

**Board of Veterans Services
Meeting Minutes
January 9, 2012**

A meeting of the Board of Veterans Services (BVS) was held on Monday, January 9, 2012 at the Virginia War Memorial, 621 S. Belvidere, Richmond.

Members Present

- John Anderson
- Richard Anderson
- Mamyé BaCote
- John Edwards
- William Haneke
- Donald Kaiserman
- Thad Jones
- Sandra Love
- George Melnyk
- William Nicholas
- Toddy Puller
- Al Sample
- Christopher Stolle
- Rich Schollmann, representing the Veterans Services Foundation
- George Corbett, representing the Joint Leadership Council of Veterans Service Organizations
- Paul Galanti, Commissioner of Veterans Services

Members Absent

- Kate Kohler
- Don Lecky

Commonwealth of Virginia Officials Present

- Jim Hopper, Deputy Secretary of Veterans Affairs and Homeland Security
- Carol Rauschberg, Department of Human Resource Management
- Cynthia Norwood, Office of the Attorney General
- Anne Atkins, Department of Veterans Services (DVS)
- Steven Combs, DVS
- Bill Janis, DVS
- Dan Kemano, DVS
- Judy Reid, DVS
- Danielle Weaver, DVS
- Cathy Wilson, DVS

Materials Distributed in the Agenda Packet

- Agenda
- Governor McDonnell's budget and legislative initiatives (PowerPoint Presentation)
- Cemeteries Presentation
- Joint Leadership Council Report
- Veterans Services Foundation Report
- Department of Veterans Services Report
- Letter - Commissioner Galanti to BVS members
- Proposed 2012 meeting schedule
- Proposed 2012 Action Plan
- Executive Order 29
- Letter – Chairman Jones to BVS members

Call to Order

Chairman Thad Jones called the meeting to order at 10:00 a.m. and led the group in the Pledge of Allegiance to the American Flag.

Roll Call and Quorum Determination

The roll was called and with 15 of 18 members present a quorum was determined. Senator John Edwards arrived about 25 minutes later, bringing the number of members present to 16. Mr. George Corbett was present as the representative of the Joint Leadership Council (JLC) of Veterans Service Organizations and Mr. Rich Schollmann as the representative of the Veterans Services Foundation (VSF).

Approval of Agenda

Chairman Jones proposed that Item V of the Agenda be changed from “Old Business” to “Unfinished Business” to conform with the newly revised *Robert's Rules of Order*. He then asked for a motion to approve the agenda with the suggested change (Attachment 1).

Mr. George Melnyk made a **motion** to approve the Agenda with the suggested change, **seconded** by Mr. Bill Haneke. The motion carried unanimously.

Chairman Jones then asked Mr. Steven Combs to introduce the DVS staff and guests present. Their names and organizations are recorded above.

Approval of November 16, 2011 minutes

Chairman Jones stated that the November 16, 2011 minutes were distributed electronically and asked if there were any corrections. Hearing none, Chairman Jones stated that the minutes would be considered approved as submitted.

Presentations

Overview of Governor McDonnell's proposed budget

Using a PowerPoint presentation, Mr. Combs reviewed the six recommendations the Board of Veterans Services (BVS) made to Governor McDonnell under Executive Order 29 (EO29) and the four the recommendations made by the JLC. He also covered other budget and legislative initiatives proposed by the Governor. The text from the slides is presented in *Attachment 2*.

Dr. John Anderson asked about the privacy of the names of non-veterans that would be provided to DVS by funeral home in reference to the unclaimed cremains. Ms. Cindy Norwood assured Dr. Anderson that every precaution would be taken to protect their privacy. Mr. Combs explained that the proposed legislation would include an exemption to the Freedom of Information Act (FOIA) to protect the information provided by the funeral homes.

Mr. William Nicholas asked about the impact of the delay to purchase equipment for the cemeteries. Mr. Combs explained that the cemeteries should not be too badly impacted by this delay.

Chairman Jones recapped that the Governor is supporting 8 of 10 BVS/JLC recommendations. Chairman Jones asked that everyone stay mindful of this when discussing the Action Plan later in the meeting.

Commissioner Paul Galanti introduced Delegate Bill Janis, who has been appointed by the Governor to the position of Deputy Commissioner for the Department of Veterans Services, effective January 11, 2012. Delegate Janis stated that he is happy to be here and gave a brief synopsis of his background.

Chairman Jones introduced Delegate Mamyé BaCote as one of the newest legislative members of the BVS. Delegate BaCote stated that she is happy to be part of the Board and gave a brief synopsis of her background.

Chairman Jones noted that Mr. J.W. Peyton Robertson has resigned from the Board and that a replacement will be appointed.

DVS Service Area Presentations

Cemeteries

Mr. Dan Kemano, Cemeteries Director, provided an overview of Virginia's three state veterans cemeteries: the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, the Southwest Virginia Veterans Cemetery in Dublin, and the Virginia Veterans Cemetery in Amelia. He covered:

- Buildings, grounds, and other features;
- Options for burial (full casketed, in-ground cremation, above-ground cremation);
- Opening date, acreage, staffing levels, burials to date, and expected full operational life of the cemeteries;
- A review of some of the buildings and other features of each cemetery;

- A review of special events and holiday observances

Virginia Wounded Warrior Program

Ms. Cathy Wilson, Executive Director, thanked the Board for their ongoing support. She then distributed a pie chart of the Virginia Wounded Warrior Program (VWWP) Characteristics of Active Duty Members, National Guardsmen, Reservists or Veterans Served by VWWP. She also handed out the VWWP brochure and ambassador pins. Ms. Wilson explained what the VWWP is doing in the Commonwealth. The purpose of the VWWP is to monitor and coordinate behavioral health and rehabilitative services for our men and women who are not actively in the military. VWWP takes care of any era of veteran and their family members. Ms. Wilson explained that they are primarily seeing men. This is based on a 12 month period from June 2010 to June 2011. VWWP has been directly in contact with 3,617 veterans, 77% are males. Virginia has the greatest percentage of female veterans in the nation. The Point In Time Survey from the VA does not capture homeless veterans living in cars, hopping from couch to couch, etc. Under Branch of Service VWWP is seeing 63% Army, 15% Marines, 15% Navy, 7% Air Force, and <1% Coast Guard. Under Era of Service shows what era veterans served their country.

Ms. Wilson explained that VWWP has five regions and held up a diagram of Virginia Wounded Warrior Program Regional Consortia Catchment Areas that shows these regions. She explained that in five areas around the Commonwealth they established consortia which means if there is a VA medical center, community services board, military treatment facility, VSOs, other support services, brain injury support providers, mental health counsels, come together and form these regional consortia. They monitor and coordinate the behavioral and rehabilitative services within those regions. They have been focusing on Traumatic Brain Injury (TBI) as well as PTSD. These two issues can cause ripples throughout other issues and can lead into substance abuse, domestic violence, homelessness, and employment issues. VWWP did this comprehensive program to put us in a good place for the future whereas other states are struggling to do what the VWWP has done. Within these five consortia there are 40 community services boards that are the single point of entry for state funded behavioral health care and counseling. VWWP is getting referrals from the VA for some of the support groups and families. The VA is now starting to provide more benefits to spouses. She explained that 50% of their work is either with PTSD, TBI, and mental health. 37% is with family counseling. The remainder can be all kinds of issues.

Ms. Wilson gave an example of a homeless veteran that they were successful with getting into housing and employment. A veteran coming home with PTSD or an undiagnosed TBI may choose to self medicate with alcohol or other substances. Getting a job, getting enrolled with the VA can become more difficult for veterans struggling with these issues. The VWWP will help veterans enroll in the VA. She stated that the veterans are served by seven VAMC only three of these are in Virginia. For the first time this year the VWWP has a regional director for each of the five regions. Prior to this year VWWP has been working with a very limited staff. She continued to explain the grants, programs and organizations that they are directly involved with.

Ms. Wilson explained that along with her five regional directors, she has an Administrative Assistant and a Special Projects Person. They do use the work study program through the VA as

well.

Reports

Joint Leadership Council of Veterans Service Organizations

Mr. George Corbett thanked the Board on behalf of the JLC and its Chair, Ms. Jenny Holbert, then reviewed the JLC report (*Attachment 3*), which includes JLC Appointed Officers for 2011-2012, the 2012 JLC Meeting Schedule, and the 2012 JLC Action Plan.

Chairman Jones acknowledged that Senator Toddy Puller and Delegate BaCote had to leave to attend meetings at the General Assembly. He therefore suspended the Veterans Services Foundation (VSF) and Department of Veterans Services (DVS) reports in order to take care of Unfinished Business.

Unfinished Business

Adopt 2012 meeting schedule

Chairman Jones reviewed the proposed 2012 meeting schedule. At the last board meeting there was some discussion about the May 9 meeting. This meeting has been rescheduled to May 16.

Monday, January 9, 2012
Wednesday, May 16, 2012
Wednesday, July 18, 2012
Wednesday, November 14, 2012

Mr. Don Kaiserman **moved** to approve the 2012 meeting schedule as presented, **seconded** by Mr. Haneke. The motion carried unanimously.

Adopt 2012 Plan of Action

Chairman Jones reviewed the 2012 Plan of Action (*Attachment 7*) and stated that the May 9 meeting has been rescheduled to May 16.

Chairman Jones asked for a motion to ratify the proposed 2012 Plan of Action. Delegate Christopher Stolle **moved** to approve the 2012 Action Plan, **seconded** by Delegate BaCote. The motion carried unanimously.

Senator Puller and Delegate BaCote departed.

Reports (continued)

Veterans Services Foundation

Mr. Rich Schollmann gave the VSF report (*Attachment 4*) in Chair Dave Holt's absence. Mr. Schollmann briefly reviewed the actions taken at the November 2 VSF meeting. The next

meeting will be in March 2012 after General Assembly adjourns. Mr. Schollmann stated that the Foundation raised about \$135,000 to date this year, of which \$127,000 is for the VWWP. Attached to the VSF report is a VSF Fundraising Results for FY12.

Department of Veterans Services

Commissioner Galanti reviewed the DVS report (*Attachment 5*), providing an overview of each of the DVS service sections and recent Department activities.

New Business

Review Executive Order 29 and BVS 2012 Action Plan

Chairman Jones reminded the Board that Governor McDonnell, through EO29, has directed the Board to submit, by August 15 of each year and through the Department of Veterans Services, recommendations for the Governor to consider for the upcoming General Assembly session.

Chairman Jones noted that in 2011, the BVS had initially considered 10 recommendations, of which six were submitted through DVS to the Governor. Chairman Jones stated that he would like to submit the same number this year, and charged the Board members with offering recommendations to make life better for Virginia's veterans.

Chairman Jones reviewed the BVS 2012 Action Plan, noting that it laid out exactly what the Board will be doing this year and when.

Commissioner Galanti addressed the board in reference to his letter on the development of an automated claims processing system (*Attachment 6*).

Public comment

No members of the public were present.

Prepare for Next Meeting

Chairman Jones said the next meeting would be on Wednesday, May 16, 2012.

Adjourn

There being no further business, the meeting adjourned at 12:00 p.m.

ATTACHMENT 1

Board of Veterans Services

Virginia War Memorial

621 S. Belvidere

Richmond

January 9, 2012

10:00 a.m. – 12:00 p.m.

AGENDA

- I. Opening, Pledge of Allegiance, Roll Call and Introduction of Members, Quorum Determination, Approval of Agenda, and Introduction of DVS Staff and Guests – *Thad Jones, BVS Chairman* (10:00 – 10:05)
- II. Approval of November 16, 2011 Meeting Minutes – *Thad Jones, BVS Chairman* (10:05 – 10:10)
- III. Presentations (10:10 – 10:55)
 - a. Overview of Governor McDonnell’s proposed budget –*Steven Combs, Director of Policy & Planning* (25 minutes)
 - b. DVS Service Area Presentations (10 minutes per presentation)
 - i. Cemeteries – *Dan Kemano, Director*
 - ii. Virginia Wounded Warrior Program – *Cathy Wilson, Executive Director*
- Break (10:55 – 11:00)
- IV. Reports (11:00 – 11:20)
 - a. Joint Leadership Council – *Jenny Holbert, JLC Chair* (5 minutes)
 - b. Veterans Services Foundation – *David Holt, VSF Chairman* (5 minutes)
 - c. Department of Veterans Services – *Paul Galanti, Commissioner* (10 minutes)
- V. Unfinished Business (11:20 – 11:30)
 - a. Adopt 2012 meeting schedule – *Thad Jones, BVS Chairman* (5 minutes)
 - b. Adopt 2012 Action Plan – *Thad Jones, BVS Chairman* (5 minutes)
- VI. New Business (11:30 – 11:45)
 - a. Review Executive Order 29 and BVS 2012 Action Plan
- VII. Public comment (11:45 – 11:55)
- VIII. Prepare for Next Meeting – *Thad Jones, Chairman* (11:55 – 12:00)
- IX. Adjourn (12:00)

ATTACHMENT 2

BVS, JLC, and other Budget and Legislative Initiatives proposed by Governor Bob McDonnell for the 2012 General Assembly

Overview

- BVS Recommendations – 2012 General Assembly
- JLC Recommendations – 2012 General Assembly
- Other Initiatives
- Summary

BVS Recommendation 1- Delivery of Benefit Services

- Goal: Improve the delivery of benefit services to veterans
- BVS recommendation: that the Governor (i) propose legislation changing the ratio of DVS claims agents to one for every 23,000 veterans; and (ii) provide four additional positions (\$275,000) and salary adjustments (\$75,000)
- Result: Governor McDonnell has:
 - Proposed a change to the Code
 - Recommended 4 positions and \$255,136 per fiscal year (note: no funds for salary adjustment)
 - Note: two of the positions are for a pilot program, in which DVS will partner with DMAS to identify Virginia veterans receiving Medicaid benefits, and to determine if they are eligible for VA benefits and medical care

BVS Recommendation 2 - Education Section Staffing

- Goal: ensure that the State Approving Agency (SAA) for Veterans Education and Training of the Department of Veterans Services (DVS) has the necessary position authorization to meet its new mission under the Post 9/11 GI Bill Improvement Act
- BVS recommendation: that the Governor's budget include two additional positions for SAA
- Result: Governor McDonnell has recommended transferring two unfunded positions between DVS service areas

BVS Recommendation 3 - Care Center Staffing

- Goal: ensure that state veterans care centers have the required personnel and financial resources to deliver quality care to residents
- BVS recommendation: that the Governor's budget proposal include an authorization for 51 additional positions and \$2,700,000 additional appropriation in FY13 for the Sitter & Barfoot Veterans Care Center addition
- Result: Governor McDonnell's proposed budget includes:
 - 51 additional positions;
 - \$2.7 million in FY13; and
 - \$3.6 million in FY14

BVS Recommendation 4 - Hampton Care Center Study

- Goal: ensure that a viable and appropriate site is selected for the construction of the Hampton Roads Veterans Care Center
- BVS recommendation: that the Governor re-appropriate up to \$300,000 for DVS to use in FY12 for a pre-planning for the Hampton Roads Veterans Care Center
- Result: Governor McDonnell included planning funds in proposed budget. Re-appropriation of \$250,000 for the study is also possible

BVS Recommendation 5 - Voting Status of *ex officio* BVS members

- Goal: strengthen the capacity of the Board of Veterans Services (BVS) to fulfill the Powers and Duties set forth in the Code of Virginia
- BVS recommendation: that the Governor propose legislation to grant voting privileges to all ex officio members of the Board of Veterans Services (BVS)
- Result: Governor McDonnell will recommend legislation

BVS Recommendation 6 - Additional Citizen Board Members

- Goal: strengthen the capacity of the Board of Veterans Services (BVS) to fulfill the Powers and Duties set forth in the Code of Virginia
- BVS recommendation: that the Governor propose legislation to increase the number of citizen members of the Board of Veterans Services from 11 to 15
- Result: Governor McDonnell will not support this recommendation because it goes against the trend of reducing the size of government

JLC Recommendation 1 - Veterans Identification

- Goal: provide a simple, ready means of identification for Virginia's veterans
- JLC recommendation: that the Governor and General Assembly enact legislation that would authorize a veterans designator on Virginia Drivers Licenses
- Result: after review, the Governor's office determined an indicator on the license was not feasible due to Real ID and other federal requirements
 - Governor McDonnell has proposed an administrative solution
 - DMV will create separate Virginia Veterans ID Card

JLC Recommendation 2 - Unclaimed Cremains

- Goal: facilitate the honorable burial of the unclaimed cremated remains (Cremains) of Virginia Veterans in a state veterans cemetery
- JLC recommendation: that the Governor propose legislation requiring funeral homes to provide the names of unclaimed Cremains to DVS
- Result: Governor McDonnell will recommend legislation

JLC Recommendation 3 - Sales Tax Exemption for 501(c)(19) VSOs

- Goal: recognize the community service and philanthropic contributions of Virginia's Veterans Service Organizations (VSOs)
- JLC recommendation: that the Governor and General Assembly establish a sales and use tax exemption for 501(c)(19) VSOs

- Result: Governor McDonnell will not support this recommendation because:
 - It is revenue reducing
 - The lost revenue would have to be made up somehow, likely by taking it from other veterans programs
- The Governor's staff has spoken to legislative leaders on this, and they feel the same.
- Governor's office and legislative leaders suggest that this issue may fare better when there is an expected budget surplus

JLC Recommendation 4 - Homeless Veterans

- Goal: Reduce homelessness among Virginia veterans
- JLC recommendation: that the Governor implement as many strategies (to reduce/prevent homelessness among veterans) identified by JLARC as state fiscal resources will allow
- Result: Governor McDonnell has recommended 2 new positions and \$197,018 per fiscal year
- The new Homeless Veterans Coordinators will help build local coalitions and continuums of care to provide veterans access to available resources, including housing vouchers, employment support, and social services

Other Initiatives

- Governor McDonnell will propose legislation
 - To move the Virginia War Memorial under DVS;
 - Separate the disabled veteran hunting and fishing licenses
 - Waive the one-year residency requirement for Guardsmen to qualify for in-state tuition (residency waiver)
 - Improve access to absentee ballots for military members serving overseas
- Governor McDonnell's proposed budget would also transfer one position between DVS service areas, which will allow Virginia Wounded Warrior Program to hire a full-time Director for the Virginia Veterans Corps (AmeriCorps grant)

Proposed Budget Savings

Governor McDonnell has proposed budget savings by:

1. Delaying equipment replacement at veterans cemeteries (\$22,593)
2. Eliminating the County Veterans Service Officer Liaison Program (\$82,306)
3. Eliminating funding for the special projects coordinator wage position (\$20,000)
4. Reduce printing and PR expenses at the Virginia War Memorial (\$14,905)

Summary

8 of 10 BVS/JLC recommendations supported by the Governor:

- Reinforce the Delivery of Benefits Services
- Enhance Care Center and Education Services
- Identify Unclaimed Veterans Cremains
- Support Reducing Veterans Homelessness
- Provide a Means for Veterans Identification

- Other Legislation Proposed by the Governor to Provide:
- Enhanced Support for the Virginia War Memorial
- Immediate In-state Tuition for National Guard Members
- Improved Access to Absentee Ballots for the Military
- Improved Services for the Virginia Wounded Warrior Program

ATTACHMENT 3

JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS REPORT TO BOARD OF VETERANS SERVICES January 9, 2012

The Joint Leadership Council of Veterans Service Organizations (the JLC) met December 20. At the meeting the JLC:

1. Received presentations on:
 - a. Governor McDonnell's budget and legislative initiatives;
 - b. The Veterans ID Card project, by DMV Commissioner Rick Holcomb;
 - c. DVS Education Services.
2. Received reports from:
 - a. The Chairman of the Board of Veterans Services;
 - b. A representative of the Veterans Services Foundation;
 - c. The Commissioner of Veterans Services;
 - d. The Executive Director of the Virginia Wounded Warrior (VWWP) and the Directors of VWWP Regions III and IV;
 - e. The JLC representative to the Virginia Military Advisory Council (VMAC); and
 - f. The JLC representative to the Virginia Council on the Interstate Compact on Educational Opportunity for Military Children;
 - g. The Executive Director of the Virginia War Memorial.
3. Approved Appointed Officers for 2011 – 2012 (see below).
4. Approved the 2012 Meeting Schedule (see below).
5. Voted to recommend to the Governor that he not issue a proclamation of support for the Veterans Remembered Flag.
6. Reviewed the status of the JLC's and the BVS's 2011-2012 Initiatives. A JLC sponsor has been assigned to coordinate JLC support for BVS Recommendations 1-4 during the 2012 General Assembly.
7. Discussed JLC branding issues.
8. Made preparations for the 2012 JLC Conference at the General Assembly. BVS members are invited to attend, but, due to limited space, are asked to attend the afternoon rather than the morning session.
9. Adopted the JLC 2012 Action Plan (attached).

The next JLC meeting is scheduled for March 28.

Respectfully submitted,

Jenny M. Holbert
Chair

JLC Appointed Officers: 2011-2012

- Legislative Officer/Chair of the Legislative Operations Committee: Brett Reistad
- Assistant Legislative Officer/Chair of the Legislative Procedures Committee: Abe Zino
- Chair of the Constitution & By-Laws Committee: Pete Fairchild
- Chair of the Nominating Committee: Dan Boyer
- JLC Representative to the Virginia Military Advisory Council: Jeff Platte
- JLC Representative to the Virginia Council on the Interstate Compact on Educational Opportunity for Military Children: Chip Moran
- Chaplain: George Corbett

JLC 2012 Meeting Schedule

- Thursday, January 12: JLC Conference at the General Assembly
- Wednesday, March 28
- Wednesday, May 23
- Wednesday, July 11
- Wednesday, October 17
- Wednesday, December 19 or Thursday, December 20 (depending on the release of the Governor's budget)

JLC 2012 Action Plan

January 12 Conference at the General Assembly

- Advocate for 2011-2012 JLC Initiatives
- Promote role of JLC, DVS, etc.

March 28 meeting

- 2012 General Assembly review
- Look ahead to 2013 General Assembly: initial review and discussion of potential 2012-2013 JLC Initiatives
- Report of the Constitution and By-Laws Review Committee (annual review)

NLT May 1

- JLC members submit potential 2012-2013 JLC Initiatives for discussion at May 23 meeting. NOTE: Must be in JLC Position Paper format
- Potential 2012-2013 JLC Initiatives distributed to JLC members for review
- JLC members share potential 2012-2013 JLC Initiatives with their VSO leadership and others in their VSO to solicit feedback, concerns, additional ideas, etc.

May 23 meeting

- Continued review and discussion of potential 2012-2013 JLC Initiatives
- Appoint Nominating Committee

NLT June 20

- JLC members submit potential 2012-2013 JLC Initiatives for discussion at July 11 meeting. NOTE: Must be in JLC Position Paper format
- Potential initiatives distributed to JLC members for review
- JLC members share potential 2012-2013 JLC Initiatives with their VSO leadership and others in their VSO to solicit feedback, concerns, additional ideas, etc.

Before July 11 meeting

- New JLC member orientation (after July 11 meeting if necessary)

July 11 meeting

- Review and discuss all proposed 2012-2013 JLC Initiatives
- Vote on and categorize 2012-2013 JLC Initiatives
- Appoint JLC sponsors
- Elect Chair and Vice Chair
- Appoint Legislative Officer, form Legislative Operations Committee

NLT August 15

- Legislative Operations Committee meets to finalize Position Papers and FAQ Sheets
- Distribute Position Papers and FAQ Sheets to JLC and post on JLC website
- Submit Executive Order 29 (EO29) recommendations to Governor McDonnell through DVS

September/October

- Chair and Legislative Officer meet with Governor
- JLC Chair appoints JLC Appointed Officers (who will serve in an acting capacity until approved by the Council)

October 17 meeting

- Report on the meeting with the Governor
- Legislative Operations Committee recommends General Assembly Patrons for the JLC to recommend to the Governor
- Prepare for meetings with General Assembly members
- Approve JLC Appointed Officers for 2012-2013

October/November/December

- Submit recommended patrons to Governor McDonnell through DVS
- Meet with General Assembly members
- Hold legislative forums

December 19 or 20 meeting

- Review Governor's Proposed Budget
- Report on General Assembly Patrons
- Plan for 2013 Conference at the General Assembly
- Adopt 2013 meeting schedule
- Adopt 2013 Action Plan

ATTACHMENT 4

VETERANS SERVICES FOUNDATION REPORT TO Board of Veterans Services January 9, 2011

The Veterans Services Foundation (VSF) Board of Trustees has not met since November 2, 2011.

As of December 31, 2011, the Foundation has raised almost \$135,000 of which almost \$127,000 is for the Virginia Wounded Warrior Program. That does not count about \$5,000 in pledges that have been received but not collected. Significant contributors and others are noted on the attached statement.

The next Foundation Board meeting is scheduled for 21 March 2012 after the General Assembly adjourns. It will be at the Virginia War Memorial. Items for the next meeting may include: (1) approve the 2nd Quarter FY11 Fund Statement; (2) review VSF FY12 fundraising program; (3) consider recommendations for a VSF logo; and (4) approve and budget adjustments which may be proposed. There will be Finance and Development Committee meetings before the next VSF Board meeting.

Respectfully submitted,

David Holt
VSF Chairman

Attachment (1)

VSF FUNDRAISING RESULTS FOR FY12
Unaudited
December 31, 2011 Updated

Income*

VWWP

Dominion Resources	25,000.00
Anonymous Foundation	18,000.00
Soc Gov Mtng Prof	12,982.00
Marshall Ch. MOAA	12,500.00
Lakeview Golf Club	10, 221.08
Bosh Global Services	7,400.00
American Legion Post 146	6,132.00
Achievable Dream	5,000.00
Mar Corps League Ch.	4,197.65
Cavalier Golf & Yacht Cl.	3,322.31
Marriott (SGMP)	3,000.00
Richmond Ch. MOAA	2,000.00
WSIG Radio	1,901.00
Texas Roadhouse	1,600.00
American Legion Post 89	1,500.00
Other VSO's**	1,335.00
Sgt Petty Poker Run	1,189.50
Individual Donors	<u>9,726.08</u>

VWWP Revenue Balance **126,971.09**

Amelia Cemetery **1,615.00**

Horton Cemetery **3,875.00**

Dublin Cemetery **1,000.00**

Homeless Veterans Fund **550.00**

Foundation Endowment **825.00**

Non-VWWP Total **7,865.00**

Total FY12 Income to Date **134,836.09**

***Does not include Care Centers, Grants, or Interest**

****American Legion Posts, MOAA Chapters, DAV Aux Unit, VFW Post Aux**

ATTACHMENT 5
DEPARTMENT OF VETERANS SERVICES
REPORT TO
BOARD OF VETERANS SERVICES
January 9, 2012

Highlights of current operations

- ***Benefit Services: assists Virginia's veterans and their dependents in obtaining benefits to which they are entitled under federal, state, and local laws***
 - New offices open in Alexandria and Virginia Beach
 - New training coordinator hired – regional training meetings being held
 - Governor has proposed two new claims agent positions
 - Governor has also approved funding to fill two positions that are currently unfunded

- ***State Approving Agency for Veterans Education and Training: approves educational programs so veterans and their dependents may receive their educational benefits***
 - New compliance oversight mission – greatly increased workload for staff
 - Part-time administrative assistant hired to help meet increased workload
 - Governor has proposed shifting two positions to SAA to help meet the increased workload
 - Over 51,000 GI Bill students in 2011

- ***Virginia Veterans Care Centers: provide long-term care and short-term rehabilitation to Virginia's veterans***
 - Design work proceeding on the 40-bed addition to the Sitter & Barfoot Veterans Care Center
 - Governor has proposed additional positions and appropriation for operating the new wing
 - DVS hopes to complete design work by July and begin construction in early fall
 - Several renovation projects ongoing at Virginia Veterans Care Center, including parking lot expansion and road work

- ***Virginia Veterans Cemeteries: Virginia's veterans cemeteries are shrines commemorating the personal sacrifice of those who served and those who stand ready to defend our freedom***
 - Thanks to the outstanding work of the Horton Wreath Society, a wreath was placed on every grave at the Albert G. Horton, Jr. Memorial Veterans Cemetery on December 10
 - All cemetery positions now filled

- **Virginia Wounded Warrior Program: provides behavioral health, rehabilitation services, and support to veterans, National Guard members, reservists, and their family members**
 - All Regional Director positions now filled
 - Governor has proposed transferring one position to VWWP, which will allow VWWP to hire a full-time director for the Virginia Veterans Corps

- **Human Resources**
 - Cemeteries, SAA, and VWWP are fully staffed to current manning levels
 - In the process of filling five vacant positions in the Benefits section:
 - Claims agents – Big Stone Gap and Fairfax
 - Claims administrators – Hampton, McGuire VA Medical Center, and Tidewater
 - The Governor has proposed eliminating the County Veterans Service Officer Liaison position. DVS will leave this position unfilled
 - Administration has one vacant positions – HR Assistant
 - Two positions in administration will be converted from part-time to full-time
 - Administrative assistant
 - Development director
 - Awaiting permission to fill administration positions.

I cannot thank the Board of Veterans Services members enough for their continued support of Virginia veterans and the Department of Veterans Services.

Respectfully submitted,

Paul E. Galanti
Commissioner

ATTACHMENT 6

Letter from Commissioner Paul Galanti to the Board of Veterans Services

January 9, 2012

Dear members of the Board of Veterans Services:

As I'm sure you're too well aware, for many years, I've personally been working on an automated processing system to help veterans file disability claims with the Department of Veterans Affairs. I'm very happy to report we're finally there, but we have a few more hurdles to clear, as I'll explain to you in this letter. To refresh, here's a fairly concise summary of what we've been up to for the last few years

Developing a veteran's claim for USDVA benefits is a time-consuming process, often requiring dozens of hours to research a veteran's service record and medical history, and compile all necessary documents. The learning curve for claims agents is steep; it takes a claims agent two to three years to become fully familiar with all aspects of the claims development process. An automated claims processing system will speed the claims development process, ensure greater accuracy and consistency in the presentation of information, and serve as a support system for all DVS agents, especially new agents as they learn the nuances of claims development.

Our old RVD processing system was getting very outdated and becoming more and more problematic with computer upgrades, etc. Additionally, Microsoft doesn't support the Access program on which RVD was based. Ideally we wanted a web-based system that would keep the data on separate servers and would allow the system to be hardware independent.

Four years ago, DVS embarked on a journey to develop an automated claims processing system. The agency selected Stratizon, Inc. to develop a proof of concept, and the system was initially to be called TurboVet.

Following the successful proof of concept, Stratizon continued to research, develop, and build out the system. Our expectation throughout this process was that Stratizon, in partnership with AMVETS, would roll out TurboVet sometime in 2012. We would then partner with AMVETS to deploy TurboVet to our field offices.

I recently learned, however, that the partnership with Stratizon and AMVETS is no longer a viable option. Fortunately, one of Stratizon's subcontractors is pressing forward to complete software development. I had an informational meeting last month with Dave Bernard, CEO of The Intellection Group, Inc. – Stratizon's former subcontractor – who told me the system is essentially complete and nearly ready for deployment.

Development up to this point had been done under a contract with Stratizon, Inc. But, since they are out of the picture, DVS must select a new vendor and award a new contract. State procurement and VITA policies require that we issue a Request for Proposal (RFP) in order to

ensure that the Commonwealth's taxpayers and veterans receive the best product at the best price. Further, the RFP will allow us to evaluate the system developed by the Intellection Group, Inc. against comparable programs from other developers. We are working with the Attorney General's office and VITA to develop an RFP that complies with the Commonwealth's purchasing guidelines.

My goal is to have the RFP issued by the end of January, bids received by the end of February, and a system fully deployed to DVS field offices by the end of the 2012 fiscal year.

At this point, I do not have a firm cost for annual licensing fees; however, I estimate that licensing costs will be roughly \$150,000 annually. DVS will be able to cover licensing costs for FY12, but not in subsequent years.

We really are almost there. We're studying currently available options, including the one we developed ourselves which should result in minimal training for existing agents and greatly speed up and enhance training for new agents. Thank you for bearing with us. You won't be disappointed with our final product.

Sincerely,

Paul E. Galanti
Commissioner

Cc: The Honorable Terrie L. Suit
Secretary of Veterans Affairs and Homeland Security

ATTACHMENT 7
Board of Veterans Services
2012 Action Plan – “Building Upon Our Success”

January 9 meeting

- DVS Operations Briefings: Cemeteries and Virginia Wounded Warrior Program.
- Discuss 2012 General Assembly session, including Governor McDonnell’s proposed budget, DVS Agency Legislation, and other veterans legislation.
- Review Executive Order 29 (EO29) *Serving Virginia’s Veterans* and the role of the BVS
- Administrative matters, as required.

January – May: “Research and development”

- Committees hold meetings to review/discuss potential EO29 proposals.
- BVS members research initial EO29 proposals and prepare background papers for presentation at May 9 meeting.

May 16 meeting

- Review 2012 General Assembly Session: budget and legislation.
- Review and discuss initial EO29 proposals.
- Select a nominating committee for July 2012 election of officers.

May – July: “Putting Meat on the Bones”

- BVS members continue research on EO29 proposals and prepare background papers for presentation at July 18 meeting.
- Candidates for BVS Chairman or Vice-Chairman submit resumes to nominating committee.

July 18 meeting

- Review, discuss, and approve BVS 2012 EO29 recommendations.
- Review, discuss, and adopt JLC 2012 EO29 recommendations.
- Elect BVS Chairman and Vice-Chairman.

NLT August 15

- Submit BVS 2012 EO29 recommendations to DVS.

November 16 meeting

- Adopt 2013 Meeting Schedule.
- Adopt 2013 Action Plan.
- DVS Operations Briefings: Benefits, Care Centers, and Education.
- Review DVS Strategic Plan.

ATTACHMENT 8

Letter from Chairman Thad Jones to the Board of Veterans Services

January 6, 2012

Members of the Board of Veterans Services,

I hope that you and your families had a wonderful holiday season. Like me, I am sure many of you made New Year's resolutions. I would ask that we, as a Board, adopt a resolution to continue our commitment to serving Virginia's veterans in 2012. As evidenced by the Governor's budget and legislative proposals, our hard work in 2011 paid off. Working together we can be just as effective, if not more so, in 2012!

Executive Order 29 (EO29) should now be rooted in our commitment. Governor McDonnell has directed that the BVS submit proposals each year designed to improve services to veterans. Our deadline is August 15. We met our objective last time, and I know that we will meet it this year.

Our 2012 Action Plan, our By-Laws, EO29, and the Code of Virginia spell out what we should be doing to improve services for Virginia's veterans, but many of you have asked me how you should go about it.

First and foremost, Board members must be informed about the mission of the Department of Veterans Services (DVS). You should understand the who, what, when, where, why, and how DVS serves Virginia's veterans. This is required so you can make informed recommendations on how DVS could do things more efficiently or could improve services. Each of you is an important contributor to identifying shortfalls in current DVS budget resources and staffing levels. However, through collective action of the BVS committees, we should be able to accurately recommend the resources needed to improve service delivery or offer new services.

Each citizen member is assigned to a committee that focuses on a specific area or areas of DVS. Committee members must invest the time getting to know their particular subject area. Start by arranging a committee visit with the section director or directors that fall under your committee. During the discussion, you'll get to know them, gain an understanding of how their sections operate, and appreciate their needs. By getting to know the section managers and becoming a subject matter expert in your committee's area of responsibility, you'll be well placed to identify shortfalls and improvement opportunities. How much time will this take? That's up to your committee and the availability of the directors, but you should take as much time as is necessary and possible, to get to know the issues involved.

Second, look elsewhere for new ideas and "best practices" designed to improve services to our veterans. Each state has an agency similar to the Virginia Department of Veterans Services. Visit their websites to learn what they're doing to serve veterans and how they're doing it.

When you review our 2012 Action Plan, you'll notice that there's a wide gap between the January 9th and May 16th meetings. One of the reasons for this is to give you the time you need

to put “boots on the ground.” Use this time to get to know how your committee can help their areas of responsibility. Review best practices from other states. Hold committee meetings. Do all that you can, so that when we meet next as a full Board, we’ll have a host of great committee ideas to consider.

Limited funding is available for committee meetings and section visits, even if the visits mean that you to stay overnight on a long-distance trip. Requests should be submitted to Steven Combs ahead of time.

And finally, on the subject of money, please look for solutions and improvement opportunities that are affordable and achievable. Ideas that will cost \$500 million may look great on paper, but will be an impossible sell in our current budget climate. Our proposals must be reasonable, they must be achievable, and they must be backed by solid evidence and sound reasoning.

Ladies and gentlemen, we do not have a lot of time to make an impact on enhancing the lives of Virginia’s veterans and their families. We have some great team players on our side going into the fight, even before the fight has started. Governor McDonnell is a veteran. Secretary Suit’s husband is a veteran. Commissioner Galanti is a veteran. All members of the Joint Leadership Council of Veterans Service Organizations (JLC) are veterans and have strong affiliations with veterans service organizations. All but two of the members of the Veterans Service Foundation (VSF) are veterans. The JLC and the VSF are doing great things to ensure veterans issues are kept on the front burner. It’s up to us to do our part.

It comes down to one thing. It is your legacy. At some point in time, as you reflect on your time served on the Board of Veterans Services, you should ask what you did to help make life better for Virginia’s veterans.

I wish you and your families a Happy New Year. Please come to the January 9 meeting with vigor and a “can do” attitude.

V/R

Thad A. Jones
Chairman