As a veteran, you are entitled to certain benefits and eligible to participate in certain programs to help further your college education. This Veterans Handbook will help you better understand the policies and procedures that affect your veteran’s educational benefits. Its purpose is to clarify rules and policies, answer some of your immediate questions and refer you to those individuals who can best answer other questions you may have. Remember, however, that this convenient reference only supplements the information in the Lake Land College catalog. You are encouraged to read your catalog for complete information on all college policies.

LAKE LAND COLLEGE VETERANS SERVICES OFFICE
Lake Land College Veteran Services is part of Lake Land College Financial Aid Office, not the U.S. Department of Veterans Affairs (VA). The office’s contact information is listed at the top of this page. Veterans Services provides services to veterans, active duty military, national guardsmen, reservists and eligible dependents enrolled at the College.

The office is the main point of contact for students receiving educational assistance from the VA, is professionally staffed to assist students with VA educational benefit inquiries and monitors the academic progress of all students receiving educational benefits from the VA. All students receiving benefits from the VA must visit this office on a periodic basis as well as report any class schedule changes when they occur.

VA Work Study Students, located in Northwest 003, assist in providing support to students receiving VA benefits. Some of these services include:

- Providing information and guidance for veteran students and dependents about entitlements, filing claims to the VA, and certifying enrollments at the college
- Advising veterans concerning the Department of Veterans Affairs requirements for maintaining satisfactory course pursuit, reviewing selected courses for consistency with VA regulations and direct relation to the requirements specified for a diploma, certificate or degree
- Providing assistance in resolving problems that may arise in a student’s relations with the College and the VA

COLLEGE SERVICES
Lake Land College provides a variety of services to all students including veterans. These include counseling, financial aid, job placement assistance, testing, free tutoring, etc. The Coordinator of Student Accommodations, located in the Luther Student Center, works specifically with students who have disabilities and provides a variety of services to eligible students.

DEPARTMENT OF VETERANS AFFAIRS
Veterans’ educational assistance programs are the responsibility of the U.S. Department of Veterans Affairs (VA). The VA issues regulations, makes eligibility determinations and writes checks to individual beneficiaries. The toll free number to the VA Education Processing Unit is 1-888-GI-BILL-1 (1-888-442-4551). This number will connect the caller to the VA Education Information Line where counselors should be able to provide additional information concerning benefits eligibility, payment status, etc. This booklet contains useful information about VA Educational Assistance Programs, application procedures and specific guidelines for Lake Land College students receiving VA educational benefits. The following information should serve as an overview of the available programs and benefits, but if you should have any questions, please contact Veteran Services.
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GETTING STARTED

ADMISSIONS
Complete a Laker Profile and submit the Intent to Enroll at www.lakelandcollege.edu/enroll.

Send official copies of training records and information as well as transcripts from all colleges, universities, high schools/GED programs previously attended to Lake Land College Admissions & Records, 5001 Lake Land Blvd., Mattoon, IL 61938.

PLACEMENT TESTING
Submit your ACT/SAT scores online through the ACT and SAT websites and/or take the college placement test. The placement test consists of math, reading and English. Exemption from the reading requirement may be obtained if you have earned 30 hours of college coursework in good standing from a regionally accredited college or university. To obtain this waiver, you must have an official transcript sent to Admissions & Records. Non-degree seeking students are not required to take the placement test unless enrolling in math, reading or English courses.

Contact the Testing Center at (217) 234-5301 to make an appointment.

COUNSELING
Contact an academic counselor or advisor for assistance in choosing a program of study. All students receiving VA educational benefits must have an official program of study on file and be enrolled in a state agency approved program leading to a certificate or degree.

VETERAN SERVICES
Contact Veteran Services to obtain the proper applications and advisement concerning your particular type of educational benefits. Return the completed VA applications to the Veterans Affairs Office for processing. Prospective students are encouraged to make their initial inquiries about VA applications at the Veteran Services office. All veterans and eligible dependents are urged to consult Veteran Services, Webb Hall 030, early in the LLC admissions process.

REGISTRATION & ORIENTATION
Attend New Student Orientation to sign up for classes. You will receive a letter or email inviting you to register for this event according to the date you submitted your intent to enroll form. During orientation, you will learn more about becoming a Laker student, meet with an academic counselor for advisement, and register for classes. If you are not required to attend orientation, contact Counseling Services at 217-234-5232 for registration information.

VA students will only receive payment for courses that apply to their degree as listed on their program of study.

To maintain eligibility for VA education benefits, students must adhere to the policies and procedures contained in the “Lake Land College Student Veterans Handbook” and VA rules and regulations. A copy of the “Student Veteran Handbook” can be viewed or downloaded on Lake Land College’s website at www.lakelandcollege.edu/financialaid/veterans-programs/.
VETERANS BASIC ELIGIBILITY REQUIREMENTS

VETERANS BENEFITS
Veterans Benefits are a form of financial aid that is awarded to eligible persons based on military service. There are currently ten programs that authorize payment of educational benefits to eligible persons.

CHAPTER 30 & 34/30: MONTGOMERY GI BILL
Establishes a program of educational benefits for essentially two groups or categories of individuals based on their active duty service:
- individuals entering military service on or after July 1, 1985; and
- individuals eligible for the Old GI BILL (Chapter 34) as of December 31, 1989 who meet certain eligibility requirements.

In most cases, eligibility expires 10 years after release from active duty or 10 years from the date of eligibility (Chapter 34/30 converters). Full-time Active Duty students are encouraged to use Tuition Assistance instead of their Chapter 30 benefits because if veterans benefits are used a student will be paid only tuition/fees for the enrollment period and forfeit the equivalent term length in benefit entitlement. Active duty students should consult their Education Services Officer about the Tuition Assistance Program.

CHAPTER 31: VA VOCATIONAL REHABILITATION PROGRAM
This program provides educational assistance to disabled veterans who are in need of vocational rehabilitation. To be eligible, a veteran must have a service-connected disability that entitles him/her to disability compensation.

CHAPTER 32: VETERANS EDUCATIONAL ASSISTANCE PROGRAM (VEAP)
The veteran must have served on active duty for at least 181 continuous days and enlisted for the first time between January 1, 1977, and June 30, 1985. Signed up prior to April 1, 1987 to make contributions and can dis-enroll and later re-enroll while still on active duty. Eligibility ends 10 years from the date of last separation from active duty.

CHAPTER 1606: SELECTED RESERVE EDUCATIONAL ASSISTANCE
This program applies only to members of the Selected Reserve who enlisted on or after July 1, 1985, extended an enlistment, or otherwise extended their obligation for a period totaling six years. Entitlement is not adjusted for the number of dependents. Receipt of an ROTC scholarship or separation from the Selected Reserve terminates eligibility under this chapter.

CHAPTER 1607: RESERVE EDUCATION ASSISTANCE PROGRAM
This program applies to member of the Selected Reserve who were called or ordered to “Active service” in response to a war or national emergency. Reserve components consist of Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, Coast Guard Reserve, Army National Guard, and the Air National Guard.

CHAPTER 35: DEPENDENTS’ & SURVIVORS’ EDUCATIONAL ASSISTANCE
This program provides educational benefits for the spouse and children of veterans who are permanently and totally disabled or die as a result of a service connected disability. The applicant must have a VA file number (also known as a claim number usually found on veteran’s paperwork). Payments cannot be made to dependents or survivors without the veteran’s file number and a VA assigned suffix code. The spouse and children of POW’s and MIA’s may also be eligible. Entitlement is not adjusted for the number of dependents.
ILLINOIS NATIONAL GUARD (ING) GRANT PROGRAM
If you are a member of the Illinois National Guard, you may be eligible to receive the Illinois National Guard (ING) Grant. This grant can pay for eligible tuition and certain fees for undergraduate or graduate study. Benefits are limited to use only at Illinois 2 or 4 year public colleges. Your grant can be used for a maximum of the equivalent of four academic years of full-time enrollment.

ILLINOIS VETERAN GRANT (IVG) PROGRAM
If you have served at least one year of federal active duty service in the Armed Forces of the United States; or served on federal active duty service in a foreign country during a time of hostilities in that country and were honorably discharged after each period of federal active duty service; and/or are honorably serving you may be eligible for the Illinois Veteran Grant (IVG) Program. The program pays eligible tuition and mandatory fees. Benefits are limited to use only at Illinois public colleges or community colleges. Qualified applicants may use this grant at the undergraduate or graduate level for the equivalent of four years of full-time enrollment.

Please note: You must have been a resident of Illinois at the time of entering federal active duty service or within six months prior to entering the service, and have established, or plan to establish, Illinois residency within six months after leaving federal active duty service.

ILLINOIS MIA/POW SCHOLARSHIP
Dependents of a veteran who has been declared by the Department of Defense or US Department of Veterans Affairs to be a prisoner of war; missing-in-action; to have died as the result of a service-connected disability; or be permanently disabled from service-connected causes with 100% disability; and, who was an Illinois resident or was an Illinois resident within six months of entering service may be eligible for the scholarship. Eligible dependents are entitled to full payment of tuition and certain fees to any state-supported Illinois institution of higher learning consisting of the equivalent of four (4) calendar years of full-time enrollment including summer terms.

APPLICATION PROCEDURES/DOCUMENTS
To apply for your VA educational benefits, you must also apply for admission to Lake Land College by completing a Laker Profile and submitting the Intent to Enroll at www.lakelandcollege.edu/enroll. The application for VA benefits is obtained from the Lake Land College Veteran Services office and should be completed and return to that office with the other required documents.

PREVIOUSLY RECEIVED DVA EDUCATIONAL BENEFITS
Students who have received VA educational benefits (except Chapter 31 and 35 recipients) at another institution or who are returning to Lake Land College after a break of more than one calendar year need to only complete the VA Form 22-1995 (Change of Program or Place of Training). If the veteran’s entitlement includes increased benefits for dependents, additional paperwork may be required. Chapter 35 recipients must complete VA Form 22-5495. Applicants for Chapter 31 benefits should contact the VA Vocational Rehabilitation Office (See VA coordinator on campus for locations) and must re-apply using VA Form 22-1900 unless currently enrolled or transferring directly from another school.

FIRST TIME APPLICANT FOR BENEFITS
- Chapters 30, 32, 34/30, 1606/1607: Apply using VA Form 22-1990. Applicants on active duty must have section II completed by their Educational Services Officer. Reservists (Chapter 1606) must submit a DD Form 2384 – Notice of Basic Eligibility (NOBE). All others should submit copies of their DD Form(s)214 covering the entire period of service. For Chapter 34/30, VA Form 21-686c must be completed if dependents are claimed. Copies of birth and marriage certificates must accompany the
VA Form 21-686c. Additional forms may be required for dependent parents and/or dependent children over the age of 18 who are still attending school.

- Chapter 31: Applicants for Chapter 31 benefits should contact the VA Vocational Rehabilitation Office (to find your ask VA representative on campus) or apply directly to the VA with a VA Form 28-1900. The VA Form 28-1900. The VA screens applicants and, if determined eligible, assigns a VA Vocational Rehabilitation Specialist to the individual. Additional forms may be required to verify the number and status of dependents. The college must receive VA Form 28-1905 signed by the student’s VA Vocational Rehabilitation Specialist, before the last day to pay fees or before books and supplies are purchased.

- Chapter 35: Apply using a VA Form 22-5490. This form is available online through Ebenefits (log in then click apply for benefits). Dependent children must also submit a copy of their birth certificate.

**CERTIFICATE OF ELIGIBILITY/CERTIFICATION PROCESS**

After the appropriate VA application and supporting documents are returned to Lake Land College Veteran Services, the original documents are mailed to the VA Regional Processing Office (RPO) in St. Louis, MO. A file is established in Lake Land College Veteran Services that contains copies of all documents forwarded to the RPO. All VA students must submit a Lake Land College GI Bill Certification Request form each term indicating the courses and hours to be certified. It is the responsibility of the student to insure that he or she has requested certification for each term attended. It only takes a few minutes to fill out the form.

No Certification Request = No Certification = No Money!

After a student registers and completes the Lake Land College GI Bill Certification Request form, a VA Form 22-1999 Enrollment Certification is transmitted electronically to the RPO and a copy is placed in the student’s VA file. It can take at least six weeks for the RPO to process enrollment claims. Once entitlement is established, the RPO will send the veteran or dependent an award letter. This letter outlines the amount of money to be received and the enrollment that was reported by the College. Payments are made by direct deposit or mailed monthly to the address on record with the VA. Chapter 30 and 1606/1607 students must complete a Monthly Verification to the RPO. The VA uses a post-payment system and payment will not be made until the Monthly Verification is received and processed by the RPO.

**CHAPTER 30 AND 1606/1607 VA MONTHLY VERIFICATION PROCEDURES**

Chapter 30 and 1606/1607 beneficiaries have two methods available for submitting their VA Monthly Verification. Monthly verification cannot be accepted prior to the last day of the month and please submit only once each month.

2. Use Interactive Voice Response (IVR) system via phone. Dial 1-877- 823-2378 and follow the instructions. The IVR can only be used for “No Change” verifications.

**ACADEMIC STANDARDS OF PROGRESS**

The VA requires that students in receipt of VA benefits maintain satisfactory progress in their chosen program of study. The academic standards of progress for students are listed in the College Catalog. Familiarize yourself with these standards.

The law requires that educational assistance benefits to veterans and other eligible persons be discontinued when the student ceases to make satisfactory progress toward completion of his or her training objective. Benefits can be resumed if the student re-enrolls in the same educational institution and in the same
program. In other cases, benefits cannot be resumed unless the VA finds that the cause of the unsatisfactory attendance, conduct or progress has been removed and the program of education or training to be pursued by the student is suitable to his or her aptitudes, interests, and abilities.

If a veteran or dependent is placed on Academic Suspension/Dismissal, DVA benefits will be terminated immediately. A specific request for resumption of VA benefits following an interruption due to unsatisfactory progress or conduct must be submitted by the student to initiate action by the VA to determine whether further payments of VA educational assistance allowance should be authorized. Requests may be submitted on VA Form 22-1995 or VA Form 22-5495 (CH. 35).

PRIOR CREDIT

VA regulations require that all-previous education (prior college, CLEP, DANTES, ACT/PEP credits) as well as military training and experience be evaluated by Lake Land College and, where applicable, be applied to shorten the program of education being pursued. It is the veteran’s responsibility to ensure that acceptable records are sent to the Lake Land College Admissions & Records Office for evaluation no later than the first term of enrollment. Prior credits received after certification can create an overpayment if the courses apply to the current program of study.

DEVELOPMENTAL COURSES

Developmental courses are intended to assist individuals in overcoming weaknesses in particular areas of study such as English, composition, mathematics and reading. These courses are approved for VA payment only when the need for training is established by placement testing.

NON-APPLICABLE, AUDITED AND REPEATED COURSES (NOT REQUIRED BY DEGREE PROGRAM)

No benefits will be paid for courses that do not meet school requirements for graduation. The following list reflects types of courses that will not be certified for payment; however, this list is not all-inclusive:

1. Courses that have been previously completed with a grade of “D” or higher, unless the student’s program requires a higher grade. This includes courses transferred from other colleges.
2. Courses taken to fulfill requirements at another institution unless a transient authorization is received.
3. Courses taken as an audit status or non-credit basis, or courses in which the permanent grade is “non-punitive,” e.g., “W”.

A degree requirement course in which an unsatisfactory grade is earned can be repeated and will be allowed for payment until successfully completed. Only during the last term before graduation may a student register for non-applicable courses in order to have enough hours to be full-time. This can be done only once per program and those non-applicable courses may not have been previously successfully completed.

For example, if a student needs only 6 hours to graduate in the current term, but wishes to receive full-time benefits, he or she can register for 6 additional hours (or more) of courses that do not have to apply to the intended degree program.

This policy does not apply to students in the Vocational Rehabilitation Program. The student’s case manager must approve any additional courses. Additionally, non-applicable courses may be approved for VA benefits only if they are taken to remove a deficiency in the student’s grade point average, and this deficiency is preventing the student from graduating.
DUAL DEGREE

Students are not allowed to receive VA payment for more than one program of study at a particular time. Benefit payments will not be authorized for courses taken to fulfill requirements outside your enrolled program of study.

COURSE LOAD

For the purposes of paying educational benefits, the DVA, not the college, determines what constitutes full, three-quarter, half, and less than half-time training.

Determination of training time for college credit courses for standard length fall and spring classes is based on credit hours of enrollment as follows:

- Full Time = 12+ credit hours
- 3/4 Time = 9-11 credit hours
- 1/2 Time = 6-8 credit hours
- 1/4 Time = 4-5 credit hours
- 1/4 Time or less = 3 or less credit hours

Less than 1/2 Time = 5 or less credit hours (payment is for tuition and fees only)

*Note: 6 (+) semester hours during the summer semester = full-time.

ACCELERATED SESSION

Non-standard terms are those with beginning or ending dates other than the regular term dates (Mod I/ Mod II) and benefits are based on “equivalent” credit hours. Veterans who enroll in nonstandard term courses such as Modules should be aware that the VA determines benefits on a term basis, not by adding the total credit hours for the term.

ATTENDANCE POLICIES

Regular class attendance is required for students receiving VA benefits. It is the student’s responsibility to inform the instructor of an absence prior to or as soon as possible after the absence. It is also the student’s responsibility to notify the instructor and the Veteran Services Office if he/she is unable to attend class for an extended period of time.

STUDENT CALL TO MILITARY DUTY

Lake Land College students called to active duty in the armed forces will, upon their request, be given a 100% refund of tuition and fees for the current term if they provide the Admissions & Records Office with 1) a written request to be dropped from classes at 100% refund and 2) a copy of their official orders for call to active duty.

If the call to active duty comes after mid-term, the student may 1) request to be withdrawn from classes at 100% refund, 2) try to complete courses in progress after consulting with the instructors, or 3) request incomplete grades (“I”) after consulting with the instructors.

CHANGE IN STATUS

All students receiving VA educational benefits are required by law to keep the Veterans Services Office notified of the following:

- Change in program of study
- Withdraw from courses
- Enrollment in courses not counted toward degree requirements
- Change of address
- Course substitutions
- Concurrent enrollment at Lake Land College and another institution

VA students must report any additions, drops, withdrawals or other interruptions to Lake Land College Veteran Services. A separate change of address must be filed with the VA and the College. Notify the VA by using “WAVE” at www.gibill.va.gov/wave/index.do or by calling (888) 442-4551. In addition, notify both the Lake Land College Veteran Services and Admissions & Records of any address changes.

WITHDRAWS/NON-PUNITIVE GRADES

The law prohibits payment of VA educational benefits for a course from which the student withdraws or completes and receives a grade that is not used in computing the grade point average (a non-punitive grade, i.e. “W”). Withdrawals must be reported to Lake Land College Veteran Services. Payment may be allowed if the student submits evidence of mitigating circumstances that is acceptable by the VA.

MITIGATING CIRCUMSTANCES

Mitigating circumstances are unanticipated and unavoidable documented events that interfere with the pursuit of a course and result in the student’s receipt of a non-punitive grade. Mitigating circumstances may be claimed by submitting to the VA documented evidence when a student withdraws or otherwise incurs an overpayment.

The VA considers mitigating circumstances to exist without explanation by the veteran in the first instance of withdrawal from a course or courses totaling not more than six (6) term hours. The decision to accept mitigating circumstances is made by the VA. The following are some general categories of mitigating circumstances:

- Serious illness of veteran or dependent
- Serious illness or death in the eligible veteran’s or dependent’s immediate family
- Immediate family or financial obligations that require a change in terms, hours or place of employment which precludes pursuit of course
- Discontinuance of a course by a school
- Unanticipated active duty military service, including active duty for training
- Unanticipated difficulties with child care arrangements

Examples of unacceptable mitigating circumstances include but are not limited to withdrawal to avoid a failing grade, disliking an instructor, too many courses attempted, or a call to active duty that was anticipated before the term began.

VA EDUCATIONAL OVERPAYMENTS

Occasionally, VA students may be overpaid. Overpayments may result from students receiving grades (I, W, etc.) that are not used in computing requirements for graduation. Another major cause may be due to the student’s failure to report course changes immediately to Lake Land College Veterans Services or when an instructor reports poor attendance by a VA student. To avoid overpayment of benefits, students MUST report any changes in credit hours (drop/add), withdrawal, and/or termination to Lake Land College Veteran Services.
All overpayments must be repaid to the VA. Interest and administrative fees may be assessed and added to the original amount of the debt until it is cleared. Failure to repay an overpayment will result in adverse credit rating. Debt collection may be turned over to the IRS or a collection agency.

**VA WORK STUDY**

Veterans and dependents that are enrolled at least three-quarter time are eligible to apply for the VA Work Study Program. The VA will pay a non-taxable allowance equal to the federal minimum wage for up to the total number of hours the contract allows, usually 25 hours of work per week. The hours are to be worked during or between enrollment periods.

There are a very limited number of Lake Land College VA Work Study positions available. All applications for VA Work Study positions at Lake Land College must be submitted to Veteran Services.

**FINANCIAL AID**

The major categories of financial assistance include grants, loans, scholarships and student employment. Many of these benefits can be used in conjunction with VA educational benefits. All veterans are encouraged to submit the Free Application for Federal Student Aid (FAFSA) as soon as the required tax information is available and well in advance of registration.

**EMAIL/MISSING INFORMATION LETTERS**

Lake Land College Veteran Services has a review process to notify veterans of problems with their VA educational files. When a problem is noted, the office will send an email to the student’s Laker email account informing a veteran of missing information or documentation. The most common items in question are the student’s degree program or class(es) required under the student’s degree program. Please respond to the email inquiry as soon as possible to continue the certification process and avoid delay of VA benefit payments. Do not ignore the email, and check your Laker email regularly!

**SUPPLEMENTAL AND CONCURRENT ENROLLMENT**

A student may take courses at more than one school that apply to his or her degree. The school that will grant the degree is the student’s “primary” school. All other schools are “secondary” schools. VA can pay benefits for courses taken at secondary schools. If the student is only enrolled at the secondary school (supplemental enrollment), VA will pay for the credits taken at the secondary school.

If the student is enrolled at the primary school and the secondary school at the same time (concurrent enrollment), VA will pay for the combined credit, taking overlapping enrollment dates into account. To be considered for concurrent enrollment, a student must first be enrolled at Lake Land College as a “non-degree seeking” student and enrolled in an approved program at their primary institution. To begin certification at Lake Land College, Veteran Services must have a letter from the primary school indicating they will accept the classes the student is enrolled in at the secondary school towards the student’s degree program. Since cross enrollment requires both institutions to certify the student, a delay will usually occur before paperwork is processed and benefits paid.

**RESOURCES**

**LAKE LAND COLLEGE CONTACT INFORMATION**

- Danielle Downs, Advisor
- Financial Aid & Veteran Services
- Andy Gaines, Academic Counselor
- Coordinator, Student Accommodations
Lake Land College
5001 Lake Land Blvd.
Mattoon, IL 61938
Phone: (217) 234-5255  Fax: (217) 234-5018
ddowns@lakelandcollege.edu

Lake Land College
5001 Lake Land Blvd.
Mattoon, IL 61938
Phone: (217) 234-5259  Fax: (217) 234-5025
againes@lakelandcollege.edu

ILLINOIS DEPARTMENT OF VETERANS’ AFFAIRS
833 South Spring Street
P.O. Box 19432100
Springfield, IL 62794
Phone: (217) 782-6641  Fax: (217) 524-0344

James R. Thompson Center
West Randolph, Suite 5-570
Chicago, IL 60601
Phone: (312) 814-2460  Fax: (312) 814-2764

General Contact Information (Within Illinois): 1-800-437-9824
(Out-of-State): 217-782-6641
webmail@dva.state.il.us

www2.illinois.gov/veterans/Pages/default.aspx

VETERAN SERVICES OFFICE LOCATIONS
Coles County
Family Community Resource Center
119 W. State St.
Charleston, IL 61920
Phone: (217) 345-2192

Champaign County
IL National Guard Armory
600 E. University Ave
Urbana, IL 61802
Phone: (217) 278-3388

Effingham County
Building 101 North 4th Street – Room 203
Effingham, IL 62401
Phone: 217-342-8493

ILLINOIS STUDENT ASSISTANCE COMMISSION
1755 Lake Cook Road
Deerfield, IL 60015
Phone: 1-800-899-ISAC (4722)

James R. Thompson Center
100 W. Randolph, Suite 3-200
Chicago, IL 60601
Phone: (312) 814-6334

www.isac.org

WEB ADDRESSES
WAVE (Web Automated Verification of Enrollment)
www.gibill.va.gov/wave/index.do

VA Education Homepage
www.gibill.va.gov

VA Homepage
www.va.gov

IMPORTANT VA PHONE NUMBERS
GI Bill Education Unit
1-888-442-4551

Health Care Benefits
1-877-222-8387

Veterans Crisis Line
Combat Call Center
1-800-273-TALK (8255)  1-877-WAR-VETS (927-8387)

GI Bill Monthly Verification  1-877-823-2378

LOCAL VA ADDRESSES/PHONE NUMBERS
Mattoon VA Outpatient Clinic  Effingham VA Outpatient Clinic
501 Lake Land Blvd.  1901 S. 4th St. Suite 21
Mattoon, IL 61938  Effingham, IL 62401
Phone: (217) 258-3370  Phone: (217) 347-7600

Danville VA Medical Center  Marion VA Medical Center
1900 E. Main St.  2401 West Main St.
Danville, IL 61832  Marion, IL 62959
Phone: (217) 554-3000  Phone: (618) 997-5311
After Hours Toll Free (Both locations): (800) 320-8387

STUDENT RESOURCE AND DISABILITY SERVICES
Give An Hour
Provides counseling to individuals, couples, and families, as well as children and adolescents.
Phone: (217) 840-6992

Wounded Warrior Project
To raise awareness and enlist the public's aid for the needs of injured service members. To help injured service members aid and assist each other. To provide unique, direct programs and services to meet the needs of injured service members.
Phone: 1-877-TEAM-WWP (832.6997)

Student Veterans of America
Provides military veterans with the resources, support, and advocacy needed to succeed in higher education and following graduation.
Phone: (202) 223-4710

Operation Homefront
Operation Homefront (OH) provides emergency financial and other assistance to the families of our service members and wounded warriors.
Phone: (210) 659-7756
Toll Free: 1-800-722-6098

Operation Resilient Warrior
Provides a variety of referral based services to geographically-dispersed Veterans, military families from all military components.
Phone: (270) 312-4511

Illinois Patriot Education Fund
Is a volunteer based effort working hard to provide educational opportunities for our Illinois military families.
Phone: (630) 240-2578

Pat Tillman Fund
Invests in military veterans and their spouses through educational scholarships; building a diverse community of leaders committed to service to others.
Phone: (480) 621-4074
Illinois Department of Rehabilitation Services
Is the state’s lead agency serving individuals with disabilities.
129 N 15th St
Mattoon, IL 61938
Phone: (217) 235-3154
TTY: (888) 261-2869

LOCAL VETERANS ORGANIZATIONS
VFW Post 4325
1220 South 19th Street
Mattoon, IL 61938
Phone: (217) 234-3637

VFW Post 1592
1821 20th Street
Charleston, IL 61920
Phone: (217) 345-2707

American Legion Post 88
1903 Maple Ave
Mattoon, IL 61938
Phone: (217) 234-7155

EMPLOYMENT RESOURCES
Illinois Department of Employment Services (IDES) Lake Land College Career Services
305 Richmond Ave E
Mattoon, IL 61938
Phone: (217) 235-2222

Luther Student Center, 5001 Lake Land Blvd.
Mattoon, IL 61938
Phone: (217) 234-5288

Iraq and Afghanistan Veterans of America (IAVA)
Phone: (202) 544-7692

COLLEGE TRANSFER ADDRESSES AND TELEPHONE NUMBERS
Eastern Illinois University Transfer Office
1221 Old Main, 600 E. Lincoln Ave.
Charleston, IL 61920
Phone: (217) 581-2120

University of Illinois Undergraduate Transfer Office
University of Illinois 901 W. Illinois St., Suite 103
Urbana, IL 61801
Phone: (217) 333-0302

Southern Illinois University Transfer Office
1263 Lincoln Drive
Carbondale, IL 62901
Phone: (618) 453-2012

Illinois State University Transfer Office
201 Hovey Hall Campus Box 2200
Normal, IL 61790
Phone: (309) 438-2181

Western Illinois University Undergraduate Admissions
Sherman Hall 115 1 University Circle
Macomb, IL 61455
Phone: (309) 298-3157