



# **County Veterans Service Officers Association**

**Of The  
State Of New York, Inc.  
(CVSOA)**

# **DIRECTORY**

**New York State  
County and City Veterans Service Agencies**

**History**

Veterans service on the local level began before 1887 when care of veterans and their families was administered by the G.A.R. As early as 1887, New York State law provided for the care of veterans under Town Law. Gradually, this service was extended under Town and County Law to provide for burial and financial relief of veterans and to establish a County Service Officer. The latter dates from about 1900 and remains a part of New York Law under Article 22 of the County Law.

In 1941 the New York State Conference on Veterans Social work began a study of veterans' needs both in service and public assistance. After several years of conferences, a commission was employed to coordinate the studies and make recommendations to executive law which made mandatory a county veterans service agency and director in every county of the state, not wholly within a city and provided for city agencies as well.

Article 17, Section 357 of the New York State Executive Law enacted in 1945, requires the establishment and maintenance of a County Veterans Service Agency and the appointment of a Director of such agency in a county not wholly within a city. Such an agency has a duty to carry out broad policies established by the governing body. Its personnel are locally appointed under the principle of Home Rule. In many counties the Director has the responsibility to carry out provisions of Section 148 of the General Municipal Law pertaining to burial of, and headstones for indigent veterans and members of their families. Agencies also have law mandated duty to inform members of the armed forces, veterans and members of their families in regard to matters pertaining to education, retraining, medical and other rehabilitative services and facilities; provisions of federal, state and local laws and regulations pertaining thereto affording rights and privileges to such persons; employment and reemployment services, and other matters which may apply to them.

**MISSION**

**The mission of the County Veterans' Service Officers is to provide entitlement information and advocacy assistance to military personnel, to military veterans, and to their dependents in matters relating to veterans' law.**

**ACCREDITED REPRESENTATION**

**County Veterans' Service Officers may be recognized, under Federal law, by the U.S. Department of Veterans Affairs (VA) to provide legal representation for individuals in matters relating to VA law. That Asserated Representation establishes a "client-attorney relationship "with the same implied obligations as any attorney. By virtue of accreditation, the County Veterans' Service Officer has access to a nationwide network of Accredited Representatives who are able to provide expanded assistance, including before the Board of Veterans' Appeals in Washington, D.C.**

**COMMITMENT**

**County Veterans' Service Officers are committed to providing the highest level of service within the limits of available resources. To maintain that commitment, expertise must be enhanced through continuous training and retraining. Skilled counseling and claims development is fully realized only by that commitment to the continuing education of Service Officers. Personal integrity and perseverance are hallmarks of successful Service Officers.**

**SERVICES**

**County Veterans' Service Officers provide an unsurpassed personalized service to veterans and their dependents. There is no comparable advocacy service for that special group of New York citizens. All services are provided without charge. Strictly controlled confidentiality is maintained under penalty of law. Service Officers are required to be knowledgeable in federal, state and local laws pertaining to veterans. Assistance in the following areas is provided to thousands of veterans, military personnel, and their dependents year after year:**

- VA compensation for service-connected disabilities
- VA pension for non-service-connected disabilities
- VA compensation/pension to family members of deceased veterans
- VA burial benefits and grave markers
- VA life insurance
- VA health care
- VA education and vocational rehabilitation
- VA home loan guaranties
- VA, State & Local employment and reemployment
- Military records
- Federal, State & Local medals or awards
- Local real property tax exemption
- NYS blind annuity
- Other Federal, State and Local benefits

**Some Veterans' Service Agencies provide additional services unique to the needs of their particular areas such as:**

- transportation service to VA Medical Centers
- in-home visits to assist the housebound with claims for entitlements
- satellite offices for the convenience of their constituents
- assistance and training for veterans' organizations
- information to community service organizations
- local veterans' cemetery programs
- notary service
- assistance in obtaining legal documents (marriage, birth, military, etc.)
- cooperative programs with other agencies (employment, welfare, etc.)
- assistance with community affairs (memorial services, job fairs, etc.)

**Within the limits of their resources, county Veterans Service Agencies continue to provide innovative services and programs to meet the new and expanding requirements of an aging veterans' population, and those veterans returning from recent wars with new and sometimes unknown disabilities. We will hold fast to our commitment.**

**ALBANY COUNTY**

VARO/NYC

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**RENSELAER COUNTY**

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**ROCKLAND COUNTY**

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VARO/Buffalo

**Susan L. Smith**, DirectorMelissa Granger, Deputy Director  
Keith Clough, Veteran Service Officer1 DiPronio Drive  
Waterloo, New York 13165

Telephone: (315) 539-1651 Fax: (315) 539-1702

E-Mail: [ssmith@co.seneca.ny.us](mailto:ssmith@co.seneca.ny.us)  
[mgranger@co.seneca.ny.us](mailto:mgranger@co.seneca.ny.us)  
[clough@co.seneca.ny.us](mailto:clough@co.seneca.ny.us)

**STEUBEN COUNTY**

VARO/Buffalo

**Daniel McRae**, Director  
Virginia E. Carter, Veterans Service Officer  
Gary G. Smith, Veterans Service Officer

3 E. Pulteney Square  
Bath, New York, 14810-1510

Telephone: (607) 664-2527, Dan McRae  
(607) 664-2198, Virginia Carter  
(607) 664-2528, Gary Smith  
Fax: (607) 622-4222

E-Mail: dmcrac@steubencountyny.gov  
vecarter@steubencountyny.gov  
garysmith@steubencountyny.gov

**SUFFOLK COUNTY**

VARO/NYC

**Thomas Ronayne**, Director  
Melissa Pandolf, Senior Veterans Service Officer  
Gary Richard, Senior Veterans Service Officer  
Anthony Delvalle, Veterans Service Officer  
Hillary DiPasquale, Veterans Service Officer  
David Erazo, Veterans Service Officer  
Melinda Gobin, Veterans Service Officer  
Brian Rooney, Veterans Service Officer  
Michelle Marter, Senior Office Assistant  
Karen Baerenklau, Receptionist

P.O. Box 6100  
H. Lee Dennison Executive Office Building  
100 Veterans Memorial Highway  
Hauppauge, New York, 11788-0099

Telephone: (631) 853-8383 Fax: (631) 853-8390

E-Mail: tom.ronayne@suffolkcountyny.gov  
anthony.delvalle@suffolkcountyny.gov  
hillary.dipasquale@suffolkcountyny.gov  
david.erazo@suffolkcountyny.gov  
melinda.gobin@suffolkcountyny.gov  
melissa.pandolf@suffolkcountyny.gov  
gary.richard@suffolkcountyny.gov  
brian.rooney@suffolkcountyny.gov  
michelle.marter@suffolkcountyny.gov  
karen.baerenklau@suffolkcountyny.gov

**SULLIVAN COUNTY**

VARO/NYC

**John J. Crotty**, Director  
Vacant, Veterans Service Officer  
Stephen Walsh, Veterans Service Officer  
Pablin Santiago-Lugo, Veterans Service Officer  
Cheryl Grossfield, Executive Secretary

P.O. Box 5012  
County Government Center  
100 North Street  
Monticello, New York, 12701

Telephone: (845) 807-0233 Fax: (845) 807-0240

E-Mail: john.crotty@co.sullivan.ny.us  
stephen.walsh@co.sullivan.ny.us  
pablin.santiago-lugo@co.sullivan.ny.us  
cheryl.grossfield@co.sullivan.ny.us

**TIOGA COUNTY**

VARO/Buffalo

**Michael F. Middaugh**, Director  
Bonnie Hand, Veterans Service Officer

1062 Route 38, Room 1145  
P.O. Box 84  
Owego, New York 13827

Telephone: (607) 687-8228 Fax: (607) 687-8226

Office Hours:

Monday – Friday, 8:00 am - 4:00 pm  
Other Hours By Appointment

E-Mail: middaughm@tiogacountyny.gov  
handb@tiogacountyny.gov

**TOMPKINS COUNTY**

VARO/Buffalo

**J.R. Clairborne**, Director

Human Services Annex  
214 W. Martin Luther King Jr. /State St  
Ithaca, New York, 14850

Telephone: (607) 274-5920 Fax: (607) 274-5495

E-Mail: [jclairborne@tompkins-co.org](mailto:jclairborne@tompkins-co.org)

Web: [www2.TompkinsCountyNY.gov/Veteran](http://www2.TompkinsCountyNY.gov/Veteran)

**ULSTER COUNTY**

VARO/NYC

**Mark A. Cozzupoli**, Director  
Frank Reggero, Deputy Director  
Tim Keating, Veterans Service Officer  
David Basden, Veterans Service Officer

5 Development Court  
Kingston, New York, 12401

Telephone: (845) 340-3190      Fax: (845) 340-3194

E-Mail: mcoz@co.ulster.ny.us  
tkea@co.ulster.ny.us  
freg@co.ulster.ny.us  
dbas@co.ulster.ny.us

**WARREN COUNTY**

VARO/NYC

**Denise A. DiResta**, Director  
Cindy Harris, Office Specialist

Warren County Human Services Building  
1340 State Route 9  
Lake George, New York, 12845

Telephone: (518) 761-6342      Fax: (518) 761-7683

E-Mail: direstad@warrencountyny.gov  
harrisc@warrencountyny.gov

Web: [www.warrencountyny.gov/veterans](http://www.warrencountyny.gov/veterans)

**WASHINGTON COUNTY**

VARO/NYC

**Kenneth R. Marrwinchell**, Director  
Michael A. Alexander, Deputy Director

Municipal Center, 383 Broadway  
Ft. Edward, New York 12828

Telephone: (518) 746-2470      Fax: (518) 746-2473

E-Mail: kmarrwinchell@washingtoncountyny.gov  
malexander@washingtoncountyny.gov

**WAYNE COUNTY**

VARO/Buffalo

**Renee Maybee**, Director  
Samantha Wilson, Veterans Service Officer  
Christina Savage, Personnel Clerk

7376 Route 31, Suite 1300  
Lyons, New York 14489

Telephone: (315) 946-5993      Fax: (315) 946-5994

E-Mail: rtmaybee@co.wayne.ny.us  
swilson@co.wayne.ny.us  
csavage@co.wayne.ny.us

**WESTCHESTER COUNTY**

VARO/NYC

**Commissioner Ronald C. Tocci**, Director  
Charlotte Trotter, Deputy Director  
Daniel Griffin, Veterans Service Officer  
Dana Verissimo, Veterans Service Officer  
Christine Carbone, Assistant to Commissioner  
Kristine Kunicki, Staff Assistant

112 East Post Road - 4th Floor  
White Plains, New York 10601

Telephone: (914) 995-2145      Fax: (914) 995-7735

E-Mail: rct1@westchestergov.com  
cmt4@westchestergov.com  
dgg9@westchestergov.com  
dju3@westchestergov.com  
cxch@westchestergov.com  
kak1@westchestergov.com

**WYOMING COUNTY**

VARO/Buffalo

**Lisa Siemer Harvey**, Director  
Robin Kruppa, Assistant Director

Veterans Services Office  
5362 Mungers Mill Road, Building A  
Silver Springs, New York, 14550

Telephone: (585) 786-8860      Fax: (585) 786-6060

E-Mail: lharvey@wyomingco.net  
rkruppa@wyomingco.net

**YATES COUNTY**

VARO/Buffalo

**Phil Rouin**, Director  
Carrie Ahearn, Veterans Service Officer

417 Liberty Street, Suite 2120  
Penn Yan, New York 14527

Telephone: (315) 536-5196      Fax: (315) 536-5197

E-Mail: prouin@yatescounty.org  
cahearn@yatescounty.org



**New York City**

Brooklyn, New York, Queens, Richmond, Staten Island  
VARO / NYC

James Hendon, Commissioner  
Jeff Roth, Deputy Commissioner  
Dina Simon, Chief of Staff  
Quamid Francis, Deputy Chief of Staff  
Latisha Russaw, Director of Constituent Services  
Allen Houston, Press Secretary

Department of Veteran Services  
1 Centre Street, Suite 2208  
New York, NY 10007

Telephone: (212) 416-5250  
Fax: (212) 312-0950

Web: [www.nyc.gov/veterans](http://www.nyc.gov/veterans)

E-mail: [connect@veterans.nyc.gov](mailto:connect@veterans.nyc.gov)

Social media: @nycveterans

# VETERANS SERVICE ORGANIZATIONS

*The inclusion of Veterans Service Organizations in this Directory is not an endorsement by CVSOA*



## AMERICAN LEGION

### **Regional Office – Buffalo**

**Earl Schmidt** , Department Service Officer  
**Vacant**, Asst. Department Service Officer

The American Legion Office  
130 South Elmwood Avenue, Suite #613  
Buffalo, New York 14202

Telephone: (716) 857-3361/3362/3363/3364  
Fax: (716) 857-3488

### **Regional Office – New York City**

**David Sprinkle**, Department Service Officer

245 West Houston Street, Room #212-B  
New York, New York 10014-4805

Telephone: (212) 807-3066  
Fax: (212) 807-4029

### **Veterans Services Committee**

**Patrick R. Rourk**, Committee Chairman

3 Morton Street  
Norwood, NY 13668-1100

Telephone: (315) 262-5361

E-Mail: prourk@twcny.rr.com

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**R. Michael Suter**, Committee Advisor

311 VanBuren Street  
Jamestown, New York 14701

Telephone: (716) 483-5402

E-Mail: suter.talny@yahoo.com



**AM Vets  
Regional Office – Buffalo**

**Denise Marie Bugaj**, Regional Director  
**Bill Siegel**, National Service Officer

130 South Elmwood Avenue, Suite #623  
Buffalo, New York 14202

Telephone: (716) 857-3115/3350/3351

E-Mail: denise.bugaj@va.gov  
william.siegel@va.gov

**Regional Office – New York City**

**Alvin Cespedes**, National Service Officer

245 West Houston Street, Room #208  
New York, New York 10014

Telephone: (212) 807-3178

E-Mail: alvin.cespedes@va.gov



**DAV  
Regional Office – Buffalo**

**Vacant**, National Service Officer/Supervisor  
**Timothy McGowan**, National Service Officer

130 South Elmwood Avenue, Suite #620  
Buffalo, New York 14202

Telephone: (716) 857-3354 Fax: (716) 857-3487

**Regional Office – New York City**

**Eduard Bueno**, National Service Officer/Supervisor

245 West Houston Street, Room #204  
New York, New York 10014

Telephone: (212) 807-3067/3157

**Chapter 38 – Troy**

**Linda McKinnis**, Veterans Claims Service Officer,  
District Veterans Claims Officer  
And Peer To Peer Outreach Counselor

594 4<sup>th</sup> Street  
Troy, New York 12180

Telephone: (518) 953-6526

E-Mail: mckinnis69@yahoo.com

**VA Medical Center – Syracuse**

**Valor O'Shea**, Department Service Officer

800 Irving Ave., Room #A-172B  
Syracuse, New York 13210

Telephone: (315) 425-4400, Ext. 56543



**PARALYZED VETERANS  
OF AMERICA**

**Regional Office – Buffalo**  
**Nona R. Nixon**, National Service Officer

130 South Elmwood Avenue, Suite #621  
Buffalo, New York 14202

Telephone (716) 857-3352/3353

Fax: (716) 857-3486

Email: nonan@pva.org

**Regional Office – New York City**

**Bruce Weston**, National Service Officer III

245 West Houston Street, Room #212-A  
New York, New York 10014

Telephone: (212) 807-3114

Fax: (212) 807-4047

Email: brucew@pva.org

**VA Medical Center – Bronx**

**Amauris Polanco**, Health & Benefits Specialist II

130 West Kingsbridge Road, Room #1D-52A  
Bronx, New York 10468

Telephone: (718) 584-9000, ext. 6272

Fax: (718) 741-4237

Email: amaurisp@pva.org

**VA Medical Center – Syracuse**

**Charles Tocci**, Health & Benefits Specialist II

800 Irving Avenue, Room #C419  
Syracuse, New York 13210

Telephone: (315) 425-4400, ext. 53317

Fax: (315) 425-2940

Email: [charlesto@pva.org](mailto:charlesto@pva.org)

**VETERANS OF FOREIGN WARS**



**Regional Office – Buffalo**

**Vacant**, Director  
**Vacant**, Department Service Officer

130 South Elmwood Avenue, Suite #626  
Buffalo, New York 14202

Telephone: (716) 857-3348/3349

Fax: (716) 857-3484

E-Mail:

**Regional Office – New York City**

**John W. Bartow Jr.**, Department Service Officer  
**Destiny Ramos**, Claims Consultant

113 Holland Avenue, Room #C308-5A  
Albany, NY 12208

And

245 West Houston Street, Room #203  
New York, New York 10014

Telephone: (518) 626-5687

Fax: (518) 626-5673

E-Mail: [john.bartow@va.gov](mailto:john.bartow@va.gov)  
[destiny.ramos@va.gov](mailto:destiny.ramos@va.gov)



**Department of  
Veterans Affairs**

**U.S. DEPT. OF VETERANS AFFAIRS**

**1-800-827-1000**

[www.va.gov](http://www.va.gov)

**REGIONAL OFFICE – NEW YORK CITY**

245 West Houston Street  
New York, New York 10014

**REGIONAL OFFICE – BUFFALO 130**

South Elmwood Avenue, Suite #601 Buffalo,  
New York 14202-2478

**VA PENSION MAINTENANCE CENTER  
– VARO/PHILIDELPHIA**

**1-877-294-6380**

P.O. Box 42910

Philadelphia, Pennsylvania 19101

**VA MEDICAL CENTERS**

**1-877-222-8387**

<https://explore.va.gov/health-care>

**VA HOME LOANS**

**1-877-827-3702**

[www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans)

**VA EDUCATION INFORMATION**

**1-888-442-4551**

<https://explore.va.gov/education-training>

**DEFENSE FINANCE AND  
ACCOUNTING SERVICE (DFAS)**

**(All Branches Retired Pay)**

**1-800-321-1080**

[www.dfas.mil](http://www.dfas.mil)



**COUNTY VETERANS SERVICERS ASSOCIATION  
OF THE STATE OF NEW YORK, INC.**

**State-Wide Officers**

**September 2020 – August 2021**

**President**

Jamie Hamlin  
Oswego County

**Executive Director**

Phil Rouin  
Yates County

**Treasurer**

William H. Frank  
Schenectady County

**NYSAC Liaison (Appointed)**

(New York State Assoc. Of Counties)

Jason Skinner  
Livingston County

**Eastern Region Officers**

**September 2020 – August 2021**

**Vice-President**

Thomas Ronayne  
Suffolk County

**2<sup>nd</sup> Vice-President**

Vacant

**Recording Secretary (Appointed)**

Vacant

**Western Region Officers**

**September 2020 – August 2021**

**Vice President**

Renee Maybee  
Wayne County

**2<sup>nd</sup> Vice-President**

Vacant

**Recording Secretary (Appointed)**

Vacant



## COUNTY VETERANS SERVICERS ASSOCIATION OF THE STATE OF NEW YORK, INC.

### PAST PRESIDENTS

Joseph Beals (Oswego)	1947-1949	Frank Pesesky (Chemung)	1984-1985
Edward Zenger (Erie)	1949-1950	Alan Wagner (Madison)	1985-1986
Roy Shannon	1950-1952	Gerald Acheson (Genesee)	1986-1987
John Richards (Jefferson)	1952-1953	John Pratt	1987-1987
Andrew Knebel (Steuben)	1953-1954	Harold McLeod (Oneida)	1987-1988
Theodore Newman (Orange)	1954-1955	James Carra (Monroe)	1988-1990
Sarah Bisbee (Chemung)	1955-1956	Brian Campbell (Oswego)	1990-1990
Herb Chamberlain (Delaware)	1956-1958	Warren Knapp (Sullivan)	1991-1991
Roy Mandigo (Onondaga)	1958-1959	Al Cresson (Oneida)	1991-1992
John Leile	1959-1960	Don Thompson (Niagara)	1992-1993
Eugene Coats	1960-1961	John Sampson (Cattaraugus)	1993-1994
Dewain Feller (Monroe)	1962-1964	Bob Ensminger (Niagara)	1994-1994
Harry Page (Genesee)	1964-1965	Franklin Tower (Orleans)	1994-1996
Walter Monteith (St. Lawrence)	1965-1966	Charles Patchin (Onondaga)	1997-1999
Bill Donoghue	1966-1967	Dawn MacDougall (Washington)	2000-2001
William Murray (Orleans)	1967-1969	Donald R. Smith (Madison)	2002-2004
William Votraw (Clinton)	1969-1970	Edward Aulman (Nassau)	2004-2005
George Mazzucco (Rockland)	1970-1971	H. Scott Spillane (Allegany)	2005-2006
Frank Dunham (Wayne)	1971-1973	Edward Aulman (Nassau)	2006-2007
Lloyd Shimer (Sullivan)	1974-1975	Donald R. Smith (Madison)	2007-2008
Louis Dickerson (Schuyler)	1976-1977	Patrick R. Rourke (St. Lawrence)	2008-2009
Ted Coleman (Orange)	1977-1978	Nelson Eddy Rivera (Dutchess)	2009-2010
Kenneth Hurst (Onondaga)	1978-1980	Denis E. Oliver (Steuben)	2010-2012
Don Rice (Dutchess)	1980-1981	Sam Hall (Washington)	2012-2016
Paul Higgins (Jefferson)	1981-1982	Steven W. Bowman (Clinton)	2016-2018
Bill Wheeler	1982-1983	Jeremy Marshall (Ontario)	2018-2019
Bob Maitland (Oswego)	1983-1984	Jamie Hamlin (Oswego)	2019-



**Report all administrative changes to:**

**The CVSOA Executive Director**



# National Association Of County Veterans Service Officers, Inc.



## Membership Application

(This form must be filled out in its entirety. Failing to provide an email address will result in no membership)

**Please type or print legibly.**

Name: \_\_\_\_\_ Membership Year: \_\_\_\_\_

Are There Any Changes From Last Year?  Yes  No  New CVSO

Office Name: \_\_\_\_\_ Position: \_\_\_\_\_

Are You A  CVSO  State Employee  Volunteer  Other \_\_\_\_\_

Employer: \_\_\_\_\_ Membership #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ + \_\_\_\_\_

E-Mail (required): \_\_\_\_\_

Work Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

### **Please indicate the appropriate category:**

Member State: Individual Membership \$50.00 due by January 1<sup>st</sup>  
For Renewals, Payments Received After April 1<sup>st</sup> Are Considered Delinquent And Are \$60.00

Non-Member State: Individual Membership \$65.00 due by January 1<sup>st</sup>  
For Renewals, Payments Received After April 1<sup>st</sup> Are Considered Delinquent And Are \$75.00

### **Send Applications and Renewals to:**

NACVSO Membership  
P.O. Box 878  
Brunswick, Ohio 44212-9998

*Make Checks Payable To NACVSO*



# County Veterans Service Officers Association Of The State Of New York, Inc.



## Membership Application

Active Members shall be those County Service Officers, County Directors, City Directors, the Deputies of each, and those working full-time in veterans counseling.

Associate Members shall be the National and/or Department Service Officers or Members of Veterans Organizations (i.e.: The American Legion, VFW, DAV, VVA, etc.) residing in and who perform veterans service work in New York State, or any individual Veterans Advocates who share the ideals and objectives of this Association.

Emeritus Members shall be those retirees who have been active or associate members of this Association.

\_\_\_\_\_ Active (\$30.00)    \_\_\_\_\_ Associate (\$25.00)    \_\_\_\_\_ Emeritus (\$10.00)

All applications are subject to approval pursuant to the Association's Constitution and By-Laws.

**Applicant Name:** \_\_\_\_\_ **Title/Position:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Date of Application:** \_\_\_\_\_

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Mail application/Invoice with payment to CVSOA the Executive Director at 417 Liberty Street,  
Suite 2120, Penn Yan, NY 14527