

# **VIRGINIA DEPARTMENT OF VETERANS SERVICES**

**COMMISSIONER'S FISCAL YEAR 2017 ANNUAL REPORT**

**TO**

**GOVERNOR TERENCE R. MCAULIFFE**

**AND**

**THE VIRGINIA GENERAL ASSEMBLY**

**December 11, 2017**

*Serving those who served*



## **TABLE OF CONTENTS**

|   |    |
|---|----|
| Mission, Vision, and Values .....   | 3  |
| Commissioner's Message.....   | 4  |
| Compact with Virginia's Veterans.....                                       | 4  |
| DVS At A Glance.....  | 13 |
| DVS Awards & Commendations.....   | 16 |
| DVS Locations.....  | 16 |
| DVS Organizational Chart.....   | 17 |
| Who are Virginia's Veterans?.....   | 18 |
| Veterans Economic Impact on Virginia.....                                   | 20 |
| Benefits Services.....  | 21 |
| Virginia Veteran and Family Support.....                                    | 26 |
| Veterans Education, Transition, and Employment .....                        | 31 |
| Veterans Care Centers.....  | 42 |
| Veterans Cemeteries .....   | 43 |
| Virginia War Memorial.....  | 45 |
| DVS FY17 Budget and Staffing.....   | 47 |
| Boards .....  | 48 |
| Appendices.....   | 58 |
| Appendix A: Benefits Services.....  | 64 |
| Appendix B: State Approving Agency for Veterans Education and Training..... | 62 |
| Appendix C: Care Centers .....  | 69 |
| Appendix D: Cemeteries.....   | 65 |



*Memorial Day 2017 at the Virginia War Memorial Shrine of Memory*

## **Mission, Vision and Values**

### **MISSION**

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

### **VISION**

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

### **VALUES**

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



Virginia Department of Veterans Services

**THANK A VET**  
**[www.dvs.virginia.gov](http://www.dvs.virginia.gov)**



## Commissioner's Message

I am proud to report on the 2017 accomplishments of the Department of Veterans Services (DVS). We remain committed to providing not only supportive services, but opportunities to the over 725,000 veterans who call the Commonwealth home and are contributing to the new Virginia economy.

Virginia Values Veterans (V3) and Virginia Transition Assistance Program (VTAP) have connected thousands of veterans around the Commonwealth with employers who understand the value of hiring veterans. To date, over 28,250 veterans have been hired by V3 companies or state agencies. VTAP is building partnerships with military installations and groups like the USO and Virginia Chamber of Commerce Foundation. Our innovative Military Medics and Corpsman (MMAC) program is moving full steam ahead, partnering with six health care systems, which have hired over 40 veterans to date.

With the continuing support of the Governor and Secretary of Veterans and Defense Affairs, Virginia now has the lowest rate of veteran homelessness compared to total veteran population in the country with over 3,500 veterans housed since October 2014; and when a veteran does experience homelessness, we continue to work aggressively with our community, state, and federal partners to ensure that it is rare, brief, and non-reoccurring.

We have opened three new Benefits offices (in Manassas, Loudoun, and Williamsburg), began construction on the Virginia War Memorial expansion project, and are working on expanding the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk. We broke ground on our two new Veterans Care Centers – the Puller Veterans Care Center in Fauquier County (Northern Virginia) and the Jones & Cabacoy Veterans Care Center in Virginia Beach (Hampton Roads). We anticipate both care centers will be open in early 2020.

### In FY17, the Department of Veterans Services:

- Filed **50,229** disability compensation claims on behalf of Virginia veterans and families, contributing to **\$3.15 Billion** in federal compensation and disability payments to our veterans.
- Virginia Veterans & Family Services delivered **6,764** individual supportive services to veterans and their families, and graduated **30** caregivers in their *Operation Family Caregiver* program.
- Virginia veterans received more than **\$850 Million** in G.I. Bill benefits in FFY16.
- Performed **1,750** burials at Virginia's three state veterans cemeteries.
- Hosted **63,990** visitors at the Virginia War Memorial.
- Entered into a MOU with the DoD to send transitioning service members from Virginia a welcome home letter and a *Virginia Veterans Resource Guide* [www.dvs.virginia.gov/vetresourceguide](http://www.dvs.virginia.gov/vetresourceguide).

Even with all of our success, we are still eager to do more. DVS appreciates the strong support of the Governor, Secretary, and the members of the Virginia General Assembly. We are honored that veterans remain a high priority. We look forward to 2018, as we continue to ensure that Virginia is the most veteran-friendly state in the nation.

John L. Newby II  
Commissioner



## **Compact with Virginia's Veterans**

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

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

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

DVS, BVS, JLC, and the Virginia War Memorial Board (VWMB) have adopted Fiscal Year (FY) 2017 and 2018 goals, priorities, and recommendations in support of the Compact.

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

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

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



---

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

---

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

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

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



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

### **DVS FY2018 Goals in Support of the Compact:**

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

#### **DVS Objective in support of Goal #1:**

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 veteran entrepreneurs by building strategic partnerships with state, federal, nonprofit and other organizations and agencies working with, or providing resources to, veterans;
2. New focus on women veterans;
3. Continue to create pathways to career success for transitioning medics and corpsmen;
4. Incentivize more small- and medium-sized companies to hire and retain veterans;
5. Achieve even greater results in making Post-9/11 veterans a linchpin of the New Virginia Economy; 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 more of Virginia's veterans and families receive the federal disability and pension benefits they have earned, by increasing the approval rate on federal 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. Construct new Veterans Care Centers in Northern Virginia and Hampton Roads to provide long-term care for Virginia veterans.

**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. Construct the 28,000 square foot addition to the Virginia War Memorial;





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

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

**DVS Objectives in support of Goal #5:**

1. Staff presentations and attendance at events around Virginia to share with veterans and family members all the services and programs available to them;
2. Provide 24/7 telephonic information and referrals to veterans and families; and
3. Continue addressing critical shortfalls in agency infrastructure, management, and employee professional development.

**JLC FY2018 Priorities in Support of the Compact:**

*For the 2017 General Assembly Session, the JLC adopted seven policy priorities.*

**JLC Priority #1:** That the Governor and General Assembly change the Code of Virginia to revise the charter of the VVFS; release \$393,494 to DVS in FY17; authorize 21 new positions in FY17 and FY18; and appropriate an additional \$700,000 (GF) in FY18 to convert VVFS to an all-state employee service delivery structure. (OUTREACH and QUALITY OF LIFE ENHANCEMENT)

*Status: The legislation to support this was approved by the 2017 General Assembly and the Governor signed it into law. All VVFS employees are now, as of July 1, 2017, Commonwealth employees.*

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

*Status: No action was taken in the 2017 Legislative Session. Increased funding for personnel was included in the biennial budget adopted during the 2016 Session. Increased funding for operations will be requested for the FY19/20 biennium.*

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

*Status: Legislation supporting this priority was left in committee in the 2017 Session.*

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

*Status: Legislation supporting this priority was left in committee in the 2017 Session.*



**JLC Priority #5:** That the Governor and General Assembly approve legislation creating the *Virginia Veteran Entrepreneurship Grant Pilot Program* under the Department of Veterans Services and appropriate \$900,000 (GF) per year in FY18 and FY19 to award grants to companies that provide entrepreneurship training to veterans. Also, that the Board of Veterans Services (BVS) continue its work on veteran entrepreneurship and develop additional recommendations for consideration. (WORKFORCE DEVELOPMENT)

*Status: Legislation supporting this priority was left in committee in the 2017 Session. Funding was proposed in the introduced budget but was not approved.*

**JLC Priority #6:** That the Governor and General Assembly remove the requirement that a veteran's disability rating be combat related to qualify for benefits through the Virginia Military Survivors and Dependents Education Program (VMSDEP). Instead, a permanent service-connected disability rating of at least 90%, plus satisfaction of the other requirements currently in the Code, would qualify a veteran's spouse or child for VMSDEP benefits. (OTHER SERVICES FOR VETERANS)

*Status: Legislation supporting this priority was left in committee in the 2017 Session.*

**JLC Priority #7:** That the Governor and General Assembly promote the development, approval, and budgeting of secure procedures to permit the electronic return of absentee ballot by overseas uniformed military voters. (QUALITY OF LIFE ENHANCEMENT)

*Status: Legislation supporting this priority was left in committee in the 2017 Session. A JLC point person continues to work with the Virginia Department of Elections on this initiative.*

### **BVS FY2018 Priorities in Support of the Compact:**

**BVS Priority #1:** That the Governor and General Assembly support the recruitment, hiring, training, and retention of Virginia Veterans and Family Support staff. (QUALITY OF LIFE ENHANCEMENT)

*Status: This BVS priority has been met.*

**BVS Priority #2:** That the Governor and General Assembly support the reorganization of the Board to best serve and advise the Commissioner and Service Line Directors on the DVS strategic plan, budget and upon such other matters that may arise and need in-depth research, study and recommendations. (OTHER SERVICES FOR VETERANS)

*Status: This BVS priority has been met.*

### **VWMB FY2018 Recommendations in Support of the Compact:**

**Priority #1:** In anticipation of the increased ability of the Memorial to offer its award-winning programs to both visitors to the Memorial and to visitors who visit electronically, the Virginia War Memorial Board, along with DVS leadership, urges the Commissioner, Secretary of Veterans and Defense Affairs, and Governor to continue funding in the new biennium budget for the the Memorial's expansion project.

## **FY19 Goals in Support of the Compact:**

*The following goals, priorities, and recommendations are established for FY2019 by DVS, the JLC, and BVS:*

### **DVS FY19 Goals in Support of the Compact:**

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

#### **DVS Objectives in support of Goal #1:**

1. Encourage veteran entrepreneurship programs in Virginia by creating a Veteran Entrepreneurship Director position;
2. Support women veterans by creating a Women Veterans Program Manager position and continue to grow and expand the annual Virginia Women Veterans Summit; and
3. Continue to expand VTAP with a new Program Coordinator for Central Virginia.

**DVS Goal #2:** Increase support programs and improve outcomes for veterans and their families in the areas of behavioral health, rehabilitative services, supportive services, health, and financial stability. (QUALITY OF LIFE ENHANCEMENT)

#### **DVS Objectives in support of Goal #2:**

1. Meet demand for DVS services in high population areas by opening new benefits offices near Ft. Belvoir and NAS Oceana; and
2. Continue to build programs and interagency support for justice-involved veterans, including veteran treatment dockets and post-incarceration support networks.

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

#### **DVS Objective in support of Goal #3:**

1. Strengthen local communities and local, state and federal partnerships to create safe, permanent supportive housing for veterans and their families.

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

#### **DVS Objectives in support of Goal #4:**

1. Construct the 28,000 sq. ft. expansion of the Virginia War Memorial;
2. Construct new Veterans Care Centers: Puller VCC in Vint Hill, Fauquier County and Jones & Cabacoy VCC in Virginia Beach; and
3. Handle increased burial numbers and expanded grounds maintenance requirements at the three state veterans cemeteries.

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

#### **DVS Objectives in support of Goal #5:**

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

### **JLC FY19 Priorities in Support of the Compact:**

**JLC Priority #1:** That the 2018 General Assembly pass resolutions identical to the one passed by the 2017 General Assembly (HJ562), thereby continuing the process to amend Virginia's Constitution to provide parity for surviving spouses of 100% disabled veterans and those Killed in Action. (QUALITY OF LIFE ENHANCEMENT)

**JLC Priority #2:** That the Governor and General Assembly enact legislation and provide budget support of a pilot program for the electronic return of absentee ballots by Virginia's deployed military service members to enfranchise their voting privileges. (TECHNOLOGY ADVANCES and QUALITY OF LIFE ENANCEMENTS)

**JLC Priority #3: DRAFT:** That the Governor and General Assembly enact legislation to establish a Veteran Entrepreneur Capital Resources Program, and provide budget support in the amount of \$1,000,000 in FY19 and in FY20 for the microloan fund and 1 FTE to administer the program, beginning January 1, 2019. (WORKFORCE DEVELOPMENT)

**JLC Priority #4:** That the Governor and General Assembly approve an individual income tax subtraction for 100% service-connected disabled veterans with a federally adjusted gross income, not exceeding 250% of the federal poverty level for a four-person household, who have not already claimed another exemption. (QUALITY OF LIFE ENANCEMENTS)

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

**JLC Priority #6:** That the Governor and General Assembly increase the state income tax subtraction level for members of the Virginia National Guard from \$3,000 to \$5,000 per year. (QUALITY OF LIFE ENANCEMENTS and OTHER SERVICES FOR VETERANS)

**JLC Priority #7:** That the Governor and General Assembly change the eligibility for in-state tuition to include all members of the Virginia National Guard and the Reserve components, thus recognizing their service to the Commonwealth and treating them equally to the active components and veterans. (OTHER SERVICES FOR VETERANS)

**JLC Priority #8: DRAFT:** That the Governor and General Assembly support changes to the current Virginia tax laws for a phased in system to eventually eliminate state tax on military retirement income.

**BVS FY2019 Priorities in Support of the Compact:**

**BVS Priority #1:** That the Governor and General Assembly provide budget support, in the amount of \$224,000 in FY19 and in FY20, to establish a Women Veterans Program, to include a program coordinator and dedicated funds for the annual women's conference. (OUTREACH and WORKFORCE DEVELOPMENT)

**BVS Priority #2:** That the Governor and General Assembly provide 1 FTE and budget support, in the amount of \$119,871 in FY19 and in FY20 for a Director of Veteran Entrepreneurship. (OUTREACH and WORKFORCE DEVELOPMENT)





---

## **DVS at a Glance**

### **BENEFIT SERVICES**

---

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

- 50,229\*** Claims submitted to U.S. Department of Veterans Affairs in FY17  
*\*Includes all claims submitted to the USDVA in FY17. In years prior to FY17, only compensation claims were reported.*
- 212,901** Client contacts in FY17
- \$3.15B** Disability compensation and pension payments to Virginia veterans and dependents in FFY16

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

---

Provides resource referrals, comprehensive behavioral and rehabilitative health care coordination, and supportive services to Virginia's Veterans, National Guard, Armed Forces Reserves, caregivers and family members.

- 2,378** Veterans and family members served in FY17
- 6,764** Total individual services provided in FY17
- 1,263** Total behavioral health services provided in FY17
- 4,852** Total supportive services provided in FY17
- 216** Total rehabilitative/medical services provided in FY17
- 433** Total group services provided in FY17
- 122** Veterans and family members served by *Mission: Healthy Relationships* and *Mission: Healthy Families* in FY17
- 30** Caregivers completed *Operation Family Caregiver* program

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

---

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

- 4<sup>th</sup>** Commonwealth's ranking among the states in terms of Veterans using their GI Bill benefits in FFY16
  - \$850 M** Amount of GI Bill benefits paid to Virginia recipients in FFY16
  - 991** Instructional institutions in Virginia approved to provide training to Veterans and dependents in FFY16
-





---

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

---

VTAP assesses, coordinates, and disseminates opportunities for members of the armed forces and their spouses transitioning from military to civilian life by providing a pathway to employment, education, and entrepreneurship.

- 22,489** Veteran/transitioning service member/spouses reached through VTAP outreach efforts.
- 678** Referrals of Veteran/transitioning service member/spouses to partner organizations for direct services outside of employment, education and entrepreneurship.
- 81** VTAP visits to Virginia Military Installations to conduct outreach and work with transitioning service members and their spouses.
- 23** VTAP-sponsored transition events held in partnership with community-based Veterans support and transition organizations in FY17, each event serving between 50 and 80 transitioning Veterans.

---

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

---

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

- 375** Certified Companies registered in FY17
- 5,952** Jobs Pledged to Virginia Veterans in FY17
- 6,205** Veterans Hired by V3-Certified Companies in FY17
- 121** Training Events Conducted in FY17

---

### **VIRGINIA MILITARY SURVIVORS AND DEPENDENTS EDUCATION PROGRAM**

---

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

- 986** Applied for VMSDEP benefits in FY17.
- 353** Applications approved for VMSDEP benefits in FY17.
- 1,088** Unique students received stipend award for FY17.
- \$1,575,646** Combined Fall and Spring terms stipend awards for FY17.  
**NOTE:** SCHEV's calculations for Summer 2017 awards for those who qualify are currently underway.
- 40** Virginia colleges and universities applied VMSDEP benefits to students' accounts in FY17.



---

## **VIRGINIA VETERANS CARE CENTERS**

Provides long-term care, Alzheimer's/dementia care, short-term rehabilitative care, and domiciliary (assisted living) care to Virginia's veterans.

*Sitter & Barfoot Veteran Care Center* — adjacent to McGuire VA Medical Center, Richmond

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

**70,630** Patient days of nursing and Alzheimer's/dementia care provided in FY17 (96% capacity).

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

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

**62,220** Patient days of nursing and Alzheimer's/dementia care provided in FY16 (95% capacity).

**12,780** Patient days of assisted living care provided in FY16 (58% capacity)

---

## **VIRGINIA VETERANS CEMETERIES**

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

**1,750** Internments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY17

---

## **VIRGINIA WAR MEMORIAL**

Honors our Veterans by preserving our history, educating our youth, and inspiring patriotism in all. The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of men and women from Virginia who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through the Galanti Education Center, the Virginia War Memorial serves 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.

**63,990** Visitors to the Virginia War Memorial in FY17

**104** Educational Outreach and Patriotic Programs conducted in FY17

**151** Visitor and group tours provided in FY17

**4,211** Hours of service provided by Virginia War Memorial volunteers in FY17



## Awards & Commendations in 2017

- USDVA *Pillars of Excellence Award* to VVFS for Virginia Functionally Ending Veterans Homelessness
- USDVA Secretary's Award for Outstanding Achievement to VVFS Housing Program
- Governor's Award for Teamwork to the Military Medics and Corpsmen [MMAC] Program
- American College of Health Care Administrators's *Eli Pick Facility Leadership Award* to Sitter & Barfoot Veterans Care Center Administrator Robyn Jennings
- Homeward *Community Connector Award* to VVFS Housing Program
- 2017 *Patriot Award*, Employer Support of the Guard and Reserve, to MMAC

## DVS LOCATIONS

### Benefits Services Offices

- 1 Abingdon
- 2 Accomac
- 3 Big Stone Gap
- 4 Charlottesville
- 5 Chesapeake
- 6 Danville
- 7 Fairfax
- 8 Fredericksburg
- 9 Hampton
- 10 Hampton VA Medical Center
- 11 Henrico
- 12 Loudoun
- 13 Lynchburg
- 14 Manassas
- 15 McGuire VA Medical Center (Richmond)
- 16 Norfolk
- 17 Pentagon (Planned - Late 2017)
- 18 Petersburg
- 19 Portsmouth
- 20 Quantico
- 21 Roanoke
- 22 Salem VA Medical Center

- 23 South Hill
- 24 Springfield
- 25 Staunton
- 26 Strasburg
- 27 Tazewell
- 28 Virginia Beach
- 29 Williamsburg
- 30 Wytheville

### Care Centers

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

### Cemeteries

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

**Virginia War Memorial, Richmond**

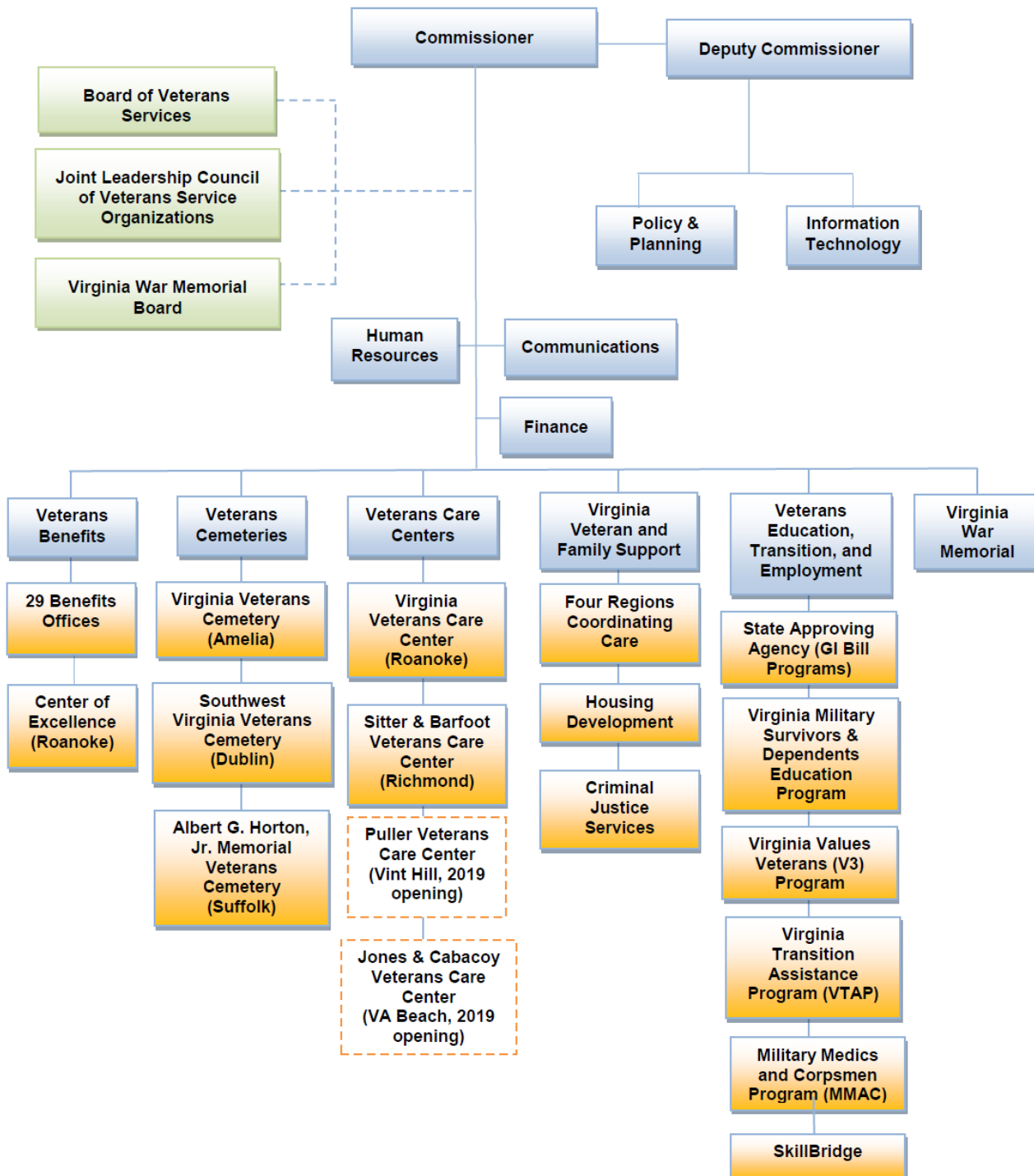


*Underlined offices are combined offices with Benefits & VVFS.*  
 Full contact information for each office is listed on our website: [www.dvs.virginia.gov](http://www.dvs.virginia.gov)



## DVS Organizational Chart

As of July 1, 2017





## Who are Virginia's Veterans?

### POPULATION

**725,028** Projected number of veterans living in Virginia as of September 30, 2017 (*Source: USDVA, VetPop 2016, Table 6L*)

**103,917** **Women Veterans in Virginia – 14% of our veteran population.** Virginia leads the nation with the highest percentage of women veterans.

**127,100** **Number of Virginia veterans under 40.** We are one of the states with the fastest growing post-9/11 veteran population.

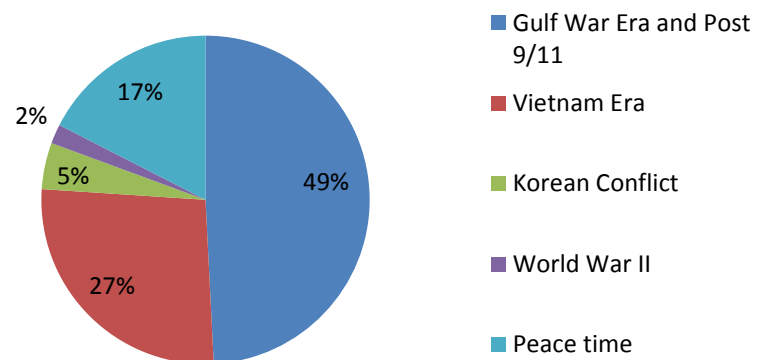
**8<sup>th</sup>** **Virginia's ranking in total veteran population.**

**5<sup>th</sup>** **Percentage of Veterans to total state population.** In terms of raw numbers, Virginia is 8<sup>th</sup> in overall largest veterans population – but when factored in as a percentage of total population, we are fifth in the nation.

### ERA OF SERVICE (AS OF SEPTEMBER 30, 2017)

|                |                            |
|----------------|----------------------------|
| <b>592,141</b> | Total war time             |
| <b>132,887</b> | Total peace time           |
| <b>374,078</b> | Gulf War Era and Post 9/11 |
| <b>204,118</b> | Vietnam Era                |
| <b>34,795</b>  | Korean Conflict            |
| <b>14,496</b>  | World War II               |

### By Period of Service



(USDVA, VetPop2016, Table 7L.)

### EDUCATION, TRANSITION & EMPLOYMENT

**52,435** Number of Veterans receiving G.I. Bill benefits in Virginia in FFY16. Virginia ranks 4<sup>th</sup> in the nation in number of Veterans receiving G.I. Bill benefits.

**\$850M** Total G.I. Bill benefits paid to Veterans in Virginia in FFY16

**1,246** Veterans and their families served by VTAP in FY17

**5,952** Jobs Pledged to Veterans in FY17 by V3-Certified Companies

**6,205** Actual Veteran Hires in FY17 by V3-Certified Companies



**DISABLED VETERANS**

- 186,971** Number of veterans receiving USDVA compensation or pension benefits as of Sept. 30, 2016
- \$3.15B** Compensation and pension payments to Virginia veterans in FFY16

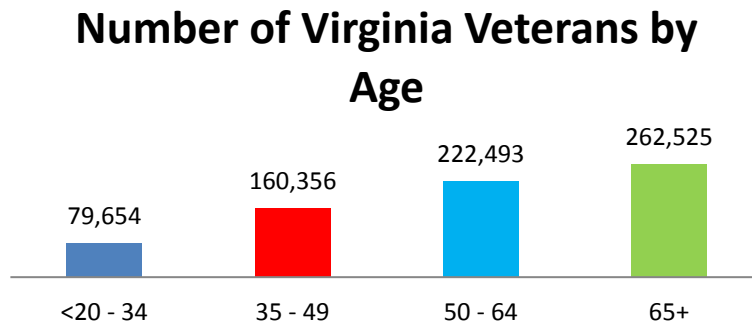
**HOMELESSNESS AND HOUSING**

- 478** Estimated number of homeless veterans in Virginia on a single night in January 2017
- 956 - 1,434** Estimated number of veterans to be homeless in Virginia at some point in FY17
- 3,285** Number of homeless veterans housed statewide from October 2014 – July 2017
- 177** Veterans experiencing homelessness who received financial assistance through VVFS in FY17

**AGING**

**262,595** Projected number of veterans age 65+ living in Virginia in 2017

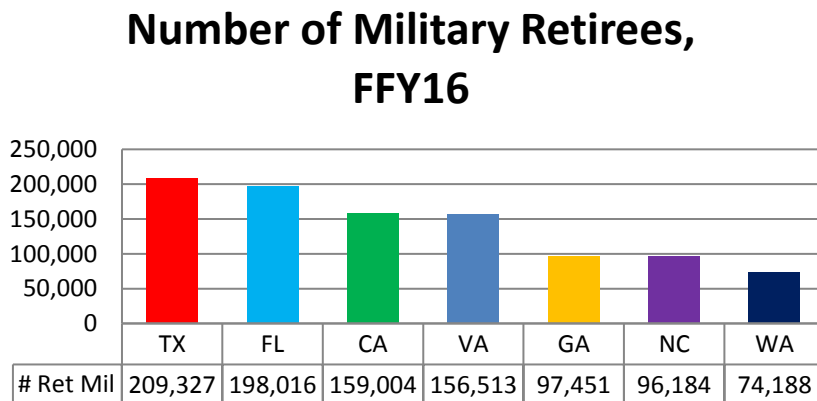
The number of Virginia veterans age 65 and older+ is projected to remain steady over the next decade, being at **261,242** by 2027 (USDVA, Table 6L)



**MILITARY RETIREES**

**156,513** Virginia ranks **4th** in the nation in number of military retirees.

*(DoD, Office of the Actuary, Statistical Report on the Military Retirement System FFY16)*





## Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$10.18B** 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 FFY16<sup>1</sup>

**\$5.81B** Total USDVA expenditures in Virginia

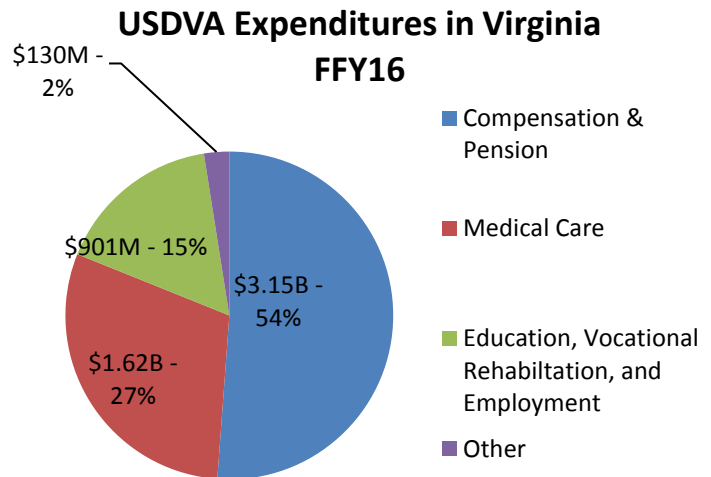
**\$3.15B** Compensation and pension

**\$1.62B** Medical Care

**\$901M** Education, Vocational Rehabilitation, and employment

**\$130M** Other (General Operating, Insurance & Indemnities, Construction)

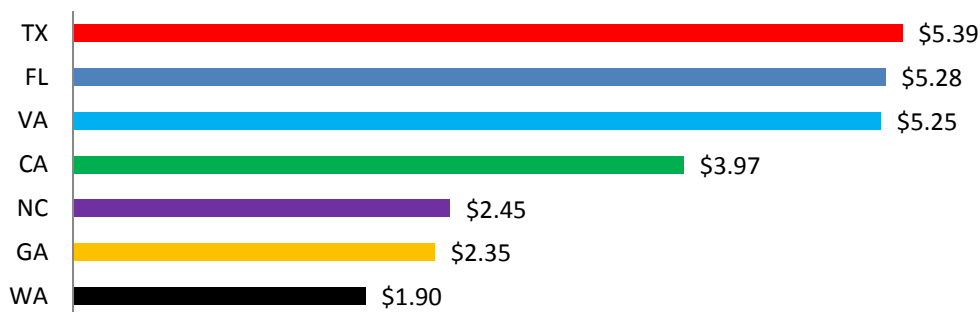
Source for all data on this page: U.S. Department of Veterans Affairs, FFY16 Summary of Expenditures by State. <http://www.va.gov/vetdata/Expenditures.asp>



### US DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY16

**\$5.25B** Retirement pay to military retirees in Virginia. Virginia ranks third in the nation in the amount of military retirement pay received. (*Department of Defense, Office of the Actuary, Statistical Report on the Military Retirement System, FY16*).

#### DoD Retired Military Pay - FFY16 (in billions)





## Benefits Services

### MISSION

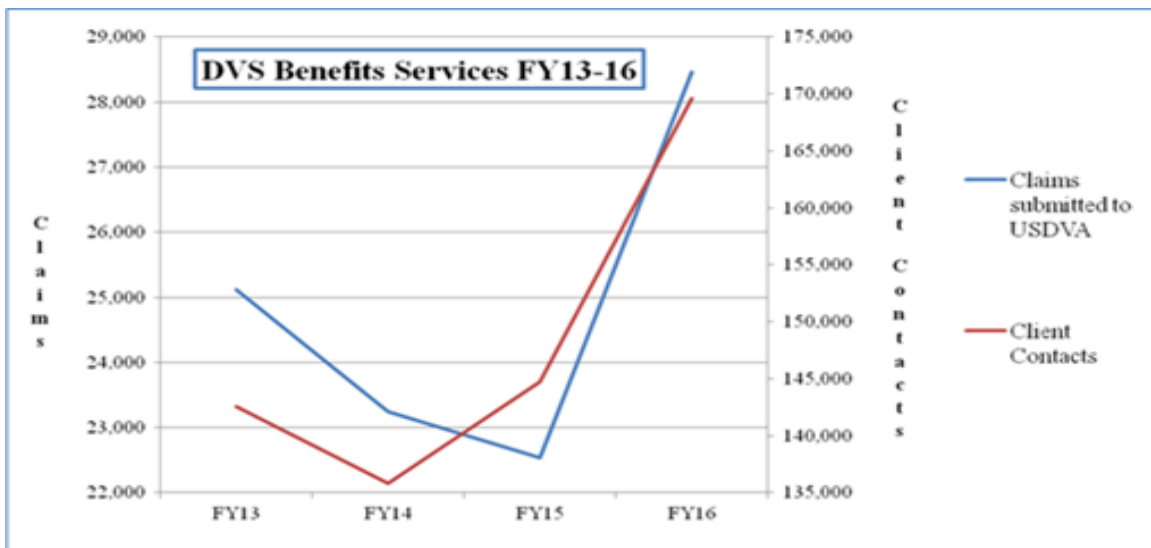
*To provide Virginia's veterans and their family members with accurate, timely and ethical education and assistance in obtaining the federal and state benefits they have earned through service and sacrifice to our Commonwealth and Nation.*

### ACTIVITIES

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

Over the past three budget cycles, DVS has received increased funding from the General Assembly for additional Veterans Service Representatives (VSRs) in our Benefits Section, and for funds to improve training for our VSRs. VSRs are on the front lines assisting Virginia's veterans apply for benefits from the U.S. Department of Veterans Affairs (VA), and essentially are engaged in the practice of veterans law, under the authority of 38 USC 5905. This past fiscal year, Benefits staff filed 27,996 disability compensation claims for Virginia's veterans, approximately the same number as the previous year, but up from approximately 22,500 in FY15. Additionally, Benefits staff filed a total 50,229 compensation and pension claims, supporting evidence, and appeals to the VA. In FY16, our representatives had 214,100 client contacts, up approximately 26% from the previous year.

Virginia veterans received \$3.15 Billion in VA disability and compensation benefits during FFY2016. The investment in DVS is continuing to pay dividends for our veterans and for Virginia's economy.





This year was full of cutting ribbons to open new offices! In February, Governor McAuliffe cut the ribbon and formally opened the new Springfield DVS Office. This office serves as the new standard – offering not only Benefits, but also Virginia Veterans and Family Support (VVFS) and Virginia Education, Transition, and Employment (VETE) services as well. Also in February, the new Abingdon DVS office opened. This summer we opened new DVS offices in Manassas and Ashburn. This fall, we opened a new office in Williamsburg, on the campus of William & Mary (the old Puller Veterans Legal Clinic). We are grateful for our solid partnership with William & Mary and look forward to expanded opportunities to work together assisting veterans.

As of December 1, 2017, Benefits operated 29 facilities around the Commonwealth to assist Virginia's veteran population, not including itinerant sites. In 16 of those locations VVFS is co-located.

All Benefits personnel are fully accredited by the VA to assist veterans in obtaining their state and federal benefits. Additionally, over 70% of Benefits personnel have been granted access into the VA's computer network, the Veteran Benefits Management System. This allows our VSRs to better serve veterans by accessing their claims data in real-time.

We continue to focus on our commitment to the Benefits staff and the communities and veterans they serve. Additionally, all new personnel attend an intensive basic training course and conduct several months of hands-on training at several DVS offices around the Commonwealth before gaining accreditation and assisting veterans. This ensures initial proficiency, which is then maintained through attending mandatory regional quarterly training and an annual training conference. Currently, Benefits Regional Directors also meet regularly with their staff—at least monthly, but often more frequently. This year's annual conference was held in Lexington on the campus of the Virginia Military Institute, and included remarks by Jaime Areizaga-Soto, Deputy Secretary of Veterans and Defense Affairs, as well as distinguished speakers from federal and state government, and private industry.

Benefits and VVFS staff are now training together, conducting outreach cooperatively, and conducting “the warm hand-off” for veterans to the other service lines for specialized assistance. This cooperation improves our ability to serve Virginia's veteran population and creates a “no wrong door” approach which best serves Virginia's veterans and their families.

In the past two years, Benefits leadership has received over 700 formal feedback forms from Virginia's veterans. Feedback forms allow the veterans to share their thoughts, experiences and concerns directly with the Benefits Director. This opportunity to give written feedback process has not only been incredibly appreciated by the veterans, with over 99% of all correspondence received is favorable.

Compensation claims approved by the VA result in two potential types of awards: monthly compensation based on the level of disability; and a retroactive award, which is a one-time, lump-sum payment compensating the veteran for missed benefits payments reaching back to the original claim date. While most retroactive awards are relatively small, a few retroactive awards in the past year have reached the six-figure mark. We are proud that our staff works hard to see veterans through the process to a successful claim no matter what the result. 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 29 offices, our employees assist veterans at dozens of itinerant service points located throughout the Commonwealth. In effect, these represent satellite Benefits offices, which are often in the more rural parts of Virginia where transportation continues to be problematic. Space is provided by federal, state or local government agencies or private organizations, such as the Veterans of Foreign Wars and American Legion, and always at no charge to DVS. The itinerant service points allow DVS to reach and serve a greater number of veterans, many of whom face significant challenges like the lack of adequate transportation, without incurring the cost of fixed operating facilities. These satellite offices create a cost-effective win-win for the state and the veterans.

In addition, Benefits personnel actively participate in outreach activities such as briefings for nursing homes, hospice centers, and a variety of state, local, and private organizations, and participating in local parades and other veteran-focused events. Last year, our staff spent over 10,000 hours in the local communities conducting outreach activities.

| <b>Annual Services Provided</b>        | <b>FY15</b> | <b>FY16</b> | <b>FY17</b> |
|--|-------------|-------------|-------------|
| Compensation Claims submitted to USDVA | 22,533      | 28,462      | 27,996      |
| All Claims submitted to USDVA          | N/A         | 38,186      | 50,229      |
| Client contacts                        | 144,696     | 169,566     | 212,901     |
| Number of offices                      | 24          | 25          | 28          |
| Itinerant points                       | 60          | 39          | 42          |
| Budget                                 | \$4,289,886 | \$6,186,087 | \$6,732,649 |
| Authorized Positions                   | 70          | 78          | 86          |
| Filled Positions – as of June 30       | 65          | 78          | 86          |

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



*August 2017 – Ribbon cutting for the new DVS office in Ashburn, VA*



## Virginia Veteran and Family Support

### MISSION

*To provide resource connections, care coordination, behavioral health and rehabilitative support and services to Virginia's Veterans, National Guard, Armed Forces Reserves, caregivers and families.*

### ACTIVITIES

From May to October of 2016, Secretary John Harvey chaired a work group, which included the Secretary of Health and Human Resources and the Director of the General Assembly's Joint Legislative Audit and Review Commission (JLARC), to review the Code section for the Virginia Veteran and Family Support program, its' program activities, organizational structure, and community partnerships. The review was conducted for the purposes of clarifying current program operations, comparing those operations to other state veteran programming, and to provide an informed recommendation as to in what manner VVFS should operate into the future.

On November 15, 2016, the work group's recommendations were presented to the JLARC, and in January 2017, HB 2206 was introduced to the General Assembly, with Delegate Kirk Cox as patron. The bill proposed changes to Code, redefining VVFS's purpose and priorities to: transition from a contract employee model to an all state employee model, to ensure standardization and improve program outcomes; and clarify its role in referring veterans to mental health, physical rehabilitation, and other services, as needed, to help Virginia's veterans and to effectively monitor their progress toward achieving their goals.



*June 2017, Gov. McAuliffe signs the VVFS legislation into law, with Del. Cox, Sen. Reeves and Del. Hester (L-R)*

VVFS redefined the program's mission and goals to clarify VVFS operations, created a standardized program policy and procedures, developed and implemented new program performance metrics and standardized services delivered throughout the Commonwealth.

Five regions were consolidated to four: North, Central, East, West; and 33 employees were hired as full Commonwealth employees. Many of these hires were the contract employees who have been working with VVFS for years and already have good relationships with the veterans in the local communities. In 16 locations around the Commonwealth, VVFS offices moved from CSBs and other locations to co-locate

with Benefits offices. Some offices will remain located in CSBs and other community locations.

VVFS supportive peer and family services are focused on helping individuals identify, address, and successfully resolve presenting needs and challenges, with a special emphasis on challenges resulting from



stress related conditions or traumatic brain injuries (TBI) connected to military service. With the new co-located offices, it is easier for VVFS to conduct the “warm hand off” so veterans can be easily connected to Benefits and VETE services.

VVFS staff worked hard to ensure veterans saw no gaps or changes in service through the transition process and we are proud to report that FY17 was one of our best years to date for delivering services and support to Virginia’s veterans, transitioning service members, and families. In continued partnerships with the Department of Behavioral Health and Developmental Services (DBHDS), the Department for Aging and Rehabilitative Services (DARS), and the local Community Service Boards (CSB), VVFS maintained an integrated and responsive system of care coordination and support to veterans and families.

## **Supportive Services**

### **Housing and Homeless Services**

Two years after Virginia became the first state to functionally end veteran homelessness, we continue to be a national leader. The Housing Development Team continues to provide statewide coordination and leadership with our community housing and support services partners for the Governor’s goal and Commonwealth’s efforts to ensure veteran homelessness is rare, brief, and non-recurring. Our partners include the Secretariats of Health and Human Resources and Commerce & Trade, as well as other federal, state, local, nonprofit, and private agencies. They have assisted us in housing **3,285** veterans experiencing homelessness in Virginia from October 2014 through July 2017.

The Housing Development Team works tirelessly with other states, explaining how Virginia accomplished this goal. Matt Leslie, VVFS Housing Director, continues to co-chair the Governor’s Homeless Coordinating Council’s Veterans Subcommittee. The subcommittee coordinates the state’s strategies to maintain a functional end of veteran homelessness.

In June 2017, DVS coordinated the 4<sup>th</sup> annual “Ending Veteran Homelessness Best Practices Summit.” 110 attendees from across the state met and focused on connecting homeless veterans to mainstream communities, veteran benefits, trauma-informed care, employment strategies and resources. Participants also discussed sustaining efforts to ensure veteran homelessness is rare, brief, and non-recurring.

In February, VVFS was awarded the U.S. Department Veterans Affairs *Pillars of Excellence* award and the VA Secretary’s *Award for Outstanding Achievement* for creating the system to ensure veteran homelessness in Virginia is rare, brief, and non-recurring. Housing Director Matt Leslie also won the *Homeward Community Connector Award*.

### **Justice Involved Veterans**

*What is a “justice-involved veteran”?* A justice-involved veteran, or JIV, is a U.S. military veteran detained by, or under the supervision of, the criminal justice system, which includes arrests, diversion programs, adjudication, incarceration, and supervision. A 2012 Department of Justice (DOJ) report found an estimated nationwide there are 181,500 veterans incarcerated in state or federal prisons or local jails.



In FY17, with the ultimate goal of providing resources support and services for JIVs, VVFS hired Donna Harrison as our very first JIV Coordinator. Donna came to DVS from the Virginia Department of Corrections (VADOC). As Coordinator, she is responsible for the development and implementation of long range plans, policies, and initiatives related to the coordination of prevention and reintegration resources and services for justice-involved veterans across the continuum of the criminal justice system from diversion to incarceration to reentry.

On the prevention side, the JIV Coordinator promotes the creation of veteran dockets in Virginia, and has provided technical assistance to various jurisdictions, including the City of Lynchburg, and Spotsylvania, Prince William, Henrico, and Orange counties, and attended the Justice for Vets “Treatment Court Planning Initiative” training in Spotsylvania. VVFS regional team members (along with Benefits staff) are already active members of the current veteran dockets and assist in connecting veterans to resources and services in the community. The JIV Coordinator collaborates with the Supreme Court Drug Treatment Court Coordinator to assist in promoting the implementation of veteran dockets throughout the state.

One main focus is on re-entry efforts. The JIV Coordinator is building the **VVFS Justice Involved Services program** to provide services and resource connections for justice-involved veterans across the continuum of the criminal justice system from diversion to incarceration to reentry. The new VVFS Justice Involved Services program includes a formalized referral process and a designated staff person to work with justice-involved veterans pre- and post-release. The designated staff person, a Veteran Justice Specialist (VJS), in each of the four VVFS regional consortia is the regional team contact for justice-involved veteran cases. VVFS staff currently work with justice-involved veterans by providing resource connections after release and participating in veteran re-entry/resource fairs at the jails and prisons. The VJS will provide direct services for veterans involved in the courts, jails, and prisons which include, but are not limited to: needs assessment, service planning, care coordination, monitoring and support. An electronic mailbox has been created specifically for this new referral process and will be utilized by criminal justice partners and community providers to access VVFS services. With the assistance of the VVFS Director, the JIV Coordinator has created programming outlines, work process steps, performance measures, employee work profiles, and policy guidelines for the program. The VVFS Justice Involved Services program will be fully implemented by the end of 2017.

The JIV Coordinator also collaborates with the VA’s Veteran Justice Outreach Specialists (VJOs) and Prison Reentry Coordinator to promote the usage of the VA’s Veterans Reentry Search Service (VRSS) in order to improve the identification of incarcerated veterans in jails and prisons. The JIV Coordinator provided a VRSS presentation to the Virginia Regional Jail Association in January 2017, and as a result, several jails have signed on to VRSS, or are pending implementation. The JIV Coordinator, along with the VJOs, provides technical assistance to local jails, and will continue to promote the usage of VRSS in local jails. VADOC, after a presentation on the VRSS system in March, has agreed to sign on to VRSS.

Additionally, the JIV Coordinator helps coordinate services for justice-involved veterans within other DVS service lines. This past year, the JIV Coordinator collaborated with VETE on a Department of Justice, Bureau of Justice Assistance (BJA) grant providing technical assistance to employers to support the hiring of people with criminal records. Although DVS did not receive the grant, the reviewers noted

that they were impressed with the work at DVS and added us to their peer network and information exchange.

The JIV Coordinator also coordinated a meeting in August between the DVS Military Medics and Corpsment (MMAC) program and the VADOC Health Services Unit on a possible collaboration to help address the VADOC's health services staff shortages. MMAC is working with VADOC on next steps. Finally, the JIV Coordinator is also collaborating with V3 on co-facilitating a webinar on hiring veterans after incarceration. The webinar is tentatively scheduled to begin January 2018.

### **Operation Family Caregiver (OFC)**

In 2017, VVFS continued as an *Operation Family Caregiver* (OFC) grantee, funded by the Rosalynn Carter Institute (RCI) for Caregiving and Johnson & Johnson. OFC provides coaches who teach provide caregivers individual support and problem solving strategies, to aid in addressing the many challenges encountered when caring for a veteran experiencing PTSD, TBI, and other service related injuries, problem solving skills, facilitate care coordination, and provide overall to individuals who are assisting and providing daily care to Virginia's veterans. 47 caregivers engaged with OFC this year, and 30 have successfully completed the program to date.

### **Mission: Healthy Relationships and Mission: Healthy Families (MHR, MHF)**

*Mission: Healthy Relationships* is a program, focused on relationship enhancement and effective communication skills for couples. MHR was adapted from "8 Hours to a Lifetime of Relationship Satisfaction", a workshop designed by the National Multiple Sclerosis Society in conjunction with the U.S. Department of Health and Human Services, Administration for Children and Families.

Couples who have experienced deployment and are coping with the effects of Operational Combat Stress (OCS), PTSD, TBI other sub-clinical levels of trauma are taught a skills-based approach to relationship strengthening, and managing relationship challenges related to recovery from trauma and deployments. The goal is to improve the overall health and well-being and relationship satisfaction of the couples who attend the weekend-long workshop.

*Mission: Healthy Families* (MHF) retreats enhance family well-being for veteran families, by allowing the families to step away from daily stressors and grow and support one another as a unit. The retreats allow families to 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 a common mission to serve and support veteran families.

Both MHR and MHF are held quarterly in a variety of locations around Virginia and focus on effective communication skills, by providing individualized and group support in a workshop format. In FY17, four workshops were held with 122 veterans and family members in attendance.

### **Virginia Veterans Corps, an AmeriCorps program**

The *Virginia Veterans Corps* (VVC) program is one of three national Corporation for National and Community Service grantees within the Commonwealth of Virginia. During the 2016-17 service year, 17 AmeriCorps Navigators were located in nine locations in Richmond and throughout Hampton Roads.



The VVC navigators engaged in 11,520 service hours, while providing assistance with housing and employment, financial education and assistance, and moral support to 1,231 service members, veterans, and family members (SMVF). Navigators also assist with access to health care, behavioral health care, social services or services designed to address other individual and family needs. Our Navigators also helped local community partners bridge the gaps in service, assisting families in the transition from a period of crisis to a more stable situation.

## **Regional Highlights**

*For most of FY17, VVFS was still organized into five regions in the Commonwealth. VVFS is now organized into four regions (North, Central, East, and West)*

Each region provides the core services of resource connections, peer support, care coordination, and individualized and group support to veterans and families.

**Region I** (Northwestern): Serves approximately 148,000 veteran and their families in 28 counties and 8 independent cities in Northwestern Virginia.

Region I spear-headed the formal development of VVFS Veteran Peer Specialist (VPS) recovery support services, developing a 20-session VPS group curriculum, ensuring not only the delivery of standardized support groups throughout the state, but in keeping with the fundamentals of veteran-focused peer support.

Throughout FY17, Region I staff directly financed the behavioral health services for 41 new veteran and family member cases, in addition to continuing support and payment of services for a number of individuals. Individuals are connected with VA services, or community-based providers, where means of payment may be a barrier to treatment.

Region I staff continued quarterly trainings with eight Crisis Intervention Team (CIT) programs. VVFS provides key connections to law enforcement, fire, EMS, probation and parole, and dispatch, regarding veteran-specific crisis and follow-on services. Additionally, VVFS provided a customized, hybrid model of the CIT training to regional Departments of Social Services and community educational institutions who routinely interface with veterans and service members.

**Region II** (Northern): Serves approximately 174,000 veteran and their families in Northern Virginia, which includes 4 counties and 5 independent cities.

Region II has a high concentration of combat veterans and staff provided services to over 200 OIF/OEF/OND veterans, providing over \$40,000 for behavioral health services to assist in their transition and on issues such as PTSD, TBI, access to behavioral health care and other supportive services. Region II works closely with the Boulder Crest Retreat (BCR) center in Bluemont, and their Progressive and Alternative Training for Healing Heroes (PATHH) Programs. PATHH, a non-clinical program is designed to cultivate and facilitate Post Traumatic Growth, is a tremendous asset for combat veterans.

Region II continues to assist veterans involved in the criminal justice system in Northern Virginia. VVFS has provided a de-escalation training component to its' CIT courses for law enforcement in Arlington, Fairfax, Loudoun and Prince William counties, which continue to result in law enforcement connecting veterans in crisis to VVFS. Staff also assist the Fairfax County Veteran Treatment Docket, as well as veterans being released from Fairfax, Loudoun and Prince William County Adult Detention Centers. In



these cases, staff ensure veterans are connected to behavioral health care through both private mental health clinicians, and Martinsburg VAMC in-patient substance abuse and PTSD programs, when needed.

VVFS strives to facilitate a supportive engagement between veterans transitioning from the military and their local communities. Part of this effort includes an active Combat Support Group in Fairfax, facilitated by VVFS peer specialists. Active since 2014, the support group averages 15 participants bi-weekly and provides a non-clinical environment for veterans to support one another.

Region II continued the *Operation Family Caregiver* program in Northern Virginia. OFC, in partnership with the Rosalynn Carter Institute for Caregiving (RCI) and the Riverside Center for Excellence in Aging and Lifelong Health (CEALH), provides confidential support and skill development to caregivers of veterans. NOVA OFC engaged 25 caregivers, and 21 caregivers completing the program this year!

**Region III** (Southwest): Serves approximately 88,500 veterans and their families in Southwest Virginia, which includes 31 counties and 13 independent cities.

Serving the more rural parts of Virginia, Region III serves in itinerant service points, and is building strong partnerships with local organizations, including the National Guard and Armed Forces Reserve units, allowing VVFS to reach and serve a greater number of veterans and families, many whom face transportation challenges. Region III continues to support outreach the Remote Access Medical (RAM) clinics in Southwest Virginia. These clinics provide on-site medical care and multiple other resources to those regardless of insurance status.

Region III participates in crisis debriefings, resiliency training days, family days and battle assemblies, educating and providing on-site support and resource connections to service members and their families. VVFS continues to collaborate with local community colleges and universities providing support to staff, support committees, veteran and dependent populations. Brain Injury Services of Southwest Virginia (BISSWVA) to provide VVFS presentations, outreach, assistance, referral connections and support for the CLiC program, a statewide initiative to bolster recovery from TBI, utilizing a web-based interactive curriculum.

VVFS also continues partnerships with the three neighboring VA Medical Centers, and probation and parole reentry meetings and coalitions throughout the region. This provides an avenue for trainings, access to care and outreach to local, state and federal facilities. Staff are also actively involved in assisting veteran ex-offenders in their return to the community, resource specialists sit on the area reentry counsels and partners with area correctional facilities, including the veteran “Buddy Training” annual training program at the U. S. Penitentiary in Jonesville where VVFS staff work with over 40 federal veteran employees.

This year was the 6th Annual Pulaski County Veteran and Family therapeutic recreation fishing day, hosted by VVFS Region III, the Department of Conservation and Recreation and the Department of Game and Inland Fisheries. Over 60 veterans and family members were offered a day of therapeutic recreation at Claytor Lake State Park.





**Region IV (Central):** Serves more than 123,000 veterans and their family members in Central Virginia, which encompasses 22 counties and 5 cities.

In the past year, Region IV provided nearly 1,000 services to veterans seeking assistance with behavioral health, rehabilitative and supportive services, and focused on Peer Services across the region with our two Certified Peer Specialists (VPS) who are both combat veterans, by providing Peer to Peer Support to veterans seeking assistance with their recovery from symptoms of PTSD, TBI and other mental health issues resulting from military service. The VPSs provide non-clinical, person-centered wellness focused on trauma-informed support, knowledge, coaching, connections, and more through their personal experiences. The VPSs ensure their clients’ wellness-recovery plans reflect their individual needs and preferences to achieve measurable and individualized goals.

**Region V (Greater Hampton Roads):** Serves approximately 253,000 veterans and their families in Greater Hampton Roads, which includes 16 counties and 9 independent cities.

Region V has continued to provide community training to partner agencies and first responders through the Military Cultural Competency and Crisis Intervention Training presentations, and have a targeted focus to meet the needs of our homeless and at-risk veterans and their families. Staff continue to support the efforts of four local Continua of Care in direct coordination with the Hampton VAMC homeless services team. In FY17, Region V served 843 veterans and 77 family members through a myriad of services and support.

Region V is one of the two regions participating in *Operation Family Caregiver*, a program providing free and confidential support to the families of returning veterans who are learning to live with PTSD, TBI, or a physical disability as a result of the veteran’s military service. OFC empowers these families with coping skills and strategies to assist them for their “new normal.” Coaches also provide long-term problem solving skills aimed at improving their loved one’s and their own wellness, and the ability of the family to grow strong. In FY16, Region V Caregiver Coaches engaged 22 veteran caregivers in the OFC program with 9 successfully completing the program.

Additionally, during FY17, Region V supported efforts to bring behavioral health support to rural veterans residing on the Middle Peninsula and Northern Neck areas of Virginia. The project examined the service areas around the Hampton VAMC and explored opportunities for increased use of telehealth services to improve mental and behavioral health of veterans.

| <b>Annual Services Provided</b> | <b>FY15</b> | <b>FY16</b> | <b>FY17</b> |
|---------------------------------|-------------|-------------|-------------|
| Individual Services Delivered   | 7,774       | 6,763       | 6,764       |
| Community events attended       | 508         | 361         | 334         |
| Trainings Presented by VVFS     | N/A         | N/A         | 127         |



## **Veterans Education, Transition, and Employment (VETE)**

### **MISSION**

*The Veterans Education, Transition, and Employment (VETE) directorate of the Virginia Department of Veterans Services ensures that all Veterans and their families have a full and fair opportunity to reach his or her fullest potential in the Commonwealth through access to the G. I. Bill approved post-secondary educational, training, licensure/certification, entrepreneurial institutions, V3 certified employers, transition programs and Virginia colleges and universities.*

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

1. Virginia Values Veterans Program (V3);
2. Virginia Transition Assistance Program (VTAP);
3. State Approving Agency for Veterans Education & Training (SAA) – G.I. Bill programs;
4. Virginia Military Survivors and Dependents Education Program (VMSDEP);
5. Military Medics and Corpsmen Program (MMAC); and
6. Virginia Career Skills Program (VCSP) (*formerly SkillBridge*).

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

### **MISSION**

*The V3 program increases employment opportunities and promotes economic development by training and certifying organizations in veterans workforce best practices while creating connectivity opportunity and activities.*

### **ACTIVITIES**

Since starting out as a pilot program in 2012, the Virginia Values Veterans (V3) program has educated thousands of individuals with hundreds of companies on why hiring veterans is the best business decision they can make. In FY17, V3 continued to surpass all goals and expectations with over 500 Virginia companies and 115 state agencies now part of the V3 program. The goal of 25,000 veterans hired was surpassed on July 25, and the Governor announced a new goal for V3 program to reach 30,000 hires by the end of his term, and V3 is on track to hit that goal with over 28,000 hires to date.

The V3 Employment Grant, for businesses with 300 or fewer employees, continues to be a useful tool in recruiting small businesses to become V3-certified. 69% of new V3 clients report that the grant was a part of their decision to join the program. Over \$85,000 in grant funds were distributed to small businesses in Virginia for hiring and retaining veterans in FY17.

V3 is a national leader in training employers to recruit, hire, and retain veterans. V3 conducted over 121 training events for over 1,693 participants this year. V3 provides over 102 training subjects to V3



The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



companies, and has a diverse catalog of curriculum dedicated to helping employers hire veterans. V3 is certified as a preferred provider with both the Society for Human Resource Management (SHRM) and the Human Resources Certification Institute (HRCI).

The success of the V3 program is a clear example of the enormous benefits to our economy from innovating public-private partnerships like ours. V3 continues building on a solid base to move to the next level with innovative partnerships around the Commonwealth. One of the most innovative partnerships is with long-time partner Dominion Energy, who in 2017 continued our partnership with V3 as one of the recipients of the *Dominion Charity Classic*.

| Annual Services Provided              | FY15    | FY16      | FY17        |
|---------------------------------------|---------|-----------|-------------|
| Companies registered                  | 103     | 253       | 375         |
| Jobs Pledged to Virginia Veterans     | 5,764   | 7,006     | 5,952       |
| Veterans Hired by Certified Companies | 5,417   | 7,649     | 6,205       |
| Training Events Conducted             | 70      | 107       | 121         |
| Resources                             |         |           |             |
| Budget                                | 450,000 | \$872,000 | \$1,090,166 |
| Authorized Positions                  | 1       | 3         | 5           |
| Filled Positions – as of June 30      | 1       | 3         | 5           |



*V3 & VTAP Team members at a CyberVets event, May 2017*



*Deputy Commissioner Combs with Smithfield Foods as they become V3 Certified*



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

### **MISSION**

*VTAP assesses, coordinates, and disseminates opportunities for members of the armed forces and their spouses transitioning from military to civilian life, by providing a pathway to employment, education, and entrepreneurship.*

### **ACTIVITIES**

The most effective thing we can provide veterans and transitioning service members is a suite of services applicable to their unique journey. The Virginia Transition Assistance Program (VTAP) does just that. We understand that transition from military service is not complete on the date of a service member's discharge, and may take years beyond that actual transition date. As such, VTAP is designed to provide transition resources and assistance to all Virginia veterans and their spouses.

The return on the Commonwealth's investment and growth of the New Virginia Economy is exponentially strong, and transitioning service members (TSMs) are an important component to transitioning into high demand industries in the Commonwealth. Veterans receive the tools and support they need to build productive lives in Virginia, contributing to our economy and adding to our unmatched pool of talent.

In FY17, VTAP expanded to four positions: a VTAP Program Manager, two VTAP Regional Coordinators (one in Hampton Roads, and one in Northern Virginia), and a VTAP Operations Coordinator. The mission of the two Regional Coordinators is to build relationships with base commanders and transition staff, network with organizations and localities to provide a crucial link between DVS and the communities, and assist individual TSMs and veterans seeking employment in Virginia. The VTAP Program Manager, based in Richmond, provides oversight and support, while also engaging with stakeholders and partners at the state level that could benefit the TSMs and veterans.

In FY17, VTAP entered into several innovative partnerships, including a Memoranda of Understanding (MOU) with the Virginia Chamber of Commerce Foundation and a MOU the USO Pathfinder Program. Additionally, DVS entered into a MOU with DOD to send a welcome home letter and *Virginia Veterans Resource Guide* to every TSM who lists Virginia as their home of record on their DD-214. VTAP anticipates sending 12,000 letters and resource guides to TSMs this year, encouraging Virginians to return home once they separate from the military.

VTAP has connected with 22,489 veterans through a variety of outreach methods, including a close partnership with V3. The V3-VTAP partnership provides coordination between transitioning veterans and employment services, connects veterans directly with employers who have pledged to hire veterans, and educates veterans on educational and entrepreneurial opportunities here in Virginia.

VTAP staff has worked diligently to gain access to and build relationships with our military installations. VTAP Regional Coordinators and staff made 81 visits to Virginia military installations in FY17. These visits have resulted in reaching TSMs prior to separation, providing a warm hand-off to the local community that is best equipped to provide direct services needed, and opportunities for our staff to teach resume writing workshops on base. VTAP made 678 referrals to local resources.



VTAP hosted, or was a partner organization in, 23 events this year, including the Pilot Networking Event Series, Resume Writing Workshops at Ft. Belvoir and Ft. Lee, and employment workshops and recruiting events around Virginia. VTAP was also instrumental in the development and implementation of the Virginia Veterans Workforce Development Steering Committee and supports system level changes to reach the transitioning service member population in the Commonwealth.

| <b>Annual Services Provided</b> | <b>FY15</b> | <b>FY16</b> | <b>FY17</b> |
|---------------------------------|-------------|-------------|-------------|
| Veterans and families served    | 2,350       | 1,246       | 22,489      |
| VTAP Events held                | 11          | 13          | 23          |
| Transition Service Partnerships | 45          | ---         | 81          |
| <b>Resources</b>                |             |             |             |
| Budget                          | \$150,000   | \$200,000   | \$360,000   |
| Authorized Positions            | 1           | 1           | 4           |
| Filled Positions                | 1           | 1           | 4           |

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

### **MISSION**

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

### **ACTIVITIES**

The State Approving Agency for Veterans Education and Training (SAA), 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 Virginia, helping veterans and eligible family members to use their G.I. Bill benefits to attain their educational goals.

SAA provides support and supervision for 991 education and training institutions. While some offer only one program, many offer multiple programs, each requiring separate approval. Programs must be approved before veterans and eligible family members may enroll and receive financial assistance from the VA through the G.I. Bill. SAA ensures compliance with federal and state education regulations through on-site visits to active institutions. SAA conducts compliance surveys to verify enrollment data, awards actions for accuracy, and ensures payments made to eligible veterans are within VA regulations. SAA is also responsible for auditing records to determine compliance, and conducts investigations per federal code.

In 2016, the U.S. Department of Education made a final decision to terminate the recognition of the Accrediting Counsel for Independent Colleges and Schools (ACICS). This impacts 24 currently approved schools, however SAA is working closely with the State Council for Higher Education of Virginia (SCHEV) to ensure the schools understand the steps to take in obtaining a new accrediting agency, as well

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



as the ramifications if they do not. Working with SCHEV has been positive and important to ensure issues are handled promptly and students feel as little impact on their education as possible.

In August, SAA attended the National Association of State Approving Agencies (NASAA) Summer Business and Training Meeting in Providence, Rhode Island. Helen McClure, SAA Regional Manager and Blog Subcommittee Chair, gave a presentation on the NASAA blog launching in February 2018. VETE Director Annie Walker was voted to represent the South Region on NASAA's Contract Committee, and she also completed her 2-year term as Vice President of NASAA. Martina Murray, Assistant Director, was appointed the Chair of the IHL/NCD Committee and Tramaine Carroll-Payne, Senior Regional Manager, will continue as the chair of the Audit Committee.

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

| <b>Annual Services Provided</b>                         | <b>FFY15</b> | <b>FFY16</b> | <b>FFY17</b> |
|---|--------------|--------------|--------------|
| Number of education and training institutions supported | 1,111        | 1,067        | 991          |
| Educational program approval actions                    | 1,075        | 1,986        | 4,266*       |
| Number approved/% approved                              | 692/64%      | 1,676/84%    | 3,313*/78%   |
| Other approval actions                                  | 889          | 887          | 977          |
| Number approved/% approved                              | 802/90%      | 786/89%      | 794/ 81%     |
| Educational institution supervisory visits              | 129          | 103          | 73**         |
| % of required supervisory visits completed              | 117%         | 94%          | 109%**       |
| Veteran student population                              | 60,230       | 52,435       | 35,846***    |
| Budget  | \$708,562    | \$708,562    | \$708,562    |
| Authorized Positions                                    | 9            | 9            | 9            |
| Filled Positions – as of June 30                        | 8            | 8            | 8            |

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

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

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

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

\*\*\* Number of veterans receiving G.I. Bill benefits in Virginia as of April 2017. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY17 will be available in March 2018.



## **VIRGINIA MILITARY SURVIVORS & DEPENDENTS EDUCATION PROGRAM (VMSDEP)**

### **MISSION**

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

### **ACTIVITIES**

Under the Virginia Military Survivors and Dependents Education Program (VMSDEP), tuition and required fees are waived at Virginia public colleges and universities for qualified survivors and dependents, who is the spouse, or child between the ages of 16 and 29, of a military service member who, while serving as an active duty member in the U. S. Armed Forces, Reserves, the Virginia National Guard, or Virginia National Guard Reserve, during military operations against terrorism, on a peacekeeping mission, as a result of a terrorist act, or in any armed conflict, was killed or is missing in action or is a prisoner of war, or of a veteran who, due to such service, has been rated by the United States Department of Veterans Affairs as totally and permanently disabled or at least 90 percent permanently disabled, and has been discharged or released under conditions other than dishonorable. Domiciliary or physical presence requirements also apply and are detailed in the Code of Virginia.

Through the Virginia Military Survivors and Dependents Education Fund (VMSDEF), a stipend is provided to offset the costs of room, board, books, and supplies. The amount of the stipend is determined by the Virginia General Assembly, the State Council of Higher Education for Virginia (SCHEV), and the amount appropriated to the Fund. The VMSDEP application is online, allowing applicants to easily submit and edit an application, review their status, and upload requested documents. Email notifications are sent to the applicants throughout the entire process.

This year, VMSDEP staff conducted outreach to veterans identified by the VA as potentially eligible for the benefit, including presenting at the Southwest Virginia Regional School Certifying Official (SCO) conference, the Virginia Community Colleges System's Annual SCO training, and the VCCS Military and Veteran Academic Services Summit. VMSDEP staff are planning outreach events at high school guidance counselors to capture the dependents of veterans, before they graduate.

| <b>Annual Services Provided</b>         | <b>FY15</b> | <b>FY16</b> | <b>FY17</b> |
|---|-------------|-------------|-------------|
| Applications Submitted                  | 1,790       | 1,682       | 986         |
| Applications Approved                   | 502         | 328         | 353         |
| Unique students receiving stipend award | 1,143       | 1,177       | 1,088       |
| Total stipend dollars awarded           | \$1,682,530 | \$1,682,592 | \$1,575,646 |
| Outreach Activities                     | 1           | 3           | 3           |
| <b>Resources</b>                        |             |             |             |
| Budget                                  |             | \$65,000    | \$65,000    |
| Authorized Positions                    |             | 1           | 2           |
| Filled Positions – as of June 30        |             | 1           | 1.5         |



## **MILITARY MEDICS AND CORPSMEN (MMAC) PROGRAM**

### **MISSION**

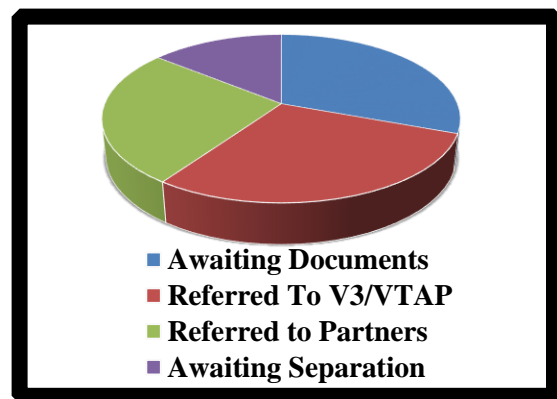
*The Military Medics and Corpsmen (MMAC) program provides service members with specialized medical training, an opportunity for employment at six Virginia health care systems, a pathway to licensure and long-term medical careers, and a solution to acute health care staffing shortages in Virginia's health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

### **ACTIVITIES**

The Virginia Department of Veterans Services' Military Medics and Corpsmen Program (MMAC) is the first and only program of its type in the nation. This award-winning initiative is changing the way healthcare providers in Virginia hire veterans and addresses their staffing shortages with trained and highly experienced healthcare professionals. MMAC provides transitioning service members and recently discharged veterans who served as Medics and Corpsmen with a path to a career and civilian credentials.

MMAC is in partnership with six major healthcare systems across the Commonwealth. Each provide employment under the supervision of a physician (or podiatrist) and educational opportunities all while the Medics and Corpsmen obtain their civilian medical credentials.

- Current Partner Healthcare Systems are:
  - Bon Secours Virginia Health System
  - Chesapeake Regional Healthcare
  - Riverside Health System
  - Carillion Clinic
  - Sentara
  - INOVA
  
- Pending Partner Healthcare Systems:
  - Virginia Department of Corrections
  - Novant Health/UVA
  - Kaiser Permanente
  - HCA Virginia



MMAC began accepting applications on December 1, 2016. The first veteran was hired through MMAC in January 2017 and the Governor held a celebration to recognize Mr. Jeffrey Fuller, hired by Bon Secours. In May, the MMAC team received the 2017 Governor's Award for Outstanding Public Service to the Commonwealth. By July the program had received a 144 program applications, had 112 applicants and 32 veteran hires.

MMAC staff have given presentations on the program at the Pentagon, National Veterans Association State Workforce Agency Annual Vets Conference, Atlanta Veteran Warrior Symposium, Governor's Workforce Board, Department of Labor here in Virginia, for the American Legion's Credentialing Roundtable, and 81<sup>st</sup> National Association for State Workforce Agency Workforce Conference.

MMAC has been contacted by multiple states, including North Carolina, Kansas, and Louisiana, regarding the implementation of the program. Louisiana has since launched similar legislation to MMAC. MMAC continues to be the lead in creating a credentialing pathway for medics and corpsmen.

Based on the successes and momentum of MMAC, as well as suggestions from our Partner Healthcare Systems, DVS will be working with the General Assembly during the 2018 Session to make the program permanent.

The MMAC program is a prime example of an innovative, collaborative and effective public-private partnership offering benefits to veterans, healthcare, and all Virginians. MMAC is grateful for the strong support of the Governor, Secretary and legislature and will continue to work hard to grow the program, benefiting more veterans and partner healthcare systems.

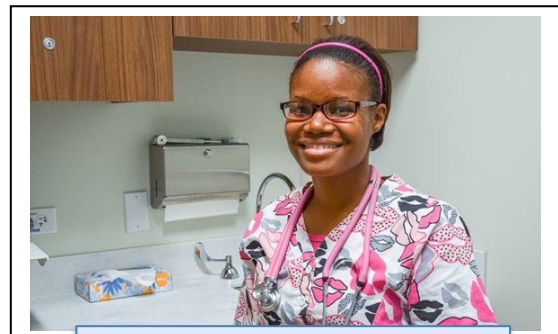
**TIMELINE**

- **July 1, 2016:** MMAC Program legislation becomes effective
- **September 2016:** First Partner Healthcare System Roundtable Meeting held
- **November 2016:** Staff and office infrastructure set up. Processes, policies, and marketing plan developed. On-line application beta-tested and operational.
- **December 1, 2016:** MMAC Program officially launched and begins accepting candidate applications.
- **January 2017:** First Veteran hired via the MMAC Program
- **May 2017:** MMAC team receives *2017 Governor's Award for Outstanding Public Service to the Commonwealth*

| Annual Services Provided | FY17      |
|--------------------------|-----------|
| Program applicants       | 144       |
| Hires                    | 32        |
| Inquiries                | 1,647     |
| Resources                |           |
| Budget                   | \$400,000 |
| Authorized Positions*    | 3         |
| Filled Positions         | 3         |



*1<sup>st</sup> MMAC hire*



*1<sup>st</sup> Female MMAC hire*



**VIRGINIA CAREER SKILLS PROGRAM**  
**FORMERLY SKILLBRIDGE (JTEST-AI)**

**MISSION**

*Bridge the skills gap between Transitioning Service Members (TSMs), veterans & Virginia’s “High Demand Occupations & High Priority Industry Sectors”*

**ACTIVITIES**

The Virginia Career Skills Program (VCSP), formerly SkillBridge, is a liaison between Virginia companies, certified educational institutions and military commands to implement workforce development pipelines with internship-like programs for transitioning service members (TSMs).

VCSP is proud to announce that since last year, there has been considerable progress in development of the program. VCSP has worked with over 40 new industry partners – a combination of employers, educators, and organizations – interested in veteran talent. Eight partners began training programs across the Commonwealth. More than 90 TSMs have been trained and secured employment within the Commonwealth of Virginia through VCSP, with an 80% employment rate within high demand sectors. We see early indications that veteran candidates are willing to relocate from surrounding states to Virginia in order to take advantage of these programs.

Due to employer demand and educational institutions’ feedback, VCSP will begin to focus on a sector strategy approach, combining training and credentialing that aligns with in-demand manufacturing and trades occupations. The Community College Workforce Alliance (CCWA) is partnering with VCSP on this initiative, and is well-positioned to deliver results. The CCWA already provides short-term (less than 20 weeks) occupational and technical training for manufacturing, electrical and HVAC occupations. CCWA’s mission is focused on skills and credentials for high demand occupations as verified by regional employers, current labor market information, and state and regional boards of workforce development. As a result of this strategy, leading manufacturers, trade focused employers, and information technology companies are taking advantage of this unique opportunity to connect with veteran talent.

| <b>Annual Services Provided</b>  | <b>FY17</b> |
|----------------------------------|-------------|
| Program Hires                    | 91          |
| Virginia Hires                   | 73          |
| Skillbridge Programs Coordinated | 8           |
| <b>Resources</b>                 |             |
| Budget                           | \$50,000    |
| Authorized Positions             | 1 wage      |
| Filled Positions                 | 1 wage      |



## Veterans 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 provide residential (in-patient) care services to Virginia veterans, including skilled nursing care, Alzheimer's/memory care, and short-term rehabilitative care. Domiciliary (assisted living) care is also provided at the Virginia Veterans Care Center in Roanoke. All 440 beds (240 in Roanoke, 200 in Richmond) are certified for both Medicare and Medicaid. Revenue sources include: Medicaid, Medicare, per diem payments from the U.S. Department of Veterans Affairs (VA), and private funding sources.

On June 1, 2016 Governor McAuliffe announced that the new Northern Virginia 128-bed veterans care center will be built in Vint Hill, Fauquier County and be named the ***Puller Veteran Care Center*** in honor of General Lewis B. "Chesty" Puller, Lt. Lewis B. Puller, Jr. and retired state senator Toddy Puller. The new Puller VCC will be built on the former Vint Hill Farms Station, which played a critical role in eavesdropping on enemy communications during World War II, when it intercepted a message that helped lead to the D-Day invasion of Normandy. On October 26, 2017, Governor McAuliffe, state and local officials, and community leaders broke ground on the Puller VCC. Mrs. Martha Puller Downs, daughter of General Puller, represented the Puller family.

On June 7, 2017 Governor Terry McAuliffe announced that the new Hampton Roads 128-bed veterans care center will be named the ***Jones & Cabacoy Veterans Care Center***. The Jones & Cabacoy Veterans Care Center will be built in the Princess Anne section of Virginia Beach on a 26-acre site next to the planned extension of Nimmo Parkway. The Jones & Cabacoy VCC will be named for Medal of Honor recipient Col. William A. Jones, III, who was born in Norfolk, and Army Staff Sgt. Christopher F. Cabacoy, a Virginia Beach native, who served 10 years with distinction, and died in 2010 when insurgents in Afghanistan attacked his vehicle with a homemade bomb.



*Martha Puller Downs leads the Pledge at the Oct. 26<sup>th</sup> groundbreaking*



*Aidan Cabacoy and MaryLee Jones Kuhn lead the Pledge at the Nov. 1 groundbreaking*



On November 1, 2017, Governor McAuliffe, state and local officials, and community leaders broke ground on the Jones & Cabacoy VCC. Members of both the Jones and Cabacoy families were present.

Both of the new veterans care centers will be state-of-the-art facilities providing skilled nursing care, Alzheimer's/dementia care, and short term rehabilitative care in a home-like setting with individual neighborhoods and dining areas. The Northern Virginia and Hampton Roads regions are home to over 400,000 veterans. These new care centers, slated for a late 2019/early 2020 opening, will fill a critical need and allow us to fulfill our obligation to give back to those who served our country.

### **Virginia Veterans Care Center**

The Virginia Veterans Care Center (VVCC), located adjacent to the federal Salem VA Medical Center (VAMC), provides high-quality, long-term health care. Of the VVCC's 240 beds in semi-private rooms, 180 are dedicated to skilled nursing care, and of those, 60 beds are dedicated to the care of Alzheimer's/memory care residents. There are also 60 beds serving assisted-living (domiciliary care) residents. In FY17 VVCC provided 62,220 patient days in our nursing beds, which is 95% of beds occupied; and 12,780 patient days in our assisted living which is 58% capacity. This is a 1% decrease in census from last year.

The VVCC provides high-quality on-site physical, occupational and speech therapies, as well as many other ancillary health care services. VVCC also offers amenities such as a wheelchair accessible nature trail and deck, library, chapel, solariums, and barber shop. This year the facility underwent an interior renovation with new carpet, paint, wallpaper, lighting and furniture in the dining rooms and public areas. The front reception area was redesigned, and the air conditioning system equipment was replaced, which consisted of dual cooling towers, two centrifugal chiller units and high efficiency pumps and electronic control systems.

Working in conjunction with approximately 30 VSOs and more than 120 individual volunteers, staff members hold numerous in-facility and off-site activities for VVCC residents. Activities this year included an Easter egg hunt with local high school students, attending local Salem Red Sox baseball games, a luau and two carnivals for residents and their families. The VVCC was pleased to again this year host a stop-over and dinner for veterans on their way to Washington D.C. as part of the annual Run-For-The-Wall event. The bikers visited with VVCC residents, shared experiences, and showed off their bikes.

September was Alzheimer's Awareness month and VVCC raised over \$2,000. Each year, the VVCC conducts *Operation Holiday Spirit* (OHS). Last holiday season approximately \$25,000 was raised 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 VAMC in Richmond, has 200 skilled nursing care beds in private rooms, of which 40 beds are dedicated to the care of Alzheimer's/memory care. In 2017, SBVCC provided 70,630 patient days, which is 98% occupancy (average of 197 beds filled).

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



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

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

In 2017, 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, a trip to the Redskins football training camp, outings to the Virginia Museum of Fine Arts and the Virginia War Memorial, sailing, a carnival, haunted house for Halloween, a holiday gift exchange, a weekly “lunch bunch” group, and more. We are grateful for our many volunteers! Volunteers include groups from active duty soldiers from Fort Lee and sailors from the Naval Support Facility, Dahlgren, to local groups such as: Mounted Police, Combat Veterans Motorcycle Club (who also escort our veterans to the War Memorial for events), VFW Riders, Military Order of the Purple Heart, Bon Secours nursing students, local fraternities, Dominion Virginia Power employees, DMV employees, SunTrust Bank employees, and church groups.

| Annual Services Provided                                | FY15         | FY16           | FY17         |
|---|--------------|----------------|--------------|
| <b><i>Virginia Veterans Care Center</i></b>             |              |                |              |
| Patient Days—Nursing / % of beds occupied               | 61,135 / 93% | 61,229 / 93%   | 62,220 / 95% |
| Patient Days—Assisted Living / % of beds occupied       | 15,857 / 72% | 14,929 / 68%   | 12,780 58%   |
| <b><i>Sitter &amp; Barfoot Veterans Care Center</i></b> |              |                |              |
| Patient Days—Nursing / % of beds occupied               | 56,562 / 96% | 67,707 / 92% * | 70,630 / 98% |
| <b>Resources</b>  |              |                |              |
| <b><i>Virginia Veterans Care Center</i></b>             |              |                |              |
| Budget  | \$21,235,826 | \$20,760,378   | \$27,180,049 |
| Authorized Positions                                    | 260          | 260            | 260          |
| Filled Positions – June 30                              | 239          | 238            | 244          |
| <b><i>Sitter &amp; Barfoot Veterans Care Center</i></b> |              |                |              |
| Budget  | \$22,801,812 | \$22,816,812   | \$25,773,871 |
| Authorized Positions                                    | 232          | 232            | 313          |
| Filled Positions – June 30                              | 218          | 218            | 286          |

\* The 40-bed Richmond wing of SBVCC opened in FY16, increasing bed capacity from 160 to 200 beds  
***For more detailed information on Care Center services provided, please refer to Appendix C***

## Veterans Cemeteries

### 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: the Virginia Veterans Cemetery in Amelia, the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, and the Southwest Virginia Veterans Cemetery in Dublin.

Virginia's three state veterans cemeteries conduct hundreds of memorial services each year that are solemn, dignified events honoring those who took up arms to defend our nation. We are honored that Virginia veterans and their families choose our cemeteries for their final resting place.

Virginia state veterans cemeteries follow burial eligibility requirements set by the U.S. Department of Veterans Affairs (VA). 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 veterans cemetery. Also eligible for burial, if they meet certain requirements, are members of the Reserves and National Guard, Commissioned Officers with the National Oceanic and Atmospheric Administration (NOAA), and Merchant Marines. Legal spouses, including widows/widowers are eligible for internment with the veteran. Additionally, dependents, including an unmarried son/daughter under age 21, and when applicable, an unmarried adult son/daughter, who before the age of 21 became permanently incapable of self-support due to physical or mental disability, are also eligible for burial.

Though not required, DVS encourages veterans and family members to complete a "pre-application" so that required documentation (discharge documents, marriage certificates, etc.) are on hand before they are needed. Filing a pre-application is an indication of intent to be buried in a state veterans cemetery, in advance of the veteran's death, and helps the families and the cemeteries successfully prepare for internment. 2017 saw a rise in pre-applications filings at all three cemeteries: a 7% increase at the Virginia Veterans Cemetery (Amelia); a 20% increase at Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk) and, a 66% increase at Southwest Virginia Veterans Cemetery (Dublin).

DVS receives a plot allowance from the VA for each veteran buried in a Virginia state veterans cemetery. The 2017 reimbursement per veteran was \$749. Eligible spouses and dependents are charged a nominal fee of \$300 to offset the cost of operations. The remaining Cemetery Services' budget comes from the General Fund. These funds are used for burial operations, grounds care, operating equipment replacement, maintenance and upkeep of cemetery buildings inside and out.

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

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

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

All three cemeteries hold Holiday Wreath Ceremonies in early December. Live wreaths with red bows are placed on each grave site as is done at Arlington National Cemetery. Local non-profits purchase the wreaths for these special events.



| <b>Annual Services Provided</b>                    | <b>FY15</b> | <b>FY16</b> | <b>FY17</b> |
|--|-------------|-------------|-------------|
| <b><i>Virginia Veterans Cemetery</i></b>           |             |             |             |
| Interments   | 380         | 416         | 413         |
| Pre-applications on file*                          | 2,426       | 2,544       | 2,740       |
| <b><i>Horton Veterans Cemetery</i></b>             |             |             |             |
| Interments   | 1,054       | 1,161       | 1,134       |
| Pre-applications on file*                          | 5,302       | 5,483       | 6,595       |
| <b><i>Southwest Virginia Veterans Cemetery</i></b> |             |             |             |
| Interments   | 157         | 201         | 203         |
| Pre-applications on file*                          | 1,478       | 1,624       | 2,698       |
| <b>Resources</b>                                   |             |             |             |
| Budget   | \$1,778,257 | \$1,832,004 | \$1,873,307 |
| Authorized positions                               | 25          | 27          | 27          |
| Filled positions – as of June 30                   | 24          | 25          | 25          |

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

For further information, please refer to Appendix D





## Virginia War Memorial

### MISSION

*Honoring our Veterans by preserving our history, educating our youth, and inspiring patriotism in all. The Virginia War Memorial is 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 Galanti Education Center, the Virginia War Memorial serves 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, through the Paul and Phyllis Galanti Education Center and with the support of the Virginia War Memorial Foundation (a 501(c)(3) non-profit), 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.

In June, construction began at the Virginia War Memorial expansion, which will allow the Virginia War Memorial to honor those Virginians who died in Iraq, Afghanistan, and the late 20<sup>th</sup> and 21<sup>st</sup> century conflicts. The expansion will triple parking and double space for educational programming. With this expansion, we will also have a Distance Learning Studio allowing the Memorial to reach into every classroom in Virginia. In anticipation of the increased ability of the Memorial to offer its award-winning programs, the War Memorial Board, along with DVS leadership, in 2015, proposed doubling the Memorial staff from five to 10 employees. Two new staff members, one full time and one part time, were added in 2017. We expect to two additional staff members in FY18. This increase in staff during construction will enable us to open the new expansion with outreach programs, exhibits, and displays ready on day one. We anticipate visitorship to increase to 100,000 within five years.

Educational events continued to grow in size and scope during FY17. Programming for both the public and for private events have included monthly patriotic ceremonies/programs, historical/leadership lectures, *Virginians at War* 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 100 of these events for FY17, we have reached tens of thousands of our citizens and greatly raised the profile of the Virginia War Memorial.

| Annual Services Provided   | FY15      | FY16            | FY17            |
|----------------------------|-----------|-----------------|-----------------|
| Visitors                   | 70,825    | 64,693          | 63,990          |
| Resources                  |           |                 |                 |
| Budget                     | \$813,808 | \$ 1,007,858.65 | \$ 1,138,588.00 |
| Authorized Positions       | 5         | 5               | 8               |
| Filled Positions – June 30 | 5         | 5               | 8               |



**DVS FY17 POSITION LEVELS – AUTHORIZED VS. FILLED,  
 OF JUNE 30, 2017**

| <b>Staffing by Service Area</b>      | <b>Authorized</b> | <b>Filled</b> |
|--------------------------------------|-------------------|---------------|
| Benefits                             | 85                | 85            |
| Education and Training               | 9                 | 7             |
| Transition and Employment            | 24                | 19            |
| Virginia Veterans and Family Support | 15                | 15            |
| Care Centers                         | 577               | 533           |
| Cemeteries                           | 28                | 24            |
| Virginia War Memorial                | 6                 | 6             |
| Administration                       | 17                | 17            |
| Special Programs/Other               | 0                 | 0             |
| <b>Totals</b>                        | <b>761</b>        | <b>706</b>    |



*Annie Walker, VETE Director, participates in the Veteran Portrait Project at the Virginia War Memorial as part of the Art of War Expo, October 2017*



## DVS FY17 Budget and Staffing

### DVS FY17 BUDGET (APPROPRIATION) AS APPROVED BY THE 2017 GENERAL ASSEMBLY

| Program                               | Fund Source         |                           |  |                                  | Program Total       |
|---------------------------------------|---------------------|---------------------------|--|----------------------------------|---------------------|
|                                       | General Fund        | Special (fee for service) | Dedicated Special (mostly private donations) | Federal Trust (federal contract) |                     |
| Benefit Services                      | \$6,732,648         | \$0                       | \$100,000                                    | \$0                              | \$6,832,648         |
| Virginia Veteran and Family Support   | \$2,791,394         | \$0                       | \$300,000                                    | \$682,054                        | \$3,773,448         |
| Education, Transition, and Employment | \$2,668,503         | \$0                       | \$200,000                                    | \$876,574                        | \$3,745,077         |
| Care Centers                          | \$0                 | \$33,538,822              | \$70,000                                     | \$23,638,917                     | \$57,247,739        |
| Cemeteries                            | \$1,088,538         | \$198,466                 | \$5,000                                      | \$586,303                        | \$1,878,307         |
| Virginia War Memorial                 | \$1,138,588         | \$0                       | \$0  | \$0                              | \$1,138,588         |
| Administration                        | \$2,344,984         | \$414,595                 | \$60,000                                     | \$0                              | \$2,819,579         |
| Non-DVS programs                      | \$200,000           | \$0                       | \$0  | \$0                              | \$200,000           |
| <b>DVS Total</b>                      | <b>\$16,964,655</b> | <b>\$34,151,883</b>       | <b>\$735,000</b>                             | <b>\$25,783,848</b>              | <b>\$77,635,386</b> |



## **Boards**

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

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

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

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



## **BOARD OF VETERANS SERVICES**

### **MISSION**

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

### **§ 2.2-2454. Powers and Duties of the Board**

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

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



## **Message from the Chairman**

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

I am proud to report that the BVS fulfilled our mission in 2017. The Board worked closely this year with DVS staff to update our board mandate in the Code of Virginia to reflect that DVS has grown in programs and services beyond the areas of benefits, cemeteries, and care centers, and our board members support all DVS service lines. Each DVS Service Line Director now has a board member as their point of contact to be a sounding board and support.

The Board's focus in 2017 was to research the issues of Veteran Entrepreneurship and Women Veterans and then to provide recommendations for reasonable and effective policy related to these emerging areas of focus. We welcomed five new members to the board this year, four of whom are post-9/11 veterans. BVS continues to support the overall services provided to veterans of the armed forces of the United States and their eligible spouses, orphans, and dependents by the Department of Veterans Services.

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

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

Respectfully,

James O. Icenhour, Jr.  
Chairman



**Board of Veterans Services members – as of December 1, 2017**

| <b>Member</b>               | <b>Position</b>   |
|-----------------------------|---|
| James O. Icenhour, Jr.      | Chairman, Board of Veterans Services<br>Retired Major, U.S. Air Force           |
| Delegate Richard Anderson   | General Assembly of Virginia<br>Retired Colonel, U.S. Air Force                 |
| Victor Angry                | Founder, A is for Angry, LLC<br>Retired Command Sergeant Major, ARNG            |
| Carl Bedell                 | Attorney<br>U.S. Army veteran   |
| Chris Chon                  | Major, Army National Guard  |
| Paige Cherry                | Treasurer, City of Portsmouth<br>U.S. Army veteran                              |
| Michael Dick                | Retired Colonel, U. S. Marine Corps   |
| Joana C. Garcia             | Retired Lieutenant Commander, U.S. Navy   |
| William G. Haneke           | Chairman, Families of the Wounded Fund;<br>Retired Captain, U.S. Army           |
| Susan B. Hippen             | Retired Master Chief Petty Officer, U.S. Navy                                   |
| Nick Kesler                 | Senior Consultant, Deloitte<br>U.S. Navy Reserves                               |
| M. Lyla Kohistany           | Founder, PROMOTE,<br>U.S. Navy veteran  |
| Delegate Kathleen Murphy    | General Assembly of Virginia  |
| Belinda Pinckney            | President and CEO of BHP Consulting LLC<br>Retired Brigadier General, U.S. Army |
| Senator Bryce Reeves        | General Assembly of Virginia<br>Veteran, U.S. Army                              |
| Efrain “Frank” Reyes        | U.S. Navy veteran   |
| Delegate Christopher Stolle | General Assembly of Virginia<br>Retired Commander, U.S. Navy                    |
| Julie Waters                | U.S. Army veteran; U.S. Army Reserves   |
| Senator Jennifer Wexton     | General Assembly of Virginia  |
| John L. Newby II            | Commissioner, Department of Veterans Services                                   |
| Marie Juliano               | Chair, Joint Leadership Council of Veterans Service<br>Organizations            |
| Rich Schollmann             | Chairman, Veterans Services Foundation  |





## **JOINT LEADERSHIP COUNCIL OF VETERANS SERVICE ORGANIZATIONS (THE JLC)**

### **MISSION**

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

### **§ 2.2-2682. Powers and Duties of the Council**

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

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

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

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

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



## **Message from the Chairman**

The Joint Leadership Council of Veterans Service Organizations (JLC) expanded this year, and is now comprised of 26 veterans service organizations (VSOs) representing over 250,000 members. The newest VSOs represented on the JLC is the Navy Mutual Aid Association, which Governor McAuliffe appointed on July 1.

JLC members remain committed to serving Virginia's over 725,000 veterans in numerous ways, and advocating for the entire military community, including the National Guard and the Armed Forces Reserves, and their families. With veterans comprising almost 9% of the Commonwealth's population, Virginia has one of the highest per capita populations of individual veterans, and veterans still in the workforce in the country. The commitment of the Commonwealth of Virginia to support veterans and their families could not be stronger.

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

JLC members are working on the legislative initiatives for consideration during the 2018 General Assembly session. There are currently six JLC initiatives, plus two draft initiatives which will be finalized at our December meeting, after the publication of this report.

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

Respectfully,

Marie Juliano  
Chair



**Joint Leadership Council of Veterans Service Organizations members – as of Dec. 1, 2017**

| <b>Veterans Service Organization</b>        | <b>JLC Member</b>      | <b>Alternate</b> |
|---|------------------------|------------------|
| Air Force Association                       | Harold Barton          | Thomas Wozniak   |
| 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        | Daniel Miller    |
| Fifth Baptist Veterans Ministry             | Kenneth Shelton, Sr.   | Thad Jones       |
| Fleet Reserve Association                   | William Ashton         | Allen Garrant    |
| Iraq & Afghanistan Veterans of America      | Lauren Augustine       |                  |
| Korean War Veterans Association             | Tim Whitmore           | Leo Ruffing      |
| Legion of Valor of the U.S., Inc.           | Robert Herbert         | Richard Rinaldo  |
| Marine Corps League                         | John Clickener         | David Schneider  |
| Military Order of the Purple Heart          | James Cuthbertson      | Mark Atchison    |
| Military Order of the World Wars            | William Barrett, Jr.   | William Townsley |
| Military Officers Association of America    | Frank Wickersham       | Donald Kaiserman |
| National Association for Uniformed Services | Danal Dennison         | Chip Moran       |
| Navy Mutual Aid Association                 | Karen Jeffries         | Craig Cressman   |
| Navy Seabee Veterans of America             | Glenn Rodriguez        | Frank Driscoll   |
| Non-Commissioned Officers Association       | Jon Ostrowski          | Rhonda Killmon   |
| Paralyzed Veterans of America               | Raymond Kenney, Jr.    | Preston Curry    |
| Reserve Officers Association                | David Sitler           | Terrence Moore   |
| Roanoke Valley Veterans Council             | Perry Taylor           | Daniel Karnes    |
| Veterans of Foreign Wars                    | Daniel Boyer           | Tom Gimble       |
| Vietnam Veterans of America                 | Charles Montgomery     | George Corbett   |
| Va Army/Air National Guard Enlisted Assn    | Robert Huffman         | Robert Barnette  |
| Virginia National Guard Association         | Adam Provost           | Mike Anliker     |
| Women Marines Association                   | Marie Juliano          |                  |
| Chairman, Board of Veterans Services        | James O. Icenhour, Jr. |                  |
| Chairman, Veterans Services Foundation      | Rich Schollmann        |                  |
| Commissioner of Veterans Services           | John L. Newby II       |                  |



## **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 Galanti Education Center, the Virginia War Memorial serves as the Center of Excellence for the Commonwealth in education of Virginia's experience of war from the birth of our nation to the present. The Virginia War Memorial Board supports the Memorial and its mission.*

### **§ 2.2-2466. Authority of Board**

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

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

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



## **Message from the Chairman**

The Virginia War Memorial Board is devoted to supporting the Memorial staff as they march forward with quality educational programs for students, educators, and the general public. Even though construction has begun (finally!) and the “Pardon our Dust” signs are out, the Virginia War Memorial continues to be a world-class monument to those who have worn the cloth of the country and is a major attraction for visitors to our great Commonwealth!

The Memorial is a living entity that perpetually renews and refreshes its message and meaning for visitors of all ages, and the mission of the Virginia War Memorial Board is a single-minded commitment to supporting the Memorial mission of honoring the Virginia heroes who have made the ultimate sacrifice while serving in uniform. Since the entry of the United States into World War II in 1941, close to 12,000 Virginians have laid their lives on the altar of American freedom. The greatest tribute we can pay is to honor their memory, share the story of their sacrifice, and conduct educational programs for all Americans of all ages and backgrounds.

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

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

Sincerely,

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



**Virginia War Memorial Board members – as of December 1, 2017**

| <b>Member</b>                        | <b>Position</b>  |
|--------------------------------------|--|
| Delegate Richard Anderson            | Chairman, General Assembly of Virginia<br>Colonel, U.S. Air Force (Ret.)                                 |
| Delegate David Bulova                | General Assembly of Virginia   |
| Delegate Buddy Fowler, Jr.           | General Assembly of Virginia   |
| Delegate Thomas A. “Tag” Greason     | General Assembly of Virginia<br>U. S. Army Veteran   |
| Delegate Scott Lingamfelter          | General Assembly of Virginia<br>Colonel, U.S. Army (Ret.)  |
| Delegate John M. O’Bannon, III, M.D. | General Assembly of Virginia   |
| Senator Richard H. Black             | General Assembly of Virginia<br>Colonel, U.S. Marine Corps (Ret.)  |
| Senator Bill DeSteph                 | General Assembly of Virginia<br>U.S. Navy Veteran  |
| Senator John S. Edwards              | General Assembly of Virginia<br>U.S. Marine Corps Veteran  |
| Senator Jeremy McPike                | General Assembly of Virginia   |
| April Cheek-Messier                  | President, The National D-Day Memorial Foundation  |
| Karen M. Halverson                   | Foundation Ambassador for Virginia, Women in Military<br>Service for America (WIMSA) Memorial Foundation |
| Robert Hannon                        | American Legion, Department of Virginia  |
| Bernie Henderson                     | President, Woody Funeral Home and Cremation Services   |
| Joshua King                          | Deputy Sheriff, Fairfax County<br>U.S. Army Veteran  |
| F. Caroline Lane                     | LCDR, U.S. Navy (Ret)  |
| Keith McIntosh                       | Vice President for Information Services & Chief Information<br>Officer, University of Richmond           |
| Kathleen Owens                       | President, Beach Development Group<br>CDR, U.S. Navy Reserve (Ret)                                       |
| Naveed Shah                          | Leadership Fellow, Iraq & Afghanistan Veterans of America<br>U.S. Army Veteran                           |
| James Zollar                         | Assistant Chief of Staff Training, Virginia Army National<br>Guard; Colonel, Army National Guard         |
| C. David Hudgins                     | Chairman, Virginia War Memorial Educational Foundation   |
| James O. Icenhour, Jr.               | Chairman, Board of Veterans Services   |
| Marie Juliano                        | Chair, Joint Leadership Council of Veterans Service<br>Organizations                                     |
| John L. Newby II                     | Commissioner, Department of Veterans Services  |



## **Appendices**

### **Appendix A: Benefit Services**

Table 1: Claims Submitted to USDVA - Sorted by Office

Table 2: Claims Submitted to USDVA - Sorted by Month

Table 3: Client Contacts - Sorted by Office

### **Appendix B: State Approving Agency for Veterans Education and Training**

Terminology

Table 1: SAA Program Approval Actions

Table 2: SAA Other Approval Actions

Table 3: SAA Compliance Visits

Table 4: SAA Other Activities in Support of Veterans Education

### **Appendix C: Care Centers**

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

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

### **Appendix D: Cemeteries**

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

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

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



## APPENDIX A: BENEFITS SERVICES

**Table 1: Claims, Evidence and Appeals Submitted to USDVA – Sorted by Office**

| Office                   | Total Claims  |               |               |               |
|--------------------------|---------------|---------------|---------------|---------------|
|                          | FY14          | FY15          | FY 16         | FY17          |
| Abingdon (Bristol)       | 858           | 790           | 1,380         | 1,556         |
| Accomac                  | 492           | 505           | 716           | 810           |
| Big Stone Gap            | 745           | 623           | 932           | 1,439         |
| Charlottesville          | 414           | 870           | 1,413         | 1,580         |
| Chesapeake               | N/A           | 27            | 1,403         | 1,933         |
| Danville                 | 897           | 752           | 1,043         | 1,270         |
| Fairfax                  | 376           | 612           | 2,039         | 2,786         |
| Fredericksburg           | N/A           | N/A           | 710           | 1,842         |
| Hampton VAMC             | 1,222         | 892           | 1,899         | 2,285         |
| Hampton                  | 2,310         | 2,518         | 3,358         | 3,341         |
| Henrico                  | 146           | 447           | 1,117         | 1,715         |
| Loudoun                  | N/A           | N/A           | N/A           | 40            |
| Lynchburg                | 669           | 683           | 943           | 1,048         |
| Manassas                 | N/A           | N/A           | N/A           | 160           |
| McGuire VAMC             | 2,610         | 2,163         | 3,268         | 7,044         |
| Norfolk                  | 3,354         | 2,585         | 5,220         | 5,693         |
| Petersburg               | N/A           | N/A           | 951           | 1,304         |
| Portsmouth               | 1,249         | 1,424         | 1,652         | 2,031         |
| Quantico                 | 988           | 948           | 1,230         | 1,272         |
| Roanoke                  | 596           | 388           | 503           | 656           |
| Salem VAMC               | 227           | 171           | 1,016         | 1,190         |
| South Hill               | 880           | 756           | 675           | 1,024         |
| Springfield (Alexandria) | 211           | 313           | 1,190         | 1,544         |
| Staunton                 | 1,077         | 1,012         | 1,302         | 1,358         |
| Strasburg                | 1,194         | 903           | 733           | 693           |
| Tazewell (Cedar Bluff)   | 978           | 905           | 1,227         | 1,255         |
| Virginia Beach           | 762           | 1,297         | 1,608         | 2,229         |
| Wytheville               | 986           | 949           | 658           | 1,131         |
| <b>Totals</b>            | <b>23,241</b> | <b>22,533</b> | <b>38,186</b> | <b>50,229</b> |



**Table 2: Claims, Evidence and Appeals Submitted to USDVA – Sorted by Month**

| Month            | Total Claims |        |        |        |
|------------------|--------------|--------|--------|--------|
|                  | FY14         | FY15   | FY16   | FY17   |
| <b>July</b>      | 2,426        | 2,098  | 2,244  | 3,884  |
| <b>August</b>    | 2,287        | 1,942  | 2,580  | 4,857  |
| <b>September</b> | 1,985        | 2,105  | 2,385  | 3,572  |
| <b>October</b>   | 1,925        | 2,177  | 2,558  | 4,022  |
| <b>November</b>  | 1,791        | 1,626  | 2,169  | 3,836  |
| <b>December</b>  | 1,611        | 1,785  | 2,494  | 3,716  |
| <b>January</b>   | 1,691        | 1,962  | 2,403  | 4,118  |
| <b>February</b>  | 1,747        | 1,475  | 4,033  | 4,266  |
| <b>March</b>     | 1,827        | 1,988  | 4,707  | 4,862  |
| <b>April</b>     | 1,982        | 1,649  | 3,912  | 4,201  |
| <b>May</b>       | 1,888        | 1,640  | 4,243  | 4,143  |
| <b>June</b>      | 2,081        | 2,086  | 4,458  | 4,752  |
| <b>Totals</b>    | 23,241       | 22,533 | 38,186 | 50,229 |

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



**Table 3: Client Contacts – Sorted by Office**

|                                 | Walk-Ins |        |        |        | Phone/Email |        |        |         | Total Contacts |         |         |         |
|---------------------------------|----------|--------|--------|--------|-------------|--------|--------|---------|----------------|---------|---------|---------|
|                                 | FY14     | FY15   | FY16   | FY17   | FY14        | FY15   | FY16   | FY17    | FY14           | FY15    | FY16    | FY17    |
| <b>Abingdon (Bristol)</b>       | 2,056    | 2,124  | 2,141  | 1,833  | 2,694       | 2,431  | 2,184  | 1,698   | 4,858          | 4,661   | 4,325   | 3,531   |
| <b>Accomac</b>                  | 1,313    | 1,364  | 1,739  | 1,536  | 2,543       | 2,865  | 2,892  | 3,143   | 3,907          | 4,276   | 4,631   | 4,679   |
| <b>Big Stone Gap</b>            | 1,571    | 1,470  | 1,398  | 1,482  | 2,571       | 2,429  | 2,210  | 2,162   | 4,285          | 4,011   | 3,608   | 3,644   |
| <b>Charlottesville</b>          | 1,133    | 1,408  | 1,743  | 1,775  | 2,235       | 3,717  | 4,697  | 6,262   | 3,600          | 5,369   | 6,440   | 8,037   |
| <b>Chesapeake</b>               | 0        | 126    | 2,843  | 4,412  | 0           | 121    | 2,752  | 5,195   | 0              | 247     | 5,595   | 9,607   |
| <b>Danville</b>                 | 3,024    | 2,586  | 2,812  | 3,054  | 2,344       | 2,065  | 2,499  | 2,737   | 5,736          | 5,054   | 5,311   | 5,791   |
| <b>Fairfax</b>                  | 1,062    | 1,460  | 1,838  | 1,808  | 3,630       | 4,769  | 5,703  | 4,895   | 4,922          | 6,458   | 7,541   | 6,703   |
| <b>Fredericksburg</b>           | 0        | 0      | 1,115  | 3,836  | 0           | 0      | 1,439  | 4,273   | 0              | 0       | 2,554   | 8,109   |
| <b>Hampton VAMC</b>             | 1,618    | 1,096  | 2,126  | 3,178  | 1,303       | 1,160  | 2,198  | 1,771   | 2,921          | 2,256   | 4,324   | 4,949   |
| <b>Hampton</b>                  | 5,063    | 5,989  | 5,556  | 4,690  | 4,195       | 6,123  | 4,234  | 3,825   | 9,452          | 12,257  | 9,790   | 8,515   |
| <b>Henrico</b>                  | 284      | 1,108  | 1,585  | 1,631  | 1,364       | 2,777  | 2,963  | 3,889   | 1,648          | 3,886   | 4,548   | 5,520   |
| <b>Loudoun</b>                  | 0        | 0      | 0      | 21     | 0           | 0      | 0      | 120     | 0              | 0       | 0       | 141     |
| <b>Lynchburg</b>                | 1,843    | 1,581  | 1,845  | 1,693  | 4,331       | 3,672  | 3,466  | 2,249   | 6,252          | 5,380   | 5,311   | 3,942   |
| <b>Manassas</b>                 | 0        | 0      | 0      | 170    | 0           | 0      | 0      | 738     | 0              | 0       | 0       | 908     |
| <b>McGuire VAMC</b>             | 7,028    | 8,344  | 13,750 | 24,207 | 10,186      | 9,598  | 17,041 | 23,847  | 17,764         | 18,432  | 30,791  | 48,054  |
| <b>Norfolk</b>                  | 8,410    | 7,005  | 7,155  | 10,257 | 7,299       | 8,192  | 9,191  | 13,369  | 15,987         | 15,706  | 16,346  | 23,626  |
| <b>Petersburg</b>               | 0        | 0      | 2,035  | 2,684  | 0           | 0      | 3,275  | 6,090   | 0              | 0       | 5,310   | 8,774   |
| <b>Portsmouth</b>               | 1,571    | 2,831  | 999    | 1,157  | 3,666       | 4,860  | 3,134  | 7,396   | 5,659          | 8,168   | 4,133   | 8,553   |
| <b>Quantico</b>                 | 2,008    | 2,034  | 1,986  | 2,176  | 5,190       | 5,104  | 5,091  | 4,150   | 7,675          | 7,574   | 7,077   | 6,326   |
| <b>Roanoke</b>                  | 1,352    | 1,068  | 843    | 593    | 2,403       | 2,157  | 2,458  | 1,115   | 3,898          | 3,225   | 3,301   | 1,708   |
| <b>Salem VAMC</b>               | 1,211    | 989    | 1,266  | 1,654  | 742         | 753    | 1,673  | 1,768   | 2,059          | 1,950   | 2,939   | 3,422   |
| <b>South Hill</b>               | 937      | 1,051  | 1,108  | 1,180  | 2,463       | 2,267  | 1,958  | 1,849   | 3,716          | 3,595   | 3,066   | 3,029   |
| <b>Springfield (Alexandria)</b> | 1,145    | 1,065  | 1,458  | 1,971  | 1,568       | 2,043  | 3,184  | 4,399   | 3,006          | 3,440   | 4,642   | 6,370   |
| <b>Staunton</b>                 | 1,817    | 1,618  | 1,842  | 2,063  | 2,518       | 2,143  | 2,472  | 2,849   | 4,985          | 4,411   | 4,314   | 4,912   |
| <b>Strasburg</b>                | 1,365    | 1,281  | 775    | 811    | 3,523       | 3,083  | 2,235  | 2,250   | 5,495          | 4,863   | 3,010   | 3,061   |
| <b>Tazewell (Cedar Bluff)</b>   | 2,453    | 2,337  | 1,646  | 2,026  | 1,998       | 2,090  | 1,725  | 2,160   | 4,527          | 4,435   | 3,371   | 4,186   |
| <b>Virginia Beach</b>           | 3,240    | 4,146  | 3,935  | 5,623  | 5,177       | 5,246  | 6,638  | 8,643   | 8,972          | 9,742   | 10,753  | 14,266  |
| <b>Wytheville</b>               | 789      | 885    | 1,179  | 1,313  | 3,418       | 4,146  | 2,104  | 2,424   | 4,465          | 5,300   | 3,283   | 3,737   |
| <b>Totals</b>                   | 52,293   | 54,966 | 66,718 | 88,834 | 77,361      | 83,811 | 99,416 | 125,266 | 135,789        | 144,696 | 166,134 | 214,100 |



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

**Table1: SAA Program Approval Actions**

|  | IHL    |        |        | NCD    |        |        | APP    |        |        | OJT    |        |        | LIC/CERT |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|--------|
|  | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15   | FFY 16 | FFY 17 |
| <b>Totals for Federal Fiscal Year</b>      |        |        |        |        |        |        |        |        |        |        |        |        |          |        |        |
| <b>Number of Applications Received</b>     | 370    | 1,037  | 2,483  | 659    | 762    | 1,682  | 13     | 22     | 41     | 31     | 11     | 29     | 2        | 140    | 31     |
| <b>Number Approved</b>                     | 315    | 895    | 2,067  | 335    | 599    | 1,175  | 12     | 22     | 37     | 30     | 8      | 9      | 0        | 143    | 25     |
| <b>Number Disapproved</b>                  | 55     | 142    | 416    | 324    | 163    | 507    | 1      | 0      | 4      | 1      | 3      | 20     | 2        | 0      | 6      |
| <b>Percentage of Applications Approved</b> | 85     | 86     | 83     | 51     | 79     | 70     | 92     | 100    | 90     | 97     | 73     | 31     | 0        | 100    | 81     |

### Terminology

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

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

**Table 2: SAA Other Approval Actions**

|  | IHL    |        |        | NCD    |        |        | APP    |        |        | OJT    |        |        | LIC/CERT |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|--------|
|  | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15   | FFY 16 | FFY 17 |
| <b>Totals for Federal Fiscal Year</b>      |        |        |        |        |        |        |        |        |        |        |        |        |          |        |        |
| <b>Number of Applications Received</b>     | 119    | 226    | 409    | 279    | 252    | 279    | 129    | 152    | 94     | 361    | 228    | 180    | 1        | 11     | 14     |
| <b>Number Approved</b>                     | 107    | 184    | 310    | 210    | 210    | 224    | 128    | 144    | 90     | 357    | 216    | 159    | 0        | 11     | 11     |
| <b>Number Disapproved</b>                  | 12     | 42     | 99     | 69     | 42     | 55     | 1      | 8      | 4      | 4      | 12     | 21     | 1        | 0      | 3      |
| <b>Percentage of Applications Approved</b> | 90     | 81     | 76     | 75     | 83     | 80     | 99     | 95     | 96     | 98     | 95     | 88     | 0        | 100    | 79     |

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



**Table 3: SAA Compliance Visits**

|                                       | IHL    |        |        | NCD    |        |        | APP    |        |        | OJT    |        |        | LIC/CERT |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|--------|
|                                       | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15 | FFY 16 | FFY 17 | FFY 15   | FFY 16 | FFY 17 |
| <b>Totals for Federal Fiscal Year</b> | 15     | 16     | 17     | 15     | 16     | 17     | 15     | 16     | 17     | 15     | 16     | 17     | 15       | 16     | 17     |
| <b>Number of Visits</b>               | 44     | 51     | 21     | 45     | 43     | 28     | 16     | 3      | 8      | 24     | 6      | 16     | N/A      | N/A    | N/A    |

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

| Activity   | FFY15  | FFY16  | FFY17               |
|--|--------|--------|---------------------|
| <b>Email &amp; telephone inquiries</b>                                 | 768    | 412    | 506                 |
| <b>Requests for application for a new facility</b>                     | 89     | 143    | 105                 |
| <b>Active schools (facilities in which a veteran actively attends)</b> | 473    | 468    | 452                 |
| <b>Number of students enrolled</b>                                     | 60,230 | 52,435 | 35,846 <sup>1</sup> |

<sup>1</sup>Number of veterans receiving G.I. Bill benefits in Virginia as of April 2017.

This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY17 should be available in March 2018.





## 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 |      |      |
|--------------------------------|----------------------|--------|--------|------------------------------------|------|------|--------------------------|------|------|------------------------------|--------|--------|--|------|------|----------------------------------|------|------|
|                                | FY15                 | FY16   | FY17   | FY15                               | FY16 | FY17 | FY15                     | FY16 | FY17 | FY15                         | FY16   | FY17   | FY15                                       | FY16 | FY17 | FY15                             | FY16 | FY17 |
| <b>July</b>                    | 5,215                | 5,332  | 5,185  | 168                                | 172  | 167  | 93%                      | 96%  | 93%  | 1,405                        | 1,317  | 1,115  | 45   | 42   | 36   | 76%                              | 71%  | 60%  |
| <b>August</b>                  | 5,275                | 5,331  | 5,172  | 170                                | 172  | 167  | 95%                      | 96%  | 93%  | 1,367                        | 1,240  | 1,127  | 44   | 40   | 36   | 73%                              | 67%  | 61%  |
| <b>September</b>               | 5,162                | 5,063  | 5,151  | 172                                | 169  | 172  | 96%                      | 94%  | 95%  | 1,351                        | 1,269  | 1,052  | 45   | 42   | 35   | 75%                              | 71%  | 58%  |
| <b>October</b>                 | 5,269                | 5,267  | 5,337  | 170                                | 170  | 172  | 94%                      | 94%  | 96%  | 1,330                        | 1,272  | 1,097  | 43   | 41   | 35   | 72%                              | 68%  | 59%  |
| <b>November</b>                | 4,925                | 5,015  | 5,128  | 164                                | 167  | 171  | 91%                      | 93%  | 95%  | 1,251                        | 1,266  | 1,027  | 42   | 42   | 34   | 70%                              | 70%  | 57%  |
| <b>December</b>                | 5,096                | 5,254  | 5,369  | 164                                | 169  | 173  | 91%                      | 94%  | 96%  | 1,275                        | 1,335  | 1,054  | 41   | 43   | 34   | 69%                              | 72%  | 57%  |
| <b>January</b>                 | 4,930                | 5,079  | 5,361  | 159                                | 164  | 173  | 88%                      | 91%  | 96%  | 1,349                        | 1,381  | 1,167  | 44   | 45   | 38   | 73%                              | 74%  | 63%  |
| <b>February</b>                | 4,406                | 4,758  | 4,766  | 157                                | 170  | 170  | 87%                      | 94%  | 95%  | 1,219                        | 1,152  | 1,074  | 44   | 41   | 38   | 73%                              | 69%  | 64%  |
| <b>March</b>                   | 5,192                | 4,901  | 5,304  | 167                                | 158  | 171  | 93%                      | 88%  | 95%  | 1,392                        | 1,245  | 1,082  | 45   | 40   | 35   | 75%                              | 67%  | 58%  |
| <b>April</b>                   | 5,111                | 4,929  | 5,031  | 170                                | 164  | 168  | 95%                      | 91%  | 93%  | 1,326                        | 1,181  | 1,011  | 44   | 39   | 34   | 74%                              | 66%  | 56%  |
| <b>May</b>                     | 5,356                | 5,238  | 5,178  | 173                                | 169  | 167  | 96%                      | 94%  | 93%  | 1,313                        | 1,172  | 1,002  | 42   | 38   | 32   | 71%                              | 63%  | 54%  |
| <b>June</b>                    | 5,198                | 5,062  | 5,238  | 173                                | 169  | 175  | 96%                      | 94%  | 97%  | 1,279                        | 1,099  | 972    | 43   | 37   | 32   | 71%                              | 61%  | 54%  |
| <b>Annual Maximum Capacity</b> | 65,700               | 65,700 | 65,700 | 180                                | 180  | 180  | 100%                     | 100% | 100% | 21,900                       | 21,900 | 21,900 | 60   | 60   | 60   | 100%                             | 100% | 100% |
| <b>Total Patient Days</b>      | 61,135               | 61,229 | 62,220 | 167                                | 168  | 170  | 93%                      | 93%  | 95%  | 15,857                       | 14,929 | 12,780 | 43   | 41   | 35   | 72%                              | 68%  | 58%  |

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



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

| Month                          | Patient Days Nursing |        |        |        | Average # of Nursing Beds Occupied |      |      |      | Occupancy Level: Nursing |      |      |      |
|--------------------------------|----------------------|--------|--------|--------|------------------------------------|------|------|------|--------------------------|------|------|------|
|                                | FY14                 | FY15   | FY16   | FY17   | FY14                               | FY15 | FY16 | FY17 | FY14                     | FY15 | FY16 | FY17 |
| <b>July</b>                    | 4,876                | 4,804  | 4,923  | 6,063  | 157                                | 155  | 159  | 196  | 98%                      | 97%  | 79%  | 98%  |
| <b>August</b>                  | 4,829                | 4,739  | 5,225  | 6,025  | 156                                | 153  | 169  | 194  | 97%                      | 96%  | 84%  | 97%  |
| <b>September</b>               | 4,587                | 4,587  | 5,161  | 5,886  | 153                                | 153  | 172  | 196  | 96%                      | 96%  | 86%  | 98%  |
| <b>October</b>                 | 4,676                | 4,793  | 5,638  | 6,022  | 151                                | 155  | 182  | 194  | 94%                      | 97%  | 91%  | 97%  |
| <b>November</b>                | 4,539                | 4,648  | 5,522  | 5,748  | 151                                | 155  | 184  | 192  | 95%                      | 97%  | 92%  | 96%  |
| <b>December</b>                | 4,581                | 4,788  | 5,799  | 5,883  | 148                                | 154  | 187  | 190  | 92%                      | 97%  | 94%  | 95%  |
| <b>January</b>                 | 4,648                | 4,843  | 5,980  | 6,010  | 150                                | 156  | 193  | 194  | 94%                      | 98%  | 96%  | 97%  |
| <b>February</b>                | 4,375                | 4,365  | 5,650  | 5,438  | 156                                | 156  | 195  | 194  | 98%                      | 97%  | 97%  | 97%  |
| <b>March</b>                   | 4,868                | 4,882  | 6,112  | 6,032  | 157                                | 157  | 197  | 195  | 98%                      | 98%  | 99%  | 97%  |
| <b>April</b>                   | 4,644                | 4,682  | 5,843  | 5,800  | 155                                | 156  | 195  | 193  | 97%                      | 98%  | 97%  | 97%  |
| <b>May</b>                     | 4,779                | 4,804  | 6,030  | 5,855  | 154                                | 155  | 195  | 189  | 96%                      | 97%  | 97%  | 94%  |
| <b>June</b>                    | 4,643                | 4,717  | 5,824  | 5,868  | 155                                | 157  | 194  | 196  | 97%                      | 98%  | 97%  | 98%  |
| <b>Annual Maximum Capacity</b> | 58,400               | 58,400 | 73,000 | 73,000 | 160                                | 160  | 200  | 200  |                          |      |      |      |
| <b>Total Patient Days</b>      | 56,045               | 56,652 | 67,707 | 70,630 | 154                                | 155  | 155  | 194  | 96%                      | 97%  | 92%  | 97%  |
| <b>Monthly Average</b>         | 4,670                | 4,721  | 5,642  | 5,886  | 154                                | 155  | 155  | 194  | 96%                      | 97%  | 92%  | 97%  |



## APPENDIX D: CEMETERIES

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

|                  | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 | FY16 | FY17 |
|------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>July</b>      | 16   | 26   | 17   | 26   | 23   | 25   | 19   | 26   | 24   | 25   | 37   | 27   |
| <b>August</b>    | 16   | 17   | 13   | 23   | 12   | 17   | 21   | 22   | 28   | 38   | 39   | 31   |
| <b>September</b> | 20   | 17   | 15   | 19   | 17   | 28   | 34   | 27   | 22   | 27   | 29   | 43   |
| <b>October</b>   | 15   | 22   | 25   | 21   | 17   | 23   | 18   | 19   | 23   | 38   | 33   | 27   |
| <b>November</b>  | 18   | 22   | 13   | 9    | 25   | 25   | 24   | 29   | 23   | 24   | 33   | 22   |
| <b>December</b>  | 14   | 18   | 22   | 20   | 29   | 22   | 17   | 26   | 24   | 24   | 43   | 26   |
| <b>January</b>   | 19   | 20   | 15   | 18   | 17   | 25   | 23   | 24   | 28   | 36   | 28   | 38   |
| <b>February</b>  | 25   | 18   | 16   | 13   | 21   | 30   | 31   | 21   | 23   | 27   | 26   | 38   |
| <b>March</b>     | 21   | 19   | 19   | 19   | 32   | 29   | 25   | 24   | 28   | 36   | 38   | 34   |
| <b>April</b>     | 23   | 18   | 19   | 29   | 23   | 28   | 23   | 35   | 32   | 30   | 37   | 35   |
| <b>May</b>       | 23   | 13   | 18   | 28   | 16   | 28   | 17   | 30   | 28   | 37   | 31   | 42   |
| <b>June</b>      | 21   | 18   | 21   | 23   | 31   | 22   | 27   | 28   | 24   | 38   | 42   | 50   |
| <b>Total</b>     | 231  | 228  | 213  | 248  | 263  | 302  | 279  | 311  | 307  | 380  | 416  | 413  |

The Virginia Department of Veterans Services  
**COMMISSIONER'S FY17 ANNUAL REPORT**



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

|                  | FY06 | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14  | FY15  | FY16  | FY17  |
|------------------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|
| <b>July</b>      | 42   | 40   | 54   | 36   | 55   | 51   | 58   | 61   | 62    | 82    | 96    | 101   |
| <b>August</b>    | 40   | 39   | 31   | 51   | 58   | 47   | 65   | 86   | 78    | 78    | 100   | 98    |
| <b>September</b> | 39   | 32   | 35   | 48   | 52   | 46   | 62   | 58   | 72    | 82    | 101   | 77    |
| <b>October</b>   | 28   | 29   | 49   | 49   | 59   | 70   | 57   | 68   | 102   | 84    | 119   | 82    |
| <b>November</b>  | 35   | 37   | 40   | 36   | 61   | 75   | 51   | 66   | 71    | 76    | 65    | 82    |
| <b>December</b>  | 37   | 41   | 52   | 65   | 77   | 63   | 74   | 61   | 78    | 91    | 90    | 84    |
| <b>January</b>   | 36   | 48   | 60   | 59   | 60   | 82   | 79   | 89   | 95    | 104   | 84    | 88    |
| <b>February</b>  | 51   | 47   | 56   | 54   | 55   | 66   | 56   | 61   | 95    | 88    | 89    | 95    |
| <b>March</b>     | 43   | 58   | 51   | 62   | 69   | 75   | 63   | 75   | 90    | 89    | 116   | 106   |
| <b>April</b>     | 40   | 38   | 55   | 59   | 76   | 59   | 88   | 89   | 96    | 101   | 92    | 91    |
| <b>May</b>       | 46   | 50   | 44   | 53   | 65   | 68   | 79   | 76   | 109   | 89    | 101   | 106   |
| <b>June</b>      | 41   | 51   | 64   | 66   | 65   | 64   | 68   | 69   | 70    | 90    | 108   | 124   |
| <b>Total</b>     | 478  | 510  | 591  | 638  | 752  | 766  | 800  | 859  | 1,017 | 1,054 | 1,161 | 1,134 |



**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>FY16</b> | <b>FY17</b> |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>July</b>      | N/A         | 28          | 17          | 9           | 7           | 23          | 19          |
| <b>August</b>    | N/A         | 13          | 15          | 20          | 16          | 22          | 23          |
| <b>September</b> | N/A         | 10          | 14          | 10          | 144         | 12          | 15          |
| <b>October</b>   | N/A         | 11          | 12          | 13          | 12          | 20          | 25          |
| <b>November</b>  | N/A         | 8           | 19          | 14          | 17          | 13          | 13          |
| <b>December</b>  | N/A         | 11          | 7           | 7           | 12          | 20          | 17          |
| <b>January</b>   | N/A         | 10          | 13          | 13          | 20          | 11          | 17          |
| <b>February</b>  | N/A         | 10          | 9           | 8           | 5           | 12          | 14          |
| <b>March</b>     | N/A         | 11          | 17          | 9           | 10          | 22          | 16          |
| <b>April</b>     | N/A         | 10          | 21          | 18          | 19          | 12          | 17          |
| <b>May</b>       | N/A         | 6           | 15          | 11          | 13          | 21          | 16          |
| <b>June</b>      | 23          | 15          | 16          | 8           | 12          | 13          | 11          |
| <b>Total</b>     | 23          | 143         | 175         | 140         | 157         | 201         | 203         |

