

**Board of Veterans Services  
Meeting Minutes  
May 12, 2010**

A meeting of the Board of Veterans Services (BVS) was held on Wednesday, May 12, 2010 at the Sitter & Barfoot Veterans Care Center, 1601 Broad Rock Boulevard, Richmond.

**Members Present**

- John Anderson
- Mark Cole
- Kirk Cox
- Paul Galanti
- J. Pat Green
- Donald Kaiserman (for the Joint Leadership Council of Veterans Service Organizations)
- Thad Jones
- Sandra Love
- Samuel Metters
- Toddy Puller
- J. W. Peyton Robertson
- Al Sample
- Meade Spotts (for the Veterans Services Foundation)
- Max Taylor

**Members Absent**

- Paris Davis
- John Edwards
- Judson Stanley
- Vivian Watts

**Commonwealth of Virginia Officials Present**

- Cynthia Norwood, Office of the Attorney General
- Anne Atkins, Department of Veterans Services
- Bert Boyd, Department of Veterans Services
- Steven Combs, Department of Veterans Services
- Jack Hilgers, Department of Veterans Services
- Judith Reid, Department of Veterans Services
- Mike Rogers, Department of Veterans Services
- Kate Morosoff, Senator Puller's Aide

**Materials Distributed**

- Agenda
- JLC 2010 Legislative Objectives and Actions Taken

- A quick note on DVS Fund Sources
- Summary of DVS FY11/12 Budget
- Copy of DVS sections from House Bill 30
- Summary of some of the other military and veterans bills and resolutions that passed the 2010 General Assembly
- Department of Veterans Services Report
- Profile of Virginia's Veterans
- DVS Operations Profile
- Benefits Committee Report
- Care Centers Committee Report
- Cemeteries Committee Report
- Joint Leadership Council Report
- Veterans Services Foundation Report

### **Call to Order**

Chairman Thad Jones called the meeting to order at 11:00 am. The members and guests recited the pledge of allegiance to the American flag.

### **Roll Call and Quorum Determination**

With 14 of 18 members present, a quorum was determined.

### **Approval of Agenda**

Chairman Jones noted that he would like to amend the agenda to move the Joint Leadership Council of Veterans Service Organizations (JLC) and the Veterans Services Foundation (VSF) reports – Items VIII and IX on the agenda – up to Items V and VI. Mr. Pat Green made a **motion, seconded** by Mr. Peyton Robertson, to adopt the agenda as amended. The motion carried unanimously. See *Attachment 1*.

### **Approval of January 11, 2010 minutes**

Mr. Green made a **motion, seconded** by Mr. John Anderson, to approve the minutes of the January 11, 2010 meeting as written. The motion was approved unanimously.

### **Review of 2010 budget and legislation**

Mr. Steven Combs reviewed the JLC 2010 legislative objectives and the actions taken on those objectives (see *Attachment 2*), highlighted Department of Veterans Services (DVS) funding sources (see *Attachment 3*), presented a summary of the DVS Fiscal Year (FY) 2011/2012 budget (see *Attachment 4*), discussed the DVS sections from House Bill (HB) 30 (see *Attachment 5*), and introduced some of the military and veteran bills that passed the 2010 General Assembly (see *Attachment 6*).

## **Joint Leadership Council of Veterans Service Organizations Report**

JLC Legislative Officer Donald Kaiserman delivered the JLC report (see [Attachment 13](#)).

## **Veterans Services Foundation Board of Trustees Chairman's Report**

VSF 2<sup>nd</sup> Vice Chairman Meade Spotts delivered the report of the VSF (see [Attachment 14](#)).

## **Department of Veterans Services Report**

Commissioner Paul Galanti gave the Board a preview of the slideshow he was scheduled to present to the Senate Finance Public Safety Subcommittee on Wednesday, May 19. Commissioner Galanti pointed out that two handouts would be distributed to the Senators – a profile of Virginia's veterans (see [Attachment 7](#)) and a DVS operations profile (see [Attachment 8](#)). Commissioner Galanti noted that the Department of Veterans Services report was included in the agenda packet for the members to review later (see [Attachment 9](#)).

## **Standing Committee Reports**

### **Benefits Committee**

Benefits Committee Chairman Al Sample reviewed the Benefits Committee report (see [Attachment 10](#)).

### **Care Centers Committee**

Chairman Jones delivered the report of the Care Centers Committee (see [Attachment 11](#)).

### **Cemeteries Committee**

Cemeteries Committee Chairman Green delivered the report of the Cemetery Committee (see [Attachment 12](#)).

### **Budget and Strategic Planning Committee**

Budget and Strategic Planning Committee Chairman Samuel Metters discussed various issues related to business opportunities for veterans. Discussion among the members followed.

Delegate Mark Cole made a **motion, seconded** by Mr. Robertson, to accept the committee reports. The motion carried unanimously.

## **Legislative Report**

Delegate Kirk Cox, Delegate Mark Cole, and Senator Toddy Puller reviewed legislation actions during the 2010 General Assembly.

Delegate Cox requested that the Department update the Board on Executive Order 19 at the next Board meeting.

### **Open Public Comment and Roundtable Discussion**

There was no public comment.

Chairman Jones reminded the Board members that elections for a new Chairman and Vice Chairman would be held at the next meeting, and asked Senator Puller and Mr. Sample to serve as the Nominating Committee.

### **Prepare for Next Meeting and Adjournment**

The next Board meeting will be held Wednesday, September 29, in Richmond, at a location to be announced.

There being no further business, the meeting adjourned at 12:55 p.m.

# ATTACHMENT 1

Board of Veterans Services

Sitter & Barfoot Veterans Care Center  
1601 Broad Rock Boulevard  
Richmond  
May 12, 2010  
11:00 a.m. – 1:00 p.m.

## AGENDA

- I. Introduction of new Board of Veterans Services Chairman and new Department of Veterans Services Commissioner (11:00-11:01) – *Steven Combs*
- II. Opening, Pledge of Allegiance, Roll Call, Quorum Determination, and Approval of Agenda (11:01-11:05)
- III. Review and Approval of January 11, 2010 Meeting Minutes (11:05-11:10)
- IV. Review of 2010 budget and legislation (11:10 – 11:25) – *Steven Combs*
- V. Department of Veterans Services Report (11:25-11:45) – *Paul Galanti*
- VI. Break for Working Lunch (11:45-12:00)
- VII. Committee Reports (12:00-12:20)
  - Benefits Committee – *Al Sample*
  - Care Centers Committee – *Thad Jones*
  - Cemeteries Committee – *Pat Green*
  - Budget and Strategic Planning Committee – *Sam Metters*
- VII. Legislative Report (12:20-12:30) – *Legislative Board Members*
- VIII. Joint Leadership Council of Veterans Service Organizations Chairman's Report (12:30-12:35) – *Dan Boyer*
- IX. Veterans Services Foundation Board of Trustees Chairman's Report (12:35-12:40) – *David Richardson*
- X. Public Comment and Roundtable Discussion (12:40-12:55)
- XI. Prepare for Next Meeting (12:55-1:00)
- XII. Adjournment (1:00)

## ATTACHMENT 2

### JLC 2010 LEGISLATIVE OBJECTIVES

The following legislative objectives were adopted by the Joint Leadership Council of Veterans Service Organizations (the JLC) on August 12, 2009 and revised on December 22, 2009. These are the prioritized objectives of the 23 Veterans Service Organizations represented on the JLC.

1. **Real Estate Tax Exemption for 100% Disabled Veterans.** The JLC requests that the General Assembly enact legislation to amend the Virginia Constitution to require local governments to grant real estate tax exemptions for 100% service-connected disabled veterans without regards to means testing. Identical legislation passed the 2009 General Assembly and must also pass the 2010 General Assembly.
2. **Support the Department of Veterans Services FY11-FY12 Budget.** The JLC requests that the Governor and General Assembly:
  - a. Continue level funding for the Virginia Wounded Warrior Program (VWWP) at \$2 million per year (GF); and
  - b. Appropriate \$100,000 (GF) in FY11 to continue development of the Automated Claims Processing System for veterans disability claims; and
  - c. Provide the necessary resources to open and operate the Southwest Virginia Veterans Cemetery: \$40,000 (GF) in FY10, \$285,000 (GF) and \$15,000 (NGF) in FY11 and ongoing, and five positions.
3. **Virginia War Memorial Operating Funds and FFE Funds.** The JLC requests that the Governor and General Assembly:
  - a. Appropriate \$913,000 (GF) in FY11 to purchase furniture, fixtures, and equipment (FFE) for the Paul and Phyllis Galanti Education Center; and
  - b. Appropriate an additional \$623,100 (GF) per year, over and above current funding levels, to operate the Center.
4. **Burial Vaults for Virginia State Veterans Cemeteries.** The JLC requests that the Governor and General Assembly appropriate \$36,000 (GF) in FY11 so that burial vaults may be sold at cost at Virginia state veterans cemeteries.
5. **Military and Veteran Court Programs:** The JLC requests that:
  - a. The General Assembly enact legislation that would authorize localities to establish special court programs for veterans and military personnel; and
  - b. An educational program be established to educate judges, attorneys, first responders, and others on the unique challenges faced by combat veterans and the treatment options available to them; and
  - c. A study be conducted to identify further ways of helping combat veterans who come in contact with the legal and criminal justice systems.

**Military Family Relief Fund:** The JLC requests that an administrative or legislative solution be found so that grants from the Military Family Relief Fund are not treated as taxable income.

## Action taken on JLC 2010 Legislative Objectives as of April 21, 2010

JLC Objective	Action Taken	Result
1 – Real Estate Tax Exemption	Two resolutions (HJ31 and SJ13) and three supporting bills (HB149, HB1270, and SB31) submitted. Budget amendment request submitted to pay for ballot initiative	<ul style="list-style-type: none"> <li>• HJ31, SJ13, HB149, and SB31 passed unanimously</li> <li>• \$440,200 included for ballot initiatives</li> <li>• Measure will be on the ballot in November</li> </ul>
2A – Continue level funding for the Virginia Wounded Warrior Program	One bill (HB174) submitted	<ul style="list-style-type: none"> <li>• HB174 passed unanimously</li> <li>• Level funding of just under \$2 million/year will continue</li> </ul>
2B – Automated Claims Processing System	One bill (HB419) and two budget amendment requests submitted	<ul style="list-style-type: none"> <li>• HB419 passed unanimously</li> <li>• Funds identified in DVS budget to continue development</li> </ul>
2C – Southwest Virginia Veterans Cemetery	Two budget amendment requests submitted	<ul style="list-style-type: none"> <li>• \$150,000 GF and \$15,000 NGF and 3 new positions in FY11</li> <li>• \$200,000 GF and \$15,000 NGF and 4 new positions in FY12</li> </ul>
3 – Virginia War Memorial	\$913,000 for FF&E included in FY11 introduced budget. Four budget amendment requests submitted	<ul style="list-style-type: none"> <li>• \$913,000 in FF&amp;E moved to FY10</li> <li>• \$150,000 GF in FY11 for operations</li> <li>• \$400,000 GF and 1 new position in FY12 for operations</li> <li>• Department of General Services to provide maintenance under existing rent plan</li> </ul>
4 – Burial Vaults	One bill (HB479) and three budget amendment requests submitted	<ul style="list-style-type: none"> <li>• HB479 passed unanimously</li> <li>• \$36,000 GF provided in FY11 for equipment and initial vault purchase</li> </ul>
5 – Veterans and Military Court Programs	Two bills (HB663 and SB592) submitted	<ul style="list-style-type: none"> <li>• HB663 left in committee</li> <li>• SB592 incorporated into SB158, which failed to pass the Senate</li> </ul>
6 – Military Family Relief	Three bills (HB1118, HB1231,	<ul style="list-style-type: none"> <li>• HB1118 and SB619 passed</li> </ul>

Fund	and SB619) submitted	unanimously
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## **ATTACHMENT 3**

### **A quick note on DVS Fund Sources**

#### *General Funds:*

- Mostly derived from direct general taxes paid by citizens and businesses in Virginia
- Can be used for a variety of government programs
- Governor and the General Assembly have the most discretion to spend
- In DVS, general fund monies are used for Benefit Services, Cemetery Services, the Virginia War Memorial, the Virginia Wounded Warrior Program, and for administration

*Nongeneral Funds:* receipts set aside for specific purposes

*Special Funds* (nongeneral): for DVS, these are monies “earned” for delivering a service. In DVS, almost all special funds come from monies received for resident care at the veterans care centers.

*Dedicated Special Funds* (nongeneral): for DVS, these are monies donated to the Department (for the Virginia Wounded Warrior Program, the cemeteries, etc.)

*Federal Trust* (nongeneral): for DVS, these are monies received from the Federal Government for a specific purpose. Uses at DVS include:

- Resident care at the care centers
- Plot allowance at the cemeteries
- State Approving Agency for Veterans Education and Training

Source: Virginia Department of Planning & Budget website – “*Frequently asked Questions and Answers about Virginia’s Budget*,” <http://dpb.virginia.gov/budget/faq.cfm>

## ATTACHMENT 4

### Summary of DVS FY11/12 Budget

	General Fund	Non-General Fund	Total
<b><u>FY11</u></b>			
2011 Base Budget (2010 Base Budget)	\$7,551,661	\$35,409,719	\$42,961,380
Continuation of FY10 Budget Reductions and new reductions	( <b>\$533,043</b> )	\$395,366	( <b>\$137,677</b> )
2011 Budget - As Introduced - 12/22/09	\$7,018,618	\$35,805,085	\$42,823,703
Changes made by 2010 General Assembly			
Virginia War Memorial	\$150,000		\$150,000
Southwest Virginia Veterans Cemetery	\$150,000	\$15,000	\$165,000
Burial Vaults	\$36,000		\$36,000
Total - Changes made by 2010 General Assembly	\$336,000	\$15,000	\$351,000
2011 Budget - as passed by the General Assembly - 3/30/10	\$7,354,618	\$35,820,085	\$43,174,703
Governor McDonnell's Proposed Changes - 4/13/10	( <b>\$74,500</b> )	\$0	( <b>\$74,500</b> )
2011 Budget - Final - approved by the General Assembly 4/21/10	\$7,280,118	\$35,820,085	\$43,100,203
<b><u>FY12</u></b>			
2012 Base Budget (2010 Base Budget)	\$7,551,661	\$35,409,719	\$42,961,380
Continuation of FY10 Budget Reductions and new reductions	( <b>\$533,043</b> )	\$395,366	( <b>\$137,677</b> )
2012 Budget - As Introduced - 12/22/09	\$7,018,618	\$35,805,085	\$42,823,703
Changes made by 2010 General Assembly			
Virginia War Memorial	\$400,000		\$400,000
Southwest Virginia Veterans Cemetery	\$200,000	\$15,000	\$215,000
Total - Changes made by 2010 General Assembly	\$600,000	\$15,000	\$615,000
2012 Budget - as passed by the General Assembly - 3/30/10	\$7,618,618	\$35,820,085	\$43,438,703
Governor McDonnell's Proposed Changes - 4/13/10	( <b>\$74,500</b> )	\$0	( <b>\$74,500</b> )

2012 Budget - Final - approved by the General  
Assembly 4/21/10

\$7,544,118

\$35,820,085 \$43,364,203

**ATTACHMENT 5**

**DVS sections from HB30 (FY11/12)**

Department of Veterans Services – Total

Department of Veterans Services

	Total for Department of Veterans Services	43,100,203	43,364,203
	General Fund Positions	103.00	104.00
	Nongeneral Fund Positions	509.00	509.00
	Position Level	612.00	613.00
Fund Sources:	General	7,280,118	7,544,118
	Special	27,503,748	27,503,748
	Dedicated Special Revenue	265,000	265,000
	Federal Trust	8,051,337	8,051,337

Education Services

		FY11	FY12
Item 411.	Higher Education Student Financial Assistance (10800)	704,223	704,223
	Education Program Certification for Veterans (10814)	704,223	704,223
Fund Sources:	Federal Trust	704,223	704,223

Authority: Title 2.2, Chapter 20, 24, 26, 27, Code of Virginia.

Care Center Services

		FY11	FY12
Item 412.	State Health Services (43000)	33,652,205	33,652,205
	Veterans Care Center Operations (43013)	33,652,205	33,652,205
Fund Sources:	Special	26,560,091	26,560,091
	Dedicated Special Revenue	70,000	70,000
	Federal Trust	7,022,114	7,022,114

Authority: § 51.5-73, Code of Virginia; P.L. 93-112, Federal Code.

The anticipation loan authorized in Chapter 847, 2008 Acts of Assembly, for up to \$2,200,000 with no interest for operational costs for the Sitter & Barfoot Veterans Care Center is to be paid back by December 31, 2011, from nongeneral funds received for services rendered.

Benefit Services and Virginia Wounded Warrior Program

413.	Veterans Benefit Services (46700)	5,370,726	5,370,726
	Case Management Services for Veterans Benefits (46701)	5,370,726	5,370,726
Fund Sources:	General	5,120,726	5,120,726
	Dedicated Special Revenue	150,000	150,000
	Federal Trust	100,000	100,000

Authority: Title 2.2, Chapters 20, 24, 26, 27, Code of Virginia.

A. Notwithstanding § 23-7.4:1, Code of Virginia, the department shall provide the State Council of Higher Education for Virginia the information these schools need to administer the Virginia Military Survivors and Dependent Education Program. The department shall retain the responsibility to certify the eligibility of those who apply for financial aid under this program.

B. No child may receive the education benefits provided by § 23-7.4:1, Code of Virginia, and funded by this or similar state appropriations, for more than four years or its equivalent.

C. Out of the amounts appropriated in this Item, \$1,964,246 and five positions the first year and \$1,964,246 and five positions the second year from the general fund and \$150,000 in the first year and \$150,000 in the second from nongeneral funds are provided for the "Wounded Warrior" program, operated in cooperation with the Department of Behavioral Health and Developmental Services and the Department of Rehabilitative Services.

Cemetery Services and Virginia War Memorial

		FY11	FY12
Item 414.	Historic and Commemorative Attraction Management (50200)	1,421,757	1,685,757
	Historic Landmarks and Facilities Management (50203)	391,312	641,312
	State Veterans Cemetery Management and Operations (50206)	1,030,445	1,044,445
Fund Sources:	General	1,113,291	1,377,291
	Special	78,466	78,466
	Dedicated Special Revenue	5,000	5,000

Federal Trust

225,000 225,000

Authority: Title 2.2, Chapters 20, 24, 26, 27, Code of Virginia.

A. The Department of General Services shall continue to provide routine building and grounds maintenance for the Virginia War Memorial as part of services provided under the seat of government rental plan.

B. Out of the amounts appropriated for this item, \$36,000 the first year from the general fund is provided for the department to purchase burial vaults for purchase at cost by veterans and their families for use in burials performed at state-operated veterans cemeteries, and the necessary equipment for installation of burial vaults. The department shall use the proceeds from the sale of the burial vaults to purchase additional vaults as needed.

### Administration

		FY11	FY12
Item 415.	Administrative and Support Services (49900)	1,951,292	1,951,292
	General Management and Direction (49901)	1,951,292	1,951,292
Fund Sources:	General	1,046,101	1,046,101
	Special	865,191	865,191
	Dedicated Special Revenue	40,000	40,000

Authority: Title 2.2, Chapters 20, 24, 26, 27, Code of Virginia.

### Capital Projects

		FY11	FY12
Item C-79.	Maintenance Reserve (17073)	200,000	200,000
Fund Sources:	Special	50,000	50,000
	Federal Trust	150,000	150,000

Item C-80 (language only)

New Construction: Suffolk Veterans Cemetery Phase 2 Expansion

The Governor is authorized to request federal funds to expand the Veterans Cemetery in Suffolk. Upon confirmation of eligibility for federal grant funding, the Director, Department of Planning and Budget, shall approve a short-term, interest-free treasury loan in the amount of \$500,000 to the Department of Veterans Services for final cemetery expansion design. The loan shall be repaid by the Department of Veterans Services upon receipt of the federal funds. In the event that federal

funds are not received, the agency shall repay the loan from agency special funds. Upon the availability of federal funds, the Director, Department of Planning and Budget, shall approve a short-term, interest-free loan in the amount of \$2,793,000 to the Department of Veterans Services. The loan shall be repaid by the Department of Veterans Services upon receipt of the federal funds.

Item C-80.10 (language only)

Effective July 1, 2010, the Southwestern Virginia Veterans Care Center shall be considered a part of the six-year capital outlay plan authorized under Chapter 46 and Chapter 696, 2009 Acts of Assembly.

## ATTACHMENT 6

### **Some of the other Veteran and Military-related Legislation that passed the 2010 General Assembly**

#### Bills

- HB128 (Cox): Authorizes the Department of Game and Inland Fisheries to issue free fishing licenses to disabled, active duty military personnel who are receiving inpatient or outpatient medical treatment from a hospital in Virginia, an adjoining state, or the District of Columbia. There is no cost for the license, and it is valid for one year.
- HB262 (Sherwood/Greason): Exempts veterans from paying the Department of Business Assistance's handling fee when establishing a small business through the one-stop small business permitting program
- HB760 (Stolle): Requires the Virginia Employment Commission, in cooperation with the Department of Veterans Services and the Secretary of Commerce and Trade, to establish the Veterans Skills Database, an Internet-accessible database of veterans and their workforce skills, for the purpose of marketing and promoting the workforce skills of veterans to potential employers. The database will be free to both veterans and employers
- HB956 (Lingamfelter): Provides that a unit owners' or property owner's association shall not prohibit or otherwise adopt or enforce any policy restricting a unit or lot owner from displaying upon property to which that owner has a separate ownership interest or a right to exclusive possession or use the flag of the United States whenever such display is in compliance with the federal Flag Code. The bill also provides that the unit owners' or property owners' association may establish reasonable restrictions as to the size, place, duration, and manner of placement or display of the flag provided the restrictions are necessary to protect a substantial interest of the unit owners' or property owners' association. Under the bill in an action brought to enforce a rule pertaining to display of the flag, the unit owners' or property owners' association has the burden of proof regarding whether the rule protects a substantial interest of the association
- HB1226 (Tyler): Adds the Global War on Terrorism, Operation Enduring Freedom, and Operation Iraqi Freedom to the wars that are recognized on Veterans Day and Memorial Day. The bill also adds the Global War on Terrorism and Operation Enduring Freedom to the wars or conflicts for which a locality may issue permits for the erection of monuments or memorials.
- HB1337 (Lingamfelter): Requires the Commissioner, in conjunction with the Board 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

- SB151 (Stuart): Provides that a unit owners' or property owners' association shall not prohibit or otherwise adopt or enforce any policy restricting a unit or lot owner from displaying upon property to which that owner has a separate ownership interest or a right to exclusive possession or use the flag of the United States whenever such display is in compliance with the federal Flag Code. The bill also provides that the unit owners' or property owners' association may establish reasonable restrictions as to the size, place, duration, and manner of placement or display of the flag provided the restrictions are necessary to protect a substantial interest of the unit owners' or property owners' association. Under the bill, if an action is brought by a unit owners' or property owners' association to enforce a rule pertaining to display of the flag, the association shall bear the burden of proof that the restrictions as to the size, place, duration, and manner of placement or display of such flag are necessary to protect a substantial interest of the owners' association
- SB243 (Watkins): Exempts active duty military personnel who are residents and on leave from having to obtain a basic fishing license so long as they can show proof that they are on leave. Such an exemption does not extend to such persons to fish in waters stocked with trout
- SB299 (Miller, J.C.): Requires the Department of Education to employ a military family education liaison to provide staff support for the Virginia Council on the Interstate Compact on Educational Opportunity for Military Children and to assist military families and the state in facilitating the implementation of the Interstate Compact
- SB455 (Hurt/Stosch): Exempts veterans from the handling fee charged by the Department of Business Assistance in connection with the establishment and operation of a small business
- SB563 (Ticer): Adds veterans' posts or organizations to those charitable organizations that are exempt from submitting annual registration statements

## Resolutions

- HJ136 (Bulova) and SJ42 (Petersen): Designates March 30, in 2010 and in each succeeding year, as Welcome Home Vietnam Veterans Day in Virginia to celebrate the service and numerous contributions of the Commonwealth's Vietnam-era veterans and to coincide with the national observance of the day
- HB137 (Cosgrove): Designates the Honor and Remember Flag as the Commonwealth's emblem of service and sacrifice by the brave men and women of the United States Armed Forces who have given their lives in the line of duty

NOTE: All bills and resolutions listed passed unanimously. All bills listed have been approved by the Governor. Resolutions do not require the signature of the Governor.

## ATTACHMENT 7

### DEPARTMENT OF VETERANS SERVICES REPORT TO BOARD OF VETERANS SERVICES May 12, 2010

#### **2010 General Assembly**

- In spite of the economy, 2010 a very positive year for veterans services
- Veterans services continue to enjoy broad, bi-partisan support from the Executive and Legislative branches
- DVS looking forward to working with the Board of Veterans Services and the Joint Leadership Council to implement the Governor's and Legislature's goal to make Virginia "*America's most veteran-friendly state*"

#### **DVS Budget Challenges for 2010-2012 and beyond**

Project	Goal	Challenges
Southwest Virginia Veterans Cemetery (Dublin)	Open the cemetery in Fall 2010	<ul style="list-style-type: none"> <li>• \$150,000 (GF) and \$15,000 (NGF) provided in FY11; \$200,000 (GF) and \$15,000 (NGF) provided in FY12</li> <li>• DVS estimates need at \$300,000 (GF/NGF) annually</li> <li>• DVS will need to identify ways to make up the shortfall (donated funds?) or reduce initial scale of operations</li> </ul>
Virginia Veterans Cemetery (Amelia) Equipment Replacement	Ensure Amelia Cemetery has proper equipment to conduct operations	<ul style="list-style-type: none"> <li>• Cemetery has been operational for 12 years</li> <li>• Original equipment is wearing out and needs to be replaced</li> <li>• Equipment needed: dump truck, backhoe, two pickup trucks, three mowers, and other equipment</li> </ul>
Benefit Services	Improve Department's ability to serve Virginia's veterans and eligible spouses/dependents	<ul style="list-style-type: none"> <li>• Continue development and deployment of Automated Claims Processing System</li> <li>• Restore/expand services by filling vacant positions, reopening Alexandria office, and opening new office in Virginia Beach</li> <li>• Strengthen training program</li> </ul>
Hampton Roads Veterans Care Center	Start design as soon as federal matching funds are available	<ul style="list-style-type: none"> <li>• Project ranked 46 on Federal FY10 Priority Funding list</li> <li>• DVS told project will not be funded in FFY10</li> <li>• Earliest opening now likely FY13 or later (two</li> </ul>

		<p>years to design and build) unless private funding option found</p> <ul style="list-style-type: none"> <li>• \$5 - 6M in GF support needed for startup, but may not be available given current fiscal situation. DVS exploring other options</li> </ul>
Sitter & Barfoot Veterans Care Center Addition	Start design and construction as soon as federal matching funds are available	<ul style="list-style-type: none"> <li>• Project ranked 45 on Federal FY10 Priority Funding list</li> <li>• DVS told project will not be funded in FFY10</li> <li>• Shorter design/construction timetable means addition could open in FY12 (assuming funded by Feds in FFY11)</li> <li>• SBVCC should be able to support start up with internal resources</li> </ul>
Northern Virginia Veterans Care Center	Start design as soon as federal matching funds are available	<ul style="list-style-type: none"> <li>• Project ranked 53 on Federal FY10 Priority Funding list</li> <li>• Same challenges as for Hampton Center</li> </ul>

### **Waiting in the wings**

<b>Project</b>	<b>Status</b>
Southwest Virginia Veterans Care Center	<ul style="list-style-type: none"> <li>• HB30 places project in state's six-year capital budget plan</li> <li>• DVS will submit application for federal grant assistance this summer</li> </ul>
Pre-installed burial vaults for Amelia and Suffolk cemeteries	<ul style="list-style-type: none"> <li>• DVS has submitted applications for federal grant funding to install 5,000 preplaced vaults in Suffolk and 2,000 in Amelia</li> <li>• Projects now ranked on federal funding list – Suffolk (28) and Amelia (29) – but DVS informed that federal funding won't be available in FFY10</li> <li>• Even with federal grant funding, state funding may still be needed because of topography, oversized caskets, etc.</li> </ul>

Respectfully submitted,

Paul E. Galanti  
Commissioner

## ATTACHMENT 8

### **Profile of Virginia's Veterans**

819,460 Projected number of veterans living in Virginia in as of September 30, 2009  
(USDVA, Table 1L)

The number of veterans living in Virginia will peak in 2011 and 2012 to approximately 823,000 and will begin to decline in 2013. The size of the veterans population in other states, such as Pennsylvania, Ohio, Illinois, California, and New York, is forecast to decline significantly during that same period. In contrast, Virginia's decline will be relatively small (i.e. between 2,000 and 3,000 annually) compared with other states' declines (e.g., California's population is forecast to decline by 20,000 to 30,000 veterans per year).

7<sup>th</sup> Virginia's national ranking in terms of the 2009 veteran population (USDVA, Table 1L). The USDVA predicts that Virginia will rank 5<sup>th</sup> by 2014 and 4<sup>th</sup> by 2016.

90,234 Number of female veterans in Virginia. (USDVA, Table 1L)

#### ***Deployment***

4,212 Number of deployed active duty troops listing Virginia as home of record.  
(Contingency Tracking System Deployment File as of June 30, 2009,  
[http://dva.state.wi.us/pa\\_veteransdata.asp](http://dva.state.wi.us/pa_veteransdata.asp))

3,293 Number of deployed Guard & Reserve forces listing Virginia as home of record.  
(Contingency Tracking System Deployment File as of June 30, 2009,  
[http://dva.state.wi.us/pa\\_veteransdata.asp](http://dva.state.wi.us/pa_veteransdata.asp))

#### ***Education***

20,530 Number of veterans receiving G.I. Bill benefits in Virginia in FFY09

\$130.5M Total G.I. Bill benefits paid to veterans in Virginia in FFY09

#### ***Disabled veterans***

121,691 Number of veterans receiving disability benefits in 2009

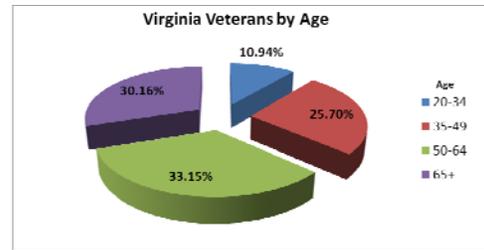
7,358 Number of 100% disabled veterans in 2009 (Compensation and Pension Master File and VETSNET)

#### ***Homelessness***

900 Estimated number of homeless veterans in Virginia

#### ***Aging***

247,173 Projected number of veterans age 65+ living in Virginia in 2009 (*USDVA, Table 1L*)  
 The number of veterans age 65+ will continue to increase annually, reaching more than 295,000 by 2017 (*USDVA, Table 1L*)



**Deaths**

16,802 Number of veterans in Virginia forecast to die during FFY09

**USDVA expenditures in Virginia during FFY08**

\$2.41B Total USDVA expenditures in Virginia

\$1.36B Compensation and disability payments to Virginia veterans and their dependents. In FFY05, more than 13% of Virginia veterans received disability compensation.

\$4.79 M Construction expenditures

\$143M Education and vocational rehabilitation employment expenditures

\$789 M Medical care expenditures

\$74.92M Estimated fiscal impact of new USDVA claims approved during FY09. This is based on number of claims approved (9,365 out of 16,954 adjudicated by the Roanoke Regional Office of the USDVA) multiplied by \$8,000 (which is the average compensation awarded by the USDVA in Virginia). Combined with the \$33.34M in retroactive payments awarded to veterans during FY09, the total fiscal impact of USDVA claims during FY09 was well over \$100M.

**US Department of Defense expenditures in Virginia in FFY08**

\$3.7B Retirement pay to military retirees in Virginia

## ATTACHMENT 9

### DVS Operations Profile

	FY07	FY08	FY09
<b>Annual Transaction Processing Volume</b>			
<b>Client Base</b>			
Number of veterans*	807,326	813,977	819,490
<b>Benefits Services</b>			
Claims submitted to USDVA	21,303	22,736	24,334
Client contacts	135,378	137,093	137,251
<b>Education and Training</b>			
Number of education and training institutions supported	688	837	904
Educational program approval actions	4,814	5,415	5,786
Educational institution supervisory visits	326	395	429
<b>Virginia Veterans Care Center</b>			
Patient days nursing / % capacity	63,315 / 96%	61,132 / 93%	60,233 / 92%
Patient days assisted living / % capacity	20,098 / 92%	20,249 / 92%	17,252 / 79%
Cost per patient day nursing	\$205.72	\$209.50	\$222.63
<b>Sitter &amp; Barfoot Veterans Care Center</b>			
Patient days nursing	n/a	3,932 / 16%	44,820 / 77%
Cost per patient day	n/a	n/a	\$302.40
<b>Cemeteries</b>			
Burials at Virginia Veterans Cemetery, Amelia	228	213	248
Burials at Albert G. Horton, Jr., Memorial Veterans Cemetery	510	591	638
* Projections from the U. S. Department of Veterans Affairs			

#### Staffing Levels

	FY08--Authorized	FY09--Authorized	FY09--Actual
<b>Staffing by agency area</b>			
Benefits	69	69	59
Education and Training	7	7	7
Virginia Wounded Warrior Program	n/a	5	5
Virginia Veterans Care Center	254	260	227
Sitter & Barfoot Veterans Care Center	233	233	203
Cemeteries	16	16	13
Virginia War Memorial	n/a	3	3

Central administration	23	16	7
Totals	602	609	524

**Financial Overview**

DVS’ funding comes from a variety of sources, either as a payment for services or as general fund support in lieu of increasing charges for services. By business unit, operations are funded through the following methods:

**Benefits Offices**—These offices are provided by Virginia to our veterans and their families so that we may assist them in applying for and receiving federal veterans benefits to which they may be entitled. This service is fully funded from tax dollars appropriated in the General Fund.

**Cemetery Operations**—DVS-operated cemeteries receive \$300 per burial for veterans from the U. S. Department of Veterans Affairs. They also receive a similar amount from the families of the deceased for spousal burials. But the cost of each burial is much greater than this; therefore, the majority of funding for cemetery operations comes from tax dollars appropriated in the General Fund.

**Virginia Wounded Warrior Program**—This program is supported by and funded through the General Fund. Additionally, the General Assembly has authorized DVS to solicit donations in an amount anticipated to total \$150,000. These donations are coordinated through the Veterans Services Foundation, and are authorized only for the direct support of wounded warriors and their families.

**Virginia War Memorial**---The Virginia War Memorial is supported through the General Fund; however, the War Memorial Foundation and the Virginia War Memorial Education Foundation (a separate 501c3) occasionally provide funding for educational programs and other activities.

**Care Center Operations**—The U. S. Department of Veterans Affairs provides a payment per patient day, generally used to reduce the charge for services made to residents. Medicare, Medicaid, private insurance, and private payments also provide funding for care center operations. No general funds are used to operate the care centers.

**Education and Training**—The State Approving Agency for Veterans Education and Training operates under a contract with the U.S. Department of Veterans Affairs.

**Administrative Services**—Administrative support services are generally funded through the General Fund. However, because of needed budget reductions, we now allocate a portion of these expenses to our two care centers and the State Approving Agency for Education and Training.

## **ATTACHMENT 10**

### Board of Veteran Services Benefits Committee Report May 12, 2010

DATE: May 12, 2010

#### I. Members

Al Sample – Chairman  
Kirk Cox – Delegate  
Max Taylor – Member  
Vacant – Needs to be filled

#### II. Meetings – None this period

#### III. Committee Activities – Though no meetings have been held, members have been independently tracking and assisting DVS in the following areas:

- Automated Claims Processing Tool Development – Continuing to stay abreast on its development and interfaces with other Portal Tools.
- Veteran Workforce Development. Many opportunities to obtain civil service opportunities, as the Administration is pushing more insourcing. Jobs are posted on USAJOBS and agency websites.
- Veteran Job Fairs and Workforce Training – Members have been very active in working with various companies, veteran organizations and federal departments to assist in job fairs, workforce training seminars and to advertise job opportunities for veterans.
- The Department of Veterans Affairs has updated its online Form 10-10EZ, “Application for Health Benefits.” to make it easier and faster to apply.
- The Department of Veterans Affairs has created the Center for Veterans Enterprise (CVE), which is solely dedicated to assisting veterans in starting and building businesses. They maintain a web site that serves as the federal government portal for veteran-owned businesses known as [VETBIZ.GOV](http://VETBIZ.GOV) .

**CVE may be contacted:**

**Washington DC Metropolitan Area: (202) 303-3260**

**Toll Free: (866) 584-2344**

**FAX (202) 254-0238**

**E-Mail: [VACVE@va.gov](mailto:VACVE@va.gov)**

**Web Site: <http://www.vetbiz.gov> **

IV. DVS Benefits Services – Sam Brown, Director

*Field Office Staffing*

Staffing levels have decreased again over the last quarter. We currently have an authorization of 69, with 57 filled. We are currently augmenting offices and service by the use of District Managers and retirees returning on a part-time limited basis.

John Anderson assumed the role of Acting Director of Programs for Commonwealth of Virginia Dept. of Veteran Services.

Sam Brown assumed the role of Acting Benefits Services Manager while maintaining his Northern District Manger Position.

We still have one Claims Agent - Deployed to Iraq  
We terminated one part-time Claims Examiner Position due to budget issues.

*Operations*

During the last quarter we arranged to have all VDVS claims before the Board of Veteran Appeals represented by the National Service Organizations such as the American Legion, VFW and American Red Cross. This is in keeping with what other states do.

*Outreach Efforts*

From Dec. 2009 to present  
154 Veteran Service Organization Contacts,  
125 Legislative Contacts  
Identified 102 potential MSDEP eligible recipients.  
We have provided 3,296 letters to separating veterans.

*Claims Activity*

There have been 13,031 claims adjudicated with VDVS representation since Dec. 2009  
Percentage of claims granted 70 percent.  
Our cumulative total of retroactive benefit payments for this period totals \$26,650,712  
There were 1,824 claims in amounts over \$5,000 each.

### *Training*

District meetings and office training visits are still being conducted as funds allow.  
Learning Management System is being used when possible.

### *Future Needs*

As was previous reports, additional staffing would permit for additional services.  
Updating of aging equipment; fax machines, copiers.

## V. DVS Education Services – Annie Walker, Director

The State Approving Agency for Veterans Education continues to focus on the new Post 9/11 GI Bill (Chapter 33) and implementing strategies to safeguard against waste, fraud and abuse. We are on schedule to conduct supervisory visits at 100% of the schools and training facilities that had at least one veteran enrolled in the previous year.

The SAA trained 200 school certifying officials during two web based trainings on February 18, 2010.

Our major outreach included bus advertising placards that appeared March – May 2010 in the Richmond and Loudon/Leesburg areas; the advertisements were placed on 250 buses. The SAA conducted 31 outreach events reaching 6300 veterans and dependents during the first two federal quarters; these events included: National Guard Pre and Post Mobilizations, Joint Family Support Assistance Program, High School Financial Aid Night, TAP Briefings, Military Retiree Briefings, Military Appreciation Day, Job Fairs, Welcome Home Veterans Day and Stand Down for Homeless Veterans.

## **ATTACHMENT 11**

Board of Veterans Services  
Care Centers Committee Report  
May 12, 2010

### **SITTER&BARFOOT VETERANS CARE CENTER**

Summary Review 5/7/10

Sandra Ranicki, Administrator

In late January a Customer Satisfaction Survey was sent to our residents and families. All returned responses were tabulated in March. 95.83% of our respondents gave the facility an Excellent/Good overall rating. Specifics are included in the chart below.

### **Sitter & Barfoot Veterans Care Center**

#### **Customer Satisfaction Survey**

	<b>Total Responses</b>	<b>% Excellent &amp; Good</b>	<b>% Excellent, Good &amp; Fair</b>
<b>1. Friendliness &amp; Warmth of Staff</b>	<b>26</b>	<b>96.15%</b>	<b>100.00%</b>
<b>2. Attentiveness of Staff</b>	<b>26</b>	<b>88.00%</b>	<b>100.00%</b>
<b>3. Quality of Care</b>	<b>26</b>	<b>92.31%</b>	<b>100.00%</b>
<b>4. Quality of Food</b>	<b>26</b>	<b>60.87%</b>	<b>86.96%</b>

<b>5. Laundry Service</b>	<b>26</b>	<b>88.00%</b>	<b>100.00%</b>
<b>6. Admission Process</b>	<b>26</b>	<b>92.31%</b>	<b>100.00%</b>
<b>7. Therapy Department</b>	<b>26</b>	<b>90.48%</b>	<b>100.00%</b>
<b>8. Activity Program</b>	<b>26</b>	<b>80.00%</b>	<b>96.00%</b>
<b>9. Business Office</b>	<b>26</b>	<b>92.31%</b>	<b>100.00%</b>
<b>10. Cleanliness of Building</b>	<b>26</b>	<b>96.15%</b>	<b>100.00%</b>
<b>11. Response You Receive From Staff</b>	<b>26</b>	<b>96.15%</b>	<b>100.00%</b>
<b>12. Decor of the Building</b>	<b>26</b>	<b>100.00%</b>	<b>100.00%</b>
<b>13. Social Services Department</b>	<b>26</b>	<b>86.36%</b>	<b>95.45%</b>
<b>14. Overall rating of SBVCC</b>	<b>26</b>	<b>95.83%</b>	<b>100.00%</b>
<b>Total Responses</b>	<b>364</b>		

**CENSUS:** For the first quarter of 2010, our average daily census has been 158.3 residents. This represents a 98.9% occupancy level. During this quarter we have admitted residents from 15 hospitals/healthcare facilities. 38% of these admissions were from McGuire VAMC.

## **FINANCIAL**

Revenue Collections as of 3/31/10:

Revenue Collections:

\* YTD \$12,626,892 collected, or 86% of projection.

\* First loan payment was made in Nov. for \$733,334. Facility is holding \$61,111 monthly in order to be prepared to pay the next loan payment due in Dec.

\* Facility prepared to pay \$20,100 per month in DVS central office costs retroactive to April.

Expenditures:

FY10 Actual: \$12,649,321

FY10 Budget: \$14,880,468

% Spent: 85.01%

## **ATTACHMENT 12**

### Board of Veterans Services Cemeteries Committee Report May 12, 2010

The following is a quarterly update on issues, events and or progress being made at the Virginia Veterans Cemeteries.

#### **VIRGINIA VETERANS CEMETERY AMELIA**

- A. Total burials conducted FY2010 July through April; 217 services conducted.
- B. Total employees; one full time administrator, one part time administrator, three full time grounds employees plus a shared mechanic.
- C. Presently we are preparing for our upcoming Memorial Day event, sponsored by the Virginia Mid-Atlantic Chapter Paralyzed Veterans of America, their guest speaker is Major General Tony L. Corwin, USMC [Retired].
- D. Construction was just completed on the chapel the following was accomplished, building of the new metal trellises for the roof area of the front porch and placement, replacement of one of the non structural front porch large pillars and pressure washing of the building. With these repairs completed new contract work is being worked up for the grounding of the new metal roof trellises.
- E. We have not at this time satisfactorily solved our problem concerning phase replacement funding for all the equipment and furnishing that are slowly wearing out at this thirteen year old cemetery. Presently the cemeteries operating budget has no designated funding for old replacement material items.
- F. We are presently working up the procedures to sell vaults to the veteran and spouse at cost, this will lower the cost the veteran and spouse are now paying for them through the private sector. This service should be in place after the first of the FY.

#### **ALBERT G. HORTON JR. MEMORIAL VETERANS CEMETERY**

- A. Total burials conducted FY2010 July through April; 639 services conducted.
- B. Total employees; two full time administrators, five full time grounds employees plus a shared mechanic.
- C. Presently we are preparing for our upcoming Memorial Day event, sponsored by DAV chapter 22, their guest speakers are State Senator Louise Lucas and Kerri Furey Wavy 10 news.
- D. It looks like our burial rate again this FY will increase dramatically, I anticipate we will be well over seven hundred burials based on what we have accomplished so far this FY.
- E. We are presently working up the procedures to sell vaults to the veterans and spouse at cost, this will lower the cost the veteran and spouse are now paying for them through the private sector. This service should be in place after the first of the FY.
- F. Manning is still a problem at our Suffolk veterans cemetery, with the burial numbers multiplying at high double figures in the past two FY years and perhaps triple figures this FY the grounds and admin work force has not physically increased. Presently we have two unfilled positions and no budget funds to fill them.

### **SOUTHWEST VIRGINIA VETERANS CEMETERY**

- A. After a terrible winter with very little work being accomplished at our Dublin cemetery location due of course to heavy rain and snow, all has changed in the past three weeks things have turned around completely a considerable amount of work is now being completed on a daily basis as listed below.
- B. The columbarium building pad was built, foundations should be in next week.
- C. Cemetery office basement pad was placed, foundation is in, cinder block walls are up, basement concrete floor should be poured today or next week, back fill of walls completed.
- D. Maintenance building [garage] building pad completed, foundation is in, cinder blocking is completed, concrete floor should be poured by next week.
- E. Installation of permanent storm water management system is in progress.
- F. Work on all site roads is underway.

## **ATTACHMENT 13**

### **JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS REPORT TO BOARD OF VETERANS SERVICES May 12, 2010**

The Joint Leadership Council of Veterans Service Organizations (the JLC) met on April 21, 2010.

The JLC reviewed the legislative and budget actions taken by Governors Kaine and McDonnell and by the 2010 General Assembly in support of the JLC's 2010 Legislative recommendations:

- Budget actions were taken or bills were submitted in support of all six of the JLC's legislative recommendations
- A positive result – either in whole or in part – was achieved for five of the six recommendations
- Successful outcomes include continued level funding for the Virginia Wounded Warrior Program and funding for the continued development of the Automated Claims System
- The JLC recommended that \$300,000 per year be appropriated to open and operate the Southwest Virginia Veterans Cemetery. Because of the state's fiscal situation, \$165,000 was appropriated in FY11 and \$215,000 in FY12. This may cause DVS to limit operations at the new cemetery or delay opening. Some level of private funds may be needed to support full operations.

The JLC received reports from the Board of Veterans Services, the Veterans Services Foundation, the Department of Veterans Services, the JLC representative to the Virginia Citizen-Soldier Support Council, the JLC representative to the Virginia Military Advisory Council, and the Virginia War Memorial.

VSF Executive Director Jack Hilgers reported on JLC and veterans service organization (VSO) fundraising support for the VWWP. As noted in the April 28 VSF Fundraising Report, VSOs had contributed \$30,325 of the \$68,740 raised for the Virginia Wounded Warrior Program in FY10 – or approximately 45% of the total.

The JLC held preliminary discussions on 2011 legislative recommendations. The JLC recommendations will be discussed, debated, and agreed on at the next meeting, to be held on Wednesday, July 21, 2010 at the American Legion Building in Richmond.

Respectfully submitted,

Daniel D. Boyer  
Chairman

## **ATTACHMENT 14**

### **VETERANS SERVICES FOUNDATION REPORT TO Board of Veterans Services May 12, 2010**

The Veterans Services Foundation (VSF) Board of Trustees met on May 5, 2010. A quorum was present. The following actions were taken.

- (1) Received Board of Veterans Services Chairman's, Joint Leadership Council of Veterans Service Organizations (JLC) Chairman's, and the Department of Veterans Services (DVS) Commissioner's Reports;
- (2) Received Virginia Wounded Warrior Program (VWWP) Executive Director's Update;
- (3) Received Standing Committee Reports;
- (4) Reviewed Foundation fundraising conducted to date during FY10;
- (5) Approved VSF FY10 3rd Quarter Financial Report, FY10 budget adjustments/cash transactions, and FY11 Budget proposals from DVS;
- (6) Reviewed FY10 Goals and Objectives for the development of FY11 Goals and Objectives;
- (7) Elected VSF Officers for FY11.

The Finance Committee met on April 28, 2010 and the Development Committee on May 5, 2010. The minutes of the Finance Committee meeting is posted on the Commonwealth Calendar. The VSF Development Committee minutes and those of the full VSF board should be available by May 19, 2010

The Foundation had raised almost \$80,000, of which almost \$70,000 is for VWWP, as of April 28, 2010. This is about \$22,000 short of its fundraising at this time last year. The principal shortage has been from individual donors, which may be a reflection of the economy.

By acclamation, the VSF Board elected the following officers for FY11:

Chairman, David Richardson;  
1st Vice Chairman, Meade Spotts;  
2<sup>nd</sup> Vice Chairman, Supriya Christopher

In keeping with the VSF Board Bylaws, their terms will be effective July 1, 2010.

The next Board meeting is scheduled August 4, 2010. It will be held at the Sitter & Barfoot Veterans Care Center. Items for the next meeting may include: (1) approval of the 4th Quarter FY10 Fund Statement; (2) review VSF FY10 fundraising program. (3) adoption of FY11 Goals and Objectives; and (4) possible adoption of a revised policy associated with in-kind donations. There will be Finance and Development Committee meetings before the next Board meeting.

Respectfully submitted,

David Richardson  
VSF Chairman