MISSION STATEMENT

“Enriching and honoring Arizona’s veterans and their families through education, advocacy and service.”

PURPOSE OF PAMPHLET

The veteran benefit program has become much more complex during the past few years. It is virtually impossible to remember all of the many programs and services available in the State of Arizona. Hopefully, you should find this pamphlet very helpful, and you may want to keep it handy for quick reference. This pamphlet is prepared in such a manner that, should the Arizona Legislature enact new laws which provide changes to a particular program, we will revise the pamphlet, thus keeping it current for your use.

In compliance with the American with Disabilities Act (ADA), all Arizona Department of Veterans’ Service sites are ADA accessible. Should you require special accommodations, please contact the Veterans office nearest you or call 1-800-852-VETS (8387) as soon as possible so the Department can respond in a timely manner to your request.

ARIZONA DEPARTMENT OF VETERANS’ SERVICES

TOLL FREE (Within Arizona) 1-800-852-VETS (8387)
General Information and Assistance (602) 627-3261

The Arizona Department of Veterans’ Services is a state agency with offices located throughout Arizona that provides direct assistance in all matters pertaining to benefits and entitlements of veterans, their dependents and survivors. The Department is responsible to apprise veterans and their families residing in Arizona of the federal and state benefits available to them. The Department’s staff offers Professional services.

The Central Offices of the Department are located at 3333 North Central Avenue, Suite 1052, Phoenix, Arizona 85012. General information and assistance can be obtained by calling 1-800-852-VETS from within Arizona or (602) 627-3261.

The Department shall:

a) Disseminate information relating to laws beneficial to veterans and to assist veterans, dependents and survivors in establishing any right or benefit to which they are entitled.

b) Act as guardian or conservator of incapacitated veterans, minor children and surviving spouses.

c) Assist in obtaining employment preferences authorized by law.

d) Contact and enter into agreements with the United States or any political subdivision thereof and with veterans’ organizations.
e) Approve and disapprove courses of study offered by the educational institutions or business establishments in accordance with Title 38, U.S. Code and state regulations. A.R.S. § 41-602.

Our vision - “Proudly serving Arizona's veterans as they have served us.”

VETERANS SERVICES DIVISION

As described in the Mission Statement, a network of Veterans Benefits Counselors (VBC’s) provide information, counsel and assistance to veterans, their dependents and survivors in matters pertaining to federal and state benefits earned by honorable service in the Armed Forces of the United States. Veterans Benefits Counselors reach into all fifteen counties of the state. The Division Service Offices are listed at the end of this document.

Functions of Veterans Services Division:

1. Furnish an explanation of all laws granting benefits to veterans, their dependents, or their survivors which will clearly demonstrate in understandable terms the issues involved.

2. Provide assistance to claimants in the proper preparation of their claims.

3. Advise and assist claimants in the procurement and preparation of documents or other evidence when required.

4. Explain decisions rendered by the U.S. Department of Veterans Affairs (VA). Advise dissatisfied claimants of their right to appeal and assist in the development of such an appeal. Appear with the claimant to present oral argument before a VA hearing board and/or the Traveling Section of the Board of Veterans’ Appeals.

5. Assist veterans when applying for regular or emergency admission to U.S. Department of Veterans Affairs hospitals.

6. Assist veterans in establishing eligibility for various benefits for which the state’s veterans are eligible; i.e., employment preferences, hunting and fishing licenses, property tax and license tax exemptions, and special license plates.

7. Maintain liaison with local offices of all governmental agencies and all local veterans’ organizations.

8. Address veteran issues to any interested community group.

The staff of each office consists of Veterans Benefits Counselors and the appropriate administrative support. Veterans Benefit Counselors are accredited by the U.S. Department of Veterans Affairs and certified as proficient by the State of Arizona to assist the state’s rapidly growing veteran population.
ENTITLEMENT AND SERVICES

BENEFITS AND ENTITLEMENTS

BURIAL
When a veteran or a surviving spouse dies without sufficient means for funeral expenses, the County Board of Supervisors is responsible to ensure that burial will not be in a portion of ground used exclusively for burial of paupers. A suitable plot will be used, and the county may apply to the U.S. Department of Veterans Affairs for expenses not to exceed $150.00 A.R.S. § 11 - 313.

HEADSTONES
When the county buries an indigent veteran, the county clerk will make an application to the U.S. Department of Veterans Affairs for a suitable headstone and make arrangements for it to be placed at the head of the grave. A.R.S. § 11 - 312.

CIVIL RIGHTS

VOTING IN ELECTIONS
Absentee registration and voting by active duty military personnel and their eligible dependents residing out of state may be accomplished by prior to 7:00 p.m. on an Election Day. The County recorder may accept a federal postcard application in lieu of an affidavit of registration. A. R.S. § 16 - 103.

DOCUMENTS

RECORDING OF DISCHARGES
Any county recorder, free of charge shall record military discharge papers. Location of each County Recorder’s Office may be found in the blue pages of your area telephone directory. A.R.S. § 11 - 465.

PUBLIC RECORD CERTIFICATION
Public officials shall issue without charge, certified copies of public records for use in making a claim for pension, compensation, allotment allowance, insurance, or other benefits from the United States. A. R.S. § 39 -122 (A).

EDUCATION

TUITION AND FEES-DEFERRED PAYMENT
A veteran or eligible dependent who has applied for educational benefits under the G.I. Bill state-supported community colleges, colleges and universities may defer payment of tuition, fees and required books for a period of 120 days with no interest charges. If, at the end of such period, the person has not received from the U.S. Department of Veterans Affairs the initial benefit monies for tuition and fees, an extension may be granted until such time benefits are received. A. R.S. § 41 - 611.
EMPLOYMENT PREFERENCES

AGE LIMIT
An honorably discharged veteran shall be eligible for employment preference, rights, and privileges under any merit system in the state in the state or any political subdivision thereof, regardless of age, if otherwise qualified. A.R.S. § 38 - 491.

CIVIL SERVICE
Veterans who pass an examination for employment by the state, county or city will have 5 points added to their certification score. The veteran must have served for more than six (6) months and be separated under honorable conditions. Veterans entitled to compensation for a service-connected disability will have 10 points added to their certification score. Certain spouses or surviving spouses shall be given a 5 point preference if the veteran died of a service-connected disability: or as a member of the armed forces serving on active duty is (a) missing in action, (b) captured, or (c) forcibly detained or interned by a foreign power; or has total and permanent service-connected disability, or who died while such disability was in force. A.R.S. § 38 - 492.

FIRE DEPARTMENT
Members of any fire company inducted into the military establishment of the United States for military training are authorized reinstatement to their previous rating after discharge from military service. A.R.S. § 9 - 971.

The period of military service shall be included in computing the length of service of the fireman to determine eligibility for retirement. A.R.S. § 9 - 970.

POLICE AND FIRE DEPARTMENT
The period of military service shall be included in computing the length of service of the employee to determine eligibility for retirement. A.R.S. § 9 - 933.

RESERVE STATUS/WAR EMERGENCY
Appointive officers or employees of the state or of a political subdivision will be reinstated to their former position upon completion of military service to which (s) he was inducted or ordered during time of war or was called to service because of their status as an active or inactive member of the Reserves. A. R.S. § 38 - 298.

CREDIT FOR MILITARY SERVICE FOR STATE RETIREMENT BENEFITS
A participant of the state system or plan may receive credited past service or future service for active military service if the participant was honorably discharge from service. The period of military service for which the participant receives credited service is not on account with any other retirement system. Contact the nearest state personnel office for additional information and eligibility. A. R.S. § 43 -1022 (2) (a).

FIDUCIARY SERVICES
If fiduciary services as guardian of a veteran, conservator of a veteran's estate or both is needed; the Arizona Department of Veterans' Services is authorized by A.R.S. sect. 41-605 to provide these
services. For more specific information regarding veteran fiduciary programs, contact the Fiduciary Division at (602) 248-1554.

TAX AND LICENSE FEE EXEMPTIONS

ADDITIONAL EXEMPTIONS

1. To the extent not already excluded from Arizona gross income under set. 112 of the Internal Revenue Code, compensation received for active service as a member of the Armed Forces of the United States for any month during any part of which members served in a combat zone is exempt. A. R.S. § 43 -1022 (19).

2. Federal (Civil Service or Military Retirement) payments up to $2,500.00 per year are exempt. A.R.S. § 43-1022 (2) (a).

NOTE: Contact the Arizona Department of Revenue (1-800-845-8192) for any veteran tax issues.

PROPERTY TAX

Exemption for property of widows, widowers, and disabled persons. A.R.S. § 42 -11111.

A. The property of widows, widowers, and disabled persons who are residents of this state is exempt from taxation to the extent allowed by Article IX § 2, 2.1, 2.2, and 2.3, Constitution of Arizona, and subject to the conditions and limitations prescribed by this section.

B. Pursuant to article IX, § 2.3, Constitution of Arizona, the exemptions from taxation under this section are allowed in the amount of:

   1. Three thousand dollars if the person’s total assessment does not exceed ten thousand dollars.

   2. No exemption if the person’s total assessment exceeds ten thousands dollars.

C. For the purpose of determining the amount of the allowable exemption pursuant to subsection B, the person’s total assessment shall not include the value of any vehicle that is taxed under Title 28, Chapter 16, Article 3.

D. Pursuant to Article IX, § 2.3, Constitution of Arizona, to qualify for this exemption, the total income from all sources of the claimant and the claimant’s spouse and the income from all sources of all of the claimant’s children who resided with the claimant in the claimant’s residence in the year immediately preceding the year for which the claimant applies for the exemption shall not exceed:

   1. Thirteen thousand two hundred dollars if none of the claimant’s children under eighteen years of age resided with the claimant in the claimant’s residence.

   2. Eighteen thousand eight hundred forty dollars if one or more of the claimant’s children residing with the claimant in the claimant’s residence was either:
(a) Under eighteen years of age.

(b) Totally and permanently, physically or mentally disabled, as certified by competent medical authority as provided by law.

NOTE: The exemption is applied to real estate first, then to a mobile home or an automobile. Contact your County Assessor office for eligibility. Please call your County Assessor in your county for help.

**VEHICLE LICENSE TAX AND REGISTRATION FEES**

No license tax or registration fee shall be collected from any veteran for a personally owned vehicle if such veteran is certified by the U.S. Department of Veterans Affairs to be one hundred percent service-connected disabled and drawing compensation on that basis. A. R. S. § 28 - 5802 A 2.

A veteran residing in Arizona shall be exempt from a vehicle license tax on a vehicle acquired by the veteran through financial aid from the U.S. Department of Veterans Affairs. A. R. S. § 28 - 5802 A 1.

A veteran claiming an exemption prescribed by section shall present satisfactory proof of such U.S. Department of Veterans Affairs financial aid or government compensation and certificate of determination of one hundred percent disability, as applicable. Such exemption may be claimed and granted during each 12- month period for only one vehicle or any replacement of such vehicle owned by the veteran. A.R.S. § 28 - 5802 B.

NOTE: If spouse is listed on registration there will be a 50% charge to the veteran. Contact the nearest Motor Vehicle Division Office.

**Effective August 25, 2004,** Laws 2004, Chapter 306, extends the vehicle license tax (VLT) and registration fee exemptions currently provided to 100% disabled veterans, pursuant to A.R.S. § 28-5802, to include the surviving spouse’s remarriage or death.

The U.S. Department of Veterans Affairs will provide the attached certification letter to all eligible spouses upon request.

To receive the VLT and registration fee exemptions, the eligible spouse must present this certification letter to the Division at the time of vehicle registration. A new certification will be required each year.

**HUNTING AND FISHING LICENSES**

Resident hunting and fishing licenses for members of the armed forces on active duty, stationed in state are available upon application. Complimentary licenses may be granted to veteran’s 70 years or older who have been residents of this state for 25 years. Complimentary licenses will be issued to veterans verified by the U.S. Department of Veterans Affairs to be one hundred percent service-connected disabled and who have been a resident for one year or more. A.R.S. § 17 - 336, 17 - 337.
NOTE: Contact the nearest Department of Game and Fish office.

ARIZONA STATE PARKS

Arizona State Parks Offers Complimentary “Disabled Veterans Annual Day Use Pass”.

(Phoenix, Arizona-February 27, 2004) – The Arizona State Parks department today announced from Fort Verde State Historic Park that the agency will be instituting a new program to provide Arizona’s 100% permanently disabled veterans with a “Disabled Veterans Annual Day Use pass”. The pass will provide qualified veterans with day use access to all twenty-seven State Parks.

The Disabled Veterans Annual Day Pass covers the park entrance fee, and is available to veterans who reside in the state of Arizona, are certified by the Veteran’s Administration as one hundred percent disabled, and draw compensation on that basis. Eligible veterans may request the application form from Arizona State Park’s central office at 1300 West Washington, Phoenix, Arizona 85007, (602) 542-4174, (long distance 1-800-285-3703) or fill out a Registration Form at www.azstateparks.com.

NOTE: For Parks and Camping for the National Parks, please call (620) 640-5250.

PROFESSIONAL AND OCCUPATIONAL LICENSES

Every funeral director, embalmer, or apprentice embalmer who serves in the armed forces during a time of war is exempt from paying renewal license fees for the duration of the war and six months thereafter or for a period of six months following discharge from the armed forces. A. R.S. § 32 -1335.

SPECIAL LICENSE PLATES

http://www.dot.state.az.us/MVD/mvdplate.htm

MEDAL OF HONOR

Any resident of Arizona who is a recipient of the Congressional Medal of Honor may apply for a distinctive number plate at no additional cost. A. R.S. § 28 -2452.

PRISONER OF WAR

Any resident of Arizona who is a former prisoner of war may apply for a distinctive number plate. An initial fee of $15.00 is charged in addition to the registration fee with an annual renewal fee of $5.00. A.R.S. § 28 - 2453.

PURPLE HEART

Any resident of Arizona who is a recipient of the Purple Heart may apply for a distinctive number plate. An initial fee of $25.00 is charged in addition to the registration fee with an annual renewal fee of $5.00. A.R.S. § 28 - 2454.

PEARL HARBOR SURVIVORS

Any resident of Arizona who was a member of the Armed Forces of the United States, received an honorable discharge, and was stationed at Pearl Harbor, the island of Oahu (or offshore not exceeding 3 miles), on December 7, 1941, during the hours of 7:55 A.M. to 9:45 A.M.,
is eligible for a Pearl Harbor distinctive number plate. An initial fee of $25.00 is charged in addition to the registration fee with an annual renewal fee of $5.00. A.R.S. § 28 – 2455.

**NATIONAL GUARD**

Any resident of Arizona who is or has been a member of the Arizona Air National Guard or Army National Guard may apply for a distinctive number plate. An initial fee of $25.00 is charged in addition to the registration fee. A.R.S. § 28 - 2415.

**VETERAN**

Any resident of Arizona who was a member of the Armed Forces of the United States and received an honorable discharge may apply for a distinctive number plate. An initial and renewal fee of $25.00 is charged in addition to the registration fee. A.R.S. § 28-2414.

(Most of the fee goes into a trust fund to provide for the operation and maintenance of the Arizona State Veterans Home program).

**NOTE:** Dependents may also be eligible for license plates. Disabled and personalized plates are $50.00. Contact your nearest Motor Vehicles Division office.

**TRANSPORTATION**

Common carriers may give free or reduced rates to residents of homes for soldiers, and, with the consent of the Arizona Corporation Commission, to former soldiers and sailors for the purpose of attending any convention. A.R.S. § 40 – 335.

**INSIGNIA**

Unauthorized wearing or use of insignia, badges, etc., of veterans’ organizations is a misdemeanor. A.R.S. § 10 – 2106.

**VETERAN HOME**

A resident of a veterans’ or soldiers’ home may wear the military uniform. A. R.S. § 26 – 170 (A).

**ARIZONA STATE VETERAN HOME**

Since 1995, the Arizona State Veteran Home has been caring for veterans and their spouses who can no longer care for themselves. It is a 200 bed skilled care nursing facility operated and maintained by the Arizona Department of Veterans’ Services. It is located in Phoenix at 4141 N. 3rd Street. Their mission is to serve America’s heroes by providing compassionate, professional care in a comfortable home-like environment. For more specific information about the Veteran Home, contact the Veteran Home Administrator at (602) 248-1550. A.R.S. § 41 – 603.01.

**DEPARTMENT OF VETERANS AFFAIRS REGIONAL OFFICE**

3333 N. Central Avenue
Phoenix, AZ  85012  
1-800-827-1000
## VA MEDICAL CENTERS

<table>
<thead>
<tr>
<th>Clinic</th>
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<tr>
<td>VA MEDICAL CENTERS</td>
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<tr>
<td>Anthem Clinic</td>
<td>3618 W. Anthem Way, BLDG D-120</td>
<td>(623) 551-6092</td>
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<tr>
<td>Carl T. Hayden Medical Center</td>
<td>650 E. Indian School Road, Phoenix, AZ 85012</td>
<td>(602) 277-5551</td>
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<tr>
<td>Casa Grande Extension Clinic</td>
<td>900 E. Florence Blvd., Suite H, Casa Grande, AZ 85222</td>
<td>(520) 836-2536</td>
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<tr>
<td>Cottonwood Clinic</td>
<td>203 Candy Lane, Suite 5 B, Cottonwood, AZ</td>
<td>(928) 649-1523</td>
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<tr>
<td>Flagstaff Bellemont Community</td>
<td>Navajo Depot, Army Reserve center, Bellmont, AZ 86015</td>
<td>1-800-949-1005 ext. 7820</td>
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<tr>
<td>Globe Extension Clinic</td>
<td>707 S. Broad Street, Globe, AZ 85501</td>
<td>(928) 425-0027/8</td>
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<tr>
<td>Green Valley</td>
<td>38 West Hermosa Drive # 140, Green Valley, AZ 85614</td>
<td>(520) 629-4900</td>
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<td>Kingman VA Community Based Out</td>
<td>1726 Beverly Avenue, Kingman, AZ 86401</td>
<td>(928) 692-0080</td>
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<tr>
<td>Outpatient Clinic</td>
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<tr>
<td>Lake Havasu Clinic</td>
<td>2035 Mesquite, Suite E, Lake Havasu City, AZ 86403</td>
<td>(928) 680-0090</td>
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<tr>
<td>Northwest Extension Clinic</td>
<td>10147 W. Grand Avenue, Sun City, AZ 85351</td>
<td>(602) 222-2630</td>
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<tr>
<td>Payson Extension Clinic</td>
<td>1106 N. Beeline HWY, Payson, AZ 85541</td>
<td>(928) 472-3148</td>
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<td>Prescott VA Medical Center</td>
<td>500 Highway 89 North, Prescott, AZ 86401</td>
<td>(928) 445-4860</td>
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<td>Safford Extension Clinic</td>
<td>Bureau of Land Mgt. Bldg. 711 S. 14th Ave., Safford, AZ 85546</td>
<td>(520) 428-8010</td>
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<tr>
<td>Showlow Extension Clinic</td>
<td>2450 A. Showlow Lake Road, Showlow, AZ 85091</td>
<td>(928) 532-1069</td>
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<td>Sierra Vista VA Clinic</td>
<td>Army Med. Dept., Bldg 45006, Ft. Huachucha, AZ 85613</td>
<td>(520) 533-2526</td>
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<tr>
<td>Southeast Extension Clinic</td>
<td>6001 Power Road, Bldg 237, Mesa, AZ 85206-0910</td>
<td>(602) 222-6568</td>
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<tr>
<td>Tucson VA Medical Center</td>
<td>3601 S. 6th Ave</td>
<td>Tucson, AZ 85723</td>
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<tr>
<td>Yuma VA Community Based Outpatient Clinic</td>
<td>2555 Gila Ridge Road</td>
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<td><strong>VET CENTERS</strong></td>
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<td>77 East Weldon</td>
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<td>Phoenix, AZ 85012</td>
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<td>161 S. Granite, Suite B</td>
<td>Prescott, AZ 86301</td>
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<td>Keams Canyon, AZ 86034</td>
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<td>P.O. Box 1934</td>
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<td><strong>VA CEMETERIES</strong></td>
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<td>National Memorial Cemetery of AZ</td>
<td>23029 N. Cave Creek Road</td>
<td>Phoenix, AZ 85024</td>
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<td>Southern Arizona Veterans' Cemetery</td>
<td>1300 Buffalo Soldier Trail</td>
<td>Sierra Vista, AZ 85635</td>
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<td><strong>DEPARTMENT OFFICES</strong></td>
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<td><strong>BULLHEAD CITY</strong></td>
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<td></td>
<td>2249 Clearwater Drive, Unit A</td>
<td>Bullhead City, AZ 86442</td>
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<td><strong>CASA GRANDE</strong></td>
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<td>401 North Marshall Street</td>
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<td></td>
<td>Palm Plaza</td>
<td>Chandler, AZ 85224</td>
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</table>
COTTONWOOD
1500 E. Cherry St., Suite F
Cottonwood, AZ 86326
(928) 649-9486, FAX (928) 649-1274

FLAGSTAFF
2705 N. 4TH Street, Suite B
Flagstaff, Arizona 86004-1846
(928) 779-4166, FAX (928) 779-4166

KINGMAN OFFICE
2301 Harrison Street
Kingman, AZ 85037
(520) 718-7621, FAX (928) 718-7634

LAKE HAVASU CITY
285 S. Lake Havasu Ave., Suite A
Lake Havasu City, Arizona 86403-6502
(928) 505-4616, FAX (928) 505-4622

MOUNTAIN VIEW
9801 North 7th Street
Phoenix, AZ 85020
(602) 870 3659, FAX (870-3673)

NATIONAL GUARD
1335 North 52nd Street, Room M5710
Phoenix, AZ 85008
(602) 629-4380, FAX (602) 627-3275

PHOENIX
3333 N. Central Ave., Suite 1052
Phoenix, Arizona 85012
(602) 627-3261, FAX (602) 627-3275
1-800-852-8387

PHOENIX (WEST VALLEY)
1840 N. 95th N. Ave, Suite 160
Phoenix, AZ 85037
(602) -372-4292, FAX (602) 627-3275

PRESCOTT
VA Medical Center
500 Hwy 89 N. Bldg., 107, Room 132
Prescott, Arizona 86313
(928) 776-6127, FAX (928) 717-7412

PRESCOTT
240 South Montezuma Street
Prescott, AZ 86303
(928) 443-0167, FAX (602) 443-1894
SHOW LOW
2500 E Cooley St, Suite 410
Show Low, AZ 85901
(928) 537-2044, FAX (928) 537-2073

SIERRA VISTA
1300 Buffalo Soldier Trail
Sierra Vista, Arizona 85635
(520) 458-7144, FAX (520) 458-7147
1-888-952-4700

SUN CITY
10147 West Grand Ave, Suite 1
Sun City, AZ 85351
(602) 583-1025, FAX (602) 875-0616

TUCSON
Professional Plaza East
5232 East Pima Street, Suite B
Tucson, Arizona 85712
(520) 207-4960 ext. 1, FAX (520) 207-4961

TUCSON
(Downtown AHCCCS)
110 S Church St, Suite 103
Tucson, AZ 85711
(520) 205-8719

TUCSON
VA Medical Center
3601 S 6th Ave, Bldg 58, Room 3
Tucson, AZ 85723
(520) 792-1450 Ext. 1-6588, FAX (520) 398-4923

TUCSON
Retired Affairs Office (RAO) Davis Monthan Air Force Base
3500 S Croft Rd, Bldg 3210
Tucson, AZ 85707
(520) 228-5825, FAX (520) 398-4923

YUMA
2811 s. 4th Avenue, Suite D
Yuma, Arizona 86364-8125
(928) 726-2851, FAX (928) 726-2866

VETERANS SERVICE DIVISION-AMERICAN LEGION OFFICE-PHOENIX
3333 N. Central Avenue, Suite 1048
Phoenix, Arizona 85012
(602) 627-3281, FAX (602) 627-3285