



# COMMONWEALTH of VIRGINIA

## *Department of Veterans Services*

Steven J. Combs  
Acting Commissioner

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December 2, 2019

### *Via Electronic Mail*

The Honorable M. Kirkland Cox  
Speaker of the Virginia House of Delegates  
Richmond, Virginia 23219

The Honorable Stephen D. Newman  
President Pro Tempore, Senate of Virginia  
Richmond, Virginia 23219

Re: Department of Veterans Services FY2019 Annual Report

Dear Speaker Cox and Senator Newman:

Please find enclosed the Department of Veterans Services' Commissioner's FY2019 Annual Report to the Secretary of Veterans and Defense Affairs, the Governor, and the General Assembly.

What I hope will come through in the report is the pride and the devotion that every member of the DVS team brings to serving the approximately 715,000 veterans, and their families, who call the Commonwealth home. They have served us, now we must continue to serve them. We could not have achieved all that we have without the General Assembly's unwavering support, trust, and continued commitment to providing the tools and the resources we need to accomplish the mission.

From July 1, 2018 – June 30, 2019, the members of your DVS team:

- Filed 79,876 total submissions to the U.S. Department of Veterans Affairs (VA) on behalf of Virginia veterans and families, contributing to \$3.2B in federal compensation and disability payments to our veterans;
- Opened two new offices to better serve veterans closer to their homes: on Fort Lee and just outside NAS Oceana, bringing the total number of offices to 33. Office 34 – on Fort Belvoir – opened in October 2019;
- Worked with partners statewide to assist 950 homeless veterans and their families with obtaining secure housing and 292 veterans with receiving financial assistance;
- Enabled Virginia veterans to receive more than \$800M in G.I. Bill benefits;
- Performed 1,915 burials at the state veterans cemeteries in Amelia, Dublin, and Suffolk;
- Hosted 41,134 visitors at the Virginia War Memorial;

Delegate Cox and Senator Newman  
December 2, 2019  
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- Had over 79,000 contacts with transitioning service members and spouses through outreach conducted by Virginia Transition Assistance Program; and
- Helped 30 highly-qualified former medics and corpsmen secure high-demand healthcare positions.

We greatly appreciate the many legislators who held special Veterans Town Hall meetings in conjunction with Secretary of Veterans and Defense Affairs Carlos Hopkins and DVS. These prove vital “boots on the ground” forums for reaching Veterans and family members across the Commonwealth, and DVS looks forward to supporting even more Town Halls in FY2020.

Again, I thank you for your unwavering support for DVS as we work to ensure that Virginia is the most veteran-friendly state in the Nation.

I stand ready to address any questions you may have regarding the report.

Respectfully,



Steven J. Combs

Cc: The Honorable Carlos Hopkins, Secretary of Veterans and Defense Affairs  
Senator Bryce Reeves, Co-Chair, General Assembly Military & Veterans Caucus  
Delegate Nicholas Freitas, Co-Chair, General Assembly Military & Veterans Caucus

# VIRGINIA DEPARTMENT OF VETERANS SERVICES

**COMMISSIONER'S 2019 ANNUAL REPORT**

**TO**

**GOVERNOR RALPH S. NORTHAM,**

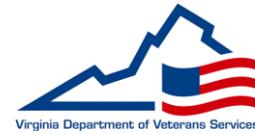
**SECRETARY CARLOS HOPKINS,**

**AND**

**THE VIRGINIA GENERAL ASSEMBLY**

**December 2, 2019**

*Serving those who served*



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*Virginia War Memorial, Hill of Heroes, June 2019*

## 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, behavioral health care, 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.*



*VWM Director Clay Mountcastle places a wreath at the Tomb of the Unknown Soldier, Arlington National Cemetery*

## **Commissioner's Message**

I am proud of the many accomplishments of the Department of Veterans Services that are outlined in this report. All of us at DVS thank John Newby for his leadership, passion, and commitment as DVS Commissioner from October 2014 – August 2019. He served the agency and the Commonwealth well, and I wish him well in his future endeavors. As Acting Commissioner, it is my honor to step in and lead this agency until a permanent replacement is named.

In June 2019, DVS was reorganized to create a Chief Deputy Commissioner and two new Deputy Commissioner positions. Additionally, the VETE directorate (Veterans Education, Transition, and Employment) was split into two service lines: Education, and Transition & Employment. This brought our total service lines to seven. Deputy Commissioner Thomas Herthel oversees the Benefits, Virginia Veteran and Family Support (VVFS) and Veterans Cemeteries divisions. Deputy Commissioner Annie Walker oversees Education, Transition & Employment, Women Veterans, and Entrepreneurship. Chief Deputy Commissioner Steven Combs oversees the Veterans Care Centers and the Virginia War Memorial, and continues to provide broad oversight of all agency operations.

What I hope comes through on these pages, above all else, is the pride and the devotion that every member of the DVS team brings to serving the approximately 715,000 veterans, and their families, who call the Commonwealth home. They have served us, now we must continue to serve them. We could not have achieved all that we have without the General Assembly's unwavering support, trust, and continued commitment to providing the tools and the resources we need to accomplish the mission.

### **From July 1, 2018 – June 30, 2019, your Virginia Department of Veterans Services:**

- **Filed 79,876 total submissions** to the U.S. Department of Veterans Affairs (VA) on behalf of Virginia veterans and families, contributing to **\$3.2B** in federal compensation and disability payments to our veterans. (Benefit Services)
- **Opened two new offices** to better serve veterans closer to their homes: on Fort Lee and just outside NAS Oceana, bringing the total number of offices to **33** (office 34 – on Fort Belvoir – opened in October 2019). (Benefit Services)
- Worked with partners statewide to **assist 950 homeless veterans** and their families with obtaining secure housing and 292 veterans with receiving financial assistance. (Virginia Veteran and Family Support program)
- Enabled Virginia veterans to receive more than **\$800M in G.I. Bill benefits**. (Education)
- Performed **1,915 burials** at state veterans cemeteries in Amelia, Dublin, and Suffolk. (Cemeteries)
- Hosted **41,134 visitors** at the Virginia War Memorial.
- Had **over 79,000 contacts with transitioning service members and spouses** through outreach conducted by Virginia Transition Assistance Program. (Transition & Employment)
- Helped **30 MMAC-qualified medics and corpsmen** secure high-demand healthcare positions. (Transition & Employment)

**Steven J. Combs**  
**Acting 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, and JLC, have adopted 2019-2020 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. The agency plan can be found at: [http://publicreports.dpb.virginia.gov/rdPage.aspx?rdReport=vp\\_Agency&rdAgReset=True&Agency=912](http://publicreports.dpb.virginia.gov/rdPage.aspx?rdReport=vp_Agency&rdAgReset=True&Agency=912) The agency thanks the Board of Veterans Services for their hard work and assistance in providing oversight, input, and a keen copyediting eye for our Director of Policy & Planning in completing our strategic plan process.



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

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

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

1. Ensure Virginia veterans and eligible family members receive timely assistance in filing for federal and state disability benefits.
2. Deliver long-term skilled nursing 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, their spouses, and other eligible family members an honored 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. Ensure that veteran 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 our youth, and inspiring patriotism in all Virginians.
9. Coordinate with other state agencies to afford Virginia's veterans business, employment, transportation, and other appropriate opportunities through technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and their families.



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*The following goals, priorities, and recommendations were established for FY19  
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 by creating seamless transitions for veterans with high quality education and workforce services that accelerate career opportunities. (WORKFORCE DEVELOPMENT)

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

1. Provide widest access to G.I. Bill-approved education and training opportunities for Virginia veterans and their dependents;
2. Continue to expand veterans transition and employment programs statewide, with emphasis on Central and Southwestern Virginia;
3. Continue to work toward Governor Ralph Northam's goal of 65,000 total V3 (Virginia Values Veterans Program) hires by the end of his administration;
4. Veteran Entrepreneurship Ecosystem Coordinator to build strategic partnerships with state, federal, nonprofit and other organizations and agencies working with, or providing resources to, veteran entrepreneurs;
5. Women Veterans Program Manager to build strategic focus on women veterans, and a continued focus on the annual Virginia Women Veterans Summit; and
6. Continue to create pathways to career success for transitioning medics and corpsmen.

**DVS Goal #2:** 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. Provide expert assistance in the development and submission of service-connected disability and pension claims to the U.S. Department of Veterans Affairs (VA) and in accessing other federal, state and local veterans programs and services;
2. Continue to meet demand for DVS services across Virginia;
3. Continue to build programs and interagency support for justice-involved veterans, including veteran treatment dockets and post-incarceration support networks;
4. Strengthen local communities and local/state/federal partnerships to create safe, permanent supportive housing for veterans and their families; and
5. Strengthen local communities and local/state/federal partnerships to address veteran suicide mitigation and prevention in Virginia.

**DVS Goal #3:** Honor our veterans and military, and their families, for their service and sacrifice. 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 #3:**

1. Complete expansion of the Virginia War Memorial in FY20;
2. Commence construction of new Veterans Care Centers in FY20 and open in FY22: the Puller Veterans Care Center in Vint Hill, Fauquier County and the Jones & Cabacoy Veterans Care Center in Virginia Beach; and
3. Expand the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk) to provide additional in-ground burial spaces. Conduct outreach and manage the resulting increased burials and expanded grounds maintenance requirements for perpetual care at the state veterans cemeteries.

**DVS Goal #4:** Manage public resources efficiently and effectively. (OUTREACH and OTHER SERVICES FOR VETERANS)

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

1. Work with Executive and Legislative branches to address service requirements/shortfalls created by increased demands for DVS services;
2. Find solutions to address employee recruitment and retention issues, especially in Northern Virginia;
3. Address critical shortfalls in agency infrastructure, management, and employee training and professional development;
4. Continue strong partnerships with the General Assembly, the JLC, and the BVS to effectively advocate for Virginia's veterans, National Guard and Reserves and their families; and
5. Inform veterans of the services provided by DVS through targeted media campaigns and engagement with media resources around Virginia. Continue statewide outreach, presentations and attendance at events around Virginia by DVS staff and Service Line Directors to share resources and information about all the services and programs available to veterans and family members.

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

*In the 2019 General Assembly Session, 2 JLC policy priorities were passed into law.*

*To read the JLC's annual report, or view their 2020 priorities, please visit:*

<https://www.dvs.virginia.gov/dvs/joint-leadership-council-veterans-service-organizations-2>

**JLC Priority #1:** That the Governor and General Assembly appropriate \$50,000 to ensure that all Virginia National Guardsmen are paid at least at the E6 rate when serving on State Duty. (QUALITY OF LIFE ENHANCEMENT and OUTREACH) *Status: Left in Appropriations*

**JLC Priority #2:** 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 150% of the federal poverty level for a four-person household, who have not already claimed another exemption. (QUALITY OF LIFE ENHANCEMENT) *Status: Left in Appropriations*

**JLC Priority #3:** That the Governor and General Assembly enact legislation and provide budget support of a pilot program at the Virginia Department of Elections for \$100,000 and funding for one position, for a limited pilot program for the electronic return of absentee ballots by deployed military service members. (TECHNOLOGY ADVANCES and QUALITY OF LIFE ENHANCEMENTS) *Status: Committee Passed By Indefinitely (PBI)*

**JLC Priority #4:** That the Governor and General Assembly approve legislation creating a standardized, statewide personal property tax exemption for one vehicle for 100% service-connected, total and permanent disabled veterans. (QUALITY OF LIFE ENHANCEMENT) *Status: Passed both Chambers – will return on 2<sup>nd</sup> Resolution in 2020 General Assembly*

**JLC Priority #5:** That the Governor and General Assembly provide budget support of approximately a \$1 million increase in the annual State Tuition Assistance program for a pilot program to cover the estimated 3.5% of Guardsmen seeking a degree who are not currently completely covered by federal and state tuition assistance. (EDUCATION and QUALITY OF LIFE ENHANCEMENT) *Status: Left in Appropriations*

**JLC Priority #6:** That the Governor and General Assembly remove the requirement that a veteran's disability rating be combat related. Instead, a permanent service-connected disability rating of at least 90%, plus satisfaction of the other requirements currently in the Code, would qualify a veteran's spouse or child for VMSDEP benefits. (EDUCATION) *Status: Signed by Governor, went into effect on July 1, 2019*

**JLC Priority #7:** That the Governor and General Assembly support changes to the current Virginia tax laws for a phased in system to reduce state tax on military retirement income up to \$40,000. (QUALITY OF LIFE ENHANCEMENT) *Status: Legislation not introduced; Del. Torian patroned HJ674 - a resolution directing DVS and TAX to study the issue. Report was submitted by the agencies to the House Appropriations Committee and Senate Finance Committee on November 13, 2019. The JLC will be briefed on the report at their December 18, 2019 meeting.*

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

*The Board of Veterans Services formed three workgroups in FY19 to study policy issues related to Benefit Services, Education, and Veterans and the Arts.*

### ***The Benefit Services Workgroup:***

**Course of Work:** This Working Group is studying the strategy for continued growth and the obstacles that may hinder that growth, and the current economic impact of received benefits by Virginia veterans. This group will conduct interviews to understand issues affecting employee retention and issues affecting or limiting service offerings; and analyze budget/funding issues and shortfalls and develop justifications for budget or funding increases.

**Current Status:** The Working Group conducted several interviews with the former Director of Benefits Tom Herthel and the new Director of Benefits Donna Williams. Through these conversations, the issue of DVS staff salaries has risen as a top level risk to the continued success of DVS service offerings. DVS leadership provided information that indicates DVS staff are significantly underpaid relative to their peers working in for the Commonwealth and for veterans service organizations, non-profit organizations, and veteran law firms. This disparity appears to be especially true for attorneys and staff located in Northern Virginia. The working group has begun to collect salary data for DVS staff positions and comparative data for similar duty position and geographic locations for other state employees to validate these claims. The group will develop recommendations for the full Board's consideration to support or strengthen the growth strategy and address any identified obstacles, and develop justifications for increased funding for DVS Benefits, and anticipates these recommendations will be presented to the Board in Spring of 2020.

### ***The Education Workgroup:***

**Course of Work:** This Working Group is assessing how education programs at Virginia's institutions of higher education are addressing the needs of student veterans, gather information today about the needs of student veterans attending Virginia's higher education institutions, review published research discussing the challenges facing student veterans and will examine the structural, procedural, and administrative mechanisms that may hinder the efforts of student veterans to achieve their education goals.

**Current Status:** A survey has been created and will be sent out to gather information. Meetings with the Veterans Support Centers at the following institutions are scheduled for FY20: ODU, GMU, VCU, VSU, VT, Liberty, Hampton, and Tidewater CC.

### ***The Veterans and the Arts Workgroup:***

**Course of Work:** This Working Group is focusing research and attention on arts as an economic and small business endeavor in Virginia and how policy recommendations can support and strengthen current or potential efforts.

**Current Status:** Currently, as the result of a formal recommendation made at the May 2 meeting and approved unanimously, the group is working with the Department of General Services (DGS) to find ways to promote artists who are veterans throughout Virginia within and around state government buildings. Several other exciting projects are in the planning stages, including with the Virginia Film Office on the creation of a veterans in film internship program. All initiatives resulting from this group will provide new ways to promote veterans and arts as an economically viable and desirable small business/entrepreneurial endeavor in Virginia.

## **VWMB FY19 Recommendations in Support of the Compact:**

*For the 2019 General Assembly Session, the VWMB adopted one policy priority.*

Board members unanimously supported the Resolution presented at the September 21, 2018 meeting: “The Virginia War Memorial Board, established as an advisory board within the meaning of § [2.2-2100](#) for the purpose of supporting the Virginia War Memorial, has completed its mission of oversight through the transition from independent entity to incorporation into the Department of Veterans Services; and through two construction projects. The Virginia War Memorial’s mission will be assumed by the Virginia Board of Veterans Services beginning January 1, 2020.”

*The Virginia War Memorial Board held its final meeting on September 20, 2019. All documents, files and relevant materials related to the board will be transferred to the Board of Veterans Services by December 31, 2019.*

## **DVS Awards & Commendations in FY19**

- *Star Award*, to **Martina Murray**, Director of Education Programs, from the National Association of State Approving Agencies (NASAA), August 20, 2019.
- *Certificate for Outstanding Support* providing services and coordination for veterans, to **Daphne Eaton**, VVFS Resource Specialist, from the Virginia Beach VET Center, June 4, 2019.
- *Certificate for Outstanding Support* providing services and coordination for veterans, to **Johanna Winters**, VVFS Resource Specialist, from the Virginia Beach VET Center, June 4, 2019.

## DVS Locations

*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)*

### Benefits Services Offices

- 1 Abingdon
- 2 Accomac
- 3 Big Stone Gap
- 4 Charlottesville
- 5 Chesapeake
- 6 Danville
- 7 Emporia
- 8 Fairfax
- 9 Fort Belvoir
- 10 Fort Lee
- 11 Fredericksburg
- 12 Hampton
- 13 Hampton VA Medical Center
- 14 Henrico
- 15 Loudoun
- 16 Lynchburg
- 17 Manassas
- 18 McGuire VA Medical Center (Richmond)
- 19 Norfolk
- 20 Oceana/Virginia Beach
- 21 Pentagon
- 22 Petersburg

- 23 Portsmouth
- 24 Quantico
- 25 Roanoke
- 26 Salem VA Medical Center
- 27 South Hill
- 28 Springfield
- 29 Staunton
- 30 Strasburg
- 31 Tazewell
- 32 Virginia Beach
- 33 Williamsburg
- 34 Wytheville

\* **VVFS:** Underlined offices indicate co-location of VVFS and Benefits Services offices.

### Care Centers

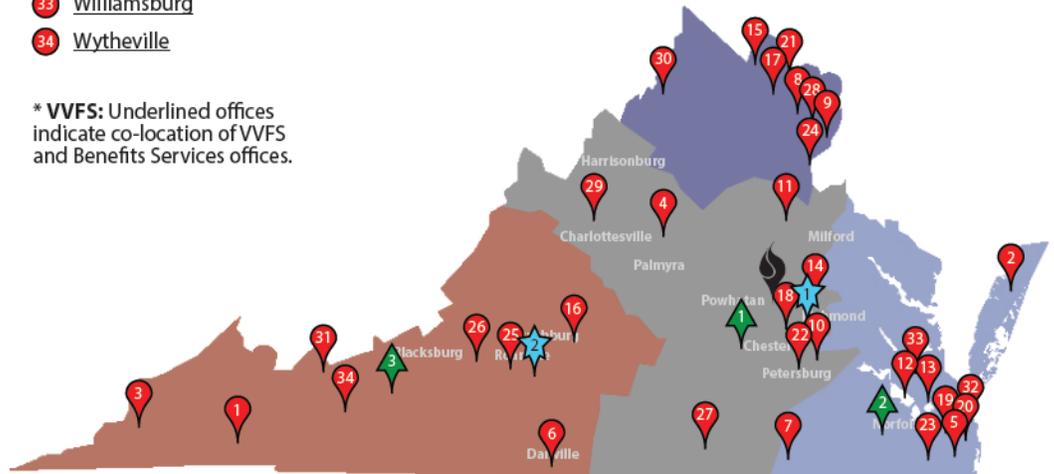
- ★ Sitter & Barfoot Veterans Care Center, Richmond
- ★ Virginia Veterans Care Center, Roanoke

### Virginia Veteran and Family Support Regions

- North
- East
- Central
- West

### Cemeteries

- ▲ 1 Virginia Veterans Cemetery, Amelia
- ▲ 2 Albert G. Horton, Jr., Memorial Veterans Cemetery, Suffolk
- ▲ 3 Southwest Virginia Veterans Cemetery, Dublin
- 🕯️ Virginia War Memorial Richmond



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## **DVS at a Glance**

### **BENEFIT SERVICES**

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Benefit Services provides 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.

- 79,792\*** Claims submitted to U.S. Department of Veterans Affairs in FY19  
*\*Includes all claims submitted to the USDVA in FY19. Prior to FY17, only compensation claims were reported.*
- 18,419** Compensation and Pension claims submitted to the U.S. Department of Veterans Affairs in FY19
- 223,965** Client contacts in FY19
- \$3.19B** Disability compensation and pension payments to Virginia veterans and dependents in FFY18

### **VIRGINIA VETERAN AND FAMILY SUPPORT**

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The Virginia Veteran and Family Support (VVSF) Program provides comprehensive coordination of and referrals to behavioral and rehabilitative health care and supportive services to Virginia's veterans, National Guard, armed forces Reserves, caregivers and family members.

- 1,904** Veterans and family members served in FY19
- 3,196** Total individual services provided in FY19
  - 572** Total behavioral health services provided in FY19
  - 2,549** Total rehabilitative/medical services provided in FY19
  - 75** Total supportive services provided in FY19
  - 351** Total group services provided in FY19
- 190** Veterans and family members served by *Mission: Healthy Relationships* and *Mission: Healthy Families* in FY19
- 1,799** Individuals trained in Crisis Intervention Training (CIT) by VVFS
- 584** Individuals trained in Military Cultural Competency Training by VVFS
- 156** Veterans who received Behavioral Health Assistance through Veterans Services Foundation

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

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The Virginia State Approving Agency (SAA) 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).

**5<sup>th</sup>** Commonwealth's ranking among the states in terms of Veterans using their GI Bill benefits in FFY18

**\$806M** Amount of GI Bill benefits paid to Virginia recipients in FFY18

**969** Instructional institutions in Virginia approved to provide training to Veterans and dependents in FFY18

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

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The Virginia Military Survivors and Dependents Education Program (VMSDEP) 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\*.

**1,207** Applied for VMSDEP benefits in FY19

**640** Applications approved for VMSDEP benefits in FY19

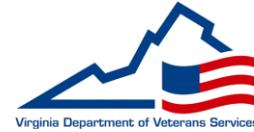
**1,274** Unique students received stipend award for FY19

**\$1,909,235** Stipend awards for FY19

**NOTE:** SCHEV's calculations for Summer 2019 awards for those who qualify are currently underway

**38** Virginia colleges and universities that applied VMSDEP benefits to students' accounts in FY19

*\*The changes to the VMSDEP Code Section went into effect on July 1, 2019 – FY20, changes in applications and the two tiered system (combat-related/non-combat related) will be reported in the FY2020 Annual Report*



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

The Virginia Transition Assistance Program (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.

- 79,133** Veterans, transitioning service members (TSMs), and spouses reached through VTAP outreach efforts in FY19 (A 72% increase over FY18)
- 1,553** Referrals of veterans, TSMs, and spouses to partner organizations for direct services outside of employment, education and entrepreneurship in FY19
- 227** Visits to Virginia military installations to conduct outreach and work with TSMs and their spouses in FY19
- 42** VTAP-sponsored transition events held in partnership with community-based support and transition organizations in FY19. Each event served between 60 and 130 transitioning veterans

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

The Virginia Values Veterans (V3) Program increases employment opportunities and promotes economic development, by training and certifying organizations in veteran's workforce best practices while creating connectivity opportunity and activities.

- 432** Certified companies registered in FY19
- 13,121** Virginia veterans hired by V3 companies in FY19
- 14** Training events in FY19\*

*\*Note: Training Events are now streamlined, maximizing the results for each event with greater participation of engaged employers at each event.*

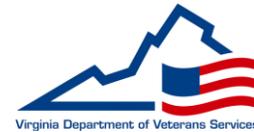
*\*\*Note: V3 removed hires pledged as a core metric effective January 1, 2018. We no longer report this to leadership and only report veteran hires.*

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

The Military Medics and Corpsmen Program (MMAC) provides pathways to careers and credentialing in civilian healthcare for former service members with healthcare-related training and experience.

- 202** Applicants for MMAC FY19
- 30** MMAC Hires reported in FY19
- 33** No Medics and Corpsmen Left Behind Hires FY19



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## **VETERANS CARE CENTERS**

Virginia's Veterans Care Centers provide long-term care, Alzheimer's/dementia care, and short-term rehabilitative care to Virginia's veterans. Domiciliary (assisted living) care is provided in Roanoke.

**Sitter & Barfoot Veteran Care Center — Richmond** (*adjacent to the McGuire VA Medical Center*)

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

**70,211** Patient days of nursing and Alzheimer's/dementia care provided in FY19 (96% capacity)

**Virginia Veterans Care Center — Roanoke** (*adjacent to the Salem VA Medical Center*)

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

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

**62,080** Patient days of nursing and Alzheimer's/dementia care provided in FY19 (94% capacity)

**12,498** Patient days of assisted living care provided in FY19 (57% capacity).

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## **VIRGINIA VETERANS CEMETERIES**

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

**1,915** Interments conducted at the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk), the Virginia Veterans Cemetery (Amelia), and the Southwest Virginia Veterans Cemetery (Dublin) in FY19

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## **VIRGINIA WAR MEMORIAL**

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

**41,134** Visitors to the Virginia War Memorial in FY19

**101** Educational Outreach, Professional Development, Family Education, and Patriotic Programs conducted in FY19

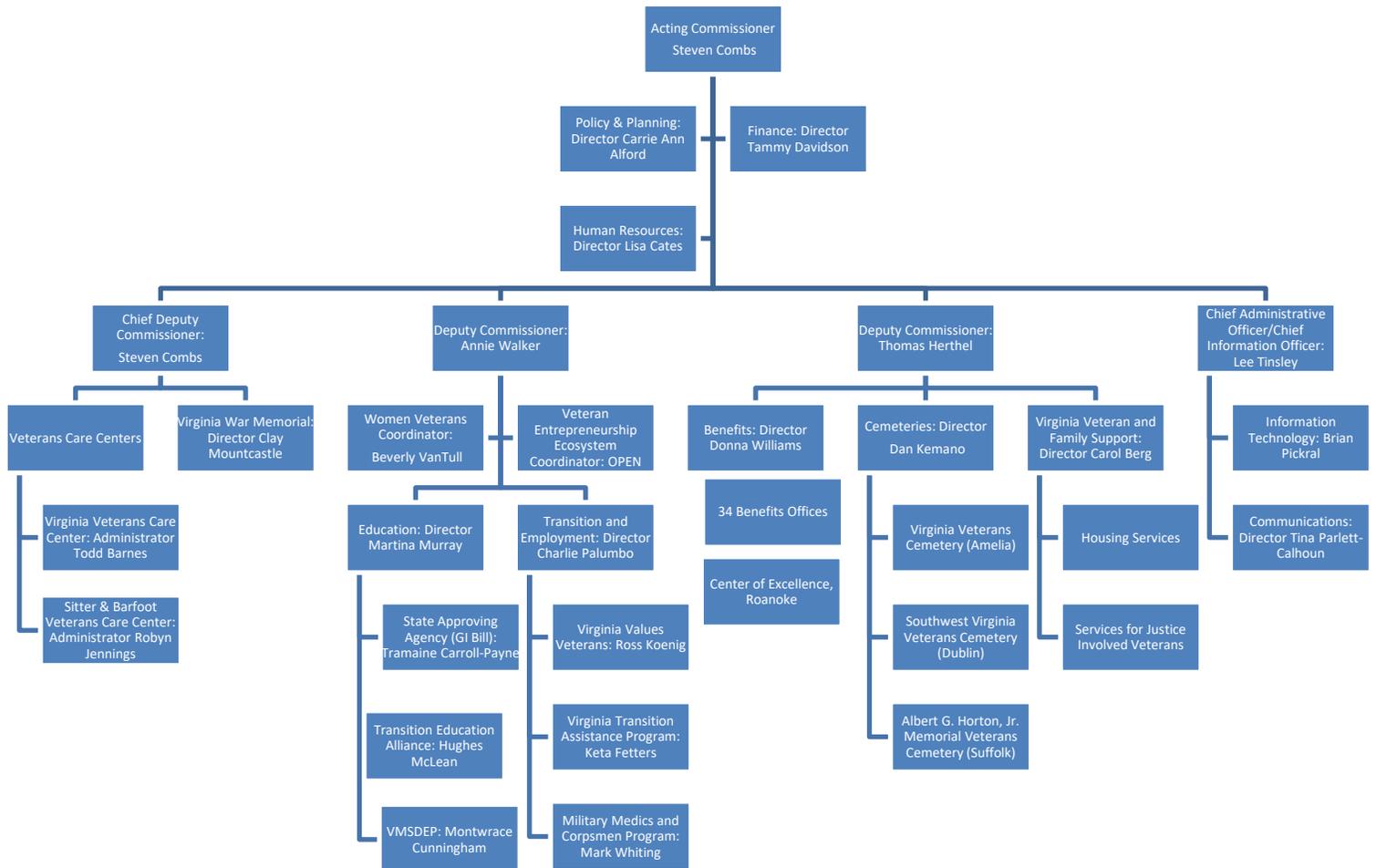
**93** Group tours provided in FY19

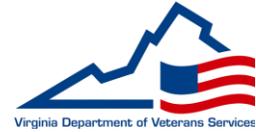
**3,738** Hours of service provided by Virginia War Memorial volunteers in FY19



# DVS ORGANIZATIONAL CHART

*Reflects new organizational structure implmented June 10, 2019.  
 Reflects personnel as of November 14, 2019.*





## Who are Virginia's Veterans?

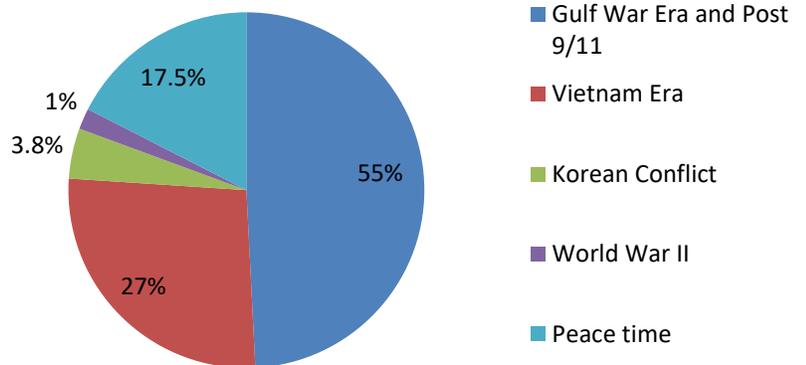
### POPULATION

- 714,410** Estimated number of **Virginia Veterans** as of September 30, 2019 (*Source: USDVA, VetPop 2016, Table 6L*)
  
- 107,533** Estimated number of **Women Veterans** – **15% of our veteran population**. Virginia leads the nation with the highest percentage of women veterans.
  
- 124,970** **Number of Virginia veterans under 40.**
  - 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, 2019)

- 588,761** Total war time
  
- 125,649** Total peace time
  
- 393,352** Gulf War Era and Post 9/11
  
- 190,687** Vietnam Era
  
- 27,285** Korean Conflict
  
- 9,064** World War II

**By Period of Service**



*(USDVA, VetPop2016, Table 7L.)*

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## **EDUCATION & TRANSITION**

- 32,287** Number of Veterans receiving G.I. Bill benefits in Virginia in FFY18. Virginia ranks 5<sup>th</sup> in the nation in number of Veterans receiving G.I. Bill benefits.
- \$806M** Total G.I. Bill benefits paid to Veterans in Virginia in FFY18.
- 640** Applications approved for VMSDEP benefits in FY19.
- 79,133** Veterans, transitioning service members (TSMs), and spouses reached through VTAP outreach efforts in FY19.
- 1,553** Referrals of veterans, transitioning service members (TSMs), and spouses to partner organizations for direct services outside of employment, education and entrepreneurship in FY19.

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## **DISABLED VETERANS**

- 195,545** Veterans receiving USDVA compensation or pension benefits as of September 30, 2018.
- \$3.19B** Compensation and pension payments to Virginia veterans in FFY18.

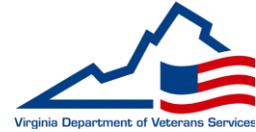
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## **HOMELESSNESS AND HOUSING**

- 447** Estimated number of homeless veterans in Virginia on a single night in January 2019.
- 92** Estimated number of unsheltered veterans in Virginia on a single night in January 2019.
- 950** Number of homeless veterans housed statewide from FY19.
- 292** Veterans experiencing homelessness who received financial assistance through VVFS in FY19.



*Dr. Brian Meyer with McGuire VAMC, former Sgt. William Rodriguez and DVS Policy Director discuss mental health and Virginia services at DBHDS screening of a documentary film, February 2019*

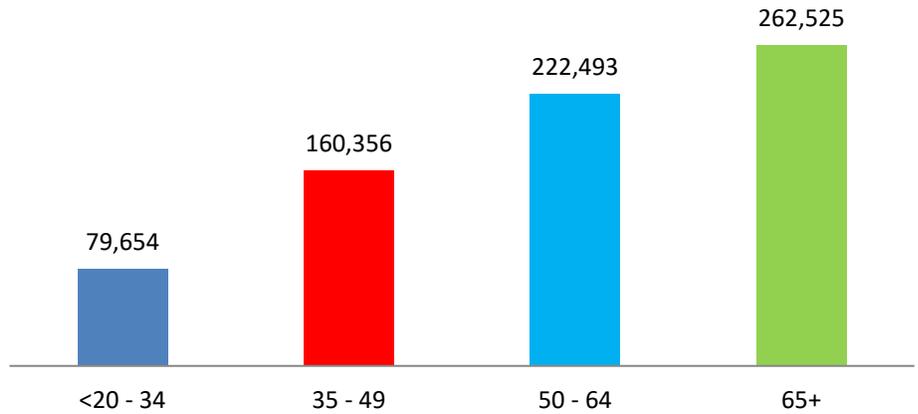


**AGING**

**260,986** Projected number of veterans age 65+ living in Virginia in 2019

The number of Va. veterans age 65 and older is projected to remain steady over the next decade, being at **262,164** by 2027 (*USDVA, Table 6L*)

**Number of Virginia Veterans by Age**



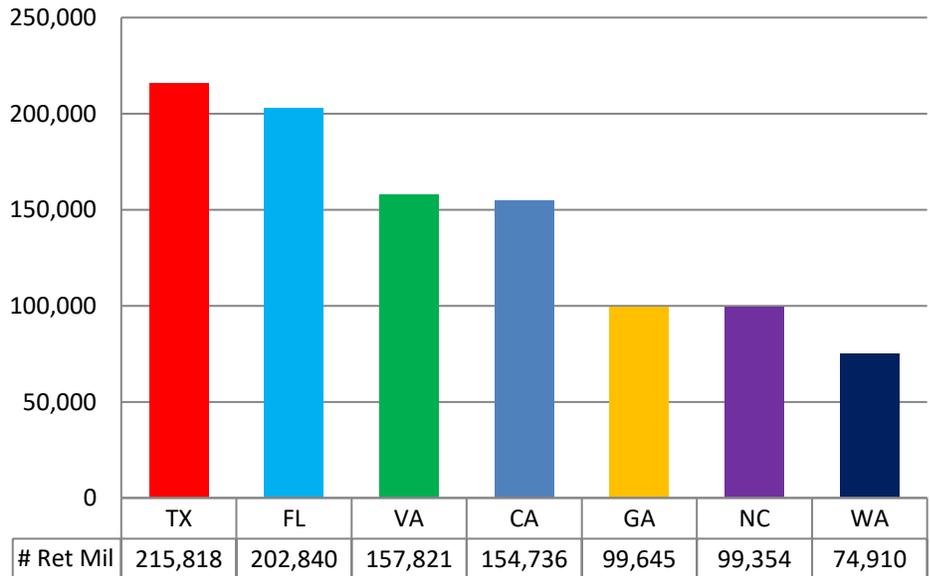
**MILITARY RETIREES**

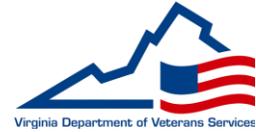
**157,821** Number of retirees who made Virginia home in 2018.

**3rd** Virginia ranks **3rd** in the nation in number of military retirees.

*(DoD, Office of the Actuary, Statistical Report on the Military Retirement System FFY18)*

**Number of Military Retirees, FFY18**



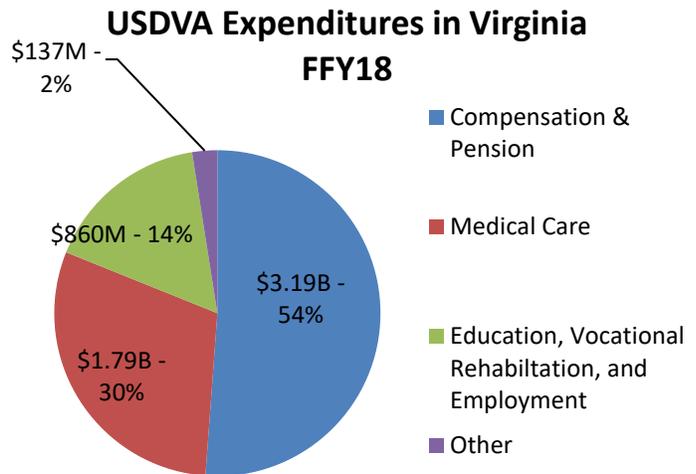


## Veterans Economic Impact on Virginia

Virginia's veterans have a significant positive economic impact on the Commonwealth, bringing **\$11.34B** 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 FFY18<sup>1</sup>

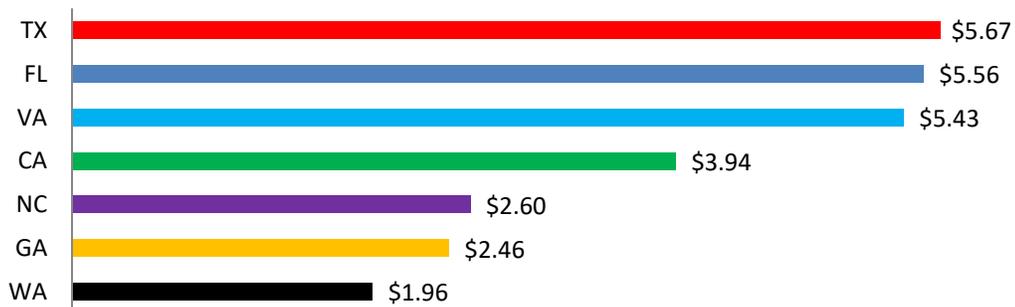
- \$5.92B** Total USDVA expenditures in Virginia
  - \$3.19B** Compensation and pension
  - \$1.79B** Medical Care
  - \$806M** Education, Vocational Rehabilitation, and employment
  - \$137M** Other (General Operating, Insurance & Indemnities, Construction)
- Source for all data on this page: U.S. Department of Veterans Affairs, FFY18 Summary of Expenditures by State. <http://www.va.gov/vetdata/Expenditures.asp>*



### U.S. DEPARTMENT OF DEFENSE MILITARY RETIREE PAY IN VIRGINIA IN FFY18

**\$5.43B** 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, FFY18*).

#### DoD Retired Military Pay - FFY18 (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 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. These benefits and services are:

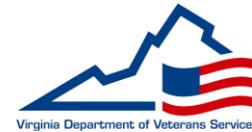
- Compensation for service-connected disabilities or death;
- Income-based pensions;
- Medical care;
- Home purchase assistance;
- Education; and
- Burial benefits.

FY19 brought many changes to Benefits Services. First, long-time Benefits Director Tom Herthel was promoted to Deputy Commissioner, and Regional Director Donna Williams was hired as the new Benefits Director. Benefits also reorganized from three to four regions in December 2018. This transition included hiring a fourth Regional Director, and helped to better align Benefits with our sister service line, Virginia Veterans and Family Support (VVFS).

Two new offices were opened in FY19 to better serve veterans across Virginia: on Fort Lee and near NAS Oceana, with the office on Fort Belvoir opening in October (FY20). This brings our total to 34 offices across the Commonwealth. VVFS is co-located in 17 of those offices. Our Oceana office has been open since April 2019, and a Grand Opening ceremony was held in August, with Deputy Secretary Kathleen Jabs in attendance. Our new office on post at Fort Belvoir, also had a ribbon cutting ceremony in August, however, the Army was still putting the finishing touches on the building at that time. Staff started making appointments and assisting veterans on October 1, 2019. DVS is proud to work closely with military installations across Virginia to provide convenient access in a familiar setting to our veterans.

Veterans Service Representatives (VSRs) and Veterans Service Administrators (VSAs) are the heart of Benefits Services. 71 VSRs and 14 VSAs are located in our 34 DVS offices across the Commonwealth. VSRs are actively engaged in the daily practice of veteran's law, under the authority provided in 38 USC 5902, as they assist veterans and their family members in filing disability claims before the U.S. Department of Veterans Affairs (VA).

Benefits staff made over 223,965 client contacts, filed 79,792 actions for VA consideration, and 18,311 of those were disability compensation or pension claims for Virginia's veterans. Virginia veterans received \$3.19B in VA disability compensation and pension benefits during FFY18. The investment in



DVS is continuing to pay dividends for our veterans and for Virginia's economy, with an 86% claims approval rating.

In FY19, Benefits invested in new software for the preparation and presentation of claims and submissions to the VA. DVS contracted with VetraSpec and officially converted to the new program in September 2018. Due to the strong relationship between the VA and VetraSpec, this conversion allowed DVS to submit all claims using the VA's latest technology developments in claim submission: "D2D" and "Direct Upload." D2D allows submissions directly to the VetraSpec record from the veteran's VA record almost instantly. Direct Upload is a portal for submissions of all other non-D2D submissions submitted directly into the VA's centralized mail portal. This new system eliminated DVS's prior practice of electronically faxing submissions to the VA, and resulted in claims and other submissions being processed faster, saving crucial time for the veteran. These changes keep Benefits on the cutting edge of technological advances.

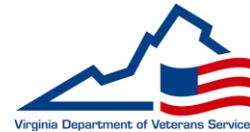
In support of our mission to provide outstanding service to Virginia's veterans, along with VSRs and VSAs, Benefits includes the Center of Excellence, Appeals Team, and Training Team.

The *Center of Excellence (COE)*, based in Roanoke, provides quality assurance and control over all claims submitted by the VSRs. The COE's meaningful partnership with the VA allows us to provide the latest guidance to our VSRs on changes directly affecting veterans' access to VA benefits.

The *Appeals Team* is comprised of appeals specialists and attorneys, who vigorously represent our Virginia veteran claimants before the Board of Veterans Appeals in Washington, D.C. As experts in veteran's law, the Appeals Team provides superior service to our clients as well as to our VSRs. In FY19, the Appeals Team represented clients at 231 hearings before the Board of Veterans Appeals in Washington, D.C., and in 99 video hearings in the Roanoke Regional Office. This ensures that each veteran is afforded due process under the law, and has an opportunity to present a meaningful appeal.

Currently, if a veteran with an appeal pending before the Board of Veterans Appeals wishes to have a hearing with a Veterans Law Judge there are limited options, any of which may involve substantial travel and time. For Virginia's veterans the only locations for a hearing is either at the Board of Veterans Appeals in Washington, D.C. or at the Regional Office in Roanoke. Many veterans want to exercise their right to a hearing, but are unable to travel due to their disabilities. The VA selected Virginia as one of five states to pilot telehearings, which allow for veterans to be in *any* location and still attend their hearing through the use of common technology. Virginia is very proud to be one of the pilot locations and to date two veterans have had their hearings conducted via this format – one in Hampton Roads and one in Cedar Bluff. The Appeals Team continues to be engaged with the Board of Veterans Appeals for growth and development of this program in FY20.

The *Training Team* works to ensure that all personnel have a complete understanding of their roles and responsibilities to continue providing excellent service to our veterans. This is accomplished through quarterly and annual training with all levels of the Benefits Services staff. All Benefits personnel maintain standards of Accreditation by the U.S. Department of Veterans Affairs, according to *38 USC 5902*. In FY19, the Training Team had other service line directors come and give presentations on Justice Involved



Veterans, the real property tax exemption for disabled veterans and their surviving spouses, as well as active threat training from the Virginia State Police at the annual training.

In addition to these positions, Benefits has a Legal Liaison, who is an attorney tasked with forming relationships with *pro bono* legal services providers across the Commonwealth to assist veterans with civil legal needs. This position, begun in 2017, has grown significantly, forging meaningful relationships with Virginia Legal Aid organizations, such as Legal Services of Northern Virginia. The Legal Liaison also attended the U.S. Attorney General Office training on Uniform Services Employment and Reemployment Rights Act (USERRA) and the Servicemembers Civil Relief Act (SCRA) issues. Since June 2018, the Legal Liaison has made over 140 referrals for *pro bono* legal assistance through these partners and others. These referrals have predominantly been in the areas of Discharge Upgrades, Wills and Estates, Consumer Legal issues, Landlord/Tenant issues, family Law, Personal Injury, and Employment Law.

In FY19, Benefits Services continued to receive high marks from veterans regarding delivery of high-quality service. This data is collected through Feedback Forms submitted via mail or e-mail, and through real-time feedback in six offices by using Survey Monkey. Since May 2019, over 500 responses have been captured through leveraging new technology such as Survey Monkey. Benefits can state with a high degree of accuracy, based on the data, that over 80% of our clients would recommend DVS services to a friend and 88% of our clients are *extremely satisfied* with the services provided. Additionally, to the questions: “*how well did our services meet your needs,*” “*how satisfied were you with DVS,*” and “*how would you rate the quality of our service*” 95% of respondents gave favorable marks.

### **Outreach and Partnerships**

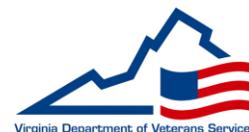
From March–June, 2019, 40% of survey respondents stated they were visiting a DVS office for the first time, attesting to the great strides that our offices continued to make in outreach efforts to the public.

Benefits continues to cultivate valuable partnerships to help Benefits deliver top quality services to Virginia veterans. National Veterans Legal Services Program (NVLSP) partners with the Appeals Team and Center of Excellence, reviewing all decisions from the Board of Veterans Appeals for appealable errors. If errors are present, NVLSP will offer to represent our veterans before the U.S. Court of Appeals for Veterans Claims at no cost to the veteran.

George Mason University’s (GMU’s) Psychological Services Program is instrumental in evaluating veterans for medical documentation in support of claims for psychiatric disorders before the VA. In FY19, 12 veterans were given assessments through this program. GMU’s MVETS Legal Clinic and William & Mary’s Lewis B. Puller, Jr. Veterans Benefits Clinic assist veterans with disability claims. William & Mary also has a new online *Certificate in Military and Veterans Health, Policy and Advocacy* that a select group of VSRs and Appeals Team members have completed to grow their subject matter expertise. In 2018, 12 Benefits staff graduated from the Law School’s certificate program. Five are registered for Fall 2019.

Benefits also partners with the Virginia Department of Corrections (VADOC) to better facilitate and coordinate compensation and pension exams to veterans who are currently incarcerated and need to apply for VA benefits. These exams are administered at the correctional facilities throughout the commonwealth by contracted medical professionals. (*Please see the JIS report on pages 50-51 for more details.*)

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In FY19, Benefits Services, along with VVFS, assisted Secretary of Veterans and Defense Affairs, Carlos Hopkins, with the creation of the Southwest Virginia Veterans Coalition. The Coalition brings together key collaborators to identify and address the needs of veterans in the cities and counties of Southwest Virginia. The Coalition meeting in August 2019 brought together the Secretariat, Benefits, VVFS, Virginia Department of Housing and Community Development, U.S. Department of Veterans Affairs, representatives from Veteran Service Organizations, and representatives from Southwest Virginia businesses and organizations.

Benefits continues to value our close proximity to VA headquarters in downtown Washington, D.C. and maintains close relationships with the VA staff. In FY19, large scale administrative changes within the VA, resulted from legislation that drastically changed the way that veteran's access, and apply for benefits. First, the Appeals Modernization and Improvement Act, passed by Congress in August 2017 and implemented by VA in February 2019, provided an entirely new claims and appeals structure. The second influential change is the Blue Water Navy Act of 2019, which coupled with the recent U.S. Federal Circuit Court decision in *Procopio v. Wilkie*, will allow Vietnam veterans who served in the territorial waters of the Republic of Vietnam to access benefits related to exposure to the herbicide, Agent Orange, that they were once denied.

Even on federal issues, Virginia veterans rely on DVS staff to know the answers to their questions, or quickly connect them to federal partners who are able to assist them. The COE, Appeals Team, and Training Team works closely with the VA, and trains the VSRs to ensure that our veterans are provided with the most accurate, up-to-date information on their benefits. COE also works closely with the VA's regional and national leadership to obtain the latest updates on implementation, and works to resolve problems that arose after implementation. Members of the Appeals Team and Training Team attended two national veteran's law conferences: the National Organization of Veterans Advocates and the U.S. Court of Appeals for Veterans Claims Judicial Conference in March and April 2019, respectively. This keeps staff abreast of changes, and active in the advocate community to share resources and knowledge.

| <b>Annual Services Provided</b>        | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|--|-------------|-------------|-------------|
| Compensation Claims submitted to USDVA | 27,996      | 18,949      | 18,419      |
| All Claims submitted to USDVA          | 50,229      | 71,311      | 79,792      |
| Client contacts                        | 212,901     | 222,359     | 223,965     |
| Number of offices                      | 28          | 31          | 33          |
| Itinerant points                       | 42          | 41          | 42          |
| Budget                                 | \$6,732,649 | \$7,609,744 | \$7,996,947 |
| Authorized Positions                   | 86          | 94          | 100         |
| Filled Positions – as of June 30       | 86          | 89          | 97          |

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

## Veterans Education, Transition & Employment

*In FY19, the Veterans Education, Transition, and Employment (VETE) service line saw several changes. First, VETE Director Annie Walker was promoted to Deputy Commissioner. Second, VETE was split into separate directorates for Education programs and for Transition & Employment programs. Virginia's Women Veteran Program Manager and the Virginia Entrepreneurship Ecosystem Coordinator align directly under Deputy Commissioner Walker.*

### VIRGINIA WOMEN VETERANS PROGRAM

#### MISSION

*Virginia's Women Veteran Program (VWVP) provides access to community resources to educate, unify, and empower Virginia's women veterans, who have served in the military in all eras, by ensuring they receive timely yet appropriate transition and benefits support; employment and education outreach; health and community advocacy.*

#### ACTIVITIES

FY19 is the first full year of the Virginia Women Veterans Program (VWVP) – an inclusive program focused on the unique needs of women veterans, based on the foundation set by the Board of Veterans Services' Women Veterans Work Group and the General Assembly in recognizing the need to assist Virginia's 107,000 women veterans. VWVP has the big vision of ensuring Virginia becomes the most *women veteran* friendly state in the nation.

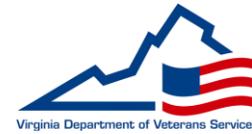
This is accomplished through advocacy, creating access to benefits tailored to meet women's needs, and increasing community awareness and visibility of women veterans. The Program Manager is the resource connector ensuring women veterans receive the warm hand off to the seven DVS service lines and other community partners and service providers, as needed.



*Gov. Northam pins a woman veteran,  
March 2019*

VWVP has diligently worked to connect and build partnerships with organizations such as the VA's Center for Women Veterans, Chambers of Commerce and V3 companies, Virginia National Guard, financial service providers and entrepreneurship resources, veterans service organizations (VSO), Women Veteran Interactive, Mission Continues, Service Women's Action Network, Asian American Society of Central Virginia, and Center on Transition Innovations. Additionally, partnerships with educational institutions such as VCU were started to identify the "hidden in plain sight" communities of women veterans.

In FY19, WWVP worked with Delegate Kathleen Murphy on a series of five regional roundtables, which evolved from information gathering sessions into forums that expand the women's local networks and



provide information and resources, while still allowing women veterans to ask questions and share their stories. The focus of the Spring 2019 roundtable in Tyson's Corner focused on entrepreneurship and financial literacy. Additional roundtables are planned for calendar year 2019 in Quantico and Richmond. Efforts to plan and schedule 2020 roundtables are already in process.

March 2019 brought the 2<sup>nd</sup> annual Virginia Women Veterans Week, which began with Governor Northam, Secretary Carlos Hopkins, Commissioner Newby, Miss Virginia (USA) Courtney Smits (an Army Reservist) and other DVS staff pinning over 70 women veterans. The first women veteran photo display of 84 state employees with military service was on display in the lobby of the Monroe building. Also, the Virginia War Memorial hosted the "Women Warriors: Grit and Grace" seminar, which was a panel of accomplished women veterans who served during wartime.



In May 2019, the Virginia Women Veterans Summit was held in Hampton, with 826 attendees and 57 exhibitors over two days. The Summit included the first ever pitch contest with a total of \$10,000 awarded to four Virginia-based, women veteran owned businesses. Ms. Suzie Mills with *Honest Soul Yoga* won first place. Ms. Tammy Phipps with *Driver Rehab Center of Excellence* won second place. Chelsea Mandello with *Troopster* and Nish Witt with *Aesop Technologies* won third and fourth places, respectively. DVS was honored to have Governor Northam attend and announce the winners. This year, the Summit included sessions on LinkedIn, social media strategies and the Witness to War Foundation, which captured the stories of seven women veterans. The Summit continues to recognize women veterans making an impact for good in Virginia. This year's **Trailblazer of the Year** award recipient was Nakisha King, Navy veteran and Active Veterans with Answers (AVWA) Marketing Director. The **Change Maker of the Year** award recipient was Dr. Francoise Bonnell, an Army veteran and Director of the U.S. Army Women's Museum, at Fort Lee. Limited edition "Lead The Way" gold challenge coins were presented to all the Summit speakers as a thank you gift.



| Annual Services Provided | FY18    | FY19      |
|--------------------------|---------|-----------|
| Inquiries received       | N/A     | 109       |
| Women Veteran served     | N/A     | 57        |
| VWVP Outreach events     | N/A     | 51        |
| Resources                |         |           |
| Budget                   | \$0,000 | \$124,000 |
| Authorized Positions     | 0       | 1         |
| Filled Positions         | 0       | 1         |

## VIRGINIA ENTREPRENEURSHIP ECOSYSTEM (VEEC)

### MISSION

*To build the Virginia veteran ecosystem connecting, coordinating and disseminating information to veterans and spouses pursuing, starting, or running businesses.*

### ACTIVITIES

In FY19, the first Veteran Entrepreneurship Ecosystem Coordinator (VEEC) was hired, and charged with establishing relationships in the Virginia ecosystem to support veterans and spouses interested in starting businesses or continuing to grow their businesses in Virginia. In FY19, the VEEC attended more than 40 events across the state, served 91 veterans/spouses, and attended 42 outreach events to develop a DVS presence in the entrepreneurial community. Establishing key points of contact with community partners, included the U. S. Small Business Administration (SBA) and Department of Labor; Virginia Department of Small Business and Supplier Diversity (SBSD); local co-working spaces such 1717 and WeWork; veterans groups like Capitol Post, Bunker Labs, and Dog Tag Bakery.

The VEEC worked closely with the Women Veterans Program Manager as many of the veterans interested in starting their own businesses are women veterans, and was instrumental in creating the first pitch contest for the Women Veterans Summit. There were 17 women veterans who applied for the contest. The pitch contest went off seamlessly, training four women veterans in a pitch boot camp and awarding \$10,000 in prizes. The VEEC created a Facebook group to continue collaboration and connections built during the pitch contest.



*Charlie Palumbo, Dir. of Transition & Employment with entrepreneurship partners Seda Goff, PenFed Foundation and Emily McMahan, Bunker Labs*

The VEEC also created policy papers with recommendations on how to fill the gaps for veteran and spouse entrepreneurship in Virginia. Data collected shows that about 25% of veterans and transitioning service members want to start their own business, but less than 5% have done so. Virginia is currently ranked 27<sup>th</sup> in the nation for Veteran Business Friendly policies. The entrepreneurship program is working to empower veterans with the training, access to capital and access to community resources necessary to become successful small business owners in Virginia.

| Annual Services Provided          | FY19      |
|-----------------------------------|-----------|
| Veterans and Spouses case managed | 91        |
| Events Attended                   | 42        |
| Resources                         |           |
| Budget                            | \$124,000 |
| Authorized Positions              | 1         |
| Filled Positions                  | 1         |

## Veterans Education Programs

*The Education programs are: the State Approving Agency (SAA) for Veterans Education & Training, the Virginia Military Survivors and Dependents Education Program (VMSDEP), and the Training Education Alliance (TEA). In FY19, Martina Murray became the Director of Education programs, she had previously served as SAA Director.*

### **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 (SAA) for Veterans Education and Training, 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 GI Bill® benefits to attain their educational goals.

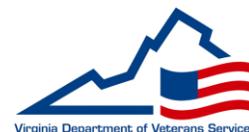
SAA provides support and supervision for 969 education and training institutions. While some offer only one program, many offer multiple programs, with each program requiring separate approval. Programs must be approved before veterans and eligible family members may enroll and receive financial assistance from the VA through the GI Bill®. SAA ensures compliance with federal and state education regulations through on-site visits to active institutions.

To verify enrollment data, SAA conducts compliance surveys, awards actions for accuracy, and ensures payments made to eligible veterans are within VA regulations. The VA/Virginia SAA FFY19 cooperative agreement requires 90% of assigned surveys be conducted by August 15, 2019. SAA completed all surveys ahead of schedule. 100% of the surveys assigned – 61 surveys were complete by August 7, 2019. SAA is also responsible for auditing records to determine compliance, and conducts investigations per federal code. In FY19, 33 schools were suspended, but followed instructions and after follow up visits were reinstated. 22 schools had their ability to accept GI Bill® funding withdrawn in FY19.

On June 21, 2019, the Virginia SAA celebrated the 75<sup>th</sup> Anniversary of the GI Bill®, with a day-long event at John Tyler Community College to highlight the history of its impact to schools and military families in Virginia. 94 attendees, including school certifying officials, students, and various education vendors like Troop2Teachers and Credits2Careers, along with SAA and VETE staff attended. There was a panel discussion with various GI Bill® partners, a video shown and various speakers to commemorate the day. State Senator Bryce Reeves presented flags that had been flown over the Capitol to the speakers.

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,

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on military bases, and at veteran's events hosted by DVS around the Commonwealth. Staff conduct one-on-one discussions on military bases with veterans, service members scheduled to retire or be discharged from the military, and family members. The conversations cover topics including: VA educational benefits, approved facilities, how to apply, plus On-The-Job (OJT) and apprenticeship opportunities, instructions to start Post-9/11 GI Bill® and Transfer of Entitlement benefits for an eligible dependent.

The SAA team is heavily involved with the National Association of State Approving Agencies (NASAA). In August 2018, Annie Walker, Director of VETE, was elected Vice President of NASAA, and in August 2019 Annie Walker, now Deputy Commissioner, was elected President of NASAA. This is a key strategic post for Virginia and DVS is proud of the work DC Walker has done and continues to do for Virginia on the national level. Additionally, Director Murray received the *Star Award* for running a NASAA subcommittee on program counts and will be chair of the IHL/NCD Committee. Tramaine Carroll-Payne, Deputy Director, will chair the Audit Committee, Bobbie Blakely, SAA Manager, will be Vice Chair of the Honors and Awards, Membership and Alumni Committee. The SAA team attends the NASAA Summer Conference each year, and receives training concerning new federal laws, regulations and programs, such as the VALOR Act and the new Cooperative Agreement with the VA.



*DC Walker installed as NASAA President, Aug. 2019*

| Annual Services Provided                      | FFY17      | FFY18     | FFY19     |
|---|------------|-----------|-----------|
| Education and training institutions supported | 991        | 1,164     | 969       |
| Educational program approval actions          | 4,266*     | 4,680     | 5,688     |
| Number approved/% approved                    | 3,313*/78% | 3,644/78% | 4,798/84% |
| Other approval actions                        | 977        | 751       | 888       |
| Number approved/% approved                    | 794/ 81%   | 600/ 80%  | 562/63%   |
| Educational institution supervisory visits    | 73         | 64**      | 61**      |
| % of required supervisory visits completed    | 109%       | 94%**     | 100%**    |
| Veteran student population                    | 53,947     | 32,287*** | 32,694*** |
| Budget  | \$708,562  | \$708,562 | \$808,190 |
| Authorized Positions                          | 9          | 10        | 10.5      |
| Filled Positions – as of June 30              | 8          | 10        | 10.5      |

*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.

\* The increase in approval actions is due to the return of approval authority of public and not-for-profit institutions. Previously these institutions were not fully reviewed because their degree programs were “deemed approved.” The FFY17 contract required the review of all programs at each institution with “deemed approved” programs.

\*\* The VA contract requires the SAA to complete 90% of the 68 assigned compliance visits.

\*\*\* Number of Veterans receiving G.I. Bill benefits in Virginia as of April 2018. This does not include Veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY18 should be available in March 2019

## **VIRGINIA MILITARY SURVIVORS AND 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 direct result of military service.*

### **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 U. S. 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.

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.

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.

In FY19, VMSDEP staff conducted outreach in numerous ways, including: an event at Fort Lee, training on changes to the program to Benefits staff, and presentations to Virginia Employment Commission staff, and at the Regional School Certifying Official (SCO) training. Information about VMSDEP is disseminated through multiple communications channels, including:

- DVS website;
- SCHEV website;
- State Approving Agency for Veterans Education and Training listserv;
- Virginia public college and university websites and catalogues;
- “*Opportunities: Preparing for college guide and workbook*” distributed to students and guidance counselors free of charge, and an electronic version is on the SCHEV website;
- DVS-developed VMSDEP informational brochure; and

- Direct outreach to veterans whose disability rating and period of service would potentially make their dependents eligible for VMSDEP benefits.

Effective July 1, 2019, as the result of SB1173 and HB2685, VMSDEP expanded to two qualification tiers. In addition to currently qualified spouses and dependents (Tier 2), dependents of veterans with non-combat service connected disabilities rated at least 90% with permanent disabilities will also qualify as Tier 1, which allows for the tuition and mandatory fee waiver, but not the additional stipend from the Fund. The 2020 DVS Annual Report will shift VMSDEP reporting metrics and provide an in-depth report of the first year of implementation of the new two tier system.

| Annual Services Provided                | FY17        | FY18        | FY19        |
|---|-------------|-------------|-------------|
| Applications Submitted                  | 986         | 1,473       | 1,207       |
| Applications Approved                   | 353         | 638         | 640         |
| Unique students receiving stipend award | 1,088       | 1,122       | 1,274       |
| Total stipend dollars awarded           | \$1,575,646 | \$1,599,525 | \$1,909,235 |
| Outreach Activities                     | 3           | 6           | 6           |
| Resources                               |             |             |             |
| Budget                                  | \$125,000   | \$125,000   | \$125,000   |
| Authorized Positions                    | 2           | 2           | 2           |
| Filled Positions – as of June 30        | 1.5         | 2           | 2           |

## VIRGINIA TRAINING & EDUCATION ALLIANCE (TEA)

### MISSION

*To assist institutions by providing training on veteran cultural competency and best practices in military and veteran student recruitment, matriculation, retention, and graduation, and employment in the civilian sector.*

### ACTIVITIES

The Virginia Training & Education Alliance (TEA) began as a pilot program in January 2017, through a grant from Altria, with the goal of training educators on Military Culture Competency. In 2018, the focus of the program expanded to facilitating relationships between educators and employers, including *Bridging the Gap* meetings. TEA also provides students with connectivity to employment pipelines, Virginia Transition Assistance Program (VTAP) staff, and/or Virginia Values Veterans (V3) hiring events. TEA currently includes 23 certified institutions and 108 certified ambassadors.

*Bridging the Gap* has been successful in creating actionable results for military and veteran students seeking real-world training. For example, in January 2019, a meeting focused on Cybersecurity, and now Purdue



*Hughes McLean presenting Perdue Global their TEA Certificate*

Global University and Northern Virginia Community College offer cybersecurity apprenticeships. Additionally, meeting attendees and V3-certified cybersecurity companies, Apex Systems and IntellecTechs, began registered cybersecurity apprenticeships. Apex is currently undergoing the process to obtain GI Bill approval.

In FY19, TEA conducted 16 certifications through webinars and in person trainings on military cultural competency. TEA also hosted trainings with many partner organizations and educational institutions. TEA hosted a training with Virginia Commonwealth University's (VCU) Green Zone. VCU began Green Zone in 2010 to train faculty and staff to support veterans and their families as they transition to academic life, and it is now a nationwide program. TEA also hosted Student Veteran Organization Maintenance Training with the American Student Government Association to highlight the importance of ensuring veteran organizations are officially recognized at their institutions, the value of building partnerships with other student organizations, and increasing visibility and community involvement.

In FY19, TEA began a partnership with The Mission Continues, a veterans organization. The partnership highlights community service opportunities for student veterans, and connects The Mission Continues members with schools. Many of these community service opportunities organized through The Mission Continues are attended by employers, providing student veterans unique networking opportunities.

While the Altria grant for TEA has ended, DVS continues the TEA's mission and services through the Education Programs budget, viewing it as valuable to the Commonwealth. TEA continues to build its network of institutions and ambassadors, as well as collaboration with V3 employers and the VTAP staff.

| <b>Annual Services Provided</b> | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|---------------------------------|-------------|-------------|-------------|
| Schools Certified               | 1           | 12          | 10          |
| Ambassador's Certified          | 2           | 31          | 75          |
| Training Events Conducted       | 3           | 10          | 16          |



*Hughes McLean, TEA Manager speaking to Aviation Institute of Maintenance*

## Veterans Transition & Employment Programs

*Charlie Palumbo is the Director of Transition & Employment programs, which include the Virginia Values Veterans (V3) Program, the Virginia Transition Assistance Program (VTAP), and the Military Medics and Corpsment (MMAC) Program.*

### **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**

V3 is a national leader in training employers to recruit, hire, and retain veterans. Since starting out as a pilot program, 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 FY19, V3 continued to surpass all goals and expectations, and as of June 30, 2019, 730 companies and 143 state agencies became certified, with 782 businesses, state agencies and localities enrolled and working toward certification. This equals a total of 1,645 member companies/agencies. The new goal of 35,000 veteran hires reported in Governor Northam's term was announced in January 2018, and as of June 30, 2019 there have been 16,055 hires in the Northam Administration, which is 45.8% of the way toward achieving the goal of 35,000 veterans hired (January 2018 – January 2022). In July 2019, DVS was proud to announce V3 had reached 50,000 total hires since program inception in 2012.

On February 25, 2019, V3 expanded to include a regional director for Southwest Virginia, based in Roanoke. The reaction was immediate and positive with the business community, veterans population and state and local elected officials reaching out to the new RD with invitations to speak and attend events.

From FY18 to FY19, V3 continued to increase the levels of interest and growth through strategic targeting of different types of companies, organizations and government entities – including a new interest from municipal-level governments. As of Oct 1, 2019 (V3 works on a calendar year basis), the Regional Directors are maintaining relationships with certified companies, shepherding enrolled companies through the process and conducting outreach. The Central Region Regional Director is managing 565 enrolled and certified entities<sup>1</sup>, including the largest portion of state agencies out the four regions. The Northern Virginia Regional Director is managing 630 enrolled and certified entities. The Hampton Roads Regional Director is managing 481 enrolled and certified entities. And, the Southwest Virginia Regional Director, who started on February 25, 2019, is managing 101 enrolled and certified entities.

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<sup>1</sup> This report has shifted to “entities” from “companies” due to the inclusion of state agencies, federal agencies, institutions of higher education, local governments and other organizations in V3.

In FY19, V3 had 432 enrollments, and 283 certifications were processed. This equates to a 70% increase in enrollments and a 42% increase in companies completing the certification process from FY18, with 301 total organizations enrolled and 118 certified. These data point to the high-level of performance by the Regional Directors, in not only outreach and engagement within in the V3 program, but better case management and follow through by the companies as they see continued positive press regarding the V3 companies in their region, and around the Commonwealth.

In addition, over the past 15 months, there has been an increased focus on municipalities, as local government officials (elected and appointed, as well as staff) approach V3 and other DVS staff at presentations, networking events and town halls requesting information about how to become V3 certified. In FY18, V3 had 15 municipalities enrolled, of which eight were certified – accomplished without active recruitment efforts in place. In FY19, 50 municipalities enrolled, of which 27 became certified. This is an over threefold increase in enrollments and a 30% increase in certifications. This growth in the program with the public sector is anecdotally attributed to the fact that V3 training is free of charge and free training is important to local governments with limited budgets.

The V3 Employment Grant continues to be a useful tool in recruiting small businesses. Businesses with 300 or fewer employees can apply for grants of \$1,000 per veteran hired and retained for one year – up to 10 veterans/\$10,000. In FY19, \$92,000 in grant funds were distributed to small businesses in Virginia for hiring and retaining 92 veterans at their respective companies. Some companies have started using the grant funds as a type of delayed bonus to the veterans they hire. V3 was excited to highlight this at the FY19 Annual Workforce Conference at the Richmond Convention Center on September 25, 2018. V3 collaborated with the Virginia Chamber of Commerce to host the event, which had over 900 people in attendance. The conference was the largest yet, having begun as a small event in 2013. Governor Ralph Northam and Lieutenant Governor Justin E. Fairfax spoke at the luncheon, and once again awards were handed out to companies who had hired the most veterans in their (company size) category.

### **Outreach and Partnerships**

V3 Regional Directors in Northern Virginia, Central Virginia, Hampton Roads and Southwest Virginia, spend thousands of hours each year out in the communities – signing up new V3 companies, presenting certifications to those who are now V3-certified employers, attending events, and regional stakeholder meetings such as the Hampton Roads' Workforce Development Board and Northern Virginia Technology Council's Veterans Employment Initiative (VEI). V3 also remains a preferred provider with both the Society for Human Resource Management (SHRM) and the Human Resources Certification Institute (HRCI). They have their fingers on the pulse of Virginia business to keep V3 growing.



*V3 NOVA Regional Director Ken Lyles talking with Transportation Secretary Shannon Valentine*

V3 conducted 14 training events in FY19, and continued the partnership with PsychArmor to provide top-level training options for our employers to learn more about the veteran community as a whole.

The success of the V3 program is a clear example of the enormous benefits to our economy through innovating public-private partnerships that connect Virginia businesses, governments and organizations to top tier veteran talent. V3 continues building on a solid base to move to the next level with innovative partnerships around the Commonwealth.



| Annual Services Provided              | FY17        | FY18        | FY19+       |
|---------------------------------------|-------------|-------------|-------------|
| Companies enrolled                    | 375         | 301         | 432         |
| Veterans Hired by Certified Companies | 6,205       | 9,703       | 13,121      |
| Training Events Conducted             | 121         | 58          | 14*         |
| Resources                             |             |             |             |
| Budget                                | \$1,090,166 | \$1,203,000 | \$1,203,000 |
| Authorized Positions                  | 5           | 5           | 6           |
| Filled Positions – as of June 30      | 5           | 5           | 6           |

+ V3 data is collected on a calendar year basis, through the hard work of V3 staff, July 1 – June 30 data was analyzed and reported for this report.

\*Note: Training Events are now streamlined; in turn, we are executing less events but maximizing the results for each event with greater participation of engaged employers at each event.

\*\*Note: V3 removed hires pledged as a core metric effective January 1, 2018. We no longer report this to leadership and only report veteran hires.

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

### **MISSION**

*The Virginia Transition Assistance Program (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 for veterans and transitioning service members is a suite of services applicable to their unique journey – the Virginia Transition Assistance Program (VTAP) does just that. Transition from military service is not complete on the date of a service member's discharge, and may take years beyond that actual separation 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 FY19, VTAP connected with 79,133 veterans, transitioning military and spouses through a variety of outreach methods, including a close partnership with V3. VTAP is a “go to” organization for partner organizations to participate and present on employment, education, and entrepreneurship in the Commonwealth. Additionally, 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.



*V3 & VTAP RDs with Del. Emily Brewer at her Veterans Resource Fair in Smithfield*

VTAP staff has built relationships with our military installations, making 227 visits to Virginia military installations. In FY19 alone, VTAP regional directors had a presence on:

- Naval Station Norfolk,
- Joint Expeditionary Base Little Creek – Fort Story,
- Joint Base Langley-Eustis,
- Fort Lee,
- Marine Corps Base Quantico,
- Fort Belvoir,
- Joint Base Myer Henderson Hall, and
- the Pentagon.



These partnerships are through the USO Pathfinder Program, or directly with installation transition (TAP) offices. These visits have resulted in VTAP hosting, or being a partner organization in 42 events, and 1,553 referrals to local resources. In addition, VTAP was asked to participate or speak in an additional 23 events.

In FY19, VTAP continued our Memorandum of Understanding (MOU) with Navy Region Mid-Atlantic to be part of the DOD approved SkillBridge program. This MOU now includes the HIRE VETS NOW Fellowship Program (HVN), launched in September 2018. The HVN Fellowship Program has a total of 13 V3-Certified employers participating, with 41 enrolled, and four who have successfully completed an internship in the program. All four service members who completed the program in FY19 received an employment offer in their desired career field.

VTAP partners with the Virginia Chamber Foundation to host HVN Networking and Hiring Events. In FY19, there were 12 networking events at six different installations, with four events in the fall of 2018, and another eight events during Spring 2019 with a total of 885 service members and 233 V3 employers participating.

In FY19, VTAP successfully implemented a strategy for a program that began in FY18 – outreach to all transitioning military who list Virginia as their home of record on the DD214 and allow Virginia to receive a copy. VTAP sent a Welcome Letter and information about our *Virginia Veterans Resource Guide* to 17,763 transitioning service members.



For FY19, VTAP made updates to its metrics to more accurately reflect the variety of different programs and activities offered by the program regarding annual services provided. Veterans and families served is the outreach number of those impacted, the language was updated to reflect transitioning military (TSM), veterans, and military spouses. The Transition Service Partnerships has stayed steady around 200 as the program has matured and solidified existing partnerships. Additionally, military installation visits were added, since this activity is at the core of VTAP as well as total client inquires and client appointments.

| <b>Annual Services Provided</b> | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|---------------------------------|-------------|-------------|-------------|
| TSM, Veteran, Spouse Outreach   | 22,489      | 56,973      | 79,133      |
| VTAP Events held                | 23          | 36          | 42          |
| Transition Service Partnerships | --          | 198         | 200         |
| Military Installation Visits    | 57          | 167         | 227         |
| VTAP Inquiries/Client Services  | --          | --          | 2,565       |
| <b>Resources</b>                |             |             |             |
| Budget                          | \$360,000   | \$485,000   | \$485,000   |
| Authorized Positions            | 4           | 5           | 5           |
| Filled Positions                | 4           | 5           | 5           |

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

### **MISSION**

*The Military Medics and Corpsmen (MMAC) Program provides pathways to careers and credentialing in civilian healthcare for former service members with healthcare-related training and experience.*

### **ACTIVITIES**

Now in its fourth year, MMAC continues changing the way healthcare systems hire veterans in Virginia by creating a pathway for medics and corpsmen with our Partner Healthcare Systems (PHS), who are eager to hire these valuable veterans – filling critical healthcare needs while supporting veterans with good jobs while they go to school and obtain their civilian licensure. MMAC does not grant licensure and certification or offer financial assistance.

The MMAC staff recruits potential candidates, reviews applicants and refers to the PHS, who determine scope of practice and potential educational opportunities, and make the hiring decisions. For medics and corpsmen who do not meet the strict qualifications of the MMAC program, staff connect them to the PHSs and/or Virginia Values Veterans Program (V3) employers statewide for other career opportunities in healthcare.

MMAC now has Memos of Agreement (MOA) in place with nine major healthcare systems and two state agencies. The MOAs allow MMAC-qualified employees to apply their extensive clinical skills and experience under supervision while they obtain required civilian clinical care credentials. *New partners* in FY19 are:

- Novant Health/UVA Health System – Culpepper Medical Center,
- Virginia Department of Behavioral Health and Developmental Services,
- Centra Health, and
- Health Corporation of America (HCA).

They join these *current* MMAC Partner Healthcare Systems:

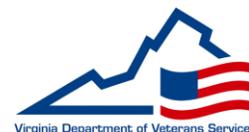
- Bon Secours Virginia Health System
- Chesapeake Regional Healthcare
- Carillion Clinic
- INOVA
- Riverside Health System
- Sentara
- Sitter & Barfoot Veterans Care Center
- Virginia Veterans Care Center
- Virginia Department of Corrections

*Pending* healthcare systems:

- Kaiser Permanente
- Mary Washington Healthcare



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In FY19, there were 202 MMAC applicants and 30 MMAC-qualified hires. MMAC-qualified means medics and corpsmen who have separated no more than 12 months prior to applying to the program and can show proficiency of medical skills. For medics and corpsmen who do not meet that high bar, DVS is proud to offer *No Veteran Left Behind*, which connects veterans with medical backgrounds to MMAC PHS and other healthcare opportunities, ensuring they have successful transitions and high quality jobs. In FY19, 33 veterans were hired under *No Veteran Left Behind*, and an additional 4 veterans were hired into leadership roles at partner healthcare systems.



*MMAC Staff meet with Mr. Walt Mercer and Virginia National Guard on potential collaboration*

The 3<sup>rd</sup> Annual MMAC Partner Healthcare System (PHS) Roundtable was held in November 2018 at the Virginia Museum of History and Culture. The meeting featured sharing of resources to assist the PHS with veteran hiring, a review of the MMAC's evolution and future. Detailed discussions of best practices and strategies to refine and enhance the efficiency and effectiveness of the MMAC Program took place.



*MMAC program coordinator Phil Trezza at Naval Station Norfolk*

MMAC staff continue to give briefings to military personnel in Virginia and around the nation to encourage medics and corpsmen to apply for the program and come to Virginia, regardless of where they separate from the military or where their original home of record is located. MMAC staff maintains good relationships with the Intermediate Care Technician program (ICT) within the VA and is partnering with them on opportunities for MMAC-qualified participants to work in both hospitals (VAMCs) and community clinics (CBOCs).

| Annual Services Provided               | FY17      | FY18      | FY19      |
|--|-----------|-----------|-----------|
| Program Applicants                     | 144       | 186       | 202       |
| Total Hires                            | 32        | 52        | 67        |
| MMAC Qualified Hires                   |           | 31        | 30        |
| No Veteran Left Behind Hires           |           | 21        | 37        |
| Budget                                 | \$400,000 | \$400,000 | \$400,000 |
| Authorized Positions                   | 3         | 3         | 3         |
| Filled Positions – as of June 30, 2019 | 3         | 3         | 3         |

## Virginia Veteran and Family Support

### MISSION

*To monitor and provide resource connections and care coordination for behavioral health, rehabilitative, and other related supportive services to Virginia veterans, National Guard, Armed Forces Reserves, caregivers and families.*

### ACTIVITIES

The Virginia Veteran and Family Support (VVFS) Program is a focused response, creating a continuum of care for all veterans who are Virginia residents, members of the Virginia National Guard or Armed Forces Reserves (not in active federal service), and their family members (SMVF) coping with the impact of military service, including multiple deployments, operational stress, Post-Traumatic Stress Disorder (PTSD), and/or Traumatic Brain Injury (TBI), with behavioral health, rehabilitative, and supportive services, ensuring there is no wrong door to quickly access services. VVFS is a service line of DVS, operated in cooperation with the Department of Behavioral Health and Developmental Services (DBHDS) and the Department for Aging and Rehabilitative Services (DARS).

The purpose and priorities of the VVFS program are:

- Build awareness of veterans service needs and the availability of the program through marketing, outreach, and training for first responders, service providers and others;
- Collaborate with relevant agencies of the Commonwealth, localities, and service providers;
- Develop and implement a consistent method of determining how many veterans in the Commonwealth are currently in need of mental health, physical rehabilitation, or other services, or may be in need of such services in the future;
- Work with veterans to develop a coordinated resources plan that identifies appropriate service providers to meet the veteran's service needs;
- Refer veterans to appropriate and available providers on the basis of needs identified in the coordinated resources plan; and
- Monitor progress toward individually identified goals in accordance with the coordinated resource plan.

### Mayor's Challenge & Governor's Challenge to Prevent Suicide

In FY19, VVFS continued partnering with the City of Richmond's Mayor's Challenge to Prevent Suicide among Service Members, Veterans and their Families. In January 2019, the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA), partnering with the VA, began a [Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families \(SMVF\)](#). Seven states were selected for the inaugural year: Virginia, Arizona, Colorado, Kansas, Montana, New Hampshire, and Texas.

The VA estimates that only 30% of eligible veterans use VA healthcare services, with 70% of veterans utilize community settings for health and behavioral healthcare, or go without such care. On average, the VA estimates that of the estimated 17 veterans who die by suicide every day, 11 were not connected with the VA prior to their deaths. As one of the top states for veteran population, it is so important for Virginia to be part of this groundbreaking Challenge.

Carlos Hopkins, Secretary of Veterans and Defense Affairs, and Daniel Carey, Secretary of Health and Human Resources are the co-leaders of the Governor's Challenge team in Virginia. The team consists of federal agencies: VA and the DOD; state agencies: DVS, the Virginia National Guard, Departments of Health, Behavioral Health and Developmental Services, Social Services, Medical Assistance Services, State Police, and Education; local agencies: the Richmond Behavioral Health Authority; and other partners, including Virginia Hospital and Healthcare Association and National Alliance on Mental Illness.

The theme of the Virginia's Governor's Challenge is: The 3C's – Care, Connect, and Communicate

- **Care:** The provision of accessible and culturally competent behavioral health services.
  - **Strategy:** Identify and support SMVF at risk of suicide through the Asking the Question, "Have you or a family member served in the military?" and suicide risk screening in community services.
- **Connect:** Bringing military/veteran specific and community services together; forming systemic partnerships.
  - **Strategy:** Increase engagement between the VA's Veterans Health Administration (VHA), DVS, and partner organizations for SMVF referrals.
- **Communicate:** Educating the SMVF population on resources and behavioral health providers on military culture and suicide prevention best practices
  - **Strategy:** Expand lethal means safety training (particularly firearm safety) to community stakeholders.

Through the Mayor's Challenge and Governor's Challenge, VVFS has expanded Military Culture Competency (MCC) training and Crisis Intervention Training (CIT) to state agencies and community partners to enhance knowledge and resource connections. The Virginia team also developed strategies and best practices to help implement the VA's [National Strategy for the Prevention of Veteran Suicide](#), which provides a framework for a comprehensive public health approach to addressing the growing public health challenge among the veteran population. This summer, as part this initiative, the Virginia team hosted six Military Culture and Suicide Prevention Summits in five cities: Abingdon, Lexington, Fairfax, Suffolk, and Richmond, that trained 525 community services providers in military culture (delivered by VVFS staff), lethal means safety planning (delivered by VHA Suicide Prevention Coordinators), and provided federal, state, and local resources. DVS continues to host regional trainings in FY20. Presentations and resources can be found on the DBHDS website (<http://dbhds.virginia.gov/behavioral-health/military-service-members-veterans-and-their-families>).



In addition, DVS and VA created resource cards that list the VA Suicide Crisis Hotline on one side, and VVFS contact information for non-crisis services on the other. The same size and shape as a business card, they are an easy resource to hand out and for veterans and family members to discreetly accept. Over 500,000 cards were distributed in FY19 by state and local police, first responders, and other service providers across the Commonwealth. In April 2019, DBHDS staff briefed the Joint Leadership Council of Veterans Service Organizations (JLC) on the Governor's Challenge, handed out cards to each VSO, and offered to include VSOs in the regional training summits. The JLC penned a letter to Governor Northam pledging support of the Challenge and its goals.

*Each Region has listed their specific activities supporting the Challenge in their regional section below.*

### **Outreach and Partnerships**

Along with DBHDS and DARS, VVFS maintains valued partnerships with the local Community Service Boards (CSBs), Eastern Virginia Medical School (EVMS) for an innovative art therapy program, Headstrong, Serving Together, Boulder Crest, and more.

DVS works closely with many departments at George Mason University, including the Veterans and the Arts Initiative at the Hylton Center, and the Center for Psychological Services, assisting to provide psych assessments at no cost to veterans. In FY19, 12 veterans were assessed by CPS staff, and 46 since the inception of this program.

In FY19, VVFS partnered with the Virginia National Guard (VaNG) as they work toward implementing their peer support training. A VVFS Senior Veteran Peer Specialist conducted a two-day training to provide in-depth instruction on how to initiate and maintain peer-level conversations with a person seeking help, how to engage with shared experiences (when appropriate), and how to best connect that person to VVFS. Additionally, VVFS has provided assistance to the VaNG Suicide Prevention Coordinator as the Guard reviews and rewrites current suicide prevention briefings to encourage help-seeking, early intervention, peer support, and suicide intervention.

VVFS also continued its partnership with the Department of Social Services and Virginia 2-1-1 to enhance the statewide system with additional call specialists, increased training, and increased collection of data to better connect veterans 24/7 to community, state, and federal resources. In FY19, 2-1-1 connected 6,713 veterans, active duty, and family members to services, with the majority of referral needs for utility and housing assistance, social services, and job-related services. In addition, 2-1-1 is looking to increase capacity and expertise through ASIST-trained call specialists to align with the Governor's Challenge.

## **CASE MANAGEMENT REGIONAL HIGHLIGHTS**

*Each of the four VVFS regions provide the same core services of resource connections, peer support, care coordination, and individualized and group support to veterans and their family members.*

**West Region** serves approximately 99,500 veterans and their families in Southwest Virginia, which includes 32 counties and 13 independent cities. The West Region team is comprised of 11 members including: a Regional Director, Senior Resource Specialist, Veteran Justice Specialist, Veteran Peer Specialist, and seven Resource Specialists, strategically located in five DVS offices: Big Stone Gap, Abingdon, Wytheville, Danville and Lynchburg; and three CSB offices: New River Valley, Piedmont, and Alleghany Highlands. The region also provides services at satellite offices across the region and monthly itinerates in the community.

Staff provide Crisis Intervention Trainings (CIT) to partner agencies and first responders throughout the region and work collaboratively with the New River Valley CIT faculty. Staff also assisted with the October 2018 Virginia CIT Conference in Blacksburg, providing DVS outreach to 300 attendees. The West Region closely collaborates with DBHDS and CSBs to provide Military Cultural Competency (MCC) training to partnering agencies, including regional CSBs, Radford University's Clinical Counseling Trauma graduate program course, Carillion Hospice, and the Virginia State Office of Rural Health State Conference. Staff provide trainings to other DVS employees on Mental Health First Aid (MHFA) and Applied Suicide Intervention Skills Training (ASIST) throughout the Commonwealth.

This year, staff participated in a behavioral health panel with community members in Galax after the screening of the documentary *Suicide: The Ripple Effect*, which focused on the effects of advocacy, inspiration and hope helping millions heal & stay alive.

West Region has been involved in Secretary Hopkins' Southwest Virginia Coalition meetings, and continues to participate in strong collaborations with key stakeholders in the area, including the American Red Cross' Joining Forces collaboration meetings, Southwest Virginia Mental Health Institute, Southwest Virginia Behavioral Health Board, and many suicide prevention committees across the region. West Region also maintains ongoing partnership with the National Guard Community Health Promotion Council (CHPC) meetings. The West Region is actively involved with the Governor's Suicide Prevention Challenge, and partnered with DBHDS to train 200 behavioral health and key community stakeholders at regional Military Culture Competency and Suicide Prevention Summits.

Together With Veterans (TWV) was an exciting opportunity created from the Governor's Challenge, with over 30 community members and veterans in attendance, and led by the VA's Veterans Health Administration's Office of Rural Health and the Western Interstate Commission for Higher Education. TWV is a community-engaged process for identifying, selecting, and implementing a variety of evidence-based, promising practices for the reduction of suicide and promotion of wellness among veterans living



in rural communities. TWV will continue through FY20, and include the implementation academy in October 2019 in Colorado.

The region continues to collaborate with three Veterans Affairs Medical Centers (VAMCs): Salem VAMC in Salem, Virginia, Mountain Home VAMC in Johnson City, TN and Beckley VAMC in Beckley, WV. A 4-year partnership with Salem VAMC and Alleghany Highlands CSB continues to provide a unique tele-psychiatry program, reducing the barriers of transportation. Additionally, with several National Guard and Armed Forces Services installations in the region, VVFS provides a pathway to care and support for National Guardsmen and Armed Forces Reserves. The West Region continues to provide a resource group for veterans to meet bi-weekly in a confidential environment and learn coping and resiliency skills.

West region is excited to continue the annual Veteran and Family Therapeutic Recreation day at Claytor Lake State Park, a partnership with the Department of Game and Inland Fisheries, the Department of Conservation and Recreation, and several other community agencies. This year marked the eighth year of the event, with over 250 attendees coming together to enjoy a day of therapeutic recreation, camaraderie, and a chance to connect to various community resources at Claytor Lake, in Pulaski County.

**Central Region** serves more than 158,500 veterans and their family members in Central Virginia, encompassing 29 counties and 9 independent cities. The Central Region team is composed of 12 members: a Regional Director, a Senior Resource Specialist, the Senior Veteran Specialist, five Resource Specialists, one Justice Resource Specialist, and three Veteran Peer Specialists, strategically located in five DVS offices: Staunton, Charlottesville, Petersburg, Henrico, and Fredericksburg; and two CSB offices: Richmond and Region Ten. In the summer of 2019, a new office was opened in Chesterfield, and three positions are newly approved as of FY19, reflecting the region's increase in veteran numbers, case complexity and added outreach, training, and capacity building opportunities.

Central Region staff support nine regional Crisis Intervention Training (CIT) teams: Charlottesville, Fredericksburg, Halifax/Mecklenburg, Hanover, Harrisonburg, Henrico, Richmond, Petersburg, and Staunton, representing law enforcement, emergency services, including occasionally dispatch, fire and Emergency Medical Services (EMS), and Harrisonburg-Rockingham CSB, Valley CSB, Region Ten CSB, Crossroads CSB, District 19, Southside CSB, Chesterfield CSB, Richmond Behavior Health Authority, and Rappahannock Area Community Services Board. These relationships are instrumental in identifying veterans in crisis and connecting them to regional resources.

Central Region maintains relationships with three Veterans Affairs Medical Centers (VAMC): McGuire VAMC in Richmond, Martinsburg VAMC in WV, and the Salem VAMC, and the VA's Community Based Outpatient Clinics (CBOCs) in Staunton, Harrisonburg, Charlottesville, and two in Fredericksburg. In FY19, staff assisted with the planning and delivery of two Mental Health Summits and associated resource fairs at McGuire VAMC, and supported open house events at the Staunton CBOC. Additionally, the Harrisonburg CBOC staff arranged an event to also be an itinerate site for both Benefits and VVFS staff.



*Richmond Mayor Levar Stoney and the Mayor's Challenge team*

The Central Region has been part of the Mayor's Challenge in Richmond, as well as the Governor's Challenge. Staff provided training and outreach to the Richmond Police and Fire Departments. Staff conducted Military Cultural Competency (MCC) training to Chesterfield CSB, Health Planning Region 1 Emergency Services Clinicians, Virginia Department of Health's Rural Health staff, Rappahannock Area CSB, Richmond's Office of Community Wealth Building, Crossroads CSB, and Health Planning Region clinical staff.

Central Region also worked closely with the University of Virginia's first two undergraduate "Veteran's Posse," for student veterans at UVA. Staff also worked with community college and university administrators to support the unique needs of their veteran students, including playing an integral role in Piedmont Virginia Community College's recent recognition as the #1 Military Friendly Small Community College in the United States.

**East Region:** The East region serves approximately 248,800 veterans and their families in the Greater Hampton Roads area, which includes 21 counties and 11 independent cities. The East Region is comprised of nine members: Regional Director, Senior Resource Specialist, Justice Resource Specialist, Veteran Peer Specialist, and five Resource Specialists. VVFS is strategically located in four DVS offices: Williamsburg, Norfolk, Chesapeake, and Virginia Beach; and two CSB offices: Colonial Behavioral Health and Western Tidewater CSB.

Staff currently participate in five of the seven Crisis Intervention Training (CIT) programs in the Hampton Roads area, providing community training to partner agencies and first responders through presentations. Along with CIT presentations, East Region provides Military Cultural Competency Trainings (MCC) presentations and Mental Health First Aid Trainings (MHFA) presentations.

In addition, team members routinely staff tables at community outreach events, providing information on DVS/VVFS services to veterans, family members, and community partners. Some of these events include the Remote Area Medical (RAM) Clinic, Native American Pow Wows, Aviation Institute of Maintenance, the Virginia Women Veterans Summit, and the Mental Health Joint Summit. Team members also attend community meetings such as the Norfolk Jail Re-Entry meeting, After TAPS Workshop, South Hampton Roads Veterans' Leadership Meeting, and Eastern Shore Veterans' Meeting.



*Benefits & VVFS Staff participate in outreach for Governor's Challenge*

Staff maintains an ongoing role to support the efforts of the Continuum of Care to assist homeless and at-risk veterans and their families in direct coordination with the Hampton VAMC homeless services team.

Team members also support this effort by attending the Greater Virginia Peninsula Homelessness Consortium and Southeastern Virginia Homeless Coalition, reviewing and selecting permanent supportive housing projects submitted to state and federal agencies for new and/or annual renewal funding the Tidewater region.

The East Region partners with Hampton VAMC's Clay Hunt Act Community Outreach Team (COT), which is one of five VAMC networks across the U.S. aiding transitioning service members in accessing health services at VA healthcare facilities and/or community healthcare services. Additionally, the East Region team continues to serve as a collaborative partner in a pilot project funded by the Virginia Department of Health, developing opportunities to bring behavioral health support to rural veterans residing on the Middle Peninsula and Northern Neck. This partnership has provided increased opportunities to expand training to students and staff at the Eastern Virginia Medical School and community/mental health providers, thereby providing an increased understanding of the military culture.

**North Region** serves approximately 218,200 veterans and their families in 14 counties and 6 independent cities in Northern Virginia. The North Region team is comprised of nine members: a Regional Director, Senior Resource Specialist, Veteran Justice Specialist, Veteran Peer Specialist, and five Resource Specialists, strategically located across the area in six DVS offices: Strasburg, Loudoun, Manassas, Fairfax, Springfield, and Fredericksburg; and one contracted office with the non-profit agency Service Source in Oakton. Staff also make monthly itinerate site visits in the community.

The Northern Virginia area provides a unique opportunity for interaction with large numbers of transitioning service members, veterans, Reservists, and National Guardsmen given the high volume of defense contractors, military bases, and the Pentagon in Northern Virginia. The North Region provides direct support and assistance at Transition Readiness seminars at Marine Corps Base Quantico, briefings at Fort Belvoir at the Soldier Family Assistance Center, itinerate sites on Naval Support Station Dahlgren, and more.

Staff provide community training to partner agencies and first responders through Crisis Intervention Training (CIT) in six current CIT programs: Arlington, Fairfax, Loudoun, North Western, Prince William, and Rappahannock. Resource Specialists coordinate mental health treatment through a variety of services, including local licensed clinicians at no cost with VSF funds.

Regional staff continue to support the efforts of six local Continua of Care (CoC) in direct coordination with the Veterans Affairs Medical Centers (VAMCs) in Washington, D.C. and Martinsburg, WV, including the homeless services teams to maintain a targeted focus on meeting the needs of homeless and at-risk veterans and their families. Staff are active in the Unite-Us–Serving Together Collaborative and Homeless Veterans By-Name Housing to assist in care coordination with Supportive Services for Veteran Families (SSVF) and other CoC partners. The region also continues to experience transportation issues that create barriers for receiving treatment, and a high demand for mental health treatment.

As part of Governor's Challenge, North Region staff were key members of a planning committee that hosted a Summit on Military Culture and Suicide Prevention in Fairfax for more than 120 in attendance from community providers and the CSBs. Due to the success of the summit, VVFS received requests from all the Health Planning Region 2 to provide additional MCC trainings to all CSBs.

Staff continue to be part of the treatment teams for both Fairfax and Prince William counties' Veterans Treatment Dockets (VTDs), working directly with judges, attorneys, probation/parole personnel, and the VA Justice Coordinator. In collaboration with veteran mentors, staff assist justice-involved veterans in accessing mental health services, substance abuse treatment, employment/vocational and education services to comply with, and successfully graduate from the VTD.

Staff facilitate weekly Veteran Peer Support (VPS) groups, providing a confidential environment for veterans to share post-military and transitional experiences with other veterans. North Region continues to experience a high demand for peer support services due to the region's veteran population. VPS has facilitated groups in Fairfax and Springfield for five years, but continues to receive requests for additional groups in Manassas and Loudoun. Additionally, the region started its first spousal support group in Fairfax, with plans to expand to Loudoun, when possible.



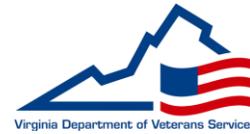
*Participant in the Bull Run Ride holding a VVFS patch*

## **VETERAN PEER SUPPORT SERVICES**

The Veteran Peer Support is a program providing veterans support in behavioral and rehabilitative needs related to their pursuit of health, wellness and quality of life, resulting from military service. It is the most requested service within DVS, and demand is outpacing availability.

Veteran Peer Specialists (VPS) are matched to veterans to be relatable – partnering up with those who have similar or familiar military and post-military experiences. VPS assists veterans in identifying personal goals and objectives, barriers to be addressed in order to achieve those goals, and provides encouragement throughout the process. In addition, VPS promotes basic goals of movement towards self-reliance, identification of a community of support, behavioral health treatment as appropriate, recreational opportunities and connection to other relevant resources within the community. Throughout the process, the VPS acknowledges every success and encourages perseverance at every setback.

The program also facilitates veteran support groups, providing structure to promote personal growth, self-awareness, coping strategies, and the unique opportunity to interact with other like-minded veterans. The Senior Veteran Peer Specialist continues to support the strengthening of both the program's peer support personnel and increasing capacity for key partners.

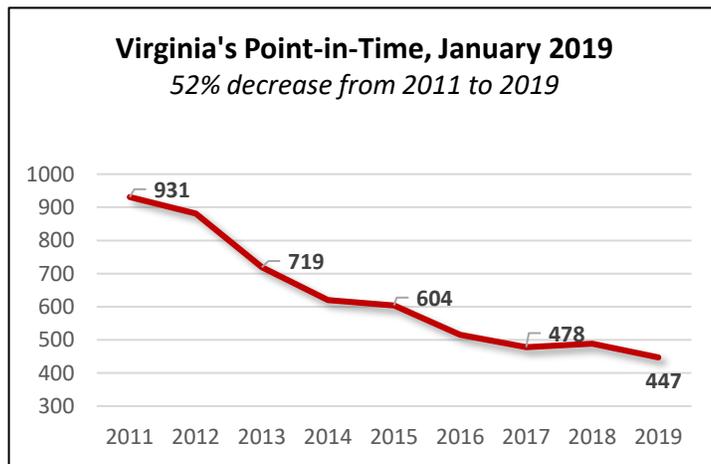


**HOUSING AND HOMELESS SERVICES**

VVFS continues to be a national leader, as well as supporting the Commonwealth’s sustaining efforts to ensure that veteran homelessness is rare, brief, and non-recurring. In FY19, 950 previously homeless veterans entered permanent housing. The VVFS Assistant Director continues to provide statewide coordination and leadership with federal, state, and community organizations and serves on the National Coalition for Homeless Veterans Executive Board.

The Governor’s Coordinating Council on Homelessness (GCCH), chaired by the Secretary of Commerce and Trade and the Secretary of Health and Human Resources, continues to maintain the goals of the reduction and elimination of veteran homelessness as a key priority. As chair of the GCCH Veterans Committee, the VVFS Housing Director collaborates with three federal agencies, seven state agencies, and local Continuum of Care (CoC) partners to recommend strategies to the GCCH. In addition, the committee aligns priorities and works to fill gaps and remove barriers in housing homeless veterans. On June 12-13, 2019 the VVFS Assistant Director presented at the Virginia Housing Alliance’s Housing Virginia’s Most Vulnerable Conference on *Statewide Updates on Veteran Homelessness* and the *Governor’s Challenge to Prevent Suicide Among Military, Veterans and Family Members*.

The DVS Homeless Fund continues to partner with the Veterans Service Foundation (VSF) to fill gaps in housing, assist veterans experiencing homelessness or who were previously chronically homeless. In FY19, VSF funds assisted 292 veterans with \$215,000 in financial resources. Allowable expenses to be covered by VSF funds include: rental deposits/arrears, utility assistance, beds, and other one-time expenses that may prevent a veteran from being housed.



The annual Point in Time (PIT) Count was held the last week of January 2019. This year’s count showed there were 447 veterans experiencing homelessness – 355 sheltered and 92 unsheltered. This was an 8% decrease from the 2018 count of 485, and overall reduction of 52% since 2011. Women veterans experiencing homelessness had a 10% decrease from 2018, dropping from 63 homeless women veterans, down to 57. VVFS continues to work with communities in sustaining efforts of reducing veteran homelessness through coordinated entry and targeting of resources.

The Dominion Veteran EnergyShare program, administered by VVFS and SSVF providers across the state in conjunction with the DVS Homeless Fund, continued to provide utility assistance to homeless veterans who moved into permanent housing in FY19. The Veteran EnergyShare Program increased from \$500,000 annually in calendar year 2018, to \$800,000 in 2019. This partnership has received national recognition as a best practice and is vital to sustaining efforts in Virginia. In CY18, 1,386 EnergyShare vouchers were utilized for veterans experiencing or at risk for homelessness.

## **VVFS JUSTICE INVOLVED SERVICES (JIS) PROGRAM**

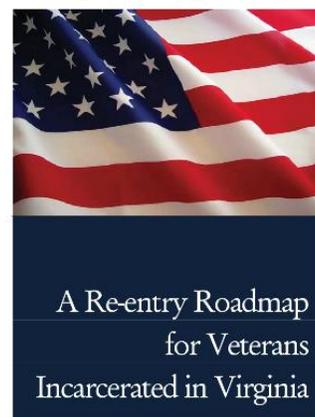
The VVFS Justice Involved Services (JIS) program offers direct assistance and resource connections to Virginia's veterans and service members of any era, regardless of discharge status, across the criminal justice spectrum: diversion, incarceration and reentry. The JIS team is comprised of a Criminal Justice Director and four Veteran Justice Specialists (VJS) – one in each region – to work with justice-involved veterans pre- and post-release.

A comprehensive pre-release needs assessment identifies areas of need related to behavioral healthcare, rehabilitative support, employment, education, benefits, peer support, or housing, and then the assigned VJS provides direct support and assistance to the veteran with connections to resources. VJS attend re-entry resource fairs at jails and prisons, re-entry council meetings, and provide assistance to criminal justice staff and community partners. The Criminal Justice Director (CJD) meets with the VJS quarterly to discuss cases, provide updates, and deliver technical assistance and training. In FY19, the CJD presented on the JIS program at the Office of the Attorney General's third annual statewide re-entry conference in October 2018, and *Virginia Business* magazine reported on the JIS program in May 2019.

In FY19, the CJD continues to promote the creation of veteran dockets in collaboration with the Supreme Court of Virginia, and provide technical assistance to local jurisdictions, including the cities of Richmond and Roanoke. As of FY19, newly approved veteran's treatment dockets include Fairfax County Juvenile and Domestic Relations Court, Prince William General District Court, and Stafford County General District Court. VVFS regional staff are active members of the veteran docket teams and connect veterans to resources in the community. Virginia is one of only five states to receive the **Veterans Treatment Court Statewide Strategic Planning Technical Assistance Award** from the Center for Court Innovation (CCI). The CJD serves on the Veterans Docket Statewide Strategic Planning team and assists with statewide efforts to increase veteran identification in the criminal justice system at multiple intercept points, specifically in Virginia local and regional jails.

Additionally, the CJD collaborates with key partners, including the VA, DVS Benefits, the Virginia Department of Corrections (VADOC), the Virginia Regional Jail Association, the Virginia Sheriffs' Association, the Virginia Attorney General's office, and community partners. JIS maintains an electronic mailbox: [justice.vvfs@dvs.virginia.gov](mailto:justice.vvfs@dvs.virginia.gov) for referrals and provides services to justice-involved veterans who are part of treatment dockets, in local jails and state prisons, and on probation or parole supervision. The CJD collaborated with Benefits, VADOC and the VA to create the Compensation and Pension (C&P) examination process for incarcerated veterans. A C&P mailbox was also created within DVS for the VA and VA-contracted vendors to request C&P exams for incarcerated veterans. VVFS monitors the mailbox and coordinates C&P exams for incarcerated veterans with the VADOC statewide representative.

In FY19, the revised *Re-entry Roadmap for Veterans Incarcerated in Virginia* guide, a collaborative project between DVS, VADOC, and the VA, was published. The *Roadmap* provides updated information on discharge requirements for VA services, what happens to benefits during incarceration, contacts for the VA's Homeless and Veterans Justice programs, all DVS



service lines, additional regional re-entry resources, and expanded housing and homeless services contacts and resources. Criminal justice staff and community providers use the guide as a resource for veterans involved in the courts, incarcerated or formerly incarcerated, and on probation and/or parole supervision as they return to the community. The guide is available in print, and electronically on the DVS and VADOC websites.

The Justice Involved Veterans with Special Needs Work Group was created in collaboration with the VA and VADOC to address the complex needs of justice-involved veterans with serious physical and/or mental health conditions. The work group has two subgroups designed to address the growing needs of this population: one is comprised of staff who coordinate discharge-planning efforts for veterans on their caseload; the other is a management-level group addressing larger systemic issues and barriers. The VJS are a part of the first work group, and the CJD is the facilitator for the management-level work group.

### **OPERATION FAMILY CAREGIVER (OFC)**

VVFS continues to serve the needs of caregivers, even though our grant from the Rosalyn Carter Institute has ended. However, when the need is significant, VVFS continues to direct eligible participants to *Operation Family Caregiver*, an evidenced-based program coordinated by the RCI, to provide a more structured and curriculum-based program to assist caregivers with long-term health and wellness. The Riverside Center for Excellence and Lifelong Health is the coordinating agency for *OFC* in Virginia.

### **MISSION: HEALTHY RELATIONSHIPS & MISSION: HEALTHY FAMILIES**

*Mission: Healthy Relationships* (MHR) and *Mission: Healthy Families* (MHF) retreats are held on weekends at various locations in Virginia, and focus on effective communication skills through the provision of individualized and group support in a workshop format.



*Mission: Healthy Families*

*Mission: Healthy Families:* In FY19, one workshop was held at Smith Mountain Lake, with 78 participants from 17 families in attendance.

*MHF* retreats enhance family well-being for veteran families by allowing the families to step away from daily stressors and support one another as a unit. *MHF* provides indoor and outdoor family-bonding time. The retreats allow adults and children to engage in activities, which help strengthen skill building, resiliency and communication skills within the family unit. The weekend provides time to engage in activities that strengthen relationships and the health and welfare of each family member.

*Mission: Healthy Relationships* In FY19, VVFS held three workshops (Richmond, Loudoun, and Roanoke), with 56 couples attending.

**MHR** is a program focused on relationship enhancement and effective communication skills for couples. It 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 military transition, deployments, and/or are coping with the effects of operational combat stress, PTSD, TBI or other trauma-related experiences are taught a skills-based approach to relationship strengthening, enhancing relationship communication and resiliency skills and are provided connections to behavioral health, rehabilitative and supportive services. 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 Relationships*

| <b>Annual Services Provided</b> | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|---------------------------------|-------------|-------------|-------------|
| Individual Services Delivered   | 6,764       | 5,714*      | 3,196*      |
| Outreach and Training Events    | NA*         | NA*         | 729         |
| Budget **                       | \$3,973,448 | \$5,370,564 | \$4,866,878 |
| Authorized Positions ***        | 24          | 59          | 47          |
| Filled Positions                | 9           | 45          | 45          |

*\*VVFS shifted to a new data system in the middle of FY18 and changed how service data is collected. Previously, individual service contacts were counted separately, but starting in March 2018, all service contacts are collected under one individual service type within the Individualized Service Plan.*

*\*\* Includes \$200,000 per FY for Granting Freedom Program. FY17 and FY18 include \$400,000 appropriation for dedicated special revenue – this appropriation was transferred to new program 46704 for FY19. FY17 and FY18 includes \$682,054 appropriation for federal funds – reduced to \$282,054 in FY19*

*\*\*\* Includes positions (FY18) that were transferred to other programs in FY19*

## Veterans Care Centers

### MISSION

*Provide affordable, high quality, and comprehensive 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 (VCC) 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.

### **New Construction: Puller VCC & Jones & Cabacoy VCC**

The two new Veterans Care Centers now have a target opening of late 2021. This is due to the design for each increasing from 120-bed facilities to 128-bed facilities, and because the VA approved a one-time funding appropriation to new construction projects in FY20. This means that the VA will reimburse Virginia part of the cost of constructing the new Care Centers.

The Puller VCC is named for U.S. Marine Corps Lt. General Lewis B. "Chesty" Puller, his son, Marine Corps Lt. Lewis B. Puller, Jr. and Lewis Jr.'s wife, former state Senator Toddy Puller, who, along with Senator Bryce Reeves and Delegates Kirk Cox, Rich Anderson, and Chris Stolle, among many others, was instrumental in securing funding from the General Assembly for the new care centers. The Jones & Cabacoy VCC is named for Medal of Honor recipient Col. William A. Jones, III and SSgt. Christopher Cabacoy, a Virginia Beach native who killed by insurgents in Afghanistan.

Administrators for the two facilities will be hired 8-12 months prior to first residents entering the facilities, with key staff being hired shortly after that, including the Directors of Nursing, HR, IT, Marketing/Admissions, and executive assistants, followed by direct care, pharmacy, dietary, housekeeping, and building/grounds crews. DVS anticipates approximately 60 team members on board before the first resident is admitted. Staffing will then proceed in "waves." As the first Household (HH1) fills up, the HH2 team is in training, and the HH3 staff is being hired (plus additional support team). It will take an estimated 18-20 months to reach full occupancy. As with the current VCCs, there will be 24/7/365 staffing.

The new care centers will be organized with 16 private rooms comprising one "household" 4 households equal one "neighborhood." Two neighborhoods equal "the community." There will be a central core with "back of the house" spaces, a community room for larger events and plenty of outdoor spaces. The new VCCs will have all private rooms, and be skilled nursing care facilities, with Alzheimer's/memory care secure units, long-term and short-term rehabilitative care, and the same admission criteria as existing VCCs (honorably discharged veteran, resident of or entered active duty in Virginia, and medical need for the skilled nursing care provided).

## Virginia Veterans Care Center

The Virginia Veterans Care Center (VVCC) in Roanoke, adjacent to the Salem VA Medical Center (VAMC), provides high-quality, long-term health care with 240 beds, in semi-private rooms. 180 beds are dedicated to skilled nursing care, of which 60 beds are for the care of Alzheimer's/ memory care residents. There are also 60 beds serving assisted-living (domiciliary care) residents. In FY19, VVCC provided 62,080 patient days in the 180 nursing beds, which is 94% of beds occupied; and 12,498 patient days in assisted living, which is 57% capacity.

### ACTIVITIES

VVCC welcomed a new administrator this year, Mr. Todd W. Barnes, who comes with nine years of experience in long-term healthcare administration, in both Virginia and North Carolina, working as a Licensed Nursing Home Administrator. Mr. Barnes is enthusiastic about the VVCC team, expressing belief that it is his honor and privilege to serve those who have served our country.

VVCC provides high-quality, on-site physical, occupational and speech therapy, as well as many other ancillary health care services. VVCC also offers amenities such as a library, chapel, solariums, wheelchair accessible nature trail and deck, and barber shop. In continuing the on-going interior renovation project, in FY19, VVCC is installing a new, more energy efficient boiler and lighting fixtures.

Staff work throughout the year with about 30 veterans service organizations (VSOs) and over 120 individual volunteers, on an array of activities that included: trips to the D-Day Memorial in Bedford, Salem Red Sox baseball games, and the Fishing Rodeo. On-site activities were planned as well, including equine and petting zoo activities, the annual apple festival and two carnivals.

VVCC again celebrated veteran residents and staff during Women Veterans Week in March, with the DVS Women Veterans Program Manager and local legislators hosting a recognition ceremony with pins and gift baskets.



*VVCC residents enjoy a water gun fight on a hot summer day*



*VVCC Residents celebrate Valentine's day*

In May, VVCC was pleased to again host veterans on their way to D.C. as part of the annual Run-For-The-Wall event. The bikers visited with residents and showed off their motorcycles. VVCC recognized the 75<sup>th</sup> Anniversary of WWII, and several residents attended the Annual Bernard Marie WWII Dinner to honor their wartime service.

VVCC raised approximately \$3,000 in September for Alzheimer's Awareness month, and approximately \$26,000 for Operation Holiday Spirit (OHS), 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) in Richmond, located on the campus of the McGuire VAMC, has 200 skilled nursing care beds in private rooms, of which 40 beds are dedicated to the care of Alzheimer's/memory care. In FY19, SBVCC provided 70,211 patient days, which is 96% occupancy, or an average of 193 beds filled. 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.

### **ACTIVITIES**

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 neighborhood, courtyards, and an outdoor walking trail.

In FY19, SBVCC held a wide variety of events for the residents, including: horseback riding at Lonesome Dove Equestrian Center, Richmond Flying Squirrels baseball games, a trip to the Redskins football training camp, and sailing. At the facility, there are a weekly "lunch bunch" group, monthly cooking activities, live entertainment performances, a carnival, casino day, and a holiday gift exchange offered. We are grateful for our many volunteers, from active duty soldiers who come up from Fort Lee and sailors from the Naval Support Facility Dahlgren, to local groups such as: Teleperformance, the Mounted Police, Combat Veterans Motorcycle Club, VFW Riders, Military Order of the Purple Heart, Bon Secours nursing students, church groups, local fraternities, employees from Dominion Energy, SunTrust and the DMV.



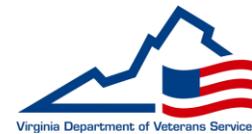
*SBVCC Resident enjoying a horse ride at Lonesome Dove*



*SBVCC Residents celebrate Women Veterans Week 2019*

In FY19, SBVCC's community room hosted the DVS Executive Leadership Team (ELT) and the Virginia Board of Veterans Services, and a "self-care day" for DVS staff members. In March, to celebrate Women Veterans Week, Delegate Betsy Carr, Commissioner John Newby II, and additional DVS staff provided the women residents and staff with specially made goodie baskets and a pinning ceremony to celebrate their service to our country. Also in March, to celebrate and thank our Vietnam Veterans, Governor Ralph Northam and other state and federal leaders participated in a pinning ceremony to celebrate their service.

The Virginia Department of Veterans Services  
**COMMISSIONER'S 2019 ANNUAL REPORT**



| Annual Services Provided                             | FY17         | FY18         | FY19         |
|--|--------------|--------------|--------------|
| <b>Virginia Veterans Care Center</b>                 |              |              |              |
| Patient Days—Nursing /<br>% of beds occupied         | 62,220 / 95% | 61,505 / 94% | 62,080 / 94% |
| Patient Days—Assisted Living /<br>% of beds occupied | 12,780 / 58% | 12,543 / 57% | 12498 / 57%  |
| <b>Sitter &amp; Barfoot Veterans Care Center</b>     |              |              |              |
| Patient Days—Nursing /<br>% of beds occupied         | 70,630 / 98% | 70,275 / 96% | 70,211 / 96% |

| Resources  |              |              |              |
|--|--------------|--------------|--------------|
| <b>Virginia Veterans Care Center</b>             |              |              |              |
| Budget   | \$27,180,049 | \$27,819,459 | \$27,455,001 |
| Authorized Positions                             | 260          | 262          | 288          |
| Filled Positions – June 30                       | 244          | 225          | 239          |
| <b>Sitter &amp; Barfoot Veterans Care Center</b> |              |              |              |
| Budget   | \$25,773,871 | \$29,367,470 | \$32,672,319 |
| Authorized Positions                             | 313          | 313          | 313          |
| Filled Positions – June 30                       | 286          | 294          | 290          |

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



*SBVCC Residents visiting with Fort Lee soldiers*



*VVCC Residents visiting with members of the Virginia Tech Corps of Cadets*

## Veterans Cemeteries

### MISSION

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

### ACTIVITIES

The Cemetery Services section operates and lovingly maintains Virginia's three state veterans cemeteries: the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, the Virginia Veterans Cemetery in Amelia, and the Southwest Virginia Veterans Cemetery in Dublin. All three provide a final resting place for our soldiers, sailors, airmen, and Marines—a place of honor, dignity, respect, and remembrance. All cemeteries accommodate in-ground burial of casketed remains, in-ground inurnment of cremated remains, and above-ground inurnment of cremated remains in a columbarium.

In FY19, Virginia's three state veterans cemeteries conduct almost 2,000 memorial services, each of which 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. In FY19, weather events such as sudden snow storms and the threat of Hurricanes Florence and Michael did not stop the Cemeteries staff from performing scheduled burials and providing the utmost service to the families. In FY19, Cemetery staff have conducted tours for the Secretary of Veterans and Defense Affairs, the new Deputy Commissioner for Cemeteries, the Virginia Board of Veterans Services, and welcomed state and federal elected and appointed officials.

The Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk is currently undergoing a construction project, anticipated to be complete in December 2019. The project is the result of a federal construction and expansion grant of \$10.2M, allowing an additional 7,000 pre-installed concrete crypts to be installed in a new section of the cemetery, and building an in-ground irrigation system, a decorative fence and entryway along the cemetery's front entrance. Additionally, the existing cemetery administrative office building is being renovated and expanded, including adding a much needed emergency generator.



*Crypts delivered to Horton Cemetery,  
March 2019*

Virginia's 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 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. Veteran's spouses, including widows/widowers are eligible for interment with their veteran. Additionally, certain dependents, including unmarried sons/daughters 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 at state veteran cemeteries.

DVS encourages veterans and family members to complete a “pre-application” so that required documentation (discharge documents, marriage certificates, etc.) are available and already taken care of when the time comes. 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. Pre-application forms are available for download on the DVS website, year round.

In FY19, DVS once again saw a rise in pre-application filings at each cemetery; a 3% increase at the Virginia Veterans Cemetery (Amelia); a 4% increase at Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk) and, a 6% increase at Southwest Virginia Veterans Cemetery (Dublin). Cemetery staff conduct dozens of outreach events in communities around Virginia each year to explain what the state has to offer and get information and pre-applications into the hands of veterans. The local VSOs are often significant partners in these outreach events.

DVS receives a plot allowance from the VA for each veteran buried in a Virginia state veterans cemetery. The 2019 reimbursement per veteran was \$780. 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, and are used for personnel, burial operations, grounds care, operating equipment replacement, maintenance and upkeep of cemetery buildings.

All three cemeteries are open to the public for visitation Monday through Friday during daylight hours. Cemetery administrative offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m. and there is a special phone number for funeral directors to call and reach staff for scheduling internment ceremonies. The staff understands 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. Each cemetery hosts special events and services throughout the year.



*Veterans Day at Southwest Virginia Cemetery  
Dublin, Virginia*

Memorial Day services are sponsored by local veterans groups, and Veterans Day open house events, while not formal services, educate veterans and family members about burial benefits available to veterans and eligible family members at each of our three cemeteries.

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 the National Cemeteries (Arlington, Quantico, Culpeper). Local non-profits purchase the wreaths for these special events. The Southwest Virginia Veterans Cemetery (Dublin) received donated

funds of approximately \$11,000, while the Albert G. Horton, Jr. Memorial Veterans Cemetery (Suffolk) received donated funds totaling approximately \$72,000. The Virginia Veterans Cemetery (Amelia) is organizing a new wreaths committee, donations at this time are going to Wreaths Across America who in turn deliver about a 1,000 wreaths per year to the cemetery.

For those veterans who pass away without family, DVS Cemetery staff work 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 to identify the unclaimed remains of veterans who deserve a dignified final resting place. This year several veterans were respectfully laid to rest.



| <b>Annual Services Provided</b>                    | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|--|-------------|-------------|-------------|
| <b><i>Virginia Veterans Cemetery</i></b>           |             |             |             |
| Interments   | 413         | 426         | 484         |
| Pre-applications on file*                          | 2,740       | 3,120       | 3,219       |
| <b><i>Horton Veterans Cemetery</i></b>             |             |             |             |
| Interments   | 1,134       | 1,211       | 1,220       |
| Pre-applications on file*                          | 6,595       | 6,610       | 6,876       |
| <b><i>Southwest Virginia Veterans Cemetery</i></b> |             |             |             |
| Interments   | 203         | 228         | 211         |
| Pre-applications on file*                          | 2,698       | 2,799       | 2,984       |
| <b>Resources</b>                                   |             |             |             |
| Budget   | \$1,873,307 | \$1,888,307 | \$3,076,394 |
| General Fund                                       | \$1,088,538 | \$1,088,538 | \$1,129,809 |
| Non-General Fund                                   | \$789,769   | \$799,769   | \$1,946,585 |
| Authorized positions                               | 27          | 28          | 28          |
| Filled positions as of June 30                     | 25          | 28          | 28          |

\* 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**

\* 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, Preserving our History, Educating our Youth, and Inspiring Patriotism in All*

### ACTIVITIES

The Virginia War Memorial is the Commonwealth of Virginia's premier memorial and educational center honoring the memory of all Virginians who demonstrated a willingness to serve and fight to defend the United States from World War II through today. Through educational outreach, exhibits, documentary films, and patriotic programming, staff and volunteers strive to educate Virginians of all ages and backgrounds.



The opening of the Virginia War Memorial's expansion is scheduled for early 2020. DVS, DGS and the Virginia War Memorial are working with project contractors to have this project completed as soon as possible.

The current Shrine (World War II, Korean War, Vietnam War, and Gulf War) is at capacity. The Shrine expansion will recognize and honor all of the Virginians who made the ultimate sacrifice in Iraq, Afghanistan, and in the Global War on Terrorism.

The Virginia War Memorial's expansion includes the *C. Kenneth Wright Pavilion*, which is named after WWII POW and Richmond businessman Ken Wright, who passed away in the fall of 2019. The pavilion includes a new Exhibit Hall, Virginia Medal of Honor Gallery, a Veterans' Art Gallery, a 350-seat auditorium, and state-of-the-art Distance Learning Center.

The expansion project will also add a new underground parking deck with over 170 parking spaces to accommodate the expected increase in visitors.

Since the opening of the Paul and Phyllis Galanti Education Center in September of 2010, the Virginia War Memorial has seen visitation grow from 20,000 visitors a year to over 72,000 per year (before construction began). DVS anticipates these numbers to continue to grow with the completion of the expanded facility and new parking capabilities.

### VIRGINIANS AT WAR

In FY19, the War Memorial, along with the Virginia War Memorial Foundation, worked on the next installment of the popular *Virginians At War* documentary series with *The Missing Chapter: Saigon to the Gulf War*. This new film will examine the military's rebuilding from Vietnam to dominance in the Persian Gulf. It includes 14 interviews with Virginians active during this timeframe, including CSM Jeff Mellinger

(Ret.), the last active Vietnam draftee, and Retired Generals Tilelli, Zinni, and Flowers. The film premiered at Virginia War Memorial on November 8, 2019.



*Jim Treisler, Director of Education Programs with a WWII Veteran at the Lifelong Learning Institute*

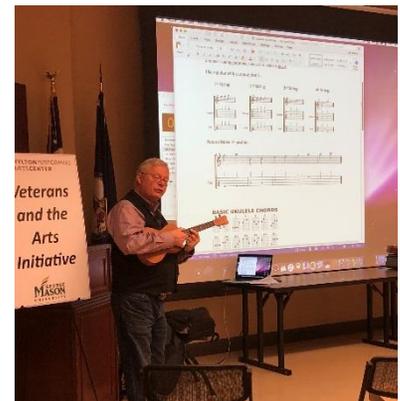
The Virginia War Memorial's **Teacher Institutes**, are successful partnership with Virginia teachers to assist in professional development. In the summer of 2019, 300 teachers attended one of five Institutes around Virginia. The Institutes target English and Social Studies teachers, but are open to all Virginia teachers, teaching all grades, and focus on the impact of war on technology, economics, culture, minorities (including women) and more. The Teachers Institutes were held in Norfolk, Fairfax County (Fort Belvoir) and Roanoke. The Education staff also participated in the Virginia World War I and World War II Commemoration Commission's Teacher Symposia, in Staunton and Richmond, and in October, the Virginia War Memorial

hosted an abbreviated series of three institutes focused on World War II, with professional development opportunities offering strategies and teaching techniques to use, and were designed to help educators develop skills and create hands on projects to be used in their classrooms.

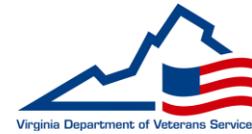
## EVENTS

As with every year, FY19 was full of patriotic events and solemn ceremonies, as well as innovative partnerships to bring unique experiences for learning about Virginia's and our nation's history. Some highlights included:

- *Little Soldier Saturdays*, to teach children ages 3-8 the importance of history and patriotism which may be the most joyous days at the Memorial!
- Special screenings of *Saving Private Ryan* and *A League of Their Own* in partnership with the Byrd Theater in Richmond, with discussions after the film
- Powhatan Red Cloud Owen, a VWM Volunteer and member of the Chickahominy tribe, was the guest speaker at the Native American Heritage Month event "Great War, Great Warriors"
- Historical/leadership lectures including one with the son and grandson of a Tuskegee Airman
- Author and Virginia native Craig Grossi discussed his book *Craig & Fred: A Marine, A Stray Dog, and How They Rescued Each Other*
- The 73<sup>rd</sup> anniversary of the conclusion of WWII in the Pacific was commemorated with event to honor those veterans who liberated the Pacific Theater from the Axis powers. Commodore Elson Aguilar (Ret.), Embassy of the Philippines, Washington, D.C. attended.

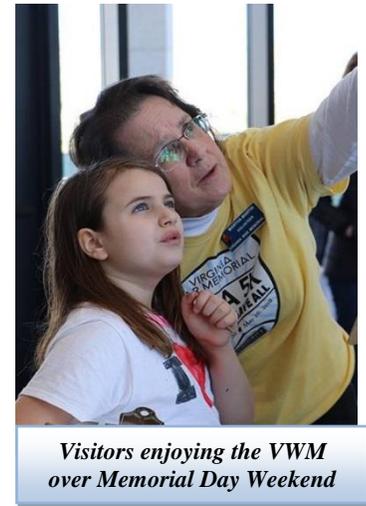


*GMU's Veterans and the Arts Initiative leading a guitar class in Scott Hall*



- Boy Scout *Merit Badge Day* and Girl Scout *See Freedom Speak Patch Program*
- JROTC Recognition Days

**Annual ceremonies** continued to bring Virginians together to remember and create shared experiences. On November 11, 2018, approximately 1,700 attendees gathered at the Dogwood Dell Amphitheater for the annual ***Commonwealth's Veterans Day Ceremony*** to honor all Americans who have served, or are currently serving. The ceremony commenced with a tolling of the bells at the Carillon to commemorate the 100<sup>th</sup> anniversary of the Armistice that ended WWI. Governor Ralph Northam, Speaker of the House Kirk Cox, Secretary Carlos Hopkins and Commissioner John Newby all made remarks. The winners of the Virginia War Memorial Veterans Day Essay Contest, Jolie Smith of Clover Hill High School and Martene Whiting, Jr. of Tabb Middle School, read their winning entries. In addition to the formal ceremony, the Carillon hosted an Armistice Day Festival with over 1,100 people visiting the exhibits inside (open just for the day, as it was still under renovation) and listening to a President Woodrow Wilson historical reenactor discuss the events and reaction to Armistice on November 11, 1918.



*Visitors enjoying the VWM over Memorial Day Weekend*

For **Memorial Day Weekend**, The Virginia War Memorial hosted the 8<sup>th</sup> annual ***TGA 5K "They Gave All" race***, presented by Priority Automotive on the Saturday of Memorial Day weekend, which included the popular VFW KidsFunRun where each finisher was presented a medal by an active duty service member. Approximately 650 runners, joggers, walkers, strollers and K9s with their humans participated in the 5k race, and were reminded of the purpose of the race with the start/finish line lined with flags with a deceased veteran's name attached. The ***Commonwealth's Memorial Day Ceremony*** was co-hosted by the American Legion 11<sup>th</sup> District, and held in the E. Bruce Heilman Amphitheater and Shrine of Memory, with approximately 1,200 people in attendance. Governor Ralph Northam Secretary Carlos Hopkins gave remarks. Katie Lloyd and Alan Clark, the Virginia War Memorial's 2019 *Marocchi Memorial Scholarship* awardees, were recognized, and the ceremony concluded with local community groups laying wreaths at the base of Memory in the Virginia War Memorial's Shrine.



*Memorial Day 2019*

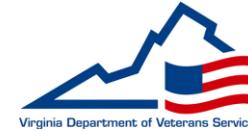
| <b>Annual Services Provided</b> | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|---------------------------------|-------------|-------------|-------------|
| Visitors                        | 63,990      | 51,479      | 41,134      |
| <b>Resources</b>                |             |             |             |
| Budget                          | \$1,138,588 | \$1,308,558 | \$1,471,355 |
| Authorized Positions            | 8           | 9           | 9           |
| Filled Positions – June 30      | 8           | 9           | 9           |

## DVS FY19 Budget and Staffing

### DVS POSITION LEVELS – AUTHORIZED VS. FILLED AS OF JUNE 30, 2019

| Staffing by Service Area            | Authorized | Filled     |
|-------------------------------------|------------|------------|
| Benefits                            | 100        | 97         |
| Education                           | 9          | 9          |
| Transition & Employment             | 22         | 21         |
| Virginia Veteran and Family Support | 47         | 45         |
| Veterans Care Centers               | 602        | 533        |
| Veterans Cemeteries                 | 28         | 28         |
| Virginia War Memorial               | 9          | 9          |
| Administration                      | 19         | 19         |
| <b>Totals</b>                       | <b>836</b> | <b>761</b> |





**DVS FY19 BUDGET (APPROPRIATION)**  
**AS APPROVED BY THE 2019 GENERAL ASSEMBLY (CHAPTER 854)**  
 (NOTE: DOES NOT INCLUDE CENTRAL ACCOUNT DISTRIBUTIONS)

| Program                               | Fund Source         |                              |                                     |  | Program Total       |
|---------------------------------------|---------------------|------------------------------|-------------------------------------|--|---------------------|
|                                       | General Fund        | Special<br>(fee for service) | Dedicated<br>Special<br>(Donations) | Federal Trust<br>(federal<br>contract) |                     |
| Benefit Services                      | \$7,996,947         | \$0                          | \$0                                 | \$0                                    | \$7,996,947         |
| Virginia Veteran and Family Support   | \$4,384,824         | \$0                          | \$0                                 | \$282,054                              | \$4,666,878         |
| Education, Transition, and Employment | \$3,071,227         | \$0                          | \$0                                 | \$904,188                              | \$3,975,415         |
| Care Centers                          | \$50,000            | \$33,548,012                 | \$0                                 | \$26,529,308                           | \$60,127,320        |
| Cemeteries                            | \$1,129,809         | \$348,466                    |                                     | \$1,598,119                            | \$3,076,394         |
| Virginia War Memorial                 | \$1,471,355         | \$0                          | \$0                                 | \$0                                    | \$1,471,355         |
| Administration                        | \$2,357,466         | \$416,298                    | \$0                                 | \$0                                    | \$2,773,744         |
| <b>Non-DVS programs:</b>              |                     |                              |                                     |  |                     |
| Granting Freedom                      | \$200,000           | \$0                          | \$0                                 | \$0                                    | \$200,000           |
| Veterans Services Foundation          | \$0                 | \$0                          | \$796,500                           | \$0                                    | \$796,500           |
| <b>DVS Total:</b>                     | <b>\$20,661,608</b> | <b>\$34,312,776</b>          | <b>\$796,600</b>                    | <b>\$29,313,669</b>                    | <b>\$85,084,553</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 (sunsets December 31, 2019)

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

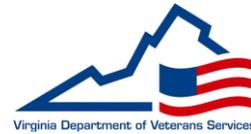
- Mission statement of the board;
- The board's powers and duties (from the Code of Virginia);
- A message from the board's chairman;
- A list of board members.



*BVS New Member Orientation at SBVCC*



*Speaker Cox addressing the JLC, January 16, 2019*



## **BOARD OF VETERANS SERVICES**

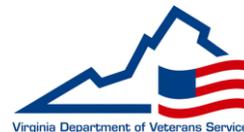
### **MISSION**

*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](#); 2004, c. [697](#); 2005, c. [758](#); 2008, cc. [467](#), [768](#); 2010, c. [64](#); 2012, cc. [33](#), [162](#); 2015, c. [319](#); 2017, cc. [89](#), [501](#); 2019, cc. [40](#), [204](#).)



## **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 advises the DVS in developing policies that enhance the support of veterans throughout the Commonwealth.

I am proud to report that the BVS fulfilled its mission in 2019 and began the process to ensure the seamless, dignified transition of responsibility of oversight of the Virginia War Memorial from the Virginia War Memorial Board to the Board of Veterans Services. This transfer will be complete on January 1, 2020. Additionally, three working groups were formed to research key issues: how to improve the Benefits service line; how to improve education services for veterans; and how to better support veterans in the arts as an economic/small business endeavor.

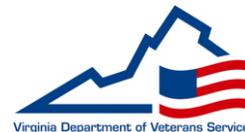
In August, I was elected the new Chairman of the BVS, along with Tammi Lambert as Vice Chair. We are excited to get to work serving the board and Virginia's veterans by assisting the DVS in its efforts to ensure that benefits and services earned by Virginia's veterans are provided to them and to their eligible spouses and dependents. The board heartily thanks Jim Icenhour for his two terms of service as Chairman and we have big shoes to fill! He made many important reforms that has elevated our board to better serve DVS and Virginia's veterans.

In FY19, the BVS also assisted with the important task of updating the agency strategic plan – serving as editors and a sounding board for the service line directors through our Point of Contact system. This approach has created stronger relationships between board members and the agency.

The members of the Board also continued to support the outstanding work of the Joint Leadership Council of Veterans Service Organizations, as well as the Veterans Services Foundation. Even in this time of constrained resources, it is essential to continue to educate the General Assembly on the importance of investing in DVS. The return on investment to the Commonwealth, and especially our veterans, is always significant!

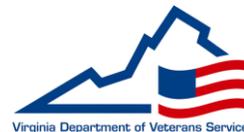
Over the past 10 years, we have built and sustained outstanding partnerships with the Governor and the Virginia General Assembly. We are proud to be members of the Board of Veterans Services, and look forward to working with our partners to make Virginia the most veteran-friendly state in the nation.

Respectfully,  
Col. Michael Dick (USMC, Ret.)  
Chairman



**Board of Veterans Services members – as of December 1, 2019**

| <b>Member</b>            | <b>Position</b>  |
|--------------------------|--|
| Michael Dick             | <b>Chairman</b> , Retired Colonel, Marine Corps<br>College of William & Mary       |
| Tammi Lambert            | <b>Vice Chair</b> , Army veteran<br>U.S. Department of the Interior                |
| Victor Angry             | Founder, A is for Angry, LLC<br>Retired Command Sergeant Major, ARNG               |
| Carl Bedell              | Attorney<br>Army veteran   |
| Carl Bess                | Retired Colonel, Virginia Air National Guard                                       |
| Paige Cherry             | Treasurer, City of Portsmouth<br>Army veteran                                      |
| Senator John Cosgrove    | General Assembly of Virginia,<br>U.S. Navy veteran                                 |
| Delegate Gordon Helsel   | General Assembly of Virginia<br>Army veteran                                       |
| Susan B. Hippen          | Retired Master Chief Petty Officer, U.S. Navy                                      |
| James Icenhour, Jr.      | Chairman, Board of Supervisors, James City County<br>Retired Major, U.S. Air Force |
| Thurraya S. Kent         | Retired Captain, U.S. Navy   |
| M. Lyla Kohistany        | Founder, PROMOTE,<br>Navy veteran  |
| John Lesinski            | Colliers International<br>Retired Colonel, Marine Corps                            |
| Delegate Jason Miyares   | General Assembly of Virginia   |
| Delegate Kathleen Murphy | General Assembly of Virginia   |
| Kathleen Owens           | President, Beach Group Realty,<br>Retired Commander U.S. Navy                      |
| Senator Bryce Reeves     | General Assembly of Virginia,<br>Army veteran                                      |
| Efrain “Frank” Reyes     | Navy veteran   |
| Julie Waters             | Attorney<br>Army veteran; U.S. Army Reserve  |
| Steven Combs             | Acting Commissioner, Department of Veterans Services                               |
| Frank Wickersham, III    | Chairman, Joint Leadership Council of Veterans Service<br>Organizations            |
| Frank Finelli            | 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**

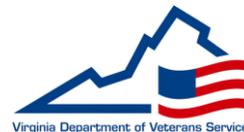
A. The Council shall have the following powers and duties:

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) stands at 25 veterans service organizations representing over 250,000 VSO members and all 715,000 Virginia veterans. When including military and veterans' family members, the JLC provides the voice for over 1.2M Virginians – 20% of the Commonwealth's population.

JLC members remain committed to serving and advocating for Virginia's veterans, military community, National Guard, the Armed Forces Reserves, and their families. By the numbers, Virginia has the 8<sup>th</sup> largest veterans population in the USA, including the 4<sup>th</sup> largest military retiree population, the 4<sup>th</sup> highest number of veterans in the labor force, and the highest percentage per capita of women veterans.

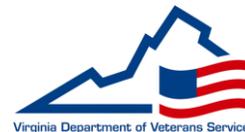
Our commitment to the Commonwealth of Virginia and supporting veterans and their families could not be stronger. JLC members are working on six legislative initiatives for consideration during the 2020 General Assembly session. The final list of 2020 initiatives was decided and prioritized on October 16, 2019. The position papers were published on our website, and distributed to the General Assembly and Executive Branch for their due consideration.

During the past year, JLC continued "our new tradition" of taking one quarterly meeting "on the road." Our April 2019 meeting was held at the Department of Military Affairs (Virginia National Guard) Headquarters at the invitation of The Adjutant General (TAG), Major General Timothy Williams. It has been a most rewarding experience for our members to meet in locations around Virginia, open our meetings to a broader public, visit the Commonwealth's many hallowed institutions, honor our veterans and educate the public about their sacrifices. Additionally, at the July 24 meeting, I was honored to be reelected Chairman of the JLC. Bill Ashton, representing the Fleet Reserve Association was elected Vice Chairman. David Sitler, representing the Reserve Officers Association is our appointed Legislative Chair.

We deeply value our partnership with the Department of Veterans Services, Board of Veterans Services, Veterans Services Foundation, the Governor and the General Assembly, as we work together to serve Virginia's veterans and their families. The General Assembly has significantly supported the legislative initiatives proposed by the JLC over the years. Every January, our members visit the General Assembly at the start of session and enjoy speaking with Senators and Delegates about the merits of JLC-sponsored bills. It is important work that ensures that all Virginia veterans, have the ability to speak with a coordinated voice to our legislators.

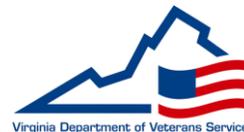
The JLC is proud to serve as a voice for all of Virginia's veterans. The JLC looks forward to our continued involvement in the legislative process and promoting Virginia as the most veteran-friendly state in the nation.

Respectfully,  
Frank G. Wickersham, III  
Chairman  
*MOAA Representative to the JLC*



**Joint Leadership Council of Veterans Service Organizations members – as of December 1, 2019**

| <b>Veterans Service Organization</b>      | <b>JLC Member</b>         | <b>Alternate</b>  |
|---|---------------------------|-------------------|
| Air Force Association                     | Thomas Wozniak            | James Merchant    |
| American Legion                           | Richard Oertel            | Dale Chapman      |
| AMVETS                                    | John Cooper               | Richard Mansfield |
| Association of the U.S. Army              | Michael Flanagan          | Robert Sempek     |
| Disabled American Veterans                | Denice Williams           | Thomas Wendel     |
| Fifth Baptist Veterans Ministry           | John Manning              | Thad Jones        |
| Fleet Reserve Association                 | William Ashton            | Jeffrey Gilmartin |
| Iraq & Afghanistan Veterans of America    | Lauren Augustine          |                   |
| Korean War Veterans Association           | Tim Whitmore              | Leo Ruffing       |
| Legion of Valor of the U.S., Inc.         | Robert S. “Steve” Herbert | Richard Rinaldo   |
| Marine Corps League                       | Jim Barrett               | Bruce Steeley     |
| Military Order of the Purple Heart        | James Cuthbertson         | Mark Atchison     |
| Military Order of the World Wars          | Vernon Peters             | Hans Mumm         |
| Military Officers Association of America  | Frank Wickersham          | Monti Zimmerman   |
| Navy Mutual Aid Association               | Craig Cressman            | Meredith Burns    |
| Navy Seabee Veterans of America           | Mike Boyle                |                   |
| Non-Commissioned Officers Association     | Jon Ostrowski             | Tyrone Anderson   |
| Paralyzed Veterans of America             | Preston Curry             | Raymond Kenney    |
| Reserve Officers Association              | David Sitler              | Terrence Moore    |
| Roanoke Valley Veterans Council           | Perry Taylor              | Daniel Karnes     |
| Veterans of Foreign Wars                  | Daniel Boyer              | Thomas Gimble     |
| Vietnam Veterans of America               | Charles Montgomery        | George Corbett    |
| Va. Army/Air National Guard Enlisted Assn | Robert Barnette           | Carl Holcomb      |
| Virginia National Guard Association       | Kevin Hoffman             | Fallon Martin     |
| Women Marines Association                 | Judy Reid                 | Marie Juliano     |
| Chairman, Board of Veterans Services      | Michael Dick              |                   |
| Chairman, Veterans Services Foundation    | Frank Finelli             |                   |
| Acting Commissioner of Veterans Services  | Steven Combs              |                   |



## **VIRGINIA WAR MEMORIAL BOARD**

### **MISSION**

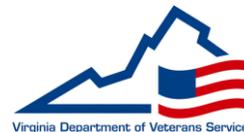
*The Virginia War Memorial is the Commonwealth of Virginia's monument to honor the memory of Virginia's men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. Through its Galanti Education Center, the Virginia War Memorial serves as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

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

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

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

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



## **Message from the Chairman**

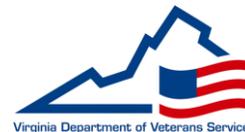
The Virginia War Memorial Board was created to support the Virginia War Memorial and its staff and volunteers, when the Memorial was a stand-alone state entity. The Memorial is a living entity that perpetually renews and refreshes its message and meaning for visitors of all ages, and the mission of the Virginia War Memorial Board has always been a single-minded commitment to supporting the Memorial's mission of honoring the Virginia heroes who have made the ultimate sacrifice while serving in uniform. At the dedication of the Virginia War Memorial in 1956, former Senator John J. Wicker, Jr., Chairman of the War Memorial Commission said, "When everyone living today has passed away, this memorial will remain for the dedication and inspiration of generations unborn, and as tangible evidence that patriotic service of Virginians will never be forgotten."

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 stories of sacrifice, and conduct educational programs for all Virginians and all Americans to understand that freedom isn't free.

With the completion of the Virginia War Memorial expansion project in 2019, the Board will have effectively completed the mission for which it was created – The Paul and Phyllis Galanti expansion in 2010 and the C. Kenneth Wright Pavilion educational expansion in 2019. These additions have added significantly to the War Memorial's outreach to many more visitors, and the Virginia War Memorial has become the premier state war memorial. Consistent with that change, at our September 2018 meeting, the members of the Virginia War Memorial Board voted unanimously to sunset the Board and transfer all responsibilities to the Board of Veterans Services, which is the policy Board of the Department of Veterans Services.

It has been my honor and privilege to serve as Chairman of the Virginia War Memorial Board, as well as a long-time board member. We are proud of the front-and-center role played by the Memorial in making Virginia the most veteran-friendly state in the nation. It is bittersweet to be the final Chairman, but 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, and the Virginia War Memorial will continue its mission to honor Virginia war heroes and educate the public about those Virginians who have made the ultimate sacrifice while serving in uniform.

Sincerely,  
Hon. John S. Edwards, USMC veteran  
Chairman  
Member, Senate of Virginia



**Virginia War Memorial Board members – as of December 1, 2019**

| <b>Member</b>                  | <b>Position</b>  |
|--------------------------------|--|
| Delegate John Bell             | General Assembly of Virginia<br>Major, Air Force (Ret.)  |
| Delegate David Bulova          | General Assembly of Virginia   |
| Delegate Buddy Fowler, Jr.     | General Assembly of Virginia   |
| Delegate Riley Ingram          | General Assembly of Virginia<br>Army Veteran, USAR, Virginia National Guard                              |
| Delegate John McGuire          | General Assembly of Virginia<br>Navy Veteran   |
| Delegate Bob Thomas            | General Assembly of Virginia<br>Marine Corps Veteran   |
| Senator Richard H. Black       | General Assembly of Virginia<br>Colonel, Marine Corps (Ret.)   |
| Senator Bill DeSteph           | General Assembly of Virginia<br>Navy Veteran   |
| Senator John Edwards, Chairman | General Assembly of Virginia<br>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>Army Veteran   |
| F. Caroline Lane               | LCDR, Navy (Ret)   |
| Keith McIntosh                 | Vice President for Information Services & Chief Information<br>Officer, University of Richmond           |
| Kathleen Owens                 | President, Beach Development Group<br>CDR, Navy Reserves (Ret)   |
| Naveed Shah                    | Leadership Fellow, Iraq & Afghanistan Veterans of America<br>Army Veteran                                |
| James Zollar                   | Assistant Chief of Staff Training, Virginia Army National<br>Guard; Colonel, Army National Guard         |
| Frank Rennie                   | <i>Ex officio</i> Chairman, Virginia War Memorial Foundation<br>RADM, Navy (Ret.)                        |
| Michael Dick                   | <i>Ex officio</i> Chairman, Board of Veterans Services   |
| Frank Wickersham, III          | <i>Ex officio</i> Chair, Joint Leadership Council of Veterans Service<br>Organizations                   |
| Steven Combs                   | <i>Ex officio</i> Acting Commissioner, Department of Veterans<br>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: Virginia Military Survivors and Dependents Education Program (VMSDEP)**

Table 1: Number of Recipients and Amount Awarded

Table 2: Completion Rates

### **Appendix D: Care Centers**

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

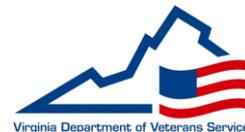
Table 2: Sitter & Barfoot Veterans Care Center – Patient Days and Average Occupancy Level

### **Appendix E: Cemeteries**

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

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

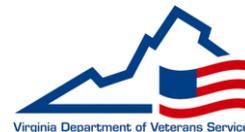
Table 3: Cemetery Burials: *Southwest Virginia Veterans Cemetery (Dublin)*



**APPENDIX A: BENEFITS SERVICES**  
**Claims, Evidence and Appeals Submitted to USDVA**

**Table 1: Sorted by Office**

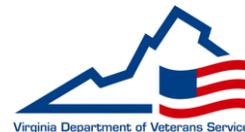
| Office          | Total Claims |       |       |       |
|-----------------|--------------|-------|-------|-------|
|                 | FY16         | FY17  | FY18  | FY19  |
| Abingdon        | 1,380        | 1,556 | 1,336 | 1,450 |
| Accomac         | 716          | 810   | 1,140 | 1,571 |
| Big Stone Gap   | 932          | 1,439 | 1,565 | 1,466 |
| Charlottesville | 1,413        | 1,580 | 2,662 | 3,510 |
| Chesapeake      | 1,403        | 1,933 | 2,787 | 1,840 |
| Danville        | 1,043        | 1,270 | 1,829 | 1,659 |
| Emporia         | N/A          | N/A   | 259   | 618   |
| Fairfax         | 2,039        | 2,786 | 2,780 | 2,167 |
| Fort Lee (new)  | --           | --    | --    | 297   |
| Fredericksburg  | 710          | 1,842 | 3,594 | 6,932 |
| Hampton VAMC    | 1,899        | 2,285 | 3,458 | 2,926 |
| Hampton         | 3,358        | 3,341 | 5,612 | 6,077 |
| Henrico         | 1,117        | 1,715 | 1,742 | 1,778 |
| Loudoun         | N/A          | 40    | 1,549 | 780   |
| Lynchburg       | 943          | 1,048 | 2,051 | 1,634 |
| Manassas        | N/A          | 160   | 1,862 | 2,376 |
| McGuire VAMC    | 3,268        | 7,044 | 6,124 | 5,735 |
| Norfolk         | 5,220        | 5,693 | 7,970 | 7,587 |
| Oceana (new)    | --           | --    | --    | 415   |
| Pentagon        | --           | --    | --    | 3,016 |
| Petersburg      | 951          | 1,304 | 1,748 | 1,575 |
| Portsmouth      | 1,652        | 2,031 | 1,879 | 1,255 |
| Quantico        | 1,230        | 1,272 | 3,666 | 4,840 |
| Roanoke         | 503          | 656   | 515   | 739   |
| Salem VAMC      | 1,016        | 1,190 | 2,076 | 1,633 |
| South Hill      | 675          | 1,024 | 1,367 | 878   |
| Springfield     | 1,190        | 1,544 | 4,108 | 4,762 |
| Staunton        | 1,302        | 1,358 | 1,474 | 1,641 |
| Strasburg       | 733          | 693   | 645   | 750   |
| Tazewell        | 1,227        | 1,255 | 1,319 | 1,486 |
| Virginia Beach  | 1,608        | 2,229 | 2,639 | 2,965 |



|                     |        |        |        |        |
|---------------------|--------|--------|--------|--------|
| <b>Williamsburg</b> | N/A    | N/A    | 982    | 2,885  |
| <b>Wytheville</b>   | 658    | 1,131  | 1,173  | 549    |
| <b>Totals</b>       | 38,186 | 50,229 | 71,311 | 79,792 |

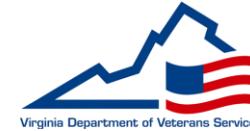
**Table 2: Sorted by Month**

| <b>Month</b>     | <b>Total Claims</b> |             |             |            |
|------------------|---------------------|-------------|-------------|------------|
|                  | <b>FY16</b>         | <b>FY17</b> | <b>FY18</b> | <b>Y19</b> |
| <b>July</b>      | 2,244               | 3,884       | 3,788       | 6,999      |
| <b>August</b>    | 2,580               | 4,857       | 5,675       | 6,869      |
| <b>September</b> | 2,385               | 3,572       | 4,642       | 5,708      |
| <b>October</b>   | 2,558               | 4,022       | 5,783       | 6,680      |
| <b>November</b>  | 2,169               | 3,836       | 5,234       | 5,850      |
| <b>December</b>  | 2,494               | 3,716       | 3,719       | 4,796      |
| <b>January</b>   | 2,403               | 4,118       | 4,118       | 6,892      |
| <b>February</b>  | 4,033               | 4,266       | 4,156       | 6,387      |
| <b>March</b>     | 4,707               | 4,862       | 4,750       | 7,109      |
| <b>April</b>     | 3,912               | 4,201       | 6,722       | 7,096      |
| <b>May</b>       | 4,243               | 4,143       | 7,539       | 6,996      |
| <b>June</b>      | 4,458               | 4,752       | 7,617       | 8,053      |
| <b>Totals</b>    | 38,186              | 50,229      | 71,311      | 79,792     |



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

|                        | Walk-Ins |        |        |        | Phone/Email |        |         |         | Total Contacts |         |         |         |
|------------------------|----------|--------|--------|--------|-------------|--------|---------|---------|----------------|---------|---------|---------|
|                        | FY16     | FY17   | FY18   | FY19   | FY16        | FY17   | FY18    | FY19    | FY16           | FY17    | FY18    | FY19    |
| <b>Abingdon</b>        | 2,141    | 1,833  | 1,286  | 1,287  | 2,184       | 1,698  | 1,421   | 1,536   | 4,325          | 3,531   | 2,707   | 2,823   |
| <b>Accomac</b>         | 1,739    | 1,536  | 1,503  | 1,285  | 2,892       | 3,143  | 3,387   | 3,044   | 4,631          | 4,679   | 4,890   | 4,329   |
| <b>Big Stone Gap</b>   | 1,398    | 1,482  | 1,375  | 1,354  | 2,210       | 2,162  | 1,815   | 1,955   | 3,608          | 3,644   | 3,190   | 3,309   |
| <b>Charlottesville</b> | 1,743    | 1,775  | 1,463  | 1,792  | 4,697       | 6,262  | 3,778   | 3,693   | 6,440          | 8,037   | 5,240   | 5,485   |
| <b>Chesapeake</b>      | 2,843    | 4,412  | 5,829  | 4,028  | 2,752       | 5,195  | 6,171   | 3,852   | 5,595          | 9,607   | 12,000  | 7,880   |
| <b>Danville</b>        | 2,812    | 3,054  | 2,953  | 2,782  | 2,499       | 2,737  | 2,253   | 2,906   | 5,311          | 5,791   | 5,206   | 5,688   |
| <b>Emporia</b>         | 0        | 1,808  | 162    | 775    | 0           | 0      | 274     | 915     | 0              | 0       | 436     | 1,690   |
| <b>Fairfax</b>         | 1,838    | 1,808  | 1,526  | 1,912  | 5,703       | 4,895  | 5,848   | 5,663   | 7,541          | 6,703   | 7,374   | 7,575   |
| <b>Fort Lee (new)</b>  | --       | --     | --     | 575    | --          | --     | --      | 715     | --             | --      | --      | 1,290   |
| <b>Fredericksburg</b>  | 1,115    | 3,836  | 6,464  | 6,155  | 1,439       | 4,273  | 7,465   | 9,492   | 2,554          | 8,109   | 13,929  | 15,647  |
| <b>Hampton VAMC</b>    | 2,126    | 3,178  | 3,487  | 4,743  | 2,198       | 1,771  | 1,479   | 2,370   | 4,324          | 4,949   | 4,966   | 7,113   |
| <b>Hampton</b>         | 5,556    | 4,690  | 4,089  | 3,945  | 4,234       | 3,825  | 3,856   | 3,401   | 9,790          | 8,515   | 7,945   | 7,346   |
| <b>Henrico</b>         | 1,585    | 1,631  | 1,729  | 1,831  | 2,963       | 3,889  | 4,038   | 3,812   | 4,548          | 5,520   | 5,767   | 5,643   |
| <b>Loudoun</b>         | 0        | 21     | 930    | 954    | 0           | 120    | 2,567   | 3,483   | 0              | 141     | 3,497   | 4,437   |
| <b>Lynchburg</b>       | 1,845    | 1,693  | 2,058  | 1,716  | 3,466       | 2,249  | 4,532   | 4,502   | 5,311          | 3,942   | 6,590   | 6,218   |
| <b>Manassas</b>        | 0        | 170    | 1,199  | 1,842  | 0           | 738    | 3,488   | 3,825   | 0              | 908     | 4,687   | 5,667   |
| <b>McGuire VAMC</b>    | 13,750   | 24,207 | 20,839 | 10,929 | 17,041      | 23,847 | 19,996  | 12,093  | 30,791         | 48,054  | 40,835  | 23,022  |
| <b>Norfolk</b>         | 7,155    | 10,257 | 13,182 | 17,435 | 9,191       | 13,369 | 17,774  | 24,410  | 16,346         | 23,626  | 30,956  | 41,845  |
| <b>Oceana (new)</b>    | --       | --     | --     | 508    | --          | --     | --      | 148     | --             | --      | --      | 656     |
| <b>Pentagon</b>        | --       | --     | --     | 3,905  | --          | --     | --      | 4,088   | --             | --      | --      | 7,993   |
| <b>Petersburg</b>      | 2,035    | 2,684  | 2,787  | 1,044  | 3,275       | 6,090  | 3,535   | 1,264   | 5,310          | 8,774   | 6,322   | 2,308   |
| <b>Portsmouth</b>      | 999      | 1,157  | 1,144  | 690    | 3,134       | 7,396  | 7,067   | 4,679   | 4,133          | 8,553   | 8,211   | 5,369   |
| <b>Quantico</b>        | 1,986    | 2,176  | 2,207  | 2,755  | 5,091       | 4,150  | 4,992   | 5,179   | 7,077          | 6,326   | 7,199   | 7,934   |
| <b>Roanoke</b>         | 843      | 593    | 576    | 681    | 2,458       | 1,115  | 534     | 1,108   | 3,301          | 1,708   | 1,110   | 2,622   |
| <b>Salem VAMC</b>      | 1,266    | 1,654  | 1,833  | 1,514  | 753         | 1,673  | 1,768   | 1,108   | 2,939          | 3,422   | 3,807   | 2,622   |
| <b>South Hill</b>      | 1,108    | 1,180  | 1,070  | 735    | 2,267       | 1,958  | 1,849   | 520     | 3,066          | 3,029   | 2,429   | 1,255   |
| <b>Springfield</b>     | 1,458    | 1,971  | 1,990  | 3,015  | 2,043       | 3,184  | 4,399   | 9,606   | 4,642          | 6,370   | 8,210   | 12,621  |
| <b>Staunton</b>        | 1,842    | 2,063  | 1,424  | 1,232  | 2,143       | 2,472  | 2,849   | 1,931   | 4,314          | 4,912   | 3,726   | 3,163   |
| <b>Strasburg</b>       | 775      | 811    | 882    | 751    | 3,083       | 2,235  | 2,250   | 1,095   | 3,010          | 3,061   | 2,085   | 1,846   |
| <b>Tazewell</b>        | 1,646    | 2,026  | 1,434  | 1,514  | 2,090       | 1,725  | 2,160   | 1,423   | 3,371          | 4,186   | 3,070   | 2,937   |
| <b>Virginia Beach</b>  | 3,935    | 5,623  | 4,549  | 5,721  | 5,246       | 6,638  | 8,643   | 6,365   | 10,753         | 14,266  | 1,1971  | 12,086  |
| <b>Williamsburg</b>    | 0        | 0      | 855    | 1,504  | 0           | 0      | 0       | 1,487   | 0              | 0       | 1,357   | 2,991   |
| <b>Wytheville</b>      | 1,179    | 1,313  | 915    | 325    | 4,146       | 2,104  | 2,424   | 632     | 3,283          | 3,737   | 3,132   | 957     |
| <b>Totals</b>          | 66,718   | 88,834 | 91,740 | 91,234 | 83,811      | 99,416 | 125,266 | 132,731 | 166,134        | 214,100 | 222,845 | 223,965 |



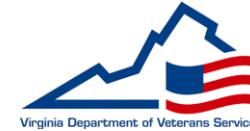
## APPENDIX B: STATE APPROVING AGENCY FOR VETERANS EDUCATION AND TRAINING (SAA)

**Table1: SAA Program Approval Actions**

|  | IHL    |        |        | NCD    |        |        | APP    |        |        | OJT    |        |        | LIC/CERT |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|--------|
|  | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17   | FFY 18 | FFY 19 |
| <b>Totals for Federal Fiscal Year</b>      | 2,483  | 3,042  | 3,843  | 1,682  | 1,438  | 1,795  | 41     | 32     | 28     | 29     | 12     | 18     | 31       | 156    | 4      |
| <b>Number of Applications Received</b>     |        |        |        |        |        |        |        |        |        |        |        |        |          |        |        |
| <b>Number Approved</b>                     | 2,067  | 2,488  | 3,281  | 1,175  | 961    | 1,479  | 37     | 29     | 28     | 9      | 10     | 6      | 25       | 156    | 4      |
| <b>Number Disapproved</b>                  | 416    | 554    | 562    | 507    | 477    | 316    | 4      | 3      | 0      | 20     | 2      | 12     | 6        | 0      | 0      |
| <b>Percentage of Applications Approved</b> | 83     | 82     | 85     | 70     | 67     | 82     | 90     | 91     | 100    | 31     | 83     | 50     | 81       | 100    | 100    |

**Table 2: SAA Other Approval Actions**

|  | IHL    |        |        | NCD    |        |        | APP    |        |        | OJT    |        |        | LIC/CERT |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|--------|--------|
|  | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17 | FFY 18 | FFY 19 | FFY 17   | FFY 18 | FFY 19 |
| <b>Totals for Federal Fiscal Year</b>      | 409    | 373    | 476    | 279    | 213    | 198    | 94     | 75     | 34     | 180    | 72     | 17     | 14       | 18     | 0      |
| <b>Number of Applications Received</b>     |        |        |        |        |        |        |        |        |        |        |        |        |          |        |        |
| <b>Number Approved</b>                     | 310    | 289    | 380    | 224    | 154    | 139    | 90     | 72     | 34     | 159    | 69     | 9      | 11       | 16     | 0      |
| <b>Number Disapproved</b>                  | 99     | 84     | 96     | 55     | 59     | 59     | 4      | 3      | 0      | 21     | 3      | 8      | 3        | 2      | 0      |
| <b>Percentage of Applications Approved</b> | 76     | 77     | 80     | 80     | 72     | 70     | 96     | 96     | 100    | 88     | 96     | 53     | 79       | 89     | 0      |



**Table 3: SAA Compliance Visits**

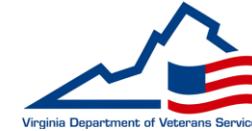
|                                       | IHL       |           |           | NCD       |           |           | APP       |           |           | OJT       |           |           | LIC/CERT  |           |           |
|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                       | FFY 17    | FFY 18    | FFY 19    | FFY 17    | FFY 18    | FFY 19    | FFY 17    | FFY 18    | FFY 19    | FFY 17    | FFY 18    | FFY 19    | FFY 17    | FFY 18    | FFY 19    |
| <b>Totals for Federal Fiscal Year</b> | <b>17</b> | <b>18</b> | <b>19</b> |
| <b>Number of Visits</b>               | 21        | 37        | 40        | 28        | 22        | 16        | 8         | 5         | 0         | 16        | 1         | 4         | N/A       | N/A       | N/A       |

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

| <b>Activity</b>  | <b>FFY17</b> | <b>FFY18</b> | <b>FFY19</b>        |
|--|--------------|--------------|---------------------|
| <b>Email inquiries</b>   | 506          | 500          | 870                 |
| <b>Requests for application for a new facility</b>                     | 105          | 120          | 90                  |
| <b>Active schools (facilities in which a veteran actively attends)</b> | 452          | 454          | 455 <sup>1</sup>    |
| <b>Number of students enrolled</b>                                     | 53,947       | 47,906       | 32,694 <sup>2</sup> |

<sup>1</sup> The active schools list for FFY 2019 is a snapshot of every facility that enrolled or training a VA education beneficiary in a Virginia SAA approved facility (including on-the-job training, apprenticeships, and flights) from January 1, 2018 through December 31, 2018.

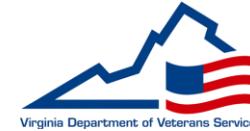
<sup>2</sup> Number of veterans receiving G.I. Bill benefits in Virginia as of April 2019. This does not include veterans who attended school but who have not received payment of GI Bill Benefits. The final count for FFY18 should be available in March 2020.



**APPENDIX C: VIRGINIA MILITARY SURVIVORS AND DEPENDENTS EDUCATION PROGRAM (VMSDEP)**

**Table 1: 2018-19 Number of Recipients and Amount Awarded**

|  | Fall 2018    |                | Spring 2019  |                | Total        |                  |
|--|--------------|----------------|--------------|----------------|--------------|------------------|
|  | Number       | Dollars        | Number       | Dollars        | Number       | Dollars          |
| <b>Four-Year Publics</b>                 |              |                |              |                |              |                  |
| Christopher Newport University           | 17           | 15,948         | 16           | 14,288         | 18           | 30,236           |
| College of William and Mary              | 19           | 17,120         | 19           | 17,120         | 19           | 34,240           |
| George Mason University                  | 93           | 82,250         | 92           | 81,310         | 101          | 163,560          |
| James Madison University                 | 54           | 51,034         | 54           | 50,140         | 58           | 101,174          |
| Longwood University                      | 26           | 24,470         | 22           | 20,670         | 27           | 45,140           |
| Norfolk State University                 | 30           | 28,040         | 31           | 29,450         | 36           | 57,490           |
| Old Dominion University                  | 191          | 176,080        | 172          | 155,630        | 209          | 331,710          |
| Radford University                       | 50           | 46,790         | 45           | 40,630         | 55           | 87,420           |
| University of Mary Washington            | 28           | 24,020         | 27           | 23,530         | 29           | 47,550           |
| University of Virginia                   | 32           | 29,690         | 33           | 29,460         | 34           | 59,150           |
| University of Virginia's College at Wise | 6            | 5,700          | 7            | 5,710          | 7            | 11,410           |
| Virginia Commonwealth University         | 174          | 156,840        | 154          | 139,960        | 187          | 296,800          |
| Virginia Military Institute              | 12           | 11,400         | 12           | 11,400         | 12           | 22,800           |
| Virginia State University                | 41           | 37,780         | 36           | 33,970         | 46           | 71,750           |
| Virginia Tech                            | 48           | 44,430         | 48           | 43,720         | 52           | 88,150           |
| <b>Four-Year Public total</b>            | <b>821</b>   | <b>751,592</b> | <b>768</b>   | <b>696,988</b> | <b>890</b>   | <b>1,448,580</b> |
| <b>Two-Year Publics</b>                  |              |                |              |                |              |                  |
| Richard Bland College                    | 12           | 10,470         | 10           | 9,500          | 12           | 19,970           |
| <b>Two-Year Public total</b>             | <b>12</b>    | <b>10,470</b>  | <b>10</b>    | <b>9,500</b>   | <b>12</b>    | <b>19,970</b>    |
| <b>Community Colleges</b>                |              |                |              |                |              |                  |
| Blue Ridge Community College             | 4            | 2,400          | 2            | 1,190          | 6            | 3,590            |
| Central Virginia Community College       | 4            | 1,680          | 3            | 1,200          | 5            | 2,880            |
| Dabney S. Lancaster Community College    | 0            | 0              |              |                |              | 0                |
| Danville Community College               | 1            | 950            | 0            | 0              | 1            | 950              |
| Eastern Shore Community College          | 0            | 0              | 0            | 0              | 0            | 0                |
| Germanna Community College               | 25           | 19,770         | 22           | 17,630         | 29           | 37,400           |
| J. Sargeant Reynolds Community College   | 10           | 6,680          | 8            | 5,960          | 12           | 12,640           |
| John Tyler Community College             | 30           | 21,915         | 36           | 24,370         | 44           | 46,285           |
| Lord Fairfax Community College           | 3            | 2,150          | 4            | 2,160          | 5            | 4,310            |
| Mountain Empire Community College        | 7            | 5,940          | 5            | 4,280          | 7            | 10,220           |
| New River Community College              | 6            | 5,230          | 4            | 3,570          | 6            | 8,800            |
| Northern Virginia Community College      | 52           | 39,110         | 57           | 40,830         | 68           | 79,940           |
| Patrick Henry Community College          | 3            | 2,850          | 2            | 1,670          | 3            | 4,520            |
| Paul D. Camp Community College           | 1            | 950            | 1            | 480            | 1            | 1,430            |
| Piedmont Virginia Community College      | 2            | 1,900          | 5            | 4,050          | 5            | 5,950            |
| Rappahannock Community College           | 1            | 480            | 2            | 1,900          | 3            | 2,380            |
| Southside Virginia Community College     | 5            | 4,280          | 4            | 2,620          | 5            | 6,900            |
| Southwest Virginia Community College     | 5            | 4,290          | 5            | 4,520          | 7            | 8,810            |
| Thomas Nelson Community College          | 43           | 34,310         | 39           | 31,200         | 51           | 65,510           |
| Tidewater Community College              | 72           | 56,680         | 83           | 61,980         | 99           | 118,660          |
| Virginia Highlands Community College     | 1            | 950            | 1            | 950            | 1            | 1,900            |
| Virginia Western Community College       | 5            | 4,050          | 5            | 4,520          | 8            | 8,570            |
| Wytheville Community College             | 4            | 3,800          | 5            | 3,340          | 5            | 7,140            |
| <b>Other Publics</b>                     | <b>284</b>   | <b>220,365</b> | <b>292</b>   | <b>217,470</b> | <b>371</b>   | <b>438,785</b>   |
| Eastern Virginia Medical School          | 1            | 950            | 1            | 950            | 1            | 1,900            |
|  | 1            | 950            | 1            | 950            | 1            | 1,900            |
| <b>Total</b>                             | <b>1,118</b> | <b>983,377</b> | <b>1,071</b> | <b>924,908</b> | <b>1,274</b> | <b>1,909,235</b> |

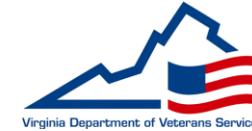


**Table 2: Completion Rates**

First-Time in College (FTIC) with Military Survivor/Dependent Award Completion Rates, entering institution in Fall 2009

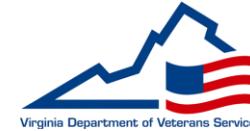
| Degree Completion Rate              |                         |                         |                         |                         |                         |                         |                         |                          |
|-------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
|                                     | W/in<br>3yrs<br>2011-12 | W/in<br>4yrs<br>2012-13 | W/in<br>5yrs<br>2013-14 | W/in<br>6yrs<br>2014-15 | W/in<br>7yrs<br>2015-16 | W/in<br>8yrs<br>2016-17 | W/in<br>9yrs<br>2017-18 | W/in<br>10yrs<br>2018-19 |
| Total Public Four-year Institutions | 0.0%                    | 34.8%                   | 58.7%                   | 63.0%                   | 63.0%                   | 63.0%                   | 63.0%                   | 63.0%                    |
| Total Public Two-Year Institutions  | 13.6%                   | 22.7%                   | 28.8%                   | 28.8%                   | 33.3%                   | 33.3%                   | 33.3%                   | 33.3%                    |
| Virginia Community College System   | 13.6%                   | 22.7%                   | 28.8%                   | 28.8%                   | 33.3%                   | 33.3%                   | 33.3%                   | 33.3%                    |

Source: SCHEV <http://research.schev.edu/gradrates/subcohorts.asp>



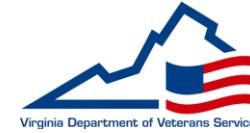
**APPENDIX D: CARE CENTERS**  
**TABLE 1: VIRGINIA VETERANS CARE CENTER**

| 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 |      |      |
|----------------------------|-----------------------|--------|--------|------------------------------------|------|------|--------------------------|------|------|-------------------------------|--------|--------|--|------|------|----------------------------------|------|------|
|                            | FY17                  | FY18   | FY19   | FY17                               | FY18 | FY19 | FY17                     | FY18 | FY19 | FY17                          | FY18   | FY19   | FY17                                       | FY18 | FY19 | FY17                             | FY18 | FY19 |
| <b>July</b>                | 5,185                 | 5,419  | 5,339  | 167                                | 175  | 172  | 93%                      | 97%  | 96%  | 1,115                         | 975    | 1,056  | 36   | 31   | 34   | 60%                              | 52%  | 57%  |
| <b>August</b>              | 5,172                 | 5,301  | 5,440  | 167                                | 171  | 175  | 93%                      | 95%  | 97%  | 1,127                         | 994    | 1,067  | 36   | 32   | 34   | 61%                              | 53%  | 57%  |
| <b>September</b>           | 5,151                 | 4,996  | 5,209  | 172                                | 167  | 174  | 95%                      | 93%  | 96%  | 1,052                         | 977    | 1,042  | 35   | 33   | 35   | 58%                              | 54%  | 58%  |
| <b>October</b>             | 5,337                 | 5,175  | 5,412  | 172                                | 167  | 175  | 96%                      | 93%  | 97%  | 1,097                         | 1,018  | 1,116  | 35   | 33   | 36   | 59%                              | 55%  | 60%  |
| <b>November</b>            | 5,128                 | 5,025  | 5,177  | 171                                | 168  | 173  | 95%                      | 93%  | 96%  | 1,027                         | 993    | 1,088  | 34   | 33   | 36   | 57%                              | 55%  | 60%  |
| <b>December</b>            | 5,369                 | 4,995  | 5,097  | 173                                | 161  | 164  | 96%                      | 90%  | 91%  | 1,054                         | 1,042  | 1,119  | 34   | 34   | 36   | 57%                              | 56%  | 60%  |
| <b>January</b>             | 5,361                 | 5,055  | 4,977  | 173                                | 163  | 161  | 96%                      | 91%  | 89%  | 1,167                         | 1,019  | 1,081  | 38   | 33   | 35   | 63%                              | 55%  | 58%  |
| <b>February</b>            | 4,766                 | 4,675  | 4,619  | 170                                | 167  | 165  | 95%                      | 93%  | 92%  | 1,074                         | 1,034  | 951    | 38   | 37   | 34   | 64%                              | 62%  | 57%  |
| <b>March</b>               | 4,304                 | 5,178  | 5,322  | 171                                | 167  | 172  | 95%                      | 93%  | 95%  | 1,082                         | 1,200  | 1,043  | 35   | 39   | 34   | 58%                              | 65%  | 56%  |
| <b>April</b>               | 5,031                 | 5,105  | 5,124  | 168                                | 170  | 171  | 93%                      | 95%  | 95%  | 1,011                         | 1,089  | 1,040  | 34   | 36   | 35   | 56%                              | 61%  | 58%  |
| <b>May</b>                 | 5,178                 | 5,391  | 5,218  | 167                                | 174  | 168  | 93%                      | 97%  | 94%  | 1,002                         | 1,166  | 975    | 32   | 38   | 31   | 54%                              | 63%  | 52%  |
| <b>June</b>                | 5,238                 | 5,190  | 5,146  | 175                                | 173  | 172  | 97%                      | 96%  | 95%  | 972                           | 1036   | 920    | 32   | 35   | 31   | 54%                              | 58%  | 51%  |
| <b>Annual Max 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>  | 62,220                | 61,505 | 62,080 | 170                                | 169  | 170  | 93%                      | 94%  | 94%  | 12,780                        | 12,543 | 12,498 | 35   | 35   | 34   | 58%                              | 57%  | 57%  |



**TABLE 2: SITTER & BARFOOT VETERANS CARE CENTER**

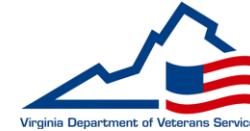
| Month                      | Patient Days Nursing |        |        | Average # of Nursing Beds Occupied |      |      | Occupancy Level: Nursing |      |      |
|----------------------------|----------------------|--------|--------|------------------------------------|------|------|--------------------------|------|------|
|                            | FY17                 | FY18   | FY19   | FY17                               | FY18 | FY19 | FY17                     | FY18 | FY19 |
| <b>July</b>                | 6,063                | 6,057  | 5,983  | 196                                | 195  | 193  | 98%                      | 98%  | 97%  |
| <b>August</b>              | 6,025                | 5,919  | 6,016  | 194                                | 191  | 194  | 97%                      | 95%  | 97%  |
| <b>September</b>           | 5,886                | 5,745  | 5,743  | 196                                | 192  | 191  | 98%                      | 96%  | 96%  |
| <b>October</b>             | 6,022                | 5,926  | 5,978  | 194                                | 191  | 193  | 97%                      | 96%  | 96%  |
| <b>November</b>            | 5,748                | 5,776  | 5,859  | 192                                | 193  | 195  | 96%                      | 96%  | 98%  |
| <b>December</b>            | 5,883                | 6,027  | 5,877  | 190                                | 194  | 190  | 95%                      | 97%  | 95%  |
| <b>January</b>             | 6,010                | 6,026  | 5,952  | 194                                | 194  | 192  | 97%                      | 97%  | 96%  |
| <b>February</b>            | 5,438                | 5,465  | 5,420  | 194                                | 195  | 194  | 97%                      | 98%  | 97%  |
| <b>March</b>               | 6,032                | 5,886  | 5,978  | 195                                | 190  | 193  | 97%                      | 95%  | 96%  |
| <b>April</b>               | 5,800                | 5,752  | 5,776  | 193                                | 192  | 193  | 97%                      | 96%  | 96%  |
| <b>May</b>                 | 5,855                | 5,959  | 5,949  | 189                                | 192  | 192  | 94%                      | 96%  | 96%  |
| <b>June</b>                | 5,868                | 5,737  | 5,680  | 196                                | 191  | 189  | 98%                      | 96%  | 95%  |
| <b>Annual Max Capacity</b> | 73,000               | 73,000 | 73,000 | 200                                | 200  | 200  |                          |      |      |
| <b>Total Patient Days</b>  | 70,630               | 70,275 | 70,211 | 194                                | 193  | 192  | 97%                      | 96%  | 96%  |
| <b>Monthly Average</b>     | 5,886                | 5,856  | 5,851  | 194                                | 193  | 192  | 97%                      | 96%  | 96%  |



## APPENDIX E: CEMETERIES

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

|                  | FY07 | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 | FY16 | FY17 | FY18 | FY19 |
|------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>July</b>      | 26   | 17   | 26   | 23   | 25   | 19   | 26   | 24   | 25   | 37   | 27   | 31   | 40   |
| <b>August</b>    | 17   | 13   | 23   | 12   | 17   | 21   | 22   | 28   | 38   | 39   | 31   | 23   | 50   |
| <b>September</b> | 17   | 15   | 19   | 17   | 28   | 34   | 27   | 22   | 27   | 29   | 43   | 38   | 29   |
| <b>October</b>   | 22   | 25   | 21   | 17   | 23   | 18   | 19   | 23   | 38   | 33   | 27   | 36   | 32   |
| <b>November</b>  | 22   | 13   | 9    | 25   | 25   | 24   | 29   | 23   | 24   | 33   | 22   | 34   | 42   |
| <b>December</b>  | 18   | 22   | 20   | 29   | 22   | 17   | 26   | 24   | 24   | 43   | 26   | 25   | 29   |
| <b>January</b>   | 20   | 15   | 18   | 17   | 25   | 23   | 24   | 28   | 36   | 28   | 38   | 48   | 42   |
| <b>February</b>  | 18   | 16   | 13   | 21   | 30   | 31   | 21   | 23   | 27   | 26   | 38   | 35   | 28   |
| <b>March</b>     | 19   | 19   | 19   | 32   | 29   | 25   | 24   | 28   | 36   | 38   | 34   | 37   | 43   |
| <b>April</b>     | 18   | 19   | 29   | 23   | 28   | 23   | 35   | 32   | 30   | 37   | 35   | 44   | 45   |
| <b>May</b>       | 13   | 18   | 28   | 16   | 28   | 17   | 30   | 28   | 37   | 31   | 42   | 39   | 53   |
| <b>June</b>      | 18   | 21   | 23   | 31   | 22   | 27   | 28   | 24   | 38   | 42   | 50   | 36   | 51   |
| <b>Total</b>     | 228  | 213  | 248  | 263  | 302  | 279  | 311  | 307  | 380  | 416  | 413  | 426  | 484  |



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

|                  | FY08 | FY09 | FY10 | FY11 | FY12 | FY13 | FY14  | FY15  | FY16  | FY17  | FY18  | FY19  |
|------------------|------|------|------|------|------|------|-------|-------|-------|-------|-------|-------|
| <b>July</b>      | 54   | 36   | 55   | 51   | 58   | 61   | 62    | 82    | 96    | 101   | 96    | 105   |
| <b>August</b>    | 31   | 51   | 58   | 47   | 65   | 86   | 78    | 78    | 100   | 98    | 112   | 114   |
| <b>September</b> | 35   | 48   | 52   | 46   | 62   | 58   | 72    | 82    | 101   | 77    | 82    | 73    |
| <b>October</b>   | 49   | 49   | 59   | 70   | 57   | 68   | 102   | 84    | 119   | 82    | 105   | 110   |
| <b>November</b>  | 40   | 36   | 61   | 75   | 51   | 66   | 71    | 76    | 65    | 82    | 99    | 105   |
| <b>December</b>  | 52   | 65   | 77   | 63   | 74   | 61   | 78    | 91    | 90    | 84    | 81    | 82    |
| <b>January</b>   | 60   | 59   | 60   | 82   | 79   | 89   | 95    | 104   | 84    | 88    | 112   | 126   |
| <b>February</b>  | 56   | 54   | 55   | 66   | 56   | 61   | 95    | 88    | 89    | 95    | 97    | 94    |
| <b>March</b>     | 51   | 62   | 69   | 75   | 63   | 75   | 90    | 89    | 116   | 106   | 92    | 102   |
| <b>April</b>     | 55   | 59   | 76   | 59   | 88   | 89   | 96    | 101   | 92    | 91    | 119   | 113   |
| <b>May</b>       | 44   | 53   | 65   | 68   | 79   | 76   | 109   | 89    | 101   | 106   | 92    | 107   |
| <b>June</b>      | 64   | 66   | 65   | 64   | 68   | 69   | 70    | 90    | 108   | 124   | 124   | 88    |
| <b>Total</b>     | 591  | 638  | 752  | 766  | 800  | 859  | 1,017 | 1,054 | 1,161 | 1,134 | 1,211 | 1,220 |



**Table 3: 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>FY18</b> | <b>FY19</b> |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>July</b>      | N/A         | 28          | 17          | 9           | 7           | 23          | 19          | 21          | 21          |
| <b>August</b>    | N/A         | 13          | 15          | 20          | 16          | 22          | 23          | 14          | 24          |
| <b>September</b> | N/A         | 10          | 14          | 10          | 144         | 12          | 15          | 23          | 19          |
| <b>October</b>   | N/A         | 11          | 12          | 13          | 12          | 20          | 25          | 18          | 21          |
| <b>November</b>  | N/A         | 8           | 19          | 14          | 17          | 13          | 13          | 21          | 16          |
| <b>December</b>  | N/A         | 11          | 7           | 7           | 12          | 20          | 17          | 18          | 9           |
| <b>January</b>   | N/A         | 10          | 13          | 13          | 20          | 11          | 17          | 25          | 23          |
| <b>February</b>  | N/A         | 10          | 9           | 8           | 5           | 12          | 14          | 19          | 8           |
| <b>March</b>     | N/A         | 11          | 17          | 9           | 10          | 22          | 16          | 26          | 24          |
| <b>April</b>     | N/A         | 10          | 21          | 18          | 19          | 12          | 17          | 19          | 10          |
| <b>May</b>       | N/A         | 6           | 15          | 11          | 13          | 21          | 16          | 9           | 22          |
| <b>June</b>      | 23          | 15          | 16          | 8           | 12          | 13          | 11          | 15          | 14          |
| <b>Total</b>     | 23          | 143         | 175         | 140         | 157         | 201         | 203         | 228         | 211         |

