

**Board of Veterans Services  
Meeting Minutes  
September 6, 2018**

A meeting of the Board of Veterans Services (BVS) was held on Thursday, September 6, 2018 at the DVS Henrico Office, 121 Cedar Fork Rd., Henrico, VA.

**Members Present**

- Victor Angry
- Carl Bedell
- Carl Bess
- Paige Cherry
- Michael Dick
- Joana Garcia
- Gordon Helsel
- James Icenhour
- Lyla Kohistany
- Jason Miyares
- Kathleen Murphy
- Frank Reyes
- Julie Waters
- Frank Finelli, Chairman, Veterans Services Foundation
- Frank Wickersham, Chairman, Joint Leadership Council of Veterans Service Organizations
- John Newby, Commissioner, Department of Veterans Services

**Members Present by Phone (Remote Location)**

- Nick Kesler
- Jennifer Wexton

**Members Absent**

- Chris Chon
- Susan Hippen
- Belinda Pinckney
- Bryce Reeves

**Commonwealth of Virginia Officials Present**

- Steven Combs, Deputy Commissioner, Department of Veterans Services (DVS)
- Carrie Ann Alford, DVS
- Glendalynn Glover, DVS
- Colleen Ewing, DVS
- Matt Leslie, DVS
- Donna Harrison, DVS
- Leslie Frazier, Assistant Secretary, Veterans & Defense Affairs
- Karla Boughey, Veterans Services Foundation (VSF)
- Rick Oertel, Office of Delegate Kirk Cox
- Linda Ford, Department of Motor Vehicles (DMV)

- Greg Escobar, DMV
- Mark Snasavage, Legislative Aide to Senator Bryce Reeves

### Guests Present

- Rich Anderson
- Maggie Wickersham

### Materials Distributed as part of the Agenda Packet

- Agenda
- Minutes from the April 26 meeting (Agenda Item IV)
- Reports (Agenda Item V)
  - Joint Leadership Council of Veterans Service Organizations
  - Veterans Services Foundation
- Update on Legislation and Budget (Agenda Item VII)
  - Powerpoint presentation slides
  - Updated DVS talking points
  - Palm card and FAQs from DMV for new Veteran identifier on licenses
  - DMV License Plate Pre-Application form for “I Support Women Veterans” plate
- Election of Chair and Vice Chair (Agenda Item VIII.a)
- Proposed Amendment to Bylaws regarding the election of chair and vice chair (Agenda Item VIII.a.)
- Potential new work groups (VIII.b.)

### Call to Order

Chairman Jim Icenhour, called the meeting to order at 10:05 a.m. Chairman Icenhour led the board in the Pledge of Allegiance. He then welcomed the BVS members and asked Ms. Carrie Ann Alford to call the roll. The roll was called and a quorum was determined with 17 members present (15 at the meeting location, two at remote locations). One member arrived shortly after the roll was called, for a total of 18 members present.

Chairman Icenhour introduced new BVS members Del. Gordon Helsel and Carl Bess, and asked each to say a few words of introduction. He then asked everyone to go around and introduce themselves to the new members.

Chairman Icenhour asked Ms. Alford to introduce the guests. She introduced new VVFS Director, Dr. Colleen Ewing, to the board and then asked the other guests to introduce themselves. Their names are recorded above. The chairman thanked them all for attending.

### Approval of Agenda and April 26, 2018 Meeting Minutes

Mr. Jim Icenhour asked for a motion to approve the agenda (*Attachment 1*) and April 26, 2018 meeting minutes. Carl Bedell made a **motion, seconded** by Del. Kathleen Murphy, to approve the agenda as amended. The motion carried **unanimously**.

### Reports

The **Joint Leadership Council of Veterans Service Organizations (JLC)** Chairman Frank Wickersham, III gave a short report on the JLC, their July 25 meeting and progress with their policy priorities for 2019. Chairman Icenhour asked Mr. Wickersham to give a brief explanation of the JLC for

the new members. Mr. Wickersham gave a brief description of the JLC and how it functions. The next JLC meeting is October 17 at the National Museum of the Marine Corps in Triangle, VA. (*Attachment 2*)

The **Veterans Services Foundation (VSF)** Chairman Frank Finelli gave a short report on the VSF and their most recent meeting. Chairman Icenhour also asked Mr. Finelli to give a brief explanation of the VSF for the new members. Mr. Finelli gave a brief description of the VSF and how it functions, and stated that currently they raise about a half million dollars per year and their goal is to double that. (*Attachment 3*).

**Department of Veterans Services (DVS)** Commissioner John Newby thanked the JLC and VSF chairs for their support of DVS and its programs and services and for working closely with him and DVS to support Virginia veterans. He explained to the new members that the DVS FY19 budget is \$85M, of which \$20M comes from the state. He added that VSF funds play an important role in filling in the gaps to ensure programs for veterans are funded without additional appropriations from the General Assembly.

Commissioner Newby briefly reviewed current DVS operations, discussing the opening of the new Pentagon Benefits office, noting that hundreds of appointments have already be scheduled. He also updated the BVS members on the progress on the design of the two new veterans care centers and invited them to attend the upcoming Patriot Day Ceremony on September 11 at the Virginia War Memorial.

## **PRESENTATIONS**

### **Housing Update**

Mr. Matt Leslie, VVFS Assistant Director, gave the members a powerpoint presentation to update them on DVS' housing program and services for homeless and at-risk of homelessness veterans. The presentation was distributed to the members after the meeting.

Del. Murphy asked about long-term unemployment and rent. Matt responded that the HUD-VASH (Department of Housing and Urban Development – VA Supportive Housing) vouchers are used by VVFS to ensure veterans are able to pay rent. Ms. Alford added that VVFS and Benefits are now working closely to help veterans connect with a DVS Veteran Service Representative if needed to check and see if they are receiving any service-connected disability compensation or pension benefits from the VA they have earned. The additional funds often help the veteran get back on their feet and stabilized.

Ms. Waters asked how VVFS tracks the veterans once they are housed. Mr. Leslie said it is hard to tack them, but VVFS will see them if they come back for housing or other services. He added that HUD-VASH has low recidivism rates, and once a veteran has a voucher they tend to become stable. It is the short-term rent assistance veterans who tend to come back, it's about getting creative in how to help them.

Mr. Finelli asked how often the Point In Time count is conducted. Mr. Leslie answered that it is conducted once a year, in January. All known shelters and encampments are contacted and checked. In the rural areas it is harder to get an accurate count, because the situations there often do not meet the federal guidelines for homelessness – the veteran is staying with friends or family and has a roof over their head, even if it's not their home and they may be transient.

Mr. Finelli also asked about how VVFS works with the veterans service organizations (VSOs). Mr. Leslie said that at the beginning, the VSOs were especially helpful with lots of short-term, rapid response assistance – food, furniture, things of that nature. He added that he has spoken with VSOs that are looking at turning posts into affordable housing for veterans.

Del. Helsel talked about the two programs the military has related to combat injuries and how 19 or 20-year old enlisted don't get to draw on the same financial resources as a retiree with 20 years in the military, but it's not fair to the enlisteds because they were injured and didn't get the chance to retire. Matt said that he does not see many 100% guys or retirees. Most of the veterans he sees are the ones with low disability ratings and have poverty and criminal justice issues affecting their ability to remain in housing.

Mr. Combs added that it was partly through the support and guidance of this board that Virginia has been able to set up these systems and have the funding to functionally end veterans homelessness. Their support of VVFS, Mr. Leslie, and the program has yielded long-term benefits.

### **Justice Involved Veterans Program Update**

Ms. Donna Harrison, VVFS Criminal Justice Coordinator, gave the members a powerpoint presentation to update them on DVS' program and services for justice involved veterans and how she and her team are partnering with the Virginia Department of Corrections, the Virginia Supreme Court, and the court system for veteran treatment dockets and other DVS service lines. The presentation was distributed to the members after the meeting.

There were no questions from the board members after Ms. Harrison's report.

Ms. Alford stated that, like the housing program, is something that the board had been supporting and working to get funded for a long time. She said that her former boss, Senator Toddy Puller, who had been a BVS member, and Senator Bryce Reeves worked for many years on veterans treatment dockets and couldn't even have imagined what all Ms. Harrison would be able to accomplish in the short time she's been with DVS.

### **Update on Legislation and Budget**

Ms. Alford started off by mentioning that the powerpoint presentation was in their packets. There was also an updated DVS Talking Points handout for all the members with updated statistics and information on FY18. The presentation and handout were also distributed to the members after the meeting.

She gave an update on the two funding requests made by the BVS for the 2018 General Assembly session (and FY19/20 budget) as a result of the two BVS working groups (women veterans and entrepreneurship). She said that the Women Veterans Coordinator has been hired – Ms. Beverly VanTull from the DVS MMAC team – and she started on August 25. The Veteran Entrepreneurship Ecosystem Coordinator has not yet been hired but is in progress.

The presentation was an overview of DVS and other programs in final budget, which went into effect on July 1. She also covered DVS legislation for 2018, and other veteran and military-related bills of note that passed in the 2018 General Assembly session.

She mentioned Del. Miyares' constitutional amendment that will go to the voters in November and

distributed the ballot question to the BVS members so they can help get the word out to Virginians to vote in favor of the amendment. (*Attachment 4*)

She also mentioned a bill by Del. McGuire that allowed veterans to have a veteran identifier on their driver's license beginning July 1, 2018. The Department of Motor Vehicles (DMV) stopped issuing the stand-alone Veteran ID Card on June 30, 2018, but because previously issued cards do not have an expiration date, they are still valid. She distributed the DMV palm card and Frequently Asked Questions (FAQs) handout. (*Attachment 5*)

She ended her report by reminding everyone to fill out the DMV pre-application for an "I Support Women Veterans" license plate or encourage friends and family members to sign up for the plate. The plate will be revenue generating and shared with DVS to support the Women Veterans Summit in future years if 450 pre-applications are collected. (*Attachment 6*)

Mr. Cherry asked about services for veterans who need help with a will. Commissioner Newby mentioned the Attorney General's program to assist veterans and how DVS is partnering with them. There are legal clinics through the AG's office that are scheduled throughout Virginia throughout the year. Ms. Alford also mentioned the Virginia Bar Association's veterans committee as a resource for connecting veterans with attorneys.

### **New Business**

#### **Election of Chair and Vice Chair**

The first item of new business was to elect a Chairman and Vice Chairman for two year terms. Chairman Jim Icenhour and Vice Chairman Michael Dick had both submitted their names for reelection. No other nominations were presented and the board was notified of the candidates more than 14 days in advance of the meeting.

Chairman Icenhour opened up the floor for additional nominations from the floor. There were none.

Chairman Icenhour asked for a voice vote for Chair. Jim Icenhour was elected unanimously. Chairman Icenhour asked for a voice vote for Vice Chair. Michael Dick was elected unanimously.

A round of applause was given by the members.

The Chair asked Ms. Alford to brief the board on a proposed amendment to the by-laws. She stated that it had come up in regard to Mr. Dick's nomination because he was filling an unexpired term as vice chair and the Terms of Service section of the by-laws were not clear. The proposed amendment makes it clear that if the Chair or Vice Chair steps down the person elected to fill that role will have that time counted as a full term. This is not to discriminate against anyone, but to encourage every board member to take a turn as Vice Chair and Chair of the board and allow the opportunity for more board members.

The amendment will be sent out to the board members 30 days in advance of their November 15 meeting and will be voted on at that time. (*Attachment 7*)

### **Call for New Work Groups**

Chairman Icenhour then asked Vice Chair Michael Dick to lead the discussion on potential new work groups, including three that were listed in the agenda packet for review. Mr. Dick reviewed the three proposals and stated that he had already had some conversations with certain board members about

leading each group. The board agreed by unanimous consent to for the three workgroups.

Mr. Dick will chair the education work group to examine how education programs in Virginia and at the federal level are interacting and if there are areas for improvement and/or better engagement.

Mr. Bedell will lead the work group examining the DVS Benefits Services and how they can sustain and grow the positive momentum into FY20 and beyond.

Ms. Waters will lead the work group examining veterans and the arts initiatives, how the Virginia War Memorial's "Art of War Expo" in October can better highlight and support veterans who are artists in all genres and how DVS can better partner with arts programs for veterans.

*Attachment 8* lists the workgroups and the lead BVS member for each.

Chairman Icenhour stated that other ideas can still be brought forth to the group at the next meeting.

Ms. Alford reminded the board members that all the information regarding duties of working group chairs and members as well as timeframes are listed out in their member handbooks and they should all review the material. She is happy to answer any additional questions.

Commissioner Newby thanked the members for taking on these projects and offered to be on the first call with each work group chair.

### **Updated POC List**

Ms. Alford stated there was no list in the packet pending the appointment of new members expected on September 7, replacing Mr. Chris Chon and Ms. Belinda Pinckney. Mr. Chon who had to resign from the Board because he has been assigned by the Army to South Korea for a two year tour. Additionally, long-term member Ms. Pinckney had become unable to remain on the board due to other duties and her schedule and had stepped down from her seat.

After the announcement is made, Ms. Alford said she would update the POC list and membership matrix and send out to the members. She reminded them that the POC system was created to build stronger relationships between the board members and DVS service line directors and they will be shifted around throughout their service on the board. All members should expect to work with all service line directors at some point if they serve for two full terms. If there is a service line that a member has a particular issue with or aversion to, they can let Ms. Alford know, but at most she will work to divert the assignment – it will not necessarily be never assigned. The only exception is the legislative members who do not rotate and work with Ms. Alford and Ms. Tammy Davidson, the Finance Director.

She also reminded the members to review the strategic plan sections that were emailed out and connect with their service line director as soon as possible. The DVS strategic plan was updated in 2017 and the board played an important part in updating the plan. There should be very few updates for this report.

### **"Good of the Order" Reports**

Commissioner Newby presented a 50<sup>th</sup> Anniversary Vietnam Veteran Lapel Pin to Delegate Gordon Helsel, an Army veteran and recipient of a Purple Heart and Bronze Star for his actions in the Vietnam War, in order to recognize and thank him for his service to our Nation. The Deputy Commissioner took some photos and the board gave a round of applause. Delegate Helsel thanked the Commissioner and

board members and said he was honored that Speaker Cox had asked him to serve on the Board of Veterans Services.

Mr. Combs also mentioned that DVS has more of the Vietnam Veteran Lapel Pins for Vietnam veterans, and board members should let him know if they have any Vietnam veterans in their area that they would like to thank and honor. Commissioner Newby stated that Vietnam Veterans may visit the Virginia War Memorial or any DVS Benefits Services office to be officially recognized with a Vietnam Veteran Lapel Pin. He noted that, so far, Virginia has presented more Vietnam Veteran Lapel Pins than any other state.

Vice Chair Dick asked everyone to read the strategic plan handbook that had been distributed and learn the process of how the agency puts together its strategic plan.

There were no further Good of the Order reports from board members.

### **Public Comment**

There were no individuals seeking to make public comment.

### **Closing Remarks**

Chairman Icenhour reminded the members that the next meeting will be held November 15 at the same location, the DVS Henrico office.

### **Adjournment**

There being no further business before the Board, the meeting adjourned at 12:03 p.m.

**ATTACHMENT 1**  
**BOARD OF VETERANS SERVICES**

**DVS Henrico Office**  
**121 Cedar Fork Rd., Henrico, VA**

Remote Location:  
Defense Health Agency, 7700 Arlington Blvd, Falls Church, VA 22042

Remote Location:  
6824 Elm St., McLean, VA 22101

**September 6, 2018**  
**10:00 a.m. – 12:00 p.m.**

**AGENDA**

- I. Opening and Pledge of Allegiance – *Jim Icenhour, BVS Chairman* (10:00 – 10:02)
- II. Roll Call and Quorum Determination – *Jim Icenhour, BVS Chairman*, (10:02 – 10:05)
- III. Introduction of DVS staff and guests – *Jim Icenhour, BVS Chairman* (10:05 – 10:10)
- IV. Approval of agenda and April 26, 2018 Meeting Minutes – *Jim Icenhour, BVS Chairman* (10:15 – 10:17)
- V. Reports (10:15 – 10:35)
  - a. Joint Leadership Council – *Frank Wickersham, JLC Vice Chairman*
  - b. Veterans Services Foundation – *Frank Finelli, VSF Chair*
  - c. Department of Veterans Services – *John Newby, Commissioner*
- VI. Presentation from VVFS – Housing Update and New Programs for Justice Involved Veterans – *Matt Leslie, VVFS Assistant Director & Donna Harrison, Criminal Justice Coordinator* (10:35-11:15)
- VII. Update on Legislation & Budget – *Carrie Ann Alford, Policy Director* (11:15-11:30)
- VIII. New Business: (11:30-11:55)
  - a. Election of Chair and Vice Chair, *Jim Icenhour, Chairman*
  - b. Call for new Work Group(s), *Jim Icenhour, Chairman*
  - c. Updated POC list, *Carrie Ann Alford, Policy Director*
  - d. “Good of the Order” Reports, *All Members*
- IX. Public comment (11:55 – 12:00)
- X. Wrap Up & Adjourn – *Jim Icenhour, Chairman* (12:00)



## **ATTACHMENT 2**

### **JOINT LEADERSHIP COUNCIL REPORT TO THE BOARD OF VETERANS SERVICES September 6, 2018**

The Joint Leadership Council of Veterans Service Organizations (JLC) met on July 25, 2018 at the American Legion, Department of Virginia Headquarters in Richmond.

We greeted new members, recently appointed by Governor Northam for three-year terms: Tom Wozniak, AFA; Mike Flanagan, AUSA; Denice Williams, DAV; Craig Cressman, NMAA; Robert Barnette, VAANGEA; Judy Reid, WMA. They were given a round of applause as a welcome to the JLC.

The JLC elected a new Chairman, Frank Wickersham, MOAA Rep and new Vice Chairman, Perry “Ace” Taylor, Roanoke Valley Veterans Council Rep.

General Walter Mercer gave an updated on the Virginia National Guard and answered questions from JLC members. We also received reports from DVS Policy Director Carrie Ann Alford on budget and legislation and Benefits Director Tom Herthel with a detailed update on benefits offices and services.

At that meeting, the JLC Legislative Chair called on each VSO which had submitted a potential policy paper to the JLC to discuss their paper and each was voted to be included or passed over for 2019. Eight papers were presented, seven were approved to continue forward. We anticipate having the list of 2019 policy priorities ready for publication after the October 17 meeting.

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

Respectfully submitted,

Frank G. Wickersham, III  
Chairman

**ATTACHMENT 3**  
**VIRGINIA VETERANS SERVICES FOUNDATION REPORT**  
**Board of Veterans Services**  
**September 6, 2018**

The Veterans Services Foundation Board of Trustees has held two Board meetings since the last Board of Veterans Services meeting on April 26, 2018. The Veterans Services Foundation met on June 7, 2018 at the American Legion Department Headquarters in Richmond and August 9, 2018 at the Eastern Henrico Work Force Center in Henrico County. The Development Committee also met twice on the same dates and locations. A Finance Committee meeting was held prior to the August 9<sup>th</sup> Board meeting.

Elections were conducted at the June 7<sup>th</sup> meeting and Frank Finelli was elected as the Chairman, Al Pianalto as First Vice Chair and Jack Lanier as Second Vice Chair. The new term for each office started on July 1, 2018. Rich Schollmann was recognized for his extended term of service as Chairman and his leadership in successfully overseeing the Foundation's transition as a separate agency.

At the August 9<sup>th</sup> meeting, the newly elected Chair, Frank Finelli, appointed Walter Stosch as Chair and Matice Wright as Vice Chair of the Finance Committee. Nicole Carry was appointed Chair of the Development Committee and John Lesinski as Vice Chair. The board unanimously approved each appointment. A new Procedures and Policies Committee was formed and will begin work immediately.

All members of the board continue to work on the proposed fundraising plan implemented by the Development Committee. Each member has received informational marketing materials that can be used when contacting past donors and any potential donors. All are encouraged to set up VSF presentations with organizations in their area. Fundraising will continue to be a top priority for the Foundation.

The Foundation closed the 2018 Fiscal Year with a total of \$545,202.15 in donations with expenditures at \$478,323.75. In an income/expenditure comparison, spanning from 2015 to 2018, it was demonstrated that while donations are down, it was not as significant as originally thought. It also showed an increase in spending of almost 50%. Virginia Veterans and Family Support (VVFS) remains the largest program supported by the Foundation. VVFS provides numerous direct services to Veterans and their families along with support for the Homeless program.

The next Veterans Services Foundation Board of Trustees meeting is scheduled for November 8, 2018 at the American Legion Department Headquarters, Richmond.

Respectfully Submitted,  
Frank Finelli  
Chairman  
Veterans Services Foundation

## **ATTACHMENT 4**

Explanation for Proposed Constitutional Amendment  
to Be Voted On at the November 6, 2018, Election

### **PROPOSED CONSTITUTIONAL AMENDMENT**

ARTICLE X. Taxation and Finance.

Section 6-A. Property tax exemption for certain veterans and their surviving spouses and surviving spouses of soldiers killed in action.

#### ***BALLOT QUESTION***

Shall the real property tax exemption for a primary residence that is currently provided to the surviving spouses of veterans who had a one hundred percent service-connected, permanent, and total disability be amended to allow the surviving spouse to move to a different primary residence and still claim the exemption?

#### ***EXPLANATION***

##### **Present Law**

The Constitution of Virginia currently requires the General Assembly to exempt from taxation the principal place of residence of any veteran who has been determined by the U.S. Department of Veterans Affairs to have a 100 percent service-connected, permanent, and total disability. This tax exemption is also provided to the surviving spouse of such a veteran, so long as the surviving spouse continues to occupy that property as the surviving spouse's principal place of residence.

##### **Proposed Amendment**

The proposed amendment would allow the surviving spouse of any veteran who has been determined by the U.S. Department of Veterans Affairs to have a 100 percent service-connected, permanent, and total disability to continue to claim the tax exemption currently provided, even if the surviving spouse moves to a new principal place of residence that is owned by the surviving spouse.

A "yes" vote will allow these surviving spouses to move to a new principal place of residence that is owned by the surviving spouse and still claim the tax exemption.

A "no" vote will not allow such surviving spouses to move and still claim the tax exemption.

*FULL TEXT OF AMENDMENT* [Proposed new language is underlined. Deleted old language is ~~stricken~~.]

Amend Section 6-A of Article X of the Constitution of Virginia as follows:

ARTICLE X  
TAXATION AND FINANCE

**Section 6-A. Property tax exemption for certain veterans and their surviving spouses and surviving spouses of soldiers killed in action.**

(a) Notwithstanding the provisions of Section 6, the General Assembly by general law, and within the restrictions and conditions prescribed therein, shall exempt from taxation the real property, including the joint real property of husband and wife, of any veteran who has been determined by the United States Department of Veterans Affairs or its successor agency pursuant to federal law to have a one hundred percent service-connected, permanent, and total disability, and who occupies the real property as his or her principal place of residence. The General Assembly shall also provide this exemption from taxation for real property owned by the surviving spouse of a veteran who was eligible for the exemption provided in this subdivision, so long as the surviving spouse does not remarry ~~and continues to occupy the real property as his or her principal place of residence~~. This exemption applies to the surviving spouse's principal place of residence without any restriction on the spouse's moving to a different principal place of residence.

(b) Notwithstanding the provisions of Section 6, the General Assembly by general law, and within the restrictions and conditions prescribed therein, may exempt from taxation the real property of the surviving spouse of any member of the armed forces of the United States who was killed in action as determined by the United States Department of Defense, who occupies the real property as his or her principal place of residence. The exemption under this subdivision shall cease if the surviving spouse remarries and shall not be claimed thereafter. This exemption applies regardless of whether the spouse was killed in action prior to the effective date of this subdivision, but the exemption shall not be applicable for any period of time prior to the effective date. This exemption applies to the surviving spouse's principal place of residence without any restriction on the spouse's moving to a different principal place of residence and without any requirement that the spouse reside in the Commonwealth at the time of death of the member of the armed forces.

DLS

Approved by House and Senate Committees on Privileges and Elections: 04/18/2018

Word Count: 187

## ATTACHMENT 5



### Virginia Department of Motor Vehicles Veteran Indicator Frequently Asked Questions

#### **What is a veteran indicator?**

Veterans of the U.S. Armed Forces have the option of adding a veteran indicator to their driver's license or ID card. Having the word "veteran" appear on your driver's license or ID card is a convenient way to show your veteran status at retailers and restaurants that offer discounts to veterans. This option is offered by DMV on behalf of the Department of Veterans Services (DVS).

#### **Who is eligible to obtain a veteran indicator?**

To be eligible for a veteran indicator, you must:

- Be a Virginia resident
- Apply for or currently hold an unexpired Virginia commercial driver's license, driver's license, learner's permit or DMV-issued ID card
- Have served either (1) in the active U. S. Armed Forces or (2) for more than 180 days in the Virginia National Guard or U. S. Reserves
- Have received an honorable discharge
- Present a photocopy of a veteran service proof document or combination of documents that provide branch of service, discharge date and discharge status (eg. DD 214, DD 256, WD AGO, or NGB 22)
- Consent for the information on your application and any subsequent address changes you make to be shared with DVS.

#### **What military discharge status is acceptable to qualify for the veteran indicator?**

You must have received an honorable or general discharge status in order to qualify for the veteran indicator.

#### **If I am eligible, how do I apply for a veteran indicator?**

- You may apply for a veteran indicator online, by mail, by fax, or in person at a DMV customer service center.
- If you apply online, you must submit the required veteran status proof document(s) to DMV within 45 days of submitting your online application. These documents can be submitted to DMV online, by mail, fax or in person at a DMV [customer service center](#).
- If you apply by mail, by fax, or in person, you will need to complete a Virginia Veterans Military Certification Application (form [DL-11](#)), provide a copy of your veteran service proof document(s).

**Mail:**

Driver Support Work Center, Room 419  
P. O. Box 27412  
Richmond, VA 23269-0001

**Fax:**

(804) 367-1112

**Visit:**

A DMV [customer service center](#)

- Once DMV receives your application and the veteran status proof document, DMV will process and mail the driver's license or ID card with the veteran indicator to you. When applying for the veteran indicator, you must ensure that DMV has your current address on file.

**Can I submit my veteran status proof document electronically?**

Yes. You have the option to submit your veteran status proof document electronically during the online renewal or replacement application process.

**How long will it take to receive my driver's license or ID card with the veteran indicator?**

Once DMV receives and approves the required veteran status proof documents, you should receive your credential with the veteran indicator by U.S. mail within 7 to 10 days. When applying in person, you will receive a temporary driving permit (TDP) or confirmation receipt displaying all of the information that will appear on your credential including the veteran indicator. While waiting to receive your credential by mail, you will be able to use the TDP or receipt to show veteran status.

**What is the fee for a veteran indicator?**

There is no fee for the veteran indicator. However, you must pay the standard fee for an original or replacement credential which will display the veteran indicator.

**What happens if I lose my driver's license or ID card?**

DMV can reissue a duplicate replacement credential for the same [fee](#) of the credential that you are requesting to be replaced. You can request a replacement online or in person at a DMV [customer service center](#). You will not need to present your veteran status proof document as long as your DMV record shows that you previously held a veteran ID card or a veteran indicator.

**I already have a Veteran ID card from DMV. Is it still valid?**

Yes. The General Assembly passed a law authorizing DMV to issue driver's licenses and ID cards with the veteran indicator. If you already have a veteran ID card, it is still valid and never expires. DMV will no longer be issuing veteran ID cards. You still have the option of adding the veteran indicator to your driver's license or ID card.

**I do not have a copy of my veteran status proof document (DD214 or other document). How can I get a copy?**

To obtain a replacement veteran status proof document (or if you were never issued a veteran status proof document), you may access the federal website [www.archives.gov](http://www.archives.gov) for information, or contact DVS at (804) 786-0286 for assistance. For a list of DVS offices, including addresses and contact information, visit [www.dvs.virginia.gov](http://www.dvs.virginia.gov) or [www.archives.gov/veterans](http://www.archives.gov/veterans).

**If I do not want DMV to share my information with DVS, can DMV still issue the veteran indicator?**

No. To obtain a driver's license or ID card with a veteran indicator, you must agree to DMV sharing your information with DVS.

**Why is DMV sharing information about veteran indicator cardholders with the DVS?**

The DVS uses the veteran indicator data for customers to establish a record for veterans not in the DVS database and correspond with veterans about DVS services.

**What retail businesses offer discounts for veterans?**

For information on resources available to Virginia veterans, review the [Virginia Veterans Resource Guide](#) developed by DVS or visit its website at <http://www.dvs.virginia.gov>.

**ATTACHMENT 6**




## LICENSE PLATE DEVELOPMENT PREORDER REQUEST

**PURPOSE:** Customers use this form to pre-order license plates in development.  
**INSTRUCTIONS:** Carefully review Section 1. Complete Sections 2 through 4 and submit with the appropriate payment to the License Plate Sponsor in Section 1.

**IMPORTANT INFORMATION**

License plate development should be complete within 9 months after the license plate sponsor, in Section 1, submits the preorder applications, payment, and official design to DMV.

SECTION 1. LICENSE PLATE SPONSOR		DMV USE
Submit application and fees to: Virginia Department of Veterans Services ATTENTION: Karen Gordwin P.O. Box 5113 Woodbridge, VA 22194 CONTACT PHONE: (713) 614-3049 ♦ EMAIL: licenseplates@womenvet.com  Make check/money order payable to: Karen Gordwin		
LICENSE PLATE CERTIFICATION REQUIREMENTS (if applicable)  <div style="border: 1px solid black; padding: 2px;">None</div>	PLATE NAME <div style="border: 1px solid black; padding: 2px;">I Support Women Veterans</div>	PROPOSED PLATE DESIGN 
NON PERSONALIZED PLATE COST: \$25.00	PERSONALIZED PLATE COST: \$35.00	

SECTION 2. VEHICLE REGISTRATION INFORMATION			
Enter <b>ONE</b> of the following:	LAST 4 DIGITS OF VEHICLE IDENTIFICATION NUMBER (VIN) <input style="width: 40px;" type="text"/>	OR	VEHICLE TITLE NUMBER <input style="width: 90%; height: 20px;" type="text"/>
OWNER'S FULL LEGAL NAME (last, first, mi, suffix) OR BUSINESS NAME (if business owned)		TELEPHONE NUMBER	
<input style="width: 95%; height: 20px;" type="text"/>		<input style="width: 40%; height: 20px;" type="text"/>	
CO-OWNER'S FULL LEGAL NAME (last, first, mi, suffix)		TELEPHONE NUMBER	
<input style="width: 95%; height: 20px;" type="text"/>		<input style="width: 40%; height: 20px;" type="text"/>	
OWNER'S RESIDENCE/HOME/BUSINESS ADDRESS (Apt # if applicable)	CITY	STATE	ZIP CODE
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 40%; height: 20px;" type="text"/>	<input style="width: 20%; height: 20px;" type="text"/>	<input style="width: 20%; height: 20px;" type="text"/>

SECTION 3. LICENSE PLATE INFORMATION			
CURRENT PLATE NUMBER	EXPIRATION DATE (mm/dd/yyyy)	PLATE TYPE (see your vehicle registration)	IS THIS A DISABLED PLATE?
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO
(check one)			
A. <input type="checkbox"/> TRANSFER MY EXISTING LICENSE PLATE NUMBER (Annual personalized plate fees apply)			
B. <input type="checkbox"/> NEW PERSONALIZED LICENSE PLATE NUMBER (Annual personalized plate fees apply)			
1st	2nd	3rd	4th
<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>
C. <input type="checkbox"/> DO NOT PERSONALIZE (Standard production number will be issued)			
NOTE: Please review DMV's guidelines regarding personalized plates on page 2 of this form			

SECTION 4. CERTIFICATION	
I/We certify that (check one):	
<input type="checkbox"/> This vehicle is insured by a liability policy issued through an insurance company licensed to do business in Virginia and it will remain insured while registered, whether or not it is operated. Penalties are severe for violation of this requirement.	
<input type="checkbox"/> This vehicle is not insured. I have either paid the applicable uninsured motor vehicle fee for the vehicle for the requested registration period or I understand that DMV will require me to pay the fee prior to the processing of this Preorder Request. (This fee provides no insurance coverage.) A vehicle must be insured with liability coverage when it is registered, and it must remain insured while registered, whether or not it is operated, or the uninsured motor vehicle fee must be paid. Penalties are severe for violation of this requirement.	
I/We further certify and affirm that all information presented in this form is true and correct, that any documents I/we have presented to DMV are genuine, and that the information included in all supporting documentation is true and accurate. I/We make this certification and affirmation under penalty of perjury and I/we understand that knowingly making a false statement or representation on this form is a criminal violation.	
For a corporation, an authorized representative must sign.	
VEHICLE OWNER SIGNATURE	DATE (mm/dd/yyyy)
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 20%; height: 20px;" type="text"/>
VEHICLE OWNER SIGNATURE	DATE (mm/dd/yyyy)
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 20%; height: 20px;" type="text"/>



### ADDITIONAL INFORMATION

#### Guidelines for Creating a Personalized Plate Combination

Use any combination of letters, numbers and the special characters dash, space, and ampersand.

1. The number of characters allowed on a license plate varies depending on the plate design. Including the International Symbol of Access reduces the number of characters you can display on your plate.
2. To create a space between characters, leave the applicable box empty.
3. Some plates, such as military and university plates, display a logo. The logo position is stationary and cannot be moved.
4. Personalized character combinations for license plates registered to a vehicle must be unique. Therefore, please provide multiple choices.

#### Guidelines for Issuing a Personalized License Plate

The Department of Motor Vehicles (DMV) will not approve an application if contains any combination of characters that in any way carries a connotation which may reasonably be seen by a person viewing the license plate as:

- Profane, obscene, or vulgar in nature
- Sexually explicit or graphic
- Excretory-related
- Used to describe intimate body parts or genitals
- Used to describe drugs, drug culture, or drug use
- Used to condone or encourage violence
- Used to describe illegal activities or illegal substances

In addition, Virginia Code § 46.2-726 prohibits DMV from issuing to certain applicants any personalized character combination that can be read, interpreted, or understood to be a reference to children.

**Please note:** DMV reserves the right to recall and cancel any personalized license plate determined not in compliance with these guidelines.

#### Guidelines for Maximum Characters on a License Plate in Development

A plate can be designed with or without a logo. Here is how to determine the maximum number of characters allowed when requesting personalization or transferring existing plate number.

Logo Position	Maximum Characters	<b>Note:</b> Any plate displaying an International Symbol of Access (ISA) will decrease the number of characters by one.
Right	6 characters	
Left	6 characters	
No logo, with or without background graphics	7½ characters	
Center - No longer authorized	N/A	

#### New Special Interest License Plate Development Information

Direct all application and refund inquiries to the License Plate Sponsor during the preorder process. The entire special license plate process could take up to two years depending on the direction of the sponsor. It generally takes approximately nine months to develop a new plate once the prepaid applications are collected and submitted with payment to DMV.

#### Processing Preorder Application

When the personalization requested is not available, a standard production number will be issued and the personalization fee will be refunded directly to the customer. All customer refunds issued will be mailed to the address shown on the DMV customer record, not the application. As a courtesy, the vehicle registration will be renewed if it is within two months of expiration and DMV will bill for payment. Also, applicants with a multiyear vehicle registration will receive a bill for the additional year(s). The new license plates, vehicles registration, and decals will be mailed to all preorder applicants prior to the new plate's statewide availability.

## ATTACHMENT 7

### **BOARD OF VETERANS SERVICES BY-LAWS**

#### **PROPOSED AMENDMENT**

##### **Article III – Officers**

1. **General:** DVS shall provide staff to assist the Board in their administrative, planning and procedural duties. The Board will elect a Chair and Vice-Chair from its membership. The DVS Commissioner is not eligible to serve as Chair.
2. **Primary Duties of the Chair:** Preside over all meetings and perform the duties required before, during and after to ensure a smooth, well-run meeting. The Chair will serve as an *ex officio* member of the Veterans Services Foundation (with voting privileges), the Joint Leadership Council of Veterans Service Organizations (with no voting privileges), and the Virginia War Memorial Board (with voting privileges). The Chair may designate a Board member to represent him/her at these meetings. The Chair shall appoint work groups, as needed, and in such a way as to allow the Board to fulfill its' powers and duties.
3. **Additional Duties of the Chair:** The Chair shall work closely with DVS staff and Board members on pre-meeting planning and preparations. Shall maintain communication with the Commissioner, and other DVS staff, on all budget, policy and strategic planning initiatives put forward by the Board. Shall meet with legislators, as needed, and represent the Board before the Virginia General Assembly. Shall coordinate with the DVS Commissioner, Deputy Commissioner and Director of Policy and Planning on long-term strategic planning and budgetary issues to maintain strong programs and services within DVS for Virginia's veterans. Shall maintain communication with each Board member and assign projects and duties as needed. Upon request of the Commissioner, the Chair shall write letters to communicate policy and budget initiatives affecting DVS and Virginia's veterans to legislators.
4. **Primary Duties of the Vice Chair:** In the absence of the Chair, preside at Board meetings; perform duties as assigned by the Chair; assume the responsibilities of the Chair in the event the Chair can no longer fulfill them; and assume the role of Chair for the remainder of the elected Chair's term, if necessary.
5. **Term of Service:** The Chair and Vice-Chair will serve a two-year term of office. The Chair and Vice-Chair are eligible for re-election, but can serve no more than two consecutive terms. **If the Chair or Vice-Chair are elected to fill an unexpired term that shall count toward the two consecutive terms.**
6. **Elections:** Candidates for office may either put their own name forward, or may be nominated by another member. Nominations will be made to the Chair, verbally or in writing, so that the nominees can be conveyed to the full Board at least 14 days prior to the meeting when elections will be held. Elections will be by voice vote during the first regularly scheduled meeting following July 1.

## ATTACHMENT 8

### **Work Groups**

1. **Education programs** – How are education programs in Virginia and at the federal level interacting? Are there areas for improvement and better engagement? Are there gaps?

*Michael Dick to lead*

2. **Benefits Services** – Areas of focus would include a) review of successes achieved by the Benefits Services Section over the past three years and b) sustaining the positive momentum into FY20 and beyond.

*Carl Bedell to lead*

3. **Veterans and the Arts Initiatives** – last year the Virginia War Memorial held an “Art of War Expo” as part of Richmond’s Artoberfest and has been working with various groups in the arts community to highlight veteran artists and programs to assist veterans. The Virginia Veteran and Family Support (VVFS) program has started a pilot program with the Eastern Virginia Medical School. DVS also works with veterans/arts-related programs such as those at the Hylton Center in Manassas. What other opportunities exist in this area? This may become a standing work group to assist the War Memorial.

*Julie Waters to lead*