

We hear stories every day about issues with the Veteran's Administration. Sadly, too many of them are true. I am so grateful to Michele Vollmer and the students of the PSU Law School Clinic for helping me to resolve my father's issues and provide him with the honor and dignity he deserves as a WWII Veteran.

My father is 90 years old and suffers from several health issues including dementia and congestive heart failure. He resides in the Memory Unit of an Assisted Living Facility. He joined the U.S. Navy at age 17 and served on an LST and a Destroyer in both the European and Pacific theatres during WWII, re-enlisting in the Reserves during the Korean conflict.

In January of 2015, with the help of a very supportive local VA office I submitted for Aid and Attendance benefits to help my father pay for his care and lodging at the Assisted Living Facility. All necessary paperwork was submitted and he was well within the required financial parameters to qualify for this benefit. Despite his eligibility, the VA office in Philadelphia denied his benefits. After three subsequent appeals and denials, my father was left with assets to cover less than one year of care. The local VA office was astonished at the denials and contacted the PSU Law School Clinic who immediately took on my father's case pro bono. Countless hours went into the research and submission of a formal legal appeal in an effort to secure the benefits my father earned during his service to our country. At all times I was treated with courtesy, professionalism and much needed support. I was never made to feel like my father was a "charity case".

The appeal process took approximately nine months. Throughout this time, the Law Clinic kept in constant touch with the VA and me, following up regularly. In late June 2016, my father had less than \$1000.00 left and the Philadelphia VA office finally approved his benefits. This would not have happened without the unceasing dedication and hard work of the mentoring professor and students at the PSU Law Clinic. I personally owe them a heartfelt debt of gratitude and we as a community are lucky to have such dedicated and caring individuals willing to give of their free time to help our honored veterans.

-- Kathy Marusa