

# **VIRGINIA DEPARTMENT OF VETERANS SERVICES**

**COMMISSIONER'S FISCAL YEAR 2015 ANNUAL REPORT**

**TO**

**GOVERNOR TERENCE R. MCAULIFFE**

**AND**

**THE VIRGINIA GENERAL ASSEMBLY**

**February 1, 2016**



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*Boy Scout Troop laying wreaths at Amelia Cemetery*

## **Mission, Vision, and Values**

### **MISSION**

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

### **VISION**

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

### **VALUES**

- **EXCELLENCE:** *Provide exemplary service to Virginia's veterans and their families.*
- **COMMITMENT:** *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.*



*Color Guard at the Capitol, January 2015*

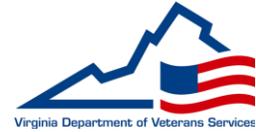
## Commissioner's Message

I am proud to report on the accomplishments of the Department of Veterans Services (DVS). As we continue to execute the Governor's vision of making Virginia the most veteran friendly state in the nation, we are committed to providing not only support, but opportunities to the nearly 800,000 veterans who call the Commonwealth home.

DVS provides the full spectrum of services to Virginia's veterans and their families. In the past year, we have made substantial progress in fully staffing our benefits offices and in being the first state to have 100% of our applications transmitted to the U.S. Department of Veterans Affairs (VA) online, which enhances the benefits claims process and greatly cuts down the wait time for veterans.

### In FY15, the Department of Veterans Services:

- Partnered with Governor McAuliffe, Secretary Harvey and others to reach "functional zero" veterans homelessness in the Commonwealth, the first state in the nation to do so.
- Awards received: Governor's Technology Award: IT As Efficiency Driver (for DVS all-online veteran benefits claim filing system); Government to Government, Benefits Section, BeneVets Electronic Claims Application
- Filed 22,533 disability compensation claims on behalf of Virginia veterans and families, contributing to **\$2.79 billion** in federal compensation and disability payments, as well as 7,173 retroactive awards to our veterans in FY15.
- Virginia Veterans & Family Services (VVFS) (formerly Virginia Wounded Warrior Program) delivered 7,774 individual supportive services to veterans and their families.
- Virginia veterans received more than **\$8.8 million** in G.I. Bill benefits in FY14.
- Held 11 Virginia Transition Assistance Program (VTAP)-sponsored transition events in partnership with community-based veterans' support & transition organizations.
- Since the beginning of Governor McAuliffe's term, 191 new companies joined Virginia Values Veterans (V3), a 118.6% increase; 9,850 jobs pledged, a 188.7% increase; and 7,980 veterans hired, a 257.5% increase.
- Opened the new 40-bed addition at Sitter & Barfoot Veterans Care Center in Richmond.
- Performed 1,591 burials at Virginia's three state veterans cemeteries.
- Hosted 70,825 visitors at the Virginia War Memorial.



Even with all of our success, we are still anxious to do more. We will not rest on past accomplishments for one minute. For instance, we are anxious to start the process of designing and building two new Veteran Care Centers in Northern Virginia and Hampton Roads. We are excited about new marketing and communications opportunities for the V3 program and working with the General Assembly on key legislation to continue to provide exceptional programs and career opportunities to Virginia veterans.

DVS continues to enjoy a close partnership with the Governor, the members of the Virginia General Assembly and the Secretary of Veterans and Defense Affairs, which other states are trying to emulate. We will miss many of the legislators who are retiring this year and who were such faithful friends to Virginia's veterans, and we look forward to introducing the new Delegates and Senators to what we do and how they can help veterans, 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) 2016 and 2017 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*

At least one objective was established in support of each goal. The DVS Strategic Plan, part of the state Performance Budgeting System (PB), details the Department's goals, objectives, targets, and measures.



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## **OVERARCHING GOALS IN SUPPORT OF THE COMPACT**

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

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

1. Ensure Virginia veterans and eligible family members receive timely assistance in filing for federal and state disability benefits.
2. Deliver long-term skilled nursing and domiciliary care, assisted-living (domiciliary) care, and short-term rehabilitation services to Virginia veterans at Virginia's veterans care centers.
3. Connect veterans, Guardsmen and Reservists not in federal service, and their family members to a network of community-based services designed to help them overcome the challenges of stress-related and traumatic brain injuries and rehabilitative needs that result from military service.
4. Provide Virginia's veterans and their spouses a final resting place at state veterans cemeteries that meet national shrine standards.
5. Ensure veterans and their dependents have approved educational programs through which they may receive their educational benefits.
6. End veterans homelessness 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.



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## **FY2016 GOALS IN SUPPORT OF THE COMPACT**

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

### **DVS FY2016 Goals in Support of the Compact:**

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

DVS Objectives in support of Goal #1:

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

*Status: DVS has met the specific target for Executive Order 23 related to workforce development for veterans: With over 10,000 veterans hired, we have more than doubled the number of veterans hired through the V3 Program since the beginning of Governor McAuliffe's administration; and are preparing to double that number of hires again by the time the Governor's term ends.*

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

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

*Status: On November 11, 2015, Governor McAuliffe announced that the U.S. Interagency Council on Homelessness had confirmed that Virginia had become the first state in the nation to functionally end veteran homelessness. This was evidenced by:*

1. *New federal-state-local systems and partnerships put in place to ensure that every homeless veteran who is ready to be housed has housing; and*



2. *The housing of over 1400 homeless veterans in the period October 2014-August 2015; a number double HUD's January 2014 Point-in-Time Count of 620 homeless veterans.*

*Status: DVS continues, through VVFS, to coordinate myriad federal, state and local resources and partnerships to ensure that we maintain "functional zero" veteran homelessness into the future.*

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

DVS Objectives in support of Goal #3:

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

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

DVS Objectives in support of Goal #4:

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



## **JLC FY2016 Priorities in Support of the Compact:**

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

*Status: The Governor and General Assembly increased funding for Benefits, facilitating the opening of three new Benefits offices and increasing the number of claims agents from 35 to 60.*

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

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

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

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

*Status: The Governor and General Assembly met these needs, and on November 11, 2015, Governor McAuliffe announced that the U.S. Interagency Council on Homelessness had confirmed that Virginia had become the first state in the nation to functionally end veteran homelessness.*

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



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

*Status: The Governor and General Assembly have answered this priority with appropriate Virginia Public Bond Act allocation.*

### **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:

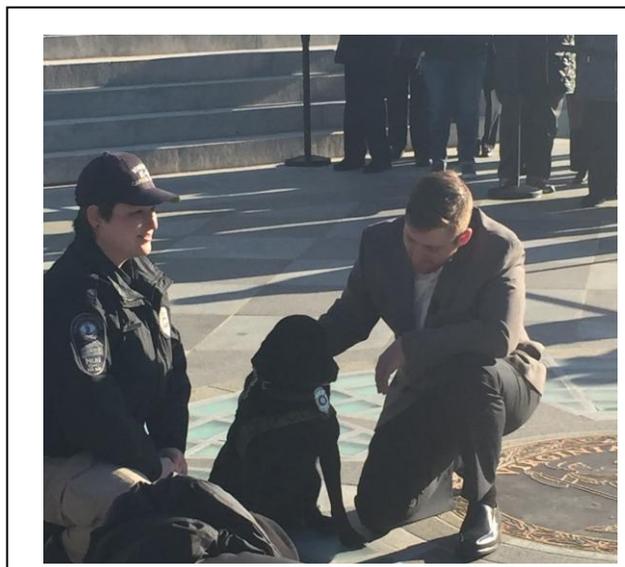
- a. The Governor create a working group, led by Office of the Secretary of Veterans and Defense Affairs, to facilitate the identification and recognition of Virginia's Centenarian Veterans and the centenarian spouses of such veterans;
- b. Special certificates of recognition be created to recognize 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: This BVS priority has not yet been addressed.*

### **VWMB FY2016 Recommendations in Support of the Compact:**

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

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



*Spike the Capitol K9 dog being returned to U.S. Marine veteran Jared Heine.*

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## **FY2017 GOALS IN SUPPORT OF THE COMPACT**

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

### **DVS FY2017 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; 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. 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 address critical shortfalls in agency infrastructure, management, and employee professional development.

### **JLC FY2017 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)

**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)

**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)



**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)

**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)

**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)

**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)

**JLC Priority #11:** That the Governor and General Assembly

1. 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.
2. Evaluate whether funding from other programs could potentially offset the increased cost to the VMSDEP. (OTHER SERVICES FOR VETERANS)

### **BVS FY2017 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: This BVS priority has not yet been addressed.*

### **VWMB FY2017 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 War Memorial Board, along with DVS leadership, urges the Commissioner of Veterans Services, the Secretary of Veterans and Defense Affairs, and the 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. We expect the number of visitors to increase to 150,000 within five years. All this will allow us to accomplish the Memorial's mission. (OUTREACH and OTHER SERVICES FOR VETERANS)

The positions are: Assistant Director, Facilities Director, Assistant Curator, Volunteer Program Supervisor, and Administrative Assistant. (*Please see p. 11-12 for full description.*)

*Status: Currently, no additional positions or funding approved for FY16 or 17.*



## **DVS at a Glance**

### **BENEFIT SERVICES**

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*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.*

- 22,533** Claims submitted to U.S. Department of Veterans Affairs in FY15
- 13,889** Claims adjudicated by USDVA in FY15
- 9,911** Claims granted in FY14 – 70% approval rate
- 144,696** Client contacts in FY15
- \$2.79B** Disability compensation and pension payments to Virginia veterans and dependents in FFY15

### **VIRGINIA VETERAN & FAMILY SUPPORT**

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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.

- 7,774** Total Individual Services Delivered provided in FY15
- 2,118** Individual Information and Referrals Provided in FY15
- 5,560** Individual Direct Services Provided in FY15
- 508** Community events conducted by VVFS/VWWP staff in FY15
- 102** Veterans and family members served by *Mission: Healthy Relationships* and *Mission: Healthy Families* in FY15



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## **STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING**

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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).

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

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

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

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## **VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)**

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

**11** VTAP-sponsored transition events held in partnership with community-based veterans support and transition organizations in FY15, each event serving between 50 and 80 transitioning veterans

**2,350** Veterans and family members provided with transition assistance in FY15

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## **VIRGINIA VALUES VETERANS (V3) PROGRAM**

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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.

**103** Certified Companies registered in FY15

**5,674** Jobs Pledged to Virginia Veterans in FY15

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

**70** Training Events Conducted in FY14



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## **VETERANS CARE CENTERS**

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

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

**160** Beds in private rooms providing skilled nursing care and a secure Alzheimer's/dementia unit (*40 bed addition opened Summer 2015*)

**56,652** Patient days of nursing and Alzheimer's/dementia care provided in FY13 (97% capacity)

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

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

**61,135** Patient days of nursing and Alzheimer's/dementia care provided in FY15 (93% capacity)

**15,857** Patient days of assisted living care provided in FY15 (72% capacity)

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## **VIRGINIA VETERANS CEMETERIES**

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

**1,591** Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY15.

## **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 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.*

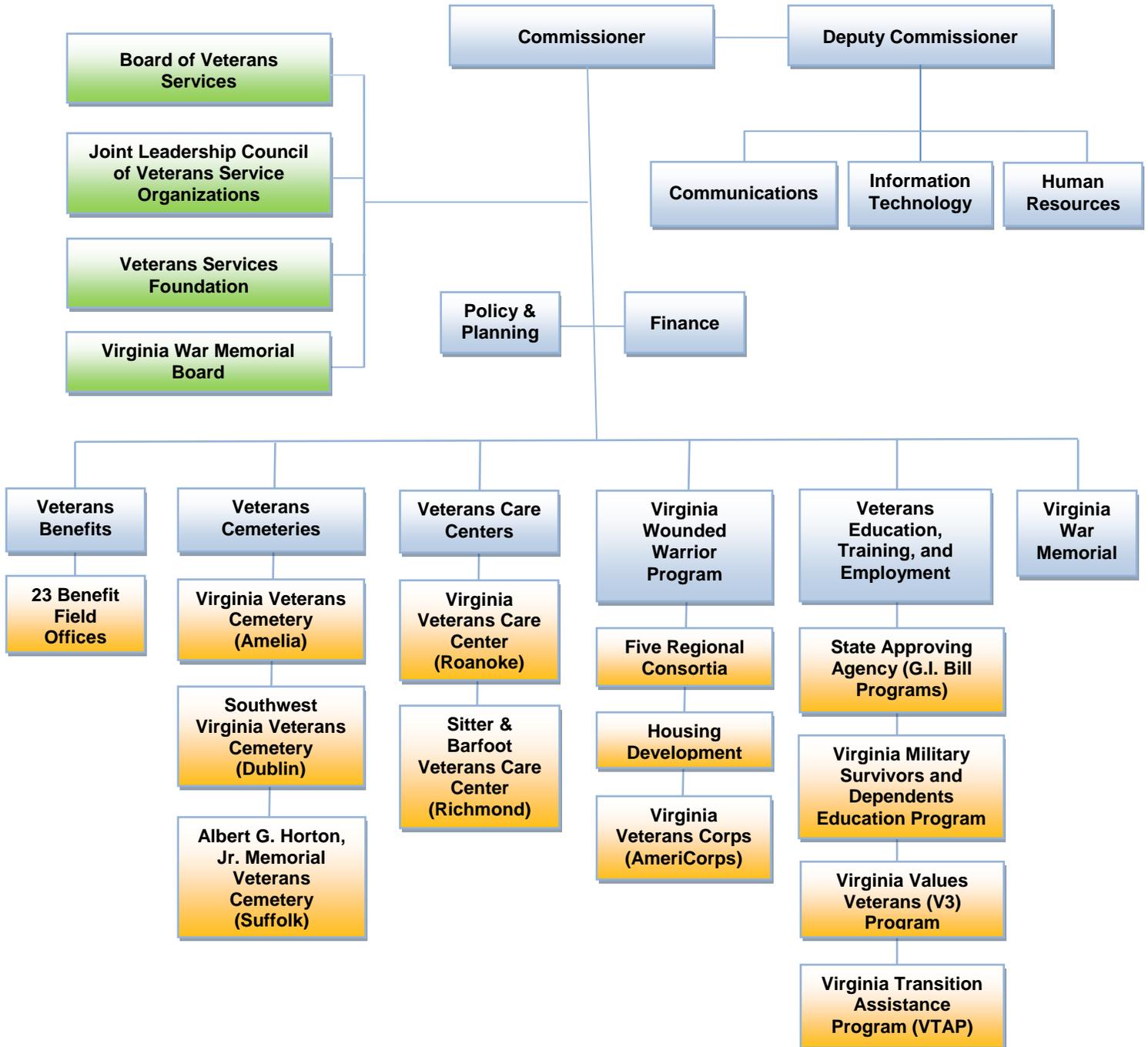
- 70,825** Visitors to the Virginia War Memorial in FY15
- 57** Educational Outreach and Patriotic Programs conducted in FY15
  - 1** *Virginians at War* documentary videos for schools produced in FY15 (videos are correlated to the Virginia Standards of Learning)
- 63** Visitor and group tours provided in FY15
- 4,515** Hours of service provided by Virginia War Memorial volunteers in FY15



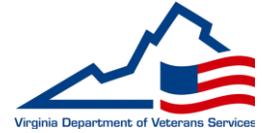
*Governor & Mrs. McAuliffe laying a wreath at the War Memorial,  
Memorial Day 2015*



## DVS Organizational Chart AS OF 12/1/15



# The Virginia Department of Veterans Services COMMISSIONER'S FY15 ANNUAL REPORT



## Benefits Services Offices

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

## Care Centers

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



## Virginia Veteran and Family Support, Regional Offices

- 1 Region I - Fredricksburg
- 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?

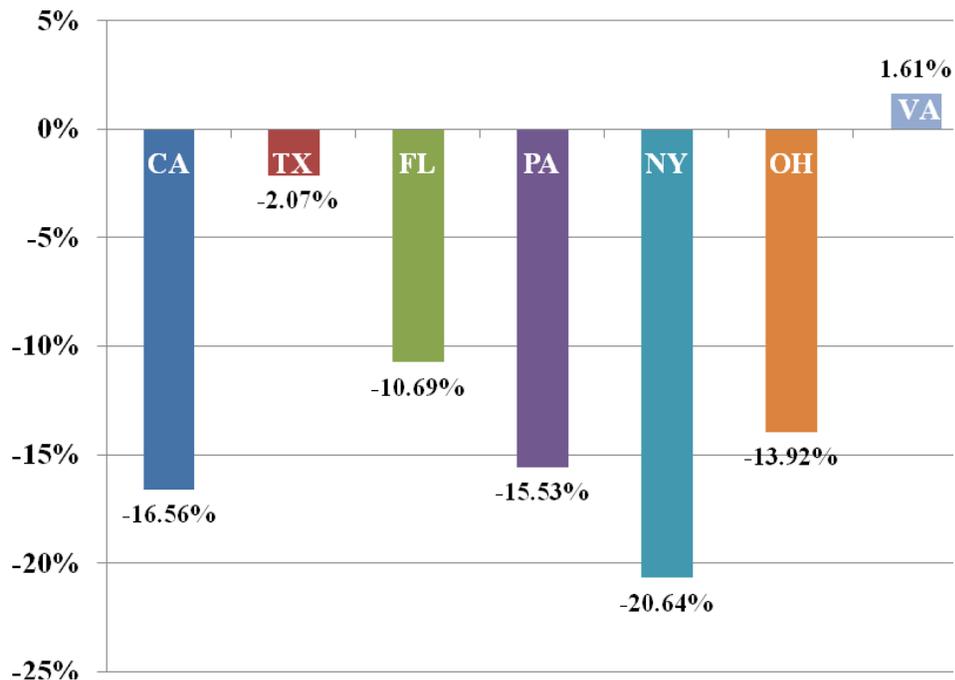
### POPULATION

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

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

In contrast, the veteran population in New Jersey, with a forecast decline of 22.27%, from 443,741 in 2013 to 344,942 in 2020, will be the state with the largest percentage decline in veteran population. Large declines are also forecast in: California (-314,630), New York (-190,238), Florida (-171,840), Pennsylvania (-149,281), and Ohio (-123,130).

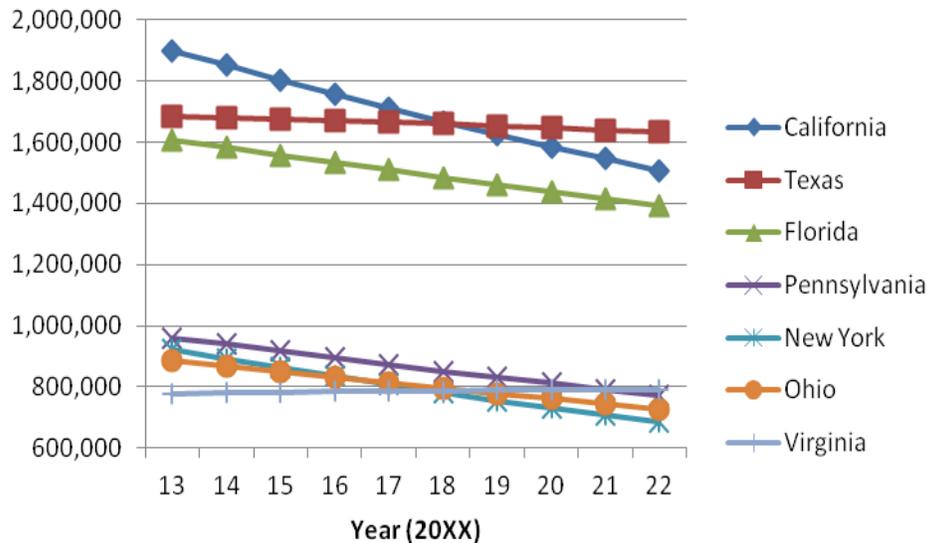
### % Change in Veterans Population 2013-2020





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

### Veterans Population 2013 - 2022

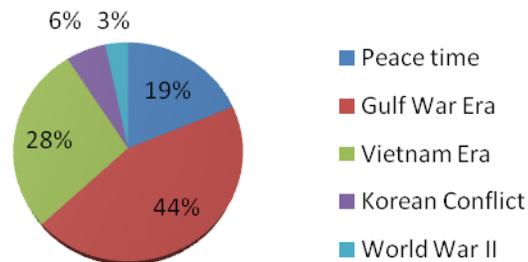


**107,201** Number of female veterans in Virginia in 2014 (*USDVA, VetPop 2014, Table 9L*)

### ERA OF SERVICE (AS OF SEPTEMBER 30, 2013)

- 623,170** Total war time
- 154,144** Total peace time
- 364,460** Gulf War Era
- 228,291** Vietnam Era
- 47,998** Korean Conflict
- 27,091** World War II

### By Period of Service



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



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## **EDUCATION, TRAINING, TRANSITION & EMPLOYMENT**

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**62,991** Number of veterans receiving G.I. Bill benefits in Virginia in FFY14. Virginia ranks 4<sup>th</sup> in the nation in number of veterans receiving G.I. Bill benefits.

**\$884M** Total G.I. Bill benefits paid to veterans in Virginia in FFY14

**Transition** 2350 Veterans and their families served the Virginia Transition Assistance Program (VTAP) in FY15

### **Employment**

5,526 Jobs Pledged to Veterans in FY15 by V3-Certified Companies

5,230 Actual Veteran Hires in FY15 by V3-Certified Companies

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## **DISABLED VETERANS**

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**160,887** Number of veterans receiving USDVA compensation or pension benefits as of September 30, 2014

**\$2.79B** Compensation and pension payments to Virginia veterans in FFY15

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## **HOMELESSNESS AND HOUSING**

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**604** Estimated number of homeless veterans in Virginia on a single night in January 2015

**1,300 to 2,000** (*U.S. Department of Housing and Urban Development's (HUD) 2015 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations*)

**29** Estimated number of veterans estimated to be homeless in Virginia at some point in FY15

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

**180** Number of unstably housed veterans who received financial assistance through VWWP in FY15 to save their housing

**213** Number of homeless veterans provided with care coordination and supporting services through VWWP in FY15

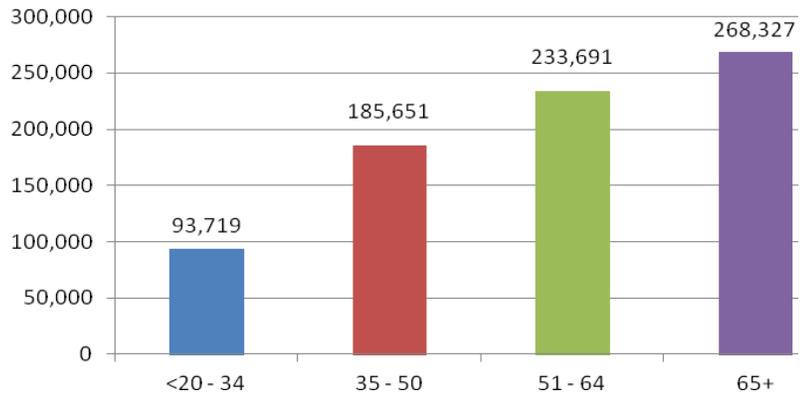


**AGING**

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

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

**Number of Virginia Veterans by Age**

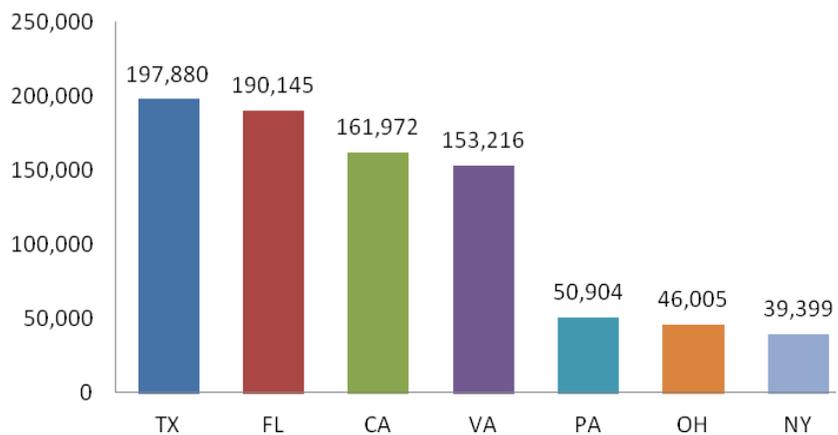


**MILITARY RETIREES**

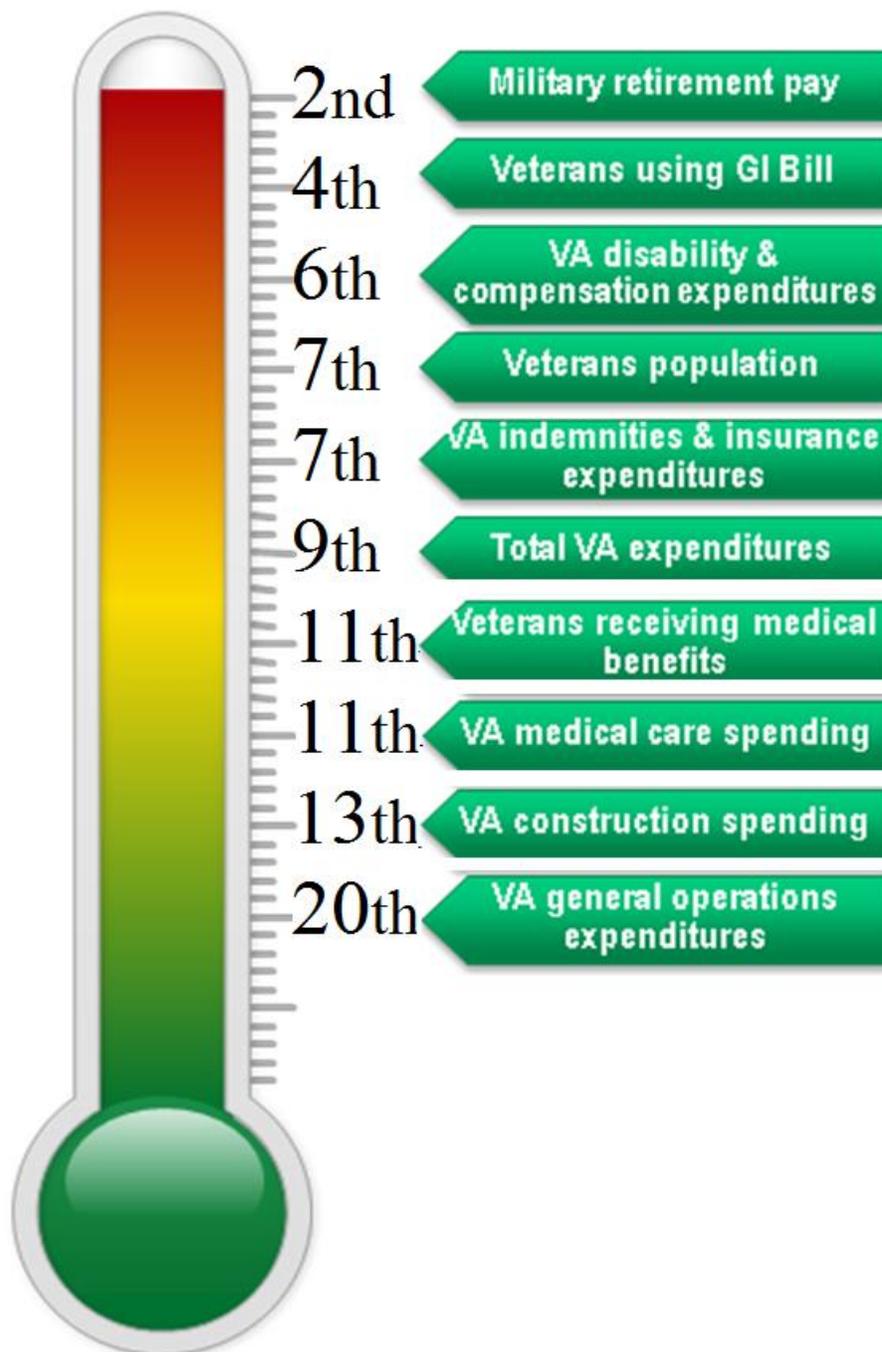
**153,216** Number of military retirees in Virginia. Virginia ranks 4th in the nation.

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

**Number of Military Retirees, FFY13**



## Where does Virginia rank nationally? (FFY13)





## Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$9.63B** in federal funding through compensation and pension payments, construction expenditures, educational and vocational rehabilitation employment expenditures, medical expenditures, and military retiree pay.

### USDVA EXPENDITURES IN VIRGINIA DURING FFY13<sup>1</sup>

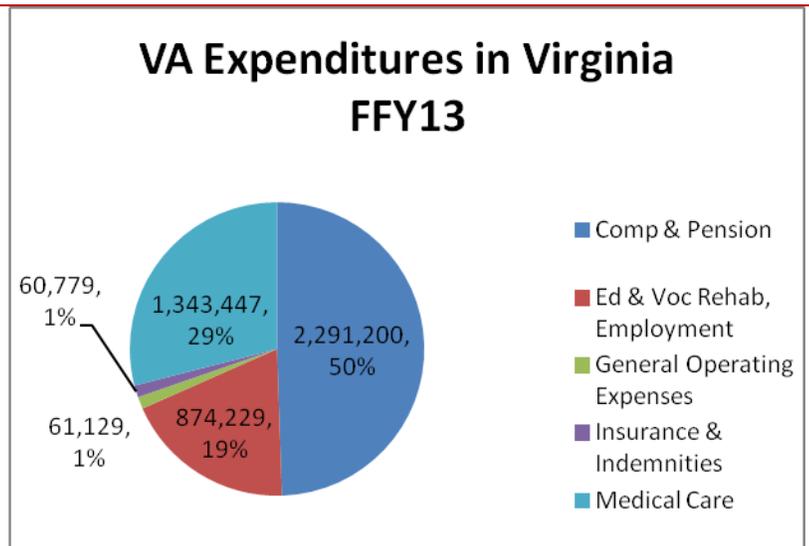
**\$4.65B** Total USDVA expenditures in Virginia

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

**\$61.1M** General operating expenses

**\$874.2M** Education and vocational rehabilitation employment expenditures

**\$1.34B** Medical care expenditures



1. Source for all data on this page: U.S. Department of Veterans Affairs, FFY13 Summary of Expenditures by State, which is still the most up-to-date data from the VA.

<http://www.va.gov/vetdata/Expenditures.asp>

### IMPACT OF NEW COMPENSATION AND PENSION CLAIMS FY14

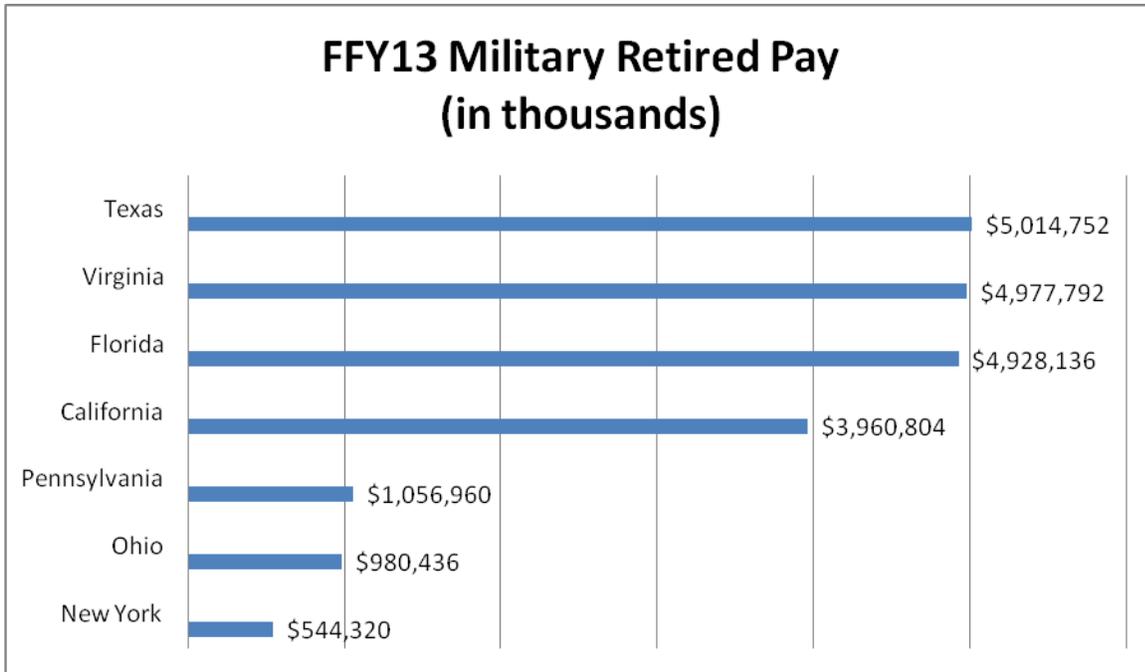
**\$238.8M** Estimated fiscal impact of new compensation and pension claims submitted in FY14.

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

claims was filed) over \$50,000 to Virginia veterans totaled \$82.5M in FY14, making the total impact \$238.8M.

**US DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY13**

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



*Retiring Senator Toddy Puller and Officers from Marine Corps Base Quantico at the 3<sup>rd</sup> Annual V3 Summit, August 2015*

## **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.

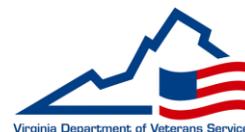
During this past year, the Benefits Director has visited each of the 25 Benefits Office at least twice, and often more frequently. The Commissioner has personally visited 21 Benefits Offices. Prior to October 2014, most offices and personnel hadn't seen or met with either the Commissioner or the Director in over two years. Currently, Benefits Regional Managers also meet regularly with their staff—at least monthly, but often more frequently. Before FY15, it had been over six years since all Benefits personnel trained together or were given the opportunity to meet and network with their colleagues from the 25 offices around the Commonwealth. Since October 2014, 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 have received significant amounts of training in the past 12 months.

Benefits and the Virginia Veteran and Family Services (formerly Virginia Wounded Warrior Program) staff have also begun training together, conduct outreach cooperatively, and frequently refer veterans to the other for the specialized assistance each service line provides. This new level of cooperation will improve services for, and the experience of, veterans in Virginia.

In June 2015, Benefits established a formal feedback system to better allow veterans to share their thoughts directly with the Benefits Director. This written feedback process has been incredibly well received by the veteran population, and to date, over 98% of all correspondence received has been favorable.

All of this hard work is paying off. Our FY15 claims approval rate was 70%, which is affirmation that DVS personnel are appropriately advocating on behalf of Virginia's veterans by asserting both basic and more difficult claims, while at the same time, refraining from filing those claims that have no chance of being approved.

This year, DVS was proud to receive the Governor's Technology Award: IT As Efficiency Driver - Government to Government. This was for developing and implementing a new electronic claims



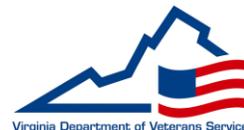
processing system, which enables Benefits Services to better track claims and submit them to the VA more quickly, saving thousands of dollars in paper and postage fees, as well as several months wait-time for veterans. Virginia is the first state to convert to an all electronic claims process.

Direct compensation and pension payments to Virginia veterans totaled **\$2.73 billion** in FFY14. Compensation claims approved by the VA result in potentially two 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 has been 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 25 offices, our employees assist veterans at dozens of itinerant service points, in effect satellite Benefits Offices. These satellite offices are often in the more rural parts of Virginia. Space is provided by federal, state or local government agencies, or private organizations, such as the Veterans of Foreign Wars and American Legion, 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.

<b>Annual Services Provided</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
Claims submitted to USDVA	25,120	23,241	22,533
Claims adjudicated	14,354	14,868	13,889
Claims approved /% approved	10,978/76%	10,157/68%	9,911/70%
Retroactive awards	5,298	7,133	7,173
Dollar value of retroactive awards	\$65.8M	\$82.5M	\$69.2M
Client contacts	142,592	135,789	144,696
Number of field offices	22	23	24
Itinerant points	63	64	60
Itinerant visits	7,919	6,135	5,919
Budget	\$3,992,746	\$3,992,746	\$4,289,886
Authorized Positions	70	70	70
Filled Positions – as of June 30	55	62	65

*For more detailed information, please refer to Appendix A*



## **Virginia Veteran and Family Support (formerly Virginia Wounded Warrior Program)**

### **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.*

### **SAME MISSION, NEW NAME**

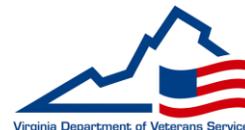
*Now, in its seventh year of operation and having delivered over 30,000 total services to Virginia veterans and their families, VWWP needed a new brand, presenting a more effective and united message. On October 1 2015, Virginia Wounded Warrior Program became Virginia Veteran and Family Support. The new program name more accurately reflects the comprehensive services and wrap-around support we deliver. And, we believe it communicates every aspect of what our program represents to everyone touched by it – consumers, employees, and community partners. A positive, consistent message about who we are and how we serve empowers all members of our team to effectively serve our veteran community. The new brand also helps to ensure those we serve are comfortable seeking and accepting help which is inclusive of the whole family unit.*

### **ACTIVITIES**

The Virginia Veteran and Family Support Section provides peer and family support, care coordination services for behavioral health, rehabilitative, and supportive services needs for veterans, including members of Virginia National Guard and Reserves, and their families.

On August 27, at the 3<sup>rd</sup> annual V3 conference, we were proud to be one of the state agency recipients of the Commonwealth Award. The Commonwealth Awards are presented to strategic partners and supporters of the V3 Program who have made significant contributions to the operation, strategy, and mission of the V3 Program.

VVFS/VWWP is a new *Operation Family Caregiver* (OFC) grantee. Funded by the Rosalynn Carter Institute (RCI) for Caregiving and Johnson & Johnson, the three year grant for OFC will provide the VVFS/VWWP team with coaches providing support, problem solving skills, and care coordination services to caregivers of veterans. VVFS Director Brandi Jancaitis traveled to Americus, Georgia in October to the Rosalynn Carter Institute (RCI) for a Caregiving Summit to learn best practices in support of caregivers. The Summit was attended by Former President Carter and First Lady Rosalynn Carter and RCI grantees from around the nation. VVFS received in-depth training on the OFC curriculum in November and launched the program in Williamsburg on November 17, 2015. VVFS will roll out the evidenced based OFC program for the first time in Virginia in partnership with the Riverside Center for Excellence in Aging and Lifelong Health (CEALTH). There are only 10 sites



nationwide. VVFS will debut the program for military and veteran caregivers in Virginia in early 2016. Caregiver coaches will be in Region II and Region V.

VVFS/VWWP has divided the Commonwealth into five regions, operating in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and Department for Aging and Rehabilitative Services (DARS). Through an integrated and responsive system of care we are able to monitor and coordinate behavioral health, rehabilitative services and support. For example, 40 veteran resource specialists are physically located in over half of the 40 Community Services Boards (CSBs) around the Commonwealth.

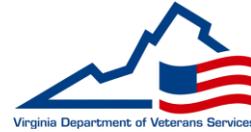
The VVFS/VWWP model is built upon a dedication to the DVS motto of “serving those who have served.” Our team is our greatest asset. They come along side the families and serve as a conduit between mainstream resources for community partners and our veterans and their families, delivering access to care and closing the gaps veterans and families are so often faced with in a sometimes confusing and byzantine system.

The **Housing Development Team** has continued to provide statewide coordination and leadership for the Governor’s goal and Commonwealth’s efforts to functionally end veteran homelessness by the end of 2015. The Governor was able to make the announcement on Veterans Day at the Virginia War Memorial and we were honored to be one part of the coordinated effort to realize this goal.

A total of 755 veterans have been housed since the beginning of FY15. DVS anticipates an additional 600 homeless veterans to be placed into permanent housing by Veterans Day in FY16, as a result of continued coordination with the Governor’s Coordinating Council, regional VAMCs, and of course, the tremendous effort of the communities throughout the Commonwealth. Virginia is on track towards functionally ending veteran homelessness in the Commonwealth for good.

One key aspect of bringing us to the accomplishment of this goal of functional zero veterans homelessness was the successful statewide Homeless Veteran Boot Camps. The boot camp was a two day event where veteran housing and supportive services providers from Richmond, Roanoke, South Hampton Roads, and the Peninsula came together to create strategies to effectively identify and house homeless veterans in their communities. The participating communities set a collective housing placement goal of 370 veterans during a 100 Day Challenge. The goal of housing 370 veterans was surpassed with the housing of 462 veterans at end of January 2015.

On June 16, 2015, to continue the momentum of the 100 Day Challenge, and extend the lessons learned, DVS hosted *The Next Tactical Mile*, in partnership with Virginia Coalition to End Homelessness (VCEH). This summit on homeless veterans brought together providers and VAMC staff around the critical issues of housing and supportive services. Attendees exchanged best practices and strategized additional ways to improve community-based housing placement systems for the final push toward ending veteran homelessness. Inspired by the successes of the original Boot Camp participants, Northern Virginia, Fredericksburg and the Crater District (the collective cities and counties south of Richmond) mobilized. DVS and VCEH partnered with community representatives to provide technical assistance. Plans are underway for implementation of a one day Crater District



Homeless Veteran Boot Camp, and kicking off another 100 Day Challenge for the beginning of FY2016.

**Family Services** provides individualized and group support, and wrap-around care services to family members of veterans. VVFS/VWWP will continue to offer “*Mission: Healthy Relationships*” and “*Mission: Healthy Families*” relationship and family resiliency skills building programs.

***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. In July 2015, *MHR* was held at the Hotel Roanoke in Southwest Virginia, with 16 couples participating.

Participants in *MHR* will:

- 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.

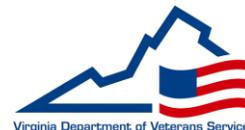
Similarly, ***Mission: Healthy Families (MHF)*** enhances veteran and family well-being by allowing families the chance to step away from daily stressors to support one another and grow as a unit. Participants engage with supportive services providers outside of a formal treatment setting, which can decrease stigma and promote help-seeking behaviors. This event brings together various partner organizations with the common mission to serve and support veteran families. 24 families, including 63 children participated in two *MHF* retreats at the 4H Wakefield Airfield Camp in Wakefield, VA.

VVFS/VWWP is partnering with Virginia Commonwealth University (VCU), Department of Rehabilitation Counseling for the adult forum on Resilience Skills Training.

Participants in *MHF* will:

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

For youth activities, VVFS/VWWP 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. More than 30 school-age youth participated in the youth activities in 2015.

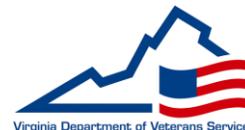
The **Virginia Veterans Corps**, an AmeriCorps program, is only one of two national grantees, and the only one in Virginia, and it is also the only AmeriCorps program in the Commonwealth specifically designed to serve the needs of our veterans and military families. A cadre of 20 part-time “Navigators” at 11 service sites assist veterans with gaining access to housing, healthcare, behavioral health care, social services and other services designed to address an individual family’s needs. The Virginia Veterans Corps aspires to continue the AmeriCorps motto: *“AmeriCorps gets things done for America.”* In 2015 alone, VVC members participated in seven community service projects during their 900 hours of service. This included support to the Hampton VA Medical Center, Food Bank of Southeastern Virginia, and Habitat for Humanity, and created and prepared thank you cards for our veterans currently residing in the Sitter & Barfoot Virginia Care Center in Richmond.

## **REGIONAL HIGHLIGHTS**

VVFS/VWWP 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.

1. **Region I (Northwestern):** Serves approximately 147,799 veteran residents in Northwestern Virginia. Region I, serving 28 counties and 8 independent cities, expanded co-location of all VVFS/VWWP staff into DVS Benefits offices and itinerary sites, enhancing the overall experience. Currently, Region I staff have an active leadership role in all area crisis intervention training programs, provide specialized training on military cultural competency, military transition, and an overview of mental health and supportive services needs of veterans. Region I staff also provide veteran outreach, peer support, and care coordination services to student veterans and families at over 15 local colleges and universities.
2. **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’s Veteran Peer Specialists are all combat veterans and therefore particularly adept at assisting transitioning veterans who have served in combat zones, including those referred by Intrepid Spirit One, Army Warrior Transition Units, and the U.S. Marine Corps Wounded Warrior Regiment.

A hallmark of Region II is their support of veterans in the criminal justice system, which runs across the spectrum from veterans facing trial, to those currently incarcerated, to those on probation. Region II staff are involved with veterans in diversion programs, including the Fairfax General District Court’s Veterans Docket, begun February 2015 by Judge Penney Azcarate and now continuing under Judge Michael Lindner. Region II staff are also educating local police and



sheriff departments, as well as making presentations to hostage negotiation teams in Northern Virginia.

3. **Region III (Southwest):** Serves approximately 88,509 veteran residents and their families in Southwest Virginia. Region III, which includes 25 counties and 10 independent cities, took the 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, eliminating the need for transportation, which is a real barrier to obtaining care in rural areas. The Region III staff have relationships with various transportation providers to facilitate access to care and support services for rural veterans.

In addition, Region III has partnered with Brain Injury Services of Southwest Virginia to provide the first focus group for the Veteran CLiC program, a statewide initiative to bolster recovery from Traumatic Brain Injury (TBI), utilizing a web-based interactive curriculum. Region III has also created a strong partnership with the local Reserve and Guard units. Staff participated in 8 crisis debriefings, resiliency training days, family days and battle assemblies where they were on hand to educate service members about VVFS/VWWP. Region III collaborated closely with the Salem VA Medical Center (SVAMC) Rural Health Team to provide educational classes.

4. **Region IV (Central):** Serves approximately 118,370 veteran residents and their families in Central Virginia, which includes 22 counties and 6 independent cities. In 2015, Region IV participated in Richmond and Petersburg's local Continuum of Care. We also work in direct coordination with the Maguire VA Medical Center in Richmond and other community housing resources. Region IV built a multi-disciplinary team with a dedicated veteran outreach worker for Projects for Assistance in Transition from Homelessness (PATH), through a partnership with DBHDS and Richmond Behavioral Health Authority (RBHA). PATH, a program of the federal agency Substance Abuse and Mental Health Services Administration (SAMSHA) in partnership with state and local entities, provides outreach and assistance to adults with serious mental illness experiencing, or at risk of, homelessness. This dedicated outreach worker focuses exclusively on connecting veterans to VVFS/VWWP and community services.

Region IV also teamed up with the Virginia Employment Commission to hire two Disabled Veteran Outreach Program Specialists (DVOPS). DVOPS provide intensive services to meet the employment needs of disabled veterans with maximum emphasis on economically or educationally disadvantaged, including homeless, veterans. Through these partnerships, Region IV staff now provides intensive supportive services for housing and employment needs, with a targeted focus on meeting the needs of our homeless and at-risk veterans and their families.

5. **Region V (Greater Hampton Roads):** Serves approximately 252,884 veteran residents and their families in Greater Hampton Roads. Region V, which includes 16 counties and 9 independent cities, has targeted its focus to meet the needs of homeless and at-risk veterans, and their families, by continuing direct coordination with the Hampton VA Medical Center's homeless services team. We are also continuing with our two DVOPS, who assist veterans who may have challenges which create higher than normal barriers to employment. This exciting collaborative partnership is with the Virginia Employment Commission (VEC). These specialty DVOPs assisted 121 veterans in the last year.

Annual Services Provided	FY13	FY14	FY15
Individual Services Delivered	5,431	5,606	7,774
Community events attended by VVFS/VWWP staff	712	509	508



*Navy veteran William Edwards and his family moving into their new home*

## **Veterans Education, Training, and Employment**

### **MISSION**

*The Veterans Education, Training, and Employment (VETE) Section of the Department of Veterans Services 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 three service areas:

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

On August 27, at the 3<sup>rd</sup> annual V3 conference, we were proud to be one of the state agency recipients of the Commonwealth Award. The Commonwealth Awards are presented to strategic partners and supporters of the V3 Program who have made significant contributions to the operation, strategy, and mission of the V3 Program.

### **STATE APPROVING AGENCY (SAA) FOR VETERANS EDUCATION & TRAINING**

#### **SAA MISSION**

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

#### **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 nine employees, SAA is successfully providing support and supervision for 1,111 education and training institutions, some offering only one program, while 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 the active institutions and establishments.

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY15 ANNUAL REPORT**



Since 2012, we have conducted compliance surveys to verify enrollment data, award actions for accuracy, and ensure payments made to eligible veterans are within VA regulations. SAA is also responsible for auditing the records to determine compliance, and conducting investigations pertaining to several aspects of federal code, including: Title VI of the Civil Rights Act of 1964; Title IX, Section 504, of the Education Amendments Act of 1972; Section 404 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975.

SAA has a secondary mission of outreach activities to make veterans and family members aware of all the various education and training programs and who is eligible for the various programs. Outreach is through job fairs, on military bases in the Commonwealth, and at veterans events hosted by DVS.

<b>Annual Services Provided</b>	<b>FFY13</b>	<b>FFY14</b>	<b>FFY15</b>
Number of education and training institutions supported	1,032	1,122	1,111
Educational program approval actions	1,236*	1,611	1,075
Number approved/% approved	997*/81%	1,111*/69%	692*/64%
Other approval actions	633	1,069	889
Number approved/% approved	572/90%	989/93%	802/90%
Educational institution supervisory visits	130**	124**	129**
% of required supervisory visits completed	108%***	103%***	117%
Veteran student population	63,381	37,380****	40,251****
<b>Resources</b>			
Budget	\$708,562	\$708,562	\$708,562
Authorized Positions	9	9	9
Filled Positions – as of June 30	8	9	8

*For more detailed information, please refer to Appendix B*

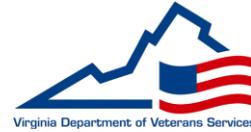
Note: Data is reported by federal fiscal year (FFY) since SAA activity is tracked on that basis.

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

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

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

\*\*\*\* Number of veterans receiving G.I. Bill benefits in Virginia as of April 2015. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY15 will be available in March 2016.



## **VIRGINIA TRANSITION ASSISTANCE PROGRAM (VTAP)**

### **VTAP MISSION**

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

### **ACTIVITIES**

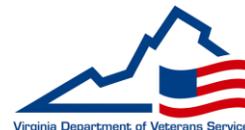
The Virginia Transition Assistance Program (VTAP) Section has been part of DVS and aligned with the Virginia Values Veterans (V3) Program for two years now to ensure effective coordination between transition and employment services. It has been a successful transition. VTAP recognizes that transition from military service is not complete on the date of a service member's discharge. VTAP is designed to provide transition resources and assistance to Virginia veterans, and those who now call Virginia home. VTAP connects transitioning veterans with employment, education and entrepreneurial services, while educating veterans and Veteran Service Providers (VSP) on available resources and opportunities in the Commonwealth. In FY15 \$150,000 (GF) was appropriated to continue VTAP and one new position, VTAP Coordinator was authorized, who has been an invaluable asset to DVS and the VETE Director.

VTAP builds regional cohorts to make transition services available to veterans in their local regions. VTAP conducts transition seminars, employment workshops, and military workforce recruiting days to serve veterans and transitioning service members. In 2015 we hosted eleven events around the Commonwealth for over 600 participants. We also connected veterans to numerous other programs, such as a job fair for military spouses held at Marine Corps Base Quantico, and a 2-day entrepreneurship event hosted by the U.S. Small Business Agency (SBA) exclusively for veterans starting or growing their business.

VTAP assisted 2,350 veterans and their families in 2015, a 1046% increase since 2013. The return on the Commonwealth's investment in this program is exponentially strong. We are not only assisting our veterans population, but giving them the tools they need to build productive lives in Virginia, contributing to our economy and adding to our incredible pool of leadership and talent.

<b>Annual Services Provided</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
Veterans and families served	205	425	2,350
VTAP Events held	2	6	11
Transition Service Partnerships	12	23	45
<b>Resources</b>			
Budget	\$150,000 (grant)	\$150,000 (grant)	\$150,000 (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



## **VIRGINIA VALUES VETERANS (V3) PROGRAM**

### **V3 MISSION**

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

### **ACTIVITIES**

The Virginia Values Veterans (V3) Program Section has grown beyond our expectations, since starting out as a pilot program in 2013 to help employers understand, design and implement nationally recognized best practices in recruiting, hiring, and retaining veterans. Some employers are unaware of the value veterans can bring to their workforce, while many are seeking to hire veterans but don't know how. Two of the most frequent questions we hear are "Why should I hire a veteran?" and "Where can I find veterans to hire?" V3 is a catalyst for answering these questions with innovative approaches to increasing employment opportunities for Virginia veterans.

On August 13, 2014, Gov. Terry McAuliffe identified the V3 Program among his top initiatives in The New Virginia Economy, and charged the V3 Program to double the number of Veterans hired through the Program by the end of his term. In just one year, the V3 Program went from 5,400 Veterans hired to over 11,000 Veterans hired, meeting the governor's challenge 900 days ahead of schedule, and has since happily received new orders to redouble those efforts by the end of Gov. McAuliffe's term.

In July 2015, we were able to award the first two V3 Veteran Employment Grants at a special ceremony held at ICF International in Fairfax, with Governor McAuliffe in attendance. The first recipients of a V3 Veteran Employment Grant are: ITA International, a longtime member and supporter of the V3 Program that has hired 82 veterans since 2012; and Cape Henry Associates, a brand new V3-certified company. The new V3 Veterans Employment Grant is targeted at companies with 300 or fewer employees, designed to increase participation in the V3 Program and encourage the hiring of talented and dedicated veterans. The grants were originally part of the V3 concept, but due to budgetary constraints, were not approved by the General Assembly until 2015. We are excited to get started with this next chapter of V3 and partnering with companies around the Commonwealth.

On August 27<sup>th</sup> we held our 3<sup>rd</sup> annual V3 Conference in Richmond. It has gone from a small group the first year, to a well-attended and anticipated event for hundreds of interested companies. We gave out 22 awards this year to companies of all sizes as well as to state agencies. Governor McAuliffe and Secretary Harvey were on hand again this year to speak to the conference. Several legislators also attended and Senators Bryce Reeves and Toddy Puller, along with Delegate Monty Mason spoke and then assisted us in handing out the awards.

In 2015, the number of training hours for employers increased, and V3 expanded its' curriculum delivery methods to include online training seminars. We are "Preferred Trainer" certified by the Society for Human Resource Management (SHRM) and the Human Resources Certification Institute (HRCI). They also offer continuing education credits for HR professionals who participate in the V3 curriculum. The V3 Program developed program guidelines for employers who qualify for the new V3

Employment Grant, which was included in the 2015 Appropriations Act passed by the General Assembly.

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



*The first two V3 Grantees receiving their checks at the ceremony, July 2015*

## **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.

### **Virginia Veterans Care Center**

The Virginia Veterans Care Center (VVCC), located adjacent to the Salem Veterans Affairs Medical Center, in FY15, is providing high-quality, long-term health care for 61,135 patient days in our nursing beds, which is 93% of beds occupied and 15,857 patient days in our assisted living which is 72% capacity (with the ability to serve up to 240 veterans). This is a 2.44% increase in census from last year. Of the VVCC's 240 beds, 180 are dedicated to skilled nursing care, 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.

Working in conjunction with approximately 30 veteran service organizations (VSOs) and more than 120 individual volunteers, staff members hold numerous in-facility and off-site activities for VVCC residents, including two carnivals for residents and their families. Attendance at each of the carnivals averaged between 300 and 400 participants. 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. In September, the traveling Vietnam Wall came to the Salem VAMC and a number of our Residents and staff were able to visit. September was also Alzheimer's Awareness month and VVCC raised over \$1,600.

Each year, the VVCC conducts Operation Holiday Spirit (OHS) and in 2015 raised \$26,491 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, in FY15, is providing high-quality, long-term health care for 185 patients, now with the ability to serve up to 200 veterans in single-occupancy rooms. In 2015, we provided 56,652 patient days, which is 97% of beds occupied. On July 8<sup>th</sup> we were proud to have the Governor come and cut the ribbon on our new 40-bed skilled nursing wing. The care center also has two 60-bed skilled nursing care units, and one secured 40-bed Alzheimer's/ Dementia care unit.

The facility provides high-quality physical, occupational, and speech therapy, as well as therapeutic recreation, social and spiritual activities, and other amenities such as: 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. Along with long-term residents, we do have some veterans on a short-term basis for rehabilitation, as they transition from hospital care to home.

In 2015, 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, facility carnival, pet therapy, our first lip sync battle, weekly "lunch bunch" group, and shopping trips. Volunteers include active duty soldiers from Fort Lee, sailors from the Naval Support Facility, Dahlgren, Va. Mounted Police, Combat Veterans Motorcycle Club (who also escort our veterans to the Va. War Memorial for events), VFW Riders, the Purple Heart Organization, Bon Secours Nursing students, local fraternities, Dominion Virginia Power employees, DMV employees, SunTrust Bank employees, and church groups.

Annual Services Provided	FY13	FY14	FY15
<b>Virginia Veterans Care Center</b>			
Patient Days—Nursing / % of beds occupied	59,078 / 90%	58,555 / 89%	61,135 / 93%
Patient Days—Assisted Living / % of beds occupied	16,156 / 74%	15,959 / 73%	15,857 / 72%
<b>Sitter &amp; Barfoot Veterans Care Center</b>			
Patient Days—Nursing / % of beds occupied	56,786 / 97%	56,045 / 96%	56,652 / 97%
<b>Resources</b>			
<b>Virginia Veterans Care Center</b>			
Budget	\$19,554,913	\$22,103,826	\$21,235,826
Authorized Positions	260	260	260
Filled Positions – June 30	239	247	239
<b>Sitter &amp; Barfoot Veterans Care Center</b>			
Budget	\$22,721,689	\$22,801,812	\$22,816,812
Authorized Positions	232	232	281
Filled Positions – June 30	218	218	240

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

## 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.

Since FY12 there has been a rise in pre-applications filings at all three cemeteries. A 9% increase at Virginia Veterans Cemetery, Amelia; an 11% increase at Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk; and, an amazing 23% 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 interment. We are honored that Virginia veterans and their families choose our cemeteries for their final resting place.

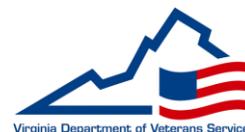
DVS receives a plot allowance from the VA for each veteran buried in a Virginia state veterans cemetery. The 2015 reimbursement per veteran is \$745. Eligible spouses and dependents are charged the nominal fee of \$300 to offset the cost of operations. Representing about one-half of the Cemetery Services' annual budget, and the remaining half of Cemetery Services' budget comes from the General Fund. These funds are used for burial operations, grounds care, operating equipment replacement, as well as the maintenance and upkeep of cemetery buildings inside and out. New Grounds Managers were hired this year for both Amelia and Suffolk.

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, as well as members of the public on the 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 holidays, and each is staffed with one employee on: Easter, Mother's Day, Father's Day, Memorial Day, Independence Day, Veterans Day and on Saturdays & Sundays. They are able to provide assistance to families visiting a loved one's gravesite.

Memorial Day 2015 was extra special at the Southwest Virginia Veterans Cemetery in Dublin, with an afternoon visit by Senator Kaine and his staff. They were greeted by Commissioner Newby upon arrival, and given a tour of the



*Sen. Kaine visiting Dublin Cemetery on Memorial Day 2015*



grounds, cemetery office, maintenance shop and equipment.

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), Merchant Marines. Legal spouses, including widows/widowers are eligible for interment 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.

<b>Annual Services Provided</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
<b><i>Virginia Veterans Cemetery</i></b>			
Interments	311	307	380
Pre-applications on file*	2,198	2,258	2,426
<b><i>Horton Veterans Cemetery</i></b>			
Interments	859	1,017	1,054
Pre-applications on file*	4,206	4,451	5,302
<b><i>Southwest Virginia Veterans Cemetery</i></b>			
Interments	175	140	157
Pre-applications on file*	1,298	1,278	1,478
<b>Resources</b>			
Budget	\$1,693,257	\$1,778,257	\$1,782,788
Authorized positions	23	24	25
Filled positions – as of June 30	21	23	24

\* 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.*

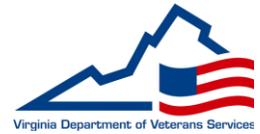
### ACTIVITIES

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 FY2015. Programming for both the public and for private events have included monthly patriotic ceremonies/programs, historical/leadership lectures, films, high school student seminars, summer teacher institutes, Boy Scout Merit Badge Day, Girl Scout *See Freedom Speak* Patch Program, JROTC Recognition Days, and other special events. With over 50 of these events for FY2015, we have reached thousands of our citizens. In December 2015 the Memorial will conduct a groundbreaking ceremony for the new education wing to the Galanti Education Center to be completed December 2017. Our staff is already hard at work planning public events and seminars for high schools and middle schools in the summer and fall of 2016.

As a result of a dramatic increase in visitors from 9,200 in 2002 to over 68,000 in 2014, the Memorial has undertaken plans to quadruple parking and double its programming and Memorial spaces. Last year, 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. Together, the architect and construction firm will break ground in early 2016 with completion scheduled for late 2017. 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. Two new staff members were added in 2015, with the expectation that three additional staff will be added in 2016. This increase in staff during construction will enable us to open the new Education Wing with outreach programs, exhibits, and displays. We expect the number of visitors to increase to 150,000 within five years.

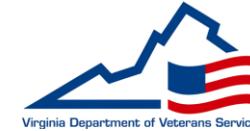
The Virginia Department of Veterans Services  
**COMMISSIONER'S FY15 ANNUAL REPORT**



<b>Annual Services Provided</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
Visitors	60,004	65,692	70,825
<b>Resources</b>			
Budget	\$743,543	\$795,001	\$813,808
Authorized Positions	4	4	4
Filled Positions – June 30	4	4	4



*Virginia War Memorial, 4<sup>th</sup> of July, 2015*



## DVS FY15 Budget and Staffing

### DVS FY15 BUDGET (APPROPRIATION) AS APPROVED BY THE 2015 GENERAL ASSEMBLY

Program	Fund Source				Program Total	Program - percentage of DVS budget
	General Fund	Special (fee for service)	Dedicated Special (mostly private donations)	Federal Trust (federal contract)		
Benefit Claims	\$4,235,886	\$0	\$0	\$0	\$4,235,886	7.28%
Virginia Wounded Warrior Program	\$2,568,577	\$0	\$300,000	\$678,300	\$3,546,877	6.09%
Education, Training, Transition, and Employment	\$600,000	\$0	\$0	\$708,562	\$1,308,562	2.25%
Care Centers	\$0	\$29,735,526	\$70,000	\$14,289,112	\$44,094,638	75.74%
Cemeteries	\$1,088,538	\$358,466	\$5,000	\$385,000	\$1,837,004	3.16%
Virginia War Memorial	\$813,808	\$0	\$0	\$0	\$813,808	1.40%
Administration	\$1,566,588	\$353,202	\$60,000	\$0	\$1,979,790	3.40%
Non-DVS programs	\$200,000	\$25,000	\$75,000	\$100,000	\$400,000	0.69%
<b>DVS Total</b>	<b>\$11,073,397</b>	<b>\$30,472,194</b>	<b>\$510,000</b>	<b>\$16,160,974</b>	<b>\$58,216,565</b>	<b>100%</b>
Fund type as a percentage of DVS budget	19.02%	52.34%	0.88%	27.76%	100%	



**DVS FY15 POSITION LEVELS – AUTHORIZED VS. FILLED,  
 OF JUNE 30, 2015**

<b>Staffing by service area</b>	<b>Authorized</b>	<b>Filled</b>
Benefits	70	66
Education and Training	9	7
Transition Assistance	1	1
Employment	1	1
Virginia Wounded Warrior Program		
	10	9
Care Centers	539	486
Cemeteries	26	23
Virginia War Memorial	4	4
Administration	15	14
Special Programs/Other	1	1
<b>Totals</b>	<b>676</b>	<b>612</b>



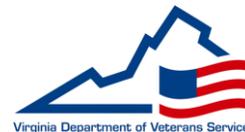
## **Boards**

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**

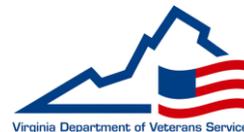
### **MISSION**

*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 that quality services are delivered to Virginia's veterans and their families.

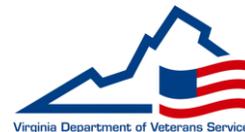
I am proud to report that the BVS fulfilled that mission in 2015. While there were no legislative priorities set forth from the Board this year, our committees were hard at work supporting DVS staff in the areas of benefits, cemeteries, and care centers. The Board's top priority remains increased funding for the Department's directorates to continue to hire, train, and retain effective staff, to provide the very best support and services to Virginia's veterans. Even in this time of constrained resources, it is essential that we invest in our Department of Veterans Services. The return to the Commonwealth, and, especially, to her veterans, is always significant!

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. We look forward to continuing our combined and complementary efforts and support in 2016.

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

Respectfully,

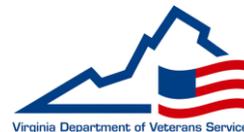
Donald B. Kaiserman  
Chairman



**Board of Veterans Services members – as of December 1, 2015**

<b>Member</b>	<b>Position</b>
Donald B. Kaiserman	Chairman, Board of Veterans Services Retired Colonel, U.S. Army
L. Max Beyer	Retired Lieutenant Colonel, U.S. Army
Susan B. Hippen	Secretary, Board of Veterans Services Retired Master Chief Petty Officer, U.S. Navy
Joana C. Garcia	Retired LCDR, U.S. Navy
William G. Haneke	Chairman, Families of the Wounded Fund; Retired Captain, U.S. Army
James O. Icenhour, Jr.	Retired Major, U.S. Air Force
Thad A. Jones	Retired Chief Warrant Officer, U.S. Army / U.S. Army Reserve
Johnny G. Johnson	Analyst at Department of the Navy
Nick Kesler	Executive Director, VetImpact
Sandra D. Love	Forensic Clinician, Chesapeake Community Services Board U.S. Marine Corps veteran
Laurie Forbes Neff	Director & Managing Attorney, Mason Veterans & Service Members Legal Clinic
William Nicholas	Retired Director of U.S. Department of Veterans Affairs Roanoke Regional Office
Belinda Pinckney	President and CEO of BHP Consulting LLC Retired Brigadier General, U.S. Army
<i>Senator</i> Toddy Puller*	General Assembly of Virginia
<i>Senator</i> Bryce Reeves	General Assembly of Virginia U.S. Army veteran
<i>Delegate</i> Richard Anderson	General Assembly of Virginia Retired Colonel, U.S. Air Force
<i>Delegate</i> Christopher Stolle	General Assembly of Virginia Retired Commander, U.S. Navy
<i>Delegate</i> Mamyé BaCote*	General Assembly of Virginia
John L. Newby, II	Commissioner, Department of Veterans Services
Harold Barton	Chairman, Joint Leadership Council of Veteran Service Organizations
Brad Antle	Chairman, Veterans Services Foundation Board of Trustees

*\*Senator Puller and Delegate BaCote are retiring at the end of 2015*



## **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**

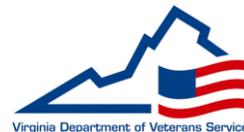
A. The Council shall have the following powers and duties:

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 (the JLC) is comprised of 24 veterans service organizations (VSOs) representing over 250,000 members. JLC members are committed to serving Virginia's over 781,000 veterans in numerous ways, and also advocating for the entire military community, including the National Guard and the Armed Forces Reserves, and their families. Veterans comprise almost 10% of the Commonwealth's population, giving Virginia one of the highest per capita populations of veterans, and veterans still in the workforce, in the country.

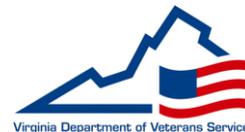
We deeply value our partnership with the Department of Veterans Services, Board of Veterans Services, Governor, and General Assembly as we work together to serve Virginia's veterans and their families. The General Assembly has passed much of the legislation we supported regarding veterans in the past few years and our members enjoy walking the halls of the General Assembly Building and talking to the Senators and Delegates about the bills, and why they merit a yes vote. 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 has developed, approved, and submitted twelve initiatives to the Governor and General Assembly for consideration during the 2016 session.

The JLC is proud to represent not only our member VSOs, but to serve as a voice of 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 on behalf of all of the VSOs represented on the JLC.

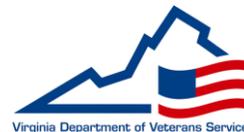
Respectfully,

Harold H. (Bart) Barton, Jr.  
Chairman



**Joint Leadership Council of Veterans Service Organizations members – as of Dec. 1, 2015**

<b>Veterans Service Organization</b>	<b>JLC Member</b>	<b>Alternate</b>
Air Force Association	Harold Barton	Jeffrey Platte
American Ex-Prisoners of War		
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	
Fleet Reserve Association	William Ashton	Abe Zino
Korean War Veterans Association	Tim Whitmore	Leo Ruffing
Legion of Valor of the U.S., Inc.	Robert Herbert	Richard Rinaldo
Marine Corps League	John Prendergast	John Clickener
Military Order of the Purple Heart	James Cuthbertson	Mark Atchison
Military Order of the World Wars	Bill Barrett	Bill Townsley
Military Officers Association of America	Stuart Williams	Vic Pena
National Association for Uniformed Services	Daniel Dennison	Chip Moran
Navy Seabee Veterans of America	Glenn Rodriguez	Frank Driscoll
Non-Commissioned Officers Association	Jon Ostrowski	Randy Reid
Paralyzed Veterans of America	Terry Labar	
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	
Women Marines Association	Marie Juliano	
Chairman, Board of Veterans Services	Donald Kaiserman	
Chairman, Veterans Services Foundation	Brad Antle	
Commissioner of Veterans Services	John Newby	



## **VETERANS SERVICES FOUNDATION**

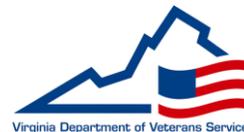
### **MISSION**

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

### **§ 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**

I'm pleased to provide to you a brief summary of the Veterans Services Foundation's (VSF) support of the Department of Veterans Services (DVS) and Virginia's veterans and their families for FY 2015. We are pleased with our accomplishments despite a flat economy. All Trustees wish to report that it has been an honor to serve our veterans.

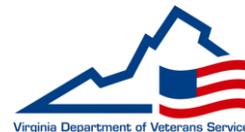
Again for FY 2015, the Foundation's top priorities were support of the Virginia Values Veterans (V3) Program and Virginia Wounded Warrior/Veteran and Family Support Program (VVFS/VWWP). The Team collected over \$113,000 for V3 and \$384,000 VVFS/VWWP exceeding original FY 2015 goals of \$100,000 and \$300,000 respectively. We also were active in supporting other DVS programs including over \$95,000 primarily for the care centers, cemeteries, and the Homeless Boot camp. This equates to total of about \$600,000, about \$200,000 more than last year, primarily due to a significant \$100,000 contribution to V3 and increases in VVFS/VWWP donations. Indications point to a sound FY 2016 as income for the first three and a half months of FY 2016 has shown a sound 30% increase in revenue over the same period last year. However, ongoing economic issues facing the nation and Commonwealth may serve to limit further donations.

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 works closely with DVS on a daily basis to assure mutual interests are maintained. We are looking forward to continuing to meet new challenges in supporting Virginia's veterans and their families and to making Virginia America's most veterans friendly state.

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

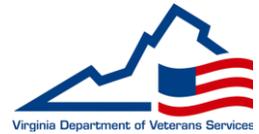
Sincerely yours,

Brad Antle  
Chairman of the Board of Trustees



**Veterans Services Foundation members – as of December 1, 2015**

<b>Position</b>	<b>VSF Member</b>
Board Chairman	Brad Antle
Board 1st Vice Chairman	Richard A. Schollmann
Board 2nd Vice Chairman	Albert Pianalto
Finance Committee Chairman	Frank Driscoll Jr.
Finance Vice Committee Chairman	Matrice J. Wright
Development Committee Chair	Patrick Webb
Development Committee Vice Chair	Frank A. Finelli
Board Member	James B. Boyd
Board Member	Nicole B. Carry
Board Member	William M. Lechler
Board Member	John Lesinski
Board Member	Kathleen B. Levingston
Board Member	Jack O. Lanier
Board Member	Randall L. West
Board Member	Thomas V. Mulrine
Board Member	Meade A. Spotts
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	Donald B. Kaiserman



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## **VIRGINIA WAR MEMORIAL BOARD**

### **MISSION**

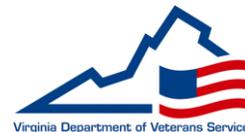
*The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through its Education Center, the Memorial serves as the Center of Excellence 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 continues to develop as a major tourist destination in Virginia. As a division of the Department of Veterans Services, the Memorial has made great strides in strengthening its message to visitors of all ages. The War Memorial Board is pleased to provide support and guidance, assisting the Memorial staff as they move forward with quality educational programs offered to students, teachers, and the general public.

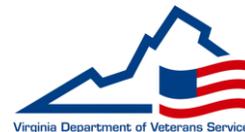
The mission of the Virginia War Memorial Board is to support the Memorial in all its' endeavors to honor the Virginia Heroes who made the ultimate sacrifice while serving our great country. Since the beginning of U.S. involvement in World War II in December 1941, over 12,000 Virginians have paid for our freedoms with their lives. We believe that the best way to honor them is to pass on their stories of sacrifice through various educational programs.

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 Board, along with DVS leadership, proposed doubling the Memorial staff from five to ten employees. Two new staff members were added in 2015, with the expectation that three additional staff will be added in 2016. This increase in staff during construction will enable us to open the new Education Wing with outreach programs, exhibits, and displays. We expect the number of visitors to increase to 150,000 within five years. In addition, with the Virtual Memorial, we will continue to reach students all across Virginia – and possibly beyond.

As Chairman of the Virginia War Memorial Board, I congratulate the Virginia Department of Veterans Services and the Memorial staff in achieving a standard of excellence in programming that is unmatched nationwide. I am proud the Memorial is a major player in making Virginia the most veteran-friendly state in our great nation. All of us on the Board have great expectations as we look toward the start of construction and the new chapter it will bring to the Virginia War Memorial.

Sincerely yours,

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



**Virginia War Memorial Board members – as of December 1, 2015**

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

*\*Senators Puller and Smith are retiring at the end of 2015*

## 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 Supervisory 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

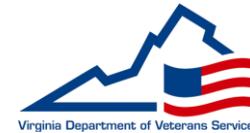
Table 2: Sitter & Barfoot Veterans Care Center – Patient Days and Average Occupancy  
Level

### 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)*

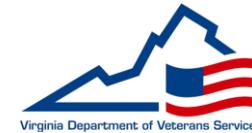


## APPENDIX A: BENEFITS SERVICES

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

Field Office	New			Re-Open			21-8416			EVR			Total Claims		
	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15
<b>Accomac</b>	404	395	439	81	78	54	16	19	11	0	0	1	501	492	505
<b>Alexandria</b>	258	195	281	122	16	30	0	0	0	0	0	2	380	211	313
<b>Big Stone Gap</b>	782	604	514	85	116	92	31	22	17	8	3	0	906	745	623
<b>Bristol</b>	727	703	643	106	87	101	68	61	42	7	7	4	908	858	790
<b>Cedar Bluff</b>	846	759	734	166	194	130	24	21	28	5	4	13	1,041	978	905
<b>Charlottesville</b>	450	380	804	76	20	48	2	13	13	3	1	5	531	414	870
<b>Chesapeake</b>	0	0	19	0	0	8	0	0	0	0	0	0	0	0	27
<b>Danville</b>	793	779	728	181	99	15	15	13	5	9	6	4	998	897	752
<b>Fairfax</b>	268	273	504	145	87	93	3	16	15	8	0	0	424	376	612
<b>Front Royal</b>	726	662	496	395	478	381	32	44	23	15	10	3	1,168	1,194	903
<b>Hampton VAMC</b>	521	952	686	120	267	206	0	0	0	1	3	0	642	1,222	892
<b>Hampton</b>	2,080	1,842	2,005	455	429	483	20	17	22	11	22	8	2,566	2,310	2,518
<b>Henrico</b>	0	124	382	0	8	24	0	14	32	0	0	9	0	146	447
<b>Lynchburg</b>	594	538	576	125	90	66	52	33	26	10	8	15	781	669	683
<b>McGuire VAMC</b>	2,484	1,862	1,458	672	644	610	184	82	62	23	22	33	3,363	2,610	2,163
<b>Portsmouth</b>	1,036	780	865	459	459	556	7	10	2	0	0	1	1,502	1,249	1,424
<b>Quantico</b>	351	311	324	540	675	601	0	0	10	10	2	13	901	988	948
<b>Roanoke</b>	341	482	169	132	102	217	11	11	2	5	1	0	489	596	388
<b>Salem VAMC</b>	395	196	132	208	28	39	39	2	0	16	1	0	658	227	171
<b>South Hill</b>	538	639	567	223	200	164	30	30	22	1	11	3	792	880	756
<b>Staunton</b>	856	771	777	205	185	131	115	113	98	7	8	6	1,183	1,077	1,012
<b>Tidewater</b>	2,822	2,841	2,044	750	454	532	12	58	4	1	1	5	3,585	3,354	2,585
<b>Virginia Beach</b>	750	709	1,204	47	49	84	14	3	9	3	1	0	814	762	1,297
<b>Wytheville</b>	396	447	391	549	455	475	37	58	57	5	26	26	987	986	949
<b>Totals</b>	18,418	17,244	16,742	5,842	5,220	5,140	712	640	500	148	137	151	25,120	23,241	22,533

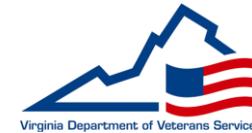
The Virginia Department of Veterans Services  
**COMMISSIONER'S FY15 ANNUAL REPORT**



**Table 2: Claims Submitted to USDVA - Sorted by Month**

Month	New			Re-Open			21-8416			EVR			Total Claims		
	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15
<b>July</b>	1,608	1,823	1,469	666	543	576	33	42	35	11	18	18	2,318	2,426	2,098
<b>August</b>	1,738	1,674	1,420	616	511	493	51	90	17	14	12	12	2,419	2,287	1,942
<b>September</b>	1,626	1,515	1,560	520	444	513	34	19	23	15	7	9	2,195	1,985	2,105
<b>October</b>	1,588	1,435	1,651	522	451	498	32	29	18	8	10	10	2,150	1,925	2,177
<b>November</b>	1,440	1,361	1,239	442	409	367	21	17	17	15	4	3	1,918	1,791	1,626
<b>December</b>	1,133	1,218	1,322	341	350	416	48	39	39	18	4	8	1,540	1,611	1,785
<b>January</b>	1,522	1,244	1,385	443	353	448	116	81	115	11	13	14	2,092	1,691	1,962
<b>February</b>	1,556	1,226	1,061	489	398	333	182	104	65	21	19	16	2,248	1,747	1,475
<b>March</b>	1,505	1,335	1,497	473	401	391	69	76	72	13	15	28	2,060	1,827	1,988
<b>April</b>	1,609	1,455	1,210	480	448	379	52	66	43	5	13	17	2,146	1,982	1,649
<b>May</b>	1,649	1,425	1,266	447	418	325	38	34	36	8	11	13	2,142	1,888	1,640
<b>June</b>	1,444	1,533	1,662	403	494	401	36	43	20	9	11	3	1,892	2,081	2,086
<b>Totals</b>	18,418	17,244	16,742	5,842	5,220	5,140	712	640	500	148	137	151	25,120	23,241	22,533

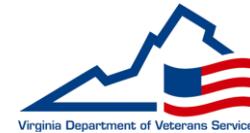
The Virginia Department of Veterans Services  
**COMMISSIONER'S FY15 ANNUAL REPORT**



**Table 3: Client Contacts - Sorted by Field Office**

	Walk-Ins			Phone			Itinerant points			Total Contacts		
	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15
<b>Accomac</b>	1,316	1,313	1,364	2,548	2,543	2,865	46	51	47	3,910	3,907	4,276
<b>Alexandria</b>	579	1,145	1,065	1,422	1,568	2,043	741	293	332	2,742	3,006	3,440
<b>Big Stone Gap</b>	2,107	1,571	1,470	2,826	2,571	2,429	149	143	112	5,082	4,285	4,011
<b>Bristol</b>	2,350	2,056	2,124	2,955	2,694	2,431	92	108	106	5,397	4,858	4,661
<b>Cedar Bluff</b>	2,579	2,453	2,337	2,618	1,998	2,090	61	76	8	5,258	4,527	4,435
<b>Charlottesville</b>	1,562	1,133	1,408	2,046	2,235	3,717	235	232	244	3,843	3,600	5,369
<b>Chesapeake</b>	0	0	126	0	0	121	0	0	0	0	0	247
<b>Danville</b>	3,393	3,024	2,586	3,227	2,344	2,065	378	368	403	6,998	5,736	5,054
<b>Fairfax</b>	620	1,062	1,460	2,442	3,630	4,769	143	230	229	3,205	4,922	6,458
<b>Front Royal</b>	1,790	1,365	1,281	3,279	3,523	3,083	644	607	499	5,713	5,495	4,863
<b>Hampton VAMC</b>	1,363	1,618	1,096	1,443	1,303	1,160	22	0	0	2,828	2,921	2,256
<b>Hampton</b>	5,461	5,063	5,989	5,193	4,195	6,123	269	194	145	10,923	9,452	12,257
<b>Henrico</b>	0	284	1,108	0	1,364	2,777	0	0	1	0	1,648	3,886
<b>Lynchburg</b>	1,910	1,843	1,581	4,750	4,331	3,672	103	78	127	6,763	6,252	5,380
<b>McGuire VAMC</b>	9,026	7,028	8,344	9,709	10,186	9,598	679	550	490	19,414	17,764	18,432
<b>Portsmouth</b>	2,032	1,571	2,831	4,939	3,666	4,860	333	422	477	7,304	5,659	8,168
<b>Quantico</b>	1,794	2,008	2,034	4,737	5,190	5,104	656	477	436	7,187	7,675	7,574
<b>Roanoke</b>	1,285	1,352	1,068	1,890	2,403	2,157	605	143	0	3,780	3,898	3,225
<b>Salem VAMC</b>	2,419	1,211	989	1,717	742	753	136	106	208	4,272	2,059	1,950
<b>South Hill</b>	950	937	1,051	2,369	2,463	2,267	351	316	277	3,670	3,716	3,595
<b>Staunton</b>	1,792	1,817	1,618	2,635	2,518	2,143	745	650	650	5,172	4,985	4,411
<b>Tidewater</b>	8,658	8,410	7,005	9,191	7,299	8,192	494	278	509	18,343	15,987	15,706
<b>Virginia Beach</b>	2,165	3,240	4,146	3,492	5,177	5,246	734	555	350	6,391	8,972	9,742
<b>Wytheville</b>	801	789	885	3,293	3,418	4,146	303	258	269	4,397	4,465	5,300

Henrico office opened October 2013;  
 Chesapeake office opened in June 2015.



## APPENDIX B: STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING

### 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

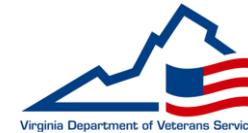
**Table1: SAA Program Approval Actions**

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14
<b>Totals for Federal Fiscal Year</b>	<b>12</b>	<b>13</b>	<b>14</b>												
Number of Applications Received	662	784	370	307	423	659	17	3	13	2	5	31	3	19	2
Number Approved	609	723	315	230	246	335	14	2	12	2	5	30	3	19	0
Number Disapproved	55	61	55	77	177	324	3	1	1	0	0	1	0	0	2
Percentage of Applications Approved	92	92	85	75	58	51	82	66	92	100	100	97	100	100	100

**Table 2: SAA Other Approval Actions**

	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14	FFY 12	FFY 13	FFY 14
<b>Totals for Federal Fiscal Year</b>	<b>12</b>	<b>13</b>	<b>14</b>												
Number of Applications Received	136	174	119	195	127	279	64	81	129	2	243	361	3	8	1
Number Approved	111	145	107	174	95	210	59	81	128	2	243	357	3	8	0
Number Disapproved	25	29	12	21	32	69	5	0	1	0	0	4	0	0	1
Percentage of Applications Approved	82%	83%	90%	92%	74%	75%	99%	100%	99%	100%	100%	98%	100%	100%	100%

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**Table 3: SAA Compliance Visits**

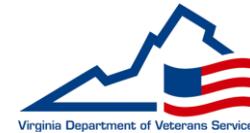
	IHL			NCD			APP			OJT			LIC/CERT		
	FFY 13	FFY 14	FFY 15	FFY 13	FFY 14	FFY 15	FFY 13	FFY 14	FFY 15	FFY 13	FFY 14	FFY 15	FFY 13	FFY 14	FFY 15
<b>Totals for Federal Fiscal Year</b>	13	14	15	13	14	15	13	14	15	13	14	15	13	14	15
<b>Number of Visits</b>	23	33	44	68	58	45	17	9	16	18	22	24	N/A	N/A	N/A

**Table 4: SAA Other Activities in Support of Veterans Education**

Activity	FFY13	FFY14	FFY15
<b>Email &amp; telephone inquiries</b>	510	374	768
<b>Requests for application for a new facility</b>	95	456	89
<b>Active schools (facilities in which a veteran actively attends)</b>	439	439	473
<b>Number of students enrolled</b>	42,742 <sup>1</sup>	47,380 <sup>1</sup>	62,991 <sup>2</sup>

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

<sup>2</sup> FFY15 data not available



## APPENDIX C: CARE CENTERS

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

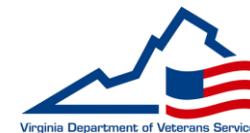
Month	Patient Days Nursing			Average # of Nursing Beds Occupied			Occupancy Level: Nursing			Patient Days Assisted Living			Average # of Assisted Living Beds Occupied			Occupancy Level: Assisted Living		
	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15	FY13	FY14	FY15
<b>July</b>	5,280	4,911	5,215	168	158	168	95%	88%	93%	1,456	1,236	1,405	47	40	45	78%	66%	76%
<b>August</b>	5,191	4,810	5,275	170	155	170	93%	86%	95%	1,472	1,249	1,367	47	40	44	79%	67%	73%
<b>September</b>	4,963	4,789	5,162	169	160	172	92%	89%	96%	1,411	1,302	1,351	47	43	45	78%	72%	75%
<b>October</b>	5,103	4,924	5,269	172	159	170	91%	88%	94%	1,409	1,371	1,330	45	44	43	76%	74%	72%
<b>November</b>	4,929	4,846	4,925	167	162	164	91%	90%	91%	1,409	1,371	1,251	47	44	42	78%	73%	70%
<b>December</b>	4,861	4,922	5,096	167	159	164	87%	88%	91%	1,449	1,367	1,275	47	44	41	78%	73%	69%
<b>January</b>	4,861	5,001	4,930	165	161	159	87%	90%	88%	1,426	1,329	1,349	46	43	44	77%	71%	73%
<b>February</b>	4,540	4,432	4,406	169	158	157	90%	88%	87%	1,208	1,219	1,219	43	44	44	72%	73%	73%
<b>March</b>	4,929	4,877	5,192	171	157	167	88%	87%	93%	1,333	1,434	1,392	43	46	45	72%	77%	75%
<b>April</b>	4,802	4,916	5,111	173	164	170	89%	91%	95%	1,232	1,341	1,326	41	45	44	68%	75%	74%
<b>May</b>	4,952	5,169	5,356	173	167	173	89%	93%	96%	1,183	1,387	1,313	38	45	42	64%	75%	71%
<b>June</b>	4,667	5,069	5,198	171	169	173	86%	94%	96%	1,168	1,353	1,279	39	45	43	65%	75%	71%
<b>Annual Max Cap</b>	65,700	65,700	65,700	180	180	180				21,900	21,900	21,900	60	60	60			
<b>Total Patient Days</b>	59,078	58,666	61,135	170	170	167	90%	89%	93%	16,156	15,959	15,857	44	44	43	74%	73%	72%

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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			
	FY12	FY13	FY14	FY15	FY12	FY13	FY14	FY15	FY12	FY13	FY14	FY15
<b>July</b>	4,756	4,764	4,876	4,804	153	154	157	155	96%	96%	98%	97%
<b>August</b>	4,665	4,842	4,829	4,739	150	156	156	153	94%	98%	97%	96%
<b>September</b>	4,510	4,714	4,587	4,587	150	157	153	153	94%	98%	96%	96%
<b>October</b>	4,691	4,822	4,676	4,793	151	156	151	155	95%	97%	94%	97%
<b>November</b>	4,354	4,717	4,539	4,648	145	157	151	155	91%	98%	95%	97%
<b>December</b>	4,651	4,712	4,581	4,788	150	152	148	154	94%	95%	92%	97%
<b>January</b>	4,654	4,711	4,648	4,843	150	152	150	156	94%	95%	94%	98%
<b>February</b>	4,419	4,351	4,375	4,365	152	155	156	156	95%	97%	98%	97%
<b>March</b>	4,641	4,885	4,868	4,882	150	158	157	157	94%	98%	98%	98%
<b>April</b>	4,596	4,726	4,644	4,682	153	158	155	156	96%	98%	97%	98%
<b>May</b>	4,852	4,845	4,779	4,804	157	156	154	155	98%	98%	96%	97%
<b>June</b>	4,553	4,697	4,643	4,717	152	157	155	157	95%	98%	97%	98%
<b>Annual Maximum Capacity</b>	58,400	58,400	58,400	58,400	160	160	160	160				
<b>Total Patient Days</b>	55,342	56,078	56,045	56,652	151	156	154	155	95%	97%	96%	97%
<b>Monthly Average</b>	4,612	4,732	4,670	4,721	151	156	154	155	95%	97%	96%	97%



## APPENDIX D: CEMETERIES

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

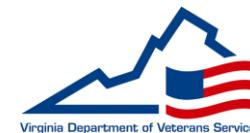
	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15
<b>July</b>	18	16	26	17	26	23	25	19	26	24	25
<b>August</b>	17	16	17	13	23	12	17	21	22	28	38
<b>September</b>	16	20	17	15	19	17	28	34	27	22	27
<b>October</b>	17	15	22	25	21	17	23	18	19	23	38
<b>November</b>	20	18	22	13	9	25	25	24	29	23	24
<b>December</b>	18	14	18	22	20	29	22	17	26	24	24
<b>January</b>	16	19	20	15	18	17	25	23	24	28	36
<b>February</b>	11	25	18	16	13	21	30	31	21	23	27
<b>March</b>	16	21	19	19	19	32	29	25	24	28	36
<b>April</b>	12	23	18	19	29	23	28	23	35	32	30
<b>May</b>	11	23	13	18	28	16	28	17	30	28	37
<b>June</b>	16	21	18	21	23	31	22	27	28	24	38
<b>Total</b>	188	231	228	213	248	263	302	279	311	307	380

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

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>	<b>FY11</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
<b>July</b>	N/A	42	40	54	36	55	51	58	61	62	82
<b>August</b>	N/A	40	39	31	51	58	47	65	86	78	78
<b>September</b>	N/A	39	32	35	48	52	46	62	58	72	82
<b>October</b>	N/A	28	29	49	49	59	70	57	68	102	84
<b>November</b>	N/A	35	37	40	36	61	75	51	66	71	76
<b>December</b>	34	37	41	52	65	77	63	74	61	78	91
<b>January</b>	47	36	48	60	59	60	82	79	89	95	104
<b>February</b>	29	51	47	56	54	55	66	56	61	95	88
<b>March</b>	40	43	58	51	62	69	75	63	75	90	89
<b>April</b>	44	40	38	55	59	76	59	88	89	96	101
<b>May</b>	28	46	50	44	53	65	68	79	76	109	89
<b>June</b>	33	41	51	64	66	65	64	68	69	70	90
<b>Total</b>	255	478	510	591	638	752	766	800	859	1,017	1054



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

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

