

## OFFICE OF VETERANS AFFAIRS

- **Staffing**
  - Three Veteran Service Clerks
  - Three Veteran Service Officers
  - One Cemetery Foreman
  - One State Approving Authority (Limited Service, 100% Federal reimbursable from Dept. of Veterans Affairs)
  - One Director
  
- **Three Main Lines of Operation**
  - Veteran Service Officers – Work with veterans to help them file benefit claims
  - Repository for Discharges (DD-Form 214) – Certifies eligibility for State Benefits:
    - Property Tax Exemption
    - License and Registration
    - Hunting/Fishing License
    - Veterans Assistance Fund
    - Vermont Medals
    - Burial at he cemetery
  - Vermont Veterans Memorial Cemetery
  
- **Administrative Support**
  - Governor's Veterans Advisory Council
  - Cemetery Advisory Board
  - Vermont Veterans Fund

UPDATED 01/19/2016	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Claims</b>													
New POA	30	31	43	26	34	41	29	36	37	27	26	30	390
Initial Claims	10	17	22	14	15	21	7	20	18	12	15	14	183
Compensation upgrades	5	2	10	0	7	17	10	13	14	15	9	15	117
Pension Claims	4	6	3	0	0	1	1	7	7	2	4	4	39
Reopen/Add Claims	5	3	17	14	8	13	11	16	18	12	12	20	149
Appeals/NOD	2	12	13	6	2	7	5	4	6	6	5	5	73
Revoked POA													0
Funds Recovered	\$456,585.00	\$739,144.00	\$608,229.00	\$398,429.00	\$524,976.00	\$502,753	\$806,726	\$480,484	\$1,079,554	\$486,257	\$176,502	\$399,152	\$6,658,791
<b>Cemetery</b>													
Ceme New Apps Processed	1	7	5	10	16	10	8	10	12	8	13	8	108
Burials Conducted & Attended	0	0	0	0	47	51	36	24	24	16	11	4	213
Attendees at Cemetery	0	0	0	0	1423	1140	837	581	750	587	299	84	5,701
Markers Ordered	0				45	42	34	20	17	14	11	4	187
Memorial Designs Appr	0	3			0	3	4	1	0	0	0	0	11
Foundations Poured	0	0	0	0	0	0	0	0	0	0	10	0	10
Plot Allowance Request					\$20,169.00	\$26,843.00	\$15,983.00	\$11,488.00	\$12,250.00	\$8,910.00	\$6,641.00	\$2,247.00	\$104,531.00
Plot Allowance Request (Veterans)	0	0	0	0	27	36	22	16	17	13	9	3	143
<b>Veterans Assistance Pgm</b>													
Emergency Assist Requests													
Appr	9	4	5	5	3	1	5	1	2	4	2	1	42
Disappr	5		2	1	1	5	1	3	3	7	5	3	36
Failed to complete App	0		0	0	1	3	0	0	0	1	0	0	5
Pending	3	3	1	4	2	1	4	4	0	3	3	2	30
<b>Lic Plate Requests</b>	46	60	58	73	71	60	98	87	63	64	58	35	773
Driver's License Vet Des.	130	127	113	113	122	117	72	140	106	92	93	75	1,300
<b>Medal Requests</b>													
Vt Vet Medal	0	0	7	13	0	3	4	8	7	0	1	1	44
Vt Dist Serv Medal	0	0	4	5	0	3	1	6	3	0	1	4	27
<b>Prop Tax Exemption</b>													
Mailing	1461	1332	400										3,193
Applications Processed	0	524	389	276	38	11	9	8	0	0	0	0	1,255
<b>Moose Permits</b>													
Apps Processed						94	137						231
<b>Records</b>													
DD214 Requests	75	52	95	142	71	74	56	75	50	47	55	57	849
New DD214s Processed	65	11	184	20	56	21	13	11	0	63	28	19	491
Welcome Pkgs Sent	0	0	0	138	0	0	127	0	0	40	0	0	305
<b>Education</b>			<b>Q2 FFY</b>			<b>Q3 FFY</b>			<b>Q4 FFY</b>				
Active Facilities Yearly Report													
IHL Active Facilities /mo.	20	24	26	26	23	23	22	25	22	24	25	24	
NCD Active Facility/mo	3	3	4	4	4	4	3	2	2	1	2	3	
OJT/Apprentice active/mo	17	17	17	17	17	17	17	17	17	17	17	17	
Total Active Facilities/mo	40	44	47	47	44	44	42	44	41	42	44	44	
Schools Visited			n/a			29			48				77
Programs Approved			n/a			77			637				714
Programs Not Approved			n/a			5			19				24
New Schools/Facilities Approved			n/a			0			0				0



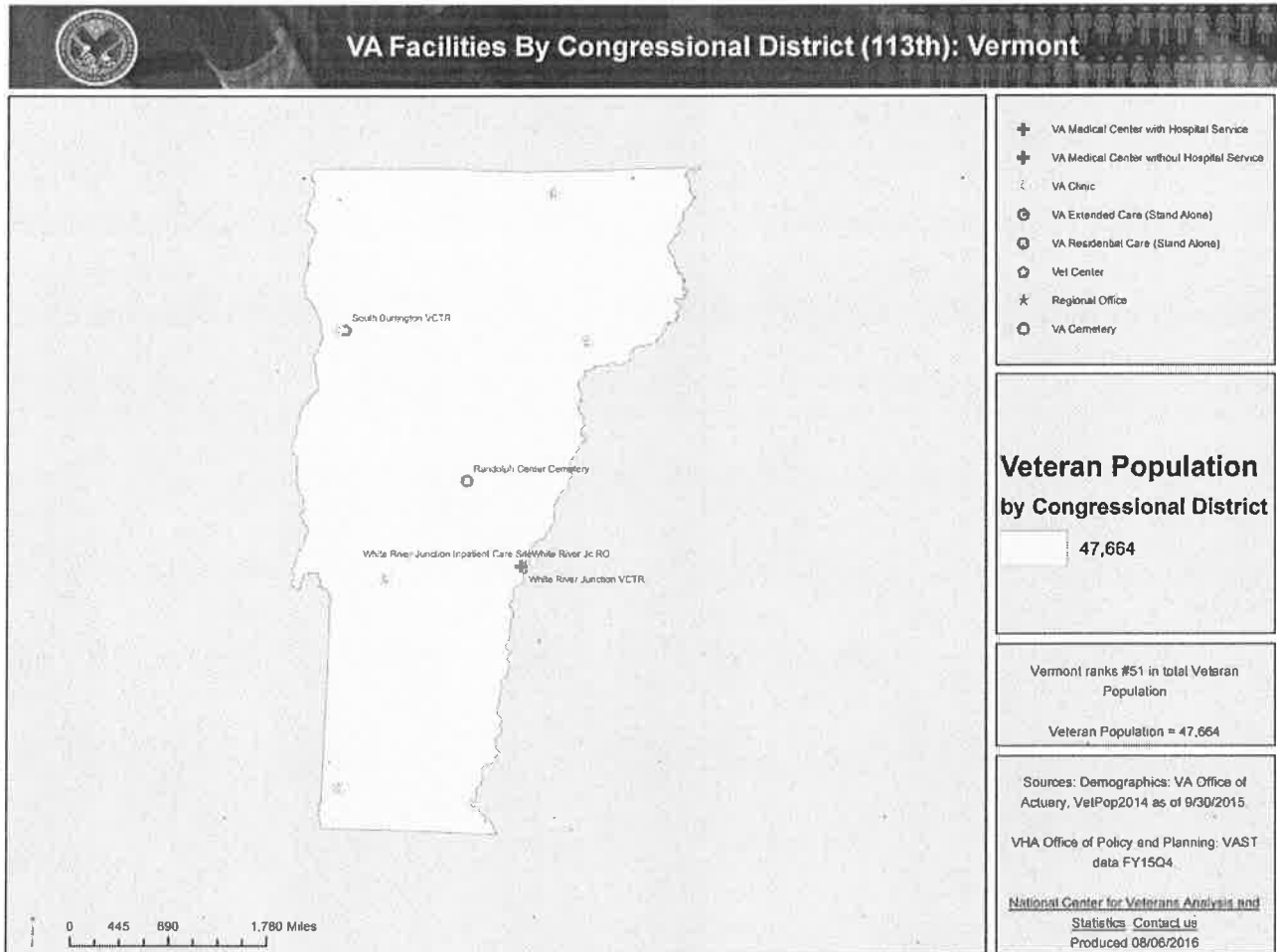
**Department of  
Veterans Affairs**

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# State Summary

Vermont



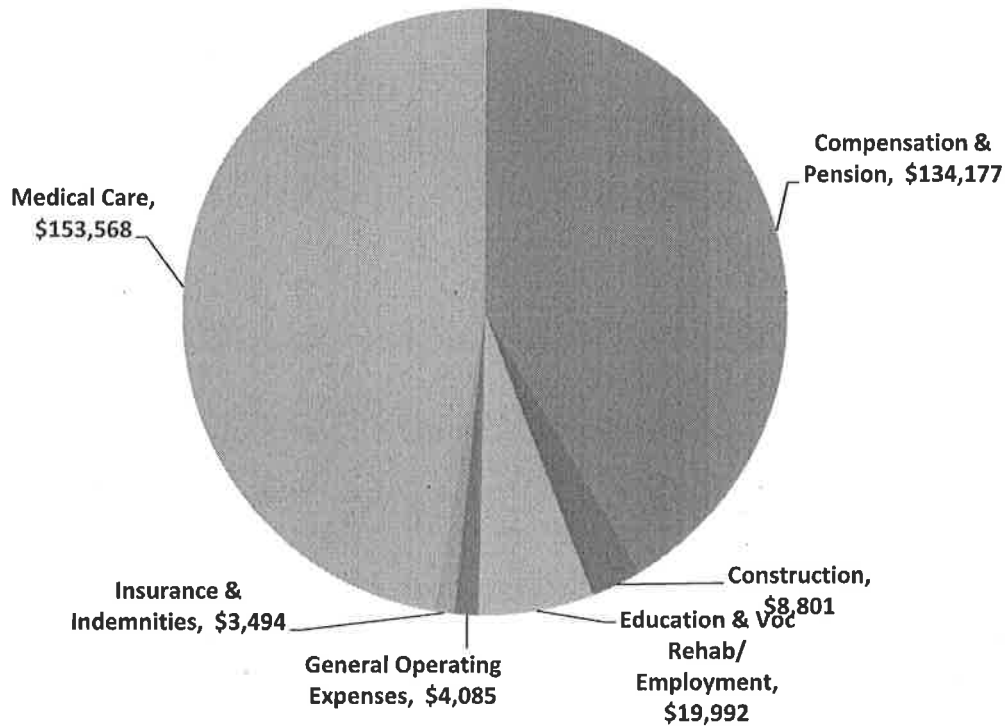
The Department of Veterans Affairs (VA) offers a wide variety of programs and services. Many Veterans use VA education programs, obtain VA guaranteed home loans, and receive VA disability payments. VA is undergoing a radical transformation in relating to Veterans through the MyVA initiative.

VA has made ending Veteran homelessness a top priority, undertaking a campaign to dramatically increase awareness of VA services available for homeless Veterans and Veterans at risk of becoming homeless.

VA provides a large health network of hospitals, outpatient clinics, Vet Centers, nursing homes, residential rehabilitation treatment programs, and comprehensive home care programs. VA also manages a network of national cemeteries, soldier's lots, and monument sites, and provides headstones and markers.

## FY15 VA Expenditures Vermont = \$0.32 Billion

(in thousands)



VETERAN POPULATION (as of 9/30/2015)		Total	State
Number of Veterans		21,681,000	48,000
Number of Women Veterans		2,035,000	3,000
Number of Veterans Age 65 and Over		9,934,000	23,000

FACILITIES (as of 9/30/2015)		Total	State
Number of Inpatient Care Sites		178	1
Number of Outpatient Care Sites		1,211	7
Number of Vet Centers		300	2
Number of VBA Regional Offices		56	1
Number of National and State Cemeteries		229	1

BENEFITS (as of 9/30/2015)		Total	State
Number of Veterans Receiving Disability Compensation		4,168,774	7,486
Number of Veterans Receiving Pension		295,078	377
Number of Dependency & Indemnity Compensation (DIC) Beneficiaries		387,375	685
Number of Death Pension Beneficiaries		206,376	186

HEALTH CARE (as of 9/30/2015)		Total	State
Number of Enrollees in VA Health Care System		8,965,923	20,640
Number of Unique Patients Treated		5,958,849	14,920

Data provided by the VA National Center for Veterans Analysis and Statistics

<http://www.va.gov/VETDATA/index.asp>

## VERMONT HOMELESS VETERANS ACTION COMMITTEE

- Started in the Fall of 2015, the committee's mission is to:
  - To coordinate the provision of high quality veteran's homeless services throughout the state.
  - To identify gaps and barriers to building a robust state-wide system to address veteran homelessness
  - For providers and state and federal agencies to work collaboratively and share information and best practices.
  - To build new relationships and strengthen existing relationships that will allow us to better serve veterans
  - To end homelessness for Vermont veterans.
- Since its inception the Committee has developed a priority list of veterans identified as homeless and worked with the following providers to develop a housing plan for individual veterans:
  - Vermont Veterans Services
  - COTS
  - Phoenix House
  - Veterans Inc.
  - The Veterans Place
  - Easter Seals of VT (Veterans Count)
  - Dodge House
  - VAMC WRJ
- We team with these organizations as well as the Chittenden County and Balance of State Continuum of Care Boards to continually identify and house homeless veterans. The committee meets every other week to do case management and we are in the process of developing a Governance charter.

# VERMONT VETERANS MEMORIAL CEMETERY

## Information Update

January 18, 2017

In April of 1986 the State of Vermont purchased 314.8 acres of land, formerly the Langevin, the property was conveyed with the following stipulation; "...shall use the premises conveyed herein solely for the agricultural and educational purposes, as exemplified by Vermont Technical College, ...in addition, may use a portion thereof as a veteran's cemetery..." It was decided that one hundred and ten acres be set aside for a cemetery. Planning for the Veterans Cemetery began soon after and the dream was realized when the cemetery opened in 1993.

At our current rate of burials, and adding in reservations, it was projected that our currently developed plots would be filled during the 2018 burial season. A few years ago the Cemetery Advisory Board, in conjunction with the Office of Veterans Affairs and Buildings and General Services, began the process of creating a master plan for the entire cemetery acreage. This work resulted in the production of a 100 year Master Plan. A grant application was submitted for the first phase of this plan three years ago.

In early October of 2014 Vermont was notified that its application to the National Cemetery Administration had been accepted and approved for a grant of \$4.57 Million. The Master Plan was accepted in October, Schematic Design completed and accepted in late December, and the Design Development phase in February 2015. Construction Design drawings and documents were completed, bid documents prepared, and the project was bid in May 2015. Based on the minimum bid we had to amend the amount of the grant application. The National Cemetery Administration accepted the increase to the grant application and approved the grant for \$5,695,359 on July 7<sup>th</sup>, 2015. As of 15 Jan 2017: Both the Public Information Center and the Maintenance Building are complete and occupied. 100% of the roadways are paved, awaiting finishing in the Spring. Two of the three burial sections are complete, the third requires finish grading and sod in the Spring. We anticipate opening these sections in Summer of 2017 and hope to conduct year-round burials from that point forward.

### Informational Numbers:

Cemetery Acreage:	110	Current Gravesites:	5,480
Currently Developed:	18	Graves Maintained:	2,300
Expansion (Phase 1):	12	2016 Interments:	213

### The Expansion Adds:

1,640 Burial Plots:

- 410 Pre-Placed Crypts for in-ground casket burials
- 390 In-Ground Cremains Plots
- 840 Columbarium Niches

Public Information Center (PIC):	1,230 SF
Maintenance Facility:	2,652 SF

In addition to the above, the grant will allow year-round operation of the cemetery. It is currently open only from May through the first week in December. The new road system will more directly connect visitors to the Chapel and allow a secondary exit from the site.

## VAMC RELATIONS

- The office has a good working relationship with the Medical Center and the Regional Benefits Office.
- I attend the following meetings:
  - Monthly Veteran Service Organization meeting
  - Monthly Community Connections Committee meeting
  - Quarterly Mini – MAC (sub-Regional Management Advisory Council)
- The Director is has accepted an offer to join the Governor's Veterans Advisory Council, his predecessor was a member.
- Close working relationship with the Veterans Benefits Administration regional office to track and provide information of claims

## **BENEFIT APPLICATION PROCESSING**

- As of September 26, 2016 the Centralized Mail Portal was available for use. This will be used to upload claims directly into the VA system. We will also be able to download our own “mail” for those clients we represent. We will be able to download our own copies of the VA’s letters, rating decisions and any other documents located within the claims folder. Once we have been issued our PIV cards we will be able to access this program. Until then, we are counting on phone calls and emails from our clients to let us know they received “something” from the VA, at which point we ask VBA for a copy.
- Although we currently show an increase of “recovered funds” to veterans and in turn the State of VT of over 1 million (as compared to 2015), the numbers are relatively low for October, November and December, thus not reflecting the true increase in granted claims. Once we have access to the VA system with our PIV cards, we will be able to download the rating decisions we do not have and update our office metrics report.
- For calendar year 2016 as compared to 2015, not only can we show an increase in the amount of federal dollars coming into the state of VT (\$1,222,861.00), but with the same amount of staff (3 VSOs), we can show an increase in the number of POA’s taken to represent veterans/families (up 29%), New Claims (up 25%), Pension Claims (up 75%) and lastly, a 15% increase in the total amount of requests for Increased Evaluations.
- The VSOs continue to do outreach to St Albans, Newport, St Johnsbury, Hyde Park, Middlebury, Rutland, Springfield, Bennington, Brattleboro and South Burlington. Home and nursing home visits continue to be conducted on an as needed basis. Washington and Orange County residents generally come to Montpelier.
- Appeal hearings are conducted on Thursdays at the VA in White River Junction. Philadelphia VA has recently been scheduling hearings on other days as well. In the coming months, one staff will be working from an office at VBA as invited by Director, Nancy Renehan, one day a week (Thursday) in addition to participating in the appeal hearings.



## YELLOW RIBBON PROGRAM

- The Yellow Ribbon Program requires pre and post deployment education and counseling for service members and their families.
- 30 and 60 day pre and post deployment sessions are held and, as an example, include the following session:
  - What to expect before, during, and after a deployment
  - Time management
  - Stress and anger management
  - Reintegration into civilian life
  - Finance and credit fraud – what to look for
  - Mental health issues and how, where to seek help
- During deployments, a Unit representative and the Military Family Community Network keep in touch with families and hold events to update them.

**FY15 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)**

FY15 Summary of Expenditures by State Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
ADDISON	2,268	\$ 11,647	\$ 5,736	\$ -	\$ 620	\$ -	\$ -	\$ 369	\$ 4,921	677
BENNINGTON	3,432	\$ 20,938	\$ 8,421	\$ -	\$ 559	\$ -	\$ -	\$ 275	\$ 11,684	1,169
CALEDONIA	2,551	\$ 19,329	\$ 8,019	\$ -	\$ 1,218	\$ -	\$ -	\$ 84	\$ 10,009	884
CHITTENDEN	9,704	\$ 47,161	\$ 23,919	\$ -	\$ 7,180	\$ -	\$ -	\$ 883	\$ 15,178	2,354
ESSEX	753	\$ 6,448	\$ 2,806	\$ -	\$ 141	\$ -	\$ -	\$ 6	\$ 3,495	306
FRANKLIN	3,930	\$ 20,123	\$ 9,891	\$ -	\$ 1,774	\$ -	\$ -	\$ 192	\$ 8,266	1,128
GRAND ISLE	673	\$ 2,901	\$ 1,879	\$ -	\$ 158	\$ -	\$ -	\$ 22	\$ 841	162
LAMOILLE	1,938	\$ 8,590	\$ 4,149	\$ -	\$ 783	\$ -	\$ -	\$ 112	\$ 3,546	473
ORANGE	2,367	\$ 21,505	\$ 7,876	\$ -	\$ 949	\$ -	\$ -	\$ 165	\$ 12,515	937
ORLEANS	2,376	\$ 16,606	\$ 8,009	\$ -	\$ 707	\$ -	\$ -	\$ 99	\$ 7,792	884
RUTLAND	5,201	\$ 32,804	\$ 14,945	\$ -	\$ 1,468	\$ -	\$ -	\$ 323	\$ 16,068	1,702
WASHINGTON	4,700	\$ 26,554	\$ 12,547	\$ -	\$ 2,679	\$ -	\$ -	\$ 284	\$ 11,044	1,105
WINDHAM	3,303	\$ 25,204	\$ 9,088	\$ -	\$ 634	\$ -	\$ -	\$ 292	\$ 15,189	1,131
WINDSOR	4,467	\$ 64,308	\$ 16,892	\$ 8,801	\$ 1,122	\$ -	\$ 4,085	\$ 388	\$ 33,020	2,008
<b>VERMONT (Totals)</b>	<b>47,664</b>	<b>\$ 324,118</b>	<b>\$ 134,177</b>	<b>\$ 8,801</b>	<b>\$ 19,992</b>	<b>\$ -</b>	<b>\$ 4,085</b>	<b>\$ 3,494</b>	<b>\$ 153,568</b>	<b>14,920</b>
CONG. DIST (01)	47,664	\$ 324,118	\$ 134,177	\$ 8,801	\$ 19,992	\$ -	\$ 4,085	\$ 3,494	\$ 153,568	14,920
<b>VERMONT (Totals)</b>	<b>47,664</b>	<b>\$ 324,118</b>	<b>\$ 134,177</b>	<b>\$ 8,801</b>	<b>\$ 19,992</b>	<b>\$ -</b>	<b>\$ 4,085</b>	<b>\$ 3,494</b>	<b>\$ 153,568</b>	<b>14,920</b>
<b>Notes:</b>										
* Veteran population estimates, as of September 30, 2015, are produced by the VA Office of the Actuary (VetPop 2014).										
# Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) programs. Currently, all "Loan Guaranty" expenditures are attributed to Travis County, TX, where all Loan Guaranty payments are processed. VA will continue to improve data collection for future GDX reports to better distribute loan expenditures at the state, county and congressional district levels.										
** Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).										
Expenditure data sources: USASpending.gov for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.										
1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$ -" = 0 or no expenditures.										
2. The Compensation & Pension expenditures include dollars for the following programs: veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; veterans' pension for nonservice-connected disabilities; and burial and other benefits to veterans and their survivors.										
3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.										
4. Medical Care expenditures are allocated to the patient's home location, not the site of care.										