

**Did You Serve in The Military? Do You have a Family Member Who Served in the Military?  
Veterans Services Specialist Program (VSS Program)  
Frequently Asked Questions**

All Maryland State Government Departments and Agencies have a Veterans Services Specialist or “liaison” who can provide general information to State employees who have served in the military or who have family members who have served in the military with information on veteran-related resources. They can also answer general questions citizens may have about these resources. The Maryland Department of Veterans Affairs (MDVA) Outreach and Advocacy Program works alongside liaisons to share information and improve veteran services coordination.

*Who is this Department/Agency’s Veterans’ Services Specialist (VSS)?*

Name James Butler  
Phone 410-230-8781  
Email [jbutler@maryland.gov](mailto:jbutler@maryland.gov)

*Who else can I contact if I have a detailed question related to veteran benefits?*

The MDVA Outreach and Advocacy Program is charged with informing veterans and family members on services, benefits, and assistance available to them from the State and Federal governments. The Outreach and Advocacy Program is capable of discussing VA benefits and how to connect with a variety of veteran related resources.

MDVA Outreach and Advocacy Program

Dana Burl, Director  
410-260-3842  
[Dana.burl@maryland.gov](mailto:Dana.burl@maryland.gov)

Denise Nooe, Deputy Director  
410-260-3840  
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**[Website: veterans.maryland.gov](http://veterans.maryland.gov)**

*What veteran programs/benefits are offered by this Department/Agency?*

**Instant Ticket Lottery Machine Program (ITLM):** The Maryland Lottery and Gaming Control Agency introduced the Instant Ticket Lottery Machine Program to benefit Maryland Veterans' Service Organizations.

On the gaming side of the agency, the Agency has a separate program that allows casino patrons to donate money to the Maryland Veterans Trust Fund (MVTF). All donations are sent to the MVTF by the casino.