

Veteran Services

Case Management Location

SOUTH COUNTY GOVERNMENT
CENTER (SOUTH OF HIGHWAY
40)

Larry Helm- Representative

E-Mail: lhelm@stlouisco.com

4546 Lemay Ferry Road
St. Louis MO, 63125

Referral Hours: 8am-12pm

*all calls received after noon will be
scheduled the following business day.

Phone: (314) 615-4038
Fax: (314) 615-4125

NORTH COUNTY GOVERNMENT
CENTER (NORTH OF HIGHWAY
40)

Erica Way- Representative

E-Mail: eway@stlouisco.com

21 Village Square Center
Hazelwood, MO 63042

Referral Hours: 8am-12pm

*all calls received after noon will be
scheduled the following business day.

Phone: (314) 615-7414
Fax: (314) 615-7409

Are you eligible for additional
veteran's benefits?

Do you know if you are eligible for
disability/ pension benefits or
educational, vocational, or home
loan benefits from the U. S.
Department of Veterans Affairs?

Veterans of the Armed Forces are unique in
that they have earned the benefits that they
receive. Their time and hard work during
their service years qualifies them for many
services and benefits not available to the
citizens who did not serve in the military.
Your awareness of and application for these
benefits can change your life. Service
Officers are available to help you determine
your eligibility for veteran's benefits. If you
have questions regarding available benefits
please contact the Missouri Veterans
Commission office at (314) 552-9885

We make every effort to accommodate
individuals with disabilities as addressed by
the Americans with Disabilities Act. Persons
needing this publication in an alternative
format should identify themselves to below
numbers.

Main Office

Saint Louis County
Veterans Services Program
121 S. Meramec-3rd Floor
Clayton, MO 63105

John Eckhoff-Veterans Services Manager
(314) 615-4413
Kathy Sturgeon-Secretary
(314) 615-7623, Fax: 615-7619



Office of Family
& Community Services

*Veterans
Services
Program*

Transportation Program
for Veterans with
Disabilities & Limited
Mobility

OVERVIEW OF SERVICES

The Saint Louis County Department of Human Services, Veterans Services Program has administered numerous programs for Saint Louis County veterans since 1987. We provide information and referral for veterans and their families, case management, assistance in obtaining legal advice, medical services, housing and employment assistance. Special projects include Supermarkets of Veterans Benefits, Stand Down for Homeless Veterans and the Homeless Veteran Burial Program. The Saint Louis County Veterans Services Program has initiated a new program to provide transportation for Veterans who use wheelchairs or who have limited mobility. The transportation is designed for veterans that need assistance getting to and from medical appointments.

The Veterans Services Program will take referrals from veterans' organizations and other social service agencies for veterans in need of transportation services. In addition the Saint Louis County Veterans Services Program has contracted with an independent transportation network to provide curb to curb, fully accessible services through one central dispatch.

Transportation can be arranged for a single trip or a reoccurring standing reservation.

Criteria for Services:

*Referral from Social Service Agency or Veteran Representative to St. Louis County Veterans Services Office.

*Case manager will contact the veteran and complete intake form to determine eligibility.

*Veteran status will be verified through either VA Enrollment card or copy of DD214. This information can be mailed or faxed to the Veterans Services program office. **Services are available only to veterans who reside in Saint Louis County.**

*The veterans must be able to get themselves to the curb for pickup. Drivers are not allowed to provide personal assistance for rider.

WHAT'S NEXT?

1. Arrangements will be made by Veterans Services Case Manager with transportation provider to set up ride appointment. The dispatcher will call veteran to verify date and time of medical appointment.

2. The drivers work on a 3 hour turnaround, in other words they will return for the veteran 3 hours after they are dropped off. Other arrangements can be made if the appointment is over 3 hours by contacting the dispatcher.

FREQUENTLY ASKED QUESTIONS

Can an attendant or relative ride with me to my appointment?

Yes an attendant can ride with you if you require assistance getting in the van or when you arrive at your destination.

Can I go to multiple appointments on the same day?

Yes as long as it is prearranged with the dispatcher.

What happens if there are adverse weather conditions?

When enrolled, you will be given a number to call to check on services during inclement weather.

How do I know if I am eligible for these services?

Contact our Case Manager at the number below and an eligibility determination will be made.

Services are free of charge for eligible veterans: Funding provided by grant from Missouri Veterans Commission.

For More Information
314-615-4038

Or

314-615-7414