

**Board of Veterans Services
FINAL Meeting Minutes
December 16, 2022**

An electronic meeting of the Board of Veterans Services (BVS) was held on December 16, 2022

Members Present

- Victor Angry
- David Ashe
- Jason Ballard
- John Bell
- Joe Campa
- Mike Cherry
- Michael Dick
- Mario Flores
- Buddy Fowler
- Joyce Henderson
- Jamie Inman
- Carlton Kent
- Thurraya Kent
- John Lesinski
- Mamie Locke
- Kathleen Murphy
- Kathy Owens
- Bryce Reeves
- Susan Riveland
- Melissa Watts
- Denice Williams, Chair, Joint Leadership Council of Veterans Service Organizations
- Paul Houghton, Veterans Services Foundation
- Daniel Gade, Commissioner, Virginia Department of Veterans Services
- Pam Seay, President, Virginia War Memorial Foundation

Members Absent

- Carl Bedell

Commonwealth of Virginia Officials Present

- Steve Combs, VDVS
- Claudia Flores, VDVS
- Rob Jukic, VDVS
- Angela Porter, VDVS
- Brandi Jancaitis, VDVS
- Kayla LaFond, VDVS
- Montwace Cunningham, VDVS
- Patrice Jones, VDVS

- Beverly Vantull, VDVS
- Phil Trezza, VDVS
- William Hewitt, VDVS
- Annie Walker, VDVS
- Anthony Swann, VDVS

Members of the Public

- Karla Boughey, Veteran Services Foundation

Materials Distributed as part of the Agenda Packet (sent via e-mail and posted on BVS webpage)

- Draft Agenda
- Draft Minutes of the September 22, 2022 meeting
- VDVS Operational Update
- POC Report for Women Veterans
- POC Report for Education
- POC Report Veterans in the Arts
- POC Report Care Centers
- JLC Report
- VSF Report
- VWM Fall News Letter

Call to Order and Pledge of Allegiance

Chairman Michael Dick called the meeting to order at 10:00 a.m. and welcomed all attendees to the meeting. Chairman Dick led the Pledge of Allegiance.

Roll Call, Introduction of Members, and Quorum Determination

The roll call determined that there were 24 of 25 members present at the meeting site, and a quorum was established.

Approval of Agenda and September 22, 2022 Draft Minutes (See Attachment 1)

Chairman Dick asked for any objections to draft agenda and noted approval by unanimous consent.

Chairman asked for a motion to amend the Draft Minutes from the September 22 meeting noting at the September 22 meeting the August 25, 2022 Minutes were approved, however, the Point of Contact Report for Veterans in the Arts were not received as indicated in the August 25, 2022. Chairman Dick made a **motion, seconded by Thurraya Kent** to amend the September 22 meeting minutes. The motion carried by unanimous consent.

Introduction of VDVS staff and guests

Commissioner Gade recognized DVS staff and introduced Dr. Angela Porter

Update on current VDVS operational status (See Attachment 2)

VDVS Commissioner Gade gave an update on VDVS Operations and the DVS ‘Day 2 Agenda.’ Commissioner Gade noted the DVS Goals of Stay, Work, and Thrive. Commissioner Gade highlighted Day 2 Projects to include the Gold Standard Digital Hub, workforce initiatives, veteran hiring for state agencies, V3 2.0, suicide prevention and opioid addiction services, data initiatives, and new state veterans’ offices.

Commissioner Gade noted Capital Projects to include the opening to two new care centers.

Commissioner Gade reported the Objective and Key Results (OKR) for each business line.

Commissioner Gade provided a brief on the project design of the Veteran Transition Incentive Program with the goal of retaining and attracting the maximum number of veterans to the Commonwealth.

Joint Leadership Council Report and 2023 Initiatives *(See Attachment 3)*

JLC Chair Denice Williams provided information on the 2023 JLC Day on the Hill, planned as a virtual event.

JLC Chair Denice Williams presented six prioritized initiatives and informed the BVS of the ranking.

Chairman Dick emphasized JLC Day on the Hill and the JLC initiatives posted on the website.

General Assembly Session

Chairman Dick turned the floor over to Senators and Delegates to share information on the upcoming session.

Senator Locke noted willingness to patron additional legislation.

Commissioner Gade noted the Woman Veteran License Plate initiative.

Delegate Murphy noted her focus on women veterans and the women veterans’ roundtable.

Reports: *(See Attachments 4 & 5)*

Paul Haughton provided the Veteran Services Foundation report and Ms. Pam Seay provided the War Memorial Foundation report.

Point of Contact (POC) Reports *(See Attachments 6 – 9)*

Ms. Susan Riveland presented a report on Veterans in the Arts. Ms. Riveland noted unexplored opportunities. Ms. Riveland noted the benefits of veterans in the arts and encouraged members to help find funding for this initiative.

Delegate Murphy and Ms. Joyce Henderson presented a report on Women Veterans. Ms. Henderson noted the objectives and goals for outreach. Ms. Henderson noted the challenge to reach younger veterans.

Senator Bell, Vice-Chair Thurraya Kent and Ms. Kathy Owens presented the POC report on the

Veteran Care Centers. Ms. Kent noted the planned opening for the two new care centers and commented on the working capital advance. Ms. Owens commented on funding, staffing, and tours she organized of the Jones and Cabacoy Veteran Care Center in Virginia Beach.

Chairman Dick provided the POC report on Education. Chairman Dick noted the education service line objectives and goals. Chairman Dick also highlighted the VMSDEP Program and the outreach center established at DVS to increase awareness.

New Business

Chairman Dick commented on the BVS adopted Electronic Meeting Policy. Chairman Dick noted remote participation when there is not a state of emergency declared and highlighted four categories whereby members may participate in an in-person meeting remotely.

Chairman Dick noted the revision of the BVS Bylaws when a new policy is adopted. Chairman Dick commented that the Bylaws need a comprehensive review and asked Ms. Henderson to scrub the Bylaws for any further recommendation.

Chairman Dick noted the 2023 Meeting Schedule and Workplan. Ms. Henderson made a **motion, seconded** by Kathy Owens to adopt the 2023 Workplan. The motion carried unanimously.

POC Assignments

Chairman Dick commented on POC assignments and noted work continues to revise.

Good of the Order Reports

Chairman Dick commented on reference material for new Board members.

Governors Introduce Budget

CDC Combs provided a briefing on the Governor's Introduced Budget for 2023 and highlighted military and veteran related budget items.

Public Comment

No comment from the public noted

Wrap Up & Adjournment

Chairman Dick adjourned the meeting.

ATTACHMENT 1
BOARD OF VETERANS SERVICES
AGENDA

December 16, 2022
10:00 a.m. – 1:00 p.m.

ALL VIRTUAL MEETING

- I. Opening and Pledge of Allegiance – *Michael Dick, BVS Chairman* (10:00 – 10:02)
- II. Roll Call, Introduction of Members, and Quorum Determination – *Michael Dick, BVS Chairman* (10:02 – 10:05)
- III. Approval of Agenda – *Michael Dick, BVS Chairman* (10:05 – 10:06)
- IV. Approval of Minutes of the September 22, 2022 meeting – *Michael Dick, BVS Chairman* (10:06 – 10:07)
- V. Introduction of VDVS staff and guests – *Michael Dick, BVS Chairman* (10:07 – 10:15)
- VI. Veteran Transition Incentive Program & VDVS Update for the BVS – *Daniel Gade, VDVS Commissioner* (10:15 – 11:15)
- VII. 2023 Joint Leadership Council (JLC) Legislative Initiatives and JLC Report– *Denice Williams, JLC Chair* (11:15 – 11:30)
- VIII. 2023 General Assembly session - *Michael Dick, BVS Chairman and BVS legislative members* (11:30 – 11:45)
- IX. Reports (11:45 – 12:15)
 - a. Veterans Services Foundation – *Paul Haughton, VSF Chairman*
 - b. Virginia War Memorial Foundation – *Pam Seay, VWMF President*
 - c. POC Report – Veterans in the Arts – *Susan Vervaeet Riveland*
 - d. POC Report – Women Veterans – *Joyce Henderson, Kathleen Murphy*
 - e. POC Report – Veterans Care Centers – *Thurrraya Kent, Kathy Owens, John Bell*
 - f. POC Report – Education – *Michael Dick*
- X. New Business: (12:15 – 12:30)
 - a. Electronic Meeting Policy – *Michael Dick, BVS Chairman*
 - b. BVS By-Law Revision – *Michael Dick, BVS Chairman*
 - c. 2023 Meeting Schedule and Work Plan – *Michael Dick, BVS Chairman*
 - d. BVS Points of Contact – *Michael Dick, BVS Chairman*
 - e. “Good of the Order” Reports – *all members*

f. Other new business – *as requested by members*

- XI. Briefing on veteran and military-related items in GOV introduced budget – *Claudia Flores, VDVS Director of Policy & Planning* (12:30 – 12:50)
- XII. Public comment– *Michael Dick, BVS Chairman* (12:50 – 12:55)
- XIII. Wrap Up & Adjourn – *Michael Dick, BVS Chairman* (12:55 – 1:00)

ATTACHMENT 2

VDVS OPERATIONAL UPDATE



COMMONWEALTH of VIRGINIA

Department of Veterans Services

Daniel M. Gade, PhD
Commissioner

Telephone: (804) 786-0220
Fax: (804) 786-0302

Virginia Department of Veterans Services (VDVS) Operations Update for the Board of Veterans Services

The Commonwealth's Veterans Day Ceremony was held on November 11, 2022 at 11 a.m. at the Virginia War Memorial. Nielsen rating for the Commonwealth's Veterans Day ceremony included 71,000 viewers this year on TV alone. The ceremony out ranked all shows in its time slot among the major networks and pulled in an additional 11,000 plus viewers this year as compared to last year. The livestream of the ceremony on social media venues included another 13,000 viewers, bringing total reach to over 84,000.

The 2022 Virginia Veterans and Military Affairs Conference & V3 Awards Summit was held on September 14, marking the first in person event since 2019. The conference and summit brought together nearly 600 military, community, and business leaders to connect and discuss developing the Commonwealth's workforce and how to welcome and integrate veterans, Transitioning Service Members and military families into the workforce and business community.

VDVS Military Spouse Liaison Ms. Kayla LaFond held the first two military spouse roundtables in Northern Virginia on November 2. The morning roundtable was held both in-person and virtually in Prince William County, while the afternoon session was held only in-person on Fort Belvoir. The Liaison and the two Regional Military Spouse Liaisons (Northern and Central-Peninsula) provided insight to state legislation and VDVS resources available while listening to the concerns of the spouses regarding licensure reciprocity, equity for surviving spouses (Gold Star Families), community support, and childcare.

The Military Education & Workforce Initiative (MEWI) continues to partner with the Veterans Services Foundation, the Community College Workforce Alliance (CCWA), and the Altria Group to provide free certifications and credentialing opportunities to service members, veterans, and/or their spouses. Since January 1, 2022, 50 students have earned certifications/ credentials, all paid for through grant funding. On November 30, MEWI in partnership with the Virginia Military Survivors and Dependent Education Program (VMSDEP) began accepting applications from dependent students for 100 laptops which will be disbursed at upcoming VMSDEP open house events. These laptops will be issued to recipients of the VMSDEP program who are currently enrolled in Virginia's public universities and community colleges to assist them in their academic and employment endeavors.

In addition to the existing Altria grant funding, the Altria Group awarded \$25,000 to continue the credentialing initiative through partnership with CCWA. In October 2022 a grant request in the amount of \$25,000 was approved by Newport News Shipbuilding (NNS) to replicate the MEWI workforce training and credentialing program in the Tidewater area. We are currently working with Karla Boughey, Executive Director, VFS to determine contacts with local community colleges and universities.

The Virginia Veteran and Family Support team will gain new leadership capacity in suicide prevention and housing and criminal justice services. The new Suicide Prevention Director and Housing and Criminal Justice Services Coordinator positions will start this month. VVFS program staff continue to expand in-person outreach and community training opportunities to reach Service Members, Veterans, and families in need of behavioral health, rehabilitative and supportive services. In August 2022, staff assisted 108 new clients compared to 91 new clients in August 2021. This was an 18% decrease from August 2022. The total number of clients (including new and existing clients) served was slightly lower in August 2022 (385) compared to July 2022 (387) but significantly higher than August 2021 (293). VVFS has seen an increase in complex cases particularly impacted by rising rents and inflation.

The state veterans cemeteries in Amelia, Dublin, and Suffolk will hold wreath-laying ceremonies on Saturday, 17 December. Lt. Governor Sears and Former Navy Lt. Jason Redman will be guest speakers in Suffolk; MG Tim Williams will be the guest speaker in Amelia, and; Commissioner Gade will be the guest speaker in Dublin. Information is posted on the DVS website and shared with DVS partners on the cemeteries webpage (<https://www.dvs.virginia.gov/cemeteries>) and in the DVS eNews.

Mirroring the health care industry at large, staffing continues to be a challenge at both care centers, with several vacancies in the nursing department (registered nurses, licensed practical nurses, and certified nursing assistants). Care centers positions are a mix of full-time and wage (hourly) state positions with competitive salaries/wages and excellent benefits. If you know of anyone looking for a nursing position caring for those who served us, please encourage them to visit the state jobs website at <http://jobs.virginia.gov/>. Other DVS positions are also advertised here.

Director of Research Development and Partnerships is working with the Office of Data Governance and Analytics (ODGA) to maintain a veterans contact list for the Commonwealth to integrate with services and develop a tracking method to identify veteran's needs.

Sincerely,



Daniel Gade, PhD.

ATTACHMENT 3

JOINT LEADERSHIP COUNCIL REPORT



101 N. 14TH ST., 17TH FLOOR
RICHMOND VA 23219

*Air Force Association
Air Force Sergeants
Association
American Legion
AMVETS
Association of the United
States Army
Disabled American
Veterans
Fifth Baptist Church Veterans
Ministry
Fleet Reserve Association
Legion of Valor of the
U.S., Inc.
Marine Corps League
Military Officers Association
of America
Military Order of the
Purple Heart
Military Order of the
World Wars
Navy Mutual Aid Association
Paralyzed Veterans of
America
Reserve Organization of
America
Roanoke Valley Veterans
Council
Veterans of Foreign Wars
Vietnam Veterans of America
Virginia Army/Air National
Guard Enlisted
Association
Virginia National Guard
Association
Women Marines Association
Wounded Warrior Project*

COMMONWEALTH OF VIRGINIA JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS

JOINT LEADERSHIP COUNCIL REPORT TO THE BOARD OF VETERANS SERVICES December 16, 2022

The Joint Leadership Council (JLC) submitted its Annual Report to the Commissioner of the Virginia Department of Veterans Services and the Chair of the Board of Veterans Services. We are proud to report that from the 2005 session to the 2022 session, the JLC put forward 126 legislative proposals with a 71% success rate for JLC initiatives signed into law.

JLC members have been hard at work advocating for this year's initiatives with members of the General Assembly. The 2023 JLC legislative adopted priorities can be viewed on the JLC webpage: [Joint Leadership Council of Veterans Service Organizations - Virginia Department of Veterans Services](#). We continue to work details for the 2023 'JLC Day on the Hill' scheduled for January 13. The Governor's Office and the General Assembly have significantly supported the legislative and budget initiatives proposed by the JLC over the years. Every January, our members enjoy speaking with State Senators and Delegates about the merits of JLC-sponsored bills. The 2023 event will be planned as a virtual event, to allow more of the JLC members to attend, with one-on-one meetings also planned with legislators.

It is my honor and privilege to serve as Chair and I remain committed to advocating for matters of concern on behalf of Virginia's Veterans.

Respectfully submitted,

Denise Williams
Chair

ATTACHMENT 4

VETERANS SERVICE FOUNDATION REPORT



VIRGINIA VETERANS SERVICE FOUNDATION Report to the Board of Veterans Services December 16, 2022

The Virginia Veterans Services Foundation (VSF) Board of Trustees held their quarterly meeting on December 8, 2022 at the Virginia War Memorial.

VSF welcomed recent Board appointee, Tim Pillion, to the meeting to share his background, most recently as the Garrison Commander for the Maneuver Training Center, Fort Pickett. The Board was delighted to also welcome Assistant Secretary Stewart, Commissioner Daniel Gade, and VSF Advisor Dr. Leroy Gross to the meeting.

Kim Barton, the new DVS Deputy CFO, will serve as the VSF Treasurer. Ms. Barton provided the FY 2023 First Quarter Financial Report to the Board. The Foundation closed the first quarter of FY 2023 with a total income of \$100,521.84. Total expenditures supporting various DVS programs in the first quarter of FY 2023 were \$279,198.24.

Mr. James Flaherty of the Office of the Attorney General provided an overview of FOIA. Special emphasis was placed on electronic meeting requirements in light of the Foundation's newly established policy allowing for electronic meeting participation (VSF Policy 5). Mr. Flaherty will continue to be a resource for the Board in its service to Virginia veterans.

Serving as Secretary Crenshaw's designee, Assistant Secretary Stewart shared the Secretary's well wishes and gratitude to the Board for its work.

Commissioner Gade expressed his excitement for the continued relationship between VSF and DVS. He highlighted the Board's recent visits to various DVS Service Lines across the Commonwealth and noted the importance of learning the work that both DVS and VSF continue to do. The Commissioner also shared DVS' work to combat veteran suicide prevention. He noted that out of the \$5 million allocation by the Virginia General Assembly, \$4 million is going to suicide prevention grants, with applications to launch spring of 2023.

Susan Riveland reported on behalf of Board of Veteran Services (BVS) Chairman Michael Dick and shared that BVS met on September 22, 2022 at the College of William and Mary. She relayed Chairman Dick's appreciation for VSF's continued initiative for a closer relationship with BVS. The next BVS meeting will be Friday, December 16, 2022 where the Board will hear details of Governor Youngkin's introduced budget.

VSF Chairman Haughton had Board Members share their recent experiences visiting DVS Service Lines across Virginia. Appreciation and admiration for DVS work done across the state was expressed by all Members.

The Finance Committee recommendations of increasing funds allocated to the Virginia Veteran and Family Support Program (VVFS) from \$340,000 to \$500,000 to serve direct veteran services, homeless veteran support, and Mission Healthy Relationships retreat with up to \$5,000 of those funds earmarked to support a pilot program issuing gas cards to veterans in the southwest region was approved. The latter recommendation came from SBVCC as the Care Center does not have an indigent needs population.

Jack Lanier, Procedures and Policies Chair, presented recommended changes to VSF Bylaws, VSF Policy 2- Administration and Operations, and VSF-DVS Policy J14- Allocation and Expenditure. It is a requirement that all VSF governing documents be reviewed biennially. Edits made to VSF Bylaws reviewed by the Office of the Attorney General aligned this document with VSF Policy 5- Electronic Meetings. In VSF-DVS Policy J-14 the requirement of 100% of funds to be used for veteran's services was deleted, allowing for up to 10% of these funds to be used for administrative purposes. All VSF policies, including those with changes, were approved.

The Board approved the appointment of trustee Brad Williamson to serve as the Assistant Chair of the Development Committee.

The next VSF Board of Trustees meeting is scheduled for March 16, 2023 at a location and time to be determined.

Respectfully Submitted,
Paul Haughton
Chairman
Virginia Veterans Services Foundation

ATTACHMENT 5

WAR MEMORIAL FOUNDATION REPORT



For the Winter 2022

Blue Star Families
Hero Tree
NOW ON VIEW

★
The Commonwealth's
Pearl Harbor Day Ceremony
ON NOVEMBER 7, 2022



Now Open in the Veterans' Art Gallery



MARGARET GILLASPIE

Portrait of Margaret Gillaspie, a Vietnam War veteran, is featured in the exhibition. Gillaspie served in the U.S. Army from 1968 to 1970, and her portrait is a testament to her bravery and service.

50 Years Beyond THE VIETNAM VETERAN EXPERIENCE

Exhibition opening on January 27, the 50th anniversary of the signing of the Paris Peace Accords

ST ONSGORE
Baker-Buchanan Foundation
Peacekeeping House Foundation
War Veterans' Veterans' Scholarship Fund



My Art Is My Portrait

A native of Coahoma in Waco County, Charlie McConnell grew up with a passion and talent for drawing and painting. Encouraged by his aunt, who was also an artist, McConnell pursued the arts as a hobby, although he did not consider it as a possible career path.

McConnell was drafted immediately after graduation from East Tennessee State University. His superior officers, once they became aware of his degree and his talent, both in basic training and in officer candidate school, put him to work creating military paintings.

"I was told to paint a combat scene of Vietnam," notes McConnell. "This happened both during basic training and in Officers' Candidate School. Although, once in Vietnam there was obviously little time for art."

After his service ended, McConnell struggled to find his way. He initially tried to pursue a master's degree in fine arts, but that path became financially impractical.

McConnell eventually found his way to work for the Waco County Redevelopment and Housing Authority, where he was able to marry his artistic talents with support for the community in which he was raised. McConnell's art is not only his portrait, but also a portrait of Virginia, and a portrait of moments in time preserved for Memorial visitors today.



Two soldiers in uniform sit in front of a house, possibly an art gallery, as they sit on the porch. One soldier is playing guitar, and the other is sitting next to him.

"You will see common themes in my work — my love of family and friends, my family's deep roots in the life, culture, and landscape of Southwest Virginia, and my work serving my fellow Virginians."

— CHARLIE MCCONNELL





UDO GOFF

Portrait of Udo Goff, a Vietnam War veteran, is featured in the exhibition. Goff served in the U.S. Army from 1968 to 1970, and his portrait is a testament to his bravery and service.



The Legacy of Memory



Our vision is that a global audience will recognize the value and sacrifice of Virginia military veterans in the pursuit of liberty, democracy, justice, and peace for all.

A simple marble plaque installed in the nave of a 13th-century stone Romanesque church in Vieux-Mor, France, is the perfect embodiment of that vision. Its recognition and appreciation for the relief and consolation often provided by the Gueltes Club of Virginia to the Normandy village of Vieux-Mor, the sons and husbands of Gueltes Club of Virginia members who were killed for their service during World War II.

Recently, Virginia War Memorial volunteer Bill Whiskey contacted each of these 30 individuals — individuals wanting to live, but

willing to die for the cause of liberty. Their stories, and photographs, where available, are now on our website and in a book recently published by the Virginia War Memorial Foundation.

There are nearly 12,000 other names etched on our Shrine of Memory — names of Virginia sons and daughters who died in combat in World War II, Korea, Vietnam, the Persian Gulf, and the Global War on Terrorism. And, whether their remains rest in hometown cemeteries or overseas, it is here at the Virginia War Memorial that the stories behind their names are preserved.

Through exhibitions, educational programs, lectures, and documentaries, we strive to preserve the stories of veterans who made the ultimate sacrifice, to honor all veterans and active-duty military, and to inspire love of country.

I invite you to join us in this mission. Visit the Memorial. Listen to our

documentaries. Watch our documentaries. Make plans to place personal items here — photographs, letters, military-related documents, uniforms, and other objects.

And, please, make a financial gift to our operating fund. It is only with your continued support that we can continue this important work. On behalf of the 700,000 veterans who call Virginia home, we are grateful for your support.

Pam

Pamela R. Steay

PRESIDENT
VIRGINIA WAR MEMORIAL FOUNDATION



2023 CALENDAR OF EVENTS

Please check our website and follow our e-news for details on these important events and dates to remember in 2023.

January 27

New Exhibition Opening
"90 Years Beyond: The Vietnam Veteran Experience"

March 11

K-9 Veterans Day

March 14

Leadership in America Speaker Series

Jan Scruggs, Founder of the Vietnam War Memorial, having served in the 19th Light Infantry Brigade of the U.S. Army, has co-edited of the Vietnam War as a memorial for healing the national psyche after a long and controversial war. Scruggs will speak as part of our celebrated speaker series. Leadership in America. Light reception precedes event.

March 17

Opening Night — War in Pieces

There are nearly 12,000 other names etched on our Shrine of Memory — names of Virginia sons and daughters who died in combat in World War II, Korea, Vietnam, the Persian Gulf, and the Global War on Terrorism. And, whether their remains rest in hometown cemeteries or overseas, it is here at the Virginia War Memorial that the stories behind their names are preserved.

May 3

Leadership in America Speaker Series

Alex Kenner — *Against All Odds: A True Story of Courage and Survival in World War II*

Alex Kenner is the widely acclaimed, prize-winning, New York Times best-selling author of 11 books, including *The Longest Winter* and *The Deadliest Days*. His latest book tells the story of four men — all from the same unit — awarded the Medal of Honor for their courage during World War II. Light reception and book signing follow the lecture.



The Memorial is on the Move

Announcing bus trips to some of Virginia's most remarkable destinations. Visit VAWarMemorial.org/BusTrips for details.

JUNE — Fort Ewell

ANNUITY — Thompson Roads (PBR, Naval Museum, MacArthur Memorial)

OCTOBER — Fort Monroe

May 28

Commencement of Virginia's Veterans Day Ceremony

June 23

HR of Heroes Day

Every June, 12,000 American flags are placed on the Shrine of the Virginia War Memorial representing the nearly 12,000 names engraved on the Shrine of Memory. This coming June, after volunteers finish placing the flags in the ground, the Virginia War Memorial Foundation will host a live and public lecture for children and families. The event will include a musical, V-4 demonstrations, interactive exhibits, give aways, tactile learning opportunities, military vehicles to explore, food trucks, crafts, scavenger hunts, and more.

September 11

Commencement of 9/11 Patriot Day Ceremony

September 14

National POW/MIA Recognition Day

September 22

Spa on the Skyline

The Virginia War Memorial Foundation is proud to host the 6th Annual Spa on the Skyline, a salute to Virginia's military heroes. This evening celebration features delicious food, great music, and live entertainment designed by Virginia's local artists (many of them veteran-owned), and of course, the dramatic skyline view of downtown Richmond and the James River.

October 24

Leadership in America Speaker Series

One Week in October — Moderated panel

October 2022 will be the 60th anniversary of the Beirut bombing, in the Beirut bombing, 241 U.S. Military personnel were killed, including 100 Marines. The incident was the deadliest single-day death toll for the United States Marine Corps since the Battle of Iwo Jima.

That same week, citing danger to the U.S. citizens in Grenada, President Ronald Reagan ordered nearly 1,000 U.S. troops onto the island, where they soon found themselves facing opposition from Grenadian armed forces and groups of Cuban military engineers who were in Grenada to repair and expand the island's airport.

November 11

The Commencement of Virginia's Veterans Day Ceremony

December 7

Commencement of Virginia's Pearl Harbor Day Ceremony

Virginia War Memorial Foundation Board of Directors 2022	CHAIRMAN CDR Norman Owens, USN (Ret.)	VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt
VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt	VICE CHAIRMAN Mr. Michael L. Schmitt
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ATTACHMENT 6

POINT OF CONTACT REPORT VETERANS IN THE ARTS

25 July 2022

POC: Susan Vervaeke Riveland

Service Area: Veterans in the Arts

DVS Program Managers: Brandi Jancaitis, VVFS; Dr. Clay Mountcastle, VWM

At the outset, it is important to note that *Veterans in the Arts* does not exist as a dedicated program or service area; therefore, the program managers designated above seek to include the arts as resources through their respective service lines. The report that follows defines mission, objectives, highlights and initiatives, challenges, and strategic opportunities both from practices that have been reported or observed, but also in potential or proposed terms.

The mission of the *Veterans in the Arts* service area is to connect interested veterans and their families with arts programs, both in the public and private sector, in an effort to promote vitality and wellness. The term 'arts' can be considered here to apply to the visual arts (painting, sculpture, photography, graphic arts), the performing arts (music, dance, theater, comedy), film-making, video production and conceptual art, creative writing, fashion design, and the culinary arts. An extended definition of the mission is to engage public support and interest in the veteran community through dedicated arts events or events that include an arts component.

Veterans in the Arts serves all interested Virginia veterans and their families. As an outreach tool, it has the potential to serve the DVS as well as the Office of the Secretary of Veterans & Defense Affairs and the Office of the Governor.

The objectives of *Veterans in the Arts* are:

- To provide an alternative type of therapy for veterans in an effort to improve behavioral health and foster rehabilitation
- To provide DVS staff with a database of active arts opportunities for veterans, enabling them to connect the veterans to an appropriate program in a timely, meaningful way
- To foster community and connectivity between veterans and like-minded individuals
- To offer opportunities for individual expression
- To facilitate entrepreneurial or vocational possibilities for veterans in the arts field
- To use the arts as a communications tool to build the public image of DVS
- As outreach to inspire organizations, both public and private, to offer additional arts programs for veterans

Operational overview:

There are a number of programs offered by veteran-related organizations as well as dedicated arts programs at the regional, state and national levels that have benefited Virginia veterans during the past year. These include, but are not limited to:

The Virginia War Memorial; DVS Veteran Care Centers; The Hylton Center's Veterans and the Arts Initiative (at George Mason University); The Virginia Arts Commission; the Virginia Film Institute; Richmond Film Festival (RIFF); SWVA Together With Veterans; Brain Injury Services of SW Virginia; The Warrior's Canvas and Veterans Art Center

Some operational highlights of the past year include:

- At the Virginia War Memorial (VWM): Art gallery exhibits featuring work created by Virginia veterans; Navy Band concert; Incorporation of recorded musical elements in the Who They Were: Lives Worth Living exhibit; The Mighty Pen Project (Creative writing workshops for veterans sponsored by the VWMF)
- Together With Veterans (a veteran-driven non-profit sponsored by the Veterans Health Administration and the Governor's Challenge to Prevent Suicide): The SW Virginia TWV program has provided very popular monthly art therapy and blacksmithing therapy events for veterans and their spouses.

Challenges facing *Veterans in the Arts*:

- VVFS staff in regional offices report that when they feel a veteran may benefit from participation in a particular kind of arts program – or veterans themselves request information – they would like to have more comprehensive, up-to-date information at hand to give them. They do not have a point of contact focused on the arts, so each individual staff member has to research and link veterans to their area of interest.
- There is a lack of personnel and funding available at the DVS regional level to develop dedicated opportunities in the arts for veterans.
- When veterans don't want to attend peer support groups, preferring instead to participate in an arts-type event, an opportunity is lost if there is not ready information to connect the veteran to his or her specified need.

Strategic opportunities and recommendations:

- Create a database listing ongoing arts opportunities for veterans that will be accessible to DVS staff statewide. (Note: VVFS West Region has developed and maintains an updated resource directory for all staff to access when a resource is needed. This should be done on a statewide basis, for all to benefit from.)
- Hire a full or part-time coordinator to collate information on arts resources for veterans and maintain the database (described above). The coordinator would be a point of contact for arts-related resources needed by VVFS, VETE, VWM, and Communications & Marketing, and could also conduct outreach to develop new arts opportunities.
- Much like the SWVA Together With Veterans program, which is veteran-driven, there is the potential for *Veterans in the Arts* to pilot a similar project. The scenario envisioned here – where veterans make their art to benefit other veterans and/or their communities – is a form of continued service that enriches the veteran artist, fosters self-reliance, and can inspire other veterans to do the same. With support for this kind of project from DVS, veterans themselves become a key resource and Virginia could lead the way.

Why is an arts program vital to Virginia veterans?

In their own words, here is what our VVFS staff have shared:

"Many veterans and their families separate from the service and lose their sense of belonging; this is especially true in SW Virginia, due to it being so rural. This often leads to isolation. These programs are beneficial because they give the participants something to look forward to, which also creates a sense of accomplishment. Veterans often say they have no friends or family. These programs give veterans the opportunity to develop relationships and camaraderie, which leads to communication among people in/from similar situations. I have been told on MANY occasions that 'if it weren't for programs like these I wouldn't be here.'" - *Dan Judd, VVFS Senior Resources Specialist, West Region*

"VVFS's main goal is to assist veterans in recovery with the understanding that recovery is different for each individual. The arts allow veterans to explore another pathway to resilience, bond with others, and grow in self-confidence." - *Anthony Swann, VVFS Peer Services Director, Central Region*

Final Thoughts:

Art is made to be consumed. Put another way, it is designed to connect human beings. A painting needs someone to view it. A jazz concert needs an audience, no matter how small, to listen. A novelist needs someone to read his book. People are moved and often changed by experiencing the art that others create. The artist feels whole and inspired to continue creating. That is when the circle is complete. That sense of connectivity is what many service members lack after they transition to veteran status. With the arts, which are so often the last priority when decisions are made about allocating funds, there are many unexplored possibilities for enhancing the veteran experience, not the least of which is in rediscovering a sense of purpose and feeling connected again. The arts are important enough to be acknowledged as a resource for DVS – but if they are to be used to their full potential, there needs to be a real investment made.

Respectfully submitted,

Susan Vervaet Riveland, POC

ATTACHMENT 7

POINT OF CONTACT REPORT WOMEN VETERANS

BVS POC REPORT – Virginia Women Veterans Program (VWVP)

1. Date of Report:
 - August 25, 2022
2. BVS POC(s):
 - Delegate Kathleen Murphy
 - Joyce Henderson
3. Service Area/Program:
 - Virginia Women Veterans Program (VWVP)
4. VDVS Deputy Commissioner/ Director / Program Manager(s):
 - Deputy Commissioner Annie Walker
 - Director Phillip Trezza
 - Beverly VanTull (VWVP Program Manager)
 - Jasmine Scott (VWVP Assistant Program Manager)
5. Mission of service area/program (i.e. what does it do?):
 - Virginia's Women Veterans Program (VWVP) provides a port of entry for referrals and access to community resources to educate, unify, and empower Virginia's women veterans, who have served in the military in all eras; by ensuring they receive timely yet appropriate transition and benefits support; employment and education outreach; health and community advocacy.
6. Who does the service area/program serve (i.e. who are the customers)?
 - All Virginia women veterans and women service members that are within their transition period and plan on making Virginia their home.
7. What are the service line's primary objectives?
 - VWVP provides referrals and access to community resources to educate, unify, and empower Virginia's women veterans. We coordinate and monitor access to a wide array of local, state, and federal veteran benefits tailored to meet women's needs, develop objectives to support strategic focus on women veterans, and maintain a continued focus through the annual Virginia Women Veterans Summit.
8. What are the key results that support the objective(s)?
 - The amount of women veterans reached with information about VDVS services / resources.
 - The amount of women veterans referred to local, state, and community resources.

9. What specific objectives (end of FY2022, end of FY2025) has the service line established and what progress has the service line/program made toward achieving the objective(s).

- Establishing Strategic Partnerships: Strategic partnerships amplify VWVPs' reach and impact, helping ensure that more women veterans receive information about and access to local, state, and federal resources
 - Progress Made: The program has solidified partnerships with several veteran and women veteran-centric organizations to include the Central Virginia Women Veteran Program, Women Veteran Alliance, and the Military Women's Memorial.
- Streamlining the Referral Process: VWVP has utilized technology to streamline the referral process.
 - Progress Made: As a result, we have generated over 200 women veteran referrals to sister programs within the Virginia Department of Veterans Services and external partners since December 2021.
- Increasing Program Reach: VWVP has utilized technology, partnerships, and innovation to increase the amount of women veterans reached.
 - Progress Made:
 - a. In the past year we have doubled our Virginia women veteran newsletter to reach 5k women veterans and women veteran advocates.
 - b. Through our established partnerships, VWVP has been featured in numerous earned media opportunities including social media marketing, veteran-centric newsletters, and women veteran-centric magazines.
 - c. Our new strategy has increased our women veteran engagement from 5k reached to almost 20k reached within the past year.

10. What are some operational highlights from the past year?

- 2022 Virginia Women Veteran Pinning Ceremony and Roundtable
During March was the fifth annual celebration with our community partners, V3 employers, Virginia legislators, and local veteran service organizations. Lieutenant Governor Winsome Sears joined Senator Jen Kiggans, Delegate Kathleen Murphy, and Delegate Jackie Glass to honor over 70 women veterans with the "Virginia Women Veterans Lead The Way" gold pin. In addition, Delegate Kathleen Murphy and Delegate Jackie Glass held a women veteran roundtable discussion with over 40 women veterans in attendance. The 2022 Virginia Women Veterans Week Proclamation was released on the Governor's website:
<https://www.governor.virginia.gov/newsroom/proclamations/proclamation-list/women-veterans-week.html>.
- 2022 Virginia Women Veteran Summit

The Virginia Women Veteran Program, in partnership with The Virginia Employment Commission, held our 9th annual summit on June 15, 2022, at the Richmond Convention Center. The event theme is "Empowered: Sisters in Arms Inspiring Generations." The focus of the effort in 2022 is to expand networks and connect women veterans to services, both internal to VDVS and external community resources. The event hosted over 200 live attendees and reached 250 viewers virtually. The 2022 Summit Livestream is available here: <https://www.youtube.com/watch?v=jvfZLkfsuks>.

- VWVP Virtual resource information sessions
We held multiple virtual resource sessions focusing on women veterans and financial literacy classes during holidays, tax season, and VDVS resource updates.

11. What type of outreach did the service line conduct and what are the results?

- Virginia Women Veteran Pinning Ceremony and Roundtable: held annual ceremony and hosted over 100 live attendees. This event was livestreamed.
- Vietnam Veteran special pinning Ceremony: honoring National Vietnam War Veteran Day and those who served. This event was livestreamed.
- Virginia Women Veteran Summit: held annual summit and hosted over 200 live attendees and reached 250 viewers virtually.
- Joint Women's Leadership Symposium and Transitioning seminar: provided VDVS services information to over 100 active and reserve women in military service.

12. What, if any, new initiatives / innovative solutions were launched during the past year?

- VWVP Virtual Offerings
 - Virtual Resource Hours: VWVP Virtual Resource Hours aims to address the unique challenges faced by women veterans including, but not limited to, financial literacy, homelessness, MST, access to benefits, and employment. These virtual offerings enable Virginia women veterans to access pertinent resources from the comfort of their own homes or local communities.
 - Event Live streaming: This initiative meets the needs of some women veterans who do not have access to transportation as well as others who have limiting factors that prevent them from attending live events (i.e. access to childcare and health concerns). Having it virtually enables participation of our women veterans even if their schedules do not allow for live attendance.

13. What are the biggest challenges facing the service area / program at present?

- Limited amount of local community veteran resources specifically designed for women needed to enhance the range of referral support. Our women veterans have needs that our state agency cannot address alone such as childcare services or gender specific healthcare / mental health partners to enhance women wellness support.
 - Expanding outreach to connect with younger demographic of women veterans (under 35 years old), as well as, reaching a larger percentage of women veterans within the Virginia community.
14. How does delivering the service/program help Virginia's veterans?
- By providing focused support to educate our women veterans of the services, resources, and benefits to which they are entitled, we will increase a sense of belonging, as well as utilization of services and resources. As we empower our women veterans to achieve their full potential and enhance their health and wellness, they can build stability in their lives and Virginia communities.
15. By helping the veteran, how does it help the Commonwealth?
- This support has positive effects such as enhancing the Virginia economy with new women veterans owned businesses with employment opportunities. By enlightening Virginia communities about the issues and challenges that women veterans face, we will not only increase awareness, but enhance perspectives on how to improve local collaboration. Virginia will see results in a stronger workforce within connected communities leading to a more resilient Virginia. This will continue to encourage women veterans to stay work and thrive in Virginia, as well as, spotlight Virginia as the most veteran-friendly state in the nation.
16. What strategic opportunities are there for the future?
- Building coaching or mentorship projects within employment / education/ entrepreneurship with federal partners or national groups like:
 - Women's Bureau under the Department of Labor
<https://www.dol.gov/agencies/wb>
 - Women Veteran-Owned Small Business Initiative (WVOSBI)
<https://www.va.gov/osdbu/wvosbi.asp>
 - Women Veteran Network (WoVeN)
<https://www.wovenwomenvets.org/>
 - Veteran Women Igniting Spirit of Entrepreneurship (V-WISE)
<https://ivmf.syracuse.edu/programs/entrepreneurship/start-up/v-wise/>
 - Community impact through volunteerism has a great ability to present a multi-tiered "benefit to the Commonwealth". These projects encourage more women veterans to self-identify and get connected to serve Virginia communities. This will enrich the next generation of Virginians by increasing community collaboration and awareness through with groups like:

- Girl Scouts
<https://www.girlscouts.org/>
- Big Brothers and Big Sister of America
<https://www.bbbs.org/>

17. What else do you want the Board to know about this service area?

- The VWVP program is working towards collaborating on opportunities to form partnerships with a more groups of Virginia based resources/ partners who offer services focusing on women veteran needs. We are also targeting opportunities to connect with national associations and federal partners who could expand support services within or into Virginia.
- License Plate: Looking into the process and possible partners to assist with honoring Virginia women veterans with a license plate

ATTACHMENT 8

POINT OF CONTACT REPORT CARE CENTERS

BVS POC REPORT – VETERANS CARE CENTERS (VCC)

1. Date of Report: August 5, 2022
2. BVS POCs: Thurraya Kent, Kathy Owens, John Bell
3. Service Area/Program: Veterans Care Centers
4. DVS Director/Program Manager:
 - Virginia VCC (Roanoke) Administrator Todd Barnes;
 - Sitter & Barfoot VCC Administrator Robyn Jennings;
 - Jones & Cabacoy (Virginia Beach) VCC Administrator Patrick Shuler;
 - Puller VCC (Warrenton) Administrator Brock Bakos;
 - Chief Deputy Commissioner Steven Combs

5. Mission of service area/program (i.e. what does it do?):

The Commonwealth of Virginia has two fully operational Veterans Care Centers (VCCs) Two VCCs, also referred to as state veterans homes, are in the final stages of construction.

- Virginia Veterans Care Center (VVCC), Roanoke, 224 beds;
- Sitter & Barfoot Veterans Care Center (SBVCC), Richmond, 200 beds;
- Jones & Cabacoy Veterans Care Center, Virginia Beach, 128 beds (under construction);
- Puller Veterans Care Center, Fauquier County, 128 beds (under construction)

The Virginia Department of Veterans Services (DVS) operates VCCs in a manner that provides veteran residents with exceptional care in a home-like environment and enhances their sense of well-being

DVS:

- Takes a whole person approach that focuses not just on providing physical health care to residents, but also providing recreational, therapeutic, spiritual, and social opportunities that contribute to overall physical and mental health;
- Operates the care centers as symbols of the Commonwealth's commitment to her veterans; and
- Serves the greatest possible number of veterans by maintaining the highest practical facility census at state VCCs

6. Who does the service area/program serve (i.e. who are the customers)?

The VCCs serve veterans of the armed forces who received an honorable discharge and who currently reside in or entered the armed forces from Virginia.

The VCCs offer four types of care. The number of rooms allocated to the types of care varies by VCC and community need:

- a) Skilled nursing care;
- b) Alzheimer's/memory care;
- c) Short-term rehabilitative care; and
- d) Assisted living/domiciliary (VVCC only).

Admission to VCCs is based on medical necessity – potential residents must require the level of care the VCCs provide and the VCCs have to be able to provide the level of care the potential resident needs.

7. What are the service line's primary objectives?

The primary objectives of the VCCs is to provide Virginia's veterans with affordable first-class facilities for long-term skilled nursing care, memory care, and short-term rehabilitative care in a caring and dignified setting appropriate for men and women who have served our country with honor.

8. What are the key results that support the objectives?

The key results that can be measured are inspection and certification results, client satisfaction, family satisfaction, and census.

9. What specific objectives (end of FY2022, end of FY2025) has the service line established and what progress has the service line/program made toward achieving the objectives?

The VCCs have recognized and responded to the changing needs of potential residents to ensure the VCCs are meeting veterans and their families at the point of need. The rising trend of families caring for veterans at home has resulted in decreased demand for assisted living services. VVCC is phasing out assisted living services and redirecting resources to rehabilitative services, allowing veterans to get this level of care within the community they trust.

10. What are some operational highlights from the past year?

J&C VCC filled several key staff positions including administrator, director of nursing, and operations director. Construction of JCVCC is 98% complete and the facility anticipates taking its first residents in December 2022.

The Puller VCC Administrator is on board. Key staff positions, including Director of Nursing, HR Director, and Executive Assistant, are in the process of being filled. Other positions are being advertised. Construction is 90% complete and the facility anticipates taking its first residents in April/May 2023.

SBVCC

- Increased emphasis on recruiting, resulting in hiring new CNAs.

- Established a partnership with Bryant and Stratton College to facilitate and encourage new graduates to apply for open positions at SBVCC.

VVCC:

- After a yearlong process of applying for licensure through the Department of Health's Office of Licensure, VVCC was approved to begin offering classes for individuals to obtain their Certified Nursing Assistant (CNA) license. The class is a six-week course which includes classroom instruction and on the job clinical experience to provide a solid foundation as a career as a CNA. Upon completion of the class, individuals are eligible to sit for their exam and upon receiving a passing score they are awarded their license. By providing this service and offering wage status employment beginning on day one of the class, VVCC has been able to recruit several new employees from a source that previously did not exist. VVCC's first in house CNA class in took place in January. We have completed three classes this year resulting eight new CNA's filling full-time positions.
- VVCC renewed its partnership with the ECPI nursing program to facilitate new graduates completing clinical requirements in VVCC. Graduates will also be encouraged to apply for open positions at VVCC.
- Implemented new flexible shifts in nursing to improve staffing numbers and recruitment. This allows for 4hr, 8hr, 12hr and 16hr shifts for nurses. 12 hr. shifts have also be implemented for retention of CNAs.
- Received one low-level deficiency on annual survey. State average number of deficiency is 10-15.
- Achieved 5 STAR rating – the highest rating given by CMS

11. What type of outreach did the service line conduct and what are the results?

VVCC:

- Held two open houses in the past year for recruitment of staff resulting in hiring of five CNA's and 10 nurses.
- Established a new association with the Bedford County chamber of commerce for referrals.
- Participated in local job fair at Salem Civic center.

SBVCC:

- Participated in different job fairs to recruit staff and held on on-site job fair, which resulted in hiring two new nurses.
- Continued marketing to outside facilities and agencies such as Assisted Living Communities, Hospitals, and different veteran organizations has helped with publication of the facility, and has resulted in a few new admissions.

J&C VCC and Puller VCC:

- Limited outreach so far, as buildings are still under construction and staff is being hired.

- Two to three months prior to opening, outreach efforts will ramp up, with community open houses, hiring fairs, and connections with local hospital discharge planners.

12. What, if any, new initiatives/innovative solutions were launched during the past year?

VVCC:

- VVCC began recruiting and hiring med techs this year for the first time to help with resident care on our domiciliary and short-term rehab units.
- VVCC also applied for and received a grant to designate and supply a multi-sensory room. This room has proven to enhance feelings of comfort and well-being, relieve stress and pain and maximize a person's potential to focus, all of which help improve communication and memory.

SBVCC:

- SBVCC re-vamped how it runs the memory care neighborhood. They have added additional staffing and a Programming Specialist that is receiving specialized training for memory care. Additional staff will also take the training to enhance the knowledge and skills of those caring for veterans needing the memory care neighborhood.

13. What are the biggest challenges facing the service area/program at present.

- Staffing shortages. Industry-wide staffing shortage means that VCCs must compete for high quality personnel. Health care personnel are in high demand and are being lured to travel nursing companies and other entities that offer significant higher pay, high sign-on bonuses and unique benefits like daily pay or weekly pay. Without adequate staffing, VCCs cannot reach census which has a direct impact on center funding and ability to support the Commonwealth's veterans.
- Strategy for repayment of Working Capital Advance (WCA) – start-up funding for J&C and Puller VCCs.

DVS VCCs do not receive revenue from the general fund. The current business model is to rely on facility-generated revenue for operations and this does not provide significant overage for long-term planning or unexpected significant expenses. Most DVS VCC revenue comes from payer sources (Medicaid, Medicare, and VA) that are capped, limiting DVS's ability to generate significant "extra" revenue. Also, raising rates too much would essentially "price out" veterans with fewer means, the very population the VCCs are designed to serve.

The primary driver of nursing home costs is staffing. Generating excess revenue (such as to pay back a WCA) means keeping staffing costs to a minimum, which runs counter to delivering top-quality services. DVS must also pay competitive

wages in a tight health care labor market, which limit ability to reduce staffing costs.

14. How does delivering the service/program help Virginia's veterans?

The VCCs provide affordable, long-term nursing care for Virginia's veterans. They are first-class facilities designed to enhance quality of life with a clean, caring, and dignified setting appropriate for those men and women who have served our country with honor. Many veterans and their families find comfort in high-quality veteran-specific care.

15. By helping the veteran, how does it help the Commonwealth?

The VCCs are symbols of Virginia's commitment to serving those who served and over the years become centers of their communities. Additionally, each VCC benefits the local economy by employing more than 200 people and keeping veterans in the Commonwealth.

16. What strategic opportunities are there for the future?

Providing short term rehabilitation services

17. What else do you want the Board to know about this service area?

There is an unforeseen provision with the implementation of the Military Medics and Corpsmen (MMAC) program that means that MMAC personnel are not "certified" to fill valued positions at VCCs. This means that our military veterans who treat and save lives on the battlefield are unable to transition those skills to serve veterans at our VCCs. The BVS should lead the effort to fix this technical oversight in the current policy.

VCCs rely on facility-generated revenue for operations. The revenue comes from non-general fund sources, including Medicaid, Medicare, U.S. Department of Veterans Affairs payments for service, and private pay. A \$16m Working Capital Advance (WCA) was authorized for FY23 to fund operations at the Jones & Cabacoy VCC and the Puller VCC from start-up (Month -8) to break-even (Month +10). Target break-even census is at least 90%, with a goal of 95% or higher. Additional WCA funding will be needed in FY24, and potentially into FY25. Only after the VCCs reach the break-even point will there be the timely data needed to determine when (if) the WCA can be repaid.

ATTACHMENT 9

POINT OF CONTACT REPORT EDUCATION

BVS EDUCATION REPORT

1. Date of Report: 08/07/2022
2. BVS POC(s): Michael Dick, Paige Cherry
3. Service Area/Program: Education
4. DVS Director/Program Manager: Patrice Jones, Director of Education Programs
5. Mission of service area/program (i.e. what does it do?):
The Virginia Department of Veterans Services (VDVS) Education Service Line serves as the State Approving Agency (SAA) for education benefits (i.e., G.I Bill benefits) administered by the U.S. Department of Veterans Affairs (USDVA). As such, the VDVS Education Service Line is responsible for effectively reviewing and monitoring education programs in accordance with the provisions of Title 38 of the United States Code (U.S.C.). The VDVS Education Service Line is the sole approval authority in Virginia for approving education institutions and establishments that enroll students in programs involving USDVA education benefits. Educational programs eligible to enroll such students may include state supported colleges/universities, private and for profit colleges/universities, technical/trade schools, licensing/certification programs, and OJT/Apprenticeship programs.
In addition, the VDVS Education Service Line administers the Virginia Military Survivors and Dependents Education Program (VMSDEP), which provides education benefits to spouses and children of military service members killed, missing in action, taken prisoner, or who have been rated by the United States Department of Veterans Affairs as totally and permanently disabled or at least 90 percent permanently disabled as a result of military service. Military service includes service in the United States Armed Forces, United States Armed Forces Reserves, or the Virginia National Guard.
6. Who does the service area/program serve (i.e. who are the customers)? *Colleges, Universities, GI Bill beneficiaries, spouses and children of military service members.*
7. What are the service line's primary objectives?
 - Remove barriers to state and federal education benefits to facilitate the appropriate and timely delivery of education benefits to veterans and entitled dependents
 - Ensure education programs are administered efficiently and in accordance with controlling law and regulations
 - Protect the G.I. Bill from Fraud, Waste, and Abuse
8. What are the key results that support the objective(s)?
 - *The Key results include meeting the requirements of the Cooperative Agreement with the Department of Veteran Affairs for the State Approving Agency. The staff must complete the surveys (audits) and submit written reports to the VA, including any findings and reported outcomes. In instances where a school certifies a student's enrollment incorrectly, the SAA submits that finding to the VA with explanatory information. The VA will then determine the*

\$ amount that is in error and return that information to the SAA to report to the facility. The SAA must also process approvals for facilities within 30 days of receiving a complete application from facilities. All programs must be approved via the Virginia State Approving Agency in order for facilities to be able to certify it for payment. Our OKRs for this objective are:

- 1) Process 100% of G.I. Bill approval request within 30 days of receipt, and*
- 2) Complete 100% of Veterans Affairs assigned compliance visits annually per agreement. This year the cooperative agreement included 56 compliance Surveys.*
- *The Virginia Military Survivors and Dependents Education Program seeks to increase awareness regarding the program and increase enrollment for eligible beneficiaries. VMSDEP OKRs are:*
 - 1) VMSDEP will increase the number of approved beneficiaries by 50% by December 2022. In FY 21 we processed and approved 2,680 applications*

9. What specific objectives (end of FY2022, end of FY2025) has the service line established and what progress has the service line/program made toward achieving the objective(s).

Note: Actions associated with USDVA requirements are measured against the federal fiscal year calendar, not the Virginia fiscal year calendar. The federal fiscal year begins on 1 October and ends on 30 September.

- A. *Complete 100% of Veterans Affairs assigned compliance visits annually per the Cooperative Agreement. As of July 27, 2022, the SAA has completed 56 (100%) of the assigned surveys for the federal fiscal year per the Cooperative Agreement with USDVA.*
- B. *VMSDEP will increase the number of approved beneficiaries by 50% by December 2022. As of July 31, 2022, the program has increased approved beneficiaries by over 30%*
- C. *Increase approved On-the-Job Training & Apprenticeship (OJT/APP) active facilities by 5% quarterly. The SAA has developed an outreach strategy with the Virginia Values Veterans program in order to create a pathway for approval for V3 companies. In this regard, V3 Regional Program Managers will encourage companies to consider approval to certify employees for the G.I. Bill. After V3 Certification, employers will be encouraged to meet with the SAA to determine eligibility for approval.*

10. What are some operational highlights from the past year?

The State Approving Agency has met the FY 22 compliance survey contractual requirements with the US Department of Veteran Affairs. The agency was contracted to conduct 56 surveys before August 15, 2022. The amount of funds recovered as a result of the surveys to date is \$76,735.49 in overpayments and \$5,888.95 in underpayments. (Overpayments are amounts that must be repaid to the VA based on errors, underpayments should have been paid out and will be paid to the school and/or the veteran as a result of findings during a compliance survey.)

11. What type of outreach did the service line conduct and what are the results?

The VMSDEP established a phone outreach center on June 15, 2022, under the cognizance of the VMSDEP Program Manager. The agency's Benefits Service Line has identified 25,038 potential VMSDEP clients with 90% or higher disability rating. The center is currently staffed with 4 summer interns and as of July 26, 2022, to-date has made 2,574 calls.

12. What, if any, new initiatives / innovative solutions were launched during the past year?

As mentioned above, the VMSDEP outreach center was established on June 15, 2022.

13. What are the biggest challenges facing the service area / program at present?

Visibility of the VMSDEP program

14. How does delivering the service/program help Virginia's veterans? *The SAA program ensures the timely and accurate delivery of education benefits, helps decrease higher education "predators", and ultimately protects the GI Bill from fraud, waste, and abuse. The VMSDEP provides tuition waivers to eligible beneficiaries*

15. By helping the veteran, how does it help the Commonwealth? *Education programs provide resources and assistance to help veterans, live, work, and thrive in Virginia. Having smooth access to high-quality education programs is essential for keeping veterans in Virginia.*

16. What strategic opportunities are there for the future? *There is an opportunity to create state grants for veterans, spouses and dependents who may not be eligible for the G.I. Bill or may have used their benefits and need to complete or start their education journey. GAP funding would be great. More specifically, not every veteran who has served is eligible for GI Bill benefits, those who are eligible may have exhausted their benefits before completing their training or education, and others may have become ineligible due to date of service restrictions. Grants would be helpful for such students.*

17. What else do you want the Board to know about this service area? *There is also an initiative within the education unit, the Military Education & Workforce Initiative. This initiative works closely with the Veterans Services Foundation to administer a technology program to provide free laptops to student veterans and spouses at John Tyler Community College, J. Sargeant Reynolds Community College and Virginia Commonwealth University. The Initiative also houses the Hire Vets Now Fellowship Program, the agency's DoD approved SkillBridge program.*