



MARKETING & COMMUNICATIONS

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For Immediate Release

West Valley Veteran Success Center adds Veteran Benefits Counselor

Surprise, AZ (June 9, 2022) A dedicated Veteran Benefits Counselor (VBC) will be available two days a week, starting June 14, through the West Valley Veteran Success Center. Veterans, service members and their families can book an appointment with the VBC who is able to work directly with Veterans Affairs to develop and file applications for benefits and claims.

A VBC is a state employee provided by the Arizona Department of Veterans' Services and is dually accredited by the U.S. Department of Veterans Affairs and the American Legion. This provides them more direct access to better advocate for Arizona's service members, veterans and their families in pursuit of their federal and state benefits.

Assistance provided by a VBC includes:

- Education on eligibility requirements for benefits
- Processing VA compensation and pension applications
- Appealing VA decisions
- Representing claimants at VA hearings
- Filing for survivor's benefits
- Applying for discharge upgrades
- Referring claimants to other agencies for potential benefits
- Requesting military service records and certifying DD-214s (discharge paperwork)
- Discussing State Veteran Benefits

At this time, sessions with the VBC are by appointment only and walk-in clients cannot be served. Appointments can be made through the VBC call center at 602.535.1215.

Other services available at the West Valley Veterans Success Center include Veteran resource navigation and connection through the Be Connected network. As well as connectivity to county, federal, and non-profit programming offered through the Surprise Resource Center. These services provide greater opportunities to access the benefits and resources crucial to the well-being of current and former military personnel and their families.

The West Valley Veteran Success Center is a multi-organization partnership dedicated to supporting service members, veterans, and their families. The City of

Surprise is proud to host the center within the Surprise Resource Center, 12425 W. Bell Road, Suite 124, and offer support services in partnership with the Arizona Coalition for Military Families (ACMF), Maricopa Community Colleges Foundation, Northern Arizona University (NAU), and Rio Salado Community College.

Learn more at surpriseaz.gov/veterans



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