

VAWNYHS

VETERANS' EXPERIENCE COMMITTEE



VA WESTERN NEW YORK DECEDENT AFFAIRS

Honoring the sacrifice of our nation's Hero's by providing information about benefits that survivor dependents may be eligible for through the Veterans Benefits Administration.

HONOR & RESPECT BURIAL & MEMORIAL INFORMATION

National Cemeteries are a lasting place of honor for eligible Veterans, Service members, or family members.

VAWNYHS VOICES OF VETERANS

Improving access to VA's resources starts with listening to the voice of the Veteran community, then using feedback to design VA customer experiences that are easy, effective, and delivered with empathy.



VA U.S. Department
of Veterans Affairs

WANT TO GET INVOLVED?

The VAWNYHS Veterans' Experience Committee is focused on improving the experience that Veterans and their loved ones have at VAWNYHS. To do this we need to hear from Veterans and their loved ones! If you would like to join our committee, please email Danielle Bergman at Danielle.Bergman@va.gov.

VA Western New York Decedent Affairs

To honor the sacrifices of our nations Hero's, VA WNY Decedent Affairs staff is available to meet with surviving dependents in person, or by phone, to provide a better understanding of the steps they should take when a Veteran family member passes away. We are available Monday-Friday 8am-4pm in the Veteran Service Center located on the first floor, or by calling 716-862-8829.



SERVICES OFFERED

VA WNY Decedent Affairs provides a basic overview of benefits that survivor dependents may be eligible for through the Veteran Benefits Administration, at 1-800-827-1000 or www.ebenefits@va.gov. We provide guidance to surviving dependents needing to obtain military service records through the National Archives, at 1-866-272-6272 or www.archive.gov, that may be required for military honors, burial eligibility, or any additional benefits.

ADDITIONAL RESOURCES

In addition, VAWNY decedent affairs can also provide resource information to veterans for pre-need burial arrangements through the national cemetery administration, at 1-800-535-1117 or www.cem.va.gov.

NEARLY 95% OF AMERICANS ARE WITHIN 75 MILES OF A NATIONAL, STATE, TERRITORIAL, OR TRIBAL VETERANS CEMETARY

ON BEHALF OF A GREATFUL NATION

BURIAL AND MEMORIAL INFORMATION

National Cemeteries are a lasting place of honor for eligible Veterans, Service members, or family members who may receive burial benefits at no cost, including:

- Gravesite/Plot
- Headstone/Marker
- Preplaced Government Liners (In lieu of a private vault *for caskets only*)
- Opening & Closing of Site
- Perpetual care of the Gravesite
- Committal Service
- Military Honors (If not already received)
- Interment Flag
- Presidential Memorial Certificate(s)

Additional burial benefits such as transportation, preparation, and vessel (casket/Urn) reimbursement may be available by contacting the Veteran Benefits Affairs at 1-800-827-1000.

Private Cemetery Benefits through the NCA include:

- A headstone, marker, niche cover or medallion.
- Interment flag
- Presidential Memorial Certificate(s)

APPLYING FOR BURIAL BENEFITS

To start the process, you, a family member, or your funeral director will need to:

- Gather decedent information along with Veteran's discharge document(s);
- Fax or email discharge documents(s) to the National Cemetery Scheduling Office;
- Decide on burial and committal service details, and;
- Contact the National Cemetery Scheduling Office to make arrangements

VETERAN BENEFITS ALLOWANCES

If eligible, you may receive benefits including:

- VA allowance for burial and funeral costs
- VA plot or interment allowance for the cost of the plot (gravesite) or interment
- VA transportation reimbursement for the cost of transporting the Veteran's remains to the final resting place.



UNCLAIMED VETERAN REMAINS

HONORABLE BURIAL FOR OUR NATION'S HEROS:

The U.S. Department of Veterans Affairs (VA) works with Veteran service groups, funeral industry partners, public administrators, and other concerned citizens to ensure the dignified burial of unclaimed Veterans. A VA pension or other compensation is not a pre-requisite for unclaimed Veterans to receive burial benefits.

Below is a step-by-step process for determining eligibility and arranging burial for unclaimed Veterans.

1. **Determine Eligibility** - Contact the National Cemetery Scheduling Office at 1-800-535-1117 to determine if the decedent is a Veteran and eligible for burial in a VA national cemetery.
2. **Arrange for the deceased, unclaimed Veteran's burial in any of the following options**
 - A national cemetery - Contact the National Cemetery Scheduling Office at 1-800- 535-1117 to arrange burial for eligible Veterans in any VA national cemetery with available space.
 - A state or tribal Veterans cemetery - Contact the state or tribal Veterans cemetery to schedule the burial.
 - A private cemetery - Veterans buried in a private cemetery may be entitled to a headstone or marker.
3. **Apply for monetary burial benefits associated with the burial of the unclaimed Veteran.**
Eligibility may depend on the Veteran's place of burial.

ADDITIONAL INFORMATION:

- Veterans eligible for burial in a VA national, state, or tribal Veterans' cemetery may receive a government headstone or marker, a U.S. burial flag, and a Presidential Memorial Certificate, even if they are not buried in a national cemetery.
- If a Veteran dies while at a VA facility under authorized VA admission, and the remains are unclaimed, the facility director will ensure proper burial for the Veteran
- If a Veteran dies at a non-VA facility under authorized admission at VA's expense, and is unclaimed, contact the closest VA healthcare facility to arrange for proper burial of the unclaimed Veteran.
- VA encourages application for these benefits. For some of the benefits described above, VA can only pay the benefit if the Veteran died with no next of kin or other person claiming their remains, and without sufficient resources available to cover burial and funeral expenses.

VOICE OF THE VETERAN

VSIGNALS SURVEYS

More than 8.8 million digital surveys have been returned by Veterans nationwide. These surveys enable enhancements to the way VA provides care, benefits, and services. Improving access to VA's resources starts with listening to the voice of the Veteran community, then using feedback to design VA customer experiences that are easy, effective, and delivered with empathy.

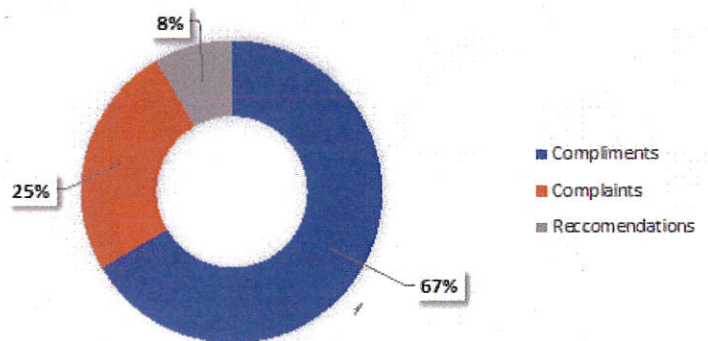
"I have always received excellent care at the Buffalo VA. The staff in every department that I have dealt with are always professional, polite, friendly...I've never had a negative experience, they're just a great team."

- Veteran Survey submitted 7/04/23

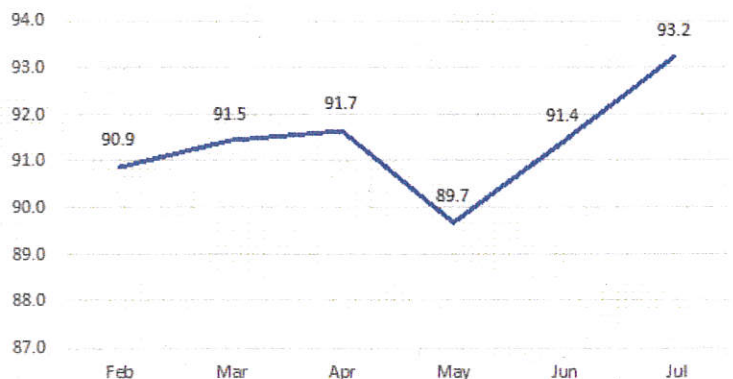
VAWNYHS VSIGNALS DATA

10/01/22 - 07/06/23

VAWNYHS VSIGNALS Results



"I trust VA for my healthcare needs"



COMMONLY USED OR REQUESTED PHONE NUMBERS FOR VETERANS

VHA:

- Buffalo VA Medical Center - (716) 834-9200
- Batavia VA Medical Center - (716) 297-1000
- Pharmacy - (716) 862-6334
- Veterans Service Center - (716) 862-8829
- Patient Advocate - (716) 862-8752 or (716) 862-8852
- Primary Care - 1-866-884-8567
- Specialty Care - (716) 862-8788
- Mental Health - (716) 862-3117
- Caregiver Support - (716) 862-6516
- Homeless Program - (716) 862-8885
- Release of Information - (716) 862-6303
- Vocational Rehabilitation - (716) 862-6300

NCA:

- Corfu/Pembroke - (585) 297-1300
- Bath - (607) 664-4853
- Elmira - (607) 732-5411

VBA:

- Buffalo Regional Office - (716) 857-3000
- Public Contact Team - (716) 857-3327
- Veterans Readiness & Employment - (716) 857-3372
- Education Call Center - 888-442-4551

Community Resources:

- Veterans Housing Coalition - (716) 882-5935
- Veterans One-Stop Center - (716) 898-0110
- Niagara County Veterans Service Agency - (716) 438-4090
- Erie County Veterans Service Agency - (716) 858-6363
- Genesee County Veterans Service Agency - (585) 815-7905
- Orleans County Veterans Service Agency - (585) 589-3218
- Wyoming County Veterans Service Agency - (585) 786-8860
- Chautauqua County Veterans Service Agency - (716) 661-8255
- Cattaraugus County Veterans Service Agency - (716) 701-3298
- Alleghany County Veterans Service Agency - (585) 268-9387

