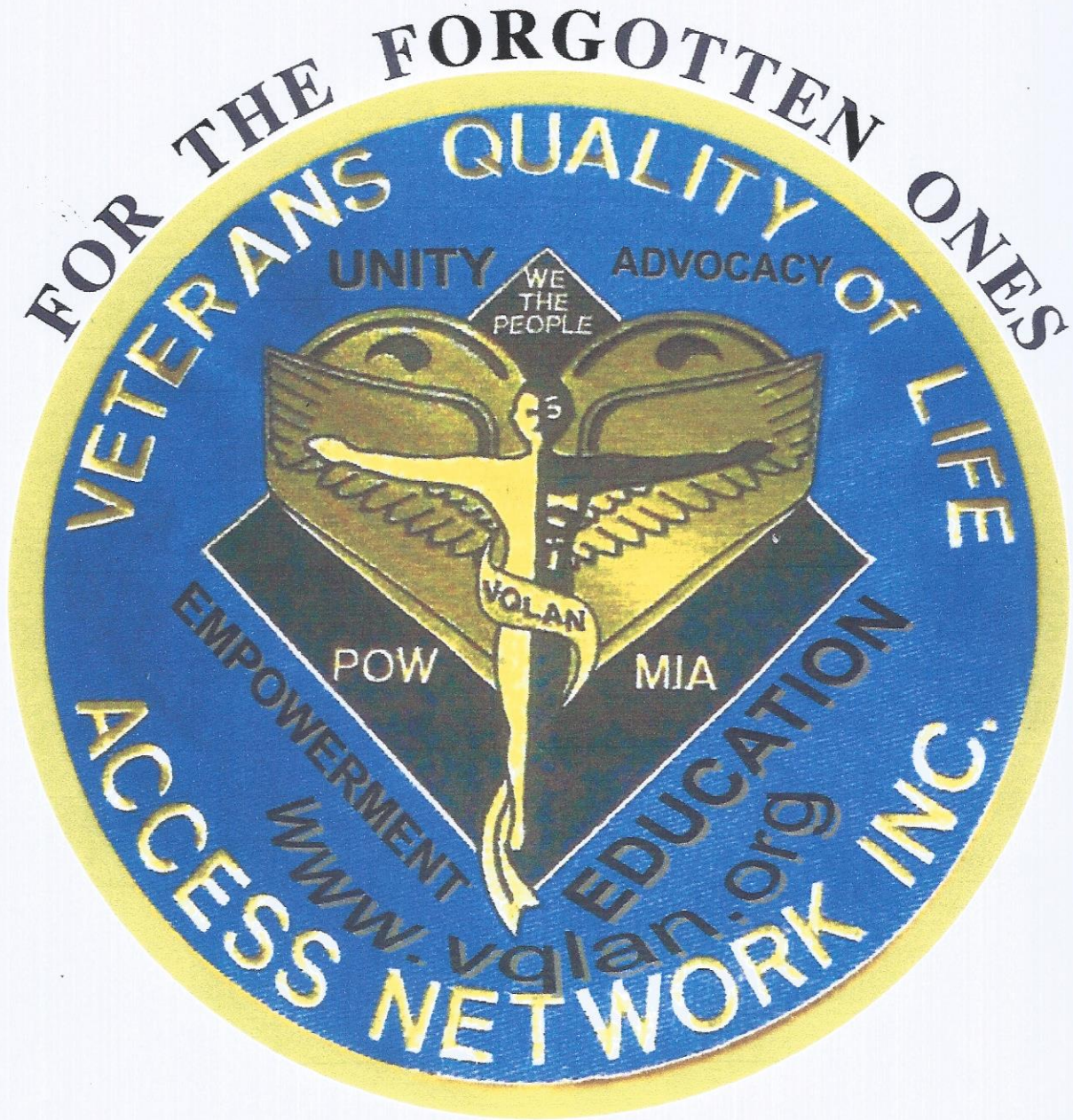


**GUIDE FOR VQLAN
REPRESENTATIVES**



**CREATED BY BARRY G. CAMPBELL
FOUNDER/PRESIDENT – VQLAN
MARCH 2014**

VETERANS QUALITY OF LIFE ACCESS NETWORK, INCORPORATED

This is a guide for all VQLAN representatives on how it should be done.

VQLAN's mission is to improve the quality of life for hopeful and otherwise desperate American veterans by providing access solutions (including benefit processing) to help them obtain the housing, health, legal, financial, education, employment and intensive counseling as needed now.

This guide is created by Founder/President Barry G. Campbell and his methodology is proven to help in the most effective and efficient manner yet. He calls it Direct Contact.

This program is needed across America. There are so many misinformed veterans. Veterans are dying and have been dying for 50 years from not knowing. This will do it (proven).



CONFIDENTIAL

TABLE OF CONTENTS

Brief History of Barry G. Campbell pg. 1

PART 1

The Methodology of Mr. Barry G. Campbell

- a. The Method pg. 2
- b. Step 1 – When a veteran needs help pg. 3
- c. Step 2 – Pension for war-time veterans pgs.3 & 4
- d. Step 3 – Compensation (in-service injuries) pgs. 4 & 5
- e. Step 3B – Approach pg. 5
- f. Step 4 – Secondary Conditions pg. 5
- g. Step 5 – Discharge Up-grades pg. 5
- h. Step 6 – Homeless pg. 6
- i. Step 7 – Burials pg. 6

PART 2

Why should a VQLAN representative be knowledgeable of the V.A. processing system?

- a. What should a representative possess? pg. 7
- b. Barry G. Campbell – Program Support pg. 8
 - Assistant – Narrative Summary – Dept.
Of Veterans Affairs (DVA)

 **CONFIDENTIAL**

PART 3

How to help a veteran today? Questions and answers for:

1. Compensation pg. 10
2. Non-service Pensions pg. 11
3. Secondary Conditions pg. 12
4. PTSD/MST pg. 13
5. Agent Orange pgs. 14 & 15
6. Discharge Up-grades pgs. 16 - 18
7. Clothing Allowance pg. 19
8. Camp LeJeune (contaminated Water) pg. 20
9. Hardship Waivers pg. 21
10. Basic V.A. forms (most popular) pgs. 22 & 23
11. Lawyers pg. 24
12. Up-to-date Apartment Listings pg. 25
13. Free Food & Clothes (all 5 boroughs) pgs. 26 - 34
14. Address List of Military Record Custodians pgs. 35 & 36
15. Homeless Residences pgs. 37 & 38
16. Burials pg. 39

PART 4

Resourcing and Networking

- a. VQLAN resources pgs. 40-42
- b. New Resources pgs. 43-44
- b. Veterans Administration Resources pg. 45
- c. Websites of resources pg. 46
- d. Most popular phone numbers pg. 47

PART 5

Additional Benefits

- a. Service-Connected Disabled Veterans pgs. 48 - 50
- b. Student Loans pg. 51

BARRY G. CAMPBELL
Founder/President
Veterans Quality of Life Access Network, Inc.



Divide your bread with the hungry, bring the homeless into the house when you see the naked cover him and do not divert eyes from your own flesh.

Isaiah 58:7

BRIEF HISTORY

Age: 61 years
Married: 36 years
Children: 3

Army 1973 – 1979 – Honorable Discharge
Veterans Administration – 1983- 2011
Veterans Quality Of Life – Founder/President – 1999 – present

Accolades (Awards)

1. Three (3) Purple Heart Citations (1995, 1996, & 1999)
2. Inducted into Sterling Who's Who in New York – 1994
3. Proclamation – U.S. House of Representatives – 1995
4. Life-time Inspirational and Humanitarian Award – 2001
5. Newspaper Article – Daily Challenger – “Hero for the Ages” – 2003
(In the Library of Congress)
6. Newspaper Article – Daily News (City Beat)
“Helps the Forgotten Ones” – 2007
7. Humanitarian Award (Keep the Dream Alive) – 2008
8. Certificate – Boro. President Hon. Marty Markowitz for Extraordinary
Community Service – 2008
9. Proclamation – Hon. Andrew J. Lanza (Senator in S.I.) – 2011
10. Citation for “Going Above and Beyond” – Councilmember Hon.
Deborah Rose
11. Special Congressional Recognition Award for Outstanding and
Invaluable Service to the Community – Hon. Michael Griman
(Congressman) – 2011

ACCOMPLISHMENTS

VQLAN has been in the Veterans Day Parade for 12 straight years.
VQLAN's website has been global since 2007
Creator of VQLAN Newsletters (22 editions)
Gospel Show - 2003
Creator of VQLAN's Library (an information bank for veterans – 2006 – present)
I have given over 120 General Meetings to the public with resourcing and networking.
Art Show in Brooklyn – 2011

For more details, please see website at www.vqlan.org

THE METHODOLOGY OF MR. BARRY G. CAMPBELL

To get maximum results for helping veterans from resources and networking with everyone.

This comes from 30 years of being on the front with those who need it the most.

How To Really Help A Veteran – created in 2003 – Revised 2014

Every medical center in America should have the unit described below. The volume is that big. I believe a veteran should run the unit to make sure veterans' priorities are met.

Title: Compensation, Pension and Resource Coordinator for VQLAN Representatives

This is putting the regional office and medical centers knowledge together with city, state, government and street resources to help the veterans who need it the most in the most effective and efficient manner.

I have been doing this for over 30 years and you will find 90% are happy with the V.A. system when they come through me. You must know by now that it is a real change. It takes a special kind of veteran to do this because it takes character, loads of patience and plenty of love in your heart for humanity. You must know how to listen to the veterans' even when they smell like feces.

VQLAN has taken the frustration out of the system. As you will see, it works well. I call this Direct Services.

Reported by: Mr. Barry G. Campbell
 VQLAN Founder/President
 February 1999 - Present

THIS IS FOR VQLAN PURPOSES ONLY. IT IS NOT INTENDED TO BE COPIED OR USED BY ANYONE ELSE.

Step I – When A Veteran Needs Help

Question #1 – When were you in the service?

War time, peace time (the light) – war time pension, if nothing else

War time – pension and service connections

Peace time – service connections only

If peace time and no service connections and disabled, look at SSI or SSD referral

Question #2 – What are you trying to accomplish from the V.A.?

You ask this question so that you can focus on his/her real problem

- Now you use your networking referral services (city, state, government, street – if necessary for housing, jobs schooling, homelessness and senior citizens)
- Person must be knowledgeable of all V.A. forms (a must) and must have them on hand
- Must have contact with the regional offices in order to answer questions properly in the most efficient and effective manner. Simple questions like status check on claims
- Must know compensation and pension unit processing
- Must be able to help all veterans to fill out forms even if you must fill out forms for them (For those who have a hard time reading and writing or veterans who are just not use to V.A. forms)
- Must be fully knowledgeable of V.A. processing system to explain it properly and to do the system properly – When you do that, it is less frustrating on the veterans
- Coordinator should be of a character that treats every veteran fairly without prejudices. It is as simple as that.
- Direct contact with veterans (a must)

Step II – Pension For War Time Veterans

You would be surprised at how many veterans do not know about this.

- Must be in service during war time



- Total unemployability not from service
- WWII, Korea, Vietnam, Persian Gulf, Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Afghanistan
- Lifesaver for down and out veterans
- When a war time veteran is over 55 with SSI and receives less than \$800, put him in for pension to supplement his/her income
- Over 60 years of age – Use senior citizen benefits to save on rent, phone, utility bills, weather proof homes or apartments, half carfare, Access A Ride, etc.

Step III A – Compensation (In-Service Injury)

I believe the way that the service organizations are doing claims has the whole system backlogged. This is the antidote.

1. Must be knowledgeable on how to write up a claim with the V.A. (terminology is most important)
2. Must realize what a well-grounded claim is
3. Don't let veterans put in for things you know they cannot win. This is what creates backlog
4. Must know full knowledge of V.A. forms from A – Z
5. Must be current and have full knowledge of Agent Orange and Persian Gulf issues (claims and registers)

Step III B

1. Approach – What did you hurt in-service?
2. Did you go to the doctor in-service (well grounded)? There are a couple of issues that this does not apply for. Example: PTSD, Agent Orange and issues that will affect veterans years later.
3. If a veteran has been walking around with 10, 20, 30 and 40% and are disabled, put him/her in for pension to bring them up to \$800 a month and keep working for service connection. When service connection reaches \$800, it all turns over to service connected and now they have a chance of 100%. I find too many veterans have suffered because no one explained this part properly.



4. Must understand how a claim works:
 - a. In-service evidence
 - b. Nexus – the link
 - c. Current condition
5. Make sure veteran has right ingredient to make a claim (service organizations did not do this for years. They put in anything which created a backlog.
6. Write up claim with V.A. (terminology a must)
7. If condition has to do with braces or ointments, make sure veteran knows about clothing allowance (\$800 a year). Most veterans don't know this after all these years.
8. If the veteran is turned down for a claim, do not think about an appeal. First, read rating with understanding. Find out what went wrong because I find, in most cases, that information is missing. See if you can fill in the holes and ask for reconsideration of the facts with evidence never seen before. This would help alleviate the claims backlog. You do not need to use the appeal process anymore when you know what you are doing. The appeals process is too long (7 years). Veterans are dying. Service organizations, even now, do not tell veterans how long this process takes. It's just sign form 9 and veterans are stuck. Seven years waiting time when most cases should be reconsidered.

Fact: To prevent backlog, attack in the early stages of veterans' claim not the end stages. The backlog problems could be resolved in two years. I wrote this in 2003.

Step IV – Secondary Conditions

Secondary conditions are any conditions that lead off of the primary condition of service connected disabilities. This part has never been explained properly to veterans. Even doctors need to be informed better. This would help so many veterans. Forget the past. Correct it and on with the future. If you do this, every veteran will be happy. I do it now.

Step V – Discharge Upgrades

- a. Must know forms and knowledge of process
- b. How to do – direct contact with veterans

Step VI – Homeless

- a. Where to send them
- b. Using everyone's resources
- c. Knowledge of homeless resources (city, state, government and street)
 - 1. Where to eat daily
 - 2. Clothes
 - 3. Housing, etc.

Step VII – Burial

How to bury a veteran:

- a. Burial benefits
- b. Survivor benefits
- c. Step by step instructions on how to bury a veteran with resources from city, state, government and Veterans Administration

**THIS IS HOW YOU HELP THE ONES WHO HAVE
SUFFERED THE MOST NOW!!**

P.S. My accomplishments should speak for themselves. Please see VQLAN's website at www.vqlan.org.



PART 2

Why should a VQLAN representative be knowledgeable of the V.A. processing system?

A VQLAN coordinator should be and/or have the following:

- a. Well-groomed at all times.
- b. Character, patience, how to listen, caring and love in your heart with skills in government, state, and city resources.
- c. Knowledge of the V.A. processing system.
- d. To be able to help veterans in the most effective and efficient manner.
- e. Take the frustration out of the system.
- f. Interpersonal effectiveness
- g. Flexibility/adaptability
- h. Creative thinking

You will be rated every year based on the above.
(See example on the next page.)

**LEADS
BY
EXAMPLE**

**BARRY CAMPBELL
PROGRAM SUPPORT ASSISTANT
NARRATIVE SUMMARY - FY/07**

INTERPERSONAL EFFECTIVENESS: Mr. Campbell has demonstrated through his work performance that he has the ability to sustain positive working relationships with administrative, clinical and nursing staff for the daily operation of the Compensation & Pension Unit. Mr. Campbell has demonstrated improvement with his ability to successfully mediate conflicts among staff members and or patients. During this rating period he has demonstrated a true passion for assisting veterans with completing the Compensation and Pension application for disability evaluations. On a regular basis, veterans often request to see him for his assistance in the area. It should be noted that there has been no noted exceptions during this rating period for this element.

FLEXIBILITY/ADAPTABILITY: Mr. Campbell has demonstrated that he has the ability to effectively handle multiple assignments as instructed. This has been truly evident during times of staff shortages when Mr. Campbell has been call upon to cover various areas within the Compensation & Pension Unit. He understands and displays a good working knowledge of all administrated aspects of the Compensation & Pension Unit. Mr. Campbell consistently reveals a willingness to perform effectively despite the many challenges his assigned area has faced during this rating period. This has been accomplished without any exception during this rating period.

CREATIVE THINKING: Mr. Campbell has demonstrative on a consistent basis that he is willing to take on new challenges. He consistently looks for ways to complete his assignments more timely. It should also be noted that during this rating period he has on a consistent basis demonstrated his ability to maximize productivity monitoring the Pending C&P Exam Report and providing status updates weekly to Chief, Outpatient Services. This has helped to decrease the possibility of a backlog developing with exam completion rate. There has been no noted exception during this rating period for this element.

CUSTOMER SERVICE: Mr. Campbell interacts on daily basis with veterans and/or families, clinical staff as well as other VA staff to provide assistance and resolve matters of concern. He continues and has for many years received several compliments from patients for his ability to assist them with C&P application for benefits. It should be noted that his customer service skills are exceptional and there have been no exceptions during this rating period.

PROGRAM ADMINISTRATION:

Measure 1: No exception noted for general oversight as instructed of the Compensation & Pension Unit, which he is responsible. Mr. Campbell continues to meet and exceed established timeframes and deadlines for his area of responsibility without exception.

Measure 2: Mr. Campbell consistently demonstrates on a regular basis his ability to ensure that the Chief, Outpatient Services is kept abreast of any problematic areas for immediate resolution. There have been no noted instances during this rating period of non-compliance.

