



MARYLAND DEPARTMENT OF VETERANS AFFAIRS ANNUAL REPORT

2013

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State of Maryland

Martin O'Malley

Governor

Anthony G. Brown

Lieutenant Governor

Department of Veterans Affairs

Edward Chow

Secretary

Lawrencia Pierce

Deputy Secretary

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A Message from MDVA Secretary Edward Chow

It is my pleasure to present the Maryland Department of Veterans Affairs 2013 Annual Report. This report provides an overview of the exciting work being done to ensure veterans and their families in Maryland are aware of the benefits they've earned in service to our great Country.

The 2013 Annual Report provides a forum for our Department to share successes and highlight collaborative partnerships which have supported programming for our veteran community across the State.

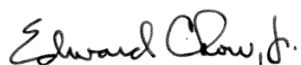
The challenges facing veterans in Maryland are multidimensional. Younger veterans are returning to school and looking to start civilian careers, while older veterans are reaching critical lifestyle changes with transitioning healthcare and housing needs. Women veterans are experiencing their own set of challenges as well. One thing though is certain, they are our Maryland veterans, and as they served us, we stand now to serve them.

In support of veteran employment and higher education, the MDVA has partnered with the Department of Labor, Licensing and Regulation and Business and Economic Development to support businesses as they hire veterans. The Department has worked with higher education institutions to train college staff on best practices in supporting student veterans on campus.

Charlotte Hall Veterans Home has partnered with community organizations to build additions and enhance services to its veteran residents. The Service Program has partnered with local jurisdictions, The Town of Easton, Montgomery College, and Carroll County, to expand benefits assistance to our veteran community.

Through a host of Departmental initiatives, the MDVA continues to work side by side with nonprofit organizations, local governments, as well as State and Federal Agencies to ensure we are effectively serving our veterans. Thank you to our partners for helping the MDVA work towards achieving the mission.

Sincerely,



Edward Chow
Secretary

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Executive Summary

In accordance with §9-946 and §9-928c of the State Government Article, the Maryland Department of Veterans Affairs (MDVA) submits its 2013 Annual Report.

The MDVA is a State Government Executive Department with a service mission to provide representation to the U.S. Department of Veterans Affairs (U.S. VA), manage and operate authorized Maryland State Veteran Cemeteries and care for memorials for the Maryland World War II, Vietnam, and Korean War Veterans and a Civil War Cemetery. The Department manages the Charlotte Hall Veterans Home Program and also provides benefit referrals to eligible veterans and dependents for other federal, Maryland State and local government programs.

According to U.S. VA data projections, there were an estimated 443, 076 veterans living in Maryland as of September 30, 2013. To help address the challenges facing Maryland Veterans as they separate, retire, or return home from military service the MDVA continues to provide safety nets, wherever possible, to help augment services provided by the U.S. Department of Veterans Affairs and the U.S. Department of Defense. The Department continues to collaborate with other State agencies to advocate on behalf of veterans and their families. The MDVA diligently works to ensure that providers are informed on veteran needs and that those veterans and their families have access to benefits they have earned.

In 2013, *The MDVA Service Program* submitted 4,737 disability compensation and pension claims for adjudication to the U.S. VA on behalf of veterans, dependents and survivors. Maryland Veterans received over 22 million dollars in FY13 in new/increased and one-time monthly cash benefits with support of this program. *Charlotte Hall Veterans Home* continues to provide quality assisted living and skilled nursing services to our aging and disabled veterans, along with eligible spouses. The most recent 2013 YTD census indicates 92% capacity in skilled nursing and 87% capacity in assisted living.

The MDVA Cemetery Program is a leader among the nation in State veteran's cemeteries with three out of the five cemeteries among the top ten busiest cemeteries in FY 2013. Over the past three years, the MDVA Cemetery Program provided an average of 3,353 interments. To ensure that Maryland Veterans and their families are aware of benefits and services, the *MDVA Outreach and Advocacy Program* connected with over 4,500 individuals in 2013 at events and increased its email distribution list to over 15,000 contacts. The new MDVA website was released in a format enabling visitors to easily, and more readily, access information.

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MDVA Programs

SERVICE PROGRAM

“The Maryland Department of Veterans Affairs Service Program has been a life saver to me. Without the services received from MDVA, I would be homeless. I am now able to slowly put my life back together after 29 years of incarceration. My feelings of self-worth have been restored to the point where I have actually made contact with my family after many years. MDVA has treated me with dignity and respect and I will be forever grateful.”

A Vietnam Veteran, who served in the United States Marine Corps, recently described his experience with the Maryland Department of Veterans Affairs.

The MDVA Service Program provides assistance to the men and women who served in the United States Armed Forces, their dependents and survivors, and the general public, in obtaining benefits from the U.S. VA, the Department of Defense, the State of Maryland, and other programs for veterans and their families. Service Officers provide advocacy and representation to the veteran community in a respectful manner through a detailed one-on-one interview process, as well as military separation discharge document and DD214 review. In addition, on a first come first serve basis MDVA Service Officers assist the veteran community with previous U.S. VA rating decision review.

Services Offered:			
comprehensive benefit Counseling	claim development, preparation, submission	case management	appeal initiation
Federal, State and Local Agency networking	public speaking	outreach event attendance	information and referral services
Information and Referral Services:			
crisis intervention	public assistance	homeless services	social security

The Service Program is able to enhance services by having direct access to U.S. VA claims tracking systems. Access to these systems allows Service Officers to obtain claim status and updated information for clientele served.

Clientele include veterans who served in World War II, Korea and Vietnam, who present with geriatric, Alzheimer’s and dementia issues, as well as the effects of Agent Orange

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exposure and post-traumatic stress. Additionally, veterans of recent conflicts are served who present with the impact of traumatic brain injury as well as post-traumatic stress. The nature of an individual contact varies greatly depending upon the needs of the individual veteran, dependent or family member.

Individual contacts may include one on one detailed interviews, involving the review of military separation or discharge documents for the purpose of determining eligibility for U.S. VA programs, as well as claim development, or providing general information to family or friends of a veteran.

Examples of individual contacts and length of interview time:

General information request for a friend or family member	5 to 10 minutes
Providing a claim status update	10 to 15 minutes
Responding to a complex and detailed U.S. VA development letter	15 to 30 minutes
Claim development, preparation, and submission interviews	45 to 60 minutes

In Fiscal Year (FY) 2013, the MDVA Service Program made 101, 617 contacts with veterans, dependents and survivors.

The Service Program submitted 4,737 disability compensation and pension claims for adjudication to the U.S. VA on behalf of veterans, dependents and survivors.

Impact:

In FY 2013, Maryland Veterans received over 22 million dollars in new/increased and monthly cash benefits with support of the MDVA Service Program. Studies show that monies spent in a community could turn over between three and seven times; this is a fairly accurate measure of the spending impact on a community. Using the conservative multiplier of three, this equates to a spending impact of at least 66 million dollars from the cash benefits received by Maryland Veterans.

Please note: The State of Maryland investment into the Maryland Department of Veterans Affairs Service Program is approximately 1.1 million dollars. In accounting for moneys described above, this makes the investment return 66 to one. Hence, the MDVA Service Program can be described as one of the most cost effective programs in State government.

It should also be noted that there is no direct correlation between claims filed and benefits received in any one particular year. Many claims filed in FY 2013 will not be

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adjudicated until 2014 or 2015. MDVA currently has over 4,800 claims pending adjudication with the U.S. VA.

Additional Benefits and Services:

Education: Maryland Veterans received \$2,641,300 in education benefits from various U.S. VA education programs in 2013.

Power of Attorney: The MDVA Service Program accepted representation for 2,050 veterans in 2013.

DD214 Repository: Since October 15, 1979, the MDVA Service Program has served as a repository of DD214s for Maryland Veterans released from active duty. In 2013, 5,700 DD214s were received and processed. In coordination with the Office of Outreach and Advocacy, addresses on DD214s are used to send mailings ('Welcome Home' Packets) to recent honorably discharged veterans.

2013 Service Program Highlights:

- Hurlock Service Center relocates to Easton. Easton Service Center Grand Opening
- Montgomery College Service Center Opens
- MDVA signed MOU with Carroll County to assist in hiring and training of the first Carroll County Veteran Service Officer

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CHARLOTTE HALL VETERANS HOME

"I shall be forever indebted to the staff of Charlotte Hall Veterans Home for their tender, loving care of my husband during his sojourn there. ...they knew how to bring out the best in him."

A veteran's spouse describes her experience with Charlotte Hall Veterans Home.

Located in St. Mary's County, Charlotte Hall Veterans Home (CHVH) is a 454 bed facility which provides assisted-living and skilled nursing care for Maryland Veterans and eligible spouses who are unable to take care of themselves due to age or disability.

The highest ever census for CHVH was 422 residents, which occurred in October 2012. Overall this year the total census numbers were slightly lower. The 'percent capacity filled' is reported below.

Charlotte Hall Veterans Home Census Data		
1 st Quarter	Census 411	90% capacity
2 nd Quarter	Census 413	91% capacity
3 rd Quarter	Census 416	92% capacity
Current	Census 411	90% capacity

The current 2013 YTD Census includes:

262 Skilled Nursing 92% capacity
146 Assisted Living 87% capacity

Volunteer Services:

The strong support from volunteers continues at CHVH. This year CHVH is on track to exceed 18,000 donated hours – an all-time high.

An excess of 18,000 donated hours represents having an additional 8.7 people on staff full time.

2013 Charlotte Hall Veterans Home Highlights

- **Management Contract Extension and Modifications**

MDVA and HMR (contractor) of Maryland jointly agreed to exercise the option of extending the current management contract for two additional years, through June 30, 2016. The contract extension and contract modification were approved by the Board of Public Works (BPW) on August 21, 2013. The contract modification incorporates three key additions to the contract:

1. *HMR is responsible for installation of an in-house pharmacy*
2. *HMR assumes of responsibility for IT services*
3. *HMR is responsible for installation an electronic medical records system*

- **Management Contractor In-House Personnel Changes**

Ms. Chris Heilmeier, RN, MSN and Captain, USAF 1995 – 1999, has been entered into the Administrator in Training Program. Upon completion, HMR will have licensed administrators in the top two management positions at CHVH.

- **Emergency Generator**

Three 1,000 kw generators have been installed at CHVH thru the U.S. VA State Home Construction Program. The grant amount awarded was \$3,765,184, which equals 65% of the total project cost. The project is nearly complete; it is expected the generators will be turned over to the State by Department of General Services (DGS) by mid-year 2014.

- **CHVH Veterans Day Celebrations**

This was the fourth year that CHVH residents participated in the Veterans Day Parade in Leonardtown, MD. Following the parade, those residents were invited to a meal at Mission Barbecue in California, MD; where the CHVH veterans were the honored guests.

In addition, special remembrances and a celebration meal were conducted at the facility for those residents that remained at CHVH. Deputy Secretary Pierce attended and presented the Governor's Proclamation.

- **John F. McNulty American Legion Post 298 (located at CHVH)**

A.L. Post 298 is again functioning with a revitalized membership and new post Commander. Mr. Wes Simpkins, who happens to be a key volunteer supporting CHVH, is the new post commander. Post 298 is the only Post that functions completely within the confines of a state veteran home.

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- **Annual Volunteer Appreciation**

The Annual Volunteer Appreciation Banquet was held on April 24th with about 120 guests.

- **New Maryland Veterans Home Commissioners**

Maxine Canty

- **Tri-County Veterans Advisory Committee**

Director Mattia continues to attend meetings every other month. The Committee is very interested in the U.S. VA Community Based Outpatient Clinic (located on the grounds of CHVH) and veteran's issues and services in the Southern Maryland area.

- **USDVA Annual Survey and MD Office of Health Care Quality Survey**

The U.S. VA Annual Survey was conducted August 27 – August 30, 2013 with CHVH receiving full certification from the U.S. VA. The OHCQ Assisted Living Program Survey and Medicare/Medicaid Skilled Nursing Survey are expected to occur before year end.

- **USDVA Community Based Outpatient Clinic (CBOC)**

The U.S. VA is moving forward with plans to construct a new CBOC on the corner of Rt. 5 and Charlotte Hall School Road. Deed searches were conducted as there were inconsistencies with ownership of some of the adjacent properties. U.S. VA plans to proceed with the two acre lot as the designated location. The new building will be multiple stories instead of a single level. Once the new CBOC is constructed the space utilized by the current CBOC (2nd floor of the Maintenance Shop) will be reverted back to storage space for CHVH.

- **USDVA Vet Center**

CHVH continues to provide office space for the Prince George's County Vet Center staff to schedule appointments each Thursday and Friday for veterans in the Tri-County area that do not want to travel to Camp Springs. Dr. Fred Lockard, Prince George's County Veterans Center, stated appointment days are full.

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- **Donations**

CHVH continues to benefit from donations to support the veterans. With many significant donations again this year, two in particular need to be noted separately:



'E' Wing Pavilion – This project was completely funded and constructed by the efforts of Crusin' Southern Maryland, a compilation of several classic car clubs that jointly raised the funds necessary to provide the veterans with a pavilion that will be used for outside activities. This project is estimated to have cost \$50,000 – all materials and labor was donated.



Skilled Nursing Activities Department Kitchen – American Legion Post 91 and Sons of the American Legion Post 91 provided the majority of funding to install a kitchen in the activities area that the residents enjoy regularly. \$30,000 in donations were received for this project.

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CEMETERY AND MEMORIAL PROGRAM

"My son, a Marine L.Cpl., was killed in Iraq, March, 2006. I knew of Garrison Forest State Veterans Cemetery because of friends who worked there. When my son was killed, I wanted him at Garrison due to the proximity to my home, and just as importantly, because of the beautiful, peaceful location and to the people who worked there, who ensure that Garrison is a place of dignity and respect. The entire process, painful as it was, in laying my child to rest was handled with utmost care and respect, and this made a very difficult situation much more bearable.

A few years later, my mother was also laid to rest at Garrison, because my father is also a US Marine. During this time the cemetery was under construction; also, my Mom was suffering from cancer so her death was imminent around the Christmas season. Despite these obstacles as far as being able to plan a funeral, the staff at Garrison once again worked with us through a very difficult time. I was concerned about the construction being a detriment to my mother's service, but everything was handled very nicely and the laying to rest of my mother was also completed with dignity and respect.

It is comforting to know that our veterans and their families are treated so beautifully, even in death".

The mother, as well as daughter, of a U.S. Marine speaks of her experience with the MDVA Cemetery Program.

The Maryland Department of Veterans Affairs Cemetery Program maintains five (5) State veterans' cemeteries, providing a final resting place for eligible Maryland veterans and their eligible dependents. The five State Veterans Cemeteries include Crownsville in Anne Arundel County, Cheltenham in Prince George's County, Eastern Shore in Dorchester County, Garrison Forest in Baltimore County and Rocky Gap in Allegany County. The Cemetery Program also oversees a Civil War Cemetery at Rose Hill Cemetery in Hagerstown.

Since the program's inception in the mid-1970s, more than 86,300 Maryland veterans and their dependents have been interred at our veterans' cemeteries. Interment requires the MDVA to conduct burial services, and provide perpetual care, in accordance with National Cemetery Standards (NCA) on the ever increasing expansion of grave sites. Interment, where we ensure the honor and dignity of our veterans and their families, is the most important function carried out in the cemetery.

The operations and maintenance personnel provide perpetual care to ensure that our State Veterans Cemeteries are maintained as national shrines, dedicated to preserving the

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history of our nation and state, nurturing patriotism and honoring the service and sacrifice veterans and their families have made. The Cemetery Program, maintains and operates the cemeteries, confirms the eligibility for burial and manages the day-to-day operations and records. The State Veterans Cemeteries and are open to the public 365 days a year, with interment services provided during the normal business week (Monday through Friday).

MDVA is a national leader with three out of the five Maryland's cemeteries among the top ten busiest state cemeteries in FY 2013.

Collectively, for the past three years the MDVA Cemetery Program provided an average of 3,353 interments.

Over the last six years, the MDVA Cemetery Program conducted the highest number of interments of any State veteran's cemetery in the nation. (Source: U.S. VA National Cemetery Administration)

The annual interment rate represents 29% of Maryland veteran deaths. (Source: National Census Bureau Estimates of Projected Deaths in the State of Maryland)

2013 Cemetery Program Highlights

- The capital construction grant, for \$4,610,970.00, was approved by the U.S. VA National Cemeteries State Cemetery Grants Program for Garrison Forest State Veterans Cemetery Administration & Maintenance Complex. Construction at the facility has been completed.
- For FY 2014 two new expansion projects were submitted and approved by the U.S. VA Capital Improvements Program for Eastern Shore and Rocky Gap Cemeteries totaling more than 4.5 million dollars.
- A U.S. VA National Cemetery Administration's Operations & Maintenance Grant, for \$1,712,444.00, was approved by the U.S. VA State Cemetery Grants Program for Cheltenham Veterans Cemetery. To date, half of the project is complete.
- The legislature approved \$700,000 for the design of a Crownsville Master Plan and Expansion Phase III which began in November of this year. This Design completion will allow us to move to the PG-1 Ranking on the U.S. Department of Veterans Affairs State Cemetery Grants Priority List for FY 15.

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- Conducted Memorial Day and Veterans Day events at all five Maryland State Veterans Cemeteries honoring the service and sacrifices of our State's veterans.
- Conducted Wreaths Across America events at all five Maryland State Veterans Cemeteries, World War II Memorial, Korean War Memorial and the Vietnam Veterans Memorial honoring the service and sacrifices of our State's veterans.



Pictured above: Eastern Shore Veterans Cemetery Entrance

- **Cheltenham Veterans Cemetery**
 - Cemetery Volunteer Committee purchased two Golf Carts for the Cemetery, one for administration and a second for maintenance staff for grounds work.
 - Comcast service was installed to improve electronic communications for ordering headstones from the U.S. Department of Veterans Affairs National Cemetery Administration (NCA).
- **Crownsville Veterans Cemetery**
 - DGS completed project for the wing walled outfall which will help protect the ground from erosion.
 - Began entering all records into the National Cemetery Administrations Burial Operation Support System for Crownsville and Cheltenham. Data entry was performed by two interns.
 - Genealogy and Historical Society is refurbishing the Carter family cemetery, which is located on Crownsville Cemetery Grounds.
 - Installed 65 new chairs at committal shelter.

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- **Eastern Shore Veterans Cemetery**
 - Repainting of entire shelter after roof repair due to age and storm damage.
 - Renovated a portion of storage garage to a secure file room.
- **Garrison Forest Veterans Cemetery**
 - Through U.S. VA NCA State Cemetery Grant Program, Garrison Forest Veterans Cemetery was the first State Cemetery in the Nation to complete the Organizational Assessment Improvement review program. Results of the review are pending.
 - Installed new informational sign board at Administration Building for daily scheduled interments.
- **Rocky Gap Veterans Cemetery**
 - Laid new sod for over 200 cemetery graves.
 - Installed two flower beds at main entrance to improve landscape appearance.
 - Repainted walkway areas of plaza at entrances with concrete stain and traction grit to improve look and safety of area for pedestrian visitors.



MEMORIALS AND MONUMENTS

The Maryland Department of Veterans Affairs Cemetery and Memorial Program has responsibility for the following memorials:

- World War II Memorial in Annapolis
- Korean War Memorial in Baltimore
- Vietnam Veterans Memorial in Baltimore
- War Memorial Building in Baltimore - Joint responsibility with the City of Baltimore

Pictured above: Vietnam Veterans Memorial

In recognition of those who served and those who made the ultimate sacrifice to secure our freedom and democracy, the memorials are open 365 days a year.

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2013 Memorial Highlights

- Fourteen (14) patriotic events were held at the memorials throughout the year, including Memorial Day, Veterans Day, Pearl Harbor Remembrance Day and other special commemorations.
- Construction of wrought iron fence project began at War Memorial Building with completion scheduled for January 2014.
- Completed drainage project for slab movement at Maryland Vietnam Veterans Memorial.
- War Memorial Building Elevator – DGS approved the design plan for the War Memorial Building elevator, allowing for procurement of a contractor in FY 14.
- Maryland Vietnam Veterans Memorial mulched with 140 cubic yards of black mulch.
- Completed aeration and over seeding of turf at the three Memorials.

OUTREACH AND ADVOCACY

Outreach & Advocacy's (O&A) mission is to develop innovative ways to seek out and inform Maryland's veterans about benefits, services, and incentives that are available from federal, state and local agencies and solicit feedback from veterans regarding their needs for additional services.

In 2013, O & A continued to build upon the established model of reaching out to veterans and families through attendance at a diverse group of events. Examples of venues included homeless disability expos, family resource fairs, and workshops where Maryland veterans and their families have the opportunity to speak with an MDVA staff member, and to ask questions regarding any number of benefits and services. In addition, the MDVA continues to partner with the Maryland National Guard and U.S. Reserve Components to staff resource tables at Yellow Ribbon Reintegration Program events. An MDVA Service Officer is sometimes available to directly assist veterans with filing claims for disability and compensation. There is no cost to MDVA for participating in these events, and no cost to the veterans and family members to attend.

In 2013, exclusive to the O & A Program, 31 events were attended and 4,579 veterans and family members were engaged.

MDVA wide, over 32,000 individual contacts were made in 2013 with veterans, family members, community providers and the general public at events using this model.

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Web Based Outreach Strategies:

The MDVA website, veterans.maryland.gov, is managed by the O & A Program. In November 2013 the MDVA released its new site, hosted by WordPress. It is streamlined to give users quick access to information, from both a desktop and mobile/handheld device. The new website gives users access to a wide variety of local, state, and federal resources pertaining to, but not limited to, employment, health care, housing, and benefits.

Since its launch on November 8, 2013, the MDVA website has received 4,169 visits, with 78% of those visits new. The average time spent on the site is 2:46 minutes.

Of the 11,931 individual page views, the top five pages with site visit totals:

- 5,382 visits to the home page
- 610 visits to the Cemetery and Memorial Program
- 523 visits to Jobs and Training
- 424 visits to Finance
- 340 visits to the Benefits and Service Program

Constant Contact, an online marketing tool, is used by the O & A Program to maintain email addresses and to share information. With support from the Maryland Department of Transportation and Department of Labor, Licensing and Regulation, as well as traditional outreach, the MDVA email list grew from 7,500 to 15,860 contacts in 2013. Constant Contact provides a forum to share job related information and general news and announcements with the veteran and provider community.

In 2013, 22% of emails sent to contacts were 'Jobs for Maryland Veterans' emails.

Out of 169 emails sent, 37 were sent to inform the veteran community of job opportunities in Maryland. The balance of emails consisted of current news and announcements.

New in 2013 is a bi-weekly MDVA e-newsletter which consists of multiple, as opposed to individual, updates and announcements highlighting MDVA and partner news.

With Facebook and Twitter, The O & A Program continues to expand its use of social media. The MDVA Facebook currently has 1,239 'Likes'.

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★★★★★ **Doing great service for veterans!!! Thanks!!!**

A follower of MDVA recently reviewed the Facebook page with this post.

Twitter is used in conjunction with Facebook to tweet updates and news @MDVeterans. The Department currently has 464 followers on Twitter. Using hootsuite, a social media dashboard, the O & A Program will continue providing the most up to date information to veterans and their families in Maryland. MDVA continues to follow the Twitter accounts of other relevant federal and Maryland state agencies.

Mailings and Publication Outreach Strategies:

In continuing support of returning Maryland veterans, the O & A Program mailed 1,974 new veteran informational packets in 2013. Mailings include U.S. VA and State Program information pertaining to, but not limited to, health care, employment and mental health services.

An eight page bi-annual newsletter, *The Maryland Veteran*, is distributed to approximately 45,000 individuals and organizations. Approximately 15,000 copies are distributed electronically with the balance of 30,000 shared in print copy. The newsletter continues to be distributed in print to accommodate our senior veterans and individuals with disabilities. The newsletter is also distributed to Facebook, Twitter, and LinkedIn followers. *The Maryland Veteran* is also available for download from the MDVA website. The newsletter is distributed during MDVA outreach events and is made available at local community centers, veteran service organizations, chambers of commerce, senior centers, public libraries, and military bases in Maryland and Washington, D.C.

The MDVA State Benefits & Information Guide is currently being updated.

The mission of the MDVA O & A Program cannot be accomplished without support from personnel from each MDVA department in the form of speaking engagements and public appearances at multiple events each year. Events include, but are not limited to, Memorial Day, Flag Day, Independence Day and Veterans Day events, Veteran Service Organization (VSO) conventions, veterans and family information days, and civic and community events.

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2103 Outreach & Advocacy Program Highlights

- MDVA wide, over 32,000 individual contacts were made at events with veterans, family members, community providers and the general public.
- A new website was released, veterans.maryland.gov, which received 3,424 unique visits in its first 2 months.
- MDVA email distribution list reached 15,000 subscribers
- The O & A Program distributed 1,974 'Welcome Home' packets to Maryland Veterans

MDVA INITIATIVES

The MDVA continues to collaborate with other agencies such as Labor, Licensing, and Regulation (DLLR), Business and Economic Development (DBED), and Aging (DoA) in support of **veteran employment and business development**. In 2013 MDVA, along with DLLR and DBED, met with 32 private sector companies to help them achieve veteran hiring goals. Since 2009, along with DBED, MDVA has administered loans totaling \$775,000 to veteran business owners through the **Veteran Owned Small Business No-Interest Loan Program**. Also in 2013, the MDVA, in partnership with the Maryland Veterans Commission, began issuing **"Our Veterans Are Welcome Here" decals** to Maryland businesses to visibly show support for military veterans. In partnership with the Department of Aging and DLLR, MDVA continues to assist in the recruitment of senior veterans for employment.

In September 2013, MDVA coordinated with several higher education institutions to host the **Third Annual Student Veteran Resource Provider Conference** at the University of Maryland at College Park. The purpose of the conference is to share best practices with college staff for **servicing student veterans on campus**.

Women veterans in Maryland currently account for 15% of the total veteran population in the state. The MDVA will work to partner with other agencies and ensure the community is aware of the service and needs of women veterans.

Since its inception in 2010, **The Maryland Veterans Trust Fund**, has collected over \$78,000 in donations and has distributed \$60,000 in grants and loans to Maryland veterans in need of financial assistance. With authorization by the Maryland General Assembly, the Trust Fund is currently in the final stages of review for 501(c)3 status, which will enable the Fund to procure more donations and **help more veterans in need**.

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In 2013, The General Assembly established the ***Task Force on Military Service Members, Veterans, and the Courts***. The task force, staffed by MDVA, was charged with three main objectives, the final being to make recommendations regarding the establishment of a special court for eligible veterans and military service members who suffer from mental illness, substance abuse, or post-traumatic stress symptoms. The final report was submitted in December 2013.

MDVA will continue to partner with the University of Maryland Law School and Maryland Peoples Court to enhance availability of ***legal resources and services*** to veterans.

This year, the MDVA worked in partnership with the Motor Vehicle Administration (MVA) to implement a ***'VETERAN' designation on driver's licenses and identification cards*** for eligible veterans. The purpose of the program is to provide proof of veteran status to those individuals who are not issued a military retirement card.

In 2013, the MDVA collaborated with Public Safety and Correctional Services (DPSCS) to develop plans and initiate the ***Re-Entry Associate Program***. Procedures for the program have been established with the purpose of the program being to recruit volunteer associates to serve as mentors to incarcerated veterans preparing for re-entry back into the community. Associates will serve as a support for a period of 12 months post release to encourage their assigned veteran and help the veteran's transition home.

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Commissions/Boards

Five commissions/boards advise the Secretary of the Maryland Department of Veterans Affairs in various areas.

MARYLAND VETERANS COMMISSION

The Maryland Veterans Commission advises the Secretary on all issues relating to veterans, including veteran related legislation with meetings held quarterly. Individuals may be called upon to represent the Department at speaking engagements for commemorative events, present Governor's Proclamations on Veterans Day and Memorial Day ceremonies, and provide recommendations when changes are requested for the Cemetery & Memorial Programs.

The Commissioners represent veteran groups and the eight congressional districts in the State. Commissioners are appointed to five-year terms by the Governor, who also names the Chair. The following organizations or categories are represented:

American Ex POWs	Korean War Veterans Association, Inc.	Pearl Harbor Survivors Association (Honorary nonvoting member)
American Veterans AMVETS	Marine Corps League	Polish Legion of American Veterans
Catholic War Veterans	Maryland Officer's Association	The American Legion
Paralyzed Veterans of America	Member at Large	The Retired Enlisted Association
Disabled American Veterans	Military Order of the Purple Heart	Iraq/Afghanistan War Veteran
Fleet Reserve Association	National Association of Black Veterans	Veterans of Foreign Wars
Jewish War Veterans	Vietnam Veterans of America	Women Veterans

MARYLAND VETERANS HOME COMMISSION

The Maryland Veterans Home Commission advises the Department on issues relating to State veteran homes and interacts with veterans and other organizations to disseminate information concerning Charlotte Hall Veterans Home, in St. Mary's County, the only State veteran home facility in Maryland. The Commission has fourteen members and meets quarterly. Eleven members are named to five-year terms by the Governor with Senate advice and consent. Three members serve ex-officio, representing the Governor, Speaker of the House and President of the Senate.

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MARYLAND MILITARY MONUMENTS COMMISSION

The Governor's Commission on Maryland Military Monuments was established in January, 1989 and was transferred to the MDVA in October 2008. The Commission inventories Maryland military monuments, assigns responsibility for maintenance of each monument and prepares educational and tourism materials for public distribution. Since 1989, the Commission has arranged for the cleaning and restoration of ninety-seven Maryland military memorials. Appointed by the Governor, the Commission consists of up to twenty-one members. The Secretary of Veterans Affairs serves as chair of the Commission with meetings held quarterly.

WAR MEMORIAL COMMISSION

The War Memorial Commission shares custody and supervision of the War Memorial Building and the War Memorial Plaza with the City of Baltimore. Both were erected in 1927 in Baltimore to honor Marylanders who died in World War I. The War Memorial Building lies directly across from City Hall. The Memorial welcomes approximately 2,900 visitors each month. Maintenance costs are shared equally by the State of Maryland and the City of Baltimore. The Commission meets quarterly and consists of ten members who serve five-year terms; five are appointed by the Secretary of Veterans Affairs with the Governor's approval, and five by the Mayor of Baltimore.



Lt. Governor Anthony G. Brown attends the Veterans Day Remembrance Ceremony, War Memorial Building, Baltimore (November 11, 2013)

COMMISSION ON THE ESTABLISHMENT OF A MARYLAND WOMEN IN MILITARY SERVICE MONUMENT

The Commission on the Establishment of a Maryland Women in Military Service Monument was originally authorized in July 2006, and appointed in July 2007 (Chapters 281& 282, Acts of 2006) to identify and recommend the funding, design, construction, and placement of a monument dedicated to Maryland women who served in the United States Armed Forces. Authorization for the Commission expired September 30, 2007; however,

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an extension was authorized to March 3, 2008. The Commission submitted its interim report on December 31, 2007, and its final report on March 3, 2008.

In June 2009, the Commission was re-established (Chapters 537 & 538, Acts of 2009) and will coordinate and monitor efforts to erect a monument to Maryland women who have served in the military.

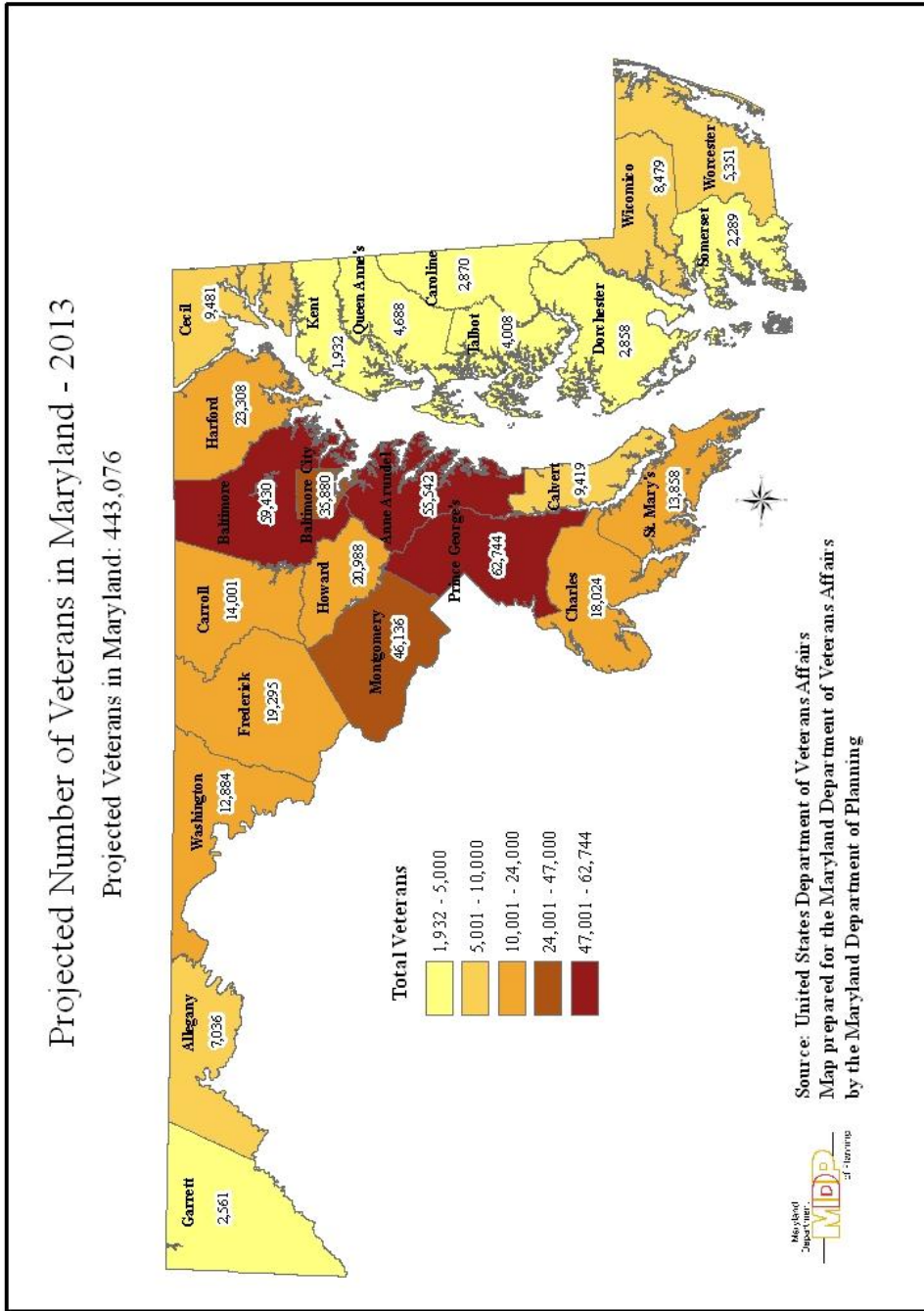
Authorization for the Commission extends through September 30, 2014, or until a monument to honor Maryland women in military service is complete and erected, if that occurs before September 30, 2014.

Attachments

- 1.1 Map: Projected Number of Veterans in Maryland in 2013
- 1.2 Maryland Veteran Demographics
- 1.3 Table: Maryland Veteran Population by County 2013
- 1.4 Key Performance Measures

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ATTACHMENT 1.1



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ATTACHMENT 1.2

Maryland Veteran Demographics (FY2013)	
Veteran Population	443,076 (USVA)
Veteran Population Age 65 and Older	171,571 (ACS)
Veteran Population Age 35 to Age 64	222,506 (ACS)
Veteran Population Age 18 to Age 34	42,284 (ACS)
Women Veterans	64,155 (USVA)
OIF/OEF/OND Veteran Population	Estimated 24,000 (Army One Source)
Largest Veteran Population by County	Prince George's County (62,744)
Smallest Veteran Population by County	Kent County (1,933)

Source: U.S. Department of Veterans Affairs Census Data & U.S. Census Bureau/American Community Survey (2012)/Army One Source (2012)

ATTACHMENT 1.3

Maryland Veteran Population by County (FY2013)			
Allegany	7,037	Howard	20,988
Anne Arundel	55,542	Kent	1,933
Baltimore	59,431	Montgomery	46,136
Calvert	9,419	Prince George's	62,744
Caroline	2,871	Queen Anne's	4,688
Carroll	14,002	St. Mary's	13,859
Cecil	9,481	Somerset	2,290
Charles	18,025	Talbot	4,009
Dorchester	2,859	Washington	12,844
Frederick	19,296	Wicomico	8,479
Garrett	2,562	Worcester	5,352
Harford	23,309	Baltimore City	35,881

Source: U.S. Department of Veterans Affairs Census Data

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ATTACHMENT 1.4

Key Performance Measures for Veterans Represented by Maryland Department of Veterans Affairs (FY2013)	
Inputs	
Potential # of Veterans to be Served	443,076
Number of Veteran Contacts	101,617
Outputs	
Claims filed and developed on behalf of service connected disabled veterans	4,737
Cases pending adjudication for veterans represented by MDVA	4,800
Appeals of unfavorable VA decisions filed on behalf of veterans	70 (with 300 pending adjudication)
Outcomes	
Total of awards to veterans and survivors represented by MDVA	\$22,006,674

Agency Information



16 Francis Street, Fourth Floor
Annapolis, MD 21401
Tel 410-260-3838
Fax 410-216-7928
www.veterans.maryland.gov



Pictured on cover (clockwise from top left): World War II Memorial, Charlotte Hall Veterans Home Entrance, Eastern Shore Veterans Cemetery Entrance, Garrison Forest Veterans Cemetery Shelter