



U.S. Department of Veterans Affairs

Supportive Services for Veteran Families (SSVF) Veteran Rights Pact

As a Veteran, you have the right...

1. to be treated equally, professionally, and with respect, regardless of your race, color, religion, national origin, limited english proficiency, age, sex (includes gender identity and transgender status), sexual orientation, pregnancy, marital and parental status, political affiliation, disability, or genetic information.
2. to not face harassment or retaliation.
3. to have your cultural and personal values, beliefs, and preferences honored. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
4. to have your privacy protected.
5. to be assessed for available services as a Veteran, whether you have your DD214 or not.
6. to access or be directly referred to services you need for which you are eligible and that are available within your local community.
7. to receive a copy of the grievance policy upon enrollment and upon request.
8. to not be discriminated against based on religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.
9. to not be required to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or be influenced to convert or be recruited to a new faith) that may be offered by our organization, and any participation by you in such activities must be purely voluntary.

Who to contact with concerns or to seek information about other organizations that provide these kinds of services:

Steven Lara, MPA, MPH
Veterans Program Director
3804 I-27 | Lubbock, TX 79412
PO Box 2828 | Lubbock, TX 79408
806-319-2814 (c) | Help@vetstar.org

Jeanie Benitez, MA
Consumer Relations Director
904 Avenue O | Lubbock, TX 79401
PO Box 2828 | Lubbock, TX 79408
806-766-0332 (o) | jbenitez@starcarelubbock.org

As a Veteran you may report an organization's violation of these protections, including any denials of services or benefits by an organization, by contacting or filing a formal grievance to the SSVF program at ssvf@va.gov. If you have witnessed or suspect criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or email vaoighotline@va.gov.