JUNE 14th is FLAG DAY
<table>
<thead>
<tr>
<th>What's Inside</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorial Report</td>
<td>3</td>
</tr>
<tr>
<td>Veterans Walk Committee</td>
<td>4</td>
</tr>
<tr>
<td>From the President</td>
<td>5</td>
</tr>
<tr>
<td>POW/MIA Report</td>
<td>6-7</td>
</tr>
<tr>
<td>Parade Schedule</td>
<td>8</td>
</tr>
<tr>
<td>Membership Report</td>
<td>9</td>
</tr>
<tr>
<td>Membership Meeting Highlights</td>
<td>10</td>
</tr>
<tr>
<td>Veterans' Advisor</td>
<td>11</td>
</tr>
<tr>
<td>Veterans Incarcerated</td>
<td>12-13</td>
</tr>
<tr>
<td>National Doughnut Day</td>
<td>13</td>
</tr>
<tr>
<td>Day of Caring - The Rochester Vietnam Memorial</td>
<td>14-17</td>
</tr>
<tr>
<td>Lilac Day Parade</td>
<td>18-20</td>
</tr>
<tr>
<td>50 Years Ago</td>
<td>21</td>
</tr>
<tr>
<td>Medal of Honor Recipient</td>
<td>22</td>
</tr>
<tr>
<td>One-Stop Website for Veterans' Benefits</td>
<td>23</td>
</tr>
<tr>
<td>Annual Sunday Memorial Day Service</td>
<td>24</td>
</tr>
<tr>
<td>Boy Scouts' Re-Flagging Ceremony</td>
<td>25</td>
</tr>
<tr>
<td>Irondequoit Memorial Day Parade</td>
<td>26</td>
</tr>
<tr>
<td>Rochester's Memorial Day Parade</td>
<td>27</td>
</tr>
<tr>
<td>Chapter 20's Memorial Day Ceremony</td>
<td>28</td>
</tr>
<tr>
<td>In Memory Donations</td>
<td>29</td>
</tr>
<tr>
<td>Membership Application</td>
<td>30</td>
</tr>
<tr>
<td>Meeting Dates/Advertisers/Supporters</td>
<td>31</td>
</tr>
<tr>
<td>Advertisers/Supporters</td>
<td>32</td>
</tr>
<tr>
<td>Contact Information</td>
<td>33</td>
</tr>
</tbody>
</table>

*ALL photographs in this issue are courtesy of Glenn Peck including the cover photos*
MEMORIAL REPORT

Website  http://rochestervietnammemorial.org/

Remembering our Fallen Heroes - June

<table>
<thead>
<tr>
<th>Name</th>
<th>Last Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomas George</td>
<td>King</td>
<td>6-5-1944</td>
</tr>
<tr>
<td>Charles</td>
<td>Wilkie</td>
<td>6-6-1934</td>
</tr>
<tr>
<td>Arthur Weimann</td>
<td>Herod</td>
<td>6-7-1943</td>
</tr>
<tr>
<td>Glenn</td>
<td>McCarthy</td>
<td>6-7-1943</td>
</tr>
<tr>
<td>Bruce Chalmers</td>
<td>Ducat</td>
<td>6-9-1941</td>
</tr>
<tr>
<td>Noel Michael</td>
<td>Bartolf</td>
<td>6-12-1942</td>
</tr>
<tr>
<td>Darrell Gene</td>
<td>Allison</td>
<td>6-12-1951</td>
</tr>
<tr>
<td>Stephen A.</td>
<td>Shortall</td>
<td>6-14-1945</td>
</tr>
<tr>
<td>Ronald Jackson</td>
<td>Gebbie</td>
<td>6-17-1948</td>
</tr>
<tr>
<td>James Clinton</td>
<td>DeFranco</td>
<td>6-18-1950</td>
</tr>
<tr>
<td>Gordon Joseph</td>
<td>Brule, Jr.</td>
<td>6-19-1948</td>
</tr>
<tr>
<td>Abraham L.</td>
<td>Moore</td>
<td>6-20-1945</td>
</tr>
<tr>
<td>David Thomas</td>
<td>Fellows</td>
<td>6-21-1946</td>
</tr>
<tr>
<td>John Albert</td>
<td>Gioia</td>
<td>6-21-1948</td>
</tr>
<tr>
<td>Stephen Leslie</td>
<td>Boyd</td>
<td>6-21-1951</td>
</tr>
<tr>
<td>David Paul</td>
<td>Babey</td>
<td>6-24-1949</td>
</tr>
<tr>
<td>Theodore</td>
<td>Lamb</td>
<td>6-26-1939</td>
</tr>
<tr>
<td>Edward Clark</td>
<td>Caldwell III</td>
<td>6-28-1946</td>
</tr>
<tr>
<td>James Guinan</td>
<td>Scott</td>
<td>6-29-1949</td>
</tr>
<tr>
<td>Richard Alfred</td>
<td>Hill</td>
<td>6-30-1942</td>
</tr>
<tr>
<td>Charles Edward</td>
<td>Robena</td>
<td>6-30-1947</td>
</tr>
<tr>
<td>Thomas James</td>
<td>Ekwell</td>
<td>6-30-1948</td>
</tr>
</tbody>
</table>

Friends of the Memorial
To be placed on the volunteer contact list, contact:
Chuck Macaluso at 585-225-8288 or Chuckmac66@yahoo.com

Memorial Tours & Presentations
Persons interested in onsite tours or presentations at schools or organizations, contact: Chuck Macaluso at 585-225-8288 or Chuckmac66@yahoo.com
VETERANS WALK COMMITTEE
154 Mendota Drive
Rochester, New York 14626

From:
Name: ____________________________
Address: ____________________________
City/Zip: ____________________________
Phone: ____________________________

The Veterans Walk Committee of Chapter 20, VVA wants to thank you for your purchase of a personalized, engraved paver brick.

Each paver brick (4” x 8”) can have from one to three lines of engraved information. The cost will be $50.00 per brick. Make checks or money order payable to:

VVA Chapter 20, Veterans Walk

The engraved line(s) can include any of the following information:

Full name
Branch of service, rank
Dates of service (1967-1969, etc.)
Conflict (WWII, Korea, Vietnam, Persian Gulf, etc.)

Please print the information you would like engraved on the brick below. (Maximum of 14 letters/numbers, including spaces per line).

1. ____________________________ ____________________________ ____________________________ ____________________________ ____________________________

2. ____________________________ ____________________________ ____________________________ ____________________________ ____________________________

3. ____________________________ ____________________________ ____________________________ ____________________________ ____________________________

Return the completed form to the - Veterans Walk Committee, c/o Chuck Macaluso, 154 Mendota Drive, Rochester, New York 14626.
Include: Payment and “Proof of Service” for above recipient.

Please Note: Engraved bricks will be installed prior to Memorial Day and Veterans Day (twice annually).
Questions please call Chuck or Joan Macaluso as 585-225-8288
In the last week of April I received a call from Terrence O’Reilly. I met Terry two years ago at my grandson’s soccer game. I had introduced myself and gave him my card and we spoke about our service to our country. He called me to ask if I would help him with his claim or point him in the right direction. I contacted Paula Bergin at the County Veterans’ Service Agency and set up an appointment for Terry with her.

On April 27 I picked him up from his house and took him to his appointment. Paula did a fantastic job, took care of his claim and also his medals.

During the month of May, the Chapter President:

- Chaired the Monthly Chapter Board of Directors meeting
- Met with State Senators Robach and Funke to request their support for a veterans’ bill being held up in the State Senate by Senator Nozzolio
- Participated in the cleanup at the Greater Rochester Vietnam Veterans Memorial
- Attended the Veterans Memorial & Executive Council meeting to represent the Chapter
- Attended American Legion Post 468’s meeting
- Repaired the lock box on the Chapter trailer
- Facilitated the monthly Chapter membership meeting.
- Attended a fund raiser for Honor Flight as part of the Chapter Honor Guard
- Attended the Memorial Day service at the War Memorial as part of the Chapter Honor Guard
- Helped organize the Chapter Memorial Day picnic
- Participated in and assisted with the Chapter Marching Unit and Honor Guard at various parades and events
There have not been any reports from the Defense POW/MIA Accounting Agency (DPAA) and/or the National League of Families of any of our missing Americans from the Vietnam War this month. The total number of Americans still missing and unaccounted for from the Vietnam War still stands unofficially at 1626.

Last month (BTL May Issue), I reported the return and repatriation of Sgt. Rodney Lynn Griffin, from Centralia, Missouri after 45 long years. Early in May while visiting my family at Rolla, Missouri, I spotted an article in the Rolla Daily News about the memorial repatriation service that took place on April 25th at the Centralia High School. I immediately made plans to visit Sgt. Griffin’s final resting place next to his parents at East Lawn Memorial Cemetery in Mexico, Missouri. After reviewing the directions and the time table that I had, it was unlikely that I would be able to make the 4 hour round trip to pay my respects as one brother to another. I decided to try and locate Captain Ryan Ball who was stationed at Ft. Leonard Wood to talk to him about this event. Luckily, my sister and brother-in-law, who work at the base, knew him and after a few text messages and phone calls I had the honor to have lunch with this gentleman and to thank him for what he did to honor our missing brother.

After a short greeting and handshakes, Capt. Ball told me all the details of how the family of Rodney Griffin had personally asked him to officiate the memorial service and what he had to go through to do this. This was a real honor for him (being a combat veteran himself) He had previously served 3 years as a sentinel with the 3rd Army “Old Guard” at the Tomb of the Unknown Soldier so this was something he had to do. While serving at Arlington Nation Cemetery, with each pass of the final resting places of our unknown soldiers, the thought of someone from his hometown and as well as many others who were still missing and who paid the ultimate price from their service during the Vietnam War, would sometimes lay heavy on his mind. He was very interested in the POW/MIA issues that still exist today and thanked me for my service as a veteran, being the POW/MIA Chair for Chapter 20 as well as what our organization does to keep the memory of our missing servicemen alive in the hearts of all Americans and especially the veterans today. Before we parted, I was honored to give him one of our chapter coins and the newspaper article that I had saved to show him. He provided me with his contact information and a personal invite to the Tomb of the Unknown Soldier if I am ever in Washington D.C.
There are also reports of the recoveries and identifications of individuals from the following wars:
- Cpl. Ben L. Brown, US Army was lost February 21, 1950 in North Korea. He was accounted for on April 10, 2015 and will be buried with full military honors.

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<tr>
<td>Total Missing</td>
<td>3,346</td>
<td>73,515</td>
<td>1</td>
<td>2</td>
<td>126 (including civilians)</td>
<td>3 (civilian workers)</td>
<td>0</td>
</tr>
<tr>
<td>Vietnam (1959-1975)</td>
<td>1,626 (including civilians)</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

“We Welcome You Home Brothers”
It has been a long journey
Rest in Peace
2015 Parade Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Month</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday</td>
<td>June 11th</td>
<td>Spencerport</td>
<td>7:00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>June 17th</td>
<td>Barnard</td>
<td>7:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>July 4th</td>
<td>Irondequoit</td>
<td>11:00am</td>
</tr>
<tr>
<td>Friday</td>
<td>July 10th</td>
<td>Kendall</td>
<td>7:00pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>July 16th</td>
<td>Webster</td>
<td>6:30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>August 7th</td>
<td>Hamlin</td>
<td>7:00pm</td>
</tr>
</tbody>
</table>

Times listed are parade start times; participants are asked to be on-site 45-60 minutes earlier.
WE’RE LOOKING FOR A FEW GOOD MEMBERS

MIKE GENERAL, CHAIRMAN, MEMBERSHIP AFFAIRS

Chapter 20 membership is currently at 586 members and AVVA is at 44 members as of 4/30/15. Membership is not growing, we still need your help in recruiting new members. Don’t forget to renew on time. Don’t let your membership expire.

Please Renew Your Membership!

If you are renewing as a “Life Member”, please remember to include a copy of your DD-214 with your application. PLEASE NOTE: Time payment option for Life Membership has been dropped by National.

When your address changes, please notify Mike General so we can keep our roster up to date.

We Need Your Help in Recruiting New Members

Chapter 20 membership is open to U.S. Veterans who served on active duty (other than for training purposes) in the Republic of Vietnam between February 28, 1961 and May 07, 1975, or any duty location between August 05, 1964 and May 07, 1975.

Membership includes a subscription to our award-winning newspaper, Between the Lines, and The VVA Veteran, bringing you updates on issues and legislation affecting veterans, as well as unique articles on the people, places, and history of the Vietnam experience.

Associate membership is open to anyone; you do not need to be a veteran.

We need new members! Membership applications are available on our Website, in this newsletter, or by contacting me, Mike General (mwgeneral@aol.com).

NEW: We are offering an “Honorary Membership” to Chapter 20 to all spouses whose husband has passed away. If you know of someone who has lost their loved one, please contact Mike General.
Highlights of the May Membership Meeting

President Gatto presented Ray Melens with a $1,000 donation for the Veterans’ Court.

Nick DeLeo spoke about bills before Congress concerning Agent Orange.

C.P. Maloney spoke about Honor Flight 2015.

Dick Oleksyn won the flag drawing.

122 people were in attendance!

Steve Nash spoke about the Vietnam display at the Rundel Library.

Vito Scarpetta won the 50/50 drawing.

Ralph Prescuitti received a Veterans Service Award.

Dan & Rita Hasenhauer spoke about the new Gold Star Mothers’ memorial.

Nguyet Schrader and her husband Bill spoke about her leaving Vietnam in May 1975.

John Kiereck spoke about a new license plate for Air Force Missleers.

Fred Elliott won the lap robe drawing.
After military service, veterans often wonder, “What benefits am I entitled to receive?” Unfortunately, this is not an easy question to answer. There is no “one size fits all” when it comes to benefits for those who have served. The answers vary significantly depending on where, when, how long, and in which branch of the military the person served. Many state and federal benefits require that the individual have “wartime service,” which means that the veteran served during a time of war as officially declared by Congress— even if they weren’t actually in the war itself.

One example of this is the Pension benefit payable by the Department of Veterans Affairs (VA). According to the VA website, “Veterans Pension is a tax-free monetary benefit payable to low-income wartime Veterans. [Likewise] Survivors Pension is a tax-free monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child(ren) of a deceased Veteran with wartime service.” Dependent children may also be eligible.

Veterans who are interested in the Pension benefit with military service prior to September 7, 1980 must have at least 90 days on active duty, with at least one day during a wartime period. If the servicemember entered active duty after the aforementioned date, the service requirement increases to 24 months or the full period for which they were called to active duty, with at least one day during a wartime period.

In addition to meeting minimum service requirements, the Veteran must be:

- Age 65 or older, OR
- Totally and permanently disabled, OR
- A patient in a nursing home receiving skilled nursing care, OR
- Receiving Social Security Disability Insurance, OR
- Receiving Supplemental Security Income

Pension benefit rates vary depending on income, but they may pay up to $1072 per month for veterans or $719 per month for surviving spouses.

VA also says, “Veterans and survivors who are eligible for Pension benefits and are housebound or require the aid and attendance of another person may be eligible to receive additional monetary amounts.”

If you feel you or a loved one might be eligible for any of these benefits, you can contact Paula D’Angelo at the Monroe County Veterans Service Agency at (585)753-6097 or email her at pdangelo@monroecounty.gov. Paula will help you develop a claim for VA and answer any questions you might have.

To see current financial requirements go to www.benefits.va.gov/pension/current_rates_veteran_pen.asp

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The information on this page is provided as a service by the Chapter 20 Veterans Benefits Committee; Chair—Stan Patykiewicz; contact Stan by email at SNMPATYK@rochester.rr.com or by telephone at 585-721-4669
Busy time of year for veterans but it has been all good. Had a great time at the Annual Dinner where Lifetime Care received a Community Service Award for their vet to vet hospice program and in the process recruited two new volunteers. Also so nice to see the irrepressible Lee Kauffman receive a long overdue Special Recognition award. Valentino did an outstanding job keeping the show on the road and the place was packed and the food so good……..The Attica Active Veterans Group sent us their newsletter and they have a special event scheduled there for 6/21 which I hope to attend. We will be sending in a donation to help with expenses and Chapter 20 member Jack Michel has brought yarn, veterans benefits books and crochet instruction books into the correctional facility. We also gave Jack a donation from my committee for his Kites For Vets fundraiser for homeless vets in the Buffalo area and I want to thank those chapter members who donated money to him at the April membership meeting. Also want to recognize the donations I received to purchase yarn from our members. Definitely helps out! ……..Chapter 559 at the Grafton Correctional Institution in Ohio donated money to buy 30 Cleveland Indians tickets for vets at the Louis Stokes VA Medical Center there as well as a $200 donation to Josephs House, a Cleveland non-profit for acutely ill homeless people. Chapter 732 of the Oakwood Correctional Institution in Lima, Ohio raised $500 for a food pantry there. Chapter 190 in Atmore Alabama continues to assist their incarcerated members with benefits info and discharge upgrades. Their leather shop is still making wallets and leather items and selling them with the funds donated to the Wounded Warriors………..There are 130 vets courts in 40 states right now and that figure is growing……..Still doing the Bereavement Group for veterans the second and fourth Monday of each month at Lifetime Care, 3111 S. Winton Rd., 1:00-2:30pm.

I did a two day speaking engagement at Churchville Chili High School about the Vietnam experience with Kenny Allocco, Joe Peck, Valentino, Chuck Macaluso and Geno. Great bunch of guys to do it with; great teachers, great kids, no detention. Have another opportunity to be interviewed at the Harley Allendale School on 5/27……..Unexpectedly ran into original Chapter 20 member John McCaffrey at the Elmwood Inn a couple of weeks ago. No, I wasn’t beating him out for a parking space. He saw the VVA logo on my jacket and we began talking. Met him for breakfast a couple of days later and he brought along pictures from his 1968 tour in Vietnam as an 11Bravo with the Ninth Infantry Division. He said he hasn’t been involved for years but is willing to come to a chapter meeting where I know he will be truly welcomed home.

IS HOSPICE WORTH IT DEPT: I have a couple of hospice cases and I try to see them every five or six days. One is a World War II Army vet, John, who coincidentally is at the St. Johns Home, exactly eight miles round trip from my house. The last two times I saw him I don’t even think he knew I was there. My car was in the shop and the wife took the bus into work, leaving me her car to make a hospice visit. Unfortunately she took her car keys with her leaving me with few options. I could have stayed home but to be honest, I felt guilty so I did what I think a lot of you would have done. I cursed and started walking. I bypassed a nutritionally sanctimonious upscale coffee shop and stopped at a 7-11 and grabbed a pack of Hostess cupcakes. Doing the math, I would have to run coast to coast a la Forrest Gump just to break even on the calories but guilt mixed with hunger can be a huge motivator. One thing I was not ready for was the wiener bike riders that were constantly pushing me aside. There were more of them than in Paris during the German occupation. What a bunch of pansies with their helmets and water bottles and enough padding to handle a jet ejection without a parachute. Actually, I coveted their water because my walk had slowly become a death march and it was only now that I noticed the many Japanese soldiers with prodding bayonets in Brighton. Up ahead I saw a car driven by a little old lady pull over and she was checking something. Then she pulled back out and in the process drove over some poor saps overflowing recycling box causing an unreal grinding, crushing noise as the box and contents became a permanent part of her undercarriage. Now you’d think that she would stop and see what all the commotion was about but this was not the case. She merely sped up, noisily disgorging the bits and pieces of Waste Management’s biggest contribution to society. I contemplated her thought process but soon gave up because I could see the St. Johns Home on the horizon. Upon my
arrival I signed in, drank twelve glasses of water and went to the sixth floor where I found John sleeping in a wheelchair near the elevators. I tried gently waking him up but he was sound asleep so I pulled up a chair and thought about the four mile walk back. Then his eyes opened and his face lit up with a smile. “Where you been?” he asked. I told him I had visited but he had been asleep. “It’s good to see you”, he said and shook my hand with a surprisingly good grip, “Thanks for coming.” He didn’t stop smiling the whole time I was there. Seemed like that four miles back was downhill the whole way.

............... NATIONAL DOUGHNUT DAY ...........

National Doughnut Day started on June 7, 1938 when a young military doctor by the name of Morgan Pett was sent to a military base. On his way there he stopped at a bakery and picked up 8 dozen doughnuts. When he arrived at the base he started helping many wounded soldiers, and would give them a free doughnut. One man he helped was a Lieutenant General by the name of Samuel Geary. Samuel Geary greatly appreciated the help on his leg, and the doughnut (as he was a very comical man) so he decided to make a fund raiser with Morgan Pett to give every wounded soldier, and the needy a doughnut. This fund raiser was later joined with the Salvation Army. Soon after the US entrance into World War I in 1917, The Salvation Army sent a fact-finding mission to France. The mission concluded that the needs of US enlisted men could be met by canteens/social centers termed "huts" that could serve baked goods, provide writing supplies and stamps, and provide a clothes-mending service. Typically, six staff members per hut would include four female volunteers who could "mother" the boys. These huts were established by The Salvation Army in the United States near army training centers.

About 250 Salvation Army volunteers went to France. Because of the difficulties of providing freshly baked goods from huts established in abandoned buildings near to the front lines, the two Salvation Army volunteers (Ensign Margaret Sheldon and Adjutant Helen Purviance) came up with the idea of providing doughnuts. These are reported to have been an "instant hit", and "soon many soldiers were visiting The Salvation Army huts". Margaret Sheldon wrote of one busy day: "Today I made 22 pies, 300 doughnuts, 700 cups of coffee." Soon, these workers became known by the servicemen as "Doughnut Dollies".

"Doughnut Dollies were women volunteers of the Salvation Army, who traveled to France in 1918 to support US soldiers." In Chicago, National Doughnut Day is still a fundraiser for The Salvation Army.

A misapprehension has taken hold that the provision of doughnuts to US enlisted men in World War I is the origin of the term "doughboy" to describe US infantry. But, the term was in use as early as the Mexican-American War of 1846–47. There are three other doughnut holidays, the origins of which are obscure. International Jelly-Filled Doughnut Day is widely recognized as June 8 (occasionally as June 9). National Cream-Filled Doughnut Day is celebrated on September 14. And, Buy A Doughnut Day occurs on October 30.

The birthday of the United States Marine Corps was once referred to as National Donut Day, in a successful ruse by American prisoners of war at Son Tay prison camp to trick the North Vietnamese into giving out donuts in honor of the occasion.
Day of Caring at the Greater Rochester Vietnam Veterans Memorial at Highland Park
Day of Caring at the Greater Rochester Vietnam Veterans Memorial at Highland Park
Day of Caring at the Greater Rochester Vietnam Veterans Memorial at Highland Park

On the next page are the three groups of volunteers who made the Day of Caring a success!

Unfortunately, some volunteers had to leave before the pictures were taken.
Volunteers from Thermo Fisher Scientific

Volunteers from Harris Corporation RF Communications Division

The Chapter 20 “Chain Gang”
The Lilac Day Parade
The Lilac Day Parade
The Lilac Day Parade
June 7 – The Department of Defense states that we have the following numbers of personnel in Vietnam: Army – 21,500, Marines – 16,500, Air Force – 9,500, and Navy – 3,500

June 8 – The State Department announces that the U.S. Command is now allowed to send U.S. troops into combat alongside South Vietnamese forces if requested by the Viets.

June 10 – In the western sector of the Da Nang Tactical Area of Responsibility (TAOR), a Marine company patrol discovers a Vietcong camp capable of supporting 150 people – the Marines destroyed the camp.

June 15 – Westmoreland finally grants the Marines permission to begin search and destroy operations in the general area of their enclaves, provided those operations contribute to the defense of the base.

June 21 – Two reinforced Marine squads are attacked while patrolling in the Da Nang TAOR by a squad of eight Vietcong (VC) who are carrying only small arms and grenades. One Marine is killed and three wounded in the firefight while the VC have four killed and two captured – the captured VC were women.

June 24 – While conducting a combined sweep and clearing operation with the 4th ARVN Regiment south of Da Nang along the Song Cau Do River, Marines capture 19 suspected VC while the ARVN kill two VC.

June 27 to 30 – Westmoreland directs that the 173rd Airborne Brigade join with South Vietnamese units in a combined invasion of War Zone D where a vast enemy stronghold exists. Following artillery and air preparations, the American and South Vietnamese units deploy on June 28. Over the next two days they and the Australians comb their assigned areas for VC. Found are many caches of ammunition and weapons, over 200 tons of rice and large quantities of dried milk, tea, corn, barley, and tobacco. Due to a lack of significant enemy contact, the operation ends early. This operation was the largest troop helicopter lift to date and the first major ground combat operation conducted by U.S. forces in the War.

The B-52 was first used in Vietnam in June 1965
Reasoner, Frank S.


Citation:
For conspicuous gallantry and intrepidity at the risk of his life above and beyond the call of duty. The reconnaissance patrol led by 1st Lt. Reasoner had deeply penetrated heavily controlled enemy territory when it came under extremely heavy fire from an estimated 50 to 100 Viet Cong insurgents. Accompanying the advance party and the point that consisted of 5 men, he immediately deployed his men for an assault after the Viet Cong had opened fire from numerous concealed positions. Boldly shouting encouragement, and virtually isolated from the main body, he organized a base of fire for an assault on the enemy positions. The slashing fury of the Viet Cong machinegun and automatic weapons fire made it impossible for the main body to move forward. Repeatedly exposing himself to the devastating attack he skillfully provided covering fire, killing at least 2 Viet Cong and effectively silencing an automatic weapons position in a valiant attempt to effect evacuation of a wounded man. As casualties began to mount his radio operator was wounded and 1st Lt. Reasoner immediately moved to his side and tended his wounds. When the radio operator was hit a second time while attempting to reach a covered position, 1st Lt. Reasoner courageously running to his aid through the grazing machinegun fire fell mortally wounded. His indomitable fighting spirit, valiant leadership and unflinching devotion to duty provided the inspiration that was to enable the patrol to complete its mission without further casualties. In the face of almost certain death he gallantly gave his life in the service of his country. His actions upheld the highest traditions of the Marine Corps and the U.S. Naval Service.
VA to offer one-stop website for all veterans benefits

Andy Medici, Staff Writer 2:31 p.m. EDT May 5, 2015

Veterans will soon be able to log in to just one website to manage their benefits, apply for doctors’ appointments, and determine their eligibility for programs.

Tom Allin, the first chief veterans experience officer at the Veterans Affairs Department, said in an interview with Federal Times the website will go live around May 20, but will first be open to around 50 veterans to help beta test the navigation, fonts and organization of the new portal.

By the end of the year, all veterans will be able to use Veterans.gov to manage more than 350 benefit programs without having to switch websites, call multiple numbers or file large amounts of redundant paperwork.

The goal? A single unified digital experience that makes it easier for veterans to get the benefits they deserve, according to Allin.

The Veterans Affairs Department, still reeling from a scandal that showed some employees were manipulating patient wait lists in order to improve performance measures, has been pushing to improve customer service under the current VA secretary Bob McDonald. Allin is spearheading many of the customer service issues that veterans deal with every day.

"The two biggest initiatives that I am focused on right now is to try to make everything we do more consistent and number two, make it easier," Allin said.

Once veterans register, the website will automatically know their eligibility levels for different programs and will tailor their experience using that information, according to Allin. The website will also notify the veteran of various programs they are eligible for but are not using.

"The goal will be that veterans will eventually be able to get everything taken care of online with a single sign on. They will be able to add a dependent, change their address, schedule an appointment or check on their claim status and get everything done online in a seamless way versus what they are doing today across multiple websites," Allin said.

While the website will begin as a "wireframe" the VA will add new functions to it monthly, until they have a working model that serves veterans in an easy-to-understand and streamlined way, Allin said.

The VA is integrating more than 200 different databases across the agency in order to gather information related to military service, contract information, demographics and how they are currently using VA services in order to make sure the agency at every level has the information they need to provide good customer service, Allin said.

The VA is also working on consolidating what Allin said were more than 1,000 hotlines available to veterans across the agency. Instead, veterans will just call one phone number, and the person answering will have access to all the information they need to help.

If a veteran requires special assistance, they will simply be transferred to someone who can help them, instead of requiring veterans to call a different number, Allin said.

"My goal is that we have some visible changes in the next three months. And I am sure that some of the initiatives that we have will have a significant impact on the veterans," Allin said.
147th Annual Sunday Memorial Service in the Atrium of the Rochester Community War Memorial May 17th, 2015
Boy Scout Troop 195
Memorial Day
Veterans’ Ceremony
& Re-Flagging at Holy Sepulchre Cemetery
Town of Irondequoit Memorial Day Parade
In Memory Donations

When the simple act of placing flowers on a casket or placing stones on a headstone does not seem to be enough to honor the memory of a special someone who has passed away, one may choose to make a donation in his or her honor to commemorate the values and beliefs of the deceased. Chapter 20 VVA is committed to recognizing the sacrifices made by all military personnel in every branch of the armed forces. The memory of the deceased veteran is honored in the continuous work and service carried out by the dedicated Chapter members and associates. The monetary donations sent by individuals help make it possible to continue serving veterans and their families. The combined efforts of donors, lawmakers, members, and associates have far-reaching effects on the quality of all our lives.

Vietnam Veterans of America Chapter 20 offers several ways of commemorating a special person. One of those ways is the Memorial Walk at the Vietnam Veterans Memorial at Highland Park. The Vietnam Veterans Memorial Walk is a pathway of bricks inscribed with the names of individuals who have served their country with valor. Their names will forever remain a reminder of the dedication and tenacity demonstrated by the thousands of men and women who have served in the U. S. Armed Forces.

If you wish to make a monetary donation directly to Chapter 20 in support of all the functions and services they provide to veterans and their families, send your check or money order payable to Chapter 20, VVA:

Vietnam Veterans of America
Chapter 20
P.O. Box 12580
Rochester, NY 14612
MEMBERSHIP APPLICATION
Vietnam Veterans of America, Chapter 20

Name: ________________________________ Date of Birth: _______________ Sex ( )M ( )F
Address: ________________________________
City: ___________________________ Zip: ______ County: ____________
Home Phone: ( 555 )____________________ Work Phone: ( 555 )____________________
Email Address: _______________________

I am not a Vietnam Veteran, but I want to help Vietnam Veterans and their families.
Please accept my donation:
( ) $10 ( ) $20 ( ) $50 Other ($__________)

Payment Options: ( ) Check ( ) Money Order

Return this application, along with a copy of your DD214 to:
Chapter 20, Vietnam Veterans of America
P.O. Box 12580
Rochester, NY 14612

Term: ( ) 1 Year $20 ( ) 3 Years $50
( ) Life Membership:
$200 (ages 56-60),
$175 (ages 61-65),
$150 (ages 66-71),
$100 (ages 72+)

VVA is a non-profit veterans service organization. Programs and services are funded by member dues and public donations.


BETWEEN THE LINES:
Between the Lines is published monthly by Chapter 20, Vietnam Veterans of America. The views and opinions expressed are not necessarily those of Chapter 20 or the Vietnam Veterans of America, Inc., its Officers, Board of Directors, or the General Membership. Between the Lines can be viewed on the Chapter 20 website at www.vva20.org.

We welcome letters to the editor, poetry, original articles, and suggestions. Submissions should include name and phone number and Can be sent to Between the Lines, P.O. Box 12580, Rochester, NY 14612 or emailed to felliott@rochester.rr.com. We reserve the right to edit for space and clarity and to not use materials we think inappropriate for the publication. Deadline for submissions for each issue is the 10th of the preceding month. Exceptions may be granting by contacting the Editor.
Board Meetings | Membership Meetings
---|---
June 2, 2015 | June 11, 2015
July 7, 2017 | July 9, 2015
August 4, 2015 | August 13, 2015

**Monthly Membership Meetings start at 6:30 pm**

At the Italian American Sports Club, 1250 Buffalo Road, Rochester

Driving Directions to the Italian American Sports Club:

The Club is located at 1250 Buffalo Road close to the intersection of Howard Road, directly across from the stone quarry, next to the Eagles Club and the Catholic Diocese of Rochester.

From the East: Heading west on 490, exit Mt. Read Blvd. and turn left; south on Mt. Read to Buffalo Road circle, turn right, west on Buffalo Road, 1.4 miles, the Italian-American Sports Club is on the right side.

From the West: Heading east on 490, exit 33 east, Buffalo Road (Gates Center); head east on Buffalo Road; continue past Howard Road; the Italian-American Sports Club will be on the left side in about .5 mile.
Your business card could be here.  
Contact Chapter Treasurer, Alan Frisa (afrisa@rochester.rr.com), for details.

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EXECUTIVE COMMITTEE
President Valentino Gatto  vgatto@rochester.rr.com  227-2741 h
V. President Chuck Macaluso  chuckmac66@yahoo.com  225-8288 h
Secretary Joe Peck  jpeck2@rochester.rr.com  734-9046 c
Treasurer Alan Frisa  alanfrisa@gmail.com  370-7962 c

DIRECTORS
Dan Corona  nycorona@juno.com  406-6108 c
Fred Elliott  felliott@rochester.rr.com  317-7619 c
Mike General  mwgeneral@aol.com  227-4383 h
Lynn Guusslin  loiscarolyn@gmail.com  352-0578 h
Jerry McDermott  jmcdermott@murphinolan.com  313-8188 c
Dick Oleksyn  roleksyn@yahoo.com  663-5255 h
Stan Patykiewicz  SNMPATYK@rochester.rr.com  247-4830 h
Bill Auble  w_auble@yahoo.com  683-2213 c
Mike Sanfilippo  mikemo66@aol.com  594-2649 h
Ron Trovato  Ronbo215@gmail.com  857-3630 c

STATE COUNCIL DELEGATES
Nick DeLeo  ndeleo52@yahoo.com  334-7043 h
Valentino Gatto  vgatto@rochester.rr.com  227-2741 h
Ken Moore  17CAV@rochester.rr.com  392-0269 h
Jerry McDermott  jmcdermott@murphinolan.com  313-8188 c

COMMITTEE CONTACTS
Between The Lines  Editor – Fred Elliott  felliott@rochester.rr.com  288-5756 h
Chaplain - Tom Puff  tpuff@frontiernet.net  227-2741 h
Chapter Gear – V. Gatto  vgatto@rochester.rr.com  227-2741 h
Constitution – Fred Elliott  felliott@rochester.rr.com  288-5756 h
Finance – Hank Wallace  whwnbt@rit.edu  334-5352 h
Health – Jerry McDermott  jmcdermott@murphinolan.com  313-8188 c
Honor Guard – C. Macaluso  chuckmac66@yahoo.com  225-8288 h
Incarcerated – Ron Trovato  Ronbo215@gmail.com  857-3630 c
Legislative – Bill Auble  w_auble@yahoo.com  683-2213 c
Marching – Hank Wallace  whwnbt@rit.edu  334-5352 h
Membership – Mike General  mwgeneral@aol.com  227-4383 h
Mike Sanfilippo  mikemo66@aol.com  594-2649 h
Memorial – Chuck Macaluso  chuckmac66@yahoo.com  225-8288 h
POW/MIA  Joe Peck  jpeck2@rochester.rr.com  734-9046 c
Public Affairs – Terry Hogan  thogan11@rochester.rr.com  260-0585
Social Events – V. Gatto  vgatto@rochester.rr.com  227-2741 h
Speaker’s Bureau – G. Lenyk  gnl3153@ntid.rit.edu  423-0206
Vet Benefits – Stan Patykiewicz  SNMPATYK@rochester.rr.com  247-4830 h
Veterans Walk – C. Macaluso chuckmac66@yahoo.com  225-8288 h
Women’s Affairs – Rosemary Rossi-Williams  pefrose@gmail.com  738-6138 c

VETERANS ORGANIZATIONS AND INFORMATION
Greater Rochester Vietnam Veterans Memorial  753-7275
(enter 9; enter 2 to leave a message)
VA Outpatient Clinic  465 Westfall Rd  463-2600
Veterans Outreach Center  459 South Avenue  546-1081
VA Vet Center  232-5040
Veterans Administration  800-827-1000
Monroe County Veterans Service Agency  753-6040
e-mail: serviceofficer@yahoo.com
VA Veterans Benefits Hotline  800-827-1000
VA Veterans Bill of Rights  800-342-3358
VA Medical Center in Batavia  297-1000
VA Hospital in Buffalo  716-834-9200
VA Medical Center in Canandaigua  394-2000
VA Medical Center in Bat  607-664-4000
Vietnam Veterans of America National Office  800-882-1316
Vietnam Veterans Memorial Fund  202-393-0090
National League of Families
POW/MIA Updates  202-223-6846
Richards House at VOC  506-9060
The Resource Center at VOC  546-4250
Stars & Stripes – The Flag Store  546-3524
Persian Gulf Vets, Inc.  385-4097
Operation Welcome Home  234-4694
National Caregivers Support Line  855-260-3274
Homeless Hotline  877-424-3838
Crisis Hotline  800-273-8255

WEB SITES / EMAIL ADDRESSES
NYS Department of Labor  www.labor.ny.gov/vets/vetintropage.shtml
NYS Department of Health  www.health.state.ny.us/nyvets
Vietnam Veterans Memorial at Highland Park  www.rochestervietnammemorial.org/The_Memorial
Operation Welcome Home  www.operationwelcomehome.org
VVA New York State Council  www.nyvietnamvets.org

Miscellaneous
VVA Vehicle Donations  738-2870
VVA Chapter 20 info@vva20.org  482-7396