

VIRGINIA DEPARTMENT OF VETERANS SERVICES

COMMISSIONER'S FISCAL YEAR 2012 ANNUAL REPORT

TO

GOVERNOR ROBERT McDONNELL

AND

THE VIRGINIA GENERAL ASSEMBLY

December 1, 2012

Serving those who served



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Mission, Vision, and Values

MISSION

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

VISION

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

VALUES

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



Commissioner's Message

I am proud to report again on the accomplishments of the Department of Veterans Services (DVS) as we work towards achieving the goal, set by the Governor and General Assembly, of making Virginia the most veteran-friendly state in the nation. The Commonwealth of Virginia is home to 823,000 veterans, and the more than 700 full and part-time employees of the Department of Veterans Services are dedicated themselves to serving those who served us.

DVS provides a broad range of services – from assisting veterans and their families with the benefits claims process, helping wounded warriors, and supporting educational benefits for veterans, to caring for injured, ill, and elderly veterans and meeting their final needs through our cemetery services. In FY12, the Department of Veterans Services:

- Filed 27,279 disability compensation claims. The U.S. Department of Veterans Affairs (USDVA) adjudicated 15,967 claims submitted by DVS, and approved 12,362, or approximately 77 percent. Virginia veterans received nearly \$60 million in retroactive claim awards during FY12.
- Served 5,283 veterans and their families through the Virginia Wounded Warrior Program.
- Certified that more than 1,000 educational programs met G.I. Bill requirements. Virginia veterans received more than \$562M G.I. Bill benefits in FFY11.
- Provided 134,143 patient days of care at the Sitter & Barfoot Veterans Care Center in Richmond and the Virginia Veterans Care Center in Roanoke.
- Performed 1,222 burials at Virginia's three state veterans cemeteries.
- Partnered with the Virginia Department of Motor Vehicles to create the Virginia Veterans ID Card. As of November 1, 2012, more than 24,000 cards had been issued.

Even with all we've accomplished in the past year, we will not stop to rest on our laurels in Fiscal Year 2013. In FY13 we will break ground on the 40-bed addition to the Sitter & Barfoot Care Center, welcome the Virginia War Memorial to the DVS family, launch new programs to assist homeless veterans, and deploy the automatic claims processing system. With the continued support of Governor McDonnell and his team, of the General Assembly, and of our key partners, we will continue to strive towards making Virginia the nation's most veteran friendly state.

Paul E. Galanti
Commissioner



Virginia's Compact with Veterans

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

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

Governor McDonnell's Executive Order 29 provides the framework for the compact between the Government of the Commonwealth and its veterans. This framework, which supports veterans and their families, is exercised through: (1) the BVS for individual veterans services; (2) the JLC for veterans service organizations; and (3) meetings and daily individual contact responding to each veteran's needs. The Executive Order provides directives for serving Virginia's veterans in the areas of education, health care, social services including homelessness, employment, transportation, claims processing, and enabling legislation when required.

Executive Order 29's framework and directives create a roadmap for DVS and the agency's partners to follow in order to fulfill the promise to make the Commonwealth the most veteran-friendly state in the Nation.

LONG-RANGE GOALS IN SUPPORT OF THE COMPACT

The following long-range goals were established by the BVS and JLC, representing Virginia's veterans and their families, in conjunction with DVS:

- Ensure all eligible veterans receive disability benefits in a timely manner.
- Provide veterans care centers for rehabilitation and domiciliary and long-term care.
- Ensure veterans have access to a network of community-based services designed to help veterans and their families overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
- Reduce the number of homeless veterans.
- Afford Virginia's veterans and their spouses and eligible dependents a final resting place at state veterans cemeteries that meet national shrine standards.



- Ensure veterans and their dependents have approved educational programs through which they may receive their educational benefits.
- In conjunction with other state agencies, provide a veteran acquisition and retention employment training and certification program to reduce veterans unemployment.
- Enshrine patriotic Virginians who rendered faithful service and sacrifice in the cause of freedom and liberty for the Commonwealth and the nation in time of war and honor all of Virginia's veterans by preserving their history, educating the public, and inspiring patriotism in all Virginians.
- Coordinate with other state agencies to afford Virginia's veterans business, employment, transportation, and other appropriate opportunities through technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and their families.

FY12 OBJECTIVES IN SUPPORT OF THE COMPACT

The following objectives were established for FY12 by the BVS and JLC in conjunction with DVS:

Priority #1: Provide a simple, ready means of identification of veterans status for Virginia's veterans by creating a Virginia Veterans Identification Card.

Status: The Virginia Department of Motor Vehicles agreed to establish Veterans Identification Cards as part of their identification card program and the first cards were issued on May 30, 2012.

Priority #2: Facilitate the honorable burial of the unclaimed cremated remains (cremains) of Virginia veterans in a state veterans cemetery by requiring funeral homes to provide the names of unclaimed cremains to DVS. DVS will screen the names to determine eligibility for burial in a state veterans cemetery.

Status: Governor McDonnell and the 2012 General Assembly approved legislation to facilitate the honorable burial of unclaimed veterans cremains.

Priority #3: Improve delivery of benefit services to Virginia veterans by changing the ratio of DVS claims agents to veterans to one claims agent for every 23,000 veterans.

Status: Governor McDonnell and the 2012 General Assembly approved the change in ratio and added two claims agent positions and funding.



GOVERNOR McDONNELL'S BUDGET AND LEGISLATIVE INITIATIVES – FY12

Governor McDonnell's budget and legislative initiatives for the 2012 General Assembly supported the implementation of the Compact with Virginia's veterans.

Governor McDonnell's budget initiatives for the 2012 General Assembly included:

- \$128,068 in General Funds to fill two vacant unfunded positions, permitting DVS to partner with the Department of Medical Assistance Services to identify veterans receiving Medicaid benefits. DVS is to work with these veterans to determine if they are eligible for disability and compensation benefits and for medical care through the U.S. Department of Veterans Affairs.
- \$127,068 in General Funds and two positions for additional DVS claims agents to help improve services by adding the capability to increase the number of benefits claims filed commensurate with the increase in the ratio of claims agents to veterans provided by legislation.
- \$197,018 in General Funds and positions for two Homeless Veterans Coordinators for DVS to help build local coalitions and continuums of care to provide veterans access to available resources, including housing vouchers, employment support, and social services. This initiative supported the recommendations of the Joint Leadership Council of Veterans Service Organizations.
- Increases to DVS Educational Services federally funded staffing by two positions to perform new federal compliance surveys under the Post-9/11 GI Bill Improvement Act.
- \$2,718,753 in Nongeneral Funds and 51 positions to staff and operate the 40-bed addition to the DVS Sitter & Barfoot Veterans Care Center projected to be completed by FY14.
- Transfer of one DVS position between service areas to the Virginia Wounded Warrior Program to oversee the continued financial management of an AmeriCorps grant that assists Virginia service members, veterans, Guardsmen, Reservists, and their families in accessing community based support, including behavioral health and rehabilitative care.

Other legislative initiatives endorsed by Governor McDonnell for the 2012 General Assembly included:

- Requiring DMV to consider, to the extent not inconsistent with federal law, applicants' military training and experience in assessing their eligibility to receive a Virginia commercial driver's license.



- Requiring the governing boards of each public institution of higher education, in accordance with guidelines developed by the State Council of Higher Education for Virginia, to implement policies that award academic credit to students for educational experience gained from military service.
- Extending the grace period for driver's license expiration from 90 to 180 days after the return from service outside the United States of active duty military personnel, a member of the diplomatic service, or a civilian employee of the U.S. government or a federal agency or contractor.
- Extending the grace period for replacement of plates or decals and for vehicle registration accompanying a member of the armed services after return from service outside the United States of active duty military personnel, a member of the diplomatic service, or a civilian employee of the U.S. government or a federal agency or contractor.

Implementation of Real Property Tax Exemptions for Disabled Veterans included:

- Requiring the Commissioner of the Department of Veterans Services to promulgate rules and regulations for the administration and implementation of the real property tax exemption for disabled veterans.
- Providing that the real property tax exemption for disabled veterans for property acquired after January 1, 2011, begins on the date of acquisition and that the previous owner of the property is entitled to a pro rata refund of any taxes paid for any period of the tax year coming after the date of acquisition. The bill also provides that a veteran or spouse otherwise qualified for the exemption does not lose the exemption solely because of extended stays at hospitals, nursing homes, or other convalescent facilities as long as the real property is not leased to another person.
- Providing that the real property tax exemption for veterans whose disability rating occurs after January 1, 2011, begins on the date of the rating.
- Providing that the real property tax exemption for a veteran applies when the property is held in certain trusts, including for surviving spouses.

FY13 OBJECTIVES IN SUPPORT OF THE COMPACT

JLC Priorities

JLC Priority #1: Provide for the electronic return of absentee ballots voted by overseas voters.

JLC Priority #2: Set aside land for the future Northern Virginia Veterans Care Center on the site of the state-owned Northern Virginia Training Center. The training center is scheduled to close in 2015.

JLC Priority #3: Provide a sales and use tax exemption for veterans service organizations.

JLC Priority #4: Provide business incentives (tax credit) for employing veterans to fill new jobs.

JLC Priority #5: Clarify Code of Virginia section regarding in-state tuition eligibility for veterans.

JLC Priority #6: Ensure that the surviving spouses and dependents attending a Virginia public college or university as part of the Virginia Military Survivors and Dependents Education Program have the financial resources necessary to pursue their education (stipend for room, board, books, and supplies).

BVS Priorities

BVS Priority #1: Institutionalize Virginia Values Vets (V3) initiative through a change to the Code of Virginia or an Executive Order.

BVS Priority #2: Appropriate funding for DVS Tele-Vet system and improved use of social media: (1) \$150,000 in FY14 (General Fund – one time) to develop and deploy a Tele-Vet system to reach Virginia veterans who do not own or have ready access to a computer; (2) \$25,000 (General Fund) per fiscal year in FY15 and beyond for system operation; and (3) \$20,000 (General Fund) annually for a wage employee to better engage Virginia veterans through social media, such as Facebook, LinkedIn, YouTube, and podcasts.

BVS Priority #3: Increase the DVS budget by \$30,000 (General Fund) per year to allow 10 DVS claims agents to attend the American Legion training and 10 agents to attend the VFW training.

BVS Priority #4: (1) Authorize use of federal funds for the Non General Fund portion of the maintenance reserve and equipment replacement requirements. (2) Keep burial vault charges for



veterans and spouses and the burial fee for spouses in place, subject to a bi-annual review by the BVS Cemeteries Committee.

BVS Priority #5: Assign a Senior Assistant Attorney General to the Department of Veterans Services on a full-time basis.

BVS Priority #6: DVS to partner with veterans service organizations (VSOs) to create a resource directory of non-DVS claims agents and share this information with members of the General Assembly.



DVS at a Glance

BENEFIT SERVICES

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

- 27,279** Claims submitted in FY12
- 15,967** Claims adjudicated by USDVA
- 12,362** Claims granted—77% approval rate
- 133,731** Client contacts in FY12
- \$1.68B** Compensation and disability payments to Virginia veterans and dependents in FFY10

VIRGINIA WOUNDED WARRIOR PROGRAM

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

- 5,283** Veterans and their families served by VWWP in FY12
- 822** Community events conducted by VWWP staff
- 17,450** Virginians reached at events
- 4,460** Military personnel and families reached at 105 VWWP briefings



STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

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

- 4TH** Commonwealth's ranking among the 50 states in terms of veterans using their GI Bill benefits in FFY11
- \$562M** Amount of GI Bill benefits paid to Virginia recipients in FFY11
- 1,017** Instructional institutions in Virginia approved to provide training to veterans and dependents in FY11
- +300%** Growth from FFY07 to FFY11 in number of Virginia veterans and dependents using GI Bill benefits

VETERANS CARE CENTERS

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

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

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

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

- 240** Beds providing skilled nursing care, domiciliary care, and a secure Alzheimer's/dementia unit
- 134,143** Patient days of care provided at BOTH care centers in FY12 (95% capacity)



VIRGINIA VETERANS CEMETERIES

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

- 1,222** Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY12

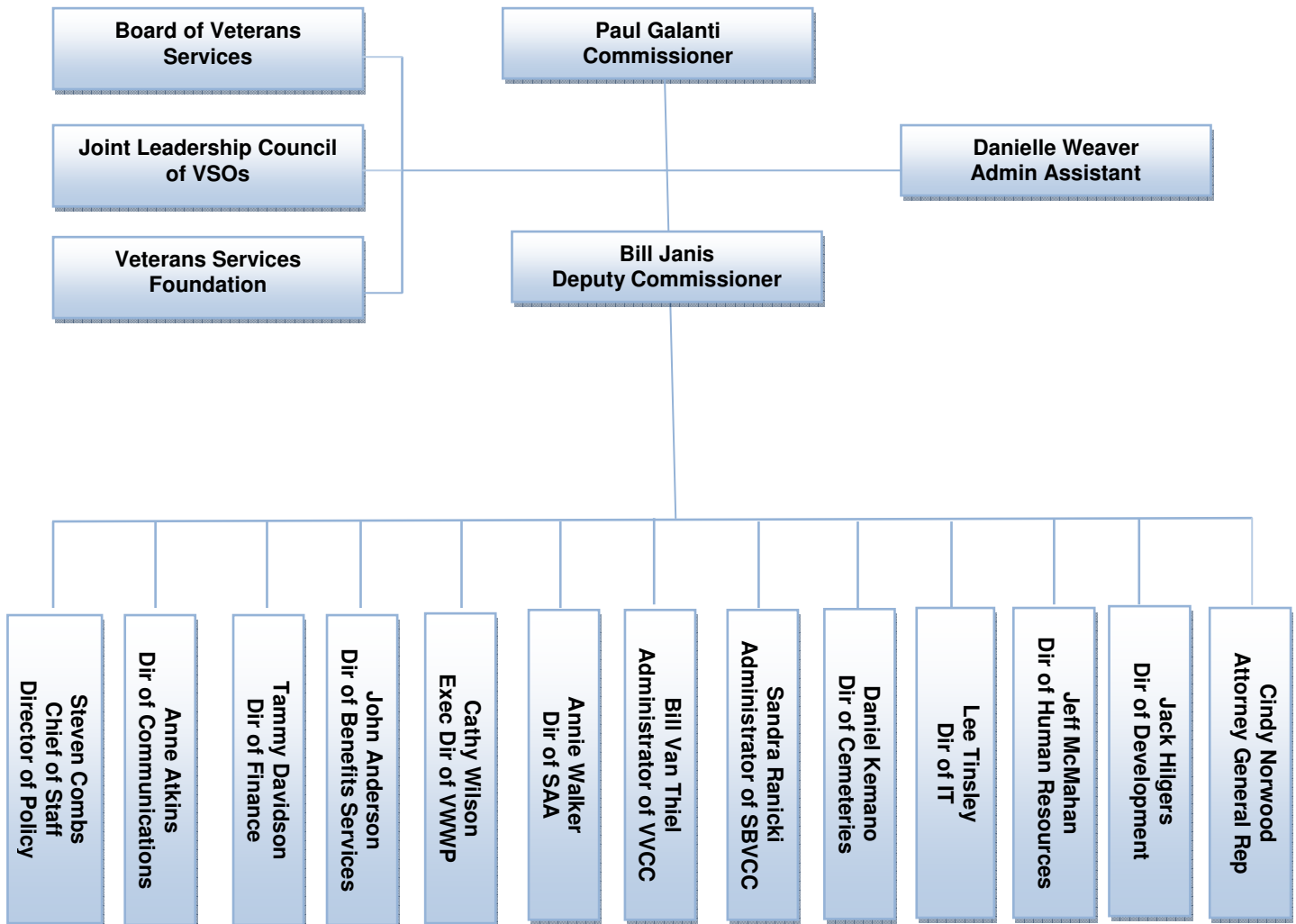
OUTREACH AND COMMUNICATION

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

- 1,082** DVS participation in veteran service organization conventions, community events for veterans, stand downs for homeless veterans, dedication ceremonies, and a variety of other events (Appendix E)
- 2,391** Direct mail sent to recently discharged military service personnel
- 29 / 34** News releases issued / media calls fielded
- 209 / 1,650** List serve messages sent / subscribers
- 1,654** Tweets sent



DVS Organizational Chart* – as of 6/30/12



The Virginia War Memorial comes under the Virginia Department of Veterans Services for administrative support. The Memorial will become part of the Department in FY13.

DVS Locations—as of 6/30/12



Benefits Services Offices

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



Care Centers

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



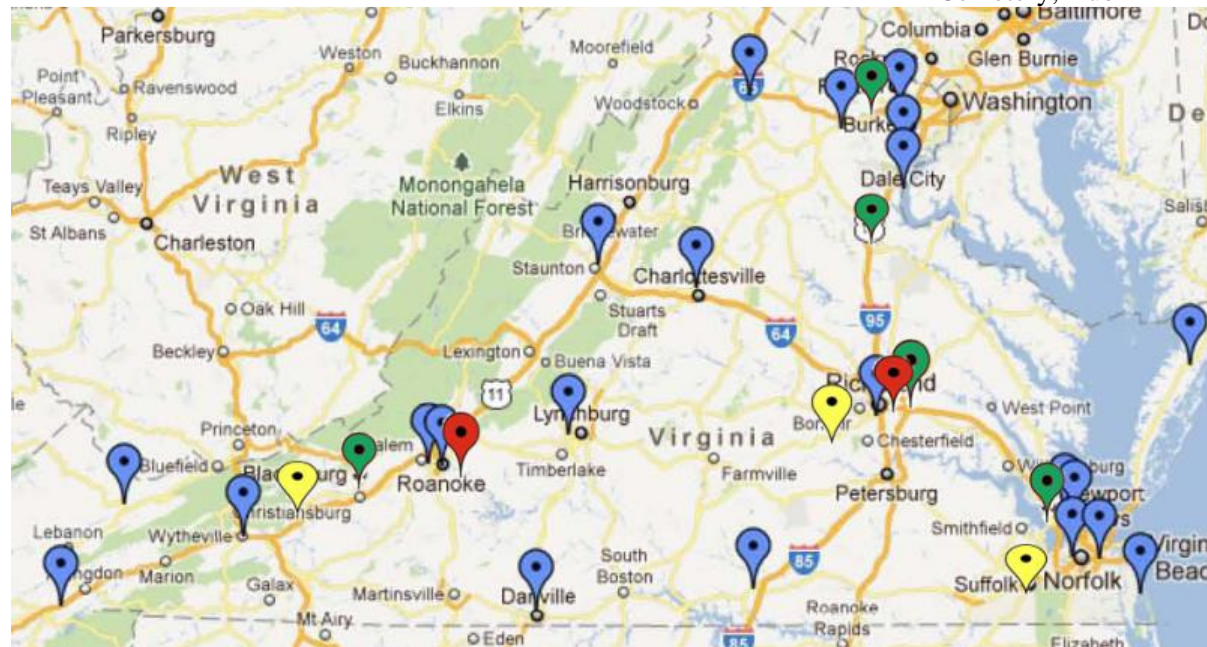
Virginia Wounded Warrior Program

- Region I—Fredericksburg
- Region II—Leesburg
- Region III—Blacksburg
- Region IV—Richmond
- Region V—Hampton



Cemeteries

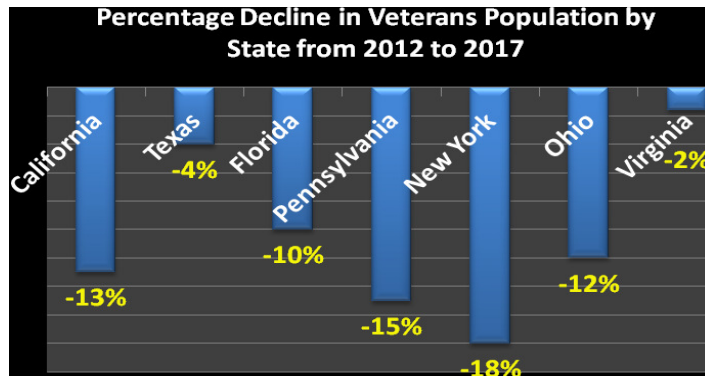
- Virginia Veterans Cemetery, Amelia
- Albert G. Horton, Jr. Memorial Veterans Cemetery, Suffolk
- Southwest Virginia Veterans Cemetery, Dublin



Who are Virginia's Veterans?

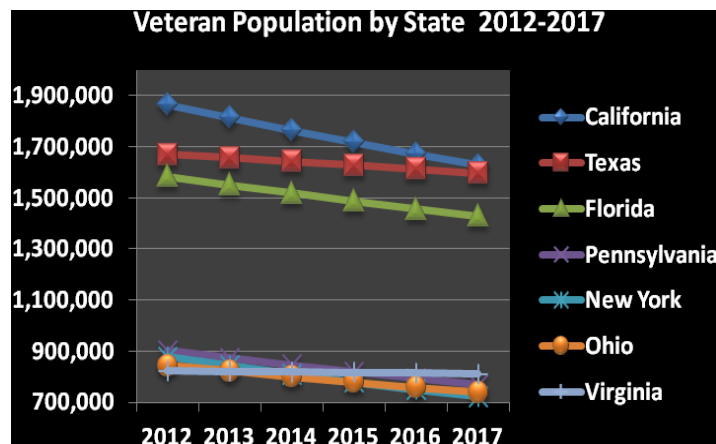
POPULATION

823,056 Projected number of veterans living in Virginia as of September 30, 2012 (*USDVA, Table 1L*)



The number of veterans living in Virginia began declining slightly in 2012 and will continue a slight decline over the next five years. The size of the veterans population in other states, such as California, Florida, Pennsylvania, New York, and Ohio, is forecast to decline significantly during the same period. In contrast, Virginia's decline will be relatively small (approximately 3,000 veterans annually) compared with other states' declines (e.g., California's population is forecast to decline between 43,000 and 59,000 veterans per year).

7th Virginia's national ranking in terms of the 2012 veteran population (*USDVA, Table 1L*). The USDVA predicts that Virginia will rank 5th by 2014 and 4th by 2016.

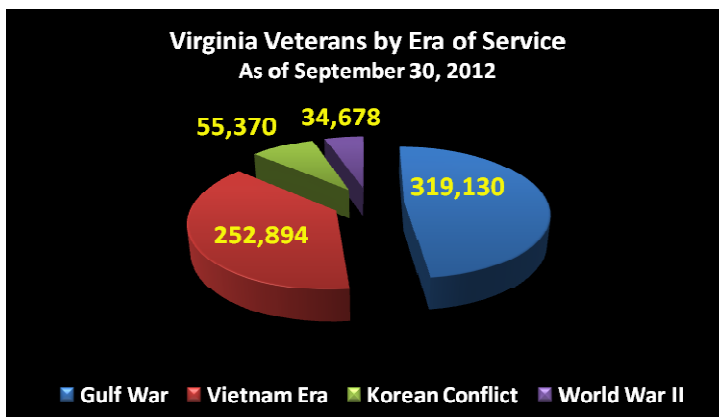


95,134 Number of female veterans in Virginia in 2011 (*USDVA, Table 1L*)



ERA OF SERVICE (AS OF SEPTEMBER 30, 2012)

- 619,512** Total war time
- 203,544** Total peace time
- 319,130** Gulf War
- 252,894** Vietnam Era
- 55,370** Korean Conflict
- 34,678** World War II



DEPLOYMENT

- 3,160** Number of deployed active duty troops listing Virginia as home of record. *(Contingency Tracking System Deployment File as of May 31, 2012, http://dva.state.wi.us/pa_veteransdata.asp)*
- 930** Number of deployed Guard & Reserve forces listing Virginia as home of record. *(Contingency Tracking System Deployment File as of May 31, 2012 http://dva.state.wi.us/pa_veteransdata.asp)*

EDUCATION

- 40,001** Number of veterans receiving G.I. Bill benefits in Virginia as of April 2012. This does not include veterans who attended school but who have not been reimbursed. The final count for FFY 12 will be available in January 2013. Virginia ranks 4th in terms of number of veterans enrolled and receiving G.I. Bill benefits
- \$562M** Total G.I. Bill benefits paid to veterans in Virginia in FFY11

DISABLED VETERANS

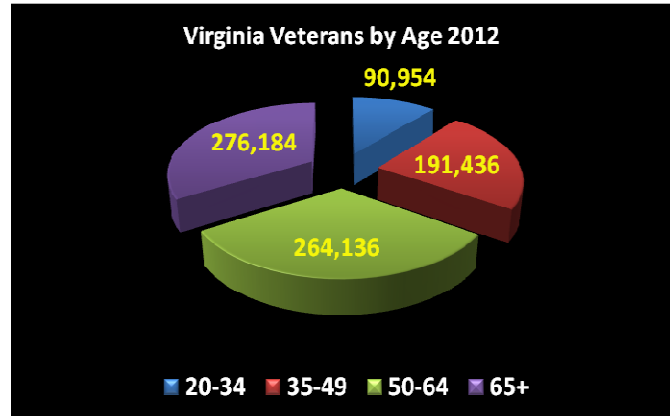
- 137,265** Number of veterans receiving disability benefits in 2011
- \$1.5B** Annual estimated disability payments to veterans

HOMELESSNESS

- 995** Estimated number of homeless veterans in Virginia on any given night *(National Alliance to End Homelessness, November 4, 2011, <http://www.endhomelessness.org/pages/veterans>)*
- 2,000 to 3,000** Estimated number of veterans estimated to be homeless in Virginia at some point in FY12.

AGING

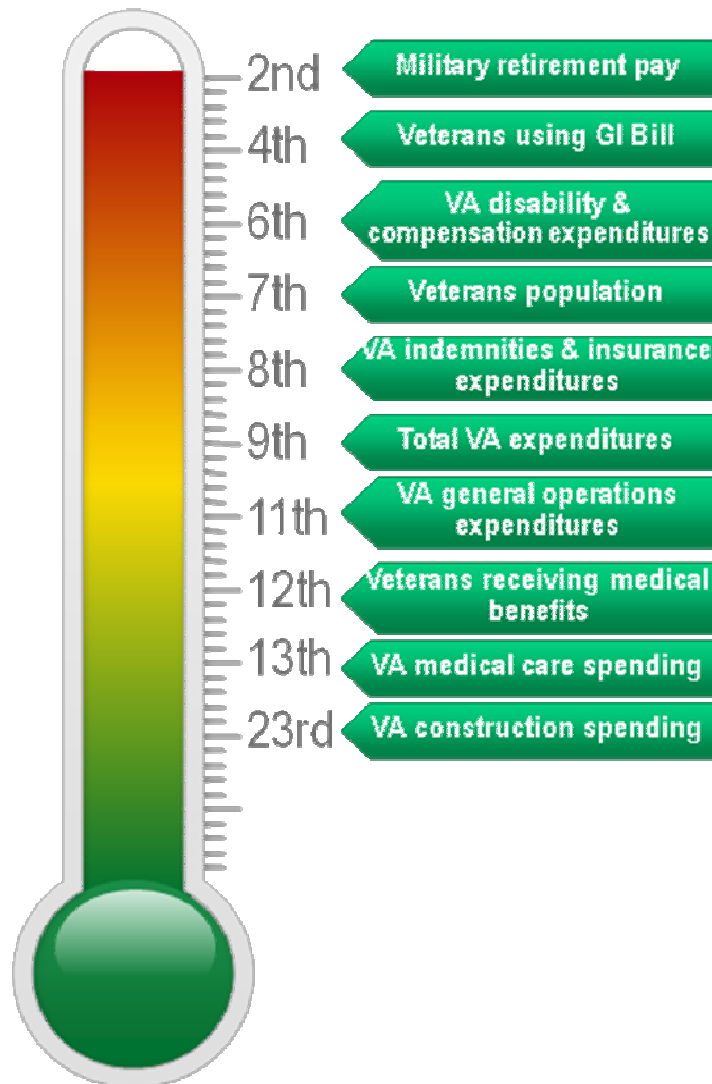
- 276,184** Projected number of veterans age 65+ living in Virginia in 2012 (*USDVA, Table 1L*)
The number of veterans age 65+ will continue to increase annually, reaching more than 295,600 by 2017 (*USDVA, Table 1L*)



DEATHS

- 17,451** Number of veterans in Virginia forecast to die during FY12; 17,599 in FY13 (*USDVA, Table 1D*)

Where does Virginia rank nationally? (FY11)



Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing in almost \$8B 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 FFY11¹

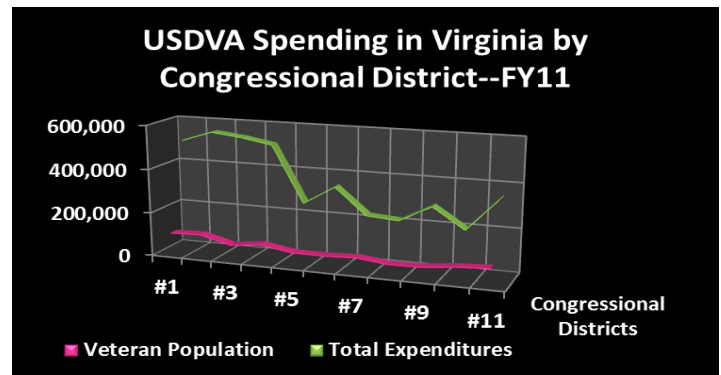
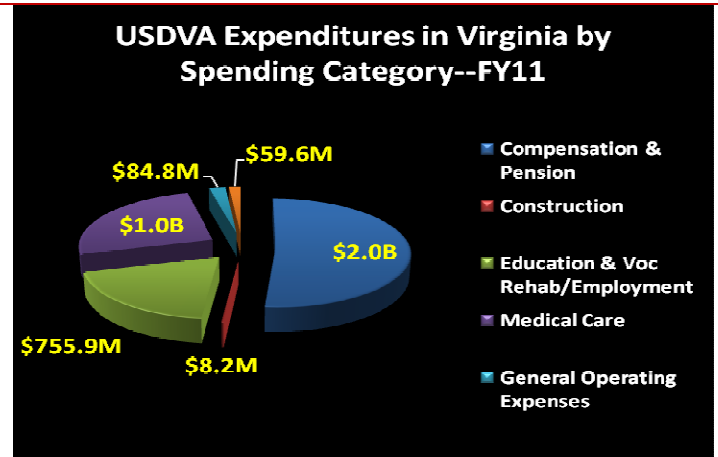
\$4.0B Total USDVA expenditures in Virginia

\$2.0B Compensation and disability payments to Virginia veterans and their dependents. In FY12, nearly 17% of Virginia veterans received disability compensation.

\$84.8M General operating expenses

\$755.9M Education and vocational rehabilitation employment expenditures

\$1.0B Medical care expenditures



¹ Source for all data on this page: U.S. Department of Veterans Affairs, FY11 Summary of Expenditures by State, <http://www.va.gov/vetdata/Expenditures.asp>



Map of Virginia Congressional districts



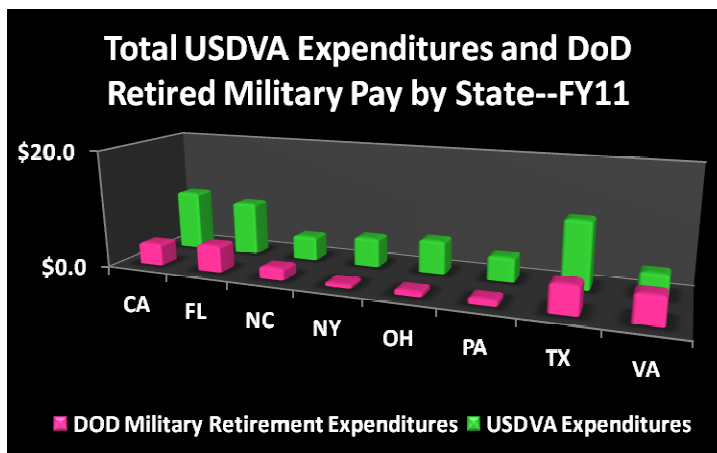
IMPACT OF NEW COMPENSATION AND PENSION CLAIMS FY12

\$154.1M Estimated total fiscal impact of new compensation and pension claims submitted in FY12.

This is based on number of claims submitted by DVS on behalf of Virginia's veterans and approved by the Roanoke Regional Office of the USDVA (12,362 claims were approved by the USDVA out of 15,967 adjudicated). Multiplied by \$8,000 (the average compensation awarded by the USDVA in Virginia), gives a subtotal of \$98.9M. Retroactive awards to veterans in FY12 totaled \$60.6M, making the total impact \$154.1M.

US DEPARTMENT OF DEFENSE EXPENDITURES IN VIRGINIA IN FFY11

\$3.8B Retirement pay to military retirees in Virginia. Interestingly, military retirement pay in Virginia slightly exceeds USDVA total expenditures, and Virginia ranks second, after Texas, in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Information and Analysis Division, "Atlas/Data Abstract for the United States and Selected Areas, Fiscal Year 2011," <http://actuary.defense.gov/Portals/15/Documents/statbook11.pdf>*)





Benefits Services

MISSION

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

Annual Services Provided	FY10	FY11	FY12
Claims submitted to USDVA	26,431	28,541	27,279
Claims adjudicated	15,941	15,962	15,967
Claims approved / % approved	11,233 / 70%	12,063 / 76%	12,362 / 77%
Retroactive awards	2,211	2,534	2,781
Dollar value of retroactive awards	\$31.9M	\$57.6M	\$60.0M
Client contacts	135,906	135,721	133,731
Number of field offices	20	20	22
Itinerant points	60	58	63
Itinerant visits	7,672	7,725	8,624
Resources			
Budget	\$3,139,749	\$3,139,749	\$3,641,189
Authorized Positions	69	69	68
Filled Positions – as of June 30	59	55	62

For more detailed information, refer to Appendix A

ACTIVITIES

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

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

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



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

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

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



Virginia Wounded Warrior Program

MISSION

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

Annual Services Provided	FY10	FY11	FY12
Veterans and their families served	1,650	3,617	5,283
Community events attended by VWWP staff	573	615	822
Virginians reached at events	19,000	13,450	17,450
Military personnel and families reached at VWWP briefings	4,400	6,550	4,460
Resources			
Budget	\$1,964,246	\$2,214,246	\$2,514,246
Authorized Positions	5	7	7
Filled Positions – as of June 30	5	6	7

ACTIVITIES

Training

In FY12, VWWP continued its very productive relationship with the Partnership for People with Disabilities (PPD) at Virginia Commonwealth University to provide training to service providers and others about addressing the needs of veterans and their families. The training is a component of an overall training program for VWWP, entitled *Common Ground: Linking Wounded Warriors and Community Support Providers*. The training program is funded by a generous grant from the Commonwealth Neurotrauma Initiative (CNI).

We Are Virginia Veterans on Campus: On August 9, 2011, VWWP hosted a statewide conference addressing the needs of transitioning military and veteran students returning to college. *We Are Virginia Veterans on Campus* attracted more than 200 participants including faculty and leadership from Virginia's public and private universities. The conference was held at the Center for Leadership and Ethics at Virginia Military Institute in Lexington. Major General Chris Cortez (Retired), General Manager, Strategic Operations Worldwide Public Sector, Microsoft Corporation,

was the keynote speaker. Throughout the day, student veterans shared their combat experience and the issues of transitioning from military duty to college campuses. College leadership, students, counselors and faculty were provided information on responding to the influx of student veterans which is already occurring as a result of the expansion in GI Bill Benefits. The conference initiated important linkages among VWWP Executive Team members and regional staff with administrative and counseling staff on the college and university campuses to ensure connections to resources and treatment for military and student veterans.

Motivational Interviewing: In spring 2012, four workshops were conducted in order to expose VWWP staff and DVS Benefits Services staff to the technique of motivational interviewing. Christopher Wagner, Ph.D., licensed clinical psychologist, certified Motivational Interviewing trainer, and Associate Professor, Rehabilitation Counseling at Virginia Commonwealth University provided the training.

The training included an introduction to motivational interviewing (MI). MI is an interviewing and counseling technique that focuses on leading the person toward positive change by emphasizing his or her strengths and core values. Sessions included video examples and opportunities for brainstorming ways to use MI elements in work with veterans, with some sessions integrating aspects of direct practice among participants.

The training deepened collaborative relationships between VWWP and DVS Benefits Services staff with the goal of providing clear referrals for veterans and families seeking services from the two service lines. This provides a smooth transition from one program to the other so that needs of veterans and their families can be met without having a struggle between two different service systems.

Behavioral Health Certification Program and VWWP Training Portal: The last few months of FY12 found VWWP and the Partnership for People with Disabilities working together to develop ways to sustain the training effort that has been funded for the past three years. Grant funding runs out at the end of FY12 and additional requests for solicitations have not yet been released by the CNI.

To continue the momentum that has been built by this excellent training program, VWWP and PPD are building a web portal in concert with the VWWP's website, www.WeAreVirginiaVeterans.org. The portal will provide an opportunity for service providers and others to link to VWWP training such as orientation and community presentations. In addition, links will be provided to online training offered by national accrediting and certifying organizations, such as the Defense Centers of Excellence and the Center for Deployment Psychology at the U.S. Department of Defense.

At the end of FY12, VWWP and PPD began exploring new ways to provide training to community providers who work with the VWWP in supporting veterans, their families, and members of the National Guard and Reserves. Given the challenges of budgets, travel, and time constraints, online training is an avenue that presents opportunities for quality, efficiency, convenience, and uniformity. In FY 13, VWWP and PPD will pilot online training entitled, *Serving Our Veterans Behavioral*

Health Certificate. This program was developed through the collaborative effort of the National Council for Community Behavioral Healthcare¹, the U.S. Department of Defense Center for Deployment Psychology (CDP)², and Essential Learning LLC³.

The 20-hour online curriculum is based on the latest evidence and clinical practice guidelines developed by the U.S. Departments of Defense and Veterans Affairs for treating conditions such as posttraumatic stress disorder, traumatic brain injury, addictions, and depression

Participants receive a certificate and contact hours which can be submitted to their accrediting or certifying bodies for continuing education credits. The goal of the pilot is to determine the feasibility of providing this online curriculum to providers across the Commonwealth at no or reduced cost. The online system allows VWWP to collect contact information for providers who complete the course and to utilize that information for partnerships and referral sources at the local levels.

Criminal Justice Partners Training: In FY12, funded by a grant from the U.S. Bureau of Justice Assistance via the Virginia Department of Criminal Justice Services, VWWP provided training across the Commonwealth designed to enhance the working knowledge and skills for addressing the behavioral health impacts of the wars in Iraq and Afghanistan on military service members and their families. The training targeted attorneys, community corrections staff, magistrates, special justices, judges and other professionals in criminal justice professions. Regional directors, coordinators, peer specialists, resource specialists and the reentry specialist for the Greater Hampton Roads region provided more than 30 sessions reaching more than 550 participants. Training evaluations were very positive and led to additional requests for training by police departments, the Virginia Department of Corrections, probation and parole offices and others. In FY 13, VWWP plans to offer a train-the-trainer session for crisis intervention teams to assist local police officers in handling crises in their communities involving veterans. Crisis intervention officers are law enforcement officers who have received special training in working with persons with serious mental illness who become involved in the criminal justice system. Once trained, the officers will go back to their communities to train their colleagues.

Regional Training and Outreach: The trainings recounted above are the major training initiatives of VWWP in FY12; however, the VWWP Executive Team, regional directors and coordinators, and VWWP staff are working across the Commonwealth and in their communities every day to expand

¹ The National Council for Community Behavioral Healthcare is the oldest and largest national community behavioral healthcare advocacy organization in the country. It was formed in 1970 and represents the interests of community behavioral healthcare organizations nationwide.

² The Center for Deployment Psychology (CDP) is an innovative Department of Defense psychology training consortium, established in 2006. The CDP is a Tri-Service center initially funded by Congress and now a component center of the DOD's Defense Center of Excellence for Psychological Health and Traumatic Brain Injury. The CDP's mission is to train military and civilian psychologists, psychology interns/residents and other behavioral health professionals to provide high quality deployment-related behavioral health services to military personnel and their families.

³ Essential Learning, based in San Diego, California, was founded in 2002 by Susan Erskine and Lorraine Watson, PhD. both former healthcare executives with extensive clinical and administrative experience in the behavioral health industry. Essential Learning has grown to become the largest provider of e-learning services to behavioral health, substance abuse, community health, corrections, developmental disability and child welfare service organizations in 49 states and Canada



awareness of services offered by VWWP and the availability of connections for veterans and their families to healthcare, behavioral healthcare, benefits, financial assistance, employment and community support. This increased awareness is evidenced by the increase in referrals and services provided in each fiscal year since the inception of the program.

Grants

In FY12, VWWP continued to enjoy the support of grant-funded programs initiated in previous years. The Commissioner's FY11 Annual Report lists the major grant funded initiatives that continue to support the work of VWWP. In addition to the CNI grant that funds training and the DCJS grant that funds the Criminal Justice Partners Training, VWWP continued to expand services in Southwest Virginia through the auspices of the Flex Rural Veterans Health Access Program grant from the Health Resources and Services Administration (HRSA) and the AmeriCorps grant that funds the Virginia Veterans Corps in the Greater Hampton Roads region. Other grant funded programs, such as the Cross Systems Mapping collaboration of the Department of Behavioral Health and Developmental Services and the grants addressing the needs of homeless veterans and families, provide rich opportunities for expanding services to veterans and their families and are actively participated in and pursued by VWWP staff.

In FY12, VWWP was the recipient of a VISTA grant through the State Office of the Corporation for National and Community Service. This grant allows VWWP to engage four VISTAs in the work of VWWP for up to a three-year period. VISTAs will begin work with VWWP in August 2012. The team will focus on expanding outreach, media and public relations, and marketing the VWWP program and services to Virginia's veterans and families. In addition, the team will develop a sustainable plan for engaging volunteers in the work of VWWP across the Commonwealth.



State Approving Agency for Veterans Education and Training

MISSION

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

Annual Services Provided	FFY10*	FFY11*	FFY12*
Number of education and training institutions supported	963	991	1,017
Educational program approval actions	5,513	4,529	993
Number approved / % approved	5,355 / 97%	4,388 / 97%	858 / 86%
Other approval actions	913	871	498
Number approved / % approved	859 / 94%	831 / 95%	447 / 90%
Educational institution supervisory visits	468	452	154 ¹
% of required supervisory visits completed	100%	100%	92%
Veteran student population	42,092	51,474	40,001 ²

Resources			
Budget	\$704,223	\$704,223	\$704,223
Authorized Positions	7	7	7
Filled Positions – as of June 30	7	7	8

*Data is for federal fiscal year (FFY) since SAA activity is tracked on that basis.

For more detailed information, refer to Appendix B

¹ A new compliance mission required visits to fewer education and training institutions but more in depth auditing of academic and financial records.

² Number of veterans receiving G.I. Bill benefits in Virginia as of April 2012. This does not include veterans who attended school but who have not been reimbursed. The final count for FFY12 will be available in January 2013.

ACTIVITIES

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



In FFY12, the SAA assumed a new mission of conducting Compliance Surveys. Compliance Surveys are conducted at schools and establishments to verify enrollment data, award actions and previous payments for accuracy, and to ensure that payments made to eligible Veterans are in keeping with USDVA regulations. The records are reviewed and audited by the SAA to determine compliance. The SAA is also responsible for conducting investigations pertaining to Title VI of the Civil Rights Act of 1964; Title IX, Section 504, of the Education Amendments Act of 1972; Section 404 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975. The SAA has a secondary mission of making veterans and eligible family members aware of veterans education and training programs. Outreach activities are conducted at job fairs, military bases in the Commonwealth, and at veterans events hosted by DVS.

With just eight full-time employees, the SAA has responsibility for providing supervision and support for 1,017 education and training institutions. While some institutions only offer one program, in many cases an institution offers multiple programs, each requiring separate approval.



Care Centers

MISSION

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

Annual Services Provided	FY10	FY11	FY12
Virginia Veterans Care Centers			
Patient Days—Nursing / % of beds occupied	61,065 / 93%	61,496 / 94%	62,093 / 94%
Patient Days—Assisted Living / % of beds occupied	18,839 / 86%	17,008 / 78%	16,717 / 76%
Sitter & Barfoot Veterans Care Center			
Patient Days—Nursing / % of beds occupied	57,148 / 98%	56,255 / 96%	55,333 / 95%
Resources			
Virginia Veterans Care Center			
Budget	\$18,701,737	\$18,700,000	\$19,130,091
Authorized Positions	260	260	260
Filled Positions – June 30	231	242	239
Sitter & Barfoot Veterans Care Center			
Budget	\$14,880,468	\$14,882,205	\$19,522,114
Authorized Positions	233	233	233
Filled Positions – June 30	205	213	212

For more detailed information, refer to Appendix C

ACTIVITIES

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

Virginia Veterans Care Center

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



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

Working in conjunction with approximately 30 veteran service organizations (VSOs) and more than 120 individual volunteers, staff members hold numerous activities for VVCC residents, including two carnivals for residents and their families. Attendance at each of the carnivals averages between 300 and 400 participants. The VVCC was pleased to again host a stop-over and dinner for more than 500 veterans on their way to Washington D.C. as part of the annual Run-For-The-Wall event. The bikers visited with VVCC residents, shared experiences, and showed off their bikes.

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

Sitter & Barfoot Veterans Care Center

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

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

Twenty-six volunteer groups as well as individuals assist the SBVCC activity department with a variety of programs. Among these volunteers are several groups/classes of active duty soldiers from Ft. Lee Army Base.

In 2012, SBVCC held two carnivals for residents and families with activities and displays such as a petting zoo, the Richmond Mounted Police, and the Richmond Antique Car Association. Other events and activities have included horseback riding at the Lonesome Dove Equestrian Center, Richmond Flying Squirrel baseball games, outings to the Virginia Museum of Fine Arts, numerous live entertainment performances at the facility, and shopping trips.



Cemetery Services

MISSION

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

Annual Services Provided	FY10	FY11	FY12
Virginia Veterans Cemetery			
Interments	263	302	279
Pre-applications on file*	N/A	1,921	2,063
Outer burial containers sold	163**	104	141
Horton Veterans Cemetery			
Interments	752	766	800
Pre-applications on file*	N/A	3,436	4,002
Outer burial containers sold	536**	335	431
Southwest Virginia Veterans Cemetery			
Interments	N/A	23	143
Pre-applications on file*	N/A	639	985
Outer burial containers sold	N/A	0***	0
Resources			
Budget	\$811,725	\$1,030,445	\$1,711,609
Authorized positions	16	19	23
Filled positions – as of June 30	14	15	17

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

** Outer burial container sales began in August 2010

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

For more information, refer to Appendix D

ACTIVITIES

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

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

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

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

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

For each veteran buried in a state-operated veterans cemetery, DVS receives a \$700 reimbursement, called a plot allowance, from the USDVA. Spouses and eligible dependents are charged \$300 to offset the cost of operations. These monies, representing about one-third of the cemetery section's annual budget, are used to fund burial operations, grounds care, operating equipment phased replacement, and maintenance/upkeep of cemetery buildings inside and out. The bulk of the section's budget comes from the Commonwealth's General Fund.

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

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

Legislative and Budget Highlights—2012 General Assembly

Veterans issues continued to enjoy the strong, bi-partisan support of the executive and legislative branches in FY12. Budget and legislative highlights of the 2012 General Assembly include:

Ratio of claims agents to veterans, HB1121 (Cox, M.K.) and SB254 (Reeves)

- Provides that a ratio of claims agents with the Department of Veterans Services to the number of veterans in the Commonwealth shall be one agent for every 23,000 veterans.
- Governor McDonnell's budget included:
 - \$128,068 in General Funds to fill two vacant unfunded positions permitting DVS to partner with the Department of Medical Assistance Services to identify veterans receiving Medicaid benefits. DVS is to work with these veterans to determine if they are eligible for disability and compensation benefits and for medical care through the U.S. Department of Veterans Affairs.
 - \$127,068 in General Funds and two positions for additional DVS claims agents to help improve services by adding the capability to increase the number of benefits claims filed commensurate with the increase in the ratio of claims agents to veterans provided by legislation.

Higher educational institutions; course credit for military experience, HB195 (Lewis)

- Requires the governing boards of each public institution of higher education, in accordance with guidelines developed by the State Council of Higher Education for Virginia, to implement policies that award academic credit to students for educational experience gained from military service.

Hunting and fishing license, HB719 (Yancey)

- Allows a veteran who is permanently disabled due to a service-connected disability to purchase a discounted, combined hunting and freshwater fishing lifetime license and further provides the veteran with the option to purchase either a hunting or a fishing license. The license fee for a person to only hunt or fish will be lower than that of the combined license.

Unclaimed cremains of veterans, HB439 (Tata/Anderson/Stolle) and SB254 (Reeves/Puller)

- Provides for a funeral director to provide the names and any other identifying information on unclaimed cremains to the Department of Veterans Services in order for the Department to determine if the unclaimed cremains are those of a veteran.

Real Estate Tax Property Tax Exemption for Disabled Veterans, HB922 (Lingamfelter) and SB540 (Puller), HB190 (O'Bannon)

- HB922 and SB540: provides that the tax exemption for the primary residence of a disabled veteran, a disabled veteran and his spouse, or a surviving spouse of a disabled veteran includes real property (i) held in a revocable inter vivos trust over which the veteran, the veteran and his spouse, or the surviving spouse hold the power of revocation; (ii) held in an irrevocable trust under which a veteran alone or in conjunction with his spouse possesses a life estate or an estate for joint lives, or enjoys a continuing right of use or support; or (iii) held by a veteran alone or in conjunction with his spouse as tenant or tenants for life or joint lives. The bill also provides that the exemption for the surviving spouse of a disabled veteran includes property held in any of these ways. Finally, the bill establishes a formula for pro rating the amount of the exemption in the event there are owners in addition to the disabled veteran.
- HB190: requires the Commissioner of the Department of Veterans Services to promulgate rules and regulations for the administration and implementation of the real property tax exemption for disabled veterans. Such rules and regulations shall include written guidance for veterans and commissioners of the revenue concerning eligibility for the exemption. The bill also authorizes the Commissioner of the Department of Veterans Services to hear and decide appeals concerning denials of eligibility for the exemption.

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DVS FY12 Funding as Approved by the 2012 General Assembly

Program	Fund Source					Program - percentage of DVS budget
	General Fund	Special (fee for service)	Dedicated Special (private donations)	Federal Trust (federal contract)	Program Total	
Benefit Claims	\$3,641,189	\$0	\$0	\$0	\$3,641,189	7.29%
Virginia Wounded Warrior Program	\$1,964,246	\$0	\$150,000	\$400,000	\$2,514,246	5.04%
Education and Training	\$0	\$0	\$0	\$704,223	\$704,223	1.41%
Long-term care	\$0	\$26,560,091	\$70,000	\$12,022,114	\$38,652,205	77.43%
Cemeteries	\$1,123,143	\$358,466	\$5,000	\$225,000	\$1,711,609	3.43%
Virginia War Memorial	\$741,312	\$0	\$0	\$0	\$741,312	1.49%
Administration	\$1,046,101	\$865,191	\$40,000	\$0	\$1,951,292	3.91%
DVS Total	\$8,515,991	\$27,783,748	\$265,000	\$13,351,337	\$49,916,076	100.00%
Fund type as a percentage of DVS budget	17.06%	55.66%	0.53%	26.75%	100.00%	



DVS FY12 Staffing – Authorized vs. Filled, as of June 30, 2012

Staffing by agency area	Authorized	Filled
Benefits	68	62
Education and Training	7	8
Virginia Wounded Warrior Program	7	7
Care Centers	493	451
Cemeteries	23	17
Virginia War Memorial	4	3
Administration	15	9
Totals	617	549



Comments from the Chairman Board of Veterans Services

The mission of the Board of Veterans Services (BVS) is to investigate issues; study matters; develop recommendations; establish policies; and monitor, review, and advise the Commissioner on all matters pertaining to the Department of Veterans Services (DVS). Our job is to work with the Commissioner of DVS and his staff to ensure that excellent quality service is delivered to Virginia's veterans, their spouses, and dependents.

I am proud to report that the BVS fulfilled that mission in FY12. Six recommendations were submitted to Governor McDonnell for consideration as part of his budget and legislative package for the 2012 General Assembly. Five of those recommendations were approved, in whole or in part, by the Governor and General Assembly. We will continue to put forward recommendations that focus on and improve the core delivery of veterans services by DVS.

The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations (the JLC) in FY12, and we look forward to continuing the combined and complementary efforts of the two boards in FY13.

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

Respectfully,

Thad A. Jones
Chairman



Board of Veterans Services as of June 30, 2012

Member	Title
Thad A. Jones	Chairman, Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
John A. Anderson	Executive Vice President, InoMedic, Inc. Retired Colonel, U.S. Air Force
<i>Delegate</i> Richard Anderson	General Assembly of Virginia
<i>Delegate</i> Mamye BaCote	General Assembly of Virginia
William G. Haneke	Chairman, Families of the Wounded Fund. Retired Captain, U.S. Army
Donald B. Kaiserman	Retired Colonel, U.S. Army
Kate Kohler	Chief Operating Officer, PenFed Foundation. U.S. Army veteran
Don Lecky	President & CEO, Westminster Canterbury, Richmond
Sandra D. Love	Forensic Clinician, Chesapeake Community Services Board U.S. Marine Corps Veteran
George Melnyk, Sr.	President, Premier Millwork & Lumber Co., Inc. U.S. Navy veteran
William Nicholas	Former Director, Roanoke VA Regional Office
<i>Senator</i> Toddy Puller	General Assembly of Virginia
<i>Senator</i> Bryce Reeves	General Assembly of Virginia
Alfredo Sample	CEO & President, HiTek Security LLC; Retired Chief Master Sergeant, U.S. Air Force
<i>Delegate</i> Christopher Stolle	General Assembly of Virginia
Jenny M. Holbert	Chairman, Joint Leadership Council of Veterans Service Organizations; Retired Colonel, United States Marine Corps
David H. Holt	Chairman, Veterans Services Foundation Board of Trustees
Paul E. Galanti	Commissioner, Department of Veterans Services



Comments from the Chairman Joint Leadership Council

The Joint Leadership Council (JLC) of Veterans Service Organizations is comprised of 23 veterans service organizations (VSOs), and represents over 250,000 VSO members who volunteer to improve the lives of Virginia's 823,000 veterans. Veterans comprise over 10% of the Commonwealth's citizenry, giving Virginia one of the highest per capita populations of veterans in the country. The JLC is proud to represent not only our members, but to be the voice of all of Virginia's veterans. While the JLC places major focus on Veteran-related issues, we do, where deemed vital, extend our advocacy programs those issues assisting the other elements of the military community in the Commonwealth.

The JLC submitted four recommendations to Governor McDonnell for consideration as part of his budget and legislative proposals for the 2012 General Assembly. Two recommendations were approved by the Governor and 2012 General Assembly, with new funding being approved to address veterans homelessness and legislation being enacted to facilitate the honorable burial of unclaimed veterans cremated remains. A third JLC recommendation – creation of a means to readily show veterans status, was addressed through the creation of the Virginia Veterans ID Card by the Department of Motor Vehicles.

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

Respectfully,

Donald B. Kaiserman
Chairman



Joint Leadership Council of Veterans Service Organizations as of June 30, 2012

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



Comments from the Chairman Veterans Services Foundation

I'm proud to present to you a brief summary of the Veterans Services Foundation's (VSF) support of the Department of Veterans Services (DVS) and Virginia's veterans and their families for FY12. We are pleased with our accomplishments despite the continued weak economy and budget constraints that have challenged the Foundation's operations during the year.

Our top priority for FY 2012 was support of the Virginia Wounded Warrior Program (VWWP). The VSF-DVS team raised more than \$198,000 in contributions for VWWP and exceeded the FY12 goal of \$150,000. We also have been active in supporting other DVS programs and have helped raise almost \$110,000 primarily for the care centers and cemeteries. Additionally, we raised more than \$13,500 for the National Veterans Wheelchair Games that took place in Richmond. This represents a substantial increase in donations from FY11 and is welcome considering the experiences of other charitable organizations. Indications point to a good FY13; however, issues facing the national economy may dim this bright picture.

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

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

This summary serves as the Foundation's annual report required by § 2.2.2715.A of the Code of Virginia.

Sincerely yours,

David H. Holt
Chairman of the Board of Trustees



Veterans Services Foundation as of June 30, 2012

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



Appendices



Appendix A: Benefits Services

Terminology

New: A first-time claim.

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

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

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

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

Phone: Number of phone calls received by DVS field offices

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

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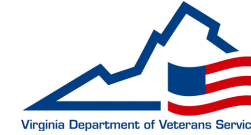


Table 1: Claims Submitted to USDVA - Sorted by Month

Month	New			Re-Open			21-8416			EVR			Total Claims		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
July	1,585	1,718	1,641	520	607	527	39	44	27	8	18	11	2,152	2,387	2,206
August	1,556	1,841	1,616	480	690	533	40	72	24	15	16	14	2,091	2,619	2,187
September	1,527	1,872	1,621	470	640	522	42	34	30	8	13	15	2,047	2,559	2,188
October	1,340	1,747	1,514	433	543	471	26	38	29	11	10	10	1,810	2,338	2,024
November	1,277	1,462	1,558	429	508	495	24	53	30	5	17	13	1,735	2,040	2,096
December	1,289	1,210	1,409	405	403	481	54	55	53	14	16	15	1,762	1,684	1,958
January	1,497	1,620	1,712	528	562	588	316	286	282	191	160	141	2,532	2,628	2,723
February	1,320	1,653	1,606	457	557	572	277	296	247	201	223	185	2,255	2,729	2,610
March	1,831	1,816	1,704	652	555	595	141	103	109	76	65	65	2,700	2,539	2,473
April	1,797	1,636	1,648	594	548	583	99	45	59	31	26	35	2,521	2,255	2,325
May	1,697	1,730	1,617	544	574	554	53	60	46	16	19	16	2,310	2,383	2,233
June	1,790	1,770	1,664	642	566	552	65	32	26	19	12	14	2,516	2,380	2,256
Totals	18,506	20,075	19,310	6,154	6,753	6,473	1,176	1,118	962	595	595	534	26,431	28,541	27,279

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

Month	New			RE-Open			21-8416			EVR			Total Claims		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
Accomac	390	438	398	71	76	92	26	13	23	15	9	8	502	536	521
Alexandria¹	143	0	214	32	0	143	0	0	0	0	0	0	175	0	357
Big Stone Gap	824	804	659	78	69	54	52	38	34	30	22	17	984	933	764
Bristol	897	902	756	106	138	101	112	113	91	81	72	62	1,196	1,225	1,010
Cedar Bluff	1,065	1,126	1,121	240	179	216	59	58	66	36	41	38	1,400	1,404	1,441
Charlottesville	605	802	709	10	28	56	47	33	21	55	21	24	717	884	810
Danville	754	947	994	314	341	197	35	40	49	25	32	39	1,128	1,360	1,279
Fairfax	302	544	526	306	408	236	2	52	16	0	9	3	610	1,013	781
Front Royal	869	953	844	272	331	286	26	24	19	6	14	8	1,173	1,322	1,157
Hampton VAMC	500	404	385	163	106	100	2	4	2	4	2	5	669	516	492
Hampton	1,722	2,285	2,223	480	648	597	7	27	27	15	34	21	2,224	2,994	2,868
Lynchburg	627	569	612	103	97	115	93	88	76	39	50	49	862	804	852
McGuire VAMC	1,704	2,271	2,250	680	616	712	102	121	103	21	29	27	2,507	3,037	3,092
Portsmouth	1,117	1,196	1,159	201	634	686	17	23	7	1	8	4	1,336	1,861	1,856
Quantico	407	499	430	336	309	305	0	3	0	8	3	6	751	814	741
Roanoke	311	327	380	313	264	125	10	16	10	25	12	12	659	619	527
Salem VAMC	527	520	471	535	614	489	193	153	76	50	66	39	1,305	1,353	1,075
South Hill	718	850	881	209	244	229	88	81	83	50	42	35	1,065	1,217	1,228
Staunton	942	885	830	236	182	199	157	135	142	85	79	72	1,420	1,281	1,243
Tidewater	3,769	3,442	2,627	1,138	1,040	973	70	58	50	32	38	30	5,009	4,578	3,680
Virginia Beach²	0	0	443	0	0	41	0	0	14	0	0	7	0	0	505
Wytheville	313	311	398	331	429	521	78	38	53	17	12	28	739	790	1,000
Totals	18,506	20,075	19,310	6,154	6,753	6,473	1,176	1,118	962	595	595	534	26,431	28,541	27,279

¹ Alexandria office re-opened December 2011

² Virginia Beach office opened December 2011

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Table 3: Client Contacts Sorted by Month

Month	Walk-Ins			Phone			Itinerant Points			Total Contacts		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
July	4,377	4,643	4,180	7,837	5,620	5,902	658	739	594	12,872	11,002	10,676
August	4,396	4,906	4,169	7,173	6,038	6,373	613	674	621	12,182	11,618	11,163
September	5,275	4,857	4,103	5,757	6,264	5,474	665	690	728	11,697	11,811	10,305
October	5,192	4,289	4,051	6,326	5,676	6,017	653	712	647	12,171	10,677	10,715
November	4,421	4,033	4,370	4,986	5,726	5,506	565	510	560	9,972	10,269	10,433
December	4,451	3,240	3,957	5,236	5,309	5,267	468	424	412	10,155	8,973	9,636
January	5,052	4,591	4,798	5,871	6,432	6,371	628	597	807	11,551	11,620	11,976
February	4,665	4,422	4,684	5,629	6,234	6,269	671	734	869	10,965	11,390	11,822
March	4,794	4,914	4,722	6,372	7,441	6,061	726	719	928	11,892	13,074	11,711
April	4,408	4,596	4,741	5,678	6,467	6,323	662	558	821	10,748	11,621	11,885
May	4,037	4,694	4,765	5,081	6,363	6,477	673	639	883	9,791	11,696	12,125
June	4,712	4,662	4,268	6,508	6,579	6,262	690	729	754	11,910	11,970	11,284
Totals	55,780	53,847	52,808	72,454	74,149	72,302	7,672	7,725	8,624	135,906	135,721	133,731

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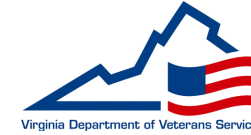


Table 4: Client Contacts - Sorted by Field Office

	Walk-Ins			Phone			Itinerant points			Total Contacts		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
Accomac	1,437	1,431	1,344	2,809	2,967	2,748	121	154	109	4,367	4,552	4,201
Alexandria¹	493	0	313	1,677	0	615	35	0	544	2,205	0	1,472
Big Stone Gap	2,346	2,276	1,798	2,630	2,850	2,453	178	132	102	5,154	5,258	4,353
Bristol	2,441	2,610	2,475	3,095	3,049	3,038	89	79	86	5,625	5,738	5,599
Cedar Bluff	2,609	2,972	2,895	2,072	2,197	2,880	127	38	107	4,808	5,207	5,882
Charlottesville	1,332	1,538	1,406	1,432	1,813	2,589	110	127	238	2,874	3,478	4,233
Danville	2,797	3,257	3,502	3,127	3,448	3,459	442	466	459	6,366	7,171	7,420
Fairfax	695	1,638	1,139	2,612	4,211	2,788	382	218	309	3,689	6,067	4,236
Front Royal	1,013	1,335	1,680	2,601	2,823	2,646	280	634	503	3,894	4,791	4,829
Hampton VAMC	2,158	1,328	1,578	2,995	1,816	1,955	18	12	41	5,171	3,156	3,574
Hampton	4,784	5,593	5,306	3,596	4,776	4,282	32	141	202	8,412	10,510	9,790
Lynchburg	1,337	1,710	1,721	4,270	4,583	4,298	101	143	120	5,708	6,436	6,139
McGuire VAMC	6,761	7,309	7,601	5,553	8,311	7,180	610	918	1,194	12,924	16,539	15,975
Portsmouth	2,408	2,652	2,499	3,874	4,181	4,376	414	371	455	6,701	7,204	7,330
Quantico	1,134	1,458	1,547	3,543	4,392	4,321	507	589	592	5,184	6,439	6,457
Roanoke	1,112	1,003	1,174	1,720	2,094	2,432	376	452	1,001	3,208	3,549	4,607
Salem VAMC	1,377	1,473	1,445	3,176	3,428	2,971	328	245	0	4,881	5,146	4,416
South Hill	940	1,039	1,086	2,255	2,511	2,728	400	444	387	3,595	3,994	4,201
Staunton	2,899	2,835	2,426	2,491	2,808	2,967	596	570	646	5,986	6,213	6,039
Tidewater	15,165	9,716	8,313	15,172	9,713	7,620	2,201	1,633	852	32,538	21,062	16,785
Virginia Beach²	0	0	642	0	0	1,196	0	0	381	0	0	2,219
Wytheville	542	674	918	1,754	2,178	2,760	320	359	296	2,616	3,211	3,974
Totals	55,780	53,847	52,808	72,454	74,149	72,302	7,672	7,725	8,624	135,906	135,721	133,731

¹ Alexandria office re-opened December 2011

² Virginia Beach office opened December 2011



Appendix B: State Approving Agency for Veterans Education and Training

Terminology

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

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

Table1: SAA Program Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12
Totals for Federal Fiscal Year	10	11	12	10	11	12	10	11	12	10	11	12	10	11	12
Number of Applications Received	3384	2,717	664	2055	1,747	307	25	25	17	25	14	2	19	26	3
Number Approved	3320	2,667	609	1968	1,658	230	23	23	14	25	14	2	19	26	3
Number Disapproved	64	50	55	87	89	77	2	2	3	0	0	0	0	0	0
Percentage of Applications Approved	98	98	92	96	95	75	92	92	82	100	100	100	100	100	100

Table 2: SAA Other Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12
Totals for Federal Fiscal Year	10	11	12	10	11	12	10	11	12	10	11	12	10	11	12
Number of Applications Received	327	289	136	307	295	195	89	89	64	185	193	2	5	5	3
Number Approved	301	273	111	281	272	174	88	88	59	184	193	2	5	5	3
Number Disapproved	26	16	25	26	23	21	1	1	5	1	0	0	0	0	0
Percentage of Applications Approved	92	94	82%	92	92	89%	99	99	92%	99	100	100	100	100	100



Table 3: SAA Supervisory Visits

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12	FFY 10	FFY 11	FFY 12
Totals for Federal Fiscal Year	10	11	12	10	11	12	10	11	12	10	11	12	10	11	12
Number of Visits	196	208	90	108	98	23	73	67	23	91	79	18	0	N/A	N/A

Table 4: SAA Other Activities in Support of Veterans Education

Activity	FFY10	FFY11	FFY12
Email & telephone inquiries	1,137	583	843
Governor's Office inquiries	46	6	5
Requests for application for a new facility	56	62	77
Active schools (facilities in which a veteran actively attends)	468	457	426
Number of students enrolled	42,092	51,474	40,001 ¹

¹ Number of veterans receiving G.I. Bill benefits in Virginia as of April 2012. This does not include veterans who attended school but who have not been reimbursed. The final count for FFY12 will be available in January 2013.



Appendix C: Care Centers

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

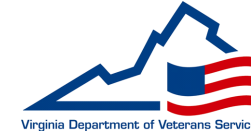
Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing			Patient Days Assisted Living			Average # of Assisted Living Beds Occupied			Occupancy Level: Assisted Living		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
July	5,361	5,250	5,220	173	169	168	96%	94%	94%	1,588	1,603	FY12	51	52	43	85%	86%	71%
August	5,322	5,332	5,270	172	174	170	95%	97%	94%	1,612	1,573	1,327	52	51	44	87%	85%	73%
September	5,087	5,178	5,073	170	173	169	94%	96%	94%	1,509	1,537	1,356	50	51	44	84%	85%	74%
October	5,210	5,342	5,346	168	172	172	93%	96%	96%	1,562	1,467	1,323	50	47	47	84%	79%	79%
November	5,001	5,147	5,019	167	172	167	93%	95%	93%	1,549	1,389	1,472	52	46	48	86%	77%	80%
December	5,052	5,267	5,177	163	170	167	91%	94%	93%	1,586	1,433	1,438	51	46	47	85%	77%	78%
January	5,120	5,179	5,122	165	167	165	92%	93%	92%	1,605	1,415	1,459	52	46	45	86%	76%	76%
February	4,647	4,647	4,900	166	166	169	92%	92%	94%	1,457	1,207	1,407	52	43	44	87%	72%	74%
March	5,163	5,099	5,292	167	164	171	93%	91%	95%	1,590	1,332	1,290	51	43	46	85%	72%	77%
April	4,969	4,942	5,176	166	165	173	92%	92%	96%	1,564	1,343	1,435	52	44	47	87%	73%	78%
May	5,081	5,091	5,355	164	164	173	91%	91%	96%	1,651	1,377	1,401	53	44	46	89%	74%	77%
June	5,052	5,022	5,143	168	167	171	94%	93%	95%	1,566	1,332	1,426	52	44	46	87%	74%	77%
Annual Maximum Capacity	65,700	65,700	65,700	180	180	180	100%	100%	100%	21,900	21,900	21,900	60	60	60	100%	100%	100%
Total Patient Days	60,429	61,065	62,093	166	167	170	92%	93%	94%	17,261	18,839	17,008	47	52	46	79%	86%	76%

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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		
	FY10	FY11	FY12	FY10	FY11	FY12	FY10	FY11	FY12
July	4,860	4,698	4,756	157	152	153	98%	94%	96%
August	4,860	4,793	4,665	157	155	150	98%	96%	94%
September	4,707	4,681	4,510	157	156	150	98%	97%	94%
October	4,772	4,915	4,691	154	159	151	96%	99%	95%
November	4,563	4,688	4,354	152	159	145	95%	97%	91%
December	4,853	4,711	4,651	157	152	150	98%	94%	94%
January	4,918	4,671	4,654	159	151	150	99%	94%	94%
February	4,447	4,282	4,419	159	153	152	99%	95%	95%
March	4,903	4,717	4,641	158	152	150	99%	95%	94%
April	4,729	4,567	4,596	158	152	153	99%	95%	96%
May	4,855	4,806	4,852	157	155	157	98%	96%	98%
June	4,681	4,722	4,553	156	157	152	98%	98%	95%
Annual Maximum Capacity	58,400	58,400	58,400	160	160	160	100%	100%	100%
Total Patient Days	57,148	56,251	55,342	157	154	151	98%	96%	95%
Monthly Average	4,762	4,688	4,612	157	154	151	98%	96%	95%



Appendix D: Cemeteries

Table 1: Cemetery Burials

Virginia Veterans Cemetery, Amelia

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
July	N/A	5	6	8	9	13	16	14	18	16	26	17	26	23	25	19
August	N/A	9	8	12	13	15	9	14	17	16	17	13	23	12	17	21
September	N/A	11	3	9	5	17	10	10	16	20	17	15	19	17	28	34
October	N/A	5	8	9	13	19	14	23	17	15	22	25	21	17	23	18
November	N/A	7	7	8	6	13	18	11	20	18	22	13	9	25	25	24
December	N/A	14	7	7	8	16	16	19	18	14	18	22	20	29	22	17
January	N/A	7	8	10	12	11	19	17	16	19	20	15	18	17	25	23
February	N/A	9	6	12	12	11	13	15	11	25	18	16	13	21	30	31
March	N/A	12	9	11	12	18	18	13	16	21	19	19	19	32	29	25
April	N/A	9	8	12	10	12	8	15	12	23	18	19	29	23	28	23
May	N/A	3	9	17	12	16	12	13	11	23	13	18	28	16	28	17
June	2	4	12	9	9	14	16	15	16	21	18	21	23	31	22	27
Total	2	95	91	124	121	175	169	179	188	231	228	213	248	263	302	279

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

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
July	N/A	42	40	54	36	55	51	58
August	N/A	40	39	31	51	58	47	65
September	N/A	39	32	35	48	52	46	62
October	N/A	28	29	49	49	59	70	57
November	N/A	35	37	40	36	61	75	51
December	34	37	41	52	65	77	63	74
January	47	36	48	60	59	60	82	79
February	29	51	47	56	54	55	66	56
March	40	43	58	51	62	69	75	63
April	44	40	38	55	59	76	59	88
May	28	46	50	44	53	65	68	79
June	33	41	51	64	66	65	64	68
Total	255	478	510	591	638	752	766	800

**Southwest Virginia Veterans Cemetery-
-Dublin**

	FY11	FY12
July	N/A	28
August	N/A	13
September	N/A	10
October	N/A	11
November	N/A	8
December	N/A	11
January	N/A	10
February	N/A	10
March	N/A	11
April	N/A	10
May	Opening	6
June	23	15
Total	23	143



Appendix E: Outreach

DVS Participation in Outreach Events

	Benefits			VWWP			Education & Training			VVCC			SBVCC			Cemeteries		
	FY 10	FY 11	FY 12	FY 10	FY 11	FY 12	FY 10	FY 11	FY 12	FY 10	FY 11	FY 12	FY 10	FY 11	FY 12	FY 10	FY 11	FY 12
JUL	3	9	11	34	30	31	1	6	4	3	2	4	3	4	4	2	2	4
AUG	7	5	8	19	48	57	2	5	5	1	0	2	2	3	2	2	1	3
SEP	15	11	9	27	41	63	8	10	2	3	1	2	2	2	2	4	1	2
OCT	7	13	14	41	57	70	2	6	1	3	3	3	3	2	3	2	1	2
NOV	14	15	16	35	53	75	6	5	3	3	3	5	3	4	1	1	3	3
DEC	9	6	2	31	37	49	2	2	1	2	3	5	4	4	3	1	1	3
JAN	4	11	12	67	35	62	3	4	2	2	2	2	3	3	3	1	3	2
FEB	5	9	8	72	71	73	6	1	4	2	0	1	2	3	2	1	0	0
MAR	13	16	8	58	58	61	10	10	2	4	1	2	2	1	2	3	3	5
APR	6	11	13	51	70	86	7	5	5	2	2	3	1	3	3	1	1	3
MAY	13	12	12	70	66	93	5	4	1	2	0	3	4	2	3	1	2	1
JUN	12	18	16	48	49	102	6	9	5	2	3	2	2	3	2	1	1	4
TTL	108	136	129	553	615	822	58	67	35	29	21	34	31	34	30	20	19	32



Notes