

VIRGINIA DEPARTMENT OF VETERANS SERVICES

COMMISSIONER'S FISCAL YEAR 2014 ANNUAL REPORT

TO

GOVERNOR TERENCE R. MCAULIFFE

AND

THE VIRGINIA GENERAL ASSEMBLY

December 1, 2014

Serving those who served



TABLE OF CONTENTS

Mission, Vision, and Values	3
Commissioner's Message.....	4
Compact with Virginia's Veterans	5
Overarching Goals in support of the Compact	6
FY2015 Goals in support of the Compact	7
<i>DVS FY2015 Goals in Support of the Compact.....</i>	<i>7</i>
<i>JLC FY15 Priorities in Support of the Compact.....</i>	<i>8</i>
<i>BVS FY2015 Priorities in Support of the Compact</i>	<i>10</i>
<i>VWMB FY2015 Recommendations in Support of the Compact.....</i>	<i>11</i>
FY2016 Goals in support of the Compact	12
<i>DVS FY2016 Goals in Support of the Compact.....</i>	<i>12</i>
<i>JLC FY2016 Priorities in Support of the Compact.....</i>	<i>13</i>
<i>BVS FY2016 Priorities in Support of the Compact</i>	<i>14</i>
<i>VWMB FY2016 and FY2017 Recommendations in Support of the Compact</i>	<i>14</i>
DVS at a Glance	16
DVS Organizational Chart.....	20
Who are Virginia's Veterans?	22
Where does Virginia rank nationally?.....	26
Veterans Economic Impact on Virginia.....	27
Benefits Services.....	29
Virginia Wounded Warrior Program.....	31
Veterans Education, Training, and Employment	34
State Approving Agency (SAA) for Veterans Education & Training	34
Virginia Transition Assistance Program (VTAP).....	36
Virginia Values Veterans (V3) Program.....	37
Care Centers.....	38



Cemetery Services	40
Virginia War Memorial	42
DVS FY14 Budget and Staffing	44
Boards	46
Board of Veterans Services.....	47
Joint Leadership Council of Veterans Service Organizations	50
Veterans Services Foundation.....	53
Virginia War Memorial Board.....	56
Appendices	59
Appendix A: Benefits Services	60
Appendix B: State Approving Agency for Veterans Education and Training.....	63
Appendix C: Care Centers	65
Appendix D: Cemeteries.....	67



Mission, Vision, and Values

MISSION

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

VISION

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

VALUES

- **Excellence:** *Provide exemplary service to Virginia's veterans and their families.*
- **Commitment:** *Bring an enduring commitment to helping Virginia's veterans and their families.*
- **Innovation:** *Continually find new, more cost-effective methods to reach and serve Virginia's veterans and their families*



Commissioner's Message

I am proud to report on the accomplishments of the Department of Veterans Services (DVS) as we continue to execute the Governor's vision of making Virginia the most veteran-friendly state in the nation. The agency is dedicated and committed to providing timely and needed support to the more than 781,000 veterans who call the Commonwealth home.

DVS provides a broad range of services to Virginia's veterans and their families— from assisting with the benefits claims process, to assisting transitioning service members find a path to employability, to facilitating the attainment of educational benefits, to ensuring veterans have access to health care and behavioral health care to providing long-term care for our aging veteran population. In FY14, the Department of Veterans Services:

- Filed 23,241 disability compensation claims on behalf of Virginia veterans and families, directly enabling the recoupment of **\$2.3 billion** in federal compensation and disability payments to our veterans in FFY13.
- Delivered 5,606 discrete supportive services to veterans and their families through the Virginia Wounded Warrior Program.
- Approved 1,122 educational program offerings for the G.I. Bill program, thus expanding educational opportunities for veterans using their G.I. Bill benefits. Virginia veterans received more than **\$872 million** in G.I. Bill benefits in FFY13.
- Facilitated the employment of 3,225 Virginia veterans through the Virginia Values Veterans (V3) Program.
- Provided 130,670 patient days of care at the Sitter & Barfoot Veterans Care Center in Richmond and the Virginia Veterans Care Center in Roanoke.
- Performed 1,464 burials at Virginia's three state veterans cemeteries.
- Honored Virginia's fallen by hosting 65,692 visitors at the Virginia War Memorial, a new single-year record.

Even with all we have accomplished, we will not rest on our laurels in Fiscal Year 2015. For instance, design work is underway for the expansion of the Virginia War Memorial, with construction expected to start in 2015. Additionally, our Sitter and Barfoot Veterans Care Center is currently scheduled to complete construction of a 40-bed addition to the in the spring of 2015.

DVS continues to enjoy the strong support of the Governor, the members of the Virginia General Assembly, and the Secretary of Veterans and Defense Affairs. We are honored that you have made our veterans a high priority and we look forward to continuing our work in 2015 as we continue to make Virginia the most veteran-friendly state in the nation.

John L. Newby II
Commissioner

Compact with Virginia's Veterans

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

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

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

DVS, the BVS, the JLC, and the Virginia War Memorial Board (VWMB) have also adopted Fiscal Year (FY) 2015 and 2016 goals, priorities, and recommendations in support of the Compact.

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

- *Technology Advances*
- *Workforce Development*
- *Outreach*
- *Quality of life enhancement*
- *Other services for veterans*

For each DVS goal, the Department has established at least one objective. For each objective, DVS has set short-range (FY2016) and long-range (FY2018) targets and established specific measures. The DVS Strategic Plan, part of the state Performance Budgeting System (PB) System, details the Department's goals, objectives, targets, and measures.



OVERARCHING GOALS IN SUPPORT OF THE COMPACT

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

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

1. Ensure Virginia veterans and eligible family members receive timely assistance in filing for federal and state disability benefits.
2. Deliver long-term skilled nursing and domiciliary care, assisted living (domiciliary) care, and short term rehabilitation services to Virginia veterans at Virginia's veterans care centers.
3. Connect veterans, Guardsmen and Reservists not in federal service, and their family members to a network of community-based services designed to help them overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
4. Provide Virginia's veterans and their spouses a final resting place at state veterans cemeteries that meet national shrine standards.
5. Ensure veterans and their dependents have approved educational programs through which they may receive their educational benefits.
6. End veterans homelessness.
7. In conjunction with other state agencies, create employment opportunities for Virginia veterans in state government and the private sector.
8. Honor Virginians who served and sacrificed in the cause of freedom and liberty for the Commonwealth and the nation in time of war, and honor all of Virginia's veterans by preserving their history, educating the public, and inspiring patriotism in all Virginians.
9. Coordinate with other state agencies to afford Virginia's veterans business, employment, transportation, and other appropriate opportunities through technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and their families.



FY2015 GOALS IN SUPPORT OF THE COMPACT

The following goals, priorities and recommendations were established for FY2015 by DVS, the JLC, the BVS, and the VWMB.

DVS FY2015 Goals in Support of the Compact

DVS Goal #1: Augment the new Virginia economy with mission-ready, relevantly-skilled veterans, with particular focus on our new generation Post-9/11 veterans, by creating seamless transitions for veterans with high quality education and workforce services that accelerate career opportunities (WORKFORCE DEVELOPMENT).

DVS Objectives in support of Goal #1:

1. Expand transition assistance and direct veteran contact with employers through the Virginia Transition Assistance Program;
2. Facilitate employment opportunities for veterans;
3. Provide maximum access to G.I. Bill-approved education and training opportunities for Virginia veterans and their dependents through the approval and ongoing supervision of post-secondary education and training programs; and
4. Ensure access to Virginia Military Survivors and Dependents Education Program benefits for qualified applicants.

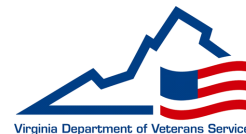
Status: Executive Order 23 (EO23) established specific targets related to workforce development for veterans:

1. *Double the number of veterans hired through the V3 Program by the end of Governor McAuliffe's administration; and*
2. *Request that 10,000 Virginia businesses sign the "Our Patriot Pledge" to hire Virginia veterans.*

DVS Goal #2: Increase affordable housing opportunities and veterans support programs in order to eliminate veterans homelessness (functional zero) by the end of 2015 (in coordination with the Secretariats of Health and Human Resources and Commerce & Trade) (QUALITY OF LIFE ENHANCEMENT).

DVS Objective in support of Goal #2: Eliminate veteran homelessness (achieve functional zero) by the end of 2015.

Status: Virginia has signed onboard the national "Mayor's Challenge" to end veterans homelessness by the end of 2015. Executive Order 32 (EO32) affirmed the



Commonwealth's commitment to homeless veterans and directed the "...the Secretary of Commerce and Trade, with the assistance of the Director of the Department of Housing and Community Development, the Executive Director of the Virginia Housing Development Authority, and a representative of the Secretary of Health and Human Resources to identify and implement actions to enable quality, affordable housing, which will strengthen families and communities and foster economic growth."

DVS Goal #3: In concert with the U.S. Department of Veterans Affairs (USDVA) and the Virginia Secretary of Health and Human Resources, support the acceleration of veterans access to healthcare and mental healthcare. Improve outcomes for veterans and their families in the areas of physical and mental health, rehabilitative and supportive services and financial stability (QUALITY OF LIFE ENHANCEMENT).

DVS Objectives in support of Goal #3:

1. Ensure that more of Virginia's veterans and families receive the federal disability and pension benefits they have earned by increasing the approval rate on federal disability claims;
2. Increase the number of Virginia veterans, members of the Virginia National Guard and Armed Forces Reserves not in active federal service, and family members of those veterans and service members served by the Virginia Wounded Warrior Program;
3. Increase the number of military and veteran family members assisted by DVS in order to promote resiliency and recovery from the impact of deployment, military service, posttraumatic stress, operational stress, or traumatic brain injury; and
4. Serve the greatest possible number of veterans by maintaining the highest practical facility census at state veterans care centers

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

DVS Objectives in support of Goal #4:

1. Honor our veterans, preserve our history, educate our youth, and inspire patriotism through increased outreach by the Virginia War Memorial; and
2. Serve the burial, memorial, and perpetual care needs of Virginia's veterans and eligible dependents by meeting or exceeding service standards set by the U.S. Department of Veterans Affairs.

JLC FY15 Priorities in Support of the Compact

JLC Priority #1: That the Governor and General Assembly support competitive compensation authority and funding for DVS claims agents (OTHER SERVICES FOR VETERANS).



Status: while the state Human Resources (HR) system provides the authority to support competitive compensation for DVS claims agents, no additional funding was approved for FY2015.

JLC Priority #2: That the Governor and General Assembly adopt budgeting/legislation that will allow the continuance of base funding for the Virginia Values Veterans (V3) Program to support hiring and retention of veterans, particularly those who have served during the past decade, and those returning from deployment (WORKFORCE DEVELOPMENT).

Status: The Appropriation Act (Chapter 2, 2014 Acts of Assembly, Special Session I) approved by the Governor and General Assembly includes \$450,000 (GF) each year in FY2015 and FY2016 as base funding for the V3 Program.

JLC Priority #3: That the Governor and General Assembly continue and increase funding for the Virginia Wounded Warrior Program as a priority in the development and approval of the 2014-2016 biennial budget (QUALITY OF LIFE ENHANCEMENT).

Status: The Appropriation Act (Chapter 2, 2014 Acts of Assembly, Special Session I) approved by the Governor and General Assembly includes additional funding for the Virginia Wounded Warrior Program, as outlined below:

	FY2015	FY 2016
General Fund	\$372,835	\$383,462
Nongeneral Fund	\$378,300	\$378,300

JLC Priority #4: That the Governor and General Assembly enact legislation to permit the electronic return of absentee ballot by overseas uniformed military voters (TECHNOLOGY ADVANCES and OTHER SERVICES FOR VETERANS).

Status: House Bill 759 (Rust) and SB11 (Puller) passed the General Assembly and were approved by the Governor. As noted in the bill summary: “[P]rovisions of this bill amending § 24.2-706 will not become effective unless reenacted by the 2016 Session of the General Assembly.”

JLC Priority #5: That the Governor and the General Assembly approve funding in the 2014-2016 biennial budget to move the Homeless Veterans Program forward. Up to \$450,000 in FY2015 and \$970,000 in FY2016 (OUTREACH and QUALITY OF LIFE ENHANCEMENT).

Status: no additional funding approved for FY2015.

JLC Priority #6: That the Governor and General Assembly provide one-time funding in the FY2015 budget to commission an update to the 2010 Virginia Tech report “Assessing the Experiences, Supportive Service Needs and Service Gaps of Veterans in the Commonwealth of



Virginia” to measure progress in access to health care, behavioral healthcare and supportive community services, including employment, housing and financial assistance, for veterans, members of the National Guard and Reserves not in active federal service and their families in the Commonwealth (OTHER SERVICES FOR VETERANS).

Status: no additional funding approved for FY2015.

JLC Priority #7: That the General Assembly pass a resolution to provide a Real Property Tax Exemption for Spouses of Military Killed in Action, identical to the resolution (HJ551) passed by the 2013 General Assembly, and that the Governor and General Assembly enact legislation to place a referendum on the ballot for the November 4, 2014 general election (QUALITY OF LIFE ENHANCEMENT).

Status: HJ8 (Ramadan) and HB46 (Ramadan) passed the General Assembly. HB46 approved by the Governor (HJ8 did not require action by the Governor). The proposed change to the Virginia Constitution was approved by the voters on November 4, 2014.

BVS FY2015 Priorities in Support of the Compact

BVS Priority #1: That the Department of Veterans Services (DVS) create a staff development plan to serve as an effective management tool to recruit, hire, train, and most importantly, retain Benefits Section staff. Based on this plan, DVS should identify the necessary funding to implement the plan in Fiscal Years 2015 and 2016 and submit a supporting budget request to the Governor and General Assembly (OUTREACH and QUALITY OF LIFE ENHANCEMENT).

Status: Staff development plan developed and required resources necessary to implement the plan were identified. However, no additional funding was approved for FY2015.

BVS Priority #2: That the Governor and General Assembly authorize two additional positions for the state veterans cemeteries in Fiscal Year 2015 (OTHER SERVICES FOR VETERANS).

Status: The Appropriation Act (Chapter 2, 2014 Acts of Assembly, Special Session I) approved by the Governor and General Assembly authorized two additional positions.

BVS Priority #3: That the Governor and General Assembly enact legislation effecting a very limited change to the Code of Virginia in regards to the residency requirements of the Virginia Military Survivors and Dependents Education Program (VMSDEP). The requested change would expand eligibility for benefits under the VMSDEP to the qualified survivors and dependents of recently separated or retired military service members who do not meet current VMSDEP residency requirements but who meet all other requirements. These veterans, when they were on active duty, may not have been a bona fide domiciliary of the Commonwealth of Virginia for tax purposes, but have had a long-term physical presence in the Commonwealth because they were assigned to a duty station in Virginia. These new veterans have remained in



Virginia after leaving active duty, and have taken the steps required to establish domicile. They have demonstrated their commitment to the Commonwealth by their long-term physical presence and by remaining in the state after leaving active duty (WORKFORCE DEVELOPMENT and QUALITY OF LIFE ENHANCEMENT).

Status: HB576 (Stolle) and SB481 (Puller) passed the General Assembly unanimously and were approved by the Governor.

VWMB FY2015 Recommendations in Support of the Compact

The Virginia War Memorial Board urges the Commissioner of Veterans Services, the Secretary of Veterans and Defense Affairs, and the Governor to support the funding and position authorization for the following full-time positions, in order to allow the Memorial to staff the Virginia War Memorial expansion and to accomplish the Memorial's mission (OUTREACH and OTHER SERVICES FOR VETERANS):

1. Assistant Director: to assist in conducting the over 50 education programs held annually; assist the Executive Director by attending veterans and civic group meetings state-wide; serve on the Memorial's speakers bureau; conduct research; and lead special projects;
2. Facilities Director: to oversee the over 40,000 square feet of education and office space and 4.3 acres of grounds including ten flag poles, a memory garden, two rose gardens, a 600-seat amphitheater, and various signs and other landscaping; coordinate maintenance; ensure that the Memorial facilities are prepared for events and meetings; and oversee the custodial and security contracts;
3. Assistant Curator: to assist the Curator with all aspects of maintaining exhibits and displays in over 50 display cases; keep the Memorial collection properly conserved; maintain artifact inventory records; and assist in preparing temporary and travelling exhibits;
4. Volunteer Program Supervisor: to recruit, train, schedule, and supervise approximately 100 volunteers who serve as docents, trainers, speakers, researchers, grounds workers, and facilitators; conduct quarterly "Chat and Learn" classes; serve as facility Safety Officer by overseeing CPR and first aid training, fire drills, fire extinguisher inspection, conduct/oversee Continuity of Operations Plan (COOP) efforts, maintain telephone notification and severe weather notification plans, conduct severe weather drills, and inspect the Memorial for safety hazards; work with the Facility Director to correct any safety issues;
5. Administrative Assistant: to answer telephones and direct callers; receive and send mail; maintain office supplies, office machines, and all master files; assist the Executive and Assistant Directors; schedule meetings, schedule and arrange staff travel; ensure timely completion of all administrative items; and maintain the Memorial's master calendar.

Status: no additional positions or funding approved for FY2015.

FY2016 GOALS IN SUPPORT OF THE COMPACT

The following goals, priorities, and recommendations were established for FY2016 by DVS, the JLC, BVS, and the VWMB:

DVS FY2016 Goals in Support of the Compact

DVS Goal #1: Augment the new Virginia economy with mission-ready, relevantly-skilled veterans, with particular focus on our new generation Post-9/11 veterans, by creating seamless transitions for veterans with high quality education and workforce services that accelerate career opportunities (WORKFORCE DEVELOPMENT).

DVS Objectives in support of Goal #1:

1. Facilitate employment opportunities for veterans;
2. Provide maximum access to G.I. Bill-approved education and training opportunities for Virginia veterans and their dependents through the approval and ongoing supervision of post-secondary education and training programs; and
3. Ensure access to Virginia Military Survivors and Dependents Education Program benefits for qualified applicants.

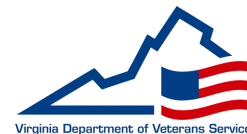
DVS Goal #2: Increase affordable housing opportunities and veterans support programs in order to eliminate veterans homelessness (functional zero) by the end of 2015 (in coordination with the Secretariats of Health and Human Resources and Commerce & Trade) (QUALITY OF LIFE ENHANCEMENT).

DVS Objective in support of Goal #2: Eliminate veteran homelessness (achieve functional zero) by the end of 2015.

DVS Goal #3: In concert with the U.S. Department of Veterans Affairs (USDVA) and the Virginia Secretary of Health and Human Resources, support the acceleration of veterans access to healthcare and mental healthcare. Improve outcomes for veterans and their families in the areas of physical and mental health, rehabilitative and supportive services and financial stability (QUALITY OF LIFE ENHANCEMENT).

DVS Objectives in support of Goal #3:

1. Ensure that more of Virginia's veterans and families receive the federal disability and pension benefits they have earned by increasing the approval rate on federal disability claims;
2. Increase the number of Virginia veterans, members of the Virginia National Guard and Armed Forces Reserves not in active federal service, and family



- members of those veterans and service members served by the Virginia Wounded Warrior Program;
3. Increase the number of military and veteran family members assisted by DVS in order to promote resiliency and recovery from the impact of deployment, military service, posttraumatic stress, operational stress, or traumatic brain injury; and
 4. Serve the greatest possible number of veterans by maintaining the highest practical facility census at state veterans care centers

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

DVS Objectives in support of Goal #4:

1. Honor our veterans, preserve our history, educate our youth, and inspire patriotism through increased outreach by the Virginia War Memorial; and
2. Serve the burial, memorial, and perpetual care needs of Virginia's veterans and eligible dependents by meeting or exceeding service standards set by the U.S. Department of Veterans Affairs.

JLC FY2016 Priorities in Support of the Compact

JLC Priority #1: That the Governor and General Assembly support the hiring, training, and retention of Department of Veterans Services (DVS) claims agents by approving additional funding in FY16. (QUALITY OF LIFE ENHANCEMENT).

JLC Priority #2: That the Governor and General Assembly support the delivery of mental health and rehabilitative services for Virginia veterans, Guardsmen, Reservists, and family members through continued and increased funding for the Virginia Wounded Warrior Program (VWWP) in the FY16 budget (QUALITY OF LIFE ENHANCEMENT).

JLC Priority #3: That the Governor and General Assembly authorize three additional positions for the Virginia War Memorial in FY16, with an additional two positions in FY17, and appropriate the necessary funding for these positions (OUTREACH and OTHER SERVICES FOR VETERANS).

JLC Priority #4: That the Governor and the General Assembly support the further reduction of veteran homelessness by approving additional funding in FY16 for:

- a. Department of Housing and Community Development (DHCD) to support increases in general statewide homeless prevention, rapid re-housing, and permanent supportive housing funding to help veterans living in rural areas and/or ineligible for VA services.
- b. DVS/VWWP to add three new Housing Resource Specialist (HRS) positions in order to expand coverage to Roanoke and Northern Virginia, and to add a second HRS position in Hampton Roads. (QUALITY OF LIFE ENHANCEMENT).



JLC Priority #5: That the General Assembly and the Governor approve the establishment of a veterans' lottery as part of the Compact with Virginia's Veterans to supplement the General Fund's support of approved veteran's requirements, with any residual lottery funding reverting back to Education. (QUALITY OF LIFE ENHANCEMENT and OTHER SERVICES FOR VETERANS).

JLC Priority #6: That the Governor and General Assembly continue state support for the Hampton Roads and Northern Virginia veterans care center construction projects and continue certification of the availability of 35% state funding to match the federal grant funds, thereby maintaining both projects on the VA Priority List Group 1. (QUALITY OF LIFE ENHANCEMENT).

BVS FY2016 Priorities in Support of the Compact

BVS Priority #1: That the Governor and General Assembly support the recruitment, hiring, training, and retention of Benefits Section staff by increasing the DVS Benefits Services section budget in FY16. (QUALITY OF LIFE ENHANCEMENT).

BVS Priority #2: That:

- a. The Governor create a working group, led by Office of the Secretary of Veterans and Defense Affairs, to facilitate the identification and recognition of Virginia's Centenarian Veterans and the centenarian spouses of such veterans;
- b. Special certificates of recognition be created to recognize Centenarian Veterans and their centenarian spouses;
- c. Certificates be presented to the veterans and spouses upon the request of the veteran or spouse, or of a family member or friend;
- d. A Virginia State Flag that has flown over the State Capitol also be presented; and
- e. The Governor present the first certificate and flag at a special ceremony, and that a press release and photos of the ceremony be released in order to promote the new program. (OTHER SERVICES FOR VETERANS).

VWMB FY2016 and FY2017 Recommendations in Support of the Compact

The Virginia War Memorial Board urges the Commissioner of Veterans Services, the Secretary of Veterans and Defense Affairs, and the Governor to support the funding and position authorization for the following full-time positions, in order to allow the Memorial to staff the Virginia War Memorial expansion and to accomplish the Memorial's mission (OUTREACH and OTHER SERVICES FOR VETERANS):



1. Assistant Director: to assist in conducting the over 50 education programs held annually; assist the Executive Director by attending veterans and civic group meetings state-wide; serve on the Memorial's speakers bureau; conduct research; and lead special projects;
2. Facilities Director: to oversee the over 40,000 square feet of education and office space and 4.3 acres of grounds including ten flag poles, a memory garden, two rose gardens, a 600-seat amphitheater, and various signs and other landscaping; coordinate maintenance; ensure that the Memorial facilities are prepared for events and meetings; and oversee the custodial and security contracts;
3. Assistant Curator: to assist the Curator with all aspects of maintaining exhibits and displays in over 50 display cases; keep the Memorial collection properly conserved; maintain artifact inventory records; and assist in preparing temporary and travelling exhibits;
4. Volunteer Program Supervisor: to recruit, train, schedule, and supervise approximately 100 volunteers who serve as docents, trainers, speakers, researchers, grounds workers, and facilitators; conduct quarterly "Chat and Learn" classes; serve as facility Safety Officer by overseeing CPR and first aid training, fire drills, fire extinguisher inspection, conduct/oversee Continuity of Operations Plan (COOP) efforts, maintain telephone notification and severe weather notification plans, conduct severe weather drills, and inspect the Memorial for safety hazards; work with the Facility Director to correct any safety issues;
5. Administrative Assistant: to answer telephones and direct callers; receive and send mail; maintain office supplies, office machines, and all master files; assist the Executive and Assistant Directors; schedule meetings, schedule and arrange staff travel; ensure timely completion of all administrative items; and maintain the Memorial's master calendar.



DVS at a Glance

BENEFIT SERVICES

Assists Virginia's veterans and their dependents in obtaining compensation, pension, healthcare, and other benefits to which they are entitled under federal and state law by virtue of their military service.

- 23,241** Claims submitted to U.S. Department of Veterans Affairs in FY14
- 14,868** Claims adjudicated by USDVA in FY14
- 10,157** Claims granted in FY14 – 68% approval rate
- 135,789** Client contacts in FY14
- \$2.3B** Disability compensation and pension payments to Virginia veterans and dependents in FFY13

VIRGINIA WOUNDED WARRIOR PROGRAM

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

- 5,606** Total Individual Services Delivered (Information and Referrals + Direct Services) provided in FY14
- 1,480** Individual Information and Referrals Provided in FY14
- 4,126** Individual Direct Services Provided in FY14
- 509** Community events conducted by VWWP staff in FY14
- 91** Veterans and family members served by Mission: Healthy Relationships and Mission: Healthy Families in FY14



STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

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

4TH Commonwealth's ranking among the 50 states in terms of veterans using their GI Bill benefits in FFY13

\$872 M Amount of GI Bill benefits paid to Virginia recipients in FFY13

1,122 Instructional institutions in Virginia approved to provide training to veterans and dependents in FFY13

VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)

Newly aligned under DVS in FY14, the VTAP assists military service members to transition to post-military education, training, employment, and supportive services.

5 VTAP-sponsored transition events held in partnership with community-based veterans support and transition organizations in FY14, each event serving between 50 and 80 transitioning veterans

425 Veterans and family members provided with transition assistance in FY14

VIRGINIA VALUES VETERANS (V3) PROGRAM

Provides education, training, and connectivity resources to assist companies recruit, hire, and retain a highly-skilled, well-educated, and easily-trained talent pool: Virginia's Veterans.

110 Certified Companies registered in FY14

3,287 Jobs Pledged to Virginia Veterans in FY14

3,225 Veterans Hired by V3-Certified Companies in FY14

20 Training Events Conducted in FY14



VETERANS CARE CENTERS

Provides long-term care, assisted living care, Alzheimer's/dementia 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 (40 bed addition under construction – estimated completion Summer 2015)
- 56,045** Patient days of nursing and Alzheimer's/dementia care provided in FY14 (96% capacity)

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
- 58,666** Patient days of nursing and Alzheimer's/dementia care provided in FY14 (89% capacity)
- 15,959** Patient days of assisted living care provided in FY14 (73% capacity)

VIRGINIA VETERANS CEMETERIES

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

- 1,464** Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY14



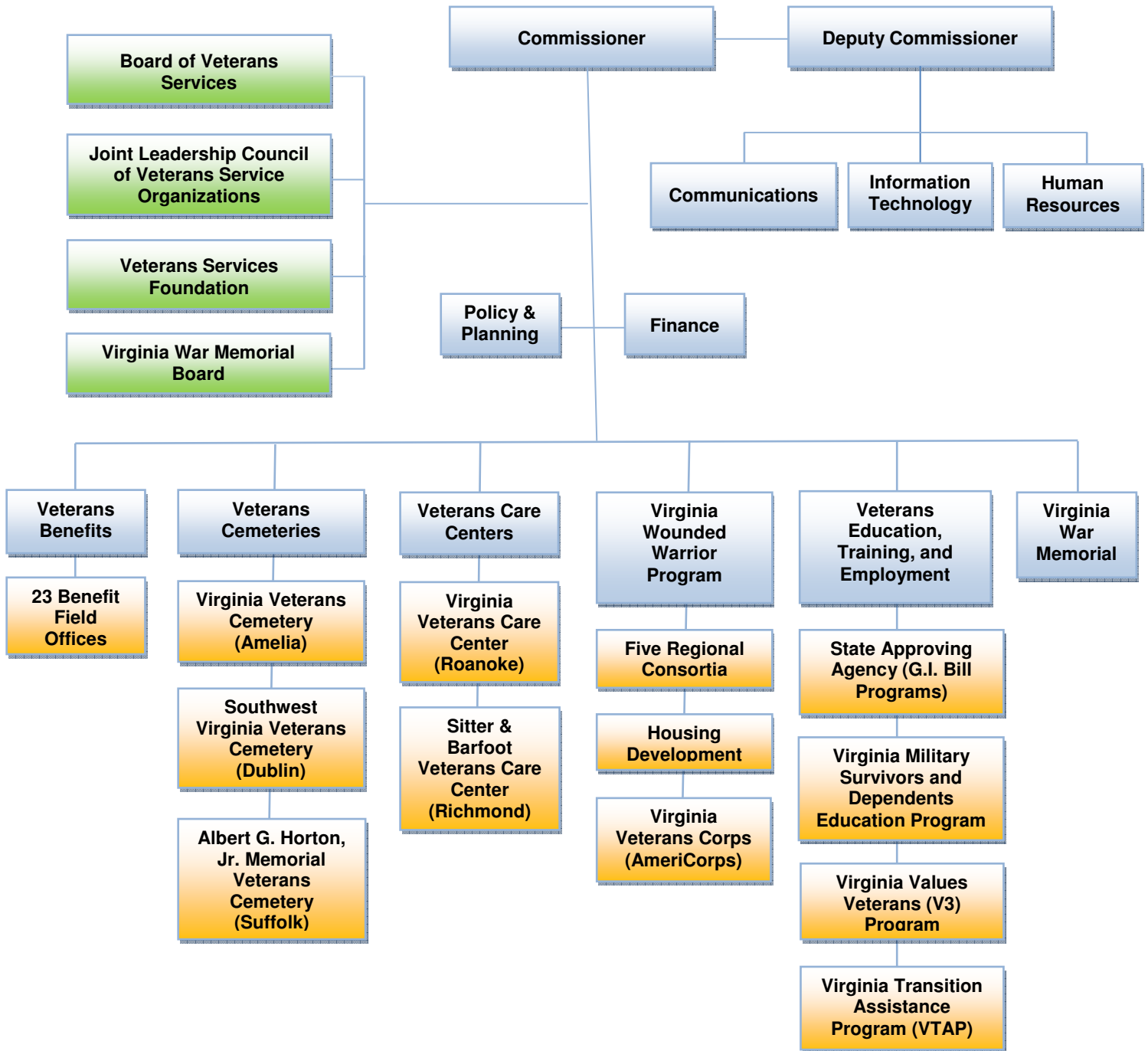
VIRGINIA WAR MEMORIAL

The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present; and through its Education Center, serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. In its educational mission, the Virginia War Memorial will project a variety of internal and outreach programs, artifacts, research materials, Virginians at War documentaries, exhibitions, seminars, and ceremonies will be used to instill a living memorial to all citizens and citizen-warriors of the nation's commitment to freedom.

- 65,692** Visitors to the Virginia War Memorial in FY14
- 52** Educational Outreach and Patriotic Programs conducted in FY14
- 2** *Virginians at War* documentary videos for schools produced in FY14 (videos are correlated to the Virginia Standards of Learning)
- 75** Visitor and group tours provided in FY14
- 4,746** Hours of service provided by Virginia War Memorial volunteers in FY14



DVS Organizational Chart AS OF 12/1/14





DVS Locations

Benefits Services Offices

- 1 Accomac
- 2 Alexandria
- 3 Big Stone Gap
- 4 Bristol
- 5 Cedar Bluff
- 6 Charlottesville
- 7 Danville
- 8 Fairfax
- 9 Front Royal
- 10 Hampton
- 11 Hampton VA Medical Center
- 12 Henrico
- 13 Lynchburg
- 14 McGuire VA Medical Center (Richmond)
- 15 Portsmouth
- 16 Quantico
- 17 Roanoke
- 18 Salem VA Medical Center
- 19 South Hill
- 20 Staunton
- 21 Tidewater (Norfolk)
- 22 Virginia Beach
- 23 Wytheville

Care Centers

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

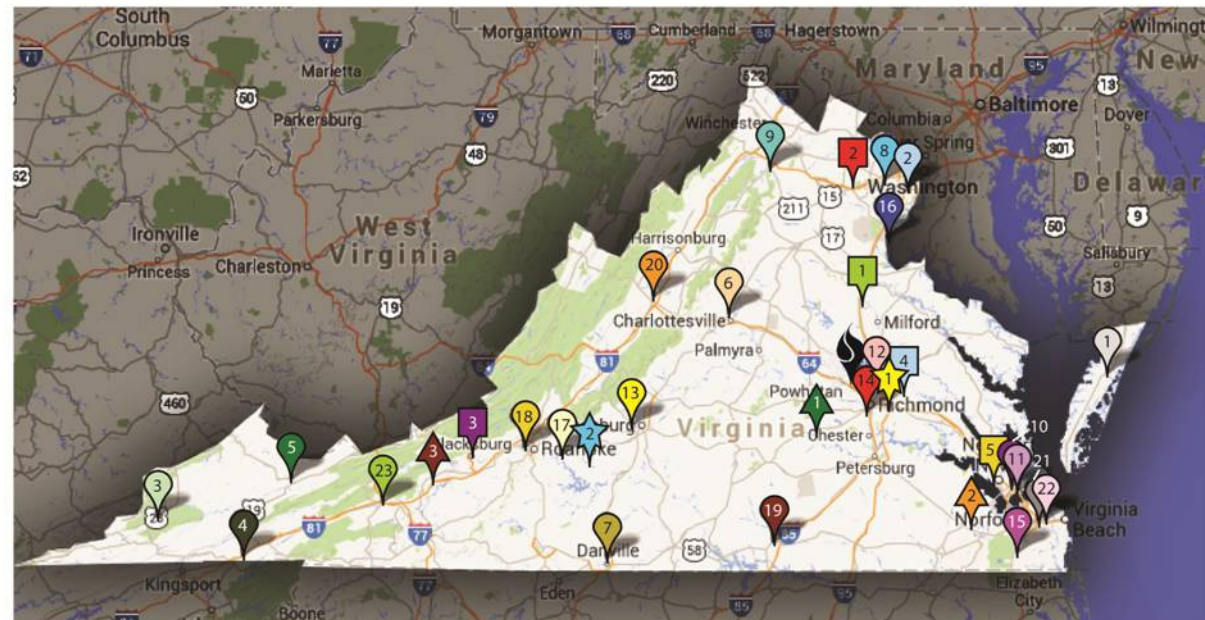


Virginia Wounded Warrior Program

- Region I - Fredricksburg
- 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?

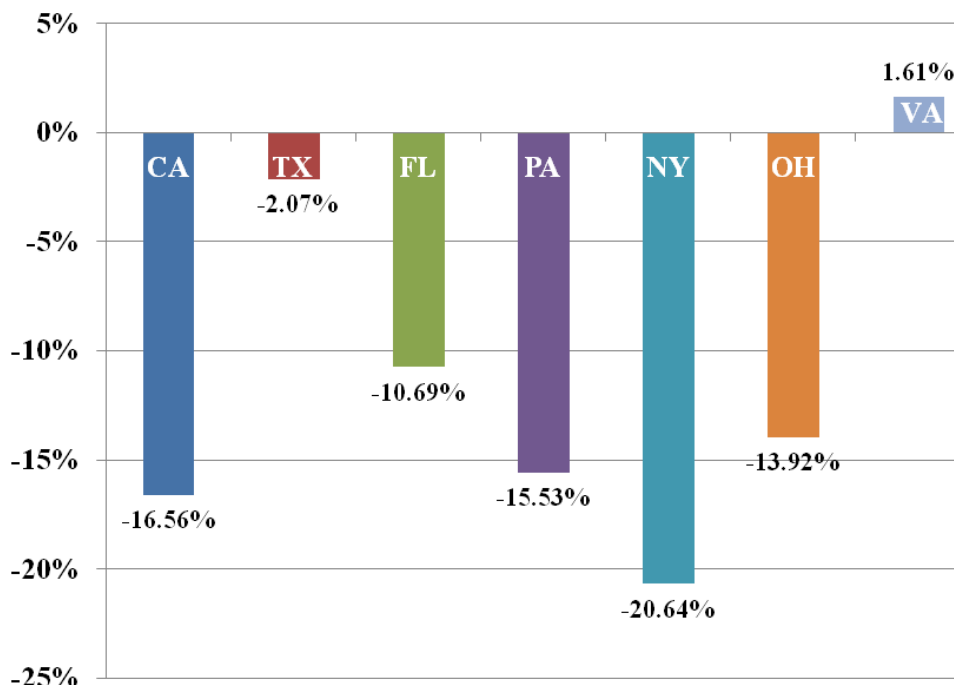
POPULATION

781,388 Projected number of veterans living in Virginia as of September 30, 2014 (*USDVA, VetPop 2014, Table 6L*)

The number of veterans living in Virginia is forecast to peak at 789,863 veterans in 2020, before beginning to decline slightly. The increase of 12,549 veterans from 2013 to 2017 represents a 1.61% increase. Virginia is one of only two states in which the population is forecast to rise through 2020 (the other is Wyoming, with a forecasted increase of 909 veterans, or 1.84%).

In contrast, the veterans population in California is forecast to decrease from 1,899,632 in 2013 to 1,585,002 in 2020, a forecast decline of 314,630 veterans. Large declines are also forecast in New York (-190,238), Florida (-171,840), Pennsylvania (-149,281), and Ohio (-123,130).

% Change in Veterans Population 2013-2020

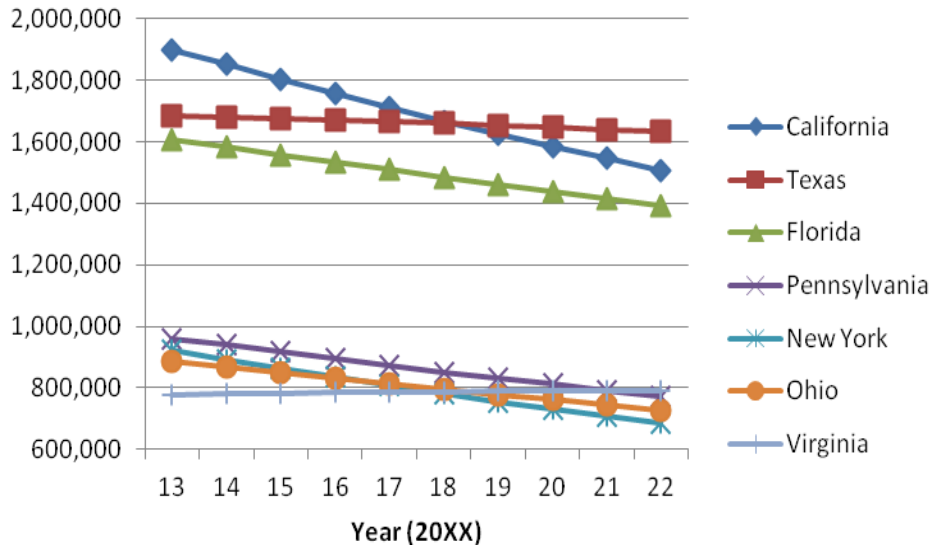


The state with the largest percentage decline in veterans population is New Jersey, with a forecast decline of 22.27%, from 443,741 in 2013 to 344,942 in 2020.

7th Virginia's national ranking in 2014 veteran population (*USDVA, VetPop 2014, Table 6L*). The USDVA forecasts that Virginia will rank 6th in 2018, 5th in 2019, and 4th in 2022.



Veterans Population 2013 - 2022



107,201 Number of female veterans in Virginia in 2014 (*USDVA, VetPop 2014, Table 9L*)

ERA OF SERVICE (AS OF SEPTEMBER 30, 2013)

623,170 Total war time

154,144 Total peace time

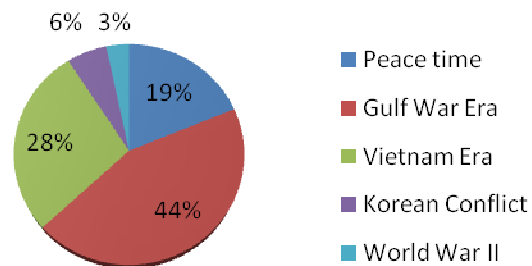
364,460 Gulf War Era

228,291 Vietnam Era

47,998 Korean Conflict

27,091 World War II

By Period of Service



(*USDVA, VetPop2014, Table 7L. Note: veterans who served in multiple conflicts may be counted twice. For example, a veteran who served in both WWII and Korea would be counted in both sets of numbers.*)



EDUCATION, TRAINING, TRANSITION & EMPLOYMENT

63,381 Number of veterans receiving G.I. Bill benefits in Virginia in FFY13. Virginia ranks 4th in the nation in number of veterans receiving G.I. Bill benefits

\$872M Total G.I. Bill benefits paid to veterans in Virginia in FFY13

Transition 425 Veterans and their families served the Virginia Transition Assistance Program (VTAP) in FY14.

Employment

3,287 Jobs Pledged to Veterans in FY14 by V3-Certified Companies

3,225 Actual Veteran Hires in FY14 by V3-Certified Companies

DISABLED VETERANS

160,887 Number of veterans receiving USDVA compensation or pension benefits as of September 30, 2013

\$2.3B Compensation and pension payments to Virginia veterans in FFY13

HOMELESSNESS AND HOUSING

620 Estimated number of homeless veterans in Virginia on a single night in January 2014

(U.S. Department of Housing and Urban Development (HUD), HUD's 2014 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations – Virginia, Preliminary Data submitted to HUDHDX in May 2014 as reported via the Virginia Department and Housing and Community Development)

1,300 to 2,500 Estimated number of veterans estimated to be homeless in Virginia at some point in FY14.

51 Number of homeless veterans housed in FY14 through the Virginia Wounded Warrior Program (VWWP).

50 Number of unstably housed veterans who received financial assistance through VWWP in FY14 to save their housing.

213 Number of homeless veterans provided with care coordination and supporting services through VWWP in FY14

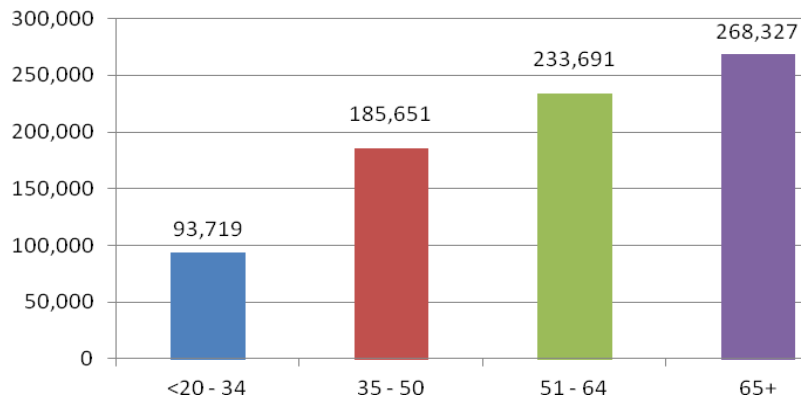


AGING

268,327 Projected number of veterans age 65+ living in Virginia in 2014 (USDVA, Table 6L)

The number of veterans age 65+ will continue to increase annually, reaching more than 275,317 by 2020 (USDVA, Table 6L)

Number of Virginia Veterans by Age

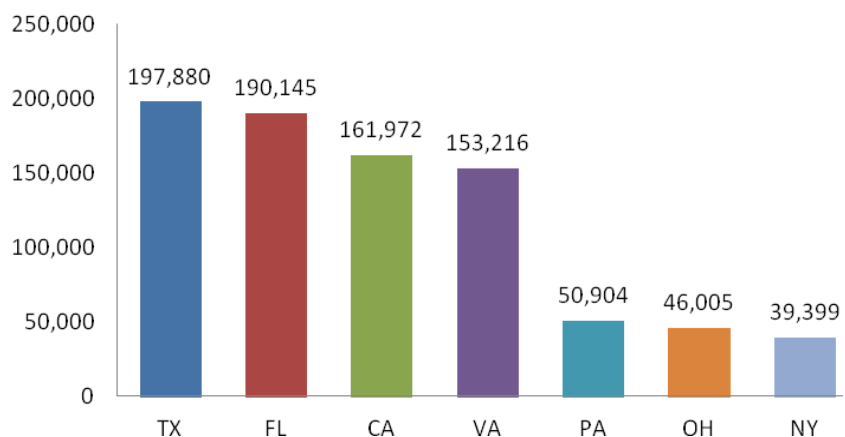


MILITARY RETIREES

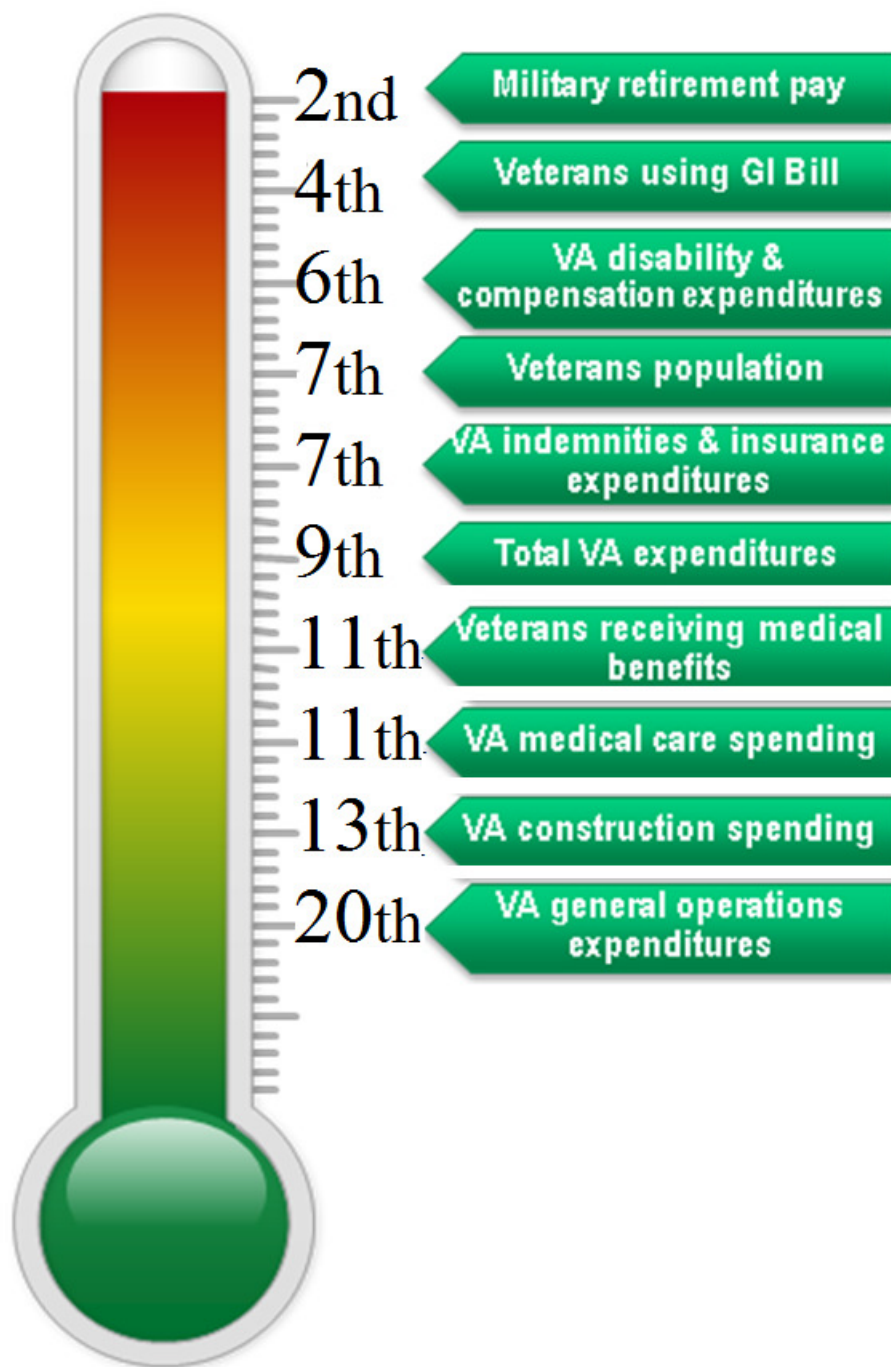
153,216 Number of military retirees in Virginia. Virginia ranks fourth in the nation.

(DoD, Office of the Actuary, Statistical Report on the Military Retirement System, Fiscal Year 2013)

Number of Military Retirees, FFY13



Where does Virginia rank nationally? (FFY13)





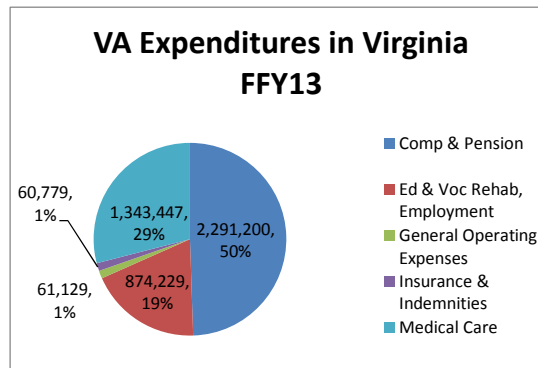
Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$9.63B** 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 FFY13¹

\$4.65B Total USDVA expenditures in Virginia

\$2.29B Compensation and disability payments to Virginia veterans and their dependents.



\$61.1M General operating expenses

\$874.2M Education and vocational rehabilitation employment expenditures

\$1.34B Medical care expenditures

¹ Source for all data on this page: U.S. Department of Veterans Affairs, FFY13 Summary of Expenditures by State, <http://www.va.gov/vetdata/Expenditures.asp>

IMPACT OF NEW COMPENSATION AND PENSION CLAIMS FY14

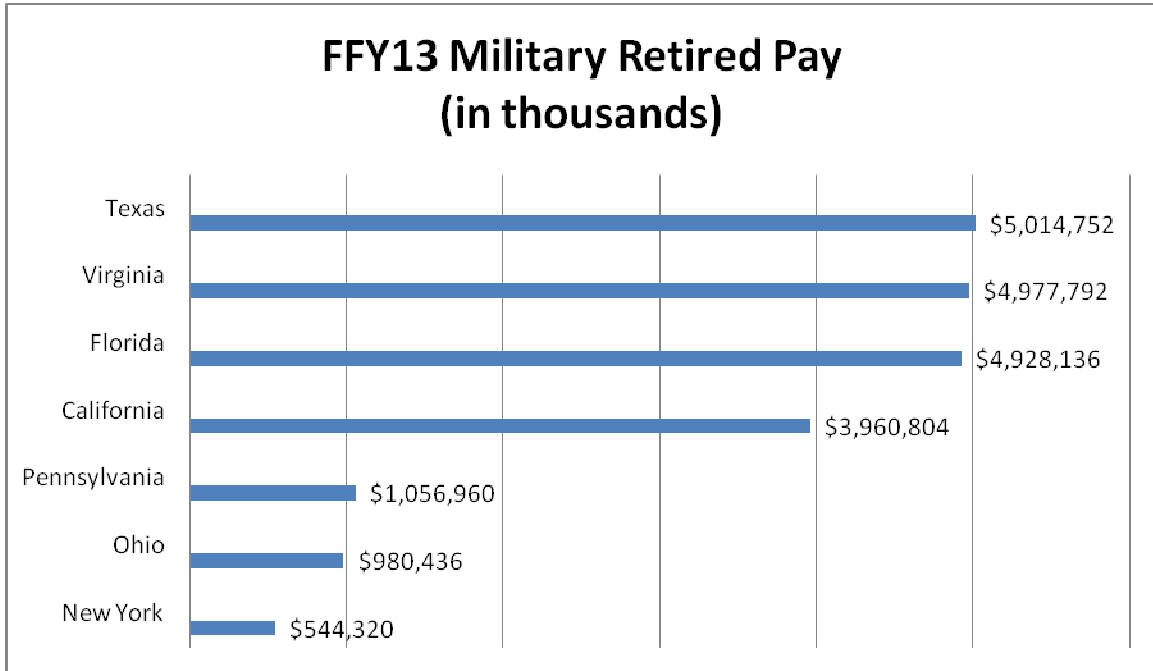
\$238.8M Estimated fiscal impact of new compensation and pension claims submitted in FY14.

This is based on number of claims submitted by DVS on behalf of Virginia's veterans and approved by the USDVA in FY14 (10,978 claims were approved by the USDVA out of 14,354 adjudicated). Multiplied by \$14,241 (the average compensation awarded by the USDVA in Virginia in FFY13), gives a subtotal of \$156.3M. Retroactive awards (a one-time lump-sum payment of compensation/benefits retroactive to the date the claims was filed) over \$50,000 to Virginia veterans totaled \$82.5M in FY14, making the total impact \$238.8M.



US DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY13

\$4.98B Retirement pay to military retirees in Virginia. Virginia ranks second, after Texas, in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Report on the Military Retirement System, Fiscal Year 2013*).



Benefits Services

MISSION

Assist Virginia's veterans and their dependents in obtaining compensation, pension, healthcare, and other benefits to which they are entitled under federal and state law by virtue of their military service.

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 (one-time lump-sum payment) 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 direct compensation and pension payments to veterans, which totaled \$2.3 billion in FFY13, veterans whose claims are approved by the U.S. Department of Veterans Affairs (VA) receive medical care for their service-connected disabilities. For example, a veteran rated 50% disabled may receive all of his or her medical care through the VA health system. Also, dependants of veterans either determined to be 100% disabled or deceased from a service-connected disability have access to "CHAMPVA," a comprehensive health care plan. Access to the VA health care system, along with compensation or pension payments, helps fulfill the basic financial needs of many Virginia veterans and their dependants, reducing or eliminating their need to seek assistance through state-funded social programs.

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

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



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.

Annual Services Provided	FY12	FY13	FY14
Claims submitted to USDVA	27,279	25,120	23,241
Claims adjudicated	15,967	14,354	14,868
Claims approved / % approved	12,362 / 77%	10,978/76%	10,157/68%
Retroactive awards	2,781	5,298	7,133
Dollar value of retroactive awards	\$60.0M	\$65.8M	\$82.5M
Client contacts	133,731	142,592	135,789
Number of field offices	22	22	23
Itinerant points	63	63	64
Itinerant visits	8,624	7,919	6,135
Resources			
Budget	\$3,641,189	\$3,992,746	\$3,992,746
Authorized Positions	69	70	70
Filled Positions – as of June 30	55	62	62

For more detailed information, refer to Appendix A

Virginia Wounded Warrior Program

MISSION

The Virginia Wounded Warrior Program (VWWP), in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department for Aging and Rehabilitative Services (DARS), 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.

ACTIVITIES

The Virginia Wounded Warrior Program (VWWP) provides care coordination for behavioral health, rehabilitative, and supportive services needs for Veterans, National Guard, Armed Forces Reservists, and their families. VWWP operates statewide and staff members (\approx 40 veteran resource specialists) are physically located in over half of the 40 Community Services Boards in the Commonwealth. The VWWP model is built upon hands-on services delivery that closes access to care gaps for veterans and families. The VWWP team effectively serves as a conduit from veteran-specific to mainstream resources for community partners, veterans and their families.

Regional Highlights

VWWP is organized into five Regional Consortia around the state:

- Region 1 (Northwestern): serves veterans and their families in Northwestern Virginia in a geographical having approximately 148,000 veteran residents.

Region 2 (Northern): serves four counties and five cities located in Northern Virginia, serving the highest density of veterans, Approximately 174,000 veterans reside in these jurisdictions. A hallmark of Region II is its ongoing relationship with Northern Virginia Community College (NVCC). Veteran peer specialists are assigned on each of the six campuses of NVCC) and a new initiative, Skype A Veteran Peer Specialist, allows access to staff virtually for all NVCC students.

- Region III (Southwest): serves Southwest Virginia, which is home to more than 88,000 veterans and their family members. This year, Region III rounded out the 4th and final year of the Flex Rural Veterans Health Access Program (RVHAP) grant. In 2009, VWWP Region III began with a modest two-person staff located in 2 Community Services Boards. In 2010, partnering with the Virginia Department of Health (the State's Office of Rural



Health), VWWP was awarded a federal grant of \$296,667 renewable for 3 years from the Health Resources and Services Administration (HRSA).

Region IV (Central): serves Central Virginia, which is home to more than 118,000 veterans and their family members. Region IV continues to play a lead role in family support services, particularly in the development and implementation of “*Mission: Healthy Relationships*” (MHR) and “*Mission: Healthy Families*” (MHF). Conducted as weekend retreats, MHR and MHF help veteran couples and families build relationships, improve communication skills and develop resiliency skills in order to better deal with the stress of military life and deployment. In the past year, Region IV implemented an ongoing outreach presence at the Petersburg Freedom Support Center and the Richmond Homeless Point of Entry - contributing to an increase in case management referrals.

- Region V (Greater Hampton Roads): serves Greater Hampton Roads (GHR), which is home to more than 252,000 veterans and their family members. The region has a targeted focus to meet the needs of our homeless and at-risk veterans and their families and continues to support the efforts of four (4) local Continua of Care in direct coordination with the Hampton VA Medical Center homeless services team.

Virginia Veterans Corps, an AmeriCorps program

The VWWP Virginia Veterans Corps (VVC) program is only one of two national grantees within the Commonwealth of Virginia. Having 28 part-time “Navigators,” at 10 individual service sites, the VVC provides service members and their families with access housing for homeless veterans, to healthcare, behavioral health care, social services or services designed to address other individual and family needs.

Housing Development Team

The Housing Development Team has brought to the forefront the Commonwealth’s commitment to ending veteran homelessness in Virginia by the end of 2015. From 2013 to 2014, veteran homelessness was reduced by 14%. Some key accomplishments in FY14 included organizing a Veterans Housing Development Training for affordable and permanent supportive housing developers and partnering with the Virginia Coalition to End Homelessness in convening a Homeless Veteran Summit of key stakeholders to develop a State Action Plan to End Veteran Homelessness. The Housing Development Team also organized a statewide Homeless Veteran Boot Camp that will be implemented in FY15 to push communities towards ending homelessness among veterans by December 2015.

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Annual Services Provided	FY12	FY13	FY14
Individual Services Delivered (Information/Referrals + Direct Services)	5,283	5,431	5,606
Community events attended by VWWP staff	822	712	509
Resources			
Budget	\$2,514,246	\$2,711,264	\$2,761,264
Authorized Positions	7	10	10
Filled Positions – as of June 30	7	8	7

Veterans Education, Training, and Employment

The Veterans Education, Training, and Employment (VETE) section of the Department of Veterans Services has three main service areas:

1. State Approving Agency (SAA) for Veterans Education & Training;
2. Virginia Transition Assistance Program (VTAP);
3. Virginia Values Veterans (V3) Program.

STATE APPROVING AGENCY (SAA) FOR VETERANS EDUCATION & TRAINING

SAA MISSION

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

SAA 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 nine employees, the SAA has responsibility for providing supervision and support for 1,122 education and training institutions. While some institutions only offer one program, in many cases an institution offers multiple programs, each requiring separate approval.

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Annual Services Provided	FFY12	FFY13	FFY14
Number of education and training institutions supported	1,017	1,032	1,122
Educational program approval actions	993*	1,236*	1,611
Number approved/% approved	858*/86%	997*/81%	1,111*/69%
Other approval actions	498	633	1,069
Number approved/% approved	447/90%	572/90%	989/93%
Educational institution supervisory visits	154**	130**	124**
% of required supervisory visits completed	92%	108%***	103%***
Veteran student population	57,264	63,381	37,380****
Resources			
Budget	\$704,223	\$708,562	\$708,562
Authorized Positions	9	9	9
Filled Positions – as of June 30	8	8	9

Note: data is reported by federal fiscal year (FFY) since SAA activity is tracked on that basis.

For more detailed information, refer to Appendix B

* A new compliance mission required visits to fewer education and training institutions but more in-depth auditing of academic and financial records. Fewer approval actions are due to public schools being reclassified as “Deemed Approved.”

** A new compliance mission required visits to fewer education and training institutions in FFY12 and FFY13 but more in-depth auditing of academic and financial records.

*** The SAA conducted 10 additional compliance surveys to assist the U.S. Department of Veterans Affairs Regional Office in reaching their goal.

**** Number of veterans receiving G.I. Bill benefits in Virginia as of April 2014. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY14 will be available in March 2015.



VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)

VTAP MISSION

Assists military service members to transition to post-military education, training, employment, and supportive services.

VTAP BACKGROUND AND ACTIVITIES

The Virginia Transition Assistance Program (VTAP) operated from December 2012 to December 2013 under grant funding through the Office of Economic Adjustment in order to coordinate transition services for Veterans after they have transitioned from active duty. The VTAP Coordinator position was aligned under the then-Secretary of Veterans Affairs and Homeland Security. In January 2014, responsibility for VTAP was transferred to the Department of Veterans Services, and the VTAP was aligned with the Virginia Values Veterans (V3) Program to ensure effective coordination between transition and employment services. In FY15, \$150,000 (GF) was appropriated to continue the VTAP, and one position was authorized. A new VTAP Coordinator was hired in September 2014.

By building regional cohorts to make transition services available, VTAP conducted transition seminars, education fairs, and workforce recruiting days to serve Veterans and transitioning service members throughout the Commonwealth.

Annual Services Provided	FY13	FY14
Veterans and families served	205	425
VTAP Events held	2	6
Transition Service Partnerships	12	23
Resources		
Budget	\$150,000 (grant)	\$150,000 (grant)
Authorized Positions*	1	1
Filled Positions – as of June 30*	1	1

* Position in the Office of the Secretary of Veterans Affairs and Homeland Security (FY13), transitioned to DVS in FY14



VIRGINIA VALUES VETERANS (V3) PROGRAM

V3 MISSION

Provides education, training, and connectivity resources to assist employers recruit, hire, and retain a highly-skilled, well-educated, and easily-trained talent pool: Virginia's Veterans.

V3 ACTIVITIES

The Virginia Values Veterans (V3) Program was a pilot program beginning in FY13 as an innovative approach to increase employment opportunities for Virginia Veterans by training employers. The training and education of companies was performed by a private-sector contractor. In mid-FY14, the V3 Program expanded its training efforts, bringing program management in-house, procuring additional curriculum developer and training services, and targeting employer outreach. V3 has developed a state-of-the-art curriculum, drawing on nationwide best practices in Veteran recruiting, hiring, and retaining, and has expanded its partnerships with public and private agencies.

Annual Services Provided	FY13	FY14
Certified companies registered	97	110
Jobs Pledged to Virginia Veterans	3,986	3,287
Veterans Hired by Certified Companies	2,150	3,225
Training Events Conducted	12	20
Resources		
Budget	\$280,000	\$450,000
Authorized Positions	0	1
Filled Positions – as of June 30	0	1

Care Centers

MISSION

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

ACTIVITIES

Virginia's veterans care centers 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 high quality 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 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 in-facility and off-site 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 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 Fort Lee.

In 2014, SBVCC held a wide variety of events and activities for the residents, including horseback riding at the Lonesome Dove Equestrian Center, Richmond Flying Squirrel baseball games, outings to the Virginia Museum of Fine Arts and the Virginia War Memorial, numerous live entertainment performances at the facility, and shopping trips.

In Summer 2015 SBVCC plans to open a new 40 bed addition.

Annual Services Provided	FY12	FY13	FY14
<i>Virginia Veterans Care Center</i>			
Patient Days—Nursing / % of beds occupied	62,093 / 95%	59,078 / 90%	58,555 / 89%
Patient Days—Assisted Living / % of beds occupied	16,717 / 76%	16,156 / 74%	15,959 / 73%
<i>Sitter & Barfoot Veterans Care Center</i>			
Patient Days—Nursing / % of beds occupied	53,333 / 95%	56,786 / 97%	56,045 / 96%
Resources			
<i>Virginia Veterans Care Center</i>			
Budget	\$19,130,091	\$19,554,913	\$22,103,826
Authorized Positions	260	260	260
Filled Positions – June 30	239	239	247
<i>Sitter & Barfoot Veterans Care Center</i>			
Budget	\$19,522,114	\$22,693,689	\$22,718,812
Authorized Positions	233	233	233
Filled Positions – June 30	212	222	218

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

Cemetery Services

MISSION

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

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.

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.

For each veteran buried in a Virginia state veterans cemetery, DVS receives a reimbursement, called a plot allowance, from the USDVA. The current reimbursement (2014) is \$734. Spouses and eligible dependents are charged \$300 to offset the cost of operations. These monies, representing about one-half 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.

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.

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Annual Services Provided	FY12	FY13	FY14
<i>Virginia Veterans Cemetery</i>			
Interments	279	311	307
Pre-applications on file*	2,063	2,198	2,258
<i>Horton Veterans Cemetery</i>			
Interments	800	859	1,017
Pre-applications on file*	4,002	4,205	4,451
<i>Southwest Virginia Veterans Cemetery</i>			
Interments	143	175	140
Pre-applications on file*	985	1,298	1,278
Resources			
Budget	\$1,711,609	\$1,693,257	\$1,778,257
Authorized positions	19	23	24
Filled positions – as of June 30	15	21	23

* 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).

Virginia War Memorial

MISSION

The Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present; and through its Education Center serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. In its educational mission, the Virginia War Memorial will project a variety of internal and outreach programs, artifacts, research materials, Virginians at War documentaries, exhibitions, seminars, and ceremonies will be used to instill a living memorial to all citizens and citizen-warriors of the nation's commitment to freedom.

Honoring our Veterans, Preserving our History, Educating our Youth, and Inspiring Patriotism in All.

ACTIVITIES

Through its Paul and Phyllis Galanti Education Center, the Virginia War Memorial serves as the Center of Excellence for the Commonwealth in education of Virginian's experience of war from the birth of our nation to the present. With the support of the Virginia War Memorial Educational Foundation, the Memorial delivers a variety of educational programs both at the Memorial and at locations across the state. On-site ceremonies and events are also integral to the Memorial's code-mandated education mission. FY14 activities included:

1. Conducted over 50 educational events – public and private – including ceremonies, lectures, films, patriotic programs, student seminars, teacher institutes, Boy Scout program, Girl Scout Program, JROTC Recognition Programs, and others.
2. Selected architectural firm and have proceeded to Schematic Design phase for Phase 3 expansion of the Memorial's Master Plan which will provide an expanded Shrine area for the Global War on Terrorism, a 200-car parking deck, a 320-seat lecture hall, a long distance Tele-Training Video classroom/studio, and various administrative areas. This project is fully funded.
3. The Memorial's educational centerpiece, the documentary film program produced for Virginia schools named: *Virginians at War* is marking the completion of the 20th segment in this award-winning historic series. Produced using interviews of Virginia veterans who participated in the events chronicled and including animated maps, archival film and photos, graphics, and music. Each film segment is 15-20 minutes long. Hard copies have been distributed to every middle and high school in Virginia and they are also available through the Memorial's website.

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Annual Services Provided	FY12	FY13	FY14
Visitors	45,623	60,004	65,692
Resources			
Budget	\$741,312	\$743,543	\$795,001
Authorized Positions	4	4	4
Filled Positions – June 30	3	4	4



DVS FY14 Budget and Staffing

DVS FY14 BUDGET (APPROPRIATION) AS APPROVED BY THE 2014 GENERAL ASSEMBLY

Program	Fund Source				Program Total	Program - percentage of DVS budget
	General Fund	Special (fee for service)	Dedicated Special (mostly private donations)	Federal Trust (federal contract)		
Benefit Claims	\$4,097,746	\$0	\$0	\$0	\$4,097,746	7.23%
Virginia Wounded Warrior Program	\$2,161,264	\$0	\$200,000	\$400,000	\$2,761,264	4.87%
Education, Training, Transition, and Employment	\$450,000	\$0	\$0	\$708,562	\$1,158,562	2.04%
Care Centers	\$0	\$30,535,526	\$70,000	\$13,289,112	\$43,894,638	77.46%
Cemeteries	\$1,029,791	\$358,466	\$5,000	\$385,000	\$1,778,257	3.14%
Virginia War Memorial	\$795,001	\$0	\$0	\$0	\$795,001	1.40%
Administration	\$1,270,941	\$265,191	\$60,000	\$0	\$1,596,132	2.82%
Non-DVS programs	\$387,612	\$25,000	\$75,000	\$100,000	\$587,612	1.04%
DVS Total	\$10,192,355	\$31,184,183	\$410,000	\$14,882,674	\$56,669,212	100%
Fund type as a percentage of DVS budget	17.99%	55.03%	0.72%	26.26%	100%	



DVS FY14 POSITION LEVELS – AUTHORIZED VS. FILLED, AS OF JUNE 30, 2014

Staffing by service area	Authorized	Filled
Benefits	70	62
Education and Training	9	8
Transition Assistance	1	1
Employment	1	1
Virginia Wounded Warrior Program	10	7
Care Centers	539	455
Cemeteries	24	23
Virginia War Memorial	4	4
Administration	15	14
Special Programs/Other	1	1
Totals	674	576

Boards

The Department of Veterans Services' work is guided and supported by four boards:

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

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

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



BOARD OF VETERANS SERVICES

Mission

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

Powers and duties

§ 2.2-2454. Powers and duties of Board

The Board shall have the power and duty to:

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

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



Message from the Chairman

The Board of Veterans Services (BVS) works with the Department of Veterans Services (DVS) to ensure that quality services are delivered to Virginia's veterans and their families.

I am proud to report that the BVS fulfilled that mission in FY14. Three recommendations were submitted to DVS, the Governor, and the General Assembly for action in the 2014 General Assembly. Two of those recommendations were approved. However, the Board's top priority – increased funding for the Department's Benefit Services Section – was not funded. Additional resources are absolutely critical if DVS is to hire, train, and retain effective staff, and the Board has again submitted this as our top priority for the 2015 session. Even in this time of constrained resources, it is essential that we invest in our Department of Veterans Services. The return to the Commonwealth, and, especially, to her Veterans, will be significant!

The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations (JLC), voting unanimously to endorse and support the six recommendations submitted to the Governor and General Assembly for the 2015 General Assembly session. We also fully support the work of the Veterans Services Foundation and the Virginia War Memorial Board. We look forward to continuing our combined and complementary efforts and support in FY15.

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

Respectfully,

Donald B. Kaiserman
Chairman



Board of Veterans Services members – as of December 1, 2014

Member	Position
Donald B. Kaiserman	Chairman, Board of Veterans Services Retired Colonel, U.S. Army
Johnny G. Johnson	Vice Chairman, Board of Veterans Services Analyst at Department of the Navy
Susan B. Hippen	Secretary, Board of Veterans Services Retired Master Chief Petty Officer, U.S. Navy
<i>Delegate</i> Richard Anderson	General Assembly of Virginia Retired Colonel, U.S. Air Force
<i>Delegate</i> Mamye BaCote	General Assembly of Virginia
L. Max Beyer	Retired Lieutenant Colonel, U.S. Army
William G. Haneke	Chairman, Families of the Wounded Fund; Retired Captain, U.S. Army
James O. Icenhour, Jr.	Retired Major, U.S. Air Force
Thad A. Jones	Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
Don Lecky	President & CEO, Westminster Canterbury, Richmond
Sandra D. Love	Forensic Clinician, Chesapeake Community Services Board U.S. Marine Corps veteran
William Nicholas	Retired Director of U.S. Department of Veterans Affairs Roanoke Regional Office
Belinda Pinckney	President and CEO of BHP Consulting LLC Retired Brigadier General, U.S. Army
<i>Senator</i> Toddy Puller	General Assembly of Virginia
<i>Senator</i> Bryce Reeves	General Assembly of Virginia U.S. Army veteran
<i>Delegate</i> Christopher Stolle	General Assembly of Virginia Retired Commander, U.S. Navy
Thomas O. Moran	Chairman, Joint Leadership Council of Veterans Service Organizations
Richard A. Schollmann	Chairman, Veterans Services Foundation Board of Trustees
John L. Newby II	Commissioner, Department of Veterans Services



JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS

Mission

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

Powers and duties

§ 2.2-2682. Powers and duties.

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

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

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

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

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



Message from the Chairman

The Joint Leadership Council of Veterans Service Organizations (the JLC) is comprised of 24 veterans service organizations (VSOs) and represents over 250,000 members. JLC members give selflessly of their time and energy to serve Virginia's 781,000 veterans. Veterans comprise almost 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 member VSOs, but to serve as the voice of all of Virginia's veterans. The JLC's primary focus is on veteran-related issues, but the JLC also advocates for issues impacting the entire military community, including active duty service members, the National Guard and the Armed Forces Reserves, and military families.

We deeply value our partnership with the Department of Veterans Services, the Board of Veterans Services, the Governor, and the General Assembly as we work together to serve Virginia's veterans and their families. The JLC has developed, unanimously approved, and submitted six initiatives to the Governor and General Assembly for consideration during the 2015 session. A summary of those initiatives and supporting positions papers are included below.

The JLC looks forward to our continued involvement and partnership with the Governor, the General Assembly, the Secretary of Veterans and Defense Affairs, the Department of Veterans Services, the Board of Veterans Services, and all of the veterans service organizations represented on the JLC.

Respectfully,

Chip Moran
Chairman



Joint Leadership Council of Veterans Service Organizations members – as of December 1, 2014

Veterans Service Organization	JLC Member	Alternate
Air Force Association	Harold Barton	Jeffrey Platte
American Ex-Prisoners of War	George Coker	
American Legion	Brett Reistad	Dale Chapman
AMVETS	Richard A. Mansfield	
Association of the U.S. Army	Donald Kaiserman	Robert Sempek
Disabled American Veterans	Allan McCroskey	Curtis Jennings
Fleet Reserve Association	Abe Zino	Jeffrey Gilmartin
Korean War Veterans Association	John Edwards	Tim Whitmore
Legion of Valor of the U.S., Inc.	Richard Rinaldo	Jack Murray
Marine Corps League	John Prendergast	Bruce Steeley
Military Order of the Purple Heart	Robert Fairchild	James Samuel
Military Order of the World Wars	Bill Barrett	Bill Townsley
Military Officers Association of America	Stuart Williams	Vic Pena
National Association for Uniformed Services	Thomas Moran	Daniel Dennison
Navy Seabee Veterans of America	Glenn Rodriguez	Frank Driscoll
Non-Commissioned Officers Association	Matthew Dailey	Jon Ostrowski
Paralyzed Veterans of America	David Coffield	
Reserve Officers Association	Carmen Gentile	Kelly Niernberger
Roanoke Valley Veterans Council	James Clem	Daniel Karnes
Veterans of Foreign Wars	Thomas Gimble	Daniel Boyer
Vietnam Veterans of America	George Corbett	Charles Montgomery
Virginia Army/Air National Guard Enlisted Association	Robert Huffman	Robert Barnette
Virginia National Guard Association	Shawn Otto	John Velleca
Women Marines Association	Marie Juliano	
Vice Chairman, Board of Veterans Services	Johnny Johnson	
Chairman, Veterans Services Foundation	Richard Schollmann	
Commissioner of Veterans Services	John Newby	



VETERANS SERVICES FOUNDATION

Mission

The Veterans Services Foundation (the Foundation) is an independent body politic and corporate agency supporting the Department of Veterans Services in the executive branch of state government. The Foundation is governed and administered by a board of trustees. The Foundation (i) administers the Veterans Services Fund (the Fund), (ii) provides funding for veterans services and programs in the Commonwealth through the Fund, and (iii) accepts and raises revenue from all sources including private source fundraising to support the Fund.

Powers and duties

§ 2.2-2716. Authority of Foundation.

The Foundation has the authority to:

1. Administer the Veterans Services Fund and make allocations of revenue from the Fund to the Department of Veterans Services to provide supplemental funding for the Department's services and programs;
2. Accept, hold, and administer gifts and bequests of money, securities, or other property, absolutely or in trust, for the purposes for which the Foundation is created;
3. Enter into contracts and execute all instruments necessary and appropriate to carry out the Foundation's purposes;
4. Take such actions as may be reasonably necessary to seek, promote, and stimulate contributions for the Fund;
5. Develop other possible dedicated revenue sources for the Fund; and
6. Perform any lawful acts necessary or appropriate to carry out the purposes of the Foundation.

(2003, cc. [657](#), [670](#); 2008, cc. [467](#), [486](#), [768](#), [872](#); 2011, c. [795](#).)



Message from the Chairman

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 FY14. We are pleased with our accomplishments.

Our top priorities for FY 2014 were support of the Virginia Values Veterans (V3) Program and Virginia Wounded Warrior Program (VWWP). The VSF-DVS team collected and contributed almost \$65,000 for V3 and \$324,000 in contributions for VWWP. The team met or exceeded the original FY14 goals of \$65,000 and \$200,000, respectively. We also have been active in supporting other DVS programs and have accepted over \$83,000 primarily for the care centers and cemeteries. A total of about \$407,000 is about \$73,000 less than last year due to the loss of two major contributors, but welcome considering the experiences of other charitable organizations. Indications point to a sound FY 2015, however, issues facing the national and Commonwealth economies may serve to limit donations as they have limited revenue growth.

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 management and finance teams have provided outstanding assistance in Fund and Foundation administration.

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

This summary serves as the Foundations annual report required by § 2.2.2715.A of the *Code of Virginia*.

Sincerely yours,

Richard A. Schollmann
Chairman of the Board of Trustees



Veterans Services Foundation members – as of December 1, 2014

Position	VSF Member
Board Chairman	Richard A. Schollmann
Board 1st Vice Chairman	James B. Boyd
Board 2nd Vice Chairman	Meade Spotts
Finance Committee Chairman	Jack Kavanaugh
Finance Vice Committee Chairman	Francis Driscoll Jr.
Development Committee Chair	S. Bradford Antle
Development Committee Vice Chair	Patrick F. Webb
Board Member	Francis A. Finelli
Board Member	Thomas T. Gordy
Board Member	William M. Lechler
Board Member	John Lesinski
Board Member	Kathleen B. Levingston
Board Member	Albert Pianalto
Board Member	Randall L. West
Board Member	Frank G. Wickersham, III
Board Member	Matice J. Wright
Ex Officio – Commissioner of Veterans Services	John L. Newby II
Ex Officio – Chairman, Joint Leadership Council of Veterans Service Organizations	Thomas O. Moran
Ex Officio – Chairman, Board of Veterans Services	Donald B. Kaiserman

VIRGINIA WAR MEMORIAL BOARD

Mission

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

The Virginia War Memorial Board supports the Memorial and its mission.

Powers and duties

§ 2.2-2466. Authority of Board.

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

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

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



Message from the Chairman

Following the realignment of the Virginia War Memorial as a division of the Virginia Department of Veterans Services in FY13, FY14 has seen momentous growth in both outreach educational programs and the number of visitors to the Memorial.

The Virginia War Memorial honors all Virginia Heroes who served our great country and in particular those who have made the ultimate sacrifice. The Memorial conducts over fifty educational outreach programs annually, developed and implemented to honor our Heroes, uplift our great country, and instill patriotism. We feel that the best way to honor those who have sacrificed is to ensure that all citizens understand the great and ongoing cost of protecting our freedoms.

During the year, the acceptance of the Memorial's programs continued at such a pace that the Paul and Phyllis Galanti Education Center is now bursting at the seams. To solve the problem, we finalized plans to embark on the next phase of expansion to allow all who wish to visit the Memorial to have the ability to come, to hear and see, and to participate in the various programs that have been developed and implemented to honor our men and women who have and who are serving our nation. The architectural firm of SMBW has been retained and design of the Phase III expansion was started. This addition will include an expansion of the Shrine of Memory that will honor those who gave their lives in the Global War on Terrorism, a 200-vehicle parking facility, a 320-seat lecture hall, a long distance Tele-Training Video Studio/Classroom that will enable the Memorial to deliver various educational programs to every Virginia classroom, and various administrative and storage requirements.

New programs in the Memorial's award-winning *Virginians at War* documentary video series provide in classroom instruction that is aligned to the Virginia Standards of Learning were completed. The number of visitors for the year has increased approximately 5% over last year. The total number of students and teachers who have participated in the Memorial's programs have increased dramatically. As a result, the Memorial Board developed and submitted to the Commissioner of Veterans Services, recommendations to add five additional positions to the Memorial staff over the next two fiscal years to allow the staff to be ready to efficiently operate the Memorial's total of over 40,000 square feet of program space created by combining existing space with the Phase III addition. The new positions are Assistant Director, Facilities Director, Assistant Curator, Volunteer Program Supervisor, and Administrative Assistant.

As Chairman of the Virginia War Memorial Board, I am extremely pleased with the results of our staff working within the Virginia Department of Veterans Services. The increased efficiency of this new relationship has proved to increase the synergy of all veterans programs of the Commonwealth by working together to make Virginia the most veteran friendly state in our great nation. All of us on the Board look forward, with great anticipation, to the future as Virginia continues to lead the way.

Sincerely yours,

John M. O'Bannon, III, M.D.
Chairman
Member, Virginia House of Delegates



Virginia War Memorial Board members – as of December 1, 2014

Member	Position
<i>Delegate</i> John M. O'Bannon, III., M.D.	General Assembly of Virginia Chairman
<i>Delegate</i> Richard Anderson	General Assembly of Virginia
<i>Senator</i> Richard H. Black	General Assembly of Virginia
Dale Chapman	Adjutant, American Legion Department of Virginia
April Cheek-Messier	President, The National D-Day Memorial Foundation
<i>Senator</i> John S. Edwards	General Assembly of Virginia
<i>Delegate</i> Buddy Fowler, Jr.	General Assembly of Virginia
<i>Delegate</i> Thomas A. "Tag" Greason	General Assembly of Virginia
Todd Hammond	Vice President, Capital Interior Contractors
Frank D. Hargrove, Jr.	Former Delegate, General Assembly of Virginia
Bernie Henderson	President, Woody Funeral Home and Cremation Services
Bert Wellington Holmes, Jr., M.D.	Staff Physician, Hampton University. Brigadier General, U.S. Army (Ret)
F. Caroline Lane	LCDR, U.S. Navy (Ret)
<i>Delegate</i> L. Scott Lingamfelter	General Assembly of Virginia
Kathleen Owens	President, Beach Development Group
<i>Senator</i> Linda T. "Toddy" Puller	General Assembly of Virginia
Joe Punaro	Founding Partner, IronArch Technology
<i>Senator</i> Ralph Smith	General Assembly of Virginia
Wilma L. Vaught	President, Women in Military Service For America Memorial Foundation. Brigadier General, U.S. Air Force (Ret)
C. David Hudgins	Chairman, Virginia War Memorial Educational Foundation
Donald B. Kaiserman	Chairman Board of Veterans Services
Thomas O. "Chip" Moran	Chairman Joint Leadership Council of Veterans Service Organizations
John L. Newby II	Commissioner Department of Veterans Services



Appendices

Appendix A: Benefit Services

Appendix B: State Approving Agency for Veterans Education and Training

Appendix C: Care Centers

Appendix D: Cemeteries



APPENDIX A: BENEFITS SERVICES

Table 1: Claims Submitted to USDVA - Sorted by Field Office

Field Office	New			Re-Open			21-8416			EVR			Total Claims		
	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14
Accomac	398	404	395	92	81	78	23	16	19	8	0	0	521	501	492
Alexandria	214	258	195	143	122	16	0	0	0	0	0	0	357	380	211
Big Stone Gap	659	782	604	54	85	116	34	31	22	17	8	3	764	906	745
Bristol	756	727	703	101	106	87	91	68	61	62	7	7	1,010	908	858
Cedar Bluff	1,121	846	759	216	166	194	66	24	21	38	5	4	1,441	1,041	978
Charlottesville	709	450	380	56	76	20	21	2	13	24	3	1	810	531	414
Danville	994	793	779	197	181	99	49	15	13	39	9	6	1,279	998	897
Fairfax	526	268	273	236	145	87	16	3	16	3	8	0	781	424	376
Front Royal	844	726	662	286	395	478	19	32	44	8	15	10	1,157	1,168	1,194
Hampton VAMC	385	521	952	100	120	267	2	0	0	5	1	3	492	642	1,222
Hampton	2,223	2,080	1,842	597	455	429	27	20	17	21	11	22	2,868	2,566	2,310
Henrico	0	0	124	0	0	8	0	0	14	0	0	0	0	0	146
Lynchburg	612	594	538	115	125	90	76	52	33	49	10	8	852	781	669
McGuire VAMC	2,250	2,484	1,862	712	672	644	103	184	82	27	23	22	3,092	3,363	2,610
Portsmouth	1,159	1,036	780	686	459	459	7	7	10	4	0	0	1,856	1,502	1,249
Quantico	430	351	311	305	540	675	0	0	0	6	10	2	741	901	988
Roanoke	380	341	482	125	132	102	10	11	11	12	5	1	527	489	596
Salem VAMC	471	395	196	489	208	28	76	39	2	39	16	1	1,075	658	227
South Hill	881	538	639	229	223	200	83	30	30	35	1	11	1,228	792	880
Staunton	830	856	771	199	205	185	142	115	113	72	7	8	1,243	1,183	1,077
Tidewater	2,627	2,822	2,841	973	750	454	50	12	58	30	1	1	3,680	3,585	3,354
Virginia Beach	443	750	709	41	47	49	14	14	3	7	3	1	505	814	762
Wytheville	398	396	447	521	549	455	53	37	58	28	5	26	1,000	987	986
Totals	19,310	18,418	17,244	6,473	5,842	5,220	962	712	640	534	148	137	27,279	25,120	23,241

Henrico Office opened October 2013

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Table 2: Claims Submitted to USDVA - Sorted by Month

Month	New			Re-Open			21-8416			EVR			Total Claims		
	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14
July	1,641	1,608	1,823	527	666	543	27	33	42	11	11	18	2,206	2,318	2,426
August	1,616	1,738	1,674	533	616	511	24	51	90	14	14	12	2,187	2,419	2,287
September	1,621	1,626	1,515	522	520	444	30	34	19	15	15	7	2,188	2,195	1,985
October	1,514	1,588	1,435	471	522	451	29	32	29	10	8	10	2,024	2,150	1,925
November	1,558	1,440	1,361	495	442	409	30	21	17	13	15	4	2,096	1,918	1,791
December	1,409	1,133	1,218	481	341	350	53	48	39	15	18	4	1,958	1,540	1,611
January	1,712	1,522	1,244	588	443	353	282	116	81	141	11	13	2,723	2,092	1,691
February	1,606	1,556	1,226	572	489	398	247	182	104	185	21	19	2,610	2,248	1,747
March	1,704	1,505	1,335	595	473	401	109	69	76	65	13	15	2,473	2,060	1,827
April	1,648	1,609	1,455	583	480	448	59	52	66	35	5	13	2,325	2,146	1,982
May	1,617	1,649	1,425	554	447	418	46	38	34	16	8	11	2,233	2,142	1,888
June	1,664	1,444	1,533	552	403	494	26	36	43	14	9	11	2,256	1,892	2,081
Totals	19,310	18,418	17,244	6,473	5,842	5,220	962	712	640	534	148	137	27,279	25,120	23,241

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT

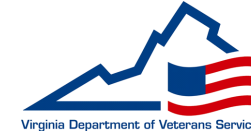


Table 3: Client Contacts - Sorted by Field Office

	Walk-Ins			Phone			Itinerant points			Total Contacts		
	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14
Accomac	1,344	1,316	1,313	2,748	2,548	2,543	109	46	51	4,201	3,910	3,907
Alexandria	313	579	1,145	615	1,422	1,568	544	741	293	1,472	2,742	3,006
Big Stone Gap	1,798	2,107	1,571	2,453	2,826	2,571	102	149	143	4,353	5,082	4,285
Bristol	2,475	2,350	2,056	3,038	2,955	2,694	86	92	108	5,599	5,397	4,858
Cedar Bluff	2,895	2,579	2,453	2,880	2,618	1,998	107	61	76	5,882	5,258	4,527
Charlottesville	1,406	1,562	1,133	2,589	2,046	2,235	238	235	232	4,233	3,843	3,600
Danville	3,502	3,393	3,024	3,459	3,227	2,344	459	378	368	7,420	6,998	5,736
Fairfax	1,139	620	1,062	2,788	2,442	3,630	309	143	230	4,236	3,205	4,922
Front Royal	1,680	1,790	1,365	2,646	3,279	3,523	503	644	607	4,829	5,713	5,495
Hampton VAMC	1,578	1,363	1,618	1,955	1,443	1,303	41	22	0	3,574	2,828	2,921
Hampton	5,306	5,461	5,063	4,282	5,193	4,195	202	269	194	9,790	10,923	9,452
Henrico	0	0	284	0	0	1,364	0	0	0	0	0	1,648
Lynchburg	1,721	1,910	1,843	4,298	4,750	4,331	120	103	78	6,139	6,763	6,252
McGuire VAMC	7,601	9,026	7,028	7,180	9,709	10,186	1,194	679	550	15,975	19,414	17,764
Portsmouth	2,499	2,032	1,571	4,376	4,939	3,666	455	333	422	7,330	7,304	5,659
Quantico	1,547	1,794	2,008	4,321	4,737	5,190	592	656	477	6,457	7,187	7,675
Roanoke	1,174	1,285	1,352	2,432	1,890	2,403	1,001	605	143	4,607	3,780	3,898
Salem VAMC	1,445	2,419	1,211	2,971	1,717	742	0	136	106	4,416	4,272	2,059
South Hill	1,086	950	937	2,728	2,369	2,463	387	351	316	4,201	3,670	3,716
Staunton	2,426	1,792	1,817	2,967	2,635	2,518	646	745	650	6,039	5,172	4,985
Tidewater	8,313	8,658	8,410	7,620	9,191	7,299	852	494	278	16,785	18,343	15,987
Virginia Beach	642	2,165	3,240	1,196	3,492	5,177	381	734	555	2,219	6,391	8,972
Wytheville	918	801	789	2,760	3,293	3,418	296	303	258	3,974	4,397	4,465
Totals	52,808	55,952	52,293	72,302	78,721	77,361	8,624	7,919	6,135	133,731	142,592	135,789

Henrico office opened October 2013



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 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13
Totals for Federal Fiscal Year	11	12	13	11	12	13	11	12	13	11	12	13	11	12	13
Number of Applications Received	2,717	664	784	1,747	307	423	25	17	3	14	2	5	26	3	19
Number Approved	2,667	609	723	1,658	230	246	23	14	2	14	2	5	26	3	19
Number Disapproved	50	55	61	89	77	177	2	3	1	0	0	0	0	0	0
Percentage of Applications Approved	98	92	92	95	75	58	92	82	66	100	100	100	100	100	100

Table 2: SAA Other Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13	FFY 11	FFY 12	FFY 13
Totals for Federal Fiscal Year	11	12	13	11	12	13	11	12	13	11	12	13	11	12	13
Number of Applications Received	289	136	174	295	195	127	89	64	81	193	2	243	5	3	8
Number Approved	273	111	145	272	174	95	88	59	81	193	2	243	5	3	8
Number Disapproved	16	25	29	23	21	32	1	5	0	0	0	0	0	0	0
Percentage of Applications Approved	94%	82%	83%	92%	89%	74%	99%	92%	100%	100%	100%	100%	100%	100%	100%

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



Table 3: SAA Supervisory Visits

	IHL			NCD			APP			OJT			LIC/CERT			
	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	
Totals for Federal Fiscal Year	12	13	14	12	13	14	12	13	14	12	12	13	14	12	13	14
Number of Visits	90	23	33	23	68	58	23	17	9	8	18	22	24	N/A	N/A	N/A

Table 4: SAA Other Activities in Support of Veterans Education

Activity	FFY12	FFY13	FFY14
Email & telephone inquiries	843	510	374
Governor's Office inquiries	5	22	92
Requests for application for a new facility	77	95	456
Active schools (facilities in which a veteran actively attends)	426	439	439
Number of students enrolled	57,264	42,742 ¹	47,380 ¹

¹ Number of veterans receiving G.I. Bill benefits in Virginia as of April 2014. This does not include veterans who attended school but have not received payment of GI Bill benefits. The final count for FFY13 will be available in January 2015.



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		
	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14
July	5,220	5,280	4,911	168	168	158	94%	95%	88%	1,327	1,456	1,236	43	47	40	71%	78%	66%
August	5,270	5,191	4,810	170	170	155	94%	93%	86%	1,356	1,472	1,249	44	47	40	73%	79%	67%
September	5,073	4,963	4,789	169	169	160	94%	92%	89%	1,323	1,411	1,302	44	47	43	74%	78%	72%
October	5,346	5,103	4,924	172	172	159	96%	91%	88%	1,472	1,409	1,371	47	45	44	79%	76%	74%
November	5,019	4,929	4,846	167	167	162	93%	91%	90%	1,438	1,409	1,371	48	47	44	80%	78%	73%
December	5,177	4,861	4,922	167	167	159	93%	87%	88%	1,459	1,449	1,367	47	47	44	78%	78%	73%
January	5,122	4,861	5,001	165	165	161	92%	87%	90%	1,407	1,426	1,329	45	46	43	76%	77%	71%
February	4,900	4,540	4,432	169	169	158	94%	90%	88%	1,290	1,208	1,219	44	43	44	74%	72%	73%
March	5,292	4,929	4,877	171	171	157	95%	88%	87%	1,435	1,333	1,434	46	43	46	77%	72%	77%
April	5,176	4,802	4,916	173	173	164	96%	89%	91%	1,401	1,232	1,341	47	41	45	78%	68%	75%
May	5,355	4,952	5,169	173	173	167	96%	89%	93%	1,426	1,183	1,387	46	38	45	77%	64%	75%
June	5,143	4,667	5,069	171	171	169	95%	86%	94%	1,383	1,168	1,353	46	39	45	77%	65%	75%
Annual Maximum Capacity	65,700	65,700	65,700	180	180	180				21,900	21,900	21,900	60	60	60			
Total Patient Days	62,093	59,078	58,666	170	170	170	95%	90%	89%	16,717	16,156	15,959	46	44	44	76%	74%	73%

The Virginia Department of Veterans Services
COMMISSIONER'S FY14 ANNUAL REPORT



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		
	FY12	FY13	FY14	FY12	FY13	FY14	FY12	FY13	FY14
July	4,756	4,764	4,876	153	154	157	96%	96%	98%
August	4,665	4,842	4,829	150	156	156	94%	98%	97%
September	4,510	4,714	4,587	150	157	153	94%	98%	96%
October	4,691	4,822	4,676	151	156	151	95%	97%	94%
November	4,354	4,717	4,539	145	157	151	91%	98%	95%
December	4,651	4,712	4,581	150	152	148	94%	95%	92%
January	4,654	4,711	4,648	150	152	150	94%	95%	94%
February	4,419	4,351	4,375	152	155	156	95%	97%	98%
March	4,641	4,885	4,868	150	158	157	94%	98%	98%
April	4,596	4,726	4,644	153	158	155	96%	98%	97%
May	4,852	4,845	4,779	157	156	154	98%	98%	96%
June	4,553	4,697	4,643	152	157	155	95%	98%	97%
Annual Maximum Capacity	58,400	58,400	58,400	160	160	160			
Total Patient Days	55,342	56,078	56,045	151	156	154	95%	97%	96%
Monthly Average	4,612	4,732	4,670	151	156	154	95%	97%	96%



APPENDIX D: CEMETERIES

Table 1: Cemetery Burials
Virginia Veterans Cemetery (Amelia)

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
July	18	16	26	17	26	23	25	19	26	24
August	17	16	17	13	23	12	17	21	22	28
September	16	20	17	15	19	17	28	34	27	22
October	17	15	22	25	21	17	23	18	19	23
November	20	18	22	13	9	25	25	24	29	23
December	18	14	18	22	20	29	22	17	26	24
January	16	19	20	15	18	17	25	23	24	28
February	11	25	18	16	13	21	30	31	21	23
March	16	21	19	19	19	32	29	25	24	28
April	12	23	18	19	29	23	28	23	35	32
May	11	23	13	18	28	16	28	17	30	28
June	16	21	18	21	23	31	22	27	28	24
Total	188	231	228	213	248	263	302	279	311	307



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

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
July	N/A	42	40	54	36	55	51	58	61	62
August	N/A	40	39	31	51	58	47	65	86	78
September	N/A	39	32	35	48	52	46	62	58	72
October	N/A	28	29	49	49	59	70	57	68	102
November	N/A	35	37	40	36	61	75	51	66	71
December	34	37	41	52	65	77	63	74	61	78
January	47	36	48	60	59	60	82	79	89	95
February	29	51	47	56	54	55	66	56	61	95
March	40	43	58	51	62	69	75	63	75	90
April	44	40	38	55	59	76	59	88	89	96
May	28	46	50	44	53	65	68	79	76	109
June	33	41	51	64	66	65	64	68	69	70
Total	255	478	510	591	638	752	766	800	859	1,017



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

	FY11	FY12	FY13	FY14
July	N/A	28	17	9
August	N/A	13	15	20
September	N/A	10	14	10
October	N/A	11	12	13
November	N/A	8	19	14
December	N/A	11	7	7
January	N/A	10	13	13
February	N/A	10	9	8
March	N/A	11	17	9
April	N/A	10	21	18
May	N/A	6	15	11
June	23	15	16	8
Total	23	143	175	140