

# **VIRGINIA DEPARTMENT OF VETERANS SERVICES**

**COMMISSIONER'S FISCAL YEAR 2011 ANNUAL REPORT**

**TO**

**GOVERNOR ROBERT McDONNELL**

**AND**

**THE VIRGINIA GENERAL ASSEMBLY**

**December 1, 2011**

*Serving those who served*



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## **Mission, Vision, and Values**

### **MISSION**

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

### **VISION**

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

### **VALUES**

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



## Commissioner's Message

I continue to be enthusiastic about the Department of Veterans Services and all the things we do for the 823,000 veterans of the Commonwealth of Virginia. With Governor McDonnell's aspiration of making Virginia the most veteran-friendly state in the nation, the more than 700 full and part-time employees of the Department of Veterans Services – many of whom are veterans themselves – have rededicated themselves to serving those who served us so well.

We seem to be doing better every year by all imaginable measures. Our goal is to become even more responsive to veterans' needs – from our elderly World War II and Korean War veterans to our newest and often youngest veterans of Afghanistan and Iraq. We are happy to be able to provide them help when they need it to thank them for serving all of us.

We continue to work with our aging computer systems but sincerely feel that this will be the year that our automated, encrypted, web-based solution will enable our agents to reduce the time needed to process veterans' claims.

Thanks largely to Governor McDonnell's enthusiastic support, our agency continues to enjoy bipartisan support from the Virginia General Assembly. We anticipate another good year in the legislature.

DVS provides a broad range of services – from assisting veterans and their families with the benefits claims process, helping wounded warriors, and supporting educational benefits for veterans, to caring for injured, ill, and elderly veterans and meeting their final needs through our cemetery services. This report details the accomplishments of each of the agency's five areas of service. However, I'm proud to provide this quick snapshot of agency accomplishments during FY11.

- Filed 28,541 disability compensation claims, an eight percent increase over FY10. The U.S. Department of Veterans Affairs (USDVA) adjudicated 15,962 claims submitted by DVS, and approved 12,063, or approximately 76 percent. Virginia veterans received nearly \$58 million in retroactive claim awards during FY11, up more than 80% over the previous year.
- Disbursed \$1.3 million in funding to five regional consortia to provide services at the community level to veterans with combat stress and traumatic brain injuries as well as to their families.
- Certified that almost 1,000 educational programs met G.I. Bill requirements. Virginia veterans received more than \$562 million in educational benefits during FFY10, and Virginia ranks fourth in the nation in terms of the number of veterans using their G.I. Bill benefits.



- Provided 134,759 patient days of care at the Sitter & Barfoot Veterans Care Center in Richmond and the Virginia Veterans Care Center in Roanoke.
- Served the memorial needs of Virginia's veterans by performing 1,091 burials at Virginia's three state veterans cemeteries.

Our agency will continue to achieve major significant accomplishments in the coming months – moving forward on the addition to the Sitter & Barfoot Care Center, increasing the number of veterans and their families served by the Virginia Wounded Warrior Program, implementing our automatic claims processing system, and working with the McDonnell administration and our key partners to make Virginia the nation's most veteran friendly state.

Paul E. Galanti  
Commissioner



## **Virginia's Compact with Veterans**

*DVS' overarching goal is to make Virginia the most veteran-friendly state in the Nation.*

Virginia's veterans have the non-partisan support of both Governor McDonnell and the General Assembly. The *Code of Virginia* requires the Commissioner of the Department of Veterans Services (DVS), in conjunction with the Board of Veterans Services and the Joint Leadership Council of Veterans Service Organizations, to establish and implement a Compact with Virginia's Veterans.

Governor McDonnell's Executive Order 29 provides directives for serving Virginia's veterans in the areas of education, health care, social services including homelessness, employment, transportation, claims processing, and enabling legislation when required.

Combined, these directives create a roadmap for DVS and the agency's partners to follow in order to fulfill the promise to make the Commonwealth the most veteran-friendly state in the Nation.

### **DVS' LONG-RANGE GOALS IN SUPPORT OF THE COMPACT**

- Ensure all eligible veterans receive disability benefits in a timely manner.
- Provide veterans care centers for rehabilitation and domiciliary and long-term care.
- Ensure veterans have access to a network of community-based services designed to help veterans and their families overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
- Afford Virginia's veterans and their spouses a final resting place at veterans cemeteries that meet national shrine standards.
- Ensure veterans and their dependents have approved educational programs through which they may receive their educational benefits.
- In conjunction with the Virginia War Memorial Foundation, enshrine patriotic Virginians who rendered faithful service and sacrifice in the cause of freedom and liberty for the Commonwealth and the nation in time of war and honor all of Virginia's veterans by preserving their history, educating the public, and inspiring patriotism in all Virginians.



- Coordinate with other state agencies to afford Virginia's veterans business, employment, transportation, and other appropriate opportunities through technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and their families.

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## **DVS' FY11 OBJECTIVES IN SUPPORT OF THE COMPACT**

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**Priority #1:** Improve services to Virginia veterans by filling vacant positions in the Benefits Services section, improving training, and expanding outreach efforts.

*Status: Governor McDonnell and the 2011 General Assembly approved an increase of \$402,400 (GF) to the Benefit Services section's FY12 budget, which will enable DVS to fill seven vacant positions, improve training, and expand outreach.*

**Priority #2:** Ensure that state veterans cemeteries meet national shrine standards and operate in a safe, efficient manner by filling vacant positions, replacing worn out equipment, and purchasing necessary supplies.

*Status: Governor McDonnell and the 2011 General Assembly approved an increase of \$387,164 (GF) and one new position for state veterans cemeteries' FY12 budget, which will enable DVS to fill vacant positions and to purchase replacement equipment and necessary supplies.*

**Priority #3:** Increase the accuracy, speed, ease, and number of disability claims filed with the U.S. Department of Veterans Affairs, by implementing an automated claims processing system.

*Status: DVS worked in partnership with AMVETS (a veterans service organization) and a private vendor throughout FY11 to develop and deploy an automated claims processing system. Unfortunately, both AMVETS and the private vendor have abandoned the project. DVS is exploring other options.*

**Priority #4:** Expand the availability of services to eligible veterans and their families through the Virginia Wounded Warrior Program (VWWP).

*Status: VWWP was authorized to fill Regional Director positions for all five VWWP regions, which will help VWWP expand the availability of services to eligible veterans and family members. .*

**Priority #5:** Provide more long-term care to Richmond-area veterans by adding a 40-bed addition to the Sitter & Barfoot Veterans Care Center. Provide long-term and domiciliary care to Virginia's veterans in other areas of the state by building care centers in Hampton, Northern Virginia, and Southwest Virginia.



*Status: Governor McDonnell and the 2011 General Assembly approved \$3.3 million (GF) for the state share of the Sitter & Barfoot Veterans Care Center project. Design work is underway and construction is expected to begin in September or October, 2012.*

*Virginia remains on the federal grant funding priority list for grant funding for the Hampton and Northern Virginia projects, and will submit an application for grant funding for a new care center in Southwest Virginia.*

**Priority #6:** Build an effective agency administrative team by consolidating HQ functions in one location, filling critical positions, and enabling future growth and the development of new initiatives and services.

*Status: Headquarters functions have been largely consolidated in a Richmond office. The Human Resource Director and Finance Director positions have been filled. Other key positions will be filled if/when resources permit.*

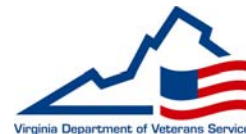
## **GOVERNOR McDONNELL'S BUDGET AND LEGISLATIVE INITIATIVES – FY11**

*Governor McDonnell's budget and legislative initiatives for the 2011 General Assembly supported the implementation of the Compact with Virginia's veterans.*

*Governor McDonnell's budget initiatives for the 2011 General Assembly included:*

- \$387,164 in General Funds to ensure that state veterans cemeteries meet national shrine standards and operate in a safe, efficient manner through adequate staffing, replacement of obsolete equipment, and appropriate highway signage. This initiative supported the recommendations of the Joint Leadership Council of Veterans Service Organizations (JLC).
- \$280,000 in Nongeneral Funds to purchase for resale and install outer burial containers at the Virginia Veterans Cemetery (Amelia) and the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk). This proposal supports a recommendation made by the JLC in advance of the 2010 General Assembly session. The program was authorized by the 2010 General Assembly and \$36,000 in General Funds appropriated for equipment purchase and program start-up.
- \$300,000 in Nongeneral Funds for the Virginia Wounded Warrior Program (VWWP). The VWWP, through the Virginia Department of Health and the Office of Rural Health, was awarded a \$300,000 federal grant for the *Rural Veterans Health Access Program*. The grant is for three years.
- An additional \$5 million in Nongeneral Funds for the Sitter & Barfoot Veterans Care Center, to reflect a full year of operation.





- Authority to apply for \$19.5 million in federal grant funds to construct a new veterans care center in Southwest Virginia. The state's share of the construction cost is \$10.5 million.

***Governor McDonnell's legislative initiatives for the 2011 General Assembly included:***

- Waiving the one-year residency requirement to qualify for in-state tuition for veterans who wish to establish Virginia as their permanent residence. This proposal supports the recommendations of the Joint Leadership Council of Veterans Service Organizations, and will improve access to higher education opportunities for veterans.
- Exempting Department of Veterans Services' care centers from the certificate of public need requirements. The General Assembly has authorized the Governor to apply for federal grant funding to construct care centers in Hampton and Northern Virginia, and to expand the care center in Richmond. The General Assembly has also committed state funding to these projects. The proposal will facilitate the completion of these and future projects.
- Allowing any veteran or his or her survivor to obtain a certified copy of a vital record free of charge if the record is to be used to obtain service-connected benefits. This proposal will help some veterans receive their federal disability benefits sooner.
- Allowing the VWWP to cooperate with localities that may establish special treatment procedures for veterans and active duty military service members in the criminal justice system. This language facilitates treatment as an alternative to or in conjunction with incarceration.

**DVS' FY12 OBJECTIVES IN SUPPORT OF THE COMPACT**

**Priority #1:** Utilize the resources provided by Governor McDonnell and the 2011 General Assembly to fill vacant positions in the Benefits Services section, improve training, and open new field offices in Alexandria and Virginia Beach.

**Priority #2:** Utilize the resources provided by Governor McDonnell and the 2011 General Assembly to fill vacant positions in the Cemeteries section, replace worn out equipment, install new or replacement road signs, and purchase necessary supplies.

**Priority #3:** Increase the accuracy, speed, ease, and number of disability claims filed with the U.S. Department of Veterans Affairs by implementing an automated claims processing system.

**Priority #4:** Expand the availability of services to eligible veterans and their families through the Virginia Wounded Warrior Program (VWWP).



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**Priority #5:** Utilize the resources provided by Governor McDonnell and the 2011 General Assembly to begin design work on the 40-bed addition to the Sitter & Barfoot Veterans Care Center in Richmond.

**Priority #6:** Continue to pursue federal funds to construct care centers in Hampton, Northern Virginia, and Southwest Virginia.

**Priority #7:** Continue to pursue federal funds to install pre-placed outer burial containers at the Virginia Veterans Cemetery (Amelia) and the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk).



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## **DVS at a Glance**

### **BENEFIT SERVICES**

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

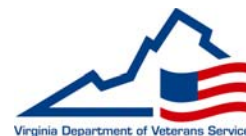
- 28,541** Claims submitted in FY11
- 15,962** Claims adjudicated by USDVA
- 12,063** Claims granted—76% approval rate
- 135,721** Client contacts in FY11
- \$1.68B** Compensation and disability payments to Virginia veterans and dependents in FFY10

### **VIRGINIA WOUNDED WARRIOR PROGRAM**

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

- 3,617** Veterans and their families served by VWWP in FY11
- 510** Community events conducted by VWWP staff
- 13,450** Virginians reached at events
- 6,550** Military personnel and families reached at 105 VWWP briefings



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## **STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING**

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

- 4<sup>TH</sup>** Commonwealth's ranking among the 50 states in terms of veterans using their GI Bill benefits
- \$562M** Amount of GI Bill benefits paid to Virginia recipients
- 990+** Instructional institutions in Virginia approved to provide training to veterans and dependents
- +300%** Growth from 2007 to 2011 in number of Virginia veterans and dependents using GI Bill benefits

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## **VETERANS CARE CENTERS**

Provide long-term care and short-term rehabilitation to Virginia's veterans

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

- 160** Beds in private rooms providing skilled nursing care and a secure Alzheimer's/dementia unit

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

- 240** Beds providing skilled nursing care, domiciliary care, and a secure Alzheimer's/dementia unit
- 134,759** Patient days of care provided at BOTH care centers in FY11 (95% capacity)



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## **VIRGINIA VETERANS CEMETERIES**

Shrines commemorating the personal sacrifice of those who served and those who stand ready to defend our freedom

**1,091** Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY11

**May 6, 2011** Dedication of the Southwest Virginia Veterans Cemetery

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## **OUTREACH AND COMMUNICATION**

Conduct proactive outreach to Virginia's veterans to serve veterans and their families as well as educate them about veterans benefits.

**892** DVS participation in veteran service organization conventions, community events for veterans, stand downs for homeless veterans, dedication ceremonies, and a variety of other events (Appendix E)

**23** Events hosted \*

**3,524** Direct mail sent to recently discharged military service personnel

**25 / 34** News releases issued / media calls fielded

**237 / 1,460** List serve messages sent / subscribers

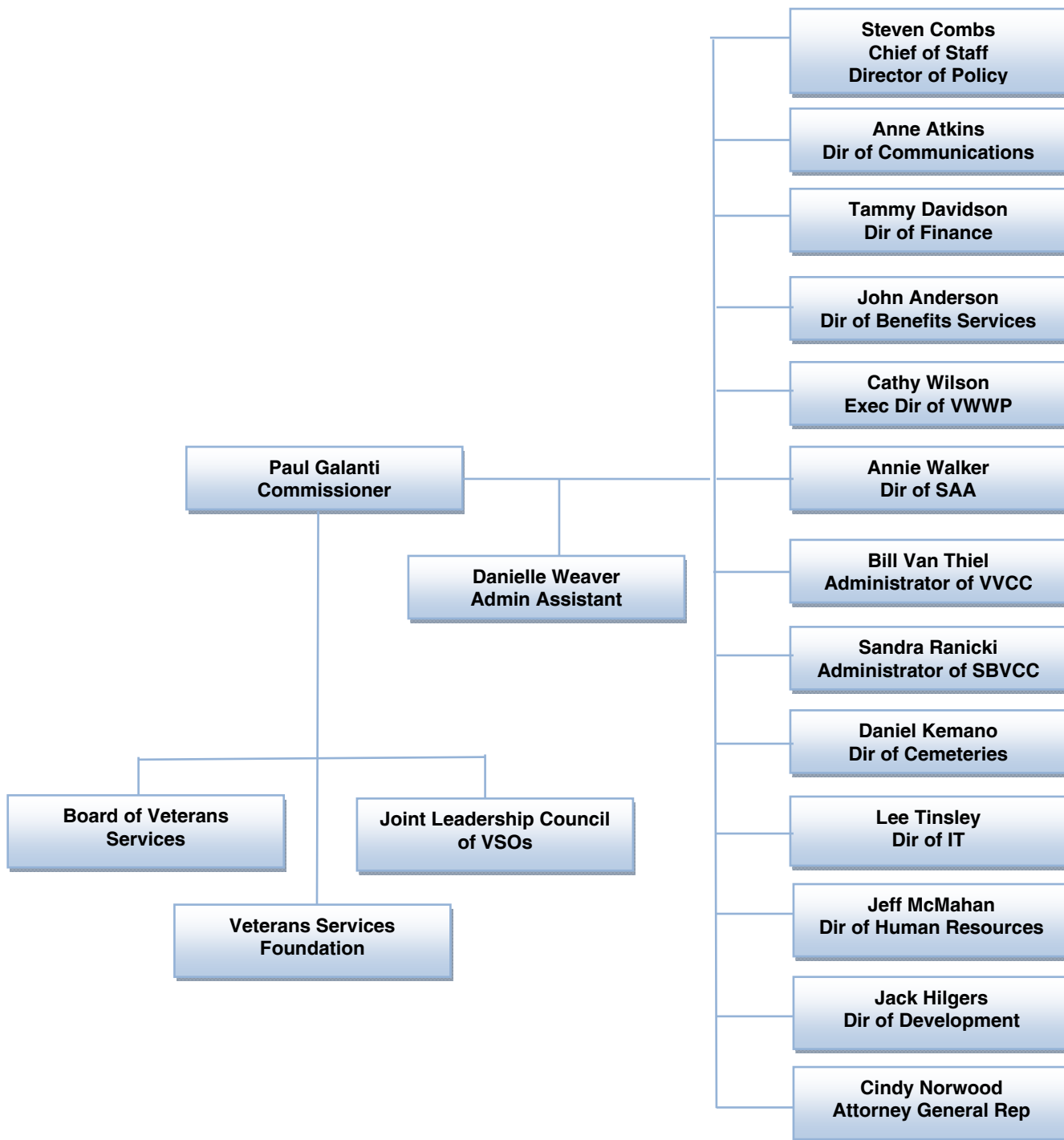
**978** Tweets sent between March 2 and December 1, 2011

The agency hosts websites at <http://www.VirginiaforVeterans.com> and <http://www.WeareVirginiaVeterans.org> as well as a jobs board at <http://www.dvs.virginia.gov/jobs>.

\* Events included the following: Wreath Laying Ceremony at the Albert G. Horton, Jr. Memorial Veterans Cemetery, December 2010; Dedication of Southwest Virginia Veterans Cemetery, May 2011; four workshops on PTSD, and seven summits on suicide prevention and intervention.



## DVS Organizational Chart – as of 12/01/11

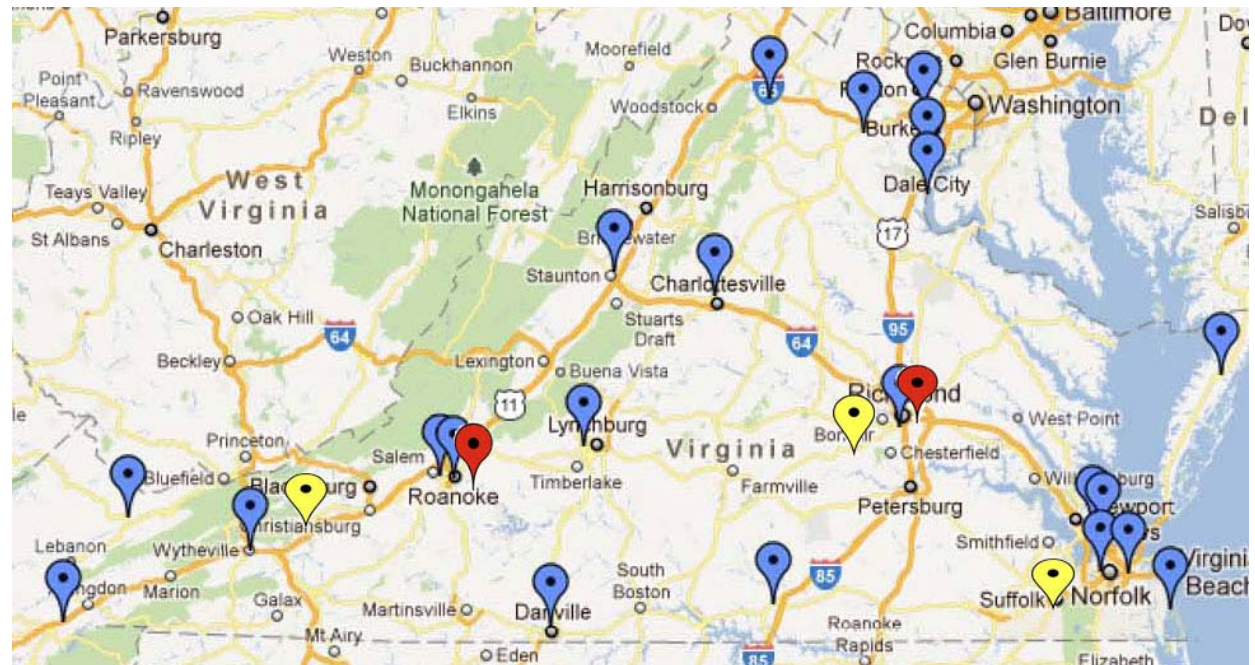


## DVS Locations—as of 12/01/11



### Benefits Services Offices

- Accomac
- Alexandria
- Big Stone Gap
- Bristol
- Cedar Bluff
- Charlottesville
- Danville
- Fairfax
- Front Royal
- Hampton
- Hampton VA Medical Center
- Lynchburg
- McGuire VA Medical Center (Richmond)
- Portsmouth
- Quantico
- Roanoke
- Salem VA Medical Center
- South Hill
- Staunton
- Tidewater (Norfolk)
- Virginia Beach
- Wytheville



### Care Centers

- Sitter & Barfoot Veterans Care Center, Richmond
- Virginia Veterans Care Center, Roanoke



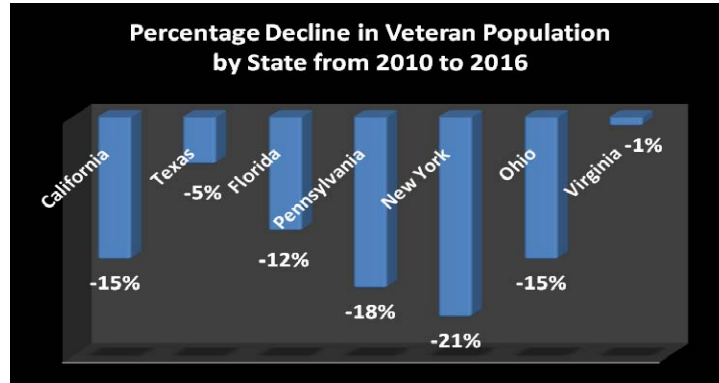
### Cemeteries

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

## Who are Virginia's Veterans?

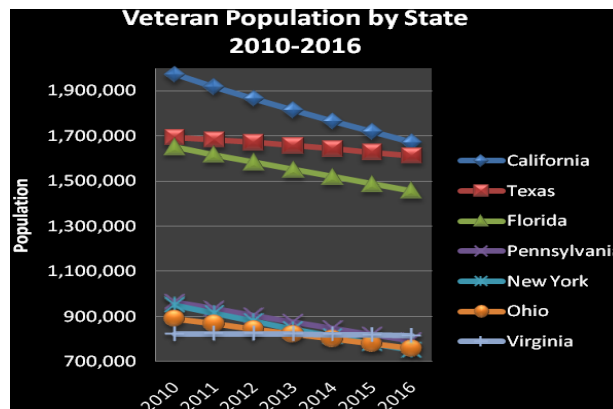
### POPULATION

**823,348** Projected number of veterans living in Virginia as of September 30, 2011  
 (USDVA, Table 1L)

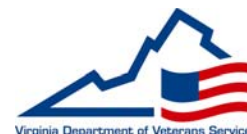


The number of veterans living in Virginia will peak in 2011 and 2012 to approximately 823,000 and will begin to decline slightly in 2013. The size of the veterans population in other states, such as California, Florida, Pennsylvania, New York, and Ohio, is forecast to decline significantly during that same period. In contrast, Virginia's decline will be relatively small (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).

**7th** Virginia's national ranking in terms of the 2011 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.



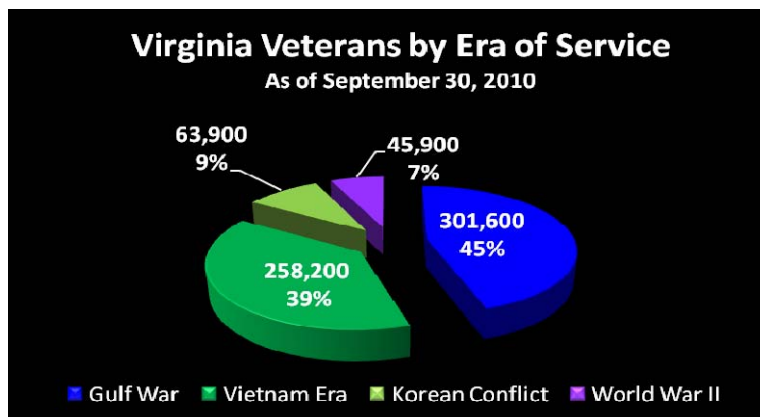




**93,637** Number of female veterans in Virginia in 2011 (*USDVA, Table 1L*)

**ERA OF SERVICE (AS OF SEPTEMBER 30, 2010)**

- 622,200** Total war time
- 200,100** Total peace time
- 301,600** Gulf War
- 258,200** Vietnam Era
- 63,900** Korean Conflict
- 45,900** World War II



**DEPLOYMENT**

- 4,783** Number of deployed active duty troops listing Virginia as home of record. (*Contingency Tracking System Deployment File as of July 31, 2011, [http://dva.state.vi.us/pa\\_veteransdata.asp](http://dva.state.vi.us/pa_veteransdata.asp)*)
- 1,847** Number of deployed Guard & Reserve forces listing Virginia as home of record. (*Contingency Tracking System Deployment File as of July 31, 2011, [http://dva.state.vi.us/pa\\_veteransdata.asp](http://dva.state.vi.us/pa_veteransdata.asp)*)

**EDUCATION**

- 51,474** Number of veterans receiving G.I. Bill benefits in Virginia in FFY11. Virginia ranks 4<sup>th</sup> in terms of number of veterans enrolled and receiving G.I. Bill benefits
- \$562M** Total G.I. Bill benefits paid to veterans in Virginia in FFY11

**DISABLED VETERANS**

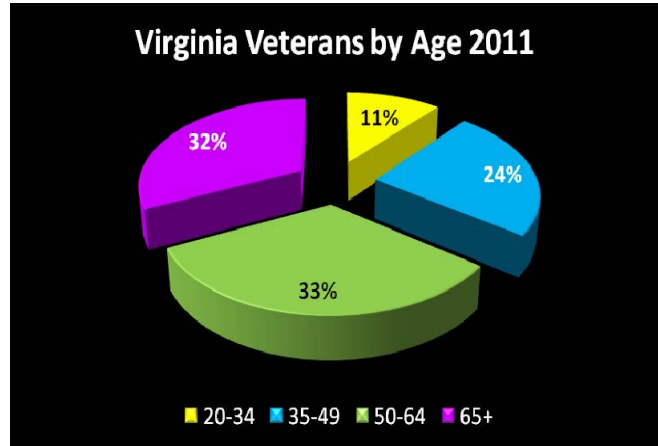
- 131,776** Number of veterans receiving disability benefits in 2010
- 8,355** Number of 100% disabled veterans in 2010 (*Compensation and Pension Master File and VETSNET*)

**HOMELESSNESS**

- 931** Estimated number of homeless veterans in Virginia on a single day in January 2011
- 2,000 – 3,000** Estimated number of veterans estimated to be homeless in Virginia at some point in FY11.

## AGING

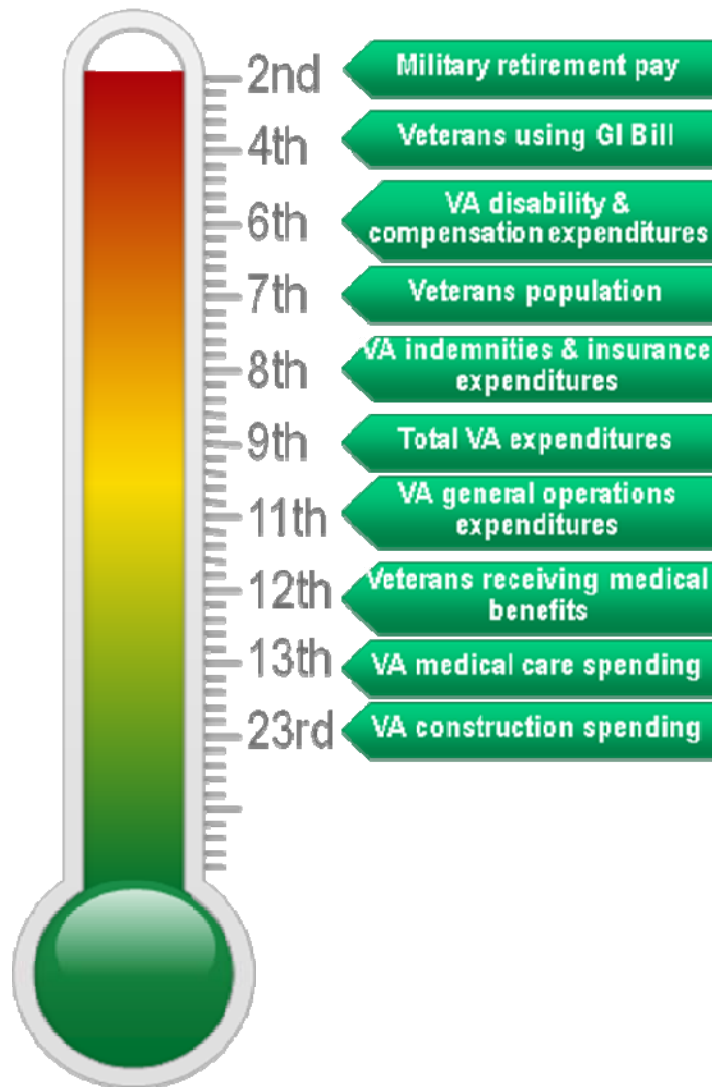
- 264,558** Projected number of veterans age 65+ living in Virginia in 2011 (*USDVA, Table 1L*)  
The number of veterans age 65+ will continue to increase annually, reaching more than 295,600 by 2017 (*USDVA, Table 1L*)



## DEATHS

- 17,269** Number of veterans in Virginia forecast to die during FY11; 17,451 in FY12 (*USDVA, Table 1D*)

## Where does Virginia rank nationally? (FY10)

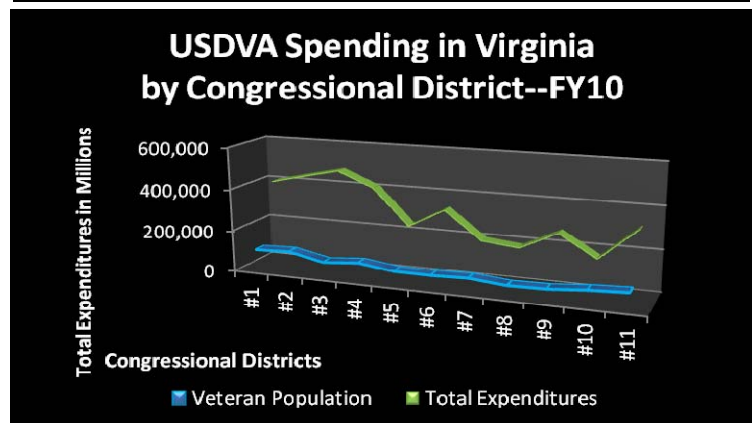
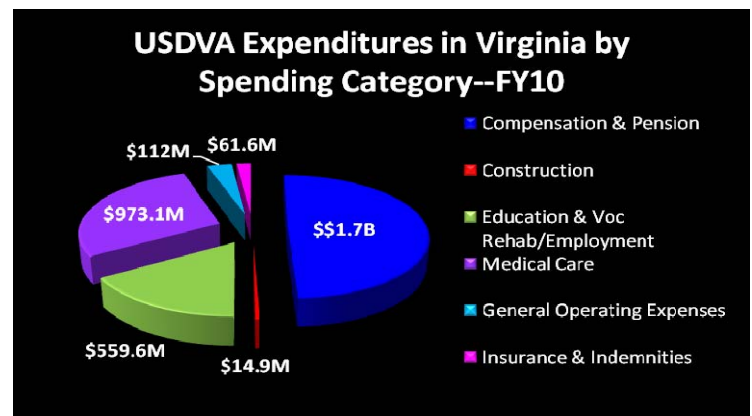


## Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing in more than \$7.2B in federal funding through compensation and pension payments, construction expenditures, educational and vocational rehabilitation employment expenditures, medical expenditures, and military retiree pay.

### USDVA EXPENDITURES IN VIRGINIA DURING FFY10<sup>1</sup>

- \$3.4B** Total USDVA expenditures in Virginia
- \$1.7B** Compensation and disability payments to Virginia veterans and their dependents. In FY10, more than 16% of Virginia veterans received disability compensation.
- \$14.9M** Construction expenditures
- \$559.6M** Education and vocational rehabilitation employment expenditures
- \$973M** Medical care expenditures



<sup>1</sup> Source for all data on this page: U.S. Department of Veterans Affairs, "Geographic Distribution of VA Expenditures FFY10," [http://www1.va.gov/VETDATA/docs/GDX/GDX\\_FY10\\_V1\\_41\(2\).xlsx](http://www1.va.gov/VETDATA/docs/GDX/GDX_FY10_V1_41(2).xlsx)

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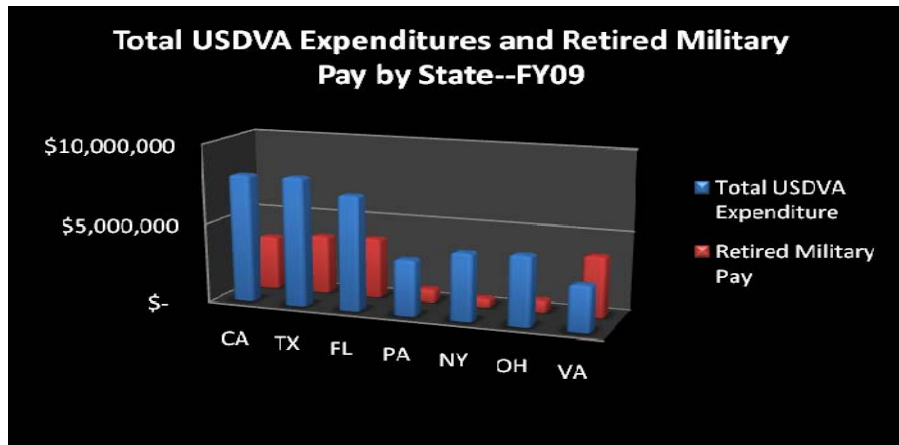
**IMPACT OF NEW COMPENSATION AND PENSION CLAIMS FY11**

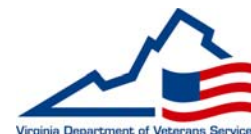
**\$154.1M** Estimated total fiscal impact of new compensation and pension claims submitted in FY11.

This is based on number of claims submitted by DVS on behalf of Virginia's veterans and approved by the Roanoke Regional Office of the USDVA (12,063 claims were approved by the USDVA out of 15,962 adjudicated). Multiplied by \$8,000 (the average compensation awarded by the USDVA in Virginia), gives a subtotal of \$96.5M. Retroactive awards to veterans in FY11 totaled \$57.6M, making the total impact \$154.1M.

**US DEPARTMENT OF DEFENSE EXPENDITURES IN VIRGINIA IN FFY09**

**\$3.8B** Retirement pay to military retirees in Virginia. Interestingly, military retirement pay in Virginia significantly exceeds USDVA total expenditures, and Virginia ranks second, after Florida, in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Information and Analysis Division, "Atlas/Data Abstract for the United States and Selected Areas, Fiscal Year 2009," [http://siadapp.dmdc.osd.mil/personnel/L03/fy09/atlas\\_2009.pdf](http://siadapp.dmdc.osd.mil/personnel/L03/fy09/atlas_2009.pdf)*)





## Benefits Services

### MISSION

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

Annual Services Provided	FY09	FY10	FY11
Claims submitted to USDVA	24,334	26,431	28,541
Claims adjudicated	15,560	15,941	15,962
Claims approved / % approved	9,365 / 60.2%	11,233 / 70%	12,063 / 76%
Retroactive awards	2,131	2,211	2,534
Dollar value of retroactive awards	\$33.4M	\$31.9M	\$57.6M
Client contacts	137,251	135,906	135,721
Number of field offices	22	20	20
Itinerant points	59	60	58
Itinerant visits	7,661	7,672	7,725
Resources			
Budget	\$3,378,384	\$3,139,749	\$3,156,480
Authorized Positions	69	69	67
Filled Positions – as of June 30	57	59	55

For more detailed information, refer to Appendix A

### ACTIVITIES

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

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

Developing a solid claim is more than a matter of completing the application. Supporting documents, sometimes decades old, must be retrieved from federal and state archives. The process



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is labor-intensive. A veterans service representative may spend an hour interviewing a veteran, but then spend 20 hours or more finding records and completing the necessary supporting documentation. All of this hard work pays off if the USDVA approves the claim.

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

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



## Virginia Wounded Warrior Program

### MISSION

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

Annual Services Provided	FY09	FY10	FY11
Veterans and their families served	N/A	1,650	3,617
Community events attended by VWWP staff	335	573	615
Virginians reached at events	9,500	19,000	13,450
Military personnel and families reached at VWWP briefings	2,795	4,400	6,550
Resources			
Budget	\$2,372,078	\$1,964,246	\$1,964,246
Authorized Positions	5	5	7
Filled Positions – as of June 30	1	5	6

### ACTIVITIES

#### Training

VWWP continued collaboration with the Virginia Commonwealth University Partnership for People with Disabilities (VCU/PPD) to offer training to behavioral health and rehabilitative services providers across the Commonwealth. Training was funded by a grant from the Commonwealth Neurotrauma Initiative.

**Fall 2010:** VWWP sponsored four 3-hour workshops covering the etiology, assessment and treatment of post traumatic stress disorder (PTSD). Presenters from the Center for Deployment Psychology (CDP) of the Uniformed Services University of the Health Sciences in Bethesda, MD provided in-depth research and science on the origins of PTSD, its symptoms and the latest evidence based practices for therapy and treatment. Evaluations of this training were positive with suggestions for similar training in the future.





**Spring/summer 2011:** VWWP partnered with the Virginia Department of Behavioral Health and Developmental Services (DBHDS) and the Virginia Department of Health to present seven summits across the Commonwealth addressing the issues of suicide intervention and prevention. Each summit included a presentation by a VWWP regional coordinator outlining services available from the regional consortia as well as suicide prevention resources provided by the VA and other federal resources.

## **Grants**

**VCU Partnership for People with Disabilities:** This \$348,000 grant to VCU Partnership for People with Disabilities is in its final year of implementation. Grant funding has been used to provide extensive training about behavioral health, combat stress, and traumatic brain injuries experienced by military personnel.

**VWWP Criminal Justice Partners Training:** VWWP, in partnership with DBHDS, was awarded a federal grant of \$71,250 from the Virginia Department of Criminal Justice Services to fund a targeted educational program for the judiciary, court personnel, and other criminal justice partners across the Commonwealth. This grant is renewable for up to four years. To date, the project has successfully completed pilot training in the 27<sup>th</sup> judicial circuit and is now evaluating and refining the curriculum for statewide implementation in 2012.

**VWWP Expansion in Southwest Virginia, VWWP Region III:** Partnering with the Virginia Department of Health and the Commonwealth's Office of Rural Health, VWWP was awarded a \$296,667 federal grant, renewable for three years, from the Health Resources and Services Administration (HRSA) for the *Flex Rural Veterans Health Access Program*. This grant has funded expansion of VWWP across Southwest Virginia.

**VWWP Virginia Veterans Corp (AmeriCorps):** VWWP in partnership with the Office on Volunteerism and Community Service within the Virginia Department of Social Services received a \$133,000 federal pass-through grant from the Corporation for National and Community Service. The AmeriCorps grant funds the Virginia Veterans Corp (VVC) Program staffed by a full time AmeriCorps director and 20 part time AmeriCorps members. The VVC is a pool of navigators, who will help veterans, service members, and their families access services for healthcare, behavioral health care, social services, or other individual and family needs.

**Cross Systems Mapping to include Veterans Involved in the Criminal Justice System:** In September 2010, DBHDS was awarded a \$250,000 two-year Justice and Mental Health Collaboration Program competitive grant from the Department of Justice to expand the Cross Systems Mapping Initiative. Cross Systems Mapping (XSM) is a collaborative effort where localities participate in workshops to identify services available in a locality, referral sources and referral patterns, and the community resources needed to expand the effectiveness of services delivery. VWWP staff are involved in the training to ensure access to services and community connections for veterans who become involved with the criminal justice system.



**Student Veterans with Spinal Cord Injuries and Traumatic Brain Injuries:** VCU

Rehabilitation Research and Training Center was awarded a \$445,000, three-year grant in July 2009 to prepare veterans with spinal cord injuries for college. VWWP has supplemented this federal grant with resources to develop website content that will guide veterans, particularly those with disabilities, through the college experience. *We Are Virginia Veterans on Campus* will be a component of the VWWP website, *WeAreVirginiaVeterans.org*.

**Homeless Veterans Reentry Program:** VWWP has supported numerous grant proposals for services expansion. Leveraging this support, the Roanoke Office for Total Action Against Poverty (TAP) was awarded \$200,000 by the U.S. Department of Labor to provide employment services to homeless veterans who live in the cities of Roanoke and Salem, and the counties of Roanoke, Botetourt, Alleghany, Franklin, and Craig. This grant is renewable for two years.

**Suicide Prevention Summits:** VWWP collaborated with DBHDS and the Virginia Department of Health to present seven Suicide Prevention Summits across the Commonwealth in May and June, 2011. The Summits were funded with \$50,000 of SAMHSA Block Grant money allocated to DBHDS.

**Supportive Services for Veteran Families:** VWWP partnered with seven non-profit organizations across the Commonwealth to support grant proposals for USDVA funding to provide supportive services to veterans and families who are homeless or at-risk of homelessness. The USDVA announced in July that Virginia Supportive Housing in Richmond was awarded \$554,000 to provide these services.

**Outreach**

In FY11, VWWP unveiled a statewide public information campaign entitled *We Are Virginia Veterans*. *WeAreVirginiaVeterans.org*, an interactive website, features blogs, forums and statewide and regional information. Collateral material included a printed brochure with information for each of the five regional programs, messaging, public service announcements and display boards. Activities included a presence in the Colonial Athletic Association Basketball Tournament in Richmond, statewide and national conferences, Yellow Ribbon Reintegration events, and community fund raisers.



## State Approving Agency for Veterans Education and Training

### MISSION

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

Annual Services Provided	FFY09*	FFY10*	FFY11*
Number of education and training institutions supported	904	963	991
Educational program approval actions	4,694	5,513	4,529
Number approved / % approved	4,511 / 96%	5,355 / 97%	4,388 / 97%
Other approval actions	1,022	913	871
Number approved / % approved	952 / 93%	859 / 94%	831 / 95%
Educational institution supervisory visits	429	468	452
% of required supervisory visits completed	100%	100%	100%
Veteran student population	20,530	42,092	51,474

Resources	FFY09*	FFY10*	FFY11*
Budget	\$704,223	\$704,223	\$704,223
Authorized Positions	7	7	7
Filled Positions – as of June 30	7	7	7

\*Data is for federal fiscal year (FFY) since SAA activity is tracked on that basis.  
 For more detailed information, refer to Appendix B

### ACTIVITIES

Operating under a contract with the U.S. Department of Veterans Affairs, the State Approving Agency for Veterans Education and Training (SAA) reviews, evaluates, and approves post-secondary education and training programs offered by educational institutions, businesses, and industries in the Commonwealth of Virginia. After a program has been approved, veterans and other eligible persons may enroll and receive financial assistance from the U.S. Department of Veterans Affairs. The SAA ensures compliance with state and federal regulations through on-site visits to active institutions and establishments.

The SAA has a secondary mission of making veterans and eligible family members aware of veterans education and training programs. Outreach activities are conducted at job fairs, military bases in the Commonwealth, and at veterans events hosted by DVS.



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With just seven full-time employees, the SAA has responsibility for providing supervision and support for 991 education and training institutions. While some institutions only offer one program, in many cases an institution offers multiple programs, each requiring separate approval.



## Care Centers

### MISSION

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

Annual Services Provided	FY09	FY10	FY11
<b>Virginia Veterans Care Centers</b>			
Patient Days—Nursing / % of beds occupied	60,429 / 92%	61,065 / 93%	61,496 / 94%
Patient Days—Assisted Living / % of beds occupied	17,261 / 79%	18,839 / 86%	17,008 / 78%
<b>Sitter &amp; Barfoot Veterans Care Center</b>			
Patient Days—Nursing / % of beds occupied	44,910 / 77%	57,148 / 98%	56,255 / 96%
<b>Resources</b>			
<b>Virginia Veterans Care Center</b>			
Budget	\$19,229,752	\$18,701,737	\$18,700,000
Authorized Positions	260	260	260
Filled Positions – June 30	227	231	242
<b>Sitter &amp; Barfoot Veterans Care Center</b>			
Budget	\$14,420,453	\$14,880,468	\$14,882,205
Authorized Positions	233	233	233
Filled Positions – June 30	188	205	213

For more detailed information, refer to Appendix C

### ACTIVITIES

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

#### Virginia Veterans Care Center

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



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

Working in conjunction with approximately 30 veteran service organizations (VSOs) and more than 120 individual volunteers, staff members hold numerous activities for VVCC residents, including two carnivals for residents and their families. Attendance at each of the carnivals averages between 300 and 400 participants. The VVCC was pleased to again host a stop-over and dinner for more than 380 veterans on their way to Washington D.C. as part of the annual Run-For-The-Wall event. The bikers visited with VVCC residents, shared experiences, and showed off their bikes.

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

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

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

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

Twenty-six volunteer groups as well as individuals assist the SBVCC activity department with a variety of programs. Some participants include youth from St. Joseph's Villa and Dominion Waiver Services who visit with residents, read to them, play games, and assist with activities.

In 2011, SBVCC held two carnivals for residents and families with activities and displays such as a petting zoo, the Richmond Mounted Police, and the Richmond Antique Car Association.

SBVCC partners with McGuire VAMC to send residents for horseback riding at the Lonesome Dove Equestrian Center. Other activities in partnership with McGuire VAMC during FY11 included an outing to the Clover Hill Band annual performance.



## Cemetery Services

### MISSION

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

Annual Services Provided	FY09	FY10	FY11
<b><i>Virginia Veterans Cemetery</i></b>			
Interments	248	263	302
Pre-applications on file*	N/A	N/A	1,921
Outer burial containers sold	N/A	163**	104
<b><i>Horton Veterans Cemetery</i></b>			
Interments	638	752	766
Pre-applications on file*	N/A	N/A	3,436
Outer burial containers sold	N/A	536**	335
<b><i>Southwest Virginia Veterans Cemetery</i></b>			
Interments	N/A	N/A	23
Pre-applications on file*	N/A	N/A	639
Outer burial containers sold	N/A	N/A	0***
<b>Resources</b>			
Budget	\$834,539	\$811,725	\$1,030,445
Authorized positions	16	16	19
Filled positions – as of June 30	14	14	15

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

\*\* Outer burial container sales began in August 2010

\*\*\* Outer burial containers are provided at no cost to most veterans interred at the Southwest Virginia Veterans Cemetery

For more information, refer to Appendix D

### ACTIVITIES

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

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



Any member of the U.S. armed forces who dies on active duty, anyone retired from military service, or any veteran discharged under conditions other than dishonorable or undesirable is eligible for interment in a Virginia veterans cemetery. Also eligible for burial, if they meet certain requirements, are members of the reserve forces and the National Guard, commissioned officers of the National Oceanic and Atmospheric Administration, some American merchant mariners, and some others.

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

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

For each veteran buried in a state-operated veterans cemetery, DVS receives a \$300 reimbursement, called a plot allowance, from the USDVA. Dependents are charged an amount equal to the USDVA plot allowance. These monies, representing from 25 to 30 percent of the cemetery section's annual budget, are used to fund both burial operations and grounds care and maintenance. The bulk of the section's budget comes from the Commonwealth's General Fund.

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

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





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## **Legislative and Budget Highlights—2011 General Assembly**

Veterans issues continued to enjoy the strong, bi-partisan support of the executive and legislative branches in fiscal year 2011. Budget and legislative highlights of FY11 include:

DVS Benefits Services Program, HB1557 (Cox, M.K.) and SB1399 (Locke)

- Clarifies that the number of employees assigned to the processing of benefit claims shall be sufficient to maintain a ratio of one staff person for every 26,212 veterans residing in the Commonwealth.

Special Judicial Procedures for Veterans and Military Service Members, HB1691 (Stolle/Bulova) and SB1063 (Miller, J.C.)

- Provides for the program established by the Department of Veterans Services to monitor and coordinate mental health and rehabilitative services support for Virginia veterans to cooperate with localities that may establish special treatment procedures for veterans and active military servicemembers in the criminal justice system. The bill further provides that to facilitate local involvement and flexibility in responding to the problem of crime in local communities and to effectively treat, counsel, rehabilitate, and supervise veterans and active military servicemembers who are offenders or defendants in the criminal justice system that any city, county, or combination thereof may develop, establish, and maintain policies, procedures, and treatment services for all such offenders who are convicted and sentenced for misdemeanors or felonies that are not felony acts of violence.

In-State Tuition for Veterans, HB1861 (Anderson/Stolle) and SB824 (Edwards/McWaters/Barker)

- Authorizes certain veterans who elect to establish Virginia as their permanent residence for domiciliary purposes to establish immediate residency in Virginia and become eligible for in-state tuition, rather than waiting the required one-year period.

Real Estate Tax Exemption for 100% service-connected disabled veterans, HB1645 (O'Bannon) and SB987 (Puller/Stosch)

- Codifies the constitutional amendment adopted by voters in November, 2010, that provides for a property tax exemption for veterans who have a 100 percent, service-related disability. The exemption would apply to the principal residence and the land, not exceeding one acre, upon which it is situated. However, if the locality exempts more than one acre under its tax relief program for the elderly, then the real estate tax exemption for the disabled veteran would apply to the principal residence and the same number of acres as are exempt under the



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tax relief program for the elderly. The constitutional amendment requires the General Assembly to enact the exemption in general law.

Certificate of Public Need Exemption, HB1697 (Athey) and SB986 (Locke)

- Exempts any facility of the Department of Veterans Services from the certificate of public need requirements.

Vital Records, HB1719 (Massie) and SB959 (Northam)

- Allows any veteran or his survivor to obtain a certified copy of a vital record to obtain service-connected benefits, free of charge.

TRICARE supplemental health coverage, HB1761 (Cox, M.K.) and SB892 (Wampler)

- Authorizes the Department of Human Resource Management to offer coverage under the state's cafeteria plan established under § 125 of the Internal Revenue Code to military retirees and their dependents who are eligible for benefits under the TRICARE Military Health System supplemental health plan.

The Virginia Department of Veterans Services  
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**DVS FY11 Funding as Approved by the 2011 General Assembly**

Program	Fund Source				Program Total	Program - percentage of DVS budget
	General Fund	Special (fee for service)	Dedicated Special (private donations)	Federal Trust (federal contract)		
Benefit Claims	\$3,156,480				\$3,156,480	7.32%
Virginia Wounded Warrior Program	\$1,964,246	\$0	\$150,000	\$100,000	\$2,214,246	5.14%
Education and Training	\$0	\$0	\$0	\$704,223	\$704,223	1.63%
Long-term care	\$0	\$26,560,091	\$70,000	\$7,022,114	\$33,652,205	78.08%
Cemeteries	\$721,979	\$78,466	\$5,000	\$225,000	\$1,030,445	2.39%
Virginia War Memorial	\$391,312	\$0	\$0	\$0	\$391,312	0.91%
Administration	\$1,046,101	\$865,191	\$40,000	\$0	\$1,951,292	4.53%
<b>DVS Total</b>	<b>\$7,280,118</b>	<b>\$27,503,748</b>	<b>\$265,000</b>	<b>\$8,051,337</b>	<b>\$43,100,203</b>	<b>100.00%</b>
Fund type as a percentage of DVS budget	16.89%	63.81%	0.62%	18.68%	100.00%	



## **DVS FY11 Staffing – Authorized vs. Filled, as of June 30, 2011**

<b>Staffing by agency area</b>	<b>Authorized</b>	<b>Filled</b>
Benefits	67	57
Education and Training	7	7
Virginia Wounded Warrior Program	7	6
Care Centers	493	455
Cemeteries	19	15
Virginia War Memorial	4	2
Administration	15	9
Totals	612	549



## **Comments from the Chairman Board of Veterans Services**

Fiscal year 2011 brought significant change to the Virginia Board of Veterans Services. These areas of change included membership, rejuvenation of the Board's mission and activities, and renewed focus on cooperation with and support of the Joint Leadership Council of Veterans Service Organizations (JLC).

In September 2010, the terms of four members expired. Board members deeply appreciated the excellent service provided by Mr. Pat Green, Mr. Paris Davis, Mr. Judson Stanley, and Mr. Paul Galanti. Governor McDonnell appointed four new members to fill their shoes: Mr. William Haneke, Mr. Donald Kaiserman, Ms. Kate Kohler, and Mr. George Melnyk, Sr. Additionally, I was elected Board Chair at the September 30, 2010 meeting, and Mr. William Haneke was elected Vice Chair.

New Board members attended a day-long orientation program on September 15. The orientation served as a teachable moment to show and tell new members about the functions of the Board and the Department of Veterans Services (DVS).

With membership at 100 percent capacity, the members and I have begun rejuvenating the Board by strengthening its role as a policy board. As directed in the Code of Virginia, the Board is to investigate issues; study matters; develop recommendations; establish policies; and monitor, review, and advise the Commissioner on all matters pertaining to DVS. Our job is to work with the Commissioner of DVS and his staff to ensure that excellent quality of service is delivered to Virginia's veterans, their spouses, and dependents.

The members of the Board have also pledged to support and complement the work of the JLC. I have pledged to attend all JLC meetings and to share lessons learned at those meetings with Board members. Further, the Board is endeavoring to pass the findings from their policy investigations on to the JLC for consideration as part of their initiatives.

Board membership is comprised of three distinct populations: three ex-officio members, five legislators, and 11 private citizens. Like any organization, we will accomplish nothing if we work as separate groups. However, working together, we have become a talented and skilled team, dedicated to the welfare of Virginia's veterans and their families.

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY11 ANNUAL REPORT**



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We are proud to be members of the Board of Veterans Services. We look forward to working with Governor McDonnell and his administration, the JLC, the Veterans Services Foundation, Commissioner Galanti, and the DVS staff as we strive to make Virginia the most veteran friendly state in the nation.

Respectfully,

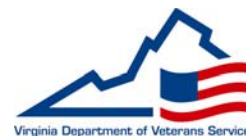
Thad A. Jones  
Chairman  
Board of Veterans Services  
December 1, 2011

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**Board of Veterans Services as of June 30, 2011**

<b>Member</b>	<b>Title</b>
Thad A. Jones	Chairman, Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
John A. Anderson	Executive Vice President, InoMedic, Inc. Retired Colonel, U.S. Air Force
<i>Delegate</i> Richard Anderson	General Assembly of Virginia
<i>Delegate</i> Mamye BaCote	General Assembly of Virginia
<i>Senator</i> John S. Edwards	General Assembly of Virginia
William G. Haneke	Chairman, Families of the Wounded Fund. Retired Captain, U.S. Army.
Donald B. Kaiserman	Retired Colonel, U.S. Army
Kate Kohler	Chief Operating Officer, PenFed Foundation. U.S. Army veteran
Sandra Love	Forensic Clinician, Chesapeake Community Services Board U.S. Marine Corps Veteran
George Melnyk, Sr.	President, Premier Millwork & Lumber Co., Inc. U.S. Navy veteran
Samuel Metters	President and CEO, Metters Industries, Inc.; Retired Lt. Colonel, U.S. Army Reserves
<i>Senator</i> Toddy Puller	General Assembly of Virginia
J. W. Peyton Robertson	Retired Colonel, United States Marines
Alfredo Sample	CEO & President, HiTek Security LLC; Retired Chief Master Sergeant, U.S. Air Force
<i>Delegate</i> Christopher Stolle	General Assembly of Virginia
Max W. Taylor	U.S. Army Veteran
Jenny M. Holbert	Chairman, Joint Leadership Council of Veterans Service Organizations; Retired Colonel, United States Marine Corps
David N. Richardson	Chairman, Veterans Services Foundation Board of Trustees
Paul E. Galanti	Commissioner, Department of Veterans Services



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## **Comments from the Chairman Joint Leadership Council**

The Joint Leadership Council (JLC) of Veterans Service Organizations advocates for positive change for our veterans and their families, to improve their lives and increase their equity as veteran-citizens of this Commonwealth. We owe them both our hard work and difficult decisions for all they have sacrificed and suffered so we may all enjoy the freedom given us through our “membership” in this Commonwealth and our great Nation.

The JLC is comprised of 23 veterans service organizations (VSOs), and represents over 250,000 VSO members who volunteer to improve the lives of Virginia’s 823,000 veterans. Veterans comprise 10% of the Commonwealth’s citizenry, giving Virginia one of the highest per capita populations of veterans in the country.

Five of the JLC’s six initiatives were acted on by the Governor and 2011 General Assembly. Most notably, additional funding was provided to meet critical shortfalls in the Department of Veterans Services (DVS), including filling four claims agent positions and purchasing much-needed equipment for the state veterans cemeteries. Additional funding was also provided for the Virginia War Memorial. On the legislative front, bills were passed that will allow cities and counties to establish special judicial procedures for veterans and military service members, and the one-year residency requirement necessary to qualify for in-state tuition rates was waived for veterans.

In these austere times, we deeply respect the work that faces both the Governor and General Assembly as they lead us to economic recovery. Each member of the JLC recognizes the pinch of the current recession and is dedicated to finding innovative, creative ways to help create efficiencies and increase revenue for the Commonwealth while supporting our veterans. We advocate for what our veterans need, all within the constraints imposed by current realities.

On July 13, we chose four initiatives to help our veterans and their families. These recommendations were submitted to Governor McDonnell as part of Executive Order 29 (EO29). We will work diligently with the Governor and members of the General Assembly to prepare for the 2012 General Assembly, to improve the lives of our greatest citizens, our veterans and their families, to whom we owe so much.

Respectfully,

Jenny M. Holbert, Chair  
Colonel, U.S. Marine Corps, Retired  
December 1, 2011





**Joint Leadership Council of Veterans Service Organizations as of June 30, 2011**

<b>Veterans Service Organization</b>	<b>JLC Member</b>	<b>Alternate</b>
Air Force Association	Jeff Platte	Harold Barton
American Ex-Prisoners of War	George Coker	
American Legion	Brett Reistad	Dale Chapman
AMVETS	Bruce Brown	
Association of the U.S. Army	Don Kaiserman	Edward Dauksz
Disabled American Veterans	Dave Martinez	Daniel Miller
Fleet Reserve Association	Abe Zino	Edward McNamee
Korean War Veterans Association	James Jones	John Dozier
Legion of Valor of the U.S., Inc.	Roger Dimsdale	Rich Rinaldo
Marine Corps League	Bruce Steeley	John Prendergast
Military Order of the Purple Heart	Robert Fairchild	Thomas Gimble
Military Order of the World Wars	Bill Townsley	Earl Johnson
Military Officers Association of America	Wes Edwards	John Clickener
National Association for Uniformed Services	Chip Moran	David Ellis
Navy Seabee Veterans of America	Frank Driscoll	
Non-Commissioned Officers Association	Matthew Dailey	Richard Schneider
Paralyzed Veterans of America	David Coffield	Yusuf Shakir
Reserve Officers Association	Carmen Gentile	Thomas Stephen
Roanoke Valley Veterans Council	Nolan Jackson	Dan Karnes
Veterans of Foreign Wars	Dan Boyer	Kim DeShano
Vietnam Veterans of America	George Corbett	Charles Montgomery
Virginia National Guard Association	Mike Coleman	John Velleca
Women Marines Association	Jenny Holbert	Marie Juliano
Chairman of the Board of Veterans Services	Thad Jones	
Chairman of the Veterans Services Foundation	Dave Richardson	
Commissioner of Veterans Services	Paul Galanti	



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## **Comments from the Chairman Veterans Services Foundation**

I'm proud to present a brief summary of the Veterans Services Foundation's (VSF) support of the Department of Veterans Services (DVS) and Virginia's veterans and their families for FY11. We are pleased with our accomplishments despite the continued weak economy and budget constraints that have challenged the Foundation's operations during the year.

Our top priority for FY 2011 was support of the Virginia Wounded Warrior Program (VWWP). The VSF-DVS team raised more than \$94,000 in contributions for VWWP and, combined with grants in federal funds, we have met the FY11 goal of \$150,000. We also have been active in supporting other DVS programs and have helped raise \$85,000, primarily for the care centers and cemeteries. This represents a 22% increase in donations from FY10 and is welcome considering the experiences of other charitable organizations. Indications point to a good FY12 because income conservatively is up about 42% over last year at this time. However, issues facing the national economy may dim this bright picture.

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

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

Respectfully,

David H. Holt  
Chairman of the Board of Trustees  
December 1, 2011



**Veterans Services Foundation as of June 30, 2011**

<b>Position</b>	<b>VSF Representative</b>
Board Chairman	David N. Richardson
Board 1st Vice Chairman	Meade A. Spotts
Board 2nd Vice Chairman	Supriya Christopher
Finance Committee Chairman	William M. Lechler
Finance Vice Committee Chairman	Leo C. Wardrup, Jr.
Development Committee Chair	David Holt
Development Committee Vice Chair	Frederic H. Leigh
Board Member	James B. Boyd
Board Member	James Cuthbertson
Board Member	Juanita Farrow
Board Member	Leroy P. Gross
Board Member	Richard Schollmann
Board Member	Peter Trainer
Board Member	Randall L. West
Board Member	Frank G. Wickersham, III
Board Member	Kathleen Wilder
Ex Officio	Paul E. Galanti
Ex Officio	Jenny M. Holbert
Ex Officio	Thad A. Jones



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# Appendices



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## **Appendix A: Benefits Services**

### **Terminology**

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**New:** A first-time claim.

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

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

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

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

**Phone:** Number of phone calls received by DVS field offices

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

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**Table 1: Claims Submitted to USDVA - Sorted by Month**

Month	New			Re-Open			21-8416			EVR			Total Claims		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
<b>July</b>	1,461	1,585	1,718	493	520	607	33	39	44	14	8	18	2,001	2,152	2,387
<b>August</b>	1,462	1,556	1,841	511	480	690	38	40	72	2	15	16	2,013	2,091	2,619
<b>September</b>	1,530	1,527	1,872	496	470	640	37	42	34	10	8	13	2,073	2,047	2,559
<b>October</b>	1,446	1,340	1,747	471	433	543	29	26	38	8	11	10	1,954	1,810	2,338
<b>November</b>	1,181	1,277	1,462	388	429	508	25	24	53	5	5	17	1,599	1,735	2,040
<b>December</b>	1,190	1,289	1,210	423	405	403	39	54	55	15	14	16	1,667	1,762	1,684
<b>January</b>	1,375	1,497	1,620	460	528	562	312	316	286	185	191	160	2,332	2,532	2,628
<b>February</b>	1,453	1,320	1,653	488	457	557	322	277	296	229	201	223	2,492	2,255	2,729
<b>March</b>	1,620	1,831	1,816	535	652	555	126	141	103	48	76	65	2,329	2,700	2,539
<b>April</b>	1,332	1,797	1,636	468	594	548	88	99	45	33	31	26	1,921	2,521	2,255
<b>May</b>	1,407	1,697	1,730	465	544	574	45	53	60	10	16	19	1,927	2,310	2,383
<b>June</b>	1,502	1,790	1,770	464	642	566	47	65	32	13	19	12	2,026	2,516	2,380
<b>Totals</b>	16,959	18,506	20,075	5,662	6,154	6,753	1,141	1,176	1,118	572	595	595	24,334	26,431	28,541

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

Month	New			RE-Open			21-8416			EVR			Total Claims		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
Accomac	328	390	438	63	71	76	30	26	13	17	15	9	438	502	536
Alexandria <sup>1</sup>	269	143	0	279	32	0	5	0	0	0	0	0	553	175	0
Richmond/Amelia <sup>2</sup>	76	0	0	48	0	0	14	0	0	2	0	0	140	0	0
Big Stone Gap	974	824	804	90	78	69	53	52	38	20	30	22	1,137	984	933
Bristol	775	897	902	78	106	138	113	112	113	78	81	72	1,044	1,196	1,225
Cedar Bluff	1,192	1,065	1,126	305	240	179	63	59	58	45	36	41	1,605	1,400	1,404
Charlottesville	438	605	802	47	10	28	26	47	33	39	55	21	550	717	884
Danville	671	754	947	211	314	341	21	35	40	13	25	32	916	1,128	1,360
Fairfax	0	302	544	0	306	408	0	2	52	0	0	9	0	610	1,013
Front Royal	830	869	953	199	272	331	33	26	24	18	6	14	1,080	1,173	1,322
Hampton VAMC	448	500	404	146	163	106	1	2	4	2	4	2	597	669	516
Hampton	1,748	1,722	2,285	755	480	648	20	7	27	17	15	34	2,540	2,224	2,994
Lynchburg	413	627	569	104	103	97	104	93	88	51	39	50	672	862	804
McGuire VAMC	1,295	1,704	2,271	355	680	616	37	102	121	24	21	29	1,711	2,507	3,037
Norfolk <sup>3</sup>	362	0	0	84	0	0	0	0	0	0	0	0	446	0	0
Portsmouth <sup>4</sup>	555	1,117	1,196	74	201	634	9	17	23	4	1	8	642	1,336	1,861
Quantico	440	407	499	258	336	309	15	0	3	7	8	3	720	751	814
Roanoke	217	311	327	313	313	264	9	10	16	5	25	12	544	659	619
Salem VAMC	435	527	520	430	535	614	178	193	153	15	50	66	1,058	1,305	1,353
South Hill	497	718	850	190	209	244	96	88	81	67	50	42	850	1,065	1,217
Staunton	843	942	885	160	236	182	220	157	135	96	85	79	1,319	1,420	1,281
Tidewater	3,764	3,769	3,442	930	1,138	1,040	56	70	58	52	32	38	4,802	5,009	4,578
Wytheville	389	313	311	543	331	429	38	78	38	0	17	12	970	739	790
<b>Totals</b>	<b>16,959</b>	<b>18,506</b>	<b>20,075</b>	<b>5,662</b>	<b>6,154</b>	<b>6,753</b>	<b>1,141</b>	<b>1,176</b>	<b>1,118</b>	<b>572</b>	<b>595</b>	<b>595</b>	<b>24,334</b>	<b>26,431</b>	<b>28,541</b>

\* Includes claims activity for the Portsmouth Benefits Office.

<sup>1</sup> Alexandria office closed October 2009

<sup>2</sup> Richmond/Amelia closed February 2009

<sup>3</sup> Norfolk office closed March 2009

<sup>4</sup> Portsmouth office opened in January 2009

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**Table 3: Client Contacts Sorted by Month**

Month	Walk-Ins			Phone			Itinerant Points			Total Contacts		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
<b>July</b>	3,995	4,377	4,643	7,143	7,837	5,620	570	658	739	11,708	12,872	11,002
<b>August</b>	4,025	4,396	4,906	6,958	7,173	6,038	797	613	674	11,780	12,182	11,618
<b>September</b>	4,131	5,275	4,857	7,275	5,757	6,264	657	665	690	12,063	11,697	11,811
<b>October</b>	3,936	5,192	4,289	7,329	6,326	5,676	693	653	712	11,958	12,171	10,677
<b>November</b>	3,200	4,421	4,033	5,618	4,986	5,726	551	565	510	9,369	9,972	10,269
<b>December</b>	3,367	4,451	3,240	6,507	5,236	5,309	563	468	424	10,437	10,155	8,973
<b>January</b>	3,936	5,052	4,591	6,900	5,871	6,432	548	628	597	11,384	11,551	11,620
<b>February</b>	3,956	4,665	4,422	6,743	5,629	6,234	706	671	734	11,405	10,965	11,390
<b>March</b>	4,189	4,794	4,914	7,543	6,372	7,441	731	726	719	12,463	11,892	13,074
<b>April</b>	3,929	4,408	4,596	7,010	5,678	6,467	600	662	558	11,539	10,748	11,621
<b>May</b>	3,874	4,037	4,694	6,622	5,081	6,363	611	673	639	11,107	9,791	11,696
<b>June</b>	4,134	4,712	4,662	7,270	6,508	6,579	634	690	729	12,038	11,910	11,970
<b>Totals</b>	46,672	55,780	53,847	82,918	72,454	74,149	7,661	7,672	7,725	137,251	135,906	135,721



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**Table 4: Client Contacts - Sorted by Field Office**

	Walk-Ins			Phone			Itinerant points			total contacts		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
<b>Accomac</b>	1,279	1,437	1,431	2,872	2,809	2,967	89	121	154	4,240	4,367	4,552
<b>Alexandria<sup>1</sup></b>	555	493	0	2,625	1,677	0	53	35	0	3,233	2,205	0
<b>Amelia/Richmond<sup>2</sup></b>	29	0	0	809	0	0	430	0	0	1,268	0	0
<b>Big Stone Gap</b>	2,611	2,346	2,276	2,850	2,630	2,850	208	178	132	5,669	5,154	5,258
<b>Bristol</b>	2,114	2,441	2,610	2,890	3,095	3,049	113	89	79	5,117	5,625	5,738
<b>Cedar Bluff</b>	2,340	2,609	2,972	2,430	2,072	2,197	168	127	38	4,938	4,808	5,207
<b>Charlottesville</b>	1,253	1,332	1,538	1,853	1,432	1,813	108	110	127	3,214	2,874	3,478
<b>Danville</b>	2,236	2,797	3,257	2,904	3,127	3,448	500	442	466	5,640	6,366	7,171
<b>Fairfax</b>	0	695	1,638	0	2,612	4,211	0	382	218	0	3,689	6,067
<b>Front Royal</b>	1,029	1,013	1,335	2,349	2,601	2,823	250	280	634	3,628	3,894	4,791
<b>Hampton VAMC</b>	2,252	2,158	1,328	1,620	2,995	1,816	1	18	12	3,873	5,171	3,156
<b>Hampton</b>	4,536	4,784	5,593	3,346	3,596	4,776	213	32	141	8,095	8,412	10,510
<b>Lynchburg</b>	1,307	1,337	1,710	3,896	4,270	4,583	187	101	143	5,390	5,708	6,436
<b>McGuire VAMC</b>	4,788	6,761	7,309	3,722	5,553	8,311	270	610	918	8,780	12,924	16,539
<b>Norfolk<sup>3</sup></b>	1,000	0	0	724	0	0	214	0	0	1,938	0	0
<b>Portsmouth<sup>4</sup></b>	1,474	2,408	2,652	2,151	3,874	4,181	167	414	371	3,792	6,701	7,204
<b>Quantico</b>	1,163	1,134	1,458	2,884	3,543	4,392	312	507	589	4,359	5,184	6,439
<b>Roanoke</b>	884	1,112	1,003	2,170	1,720	2,094	217	376	452	3,271	3,208	3,549
<b>Salem VAMC</b>	1,122	1,377	1,473	3,236	3,176	3,428	278	328	245	4,636	4,881	5,146
<b>South Hill</b>	776	940	1,039	1,980	2,255	2,511	404	400	444	3,160	3,595	3,994
<b>Staunton</b>	2,744	2,899	2,835	2,767	2,491	2,808	557	596	570	6,068	5,986	6,213
<b>Tidewater</b>	10,504	15,165	9,716	31,167	15,172	9,713	2,457	2,201	1,633	44,128	32,538	21,062
<b>Wytheville</b>	724	542	674	1,594	1,754	2,178	425	320	359	2,743	2,616	3,211
<b>Totals</b>	46,720	55,780	53,847	82,839	72,454	74,149	7,621	7,672	7,725	137,180	135,906	135,721

\* Includes contact activity for the Portsmouth Benefits Office.

<sup>1</sup> Alexandria office closed October 2009

<sup>2</sup> Richmond/Amelia closed February 2009

<sup>3</sup> Norfolk office closed March 2009

<sup>4</sup> Portsmouth office opened in January 2009



## Appendix B: State Approving Agency for Veterans Education and Training

### Terminology

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

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

**Table1: SAA Program Approval Actions FFY09, FFY10, and FFY11**

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11
<b>Totals for Federal Fiscal Year</b>															
<b>Number of Applications Received</b>	2,887	3384	2,717	1,743	2055	1,747	28	25	25	22	25	14	13	19	26
<b>Number Approved</b>	2,830	3320	2,667	1,622	1968	1,658	24	23	23	22	25	14	13	19	26
<b>Number Disapproved</b>	57	64	50	121	87	89	4	2	2	0	0	0	0	0	0
<b>Percentage of Applications Approved</b>	98%	98	98	93%	96	95	86%	92	92	100%	100	100	100%	100	100

**Table 2: SAA Other Approval Actions for FFY09, FFY10, FFY11**

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11
<b>Totals for Federal Fiscal Year</b>															
<b>Number of Applications Received</b>	279	327	289	330	307	295	115	89	89	289	185	193	9	5	5
<b>Number Approved</b>	261	301	273	282	281	272	111	88	88	289	184	193	9	5	5
<b>Number Disapproved</b>	18	26	16	48	26	23	4	1	1	0	1	0	0	0	0
<b>Percentage of Applications Approved</b>	94%	92	94	85%	92	92	97%	99	99	100%	99	100	100%	100	100

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**Table 3: SAA Supervisory Visits FFY09, FFY10, and FFY11**

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11	FFY 09	FFY 10	FFY 11
<b>Totals for Federal Fiscal Year</b>															
<b>Number of Visits</b>	179	196	208	108	108	98	66	73	67	76	91	79	N/A	0	N/A

**Table 4: SAA Other Activities in Support of Veterans Education**

<b>Activity</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>
<b>Email &amp; telephone inquiries</b>	637	1,137	583
<b>Governor's Office inquiries</b>	8	46	6
<b>Requests for application for a new facility</b>	65	56	62
<b>Active schools (facilities in which a veteran actively attends)</b>	472	468	457
<b>Number of students enrolled</b>	20,530	42,092	51,474



## Appendix C: Care Centers

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

Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing			Patient Days Assisted Living			Average # of Assisted Living Beds Occupied			Occupancy Level: Assisted Living		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
<b>July</b>	5,065	5,361	5,250	163	173	169	91%	96%	94%	1,463	1,588	1,603	47	51	52	79%	85%	86%
<b>August</b>	5,082	5,322	5,332	164	172	174	91%	95%	97%	1,466	1,612	1,573	47	52	51	79%	87%	85%
<b>September</b>	4,879	5,087	5,178	163	170	173	90%	94%	96%	1,392	1,509	1,537	46	50	51	77%	84%	85%
<b>October</b>	5,082	5,210	5,342	164	168	172	91%	93%	96%	1,436	1,562	1,467	46	50	47	77%	84%	79%
<b>November</b>	4,806	5,001	5,147	160	167	172	89%	93%	95%	1,464	1,549	1,389	49	52	46	81%	86%	77%
<b>December</b>	5,034	5,052	5,267	162	163	170	90%	91%	94%	1,462	1,586	1,433	47	51	46	79%	85%	77%
<b>January</b>	4,995	5,120	5,179	161	165	167	90%	92%	93%	1,388	1,605	1,415	45	52	46	75%	86%	76%
<b>February</b>	4,654	4,647	4,647	166	166	166	92%	92%	92%	1,265	1,457	1,207	45	52	43	75%	87%	72%
<b>March</b>	5,139	5,163	5,099	166	167	164	92%	93%	91%	1,421	1,590	1,332	46	51	43	76%	85%	72%
<b>April</b>	5,008	4,969	4,942	167	166	165	93%	92%	92%	1,449	1,564	1,343	48	52	44	81%	87%	73%
<b>May</b>	5,394	5,081	5,091	174	164	164	97%	91%	91%	1,523	1,651	1,377	49	53	44	82%	89%	74%
<b>June</b>	5,291	5,052	5,022	176	168	167	98%	94%	93%	1,532	1,566	1,332	51	52	44	85%	87%	74%
<b>Annual Maximum Capacity</b>	65,700	65,700	65,700	180	180	180	100%	100%	100%	21,900	21,900	21,900	60	60	60	100%	100%	100%
<b>Total Patient Days</b>	60,429	61,065	61,496	166	167	169	92%	93%	94%	17,261	18,839	17,008	47	52	46	79%	86%	78%

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

Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing		
	FY09	FY10	FY11	FY09	FY10	FY11	FY09	FY10	FY11
<b>July</b>	2,053	4,860	4,710	66	157	152	41%	98%	94%
<b>August</b>	2,491	4,860	4,793	80	157	155	50%	98%	96%
<b>September</b>	2,768	4,707	4,681	92	157	156	58%	98%	97%
<b>October</b>	3,247	4,772	4,915	105	154	159	65%	96%	99%
<b>November</b>	3,503	4,563	4,688	117	152	156	73%	95%	97%
<b>December</b>	3,930	4,853	4,711	127	157	152	79%	98%	94%
<b>January</b>	4,208	4,918	4,668	136	159	151	85%	99%	94%
<b>February</b>	4,127	4,447	4,281	147	159	153	92%	99%	95%
<b>March</b>	4,591	4,903	4,717	148	158	152	93%	99%	95%
<b>April</b>	4,633	4,729	4,565	154	158	152	97%	99%	95%
<b>May</b>	4,761	4,855	4,805	154	157	155	96%	98%	96%
<b>June</b>	4,598	4,681	4,721	153	156	157	96%	98%	98%
<b>Annual Maximum Capacity</b>	58,400	58,400	58,400	160	160	160	100%	100%	100%
<b>Total Patient Days</b>	44,910	57,148	56,255	123	157	154	77%	98%	96%



## Appendix D: Cemeteries

**Table 1: Cemetery Burials**

***Virginia Veterans Cemetery, Amelia***

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
<b>July</b>	N/A	5	6	8	9	13	16	14	18	16	26	17	26	23	25
<b>August</b>	N/A	9	8	12	13	15	9	14	17	16	17	13	23	12	17
<b>September</b>	N/A	11	3	9	5	17	10	10	16	20	17	15	19	17	28
<b>October</b>	N/A	5	8	9	13	19	14	23	17	15	22	25	21	17	23
<b>November</b>	N/A	7	7	8	6	13	18	11	20	18	22	13	9	25	25
<b>December</b>	N/A	14	7	7	8	16	16	19	18	14	18	22	20	29	22
<b>January</b>	N/A	7	8	10	12	11	19	17	16	19	20	15	18	17	25
<b>February</b>	N/A	9	6	12	12	11	13	15	11	25	18	16	13	21	30
<b>March</b>	N/A	12	9	11	12	18	18	13	16	21	19	19	19	32	29
<b>April</b>	N/A	9	8	12	10	12	8	15	12	23	18	19	29	23	28
<b>May</b>	N/A	3	9	17	12	16	12	13	11	23	13	18	28	16	28
<b>June</b>	2	4	12	9	9	14	16	15	16	21	18	21	23	31	22
<b>Total</b>	2	95	91	124	121	175	169	179	188	231	228	213	248	263	302

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**Albert G. Horton, Jr. Memorial Veterans Cemetery—Suffolk**

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

**Southwest Virginia Veterans Cemetery--Dublin**

	FY11
<b>July</b>	N/A
<b>August</b>	N/A
<b>September</b>	N/A
<b>October</b>	N/A
<b>November</b>	N/A
<b>December</b>	N/A
<b>January</b>	N/A
<b>February</b>	N/A
<b>March</b>	N/A
<b>April</b>	N/A
<b>May</b>	Opening
<b>June</b>	23
<b>Total</b>	23



## Appendix E: Outreach

### DVS Participation in Outreach Events—FY09, FY10, and FY11

	Benefits			VWWP			Education & Training			VVCC			SBVCC			Cemeteries		
	FY 09	FY 10	FY 11	FY 09	FY 10	FY 11	FY 09	FY 10	FY 11	FY 09	FY 10	FY 11	FY 09	FY 10	FY 11	FY 09	FY 10	FY 11
<b>JUL</b>	7	3	9	2	34	30	3	1	6	3	3	2	2	3	4	3	2	2
<b>AUG</b>	8	7	5	7	19	48	6	2	5	3	1	0	0	2	3	1	2	1
<b>SEP</b>	6	15	11	26	27	41	6	8	10	2	3	1	3	2	2	2	4	1
<b>OCT</b>	6	7	13	17	41	57	2	2	6	2	3	3	3	3	2	1	2	1
<b>NOV</b>	22	14	15	9	35	53	4	6	5	2	3	3	3	3	4	3	1	3
<b>DEC</b>	8	9	6	35	31	37	2	2	2	3	2	3	2	4	4	1	1	1
<b>JAN</b>	15	4	11	43	67	35	5	3	4	2	2	2	4	3	3	2	1	3
<b>FEB</b>	7	5	9	37	72	71	5	6	1	3	2	0	2	2	3	3	1	0
<b>MAR</b>	7	13	16	44	58	58	7	10	10	4	4	1	3	2	1	3	3	3
<b>APR</b>	7	6	11	52	51	70	5	7	5	1	2	2	2	1	3	4	1	1
<b>MAY</b>	9	13	12	30	70	66	0	5	4	3	2	0	6	4	2	3	1	2
<b>JUN</b>	11	12	18	31	48	49	7	6	9	1	2	3	3	2	3	5	1	1
<b>TTL</b>	113	108	136	335	553	615	52	58	67	29	29	21	33	31	34	31	20	19





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## **Notes**