

FALL 2025

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From The Secretary Building a Legacy of Service



When Dr. Jon Santiago became Massachusetts' first Veterans Services Secretary in 2023, the mission was clear: rebuild trust, restore accountability, and reshape how Massachusetts serves its veterans and their families. Two and a half years later, as he prepares to step down and return to his medical career, Santiago leaves behind a legacy defined by compassion, progress, and reform.



Under his leadership, the Executive Office of Veterans Services (EOVS) became a model for the nation—modernizing operations, overhauling our state veterans' homes, passing landmark legislation like the HERO Act, and launching major initiatives to end veteran homelessness. From expanding benefits and housing to securing record federal funding, Santiago's tenure marked a turning point in how Massachusetts honors and supports those who served.



"Secretary Santiago's leadership rebuilt trust and set a new standard of care for veterans," said Governor Maura Healey. Upon Secretary Santiago's departure, Deputy Secretary AndreaDeputy Secretary Andrea Gayle-Bennett will step in as interim secretary, continuing the mission Santiago began: to ensure every veteran in Massachusetts is cared for with dignity, respect, and the gratitude of a state that will never forget their service.



accomplished together and none of this would have been possible without the dedicated team at EOVS, our partners across the state, and the veterans who served. I leave confident that the foundation we've built will continue to serve veterans well for years to come."

A Message from the Assistant Secretary



elcome to our Fall edition of the BLUF Newsletter. We designed this resource to keep you up to date on EOVS initiatives and to equip you with tools and information that strengthen your work.

This fall brings important milestones that honor the service and sacrifice of our nation's veterans.

Massachusetts marks historic anniversaries alongside two of our nation's proudest service branches: the United States
Navy and the United States
Marine Corps — each celebrating 250 years of service, heritage, and tradition.

These anniversaries honor generations of Sailors and Marines who defended our nation across the globe, often at great personal cost.

On November 11, communities across Massachusetts and the nation will unite to observe Veterans Day — a moment to recognize the extraordinary contributions of all who wore the uniform and safeguarded our freedoms.

As we close out the year, these commemorations call us to reflect on the enduring legacy of service and the values that guide us: duty, sacrifice, and unity. They also challenge us to

honor veterans and their families not only on these occasions but throughout the year.

To all of you — our VSOs and community partners — thank you. Your dedication, compassion, and leadership change lives every day. Whether you help veterans navigate benefits, support families, or strengthen outreach, you make a measurable difference. It is an honor and a privilege to serve this mission alongside you.

Care. ~__

Cory R. Ahonen
Assistant Secretary for
Engagement & Outreach

"Your dedication, compassion, and leadership remain visible in every life you touch."



"Massachusetts has always been at the heart of America's history."

Governor Maura Healey



Secretary Jon Santiago, Doris Syrakos, Lieutenant Governor Driscoll, and Mayor Coogan

Launching the Massachusetts Veterans Legacy Trail

The Executive Office of Veterans Services (EOVS) launched the Massachusetts Veterans Legacy Trail, a new resource connecting residents and visitors to the Commonwealth's rich military history.

Created as part of Massachusetts' 250th anniversary commemoration, the Trail maps more than 1,200 war memorials across the state, each honoring the service and sacrifice of veterans from the Revolutionary War to today.

The project features an interactive map at mass.gov/vetstrail, where users can search by town or by war era to uncover local heroes and the places that preserve their memory. A **printed** travel brochure highlights must-see sites across six regions, including landmarks such as Bunker Hill and Battleship Cove.

The Trail debuted at a launch event hosted at Battleship Cove in Fall River, where EOVS joined veterans, local leaders, and community members to celebrate the project.



"Every veteran deserves a final resting place that reflects their service"

Secretary Jon Santiago

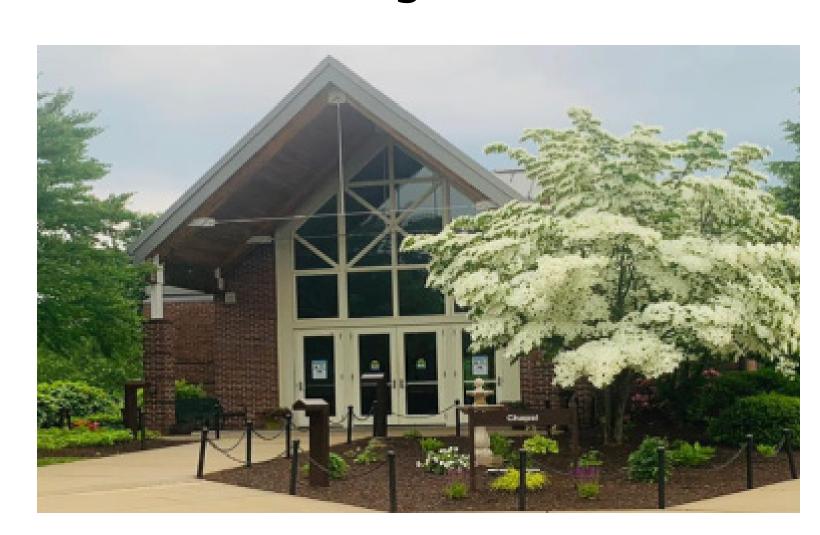


Expanding Sacred Ground: Honoring Veterans in Agawam and Winchendon

Massachusetts is deepening its commitment to those who served with more than \$4 million in federal funding to expand the state's two Veterans Memorial Cemeteries in Agawam and Winchendon. The new investment will add over 2,300 columbarium niches, ensuring that veterans and their families will have dignified resting places for years to come.

"These cemeteries are sacred spaces," said Lieutenant Governor Kim Driscoll. "They remind us of the sacrifices made and the communities built through service." The expansions—made possible through a partnership between the Executive Office of Veterans Services and the U.S. Department of Veterans Affairs—will preserve the grounds while meeting the needs of the next generation of veterans and their loved ones.

Governor Maura Healey called the investment "a promise kept." Secretary Jon Santiago added, "Every veteran deserves a final resting place that reflects their service." With this expansion, Massachusetts reaffirms that promise—ensuring that honor, respect, and remembrance endure for generations.





"Hoping that small intervention might be able to take them out of that crisis moment."

Lynette Gabrila, Deputy Chief Engagement Officer



Pictured: Back Left to Right: Alex Maus, Paul Burke, Nicolette Slezak, Michele Suhocki, Don Purington, Christina DiMeglio, Uris Mendez. Front Left to Right: Ashley Eisnor

Lethal Means Safety Trainings

Over the past few months, the Statewide Advocacy for Veterans Empowerment (SAVE) team has conducted a series of Lethal Means Safety trainings designed for veterans, Veteran Service Officers (VSOs), and community partners. The sessions provide practical guidance on how to engage in open, nonjudgmental conversations about suicide, and steps that peers can take to reduce access to lethal means such as firearms.

Participants also received safety equipment, including gun safes, trigger locks, and cable locks, each labeled with magnets and business cards displaying the phone number for the Veterans Crisis Line. Many suicide attempts occur within minutes to an hour of ideation, making immediate access to safety resources and crisis contacts critically important.

"Veterans only make up 6 percent of the population, but we make up 14 percent of suicides," noted Lynette Gabrila, Deputy Chief Engagement Officer for Peer Support & Outreach. She highlighted the importance of equipping peers with both the confidence to ask open-ended questions and the tools to intervene. "We're hoping that that small intervention might be able to take them out of that crisis moment so that they're able to reach out and receive services."

Visit: mass.gov/SAVE to learn more.







"Art is about more than drawing – it's about seeing, listening, honoring lives."

Abby Young, Braintree High School



Pictured: Braintree High School students in Ms. Young's art class meeting with veterans

Community Spotlight: "Art of the Veteran"

At Braintree High School, art teacher Abby Young has turned her classroom into a bridge between generations with her project, "Art of the Veteran". What began as a way to combine her love of teaching and respect for service has become a powerful way to connect students with veterans through storytelling and art.

Young, who was adopted from Bogotá, Colombia at four months old, reflects on the freedoms and opportunities she's had in America. "Art is about more than drawing—it's about seeing, listening, honoring lives," she said. "That's what this project is all about." Her students sit with veterans, hear their stories, and transform those conversations into portraits and visual tributes.

The project brings in veterans from across all branches and eras. Veterans described feeling seen and valued, while many students admitted they had never met a veteran before. "It puts faces to the freedoms we enjoy every day," Young explained. "Bringing veterans and youth together is not just important—it's essential."

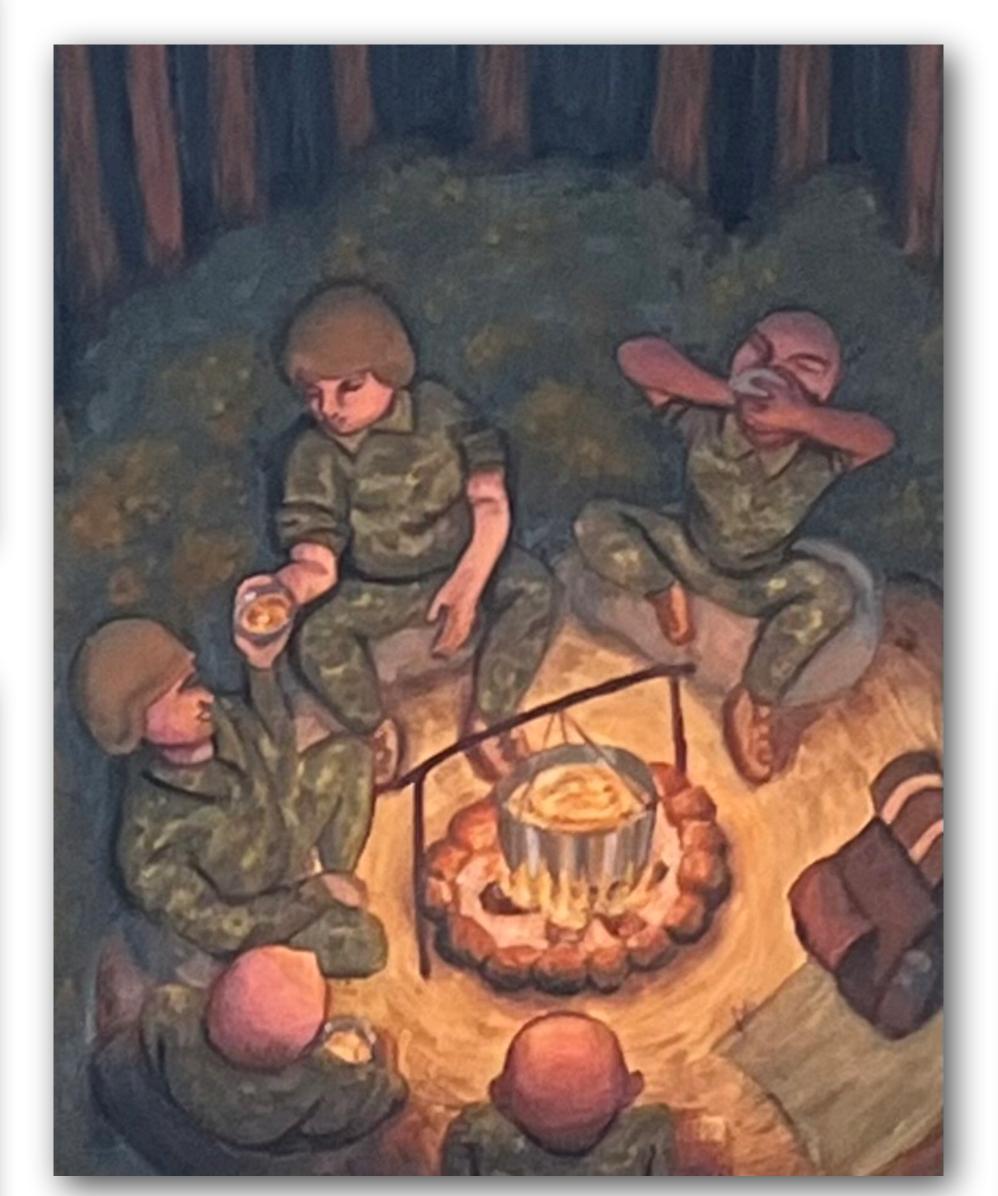
Moments from the program are often unforgettable: veterans standing silently, moved to tears when seeing their portraits; families smiling as legacies of service are captured on canvas; students realizing the deep impact of their work.

Looking ahead, Young envisions expanding "Art of the Veteran" to other schools and communities, possibly through a trademarked model with exhibitions, scholarships, and veteran arts programs. For now, she remains focused on keeping the project "humble and heartfelt," ensuring each veteran's story is honored authentically and each student walks away with a lasting appreciation of freedom and service.

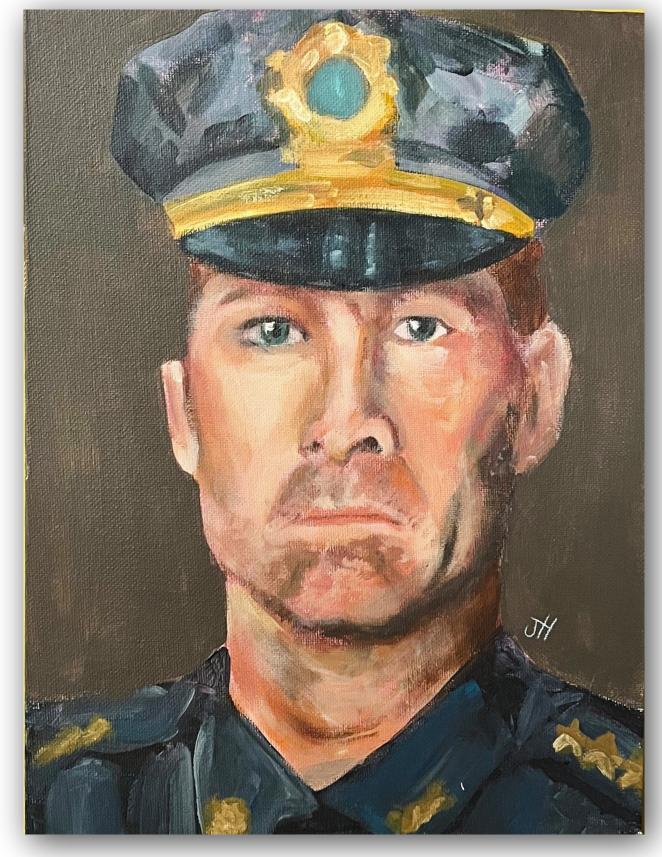
"Art of the Veteran" Gallery





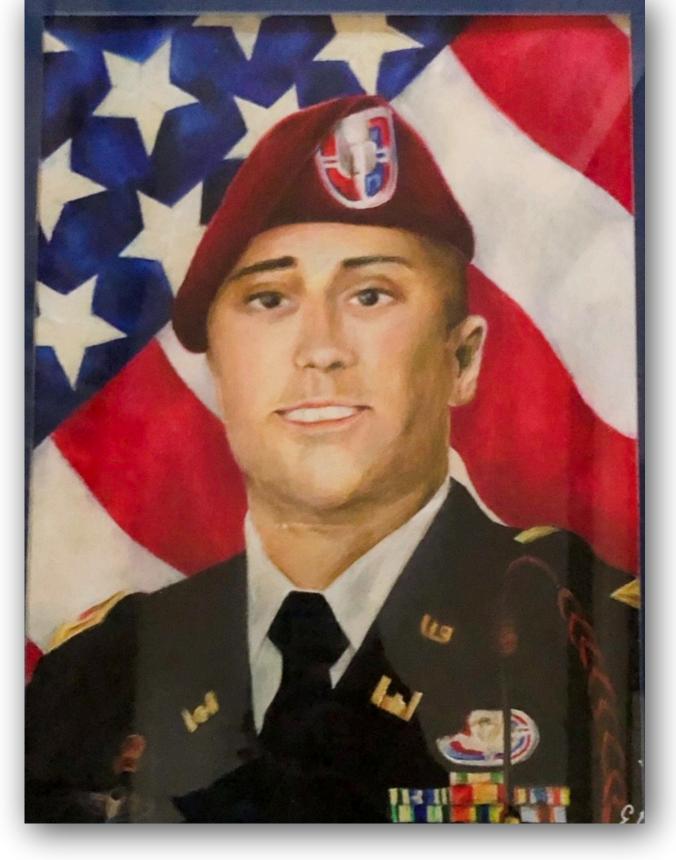














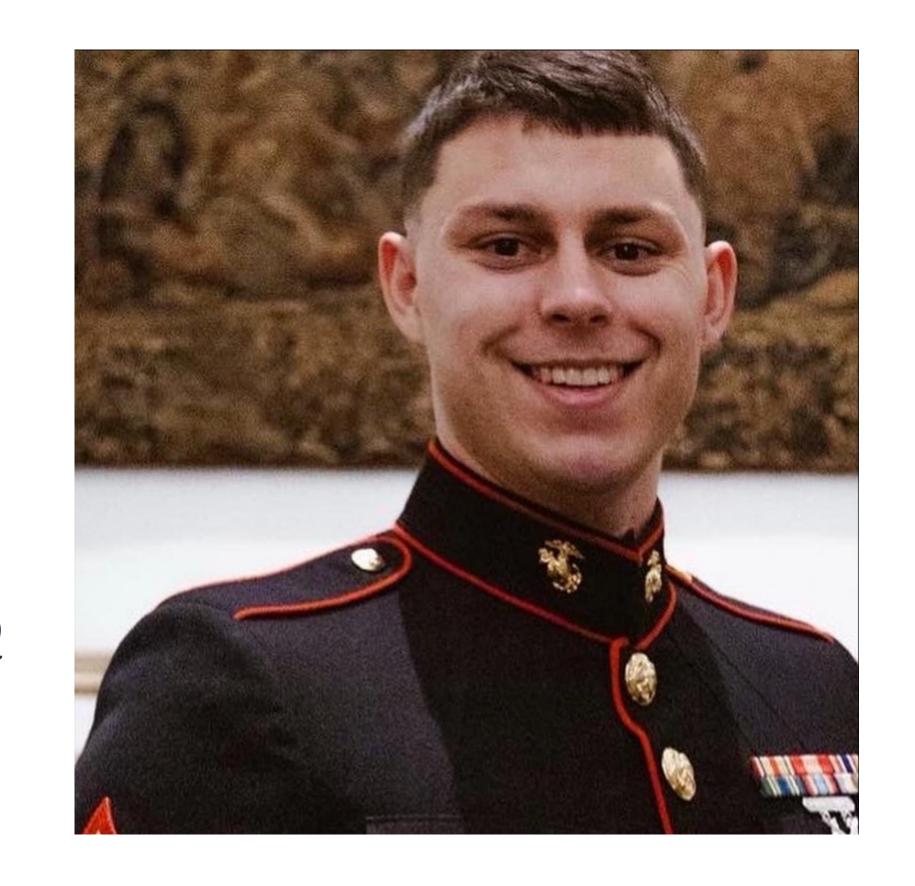
If you'd like to support or bring the "Art of the Veteran" to your community, please contact Abby at Missabbyyoung@gmail.com



EOVS Staff Spotlight:

Anthony Carter Program Coordinator

Supporting and Empowering Reintegration for Veterans Equality Program (SERVE)



t the Executive Office of Veterans Services (EOVS), we know that supporting veterans means meeting them where they are—even when that includes some of life's most difficult challenges. Few embody this commitment more than Anthony Carter, a member of the SERVE Outreach Team.

Anthony joined EOVS in March, 2022 after serving as an Infantry Reservist in the United States Marine Corps while earning his degree in Health Sciences from Norwich University.

Following graduation in 2019, he was activated and deployed with the Marine Corps to California, Japan, and South Korea. Upon returning home, he sought a career rooted in purpose and found it with EOVS. Starting on the SAVE team, Anthony was drawn to the focus on suicide prevention and promoting mental wellness—a cause deeply personal to him after losing members of his own fire team to suicide.

Today, Anthony plays a key role within our SERVE program, helping connect veterans facing criminal charges with mental health counseling, substance use treatment, and peer support that can lead to charges being reduced or dismissed.

He also works closely with

Veteran Treatment Courts across the Commonwealth, providing mentorship and advocating for comprehensive treatment plans developed by community-based providers.

At the heart of SERVE is the belief in second chances, and Anthony takes pride in being able to share the weight veterans carry and guide them through the reintegration process. By collaborating with probation officers, attorneys, clinicians, and court staff, he helps ensure veterans have the opportunity to heal, rebuild, and succeed.

Where compassion meets action — sharing the weight veterans carry to help find their way forward.

For more information on the SERVE program, visit <u>mass.gov/SERVE</u>.

Supporting and Empowering Reintegration for Veterans Equality Program (SERVE)

Empower Veterans to Navigate the Justice System with Confidence

What We Do

Alternative Sentencing Options:

SERVE works directly with veterans to advocate on their behalf to the court, facilitate connections with court staff, and provide case management.

Comprehensive Treatment Plans:

Veterans receive a psych-social evaluation from a community-based provider.

Vet-to-Vet Peer Mentor Program:

Veterans receive continuous peer to peerconnection and support from veteran members of the SERVE team



Veteran Treatment Courts (VTCs)



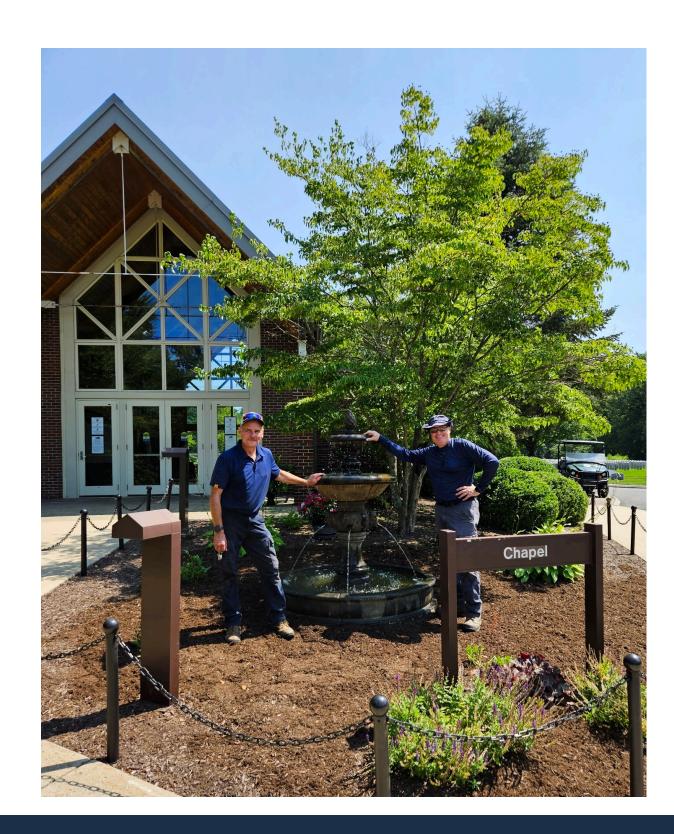
Veterans Treatment Courts are specialized courts that handle criminal cases of defendants who have served in the US Armed Forces.

The program aims to improve public safety while dealing with the underlying issues of posttraumatic stress disorder, traumatic brain injury, and military sexual trauma.



New Water Fountain at the Massachusetts Veteran Memorial Cemetery at Agawam

Agawam installed a new water fountain at the entrance of the chapel this week. The fountain was purchased by the Friends of the Massachusetts Veterans Memorial Cemetery, installed by the grounds staff with the help of Agawam city councilor Anthony J. Russo - Council Vice President.





For more information, visit: mass.gov/MVMC

Women Veteran Benefits Panel



The Commonwealth of Massachusetts EXECUTIVE OFFICE of VETERANS SERVICES

This **free**, **virtual event** offers a welcoming space to connect, share stories, and gain valuable insights into the unique benefits available to women veterans.

Nov. 5, 2025

6:00 PM - 7:30 PM Register @ bit.ly/3HV38Mu



Panelists

- Gina Rada, Deputy Assistant Secretary of Programs and Services
- Lynette Gabrila, Deputy Chief **Engagement Officer of Peer** Support & Outreach
- Anna Richardson, Co-Executive Director & Chief Counsel of Veterans Legal Services





Do you know an unsung hero serving veterans?

Help us spotlight them!

2025 ACTS OF SERVICE CAMPAIGN

EOVS is celebrating individuals and organizations making a difference in the veteran community.

SUBMIT A STORY

mass.gov/forms/2025-acts-of-service-story-submission



Cape and Islands Veterans Outreach Center

Grant Awarded!

The Cape and Islands Veterans Outreach Center (CIVOC) has received a \$500,000 grant from the VA's Supportive Services for Veteran Families - SSVF program to help fight veteran homelessness on Cape Cod and the Island. This funding will expand our housing support and outreach efforts, helping us provide critical resources to local veterans and their families.

To learn more and get involved, visit capeveterans.com



Military One Source Podcast

Supporting Military Spouse Business Goals

Entrepreneurship offers military spouses a flexible career path to follow wherever military life takes them. In this episode of our podcast, host Bruce Moody speaks with Spouse Education and Career Opportunities Program - SECO Career Coach Rhonda McCall about the program's entrepreneurship career coaching package and how coaches can offer personalized support to meet spouses wherever they are on their career journey.

Listen now:

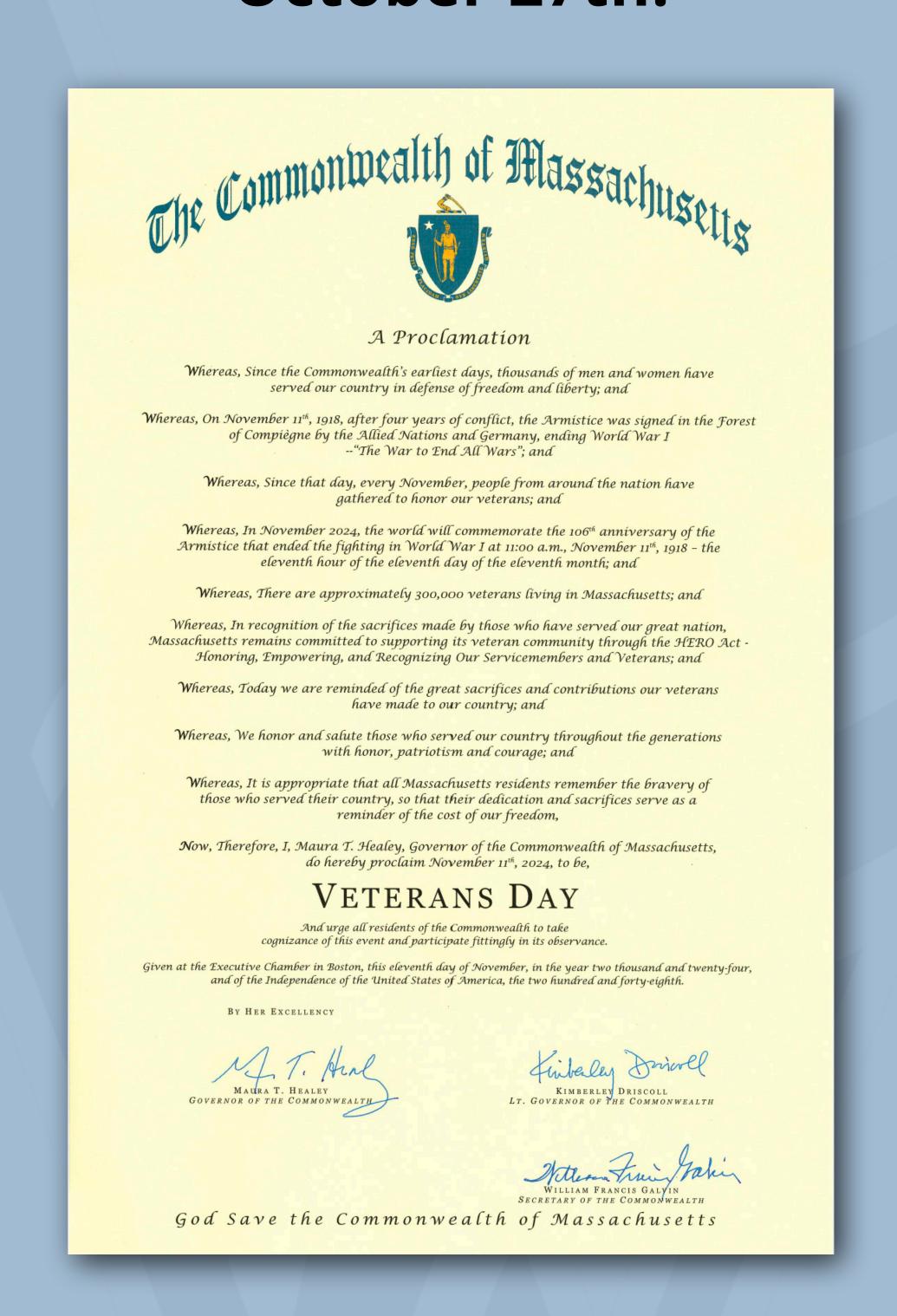
militaryonesource.mil/resources/podcasts/military-onesource/

Veterans Day Proclamations



Attention VSOs:

Veterans Day proclamations are scheduled to arrive the week of **October 27th!**



If you haven't received your proclamation, please contact: Victoria Shephard King at Victoria.shephardking@mass.gov

Honoring Veteran Achievements

Did you know? EOVS offers official recognition for veterans' special milestones and achievements!

Awards & Citations

Whether it's a birthday, retirement, promotion, or other significant occasion, you can request a citation or certificate of achievement.

Certificate of Appreciation

For exceptional service or support to veterans over a significant period



Certificate of Achievement

- Outstanding
 achievements that
 have advanced
 veterans services/
 welfare
- Outstandingservices or deedsthat surpass"Certificate ofAppreciation"

Veteran Service Citation

- Birthdays over 100
- Couples celebrating their 50th or later wedding anniversary
- Retirements(including military service)
- Outstandingservices or deeds thatsurpass a "Certificateof Achievement"

To formally make a request, please visit:

Mass.gov/EOVS-Citation

Please make your request at least 21 business days prior to the deadline

(All Requests are Subject to Review)

Veteran Remembrances and Upcoming Holidays

October

Navy Birthday | October 13 National Day of the Deployed | October 26 Navy Day | October 27

November

National Veterans & Military Families Month

Marine Corps Birthday | November 10 Veterans Day | November 11

December

Civil Air Patrol (USAF Auxiliary) Birthday | December 1 National Pearl Harbor Remembrance Day | December 7 U.S. National Guard Birthday | December 13 Space Force Birthday | December 20





Veteran Helplines & Support

Massachusetts has Several Comprehensive Helplines that Offer Guidance and Support

Statewide Advocacy for Veterans Empowerment (SAVE) Team

SAVE's primary mission is to prevent suicide and mental health distress by identifying issues veterans encounter when returning from service and proactively providing access to benefits and services.

1-888-844-2838 or visit mass.gov/SAVE

Veterans Crisis 24/7 Hotline:

Dial 988, Press 1 Text: 828255

Massachusetts Behavioral Health 24/7 Hotline:

(833)773-2445

Help for Homeless Veterans

(877)424-3838

U.S. Army Sexual Harassment Assault Response and Prevention (SHARP) Crisis Line

(202)498-4009









24/7 Peer Based Emotional Support Hotline



TAPS (Tragedy Assistance Program for Survivors)

The Tragedy Assistance Program for Survivors (TAPS) is the national nonprofit organization providing compassionate care and comprehensive resources for all those grieving the death of a military or veteran loved one.

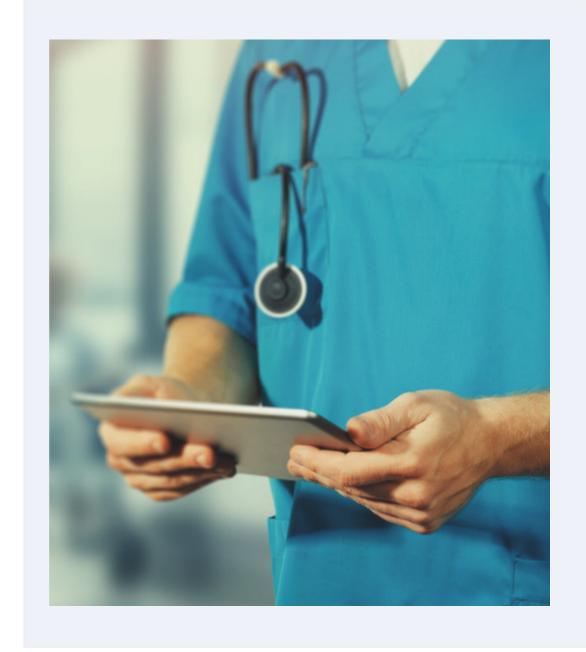
TAPS provides a wide range of services, from 24/7 peer-based emotional support through its National Military Survivor Helpline, to local care groups, youth programs, and community-based counseling connections. In 2024 alone, more than 8,900 new survivors connected with TAPS, with over 50,000 individual survivors receiving nearly 204,000 engagements through programs such as peer mentoring, survivor seminars, Good Grief Camps, and casework assistance.

The TAPS casework program helps families navigate complex benefits, resolve legal and financial matters, and access emergency assistance. Last year, this work resolved more than 6,500 cases and connected survivors with \$7.8 million in critical financial support. TAPS also offers unique youth programs—such as Good Grief Camps and family retreats—that help children and young adults process loss, build resilience, and find connection with peers who understand their experiences.

As TAPS Founder and President Bonnie Carroll has said, "The lives of those we love, remember, and honor are carved into our soul, imprinted on our hearts, and woven into the fabric of our nation. They make us stronger, they inspire us, and in that way, they are eternal."

Call 800-959-TAPS (8277) or visit <u>www.TAPS.org</u>.

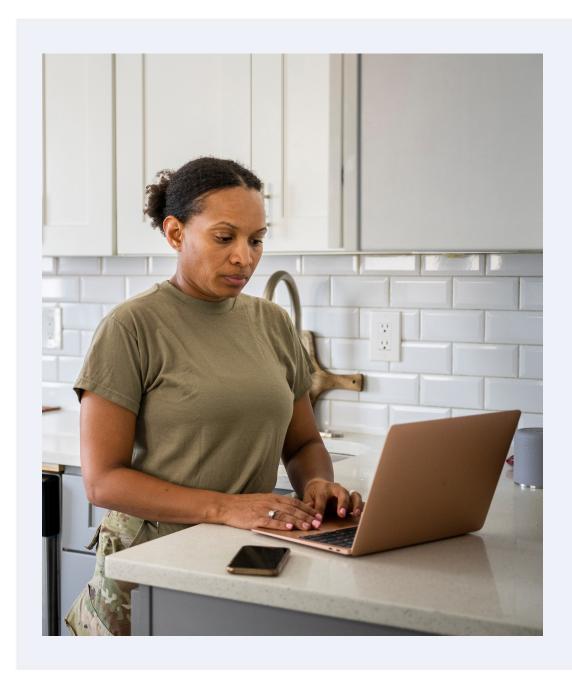
Department of Veterans Affairs (VA) Resources



Eligibility for VA Health Care

This guide provides step-by-step instructions for applying, including the required documents for veterans and servicemembers.

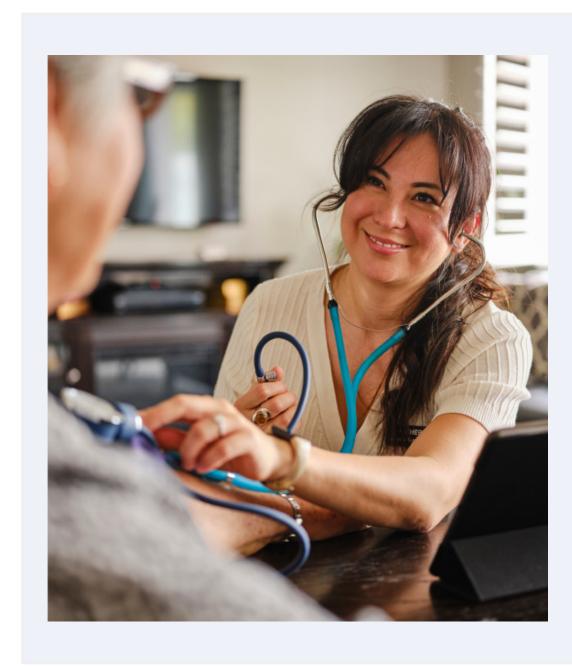
Learn More



<u>FINVET - National Veterans Financial</u> <u>Resource Center</u>

FINVET was created by the VA Office of Suicide Prevention because financial well-being is related to better mental health and lower risk of suicide. FINVET takes a proactive approach to boost protective factors.

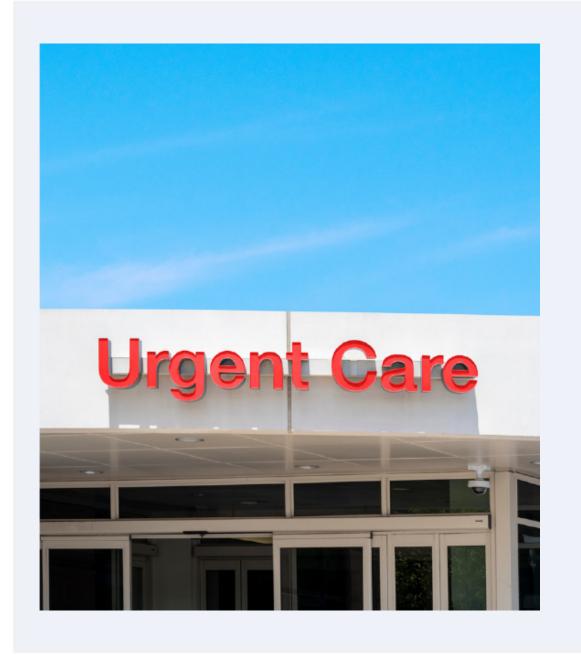
Learn More



VA Connected Care

Virtual care is an easy and accessible way to communicate with VA physicians and other health care providers, such as nurses, social workers, and medical assistants.

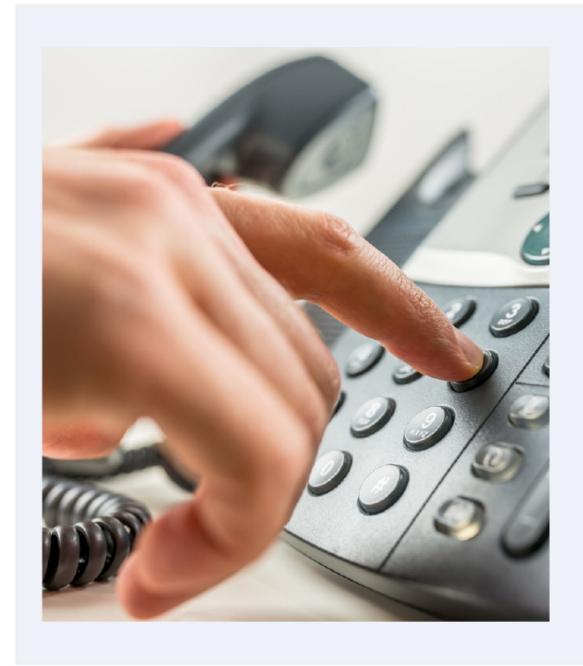
Learn More



Urgent Care and Retail Clinics in Massachusetts

This tool provides a filterable database to help the public find urgent care and retail clinic locations in their community that offer specific services, service times, or accept their insurance type. Urgent care centers and retail clinics are for mild illnesses and minor injuries.

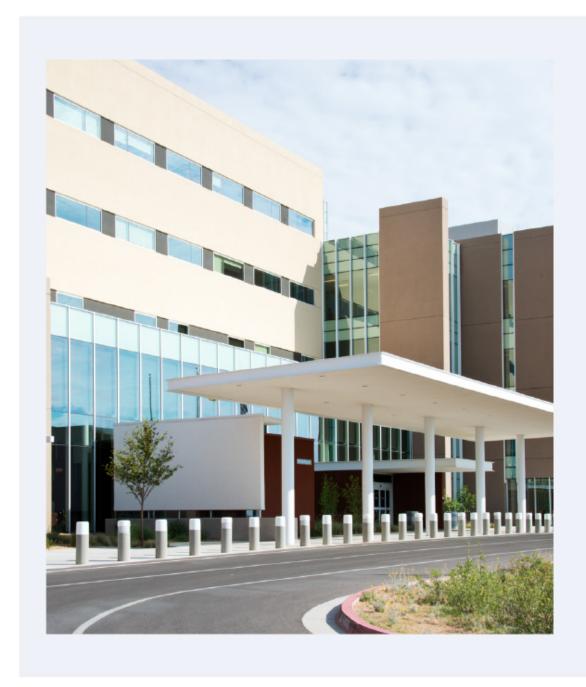
Department of Veterans Affairs (VA) Resources



<u>Department of Veteran Affairs Veterans Crisis Line</u>

The Veterans Crisis Line connects veterans in crisis, along with their families and friends, to qualified, caring Department of Veterans Affairs responders. This service is available 24/7 via a confidential toll-free hotline, online chat, or text message.

Contact 800-27808255



Suicide Prevention Coordinators at MA VA Medical Centers

VA Boston System

- Leslie Wright, Ph.D.: (857) 364-3611
- Julie McCarthy, LICSW: (774) 826-3024
- Brittney Stedman, Psy.D.: (774) 826-3459

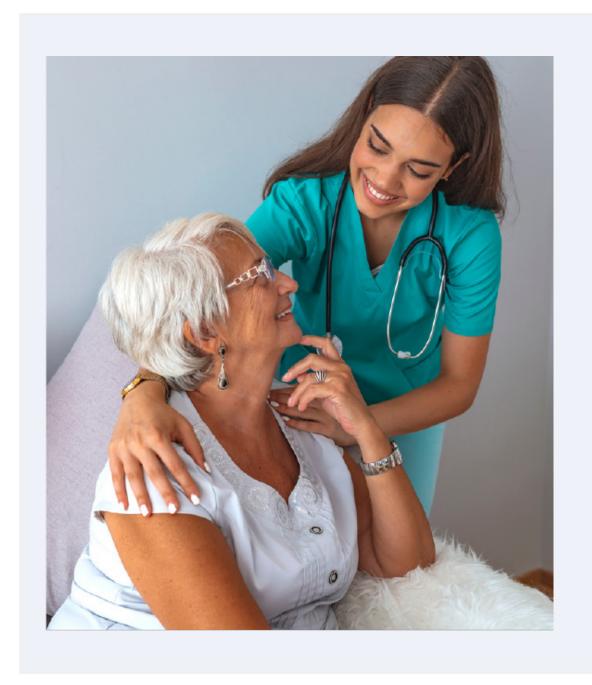
Bedford VA

Rebecca Dreifuss: (781) 687-2176

Leeds (Northampton) VA

• Jillian Hynek: (413) 584-2112

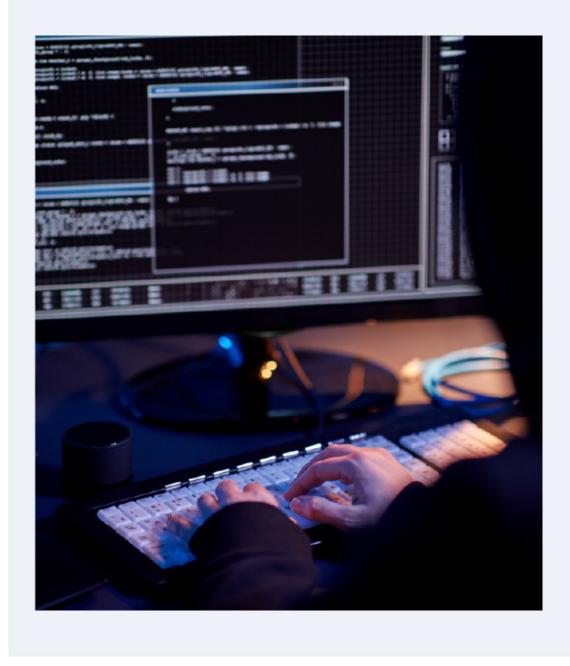
Learn More



VA Boston Medical Foster Home

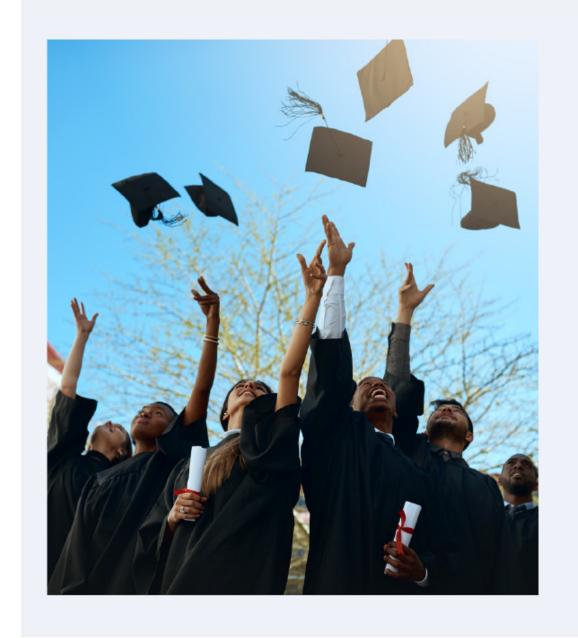
VA Boston's new Medical Foster Home program offers veterans needing 24/7 care an alternative to nursing homes or assisted living facilities. The program matches veterans with approved caregivers who welcome them into their homes. Veterans may also receive assistance applying for VBA benefits to help cover costs.

Contact 617-435-4362



V Safe

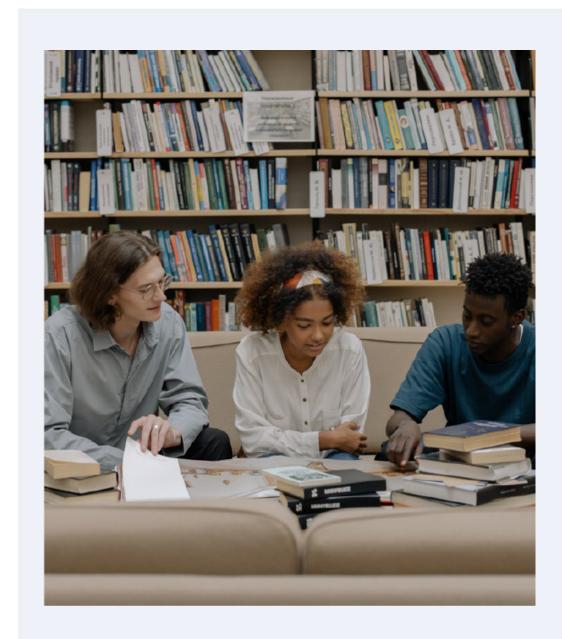
Veterans and their families are popular targets for financial fraud. Scammers may try to defraud you through misleading emails, texts, cold calls, or online ads. Find resources about fraud targeting you. Know the signs of a scam, get advice about what to do, and learn how to report scams and identity theft.



Free Community College

The MassReconnect and MassEducate programs can cover the full cost of tuition and fees for all eligible students, plus additional allowances for books, supplies, and other college costs based on income level.

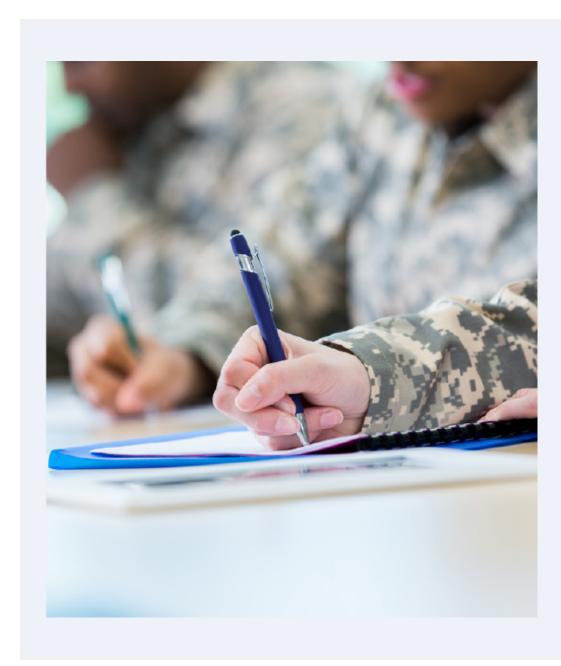
Learn More



Student Veterans of America® (SVA)

Student Veterans of America® (SVA) elevates the academic, professional, and personal development of veterans in higher education through chapter programs and services, outcomes and impacts research, and advocacy at every level.

Learn More



Post-9/11 GI Bill (Chapter 33)

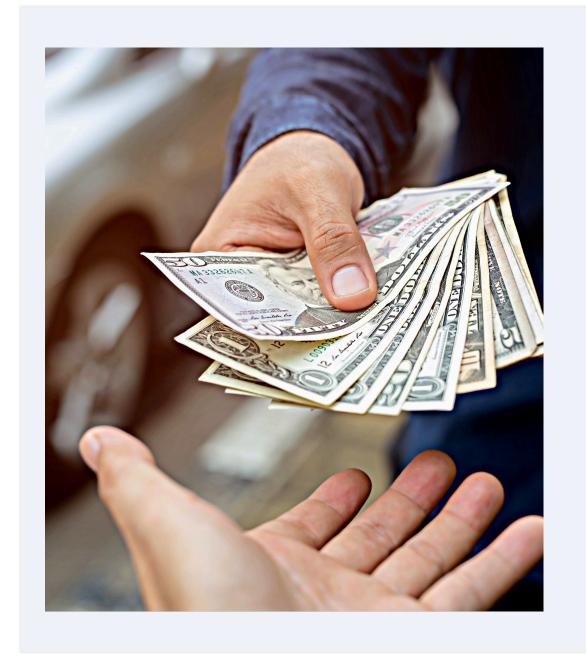
The Post-9/11 GI Bill (Chapter 33) is a comprehensive education benefit offered by the U.S. Department of Veterans Affairs to veterans and servicemembers who served after September 10, 2001. This program provides financial support to help individuals further their education and career goals by covering various expenses.

Learn More



Veteran Readiness and Employment (VR&E)

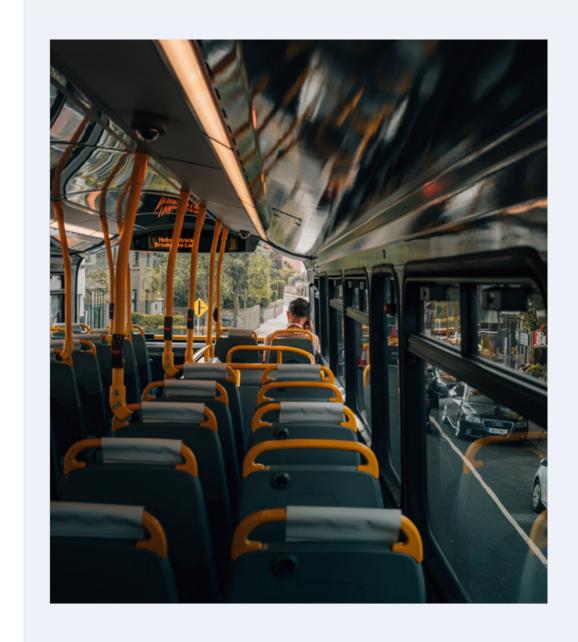
VR&E valuable resource provided by the VA to assist veterans and servicemembers with service-connected disabilities in preparing for, finding, and maintaining suitable employment. The program offers job training, employment accommodations, resume development, career counseling, and educational assistance.



100% Service-Connected? You May Be Eligible for a Reimbursement

Since the HERO Act signing, veterans with a 100% service-connected disability no longer need to pay for a driver's license or vehicle registration. If you paid either fee at the RMV after that date, you may qualify for a reimbursement.

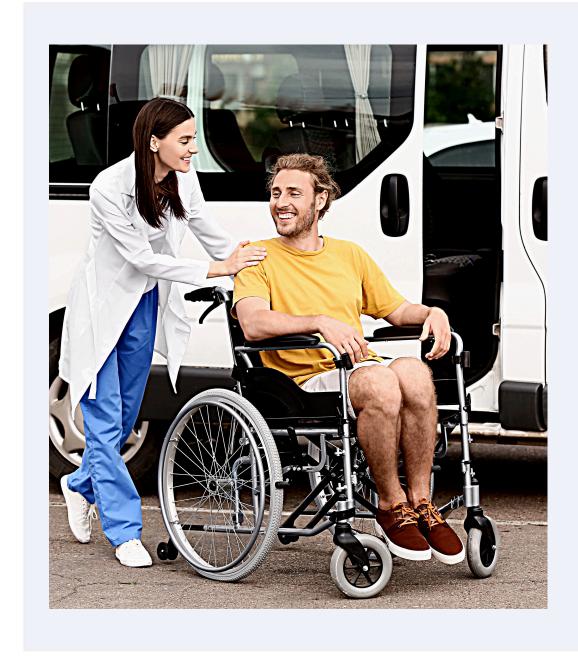
Apply Now



DAV Transportation to Veterans

The DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. Use the DAV Hospital Service Coordinator Directory to contact your nearest HSC for information or assistance.

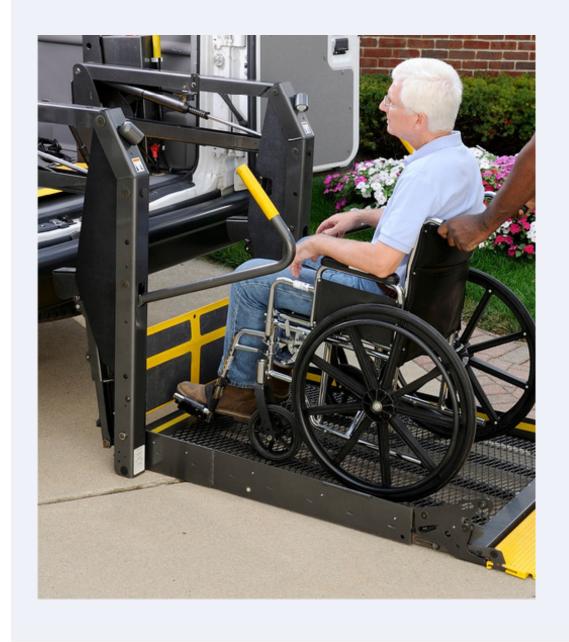
Learn More



<u>DPH Health Care Transportation Resources</u>

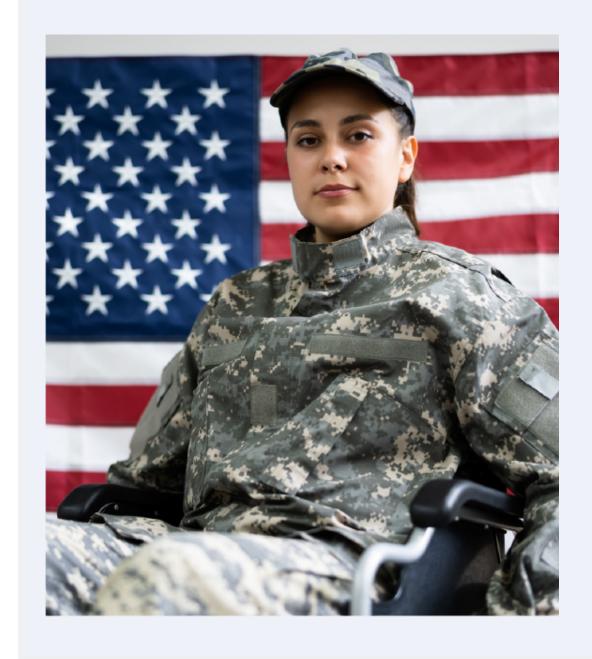
Transportation services may be available in Massachusetts to help you get to local or long-distance medical appointments.

Learn More



<u>Veteran Transportation Resources</u>

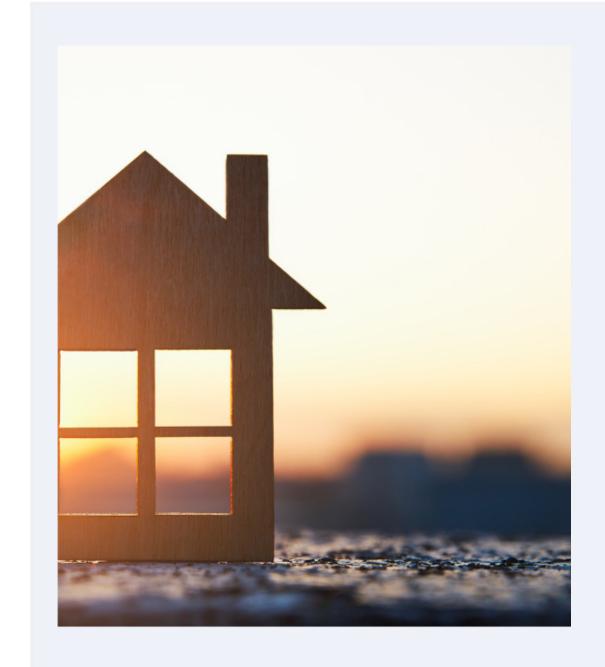
Access a full list of transportation services in Massachusetts to help veterans get to medical appointments, jobs, and other destinations.



The Women Veterans Transitional Residence at New England Center and Home for Veterans (NECHV)

Provides women veterans the option for a safe, women-only living space with dedicated case managers and addiction counselors experienced in the complexities of Military Sexual Trauma (MST), PTSD, and other concerns related explicitly to women veterans.

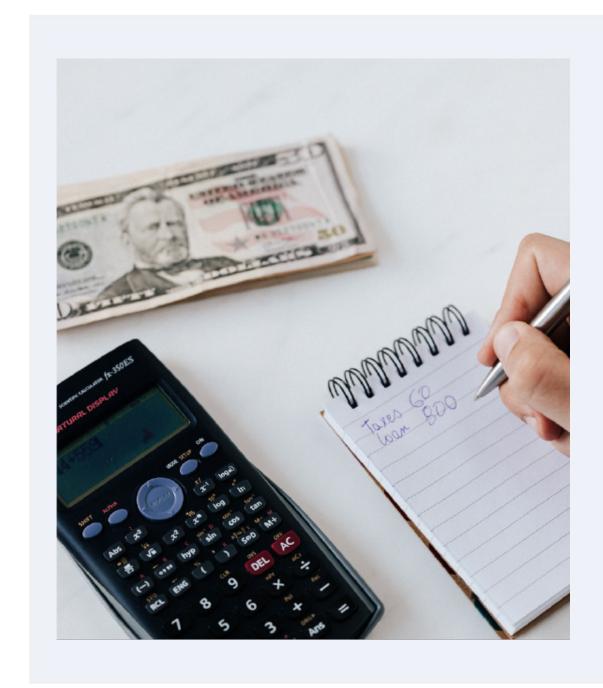
Learn More



Housing Outreach to Placement Effort (HOPE)

The HOPE Campaign is an outreach and housing counseling program to provide outreach, service coordination, and housing placement to homeless veterans across all of Massachusetts.

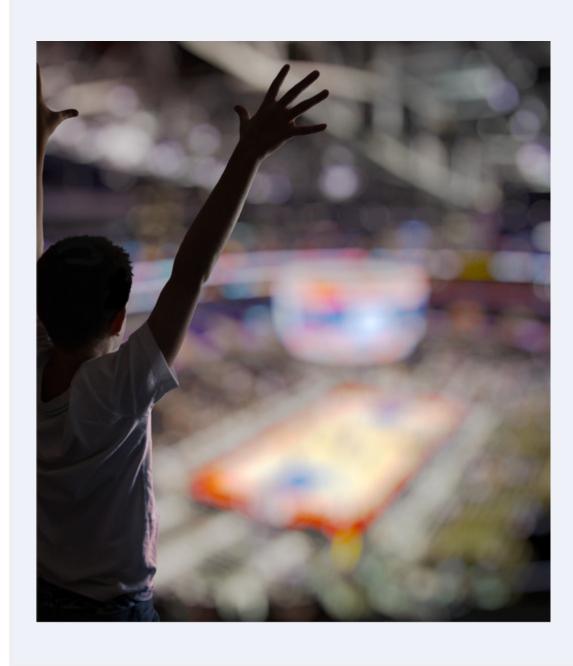
Learn More



Unmet Needs Grant

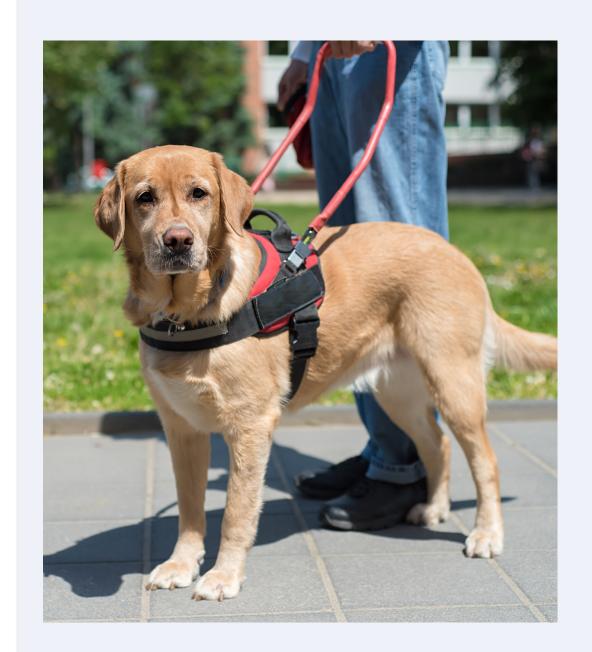
The Unmet Needs Grant helps active-duty servicemembers and their families dealing with unexpected financial difficulties due to deployment or other military-related activity or injury. The program provides financial assistance of up to \$2,500 to assist with daily necessities. No repayment is required.

Learn More



Free Tickets for Veterans

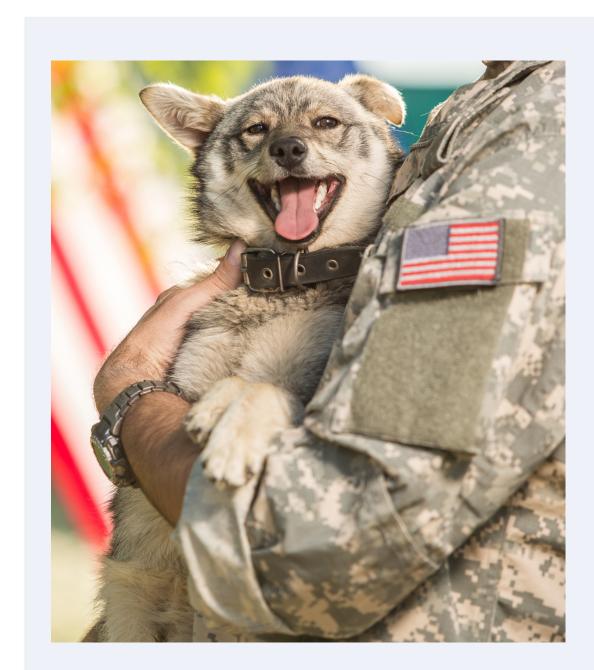
The Veteran Tickets Foundation's "Tickets for Troops Program" provides free tickets to active servicemembers for major sports events, leagues, promoters, organizations, and venues.



<u>Service Dog Program - Clear Path for Veterans New</u> <u>England</u>

Clear Path's Service Dog Program supports veterans with PTSD, TBI, and MST by pairing them with trained service dogs to build confidence, independence, and wellbeing. Community members can also get involved through the Canine Raiser Program.

Learn More



K9s for Warriors - Service Dogs for Veterans with PTSD

K9s for Warriors provides trained service dogs to Veterans with PTSD, TBI, and MST, helping them regain independence and improve quality of life through trusted companionship and support.

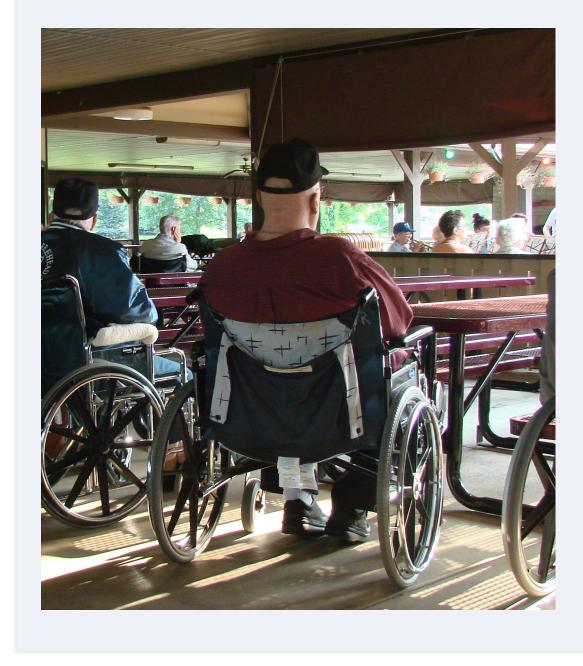
Learn More



VHA Office of Tribal Health

The Office provides VHA with leadership, guidance, and strategic direction to support American Indian/Alaska Native Veteran health care and access. Dr. Christie Prairie Chicken, an expert on Native American health care, serves as the Office's director and has more than 34 years of federal government experience.

Learn More



DVNF GPS Program

The Disabled Veterans National Foundation offers grants up to \$1,000 to help Veterans facing temporary financial hardship cover rent, mortgage, or essential utilities.

EOVS STAFF DIRECTORY

HERO ACT

HERO ACT

EOVS PROGRAMS & SERVICES

Kara Solimini (Assistant Secretary)

kara.solimini2@mass.gov (857) 303-2517

Gina Rada (Deputy Assistant Secretary)

gina.m.rada@mass.gov (781) 506-3462

Chapter 115 Benefits

Patrick George Director of Benefits

patrick.george2@mass.gov 617-290-3722

Hazel Pryce-Bourramane (Chief Authorizer)

hazel.pryce-bourramane@mass.gov (617) 210-5483

Roxana Silveira (Authorizer)

roxana.silveira@mass.gov (617) 210-5938

Sean Butrica (Authorizer)

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Chapter 115 Annuities

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HONORING, EMPOWERING, AND RECOGNIZING OUR

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WEWANT TO HEAREROWS OUT

Help Shape the Next Edition of The BLUF!

At EOVS, we're committed to keeping our community informed, inspired, and connected—and The BLUF is one of the ways we do it.

We're launching a brief survey to hear your thoughts—whether you read every issue or just skim a few, your feedback is crucial.

- What content is most helpful?
- What topics would you like to see more of?
- How can we make The BLUF a stronger resource for you and the veterans you serve?

Take a minute to share your ideas with us!



mass.gov/forms/the-bluf-survey

Are you a VSO looking to update your listing?

Email our Engagement Team: EOVSEngagement@mass.gov (617) 210-5480



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