24, 2025



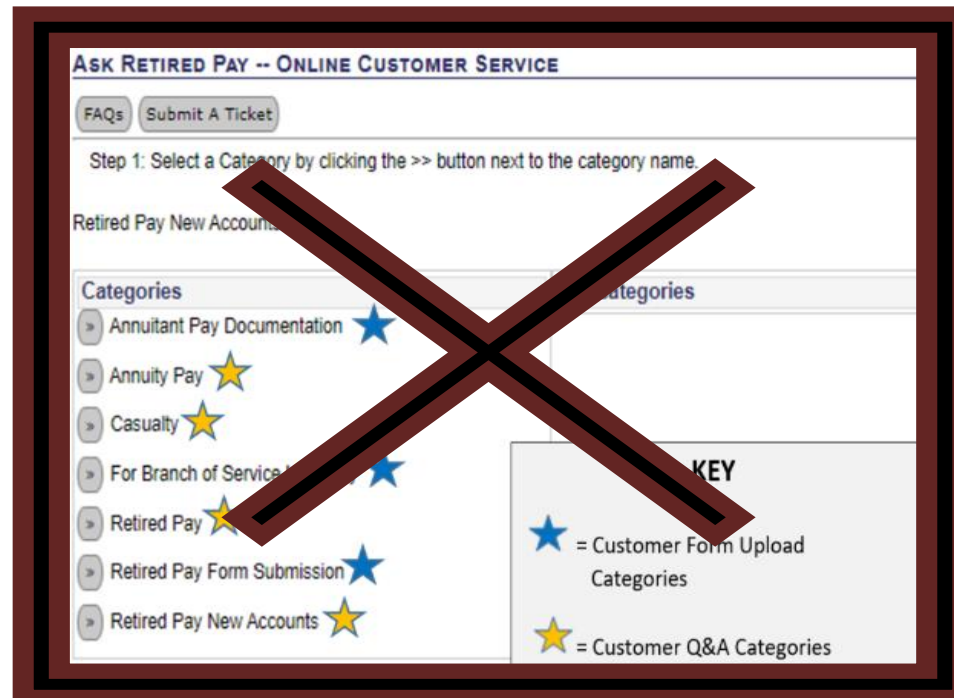
What is askDFAS?

- ▶ Public-Facing ticketing system on DFAS.mil
- ▶ Ask Retired Pay – R&A Customer Usage:
 - ✓ Form Uploads
 - ✓ Q&A
 - ✓ Notification of Death
 - ✓ Certain Self-Service Requests
- ▶ Best way to submit documents to Retired & Annuitant Pay!
 - ✓ Slower options: mail and fax



Why a Refresh?

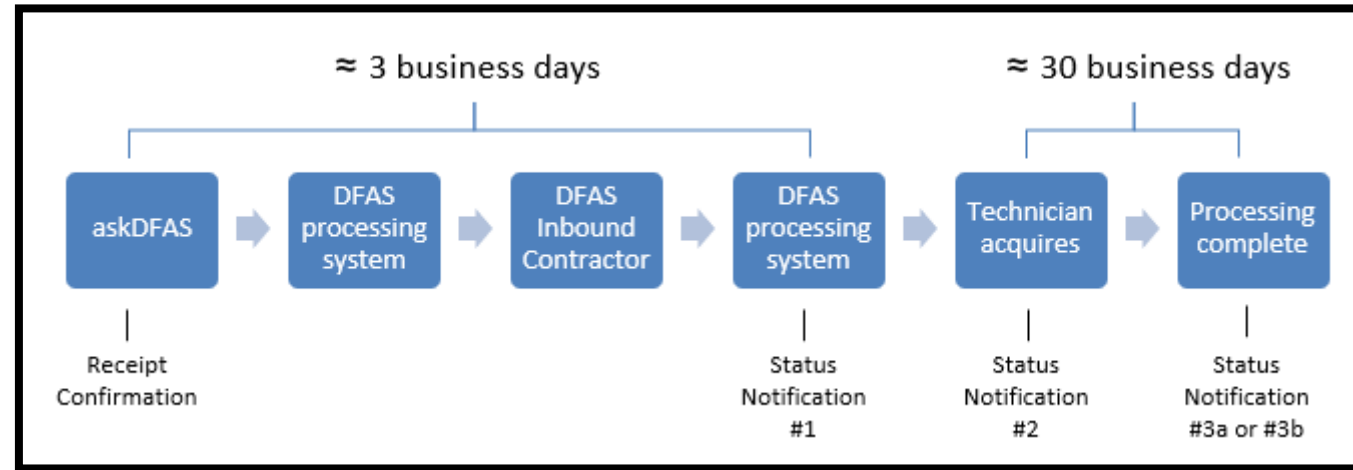
- ▶ **Reorganize** growing options
- ▶ **Regroup** related functionality
- ▶ **Remind** users of important requirements
- ▶ **Reframe** expectations for various pathways
- ▶ **Recognize** expanding usage by new customers



What's the Same?

- Main URL Location for Ask Retired Pay module
 - ✓ Bookmarked subcategories of prior layout must be changed
- Core functionality
- Status notification delivery for individual customers
- End-to-end process

How do askDFAS files become actionable work items at DFAS?



What's New?

- Intuitive naming conventions
 - ✓ Form Uploads
 - ✓ Q&A with the Customer Care Center
 - ✓ Self-service opportunities
 - ✓ Death reporting
- Wraparound language to ensure success
- “I Confirm” before form uploads

Ask Retired Pay: Then & Now

Then

ASK RETIRED PAY -- ONLINE CUSTOMER SERVICE

[FAQs](#) [Submit A Ticket](#)

Step 1: Select a Category by clicking the >> button next to the category name.

Categories	Subcategories
>> Annuitant Pay Documentation	
>> Casualty	
>> For Branch of Service Use Only	
>> Retired Pay	
>> Retired Pay Form Submission	
>> Retired Pay New Accounts	



Now

ASK RETIRED PAY -- ONLINE CUSTOMER SERVICE

[FAQs](#) [Submit A Ticket](#)

Step 1: Select a Category by clicking the >> button next to the category name.

Categories	Subcategories
>> Report a Death / Survivor - Ask a Question	
>> Retired Pay	
>> Retiree - Ask a Question	
>> Retiree - Form Upload Tools	
>> SBP Annuitant - Ask A Question	
>> SBP Annuitant/Survivor - Form Upload Tools	
>> Self-Service Account Changes	
>> Used ONLY by BoS/Fed Agency Partners-Form Uploads	



Tour: Refreshed Form Upload Ticket

ASK RETIRED PAY -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help Exit

Your Information

[Change Category/Sub-Category selection](#)

Category: SBP Annuitant/Survivor - Form Upload Tools

Subcategory: DD 2788 - Child Ann School Cert -Upload

Name: First*: Middle*: Last*:

To ensure spam blocker does not block receipt of responses regarding your ticket, please add dfas.cleveland-oh.zte.mbx.web-askdfas@mail.mil to your safe senders email list before submitting your ticket.

Email*: Re-enter Email*:

Passcode*: Create a passcode for this ticket to view information and responses. Passcodes must be a minimum of 15 characters and contain at least one lowercase letter, one uppercase letter, one number, and one special character. Passcodes cannot contain your name or email address. Safeguard your passcode for future use.

NOTE: Whoever, in any matter within the jurisdiction of any department or agency of the United States, knowingly and willfully falsifies, conceals, or covers up by any trick, scheme, or device, a material fact, or makes any false, fictitious, or fraudulent statements or representations, or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry, shall be fined, imprisoned not more than 5 years, or both (U.S. Code, Title 18, Section 1001).

Improved
Naming

Your name
(not the
retiree)

Email address
(Status
Notifications,
when
applicable)

Note complexity requirements; can be
reset if forgotten

Tour: Refreshed Form Upload Ticket

Required
fields

Current Phone
Number*:

Example: 123-456-7890 (please include country code if international)

Member SSN*:

Please enter the Member (Retiree) SSN with no dashes (e.g. 123456789)

SBP Annuitant SSN*:

Please enter your (the SBP Annuitant or Survivor) SSN with no dashes (e.g. 987654321)

=====

PLEASE NOTE:

This online upload tool is for submitting the Child Annuitant's School Certificate (DD 2788) form and supporting documentation (if applicable).

Ensure that your SBP Annuitant SSN, along with the Member SSN, is included ON ANY FILE so DFAS can identify and process the request as promptly as possible. Any cover page or supporting information on your request should be included within the main file and not as a standalone page.

Instructional
language

Tour: Refreshed Form Upload Ticket

=====

PLEASE NOTE:

This online upload tool is for submitting the Child Annuitant's School Certificate (DD 2788) form and supporting documentation (if applicable).

Ensure that your SBP Annuitant SSN, along with the Member SSN, is included ON ANY FILE so DFAS can identify and process the request as promptly as possible. Any cover page or supporting information on your request should be included within the main file and not as a standalone page.

Customer Confirmation*:

****Important Requirements to Ensure a Successful Submission****

- Please submit PDF Files ONLY (The system cannot process PDF Portfolios and will reject them).
- Any non-PDF file is prohibited. Examples include: Word, Excel, Image, or Text Files.
- If needed, please convert your file to PDF ("Save As" PDF or "Print To" PDF) before submitting.
- Ensure the Member's SSN is present on every document (preferably on each page). For requests pertaining SBP Annuitant(s), please make sure the SSN(s) are present for SBP Annuitant(s) as well.
- If your document is multiple pages, please combine them into a single file (i.e. related pages should not be sent as separate files) to ensure proper routing.
- There are 3 upload slots available below. Your main request should be the first file. If you have supporting documents, you may use the additional two upload slots.
- There is a 35 MB file size limit per ticket. If your files exceed this amount, please submit the additional files on a separate ticket.

Please note: Submissions that do not meet the above guidelines may not be received by DFAS and therefore, your request may not be processed. Form upload tools are not monitored, so DFAS will not communicate with you via this ticket except in rare instances to notify you of an issue receiving your requests.

Please allow 3 business days for your document(s) to be available in our system for processing. Most requests can be processed in 30 days if the information is complete. Please see our "How Long Does It Take" webpage for additional information: <https://www.dfas.mil/rahowlong>

Once you ensure your file(s) meet these requirements, please check the box below. You may then select "Choose File" to upload your document(s). Once all documents are selected, click "Upload File(s)" and then click "Submit."

=====

☐ I confirm that I understand the above requirements and that I am eligible to submit my request using this ticket.

Please Read!

Check "I Confirm..."

Tour: Refreshed Form Upload Ticket

Choose File
(up to 3)

MUST CLICK
to attach all
files

Submit to
DFAS

File(s) to submit to DFAS ?

*At least 1 file must be uploaded.

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

^ Upload File(s)

Click to Upload the file(s) selected above to your ticket submission.

✓ Submit

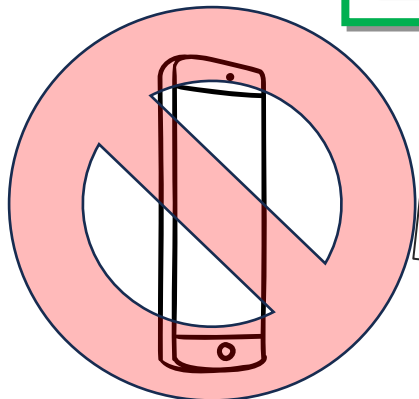
⊗ Cancel

PRIVACY ACT STATEMENT: Disclosure of your contact and other information is voluntary. It is solicited for the sole purpose of responding to your inquiry or request. If it is not provided, we may not be able to respond.

CUI-DOD Distribution Only

Your questions....answered!

Categories	Subcategories
» Report a Death / Survivor - Ask a Question	» Annual Eligibility/School Cert-Questions
» Retired Pay	» General / Form / Document - Questions
» Retiree - Ask a Question	» Payment Inquiry - Questions
» Retiree - Form Upload Tools	» Starting SBP Annuity Pay - Questions
» SBP Annuitant - Ask A Question	» Verifications for Pay Partners-Questions
» SBP Annuitant/Survivor - Form Upload Tools	
» Self-Service Account Changes	
» Used ONLY by BoS/Fed Agency Partners-Form Uploads	



**No phone
call
needed!**

**Uniquely valuable to OCONUS
customers!**

What else?

Categories	Subcategories
» Report a Death / Survivor - Ask a Question	» Mailing Address Update - Retirees
» Retired Pay	» Mailing Address Update - SBP Annuitants
» Retiree - Ask a Question	» Request Verification of Pay Letter
» Retiree - Form Upload Tools	
» SBP Annuitant - Ask A Question	
» SBP Annuitant/Survivor - Form Upload Tools	
» Self-Service Account Changes	
» Used ONLY by BoS/Fed Agency Partners-Form Uploads	

Self-Service Account Changes



Death Reporting Functionality



Categories	Subcategories
» Report a Death / Survivor - Ask a Question	» Final Pay of Deceased Member - Questions
» Retired Pay	» Report the Death of an SBP Annuitant
» Retiree - Ask a Question	» Starting SBP Annuity Pay - Questions
» Retiree - Form Upload Tools	
» SBP Annuitant - Ask A Question	
» SBP Annuitant/Survivor - Form Upload Tools	
» Self-Service Account Changes	
» Used ONLY by BoS/Fed Agency Partners-Form Uploads	

Service - Innovation

askDFAS & Status Notifications

Why Status Notifications?

- ✓ Modernize the customer experience
- ✓ Reduce uncertainties

Customer Benefits

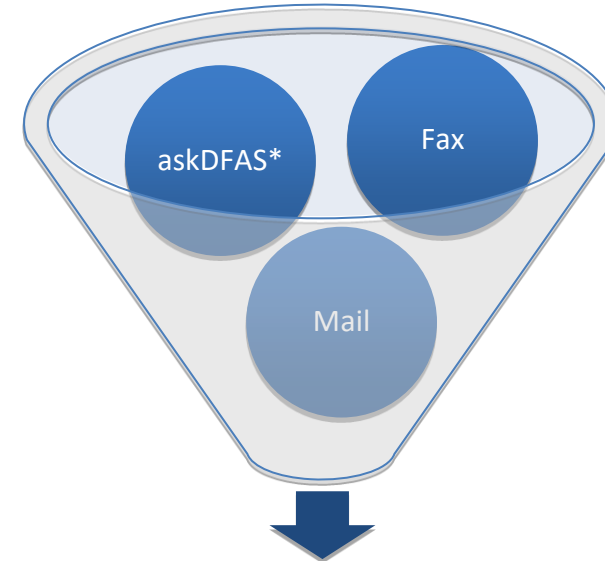
- ✓ Timely progress updates
- ✓ Sets expectations
- ✓ Awareness if additional information required

Expansion

- ✓ Work types added regularly to enhance customer experience

myPay

- ✓ Current email address required
- ✓ SmartDoc notification email



Status Notifications
via myPay or AskDFAS

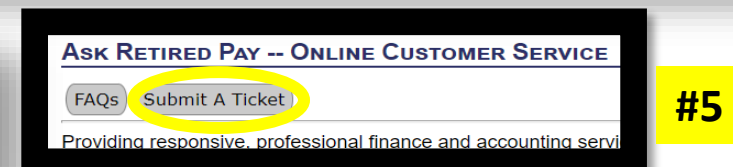
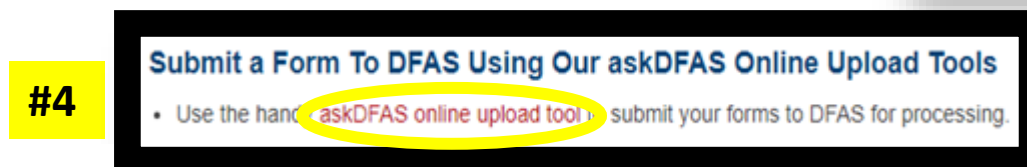
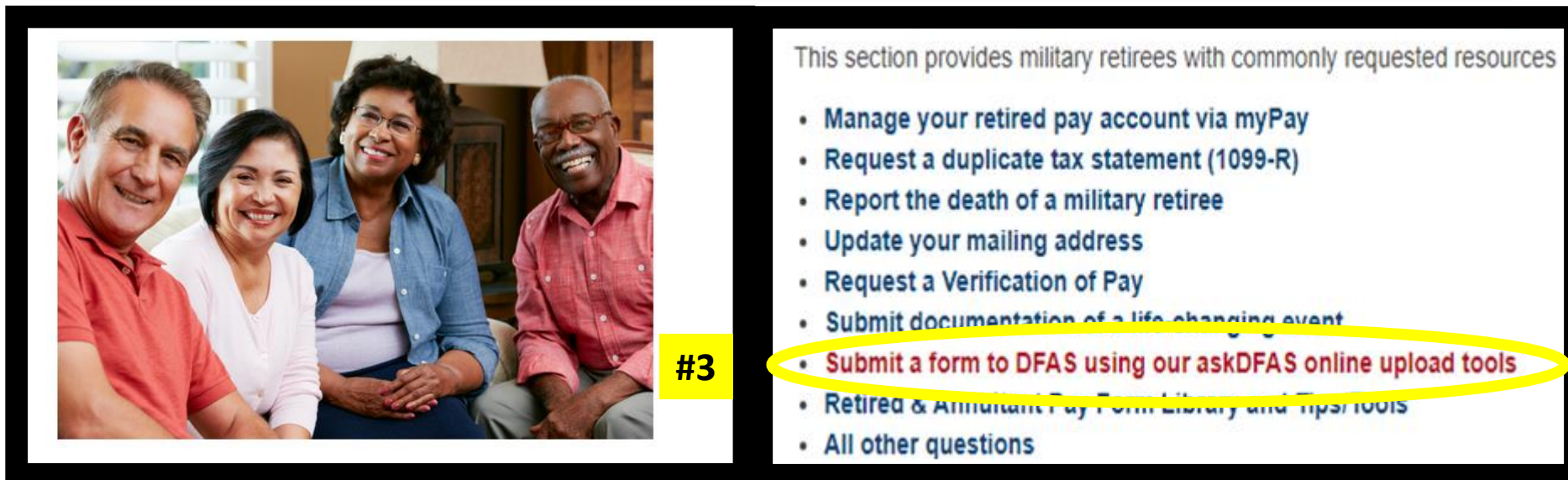


Types of Notifications:

1. Received and queued at DFAS
2. Assigned to be worked
3. Completed
 - i. Processed
 - ii. Additional information needed

* askDFAS notifications, if available to send, can come from askDFAS itself or myPay

Wayfinding Webpage: askDFAS Landing Page



Wayfinding Webpage: askDFAS Landing Page



Military Retirees

A military retiree is any service member or former service member who served on active military retirement pay. There are a number of factors that determine a service member's military retiree status. Only those service members who have retired from their Branch of Service are eligible for military retirement pay.

This includes service members who were placed on the Temporary Disability Retirement List (TDRL) by the Department of Defense. One special group of retired service members who are co-terminus with the Department of Defense are those who are retired from their Branch of Service but are not eligible to receive their military retirement pay date.

Types of retirement include: Regular, Reserve, Temporary Disability Retirement List (TDRL) Authority (TERA).

Retired and Annuity (R&A) Pay is part of the Defense Finance and Accounting Service (DFAS). R&A Pay establishes, maintains and pays military retirees and their eligible surviving spouses.

This section provides military retirees with commonly requested resources, helpful tools, and more.

- [Manage your retired pay account via myPay](#)
- [Request a duplicate tax statement \(1099-R\)](#)
- [Report the death of a military retiree](#)
- [Update your mailing address](#)
- [Request a Verification of Pay](#)
- [Submit documentation of a life-changing event](#)
- [Submit a form to DFAS using our askDFAS online upload tools](#)
- [Retired & Annuity Pay Form Library and Tips/Tools](#)
- [All other questions](#)

Customer subsections with descriptions

Anchor Links – Find what you need quickly!



Survivor Benefit Plan (SBP) Annuity

The Department of Defense (DoD) Survivor Benefit Plan (SBP) provides an ongoing monthly annuity to eligible beneficiaries with a monthly payment known as an annuity. The recipient of the annuity is known as an annuitant. This section provides SBP annuitants with commonly requested resources, helpful tools, and more.

- [Manage SBP annuity pay via myPay](#)
- [Submit required SBP annuitant certifications](#)
- [Request a duplicate tax statement \(1099-R\)](#)
- [Report the death of a military retiree](#)
- [Request a Verification of Pay](#)
- [Submit documentation of a life change](#)
- [Submit a form to DFAS using our askDFAS online upload tools](#)
- [Retired & Annuity Pay Form Library and Tips/Tools](#)
- [All other questions](#)

All Other Questions

Submit other questions to DFAS for additional assistance.

Latest News

- [DFAS Survivor SBP Newsletter](#) – Download the most current Special Focus Webpages for:
- [SBP Dependency and Indemnity Compensation \(DIC\) Offset Payments](#)
- [SBP 2023 Optional Child Annuity Reversion](#)

SBP Annuity Customer Guide

- [Get this helpful guide to our tools and resources for SBP annuitants.](#)

Other Resources

Branch of Service Only askDFAS Submissions

- [Dedicated askDFAS category for Branch of Service personnel](#)

Customer Debts and Deductions

- [Submit questions on a debt, or court ordered deductions like child support](#)

Additional Resources

- [Pay calendar](#)

Ask a question; Read our Newsletters and Guides

Support for every circumstance

Wayfinding Webpage: “Quick Tools” Page

Concept: Find the most-requested tools quickly

Prioritized according to customer feedback and highest call drivers

Available now! <https://www.dfas.mil/raqicktools>

Quick Tools for Retirees, SBP Annuitants and Survivors

On this page you will find links to our most popular self-service tools for retirees, Survivor Benefit Plan (SBP) annuitants, and survivors below for your convenience. For news and additional resources, please visit our other web pages on DFAS.mil.

[Retirees, start here](#)

[SBP Annuitants or Survivors, start here](#)

To [Report the Death of a Retiree](#) using our convenient online tool, [click here](#).

To [Report the Death of an SBP Annuitant](#) using our convenient online tool, [click here](#).

Check Out Our New Online Tools to Make Managing Your Pay Account Easier! [Click Here to Watch Our New askDFAS Tips Video](#) to See How Easy it Can Be!

With our askDFAS online tools, you can conveniently update your mailing address, request a duplicate 1099-R tax statement, or request verification of pay using an online form. Simply and securely submit forms and documents online using our askDFAS Online Upload tools. Use our askDFAS “Ask a Question” tools to send a question and get a response via askDFAS.

[Click here to watch a helpful video](#) on the DFAS YouTube channel with a brief guided tour of the tools.

Retirees: [See our online tools explainer webpage for retirees](#)

SBP Annuitants: [See our online tools explainer webpage for annuitants](#)

NEW!



askDFAS Tips Video now
available on the DFAS
YouTube channel!



Nick Condon
Customer Experience Team

BREAK 2

Please take this opportunity to complete our survey by using the link or QR code below.



[CLICK HERE FOR LINK TO SURVEY](#)

NO GREATER SACRIFICE

Amy Ryder

No Greater Sacrifice



Help Educate the Children of American Heroes



Who We Are

No Greater Sacrifice (NGS) is a non-profit organization dedicated to providing children of fallen and severely wounded Service members tailored higher educational scholarships and personalized mentorship. Founded in 2008, we are driven by the belief that we honor the sacrifices of our post 9/11 Service members by investing in their children's capacity for greatness through education.



NGS Vision

To honor the sacrifices of our Service members by investing in their children's capacity for greatness through education.

NGS Mission

NGS is dedicated to the children of our nation's fallen and wounded Service members delivering scholarships and resources to improve their quality of life through the pursuit of higher education.

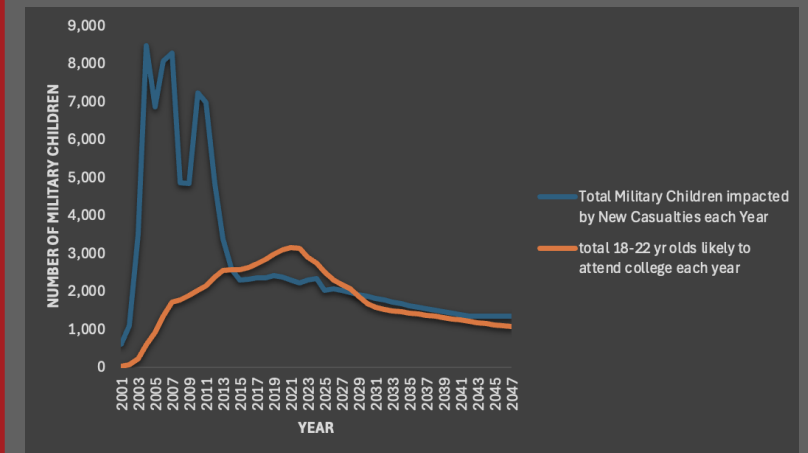
The Problem

The conflicts since September 11, 2001, continue to impact military families, especially the children, who bear the long-term consequences of losing a parent or having a parent sustain serious injuries in combat.



*It will cost **\$1.37 billion** to educate these children of fallen and combat wounded Service members 2025-2047.*

- ★ 90% of the U.S. Service member combat deaths and injuries from 2001-2024 occurred in 8 years (2004-2012)
- ★ Those Service members' infants and toddlers are now high school and college aged.





What Sets Us Apart



NGS is unique for our relationship-driven approach and our goal of helping Scholars of both fallen and severely wounded Service members graduate debt-free from their dream school.

We provide customized educational scholarships in tandem with personalized financial and academic RoadMaps, helping them maximize funding according to their individual needs.

In addition to scholarships, we provide 1-on-1 mentorship and coaching, offering Scholars a transformative opportunity to positively change the course of their life.

Our Solution



Scholar Program Offerings



Educational Scholarship

- Tuition and Fees
- Room and Board
- Books and Special Equipment
- Other Expenses Deemed Necessary
- Financial Counseling
- Academic Advising



Personalized Mentorship and Coaching

- College Prep Resources
- Community Building Events
- Advocacy
- 1-on-1 Coaching
- BootCamp - College Prep Event



Integrated Resourcing

- Tutoring
- Career Readiness Resources
- Networking
- Support Organization Referrals

Our Impact

We equip our Scholars with opportunities to break the generational trauma caused by war, helping them unlock their potential and make a meaningful difference in their communities.

Since 2008, we have:



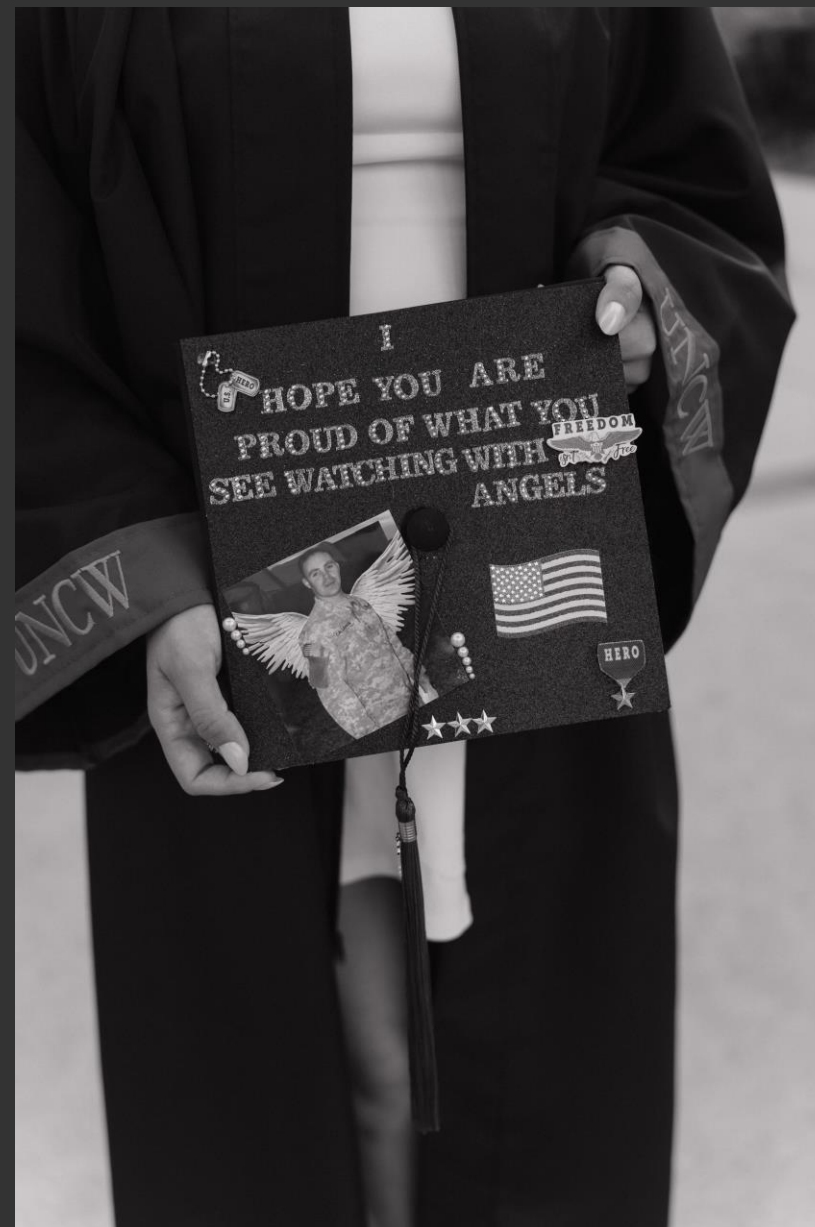
Committed more than
\$24 Million to our mission



Provided scholarships to
418 children of fallen or severely wounded
Service members



95 cents of every dollar raised goes
directly toward our mission



Our vision is bold and the impact is great.

Contact Us



Together, we can Educate the Children of American Heroes!

Please get in touch with us at info@nogreatersacrifice.org for more information.

You can also reach us at 202-756-1980 or visit our website at
www.nogreatersacrifice.org.

Address:

601 Pennsylvania Avenue, NW
South Building, Suite 900
Washington, DC 20004

Follow us:



No Greater Sacrifice Foundation is a District of Columbia not-for-profit organization qualified for tax exemption under Section 501(c)(3) of the Internal Revenue Code.

Federal Tax ID Number: 26-1572599

[Click here for financial information](#)

HOME BASE

Stacie Fredriksson



HOME BASE VETERAN AND FAMILY CARE

A RED SOX FOUNDATION AND
MASSACHUSETTS GENERAL HOSPITAL PROGRAM



RED SOX
FOUNDATION



Massachusetts General Hospital



Bring Healing and Hope to Veterans and their Families

OUR MISSION

Home Base, a Red Sox Foundation and Massachusetts General Hospital Program, is dedicated to healing the invisible wounds for Veterans, Service Members and their Families through world-class clinical care, wellness, education and research.



[Watch Video about Home Base](#)

Programming is available at no-cost for Service Members, Veterans, and their families, including Families of the Fallen, regardless of era or discharge status.

HOME BASE: A WINNING PARTNERSHIP

OUR STORY

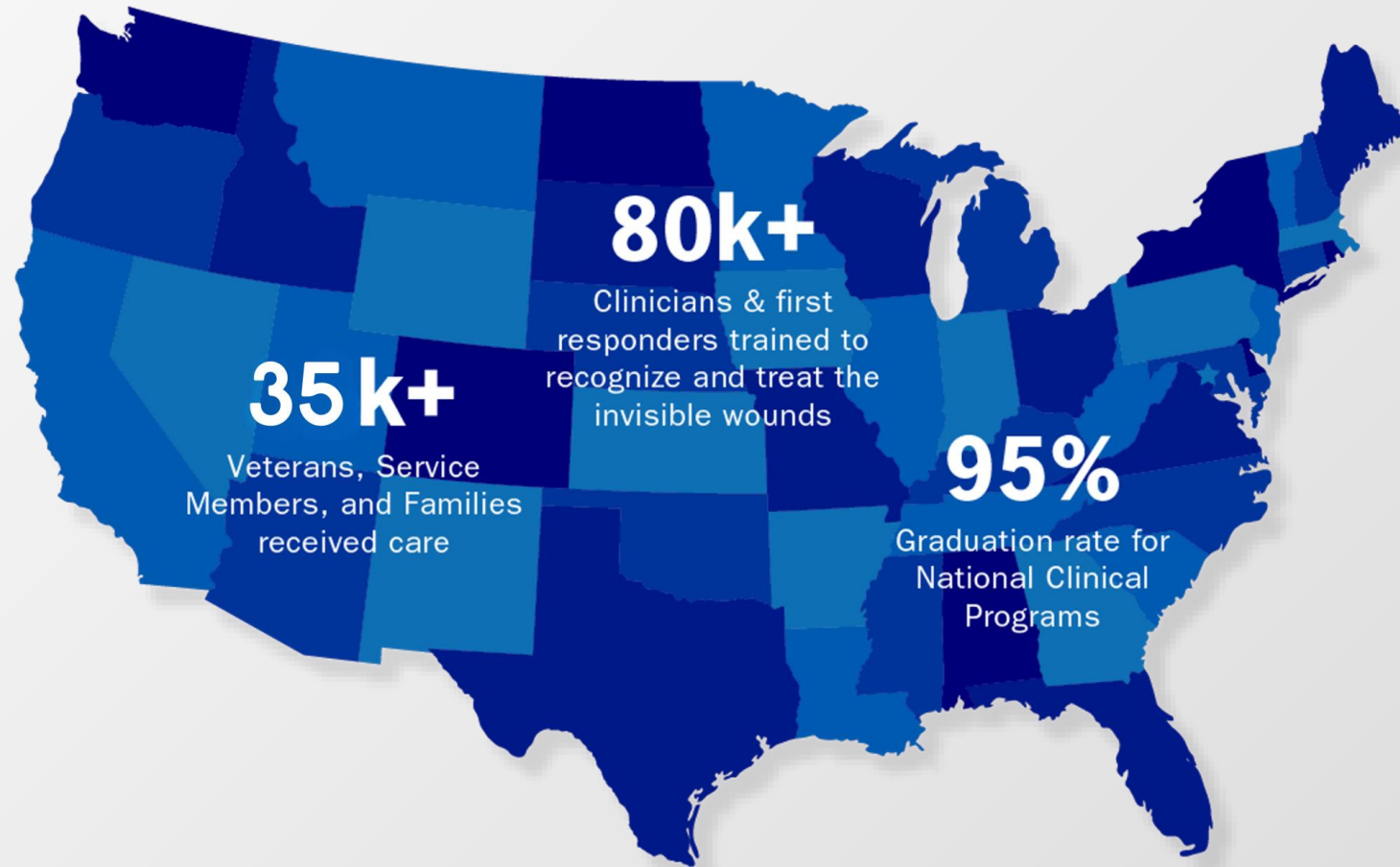


In 2004 and 2007, following their historic World Series wins, the **Boston Red Sox** visited **Walter Reed Medical Center** to meet hospitalized Veterans of the conflicts in Iraq and Afghanistan. The Red Sox organization was deeply moved by the visit, and sought to make a deeper, sustained commitment to serve our returning Veterans and their Families.

With guidance from their colleagues at Massachusetts General Hospital, the Department of Defense, the US Department of Veterans Affairs, Senator Edward M. Kennedy and others, **the Red Sox Foundation and Massachusetts General Hospital Home Base Program** was created in 2009.

WHO WE SERVE

Since 2009, Home Base has served over 35,000 of the most injured Veterans, Service Members, and their Families from all 50 states, 5 territories and 9 countries.





WHY CHOOSE HOME BASE

- **Families of the Fallen are eligible for care/participation at Home Base just like any other military family member** ... regardless of their Service Member or Veterans' era of service.
- **Lack of insurance or ability to pay not a barrier to care**
- Home Base Care **team is multi-disciplinary and experienced in military culture**
- Home Base's **Veteran and Family Support Teams** are staffed by Veterans and/or Military-Connected Family members who work at Home Base as **peer support**

PROGRAM OVERVIEW



CLINICAL CARE

Delivering comprehensive, individualized, evidence-based care for traumatic brain injury, post-traumatic stress, military sexual trauma, and many related conditions



TRAINING AND CAPACITY BUILDING

Training community-based clinicians, first responders, educators, and social service leaders to recognize and assist those with invisible wounds



WELLNESS

Empowering Veteran and military families to maintain long-term physical and emotional health, and build resilience to daily stressors



TRANSLATIONAL AND CLINICAL RESEARCH

Driving discovery of new and improved treatments, and advancing the standard of care for Veterans across the nation

**HOME
BASE**



**VETERAN
AND FAMILY CARE**

National Center of Excellence

➤ Home Base Clinical Care

OP INDIVIDUAL/GROUP THERAPY

- **SM/Vet/Families eligible**
- Treatments for PTSD, TBI, depression, anxiety, co-occurring substance use disorder, MST, grief
- Offer individual therapy, medication consultation, and substance use resources
- Telehealth available in every part of Massachusetts and Florida

INTENSIVE CLINICAL PROGRAM

- **SM/Vet eligible (FoF specific programs)**
- Two year's worth of clinical care and support in two weeks
- Holistic approach to care that includes mindfulness and wellness practice
- No cost to participant
- Family member/support person education included

BRAIN HEALTH EVALS

- **SM/Vet eligible**
- TBI Assessments
- Comprehensive and multidisciplinary evaluations for Special Operations force



➤ TWO-WEEK INTENSIVE CLINICAL PROGRAM (ICP) FOR FAMILIES OF THE FALLEN (FoF)

NATIONAL PROGRAM

- Based on our ICP for Service Members/Veterans which Home Base offers year-round, the Family of the Fallen ICP is specifically for **survivors of traumatic loss**.
- Evidence-based treatment for post-traumatic stress disorder, complicated grief, and other presenting concerns
- Provides 2 years of care and treatment
- Only program of its kind available to Families of the Fallen
- Developed in collaboration with the Tragedy Assistance Program for Survivors (TAPS)

- ❖ Individual Treatment
- ❖ Group Therapy
- ❖ Stress Reduction and Resiliency
- ❖ Re-engaging with Life based on Complicated Grief principles
- ❖ Comprehensive Med Evaluation
- ❖ Fitness & Nutrition
- ❖ Integrative Therapies such as yoga and art therapy
- ❖ Social activities

REGIONAL PROGRAMS

Specialized services for local Families of the Fallen in Massachusetts only

- Local post 9/11 Families of the Fallen can receive specialized services in partnership with Massachusetts Military Heroes Fund including:
 - Financial grant assistance
 - Advocacy and benefits navigation
 - Limited case management services



HOME BASE **NON-CLINICAL SERVICES**



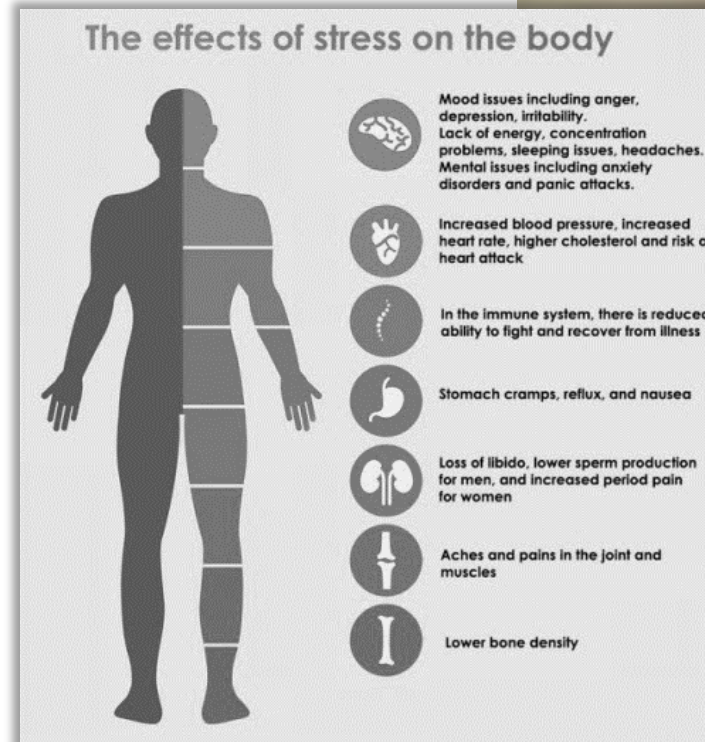
RESILIENCY COURSES

RESILIENT WARRIOR, RESILIENT FAMILY AND RESILIENT YOUTH

- 6-week educational, mind-body courses designed to help manage stress more
- Developed in collaboration with MGH Benson-Henry Institute for Mind Body Medicine (BHI) and the Child Resiliency Program (CPR)

Program Elements:

- Stress awareness
- Resilience skills to promote relaxation
- Understanding the connection between mind and body
- Explore the importance of sleep, nutrition and physical activity
- Ways to change negative thoughts and behaviors
- Connect with peers who may be having similar experiences



➤ **NON-CLINICAL EDUCATIONAL PROGRAMS**

SKILLFUL PARENTING

- 7-session series designed to help families feel more confident in their parenting, provide healthy boundaries and routines for their children, and reduce parenting stress.
- Focused on ages 5-14

BUILDING A STRONG HOME BASE

- 10-session series focuses on educating parents on children's various attachment needs, learning how to identify a child's need for connection and independence, and understanding how a parent's own life history/stressors can influence the ability to read these signs
- Designed for parents/caregivers of children ages 0-8.





NON-CLINICAL EDUCATIONAL PROGRAMS

IMPACT OF TRAUMA

- Information about (PTSD) and other posttraumatic reactions
- Overview of the symptoms
- Review of some of the evidence-based therapies offered at Home Base
- Discussion about how trauma exposure can impact relationships

COMING SOON

Home Base is in the process of developing another non-clinical, education group about the bereavement process for Families of the Fallen. The class will cover the following:

- What to expect during the bereavement process
- Skills to navigate this difficult time
- Education about when to seek more support from health/mental health providers





ADVENTURE SERIES

Home Base hosts monthly activities

- Strengthen family bonds
- Build community connections
- Available in MA, FL and AZ

Service Members/Veterans, Military families and Families of the Fallen are invited to explore a new sport or try out a new activity

- Chance to meet other Veterans and Military Families
- Opportunities to learn more about the clinical services, education, and research offered by Home Base

Home Base collaborates with businesses and non-profit community organizations to host the Adventure Series activities

Activities include

- Skiing
- Skating
- Museums
- Sailing
- Baseball games
- Apple picking and more!

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CONNECT WITH CARE
617-724-5202



Their Mission Is Complete.
Ours Has Just Begun.



HOUSEKEEPING & CLOSING

Ann Duff, Director
Office of Survivors Assistance

NEXT SURVIVORS' FORUM

September 18, 2025
12:30 EST

THANK YOU

Final reminder to complete our survey. We are
so glad you joined us today!



[CLICK HERE FOR LINK TO SURVEY](#)