

VIRGINIA DEPARTMENT OF VETERANS SERVICES

COMMISSIONER'S FISCAL YEAR 2016 ANNUAL REPORT

TO

GOVERNOR TERENCE R. MCAULIFFE

AND

THE VIRGINIA GENERAL ASSEMBLY

December 1, 2016

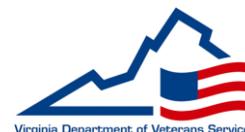


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Korean War Veterans Peace Medal Ceremony at the Virginia War Memorial, May 2016

Mission, Vision and Values

MISSION

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

VISION

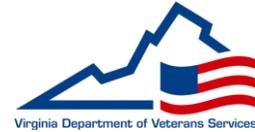
To be the most veteran friendly state in the nation by setting the national benchmark for the delivery of results-oriented and cost-effective veterans services.

VALUES

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



New DVS Bumper Sticker



Commissioner's Message

I am proud to report on the 2016 accomplishments of the Department of Veterans Services (DVS). We remain committed to providing not only supportive services, but opportunities to the nearly 800,000 veterans who call the Commonwealth home and are contributing to the new Virginia economy.

Our innovative Military Medics and Corpsman (MMAC) pilot program is moving full steam ahead, partnering with six health care systems to hire veterans into medical jobs and placing them on track to obtain the licensure needed for a career in health care. Our world-class education system includes 1,000 programs certified for GI Bill use, and the Virginia Community College System (VCCS) has a new pilot program at seven community colleges for Veteran Resource Centers to help veterans successfully integrate into their new school setting.

Virginia Values Veterans (V3) and Virginia Transition Assistance Program (VTAP) have connected thousands of veterans around the Commonwealth with employers who understand the value of hiring veterans. To date, over 20,000 veterans have been hired by V3 companies, reaching this goal set by the Governor 400 days early. The mandate for all state agencies to become V3-certified, or in process, by October 31, is at 112 of 186 agencies certified or enrolled, with 60% fully certified.

With the continuing support of the Governor and Secretary of Veterans and Defense Affairs, Virginia now has the lowest rate of veteran homelessness compared to total veteran population in the country (6 per 10,000 veterans). Since 2011, there has been a 45% overall reduction in veterans homelessness; when a veteran does experience homelessness, we continue to work aggressively with our community, state, and federal partners to ensure that it is rare, brief, and non-reoccurring.

In FY16, the Department of Veterans Services:

- Filed **28,462** disability compensation claims on behalf of Virginia veterans and families, contributing to **\$2.77 Billion** in federal compensation and disability payments to our veterans in FY16.
- Virginia Veterans & Family Services (VVFS) delivered **6,763** individual supportive services to veterans and their families, and served **126** veterans and family members at their weekend retreats.
- Virginia veterans received more than **\$890 Million** in G.I. Bill benefits in FY15.
- Announced the new **Puller Veterans Care Center** will be built in Vint Hill, Fauquier County and the new **Hampton Roads Veterans Care Center** will be built in the City of Virginia Beach.
- Performed 1,778 burials at Virginia's three state veterans cemeteries.
- Hosted 64,693 visitors at the Virginia War Memorial.
- Created a *Virginia Veterans Resource Guide* www.dvs.virginia.gov/vetresourceguide.

Even with all of our success, we are still eager to do more. DVS appreciates the strong support of the Governor, Secretary, and the members of the Virginia General Assembly. We are honored that veterans remain a high priority. We look forward to 2017, 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, BVS, JLC, and the Virginia War Memorial Board (VWMB) have adopted Fiscal Year (FY) 2017 and 2018 goals, priorities, and recommendations in support of the Compact.

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

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

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

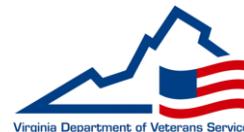


OVERARCHING GOALS IN SUPPORT OF THE COMPACT

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

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

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



GOALS IN SUPPORT OF THE COMPACT

DVS FY2016 Goals in Support of the Compact:

DVS Goal #1: Increase affordable housing opportunities and veterans support programs in order to eliminate veterans homelessness by the end of 2015. (QUALITY OF LIFE ENHANCEMENT)

DVS Objective in support of Goal #1: Continue to ensure that Virginia has the systems, capacity, and coordination to ensure veteran homelessness is rare, brief, and non-reoccurring.

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

DVS Objectives in support of Goal #2:

1. Help Post-9/11 veterans achieve success in the areas of employment, education, and entrepreneurship;
2. Create pathways to career success for transitioning medics and corpsmen;
3. Achieve even greater results in making Post-9/11 veterans a linchpin of the New Virginia Economy;
4. Incentivize more small- and medium-sized companies to hire and retain veterans;
5. Open doorways to higher education for the survivors/dependents of KIA and disabled veterans; and
6. Ensure G.I. Bill Program access for veterans/families.

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

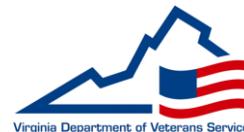
DVS Objectives in support of Goal #3:

1. Ensure 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. Strengthen service delivery capacity and achieve lasting outcomes for veterans/families in the areas of behavioral health, rehabilitative, and supportive service through VVFS; and
3. Expand and strengthen long-term care for Virginia veterans through our state system of 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. Open and operate the 20,000 square foot addition to the Virginia War Memorial;



2. Handle increased burial numbers and expanded grounds maintenance requirements at state veterans cemeteries.
3. Expand the Albert G. Horton, Jr. Memorial Veterans Cemetery to provide additional in-ground and above-ground burial spaces.

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

DVS Objectives in support of Goal #5:

1. Inform Virginia veterans and family members of the services and programs provided by the Commonwealth; and
2. Provide 24/7 telephonic information and referrals to veterans and families; and
3. Address critical shortfalls in agency infrastructure, management, and employee professional development.

JLC FY2016 Priorities in Support of the Compact:

JLC Priority #1: That the Governor and General Assembly continue state support for the Hampton Roads and Northern Virginia veterans care center construction projects by appropriating an additional \$29.3 million in state funding to complete the construction of both centers. (OTHER SERVICES FOR VETERANS)

Status: The legislation to support this was approved by the 2016 General Assembly and the Governor signed it into law. The funding was approved as part of the Governor's bond funding proposal.

JLC Priority #2: That the Governor and General Assembly 1) Increase the Benefits Services division's budget by \$903,000 (GF) in FY17 and \$1,324,000 (GF) in FY18, and 2) Increase staffing levels by seven positions in FY17 and nine positions in FY18, to complete the three-year plan to strengthen and expand the DVS Benefits Services division. (OTHER SERVICES FOR VETERANS)

Status: Additional funding levels of \$546,562 in FY17 and \$1,323,658 in FY18 were approved by the Governor and General Assembly, as well as six new positions in FY17 and eight in FY18. Benefits is also working to open four new offices by the end of FY18: Prince William County, Loudoun County, Williamsburg, and the Pentagon.

JLC Priority #3: That the Governor and General Assembly appropriate an additional \$2,147,591 (GF) and authorize 39 new positions for VVFS in FY17 to convert VVFS to an all-state employee workforce. FY18 funding should be \$98,831 (GF) above FY17 levels. (QUALITY OF LIFE ENHANCEMENT)

Status: The General Assembly directed Secretary Harvey to lead a work group to study VVFS and make recommendations for program changes. The report of the VVFS Working Group was delivered to the Joint Legislative Audit and Review Commission (JLARC) on November 14, 2016. The report includes structural, programmatic, legislative, and budget recommendations.



JLC Priority #4: That the Governor and General Assembly appropriate an additional \$509,985 (GF) in FY17 and \$800,235 (GF) in FY18, and authorize three additional positions, to ensure that the Virginia War Memorial has the resources necessary to accomplish its dual mission of honor and education. (OTHER SERVICES FOR VETERANS)

Status: Additional funding at \$142,333 for FY17 and \$451,887 for FY18 for Virginia War Memorial programs was approved by the Governor and General Assembly, including funding for three new positions in FY18. A funding request for the balance, to covers the increased building maintenance and operating costs, will be submitted at a later date.

JLC Priority #5: That the Governor and General Assembly pass legislation to extend to 501(c)(19) Veteran Service Organizations the exemptions provided for 501(c)(3) and 501(c)(4) organizations.

Status: The legislation was approved by the 2016 General Assembly and the Governor signed the bill into law.

JLC Priority #6: That the Governor and General Assembly authorize three positions and appropriate \$400,000 (GF) in FY17, continue at these levels in FY18, and pass the legislation necessary to assist former military medics and corpsmen in continuing to use their skills learned in the service and to place them on a path to careers in Virginia health care industry. (WORKFORCE DEVELOPMENT)

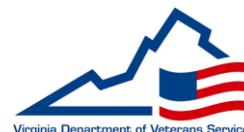
Status: The legislation was approved by the 2016 General Assembly and the Governor signed the bill into law. \$400,000 and three positions were approved.

JLC Priority #7: That the Governor and General Assembly increase the state income tax subtraction level for members of the Virginia National Guard from \$3,000 to \$5,000 per year. (QUALITY OF LIFE ENANCEMENTS and OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was continued to the 2017 General Assembly session.

JLC Priority #8: That the Governor and General Assembly appropriate the funding necessary to establish dedicated Veteran Advisors and Resource Centers on Virginia Community College System campuses to coordinate and centralize campus efforts to aid veterans in transitioning from military service and achieving success on campus. (WORKFORCE DEVELOPMENT and OTHER SERVICES FOR VETERANS)

Status: The legislation was approved by the 2016 General Assembly and the Governor signed it into law. \$1,100,000 (GF) and seven positions were authorized for FY17, continuing at the same levels in FY18, to establish resource centers on seven VCCS campuses.



JLC Priority #9: That the Governor and General Assembly take the legislative and/or budget actions necessary to allow local courts to establish a Veterans Docket under the supervision of the Virginia Supreme Court. (OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was left in committee in the 2016 General Assembly session. The Supreme Court of Virginia directed a working group to promulgate guidelines for courts to establish “problem-solving dockets” which will include veterans dockets. That rule was published on Nov. 14, 2016.

JLC Priority #10: That the Governor and General Assembly change the eligibility for in-state tuition to include all members of the Virginia National Guard and the Reserve components, thus recognizing their service to the Commonwealth and treating them equally to the active components and veterans.

Status: Legislation supporting this priority was left in committee in the 2016 General Assembly session.

JLC Priority #11: That the Governor and General Assembly when determining eligibility for higher education benefits under the Virginia Military Survivors and Dependents Education Program (VMSDEP), remove the requirement that a veteran’s disability rating be combat related. Instead, a permanent disability rating of at least 90%, plus satisfaction of the other requirements currently in the Code, would qualify a veteran’s spouse or child for education benefits. (OTHER SERVICES FOR VETERANS)

Status: Legislation supporting this priority was left in committee in the 2016 General Assembly session.

JLC Priority #12: That the Governor and General Assembly promote the development, approval, and budgeting of secure procedures to permit the electronic return of absentee ballot by overseas uniformed military voters.

Status: Legislation supporting this priority was left in committee in the 2016 General Assembly session. A state Department of Elections workgroup continues to work on this initiative.

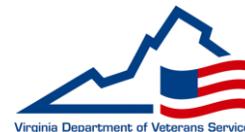
BVS FY2016 Priorities in Support of the Compact:

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)

Status: This BVS priority has been met.

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)

Status: The special certificate of recognition has been created and will be presented to the veteran by a DVS team member upon request.

VWMB FY2016 Recommendations in Support of the Compact:

In anticipation of the increased ability of the Memorial to offer its award-winning programs to both visitors to the Memorial and to visitors who visit electronically, the Virginia War Memorial Board, along with DVS leadership, urges the Commissioner, Secretary of Veterans and Defense Affairs, and Governor to continue funding and position authorization, listed in the VWMB FY16 Recommendations, into 2017 for the proposed doubling the Memorial staff from five to ten employees.

The full-time positions needed to allow the Memorial to staff the Virginia War Memorial expansion during construction and will enable us to open the new Education Wing with outreach programs, exhibits, and displays on day one. We expect the number of visitors to increase to 100,000 within five years. All this will allow us to accomplish the Memorial's mission.
(OUTREACH and OTHER SERVICES FOR VETERANS).

Status: Additional funding at \$142,333 for FY17 and \$451,887 for FY18 for Virginia War Memorial programs was approved by the Governor and General Assembly. Three positions were approved for FY18.

FY2017 Goals in Support of the Compact:

The following goals, priorities, and recommendations were established for FY2017 by DVS, the JLC, and BVS:

DVS FY2017 Goals in Support of the Compact:

DVS Goal #1: Increase support programs and improve outcomes for veterans and their families in the areas of behavioral health, rehabilitative services, supportive services, health, and financial stability. **(QUALITY OF LIFE ENHANCEMENT)**

DVS Objectives in support of Goal #1:

1. Ensure that Virginia's veterans and families receive all behavioral and supportive mental health, rehabilitative and wrap-around care services they need, by strengthening service delivery capacity and achieve lasting outcomes through VVFS.

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

DVS Objectives in support of Goal #2:

1. Create successful programs, strengthen current contacts and create new through the two new VTAP Coordinators in Northern Virginia and Hampton Roads.
2. Encourage veteran entrepreneurship programs in Virginia.

DVS Goal #3: Continue to ensure that Virginia has the systems, capacity, and coordination to ensure veteran homelessness is rare, brief, and non-reoccurring. (QUALITY OF LIFE ENHANCEMENT)

DVS Objective in support of Goal #3:

1. Strengthen local communities and statewide partnerships, as well as working with federal partners to create safe, permanent supportive housing for veterans and their families.

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. Open and operate the 20,000 sq. ft. addition to the Virginia War Memorial; and
2. Handle increased burial numbers and expanded grounds maintenance requirements at state veterans cemeteries.

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

DVS Objectives in support of Goal #5:

1. Address critical shortfalls in agency infrastructure, management, and employee professional development.

JLC FY2017 Priorities in Support of the Compact:

JLC Priority #1: DRAFT That the Governor and General Assembly approve the recommendations of the VVFS Working Group, which were presented to the Joint Legislative Audit and Review Commission (JLARC) on November 14, 2016, and include recommended changes to the VVFS goal/purpose, key program activities, structure, governing legislation, and budget. (QUALITY OF LIFE ENHANCEMENT)

JLC Priority #2: That the Governor and General Assembly appropriate an additional \$100,000 (GF) in FY18 to ensure that the Virginia War Memorial has the resources necessary to accomplish its dual mission of honor and education. (OTHER SERVICES FOR VETERANS)



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

JLC Priority #4: That the Governor and General Assembly change the eligibility for in-state tuition to include all members of the Virginia National Guard and the Reserve components, thus recognizing their service to the Commonwealth and treating them equally to the active components and veterans. (OTHER SERVICES FOR VETERANS)

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

JLC Priority #6: That the Governor and General Assembly enact legislation and provide budget support of a pilot program for the electronic return of absentee ballots by Virginia's deployed military service members to enfranchise their voting privileges. (TECHNOLOGY ADVANCES and QUALITY OF LIFE ENANCEMENTS)

BVS FY2016 Priorities in Support of the Compact:

BVS Priority #1: That the Governor and General Assembly support the proposed change to the Code of Virginia to allow the Board to be a more streamlined and effective advocate for DVS and Virginia's veterans. (OUTREACH and OTHER SERVICES FOR VETERANS)

BVS Priority #2: Attend events with legislators, and help DVS to plan and execute informational forums for veterans and the broader communities around Virginia on the benefits and services DVS provides to veterans and their families. (OUTREACH)



DVS at a Glance

BENEFIT SERVICES

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

- 28,462** Claims submitted to U.S. Department of Veterans Affairs in FY16
- 20,707** Claims adjudicated by USDVA in FY16
- 14,286** Claims granted in FY16 – 69% approval rate (Goal is 70%)
- 169,566** Client contacts in FY16
- \$2.77B** Disability compensation and pension payments to Virginia veterans and dependents in FFY15

VIRGINIA VETERAN & FAMILY SUPPORT

Provide support and comprehensive behavioral health and rehabilitative care coordination services resulting from military deployments, military transition, stress related conditions, or traumatic brain injuries for Virginia veterans, and support for their families.

- 2,623** Veterans and family members served in FY16
- 6,763** Total individual services provided in FY16
- 1,888** Total behavioral health services provided in FY16
- 4,152** Total supportive services provided in FY16
- 209** Total rehabilitative/medical services provided in FY16
- 521** Total group services provided in FY16
- 126** Veterans and family members served by *Mission: Healthy Relationships* and *Mission: Healthy Families* in FY16

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 FFY15
- \$890 M** Amount of GI Bill benefits paid to Virginia recipients in FFY15
- 1,067** Instructional institutions in Virginia approved to provide training to veterans and dependents in FFY15



VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)

Assists military service members and veterans in their transition to post-military education, training, employment, and entrepreneurial opportunities.

- 13** VTAP-sponsored transition events held in partnership with community-based veterans support and transition organizations in FY16, each event serving between 50 and 80 transitioning veterans
- 1,246** Veterans and family members provided with transition assistance in FY16

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.

- 253** Certified Companies registered in FY16
- 7,006** Jobs Pledged to Virginia Veterans in FY16
- 7,649** Veterans Hired by V3-Certified Companies in FY16
- 107** Training Events Conducted in FY16

VIRGINIA MILITARY SURVIVORS AND DEPENDENTS EDUCATION PROGRAM

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

- 1, 682** Applied for VMSDEP benefits in FY16.
- 328** Applications Approved for VMSDEP benefits in FY16.
- 1, 177** Unique student received stipend award for FY16.
- \$1, 648, 592** Combined Fall and Spring terms stipend awards for FY16.
NOTE: SCHEV's calculations for Summer 2016 awards for those who qualify are currently underway.
- 40** Virginia colleges and universities applied VMSDEP benefits to students' accounts in FFY15.



VIRGINIA VETERANS CARE CENTERS

Provides long-term care, assisted living care, Alzheimer's/dementia care, and short-term rehabilitation to Virginia's veterans.

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

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

67,707 Patient days of nursing and Alzheimer's/dementia care provided in FY16 (92% capacity, new unit opened July 21, 2015 and was back to 96% occupancy by January 2016)

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.

61,135 Patient days of nursing and Alzheimer's/dementia care provided in FY16 (93% capacity)

15,857 Patient days of assisted living care provided in FY16 (72% capacity)

VIRGINIA VETERANS CEMETERIES

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

1,778 Internments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY16

VIRGINIA WAR MEMORIAL

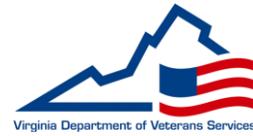
Honoring our Veterans by preserving our history, educating our youth, and inspiring patriotism in all. The Commonwealth of Virginia's monument to honor the memory of men and women from Virginia who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present.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

69,693 Visitors to the Virginia War Memorial in FY16

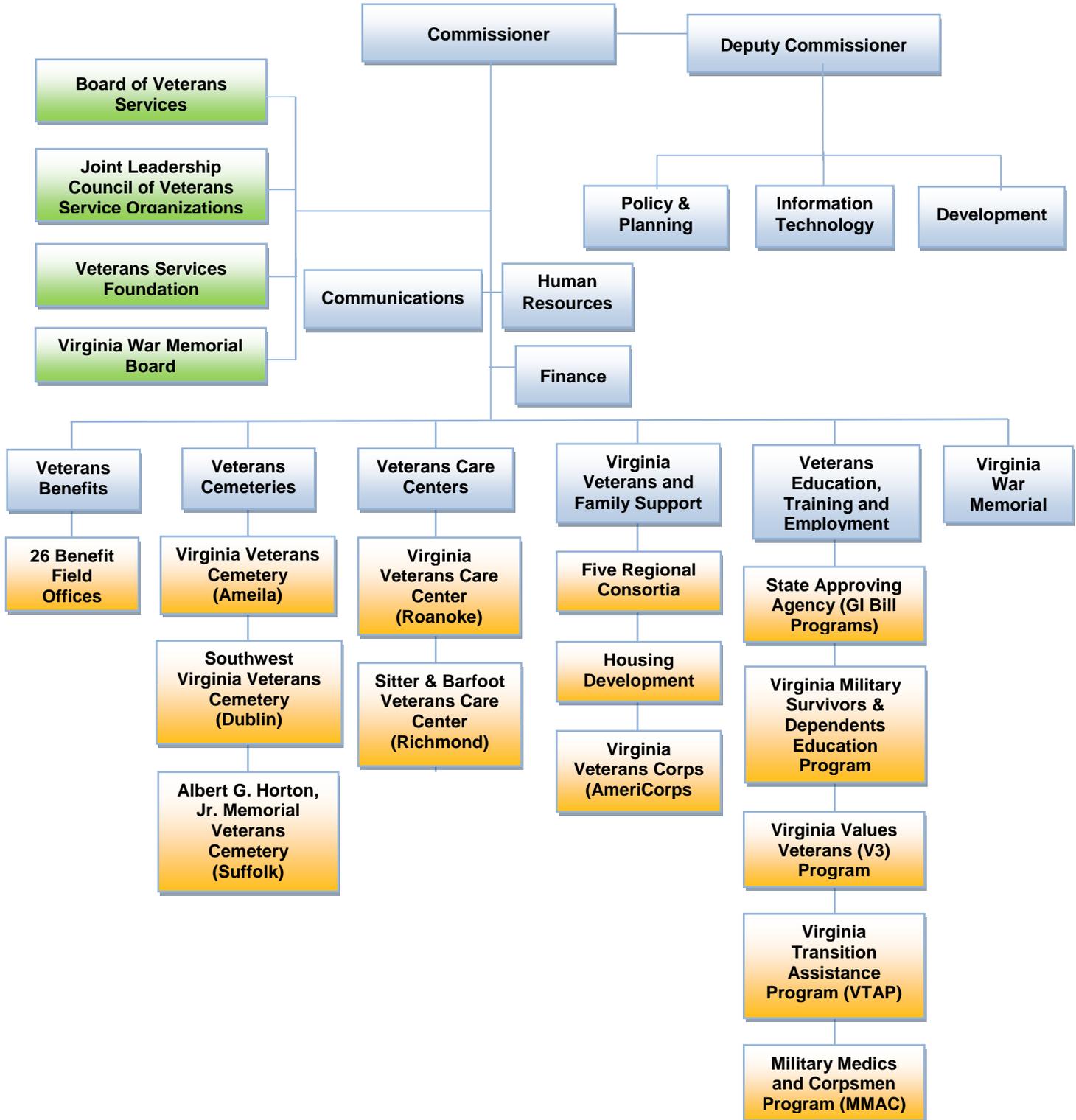
74 Educational Outreach and Patriotic Programs conducted in FY16

135 Visitor and group tours provided in FY16

4,142 Hours of service provided by Virginia War Memorial volunteers in FY16



DVS Organizational Chart



DVS LOCATIONS

Benefits Services Offices

- ① Accomac
- ② Alexandria
- ③ Big Stone Gap
- ④ Bristol
- ⑤ Charlottesville
- ⑥ Chesapeake
- ⑦ Danville
- ⑧ Fairfax
- ⑨ Fredericksburg
- ⑩ Hampton
- ⑪ Hampton VA Medical Center
- ⑫ Henrico
- ⑬ Lynchburg
- ⑭ McGuire VA Medical Center (Richmond)
- ⑮ Norfolk
- ⑯ Petersburg
- ⑰ Portsmouth
- ⑱ Quantico
- ⑲ Roanoke
- ⑳ Salem VA Medical Center
- ㉑ South Hill
- ㉒ Staunton
- ㉓ Strasburg
- ㉔ Tazewell
- ㉕ Virginia Beach
- ㉖ Wytheville

Care Centers

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

Virginia War Memorial, Richmond

Virginia Veteran and Family Support, Regional Offices

- 1 Region I - Fredericksburg
- 2 Region II - Leesburg
- 3 Region III - Blacksburg
- 4 Region IV - Richmond
- 5 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

784,771 Projected number of veterans living in Virginia as of September 30, 2016 (*Source: USDVA, VetPop 2014, Table 6L*)

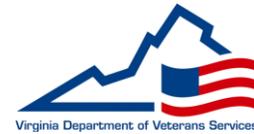
111,034 Women Veterans in Virginia – 14% of our veteran population. While 9.6% of all veterans nationwide are women, Virginia leads the nation with the highest percentage of women veterans.

412,717 Number of Gulf War and Post-9/11 Virginia veterans. We are one of the states with the fastest growing post-9/11 veteran population.

1nd 4 of 5 Virginia veterans have served in war. Virginia has the second highest percentage of wartime veterans in the nation.

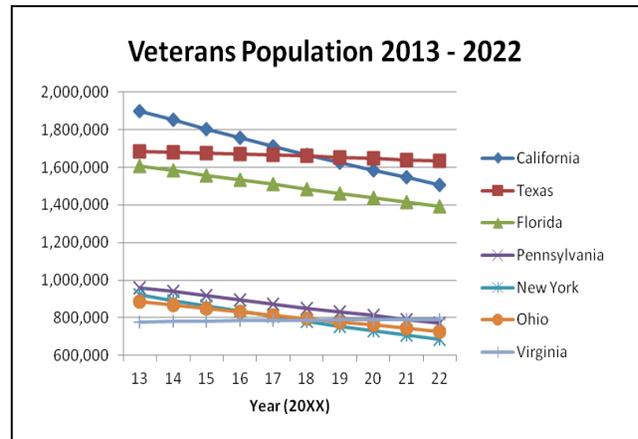
7th Virginia's ranking in total veteran population.

4th Percentage of Veterans to total state population. In terms of raw numbers, Virginia is 7th in overall largest veterans population – but when factored in as a percentage of total



population, we are second in the nation.

- We're still growing! Virginia is one of two states projected to see their veteran population grow through 2020. Declines are forecasted in: California (-314,630), New York (-190,238), Florida (-171,840), Pennsylvania (-149,281), and Ohio (-123,130).

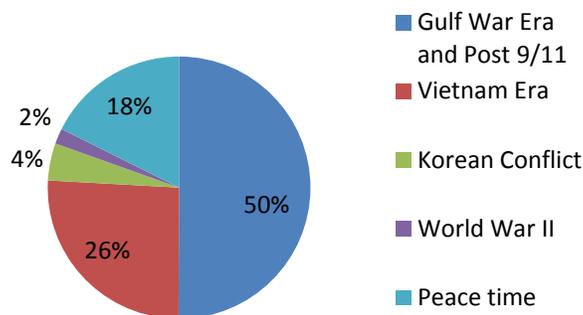


*Population Data,
 Source: USDVA, VetPop 2014, Table 6L*

ERA OF SERVICE (AS OF SEPTEMBER 30, 2016)

- 639,417** Total war time
- 145,354** Total peace time
- 412,717** Gulf War Era and Post 9/11
- 212,757** Vietnam Era
- 37,818** Korean Conflict
- 15,700** 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

- 36,576** Number of veterans receiving G.I. Bill benefits in Virginia in FFY15. Virginia ranks 4th in the nation in number of veterans receiving G.I. Bill benefits.
- \$890M** Total G.I. Bill benefits paid to veterans in Virginia in FFY15



1,246 Veterans and their families served the Virginia Transition Assistance Program (VTAP) in FY16

7,006 Jobs Pledged to Veterans in FY16 by V3-Certified Companies

7,649 Actual Veteran Hires in FY16 by V3-Certified Companies

DISABLED VETERANS

170,366 Number of veterans receiving USDVA compensation or pension benefits as of September 30, 2015

\$2.77B Compensation and pension payments to Virginia veterans in FFY15

HOMELESSNESS AND HOUSING

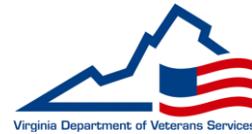
515 Estimated number of homeless veterans in Virginia on a single night in January 2016

1,030 to 1,545 Estimated number of veterans to be homeless in Virginia at some point in FY16

2,380 Number of homeless veterans housed statewide from Oct. 2014 – Aug. 2016

63 Veterans experiencing homelessness who received financial assistance through VVFS in FY16

291 Veterans provided care coordination and supporting services through VVFS in FY16

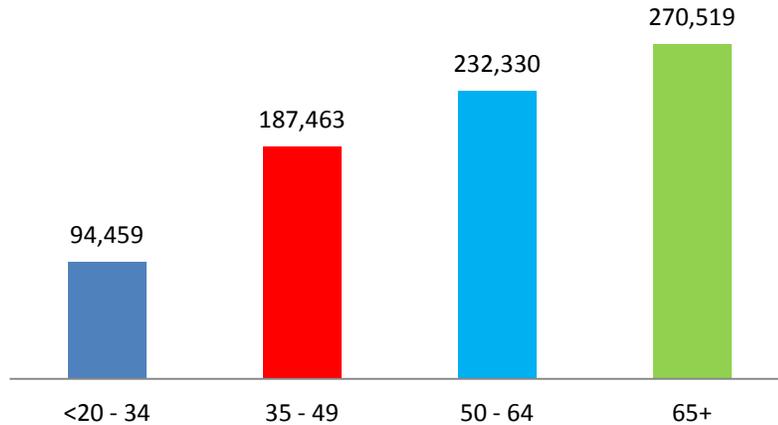


AGING

270,519 Projected number of veterans age 65+ living in Virginia in 2016

Veterans age 65+ is projected to continue increasing to more than **275,317** by 2020 (*USDVA, Table 6L*)

Number of Virginia Veterans by Age

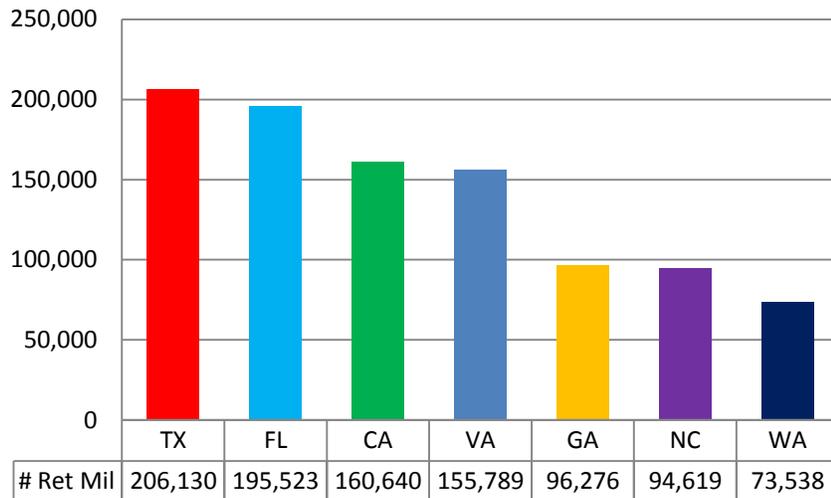


MILITARY RETIREES

155,789 Virginia ranks **4th** in the nation in number of military retirees.

(*DoD, Office of the Actuary, Statistical Report on the Military Retirement System FFY15*)

Number of Military Retirees, FFY15





Where does Virginia rank nationally? (FFY16)

Category	Virginia's National Ranking
Number of veterans who served during wartime	1st
Number of female veterans	1st
DoD Military Retirement Pay	2nd
Percentage of veterans under the age of 45	3rd
Number of veterans under the age of 45	4th
Number of Military Retirees	4th
Veterans using GI Bill	4th
USDVA Education, Voc Rehab, and Employment payments	4th
USDVA Disability and Pension payments	6th
Veterans Population	7th



Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$10.46B** 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 FFY15¹

\$5.42 B Total USDVA expenditures in Virginia

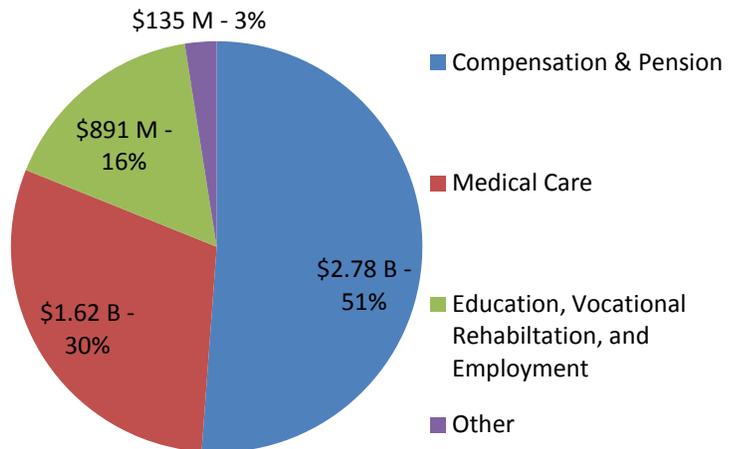
\$2.78 B Compensation and pension

\$1.62 B Medical Care

\$891 M Education, Vocational Rehabilitation, and employment

\$135 M Other (General Operating, Insurance & Indemnities, Construction)

USDVA Expenditures in Virginia FFY15

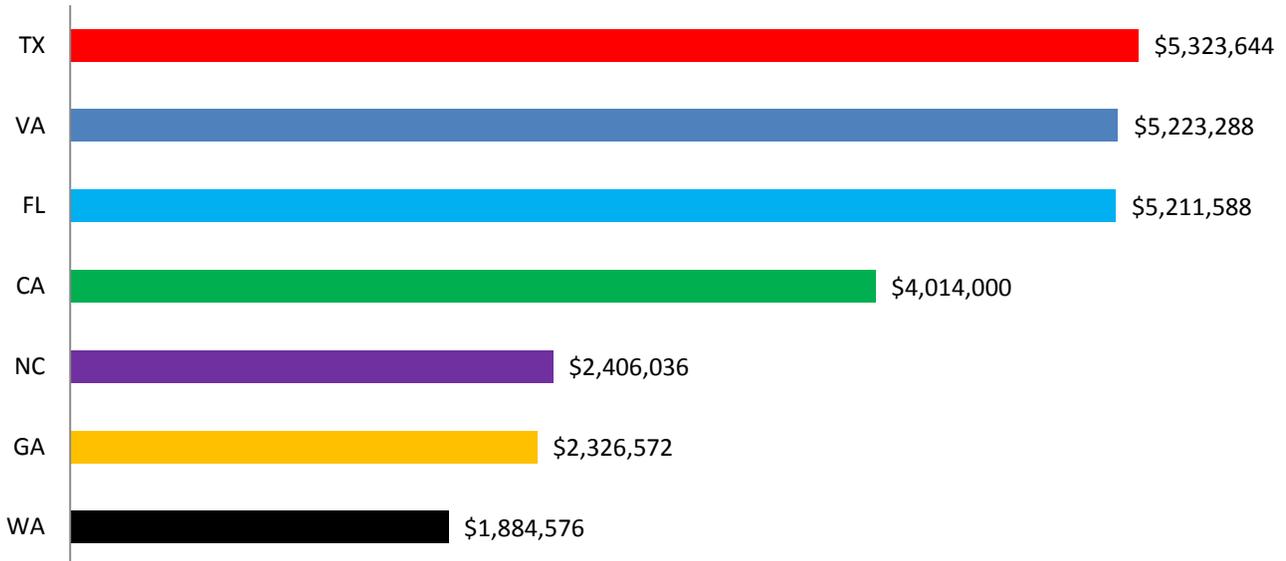


1. Source for all data on this page: U.S. Department of Veterans Affairs, FFY15 Summary of Expenditures by State.
<http://www.va.gov/vetdata/Expenditures.asp>

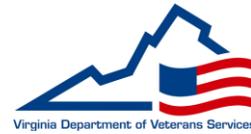
US DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY15

\$5.22B 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 2015*).

**DoD Retired Military Pay - FFY15
 (in thousands)**



Governor McAuliffe signing HB477 funding the new Veterans Care Centers in Northern Virginia and Hampton Roads



Benefits Services

MISSION

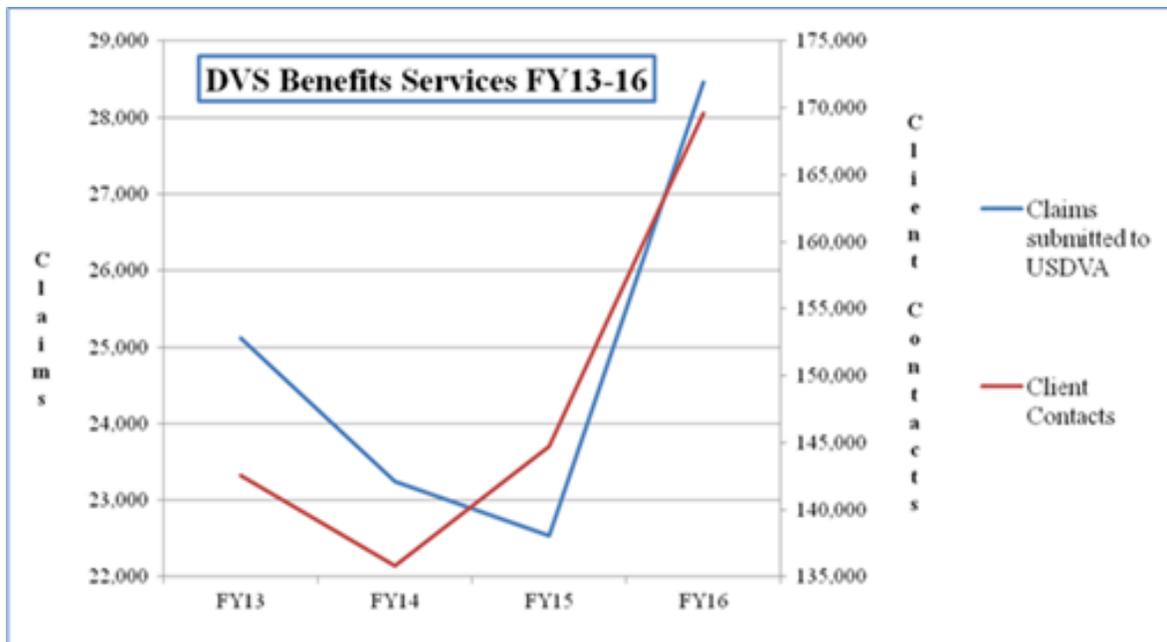
To provide Virginia's veterans and their family members with accurate, timely and ethical education and assistance in obtaining the federal and state benefits they have earned through service and sacrifice to our Commonwealth and Nation.

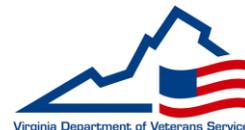
ACTIVITIES

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

Over the past two budget cycles, DVS requested increased funding from the General Assembly for Veterans Service Representatives (VSRs) in our Benefits Section, and for funds to improve training opportunities for our VSRs. VSRs are on the front lines, helping veterans apply for benefits from the U.S. Department of Veterans Affairs. This past fiscal year, Benefits staff filed 28,462 disability compensation claims for Virginia's veterans, up from approximately 22,500 the previous year. This amounts to a 28% increase. Additionally, our representatives had 169,566 client contacts, up approximately 18% from the previous year.

In all, Virginia veterans received \$2.77 Billion in VA disability and compensation benefits during FFY2015. The investment in DVS is paying off, for our veterans and for Virginia's economy.





In December 2015, Governor McAuliffe cut the ribbon and formally opened the Fredericksburg Benefits Office, the 26th such facility around the Commonwealth. The Commissioner has personally visited all 26 Benefits Offices. During this past year, the Benefits Director has visited each of the 26 Benefits Offices at least twice, and many he visited more frequently. Prior to October 2014, most offices and personnel hadn't seen or met with either the Commissioner or the Director in over two years. Currently, Benefits Regional Directors also meet regularly with their staff—at least monthly, but often more frequently. We are proud of this renewed commitment to the Benefits staff, and by extension, the communities and veterans they serve.

Before 2015, it had been over six years since all Benefits personnel had training together, or were given the opportunity to meet and network with their colleagues from around the Commonwealth. Leadership established an annual training plan that includes: mandatory regional quarterly training, new personnel orientation and training, and an annual training conference. All DVS Benefits personnel are fully accredited by the U.S. Department of Veterans Affairs to assist veterans in obtaining their state and federal benefits. This year's annual conference was held in Richmond and included remarks by Governor McAuliffe, Secretary of Veterans and Defense Affairs John Harvey, and other distinguished speakers from federal and state government, as well as from private industry.

Benefits and the Virginia Veteran and Family Services (VVFS) staff continue to train together, conduct outreach cooperatively, and conduct “the warm hand-off” for veterans to the other service line for specialized assistance. This cooperation improves our ability to serve Virginia's veteran population.

In the past 18 months, Benefits leadership has received over 500 formal feedback forms from Virginia's veterans. Feedback forms allow the veterans to share their thoughts, experiences and concerns directly with the Benefits Director. This written feedback process has been incredibly well received by the veteran population, and to date, over 99% of all correspondence received has been favorable.

Last year, DVS was proud to receive the Governor's Technology Award: *IT As Efficiency Driver - Government to Government*, for developing and implementing BeneVets. This year, the program was nominated for the 2016 National Association of State Chiefs of Information Technology's (NASCIO) State IT Recognition Awards, and we were named one of 2 finalists from 20 state entries.

Compensation claims approved by the VA result in two potential types of awards: monthly compensation based on the level of disability; and a retroactive award, which is a one-time, lump-sum payment compensating the veteran for missed benefits payments reaching back to the original claim date. While most retroactive awards are relatively small, we are proud that our staff is working hard to see veterans through the process to a successful claim. A few retroactive awards in the past year have reached the six-figure mark. Additionally, when a widow's or widower's pension claim is approved, the federal funds provided often allow recipients to support themselves without further state assistance.

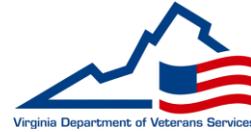
In addition to direct contact at one of our 26 offices, our employees assist veterans at dozens of itinerant service points located throughout the Commonwealth. In effect, these represent satellite Benefits Offices, which are often in the more rural parts of Virginia where transportation continues to be problematic. Space is provided by federal, state or local government agencies or private organizations,

such as the Veterans of Foreign Wars and American Legion, and always at no charge to DVS. The itinerant service points allow DVS to reach and serve a greater number of veterans, many of whom face significant challenges like the lack of adequate transportation, without incurring the cost of fixed operating facilities. These satellite offices create a cost-effective win-win for the state and the veterans.

Annual Services Provided	FY14	FY15	FY16
Claims submitted to USDVA	23,241	22,533	28,462
Claims adjudicated	14,868	13,889	20,707
Claims approved /% approved	10,157 / 68%	9,911 / 70%	14,286 / 69%
Client contacts	135,789	144,696	169,566
Number of field offices	23	24	25
Itinerant points	64	60	39
Budget	\$3,992,746	\$4,289,886	\$6,186,087
Authorized Positions	70	70	78
Filled Positions – as of June 30	62	65	78

For more detailed information, please refer to Appendix A





Virginia Veteran and Family Support

MISSION

Provide support and comprehensive behavioral health and rehabilitative care coordination services resulting from military deployments, military transition, stress related conditions, or traumatic brain injuries for Virginia veterans, and support for their families.

ACTIVITIES

Our team is our greatest asset. The Commonwealth is divided into five VVFS regions with our 35 veteran resource specialists physically located in half of the 40 Community Services Boards (CSBs) around the Commonwealth. VVFS operates in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and Department for Aging and Rehabilitative Services (DARS), to create an integrated and responsive system of care we are able to monitor and coordinate behavioral health, rehabilitative services and support.

VVFS staff come along side the families and serve as a conduit between mainstream resources from community partners and our veterans and their families, delivering access to care and closing the gaps veterans and families are so often faced with in a confusing and sometimes complicated system.

In 2016, VVFS continued as an *Operation Family Caregiver* (OFC) grantee. Funded by the Rosalynn Carter Institute (RCI) for Caregiving and Johnson & Johnson. The three year grant for OFC provides the VVFS team with caregiver coaches, who teach problem solving skills, facilitate care coordination, and provide support to those family members and individuals who are assisting and providing daily care to Virginia's veterans.

The **Housing Development Team** continues to provide statewide coordination and leadership with our community housing and support services partners for the Governor's goal and Commonwealth's efforts to ensure veteran homelessness is rare, brief, and non-recurring. Our partners include the Secretariats of Health and Human Resources and Commerce & Trade, and other federal, state, local, nonprofit, and private agencies. From October 2014 through June 2016, 2,181 veterans experiencing homelessness in Virginia have been housed.

A year after Virginia became the first state to functionally end veteran homelessness, we have become a national leader. The Housing Development Team works tirelessly to tell other states how Virginia accomplished this goal. VVFS Housing Director Matt Leslie co-chairs the Governor's Homeless Coordinating Council Veterans Subcommittee, to assist in the coordination of state strategies to maintaining a functional end of veteran homelessness. In June 2016, DVS coordinated the 3rd annual "Ending Veteran Homelessness Best Practices Summit." 100 attendees from across the state met and focused on connecting homeless veterans to mainstream communities, veteran benefits, trauma-



informed care, employment strategies and resources. Participants also discussed sustaining efforts to ensure veteran homelessness is rare, brief, and non-recurring.

Supportive Services

Virginia Veterans Corps, an AmeriCorps program

The VWWP Virginia Veterans Corps (VVC) program is one of three national Corporation for National and Community Service grantees within the Commonwealth of Virginia. During the 2015-16 service year, AmeriCorps Navigators in the VVC engaged in 10,075 service hours while serving 437 military members and veterans and 813 family members. Service projects included: Clean the Bay Day, Shred and Share, the Lt. Dan Band Concert with Lincoln Military Housing, and Hearts for Heroes Fishing Trip with Armed Services.

20 part-time AmeriCorps Navigators, stationed at 10 individual service sites, provided military/veteran members and their families with access to housing, health care, behavioral health care, social services or services designed to address other individual and family needs. Our Navigators also helped local community partners bridge the gaps in service, assisting families in the transition from a period of crisis to a more stable situation.

Mission: Healthy Relationships and Mission: Healthy Families

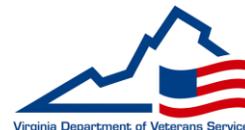
These two programs are quarterly events, held in a variety of locations around Virginia, providing individualized and group support in a workshop format, and assist with coordination of wrap-around care services to veterans and family members. In 2016, 116 adults and 16 children attended our events.

Mission: Healthy Relationships focuses on effective communication skills for couples. *MHR* is adapted from the workshop *8 Hours to a Lifetime of Relationship Satisfaction*, designed by the National Multiple Sclerosis Society in conjunction with the U.S. Department of Health and Human Services, Administration for Children & Families. The workshop teaches committed couples a skills-based approach to managing some of the relationship challenges during recovery from trauma, including the effects of Operational Combat Stress, Post Traumatic Stress Disorder (PTSD), and/or Traumatic Brain Injury (TBI). It can also serve veterans suffering from sub-clinical levels of trauma. The goal is to improve overall health, well-being and relationship satisfaction.

Participants in *MHR* will learn to:

- Recognize common communication problems and ways to correct them;
- Understand different couples' styles for solving problems;
- Develop a plan for de-escalating arguments and conflicts;
- Use effective communication skills for listening and speaking;
- Learn ways to protect and repair relationships; and
- Discuss challenges and concerns of veterans and ways to strengthen relationships through renewed commitments to one another.

Similarly, ***Mission: Healthy Families (MHF)*** enhances veteran and family well-being by allowing families the chance to step away from daily stressors, support one another and grow as a unit. Participants engage with supportive services providers outside of a formal treatment setting, which can



decrease stigma and promote help-seeking behaviors. This event brings together various partner organizations with the common mission to serve and support veteran families.

VVFS partners with Virginia Commonwealth University's (VCU), Department of Rehabilitation Counseling for the adult forum on Resilience Skills Training.

Participants in **MHF** will learn to:

- Understand the concept of resilience and strategies that can enhance resilience;
- Recognize our body's response to stress and techniques to better manage it; and
- Develop an understanding of strategies to increase overall well-being.

For youth activities, VVFS utilizes **Project YES!**, a national internship program for college students who engage in service to meet the needs of military families. It is a partnership of the Department of Defense (DOD) and United States Department of Agriculture (USDA). The dynamic **Project YES!** team leads youth in a variety of innovative, fun, and educational activities on communication skills building, team work, conflict resolution, and stress management.

REGIONAL HIGHLIGHTS

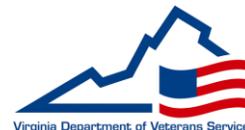
VVFS is organized into five regions around the state. Each regional team provides core services, including: peer and family support, both individualized and group support, and care coordination services to veterans and families.

Region I (Northwestern): Serves approximately 147,799 veteran residents in 28 counties and 8 independent cities in Northwestern Virginia. Throughout FY16, Region I facilitated numerous linkages to behavioral health. VVFS directly financed the behavioral health services for approximately 60 veteran and family member cases, through a community-based provider, where means of payment presented as a serious barrier to treatment.

Staff provided 32 trainings on veterans in crises, de-escalation techniques and VVFS services to the eight independent Crisis Intervention Team (CIT) programs within the region. VVFS is an integrated participant in each program, providing key connections to veteran-specific crisis and follow-on services to law enforcement, fire, EMS, probation and parole, and dispatch.

Region I staff had an instrumental role in Military Cultural Competency (MCC) training for two regional Community Services Boards (CSBs) currently pursuing Certified Community Behavioral Health Clinic grant funding. The MCC training, a requirement of the grant, helps familiarize CSB staff with the unique culture of veterans and offers insight into how best to engage with each. VVFS staff have been invited to provide additional trainings in FY17.

In March 2016, Region I hosted a **Mission: Healthy Relationships** workshop, attended by 18 veteran and partner couples, and assisted by VVFS staff from other regions. Amid favorable reviews, most participants requested follow-on training to help reinforce the relational tools learned during the workshop.



Region II (Northern): Serves approximately 173,826 veteran residents and their families in Northern Virginia, which includes 4 counties and 5 independent cities. Region II has a high concentration of combat veterans, which VVFS continues to assist in their transition from the military to civilian life, by working with them on PTSD, TBI, access to behavioral health care and other supportive needs and issues. Staff work closely with the Boulder Crest Retreat (BCR) center in Bluemont. In particular, staff connect veterans to BCR's Progressive and Alternative Training for Healing Heroes (PATHH) Programs. PATHH, a non-clinical program is designed to cultivate and facilitate Post Traumatic Growth and is a tremendous asset for combat veterans.

Region II staff also continue to assist with veterans involved in the criminal justice system in Northern Virginia. VVFS has provided a well-known de-escalation training component to its Crisis Intervention Team (CIT) courses to county law enforcement in Arlington, Fairfax, Loudoun and Prince William counties, which continue to result in law enforcement connecting veterans in crisis to the VVFS team. Staff assist justice-involved veterans on the Fairfax County Veteran Treatment Docket, as well as incarcerated veterans being released from Fairfax, Loudoun and Prince William County Adult Detention Centers. In these cases, staff ensure veterans are connected to behavioral health care through both private mental health clinicians, and Martinsburg VAMC in-patient substance abuse and PTSD programs, when needed.

VVFS strives to facilitate a supportive engagement between veterans transitioning from the military and their local communities. Part of this effort includes an active Combat Support Group in Fairfax, facilitated by VVFS peer specialists. The support group, active since 2014, averages 15 participants bi-weekly, and continues to provide a non-clinical environment for veterans to support one another in strengths-based approaches to coping with effects of combat trauma and TBI.

Region II launched *Operation Family Caregiver* in Northern Virginia in March. The program, offered in partnership with the Rosalynn Carter Institute for Caregiving (RCI) and the Riverside Center for Excellence in Aging and Lifelong Health (CEALH), provides confidential support and skill development to caregivers of veterans. Through a Caregiver Coach, caregivers are provided individual support and problem solving strategies, to aid in addressing the many challenges encountered when caring for a veteran experiencing PTSD, TBI, and other service related injuries. In a few short months, the program engaged more than a dozen caregivers, with three completing the program by the end of FY16.

Region III (Southwest): Serves approximately 88,509 veteran residents and their families in Southwest Virginia, which includes 25 counties and 10 independent cities. Serving the more rural parts of Virginia, VVFS Region III serves in itinerant service points, allowing VVFS to reach and serve a greater number of veterans and families, many whom face transportation challenges.

Staff continue to lead in implementing Telehealth programs within the CSBs, and with neighboring VA Medical Centers, allowing psychiatric services to be provided directly to veterans in their communities. Telehealth programs promote quicker access to care, by eliminating the need for transportation, which is a real barrier to obtaining care in rural areas.



Gov. McAuliffe & Dep. Sec. Areizaga-Soto with Region III Staff at the RAM Clinic, Wise, VA

Region III continues their partnership with the Brain Injury Services of Southwest Virginia (BISSWVA) to provide VVFS overviews, assistance, referral connections and support for the Veteran CLiC program, a statewide initiative to bolster recovery from TBI, utilizing a web-based interactive curriculum.

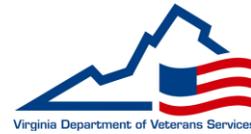
In addition, Region III continues strong partnerships with local organizations, including National Guard and Reserve units, where we participate in crisis debriefings, resiliency training days, family days and battle assemblies where VVFS staff educate and provide support to service

members. VVFS continues to collaborate with local community colleges and universities providing support to staff, support committees, veteran and dependent populations, and being one of the hosts of the annual Student Veteran Conference held in Roanoke. VVFS continues strong partnerships with the three neighboring VA Medical Centers: Salem, Mountain Home, and Beckley (WVa).

Region III hosted two successful ***Mission: Healthy Relationships*** workshops, with a total of 32 couples attending. One of the workshops was for National Guard and Reserves service members, including several facing upcoming deployments. Staff also hosted a military culture competency training for over 30 NRVCS employees, who were able to utilize the training to fulfill mandatory diversity training requirements. As a result of the training, Region III was invited to provide this training to the DBHDS's statewide diversity committee.

Region IV (Central): Serves approximately 118,370 veteran residents and their families in Central Virginia, which includes 22 counties and 6 independent cities. Region IV has focused on staff development to enhance service delivery across the region. Three staff completed the requirements to become Certified Veteran Peer Recovery Specialists (VPRS). Region IV now provides Peer-to-Peer Support to Veterans seeking assistance with their recovery from symptoms of PTSD and TBI, as well as other mental health issues resulting from military service. Two of the VPRSs are combat veterans who provide hope, support, knowledge, coaching, role modeling, connection, navigation, and more through their personal experience as veterans in recovery from mental health challenges. The VPRS position provides non-clinical, person-centered wellness focused on trauma-informed support, while helping to ensure the client's wellness-recovery plan reflects the needs and preferences of the individual. VPRSs share their first-hand experiences to inspire and support individuals in personal management of behavioral challenges, and assist in articulating their own personal goals for wellness, recovery, resiliency and self-advocacy.

Additionally, Region IV staff have become certified trainers in Applied Suicide Intervention Training (ASIST) and Mental Health First Aid (MHFA). With these certifications, staff provide training to community service providers with a special emphasis on the unique challenges veterans face and a perspective often not considered. This specialized training enhances the services delivery for non-VA providers, and gives them a special understanding and insight to what veterans may be experiencing.



This past year Region IV said farewell to long-time Regional Coordinator Ed McIntosh. Ed was one of the program's first Regional Coordinators in 2009 when the (then) Virginia Wounded Warrior Program was first stood up. Ed's leadership and passion to serve veterans is deeply missed. With Ed's departure, Region IV welcomed Shannon Poppa in June 2016 as Ed's replacement.

Region V (Greater Hampton Roads): Serves approximately 252,884 veteran residents and their families in Greater Hampton Roads, which includes 16 counties and 9 independent cities. Region V has a targeted focus to meet the needs of our homeless and at-risk veterans and their families. Staff continue to support the efforts of four local Continua of Care in direct coordination with the Hampton VA Medical Center homeless services team. In FY16, Region V served 878 veterans and 50 family members through a myriad of services and support.

Region V is one of the two regions participating in *Operation Family Caregiver*, a program providing free and confidential support to the families of returning veterans who are learning to live with PTSD, Traumatic Brain Injury or a physical disability as a result of their military service. *Operation Family Caregiver* helps these families cope with their "new normal" and assists caregivers with strategies to assist them with long-term problem solving skills aimed at improving not only their wellness, but the ability of the family to grow strong. In FY16, Region V Caregiver Coaches engaged 12 veteran caregivers in the OFC program with 5 successfully completing the program.

In 2016, Region V hosted *Mission: Healthy Families*, a weekend retreat for veteran families aimed at improving communication skills, problem solving and strengthening resiliency to help families deal with the effects of transition, reintegration after deployment and ongoing challenges associated with military service. The event was held at the Williamsburg Christian Retreat Center in August with 14 adults and 16 children attending.

Annual Services Provided	FY14	FY15	FY16
Individual Services Delivered	5,606	7,774	6,763
Community events attended by VVFS staff	509	508	361

Veterans Education, Training, and Employment

MISSION

The Veterans Education, Training, and Employment (VETE) Section ensures that every veteran or eligible person has a full and fair opportunity to reach his or her fullest potential through access to the G.I. Bill approved post-secondary educational, training/licensure/certification, entrepreneurial institutions, and Virginia colleges and universities, as well as V3 certified employers.

We provide these opportunities in a timely manner via our six service areas:

1. Virginia Values Veterans Program (V3);
2. Virginia Transition Assistance Program (VTAP);
3. State Approving Agency for Veterans Education & Training (SAA);
4. Virginia Military Survivors and Dependents Education Program (VMSDEP);
5. Military Medics and Corpsmen Program (MMAC);
6. Job Training, Employment Skills Training, Apprenticeships and Internships (JTEST-AI) Initiative.

MILITARY MEDICS AND CORPSMEN (MMAC) PROGRAM

MISSION

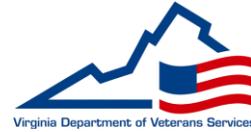
The Military Medics and Corpsmen (MMAC) Program provides service members with specialized medical training an opportunity for employment at six Virginia health care systems, a pathway to licensure and long-term medical careers, and a solution to acute health care staffing shortages in Virginia's health care industry.

ACTIVITIES

On June 28, 2016, Governor McAuliffe ceremonially signed the Military Medics and Corpsmen bill, establishing the Virginia Military Medics and Corpsmen (MMAC) Pilot Program in the Commonwealth. MMAC is modeled after the U.S. Department of Veterans Affairs' Intermediate Care Technician Program, which operated in 15 federal Veterans Affairs Medical Centers across the United States.

Virginia's MMAC Program is the first of its kind in the nation, and offers an innovative pathway to employment for these highly skilled veterans. Our medics and corpsmen have extensive training and valuable experience, and this program recognizes their service, helps them transition into our civilian health systems, and has the potential for hundreds of veterans to gain employment in health care jobs throughout Virginia.

The six partners for the pilot program are: Bon Secours, Carillion, Chesapeake Regional, INOVA, Mountain State and Sentara. We look forward to working with our partners to create a high-quality, successful program that will become a national standard for returning medics and corpsmen.



JOB TRAINING, EMPLOYMENT SKILLS TRAINING, APPRENTICESHIPS AND INTERNSHIPS (JTEST-AI)

More than 300,000 service members are expected to leave the military every year for the next few years, including thousands here in Virginia. Our goal is to link these active duty transitioning service members with civilian training opportunities right here in Virginia, allowing TSMs to contribute to V3 companies and our new Virginia economy, while putting down roots in our communities.

We are proud that Virginia is the first state in the nation to partner with DOD's SkillBridge program, also referred to as JTEST-AI (Jobs Training Employment Skills Training-Apprenticeships & Internships). SkillBridge is an innovative program allowing active duty service members to work for employers at no cost related to salary or benefits, gaining valuable skills and civilian employment experience. Tremendous opportunities exist for the Commonwealth of Virginia to leverage SkillBridge with our current existing programs.

DVS has hired a Virginia SkillBridge Program Coordinator who is working with the V3 program and SkillBridge to connect V3-certified companies with this incredible opportunity. Along with training V3-certified companies, our Coordinator will work with VETE's other programs, including VTAP and our new Military Medics and Corpsman (MMAC) program.

We look forward to reporting next year on the many successes of this partnership with DOD.

VIRGINIA VALUES VETERANS (V3) PROGRAM

MISSION

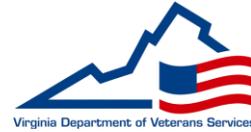
Provides education, training, and connectivity resources to assist employers to recruit, hire, and retain a highly-skilled, well-educated, and easily-trained talent pool: Virginia's Veterans.

ACTIVITIES

Since starting out as a pilot program in 2013, the Virginia Values Veterans (V3) Program has trained thousands of individuals and hundreds of companies, educating them on why hiring veterans is the best business decision they can make. In 2016, V3 continued to surpass all goals and expectations with over 700 Virginia companies now part of the V3 program.

On November 1, Governor McAuliffe announced that V3-certified employers have hired over 20,000 Veterans, which means we surpassed the Governor's goal of 20,000 Veterans hired 400 days ahead of schedule!

The V3 Employment Grant continues to be a useful tool in recruiting small businesses to become V3-certified. In FY16, 75% of new V3 clients were businesses with 300 or fewer employees – one of the criteria for grant eligibility. Over \$35,000 in grant funds were distributed to small businesses in Virginia for hiring and retaining Veterans in FY16.



As a leader in training employers to recruit, hire, and retain Veterans, V3 conducted over 100 training events for over 2,700 participants this year alone. V3 maintained its certification as a preferred provider from both the Society for Human Resource Management (SHRM) and the Human Resources Certification Institute (HRCI). We provide over 50 training subjects to V3 companies, and have the largest catalog of curriculum in the United States dedicated to helping employers hire Veterans.

V3 has leveraged assets by forming and reinforcing strategic partnerships with businesses and the media. This continues to expand our reach to potential companies, and increases awareness throughout the Commonwealth and around the nation. Other states are paying attention and following what Virginia is doing in connecting veterans and employers. The V3 program has become a national leader in recruiting, hiring, and retaining veterans.

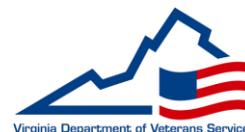
As partnerships grow and flourish, V3 continues building on a solid base to move to the next level. V3 companies, such as Altria, Stratford University, RR Donnelley, Capital One, and many more, are now a significant sources of contributions and in-kind services. The most substantial contribution came from long-time partner Dominion Resources. In November 2015, Dominion announced they would donate all proceeds from the November 1, 2016 **Dominion Charity Classic** – a new PGA Champions tournament in the Richmond area – to the Virginia Values Veterans Program. V3 is unique from other service lines in that all of these contributions are unsolicited.

The success of V3 has led to increased earned media, including: CBS, NBC, Comcast, the Financial Times, US News and World Report, USA Today, Virginia Business Magazine, and countless local media outlets around Virginia.

National organizations are recognizing the innovative approach that V3 offers. In 2016, V3 received nationally-recognized awards from the Paralyzed Veterans of America, and Million Women Mentors. V3 staff have also been invited to speak at numerous national employment conferences.

The success of the V3 program in effectively training employers and connecting them to our highly-skilled veterans is a clear example of the enormous benefits innovating public-private partnerships, like the V3 program, can bring our to economy and all Virginians.

Annual Services Provided	FY14	FY15	FY16
Companies registered	110	103	253
Jobs Pledged to Virginia Veterans	3,287	5,764	7,006
Veterans Hired by Certified Companies	3,225	5,417	7,649
Training Events Conducted	20	70	107
Resources			
Budget	450,000	\$450,000	\$872,000
Authorized Positions	1	2	3
Filled Positions – as of June 30	1	2	3



VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)

MISSION

Assists military service members and veterans in their transition to post-military education, training, employment, and entrepreneurial opportunities.

ACTIVITIES

The most effective thing we can provide veterans and transitioning service members is a suite of services applicable to their unique journey. The Virginia Transition Assistance Program (VTAP) Section does just that every day. Whether transitioning begins now or was 50 years ago, VTAP is designed to provide transition resources and assistance to all Virginia veterans, because we recognize that transition from military service is not complete on the date of a service member's discharge.

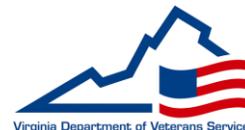
VTAP, aligned with Virginia Values Veterans (V3), provides coordination between transitioning veterans and employment services, by connecting veterans with employers, education and entrepreneurial opportunities here in Virginia. Staff educate veterans and Veteran Service Providers (VSP) on available resources and opportunities around the Commonwealth. VTAP is building regional cohorts to make transition services easily accessible in local communities. In 2016, VTAP assisted 1,246 veterans and their families with various employment-related services, and hosted 13 events around the Commonwealth for over 500 participants, including transition seminars, employment workshops, and military workforce recruiting days.

In FY16, \$200,000 (GF) was appropriated to continue VTAP and add two VTAP Coordinators, who will be located in Northern Virginia and Hampton Roads. Their mission is to build relationships with base commanders and transition staff, and networking with organizations and localities to provide a crucial link between DVS and the communities. DVS also hired a Director of Employment and Transition to work with the VETE Director on coordination and long-term strategic planning for VTAP and V3.

The return on the Commonwealth's investment and growth of the New Virginia Economy is exponentially strong. Veterans receive the tools and support they need to build productive lives in Virginia, contributing to our economy and adding to our incredible pool of leadership and talent.

Annual Services Provided	FY14	FY15	FY16
Veterans and families served	425	2,350	1,246
VTAP Events held	6	11	13
Transition Service Partnerships	23	45	---
Resources			
Budget	\$150,000 (grant)	\$150,000 (GF)	\$200,000 (GF)
Authorized Positions*	1	1	1
Filled Positions – as of 6/30*	1	1	1

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



STATE APPROVING AGENCY (SAA) FOR VETERANS EDUCATION & TRAINING

MISSION

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

ACTIVITIES

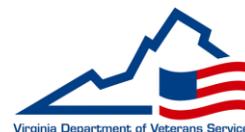
The State Approving Agency for Veterans Education and Training (SAA) Section, operating under a contract with the U.S. Department of Veterans Affairs (VA), reviews, evaluates, and approves post-secondary education and training programs offered by educational institutions, businesses, and industries in the Commonwealth of Virginia.

With just five full-time employees, the SAA successfully provides support and supervision for 1,067 education and training institutions. While some offer only one program, many offer multiple programs, each requiring separate approval. Programs must be approved before veterans and eligible family members may enroll and receive financial assistance from the VA. SAA ensures compliance with state and federal education regulations through on-site visits to active institutions.

In 2016, ITT Technical Institute closed suddenly due to financial instability and actions taken by the U.S. Department of Education (DOE). This closure affected approximately 602 GI Bill recipients on five campuses in Virginia. Additionally, several schools are currently at risk of losing accreditation pending final decision by the DOE to continue recognizing ACICS, a national accrediting agency. When these national issues occur, the SAA works closely with several state and federal agencies, such as the Office of the Attorney General, State Council for Higher Education of Virginia (SCHEV), Virginia Community College System (VCCS) USDOE, the VA's Office of Inspector General, and accrediting agencies. These relationships ensure issues are handled promptly, and with the least amount of negative impact to students as possible.

SAA conducts compliance surveys to verify enrollment data, awards actions for accuracy, and ensures payments made to eligible veterans are within VA regulations. SAA is also responsible for auditing records to determine compliance, and conducts investigations per federal code.

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



Annual Services Provided	FFY14	FFY15	FFY16
Number of education and training institutions supported	1,122	1,111	1,067
Educational program approval actions	1,611	1,075	1,986*
Number approved/% approved	1,111*/69%	692*/64%	1676*/84%
Other approval actions	1,069	889	887
Number approved/% approved	989/93%	802/90%	786/89%
Educational institution supervisory visits	124	129	103**
% of required supervisory visits completed	103%	117%	94%**
Veteran student population	62,991	60,230	36,576***
Budget	\$708,562	\$708,562	\$708,562
Authorized Positions	9	9	9
Filled Positions – as of June 30	9	8	8

For more detailed information, please refer to Appendix B

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

* A new compliance mission required visits to fewer education and training institutions but more in-depth auditing of academic and financial records. The increase in approval actions is due to the return of approvals actions for public and not-for-profit “deemed approved” schools being returned to the SAA for action.

** The VA contract requires the SAA to complete 90% of the 110 assigned compliance visits. Historically the SAA completed more than 100% of the surveys this was not possible this year due to job turnover and retirements.

*** Number of veterans receiving G.I. Bill benefits in Virginia as of April 2016. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY16 will be available in March 2017.

VIRGINIA MILITARY SURVIVORS & DEPENDENTS EDUCATION PROGRAM (VMSDEP)

MISSION

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

ACTIVITIES

Under the Virginia Military Survivors and Dependents Education Program (VMSDEP), tuition and required fees are waived at Virginia public colleges and universities for qualified survivors and dependents. Through the Virginia Military Survivors and Dependents Education Fund (VMSDEF), a stipend is provided to offset the costs of room, board, books, and supplies. The amount of the stipend is determined by the Virginia General Assembly, the State Council of Higher Education for Virginia (SCHEV), and the availability of Commonwealth General Funds.

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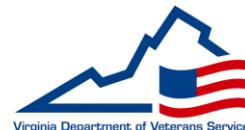


The VMSDEP application is online, allowing applicants to easily submit and edit an application, review their status, and upload requested documents. Email notifications are sent to the applicants throughout the entire process.

The VMSDEP staff conduct outreach to veterans identified by the VA as potentially eligible for the benefit. Outreach activities also included training for the Virginia Community Colleges System, and technical training to J Sargent Reynolds Community College. With the addition of staff in FY17, the program is planning outreach to high school guidance counselors to capture the dependents of veterans, before they graduate.

A qualified survivor and dependent is defined as the spouse, or child between the ages of 16 and 29, of a military service member who, while serving as an active duty member in the United States Armed Forces, United States Armed Forces Reserves, the Virginia National Guard, or Virginia National Guard Reserve, during military operations against terrorism, on a peacekeeping mission, as a result of a terrorist act, or in any armed conflict subsequent to December 6, 1941, was killed or is missing in action or is a prisoner of war, or of a veteran who, due to such service, has been rated by the United States Department of Veterans Affairs as totally and permanently disabled or at least 90 percent disabled, and has been discharged or released under conditions other than dishonorable. Domiciliary or physical presence requirements also apply and are detailed in the Code of Virginia.

Annual Services Provided	FY15	FY16
Applications Submitted	1790	1682
Applications Approved	502	328
Unique student received stipend award	1143	TBD
Total stipend dollars awarded	\$1,682,530	TBD
Outreach Activities	1	3
Resources		
Budget	\$65,000	\$65,000
Authorized Positions	1	1
Filled Positions – as of June 30	1	1



Veteran 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 are "revenue neutral," receiving no operating monies from the General Fund, and 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 (VA), and private funding sources. All beds are certified for both Medicare and Medicaid.

On June 1, 2016 Governor Terry McAuliffe announced that the new Northern Virginia 120-bed veterans care center will be built in Vint Hill, Fauquier County and will be named the **Puller Veteran Care Center** in honor of the multigenerational commitment by the Puller family to military service and veteran advocacy. The new Puller Veterans Care Center will be built on the former Vint Hill Farms Station in Fauquier County, which previously served as a United States Army and National Security Agency facility. The site played a critical role in eavesdropping on enemy communications during World War II, when it intercepted a message that helped lead to the D-Day invasion of Normandy.

On August 26, 2016 Governor Terry McAuliffe announced that the new Hampton Roads 120-bed veterans care center will be built in the City of Virginia Beach. The new VCC will be built in the Princess Anne section of Virginia Beach on a 24-acre site next to the planned extension of Nimmo Parkway.

Both of the new veterans care centers will be state-of-the-art facilities providing skilled nursing care, Alzheimer's/dementia care, and short term rehabilitative care in a home-like setting. The Northern Virginia and Hampton Roads regions are home to over 400,000 veterans. These new care centers, slated for a 2017 groundbreaking and 2019 opening, will fill a critical need and allow us to fulfill our obligation to give back to those who served our country.

Virginia Veterans Care Center

The Virginia Veterans Care Center (VVCC), located adjacent to the Salem Veterans Affairs Medical Center, is providing high-quality, long-term health care in FY16 for 61,135 patient days in our nursing beds, which is 93% of beds occupied; and 14,928 patient days in our assisted living which is 68% capacity (with the ability to serve up to 240 veterans). This is a 4% decrease in census from last year. Of the VVCC's 240 beds, 180 are dedicated to skilled nursing care, and of those, 60 beds are dedicated to the care of Alzheimer's patients. There are also 60 beds serving assisted-living (domiciliary care) residents.



The VVCC provides high-quality on-site physical, 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. This year we built a new picnic deck for residents and their families to enjoy.

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. Activities this year included an Easter egg hunt with local high school students, attending local Salem Red Sox baseball games, a luau and two carnivals for residents and their families. Attendance at each of the carnivals averaged between 300-400. The VVCC was pleased to again this year 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.

September was Alzheimer's Awareness month and VVCC raised over \$2,000. Each year, the VVCC conducts Operation Holiday Spirit (OHS) and in 2016, we raised \$26,862 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 in Richmond, is providing high-quality, long-term health care for 185 patients, with the ability to serve up to 200 veterans in single-occupancy rooms. In 2016, we provided 67,707 patient days. Our new unit opened July 21, 2015, and by the end of January 2016 we were back to 96% occupancy, before closing out FY16 at 92% of beds occupied. All 200 beds are dedicated to skilled nursing care, and of those, 40 beds are dedicated to the care of Alzheimer's patients.

Along with long-term residents, we do have some veterans on a short-term basis for rehabilitation, as they transition from hospital care to back to their homes and families. We are honored to be able to care for all our Virginia veterans, whether short or long term.

SBVCC provides high-quality physical, occupational, and speech therapy, therapeutic recreation, social and spiritual activities. Amenities include: on-site pharmacy, fully equipped barber and beauty shop, activity and game rooms, resident lounges in each nursing unit, courtyards, and an outdoor walking trail.

In 2016, SBVCC held a wide variety of events and activities for the residents, including: live entertainment performances at the facility, horseback riding at Lonesome Dove Equestrian Center, Richmond Flying Squirrels baseball games, outings to the Virginia Museum of Fine Arts and the Virginia War Memorial, sailing, a carnival, pet therapy, lip sync battle, a weekly "lunch bunch" group, and shopping trips. We are grateful for our many volunteers! Volunteers include groups from active duty soldiers from Fort Lee and sailors from the Naval Support Facility, Dahlgren, to local groups such as: Mounted Police, Combat Veterans Motorcycle Club (who also escort our veterans to the War Memorial for events), VFW Riders, Military Order of the Purple Heart, Bon Secours nursing students, local

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fraternities, Dominion Virginia Power employees, DMV employees, SunTrust Bank employees, and church groups.

Annual Services Provided	FY14	FY15	FY16
Virginia Veterans Care Center			
Patient Days—Nursing / % of beds occupied	58,555 / 89%	61,135 / 93%	61,229 / 93%
Patient Days—Assisted Living / % of beds occupied	15,959 / 73%	15,857 / 72%	14,929 / 68%
Sitter & Barfoot Veterans Care Center			
Patient Days—Nursing / % of beds occupied	56,045 / 96%	56,652 / 97%	67,707 / 92%
Resources			
Virginia Veterans Care Center			
Budget	\$22,103,826	\$21,235,826	\$20,760,378
Authorized Positions	260	260	260
Filled Positions – June 30	247	239	238
Sitter & Barfoot Veterans Care Center			
Budget	\$22,801,812	\$22,816,812	\$25,773,871
Authorized Positions	232	232	313
Filled Positions – June 30	218	218	286

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



Luau Day at VVCC



Bingo at SBVCC

Cemetery Services

MISSION

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

ACTIVITIES

The DVS Cemetery Services section operates and lovingly maintains Virginia's three veterans cemeteries: Virginia Veterans Cemetery in Amelia, Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, and Southwest Virginia Veterans Cemetery in Dublin.

Virginia's three state veterans cemeteries conduct hundreds of memorial services each year that are solemn, dignified events honoring those who took up arms to defend our nation. 2016 saw a rise in pre-applications filings at all three cemeteries. A 4.8% increase at Virginia Veterans Cemetery, Amelia; a 3.4% increase at Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk; and, a 9.8% increase at Virginia Veterans Cemetery, Dublin. Filing a pre-application is an indication of intent to be buried in a state veterans cemetery, in advance of the veteran's death, and helps the families and the cemeteries successfully prepare for internment. We are honored that Virginia veterans and their families choose our cemeteries for their final resting place.

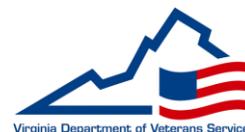
DVS receives a plot allowance from the VA for each veteran buried in a Virginia state veterans cemetery. The 2016 reimbursement per veteran was \$747. Eligible spouses and dependents are charged a nominal fee of \$300 to offset the cost of operations. The remaining Cemetery Services' budget comes from the General Fund. These funds are used for burial operations, grounds care, operating equipment replacement, maintenance and upkeep of cemetery buildings inside and out. Two new grounds employees were hired this year, one each for Amelia and Suffolk Cemeteries.

All three cemeteries are open during business hours, Monday through Friday, to provide tours and assistance to veterans and their families with completing pre-application documents. All three also host special events and services throughout the year. Memorial Day services are sponsored by local veterans groups, Veterans Day Open House events educate veterans and their family members about burial benefits available to veterans and eligible family members at each of our three cemeteries.

The cemeteries understand the importance for families to visit on weekends and holidays. Each cemetery is staffed with one employee on: Easter, Mother's Day, Father's Day, Memorial Day, Independence Day, Veterans Day and all Saturdays and Sundays. They are able to provide assistance to families visiting a loved one's gravesite.

For those veterans who pass away without family, DVS Cemetery Services works to identify the unclaimed remains of veterans who deserve a dignified final resting place, working with local organizations and civic groups, law enforcement and public health officials, funeral directors, the Virginia Army National Guard Funeral Honors Program and individual citizens. This year several

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cremains were respectfully laid to rest, including one moving ceremony where seven veterans were interred with full military honors at a memorial service at Amelia Cemetery.

Preparations are on track for all three cemeteries Holiday Wreath Ceremonies in early December. This includes live wreaths with red bows placed on each grave site as is done at Arlington National Cemetery. This year's committee is already working hard collecting the donation funds for this special event to ensure each grave has a wreath and there is no impact on the Cemeteries Services budget.

Any member of the U.S. Armed Forces who dies on active duty, retires or is discharged from military service under conditions other than dishonorable or undesirable is eligible for interment in a Virginia veterans cemetery. Also eligible for burial, if they meet certain requirements, are members of the Reserves and National Guard, Commissioned Officers with the National Oceanic and Atmospheric Administration (NOAA), and Merchant Marines. Legal spouses, including widows/widowers are eligible for internment with the veteran. Additionally, dependents, including an unmarried son/daughter under age 21, and when applicable, an unmarried adult son/daughter, who before the age of 21 became permanently incapable of self-support due to physical or mental disability, are also eligible for burial.

Annual Services Provided	FY14	FY15	FY16
<i>Virginia Veterans Cemetery</i>			
Interments	307	380	416
Pre-applications on file*	2,258	2,426	2,544
<i>Horton Veterans Cemetery</i>			
Interments	1,017	1,054	1,161
Pre-applications on file*	4,451	5,302	5,483
<i>Southwest Virginia Veterans Cemetery</i>			
Interments	140	157	201
Pre-applications on file*	1,278	1,478	1,624
Resources			
Budget	\$1,778,257	\$1,778,257	\$1,832,004
Authorized positions	24	25	27
Filled positions – as of June 30	23	24	25

* Filing a pre-application is an indication of intent to be buried in a state veterans cemetery, and is a way to submit, in advance of the veterans death, all necessary documentation to verify eligibility for burial in a state veterans cemetery.

For further information, please refer to Appendix D

Virginia War Memorial

MISSION

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

ACTIVITIES

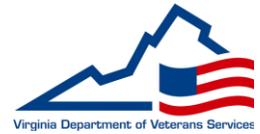
The Virginia War Memorial Section of the Department of Veterans Services, through the Paul and Phyllis Galanti Education Center, with the support of the Virginia War Memorial Educational Foundation, delivers a variety of educational programs as the Center of Excellence for the Commonwealth, both at the Memorial and at locations across the state. On-site ceremonies and events are integral to the Memorial's education mission.

Educational events continued to grow in size and scope during FY16. Programming for both the public and private events included monthly patriotic ceremonies and programs, historical and leadership lectures, as well as films, seminars for high school students, summer teacher institutes, Boy Scout Merit Badge Day, Girl Scout *See Freedom Speak* Patch Program, JROTC Recognition Days, and other special events. We have reached thousands of our citizens with over 70 of these events in 2016.

As a result of a dramatic increase in visitors from 9,200 in 2002 to over 70,000 in 2015, the Memorial is moving forward with plans to expand. We will triple parking and double the programming and Memorial spaces. In 2014, the architectural firm, SMBW, was hired to design an addition, which will allow the Memorial to reach into every classroom in Virginia. This expansion will be built by the firm, KBS Construction. In anticipation of the increased ability of the Memorial to offer its award-winning programs to both visitors to the Memorial and to visitors who visit electronically, the War Memorial Board, along with DVS leadership, proposed doubling the Memorial staff from five to ten employees. The 2017-2018 budget included funding for three new positions. One new full-time staff member was recently hired, and we anticipate two additional staff members will be hired in 2017. This increase in staff will enable us to open the new Education Wing with outreach programs, exhibits, and displays on day one.

With the increased staff and exhibition space, we expect capacity to expand, and along with it our ability to reach even more Virginians with all our exceptional educational programs and events. We anticipate the number of visitors will increase to 100,000 within five years of the new expansion opening.

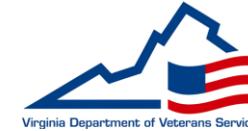
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Annual Services Provided	FY14	FY15	FY16
Visitors	65,692	70,825	64,693
Resources			
Budget	\$795,001	\$813,808	\$1,007,858
Authorized Positions	4	4	4
Filled Positions – June 30	4	4	4



Navy SEALs at Virginia War Memorial, August 2016



DVS FY16 Budget and Staffing

DVS FY16 BUDGET (APPROPRIATION) AS APPROVED BY THE 2016 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	\$5,986,087	\$0	\$100,000	\$0	\$6,086,087	9.95%
Virginia Wounded Warrior Program	\$2,759,204	\$0	\$300,000	\$678,300	\$3,737,504	6.11%
Education, Training, Transition, and Employment	\$1,641,090	\$0	\$200,000	\$750,562	\$2,591,652	4.24%
Care Centers	\$0	\$29,535,526	\$70,000	\$14,289,112	\$43,894,638	71.73%
Cemeteries	\$1,088,538	\$198,466	\$5,000	\$545,000	\$1,832,004	3.00%
Virginia War Memorial	\$921,141	\$0	\$0	\$0	\$921,141	1.51%
Administration	\$1,492,461	\$375,012	\$60,000	\$0	\$1,927,473	3.15%
Non-DVS programs	\$200,000	\$0	\$0	\$0	\$200,000	0.33%
DVS Total	\$14,088,521	\$30,109,004	\$735,000	\$16,262,974	\$61,195,499	100%
Fund type as a percentage of DVS budget	23.02%	49.20%	1.20%	26.58%	100%	



**DVS FY16 POSITION LEVELS – AUTHORIZED VS. FILLED,
 OF JUNE 30, 2016**

Staffing by Service Area	Authorized	Filled
Benefits	78	74
Education and Training	9	8
Transition Assistance	1	1
Employment	2	2
Virginia Veterans and Family Support	10	8
Care Centers	537	524
Cemeteries	27	22
Virginia War Memorial	6	5
Administration	17	17
Special Programs/Other	0	0
Totals	687	661



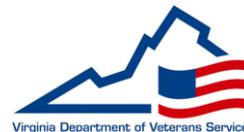
Boards

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

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

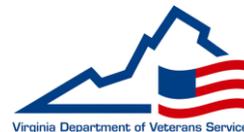
MISSION

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.

§ 2.2-2454. Powers and Duties of the Board

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

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



Message from the Chairman

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

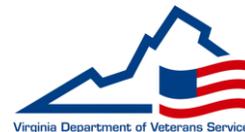
I am proud to report that the BVS fulfilled our mission in 2016. The Board worked closely this year with DVS staff in the areas of benefits, cemeteries, and care centers. The Board's focus in 2016 was how to structure the Board to best fulfill our Code mandate to support and advise the Commissioner, and to develop 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.

The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations (the JLC), the Veterans Services Foundation and the Virginia War Memorial Board. Even in this time of constrained resources, it is essential that we invest in our Department of Veterans Services. The return on investment to the Commonwealth, and especially, our veterans is always significant!

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

Respectfully,

James O. Icenhour, Jr.
Chairman



Board of Veterans Services members – as of December 1, 2016

Member	Position
James O. Icenhour, Jr.	Chairman, Board of Veterans Services Retired Major, U.S. Air Force
Delegate Richard Anderson	General Assembly of Virginia Retired Colonel, U.S. Air Force
L. Max Beyer	Retired Lieutenant Colonel, U.S. Army
Chris Chon	Major, Army National Guard
Joana C. Garcia	Retired Lieutenant Commander, U.S. Navy
William G. Haneke	Chairman, Families of the Wounded Fund; Retired Captain, U.S. Army
Susan B. Hippen	Retired Master Chief Petty Officer, U.S. Navy
Thad A. Jones	Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
Johnny G. Johnson	Vice Chairman, Board of Veterans Services Analyst at Department of the Navy
Donald B. Kaiserman	Retired Colonel, U.S. Army
Nick Kesler	Senior Consultant, Deloitte U.S. Navy Reserves
Sandra D. Love	Forensic Clinician, Chesapeake Community Services Board Veteran, U.S. Marine Corps
Delegate Kathleen Murphy	General Assembly of Virginia
Laurie Forbes Neff	Director & Managing Attorney, Mason Veterans & Service Members Legal Clinic
Belinda Pinckney	President and CEO of BHP Consulting LLC Retired Brigadier General, U.S. Army
Senator Bryce Reeves	General Assembly of Virginia Veteran, U.S. Army
Delegate Christopher Stolle	General Assembly of Virginia Retired Commander, U.S. Navy
Senator Jennifer Wexton	General Assembly of Virginia
John L. Newby II	Commissioner, Department of Veterans Services
Harold H. (Bart) Barton, Jr.	Chairman, Joint Leadership Council of Veterans Service Organizations
Patrick F. Webb	Chairman, Veterans Services Foundation Board of Trustees



JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS (THE JLC)

MISSION

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

§ 2.2-2682. Powers and Duties of the Council

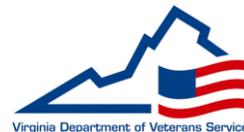
A. The Council shall have the following powers and duties:

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

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

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

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



Message from the Chairman

The Joint Leadership Council of Veterans Service Organizations (JLC) expanded this year, and is now comprised of 25 veterans service organizations (VSOs) representing over 250,000 members. The newest VSOs represented on the JLC are Iraq and Afghanistan Veterans of America (IAVA) and the Fifth Baptist Veterans Ministry.

JLC members remain committed to serving Virginia's over 784,000 veterans in numerous ways, and advocating for the entire military community, including the National Guard and the Armed Forces Reserves, and their families. With veterans comprising almost 10% of the Commonwealth's population, Virginia has one of the highest per capita populations of individual veterans, and veterans still in the workforce in the country. The commitment of the Commonwealth of Virginia to support veterans and their families could not be stronger.

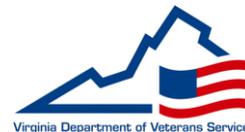
We deeply value our partnership with the Department of Veterans Services, Board of Veterans Services, Veterans Services Foundation, Governor and General Assembly, as we work together to serve Virginia's veterans and their families. The General Assembly has supported many of the legislative initiatives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

JLC members are working on the legislative initiatives for consideration during the 2017 General Assembly session. There are currently six draft JLC initiatives, which will be finalized at our December meeting, after the publication of this report.

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

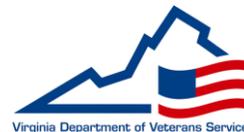
Respectfully,

Harold H. (Bart) Barton, Jr.
Chairman



Joint Leadership Council of Veterans Service Organizations members – as of Dec. 1, 2016

Veterans Service Organization	JLC Member	Alternate
Air Force Association	Harold Barton	Jeffrey Platte
American Legion	Richard Oertel	Dale Chapman
AMVETS	Richard A. Mansfield	John Cooper
Association of the U.S. Army	Robert Sempek	Tom Stephen
Disabled American Veterans	Curtis Jennings	
Fifth Baptist Veterans Ministry	Kenneth Shelton, Sr.	Thad Jones
Fleet Reserve Association	William Ashton	Abe Zino
Iraq & Afghanistan Veterans of America	Lauren Augustine	
Korean War Veterans Association	Tim Whitmore	Leo Ruffing
Legion of Valor of the U.S., Inc.	Robert Herbert	Richard Rinaldo
Marine Corps League	John Clickener	James R. Barrett
Military Order of the Purple Heart	James Cuthbertson	Mark Atchison
Military Order of the World Wars	William Barrett, Jr.	William Townsley
Military Officers Association of America	Frank Wickersham	Donald Kaiserman
National Association for Uniformed Services	Danal Dennison	Chip Moran
Navy Seabee Veterans of America	Glenn Rodriguez	Frank Driscoll
Non-Commissioned Officers Association	Jon Ostrowski	Rhonda Killmon
Paralyzed Veterans of America	Raymond Kenney, Jr.	Preston Curry
Reserve Officers Association	David Sitler	Terrence Moore
Roanoke Valley Veterans Council	Perry Taylor	Daniel Karnes
Veterans of Foreign Wars	Daniel Boyer	Tom Gimble
Vietnam Veterans of America	Charles Montgomery	George Corbett
Virginia Army/Air National Guard Enlisted Association	Robert Huffman	Robert Barnette
Virginia National Guard Association	Adam Provost	Mike Anliker
Women Marines Association	Marie Juliano	
Chairman, Board of Veterans Services	James O. Icenhour, Jr.	
Chairman, Veterans Services Foundation	Patrick F. Webb	
Commissioner of Veterans Services	John L. Newby II	



VETERANS SERVICES FOUNDATION

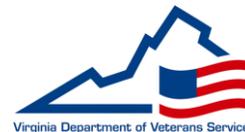
MISSION

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.

§ 2.2-2716. Authority of Foundation

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

The Board of Trustees is pleased to provide 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 FY16. We are pleased with our accomplishments despite a sluggish economy. We sincerely believe it is an honor and privilege to serve our veterans.

For FY16, the Foundation's top priorities were support of the Virginia Values Veterans (V3) Program and Virginia Veteran and Family Support Program (VVFS). The Team collected over \$108,000 for V3 and \$487,000 VVFS. We were active in supporting other DVS programs, as well, including over \$86,500 primarily for the care centers, cemeteries, and the Women Veterans Summit. This equates to over \$682,000 in donations, primarily due to increased VVFS donations.

Donors and donations started to decline in February 2016, but were not evident because donations normally decline in February. However, they did not increase significantly during the following five months, except for April. Since the beginning of FY17, donors and donations for VVFS, the benchmarking income account, have significantly decreased by around 50 percent for donors and an average of 62 percent for donations. Fortunately, the Foundation has sufficient reserves to cover the shortfalls for two years.

Indications point to a challenging FY17, as propensity to give may be reflected in a slower growth in donations, partly accounted for by on-going economic issues facing the nation and Commonwealth, as well as donor fatigue after significant donation revenue increases in past years. The Foundation Board of Trustees completed a strategic Plan for FY17 through FY21, with the assistance of DVS staff, and is looking forward to its implementation. This plan will include planning for annual and capital fund raising campaigns to address both the short- and long-term requirements for donations to sustain operations and meet the challenges we are currently facing.

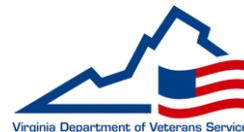
We have administered the Veterans Services Fund, maintained Fund integrity, ensured accountability, transparency, and provided funding for DVS veterans services and programs. The DVS leadership, finance, communications, and other teams continue to provide outstanding assistance in Fund and Foundation support.

The Foundation's Executive Director worked closely with DVS to assure mutual interests were maintained. We look forward to meeting new challenges, and supporting Virginia's veterans and their families and to make Virginia the most veteran friendly state in the nation.

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

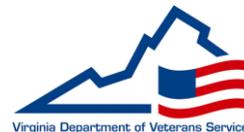
Sincerely yours,

Patrick F. Webb
Chairman of the Board of Trustees



Veterans Services Foundation members – as of December 1, 2016

Position	VSF Member
Board Chairman	Patrick Webb
Board 1st Vice Chairman	Richard A. Schollmann
Board 2nd Vice Chairman	Albert Pianalto
Finance Committee Chairman	Frank Driscoll Jr.
Finance Vice Committee Chairman	William Lechler
Development Committee Chair	Frank Finelli
Development Committee Vice Chair	John Lesinski
Board Member	Brad Antle
Board Member	James B. Boyd
Board Member	Nicole B. Carry
Board Member	Jack O. Lanier
Board Member	Kathleen B. Levingston
Board Member	Thomas V. Mulrine
Board Member	Meade A. Spotts
Board Member	Randall L. West
Board Member	Matice Wright
Ex Officio – Commissioner of Veterans Services	John L. Newby II
Ex Officio – Chairman, Joint Leadership Council of Veterans Service Organizations	Harold H. “Bart” Barton
Ex Officio – Chairman, Board of Veterans Services	James O. Icenhour, Jr.



VIRGINIA WAR MEMORIAL BOARD

MISSION

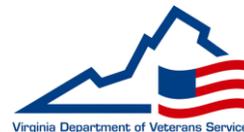
The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through its Education Center, the Memorial serves as the Center of Excellence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

§ 2.2-2466. Authority of Board

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

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

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



Message from the Chairman

The Virginia War Memorial Board is devoted to supporting the Memorial staff as they march forward with quality educational programs for students, educators, and the general public. The Virginia War Memorial continues to be a world-class monument to those who have worn the cloth of the country and is a major attraction for visitors to our great Commonwealth! The Memorial is a living entity that perpetually renews and refreshes its message and meaning for visitors of all ages.

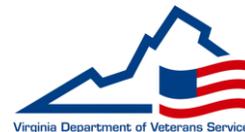
The mission of the Virginia War Memorial Board is single-mindedly committed to supporting the Memorial's mission of honoring the Virginia heroes who have made the ultimate sacrifice while serving in uniform. Since the entry of the United States into World War II in 1941, close to 12,000 Virginians have laid their lives on the altar of American freedom. The greatest tribute we can pay is to honor their memory, by sharing stories of their sacrifice, through educational programs for all Americans of all ages and backgrounds.

In anticipation of the increased ability of the Memorial to offer its award-winning programs to those who visit us both physically and electronically, the Virginia War Memorial Board, in partnership with the Virginia Department of Veterans Services, has proposed doubling the Memorial staff from five to ten employees. Two new staff members were added in FY16, with the expectation that one additional staff members will be added in FY17. This increase in staff during construction will enable us to open the new Memorial Education Wing with outreach programs, exhibits, and displays for the expected increase of 100,000 visitors over the next five years. And with our Virtual Memorial, we hope to reach students across the U.S., and the world.

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

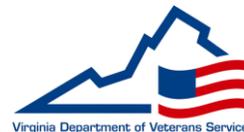
Sincerely yours,

Richard Anderson, USAF Col. (Ret.)
Chairman
Member, Virginia House of Delegates



Virginia War Memorial Board members – as of December 1, 2016

Member	Position
Delegate Richard Anderson	Chairman, General Assembly of Virginia Colonel, U.S. Air Force (Ret.)
Delegate David Bulova	General Assembly of Virginia
Delegate Buddy Fowler, Jr.	General Assembly of Virginia
Delegate Thomas A. “Tag” Greason	General Assembly of Virginia U. S. Army Veteran
Delegate Scott Lingamfelter	General Assembly of Virginia Colonel, U.S. Army (Ret.)
Delegate John M. O’Bannon, III, M.D.	General Assembly of Virginia
Senator Richard H. Black	General Assembly of Virginia Colonel, U.S. Marine Corps (Ret.)
Senator Bill DeSteph	General Assembly of Virginia U.S. Navy Veteran
Senator John S. Edwards	General Assembly of Virginia U.S. Marine Corps Veteran
Senator Jeremy McPike	General Assembly of Virginia
April Cheek-Messier	President, The National D-Day Memorial Foundation
Robert Hannon	American Legion, Department 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)
Joshua King	Deputy Sheriff, Fairfax County U.S. Army Veteran
F. Caroline Lane	LCDR, U.S. Navy (Ret)
Kathleen Owens	President, Beach Development Group CDR, U.S. Navy Reserves (Ret)
Joe Punaro	Founding Partner, IronArch Technology
Naveed Shah	Leadership Fellow, Iraq & Afghanistan Veterans of America U.S. Army Veteran
James Zollar	Assistant Chief of Staff Training, Virginia Army National Guard; Colonel, Army National Guard
C. David Hudgins	Chairman, Virginia War Memorial Educational Foundation
James O. Icenhour, Jr.	Chairman, Board of Veterans Services
Harold H. “Bart” Barton, Jr.	Chairman, Joint Leadership Council of Veterans Service Organizations
John L. Newby II	Commissioner, Department of Veterans Services



Appendices

Appendix A: Benefit Services

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

Table 2: Claims Submitted to USDVA - Sorted by Month

Table 3: Client Contacts - Sorted by Field Office

Appendix B: State Approving Agency for Veterans Education and Training

Terminology

Table 1: SAA Program Approval Actions

Table 2: SAA Other Approval Actions

Table 3: SAA Compliance Visits

Table 4: SAA Other Activities in Support of Veterans Education

Appendix C: Care Centers

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

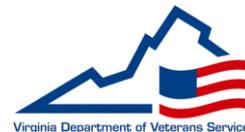
Table 2: Sitter & Barfoot Veterans Care Center – Patient Days and Average Occupancy Level

Appendix D: Cemeteries

Table 1: Cemetery Burials: *Virginia Veterans Cemetery (Amelia)*

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

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



APPENDIX A: BENEFITS SERVICES

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

Field Office	Total Claims		
	FY14	FY15	FY 16
Accomac	492	505	716
Alexandria	211	313	1,190
Big Stone Gap	745	623	932
Bristol	858	790	1,380
Charlottesville	414	870	1,413
Chesapeake	0	27	1,403
Danville	897	752	1,043
Fairfax	376	612	2,039
Fredericksburg	0	0	710
Hampton VAMC	1,222	892	1,899
Hampton	2,310	2,518	3,358
Henrico	146	447	1,117
Lynchburg	669	683	943
McGuire VAMC	2,610	2,163	3,268
Norfolk	3,354	2,585	5,220
Petersburg	0	0	951
Portsmouth	1,249	1,424	1,652
Quantico	988	948	1,230
Roanoke	596	388	503
Salem VAMC	227	171	1,016
South Hill	880	756	675
Staunton	1,077	1,012	1,302
Strasburg	1,194	903	733
Tazewell	978	905	1,227
Virginia Beach	762	1,297	1,608
Wytheville	986	949	658
Totals	23,241	22,533	38,186



Table 2: Claims Submitted to USDVA – Sorted by Month

Month	Total Claims		
	FY14	FY15	FY16
July	2,426	2,098	2,244
August	2,287	1,942	2,580
September	1,985	2,105	2,385
October	1,925	2,177	2,558
November	1,791	1,626	2,169
December	1,611	1,785	2,494
January	1,691	1,962	2,403
February	1,747	1,475	4,033
March	1,827	1,988	4,707
April	1,982	1,649	3,912
May	1,888	1,640	4,243
June	2,081	2,086	4,458
Totals	23,241	22,533	38,186

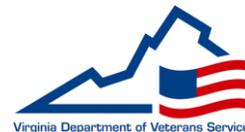
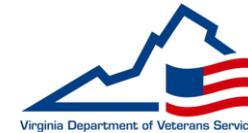


Table 3: Client Contacts – Sorted by Field Office

	Walk-Ins			Phone/Email			Total Contacts		
	FY14	FY15	FY16	FY14	FY15	FY16	FY14	FY15	FY16
Accomac	1,313	1,364	1,739	2,543	2,865	2,892	3,907	4,276	4,631
Alexandria	1,145	1,065	1,458	1,568	2,043	3,184	3,006	3,440	4,642
Big Stone Gap	1,571	1,470	1,398	2,571	2,429	2,210	4,285	4,011	3,608
Bristol	2,056	2,124	2,141	2,694	2,431	2,184	4,858	4,661	4,325
Charlottesville	1,133	1,408	1,743	2,235	3,717	4,697	3,600	5,369	6,440
Chesapeake	0	126	2,843	0	121	2,752	0	247	5,595
Danville	3,024	2,586	2,812	2,344	2,065	2,499	5,736	5,054	5,311
Fairfax	1,062	1,460	1,838	3,630	4,769	5,703	4,922	6,458	7,541
Fredericksburg	0	0	1,115	0	0	1,439	0	0	2,554
Hampton VAMC	1,618	1,096	2,126	1,303	1,160	2,198	2,921	2,256	4,324
Hampton	5,063	5,989	5,556	4,195	6,123	4,234	9,452	12,257	9,790
Henrico	284	1,108	1,585	1,364	2,777	2,963	1,648	3,886	4,548
Lynchburg	1,843	1,581	1,845	4,331	3,672	3,466	6,252	5,380	5,311
McGuire VAMC	7,028	8,344	13,750	10,186	9,598	17,041	17,764	18,432	30,791
Norfolk	8,410	7,005	7,155	7,299	8,192	9,191	15,987	15,706	16,346
Petersburg	0	0	2,035	0	0	3,275	0	0	5,310
Portsmouth	1,571	2,831	999	3,666	4,860	3,134	5,659	8,168	4,133
Quantico	2,008	2,034	1,986	5,190	5,104	5,091	7,675	7,574	7,077
Roanoke	1,352	1,068	843	2,403	2,157	2,458	3,898	3,225	3,301
Salem VAMC	1,211	989	1,266	742	753	1,673	2,059	1,950	2,939
South Hill	937	1,051	1,108	2,463	2,267	1,958	3,716	3,595	3,066
Staunton	1,817	1,618	1,842	2,518	2,143	2,472	4,985	4,411	4,314
Strasburg	1,365	1,281	775	3,523	3,083	2,235	5,495	4,863	3,010
Tazewell	2,453	2,337	1,646	1,998	2,090	1,725	4,527	4,435	3,371
Virginia Beach	3,240	4,146	3,935	5,177	5,246	6,638	8,972	9,742	10,753
Wytheville	789	885	1,179	3,418	4,146	2,104	4,465	5,300	3,283
Totals	52,293	54,966	66,718	77,361	83,811	99,416	135,789	144,696	166,134



APPENDIX B: STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

Table1: SAA Program Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16
Totals for Federal Fiscal Year	14	15	16												
Number of Applications Received	784	370	1037	423	659	762	3	13	22	5	31	11	19	2	140
Number Approved	723	315	895	246	335	599	2	12	22	5	30	8	19	0	143
Number Disapproved	61	55	142	177	324	163	1	1	0	0	1	3	0	2	0
Percentage of Applications Approved	92	85	86	58	51	79	66	92	100	100	97	73	100	0	100

Terminology

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

OJT = On the Job Training Program
 LIC/CERT = Licensing/Certification Program
 IHL = Institute of Higher Learning

Table 2: SAA Other Approval Actions

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16
Totals for Federal Fiscal Year	14	15	16												
Number of Applications Received	174	119	226	127	279	252	81	129	152	243	361	228	8	1	11
Number Approved	145	107	184	95	210	210	81	128	144	243	357	216	8	0	11
Number Disapproved	29	12	42	32	69	42	0	1	8	0	4	12	0	1	0
Percentage of Applications Approved	83	90	81	74	75	83	100	99	95	100	98	95	100	0	100

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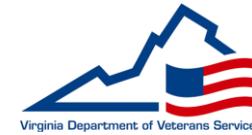


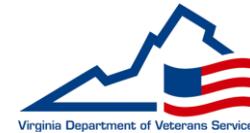
Table 3: SAA Compliance Visits

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16	FFY 14	FFY 15	FFY 16
Totals for Federal Fiscal Year	14	15	16												
Number of Visits	33	44	51	58	45	43	9	16	3	22	24	6	N/A	N/A	N/A

Table 4: SAA Other Activities in Support of Veterans Education

Activity	FFY14	FFY15	FFY16
Email & telephone inquiries	374	768	412
Requests for application for a new facility	456	89	143
Active schools (facilities in which a veteran actively attends)	439	473	468
Number of students enrolled	62,991	60,230	36,576 ¹

¹Number of veterans receiving G.I. Bill benefits in Virginia as of April 2016. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY16 will be available in March 2017.



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		
	FY14	FY15	FY16	FY14	FY15	FY16	FY14	FY15	FY16	FY14	FY15	FY16	FY14	FY15	FY16	FY14	FY15	FY16
July	4,911	5,215	5,332	158	168	172	88%	93%	96%	1,236	1,405	1,317	40	45	42	66%	76%	71%
August	4,810	5,275	5,331	155	170	172	86%	95%	96%	1,249	1,367	1,240	40	44	40	67%	73%	67%
September	4,789	5,162	5,063	160	172	169	89%	96%	94%	1,302	1,351	1,269	43	45	42	72%	75%	71%
October	4,924	5,269	5,267	159	170	170	88%	94%	94%	1,371	1,330	1,272	44	43	41	74%	72%	68%
November	4,846	4,925	5,015	162	164	167	90%	91%	93%	1,371	1,251	1,266	44	42	42	73%	70%	70%
December	4,922	5,096	5,254	159	164	169	88%	91%	94%	1,367	1,275	1,335	44	41	43	73%	69%	72%
January	5,001	4,930	5,079	161	159	164	90%	88%	91%	1,329	1,349	1,381	43	44	45	71%	73%	74%
February	4,432	4,406	4,758	158	157	170	88%	87%	94%	1,219	1,219	1,152	44	44	41	73%	73%	69%
March	4,877	5,192	4,901	157	167	158	87%	93%	88%	1,434	1,392	1,245	46	45	40	77%	75%	67%
April	4,916	5,111	4,929	164	170	164	91%	95%	91%	1,341	1,326	1,181	45	44	39	75%	74%	66%
May	5,169	5,356	5,238	167	173	169	93%	96%	94%	1,387	1,313	1,172	45	42	38	75%	71%	63%
June	5,069	5,198	5,062	169	173	169	94%	96%	94%	1,353	1,279	1,099	45	43	37	75%	71%	61%
Annual																		
Max Cap	65,700	65,700	65,700	180	180	180	100%	100%	100%	21,900	21,900	21,900	60	60	60	100%	100%	100%
Total Patient Days	58,666	61,135	61,229	170	167	168	89%	93%	93	15,959	15,857	14,929	44	43	41	73%	72%	68%

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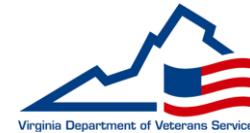
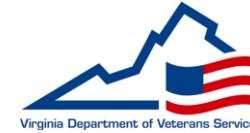


Table 2: Sitter & Barfoot Veterans Care Center – Patient Days and Average Occupancy Level

Month	Patient Days Nursing				Average # of Nursing Beds Occupied				Occupancy Level: Nursing			
	FY13	FY14	FY15	FY16	FY13	FY14	FY15	FY16	FY13	FY14	FY15	FY16
July	4,764	4,876	4,804	4,923	154	157	155	159	96%	98%	97%	79%
August	4,842	4,829	4,739	5,225	156	156	153	169	98%	97%	96%	84%
September	4,714	4,587	4,587	5,161	157	153	153	172	98%	96%	96%	86%
October	4,822	4,676	4,793	5,638	156	151	155	182	97%	94%	97%	91%
November	4,717	4,539	4,648	5,522	157	151	155	184	98%	95%	97%	92%
December	4,712	4,581	4,788	5,799	152	148	154	187	95%	92%	97%	94%
January	4,711	4,648	4,843	5,980	152	150	156	193	95%	94%	98%	96%
February	4,351	4,375	4,365	5,650	155	156	156	195	97%	98%	97%	97%
March	4,885	4,868	4,882	6,112	158	157	157	197	98%	98%	98%	99%
April	4,726	4,644	4,682	5,843	158	155	156	195	98%	97%	98%	97%
May	4,845	4,779	4,804	6,030	156	154	155	195	98%	96%	97%	97%
June	4,697	4,643	4,717	5,824	157	155	157	194	98%	97%	98%	97%
Annual Maximum Capacity	58,400	58,400	58,400	73,000	160	160	160	160				
Total Patient Days	56,078	56,045	56,652	67,707	156	154	155	155	97%	96%	97%	92%
Monthly Average	4,732	4,670	4,721	5,642	156	154	155	155	97%	96%	97%	92%



APPENDIX D: CEMETERIES

Table 1: Cemetery Burials
Virginia Veterans Cemetery (Amelia)

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

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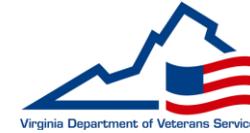


Table 2: Cemetery Burials
Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk)

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

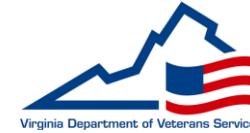


Table 3: Cemetery Burials
Southwest Virginia Veterans Cemetery (Dublin)

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

