

VIRGINIA DEPARTMENT OF VETERANS SERVICES

COMMISSIONER'S 2018 ANNUAL REPORT

TO

GOVERNOR RALPH S. NORTHAM

AND

THE VIRGINIA GENERAL ASSEMBLY

December 1, 2018

Serving those who served



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***VETE Director Annie Walker with Girl Scouts
at the Virginia War Memorial, March 2018***

Mission, Vision and Values

MISSION

To serve Virginia's veterans, members of the Virginia National Guard, Virginia residents in the Armed Forces Reserves, and their family members, by ensuring they receive timely transition, employment and education assistance, benefits, health care and long-term care, and the recognition they have earned through service to our country and Commonwealth.

VISION

To be the most veteran friendly state in the nation by setting the national benchmark for the delivery of results-oriented and cost-effective veterans services.

VALUES

- **EXCELLENCE:** *Provide exemplary service to Virginia's veterans and their families.*
- **COMMITMENT:** *An enduring commitment to helping Virginia's veterans and their families receive all earned federal and state benefits; and create an economic environment that promotes veteran-owned businesses and Virginia companies hiring veterans.*
- **INNOVATION:** *Continually find new methods to reach and serve Virginia's veterans and their families.*



Virginia Department of Veterans Services

THANK A VET
www.dvs.virginia.gov

Commissioner's Message

2018 was a year of anniversaries for the Virginia Department of Veterans Services. In its “modern” form, DVS is celebrating 15 years of service to Virginia’s veterans and family members. In that time, we have witnessed phenomenal growth – taking on new missions, launching new programs, and opening new facilities – so that we may deliver on our shared commitment to serving those who served us. That commitment to service stretches back to 1928 and the hiring of Mr. Frank Cavedo to head up the War Service Bureau of the State Department of Public Welfare. This year, then, marks the 90th anniversary of state veterans services in the Commonwealth of Virginia.

In 2018 we celebrated the 100th Anniversary of the Armistice that ended World War I, marked by a ceremonies across Virginia, including a special Armistice Day Festival at the Virginia War Memorial Carillon in Richmond’s Byrd Park – held in partnership with the Virginia WWI and WWII Commemoration Commission, the Department of General Services, the City of Richmond, and many community partners. We are also in the middle of the 75th Anniversary period for World War II (1941-1945) and the 50th Anniversary of the Vietnam War (1955-1975), and you will see several photos in this report that mark those anniversaries.

I am proud of the many accomplishments your Department of Veterans Services that are outlined in this report. You will read about the more than 70,000 claims filed with the U.S. Department of Veterans Services, of the more than 2,000 veterans and family members connected to behavioral health and supportive services, and of the almost 10,000 veterans who found a job at a V3 partner. You will read more about over 50,000 visitors to the Virginia War Memorial, of the nearly 1,900 veterans and family members laid to rest at our state veterans cemeteries, and about the more than 140,000 patient days of care delivered at our veterans care centers.

What I hope comes through on these pages, above all else, is the pride, and the devotion, that every member of the DVS team brings to serving the more than 720,000 veterans, and their families, who call the Commonwealth home. They have served us, now we must continue to serve them

We could not have achieved all that we have without your unwavering support, your trust, and your continued commitment to providing us with the tools and the resources we need to accomplish the mission.

Thank you.

John L. Newby II
Commissioner

Compact with Virginia's Veterans

The Code of Virginia, §2.2-2004(17) requires the Commissioner of Veterans Services to:

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

The Department of Veterans Services (DVS) in conjunction with the Board of Veterans Services (BVS) and the Joint Leadership Council of Veterans Service Organizations (the JLC), has established overarching goals in support of the Compact.

DVS, BVS, JLC, and the Virginia War Memorial Board (VWMB) have adopted Fiscal Year (FY) 2018 and 2019 goals, priorities, and recommendations in support of the Compact.

Each goal, priority, or recommendation is classified according to the following provisions required by the Compact:

- *Technology advances*
- *Workforce development*
- *Outreach*
- *Quality of life enhancement*
- *Other services for veterans*

The DVS Strategic Plan, part of the state Performance Budgeting (PB) System, details the Department's goals, objectives, targets, and measures.

OVERARCHING GOALS IN SUPPORT OF THE COMPACT

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

In support of the Compact, the Department of Veterans Services (DVS), in conjunction with the Board of Veterans Services (BVS) and the Joint Leadership Council of Veterans Service Organizations (the JLC) established the following overarching goals:

1. Ensure Virginia veterans and eligible family members receive timely assistance in filing for federal and state disability benefits.
2. Deliver long-term skilled nursing care, assisted-living (domiciliary) care, Alzheimer's/memory care, and short-term rehabilitation services to Virginia veterans at Virginia's Veterans Care Centers.
3. Connect veterans, Guardsmen, and Reservists not in federal service, and their family members to a network of services designed to help them overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
4. Provide Virginia's veterans and their spouses a final resting place at state veterans cemeteries that meet national shrine standards.
5. Ensure veterans and their dependents have approved educational programs through which they may receive their educational benefits.
6. Ensure that veteran homelessness is a rare, brief and nonrecurring experience.
7. In conjunction with other state agencies, create employment opportunities for Virginia veterans in state government and the private sector.
8. Honor Virginians who served and sacrificed 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.
9. 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.

DVS FY2018 Goals in Support of the Compact:

DVS Goal #1: Increase affordable housing opportunities and veterans support programs in order to eliminate veterans homelessness. (QUALITY OF LIFE ENHANCEMENT)

DVS Objective in support of Goal #1:

1. Continue to ensure that Virginia has the systems, capacity, and coordination to ensure veteran homelessness is rare, brief, and non-reoccurring.

DVS Goal #2: Augment the New Virginia Economy with mission-ready, relevantly-skilled veterans, especially post-9/11 veterans, by creating seamless transitions for veterans with high-quality education and workforce services that accelerate career opportunities. (WORKFORCE DEVELOPMENT)

DVS Objectives in support of Goal #2:

1. Help veteran entrepreneurs by building strategic partnerships with state, federal, nonprofit and other organizations and agencies working with, or providing resources to, veterans;
2. New focus on women veterans;
3. Continue to create pathways to career success for transitioning medics and corpsmen;
4. Incentivize more small- and medium-sized companies to hire and retain veterans;
5. Achieve even greater results in making Post-9/11 veterans a linchpin of the New Virginia Economy; and
6. Ensure G.I. Bill Program access for veterans/families.

DVS Goal #3: Improve outcomes for veterans and their families in the areas of behavioral health, rehabilitative services, supportive services, health, and financial stability. (QUALITY OF LIFE ENHANCEMENT)

DVS Objectives in support of Goal #3:

1. Ensure more of Virginia's veterans and families receive the federal disability and pension benefits they have earned, by increasing the approval rate on federal claims;
2. Strengthen service delivery capacity and achieve lasting outcomes for veterans/families in the areas of behavioral health, rehabilitative, and supportive service through the Virginia Veteran and Family Support (VVFS) program; and
3. Construct new Veterans Care Centers in Northern Virginia and Hampton Roads to provide long-term care for Virginia veterans.

DVS Goal #4: Honor our veterans and military, and their families, for their service and sacrifice. (OUTREACH and OTHER SERVICES FOR VETERANS)

DVS Objectives in support of Goal #4:

1. Construct the 28,000 square foot addition to the Virginia War Memorial;
2. Handle increased burial numbers and expanded grounds maintenance requirements at state veterans cemeteries; and

3. Expand the Albert G. Horton, Jr. Memorial Veterans Cemetery to provide additional in-ground and above-ground burial spaces.

DVS Goal #5: Inform veterans of the services provided by DVS; manage public resources efficiently and effectively. (OUTREACH and OTHER SERVICES FOR VETERANS)

DVS Objectives in support of Goal #5:

1. Staff presentations and attendance at events around Virginia to share with veterans and family members all the services and programs available to them;
2. Provide 24/7 telephonic information and referrals to veterans and families; and
3. Continue addressing critical shortfalls in agency infrastructure, management, and employee professional development.

JLC FY2018 Priorities in Support of the Compact:

For the 2018 General Assembly Session, the JLC adopted seven policy priorities.

JLC Priority #1: That the 2018 General Assembly pass resolutions identical to the one passed by the 2017 General Assembly (HJ562), thereby continuing the process to amend Virginia's Constitution to provide parity for surviving spouses of 100% disabled veterans and those Killed in Action. (QUALITY OF LIFE ENHANCEMENT)

Status: The legislation to support this was approved by the 2018 General Assembly and the Governor signed it. It was approved by the voters on November 6, 2018. Enacting legislation will need to be approved by the General Assembly during the 2019 Session.

JLC Priority #2: That the Governor and General Assembly enact legislation and provide budget support of a pilot program for the electronic return of absentee ballots by Virginia's deployed military service members to enfranchise their voting privileges. (TECHNOLOGY ADVANCES and QUALITY OF LIFE ENANCEMENTS)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

JLC Priority #3: That the Governor and General Assembly enact legislation to establish a Veteran Entrepreneur Capital Resources Program, and provide budget support in the amount of \$1,000,000 in FY19 and in FY20 for the microloan fund and 1 position to administer the program, beginning January 1, 2019. (WORKFORCE DEVELOPMENT)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

JLC Priority #4: That the Governor and General Assembly approve an individual income tax subtraction for 100% service-connected disabled veterans with a federally adjusted gross income, not exceeding 250% of the federal poverty level for a four-person household, who have not already claimed another exemption. (QUALITY OF LIFE ENANCEMENTS)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

JLC Priority #5: That the Governor and General Assembly remove the requirement that a veteran's disability rating be combat related to qualify for educational benefits under the Virginia Military Survivors and Dependents Education Program (VMSDEP). Instead, a permanent, service-connected disability rating of at least 90%, plus satisfaction of the other requirements currently in the Code, would qualify a veteran's spouse or child for VMSDEP benefits. (OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

JLC Priority #6: That the Governor and General Assembly increase the state income tax subtraction level for members of the Virginia National Guard from \$3,000 to \$5,000 per year. (QUALITY OF LIFE ENANCEMENTS and OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

JLC Priority #7: That the Governor and General Assembly change the eligibility for in-state tuition to include all members of the Virginia National Guard and the Reserve components, thus recognizing their service to the Commonwealth and treating them equally to the active components and veterans. (OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was left in committee in the 2018 Session.

BVS FY2018 Priorities in Support of the Compact:

BVS Priority #1: That the Governor and General Assembly provide budget support of \$124,000 per year in FY19 and in FY20, and one position, to establish a Women Veterans Program, to include a program coordinator and dedicated funds for the annual women's conference. (OUTREACH and WORKFORCE DEVELOPMENT)

Status: This BVS priority has been met.

BVS Priority #2: That the Governor and General Assembly provide 1 position and budget support, in the amount of \$124,000 per year in FY19 and in FY20 for a Director of Veteran Entrepreneurship. (OUTREACH and WORKFORCE DEVELOPMENT)

Status: This BVS priority has been met.

VWMB FY2018 Recommendations in Support of the Compact:

Priority #1: In anticipation of the increased ability of the Memorial to offer its award-winning programs to visitors, the Virginia War Memorial Board, along with DVS leadership, urges the Commissioner, Secretary of Veterans and Defense Affairs, and Governor to continue funding in the new biennium budget for the Memorial's expansion project.

Status: This VWMB priority has been met.

FY19 Goals in Support of the Compact:

*The following goals, priorities, and recommendations are established for FY2019
by DVS, the JLC, and BVS:*

DVS FY19 Goals in Support of the Compact:

DVS Goal #1: Augment the new Virginia economy with mission-ready, relevantly-skilled veterans by creating seamless transitions for veterans with high quality education and workforce services that accelerate career opportunities. (WORKFORCE DEVELOPMENT)

DVS Objectives in support of Goal #1:

1. Veteran Entrepreneurship Ecosystem Coordinator to build strategic partnerships with state, federal, nonprofit and other organizations and agencies working with, or providing resources to, veteran entrepreneurs;
2. Women Veterans Program Manager to build strategic focus on women veterans, and a continued focus on the annual Virginia Women Veterans Summit;
3. Continue to create pathways to career success for transitioning medics and corpsmen;
4. Continue to expand veterans transition and employment programs in Central and Southwestern Virginia; and
5. Provide widest access to G.I. Bill-approved education and training opportunities for Virginia veterans and their dependents.

DVS Goal #2: Improve outcomes for veterans and their families in the areas of behavioral health, rehabilitative services, supportive services, health and financial stability. (QUALITY OF LIFE ENHANCEMENT)

DVS Objectives in support of Goal #2:

1. Provide expert assistance in the development and submission of service-connected disability and pension claims to the U.S. Department of Veterans Affairs (VA) and in accessing other federal, state and local veterans programs and services;
2. Continue to meet demand for DVS services across Virginia;
3. Continue to build programs and interagency support for justice-involved veterans, including veteran treatment dockets and post-incarceration support networks;
4. Strengthen local communities and local, state and federal partnerships to create safe, permanent supportive housing for veterans and their families; and
5. Strengthen local communities and local, state and federal partnerships to address veteran suicide mitigation and prevention in Virginia.

DVS Goal #3: Honor our veterans and military, and their families, for their service and sacrifice. Honor our veterans and military, and their families, for their service and sacrifice. (OUTREACH and OTHER SERVICES FOR VETERANS)

DVS Objectives in support of Goal #3:

1. Complete expansion of the Virginia War Memorial in FY20;
2. Commence construction of new Veterans Care Centers in FY20 and open in FY22: Puller VCC in Vint Hill, Fauquier County and Jones & Cabacoy VCC in Virginia Beach; and
3. Expand the Albert G. Horton, Jr. Memorial Veterans Cemetery to provide additional in-ground burial spaces. Conduct outreach and manage the resulting increased burials and expanded grounds maintenance requirements for perpetual care at the state veterans cemeteries

DVS Goal #4: Manage public resources efficiently and effectively. (OUTREACH and OTHER SERVICES FOR VETERANS)

DVS Objectives in support of Goal #4:

1. Inform veterans of the services provided by DVS through targeted media campaigns and engagement with media resources around Virginia;
2. Address critical shortfalls in agency infrastructure, management, and employee training and professional development;
3. Continue strong partnerships with the General Assembly, Joint Leadership Council of Veterans Service Organizations (the JLC) and Board of Veterans Services (BVS) to effectively advocate for Virginia's veterans, National Guard and Reserves and their families; and
4. Continue statewide outreach, presentations and attendance at events around Virginia, by DVS staff and Service Line Directors, to share resources and information about all the services and programs available to veterans and family members.

JLC FY19 Priorities in Support of the Compact:

For the 2019 General Assembly Session, the JLC adopted seven policy priorities.

JLC Priority #1: That the Governor and General Assembly appropriate \$50,000 to ensure that all Virginia National Guardsmen are paid at least at the E6 rate when serving on State Active Duty. (QUALITY OF LIFE ENHANCEMENT and OUTREACH)

JLC Priority #2: That the Governor and General Assembly approve an individual income tax subtraction for 100% service-connected disabled veterans with a federally adjusted gross income, not exceeding 150% of the federal poverty level for a four-person household, who have not already claimed another exemption. (QUALITY OF LIFE ENHANCEMENT)

JLC Priority #3: That the Governor and General Assembly enact legislation and provide budget support of a pilot program at the Virginia Department of Elections for \$100,000 and funding for one position, for a limited pilot program for the electronic return of absentee ballots by deployed military service members. (TECHNOLOGY ADVANCES and QUALITY OF LIFE ENHANCEMENTS)

JLC Priority #4: That the Governor and General Assembly approve legislation creating a standardized, statewide personal property tax exemption for one vehicle for 100% service-connected, total and permanent disabled veterans. (QUALITY OF LIFE ENHANCEMENT)

JLC Priority #5: That the Governor and General Assembly provide budget support of approximately a \$1 million increase in the annual State Tuition Assistance program for a pilot program to cover the estimated 3.5% of Guardsmen seeking a degree who are not currently completely covered by federal and state tuition assistance. (EDUCATION and QUALITY OF LIFE ENHANCEMENT)

JLC Priority #6: That the Governor and General Assembly remove the requirement that a veteran's disability rating be combat related. Instead, a permanent service-connected disability rating of at least 90%, plus satisfaction of the other requirements currently in the Code, would qualify a veteran's spouse or child for VMSDEP benefits. (EDUCATION)

JLC Priority #7: That the Governor and General Assembly support changes to the current Virginia tax laws for a phased in system to reduce state tax on military retirement income up to \$40,000. (QUALITY OF LIFE ENHANCEMENT)

BVS FY19 Priorities in Support of the Compact:

The Board of Veterans Services has formed workgroups to study three policy issues related to Benefit Services, Education, and Veterans and the Arts. The workgroups will deliver final reports at the November 2019 BVS meeting

The Benefit Services Workgroup will:

- Study the strategy for continued growth of the DVS Benefit Services section and the obstacles that may hinder that growth;
- Develop recommendations to support or strengthen the growth strategy and address any identified obstacles;
- Study the current economic impact of received benefits by Virginia veterans and develop justifications for increased funding for DVS Benefits;
- Interview Benefits staff to understand issues affecting employee retention and issues affecting or limiting service offerings;

- Research other comparable State offerings to identify potential additional service offerings DVS could offer; and
- Analyze budget/funding issues and shortfalls and develop justifications for budget or funding increases.

The Education Workgroup will:

- Review published research discussing the challenges facing student veterans today;
- Review the activities of the Veterans Support Centers that are providing support to veterans enrolled in Virginia's Community College system, which will help serve to frame the issues for further review;
- Meet with student veterans and administrative support staff at several of Virginia's 4-year universities in order to learn how student veterans are being supported at such institutions; and
- Develop recommendations for consideration by the Department of Veterans Services.

The Veterans and the Arts Workgroup will:

- Contact existing programs and organizations who work with veterans and the arts to survey what is currently being done and hear Virginia/industry leaders' ideas for the future of arts for veterans. Programs to be contacted include: Virginia War Memorial, Eastern Virginia Medical School Arts Program, House of Delegates Arts Caucus, Virginia Commission of the Arts, Veterans Project at the GMU Hylton Center, Virginia Film Office, Richmond International Film Festival, GI Film Festival, San Diego Combat Arts, Veteran Portrait Project, and CreatiVets;
- Examine other states' arts programs for veterans and the arts, both for positive examples and for unsuccessful ventures; and
- Form a short list of program ideas and work with agencies who will be involved to determine feasibility, timelines, and final language for our recommendations.

VWMB FY19 Recommendations in Support of the Compact:

For the 2019 General Assembly Session, the VWMB adopted one policy priority.

Board members unanimously supported the Resolution presented at the September 21, 2018 meeting: "The Virginia War Memorial Board, established as an advisory board within the meaning of § [2.2-2100](#) for the purpose of supporting the Virginia War Memorial, has completed its mission of oversight through the transition from independent entity to incorporation into the Department of Veterans Services; and through two construction projects. The Virginia War Memorial's mission will be assumed by the Virginia Board of Veterans Services beginning January 1, 2020."

DVS at a Glance

BENEFIT SERVICES

Provides Virginia's veterans and their family members with accurate, timely and ethical education and assistance in obtaining the federal and state benefits they have earned through service and sacrifice to our Commonwealth and Nation.

71,311* Claims submitted to U.S. Department of Veterans Affairs in FY18
**Includes all claims submitted to the USDVA in FY18. In FY17 and prior years, only compensation claims were reported.*

18,949 Compensation and Pension claims submitted to the U.S. Department of Veterans Affairs in FY18

222,359 Client contacts in FY18

\$3.2B Disability compensation and pension payments to Virginia veterans and dependents in FFY17

VIRGINIA VETERAN AND FAMILY SUPPORT

Provides comprehensive coordination of and referrals to behavioral and rehabilitative health care and supportive services to Virginia's veterans, National Guard, armed forces Reserves, caregivers and family members.

2,107 Veterans and family members served in FY18

5,714 Total individual services provided in FY18

945 Total behavioral health services provided in FY18

4,112 Total supportive services provided in FY18

136 Total rehabilitative/medical services provided in FY18

366 Total group services provided in FY18

98 Veterans and family members served by *Mission: Healthy Relationships* and *Mission: Healthy Families* in FY18

57 Caregivers completed *Operation Family Caregiver* program in FY18



STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

The Virginia State Approving Agency (SAA) approves educational courses and programs of instruction provided by Virginia institutions to enable eligible veterans and their dependents to enroll and receive financial assistance (GI Bill benefits) from the U.S. Department of Veterans Affairs (USDVA).

- 4th** Commonwealth's ranking among the states in terms of Veterans using their GI Bill benefits in FFY17
- \$818 M** Amount of GI Bill benefits paid to Virginia recipients in FFY17
- 1,164** Instructional institutions in Virginia approved to provide training to Veterans and dependents in FFY17

VIRGINIA MILITARY SURVIVORS AND DEPENDENTS EDUCATION PROGRAM

Provides education benefits to spouses and children of military service members killed, missing in action, taken prisoner, or who became at least 90 percent disabled as a result of military service in an armed conflict.

- 1,473** Applied for VMSDEP benefits in FY18.
- 638** Applications approved for VMSDEP benefits in FY18.
- 1,122** Unique students received stipend award for FY18.
- \$1,599,525** Stipend awards for FY18.
NOTE: *Includes Fall 2017 and Spring 2018 semesters. Does not include Summer 2018.*
- 39** Virginia colleges and universities that applied VMSDEP benefits to students' accounts in FY18.



VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)

VTAP assesses, coordinates, and disseminates opportunities for members of the armed forces and their spouses transitioning from military to civilian life by providing a pathway to employment, education, and entrepreneurship.

- 56,973** Veterans, transitioning service members (TSMs), and spouses reached through VTAP outreach efforts in FY18.
- 1,542** Referrals of veterans, TSMs, and spouses to partner organizations for direct services outside of employment, education and entrepreneurship in FY18.
- 167** Visits to Virginia military installations to conduct outreach and work with TSMs and their spouses in FY18.
- 36** VTAP-sponsored transition events held in partnership with community-based support and transition organizations in FY18.

VIRGINIA VALUES VETERANS (V3) PROGRAM

V3 increases employment opportunities and promotes economic development, by training and certifying organizations in veteran's workforce best practices while creating connectivity opportunity and activities.

- 301** Certified companies registered in FY18
- 9,703** Virginia veterans hired by V3 companies in FY18
- 58** Training events in FY18

MILITARY MEDICS AND CORPSMEN (MMAC) PROGRAM

The Military Medics and Corpsmen (MMAC) program provides former service members with specialized medical training opportunities for employment at major Virginia health care systems. MMAC is a pathway to civilian healthcare careers and credentialing and offers one solution to staffing shortages in Virginia's healthcare system. Veterans who do not meet MMAC program requirements are assisted through efforts known as "No Medics and Corpsmen Left Behind"

- 186** Applicants for MMAC FY18
- 32** MMAC Hires reported in FY18
- 21** No Medics and Corpsmen Left Behind Hires FY18

VIRGINIA VETERANS CARE CENTERS

Provides long-term care, Alzheimer's/dementia care, short-term rehabilitative care, and domiciliary (assisted living) care to Virginia's veterans.

Sitter & Barfoot Veteran Care Center — *adjacent to McGuire VA Medical Center, Richmond*

200 Beds in private rooms providing skilled nursing care and a secure Alzheimer's/dementia unit.

70,275 Patient days of nursing and Alzheimer's/dementia care provided in FY18 (96% capacity).

Virginia Veterans Care Center — *adjacent to Salem VA Medical Center, Roanoke*

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

61,505 Patient days of nursing and Alzheimer's/dementia care provided in FY18 (94% capacity).

12,543 Patient days of assisted living care provided in FY18 (57% capacity)



VIRGINIA VETERANS CEMETERIES

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

1,865 Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY18

VIRGINIA WAR MEMORIAL

Honors our Veterans by preserving our history, educating our youth, and inspiring patriotism in all. The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of men and women from Virginia who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through the Galanti Education Center, the Virginia War Memorial serves as the Center of Excellence for education of Virginians' experience of war from the birth of our nation to the present by offering a variety of programs, artifacts, research materials, the "Virginians at War" documentaries, exhibitions, seminars, and ceremonies.

51,479 Visitors to the Virginia War Memorial in FY18

115 Educational Outreach and Patriotic Programs conducted in FY18

120 Visitor and group tours provided in FY18

4,189 Hours of service provided by Virginia War Memorial volunteers in FY18

DVS Awards & Commendations in 2018

- June, 2018 – Benefits & VVFS service lines received the *Governor's Award for Teamwork*
- May, 2018 – Virginia Veterans Care Center received the *Distinguished Service Award* from the Near Southwest Preparedness Alliance (NSPA)
- August, 2018 – National Association of State Approving Agencies (NASAA) *Lifetime Achievement Award* to Martina Murray, SAA Director
- August, 2018 – NASAA *Star Award* to Tramaine Carroll-Payne, SAA Assistant Director
- November, 2017 – Dominion *Eva Teig Community Transformation Award* to VVFS

DVS LOCATIONS

Benefits Services Offices

- 1 Abingdon
- 2 Accomac
- 3 Big Stone Gap
- 4 Charlottesville
- 5 Chesapeake
- 6 Danville
- 7 Emporia
- 8 Fairfax
- 9 Fort Belvoir (planned)
- 10 Fredericksburg
- 11 Hampton
- 12 Hampton VA Medical Center
- 13 Henrico
- 14 Loudoun
- 15 Lynchburg
- 16 Manassas
- 17 McGuire VA Medical Center (Richmond)
- 18 Norfolk
- 19 Oceana/Virginia Beach (planned)
- 20 Pentagon
- 21 Petersburg
- 22 Portsmouth

- 23 Quantico
- 24 Richmond/Short Pump (planned)
- 25 Roanoke
- 26 Salem VA Medical Center
- 27 South Hill
- 28 Springfield
- 29 Staunton
- 30 Strasburg
- 31 Tazewell
- 32 Virginia Beach
- 33 Williamsburg
- 34 Wytheville

* **VVFS:** Underlined offices indicate co-location of VVFS and Benefits Services offices.

Care Centers

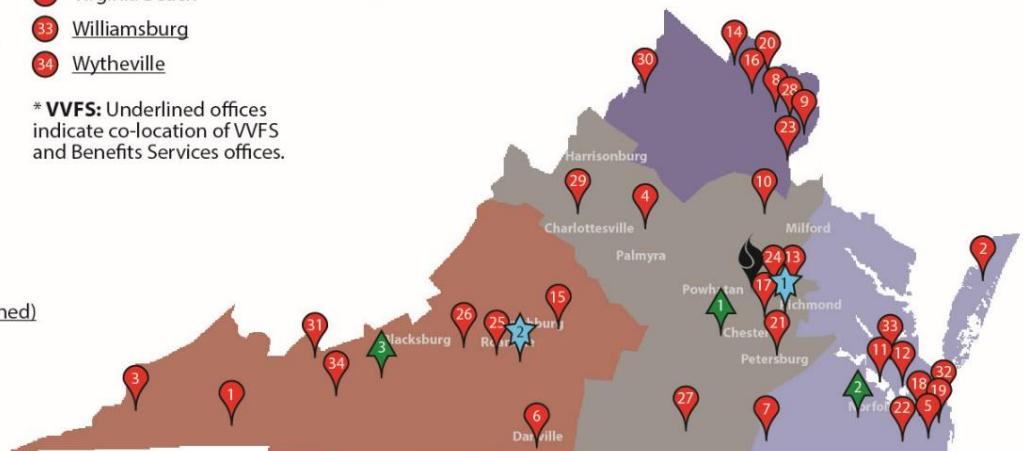
- ★ Sitter & Barfoot Veterans Care Center, Richmond
- ★ Virginia Veterans Care Center, Roanoke

Virginia Veteran and Family Support Regions

- North
- East
- Central
- West

Cemeteries

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

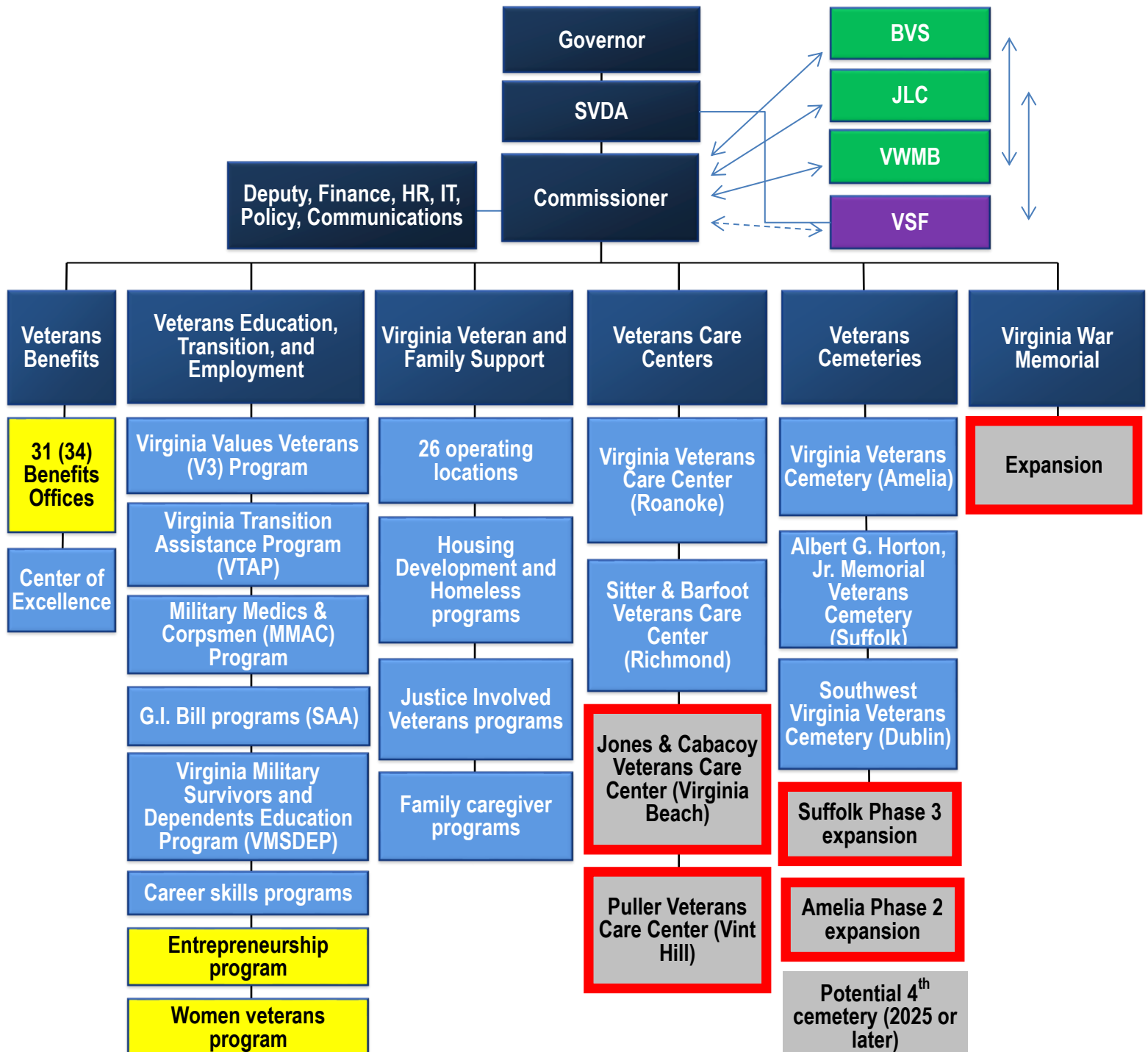


Underlined offices are combined offices with Benefits & VVFS.

Full contact information for each office is listed on our website: www.dvs.virginia.gov

DVS ORGANIZATIONAL CHART

As of July 1, 2018



Who are Virginia's Veterans?

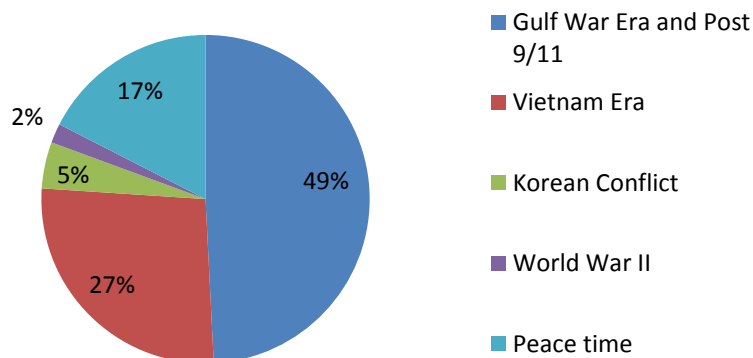
POPULATION

- 725,028** Projected number of veterans living in Virginia as of September 30, 2017 (*Source: USDVA, VetPop 2016, Table 6L*)
- 103,917** **Women Veterans in Virginia – 14% of our veteran population.** Virginia leads the nation with the highest percentage of women veterans.
- 127,100** **Number of Virginia veterans under 40.** We are one of the states with the fastest growing post-9/11 veteran population.
- 8th** **Virginia's ranking in total veteran population.**
- 5th** **Percentage of Veterans to total state population.** In terms of raw numbers, Virginia is 8th in overall largest veterans population – but when factored in as a percentage of total population, we are fifth in the nation.

ERA OF SERVICE (AS OF SEPTEMBER 30, 2017)

592,141	Total war time
132,887	Total peace time
374,078	Gulf War Era and Post 9/11
204,118	Vietnam Era
34,795	Korean Conflict
14,496	World War II

By Period of Service



(USDVA, VetPop2016, Table 7L.)

EDUCATION & TRANSITION

- 53,947** Number of Veterans receiving G.I. Bill benefits in Virginia in FFY17. Virginia ranks 4th in the nation in number of Veterans receiving G.I. Bill benefits.
- \$818M** Total G.I. Bill benefits paid to Veterans in Virginia in FFY17
- 638** Applications approved for VMSDEP benefits in FY18.
- 56,973** Veterans, transitioning service members (TSMs), and spouses reached through VTAP outreach efforts in FY18.
- 1,542** Referrals of veteran, transitioning service members (TSMs), and spouses to partner organizations for direct services outside of employment, education and entrepreneurship in FY18.

DISABLED VETERANS

- 186,971** Veterans receiving USDVA compensation or pension benefits as of Sept. 30, 2017
- \$3.2B** Compensation and pension payments to Virginia veterans in FFY17

HOMELESSNESS AND HOUSING

- 485** Estimated number of homeless veterans in Virginia on a single night in January 2018
- 85** Estimated number of unsheltered veterans in Virginia on a single night in January 2018
- 4,305** Number of homeless veterans housed statewide from October 2014 – July 2018
- 1,000** Veterans experiencing homelessness who entered permanent housing in FY18.



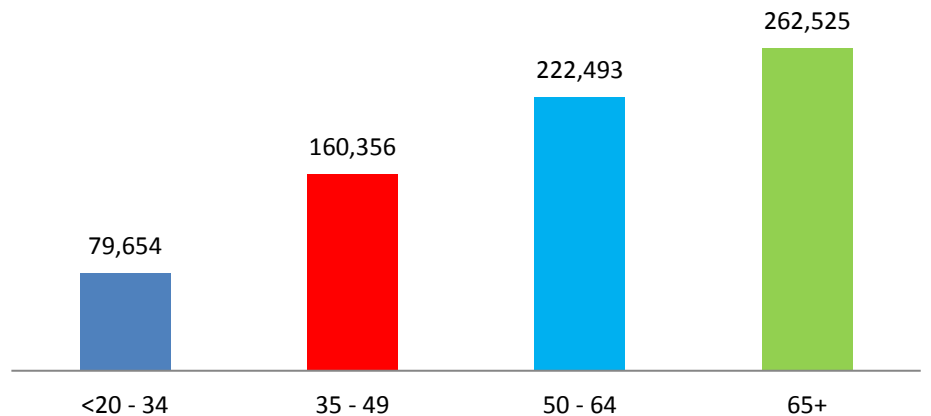
*Bill Libby and Sharon Duncan (DVS Benefits)
with Senator Mark Warner*

AGING

265,202 Projected number of veterans age 65+ living in Virginia in 2017

The number of Va. veterans age 65 and older is projected to remain steady over the next decade, being at **261,242** by 2027 (*USDVA, Table 6L*)

Number of Virginia Veterans by Age



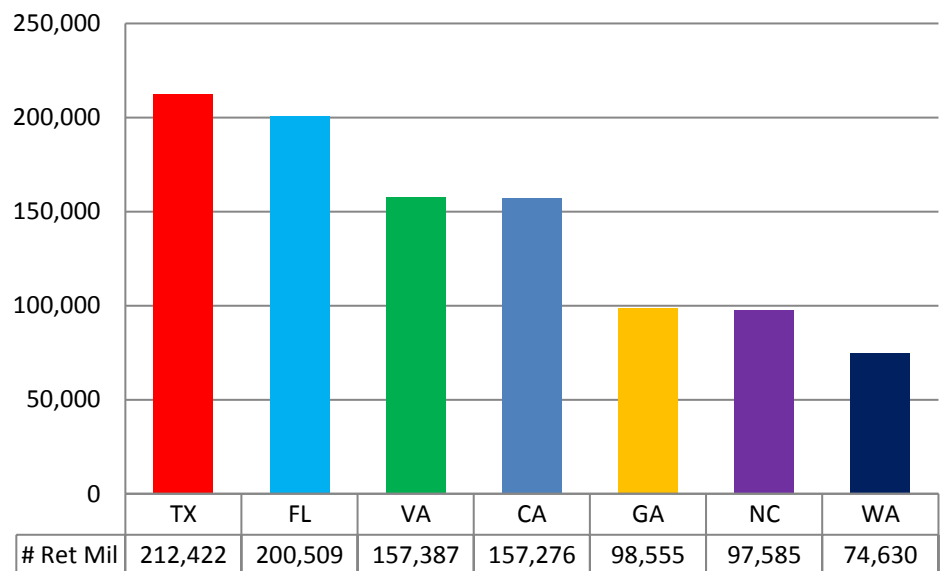
MILITARY RETIREES

157,387 Number of retirees who made Virginia home in 2017.

3rd Virginia ranks **3rd** in the nation in number of military retirees.

(DoD, Office of the Actuary, Statistical Report on the Military Retirement System FFY17)

Number of Military Retirees, FFY16



Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$11.24B** 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 FFY17¹

\$5.94B Total USDVA expenditures in Virginia

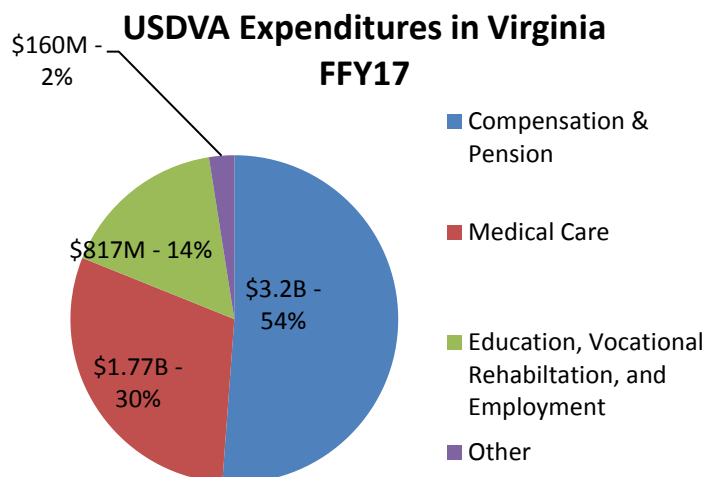
\$3.2B Compensation and pension

\$1.77B Medical Care

\$817M Education, Vocational Rehabilitation, and employment

\$160M Other (General Operating, Insurance & Indemnities, Construction)

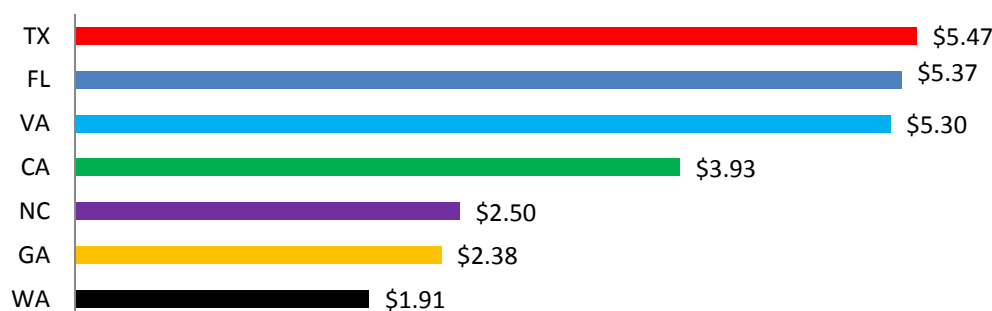
Source for all data on this page: U.S. Department of Veterans Affairs, FFY17 Summary of Expenditures by State. <http://www.va.gov/vetdata/Expenditures.asp>



U.S. DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY17

\$5.3B Retirement pay to military retirees in Virginia. Virginia ranks third in the nation in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Report on the Military Retirement System, FFY17*).

DoD Retired Military Pay - FFY17 (in billions)



Benefits Services

MISSION

To provide Virginia's veterans and their family members with accurate, timely and ethical education and assistance in obtaining the federal and state benefits they have earned through service and sacrifice to our Commonwealth and Nation.

ACTIVITIES

The Benefits Services section assists Virginia's veterans in gaining access to the federal and state benefits they are entitled to as a result of their service and sacrifice in the military. Among these benefits and services are compensation for service-connected disabilities or death, income-based pensions, medical care, home purchase assistance, education, and burial benefits.

Veterans Service Representatives (VSRs) are the front line, under the authority of 38 USC § 5905, they are engaged in the practice of veterans law, as they assist Virginia's veterans every day with applying for benefits from the U.S. Department of Veterans Affairs (VA).

This past fiscal year, Benefits staff filed 71,311 actions for VA consideration, 18,949 of which were disability compensation claims for Virginia's veterans. This represents a 42% increase from the previous year. Our representatives made over 222,100 client contacts, up approximately 4% from the previous year. Virginia veterans received \$3.20 billion in VA disability and compensation benefits during FFY2017. The investment in DVS is continuing to pay dividends for our veterans and for Virginia's economy.

This past year, we partnered with the VA to open a new DVS office at the VA's Community Based Outpatient Clinic (CBOC) in Emporia. Additionally, with great assistance from the Town of South Hill, we relocated our office there to the Lake Country Advanced Knowledge Center, which provides improved space and more convenient access to our services. We also opened an office inside the Pentagon. This represents the first time our services have ever been offered to the Pentagon population of over 22,000 veterans and active duty military personnel.



Board of Veterans Services (BVS) members Sen. Jennifer Wexton and Del. Kathleen Murphy met with VSRs Jae Pete and Helen Pickard (DVS Benefits) in the Loudoun Office for the first Women Veterans Week, March 2018

Additional offices at Fort Belvoir, Oceana (Virginia Beach), and Fort Lee are planned in FY19. As of December 1, 2018, the Benefits Services section operates 31 facilities, including 18 locations co-located with VVFS, in every part of the Commonwealth to assist Virginia's veteran population. This does not include our itinerant sites, which are discussed in more detail below.

All Benefits personnel are fully accredited by the VA to assist veterans in obtaining their federal benefits. Additionally, over 75% of Benefits personnel have

access to the VA's computer network – the Veteran Benefits Management System. This allows our VSRs to better serve veterans by accessing their VA claims data in real-time.

We continue to focus on our commitment to staff development by requiring all new personnel attend an intensive two-week basic training course, and conduct several months of hands-on training at several DVS offices around the Commonwealth before gaining full accreditation and the ability to assist veterans without significant supervision. This ensures initial proficiency, which is then maintained through attending mandatory regional quarterly training and an annual training conference. Benefits Regional Directors also meet with their staff – at least monthly, but often more frequently. All staff attend the annual conference, which was held in Colonial Williamsburg this year, and included remarks by Governor Northam, Secretary of Veterans and Defense Affairs Carlos Hopkins, The Adjutant General Major General Tim Williams, as well as distinguished speakers from federal and state government, and private industry.

Benefits and VVFS staff continue to train together, conduct outreach cooperatively, and frequently conduct “the warm hand-off” for veterans to the other service lines for specialized assistance. This cooperation improves our ability to serve Virginia's veterans and their families, and creates a “no wrong door” approach.



VSRs Samara Alexander and Norris Henderson (DVS Benefits) honor Vietnam Veteran Donald Sellman

DVS is an active partner in the national effort to commemorate the 50th Anniversary of the Vietnam War. To honor the heroic service of our Vietnam veterans, our personnel have been presenting them with the Vietnam Veterans Lapel Pin. In FY18, Benefits personnel presented over 250 pins, part of our agency-wide efforts that have recognized over 500 Virginians who served in the Vietnam War.

In the past three years, Benefits leadership has received over 1,000 formal feedback forms or emails from Virginia's veterans. Feedback forms allow the veterans to share their thoughts, experiences and concerns directly with the Benefits Director. This opportunity to give written feedback process has not only been incredibly appreciated by the veterans, but over 99% of all correspondence received is favorable, most frequently expressing thanks to our VSRs and the Commonwealth for providing these important services.

Compensation claims approved by the VA result in two potential types of awards: monthly compensation based on the level of disability; and a retroactive award, which is a one-time, lump-sum payment compensating the veteran for missed benefits payments reaching back to the original claim date. While most retroactive awards are relatively small, a few retroactive awards in the past year have reached the six-figure mark. We are proud that our staff works hard to see veterans through the process to a successful claim no matter what the result. Additionally, when a widow's or widower's pension claim is approved, the federal funds provided often allow recipients to support themselves without further state assistance.

In addition to direct contact at one of our 31 offices, our employees assist veterans at dozens of itinerant service points located throughout the Commonwealth. In effect, these are satellite Benefits offices, which

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are often in the more rural parts of Virginia where transportation continues to be problematic. Space is provided by federal, state or local government agencies or private organizations, such as the VFW and American Legion, and always at no charge to DVS. The itinerant service points allow DVS to reach and serve a greater number of veterans, many of whom face transportation barriers, without incurring the cost of fixed operating facilities. These satellite offices create a cost-effective win-win for the state and the veterans.

Further, through our team of Appeals Attorneys, we represent veterans before the VA's Board of Veteran's Appeals in Washington, D.C. and through video hearings in Roanoke. In FY17, we completing over 150 written appeals and administrative hearings in an effort to ensure Virginia's veterans receive the benefits they have earned.

In addition, Benefits personnel continue to participate in outreach activities such as briefings for nursing homes, hospice centers, and a variety of state, local, and private organizations, and participating in local parades and other veteran-focused events. Last year, our staff spent over 10,000 hours in the local communities conducting outreach activities. One exciting new focus for the Northam Administration is collaboration with the Native American tribes in Virginia. Benefits and other sister service lines are proud to attend the tribal pow wows in the state and provide information and support to our Native American veterans.



*VSR Sharon Duncan with a
Chickahominy Tribe Dancer*

Annual Services Provided	FY16	FY17	FY18
Compensation Claims submitted to USDVA	28,462	27,996	18,949
All Claims submitted to USDVA	38,186	50,229	71,311
Client contacts	169,566	212,901	222,359
Number of offices	25	28	31
Itinerant points	39	42	41
Budget	\$6,186,087	\$6,732,649	\$7,609,744
Authorized Positions	78	86	94
Filled Positions – as of June 30	78	86	89

For more detailed information, please refer to Appendix A

Virginia Veteran and Family Support

MISSION

To monitor and provide resource connections and care coordination for behavioral health, rehabilitative, and other related supportive services to Virginia veterans, National Guard, Armed Forces Reserves, caregivers and families.

ACTIVITIES

The Virginia Veteran and Family Support (VVFS) program is a focused response to the growing need to improve and expand services to our nation's veterans and their family members coping with the impact of deployment, military service, Post-Traumatic Stress Disorder (PTSD), and operational stress and/or traumatic brain injury (TBI). VVFS is operated by DVS in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department for Aging and Rehabilitative Services (DARS). VVFS serves veterans of all eras who are Virginia residents, members of the Virginia National Guard or Armed Forces Reserves (not in active federal service), and their family members.

In 2017, based on recommendations from the Joint Legislative Audit and Review Commission (JLARC), and the resulting working group, led by former Secretary John Harvey, the General Assembly amended the Code of Virginia to clarify VVFS's mission and service delivery structure, converting from a contract model to an all-state employee model. In July 2017, VVFS transitioned to the new program model. As part of the conversion, additional funding and positions were appropriated to ensure a successful conversion of the VVFS service line. FY18 was the first year the VVFS operated under this new model.

In addition, the JLARC recommendations and legislative actions included the following redefining of purpose and priorities of the VVFS program:

- Build awareness of veterans service needs and the availability of the program through marketing, outreach, and training for first responders, service providers and others;
- Collaborate with relevant agencies of the Commonwealth, localities, and service providers;
- Develop and implement a consistent method of determining how many veterans in the Commonwealth are currently in need of mental health, physical rehabilitation, or other services, or may be in need of such services in the future;
- Work with veterans to develop a coordinated resources plan that identifies appropriate service providers to meet the veteran's service needs;
- Refer veterans to appropriate and available providers on the basis of needs identified in the coordinated resources plan; and
- Monitor progress toward individually identified goals in accordance with the coordinated resource plan.

VVFS began by consolidating the original five regions into four: North, Central, East, and West. This parallels Benefits and VETE and makes it easier to coordinate staff. VVFS hired 33 employees as full-time Commonwealth employees. Many of these hires were Community Service Board (CSB) contract employees who worked with the VVFS program for several years. This ensured that we would not have a “brain drain” of experienced staff working with veterans and the relevant community providers. In 18 locations around the Commonwealth, VVFS offices moved from CSBs and other locations to co-locate with Benefits offices. Some offices remain located in CSBs and other community locations, due to space availability in Benefits offices or other logistics.



VVFS & Benefits receiving their Teamwork Award from Gov. Northam & LG Fairfax

Intra-agency coordination has been a focus in FY18, particularly with Benefits and VETE. The co-located offices enable VVFS team members to easily provide a “warm hand off” between the two programs and ensures veterans receive services they need without a trip to another location. This improved coordination between service lines and improved the referral process to ensure that there is “no wrong door” for veterans and their families. On June 4, 2018, Governor Northam and Lt. Governor Justin Fairfax recognized these collaborative efforts at a special ceremony in the Governor’s mansion. The VVFS and Benefits teams were humbled and honored to receive the 2018 ***Governor’s Public Service Award for Teamwork***.

VVFS has standardized workflow across the four regions, providing consistency while being flexible to the unique needs of each region. VVFS Resource Specialists (RS) also now have a standardized needs assessment process, which is used to develop coordinated resource plans. VVFS also hired a Quality Assurance Specialist (QAS), who ensures VVFS program services are delivered according to program policies and standard operating procedures (SOPs) to achieve timely and high-quality service to veterans and family members. The QAS is responsible for implementing and conducting the systematic quality review process of all care coordination and direct service functions, and monitors performance management and program feedback protocols to measure and improve the quality of direct service delivery.

In October 2017, VVFS and VETE staff collaborated with Virginia Tech and the Center for Geospatial Information Technology (CGIT) to develop a shared DVS database system. CGIT makes rapid implementation of workflows, ideas, and reporting requirements of the differing programs, creating interconnectedness and improving coordination between DVS service lines, while addressing the unique needs of each service line. The user-friendly system increases staff time with clients and tracks progress of connecting clients to the best services and resources available.

VVFS is committed to maintaining our long-term, valued partners. In addition to the Department of Behavioral Health and Developmental Services (DBHDS) and the Department for Aging and Rehabilitative Services (DARS), mentioned above, VVFS partners include and the local Community

Service Boards (CSBs) and the Virginia Military Veteran Coordinating Council (VMVCC), .. This coordinating body assists in aligning priorities and increasing coordination for behavioral health and rehabilitative services.

VVFS is also creating new partnerships with federal, state, and community partners, such as Headstrong in Northern Virginia for mental health clinicians and an innovative program at Eastern Virginia Medical School (EVMS) for an art therapy program for its medical students. VVFS and Benefits will participate in a new public-private partnership between George Mason University's Center for Psychological Services and Dominion to provide psych assessments at no cost to veterans.

VVFS was invited by Richmond Mayor Levar Stoney to be part of the Mayor's Challenge to Prevent Suicide among Service Members, Veterans and their Families. The Substance Abuse and Mental Health Services Administration (SAMHSA) and U.S. Department of Veterans Affairs (VA) are sponsoring the challenge and Richmond is one of eight cities included. This Mayor's Challenge (similar to the effort to end veteran homelessness) is a strategic effort to help communities develop, implement, and measure suicide prevention efforts. Central Region personnel are actively engaged. Other partners include law enforcement, Richmond Behavioral Health Authority, and the Hunter Holmes McGuire VA Medical Center (VAMC). VVFS anticipates expanding these best practices and strategies statewide.

VVFS continues its partnership with the Department of Social Services and Virginia 2-1-1 to enhance the statewide 2-1-1 system. With additional call specialists, increased training on military and veteran competency, and increased reporting of data, the 2-1-1 system is better able to connect veterans 24/7 to community, state, and federal resources. The system connected 6,136 veterans, active duty military, and their family members to services in FY18. The majority of referral needs were for utility and housing assistance, social services, and job-related services.

VVFS staff worked hard to ensure veterans were unaffected through the transition process and we are proud to report that FY18 was one of our best years to date for delivering services and support to Virginia's veterans, transitioning service members, and families. VVFS has maintained an integrated and responsive system of care coordination and support to veterans and families, in continued partnerships with DBHDS, DARS, CSBs and our Continuum of Care.

Supportive Services

VVFS provides hands on assistance navigating supportive services peer and family support, service to the most vulnerable veterans, including justice-involved veterans and those at risk for, or experiencing homelessness.

VVFS focuses supportive services in six areas:

1. **Case coordination and management;**
2. **Housing and Homeless Services;**
3. **Justice Involved Services program (JIS);**
4. **Mission: Healthy Relationships and Mission: Healthy Families (MHR, MHF);**
5. **Operation Family Caregiver (OFC); and**
6. **Veteran Peer Support (VPS) Services**



Case Management Regional Highlights

Prior to FY18, VVFS was organized into five regions. VVFS is now organized into four regions: North, Central, East, and West. Each of the four VVFS regions provide the core services of resource connections, peer support, care coordination, and individualized and group support to veterans and their family members.

North Region serves approximately 218,200 veterans and their families in 14 counties and 6 independent cities in Northern Virginia.

The North Region team is comprised of nine members: a Regional Director, Senior Resource Specialist, Veteran Justice Specialist, Veteran Peer Specialist, and five Resource Specialists, strategically located across the region in six DVS offices: Springfield, Fairfax, Manassas, Loudoun, Fredericksburg, and Strasburg, and one contracted office with the non-profit agency Service Source in Oakton. Staff also make monthly itinerate site visits in the community.

The Northern Virginia area provides a unique opportunity for interaction with large numbers of transitioning service members, veterans, Reservists, and National Guardsmen given the high volume of contractors, active duty military bases in the Northern Virginia and Washington D.C. area, and veterans who come for the government or small business opportunities. The North Region provides direct support and assistance at Transition Readiness seminars at Quantico, briefings at the Soldier Family Assistance Center at Fort Belvoir, an itinerate site on Naval Support Station Dahlgren, and more.

Working with and training community partners is a part of the VVFS mission. Staff provide community training to partner agencies and first responders through Crisis Intervention Training (CIT) in six current CIT programs in Arlington, Fairfax, Loudon, North Western, Rappahannock, and Prince William. Additionally, staff conduct Military Competency and PTSD Facts trainings to V3 employers, in collaboration with V3 regional staff.

Regional staff continue to work collaboratively with six local Continua of Care (CoC) and in direct coordination with the Washington D.C. and Martinsburg VAMCs, to maintain a targeted focus on meeting the needs of homeless and at-risk veterans and their families, and to assist in care coordination with Supportive Services for Veteran Families (SSVF) and other CoC partners.



Senior Resource Specialist Kristi Holt delivers ASIST (Applied Suicide Intervention Skills Training) to community partners in Richmond, VA. Outreach, training, and partnerships are key to VVFS success.

The North Region had 25 participants in *Operation Family Caregiver* (OFC), a program providing free and confidential support to the families of returning veterans learning to live with military transitional issues or a physical disability connected to the veteran's military service.

Staff are part of the treatment teams for both the Fairfax County Veteran's Docket and the Prince William County Veteran Docket, working directly with judges, attorneys, probation/parole personnel, and a VA Justice Coordinator in collaboration with a Veteran Mentors to assist justice involved veterans in accessing mental health and/or substance abuse treatment, as well as employment/vocational and education services to comply with the docket and successfully graduate from the program.

Staff facilitate weekly Veteran Peer Support groups, that provide a relaxed and confidential environment for veterans to share post-military and transitional experiences with other veterans.

West Region serves approximately 99,500 veterans and their families in Southwest Virginia, which includes 31 counties and 13 independent cities.

The West Region team is comprised of 11 members: a Regional Director, Senior Resource Specialist, Veteran Justice Specialist, Veteran Peer Specialist, two part-time Resource Specialists and five Resource Specialists, strategically located across the 31 counties in five DVS offices: Big Stone Gap, Abingdon, Wytheville, Danville and Lynchburg, and three CSB offices: New River Valley, Piedmont, and Alleghany Highlands. The region also provides services at satellite offices across the region and monthly itinerates in the community.

Staff provide Crisis Intervention Training (CIT) to partner agencies and first responders throughout the region and work collaboratively with the New River Valley CIT Faculty. Staff also collaborate with DBHDS and CSBs to provide Military Cultural Competency (MCC) training to partnering agencies, CSB managers, statewide committees, and, through a partnership with Radford University, annual MCC training to students enrolled in the Master's degree's Clinical Counseling Trauma course.

Staff provide trainings to other DVS employees on Mental Health First Aid (MHFA), Applied Suicide Intervention Skills Training (ASIST), and Post-Traumatic Stress Disorder (PTSD) training to V3 employers. This year, staff members in the region participated in a behavioral health panel with over 100 community members, after the screening of the documentary *Suicide: The Ripple Effect*, focusing on the effects of advocacy, inspiration and hope helping millions heal & stay alive.



Senator Tim Kaine with Erika Lawhorn, Ruby Saunders, and Jami Kincaid at the 2017 Remote Area Medical (RAM) Clinic in Wise, VA



Resource Specialist Sandor Asboth and Peer Recovery Specialist Danielle Rock spoke to citizens in New Castle, VA about VVFS services

The Justice Involved Services (JIS) focus in the region has increased over the last fiscal year, and staff are collaborating with federal, state and local criminal justice facilities on outreach and veteran employee support, participate in several working dialogues with Probation and Parole (P&P), and partnered with local correctional centers to assist in the roll-out of the Offender Resettlement Journey initiative. This initiative has focused on linking correctional facilities, P&P and community stakeholders with the goal of setting up justice-involved veterans for success pre- and post-release.

The region continues to collaborate with Salem VAMC, Mountain Home VAMC (TN) and Beckley VAMC (WV). A three-year partnership with the Salem VAMC and Alleghany Highlands CSB has continued a unique tele-psychiatry program for veterans by reducing the barriers of transportation and receiving needed tele-psychiatry services with the support of VVFS. With several National Guard and Armed Forces Reserves installations in the region, VVFS is proud to provide a pathway to care and support for National Guardsmen and Armed Forces Reserves. VVFS strives to provide connective assistance and support to these service members and their families.

West Region staff worked to provide the spring iteration of the *Mission: Healthy Relationships* workshop in Roanoke for 18 veterans and their partners, with a relationship enhancement program focused on effective communication skills for couples.

VVFS continues to provide a resource group where veterans meet bi-weekly in a confidential environment and learn coping and resiliency skills. Through this group, a partnership was created with the Department of Game and Inland Fisheries, the Department of Conservation and Recreation, and several other community agencies and partners to host an annual Veteran and Family Therapeutic Recreation day at Claytor Lake State Park. This year marked the seventh year of the event and over 250 attendees came together to enjoy a day of therapeutic recreation, camaraderie, and a chance to connect to various community resources including VVFS.



Claytor Lake Fishing Trip with DCR and VVFS

Central Region serves more than 158,500 veterans and their family members in Central Virginia, encompassing 29 counties and 9 independent cities.

The Central Region team is comprised of nine members: a Regional Director, four Resource Specialists, one Justice Resource Specialist, one Senior Veteran Peer Specialist, and two Veteran Peer Specialists, strategically located in five DVS offices: Petersburg, Henrico, Charlottesville, Staunton and Fredericksburg, and two CSB offices: Richmond and Region Ten (Palmyra). Offices are located at key geographical and population centers to maintain collaborative relationships with community partners and service providers.

The new co-located offices with Benefits has repeatedly proved mutually beneficial with Resource Specialists and Veteran Service Representatives coordinating to assist veterans with a broad array of supportive services. The co-location in Staunton provides improved access and services to veterans in the Shenandoah Valley for the first time.

Central region staff partner with eight Crisis Intervention Team (CIT) programs, three SSVF providers and several regional Continua of Care (CoC), ensuring maximized connection of resources to unstably housed and homeless veterans in each community throughout the region. In Spotsylvania County, team members were involved in the formation and recent launch of the Rappahannock Veterans Docket, which began in June 2018. VVFS Central region staff members ensure linkages to available resources, supportive services, peer support, and behavioral health treatment for veterans selected for the docket. In addition, staff support volunteer docket mentors with the same resources.

In addition, team members routinely staff tables at community events, providing information to veterans and their families at events ranging from National Guard family days to VA medical centers' Mental Health Summits to motorcycle rides! VVFS also enjoys a partnership with the Red Cross and their Joining Community Forces (JCF) roundtables, where VVFS staff present on both their program and resources/services available through all the DVS service lines. VVFS staff have given presentations on military cultural competency to behavioral health and crisis stabilization staff, medical students, and others throughout the region.



Central region staff also maintains an ongoing role in the Virginia Military and Veterans Coordinating Committee. Currently, staff are part of a work group tasked with providing the veteran-specific curriculum supplements to the current DBHDS Certified Peer Recovery Specialist (CPRS) training. After final recommendations are reviewed, DBHDS will consider incorporating the recommendations into a "CPRS-V" sub-specialty.

East Region: The East Region serves approximately 248,800 veterans and their families in the Greater Hampton Roads area, which includes 21 counties and 11 independent cities.

The East Region team is comprised of ten members: a Regional Director, one Senior Resource Specialist, five Resource Specialists, one Justice Resource Specialist, and two Veteran Peer Specialists, strategically located across the region in three DVS offices: Norfolk, Chesapeake and Williamsburg, two CSBs: Norfolk and Western Tidewater (Suffolk), and leased space in Hampton.

Hampton Roads provides a unique opportunity for interactions with large numbers of transitioning service members, veterans, Reservists, and National Guardsmen at to the 13 military bases in the region, as well as the defense contracting, government, NATO and other opportunities attracting veterans and retirees. Staff provide direct support and assistance with the Transitioning Military Advisory Committee and

support community efforts to enhance facilitator training for the *Veteran “X”* and *Veteran “Hope”* programs and CPRS training.

Like the other regions, the East Region provides community training to partner agencies and first responders through Crisis Intervention Training (CIT) presentations. Staff currently participate in five of the seven current CIT programs in the Hampton Roads area.

The region also maintains a targeted focus to meet the needs of homeless and at-risk veterans and their families by continuing to support the efforts of four local Continua of Care, in direct coordination with the Hampton VAMC homeless services team and as a member of the Southeastern Virginia Homeless Coalition Ranking Committee, reviewing and selecting Permanent Supportive Housing Projects submitted to state and federal agencies for new and/or annual renewal funding in the Tidewater region.



**Christine Jensen (Riverside CEALH),
Marsha Obremski (Colonial BH),
Carol Berg (VVFS Interim Director),
Steven Combs (DVS Deputy
Commissioner) and Nycholle
Woolfolk-Gater (VVFS Resource
Specialist) at launch of “Williamsburg
Cares” website**

The East Region is one of two regions that has participated in *Operation Family Caregiver*, with 30 participants in FY18. OFC is a program providing free and confidential support to the families of returning veterans learning to live with military transitional issues or a physical disability connected to the veteran’s military service.

The East region partners with the Hampton VAMC *Clay Hunt SAV Act* Community Outreach Team (COT), which is part of five VAMC networks across the U.S. aiding transitioning service members seeking to access veteran health services at VA healthcare facilities and/or community healthcare services.

Additionally, the VVFS east regional team continues to serve as a collaborative partner in a pilot project funded by the Virginia Department of Health, developing opportunities to bring behavioral health support to rural veterans residing on the Middle Peninsula and Northern Neck (MPNN). The project focuses on increasing access to telehealth technology for behavioral health services due to transportation challenges. This partnership has provided increased opportunities to expand training to students and staff at the Eastern Virginia Medical School and community/mental health providers in rural areas of the MPNN thereby providing an increased understanding of the military culture and how their medical and behavioral health needs are best served.

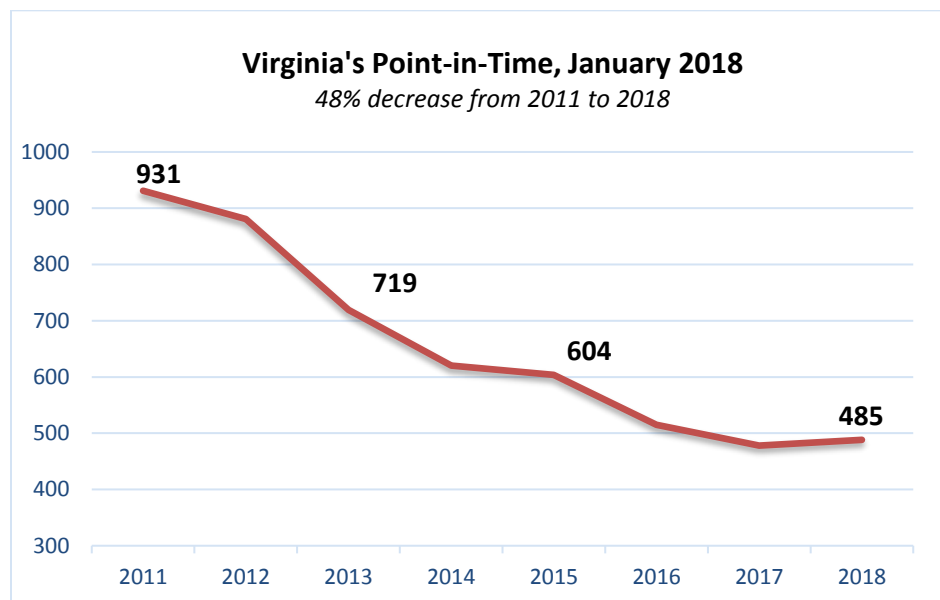
Housing and Homeless Services

VVFS continues to be a national leader in supporting the state in its endeavor to sustain efforts and success so that veteran homelessness is rare, brief, and non-recurring. The Housing Director continues to provide statewide coordination and leadership with federal, state, and community organizations and serves on the National Coalition for Homeless Veterans Executive Board.

The Governor's Coordinating Council on Homelessness (GCCH), chaired by the Secretary of Commerce and Trade and the Secretary of Health and Human Resources, continues to maintain the goal of the reduction and elimination of veteran homelessness as a key priority.

As chair of the GCCH Veterans Committee, the VVFS Housing Director collaborates with three federal agencies, seven state agencies, and local Continua of Care (CoC) partners to recommend strategies to the GCCH. In addition, the committee aligns priorities and works together to fill gaps and remove barriers in housing homeless veterans. In coordination with partners statewide, over 1,000 previously homeless veterans entered permanent housing in FY18.

The annual Point in Time (PIT) Count is held the last week of January. The 2018 count showed, for veterans experiencing homelessness, the total number was 485 veterans – 400 sheltered; 85 unsheltered. This was slightly up from the 2017 count of 478, but is an overall reduction of 48% since 2011. The number of unsheltered veterans reduced from 94 veterans in 2017 to 85 in 2018. VVFS continues to work with communities in sustaining efforts of reducing veteran homelessness through coordinated entry and targeting of resources.



Virginia's collaborative effort to address veterans homelessness were recognized when state and community officials were asked to address the annual SXSW Conference in Austin, TX on March 11, 2018.

Joining Matt Leslie, VVFS Assistant Director/Housing Director, and Dr. William Hazel, former Virginia Secretary of Health and Human Resources, onstage at SXSW 2018 were Amber Ivey of the Pew Research Institute, and Desiree Taylor of Focused Outreach



Housing Development continues to work with other states, and the VA, to share key strategies of success in Virginia. In 2018, the VA National Homeless Office published a best practices white paper on Virginia's model of coordination with federal, state, and local partners. In addition to the white paper, VVFS provided training to VAMC case managers across the country on best practices in coordinated entry for veterans experiencing homelessness.

In June 2018, DVS hosted the fifth annual “*Ending Veteran Homelessness Best Practices Summit*” in partnership with the Virginia Housing Alliance's annual conference. CoC representatives, Supportive Services for Veterans Family (SSVF) providers, and VAMC homeless team staff members attended from across the Commonwealth. The summit included updates on statewide data, GCCH activities, and available resources. An overview of the VVFS Justice Involved Veterans (JIV) services program was provided to highlight the growing connection between justice-involved veterans and homelessness. The summit ended by an open discussion on current best practices and current barriers.

Starting as a pilot program in 2017, the DVS Homeless Fund continued leveraging Veterans Service Foundation (VSF) funds, coordinating with SSVF partners across the state to fill gaps in housing veterans experiencing homelessness, and provides prevention funds for previously chronically homeless veterans. Allowable expenses include rental deposits/arrears, utility assistance, beds, and other one-time expenses that may prevent a veteran from being housed.

The Dominion Veteran EnergyShare program, in conjunction with the DVS Homeless Fund, and administered by VVFS and SSVF providers across the state, continued in FY18 to provide utility assistance to homeless veterans who move into permanent housing. This partnership has received national recognition as a best practice and has been vital in sustaining Virginia's efforts. On November 30, 2017, Dominion awarded DVS with the *Eva Teig Hardy Community Transformation Award* for helping develop the Veteran EnergyShare program.

In FY18, the \$200,000 fund assisted 260 veterans with moves into permanent housing, and for calendar year 2017, 1,194 EnergyShare vouchers were utilized for veterans experiencing homelessness or were at-risk.

VVFS Justice Involved Services program (JIS)

In FY18, Ms. Donna Harrison, the Criminal Justice Coordinator (CJC), continued to promote the creation of veteran dockets in Virginia in collaboration with the Supreme Court of Virginia, and provides technical assistance to various jurisdictions, including the cities of Lynchburg and Spotsylvania, and counties of Henrico, Orange, and Prince William. In June 2018, Spotsylvania/Rappahannock started a veterans treatment docket, and Stafford County has a pending veterans treatment docket. VVFS regional staff are active members of the veteran docket team and connect veterans to resources in the community.

In FY18, Ms. Harrison created the **VVFS Justice Involved Services (JIS) program**, offering resource connections, care coordination, and support to Virginia's veterans and service members across the justice spectrum, including diversion, incarceration and reentry to the communities. JIS offers direct assistance to veterans and service members of any era, regardless of discharge status. When an active military service members violate both military and civilian laws, the individual can be tried in military court, civilian court

or both, but most crimes violate both military and civilian laws, landing the active duty member in civilian court and, hopefully, eligible for the veterans treatment docket and JIS. The program is involved with veterans treatment dockets, in local jails and state prisons, and serving those veterans out on bail, on probation and/or parole supervision. JIS includes a formalized referral process, an electronic mailbox for justice-involved referrals (VVFS Justice mailbox: justice.vvfs@dvs.virginia.gov), and VVFS Veteran Justice Specialists (VJS) in each region to work with justice-involved veterans pre- and post-release. Ms. Harrison monitors the VVFS Justice mailbox and oversees the referral process.

JIS's comprehensive needs assessment (pre-release) identifies areas of need the veteran may experience related to behavioral healthcare, rehabilitative support, employment, education, benefits, peer support, or housing. The assigned VJS provides direct support and assistance to the veteran/service member with linkage to resources designed to address those needs in the community. The JIS staff continue to attend re-entry resource fairs at jails and prisons, re-entry council meetings, and provide assistance to criminal justice staff and community partners.

Additionally, Ms. Harrison collaborated with key partners, including the Virginia Department of Corrections (VADOC), the Virginia Regional Jail Association, the Virginia Sheriffs' Association, the Department of Criminal Justice Services, the Attorney General's office, and other community partners. JIS was featured in the Fall 2017 issue of the *Virginia Capitol Connections* quarterly magazine.

Ms. Harrison continues to work with the VA's Veteran Justice Outreach Specialists (VJOs) and VA Prison Re-entry Coordinator to promote the usage of the VA's Veterans Re-entry Search Service (VRSS) in order to improve identification of incarcerated veterans in jails and prisons. VADOC and the VA have signed a Memorandum of Understanding (MOU) to assist in identifying veterans in the VADOC correctional facilities across Virginia.

Ms. Harrison formulated and led a work group to revise the 2012 *Re-entry Roadmap for Veterans Incarcerated in Virginia* guide. The work group was a collaborative project between DVS, VADOC, and the VA. The updated guide provides resources to justice-involved veterans as they return to the community. Veterans involved in the courts, incarcerated or formerly incarcerated, and on probation and/or parole supervision have access to the guide, and criminal justice staff and community providers use the guide as a resource. The updated guide has new information on discharge requirements for VA services, what happens to benefits during incarceration, updated contacts for the VA's Homeless and Veterans Justice programs, all DVS service lines including the JIS program, additional regional re-entry resources, and expanded housing and homeless services contacts and resources. The guide will be available in print and electronically.

Finally, Ms. Harrison worked with the DVS Military Medics and Corpsmen (MMAC) program, bringing them into conversations with VADOC, that led to VADOC becoming the first state agency to collaborate with MMAC. (See page 45 for a full description of this initiative).

Operation Family Caregiver (OFC)

In 2017, VVFS continued as an *Operation Family Caregiver* (OFC) grantee, funded by the Rosalynn Carter Institute for Caregiving and Johnson & Johnson. OFC provides coaches who deliver individual

support and problem-solving strategies to caregivers. This support addresses the many challenges encountered when caring for a veteran experiencing symptoms associated with PTSD, TBI, and other service related injuries. OFC coaches empower these families with coping skills and strategies to assist them with their “new normal”. Coaches also provide skills aimed at improving the wellness of their loved ones and themselves and facilitating care coordination to individuals who are assisting and providing daily care to Virginia’s veterans. In FY18, in addition to the numbers listed above, one caregiver participated in the Central Region and one participated in the West Region. 57 caregivers engaged with OFC in FY18. A total of 49 participants have completed the program since it began in the Fall of 2015.

Mission: Healthy Relationships (MHR) & Mission: Healthy Families (MHF)

MHR and MHF retreats are held at various locations in Virginia and focus on effective communication skills through the provision of individualized and group support in a workshop format.

Mission: Healthy Relationships is a program focused on relationship enhancement and effective communication skills for couples. The goal of MHR is to improve overall health and well-being and relationship satisfaction. MHR was adapted from “8 Hours to a Lifetime of Relationship Satisfaction,” a workshop designed by the National Multiple Sclerosis Society in conjunction with the U.S. Department of Health and Human Services, Administration for Children and Families.

Couples who have experienced military transition, deployments, and/or are coping with the effects of operational combat stress, PTSD, TBI or other trauma-related experiences are taught a skills-based approach to relationship strengthening, enhancing relationship communication, and resiliency skills. They are also provided connections to behavioral health, rehabilitative and supportive services. The goal is to improve the overall health and well-being and relationship satisfaction of the couples who attend the weekend-long workshop. In FY18, workshops were held in Richmond, Williamsburg, and Roanoke, with a total of 38 couples attending.

Mission: Healthy Families (MHF) retreats enhance family well-being for veteran families by allowing the families to step away from daily stressors and support one another as a unit. The retreats allow families to engage with supportive services providers outside of a formal treatment setting, which can decrease stigma and promote help-seeking behaviors. This event brings together various partner organizations with a common mission to serve and support veteran families.

In FY18, one workshop was held in the Williamsburg area, with veterans and family members from 16 families in attendance, with 65 total participants. MHF provides indoor and outdoor family-bonding time.

Veteran Peer Support Services

This is a new program, a blend of professional training and personal experience. The Veteran Peer Support program, provides the veteran client support in his/her pursuit of improvements in health, wellness and quality of life, as they relate to behavioral and rehabilitative needs resulting from or exacerbated by military service. Veteran clients are



MHF enjoys s'mores at their weekend retreat near Williamsburg

matched with a Veteran Peer Specialist who is like-minded and has similar or familiar military and post-military experiences, to be relatable to the client.

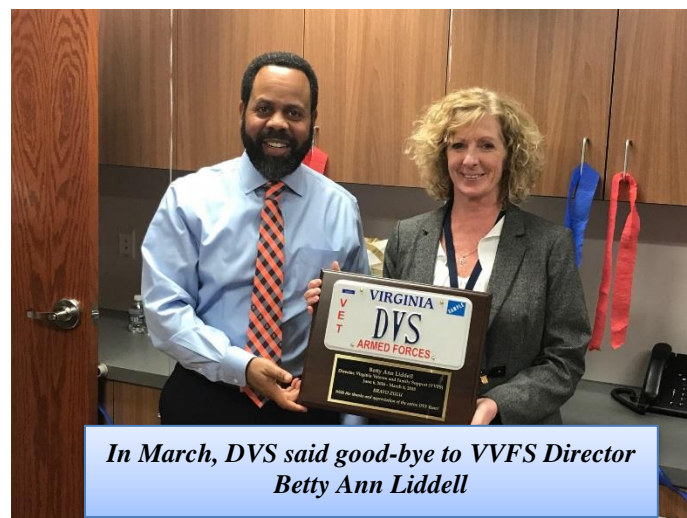
Veteran Peer Specialists assists veterans in identifying personal goals and objectives, barriers that must be addressed in order to achieve them, and encourages the client throughout the process. In addition, veteran peer support promotes basic goals of movement towards self-reliance, identification of a community of support, behavioral health treatment as appropriate, recreational opportunities and connection to other relevant resources within the community. Throughout, the Veteran Peer Specialist acknowledges every success and encourages perseverance at every setback.

The veteran peer support program also facilitates veteran support groups, providing structure to promote personal growth, self-awareness, coping strategies, and the unique opportunity to interact with other like-minded veterans.

VVFS looks forward to reporting data for this new program in the FY19 report.

Annual Services Provided	FY16	FY17	FY18
Individual Services Delivered	6,763	6,764	5,714*
Community events attended	361	334	NA*

**VVFS shifted to a new data system in FY18 and changed how some of the data was collected, so some data is not available*



Veterans Education, Transition, and Employment (VETE)

MISSION

The Veterans Education, Transition, and Employment (VETE) directorate of the Virginia Department of Veterans Services ensures that all Veterans and their families have a full and fair opportunity to reach his or her fullest potential in the Commonwealth through access to the G. I. Bill approved post-secondary educational, training, licensure/certification, entrepreneurial institutions, V3 certified employers, transition programs and Virginia colleges and universities.

ACTIVITIES

In FY18, the VETE service line saw several changes. As of July 1, 2018 with the new biennial budget, VETE had the authorization to hire two new staff to focus on two important parts of the veteran population. We hired a Women Veterans Program Manager and a Veteran Entrepreneurship Ecosystem Coordinator. Both of these positions will help us meet the Governor's goal of improving the Virginia economy for all by creating opportunities for networking, education and access to resources. Since the top two attended sessions of the Women Veterans Summit were on entrepreneurship and starting a business, we anticipate many women veterans being interested in starting their own small businesses, we expect these two staffers to work closely together.

In addition, Beverly Van Tull, Women Veterans Program Manager, has been working closely with Delegate Kathleen Murphy on women veterans round tables to gather information from women veterans on what they need and the resources they would like to see DVS provide. VETE looks forward to giving a full report in FY19.

June 2018 brought the most successful Women Veterans Summit yet, with 671 attendees over the two-day event. 75% of the attendees were veterans. The Summit included 53 speakers and 97 exhibitor representatives, including state and federal government entities. This year, there was a Honorary Host Committee, which did a magnificent job of helping to promote the summit and give us the support needed. First Lady Pam Northam was the Chair of the committee and was deeply involved, meeting with the planning team and leading a phone conference with the rest of the honorary host committee. DVS is grateful for her enthusiastic support. Former First Ladies Dorothy McAuliffe and Anne Holton were also deeply involved and were keynote speakers at the Summit.



DVS Policy Director Carrie Ann Alford, First Lady Pam Northam, and VETE Director Annie Walker planning for the 5th Annual Women Veterans Summit



Commissioner John Newby, Secretary Carlos Hopkins, and former First Lady Dorothy McAuliffe honored Vietnam Veterans at the 5th Annual Women Veterans Summit

In addition, this was the first year awards were handed out and Virginians recognized for their commitment to women veterans. On the second morning, Commissioner Newby gave Delegate Kathleen Murphy the ***Trailblazer of the Year*** award, and Dr. Niyati Dhokai, Veterans and the Arts Initiative Program Manager George Mason University's Hylton Center, received the ***Change Maker of the Year*** award. Commissioner Newby was assisted by Former First Lady Dorothy McAuliffe, who also was the morning's keynote speaker. Special awards were also given to the V3 companies that have hired the most women veterans. There was also a special pinning ceremony for women who served in the Vietnam War, with Former First Lady McAuliffe, Secretary Hopkins, and Commissioner Newby pinning the women veterans.

Thanks to the General Assembly, especially Senator Jennifer Wexton and Delegate Kathleen Murphy, who patroned the joint resolutions, the third week in March, beginning in 2018 and moving forward, is now *Women Veterans Week* in Virginia. This year, even with the short timeframe to plan, we were able to support several events around the Commonwealth. We concluded the week with Governor Northam presiding over a round table of women veterans from Hampton Roads. Tidewater Community College, Virginia Beach Campus, hosted the event and the women appreciated the Governor's interest and willingness to listen to their concerns. DVS hopes to make this an annual event.



Governor Northam meets with women veterans in Virginia Beach during the 1st Women Veterans Week



VETE provides opportunities to all our veterans via our five service areas:

1. Virginia Values Veterans Program (V3);
2. Virginia Transition Assistance Program (VTAP);
3. Military Medics and Corpsmen (MMAC) program;
4. State Approving Agency (SAA) for Veterans Education & Training – G.I. Bill programs; and
5. Virginia Military Survivors and Dependents Education Program (VMSDEP)

VIRGINIA VALUES VETERANS (V3) PROGRAM

MISSION

The V3 program increases employment opportunities and promotes economic development by training and certifying organizations in veterans workforce best practices while creating connectivity opportunity and activities.

ACTIVITIES

Since it began as a pilot program in 2012, over 33,000 veterans have been hired through the Virginia Values Veterans (V3) program, and thousands of individuals at hundreds of companies and government agencies have been educated on why hiring veterans is the best business decision they can make.

In FY18, V3 continued to surpass all goals and expectations with 1,211 total member companies/agencies as of June 30, 2018, of which 612 companies and 105 state agencies are V3 certified.

In January 2018, Governor Ralph Northam set a goal of 35,000 veteran hires during his administration, bringing the total number of veterans hired by V3 companies/agencies to 65,000 since the program's inception.

V3 is a national leader in training employers to recruit, hire, and retain veterans. V3 remains a preferred provider with both the Society for Human Resource Management (SHRM) and the Human Resources Certification Institute (HRCI). V3 conducted 58 training events in FY18, and began a new collaboration with PsychArmor, an organization providing free web-based training courses by subject matter experts in veterans hiring and military culture competency.

V3 Regional Directors in Northern Virginia, Central Virginia and Hampton Roads spend hundreds of hours each year out in the communities – signing up new V3 companies, presenting certification to those who are now V3-certified employers, attending ribbon cuttings, and regional stakeholder meetings such as the Hampton Roads' Workforce Development Board and Northern Virginia Technology Council. They have their fingers on the pulse of Virginia business and keep the program growing.



Mark Buehlman, V3 Hampton Roads Manager, trains V3 companies on best practices for hiring veterans

One shining example is the annual V3 awards luncheon, part of the Virginia Chamber of Commerce's Workforce Development Conference in Richmond. In FY18, V3 held its 5th Annual Conference on September 28, 2017, at the Richmond Convention Center, with over 600 attendees from across all industries in Virginia. The morning session consisted of speakers and panels on workforce development around veterans. In the afternoon, the V3 Awards presentation included Governor Terry McAuliffe's remarks to the successful certified company awardees.

The \$1,000 V3 Employment Grant, awarded to businesses with 300 or fewer employees that retain a newly hired veteran for at least one year, continues to be a tool in recruiting small businesses to become V3-certified. \$72,000 in grant funds were distributed to small businesses in FY18.

The success of the V3 program is a clear example of the enormous benefits to our economy from innovative public-private partnerships. V3 continues building on a solid base to move to the next level with innovative partnerships around the Commonwealth.

Annual Services Provided	FY16	FY17	FY18
Companies enrolled	253	375	301
Veterans Hired by Certified Companies	7,649	6,205	9,703
Training Events Conducted	107	121	58*
Resources			
Budget	\$872,000	\$1,090,166	\$1,203,000
Authorized Positions	3	5	5
Filled Positions – as of June 30	3	5	5
*Note: Training Events are now streamlined; in turn, we are executing fewer events but maximizing the results for each event.			

VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)



*VTAP and V3 staff visiting Newport News Shipbuilding, August 2018
NNS received the V3 Phoenix Award for comprehensive support to veterans employed by a company*

MISSION

VTAP assesses, coordinates, and disseminates opportunities for members of the armed forces and their spouses transitioning from military to civilian life, by providing a pathway to employment, education, and entrepreneurship.

ACTIVITIES

One of the many services Virginia provides to veterans and transitioning service members (TSMs) is a suite of services applicable to their unique journey. The Virginia Transition Assistance Program (VTAP) does just that, by understanding that transition from military service is not complete on the date of a service member's discharge, and may take years beyond the last day in uniform. As such, VTAP provides transition resources and assistance to all Virginia veterans and their spouses.

TSMs are an important component to filling high-demand jobs in Virginia's industries. Through VTAP, Veterans receive the tools and support needed, including resume writing, skills assessment, information about education and entrepreneurship opportunities, a warm hand off to other DVS service lines, and staff who keep in touch with the TSM or veteran to ensure they get the career and education needed to build productive lives in Virginia.

The V3-VTAP partnership provides coordination between transitioning veterans and employment services, connects veterans directly with employers who have pledged to hire veterans, and educates veterans on educational and entrepreneurial opportunities here in Virginia, contributing to our economy and adding to our unmatched pool of talent.



In FY18, VTAP added one additional Regional Transition Coordinator for Central Virginia, and hired a new Regional Transition Coordinator in Northern Virginia. These positions enabled VTAP to focus on and build relationships with Virginia's military installations, including Fort Belvoir, Fort Lee, Marine Corps Base Quantico, and Joint Base Langley-Eustis.

Thanks to carefully built relationships with base commanders and military installation transition staff, VTAP staff was able to make 167 visits to Virginia military installations in FY18. The three Regional Transition Coordinators work with base commanders and transition staff, network with organizations and localities to provide a crucial link between DVS and the communities, and assist individual TSMs and veterans seeking employment in Virginia.

The VTAP Program Manager, based in Richmond, provides oversight and support, while also engaging with stakeholders and partners at the state level that could benefit the TSMs and veterans. As with our V3 team, VTAP staff log hundreds of hours at events around the Commonwealth, building strong relationships and providing our V3-certified employers with a ready pool of amazing human capital.

In FY18, VTAP Regional Transition Coordinators completed Certified Career Coach training, which is an industry-accepted credential. This credential sets VTAP Regional Transition Coordinators apart from other direct service providers and gives VTAP additional tools necessary to provide a direct service to the transitioning military and spouse clients.

Overall, VTAP staff connected with 56,973 veterans, transitioning military and spouses through a variety of outreach methods, including a close partnership with V3, and provided 1,816 services in FY18. Additionally, VTAP has become the "go to" organization for partner organizations who wish to participate in veterans' employment, education, and entrepreneurship in the Commonwealth.

VTAP now has partnerships with dozens of military-focused organizations, and hosted, or was a partner organization in, 36 events this year, including the USO Pathfinder Program, and Virginia Chamber of Commerce Foundation, which worked with VTAP to create the HIRE VETS NOW Networking and Hiring Events to bring TSMs and employers together. Four HIRE VETS NOW events were held in spring 2018. VTAP also hosts Resume Writing Workshops at Fort Belvoir and Fort Lee, and employment workshops and recruiting events throughout Virginia. In total, VTAP made 1,542 referrals to local resources.

VTAP continues to be innovative in finding new ways to connect transitioning service men and women to jobs in the Commonwealth. In FY18, a Memorandum of Understanding between DVS and Navy Region Mid-Atlantic to host a DoD approved *Skill Bridge* program with the Navy on Naval Station Norfolk was solidified. The program, through the HIRE VETS NOW Fellowship Program, is designed to give transitioning military with fewer than six months left in service an opportunity to intern with V3 certified employers approved under the program.

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Tim Bowden (VTAP) leads a personal branding workshop in Richmond, October 2018

Annual Services Provided	FY16	FY17	FY18
Veterans and families served	1,246	22,489	56,973
VTAP Events held	13	23	36
Transition Service Partnerships	--	---	198
Resources			
Budget	\$200,000	\$360,000	\$385,000
Authorized Positions	1	4	5
Filled Positions	1	4	5

MILITARY MEDICS AND CORPSMEN (MMAC) PROGRAM

MISSION

The Military Medics and Corpsmen (MMAC) Program provides former service members with specialized medical training opportunities for employment at major Virginia health care systems. MMAC is a pathway to civilian healthcare careers and credentialing and offers one solution to staffing shortages in Virginia's healthcare system.

ACTIVITIES

As the first and only program of its type in the nation, this award-winning program is changing the way healthcare hires veterans in Virginia. MMAC provides unique employment and educational support opportunities for recently discharged veterans who served as Army Medics, Navy/Coast Guard Corpsmen, and Air Force Medical Technicians.

MMCA offers opportunities for non-civilian credentialed former medics and corpsmen to apply and maintain clinical care skills under a physician's or nurse's supervision at major healthcare systems statewide. The expectation is that those in the program continue their medical education and obtain civilian medical credentials while employed at the MMAC partner healthcare systems: Bon Secours Virginia Health System, Carillion Clinic, Centra Health, Chesapeake Regional Healthcare, INOVA, Riverside Health System, and Sentara.

The MMAC staff recruits potential candidates, reviews applicants and refers to our MMAC partner healthcare systems and/or Virginia Values Veterans (V3) program employers statewide. The employers determine the hiring decisions, scope of practice and potential educational opportunities. MMAC does not grant licensure and certification or financial assistance.

The MMAC program has stringent requirements for applicants. However, DVS does not turn any veteran away, and with veterans of previous wars and eras reaching out for assistance in finding jobs within the health care industry, "No Medic or Corpsmen Left Behind" (NMCLB) was created. Those veterans who do not meet the regulatory requirements to be "MMAC Qualified" receive the same employment support services, with staff referring them to existing, non-clinical positions with the MMAC Partner Healthcare Systems and other healthcare providers who are V3-certified.

During the 2018 Session, the General Assembly passed legislation making MMAC a permanent program within DVS, effective July 1, 2018. The legislation also allows registered nurses designated by the Chief Medical Officer to supervise MMAC-referred employees, giving greater flexibility to the partner healthcare systems (PHS) while continuing oversight and mentorship to the MMAC participants.

On June 25, 2018, Governor Northam ceremonially signed the legislation at a special ceremony at the Hampton Roads Veterans Employment Center in Norfolk, with over 75 attendees, including MMAC PHSs and stakeholders, state and local officials, Veteran Service Organizations and state healthcare associations. Governor Northam presented plaques to the MMAC PHSs.

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Additionally, the Virginia Department of Corrections (VADOC) also entered into a MOU with DVS on June 20 for MMAC participants to work in the healthcare clinics at VADOC correctional facilities, tending to their fellow veterans. The VADOC Memo of Agreement/General Scope of Practice officially launches the first state agency partnership of the MMAC program.



*DVS & VADOC sign the MMAC MOU,
June 20, 2018*

In FY18, MMAC staff briefed senior military leadership at:

- Kenner Army Health Clinic and Soldier for Life program, Fort Lee;
- Walter Reed NMMC, Washington, D.C.;
- Navy Wounded Warrior Program at Walter Reed NMMC, Washington D.C.;
- Uniformed Services University of Health Sciences, Falls Church;
- Defense Health Administration Military Medical Command, Falls Church; and
- U.S. Navy Bureau of Medicine and Surgery, Falls Church.



*MMAC team briefs senior leadership at
Kenner Army Health Clinic, Fort Lee*

Presentations on Virginia's innovate program were also delivered at:

- 4th Annual Warrior Community Integration Symposium, in Atlanta, GA (9/17);
- Virginia Community College System's 2017 Hire Education Conference, Hot Springs (12/17);
- National Association of State Workforce Agencies (NASWA) Annual Veterans Conference, Washington, D.C. (2/18);
- U.S. Chamber/USO "Hiring Our Heroes" Transition Summit in San Antonio, Texas (2/18),
- Maryland Workforce Association Annual Conference, Ellicott City, MD (4/18); and
- Norfolk Health Careers Expo (4/17).

Annual Services Provided	FY17	FY18
Program Applicants	144	186
Total Hires	32	52
MMAC Qualified Hires		31
No Medic or Corpsmen Left Behind Hires	N/A	21
Budget	400,000	\$400,000
Authorized Positions	3	3
Filled Positions – as of June 30, 2018	3	3

STATE APPROVING AGENCY (SAA) FOR VETERANS EDUCATION AND TRAINING

MISSION

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

ACTIVITIES

The State Approving Agency (SAA) for Veterans Education and Training reviews, evaluates, and approves post-secondary education and training programs offered by educational institutions, businesses, and industries in Virginia, helping veterans and eligible family members to use their G.I. Bill benefits. Through FFY18, the Virginia SAA operated under a contract with the U.S. Department of Veterans Affairs (VA), but beginning in FFY19, the VA changed the “contract” model to a “cooperative agreement” with each SAA.

SAA provides support and supervision for 1,164 education and training institutions. Some offer only one program while many offer multiple programs. Each program requires separate approval before veterans and eligible family members may enroll and receive financial assistance from the VA through the G.I. Bill. SAA conducts compliance surveys to ensure compliance with federal and state education regulations through on-site visits to active institutions. The surveys verify enrollment data, awards actions for accuracy, and ensures payments made to eligible veterans are within VA regulations. SAA is also responsible for auditing records to determine compliance, and conducts investigations per federal code. In 2018, an Apprenticeship manager was hired to help increase the utilization of GI Bill benefits at on-the-job (OJT) training and apprenticeship (APP) programs. In FFY17, 77 individuals in Virginia used their benefits at OJT or APP programs, which places Virginia at 15th in the nation. The Apprenticeship manager works with V3, VTAP, and the Virginia Department of Labor and Industry (DOLI) to approve more employer training opportunities for GI Bill beneficiaries.



Joyce Baldwin, VMSDEP
Specialist at an education fair

The Virginia SAA continues to play a leadership role on GI Bill issues at the national level. At the National Association of State Approving Agencies (NASAA) Summer Business and Training Meeting in August, VETE Director Annie Walker was elected Vice President of NASAA for a second term, Martina Murray, Director of Education Programs, was reappointed the Chair of the IHL/NCD Committee, and Tramaine Carroll-Payne, Assistant Director, will continue as the chair of the Audit Committee. This gives Virginia a strong presence on the national stage.

SAA's secondary mission is outreach to veterans and family members, making them aware of all the various education and training programs and eligibility criteria. Outreach is conducted through job fairs, on military bases, and at veteran's events hosted by DVS around the Commonwealth.

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SAA maintains office hours at Fort Lee and Joint Base Langley-Eustis, where the staff answers education benefit questions. The SAA staff also gives an education briefing to a group of service members once a month at each installation.

Annual Services Provided	FFY16	FFY17	FFY18
Number of education and training institutions supported	1,067	991	1164
Educational program approval actions	1,986	4,266*	4,680
Number approved/% approved	1676/84%	3,313*/78%	3,644/78%
Other approval actions	887	977	751
Number approved/% approved	786/89%	794/ 81%	600/ 80%
Educational institution supervisory visits	103	73	64**
% of required supervisory visits completed	94%	109%	94%**
Veteran student population	52,435	53,947	32,287***
Budget	\$708,562	\$708,562	\$708,562
Authorized Positions	9	9	10
Filled Positions – as of June 30	8	8	10

For more detailed information, please refer to Appendix B

Note: Data is reported by federal fiscal year (FFY), as SAA activity is tracked on that basis.

* The increase in approval actions is due to the return of approval authority of public and not-for-profit institutions. Previously these institutions were not fully reviewed because their degree programs were “deemed approved.” The FFY 17 contract required the review of all programs at each institution with “deemed approved” programs.

** The VA contract requires the SAA to complete 90% of the 68 assigned compliance visits.

*** Number of Veterans receiving G.I. Bill benefits in Virginia as of April 2018. This does not include Veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY18 should be available in March 2019

VIRGINIA MILITARY SURVIVORS & DEPENDENTS EDUCATION PROGRAM (VMSDEP)

MISSION

Provides education benefits to spouses and children of qualified military service members killed, missing in action, taken prisoner, or who became totally and permanently disabled or at least 90 percent permanently disabled as a result of military service in an armed conflict.

ACTIVITIES

Under the Virginia Military Survivors and Dependents Education Program (VMSDEP), tuition and required fees are waived at Virginia public colleges and universities for qualified survivors and dependents. The Code of Virginia defines qualified survivors and dependents as “...the spouse or child between the ages of 16 and 29 of a military service member who, while serving as an active duty member in the Armed Forces of the United States, or Virginia National Guard, , during military operations against terrorism, on a peacekeeping mission, as a result of a terrorist act, or in any armed conflict, was killed, became missing in action, or became a prisoner of war, or of a veteran who, as a direct result of such service, has been rated by the United States Department of Veterans Affairs as totally and permanently disabled or at least 90 percent permanently disabled, and has been discharged or released under conditions other than dishonorable. Domiciliary or physical presence requirements also apply and are detailed in the Code of Virginia.”

Through the Virginia Military Survivors and Dependents Education Fund (VMSDEF), a stipend is provided to offset the costs of room, board, books, and supplies. The amount of the stipend is determined by the Virginia General Assembly, the State Council of Higher Education for Virginia (SCHEV), and the amount appropriated to the Fund.

DVS is responsible for certifying eligibility for the VMSDEP. VMSDEP financial benefits are administered through SCHEV and the colleges/universities.

The VMSDEP application (for determination of eligibility) is online, allowing applicants to easily submit and edit an application, review their status, and upload requested documents. Email notifications are sent to the applicants throughout the entire process.

In FY18, VMSDEP staff conducted outreach to veterans identified by the VA as potentially eligible for the benefit, including presenting at the Southwest Virginia Regional School Certifying Official (SCO) conference, the Virginia Community Colleges System's Annual SCO training, and the VCCS Military and Veteran Academic Services Summit. VMSDEP staff are planning outreach events at high school guidance counselors to capture the dependents of veterans, before they graduate. Information about the Virginia Military Survivors and Dependents Education Program is disseminated through multiple communications channels, including:

- DVS website;
- SCHEV website;
- State Approving Agency for Veterans Education and Training listserve;

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- Virginia public college and university websites and catalogues;
- “*Opportunities: Preparing for college guide and workbook*” created by SCHEV and the Educational Credit Management Corporation annually. Printed copies are distributed to students and guidance counselors free of charge, and an electronic version is on the SCHEV website;
- DVS-developed VMSDEP informational brochure; and
- Direct outreach to veterans whose disability rating and period of service would potentially make their dependents eligible for VMSDEP benefits.

Annual Services Provided	FY16	FY17	FY18
Applications Submitted	1,682	986	1,473
Applications Approved	328	353	638
Unique students receiving stipend award	1,177	1,088	1,122
Total stipend dollars awarded	\$1,682,592	\$1,575,646	\$1,599,525
Outreach Activities	3	3	6
Resources			
Budget	\$65,000	\$65,000	\$65,000
Authorized Positions	1	2	2
Filled Positions – as of June 30	1	1.5	2

Veterans Care Centers

MISSION

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

ACTIVITIES

Virginia's veterans care centers in Richmond and Roanoke provide residential (in-patient) care services to Virginia veterans, including skilled nursing care, Alzheimer's/memory care, and short-term rehabilitative care. Domiciliary (assisted living) care is also provided at the Virginia Veterans Care Center in Roanoke. All 440 beds (240 in Roanoke, 200 in Richmond) are certified for both Medicare and Medicaid. Revenue sources include Medicaid, Medicare, per diem payments from the U.S. Department of Veterans Affairs (VA), and private funding sources.

New Construction: Puller VCC & Jones & Cabacoy VCC

The Commonwealth of Virginia will build two new veterans care centers, each with 128 beds, in Vint Hill, Fauquier County (Puller Veterans Care Center) and Virginia Beach (Jones & Cabacoy Veterans Care Center).

In April 2018, DVS received word from the U.S. Department of Veterans Affairs (VA) that Virginia would receive federal funds for both construction projects. The funds will complement state bond funding previously approved by the Governor and General Assembly. The projects are both currently in the design phase due to a change in federal design rules allowing DVS to add more beds and program space. This extended the design period by approximately eight months. DVS anticipates Summer 2019 "shovel in the ground" start of construction for both care centers, and the opening their doors to residents in 2021. DVS will not have a "waiting list," but will begin accepting applications for admission in early 2021.



Puller VCC



Jones & Cabacoy VCC

Virginia Veterans Care Center

The Virginia Veterans Care Center (VVCC) in Roanoke, located adjacent to the federal Salem VA Medical Center (VAMC), provides high quality, long-term health care. Of the VVCC's 240 beds in semi-private rooms, 180 are dedicated to skilled nursing care, and of those, 60 beds are dedicated to the care of Alzheimer's/ memory care residents. There are also 60 beds serving assisted-living (domiciliary care) residents. In FY18 VVCC provided 61,505 patient days in our nursing beds, which is 94% of beds occupied; and 12,543 patient days in our assisted living, which is 57% capacity, a 1% decrease in census from last year.

The VVCC provides high-quality on-site physical, occupational and speech therapies, as well as many other ancillary health care services. VVCC also offers amenities such as a wheelchair accessible nature trail and deck, library, chapel, solariums, and barbershop. In FY18, the facility underwent an interior renovation with new carpet, paint, wallpaper, lighting and furniture in the dining rooms and public areas. The front reception area was redesigned to provide better workflow and accessibility for guests. The air conditioning system equipment was replaced, which consisted of dual cooling towers, two centrifugal chiller units and high efficiency pumps and electronic control systems.



Governor Ralph Northam chats with VVCC Resident and WWII Veteran, Mr. Floyd Gross

Working in conjunction with approximately 30 VSOs, and more than 120 individual volunteers, staff members arranged activities in FY18 that included on-site performances by the Charlottesville Ballet and a Saxophone Quintet concert, a trip to the Virginia Transportation Museum, trips to Salem Red Sox baseball games, and two carnivals. In March, to celebrate Women Veterans Week, Staff and local legislators provided the women residents with specially made goodie baskets to celebrate their service to

our country. In May, VVCC was pleased to again this year host a stopover and dinner for 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. September was Alzheimer's Awareness month and VVCC raised approximately \$2,000. Each year, the VVCC conducts Operation Holiday Spirit (OHS). Last holiday season approximately \$26,000 was raised to purchase holiday gifts for all care center residents. OHS donations also provide funding and equipment for resident activities and special needs.

FY18 also saw the end of an era, with the retirement of long-time administrator Bill Van Thiel. Bill had been with VVCC before DVS was an agency, shepherding the care center since 2002 and providing wisdom and good humor through countless inspections, site visits and events. Heather Legere is serving as interim administrator until Bill's replacement is hired.



VVCC Residents enjoy the fine weather at the Fall Carnival - food, music, and more!



*VVCC in the community!
The VVCC float has been a part of Roanoke's Veterans Day and Christmas parades for many years*

Sitter & Barfoot Veterans Care Center

The Sitter & Barfoot Veterans Care Center (SBVCC), located on the campus of the McGuire VAMC in Richmond, has 200 skilled nursing care beds in private rooms, of which 40 beds are dedicated to the care of Alzheimer's/memory care. In 2018, SBVCC provided 70,275 patient days, which is 96% occupancy, or an average of 193 beds filled. Along with long-term residents, SBVCC has some veterans on a short-term basis for rehabilitation, as they transition from hospital care back to their homes and families.

SBVCC provides high-quality on-site physical, occupational, and speech therapy, therapeutic recreation, along with social and spiritual activities. Other amenities include on-site pharmacy, fully equipped barber and beauty shop, activity and game rooms, library, resident lounges in each nursing neighborhood, courtyards, and an outdoor walking trail. SBVCC was also recognized in *OurHealth* Magazine as a silver award winner for best skilled nursing care.

In FY18, SBVCC held a wide variety of events for the residents, including horseback riding at Lonesome Dove Equestrian Center, Richmond Flying Squirrels baseball games, a trip to the Redskins football training camp, and sailing! At the facility, a weekly "lunch bunch" group, monthly cooking activities, live entertainment performances, a carnival, casino day, and a holiday gift exchange were offered. We are grateful for our many volunteers! Volunteer groups range from active duty soldiers from Fort Lee and sailors from the Naval Support Facility, Dahlgren to local groups such as the Mounted Police, Combat Veterans Motorcycle Club, VFW Riders, Military Order of the Purple Heart, Bon Secours nursing students, local fraternities, Dominion Virginia Power employees, DMV employees, SunTrust Bank employees, and church groups.

SBVCC also celebrated 10 years strong, with a picnic in September 2017 for our veterans, their families, and our employees and entertainment from Joe Enroughty and his Royal Virginians. In March, to celebrate the first Women Veterans Week, First Lady Pam Northam, Delegate Betsy Carr and DVS staff provided the women residents with specially made goodie baskets and a pinning ceremony to celebrate their service to our country.



Holiday Party with Santa at SBVCC!



Delegate Betsy Carr and Mrs. Pam Northam with SBVCC resident Mrs. Maude Cowardin

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Annual Services Provided	FY16	FY17	FY18
<i>Virginia Veterans Care Center</i>			
Patient Days—Nursing / % of beds occupied	61,229 / 93%	62,220 / 95%	62,220 / 95%
Patient Days—Assisted Living / % of beds occupied	14,929 / 68%	12,780 58%	12,780 58%
<i>Sitter & Barfoot Veterans Care Center</i>			
Patient Days—Nursing / % of beds occupied	67,707 / 92% *	70,630 / 98%	70,275 / 96%
Resources			
<i>Virginia Veterans Care Center</i>			
Budget	\$21,235,826	\$20,760,378	\$27,180,049
Authorized Positions	260	260	260
Filled Positions – June 30	239	238	244
<i>Sitter & Barfoot Veterans Care Center</i>			
Budget	\$22,816,812	\$25,773,871	\$29,367,470
Authorized Positions	232	313	313
Filled Positions – June 30	218	286	294

For more detailed information on Care Center services provided, please refer to Appendix C



Musical Group “Letters From Home” prepare to take Sitter & Barfoot residents on a “Sentimental Journey.” The Activity Departments at both care centers work with community groups and volunteers to sponsor numerous activities for the residents. There’s always something happening at the care centers!

Veterans Cemeteries

MISSION

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

ACTIVITIES

The DVS Cemetery Services section operates and lovingly maintains Virginia's three 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.

Virginia's three state veterans cemeteries conduct hundreds of memorial services each year that are solemn, dignified events honoring those who took up arms to defend our nation. We are honored that Virginia veterans and their families choose our cemeteries for their final resting place.

Virginia state veterans cemeteries follow burial eligibility requirements set by the U.S. Department of Veterans Affairs (VA). Any member of the U.S. Armed Forces who dies on active duty, retires or is discharged from military service under conditions other than dishonorable is eligible for interment in a veterans cemetery. Also eligible for burial, if they meet certain requirements, are members of the Reserves and National Guard, Commissioned Officers with the National Oceanic and Atmospheric Administration (NOAA) and Public Health Service, and WWII Merchant Mariners. Legal surviving spouses are eligible for interment with the veteran. Additionally, dependents, including an unmarried son or daughter under age 21, and when applicable, an unmarried adult son or daughter, who before the age of 21 became permanently incapable of self-support due to physical or mental disability, are also eligible for burial.

Though not required, DVS encourages veterans and family members to complete a pre-application providing the required documentation, including discharge documents, marriage certificates, etc., are on hand before they are needed. Filing a pre-application is an indication of intent to be buried in a state veterans cemetery, in advance of the veteran's death, and helps the families and the cemeteries successfully prepare for interment. 2018 saw a rise in pre-applications filings. There was an 8% increase at the Virginia Veterans Cemetery (Amelia) and a 22% increase at Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), while the Southwest Virginia Veterans Cemetery (Dublin) saw a leveling out of pre-applications.



Governor Northam visits the staff at Horton Cemetery, Suffolk, April 2018

DVS receives a plot allowance from the VA for each veteran buried in a Virginia state veterans cemetery. The 2018 reimbursement per veteran was \$749. Eligible spouses and dependents are charged a small fee (currently \$300) to offset the cost of operations. The remaining Cemetery Services' budget comes from

the General Fund. These funds are used for burial operations, grounds care, operating equipment replacement, maintenance and upkeep of cemetery buildings inside and out.

All three cemeteries are open during business hours, Monday through Friday, to provide tours and assistance to veterans and their families with completing pre-application documents. Each cemetery is staffed with one employee on Easter, Mother's Day, Father's Day, and Independence Day, and on all Saturdays and Sundays. They are able to assist families visiting a loved one's gravesite.

All three cemeteries also host special events and services throughout the year. Solemn Memorial Day ceremonies, held in partnership with local veterans/civic groups, feature guest speakers, the placing of memorial wreaths, and the playing of Taps. This year's ceremonies featured State Senator Amanda Chase at the Amelia's ceremony, with Delegate Chris Jones being at the Suffolk ceremony. Veterans Day Open House events educate veterans and their family members about burial benefits available to veterans and eligible family members at each of our three cemeteries. All three cemeteries hold Holiday Wreath Ceremonies in early December, with live wreaths with red bows placed on each grave. Local non-profit committees raise money through donations to purchase wreaths for each gravesite throughout the cemeteries.

For those veterans who pass away without family, DVS Cemetery Services works to identify the unclaimed remains of veterans so that they may be buried among their comrades in a dignified final resting place. The Albert G. Horton, Jr. Memorial Veterans Cemetery's Administrations Manager works untold hours in a tireless effort to identify remains, working directly with the Virginia State Anatomical Program and the VA eligibility department in determining which of the unclaimed remains are that of honorably discharged veterans. Ceremonies are held two to three times a year at the Suffolk veterans cemetery for inurnment to honor these veterans. The special ceremonies includes members of the Virginia Army National Guard Honors Program and the Patriot Guard Riders as escorts. Staff also stay in contact with local organizations and civic groups, law enforcement and public health officials, funeral directors, the Virginia Army National Guard Funeral Honors Program and individual citizens.



Special Ceremony at the Suffolk Cemetery

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Services Provided	FY16	FY17	FY18
<i>Virginia Veterans Cemetery</i>			
Interments	416	413	426
Pre-applications on file*	2,544	2,740	3,120
<i>Horton Veterans Cemetery</i>			
Interments	1,161	1,134	1,211
Pre-applications on file*	5,483	6,595	6,610
<i>Southwest Virginia Veterans Cemetery</i>			
Interments	201	203	228
Pre-applications on file*	1,624	2,698	2,799
Resources			
Budget	\$1,832,004	\$1,873,307	\$1,888,307
Authorized positions	27	27	29
Filled positions as of June 30	25	25	28

* 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. For further information, please refer to Appendix D



***“Big Check” ceremony at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk) – October 10, 2018.
The \$10.2 million grant is the largest VA has ever awarded for expansion of a state veterans cemetery***

Virginia War Memorial

MISSION

Honoring our Veterans by preserving our history, educating our youth, and inspiring patriotism in all. The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of men and women from Virginia who demonstrated a willingness to serve and fight from World War II to the present to defend our way of life. Through the Galanti Education Center, the Virginia War Memorial serves as the Center of Excellence for education of Virginians' experience of war from the birth of our nation to the present by offering a variety of programs, artifacts, research materials, the "Virginians at War" documentaries, exhibitions, seminars, and ceremonies.

ACTIVITIES

The Virginia War Memorial, through the Paul and Phyllis Galanti Education Center and with the support of the Virginia War Memorial Foundation, a 501(c)(3) non-profit, delivers a variety of educational programs, both at the Memorial and across Virginia.

Construction at the Virginia War Memorial on the expansion project is moving along with real progress being seen on a daily basis at this point with beams and structures going up! The expansion will allow the Virginia War Memorial to honor those Virginians who died in Iraq, Afghanistan, and the Global War on Terror, as well as future conflicts, in the Shrine of Memory. The expansion will triple parking and double space for educational programming. With this expansion, we will also have a Distance Learning Studio allowing the Memorial to reach into every classroom in Virginia. In anticipation of the increased ability of the Memorial to offer its award-winning programs, two new staff members, one full time and one part time, were added in FY18. Two additional staff members will be hired in FY19. This increase in staff during construction will enable us to open the new expansion with outreach programs, exhibits, and displays ready on day one. We anticipate that the number of annual visitors will increase to 100,000 within five years.



Speaker Kirk Cox receives a tour and update on the construction project, July 13, 2018

On-site ceremonies and events are integral to the Memorial's education mission and held throughout the year. The past few years, events have included hosting the General Assembly Military & Veterans Caucus *Military Appreciation Night* during the legislative session, the *Mighty Pen Project* which teaches veterans creative writing and personal expression, and a new effort to teach children ages 3-8 the importance of history and patriotism with *Little Soldier Saturdays*, which may be the most joyous days at the Memorial!

Additionally, educational events continued to grow in size and scope during FY18 thanks to Mr. Jim Triesler, Director of Education and Ms. Morgan Guyer, the Assistant Director of Education at the Virginia

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War Memorial, both of whom have connected with hundreds of teachers and thousands of students. Ms. Guyer created a new multimedia curriculum to make the Teacher Institutes more engaging for the educators, leading to a boom in registrations. She also harnessed the power of technology to develop distance education programs to reach every student in Virginia, increasing productivity and outreach to every corner of Virginia from Big Stone Gap to Arlington to Virginia Beach, as a result, participation among teachers and students tripled, and she was nominated for a 2018 Governor's Award for Innovation.



The 7th annual "They Gave All" 5K race was moved to Memorial Day in FY18 to be better integrated in community activities to remember those Virginians who paid the ultimate sacrifice. The change was well received with participation from 125 active military from Fort Lee and Marine Corps Base Quantico, 386 registered participants, 100 volunteers, 19 bed head runners, and nearly 100 sponsored U.S. flags lined the finish line.

Programming for other public and for private events in the past year included: special screenings of *Saving Private Ryan* and *A League of Their Own* in partnership with the Byrd Theater in Richmond, with discussions after the film, a special anniversary ceremony for the Battle of the Bulge and the 73rd anniversary of the liberation of Europe with Luxembourg Ambassador to the U.S. Sylvie Lucas, historical/leadership lectures including the son and grandson of a Tuskegee Airman, author and Virginia native Craig Grossi talking about the book he wrote, new *Virginians at War* films delving into 9/11 and our entrance into Afghanistan and Iraq, summer teacher institutes, Boy Scout Merit Badge Day and Girl Scout *See Freedom Speak* Patch Program, JROTC Recognition Days, and over 100 other events in FY18, the War Memorial reached over 50,000 visitors from Virginia and around the world.



Delegate Betsy Carr, Luxembourg Ambassador to the U.S. Sylvie Lucas and Commissioner John Newby (L-R)

Annual Services Provided	FY16	FY17	FY18
Visitors	64,693	63,990	51,479
Resources			
Budget	\$1,007,858.65	\$ 1,138,588.00	\$ 1,308,558.65
Authorized Positions	5	8	10
Filled Positions – June 30	5	8	10

November 11, 2018 – Veterans Day/Armistice Day **Byrd Park, Richmond**



DVS FY18 Budget and Staffing

DVS FY18 POSITION LEVELS – AUTHORIZED VS. FILLED, OF JUNE 30, 2018

Staffing by Service Area	Authorized	Filled
Benefits	94	90
Education and Training	12	10
Transition and Employment	17	14
Virginia Veterans and Family Support	48	37
Care Centers	576	514
Cemeteries	28	26
Virginia War Memorial	9	7
Administration	17	17
Special Programs/Other	0	0
Totals	801	715



Governor Ralph Northam presents Vietnam Veteran Lapel Pins to Virginia War Memorial volunteer Orthea Harcum (left) and former Board of Veterans Services member Bill Haneke (right) in a ceremony held on March 29, 2018 at the Virginia War Memorial. In the photo at right, RADM John Hekman (USN, Retired), the Executive Director of the Virginia War Memorial Foundation, waits to be honored. DVS and other state agencies are official partners to the DoD Vietnam 50th Commemoration Commission

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DVS FY18 BUDGET (APPROPRIATION) AS APPROVED BY THE 2017 GENERAL ASSEMBLY

Program	Fund Source				Program Total
	General Fund	Special (fee for service)	Dedicated Special (mostly private donations)	Federal Trust (federal contract)	
Benefit Services	\$7,767,841	\$0	\$0	\$0	\$7,767,841
Virginia Veteran and Family Support	\$5,501,413	\$0	\$0	\$682,054	\$6,183,467
Education, Transition, and Employment	\$3,035,853	\$0	\$0	\$876,574	\$3,912,427
Care Centers	\$50,000	\$31,048,012	\$0	\$26,138,917	\$57,236,929
Cemeteries	\$1,132,469	\$198,466	\$0	\$786,303	\$2,117,238
Virginia War Memorial	\$1,472,854	\$0	\$0	\$0	\$1,472,854
Administration	\$2,535,668	\$416,298	\$0	\$0	\$2,951,966
Non-DVS programs	\$200,000	\$0	\$0	\$0	\$200,000
Veterans Services Foundation	\$0	\$0	\$795,000	\$0	\$0
DVS Total	\$21,696,098	\$31,662,776	\$795,000	\$28,483,848	\$81,642,722



Boards

The Department of Veterans Services' work is guided and supported by three boards, comprised of both legislators and citizen appointees:

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

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

- Mission statement of the board;
- The board's powers and duties (from the Code of Virginia);
- A message from the board's chairman;
- A list of board members.

BOARD OF VETERANS SERVICES

MISSION

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

§ 2.2-2454. Powers and Duties of the Board

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

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



Message from the Chairman

The Board of Veterans Services (BVS) works with the Department of Veterans Services (DVS) to ensure the welfare of Virginia's veterans, and in setting policies to enhance veteran services across the Commonwealth.

I am proud to report that the BVS fulfilled our mission in 2018. The Board worked closely this year with DVS staff and with legislators to ensure funding was made available for two new positions – a Veteran Entrepreneurship Ecosystem Coordinator and a Women Veterans Program Manager. In FY19 we will be researching three issue areas: how to improve the Benefits service line; how to improve education services; and how to better support veterans in the arts and the healing potential of arts for veterans transitioning out of active duty.

BVS continues to support the overall services provided to veterans of the armed forces of the United States and their eligible spouses, orphans, and dependents by the Department of Veterans Services. The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations (the JLC), the Virginia War Memorial Board, as well as the Veterans Services Foundation. Even in this time of constrained resources, it is essential continue to education the General Assembly on the importance of investing in our Department of Veterans Services. The return on investment to the Commonwealth, and especially, our veterans, is always significant!

Over the past 10 years, we have built and sustained outstanding partnerships with the Governor and the Virginia General Assembly. We are proud to be members of the Board of Veterans Services, and look forward to working with our partners to make Virginia the most veteran-friendly state in the nation.

Respectfully,

James O. Icenhour, Jr.
Chairman



Board of Veterans Services members – as of December 1, 2018

Member	Position
James O. Icenhour, Jr.	Chairman , Board of Veterans Services Retired Major, U.S. Air Force
Michael Dick	Vice Chair , Retired Colonel, Marine Corps
Victor Angry	Founder, A is for Angry, LLC Retired Command Sergeant Major, ARNG
Carl Bedell	Attorney Army veteran
Carl Bess	Retired Colonel, Virginia Air National Guard
Paige Cherry	Treasurer, City of Portsmouth Army veteran
Joana C. Garcia	Retired Lieutenant Commander, U.S. Navy
Delegate Gordon Helsel	General Assembly of Virginia Army veteran
Susan B. Hippen	Retired Master Chief Petty Officer, U.S. Navy
Nick Kesler	Senior Consultant, Deloitte U.S. Navy Reserve
M. Lyla Kohistany	Founder, PROMOTE, Navy veteran
Tammi Lambert	U.S. Dept. of the Interior Army veteran
John Lesinski	Colliers International Retired Colonel, Marine Corps
Delegate Jason Miyares	General Assembly of Virginia
Delegate Kathleen Murphy	General Assembly of Virginia
Senator Bryce Reeves	General Assembly of Virginia Army Veteran
Efrain “Frank” Reyes	Navy veteran
Julie Waters	Attorney Army veteran; U.S. Army Reserve
Senator Jennifer Wexton	General Assembly of Virginia
John L. Newby II	Commissioner, Department of Veterans Services
Frank G. Wickersham, III	Chair, Joint Leadership Council of Veterans Service Organizations
Frank Finelli	Chairman, Veterans Services Foundation



JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS (THE JLC)

MISSION

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

§ 2.2-2682. Powers and Duties of the Council

A. The Council shall have the following powers and duties:

1. Advise the Department of Veterans Services and the General Assembly regarding (i) methods of providing support for ongoing veterans services and programs, and (ii) addressing veterans issues on an ongoing basis;
2. Recommend issues that may potentially impact veterans of the armed forces of the United States and their eligible spouses, orphans, and dependents;
3. Advise the Department of Veterans Services and the Board of Veterans Services on matters of concern to Virginia-domiciled veterans and their eligible spouses, orphans, and dependents;
4. Promote and support existing veterans services and programs;
5. Recommend and promote implementation of new efficient and effective administrative initiatives that enhance existing veterans services and programs or provide for necessary veterans services and programs not currently provided; and
6. Maintain a nonpartisan approach to maintaining and improving veterans services and programs in the Commonwealth.

B. The chairman shall report to the Commissioner and the Board of Veterans Services the results of its meetings and submit an annual report on or before November 30 of each year.

C. The Council may apply for funds from the Veterans Services Foundation to enable it to better carry out its objectives. The Council shall not impose unreasonable burdens or costs in connection with requests of agencies.

(2003, cc. [657](#), [670](#); 2008, cc. [467](#), [768](#); 2014, c. [809](#).)



Message from the Chairman

The Joint Leadership Council of Veterans Service Organizations (JLC) lost one veterans service organization this year, as the National Association of Uniformed Services (NAUS) disbanded. JLC now stands at 25 veterans service organizations (VSOs) representing over 250,000 members and all 725,000 Virginia veterans.

JLC members remain committed to serving and advocating for Virginia's veterans, military community, National Guard and the Armed Forces Reserves, and their families. With veterans comprising almost 9% of the Commonwealth's population, Virginia has one of the highest per capita populations of individual veterans, and veterans still in the workforce in the country.

Our commitment to the Commonwealth of Virginia and supporting veterans and their families could not be stronger. JLC members are working on seven legislative initiatives for consideration during the 2019 General Assembly session. All seven position papers are published on our website and have been distributed to legislators for consideration.

Last year, we held one of our meetings at the National D-Day Memorial in Bedford and this year we held a meeting at the National Museum of the Marine Corps in Triangle. It has been a wonderful experience for our members to get out "in the field" around Virginia, supporting our many hallowed institutions that honor our veterans and educate the public about the sacrifices made.

We deeply value our partnership with the Department of Veterans Services, Board of Veterans Services, Veterans Services Foundation, Governor and General Assembly, as we work together to serve Virginia's veterans and their families. The General Assembly has supported many of the legislative initiatives the JLC proposed in the past few years. Our members visit the General Assembly every January at the start of session and enjoy talking to their Senators and Delegates about the merits of JLC-sponsored bills. It is important work and our members, all veterans, have the ability to convey to legislators this importance in a way few others could.

The JLC is proud to represent not only our member VSOs, but to serve as a voice for all of Virginia's veterans. The JLC looks forward to our continued involvement in the legislative process and promoting Virginia as the most veteran friendly state in the nation.

Respectfully,

Frank G. Wickersham, III
Chair

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Joint Leadership Council of Veterans Service Organizations members – as of Dec. 1, 2018

Veterans Service Organization	JLC Member	Alternate
Air Force Association	Thomas Wozniak	James Merchant
American Legion	Richard Oertel	Dale Chapman
AMVETS	John Cooper	Richard A. Mansfield
Association of the U.S. Army	Michael Flanagan	Robert Sempek
Disabled American Veterans	Denice Williams	Thomas Wendel
Fifth Baptist Veterans Ministry	Kenneth Shelton, Sr.	Thad Jones
Fleet Reserve Association	William Ashton	Allen Garrant
Iraq & Afghanistan Veterans of America	Lauren Augustine	
Korean War Veterans Association	Tim Whitmore	Leo Ruffing
Legion of Valor of the U.S., Inc.	Robert Herbert	Richard Rinaldo
Marine Corps League	John Clickener	Jim Barrett
Military Order of the Purple Heart	James Cuthbertson	Mark Atchison
Military Order of the World Wars	William Barrett, Jr.	William Townsley
Military Officers Association of America	Frank Wickersham	Richard Anderson
Navy Mutual Aid Association	Craig Cressman	
Navy Seabee Veterans of America	Glenn Rodriguez	Frank Driscoll
Non-Commissioned Officers Association	Jon Ostrowski	
Paralyzed Veterans of America	Preston Curry	
Reserve Officers Association	David Sitler	Terrence Moore
Roanoke Valley Veterans Council	Perry Taylor	Daniel Karnes
Veterans of Foreign Wars	Daniel Boyer	Tom Gimble
Vietnam Veterans of America	Charles Montgomery	George Corbett
Va. Army/Air National Guard Enlisted Assn	Robert Barnette	Carl Holcomb
Virginia National Guard Association	Kevin Hoffman	Fallon Martin
Women Marines Association	Judy Reid	Marie Juliano
Chairman, Board of Veterans Services	James O. Icenhour, Jr.	
Chairman, Veterans Services Foundation	Frank Finelli	
Commissioner of Veterans Services	John L. Newby II	



VIRGINIA WAR MEMORIAL BOARD

MISSION

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

§ 2.2-2466. Authority of Board

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

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

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



Message from the Chairman

The Virginia War Memorial Board is devoted to supporting the Memorial staff as they provide quality educational programs for students, educators, and the general public. The Memorial is a living entity that perpetually renews and refreshes its message and meaning for visitors of all ages, and the mission of the Virginia War Memorial Board is a single-minded commitment to supporting the Memorial's mission of honoring the Virginia heroes who have made the ultimate sacrifice while serving in uniform. Since the entry of the United States into World War II in 1941, close to 12,000 Virginians have laid their lives on the altar of American freedom. The greatest tribute we can pay is to honor their memory, share the stories of sacrifice, and conduct educational programs for all Virginians and all Americans to understand that freedom isn't free.

With construction well underway, and the "Pardon our Dust" signs are out, the Virginia War Memorial continues to be a world-class monument and is a major attraction for visitors to our great Commonwealth! New outreach programs, exhibits, and displays are being planned for the anticipated increase of 100,000 visitors over the next five years. Additionally, with our Virtual Memorial, we hope to reach students across the U.S. and the world.

Finally, we are proud of the Memorial's continued commitment to telling the stories of all veterans – even our newest. The film series *Virginians at War* has produced two new films about 9/11 and going to war in Afghanistan and Iraq.

As Chairman of the Virginia War Memorial Board, I congratulate the men and women of the Virginia Department of Veterans Services and the Virginia War Memorial in achieving a standard of excellence in programming that is unmatched by anyone anywhere. We are proud of the front-and-center role played by the Memorial in making Virginia the most veteran-friendly state in the nation. All of us on the Board have great expectations as we look toward the start of construction and the new chapter that it will bring to the Virginia War Memorial.

Sincerely,

John S. Edwards, USMC veteran
Chairman
Member, Senate of Virginia



Virginia War Memorial Board members – as of December 1, 2018

Member	Position
Delegate John Bell	General Assembly of Virginia Major, Air Force (Ret.)
Delegate David Bulova	General Assembly of Virginia
Delegate Buddy Fowler, Jr.	General Assembly of Virginia
Delegate Riley Ingram	General Assembly of Virginia Army Veteran, USAR, Virginia National Guard
Delegate John McGuire	General Assembly of Virginia Navy Veteran
Delegate Bob Thomas	General Assembly of Virginia Marine Corps Veteran
Senator Richard H. Black	General Assembly of Virginia Colonel, Marine Corps (Ret.)
Senator Bill DeSteph	General Assembly of Virginia Navy Veteran
Senator John S. Edwards, Chairman	General Assembly of Virginia Marine Corps Veteran
Senator Jeremy McPike	General Assembly of Virginia
April Cheek-Messier	President, The National D-Day Memorial Foundation
Karen M. Halverson	Foundation Ambassador for Virginia, Women in Military Service for America (WIMSA) Memorial Foundation
Robert Hannon	American Legion, Department of Virginia
Bernie Henderson	President, Woody Funeral Home and Cremation Services
Joshua King	Deputy Sheriff, Fairfax County Army Veteran
F. Caroline Lane	LCDR, Navy (Ret)
Keith McIntosh	Vice President for Information Services & Chief Information Officer, University of Richmond
Kathleen Owens	President, Beach Development Group CDR, Navy Reserves (Ret)
Naveed Shah	Leadership Fellow, Iraq & Afghanistan Veterans of America Army Veteran
James Zollar	Assistant Chief of Staff Training, Virginia Army National Guard; Colonel, Army National Guard
Frank Rennie	<i>Ex officio</i> Chairman, Virginia War Memorial Foundation RADM, Navy (Ret.)
James O. Icenhour, Jr.	<i>Ex officio</i> Chairman, Board of Veterans Services
Frank G. Wickersham, III	<i>Ex officio</i> Chair, Joint Leadership Council of Veterans Service Organizations
John L. Newby II	<i>Ex officio</i> Commissioner, Department of Veterans Services

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APPENDIX A: BENEFITS SERVICES

Table 1: Claims, Evidence and Appeals Submitted to USDVA – Sorted by Office

Office	Total Claims			
	FY15	FY16	FY17	FY18
Abingdon (Bristol)	790	1,380	1,556	1336
Accomac	505	716	810	1140
Big Stone Gap	623	932	1,439	1565
Charlottesville	870	1,413	1,580	2662
Chesapeake	27	1,403	1,933	2787
Danville	752	1,043	1,270	1829
Emporia	N/A	N/A	N/A	259
Fairfax	612	2,039	2,786	2780
Fredericksburg	N/A	710	1,842	3594
Hampton VAMC	892	1,899	2,285	3458
Hampton	2,518	3,358	3,341	5612
Henrico	447	1,117	1,715	1742
Loudoun	N/A	N/A	40	1549
Lynchburg	683	943	1,048	2051
Manassas	N/A	N/A	160	1862
McGuire VAMC	2,163	3,268	7,044	6124
Norfolk	2,585	5,220	5,693	7970
Petersburg	N/A	951	1,304	1748
Portsmouth	1,424	1,652	2,031	1879
Quantico	948	1,230	1,272	3666
Roanoke	388	503	656	515
Salem VAMC	171	1,016	1,190	2076
South Hill	756	675	1,024	1367
Springfield (Alexandria)	313	1,190	1,544	4108
Staunton	1,012	1,302	1,358	1474
Strasburg	903	733	693	645
Tazewell (Cedar Bluff)	905	1,227	1,255	1319
Virginia Beach	1,297	1,608	2,229	2639
Williamsburg	N/A	N/A	N/A	982
Wytheville	949	658	1,131	1,173
Totals	22,533	38,186	50,229	71,311



Table 2: Claims, Evidence and Appeals Submitted to USDVA – Sorted by Month

Month	Total Claims			
	FY15	FY16	FY17	FY18
July	2,098	2,244	3,884	3,788
August	1,942	2,580	4,857	5,675
September	2,105	2,385	3,572	4,642
October	2,177	2,558	4,022	5,783
November	1,626	2,169	3,836	5,234
December	1,785	2,494	3,716	3,719
January	1,962	2,403	4,118	4,118
February	1,475	4,033	4,266	4,156
March	1,988	4,707	4,862	4,750
April	1,649	3,912	4,201	6,722
May	1,640	4,243	4,143	7,539
June	2,086	4,458	4,752	7,617
Totals	22,533	38,186	50,229	71,311

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Table 3: Client Contacts – Sorted by Office

	Walk-Ins			Phone/Email			Total Contacts		
	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18
Abingdon (Bristol)	2,141	1,833	1,286	2,184	1,698	1,421	4,325	3,531	2,707
Accomac	1,739	1,536	1,503	2,892	3,143	3,387	4,631	4,679	4,890
Big Stone Gap	1,398	1,482	1,375	2,210	2,162	1,815	3,608	3,644	3,190
Charlottesville	1,743	1,775	1,463	4,697	6,262	3,778	6,440	8,037	5,240
Chesapeake	2,843	4,412	5,829	2,752	5,195	6,171	5,595	9,607	12,000
Danville	2,812	3,054	2,953	2,499	2,737	2,253	5,311	5,791	5,206
Emporia	0	1,808	162	0	0	274	0	0	436
Fairfax	1,838	1,808	1,526	5,703	4,895	5,848	7,541	6,703	7,374
Fredericksburg	1,115	3,836	6,464	1,439	4,273	7,465	2,554	8,109	13,929
Hampton VAMC	2,126	3,178	3,487	2,198	1,771	1,479	4,324	4,949	4,966
Hampton	5,556	4,690	4,089	4,234	3,825	3,856	9,790	8,515	7,945
Henrico	1,585	1,631	1,729	2,963	3,889	4,038	4,548	5,520	5,767
Loudoun	0	21	930	0	120	2,567	0	141	3,497
Lynchburg	1,845	1,693	2,058	3,466	2,249	4,532	5,311	3,942	6,590
Manassas	0	170	1,199	0	738	3,488	0	908	4,687
McGuire VAMC	13,750	24,207	20,839	17,041	23,847	19,996	30,791	48,054	40,835
Norfolk	7,155	10,257	13,182	9,191	13,369	17,774	16,346	23,626	30,956
Petersburg	2,035	2,684	2,787	3,275	6,090	3,535	5,310	8,774	6,322
Portsmouth	999	1,157	1,144	3,134	7,396	7,067	4,133	8,553	8,211
Quantico	1,986	2,176	2,207	5,091	4,150	4,992	7,077	6,326	7,199
Roanoke	843	593	576	2,458	1,115	534	3,301	1,708	1,110
Salem VAMC	1,266	1,654	1,833	753	1,673	1,768	2,939	3,422	3,807
South Hill	1,108	1,180	1,070	2,267	1,958	1,849	3,066	3,029	2,429
Springfield (Alexandria)	1,458	1,971	1,990	2,043	3,184	4,399	4,642	6,370	8,210
Staunton	1,842	2,063	1,424	2,143	2,472	2,849	4,314	4,912	3,726
Strasburg	775	811	882	3,083	2,235	2,250	3,010	3,061	2,085
Tazewell (Cedar Bluff)	1,646	2,026	1,434	2,090	1,725	2,160	3,371	4,186	3,070
Virginia Beach	3,935	5,623	4,549	5,246	6,638	8,643	10,753	14,266	1,1971
Williamsburg	0	0	855	0	0	0	0	0	1,357
Wytheville	1,179	1,313	915	4,146	2,104	2,424	3,283	3,737	3,132
Totals	66,718	88,834	91,740	83,811	99,416	125,266	166,134	214,100	222,845



APPENDIX B: STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

Table1: SAA Program Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY
Totals for Federal Fiscal Year	16	17	18	16	17	18	16	17	18	16	17	18	16	17	18
Number of Applications Received	1037	2483	3042	762	1682	1438	22	41	32	11	29	12	140	31	156
Number Approved	895	2067	2488	599	1175	961	22	37	29	8	9	10	143	25	156
Number Disapproved	142	416	554	163	507	477	0	4	3	3	20	2	0	6	0
Percentage of Applications Approved	86	83	82	79	70	67	100	90	91	73	31	83	100	81	100

Table 2: SAA Other Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY	FFY
Totals for Federal Fiscal Year	16	17	18	16	17	18	16	17	18	16	17	18	16	17	18
Number of Applications Received	226	409	373	252	279	213	152	94	75	228	180	72	11	14	18
Number Approved	184	310	289	210	224	154	144	90	72	216	159	69	11	11	16
Number Disapproved	42	99	84	42	55	59	8	4	3	12	21	3	0	3	2
Percentage of Applications Approved	81	76	77	83	80	72	95	96	96	95	88	96	100	79	89

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Table 3: SAA Compliance Visits

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 16	FFY 17	FFY 18	FFY 16	FFY 17	FFY 18	FFY 16	FFY 17	FFY 18	FFY 16	FFY 17	FFY 18	FFY 16	FFY 17	FFY 18
Totals for Federal Fiscal Year															
Number of Visits	51	21	37	43	28	21	3	8	5	6	16	1	N/A	N/A	N/A

Table 4: SAA Other Activities in Support of Veterans Education

Activity	FFY16	FFY17	FFY18
Email & telephone inquiries	412	506	500
Requests for application for a new facility	143	105	120
Active schools (facilities in which a veteran actively attends)	468	452	454 ¹
Number of students enrolled	52,435	53,947	32,287 ²

¹ The active schools list for FFY 2018 is a snapshot of every facility that enrolled or training a VA education beneficiary in a Virginia SAA approved facility (including on-the-job training, apprenticeships, and flights) from January 1, 2016 through December 31, 2016.

²Number of veterans receiving G.I. Bill benefits in Virginia as of April 2018. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY18 should be available in March 2019.



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		
	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18
July	5,332	5,185	5,419	172	167	175	96%	93%	97%	1,317	1,115	975	42	36	31	71%	60%	52%
August	5,331	5,172	5,301	172	167	171	96%	93%	95%	1,240	1,127	994	40	36	32	67%	61%	53%
September	5,063	5,151	4,996	169	172	167	94%	95%	93%	1,269	1,052	977	42	35	33	71%	58%	54%
October	5,267	5,337	5,175	170	172	167	94%	96%	93%	1,272	1,097	1,018	41	35	33	68%	59%	55%
November	5,015	5,128	5,025	167	171	168	93%	95%	93%	1,266	1,027	993	42	34	33	70%	57%	55%
December	5,254	5,369	4,995	169	173	161	94%	96%	90%	1,335	1,054	1,042	43	34	34	72%	57%	56%
January	5,079	5,361	5,055	164	173	163	91%	96%	91%	1,381	1,167	1,019	45	38	33	74%	63%	55%
February	4,758	4,766	4,675	170	170	167	94%	95%	93%	1,152	1,074	1,034	41	38	37	69%	64%	62%
March	4,901	5,304	5,178	158	171	167	88%	95%	93%	1,245	1,082	1,200	40	35	39	67%	58%	65%
April	4,929	5,031	5,105	164	168	170	91%	93%	95%	1,181	1,011	1,089	39	34	36	66%	56%	61%
May	5,238	5,178	5,391	169	167	174	94%	93%	97%	1,172	1,002	1,166	38	32	38	63%	54%	63%
June	5,062	5,238	5,190	169	175	173	94%	97%	96%	1,099	972	1,036	37	32	35	61%	54%	58%
Annual Max Capacity	65,700	65,700	65,700	180	180	180	100%	100%	100%	21,900	21,900		60	60	60	100%	100%	100%
Total Patient Days	61,229	62,220	61,505	168	170	169	93%	95%	94%	14,929	12,780	12,543	41	35	35	68%	58%	57%

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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		
	FY16	FY17	FY18	FY16	FY17	FY18	FY16	FY17	FY18
July	4,923	6,063	6,057	159	196	195	79%	98%	98%
August	5,225	6,025	5,919	169	194	191	84%	97%	95%
September	5,161	5,886	5,745	172	196	192	86%	98%	96%
October	5,638	6,022	5,926	182	194	191	91%	97%	96%
November	5,522	5,748	5,776	184	192	193	92%	96%	96%
December	5,799	5,883	6,027	187	190	194	94%	95%	97%
January	5,980	6,010	6,026	193	194	194	96%	97%	97%
February	5,650	5,438	5,465	195	194	195	97%	97%	98%
March	6,112	6,032	5,886	197	195	190	99%	97%	95%
April	5,843	5,800	5,752	195	193	192	97%	97%	96%
May	6,030	5,855	5,959	195	189	192	97%	94%	96%
June	5,824	5,868	5,737	194	196	191	97%	98%	96%
Annual Max Capacity	73,000	73,000	73,000	200	200	200			
Total Patient Days	67,707	70,630	70,275	155	194	193	92%	97%	96%
Monthly Average	5,642	5,886	5,856	155	194	193	92%	97%	96%



APPENDIX D: CEMETERIES

Table 1: Cemetery Burials
Virginia Veterans Cemetery (Amelia)

	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18
July	16	26	17	26	23	25	19	26	24	25	37	27	31
August	16	17	13	23	12	17	21	22	28	38	39	31	23
September	20	17	15	19	17	28	34	27	22	27	29	43	38
October	15	22	25	21	17	23	18	19	23	38	33	27	36
November	18	22	13	9	25	25	24	29	23	24	33	22	34
December	14	18	22	20	29	22	17	26	24	24	43	26	25
January	19	20	15	18	17	25	23	24	28	36	28	38	48
February	25	18	16	13	21	30	31	21	23	27	26	38	35
March	21	19	19	19	32	29	25	24	28	36	38	34	37
April	23	18	19	29	23	28	23	35	32	30	37	35	44
May	23	13	18	28	16	28	17	30	28	37	31	42	39
June	21	18	21	23	31	22	27	28	24	38	42	50	36
Total	231	228	213	248	263	302	279	311	307	380	416	413	426

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Table 2: Cemetery Burials
Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk)

	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18
July	42	40	54	36	55	51	58	61	62	82	96	101	96
August	40	39	31	51	58	47	65	86	78	78	100	98	112
September	39	32	35	48	52	46	62	58	72	82	101	77	82
October	28	29	49	49	59	70	57	68	102	84	119	82	105
November	35	37	40	36	61	75	51	66	71	76	65	82	99
December	37	41	52	65	77	63	74	61	78	91	90	84	81
January	36	48	60	59	60	82	79	89	95	104	84	88	112
February	51	47	56	54	55	66	56	61	95	88	89	95	97
March	43	58	51	62	69	75	63	75	90	89	116	106	92
April	40	38	55	59	76	59	88	89	96	101	92	91	119
May	46	50	44	53	65	68	79	76	109	89	101	106	92
June	41	51	64	66	65	64	68	69	70	90	108	124	124
Total	478	510	591	638	752	766	800	859	1,017	1,054	1,161	1,134	1,211



Table 3: Cemetery Burials
Southwest Virginia Veterans Cemetery (Dublin)

	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18
July	N/A	28	17	9	7	23	19	21
August	N/A	13	15	20	16	22	23	14
September	N/A	10	14	10	144	12	15	23
October	N/A	11	12	13	12	20	25	18
November	N/A	8	19	14	17	13	13	21
December	N/A	11	7	7	12	20	17	18
January	N/A	10	13	13	20	11	17	25
February	N/A	10	9	8	5	12	14	19
March	N/A	11	17	9	10	22	16	26
April	N/A	10	21	18	19	12	17	19
May	N/A	6	15	11	13	21	16	9
June	23	15	16	8	12	13	11	15
Total	23	143	175	140	157	201	203	228

