

VIRGINIA DEPARTMENT OF VETERANS SERVICES

COMMISSIONER'S FISCAL YEAR 2013 ANNUAL REPORT

TO

GOVERNOR ROBERT McDONNELL

AND

THE VIRGINIA GENERAL ASSEMBLY

November 25, 2013

Serving those who served

Table of Contents

Mission, Vision, and Values	2
Commissioner's Message	3
Virginia's Compact with Veterans	4
DVS at a Glance	14
Who Are Virginia's Veterans?	19
Veterans Economic Impact on Virginia	24
Benefits Services	27
Virginia Wounded Warrior Program	29
State Approving Agency for Veterans Education and Training	33
Care Centers	35
Cemetery Services	37
Virginia War Memorial	39
DVS FY13 Budget and Staffing	40
Boards	42
Board of Veterans Services	43
Joint Leadership Council of Veterans Service Organizations	46
Veterans Services Foundation	49
Virginia War Memorial Board	52
Appendices	55

Mission, Vision, and Values

MISSION

The Department of Veterans Services serves Virginia's veterans and their beneficiaries by ensuring they receive the benefits, support, quality care, and recognition they have earned through service and sacrifice.

VISION

Become the benchmark for the delivery of quality veterans programs at the state level and help ensure Virginia veterans receive the federal benefits to which they are entitled.

VALUES

- **Service:** *Provide exemplary service to Virginia's veterans and their families*
- **Dedication:** *Bring an enduring commitment to helping Virginia's veterans and their families*
- **Excellence:** *Be the best at what we do*
- **Innovation:** *Seek new and better ways to reach and serve Virginia's veterans and their families*
- **Transparency:** *Communicate with all stakeholders in a direct and sincere manner*
- **Stewardship:** *Support a climate of ownership at the lowest possible level*

Commissioner's Message

I am proud to report again on the accomplishments of the Department of Veterans Services (DVS) as we work towards achieving the goal, set by the Governor and General Assembly, of making Virginia the most veteran-friendly state in the nation. The Commonwealth of Virginia is home to over 840,000 veterans. The 750 full and part-time employees of the Department of Veterans Services are dedicated to serving those who served us.

DVS provides a broad range of services – from assisting veterans and their families with the benefits claims process, helping wounded warriors, and supporting educational benefits for veterans, to caring for injured, ill, and elderly veterans and meeting their final needs through our cemetery services. Additionally, DVS is honoring the story of Virginia's fallen at the Virginia War Memorial. In FY13, the Department of Veterans Services:

- Filed 25,120 disability compensation claims. The U.S. Department of Veterans Affairs (USDVA) adjudicated 14,354 claims submitted by DVS, and approved 10,978 or approximately 75 percent. Virginia veterans received \$1.9 billion in retroactive claim awards during FY13.
- Served 5,431 veterans and their families through the Virginia Wounded Warrior Program.
- Certified that more than 1,000 educational facilities met G.I. Bill requirements. Virginia veterans received more than \$571M G.I. Bill benefits in FFY12.
- Provided 131,989 patient days of care at the Sitter & Barfoot Veterans Care Center in Richmond and the Virginia Veterans Care Center in Roanoke.
- Performed 1,346 burials at Virginia's three state veterans cemeteries.
- Honored Virginia's fallen by hosting 60,004 visitors at the Virginia War Memorial.

Even with all we've accomplished in the past year, we will not stop to rest on our laurels in Fiscal Year 2014. DVS is wrapping up the projects to add 4,000 pre-installed outer burial containers at the Albert G. Horton Memorial Veterans Cemetery (Suffolk) and 1,600 at the Virginia Veterans Cemetery (Amelia); design work is underway for the expansion of the Virginia War Memorial in Richmond with construction expected to start in late Spring of 2014 and development is underway on a new application and approval system for the Virginia Military Survivors and Dependent Education Program. DVS has had the outstanding support of Governor McDonnell, his team, the Virginia General Assembly, and our key partners. We look forward to continuing this outstanding work in 2014 with Governor-elect McAuliffe and his team as we strive towards making Virginia the nation's most veteran friendly state.

Paul E. Galanti
Commissioner

Virginia's Compact with Veterans FISCAL YEAR 2013 (FY13)

***The Department of Veterans Services overarching goal is to make
Virginia the most veteran-friendly state in the Nation.***

The Code of Virginia requires the Commissioner of Veterans Services to

Establish and implement a compact with Virginia's veterans, which shall have a goal of making Virginia America's most veteran-friendly state. The compact shall be established in conjunction with the Board of Veterans Services and supported by the Joint Leadership Council of Veterans Service Organizations and shall (i) include specific provisions for technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and (ii) provide service standards and goals to be attained for each specific provision in clause (i). The provisions of the compact shall be reviewed and updated annually. The Commissioner shall include in the annual report required by this section the progress of veterans services established in the compact.

Governor McDonnell's Executive Order 29 (EO29) provides the framework for the compact between the Government of the Commonwealth of Virginia and its veterans. This framework, which supports veterans and their families, is exercised through: (1) the Board of Veterans Services (BVS) for individual veterans services; (2) the Joint Leadership Council of Veterans Service Organizations (JLC) for veterans service organizations; (3) the Virginia War Memorial Board (VWMB) for the Virginia War Memorial; and (4) meetings and daily individual contact responding to each veteran's needs. EO29 provides directives for serving Virginia's veterans in the areas of education, health care, social services including homelessness, employment, transportation, claims processing, and enabling legislation when required.

Executive Order 29's framework and directives create a roadmap for the Department of Veterans Services (DVS), other state agencies, the BVS, the JLC, the VWMB, and other agency partners to follow in order to fulfill the promise to make the Commonwealth the most veteran-friendly state in the Nation.

Listed below are the goals, objectives and recommendations developed by DVS, the BVS, the JLC, and the VWMB in support of the Compact. For each objective, the specific provisions required by the Compact (technology advances, workforce development, etc.) are listed.

GOALS IN SUPPORT OF THE COMPACT

The following goals were established by the BVS and JLC, representing Virginia's veterans and their families, in conjunction with DVS:

- Ensure eligible veterans receive timely assistance in filing for disability.
- Provide veterans care centers for long-term care, Alzheimer's care, domiciliary (assisted living) care, and short-term rehabilitation.
- Ensure veterans, National Guardsmen and Reservists not in federal service, and their families, have access to a network of community-based services designed to help them overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
- Reduce the number of homeless veterans.
- Afford Virginia's veterans and their spouses and eligible dependents a final resting place at state veterans cemeteries that meet national shrine standards.
- Ensure veterans and their dependents have approved educational programs through which they may utilize their educational benefits.
- In conjunction with other state agencies, create employment opportunities for Virginia veterans in state government and the private sector.
- Honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present and serve as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present.
- Coordinate with other state agencies to afford Virginia's veterans business, employment, transportation, and other appropriate opportunities through technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and their families.

JLC AND BVS OBJECTIVES IN SUPPORT OF THE COMPACT - FY13 (2012 GENERAL ASSEMBLY)

The following objectives were established for FY13 by the JLC and BVS in conjunction with DVS:

Priority #1: Provide a simple, ready means of identification of veterans status for Virginia's veterans by creating a Virginia Veterans Identification Card (QUALITY OF LIFE ENHANCEMENT).

Status: the Virginia Department of Motor Vehicles created the Virginia Veterans Identification Card. Governor McDonnell was issued the first card on May 30, 2012. Over 30,000 have been issued to date.

Priority #2: Facilitate the honorable burial of the unclaimed cremated remains (cremains) of Virginia veterans in a state veterans cemetery by requiring funeral homes to provide the names of unclaimed cremains to DVS. DVS will screen the names to determine eligibility for burial in a state veterans cemetery (QUALITY OF LIFE ENHANCEMENT).

Status: Governor McDonnell and the 2012 General Assembly approved legislation to facilitate the honorable burial of unclaimed veterans cremains. DVS and the Missing in America Project (MIAP) work with funeral homes to identify veterans who may be eligible for burial in a national or state veterans cemetery, and then to facilitate their transfer to and honorable interment in a national or state veterans cemetery.

Priority #3: Improve delivery of benefit services to Virginia veterans by changing the ratio of DVS claims agents to veterans to one claims agent for every 23,000 veterans (QUALITY OF LIFE ENHANCEMENT and OUTREACH).

Status: Governor McDonnell and the 2012 General Assembly approved the new ratio (old ratio was one claims agent for every 26,212 veterans). The Governor and General Assembly provided funding for four claims agents. These claims agents work out of DVS Benefit Field Offices in Danville, Hampton, Henrico County, and Roanoke.

JLC AND BVS OBJECTIVES IN SUPPORT OF THE COMPACT – FY14 (2013 GENERAL ASSEMBLY)

The following objectives were established for FY14 by the JLC and BVS in conjunction with DVS:

JLC Objectives

JLC Priority #1: Provide for the electronic return of absentee ballots voted by overseas voters (TECHNOLOGY ADVANCES and OTHER SERVICES FOR VETERANS).

Status: legislation considered, but not approved by, the 2013 General Assembly. Instead, the General Assembly's Joint Commission on Technology and Science (JCOTS) was asked to study the issue and prepare/review draft legislation for consideration by the 2014 General Assembly. The State Board of Elections (SBE) has been working with JCOTS on this issue.

JLC Priority #2: Set aside land for the future Northern Virginia Veterans Care Center (NVVCC) on the site of the state-owned Northern Virginia Training Center (NVTC). The training center is scheduled to close in 2015 (QUALITY OF LIFE ENHANCEMENT).

Status: the site of the NVTC is not an option. DVS will continue to work with local governments, veterans service organizations, and local communities to identify a potential site for the NVVCC.

JLC Priority #3: Provide a sales and use tax exemption for veterans service organizations (OTHER SERVICES FOR VETERANS).

Status: legislation considered, but not approved by, the 2013 General Assembly.

JLC Priority #4: Provide business incentives (tax credit) for employing veterans to fill new jobs (WORKFORCE DEVELOPMENT).

Status: Governor McDonnell and DVS launched the Virginia Values Veterans (V3) Program at the end of FY12. Base funding and legislation approved by the Governor and 2013 General Assembly for the V3 Program.

JLC Priority #5: Clarify Code of Virginia section regarding in-state tuition eligibility for veterans (WORKFORCE DEVELOPMENT and OTHER SERVICES FOR VETERANS).

Status: legislation approved by the Governor and 2013 General Assembly.

JLC Priority #6: Ensure that the surviving spouses and dependents attending a Virginia public college or university as part of the Virginia Military Survivors and Dependents Education Program have the financial resources necessary to pursue their education (stipend for room, board, books, and supplies) (WORKFORCE DEVELOPMENT and OTHER SERVICES FOR VETERANS).

Status: legislation approved by the Governor and 2013 General Assembly raising the cap on the stipend to \$2,000 or as set in the Appropriations Act. VMSDEP funding increased by \$600,000 to allow for the increased stipend level (up to \$1,800) and the rising number of students.

BVS Objectives

BVS Priority #1: Institutionalize Virginia Values Vets (V3) initiative through a change to the Code of Virginia or an Executive Order (WORKFORCE DEVELOPMENT).

Status: Governor McDonnell and DVS launched the Virginia Values Veterans (V3) Program at the end of FY12. Base funding and legislation approved by the Governor and 2013 General Assembly for the V3 Program.

BVS Priority #2: Appropriate funding for DVS Tele-Vet system and improved use of social media: (1) \$150,000 in FY14 (General Fund – one time) to develop and deploy a Tele-Vet system to reach Virginia veterans who do not own or have ready access to a computer; (2) \$25,000 (General Fund) per fiscal year in FY15 and beyond for system operation; and (3) \$20,000 (General Fund) annually for a wage employee to better engage Virginia veterans through social media, such as Facebook, LinkedIn, YouTube, and podcasts (TECHNOLOGY ADVANCES and OTHER SERVICES FOR VETERANS).

Status: not funded.

BVS Priority #3: Increase the DVS budget by \$30,000 (General Fund) per year to allow 10 DVS claims agents to attend the American Legion training and 10 agents to attend the VFW training (QUALITY OF LIFE ENHANCEMENT and OUTREACH).

Status: funding approved by Governor and General Assembly. DVS has sent claims agents to national training provided by the VFW and American Legion.

BVS Priority #4: (1) Authorize use of federal funds for the Non General Fund portion of the maintenance reserve and equipment replacement requirements. (2) Keep burial vault charges for veterans and spouses and the burial fee for spouses in place, subject to a bi-annual review by the BVS Cemeteries Committee (OTHER SERVICES FOR VETERANS).

Status: approved. DVS non-general fund authorization increased by \$160,000 (partially offset by \$80,000 general fund reduction) to provide for essential maintenance and equipment replacement projects. Significant projects completed or underway at Virginia Veterans Cemetery (Amelia) and Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk).

BVS Priority #5: Assign a Senior Assistant Attorney General to the Department of Veterans Services on a full-time basis (OTHER SERVICES FOR VETERANS).

Status: Governor McDonnell and 2013 General Assembly approved \$65,000 for DVS to reimburse the Office of the Attorney General for the costs associated with assigning a Senior Assistant Attorney General to DVS on a full-time basis. SAAG has been assigned and is working in DVS.

BVS Priority #6: DVS to partner with veterans service organizations (VSOs) to create a resource directory of non-DVS claims agents and share this information with members of the General Assembly (OUTREACH and OTHER SERVICES FOR VETERANS).

Status: no budget or legislation required. DVS will work with state VSOs on effective ways to disseminate this information.

JLC AND BVS OBJECTIVES, AND VWMB RECOMMENDATIONS, IN SUPPORT OF THE COMPACT – FY15 (2014 GENERAL ASSEMBLY)

The following objectives were established for FY15 by the JLC and BVS in conjunction with DVS:

JLC Objectives

JLC Priority #1: That the Governor and General Assembly support competitive compensation authority and funding for DVS claims agents (OTHER SERVICES FOR VETERANS).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly.

JLC Priority #2: That the Governor and General Assembly adopt budgeting/legislation that will allow the continuance of base funding for the Virginia Values Veterans (V3) Program to support hiring and retention of veterans, particularly those who have served during the past decade, and those returning from deployment (WORKFORCE DEVELOPMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly.

JLC Priority #3: That the Governor and General Assembly continue and increase funding for the Virginia Wounded Warrior Program as a priority in the development and approval of the 2014-2016 biennial budget (OUTREACH and QUALITY OF LIFE ENHANCEMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly.

JLC Priority #4: That the Governor and General Assembly enact legislation to permit the electronic return of absentee ballot by overseas uniformed military voters (TECHNOLOGY ADVANCES and OTHER SERVICES FOR VETERANS).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly. The General Assembly's Joint Commission on Technology and Science (JCOTS) is studying this issue, with assistance from the State Board of Elections (SBE).

JLC Priority #5: That the Governor and the General Assembly approve funding in the 2014-2016 biennial budget to move the Homeless Veterans Program forward. Up to \$450,000 in FY2015 and \$970,000 in FY2016 (OUTREACH and QUALITY OF LIFE ENHANCEMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly.

JLC Priority #6: That the Governor and General Assembly provide one-time funding in the FY2015 budget to commission an update to the 2010 Virginia Tech report "Assessing the Experiences, Supportive Service Needs and Service Gaps of Veterans in the Commonwealth of Virginia" to measure progress in access to health care, behavioral healthcare and supportive community services, including employment, housing and financial assistance, for veterans, members of the National Guard and Reserves not in active federal service and their families in the Commonwealth (OTHER SERVICES FOR VETERANS).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly.

JLC Priority #7: That the General Assembly pass a resolution to provide a Real Property Tax Exemption for Spouses of Military Killed in Action, identical to the resolution (HJ551) passed by the 2013 General Assembly, and that the Governor and General Assembly enact legislation to place a referendum on the ballot for the November 4, 2014 general election (QUALITY OF LIFE ENHANCEMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. JLC Chairman and members outlined the JLC's initiatives for the 2014 General Assembly. Delegate David Ramadan (sponsor of the 2013 resolution) attended the Veterans Roundtable Meeting.

BVS Objectives

BVS Priority #1: That the Department of Veterans Services (DVS) create a staff development plan to serve as an effective management tool to recruit, hire, train, and most importantly, retain Benefits Section staff. Based on this plan, DVS should identify the necessary funding to implement the plan in Fiscal Years 2015 and 2016 and submit a supporting budget request to the Governor and General Assembly (OUTREACH and QUALITY OF LIFE ENHANCEMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. BVS Chairman and members outlined the BVS's initiatives for the 2014 General Assembly.

BVS Priority #2: That the Governor and General Assembly authorize two additional positions for the state veterans cemeteries in Fiscal Year 2015 (OTHER SERVICES FOR VETERANS).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. BVS Chairman and members outlined the BVS's initiatives for the 2014 General Assembly.

BVS Priority #3: That the Governor and General Assembly enact legislation effecting a very limited change to the Code of Virginia in regards to the residency requirements of the Virginia Military Survivors and Dependents Education Program (VMSDEP). The requested change would expand eligibility for benefits under the VMSDEP to the qualified survivors and dependents of recently separated or retired military service members who do not meet current VMSDEP residency requirements but who meet all other requirements. These veterans, when they were on active duty, may not have been a bona fide domiciliary of the Commonwealth of Virginia for tax purposes, but have had a long-term physical presence in the Commonwealth because they were assigned to a duty station in Virginia. These new veterans have remained in Virginia after leaving active duty, and have taken the steps required to establish domicile. They have demonstrated their commitment to the Commonwealth by their long-term physical presence and by remaining in the state after leaving active duty (WORKFORCE DEVELOPMENT and QUALITY OF LIFE ENHANCEMENT).

Status: Veterans Roundtable Meeting with Governor McDonnell held on August 14, 2013. BVS Chairman and members outlined the BVS's initiatives for the 2014 General Assembly.

VWMB Recommendations

The Virginia War Memorial Board urges the Commissioner of Veterans Services, the Secretary of Veterans Affairs and Homeland Security, and the Governor to support the funding and position authorization for the following full-time positions, in order to allow the Memorial to staff the Virginia War Memorial expansion and to accomplish the Memorial's mission (OUTREACH and OTHER SERVICES FOR VETERANS):

1. Assistant Director: to assist in conducting the over 40 education programs held annually; assist the Executive Director by attending veterans and civic group meetings state-wide; serve on the Memorial's speakers bureau; conduct research; and lead special projects;
2. Facilities Director: to oversee the over 50,000 square feet of education and office space; coordinate maintenance; ensure that the Memorial facilities are prepared for events and meetings; and oversee the custodial and security contracts;

3. Assistant Curator: to assist the Curator with all aspects of maintaining exhibits and displays in over 50 display cases; keep the Memorial collection properly conserved; maintain artifact inventory records; and assist in preparing temporary and travelling exhibits;
4. Volunteer Program Supervisor: to recruit, train, schedule, and supervise approximately 100 volunteers who serve as docents, trainers, speakers, researchers, grounds workers, and facilitators; conduct quarterly "Chat and Learn" classes; serve as facility Safety Officer by overseeing CPR and first aid training, fire drills, fire extinguisher inspection, conduct/oversee Continuity of Operations Plan (COOP) efforts, maintain telephone notification and severe weather notification plans, conduct severe weather drills, and inspect the Memorial for safety hazards; work with the Facility Director to correct any safety issues;
5. Administrative Assistant: to answer telephones and direct callers; receive and send mail; maintain office supplies, office machines, and all master files; assist the Executive and Assistant Directors; schedule meetings, schedule and arrange staff travel; ensure timely completion of all administrative items; and maintain the Memorial's master calendar.

DVS at a Glance

BENEFIT SERVICES

Assists Virginia's veterans and their dependents in obtaining benefits to which they are entitled under federal and state law.

- 25,120** Claims submitted to U.S. Department of Veterans Affairs in FY13
- 14,354** Claims adjudicated by USDVA in FY13
- 10,978** Claims granted in FY13 – 76% approval rate
- 142,592** Client contacts in FY13
- \$1.9B** Compensation and disability payments to Virginia veterans and dependents in FFY12

VIRGINIA WOUNDED WARRIOR PROGRAM

Provides behavioral health, rehabilitation services, and support to veterans, National Guard members, reservists, and their family members.

- 5,431** Total Individual Services Delivered (Information and Referrals + Direct Services)
- 1,938** Individual Information and Referrals Provided
- 3,453** Individual Direct Services Provided
- 712** Community events conducted by VWWP staff
- 171,706** Virginians reached at VWWP sponsored or co-sponsored community events
- 4,851** Military personnel and families reached at 64 VWWP sponsored briefings specifically targeted to a military audience

STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

Approves institutions and establishments operating in Virginia in order that eligible veterans and their dependents may enroll and receive financial assistance (GI Bill benefits) from the U.S. Department of Veterans Affairs (USDVA) while pursuing an approved educational course or program.

4TH Commonwealth's ranking among the 50 states in terms of veterans using their GI Bill benefits in FFY12

\$571M Amount of GI Bill benefits paid to Virginia recipients in FFY12

1,032 Instructional institutions in Virginia approved to provide training to veterans and dependents in FFY12

+167% Growth from FFY07 to FFY12 in number of Virginia veterans and dependents using GI Bill benefits

VETERANS CARE CENTERS

Provide long-term care, assisted living care, Alzheimer's/dementia care, and short-term rehabilitation to Virginia's veterans.

Sitter & Barfoot Veterans Care Center—adjacent to McGuire Veterans Affairs Medical Center, Richmond

160 Beds in private rooms providing skilled nursing care and a secure Alzheimer's/dementia unit (*40 bed addition under construction*)

Virginia Veterans Care Center—adjacent to Salem Veterans Affairs Medical Center

240 Beds providing skilled nursing care, domiciliary care, and a secure Alzheimer's/dementia unit

131,989 Patient days of care provided at both care centers in FY13 (90% capacity)

VIRGINIA VETERANS CEMETERIES

Serve the memorial and perpetual care needs of veterans and eligible dependents. Virginia's veterans cemeteries are shrines commemorating the personal sacrifice of those who served and those who stand ready to defend our freedom.

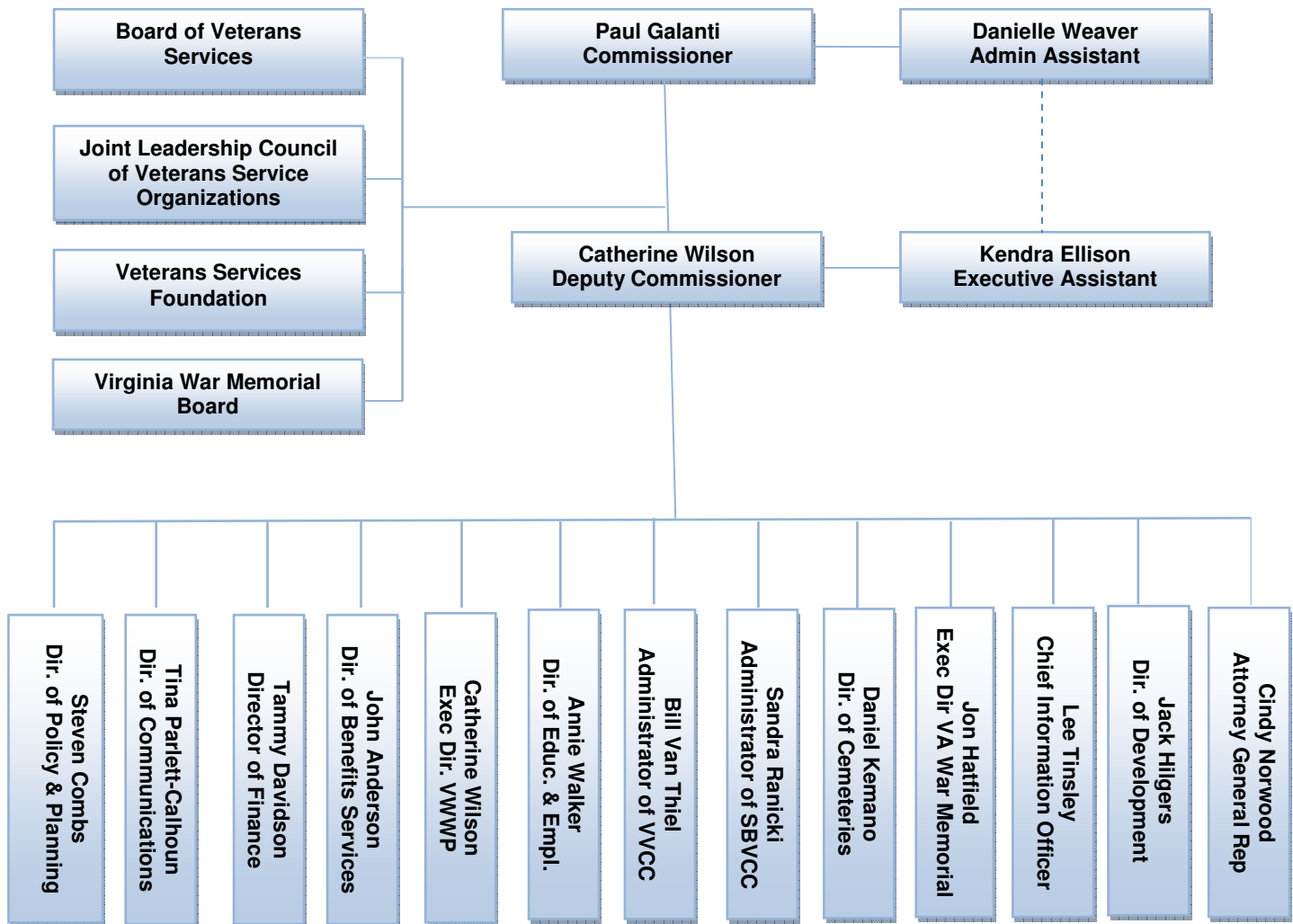
1,346 Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY13

VIRGINIA WAR MEMORIAL

The Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present; and through its Education Center serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. In its educational mission, the Virginia War Memorial will project a variety of internal and outreach programs, artifacts, research materials, Virginians at War documentaries, exhibitions, seminars, and ceremonies will be used to instill a living memorial to all citizens and citizen-warriors of the nation's commitment to freedom.

60,004 Visitors to the Virginia War Memorial in FY13

DVS Organizational Chart – as of 11/1/13



DVS Locations

Benefits Services Offices

- 1 Accomac
- 2 Alexandria
- 3 Big Stone Gap
- 4 Bristol
- 5 Cedar Bluff
- 6 Charlottesville
- 7 Danville
- 8 Fairfax
- 9 Front Royal
- 10 Hampton
- 11 Hampton VA Medical Center
- 12 Henrico
- 13 Lynchburg
- 14 McGuire VA Medical Center (Richmond)
- 15 Portsmouth
- 16 Quantico
- 17 Roanoke
- 18 Salem VA Medical Center
- 19 South Hill
- 20 Staunton
- 21 Tidewater (Norfolk)
- 22 Virginia Beach
- 23 Wytheville

Care Centers

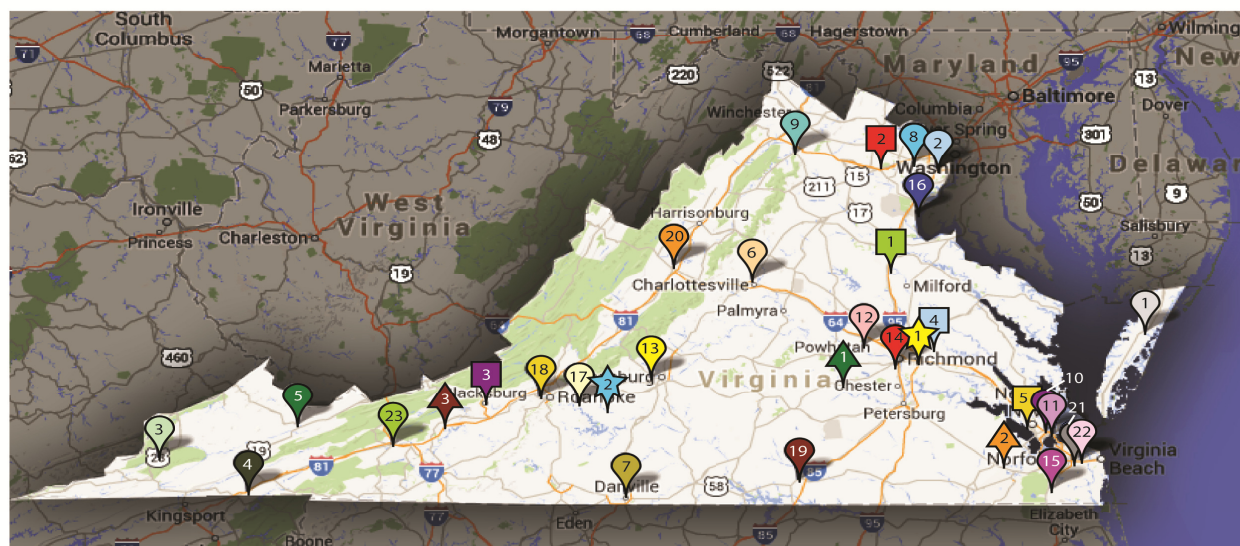
- ★ Sitter and Barfoot Veterans Care Center, Richmond
- ★ Virginia Veterans Care Center, Roanoke

Virginia Wounded Warrior Program

- 1 Region I - Fredericksburg
- 2 Region II - Leesburg
- 3 Region III - Blacksburg
- 4 Region IV - Richmond
- 5 Region V - Hampton

Cemeteries

- 1 Virginia Veterans Cemetery, Amelia
- 2 Albert G. Horton, Jr., Memorial Veterans Cemetery Suffolk
- 3 Southwest Virginia Veterans Cemetery, Dublin

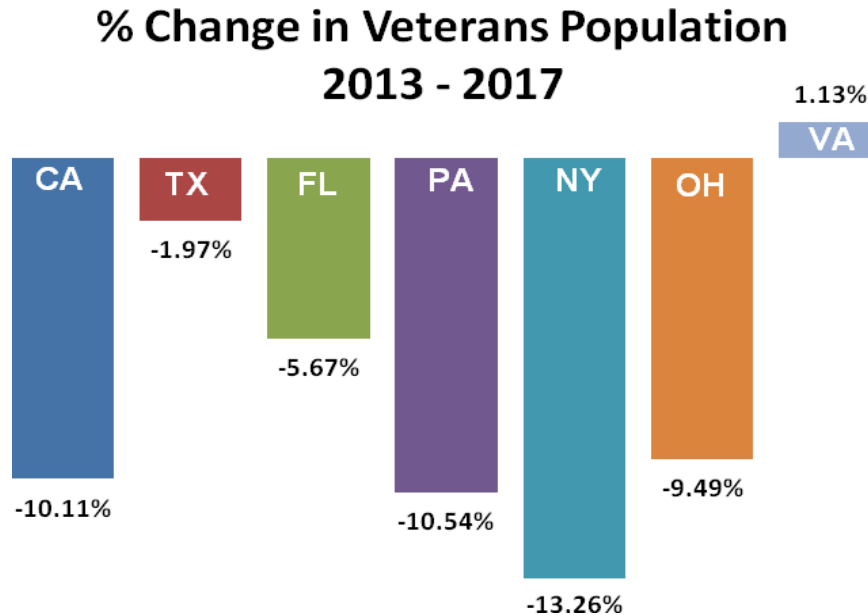


Who are Virginia's Veterans?

POPULATION

840,398 Projected number of veterans living in Virginia as of September 30, 2013 (*USDVA, Table 6L*)

The number of veterans living in Virginia is expected to peak at 849,892 veterans in 2017, before beginning to decline slightly. The increase of 9,494 veterans from 2013 to 2017 represents a 1.13% increase. Virginia is one of only three states in which the population is forecast to rise through 2017. The others are Wyoming (rise of 341 veterans, or 0.60%) and Alaska (rise of 118 veterans, 0.16%).

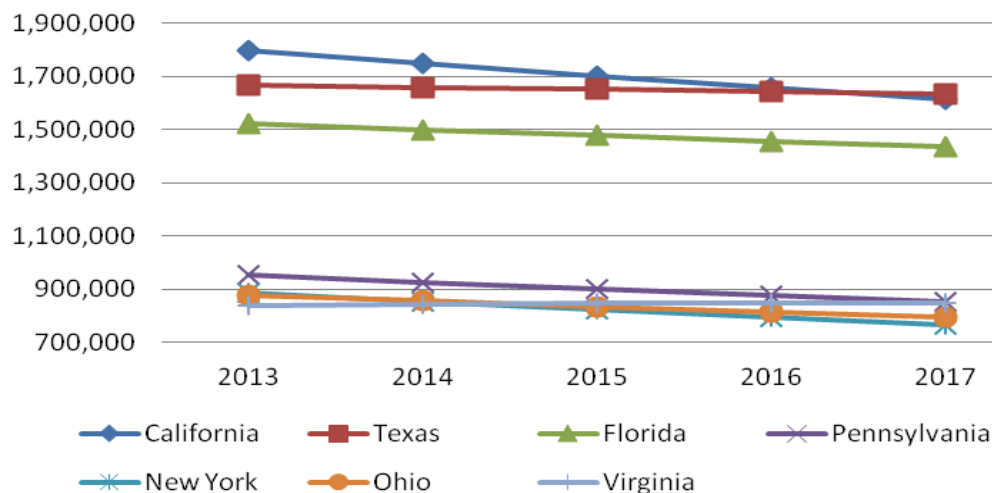


In contrast, the veterans population in California is forecast to decrease from 1,795,455 in 2013 to 1,613,883 in 2017. Other states with a large veterans population will see similar declines from 2013 to 2017 including New York (-117,457), Pennsylvania (-100,484), Florida (-86,258), and Ohio (-83,269).

In percentage terms, the state with the largest decline in veterans population is New Jersey, where the population is expected to decline by 14.32%, from 425,094 in 2013 to 364,213 in 2017.

7th Virginia's national ranking in terms of the 2013 veteran population (*USDVA, Table 6L*). The USDVA predicts that Virginia will rank 5th by 2015 and 4th by 2018.

Veteran Population 2013-2017



134,150 Number of female veterans in Virginia in 2013 (*USDVA, Table 6L*)

ERA OF SERVICE (AS OF SEPTEMBER 30, 2013)

675,835 Total war time

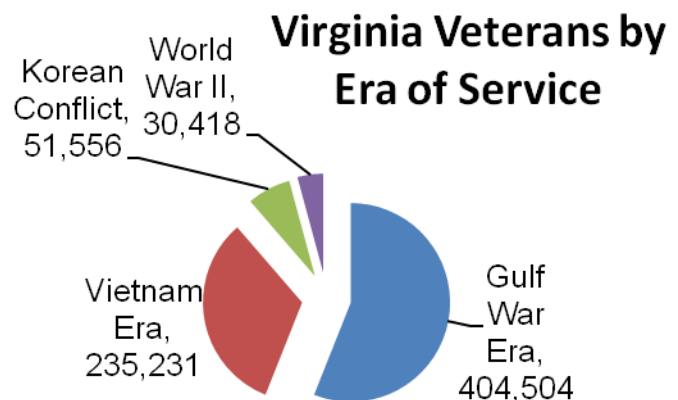
164,563 Total peace time

404,504 Gulf War Era

235,231 Vietnam Era

51,556 Korean Conflict

30,418 World War II





(USDVA, Table 7L. Note: veterans who served in multiple conflicts may be counted twice. For example, a veteran who served in both WWII and Korea would be counted in both sets of numbers.)

EDUCATION

57,264 Number of veterans receiving G.I. Bill benefits in Virginia in FFY12. Virginia ranks 4th in the nation in number of veterans receiving G.I. Bill benefits

\$571M Total G.I. Bill benefits paid to veterans in Virginia in FFY12

DISABLED VETERANS

146,341 Number of veterans receiving USDVA disability benefits as of September 30, 2012

\$1.9B Disability payments to Virginia veterans in FFY12

HOMELESSNESS AND HOUSING

719 Estimated number of homeless veterans in Virginia on a single night in January 2013
(U.S. Department of Housing and Urban Development (HUD), HUD's 2013 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations – Virginia, Preliminary Data submitted to HUDHDX in May 2013 as reported via the Virginia Department and Housing and Community Development)

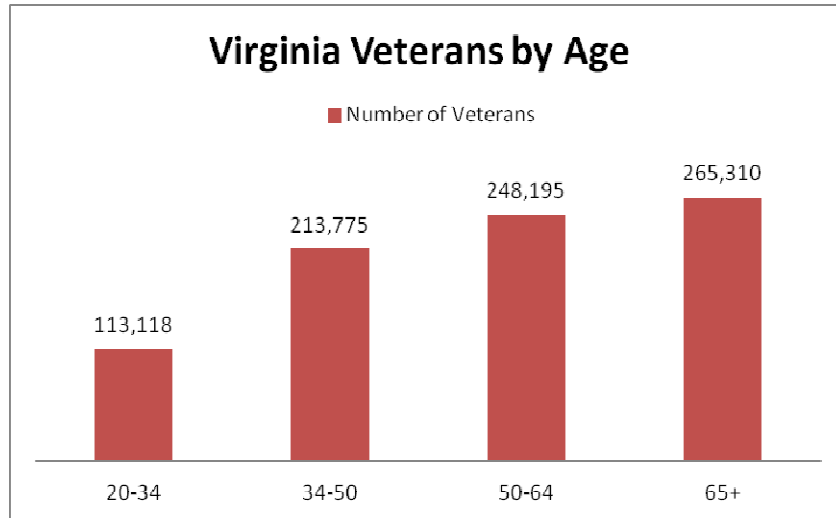
1,500 to 2,500 Estimated number of veterans estimated to be homeless in Virginia at some point in FY13.

157 Number of homeless veterans housed in FY13 through the Virginia Wounded Warrior Program.

AGING

265,310 Projected number of veterans age 65+ living in Virginia in 2013
(USDVA, Table 6L)

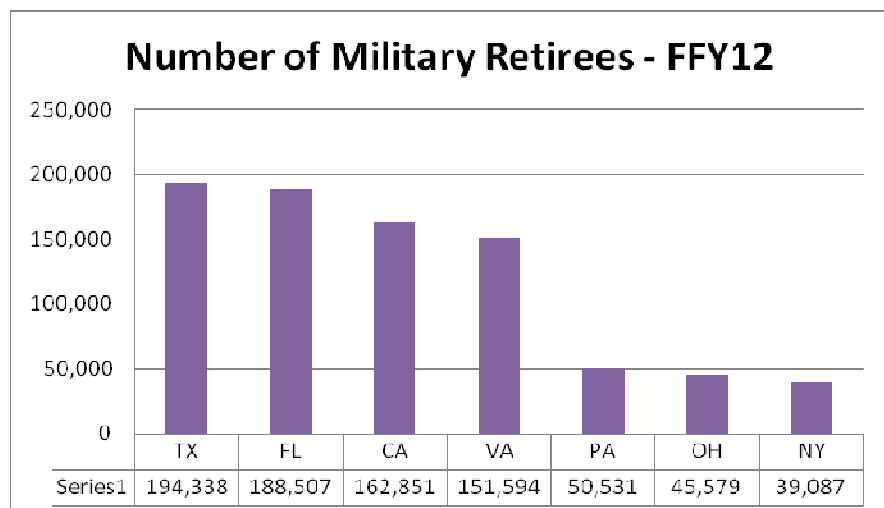
The number of veterans age 65+ will continue to increase annually, reaching more than 274,283 by 2017
(USDVA, Table 6L)



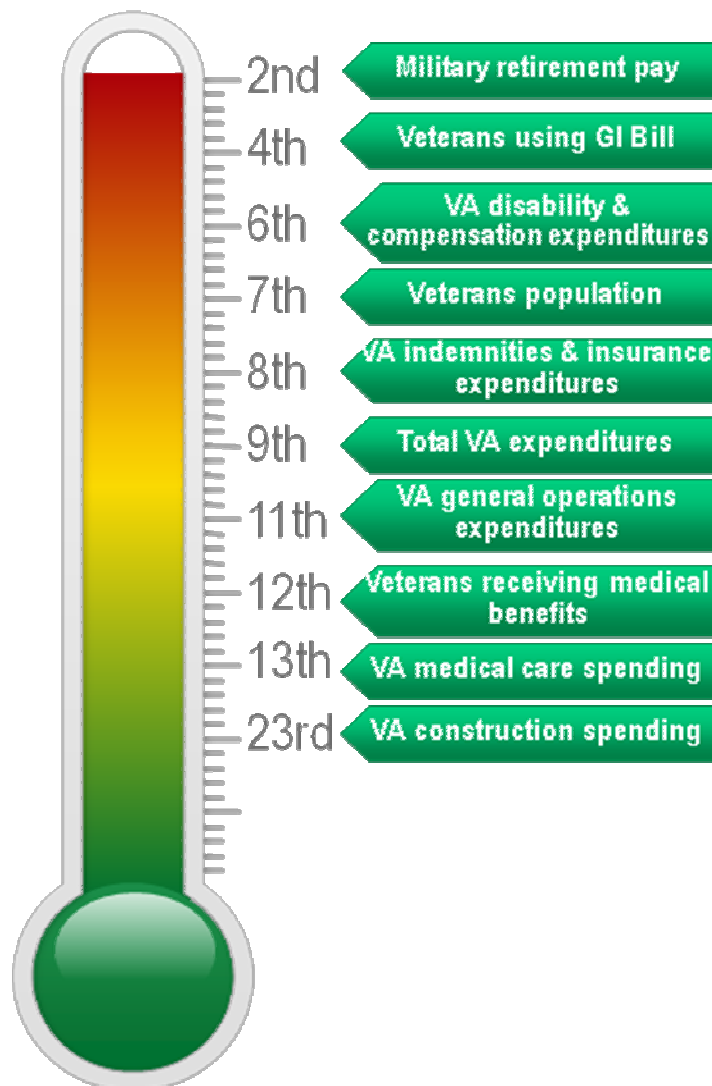
MILITARY RETIREES

151,594 Number of military retirees in Virginia. Virginia ranks fourth in the nation.

(DoD, Office of the Actuary, Statistical Report on the Military Retirement System, Fiscal Year 2012)



Where does Virginia rank nationally? (FFY12)



Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing in \$8.6B in federal funding through compensation and pension payments, construction expenditures, educational and vocational rehabilitation employment expenditures, medical expenditures, and military retiree pay.

USDVA EXPENDITURES IN VIRGINIA DURING FFY12¹

\$3.85B Total USDVA expenditures in Virginia

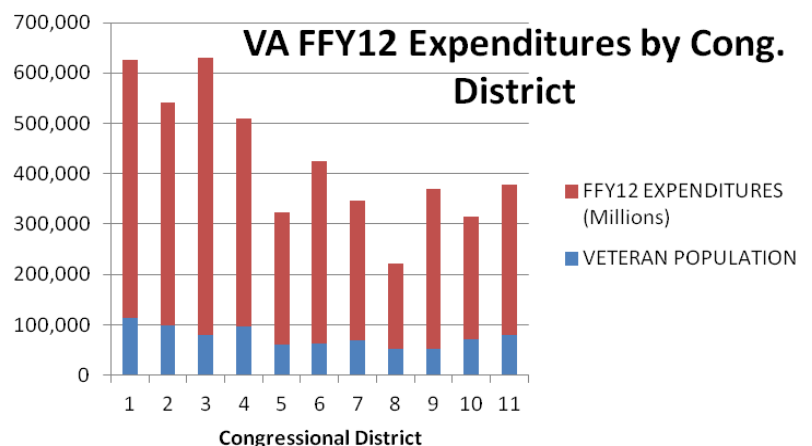
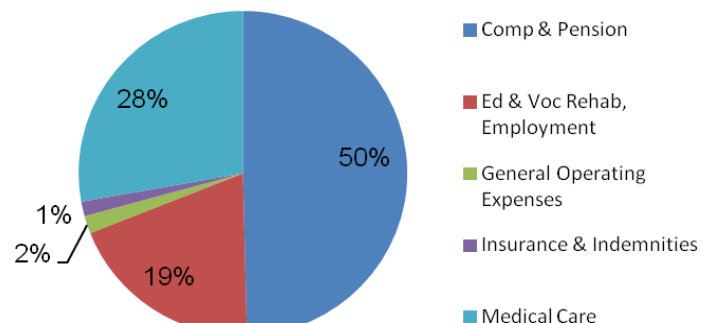
\$1.9B Compensation and disability payments to Virginia veterans and their dependents.

\$67.17M General operating expenses

\$744.3M Education and vocational rehabilitation employment expenditures

\$1.07B Medical care expenditures

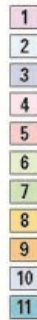
VA Expenditures in Virginia FFY12



The Virginia Department of Veterans Services COMMISSIONER'S FY13 ANNUAL REPORT



¹. Source for all data on this page: U.S. Department of Veterans Affairs, FY12 Summary of Expenditures by State, <http://www.va.gov/vetdata/Expenditures.asp>



Map of Virginia Congressional districts

IMPACT OF NEW COMPENSATION AND PENSION CLAIMS FY13

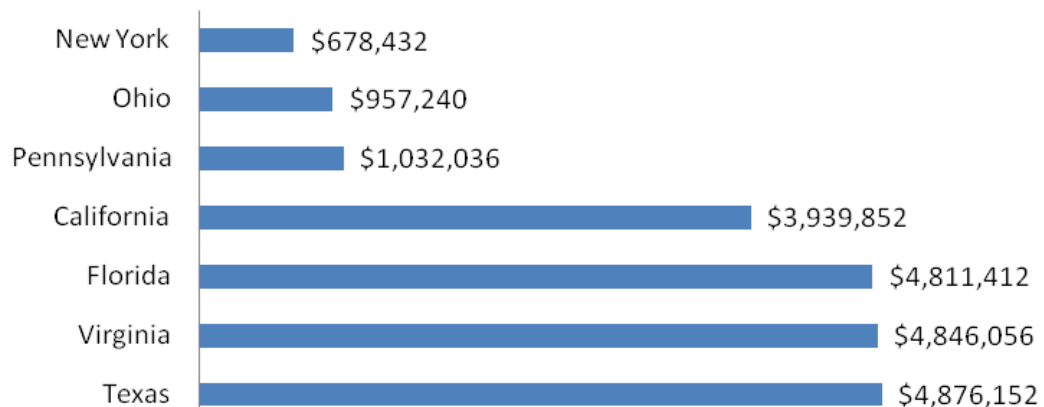
\$153.6M Estimated total fiscal impact of new compensation and pension claims submitted in FY13.

This is based on number of claims submitted by DVS on behalf of Virginia's veterans and approved by the Roanoke Regional Office of the USDVA (10,978 claims were approved by the USDVA out of 14,354 adjudicated). Multiplied by \$8,000 (the average compensation awarded by the USDVA in Virginia), gives a subtotal of \$87.8M. Retroactive awards to veterans in FY13 totaled \$65.8M, making the total impact \$153.6M.

US DEPARTMENT OF DEFENSE EXPENDITURES IN VIRGINIA IN FFY12

\$4.85B Retirement pay to military retirees in Virginia. Virginia ranks second, after Texas, in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Report on the Military Retirement System, Fiscal Year 2012.*)

FFY12 Military Retired Pay (in thousands)



Benefits Services

MISSION

Assist Virginia's veterans and their dependents in obtaining benefits to which they are entitled under federal, state, and local laws.

Annual Services Provided	FY11	FY12	FY13
Claims submitted to USDVA	28,541	27,279	25,120
Claims adjudicated	15,962	15,967	14,354
Claims approved / % approved	12,063 / 76%	12,362 / 77%	10,978/76%
Retroactive awards	2,534	2,781	5,298
Dollar value of retroactive awards	\$57.6M	\$60.0M	\$65.8M
Client contacts	135,721	133,731	142,592
Number of field offices	20	22	22
Itinerant points	58	63	63
Itinerant visits	7,725	8,624	7,919
Budget	\$3,139,749	\$3,641,189	\$3,992,746
Authorized Positions	69	69	70
Filled Positions – as of June 30	55	55	62

For more detailed information, refer to Appendix A

ACTIVITIES

The Benefits Services section of DVS assists Virginia's veterans in gaining access to the benefits to which they are entitled through their service and sacrifice. Among these benefits and services are compensation for service-connected disability or death, income-based pensions, medical care, educational benefits, and home purchase assistance.

While veterans service representatives (claims agents) are able to help many veterans over the phone, much of the assistance takes place at a field office or itinerant contact point. During these face-to-face contacts, veterans service representatives guide veterans through the myriad steps required to file a USDVA claim.

Developing a solid claim is more than a matter of completing the application. Supporting documents, sometimes decades old, must be retrieved from federal and state archives. The process is labor-intensive. A veterans service representative may spend an hour interviewing a veteran, but

then spend 20 hours or more finding records and completing the necessary supporting documentation. All of this hard work pays off if the USDVA approves the claim.

If approved by the USDVA, a claim results in two types of awards: monthly compensation based on the level of disability and a retroactive award back to the claim date. While most retroactive (or retro) awards are relatively small, some exceed \$50,000 and can even reach the six-figure level.

In addition to serving veterans field offices, the Benefit Services section also assists veterans at itinerant service points. The itinerant service points are, in effect, satellite field offices with space provided by federal, state, and local government agencies and private organizations such as the Veterans of Foreign Wars and American Legion. Because the organizations often provide the space at no charge, the itinerant service points allow DVS to reach and serve a greater number of veterans without incurring the cost of fixed operating facilities.

Virginia Wounded Warrior Program

MISSION

The Virginia Wounded Warrior Program (VWWP), in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department for Aging and Rehabilitative Services (DARS), monitors and coordinates behavioral health and rehabilitative services and support through an integrated, comprehensive and responsive system of public and private partnerships. VWWP facilitates these services for Virginia veterans, members of the Virginia National Guard and Armed Forces Reserves (not in active federal service), and their families affected by stress related conditions or traumatic brain injuries resulting from military service.

Annual Services Provided	FY11	FY12	FY13
Veterans and their families served	3,617	5,283	5,431
Community events attended by VWWP staff	615	822	712
Virginians reached at events	13,450	17,450	171,706
Military personnel and families reached at VWWP briefings	6,550	4,460	4,851
Resources			
Budget	\$2,214,246	\$2,514,246	\$2,711,264
Authorized Positions	7	7	10
Filled Positions – as of June 30	6	7	8

Regional Highlights

The five VWWP Regional Consortia continued to work with veterans and families across the Commonwealth and to expand the array of community support services.

Peer specialists in Region 1 facilitated a number of veteran and family support groups, all benefitting from the training and military experience of the combat veteran peer specialists and the family resource specialist. The groups provide opportunities for information sharing, networking, discussions about transition from the military and deployment, and sharing combat and service experiences.

In both Regions 1 and 2, support groups were held on community college campuses. Other venues include local churches and other community facilities.

Region 2 focused on the provision of counseling through individual and group support on three campuses of the Northern Virginia Community College. This region also focused efforts on

assisting homeless and at-risk veterans and families as well as expanding opportunities for veteran employment.

Region 3 utilized federal grant dollars to expand Telehealth services among Salem VA Medical Center (VAMC) and Community Services Boards in the region. Telehealth clinics allow veterans to link with their behavioral healthcare providers at the VAMC rather than to have to travel to the facility for follow up treatment.

Region 4 takes great pride in its *Mission Healthy Relationships* and *Mission Healthy Families* Weekend Retreats. These workshops help veteran couples and families build relationships, improve communication skills and develop resiliency skills that help the veteran and family members deal with the stress of military life and deployment.

Region 5 has partnered with the myriad of resources for active duty military, veterans and families in the Greater Hampton Roads region. This team includes the VWWP statewide reentry specialist who works with other reentry specialists across the state. The team also focuses on services to homeless and at-risk veterans and families, networking with the local Continuum of Care and the VA homeless services staff. Region 5 also hosts the Virginia Veterans Corps, an AmeriCorps program engaging part-time “Navigators” in assisting service members, veterans and families and connecting them to Resource Specialists whenever needed.

Housing Development Team

FY13 brought the addition of two vital members of the VWWP team, the Director and Associate Director of Housing Development for Veterans. This team has educated VWWP staff, community partners, state leadership and national housing leaders about the issue of veteran homelessness in Virginia. They have brought to the forefront a commitment to ending veteran homelessness in Virginia by the end of 2015.

The team works to develop and offer solutions to addressing veteran homelessness and to preventing those who are at risk from becoming homeless. They focus on permanent supportive housing solutions and prevention strategies that utilize all available community resources to help veterans and their families.

They are working closely with VA Homeless Programs, such as the Healthcare for Homeless Veterans Program that administers the Grant and Per Diem programs as well as HUD-VASH, the Support Services for Veteran Families (SSVF), and Compensated Work Therapy (CWT). In addition, they bring to bear all of the mainstream homeless services that can help veterans and families, including Projects of Assistance in Transition from Homelessness (PATH), SSI and SSDI Outreach Access and Recovery (SOAR), emergency and transitional housing, homeless prevention and rapid re-housing programs, and the Continuum of Care Organizations.

Training and Grants

FY13 was the third and final year of grant support for the training program provided by the Virginia Commonwealth University Partnership for People with Disabilities (VCU/PPD): *Common Ground: Linking Wounded Warriors and Community Support Providers*. VWWP will continue this partnership in FY14 utilizing other funding sources.

In May, 2013 VWWP and VCU/PPD offered Prolonged Exposure Therapy Training to 50 clinicians across the Commonwealth. The two-day intensive training was provided by the Center for Deployment Psychology of the Uniformed Services University for the Health Sciences in Bethesda, Maryland. Evaluations of this type of in-depth clinical training were outstanding, with many clinicians requesting more opportunities for networking and training with VWWP.

In August, VWWP and VCU/PPD offered five Regional Trainings on Evidence Based Practices in Substance Abuse Treatment for Veterans and in Treatment for Military Sexual Trauma (MST). Presenters included Tom Durham, JBS International, Inc., and MST experts from the U.S. Department of Veterans Affairs. In addition, representatives from the Virginia Employment Commission and the Virginia Values Veterans (V3) Program discussed efforts to address veterans' employment. Again, the training was rated highly by all participants with requests for more training and networking opportunities at the local and regional levels.

VWWP Criminal Justice Partners Training (CJPT): VWWP, in partnership with DBHDS was awarded a federal grant of \$71,250 per year for four years from the Virginia Department of Criminal Justice Services to fund a targeted educational program for judges, court personnel, and other criminal justice partners across the Commonwealth. This grant is in its fourth year of execution. Project goals for this year include continued CJPT trainings, presentations; development of a CJPT webinar for judiciary; advanced trainings for CIT officers on veterans' issues and evaluation of the project.

U.S. Department of Health and Human Resources Health Resource Services Administration Flex Rural Veterans Health Access Program-- VWWP Expansion in Southwest Virginia, VWWP Region 3: Partnering with the Virginia Department of Health, State Office of Rural Health, VWWP was awarded a federal grant of \$296,667 renewable for three years from the Health Resources and Services Administration (HRSA) for *The Flex Rural Veterans Health Access Program*. This grant is in its third year of execution. VWWP has been granted a No Cost Extension to complete the year with the installation of telehealth sites in Community Services Boards in Southwest Virginia. Grant resources have significantly expanded services to veterans and families across Southwest Virginia.

VWWP Virginia Veterans Corps (AmeriCorps): VWWP in partnership with the Office on Volunteerism and Community Service within the Virginia Department of Social Services (DSS) received an initial \$133,000 federal pass-through grant from the Corporation for National and Community Service (CNCS) in 2011. The grant required a 24% state match. The AmeriCorps grant funds the Virginia Veterans Corps (VVC) Program. This program is staffed by an AmeriCorps

Director and 22 part-time AmeriCorps members within VWWP and partner organizations in Region 5 (Tidewater) for expanding services to veterans and their families.

The 22 VVC part-time AmeriCorps members, known as “Navigators,” help veterans, service members and their families access services for healthcare, behavioral health care, social services or other individual and family needs. The Navigators work in a variety of service organizations and community settings, increasing awareness and referrals to VWWP as well as providing direct services.

VWWP has been approved for its third year of funding under this grant: CNCS grants \$146,300 in federal resources and VWWP matches it with \$53,892. It expected that DSS will issue an RFP in January, 2014 for additional resources under this grant opportunity. VWWP and DSS have worked together to develop a concept paper that would expand the program into VWWP Regions 1, 2 and 4. Navigators would work with universities and community colleges as well as working with homeless services partners.

VISTA: in August 2012, VWWP was awarded five VISTA positions by the State Office of the Corporation for National and Community Service. VISTAs were placed in Regions 1, 4 and 5. The VISTAs have worked with VWWP over the past year to increase outreach and marketing of the program and to develop a long-term marketing plan and volunteer services plan. The value of the VISTA staffing was \$182,804 in federal funding.

State Approving Agency for Veterans Education and Training

MISSION

Enable access to post-secondary education opportunities for veterans and eligible family members.

Annual Services Provided	FFY11	FFY12	FFY13
Number of education and training institutions supported	991	1,017	1,032
Educational program approval actions	4,529	993*	1,236*
Number approved / % approved	4,388 / 97%	858* / 86%	997* / 81%
Other approval actions	871	498	633
Number approved / % approved	831 / 95%	447 / 90%	572 / 90%
Educational institution supervisory visits	452	154**	130**
% of required supervisory visits completed	100%	92%	108%***
Veteran student population	51,474	57,264	42,742****
Resources			
Budget	\$704,223	\$704,223	\$708,562
Authorized Positions	7	9	9
Filled Positions – as of June 30	7	8	8

Note: data is reported by federal fiscal year (FFY) since SAA activity is tracked on that basis.

For more detailed information, refer to Appendix B

* A new compliance mission required visits to fewer education and training institutions but more in-depth auditing of academic and financial records. Fewer approval actions are due to public schools being reclassified as “Deemed Approved.”

** A new compliance mission required visits to fewer education and training institutions in FFY12 and FFY13 but more in-depth auditing of academic and financial records.

*** The SAA conducted 10 additional compliance surveys to assist the U.S. Department of Veterans Affairs Regional Office in reaching their goal.

**** Number of veterans receiving G.I. Bill benefits in Virginia as of April 2013. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY13 will be available in January 2014.

ACTIVITIES

Operating under a contract with the U.S. Department of Veterans Affairs, the State Approving Agency for Veterans Education and Training (SAA) reviews, evaluates, and approves post-secondary education and training programs offered by educational institutions, businesses, and

industries in the Commonwealth of Virginia. After a program has been approved, veterans and other eligible persons may enroll and receive financial assistance from the U.S. Department of Veterans Affairs. The SAA ensures compliance with state and federal regulations through on-site visits to active institutions and establishments.

In FFY12, the SAA assumed a new mission of conducting Compliance Surveys. Compliance Surveys are conducted at schools and establishments to verify enrollment data, award actions and previous payments for accuracy, and to ensure that payments made to eligible Veterans are in keeping with USDVA regulations. The records are reviewed and audited by the SAA to determine compliance. The SAA is also responsible for conducting investigations pertaining to Title VI of the Civil Rights Act of 1964; Title IX, Section 504, of the Education Amendments Act of 1972; Section 404 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975. The SAA has a secondary mission of making veterans and eligible family members aware of veterans education and training programs. Outreach activities are conducted at job fairs, military bases in the Commonwealth, and at veterans events hosted by DVS.

With just eight full-time employees, the SAA has responsibility for providing supervision and support for 1,032 education and training institutions. While some institutions only offer one program, in many cases an institution offers multiple programs, each requiring separate approval.

Care Centers

MISSION

Provide affordable, high quality, and comprehensive nursing and domiciliary care to Commonwealth of Virginia veterans residing in Virginia's state-operated veterans care centers.

Annual Services Provided	FY11	FY12	FY13
Virginia Veterans Care Center			
Patient Days—Nursing / % of beds occupied	61,496 / 94%	62,093 / 94%	59,078/90%
Patient Days—Assisted Living / % of beds occupied	17,008 / 78%	16,717 / 76%	16,156/74%
Sitter & Barfoot Veterans Care Center			
Patient Days—Nursing / % of beds occupied	56,255 / 96%	55,333 / 95%	56,786/ 97%
Resources			
Virginia Veterans Care Center			
Budget	\$18,700,000	\$19,130,091	19,554,913
Authorized Positions	260	260	260
Filled Positions – June 30	242	239	239
Sitter & Barfoot Veterans Care Center			
Budget	\$14,882,205	\$19,522,114	22,693,689
Authorized Positions	233	233	280
Filled Positions – June 30	213	212	222

For more detailed information, refer to Appendix C

ACTIVITIES

Virginia's veterans care centers receive no operating monies from the General Fund, operating entirely on revenues generated through services provided to residents. Revenue sources include Medicaid, Medicare, per diem payments from the U.S. Department of Veterans Affairs, and private funding sources.

Virginia Veterans Care Center

The Virginia Veterans Care Center (VVCC), located adjacent to the Salem Veterans Affairs Medical Center, provides state-of-the-art long-term health care for up to 240 veterans. Of the facility's 240 beds, 180 are dedicated to skilled nursing care, including 60 dedicated to the care of Alzheimer's patients. There are 60 beds serving assisted-living (domiciliary care) residents.

The VVCC provides on-site physical therapy, occupational and speech therapies, and podiatry care, as well as many other ancillary health care services. The care center also offers amenities such as a wheelchair accessible nature trail and deck, library, chapel, solariums, and barbershop.

Working in conjunction with approximately 30 veteran service organizations (VSOs) and more than 120 individual volunteers, staff members hold numerous activities for VVCC residents, including two carnivals for residents and their families. Attendance at each of the carnivals averages between 300 and 400 participants. The VVCC was pleased to again host a stop-over and dinner for more than 500 veterans on their way to Washington D.C. as part of the annual Run-For-The-Wall event. The bikers visited with VVCC residents, shared experiences, and showed off their bikes.

Each year, the VVCC conducts Operation Holiday Spirit (OHS) and raises approximately \$20,000 in donations to purchase holiday gifts for all care center residents. OHS donations also provide funding and equipment for resident activities and special needs.

Sitter & Barfoot Veterans Care Center

The Sitter & Barfoot Veterans Care Center (SBVCC), located on the campus of the McGuire Veterans Affairs Medical Center (VAMC) in Richmond, features 160 single-occupancy rooms. The care center has two 60-bed skilled nursing care units and one 40-bed Alzheimer's/dementia care unit. All beds are certified for both Medicare and Medicaid. The facility is also certified by the U.S. Department of Veterans Affairs.

The facility provides physical, occupational, and speech therapy, as well as therapeutic recreation, social and spiritual activities, and other amenities such as an on-site pharmacy, a fully equipped barber and beauty shop, activity and game rooms, resident lounges in each nursing unit, courtyards, and an outdoor walking trail. Veterans may be admitted as long-term residents or on a short-term basis for rehabilitation as they transition from hospital care to home.

Twenty-six volunteer groups as well as individuals assist the SBVCC activity department with a variety of programs. Among these volunteers are several groups/classes of active duty soldiers from Fort Lee.

In 2013, SBVCC held a wide variety of events and activities for the residents, including horseback riding at the Lonesome Dove Equestrian Center, Richmond Flying Squirrel baseball games, outings to the Virginia Museum of Fine Arts and the Virginia War Memorial, numerous live entertainment performances at the facility, and shopping trips.

Cemetery Services

MISSION

Provide a dignified final resting place for veterans and eligible dependents.

Annual Services Provided	FY11	FY12	FY13
<i>Virginia Veterans Cemetery</i>			
Interments	302	279	311
Pre-applications on file*	1,921	2,063	2,198
Outer burial containers sold	104	141	155
<i>Horton Veterans Cemetery</i>			
Interments	766	800	859
Pre-applications on file*	3,436	4,002	4,205
Outer burial containers sold	335	431	458
<i>Southwest Virginia Veterans Cemetery</i>			
Interments	23	143	175
Pre-applications on file*	639	985	1,298
Outer burial containers sold**	0	0	0
Resources			
Budget	\$1,030,445	\$1,711,609	\$1,693,257
Authorized positions	19	19	23
Filled positions – as of June 30	15	15	21

* Filing a pre-application is an indication of intent to be buried in a state veterans cemetery, and is a way to submit, in advance of the veterans death, all necessary documentation to verify eligibility for burial in a state veterans cemetery, including a copy of the DD-214 and a marriage certificate (if applicable).

** Outer burial containers are provided at no cost to most veterans interred at the Southwest Virginia Veterans Cemetery. For more information, refer to Appendix D

ACTIVITIES

The Cemetery Services section of DVS operates Virginia's three state-operated veterans cemeteries: the Virginia Veterans Cemetery in Amelia, the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, and the Southwest Virginia Veterans Cemetery in Dublin.

The cemeteries accommodate three types of interments: in-ground burial of casketed remains, in-ground inurnment of cremated remains, and above ground inurnment of cremated remains in a columbarium. Cremated remains are interred in the same manner and with the same honors as casketed remains.

Any member of the U.S. armed forces who dies on active duty, anyone retired from military service, or any veteran discharged under conditions other than dishonorable or undesirable is eligible for interment in a Virginia veterans cemetery. Also eligible for burial, if they meet certain requirements,

are members of the reserve forces and the National Guard, commissioned officers of the National Oceanic and Atmospheric Administration, some American merchant marines, and some others.

Dependents, including the legal spouse (or widow or widower) and/or an unmarried minor child under age 21, are also eligible to be buried in a Virginia veterans cemetery. In addition, an unmarried adult child, who, before the age of 21, became permanently incapable of self-support because of physical or mental disability, may be interred.

There is no charge for the gravesite/columbarium or necessary interment services for a qualified veteran at a Virginia veterans cemetery. The Commonwealth furnishes the gravesite, opens and closes the grave, orders a grave marker from the U.S. Department of Veterans Affairs, places the grave marker, and furnishes perpetual care of the gravesite without charge. The veteran and his or her eligible dependent, however, must purchase a casket for full ground burials or a plastic, stone (marbleized) or metal urn for cremated remains. Wooden urns are acceptable for above ground placement.

For each veteran buried in a state-operated veterans cemetery, DVS receives a \$722 reimbursement, called a plot allowance, from the USDVA. Spouses and eligible dependents are charged \$300 to offset the cost of operations. These monies, representing about one-third of the cemetery section's annual budget, are used to fund burial operations, grounds care, operating equipment phased replacement, and maintenance/upkeep of cemetery buildings inside and out. The bulk of the section's budget comes from the Commonwealth's General Fund.

To eliminate any administrative difficulties that may occur at the time of death, veterans are encouraged to complete a pre-application for burial in a Virginia veterans cemetery. While DVS will not assign a specific gravesite when a pre-application is submitted, the pre-application process ensures that all required paperwork has been submitted and verified.

All three cemeteries host Memorial Day services sponsored by local veterans groups. The cemeteries hold Open House events on Veterans Day designed to inform veterans, family members, friends, and members of the public of the burial benefits available to veterans and eligible family members. Cemetery tours and assistance with completing pre-application documents are provided during business hours, Monday through Friday. The cemeteries are staffed with one employee on holidays (Easter, Mother's Day, Father's Day, Memorial Day, Independence Day, and Veterans Day) to assist families who may be visiting a loved one's gravesite.

Virginia War Memorial

MISSION

The Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present; and through its Education Center serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. In its educational mission, the Virginia War Memorial will project a variety of internal and outreach programs, artifacts, research materials, Virginians at War documentaries, exhibitions, seminars, and ceremonies will be used to instill a living memorial to all citizens and citizen-warriors of the nation's commitment to freedom.

Honoring our Veterans, Preserving our History, Educating our Youth, and Inspiring Patriotism in All.

Annual Services Provided	FY11	FY12	FY13
Visitors	36,749	45,623	60,004

Resources			
Budget	\$391,312	\$741,312	\$743,543
Authorized Positions	4	4	4
Filled Positions – June 30	2	3	4

ACTIVITIES

Through its Paul and Phyllis Galanti Education Center, the Virginia War Memorial serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. With the support of the Virginia War Memorial Educational Foundation, the Memorial delivers a variety of educational programs both at the Memorial and at locations across the state. On-site ceremonies and events are also integral to the Memorial's code-mandated education mission.

Virginia War Memorial FY13 events and activities are listed in the Appendix.



DVS FY13 Budget and Staffing

DVS FY13 Budget (Appropriation) as approved by the 2013 General Assembly

Program	Fund Source				Program Total	Program - percentage of DVS budget
	General Fund	Special (fee for service)	Dedicated Special (private donations)	Federal Trust (federal contract)		
Benefit Claims	\$3,992,746	\$0	\$0	\$0	\$3,992,746	7.38%
Virginia Wounded Warrior Program	\$2,161,264	\$0	\$150,000	\$400,000	\$2,711,264	5.01%
Education and Training	\$0	\$0	\$0	\$708,562	\$708,562	1.31%
Long-term care	\$0	\$29,157,828	\$70,000	\$13,048,774	\$42,276,602	78.11%
Cemeteries	\$1,109,791	\$358,466	\$5,000	\$225,000	\$1,698,257	3.14%
Virginia War Memorial	\$743,543	\$0	\$0	\$0	\$743,543	1.37%
Administration	\$1,468,823	\$265,191	\$60,000	\$0	\$1,794,014	3.31%
Special Programs/Other	\$199,900	\$0	\$0	\$0	\$199,900	0.37%
DVS Total	\$9,676,067	\$29,781,485	\$285,000	\$14,382,336	\$54,124,888	100%
Fund type as a percentage of DVS budget	17.88%	55.02%	0.53%	26.57%	100%	



DVS FY13 Position Levels – Authorized vs. Filled, as of June 30, 2013

Staffing by agency area	Authorized	Filled
Benefits	70	62
Education and Training	9	8
Virginia Wounded Warrior Program	10	8
Care Centers	540	461
Cemeteries	23	21
Virginia War Memorial	4	4
Administration	15	12
Special Programs/Other		
Totals	673	576

Boards

The Department of Veterans Services' work is guided and supported by four boards:

1. Board of Veterans Services
2. Joint Leadership Council of Veterans Service Organizations
3. Veterans Services Foundation
4. Virginia War Memorial Board

Listed below is a short report for board, which includes:

1. Mission statement of the board;
2. The board's powers and duties (from the Code of Virginia);
3. A message from the board's chairman;
4. A list of board members at the end of the fiscal year.

Board of Veterans Services

Mission

The Board of Veterans Services supports the Department of Veterans Services by providing expertise and insight into best practices in benefits claims services, medical and health care management, and cemetery operations; performance measurements and general management principles; and nonprofit volunteer operations and management. The Board develops reasonable and effective policy recommendations related to the services provided to veterans of the armed forces of the United States and their eligible spouses, orphans, and dependents by the Department of Veterans Services.

Powers and duties

§ 2.2-2454. Powers and duties of Board

The Board shall have the power and duty to:

1. Advise and make recommendations to the Commissioner of Veterans Services upon such matters as may arise in the performance of his duties;
2. Investigate issues related to the provision of care and services to veterans, upon request of the Commissioner of Veterans Services or the Governor;
3. Study all matters affecting the welfare of Virginia citizens who are veterans or dependents or survivors of such veterans, and make recommendations to the Commissioner of the Department of Veterans Services;
4. Develop recommendations for policies and procedures related to the efficient and effective delivery of the services provided by the Department of Veterans Services;
5. Establish policies related to the coordinated delivery of veterans services, in consultation with those agencies, entities, and organizations, including counties, cities, towns or other political subdivisions of the Commonwealth capable of providing such services;
6. Monitor the administration of all laws concerning veterans and their dependents;
7. Review and advise the Commissioner of the Department of Veterans Services on the Department's strategic plan;
8. Based on rigorous cost-benefit-value analysis, provide recommendations to the Department of Veterans Services regarding future projects and the acquisition of facilities that may benefit the State's veterans, including but not limited to veterans cemeteries and veterans care centers; and
9. Provide recommendations to the Department of Veterans Services and the Veterans Services Foundation created in § [2.2-2715](#) regarding gifts, grants, and other resources from public and private entities and organizations to support veterans services.

(2003, cc. [657](#), [670](#).)

Message from the Chairman

The Board of Veterans Services (BVS) works with the Commissioner of the Department of Veterans Services (DVS) to ensure that quality services are delivered to Virginia's veterans and their spouses and dependents.

I am proud to report that the BVS fulfilled that mission in FY13. Six recommendations were submitted to DVS, Governor McDonnell and the General Assembly for action in the 2013 General Assembly. Five of those recommendations were approved, in whole or in part, by the Governor and General Assembly. We will continue to put forward recommendations that focus on, support, and improve the core delivery of veterans services by DVS.

The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations, the Veterans Services Foundation, and the Virginia War Memorial Board. We look forward to continuing our combined and complementary efforts in FY14.

We are proud to be members of the Board of Veterans Services. Over the past 10 years, we have built and sustained outstanding partnerships with Governors Warner, Kaine, and McDonnell, and we look forward to continuing that outstanding relationship with Governor-elect McAuliffe and his administration. The success of the Board of Veterans Services would not have been possible without the support of all 140 members of the Virginia General Assembly. We are most fortunate to have five outstanding legislators on the Board, who are continuing in the stellar footsteps of their predecessors.

We look forward to working with our partners to make Virginia the most veteran-friendly state in the nation.

Respectfully,

Thad A. Jones
Chairman

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Board of Veterans Services as of June 30, 2013

Member	Position
Thad A. Jones	Chairman, Board of Veterans Services Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
John A. Anderson	Executive Vice President, InoMedic, Inc.; Retired Colonel, U.S. Air Force
<i>Delegate</i> Richard Anderson	General Assembly of Virginia; Retired Colonel, U.S. Air Force
<i>Delegate</i> Mamye BaCote	General Assembly of Virginia
L. Max Beyer	Retired Lieutenant Colonel, United States Army
William G. Haneke	Chairman, Families of the Wounded Fund; Retired Captain, U.S. Army
Donald B. Kaiserman	Retired Colonel, U.S. Army
Kate Kohler	Chief Operating Officer, PenFed Foundation; U.S. Army veteran
Don Lecky	President & CEO, Westminster Canterbury, Richmond
Sandra D. Love	Forensic Clinician, Chesapeake Community Services Board; U.S. Marine Corps veteran
William Nicholas	Former Director, Roanoke VA Regional Office
<i>Senator</i> Toddy Puller	General Assembly of Virginia
<i>Senator</i> Bryce Reeves	General Assembly of Virginia; U.S. Army veteran
Alfredo Sample	CEO & President, HiTek Security LLC; Retired Chief Master Sergeant, U.S. Air Force
<i>Delegate</i> Christopher Stolle	General Assembly of Virginia; Retired Commander, U.S. Navy
Thomas A. Moran	Vice Chairman, Joint Leadership Council of Veterans Service Organizations
David H. Holt	Chairman, Veterans Services Foundation Board of Trustees
Paul E. Galanti	Commissioner, Department of Veterans Services

Joint Leadership Council of Veterans Service Organizations

Mission

The Council provides advice and assistance to the Governor and the Department of Veterans Services on matters of concern to the veterans community and provides a conduit of information to and from the veterans service organizations on policy and legislation, pending and enacted, as well as information on existing services.

Powers and duties

§ 2.2-2682. Powers and duties

- A. The Council shall have the following powers and duties:
 1. Advise the Department of Veterans Services regarding (i) methods of providing support for ongoing veterans services and programs, and (ii) addressing veterans issues on an ongoing basis;
 2. Recommend issues that may potentially impact veterans of the armed forces of the United States and their eligible spouses, orphans, and dependents;
 3. Advise the Department of Veterans Services and the Board of Veterans Services on matters of concern to Virginia-domiciled veterans and their eligible spouses, orphans, and dependents;
 4. Promote and support existing veterans services and programs;
 5. Recommend and promote implementation of new efficient and effective administrative initiatives that enhance existing veterans services and programs or provide for necessary veterans services and programs not currently provided; and
 6. Maintain a nonpartisan approach to maintaining and improving veterans services and programs in the Commonwealth.
- B. The chairman shall report to the Commissioner and the Board of Veterans Services the results of its meetings and submit an annual report on or before November 30 of each year.
- C. The Council may apply for funds from the Veterans Services Foundation to enable it to better carry out its objectives. The Council shall not impose unreasonable burdens or costs in connection with requests of agencies.

(2003, cc. [657](#), [670](#); 2008, cc. [467](#), [768](#).)

Message from the Chairman

The Joint Leadership Council (JLC) of Veterans Service Organizations is comprised of 24 veterans service organizations (VSOs) and represents over 250,000 VSO members who volunteer to improve the lives of Virginia's 840,000 veterans. Veterans comprise over 10% of the Commonwealth's citizenry, giving Virginia one of the highest per capita populations of veterans in the country. The JLC is proud to represent not only our members, but to serve as the voice of all of Virginia's veterans. While the JLC places major focus on veteran-related issues, we do, when deemed vital, extend our advocacy programs those issues assisting the other elements of the military community in the Commonwealth.

The JLC has developed, unanimously approved, and submitted seven initiatives to the Governor and General Assembly for consideration during the 2014 session.

We deeply respect the work that faces the Department of Veterans Services, the Governor, and the General Assembly as they work to meet the needs of all Virginians. The JLC recognizes that resources are finite, and we are dedicated to finding innovative, creative ways to help create efficiencies and increase revenue for the Commonwealth while supporting our veterans. Our 2014 initiatives address the needs of Virginia's veterans, while being mindful of the fiscal status of our Commonwealth. The JLC looks forward to our continued involvement and partnership with the Department of Veterans Services, the Board of Veterans Services, the Veterans Services Foundation, the Virginia Military Advisory Council, the Virginia War Memorial Board, and all of the veterans service organizations represented on the JLC.

Respectfully,

Donald B. Kaiserman
Chairman

Joint Leadership Council of Veterans Service Organizations as of June 30, 2013

Veterans Service Organization	JLC Member	Alternate
Air Force Association	Harold Barton	Jeffrey Platte
American Ex-Prisoners of War	George Coker	
American Legion	Brett Reistad	Dale Chapman
AMVETS	Richard A. Mansfield	John Sabatini
Association of the U.S. Army	Donald Kaiserman	Robert Sempek
Disabled American Veterans	Allan McCroskey	David Hawley
Fleet Reserve Association	Abe Zino	Jeffrey Gilmartin
Korean War Veterans Association	John Edwards	Tim Whitmore
Legion of Valor of the U.S., Inc.	Thomas Richards	Richard Rinaldo
Marine Corps League	John Prendergast	Bruce Steeley
Military Order of the Purple Heart	Robert Fairchild	James Samuel
Military Order of the World Wars	Bill Townsley	Earl Johnson
Military Officers Association of America	Stuart Williams	Vic Pena
National Association for Uniformed Services	Thomas Moran	Daniel Dennison
Navy Seabee Veterans of America	Glenn Rodriguez	Frank Driscoll
Non-Commissioned Officers Association	Matthew Dailey	Richard Schneider
Paralyzed Veterans of America	David Coffield	
Reserve Officers Association	Carmen Gentile	Kelly Niernberger
Roanoke Valley Veterans Council	James Clem	Daniel Karnes
Veterans of Foreign Wars	Thomas Gimble	Daniel Boyer
Vietnam Veterans of America	George Corbett	Charles Montgomery
Virginia Army/Air National Guard Enlisted Association (beginning FY14)	Robert Huffman	Robert Barnette
Virginia National Guard Association	Shawn Otto	John Velleca
Women Marines Association	Marie Juliano	
Chairman, Board of Veterans Services	Thad Jones	
Chairman, Veterans Services Foundation	David Holt	
Commissioner of Veterans Services	Paul Galanti	

Veterans Services Foundation

Mission

The Veterans Services Foundation (the Foundation) is an independent body politic and corporate agency supporting the Department of Veterans Services in the executive branch of state government. The Foundation is governed and administered by a board of trustees. The Foundation (i) administers the Veterans Services Fund (the Fund), (ii) provides funding for veterans services and programs in the Commonwealth through the Fund, and (iii) accepts and raises revenue from all sources including private source fundraising to support the Fund.

Powers and duties

§ 2.2-2716. Authority of Foundation.

The Foundation has the authority to:

1. Administer the Veterans Services Fund and make allocations of revenue from the Fund to the Department of Veterans Services to provide supplemental funding for the Department's services and programs;
2. Accept, hold, and administer gifts and bequests of money, securities, or other property, absolutely or in trust, for the purposes for which the Foundation is created;
3. Enter into contracts and execute all instruments necessary and appropriate to carry out the Foundation's purposes;
4. Take such actions as may be reasonably necessary to seek, promote, and stimulate contributions for the Fund;
5. Develop other possible dedicated revenue sources for the Fund; and
6. Perform any lawful acts necessary or appropriate to carry out the purposes of the Foundation.

(2003, cc. [657](#), [670](#); 2008, cc. [467](#), [486](#), [768](#), [872](#); 2011, c. [795](#).)

Message from the Chairman

I'm proud to present to you a brief summary of the Veterans Services Foundation's (VSF) support of the Department of Veterans Services (DVS) and Virginia's veterans and their families for FY13. We are pleased with our accomplishments.

Our top priority for FY 2013 was support of the Virginia Wounded Warrior Program (VWWP). The VSF-DVS team collected almost \$380,000 in contributions for VWWP and exceeded the FY13 goal of \$150,000. We also have been active in supporting other DVS programs and have accepted almost \$80,000 primarily for the care centers and cemeteries. Additionally, we received over \$20,000 for the new Virginia Values Veterans (V3) Program. A total of almost \$480,000 represents a substantial increase in donations from FY12 and is welcome considering the experiences of other charitable organizations. Indications point to a good FY14, however, issues facing the national economy may serve to limit income.

We have administered the Veterans Services Fund, maintained Fund integrity, ensured accountability transparency, and provided funding for DVS veterans services and programs. Both the DVS management and finance teams have provided outstanding assistance in Fund and Foundation administration.

The Foundation Executive Director works closely with DVS on a daily basis to assure mutual interests are maintained and we are looking forward to meeting new challenges to making Virginia America's most friendly veterans' state along with supporting Virginia's veterans and their families.

This summary serves as the Foundations annual report required by § 2.2.2715.A of the *Code of Virginia*.

Sincerely yours,

Richard A. Schollmann
Chairman of the Board of Trustees

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Veterans Services Foundation as of June 30, 2013

Position	VSF Member
Board Chairman	David H. Holt
Board 1st Vice Chairman	Juanita Farrow
Board 2nd Vice Chairman	Richard A. Schollmann
Finance Committee Chairman	Jack Kavanaugh
Finance Vice Committee Chairman	Francis Driscoll Jr.
Development Committee Chair	Peter B. Trainer
Development Committee Vice Chair	James Cuthbertson
Board Member	S. Bradford Antle
Board Member	James B. Boyd
Board Member	Francis A. Finelli
Board Member	William M. Lechler
Board Member	Albert Pianalto
Board Member	James R. Schenck
Board Member	Meade Spotts
Board Member	Randall L. West
Board Member	Frank G. Wickersham, III
Ex Officio – Commissioner of Veterans Services	Paul E. Galanti
Ex Officio – Chairman, Joint Leadership Council of Veterans Service Organizations	Donald B. Kaiserman
Ex Officio – Chairman, Board of Veterans Services	Thad A. Jones

Virginia War Memorial Board

Mission

The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through its Education Center, the Memorial serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present.

The Virginia War Memorial Board supports the Memorial and its mission.

Powers and duties

§ 2.2-2466. Authority of Board.

The Board shall have the power and duty to advise and make recommendations to the Commissioner of the Department of Veterans Services concerning:

1. The management, control, maintenance, and operation of the Virginia War Memorial, including the contents, furnishings, grounds, funds, property, and endowments thereof;
2. Fees for the use of the Memorial;
3. Programs and activities that may and should be carried out at the Memorial; and
4. Regulations for the use of and visitation to the Memorial.

(2012, cc. [803](#), [835](#); 2013, c. [234](#).)

Message from the Chairman

On July 1, 2012, the Virginia War Memorial and the Virginia War Memorial Board entered a new era: the Virginia War Memorial officially became a division of the Department of Veterans Services for supervision and administration, and the Virginia War Memorial Board changed from supervisory to advisory. The Memorial staff, under Executive Director Jon Hatfield, now reports directly to the Commissioner of Veterans Services.

As part of the change, the Virginia War Memorial Board gained three new members: the Chairman of the Board of Veterans Services, Mr. Thad Jones; the Chairman of the Joint Leadership Council of Veterans Service Organizations, Mr. Donald Kaiserman; and the Chairman of the Virginia War Memorial Educational Foundation, Mr. John Cogbill; or their designees; who serve *ex officio* with voting privileges. Mr. Cogbill has attended Board meetings for some time to provide updates on activities of the Educational Foundation, and it is good that he is now a member of the Board. Under the reorganization, one member left the Board – the Honorable Terrie L. Suit, Secretary of Veterans Affairs and Homeland Security. We will miss her wise counsel.

The Memorial's visitors and programs have grown rapidly since the opening of the Paul and Phyllis Galanti Center in September 2010, and already we are bursting at the seams. I am particularly pleased that the Governor and General Assembly approved \$17.6 million to expand the Memorial. We expect to break ground in late-Spring or early-Summer 2014 on new space that will honor Virginia's heroes of the Global War on Terrorism, provide 220 parking spaces, and add new exhibit and classroom space.

The number of visitors has grown from 19,000 in FY10 to over 60,000 in FY13, and we believe the number of annual visitors could top 100,000 in just a few short years. It is imperative that we take steps now to plan for the growth in both the number of visitors to the Memorial and with the Memorial's education services and programs. The Board has developed and submitted to the Commissioner of Veterans Services recommendations to add five positions to the Virginia War Memorial staff in FY15 and FY16: an Assistant Director, Facilities Director, Assistant Curator, Volunteer Program Supervisor, and Administrative Assistant. We look forward to working with the Governor and General Assembly to identify and provide the resources to meet these requirements.

As Chairman of the Virginia War Memorial Board, I am very pleased with this, the first year of a new era for the Virginia War Memorial and its Board. All of the members of the Board look forward to continuing this great partnership in the years to come.

Sincerely yours,

John M. O'Bannon, III, M.D.
Chairman



Virginia War Memorial Board as of June 30, 2013

Member	Position
<i>Delegate</i> John M. O'Bannon, III., M.D.	General Assembly of Virginia Chairman
<i>Delegate</i> Richard Anderson	General Assembly of Virginia
<i>Senator</i> Richard H. Black	General Assembly of Virginia
Dale Chapman	Adjutant, American Legion Department of Virginia
<i>Delegate</i> Mark Dudenhefer	General Assembly of Virginia
<i>Senator</i> John S. Edwards	General Assembly of Virginia
<i>Delegate</i> Thomas A. Greason	General Assembly of Virginia
Frank D. Hargrove, Sr.	Former Delegate, General Assembly of Virginia
John Harper, Jr.	U.S. Army (Retired)
<i>Senator</i> Mark Herring	General Assembly of Virginia
Bert Wellington Holmes, Jr., M.D.	Staff Physician, Hampton University. Brigadier General, U.S. Army (Ret)
<i>Delegate</i> Algie T. Howell, Jr.	General Assembly of Virginia
F. Caroline Lane	LCDR, U.S. Navy (Ret)
<i>Delegate</i> L. Scott Lingamfelter	General Assembly of Virginia
Joe Punaro	Founding Partner, BluestoneLogic
<i>Senator</i> Ralph Smith	General Assembly of Virginia
Scott Taylor	President, Neptune Associates
Wilma L. Vaught	President, Women in Military Service For America Memorial Foundation. Brigadier General, U.S. Air Force (Ret)
Wade Zirkle	Managing Partner, StrongPoint Capital, LLC
John Cogbill	Chairman, Virginia War Memorial Educational Foundation
Thad A. Jones	Chairman Board of Veterans Services
Donald B. Kaiserman	Chairman Joint Leadership Council of Veterans Service Organizations
Paul E. Galanti	Commissioner Department of Veterans Services

Appendices

Appendix A: Benefit Services

Appendix B: State Approving Agency for Veterans Education and Training

Appendix C: Care Centers

Appendix D: Cemeteries

Appendix E: Virginia War Memorial



Appendix A: Benefits Services

Terminology

New: A first-time claim.

Reopen: Reopen a denied claim or make a modification to an existing claim, such as for a new medical condition or disability or an increase in an established disability.

21-8416: The VA Form 21-8416 is used to report a claimant's medical expenses for the previous year, so that the claimant may claim partial reimbursement for medical expenses. Veterans service representatives frequently assist claimants in completing this form.

EVR: Eligibility Verification Report. Submitted annually by some pension recipients to verify income and continuing eligibility. Veterans service representatives frequently assist pension recipients in completing this form.

Office Walk-Ins: Number of clients who visit a DVS field office

Phone: Number of phone calls received by DVS field offices

Itinerant Point: Number of clients who visit an itinerant service point

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 1: Claims Submitted to USDVA - Sorted by Month

Month	New			Re-Open			21-8416			EVR			Total Claims		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
July	1,718	1,641	1,608	607	527	666	44	27	33	18	11	11	2,387	2,206	2,318
August	1,841	1,616	1,738	690	533	616	72	24	51	16	14	14	2,619	2,187	2,419
September	1,872	1,621	1,626	640	522	520	34	30	34	13	15	15	2,559	2,188	2,195
October	1,747	1,514	1,588	543	471	522	38	29	32	10	10	8	2,338	2,024	2,150
November	1,462	1,558	1,440	508	495	442	53	30	21	17	13	15	2,040	2,096	1,918
December	1,210	1,409	1,133	403	481	341	55	53	48	16	15	18	1,684	1,958	1,540
January	1,620	1,712	1,522	562	588	443	286	282	116	160	141	11	2,628	2,723	2,092
February	1,653	1,606	1,556	557	572	489	296	247	182	223	185	21	2,729	2,610	2,248
March	1,816	1,704	1,505	555	595	473	103	109	69	65	65	13	2,539	2,473	2,060
April	1,636	1,648	1,609	548	583	480	45	59	52	26	35	5	2,255	2,325	2,146
May	1,730	1,617	1,649	574	554	447	60	46	38	19	16	8	2,383	2,233	2,142
June	1,770	1,664	1,444	566	552	403	32	26	36	12	14	9	2,380	2,256	1,892
Totals	20,075	19,310	18,418	6,753	6,473	5,842	1,118	962	712	595	534	148	28,541	27,279	25,120

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 2: Claims Submitted to USDVA - Sorted by Field Office

Field Office	New			Re-Open			21-8416			EVR			Total Claims		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
Accomac	438	398	404	76	92	81	13	23	16	9	8	0	536	521	501
Alexandria¹	0	214	258	0	143	122	0	0	0	0	0	0	0	357	380
Big Stone Gap	804	659	782	69	54	85	38	34	31	22	17	8	933	764	906
Bristol	902	756	727	138	101	106	113	91	68	72	62	7	1,225	1,010	908
Cedar Bluff	1,126	1,121	846	179	216	166	58	66	24	41	38	5	1,404	1,441	1,041
Charlottesville	802	709	450	28	56	76	33	21	2	21	24	3	884	810	531
Danville	947	994	793	341	197	181	40	49	15	32	39	9	1,360	1,279	998
Fairfax	544	526	268	408	236	145	52	16	3	9	3	8	1,013	781	424
Front Royal	953	844	726	331	286	395	24	19	32	14	8	15	1,322	1,157	1,168
Hampton VAMC	404	385	521	106	100	120	4	2	0	2	5	1	516	492	642
Hampton	2,285	2,223	2,080	648	597	455	27	27	20	34	21	11	2,994	2,868	2,566
Lynchburg	569	612	594	97	115	125	88	76	52	50	49	10	804	852	781
McGuire VAMC	2,271	2,250	2,484	616	712	672	121	103	184	29	27	23	3,037	3,092	3,363
Portsmouth	1,196	1,159	1,036	634	686	459	23	7	7	8	4	0	1,861	1,856	1,502
Quantico	499	430	351	309	305	540	3	0	0	3	6	10	814	741	901
Roanoke	327	380	341	264	125	132	16	10	11	12	12	5	619	527	489
Salem VAMC	520	471	395	614	489	208	153	76	39	66	39	16	1,353	1,075	658
South Hill	850	881	538	244	229	223	81	83	30	42	35	1	1,217	1,228	792
Staunton	885	830	856	182	199	205	135	142	115	79	72	7	1,281	1,243	1,183
Tidewater	3,442	2,627	2,822	1,040	973	750	58	50	12	38	30	1	4,578	3,680	3,585
Virginia Beach²	0	443	750	0	41	47	0	14	14	0	7	3	0	505	814
Wytheville	311	398	396	429	521	549	38	53	37	12	28	5	790	1,000	987
Totals	20,075	19,310	18,418	6,753	6,473	5,842	1,118	962	712	595	534	148	28,541	27,279	25,120

¹ Alexandria office re-opened December 2011

² Virginia Beach office opened December 2011

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 3: Client Contacts Sorted by Month

Month	Walk-Ins			Phone			Itinerant Points			Total Contacts		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
July	4,643	4,180	4,704	5,620	5,902	6,620	739	594	733	11,002	10,676	12,057
August	4,906	4,169	5,109	6,038	6,373	7,198	674	621	865	11,618	11,163	13,172
September	4,857	4,103	4,636	6,264	5,474	6,358	690	728	779	11,811	10,305	11,773
October	4,289	4,051	4,709	5,676	6,017	6,746	712	647	676	10,677	10,715	12,131
November	4,033	4,370	4,451	5,726	5,506	6,638	510	560	466	10,269	10,433	11,555
December	3,240	3,957	3,778	5,309	5,267	4,781	424	412	427	8,973	9,636	8,986
January	4,591	4,798	4,947	6,432	6,371	7,261	597	807	638	11,620	11,976	12,846
February	4,422	4,684	4,763	6,234	6,269	6,767	734	869	769	11,390	11,822	12,299
March	4,914	4,722	4,715	7,441	6,061	6,763	719	928	643	13,074	11,711	12,121
April	4,596	4,741	4,890	6,467	6,323	6,730	558	821	721	11,621	11,885	12,341
May	4,694	4,765	4,759	6,363	6,477	6,510	639	883	599	11,696	12,125	11,868
June	4,662	4,268	4,491	6,579	6,262	6,349	729	754	603	11,970	11,284	11,443
Totals	53,847	52,808	55,952	74,149	72,302	78,721	7,725	8,624	7,919	135,721	133,731	142,592

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 4: Client Contacts - Sorted by Field Office

	Walk-Ins			Phone			Itinerant points			Total Contacts		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
Accomac	1,431	1,344	1,316	2,967	2,748	2,548	154	109	46	4,552	4,201	3,910
Alexandria¹	0	313	579	0	615	1,422	0	544	741	0	1,472	2,742
Big Stone Gap	2,276	1,798	2,107	2,850	2,453	2,826	132	102	149	5,258	4,353	5,082
Bristol	2,610	2,475	2,350	3,049	3,038	2,955	79	86	92	5,738	5,599	5,397
Cedar Bluff	2,972	2,895	2,579	2,197	2,880	2,618	38	107	61	5,207	5,882	5,258
Charlottesville	1,538	1,406	1,562	1,813	2,589	2,046	127	238	235	3,478	4,233	3,843
Danville	3,257	3,502	3,393	3,448	3,459	3,227	466	459	378	7,171	7,420	6,998
Fairfax	1,638	1,139	620	4,211	2,788	2,442	218	309	143	6,067	4,236	3,205
Front Royal	1,335	1,680	1,790	2,823	2,646	3,279	634	503	644	4,791	4,829	5,713
Hampton VAMC	1,328	1,578	1,363	1,816	1,955	1,443	12	41	22	3,156	3,574	2,828
Hampton	5,593	5,306	5,461	4,776	4,282	5,193	141	202	269	10,510	9,790	10,923
Lynchburg	1,710	1,721	1,910	4,583	4,298	4,750	143	120	103	6,436	6,139	6,763
McGuire VAMC	7,309	7,601	9,026	8,311	7,180	9,709	918	1,194	679	16,539	15,975	19,414
Portsmouth	2,652	2,499	2,032	4,181	4,376	4,939	371	455	333	7,204	7,330	7,304
Quantico	1,458	1,547	1,794	4,392	4,321	4,737	589	592	656	6,439	6,457	7,187
Roanoke	1,003	1,174	1,285	2,094	2,432	1,890	452	1,001	605	3,549	4,607	3,780
Salem VAMC	1,473	1,445	2,419	3,428	2,971	1,717	245	0	136	5,146	4,416	4,272
South Hill	1,039	1,086	950	2,511	2,728	2,369	444	387	351	3,994	4,201	3,670
Staunton	2,835	2,426	1,792	2,808	2,967	2,635	570	646	745	6,213	6,039	5,172
Tidewater	9,716	8,313	8,658	9,713	7,620	9,191	1,633	852	494	21,062	16,785	18,343
Virginia Beach²	0	642	2,165	0	1,196	3,492	0	381	734	0	2,219	6,391
Wytheville	674	918	801	2,178	2,760	3,293	359	296	303	3,211	3,974	4,397
Totals	53,847	52,808	55,952	74,149	72,302	78,721	7,725	8,624	7,919	135,721	133,731	142,592

¹ Alexandria office re-opened December 2011

² Virginia Beach office opened December 2011



Appendix B: State Approving Agency for Veterans Education and Training

Terminology

IHL = Institute of Higher Learning
 NCD = Non-College Degree Program
 APP = Apprenticeship Program
 IHL = Institute of Higher Learning

OJT = On the Job Training Program
 LIC/CERT = Licensing/Certification Program

Table1: SAA Program Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13
Totals for Federal Fiscal Year	11	12	13	11	12	13	11	12	13	11	12	13	11	12	13
Number of Applications Received	2,717	664	784	1,747	307	423	25	17	3	14	2	5	26	3	19
Number Approved	2,667	609	723	1,658	230	246	23	14	2	14	2	5	26	3	19
Number Disapproved	50	55	61	89	77	177	2	3	1	0	0	0	0	0	0
Percentage of Applications Approved	98	92	92	95	75	58	92	82	66	100	100	100	100	100	100

Table 2: SAA Other Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13
Totals for Federal Fiscal Year	11	12	13	11	12	13	11	12	13	11	12	13	11	12	13
Number of Applications Received	289	136	174	295	195	127	89	64	81	193	2	243	5	3	8
Number Approved	273	111	145	272	174	95	88	59	81	193	2	243	5	3	8
Number Disapproved	16	25	29	23	21	32	1	5	0	0	0	0	0	0	0
Percentage of Applications Approved	94%	82%	83%	92%	89%	74%	99%	92%	100%	100%	100%	100%	100%	100%	100%

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 3: SAA Supervisory Visits

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13
Totals for Federal Fiscal Year	11	12	13	11	12	13	11	12	13	11	12	13	11	12	13
Number of Visits	208	90	23	98	23	68	67	23	17	79	18	22	N/A	N/A	N/A

Table 4: SAA Other Activities in Support of Veterans Education

Activity	FFY11	FFY12	FFY13
Email & telephone inquiries	583	843	510
Governor's Office inquiries	6	5	22
Requests for application for a new facility	62	77	95
Active schools (facilities in which a veteran actively attends)	457	426	439
Number of students enrolled	51,474	57,264	42,742 ¹

¹ Number of veterans receiving G.I. Bill benefits in Virginia as of April 2013. This does not include veterans who attended school but have not received payment of GI Bill benefits. The final count for FFY13 will be available in January 2014.



Appendix C: Care Centers

Table 1: Virginia Veterans Care Center – Patient Days and Average Occupancy Level

Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing			Patient Days Assisted Living			Average # of Assisted Living Beds Occupied			Occupancy Level: Assisted Living		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
July	5,250	5,220	5,280	169	168	170	94%	94%	95%	1,603	1,327	1,456	52	43	47	86%	71%	78%
August	5,332	5,270	5,191	174	170	167	97%	94%	93%	1,573	1,356	1,472	51	44	47	85%	73%	79%
September	5,178	5,073	4,963	173	169	165	96%	94%	92%	1,537	1,323	1,411	51	44	47	85%	74%	78%
October	5,342	5,346	5,103	172	172	165	96%	96%	91%	1,467	1,472	1,409	47	47	45	79%	79%	76%
November	5,147	5,019	4,929	172	167	164	95%	93%	91%	1,389	1,438	1,409	46	48	47	77%	80%	78%
December	5,267	5,177	4,861	170	167	157	94%	93%	87%	1,433	1,459	1,449	46	47	47	77%	78%	78%
January	5,179	5,122	4,861	167	165	157	93%	92%	87%	1,415	1,407	1,426	46	45	46	76%	76%	77%
February	4,647	4,900	4,540	166	169	162	92%	94%	90%	1,207	1,290	1,208	43	44	43	72%	74%	72%
March	5,099	5,292	4,929	164	171	159	91%	95%	88%	1,332	1,435	1,333	43	46	43	72%	77%	72%
April	4,942	5,176	4,802	165	173	160	92%	96%	89%	1,343	1,401	1,232	44	47	41	73%	78%	68%
May	5,091	5,355	4,952	164	173	160	91%	96%	89%	1,377	1,426	1,183	44	46	38	74%	77%	64%
June	5,022	5,143	4,667	167	171	156	93%	95%	86%	1,332	1,383	1,168	44	46	39	74%	77%	65%
Annual Maximum Capacity	65,700	65,700	65,700	180	180	180				21,900	21,900	21,900	60	60	60			
Total Patient Days	61,065	62,093	59,078	167	170	162	93%	94%	90%	17,008	16,717	16,156	52	46	44	86%	76%	74%

The Virginia Department of Veterans Services
COMMISSIONER'S FY13 ANNUAL REPORT



Table 2: Sitter & Barfoot Veterans Care Center – Patient Days and Average Occupancy Level

Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing		
	FY11	FY12	FY13	FY11	FY12	FY13	FY11	FY12	FY13
July	4,698	4,756	4,764	152	153	154	94%	96%	96%
August	4,793	4,665	4,842	155	150	156	96%	94%	98%
September	4,681	4,510	4,714	156	150	157	97%	94%	98%
October	4,915	4,691	4,822	159	151	156	99%	95%	97%
November	4,688	4,354	4,717	159	145	157	97%	91%	98%
December	4,711	4,651	4,712	152	150	152	94%	94%	95%
January	4,671	4,654	4,711	151	150	152	94%	94%	95%
February	4,282	4,419	4,351	153	152	155	95%	95%	97%
March	4,717	4,641	4,885	152	150	158	95%	94%	98%
April	4,567	4,596	4,726	152	153	158	95%	96%	98%
May	4,806	4,852	4,845	155	157	156	96%	98%	98%
June	4,722	4,553	4,697	157	152	157	98%	95%	98%
Annual Maximum Capacity	58,400	58,400	58,400	160	160	160			
Total Patient Days	56,251	55,342	56,078	154	151	156	96%	95%	97%
Monthly Average	4,688	4,612	4,732	154	151	156	96%	95%	97%

Appendix D: Cemeteries

Table 1: Cemetery Burials

Virginia Veterans Cemetery (Amelia)

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13
July	14	18	16	26	17	26	23	25	19	26
August	14	17	16	17	13	23	12	17	21	22
September	10	16	20	17	15	19	17	28	34	27
October	23	17	15	22	25	21	17	23	18	19
November	11	20	18	22	13	9	25	25	24	29
December	19	18	14	18	22	20	29	22	17	26
January	17	16	19	20	15	18	17	25	23	24
February	15	11	25	18	16	13	21	30	31	21
March	13	16	21	19	19	19	32	29	25	24
April	15	12	23	18	19	29	23	28	23	35
May	13	11	23	13	18	28	16	28	17	30
June	15	16	21	18	21	23	31	22	27	28
Total	179	188	231	228	213	248	263	302	279	311

Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk)

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13
July	N/A	42	40	54	36	55	51	58	61
August	N/A	40	39	31	51	58	47	65	86
September	N/A	39	32	35	48	52	46	62	58
October	N/A	28	29	49	49	59	70	57	68
November	N/A	35	37	40	36	61	75	51	66
December	34	37	41	52	65	77	63	74	61
January	47	36	48	60	59	60	82	79	89
February	29	51	47	56	54	55	66	56	61
March	40	43	58	51	62	69	75	63	75
April	44	40	38	55	59	76	59	88	89
May	28	46	50	44	53	65	68	79	76
June	33	41	51	64	66	65	64	68	69
Total	255	478	510	591	638	752	766	800	859

Southwest Virginia Veterans Cemetery (Dublin)

	FY11	FY12	FY13
July	N/A	28	17
August	N/A	13	15
September	N/A	10	14
October	N/A	11	12
November	N/A	8	19
December	N/A	11	7
January	N/A	10	13
February	N/A	10	9
March	N/A	11	17
April	N/A	10	21
May	Opening	6	15
June	23	15	16
Total	23	143	175

Appendix E: Virginia War Memorial FY13 Activities

Annual Educational Programs

Student/Teacher Programs

High School Student Seminars – (2)

Day-long seminars for students and teachers in Central Virginia to gain accurate knowledge, discuss events and engage in conversations with people who were present at history changing events in America. Two students and one teacher per school.

- February – Vietnam War
- March – WW II Roundtable

Teacher Institutes – (6)

Teacher Institutes are conducted during June, July and August in partnership with other historical venues throughout Virginia and D.C. These Institutes are re-licensure eligible. All programs are free of charge to participants.

- Vietnam – “Power of Women” (VWM) and Medal of Honor and the Corps (National Museum of the Marine Corps)
- WW II – “WW II Roundtable” (VWM) and “The Life of General MacArthur” (MacArthur Memorial)
- Korean War – “Korean War Roundtable” (Danville)
- GWOT – “Support and Loss” (VWM)

JROTC Recognition Day – November

A morning program for cadets to hear a selected motivational speaker, take an introductory tour of the Galanti Education Center, and visit the Shrine of Memory. All JROTC programs throughout Virginia are invited to attend. Twenty-five cadets per school maximum.

Boy Scout Merit Badge Day - March

A Saturday morning program designed to provide instruction and activities for Scouts to earn Merit Badges in Citizenship and American Heritage.

Girl Scout Merit Badge Day - March

A Saturday morning program designed to provide discovery, connection and actions to earn the VWM “See Freedom Speak” Patch.

Richmond City Public School Project “See Freedom Speak”

A 90 minute field trip experience for every 7th grade student in the City of Richmond. The tour includes exhibits, films, a “history alive” presentation, and a visit to the Shrine of Memory.

Public Education Programs

July 3 – RVA Fireworks on the James

Celebrate the birth of our nation, honor those who gave their lives to secure our freedoms and enjoy the greatest view of the city!

September 21 – National POW/MIA Recognition Day

75 students from St. Catherine's School came to the Memorial and listened to Connie Richerson read *America's White Table*.

October 6 – 9th Annual Massing of Colors – Partner with the MOWW

Flags and Color Guards from military, patriotic and civic organizations assemble in tribute to our nation's flag and those who served it.

November 11 – Commonwealth's Veterans Day Ceremony – Partner with the American Legion

We honor all veterans who served our country and remember those who made the ultimate sacrifice.

December 7 - 71st Pearl Harbor Remembrance Day – Partner with the Navy League

Honoring those Virginians killed at Pearl Harbor in 1941 which resulted in the United States entering World War II.

January 19- February 8 – Winter Pistol Challenge

Compete for prizes in this sanctioned target shooting event held indoors at Richmond's Colonial Shooting Academy to benefit the Virginia War Memorial.

January 26 – Artifacts Roadshow

Bring your military memorabilia for a free review by the Memorial's curator. No monetary values given.

February 4-25 – Letters from the Battlefield exhibit

From letters to emails, a special exhibit of correspondence between those in the Armed Forces to those back home.

February 21 – "Veterans of Color"

Special film showing and reception in partnership with the City of Richmond Public Schools and the Military Retirees Club.

March 23 – "Women in the Military: Willing, Able, and Essential"

Special film showing and commemoration of Women Veterans Month in Virginia.

April 6 – 2nd Annual VWM 5K Run/Walk to Remember

Honor and remember the sacrifice of our US military.

May 18 – Armed Forces Day – Partner with the Native American community

Tribute performed by member's of Virginia's Native American community including a blessing of the Shrine of Memory and the GWOT Shrine.

May 27 – Commonwealth's Memorial Day Ceremony – Partner with the American Legion

To honor and remember valiant men and women who gave their lives in service to America.

June 15 – Artifacts Roadshow

Bring your military memorabilia for a free review by the Memorial's curator. No monetary values given.

Educational Tools

Facebook – www.facebook.com/VirginiaWarMemorial

LIKES – 2,355 – Total Reach (w/e 11/16/2013) 23,730

Website – www.vawarmemorial.org – updated internally

Newsletter – twice a year with 10,000 per printing

Calendar of Events – twice a year with 10,000 per printing

Posters for events – designed and produced in-house

eNews postcards – 6 to 10 per year to advertise events

Blog – www.vawarmemorial.wordpress.com - The Blog is a monthly entry featuring a Virginia hero that is honored at the Memorial to pass their story of sacrifice on to future generations.

Displays

Major Displays (over six months)

Christmas/Holidays in the Military – showcasing letters to and from the front, photos, menus and programs with a holiday theme.

Governor's Mansion Display – designed and setup display at Executive Mansion in Old Governor's Office. Utilized artifacts from the Memorial's collection.

WWII European War Trophies Case – souvenirs or War Trophies from the European Theater of Operations in WWII brought back by GIs.

Virginia DMV Military and Patriotic License Plate Display – this display includes fifty-two license plates currently available that are military or patriotic. Also includes license plates from 1944 made from soybean extract showing Virginia's commitment to the war effort.

Women in the Military Exhibit Updated – added photos and additional uniforms to the exhibit case.

WWII Newspapers Display – displayed eight WWII era newspapers and information on the events featured in those newspapers in the administrative entrance.

Love Letters Display – designed fourteen panels of letters and photos to and from the front ranging from WWI to the Global War on Terror.

Iraq: Father and Son Deployed to War Zone – Conducted interviews of father and son soldiers featured in display, gathered artifacts, designed graphic rails, edited photo slide show to correspond with new display, made mounts for artifacts, and installed/built everything for the exhibit.

Displays (one or two months)

Thanksgiving in the Military Display – information on what it is like to be in the U.S. Military during Thanksgiving. Featured three Thanksgiving menus – WWI, Korea and Vietnam.

Greater Richmond Convention Center Display – designed display feature WWII Ike Jackets and display featuring Bill Haneke's near death experience in Vietnam. Both displays utilized artifacts from the Memorial's collection.

Designed and built displays featuring Memorial Day, Veterans Day, and Pearl Harbor Day.

One Day Displays

War Horse Display – designed and built display for the Broadway play *War Horse* at the Landmark Theater.

Designed three table top displays for three Teacher Institutes.
