



**VETERANS' FAMILY SERVICES DIRECTORY**  
**VA SERVICES AND COMMUNITY VETERANS' SERVICES**  
*The American Legion: Serving Veterans and Advocating for Veterans.*

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**VETERANS' FAMILY SERVICES DIRECTORY**  
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Service	Organization
<b>Veterans' Benefits Processing &amp; Acquiring Records Assistance</b>	<p><b>Veterans' Affairs Regional Telephone Assistance</b>            General Recordings with voice mail prompts: 800-827-1000</p>
	<p><b>VA Eligibility and Enrollment</b>            Anna Coulter/ Women's Health Programs            3801 Miranda Ave., Palo Alto, CA 94304-1290            Phone: 650-493-5000            Website: <a href="http://www.palo-alto.med.va.gov">www.palo-alto.med.va.gov</a></p>
	<p><b>Veterans' Benefits Administration (VBA) Regional Office</b>            1301 Clay Street, North Tower            Oakland, CA 94612-5209            Benefits Assistance Line: 800-827-1000            Benefits Consultants Available: Mon-Fri 8:30am-4:00pm</p>
	<p><b>American Legion Service Officer (VA Palo Alto VSO Office)</b>            Jeffery Postlewhite            VA Palo Alto Medical Facility            3801 Miranda Ave., Palo Alto, CA 94304-1290            Phone: 650-493-5000 ext. 65388            Website: <a href="http://www.palo-alto.med.va.gov">www.palo-alto.med.va.gov</a></p>
	<p><b>American Legion, Services Officer</b>            Gene Grundstrom, Post 419/ District 13            Phone: 408-203-8162            Email: <a href="mailto:efgmeg@sbcglobal.net">efgmeg@sbcglobal.net</a></p>
<p><b>County of Santa Clara Office of Veterans' Services</b>            Ken Kershaw, Manager/ American Legion            Accredited to process VA benefits and claims.            68 N. Winchester Blvd, Santa Clara, CA 95050            Office: 408-553-6000/ Fax: 408-553-6016            Website: <a href="http://www.sccgov.org/vets">www.sccgov.org/vets</a></p>	

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**Veterans’  
Benefits  
Processing &  
Acquiring  
Records  
Assistance**

**County of San Mateo Office of Veterans’ Services**

Jeffrey Young, County Service Officer  
Accredited to process VA benefits and claims.  
260 Belmont Ave, San Mateo, CA zip  
Office: 650-802-6446  
Cell: 650-802-6598

**County of San Mateo Office of Veterans’ Services**

Diana Kremer, Assist. Service Officer & Pension Benefits specialist  
260 Belmont Ave, San Mateo, CA zip  
Office: 650-802-6446

**County of Alameda Office of Veterans’ Services**

Michael Ennis, County Service Officer  
Or Johnnie Porter, County Service Officer VA Rep  
Accredited to process VA benefits and claims.  
6955 Foothill Blvd, Ste. 300, Oakland, CA 94605  
Office: 510-577-3547

**The American Legion-Department of North CA Vet Services**

John Kelly, Manager – Oakland and San Francisco  
Accredited to process VA benefits and claims.  
1301 Clay Street, 1135 North Tower, Oakland, CA 94612  
Office: 510-637-1235 or 510-834-0310/ 0430  
Fax: 510-834-0507

**The American Legion- Department of California (Southern)  
Veterans Services**

Scott McKee, California Department Service Officer  
Trainer for VA benefits/claims processing; VA accredited.  
Federal Building 11000 Wilshire Blvd, Ste. 5201,  
Los Angeles, CA 90024  
Office: 310-473-6534 Fax: 310-479-4641

**National Personnel Records Center (NPRC)**

Military Personnel Records  
9700 Page Avenue, St. Louise, MO 63232-5100  
Phone: 314-801-0800/ FAX: 314-801-9049  
[www.archives.gov/veterans/evetrecs](http://www.archives.gov/veterans/evetrecs)

**Veterans’  
Education &  
Employment  
Assistance**

**Santa Clara Office of Veterans’ Affairs**

Richard Herrera, Vet Representative  
68 North Winchester Blvd. Santa Clara, CA 95050  
Office: 408-553-6000  
Email: [vets@vets.sccgov.org](mailto:vets@vets.sccgov.org)

**California Employment Development Department (EDD)**

Assistance with job preparation, applications and job searches.  
2450 South Bascom Avenue, Campbell, CA 95008  
Campbell Office: 408-369-3606  
Sunnyvale Office: 408-774-23656  
Gilroy Office: 408-846-1480  
General website: [www.edd.ca.gov](http://www.edd.ca.gov)

**Veterans’  
Family Care  
Giver Support  
Services**

**San Jose Day Respite Program**

Santa Clara County’s VA Respite Program  
Assistance to veterans being cared for at home and their family care givers in coping with long-term disability and chronic illness. Low cost services during the day for veterans with long term care needs and their family care givers.  
Contact Karen Brown, RN, Respite Program Director  
Phone: 408-363-3001

**Mountain View Community Services**

Maureen Wadiak, Director  
Food bank, senior program and case management for veterans and their family members. Not veteran-specific but serving many senior veterans in the area.  
Office: 650-968-0836 x 112  
Email: [mwadiak@csacares.org](mailto:mwadiak@csacares.org)

**Neighborhood Conservation and Improvement Program (NCIP)**

City of Santa Clara (Limited to residents of city of Santa Clara)  
Kevin Malko, Inspector and Green Building Professional  
Low cost help with handi-work, home improvement and home building projects. Federally funded through a stimulation grant.  
Office: 408-615-2490  
Direct: 408-615-2492  
Email: [kmalko@santaclaraca.gov](mailto:kmalko@santaclaraca.gov)

**Advance Care  
Planning for all  
veterans over  
age 18 and  
their families**

**VITAS Innovative Hospice Care veterans' services** providing advance healthcare planning assistance with directives, incapacity rights, veterans' benefits assistance and veterans' family grief support. Leader throughout the Bay Area community for end of life care and family support for veterans. Free workshops. Contact Charlotte Bear, Veterans' Community Liaison American Legion Service Officer Team  
Office: 866-268-4827 for page or voicemail (checked daily)  
Email: [charlotte.bear@vitas.com](mailto:charlotte.bear@vitas.com).

**Veterans'  
Financial  
Planning  
Assistance**

**Tri-West (TriCare) Northern California**

Billie Nunn, Beneficiary Services and Education Representative, Assistance with medical coverage; financial planning for medical.  
Direct phone: (707) 439-9201 x 63909  
Cell phone: (707) 688-7382  
Email: [bnunn@trivest.com](mailto:bnunn@trivest.com)

**Cal-Vet Home Loans**

CA Dept. of Veterans Affairs  
Help with home loans for veterans; competitive loan rates and up to date information.  
Phone: 800-952-5626  
Website: [www.cdva.ca.gov/homeloan](http://www.cdva.ca.gov/homeloan)  
Email: [loanserv@cdva.ca.gov](mailto:loanserv@cdva.ca.gov)

**Carney, Sugai & Sudweeks, LLP**

Counselors and Attorneys At Law  
Life Care Planning (for a fee, but knows VA estate planning)  
Janis, A. Carney, Esq. VA Accredited Attorney  
750 University Avenue, Ste. 140  
Los Gatos, CA 95032  
Phone: 408-354-0200

**Homeless  
Veterans'  
Assistance**

**National Coalition for Homeless Vets**

Call 800-838-4357 (800-VET-HELP) for information & assistance.

**Catholic Charities of Santa Clara County**

Inquiries and Referral for chronically homeless veterans.

Call 408-295-5288 or toll free 866-469-0969

**Seamless Transition Program**

VA Homeless Veterans Outreach/ Readjustment

Phone: 650-493-5000

Website: [www.seamlesstransition.va.gov](http://www.seamlesstransition.va.gov)

**Clara-Mateo Alliance**

A Community Shelter on VA Grounds (Salvation Army)

Call the office: Office: 650-614-9887

**Veterans'  
Healthcare and  
Medical  
Services**

**VA Palo Alto Health Care System**

3801 Miranda Ave, Palo Alto, CA 94304-1290

Phone: 650-493-5000 phone

Website: [www.palo-alto.med.va.gov](http://www.palo-alto.med.va.gov)

**Domiciliary Service for Rehab**

At VA Palo Alto Healthcare System

Residential rehabilitation for homeless veterans in recovery in a supportive environment. VA eligibility applies.

Admission criteria applicable for 70 rehabilitation beds;

rehab involves 90 days of group-based treatment.

Phone: 650-617-2734 or 650-493-5000 x 22734 or

1-866-717-1978 for screening and applications.

**VA Fremont Clinic**

Patient Services Administrator

39199 Liberty Street, Fremont, CA 94538

Phone: 510-791-4001

**Oakland Vet Center**

Johnnie Porter, VA Rep/ Alameda County Service Officer

Counseling for veterans with PTSD, ST and mental health needs.

1504 Franklin Street, Oakland, CA

Phone: 510-763-3904

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**Veterans’  
Healthcare and  
Medical  
Services**

**VA San Jose Clinic**

Steve Silvas, Patient Services Administrator  
Help with enrollment and eligibility determination for VA health benefits. Also, clinical services for veterans who are enrolled in the VA healthcare system. VA Health Benefits eligibility applies.  
80 Great Oaks Boulevard, San Jose, CA 95119  
Business Office: 408-363-3000

**San Jose Vet Center**

Greg Cullaro, Counseling Services  
Counseling for vets and active duty for PTSD, sexual trauma.  
278 N. 2<sup>nd</sup> Street, San Jose, CA 95112  
Office: 408-993-0729  
Website: [sjvcevents.com](http://sjvcevents.com)

**Veterans’  
Hospice/ End  
of Life Support  
for Veterans’  
Families**

**VA Inpatient Hospice**

For full in-patient hospice service through the VA in a state of the art VA facility for veterans with a prognosis of 6 months. VA Health Benefits eligibility applies; 100% covered for qualifying veterans (services, supplies, medications). 25 beds capacity. For beds available and eligibility requirements, call:  
Sheila Kennedy, Hospice Coordinator  
Main Phone: 650-849-0176  
Email: [Sheila.kennedy@va.gov](mailto:Sheila.kennedy@va.gov)

**VITAS Innovative Hospice Care**

Leader in Bay Area for community hospice services for veterans and their family members. Provides the full compliment of hospice services at home, in assisted living or long term care environments (hospice MD, RN case manager, chaplain, social worker, home health aide, intensive comfort care, 24/7 telecare). 100% covered by Medicare, Medi-Cal or VA benefits (all services, supplies and medications). No waiting lists; no eligibility restrictions; same day admissions for persons with a prognosis of 6-12 months. Also includes veteran benefits assistance, veteran volunteer services, veterans’ family grief counseling for no additional charge. Same full services available for veterans’ family members. A regional and national sponsor of veterans' initiatives.  
Charlotte Bear, Veterans’ Liaison  
Cell: 408-341-5438; Email: [charlotte.bear@vitas.com](mailto:charlotte.bear@vitas.com)  
Direct Referrals: call 800-938-4827.

**Veterans’  
Legal  
Assistance**

**VA Legal/Services Assistance**

Gabriel Avila, Jr.

Legal Administrative Specialist, Military Services Coordinator and Benefits Counselor

3801 Miranda Ave Rom A1-220 Palo Alto CA 94304-1207,

Phone: 650-493-5000 ext. 65539

Email: [gariel.avila@med.va.gov](mailto:gariel.avila@med.va.gov).

**Council on Aging of Silicon Valley**

Shawna Reeves, Social Worker (Veterans)

Assistance with information about financial schemes and vet scams.

Phone: 408-249-8918 or 480-350-3229

Email: [sreeves@coasiliconvalley.com](mailto:sreeves@coasiliconvalley.com)

**Veterans’  
Memorial  
Planning**

**Burial Benefits, Awards and Honors**

County of Santa Clara Office of Veterans’ Services

Ken Kershaw, Manager/ American Legion

Assistance with burial benefits and survivor benefits.

Office: 408-553-6000

Email: [vets@vets.sccgov.org](mailto:vets@vets.sccgov.org)

**Joint Force HQ, California National Guard**

SSGT Frederick Meadows, Central Region Coordinator

No cost help with getting honors for a service member if your branch of service cannot provide it for you.

Phone: 408-277-9900 or 916-439-3517

Email: [Frederick.meadows@us.army.mil](mailto:Frederick.meadows@us.army.mil)

**Dignity Memorial**

Karen Carter, Community Relations Director

No cost planning for memorial arrangements; coordination with veterans’ burial benefits; 10% discount for veterans and veterans’ planning guide. Available in several memorial parks throughout the Bay Area. Veteran Family Planning consultants available.

Oak Hill Office: 408-595-3333

Email: [Karen.Carter@sci-us.com](mailto:Karen.Carter@sci-us.com)

<p><b>Veterans’ Family Remembrances and Ceremonial Services</b></p>	<p><b>Patriot Guard Riders/ American Legion Riders</b> Don Newton, Post 419 Commander No cost for welcome home services and funeral escort services for veterans of all eras and branches of service. Phone: 408-981-6010 Email: roadglide02@gmail.com</p> <p><b>Keeping the Spirit of ’45 Alive/ Stories of Service</b> Robert Corpus, Silicon Valley Recordings of stories of service with videos produced for family members and photos and stories uploaded to a national “virtual memorial,” similar to the Veterans’ History Project and Her Story. Launched initiative to create Spirit of ’45 Day. Donations accepted. Office: 408-918-1042 or Cell: 408-887-3311 Email: <a href="mailto:robertjcorpus@gmail.com">robertjcorpus@gmail.com</a></p>
<p><b>Troop Support Endorsed by the American Legion</b></p>	<p><b>Operation Care and Comfort (Troop Fest)</b> Julie DeMaria No cost support for active duty personnel through the Care Package program and the Adopt a Military Family Program. Winner of a Pentagon Humanitarian Award for outstanding service to troops. Fundraisers: Troop Fest events. Donations accepted all year long. Contact Julie at: Phone: 408-373-8635 Email: <a href="mailto:TroopSupport@comcast.net">TroopSupport@comcast.net</a></p> <p><b>South Bay Blue Star Moms</b> Linda Bayer, President No cost support for parents of active duty personnel; membership and associate membership available. Also a big contributor to active duty troop support. Phone: 408-655-7426 Email: <a href="mailto:linda.bayer@southbaybluestarmoms.org">linda.bayer@southbaybluestarmoms.org</a></p>

This list is updated by the *Veterans’ Rehabilitation and Services Team of Post 419*: Gene Grundstrom, Service Officer, Post 419/District 13 @ 408-203-8162, [efgmeg@sbcglobal.net](mailto:efgmeg@sbcglobal.net); and, Charlotte Bear, Service Officer Team, Post 419/District 13 @ 408-341-5438, [charlotte.bear@vitas.com](mailto:charlotte.bear@vitas.com).

The list is intentionally limited to the categories identified. All services listed are screened for legitimate veterans’ services and demonstrated advocacy for veterans and their families.