

The Virginia Department Of Veterans Services

Veterans Service Representative Schedule

March 2019

NOTE: This schedule is subject to change. Please contact the closest Benefits Office to verify hours and the availability of Veterans Service Representatives before visiting an office or itinerant service location.

BENEFITS HEADQUARTERS RICHMOND

Address	Telephone	Fax
101 North 14 th Street 18 th Floor Richmond, VA 23219	(804) 786-0595	(804) 786-0585

Office Hours	Mon - Fri: 8:00 a.m. – 5:00 p.m.
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Headquarters Team	E-mail
Thomas J. Herthel, Director	Thomas.Herthel@dvs.virginia.gov
Donna Williams, Deputy Director and Eastern Regional Director	Donna.Williams@dvs.virginia.gov
Brandy Disbennett-Albrecht, Training Manager (Teleworks from home)	Brandy.Disbennett-Albrecht@dvs.virginia.gov
Melek Sanchez, Operations Manager	Melek.Sanchez@dvs.virginia.gov
Brittany Dickerson, Training & Events Coordinator (Norfolk)	Brittany.Dickerson@dvs.virginia.gov
Gordon Adkins, Training VSR	Gordon.Adkins@dvs.virginia.gov
Kristen Wrenn, Operations Assistant	Kristen.Wrenn@dvs.virginia.gov
Shakirudeen Bello, Work Study	Shakirudeen.Bello@dvs.virginia.gov

The Virginia Department of Veterans Services (VDVS) Headquarters in Richmond plays a key role in supporting and guiding operations at our numerous VDVS Benefit Offices located throughout Virginia. This involves vital functions to help meet needs at all levels.

- Management
- Budget and Resources
- Human Resources
- Training
- Event Planning
- Procurement and Logistics

BENEFITS CENTER OF EXCELLENCE

Address	Telephone	Fax
210 Franklin Road, Suite 810 Roanoke, VA 24011	(540) 597-1730	(540) 857-6437

Office Hours	Mon - Fri: 8:00 a.m. – 5:00 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Benefits Center of Excellence Team	E-mail
Keith Wilson, Chief COE	Keith.Wilson@dvs.virginia.gov
Vieng Siklar, Senior Appeals Attorney (Charlottesville)	Vieng.Siklar@dvs.virginia.gov
Mara Casseday, Appeals Attorney (Benefits HQ)	Mara.Casseday@dvs.virginia.gov
Samantha Cohen, Appeals Attorney	Samantha.Cohen@dvs.virginia.gov
Margaret Wilks, Appeals Attorney (Benefits HQ)	Margaret.Wilks@dvs.virginia.gov
Barbara Smith, Appeals Specialist	Barbara.Smith@dvs.virginia.gov
Bill Libby, Legal Liaison (Williamsburg)	William.Libby@dvs.virginia.gov
Camille Kollar, Appeals Intern	Camille.Kollar@dvs.virginia.gov
Jennifer White, Benefits and Claims Specialist	Jennifer.White@dvs.virginia.gov
Erin Smither, Benefits and Claims Specialist	Erin.Smither@dvs.virginia.gov
James Ratcliffe, Benefits and Claims Specialist	James.Ratcliffe@dvs.virginia.gov
Joyce Baldwin, Benefits and Claims Specialist	Joyce.Baldwin@dvs.virginia.gov
Jessica Smith, Benefits and Claims Specialist	Jessica.Smith@dvs.virginia.gov
Lisa Burch, Administrative Assistant	Lisa.Burch@dvs.virginia.gov
Mary Asbury, Administrative Assistant	Mary.Asbury@dvs.virginia.gov

The Benefits Center of Excellence (COE) provides direct support to the various DVS Benefit Offices located throughout the Commonwealth by focusing on quality control, process improvement, appeals assistance and technical support. In addition, COE personnel represent Virginia's veterans at appellate hearings before the VA's Roanoke Regional Office and the VA Board of Veterans' Appeals in Washington, DC.

Central Region

CHARLOTTESVILLE BENEFITS OFFICE

Service Area	The counties of Albemarle, Fluvanna, Greene, Louisa, Madison, Nelson, and Orange; the city of Charlottesville.
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Address	Telephone	Fax
1430 Rolkin Court, Suite 202, Charlottesville, Virginia 22911	(434) 529-6431	(434) 328-8993

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Jeannette Flint	Jeannette.Flint@dvs.virginia.gov
Janice Benejan, Central Regional Outreach Coordinator	Janice.Benejan@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Fluvanna	1 st Wednesday, 9:00 a.m. – 11:30 a.m.	Parks and Recreation Center 5725 James Madison Highway This location by appointment only, please call (434) 529-6431
Louisa	1 st Wednesday, 1:00 p.m. – 3:30 p.m.	County Government Building 1 Woolfolk Avenue This location by appointment only, please call (434) 529-6431
Orange	2 nd Wednesday, 9:00 a.m. – 11:30 a.m. This location by appointment only, please call (434) 529-6431	Train Station/Visitors Bureau 122 East Main Street
Rivanna Station	3 rd Wednesday, 9:00 a.m. – 11:30 a.m. This location by appointment only, please call (434) 529-6431	Station, 2055 Boulders Rd., DIA Building All buildings at Rivanna Station are secure access, not open to the general public
Rivanna Station	3 rd Wednesday, 1:00 p.m. – 3:30 p.m. This location by appointment only, please call (434) 529-6431	Station, 2055 Boulders Rd., NGIC Building All buildings at Rivanna Station are secure access, not open to the general public

DEPARTMENT OF CORRECTIONS FACILITIES

Fluvanna

All Benefits Offices will be closed on the last working business day of each month

EMPORIA BENEFITS OFFICE

Service Area	The counties of Brunswick, Charlotte, Greensville, Halifax, Lunenburg, Mecklenburg, Nottoway, Southampton, and Sussex; the city of Emporia.	
Address	Telephone	Fax
Emporia Community Based Outpatient Clinic 1746 E. Atlantic Street, Room 103 Emporia, Virginia 23847	(434) 829-6386	(434) 829-6385
Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.	
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.	
Veterans Service Representatives	E-mail	
Susan Spence	Susan.Spence@dvs.virginia.gov	

All Benefits Offices will be closed on the last working business day of each month

FORT LEE BENEFITS OFFICE

Service Area	The Counties of Dinwiddie, Sussex, Henrico, Lancaster, Prince George, Richmond, Surry, Colonial Heights, Hopewell, and Petersburg
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Address	Telephone	Fax
Soldier Support Center Retirement Services Office Building 3400, Room 107A 1401 B Ave Fort Lee, VA 23801-1724	(804) 734-7750	

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Arthur Bell	Arthur.Bell@dvs.virginia.gov

All Benefits Offices will be closed on the last working business day of each month

FREDERICKSBURG BENEFITS OFFICE

Service Area	The Counties of Caroline, King George, Northumberland, Spotsylvania, and Westmoreland; the Cities of Fredericksburg and Spotsylvania.
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Address	Telephone	Fax
10300 Spotsylvania Avenue, Lee Hill Building 1, Suite 290 Fredericksburg, VA 22408	(540) 376-7298	(540) 693-1163

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:30 a.m. – 12:00 p.m.
Appointments	Mon - Fri: 1:00 p.m. – 2:00 p.m.

Veterans Service Representatives	E-mail
Joe Flores	Joe.Flores@dvs.virginia.gov
Pepper Burgess	Pepper.Burgess.@dvs.virginia.gov
Katesha Goodson	Katesha.Goodson@dvs.virginia.gov
Ashley Noah	Ashley.Noah@dvs.virginia.gov

***Note:** The Veterans Service Representatives will be available for walk-ins between the hours of 8:30 a.m. and 12:00 p.m. Appointments will be scheduled between the hours of 1:00 p.m. and 2:00 p.m. If you have questions as to the availability of the Veterans Service Representatives, please contact the DVS Benefits Office at the above telephone number.

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Warsaw, VA	3 rd Tuesday, 9:00 a.m. – 2:30 p.m. Open to public	Rappahannock Community College 52 Campus Dr. Warsaw, VA 22472

All Benefits Offices will be closed on the last working business day of each month

HENRICO BENEFITS OFFICE

Service Area	The county of Henrico and the Richmond Metro area
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Address	Telephone	Fax
121 Cedar Fork Road Room 412 Henrico, VA 23223	(804) 952-6112	(804) 226-2114

Office Hours	Mon - Thurs: 8:00 a.m. – 4:30 p.m.
Customer Service Hours (Walk-in only)	Mon - Thurs: 8:30 a.m. – 3:00 p.m.

Veterans Service Representative	E-mail
Kim Gain	Wambui.Gain@dvs.virginia.gov

DEPARTMENT OF CORRECTIONS FACILITIES

Caroline
Central Virginia
Deep Meadow
James River
Powhatan
Virginia Correctional Center for Women

All Benefits Offices will be closed on the last working business day of each month

MCGUIRE VA MEDICAL CENTER BENEFITS OFFICE

Service Area	The counties of Amelia, Chesterfield, Cumberland, Dinwiddie, Essex, Goochland, Hanover, Henrico, King and Queen, King William, Lancaster, New Kent, Middlesex, Powhatan, Prince George, Richmond, and Surry. The cities of Colonial Heights, Hopewell, Petersburg and Richmond.
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Address	Telephone	Fax
1201 Broad Rock Blvd. Room 1M-169A Richmond, VA 23249	(804) 675-6546	(804) 675-6563

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.
Appointments	Mon - Thu: 1:00 p.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
David Ringle, Office Manager	David.Ringle@dvs.virginia.gov
Portia Nash	Portia.Nash@dvs.virginia.gov
Kyle Estep	Kyle.Estep@dvs.virginia.gov
Doreena Miles	Doreena.Miles@dvs.virginia.gov
Chester Burwell	Chester.Burwell@dvs.virginia.gov

DEPARTMENT OF CORRECTIONS FACILITIES

Caroline
Central Virginia
Deep Meadow
James River
Powhatan
Virginia Correctional Center for Women

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PETERSBURG BENEFITS OFFICE

Service Area	The Counties of Dinwiddie, Sussex, Henrico, Lancaster, Prince George, Richmond, Surry, Colonial Heights, Hopewell, and Petersburg
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Address	Telephone	Fax
Petersburg Freedom Support Center 32 W. Washington St. Petersburg, VA 23803	(804) 691-4905 (804) 720-8027	(804) 835-9172

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Central Regional Director	E-mail
Kimberley Miles	Kimberley.Miles@dvs.virginia.gov
Veterans Service Representatives	E-mail
Valerie Keffer	Valerie.Keffer@dvs.virginia.gov
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Fort Lee	Every Wednesday, 9:00 a.m. – 3:00p.m. (APPOINTMENTS ONLY) Please call (804) 720-8027 for appointment.	Soldier Support Center, Building 3400 Room 107A

DEPARTMENT OF CORRECTIONS FACILITIES

Sussex I
Sussex II

All Benefits Offices will be closed on the last working business day of each month

SOUTH HILL BENEFITS OFFICE

Service Area	The Counties of Brunswick, Charlotte, Greensville, Halifax, Lunenburg, Mecklenburg, Nottoway, Southampton, and Sussex; the City of Emporia.
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Address	Telephone	Fax
118 East Danville Street South Hill, Virginia 23970	(434) 584-9100	(434) 584-9134

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Judy Owen	Judy.Owen@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
South Boston	1 st and 3 rd Tuesday, 11:30 a.m. – 3:30 p.m.	South Boston Library 509 Broad Street

DEPARTMENT OF CORRECTIONS FACILITIES

Baskerville
Brunswick
Deerfield
Greensville
Halifax
Lawrenceville
Lunenburg
Nottoway

All Benefits Offices will be closed on the last working business day of each month

Eastern Region

ACCOMAC BENEFITS OFFICE

Service Area	The Counties of Northampton and Accomack
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Address	Telephone	Fax
23365 Front Street, Suite B P.O. Box 7 Accomac, VA 23301	(757) 787-5862	(757) 787-5996

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Wendy Ainsworth	Wendy.Ainsworth@dvs.virginia.gov
Jamie Lecates-Brown	Jamie.Lecates-Brown@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Eastville	2 nd Wednesday, 1:00 p.m. – 4:00 p.m.	Department of Social Services 5265 The Hornes
Chincoteague	3 rd Wednesday, 9:00 a.m. – 1:00 p.m.	Chincoteague Town Municipal Center 6150 Community Drive
Onley	3 rd . Tuesday, 10:00 a.m. - 12:00 p.m.	Virginia Employment Commission 25036 Lankford HWY
Cape Charles	4 th Wednesday, 9:00 a.m. – 1:00 p.m.	Cape Charles Civic Center 500 Tazewell Ave.

All Benefits Offices will be closed on the last working business day of each month

CHESAPEAKE BENEFITS OFFICE

Service Area	The Cities of Chesapeake and Suffolk
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Address	Telephone	Fax
1428 Cedar Road, Room 158 Chesapeake, VA 23322	(757) 822-5298	(757) 822-5299

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:30 a.m. – 11:30 a.m.
Appointments	Mon - Fri: 1:00 p.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Lynette Hawk	Lynette.Hawk@dvs.virginia.gov
Kristal Brooks	Kristal.Brooks@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Suffolk	2 nd Thursday, 9:00 a.m. – 4:00 p.m.	Suffolk Workforce Center

DEPARTMENT OF CORRECTIONS FACILITIES

Indian Creek
St. Bride

All Benefits Offices will be closed on the last working business day of each month

HAMPTON BENEFITS OFFICE

Service Area	The Counties of Charles City, Gloucester, Isle of Wight, James City, Mathews, and York. The Cities of Hampton, Newport News, Poquoson, and Williamsburg. Also, the Hampton VA Medical Center
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Address	Telephone	Fax
2101 Executive Drive, Suite 420, Tower Box 48 Hampton, VA 23666	(757) 825-7893	(757) 825-7894

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours (Walk-in only)	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Debi Blackmore, Office Manager	Debi.Blackmore@dvs.virginia.gov
Lashanda Standifer	Lashanda.Standifer@dvs.virginia.gov
Aubrey Staats	Aubrey.Staats@dvs.virginia.gov
Jodi Elliot	Jodi.Elliot@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Fort Eustis	2 nd Tuesday, 8:00 a.m. – 4:00 p.m.	705 Washington Blvd Transition Assistance Area, Room 71F Fort Eustis, VA 23604

All Benefits Offices will be closed on the last working business day of each month

HAMPTON VA MEDICAL CENTER BENEFITS OFFICE

Service Area	The counties of Charles City, Gloucester, Isle of Wight, James City, Mathews, and York. The cities of Hampton, Newport News, Poquoson, and Williamsburg. Also, the Hampton VA Medical Center
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Address	Telephone	Fax
100 Emancipation Drive Bldg. 43, Room 114 Hampton, VA 23667	(757) 722-9961 ext. 2940	(757) 728-7118

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:30 a.m. – 11:00 a.m.
Appointments	Mon - Fri: 1:00 p.m. – 3:00 p.m.

Veterans Service Representative	E-mail
April Meisel, Eastern Regional Outreach Coordinator	April.Meisel@dvs.virginia.gov
Steve Gonzalez	Steve.Gonzalez@dvs.virginia.gov
Cynamon Bell	Cynamon.Bell@dvs.virginia.gov

**Note:* The Veterans Service Representatives will be available for walk-ins between the hours of 8:30 a.m. and 12:00 p.m. Appointments will be scheduled between the hours of 1:00 p.m. and 2:00 p.m. If you have questions as to the availability of the Veterans Service Representatives, please contact the DVS Benefits Office at the above telephone number.

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Yorktown Naval Weapons Station	January, April, July, October For dates & times, contact the Family Support Center (757) 887- 4606	Yorktown Family Support Center

All Benefits Offices will be closed on the last working business day of each month

NORFOLK BENEFITS OFFICE

Service Area	The Counties of Southampton, Sussex and Isle of Wight; the Cities of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, and Virginia Beach.
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Address	Telephone	Fax
6350 Center Drive Building 5, Suite 100 Norfolk, VA 23502	(757) 455-0814	(757) 455-0818

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:00 a.m. – 11:00 a.m.
Appointments	Mon - Fri: 1:00 p.m. – 2:00 p.m.

Veterans Service Representatives	E-mail
Mary Harmon, Office Manager	Mary.Harmon@dvs.virginia.gov
Hassan Cox	Hassan.Cox@dvs.virginia.gov
Ashley Laster	Ashley.Laster@dvs.virginia.gov
Celestine Love	Celestine.Love@dvs.virginia.gov
Jason Zalasky	Jason.Zalasky@dvs.virginia.gov
Linda Jacobs	Linda.Jacobs@dvs.virginia.gov
Lorraine Samuel	Lorraine.Samuel@dvs.virginia.gov
John Crisden	John.Crisden@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Joint Expeditionary Base Little Creek - Fort Story	2 nd & 4 th Thursday, 8:00 a.m. – 4:30 p.m.	Navy College 2nd floor across the street from FFSC "D" street
Oceana Naval Air Station	1 st Thursday, 7:30 a.m. – 4:30 p.m.	Fleet and Family Support Center 1896 Laser Road, Virginia Beach
Virginia Beach	3 rd Thursday 8:00 a.m. – 4:00 p.m.	Joint Expeditionary Base Little Creek Fort Story 1600 SeaBee Drive
Damneck	1 st and 3 rd Wednesday 8:00 a.m. – 4:30 p.m.	Damneck Base

All Benefits Offices will be closed on the last working business day of each month

OCEANA BENEFITS OFFICE

Service Area	The Counties of Southampton, Sussex and Isle of Wight; the Cities of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, and Virginia Beach.
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Address	Telephone	Fax
1232 Perimeter Parkway Corporate Landing Medical Building Virginia Beach, VA 23454	(757) 689-3729	(757) 689-3925

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri:
Appointments	Mon - Fri:

Veterans Service Representatives	E-mail
Carolyn Washington	carolyn.washington@dvs.virginia.gov
Florence Hayes-Addison	florence.hayes-addison@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION

All Benefits Offices will be closed on the last working business day of each month

PORTSMOUTH BENEFITS OFFICE

Service Area	The counties of Southampton, Sussex and Isle of Wight; the cities of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, and Virginia Beach
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Address	Telephone	Fax
620 John Paul Circle Building 3, 7th Floor Portsmouth, VA 23708	(757) 953-6205	(757) 953-1581

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Appointment Only	Mon - Fri: 9:00 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Gerald Anderson	Gerald.Anderson@dvs.virginia.gov
Pamela Penn	Pamela.Penn@dvs.virginia.gov

****Note: This office is located inside the Portsmouth Naval Hospital. An unexpired military identification card is required for access.****

The Veterans Service Representatives will be available in the main office at the address listed above except for the times listed below in the service schedule. If you have questions as to the availability of the Veterans Service Representatives, please contact the DVS Benefits Office at the above telephone number. Times and locations of the service schedule are subject to change.

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Portsmouth City	2 nd and 4 th Wednesday 10:30 a.m. – 4:00 p.m.	Churchland Branch Library 4934 High St. W.

All Benefits Offices will be closed on the last working business day of each month

VIRGINIA BEACH BENEFITS OFFICE

Service Area	The city of Virginia Beach. The service location also includes Naval Special Warfare Development Group and Joint Expeditionary Base Little Creek-Fort Story
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Address	Telephone	Fax
Pembroke Office Park 287 Independence Boulevard Pembroke Two, Suite 130 Virginia Beach, Virginia 23462	(757) 552-1884 (757) 552-1885	(757) 552-1882

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Walk-in Hours	Mon - Fri: 8:30 a.m. – 11:00 a.m.
Appointments	Mon - Fri: 11:00 a.m. – 2:00 p.m.

Veterans Service Representatives	E-mail
Shelley Knight	Shelley.Knight@dvs.virginia.gov
George Parker	George.Parker@dvs.virginia.gov
Kezia McNair	Kezia.McNair@dvs.virginia.gov
LaFrancis Francis	LaFrancis.Francis@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Virginia Beach	2nd Thursday, 8:00 a.m. – 4:00 p.m.	Joint Expeditionary Base Little Creek - Fort Story 1600 Seabee Drive

All Benefits Offices will be closed on the last working business day of each month

WILLIAMSBURG BENEFITS OFFICE

Service Area	Serving the areas of New Kent, York, Gloucester, James City, Fort Eustis, Charles City, and Williamsburg
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Address	Telephone	Fax
203 Ironbound Road, Dillard Complex P.O. Box 8795 Williamsburg, Virginia 23187-8795	(757) 221-1734	(757) 221-5471

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours (Walk-in only)	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Sharon Duncan	Sharon.Duncan@dvs.virginia.gov
William Libby, Legal Liaison	William.Libby@dvs.virginia.gov

All Benefits Offices will be closed on the last working business day of each month

Northern Region

FAIRFAX BENEFITS OFFICE

Service Area	The counties of Fairfax, Loudoun and Prince William. The cities of Fairfax and Manassas in addition to Ft. Belvoir and the Pentagon.
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Address	Telephone	Fax
9990 Fairfax Blvd. Suite 120 Fairfax, VA 22030 Walk ins - 9:00 a.m. -3:00 p.m. Monday thru Friday (Based upon availability)	(703) 359-1210	(703) 359-1239

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Dina San Juan	MariaEdina.SanJuan@dvs.virginia.gov
Jannine Pete	Jannine.Pete@dvs.virginia.gov
George Johnson	George.Johnson@dvs.virginia.gov

All Benefits Offices will be closed on the last working business day of each month

LOUDOUN BENEFITS OFFICE

Service Area	Ashburn, Aldie, Dulles, Leesburg, Loudoun, Purcellville, Sterling, South Riding, Loudoun County, Frederick County, Hamilton, and Lovettsville
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Address	Telephone	Fax
Lakes at Ashbrook Bldg 2 44345 Premier Plaza, Suite 200 Ashburn, Virginia 20147	(703) 995-9998	(703) 995-9997

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
VACANT	
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Leesburg	Third Tuesday, 10:00 a.m. - 2:00 p.m.	Rust Library 380 Old Waterford Rd NW Leesburg, VA 20176

All Benefits Offices will be closed on the last working business day of each month

MANASSAS BENEFITS OFFICE

Service Area	The Cities of Manassas, Manassas Park, Gainesville, Nokesville, Prince William County and Fauquier County
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Address:	Telephone	Fax
9300 West Courthouse Road Suite 305 Manassas, Virginia 20110	(703) 479-7437	(703) 479-7425

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Norris Henderson	Norris.Henderson@dvs.virginia.gov
Guy Dinkins	Guy.Dinkins@dvs.virginia.gov
Rachael Flores	Rachael.Flores@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Warrenton	2nd and 4th Friday of the month 9:00 a.m. – 3:00 p.m.	Lord Fairfax Community College 6480 College Street; Rm 204
Woodbridge	Woodbridge Senior Center 1st Thursday of the month 9:00 a.m. - 3:30 p.m.	13850 Church Hill Road

All Benefits Offices will be closed on the last working business day of each month

PENTAGON BENEFITS OFFICE

Service Area	Unfortunately, DVS cannot sponsor veterans into the Pentagon for the purpose of visiting our office. As such, you must have Pentagon access to visit this location. Other locations throughout Northern Virginia are open to all veterans and active duty personnel and their family members.
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Address	Telephone	Fax
1500 Defense Pentagon Suite 1A144 Washington, DC 20301-1500	(571)-257-6633	(703)-417-9025

Walk-in Hours	Mon – Fri 7:00 a.m. – 9:00 a.m.
Appointment Hours	Mon – Fri 9:00 a.m. – 2:30 p.m.
You may schedule appointments at Pentagonappointments@dvs.virginia.gov	

Veteran Service Representatives	Email
John Henry	John.Henry@dvs.virginia.gov
Angela Redmond	Angela.Redmond@dvs.virginia.gov
Tequila Brown	Tequila.Brown@dvs.virginia.gov

All Benefits Offices will be closed on the last working business day of each month

QUANTICO BENEFITS OFFICE

Service Area	The counties of Caroline, Culpeper, King George, Prince William, Spotsylvania, Stafford, and Westmoreland; the cities of Fredericksburg.
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Address	Telephone	Fax
Quantico Marine Corps Base Education Center 3089 Roan Street Quantico, VA 22134 Mailing address: VDVS P.O. Box 172 Quantico, VA 22134	(703) 630-2810	(703) 630-2872

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Helen Pickard	Helen.Pickard@dvs.virginia.gov
Thomas Holley	Thomas.Holley@dvs.virginia.gov
George Johnson	George.Johnson@dvs.virginia.gov

*** Note: Access to Quantico Marine Corps Base requires a valid photo identification card, such as a drivers' license or military identification card.***

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Dahlgren	1 st and 3 rd Thursday, 8:30 a.m. – 3:00 p.m. This location by appointment only, please call 540-653-1839	Fleet and Family Support Center 6027 School House Lane Dahlgren, VA 22448-5126
Culpeper	4 th Tuesday, 8:30 a.m. – 3:00 p.m.	Culpeper Career Resource Center 210 East Stevens Street Culpeper, VA 22401

DEPARTMENT OF CORRECTIONS FACILITIES

Coffeewood	
Haynesville	

All Benefits Offices will be closed on the last working business day of each month

SPRINGFIELD BENEFITS OFFICE

Service Area	The Cities of Pentagon, Henderson Hall-Fort Myers, Fort Belvoir, Arlington County, Alexandria-Fairfax Counties, Springfield-Franconia, Lorton, Loudoun, Fredericksburg and surrounding areas.
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Address: 6564 Loisdale Ct. Suite 301 Springfield, VA 22150	Telephone (703) 417-9090	Fax (703) 417-9025
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Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Northern Regional Director	E-mail
Claudia Flores	Claudia.Flores@dvs.virginia.gov
Veterans Service Representatives	E-mail
Samara Alexander	Samara.Alexander@dvs.virginia.gov
Hilary Castro	Hilary.Castro@dvs.virginia.gov
Sarah Anderson	Sarah.Anderson@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Alexandria	4 th Tuesday 9:00 a.m. – 3:30 p.m. This location by appointment only Call 703-360-8633	Veterans Center 6940 South Kings Highway, Suite 204 Alexandria, Virginia 22310
Arlington	2nd Thursday, 9:00 a.m. – 11:30 a.m. This location by appointment only Call 703-417-9090	Arlington Employment Center 2100 Washington Blvd, 1st Floor Arlington, Virginia 22204
Woodbridge	1 st Thursday, 9:00 a.m. – 3:30 p.m. Walk In Only	Woodbridge Senior Center 13850 Church Hill Drive Woodbridge, Virginia 22191
Fort Belvoir	Wednesday, 9:00 a.m. - 3:00 p.m.	Red Cross Office 9716 Middleton Road Fort Belvoir, Virginia 22060

All Benefits Offices will be closed on the last working business day of each month

STRASBURG BENEFITS OFFICE

Service Area	The counties of Clarke, Fauquier, Frederick, Page, Rappahannock, Shenandoah, and Warren; the city of Winchester
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Address	Telephone	Fax
105 Stony Pointe Way Suite 220 Strasburg, VA 22657	(540) 465-6113 (540) 465-2615	(540) 465-6116

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Valerie Weeks	Valerie.Weeks@dvs.virginia.gov
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Front Royal	3rd Tuesday, 9:00 a.m. – 2:00 p.m.	Warren County Community Center 538 Villa Avenue
Luray	4th Thursday, 10:00 a.m. – 3:00 p.m.	Luray Public Library 100 Zerkel Street
Stephens City	2nd Thursday, 10:00 a.m. - 2:00 p.m.	Stephens City Library (Bowman), 871 Tasker Road
Berryville	2nd Wednesday, 11:00 a.m. - 3:00 p.m.	VFW Post 9760, 425 S. Buckmarsh Street
Harrisonburg	1st & 3rd Thursday, 9:00 a.m. - 2:00 p.m.	VFW Post 632 450 Waterman Drive

All Benefits Offices will be closed on the last working business day of each month

Western Region

ABINGDON BENEFITS OFFICE

Service Area	The counties of Russell, Scott, Smyth, and Washington; the city of Bristol. The county of Sullivan, TN and the city of Bristol, TN.
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Address	Telephone	Fax
Physical Address 100 Abingdon Place, Suite 202 Abingdon, VA 24211	(276) 623-0070	(276) 623-0137
Mailing Address 202 Abingdon Place Abingdon, VA 24211		

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Vicki V. Herndon	Vicki.Herndon@dvs.virginia.gov
Dawn Carrier	Dawn.Carrier@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Marion	1 st and 3 rd Monday, 10:00 a.m. – 3:30 p.m.	4453 Lee Highway Marion, Virginia Located in the District Three Gov. Cooperative

DEPARTMENT OF CORRECTIONS FACILITIES

Marion

All Benefits Offices will be closed on the last working business day of each month

BIG STONE GAP BENEFITS OFFICE

Service Area	The Counties of Dickenson, Lee, Scott, and Wise; and the City of Norton
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Address	Telephone	Fax
322 Cloverleaf Square, Suite E-1 Big Stone Gap, VA 24219	(276) 523-1411	(276) 523-5256

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Ruby Sanders	Ruby.Sanders@dvs.virginia.gov
Melissa Sampson	Melissa.Sampson@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Clintwood	1 st & 3 rd Thursday, 9:00 a.m. – 3:00 p.m.	VFW Post Building 400 VFW Street
Pound	2 nd Thursday, 9:00 a.m. - 12:00 p.m.	VFW Post 9600 11129 Main St, Pound, VA
Haysi	2 nd Monday, 10:00 a.m. – 2:00 p.m.	322 Main Street Haysi, VA

DEPARTMENT OF CORRECTIONS FACILITIES

Red Onion
Wallens Ridge
Wise

All Benefits Offices will be closed on the last working business day of each month

DANVILLE BENEFITS OFFICE

Service Area	The counties of Henry, Pittsylvania and Patrick. The cities of Danville, Collinsville, and Martinsville
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Address	Telephone	Fax
139A Deer Run Road Danville, Virginia 24540	(434) 836-8447	(434) 836-8448

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Nicole Crews	Nicole.Crews@dvs.virginia.gov
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Martinsville Workforce Center	Wednesday, 9:30 a.m. to 3:30 p.m.	233 W. Commonwealth Blvd. Martinsville, VA 24112

DEPARTMENT OF CORRECTIONS FACILITIES

Green Rock
Patrick Henry

All Benefits Offices will be closed on the last working business day of each month

LYNCHBURG BENEFITS OFFICE

Service Area	The counties of Amherst, Appomattox, Bedford, Buckingham, Campbell, Cumberland, and Prince Edward; the cities of Bedford, Madison Heights, and Lynchburg
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Address	Telephone	Fax
519 Leesville Road, Suite A Lynchburg, Virginia 24502	(434) 582-5102	(434) 582-5104

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Western Regional Director	E-mail
Craig McCarty	Craig.McCarty@dvs.virginia.gov
Veterans Service Representatives	E-mail
Felicia Linthicum	Felicia.Linthicum@dvs.virginia.gov
Pamela Zirkle	Pamela.Zirkle@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Farmville	1st Friday, (October and November) 2nd Friday starting in December. 10:00 a.m. – 2:00 p.m.	Prince Edward County Library 1303 West 3 rd Street, Farmville
Lexington	3rd Tuesday, 9:00 a.m. – 1:00 p.m.	VFW Post 1499 105 Memorial Drive, Route 60

DEPARTMENT OF CORRECTIONS FACILITIES

Buckingham
Dillwyn
Rustburg

All Benefits Offices will be closed on the last working business day of each month

ROANOKE BENEFITS OFFICE

Service Area	The counties of Alleghany, Botetourt, Craig, Floyd, Franklin, Montgomery, and Roanoke. The cities of Covington, Radford, Roanoke, and Salem. The service area includes Blacksburg, Christiansburg, Clifton Forge, and Rocky Mount
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Address	Telephone	Fax
210 Franklin Road, Suite 810 Roanoke, Virginia 24011	(540) 597-1730	(540) 857-6437

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representative	E-mail
Ernest Delbuono	Ernest.Delbuono@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Rocky Mount	4 th Wednesday, 9:30 a.m. – 4:00 p.m.	The Franklin Center 50 Clairborne St.

All Benefits Offices will be closed on the last working business day of each month

SALEM VA MEDICAL CENTER BENEFITS OFFICE

Service Area	The Counties of Alleghany, Blacksburg, Botetourt, Buchanan, Christiansburg, Clifton Forge, Craig, Floyd, Franklin, Montgomery, Radford, Rocky Mount, Henry, Patrick and Roanoke. The Cities of Covington, Radford, Roanoke, and Salem.
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Address	Telephone	Fax
Salem VA Medical Center 1970 Roanoke Blvd. Bldg. 8, Room 101A & 101B Salem, VA 24153	(540) 982-2463 ext. 4055 (540) 982-2463 ext. 3557	(540) 857-6654

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representative	E-mail
Fred Beebe	Fred.Beebe@dvs.virginia.gov
VACANT	
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Christiansburg	2 nd Wednesday, 9:00 a.m. – 4:00 p.m.	National Guard Armory 15 College St.
Clifton Forge	3 rd Wednesday, 9:30 a.m. – 4:00 p.m.	Dabney Lancaster Community College Armory 1000 Dabney Dr.

All Benefits Offices will be closed on the last working business day of each month

STAUNTON BENEFITS OFFICE

Service Area	The Counties of Augusta, Bath, Highland, Rockbridge, and Rockingham; the Cities of Buena Vista, Harrisonburg, Lexington, Staunton, and Waynesboro.
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Address	Telephone	Fax
Greenbrier Office Complex 1600 North Coalter Street Building 1, Suite 17B Staunton, Virginia 24401	(540) 332-7840	(540) 332-7841

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Shannon Mowery	Shannon.Mowery@dvs.virginia.gov
Alexandra Mankowich	Alexandra.Mankowich@dvs.virginia.gov

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Lexington	2nd Tuesday, 9:00 a.m. – 1:00 p.m.	VFW Post 1499 105 Memorial Drive, Route 60
Harrisonburg	1st & 3rd Thursday, 9:00 a.m. - 2:00 p.m.	VFW Post 632 450 Waterman Drive

DEPARTMENT OF CORRECTIONS FACILITIES

Augusta
Cold Springs

All Benefits Offices will be closed on the last working business day of each month

TAZEWELL BENEFITS OFFICE

Service Area	The Counties of Buchanan, Dickenson, Russell, and Tazewell.
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Address	Telephone	Fax
657 Main Street Tazewell, VA 24651	(276) 988-3761	(276) 988-3762

Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives	E-mail
Sandra A. Newberry	Sandy.Newberry@dvs.virginia.gov
Laura Cecil	Laura.Cecil@dvs.virginia.gov

DEPARTMENT OF CORRECTIONS FACILITIES

Keen Mountain
Pocahontas

All Benefits Offices will be closed on the last working business day of each month

WYTHEVILLE BENEFITS OFFICE

Service Area	The counties of Bland, Carroll, Giles, Grayson, Hillsville, Pulaski, and Wythe. The cities of Galax and Wytheville
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Address: 335 West Monroe Street, Suite 200 Wytheville, VA 24382	Telephone (276) 228-5211 (276) 223-0680	Fax (276) 228-4102
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Office Hours	Mon - Fri: 8:00 a.m. – 4:30 p.m.
Customer Service Hours	Mon - Fri: 8:30 a.m. – 3:00 p.m.

Veterans Service Representatives Rhonda Back, Western Outreach Coordinator	E-mail Rhonda.Back@dvs.virginia.gov
VACANT	

SERVICE SCHEDULE

TOWN	SCHEDULE	LOCATION
Hillsville	1 st and 3 rd Friday, 9:00 a.m. – 1:00 p.m.	Carroll County Government Building 605 Pine Street, Suite 290
Blacksburg	4 th Tuesday, 9:00 a.m. – 1:00 p.m.	Montgomery Center (NRVCS) 700 University Blvd., Blacksburg, VA 24060

DEPARTMENT OF CORRECTIONS FACILITIES

Bland
River North

All Benefits Offices will be closed on the last working business day of each month

The Wytheville Office is closed through 1 April. Starting Wednesday, 6 February, the office will be open only on Wednesdays (except closed if it is the last day of the month). The office will be closed all other days. Wednesday Hours are: walk-ins from 9:30-12:00 pm, and appointments from 1:00-3:00pm. Appointments can be made by calling (276) 988-3761.