



MARYLAND DEPARTMENT OF VETERANS AFFAIRS ANNUAL REPORT

2017

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State of Maryland
Department of Veterans Affairs

Larry Hogan

Governor

Boyd K. Rutherford

Lieutenant Governor

George Owings

Secretary

Robert Finn

Deputy Secretary

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A Message from Secretary George Owings

On behalf of Governor Hogan and Lt. Governor Rutherford and the Maryland Department of Veterans Affairs (MDVA), I am honored to present the 2017 Annual Report. Our Department continues to maintain its commitment to serving our veterans and families. This year's report provides the opportunity to share successes and ongoing efforts to improve the quality of life for our Maryland Veterans and their families.

The MDVA manages five key programs with one key mission, to serve our veterans and families by ensuring they have access to the benefits and services to which they are entitled as a result of military service. Our mission is accomplished in a number of ways as evidenced in this report.

Veterans make up approximately 9% of the adult population in Maryland. The State currently ranks #19 in total veteran population, in comparison to #17 one year ago. Our Gulf War I and II Veterans, making up about 30% of Maryland's veteran population, continue reaching out for information on how to apply for VA benefits, health care, education benefits, and employment assistance. Maryland's older veteran generation, having served during World War II, Korea, and the Vietnam Era, comprises approximately 45% of the population. They will increasingly need help accessing long term health care and assisted living services.

Regardless of service era, we take a holistic approach to ensure that all Maryland veterans have access to the resources and services to which they are entitled. We look forward to 2018 and to continuing our partnerships with other Federal, State, and Local Governments, as well as with community organizations, to making service access for our Maryland Veterans and families as seamless as possible.

Sincerely,



George W. Owings, III
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 submits its 2017 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 (USVA) via the Service and Benefits Program, to manage and operate authorized Maryland State Veteran Cemeteries and to care for memorials for the Maryland World War II, Vietnam, and Korean War Veterans, Gold Star Families Memorial Monument, and a Civil War Cemetery. The Department manages the Charlotte Hall Veterans Home, the Maryland Veterans Trust Fund and an Outreach and Advocacy Program.

According to the most recent USVA data projections, there were an estimated 399,036 veterans living in Maryland. To help address the challenges facing Maryland Veterans as they retire or return home from military service the Department continues to provide safety nets, wherever possible, to enhance services provided by the USVA and the U.S. Department of Defense. The Department regularly collaborates with other agencies to advocate on behalf of veterans and their families. We diligently work to ensure that providers are informed of veteran needs and to be a resource for veterans and their families when they seek benefits.

In Fiscal Year 2017, *The Service Program* submitted 3,995 disability compensation and pension claims for adjudication to the USVA. Maryland Veterans received over 27 million dollars in new/increased and one-time monthly cash benefits with support from 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. Their most recent 2017 year to date census reached 98% capacity in skilled nursing and 77% capacity in assisted living. This year the *Maryland Veterans Trust Fund* set an annual record when it distributed over \$112,000 in grants to Maryland veterans and eligible dependents.

A leader in the nation, *The Cemetery Program*, has provided an average of 3,427 interments over the last three years. To ensure that Maryland Veterans and their families are aware of benefits and services, the *MDVA Outreach and Advocacy Program* attended over 300 events and meetings, speaking to over 7,000 veterans, families, and community members. The program increased its email distribution list to over 83,000 contacts.

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Maryland Department of Veterans Affairs Programs

SERVICE PROGRAM



“At an event last night the Governor ran into a gentleman... who was having some issues related to Veterans Affairs. The Governor had previously met (him) several weeks ago where he expressed these concerns. (Staff member) ended up getting him in contact with your office and Phil Munley took point. (The veteran) said Phil did an amazing job assisting him with these issues, something he had not seen in Government in a long time. (Staff member) just wanted me to make sure

you knew what an outstanding job your staff had done. The Governor sure appreciates hearing things like this, as customer service is a focal point of our administration.”

–Staff Member, Office of the Governor

The 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 USVA, the Department of Defense, the State of Maryland, and other programs for veterans and their families. Benefits specialists are accredited by the USVA and provide representation and advocacy to veterans and dependents. They also assist the veteran community in reviewing previous USVA rating decisions.

With offices located statewide, benefits specialists enhance services through direct access to USVA claims tracking systems. Access to these systems allows each service center location to obtain claim status and updated information for customers.

Customers include veterans who served in World War II, Korea and Vietnam, who may present with geriatric, Alzheimer’s and dementia issues, as well as the effects of Agent Orange exposure and post-traumatic stress. Additionally, veterans of recent conflicts may present with the impact of traumatic brain injury as well as post-traumatic stress or toxic exposures. 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 USVA programs, as well as claim development, or providing general information to family or friends of a veteran.

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In Fiscal Year 2017, the Service Program made over 133,000 contacts with veterans, dependents and survivors.

The Service Program submitted 3,995 disability compensation and pension claims for adjudication to the USVA on behalf of veterans, dependents and survivors.



Impact:

In Fiscal Year 2017, Maryland Veterans received over 27 million dollars in new/increased and monthly cash benefits with support from the Service Program. Economic studies indicate these monies turn over between three and seven times in a community. Using the conservative multiplier of three, this equates to a spending impact of at least 81 million dollars from the monetary benefits received by Maryland Veterans assisted by the Service Program. 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 Fiscal Year 2017 will not be adjudicated until 2018 or 2019.

Service Program Claims Filed 2013-2017				
2013	2014	2015	2016	2017
4,737	5,138	5,287	4,865	3,995

Additional Benefits and Services:

Education: Maryland Veterans received \$4,904,942 in education benefits from various U.S. Department of Veterans Affairs education programs in 2017.

Power of Attorney: The MDVA Service Program accepted representation for 1,791 veterans in 2017.

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 Fiscal Year 2017, 4,937 DD214s were received and processed. In coordination with the Outreach and Advocacy Program, addresses on DD214s are used to send mailings ('Welcome Home' Packets) to recent honorably discharged veterans.

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CHARLOTTE HALL VETERANS HOME

"The nurses and aides that took care of my mom went above and beyond to provide a caring and loving environment. My sister and I always remarked of the positive attitudes when greeted by staff at Charlotte Hall, no matter when we were visiting".

-Family member of a Charlotte Hall Veterans Home Veteran Spouse Resident

"A special thank you to the Charlotte Hall Veterans Home staff, especially the staff of unit 3C, for the care you provided our father. Your professionalism and thoughtful care were greatly appreciated."-Family member of a Charlotte Hall Veterans Home Resident

Located in St. Mary's County, Charlotte Hall Veterans Home (Charlotte Hall) 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 "percent capacity filled" is reported below.

Charlotte Hall Veterans Home Census Data		
1 st Quarter	Census 400	87% capacity
2 nd Quarter	Census 402	89% capacity
3 rd Quarter	Census 407	90% capacity
4 th Quarter	Census 409	90% capacity

The current 2017 Year to Date Census includes:

Skilled Nursing	286 available beds	280 current census	98% capacity
Assisted Living	168 available beds	129 current census	77% capacity

Volunteer Services and Donations:

The strong support from volunteers continues at the Home. This year Charlotte Hall reached nearly 21,000 donated hours, which represents having an additional 9.8 full time staff.

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Through generous donations, Charlotte Hall continues to enhance the quality of care for veterans and spouses living at the Home. Of the many supporters, several groups stand out for their significant efforts this year.



The Home Depot Foundation provided Charlotte Hall with a landscaping make-over which included over \$20,000 in shrubs, mulch and gardening tools. Over eighty volunteers from Home Depot came out in June to spend the day weeding, planting, mulching and visiting with our veterans.

A community motorcycle poker run raised over \$3,000 in memory of Jeff Lehnen. Jeff was a member of the 101st Airborne, “Screaming Eagles”, and resided in Lusby, MD.

Many community groups, including the Elks National Veterans Service Commission, Maryland Patriot Guard, Blue Knights, American Legion Posts 91, American Legion Post 238 and American Legion Post 18 have each contributed over \$4,000 to support the “Veterans Assistance Fund” which provides eye glasses, dentures, activities and special events for residents at Charlotte Hall.

2017 Charlotte Hall Veterans Home Highlights

American Health Care Association Silver Award

Charlotte Hall was honored to receive the prestigious “2017 Silver Award” from the American Health Care Association. This award recognizes providers across the nation who demonstrate their commitment to improving quality of care for residents in long term care. Of the 191 Silver Award Winners, Charlotte Hall is proud to be the only Veterans Home Winner in the Nation.

Fire Alarm System Replacement Project

The Department of General Services approved the project request for replacement of the fire alarm system. Due to the original phased construction of the building, two integrated fire alarm systems have been providing coverage. The new single replacement system includes new control panels, replacement of audible and visual alarming devices, new pull stations and now includes the Community Based Outpatient Clinic. The project was completed in October 2017 at a cost of \$810,305.

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CEMETERY AND MEMORIAL PROGRAM

“I’d like to thank the Maryland Veteran’s Cemetery staff for a most respectful and dignified service recently held for my mother... You were so attentive to our needs prior and during the service. My family is proud of our military service and my mom is happy to be rejoined with her husband and my father in such a peaceful and tax-payer paid resting place...” –Daughter of a veteran and veteran’s spouse interred at Crownsville Veterans Cemetery

The MDVA 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 101,000 of Maryland’s veterans and their dependents have been interred at our five veterans’ cemeteries. This requires the MDVA not only to conduct burial services, but also provide perpetual care to the ever-increasing expansion of grave sites within the system in accordance with USVA National Cemetery Administration Standards. *The MDVA is a leader among the nation in State veteran’s cemeteries with three out of the five among the top ten busiest cemeteries in Fiscal Year 2017.* In the past 10 years, the Program conducted the highest number of interments of state veteran’s cemetery programs throughout the nation.

The most important function of the cemeteries is ensuring an honorable and dignified interment for our veterans and their families. In addition, the program sets eligibility requirements, manages day to day operations and maintains interment records. The Program provides interment services during the normal business week (Monday through Friday) with cemeteries open to the public 365 days a year. There was an average of 3,427 interments annually over the past three years, representing approximately 30% of Maryland veteran’s deaths.

Cemetery Program Interments 2013-2017				
2013	2014	2015	2016	2017
3,353	3,311	3,385	3,432	3,465

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2017 Cemetery Program Highlights

- **FY18 and FY19 Expansion Project Design Phase at Garrison Forest and Cheltenham Cemeteries has begun. Total cost to the USVA State Cemetery Grants Program: More than \$20 million**
- **Rocky Gap Construction Grant approved. Total cost: More than \$4.8 million**
- **Crownsville Master Plan and Expansion Phase III Project completed in September. Total cost to the USVA State Cemetery Grants Program: \$8,097,306**
- **Eastern Shore Cemetery Expansion Project completed in December. Total cost to the USVA State Cemetery Grants Program: More than \$3.4 million**
- **Memorial Day and Veterans Day Events held at all five cemeteries**
- **Wreaths Across America Events held at all five cemeteries**

Cheltenham Veterans Cemetery

- Implemented new preventive vehicle/building maintenance process
- Installed rotary files in shelter, new telephone system, chapel awning (re-installed), new electric cable, LCD lights at cemetery front, flag disposal box (Eagle Scout volunteer project)

Crownsville Veterans Cemetery

- Installed new marked, handicapped accessible, parking lot, new administration building heating unit, new gravesite locator, and new internet lines
- Installed pre-installed crypt sections for a more dignified burial process
- Replaced aged signage and damaged concrete and walkways
- Developed an active gravesite barrier system

Eastern Shore Veterans Cemetery

- Constructed and installed:
 - 420 niche columbarium
 - Over 1,000 pre-placed crypts
 - New gravesite locator and internet lines
 - New Honor Guard room and storage room in the Shelter
 - New maintenance equipment storage building
- Repaired and replaced damaged bricks on the administration office and shelter and planted over 250 trees and shrubs

Garrison Forest Veterans Cemetery

- Installed energy efficient lighting in plaza lights, shop lights, and outdoor lights
- Installed four window panels in front of the shelter and new black top curb in front of office
- Removed 29 dead trees

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Rocky Gap Veterans Cemetery

- Sodded, leveled, and placed topsoil on approximately 130 sunken gravesites
- Re-set approximately 600 headstones, realigned approximately 90 headstones
- Renovated four foot bridges and constructed storage shed shelving units
- Worked with student volunteers who assisted with Memorial Day flag placement and landscaping

MEMORIALS AND MONUMENTS

The MDVA 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
- Gold Star Families Memorial Monument in Annapolis
- War Memorial Building in Baltimore - Joint responsibility with the City of Baltimore

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.

2017 Memorial Highlights

- *Dedicated a 100 year time capsule at the Maryland Korean War Memorial, First Lady Yumi Hogan attended and spoke at the event*
- **Appropriated a Conex container for storage of supplies and equipment**
- **Installed DoIT server box and computer system**
- **Installed solar flag pole at the Gold Star Families Memorial Monument**
- **Managed volunteers (15 USAF and 12 US Reserves)**



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MARYLAND VETERANS TRUST FUND

Since its inception in 2010, the Maryland Veterans Trust Fund (Trust), has received more than \$240,000 in private individual and organizational donations. In 2017, the Trust received \$61,102 from the Maryland Lottery and \$7,790 from donations at the Hollywood Casino in Perryville. *In 2017, approximately \$112,000 was distributed in grants to veterans and eligible dependents in need, a record for the Trust.* In October 2017, with authorization by the Maryland General Assembly, the Trust Fund is now able to receive money from Trust donation boxes at all Maryland casinos.

OUTREACH AND ADVOCACY

"Lindsay and I are so grateful for today's lunch and learn. We received some valuable information for ourselves and our peers... Dana was excellent. I appreciated that she gave us a snapshot of her personal history. That helped solidify how committed she is to providing services to others. Additionally, it validated the fact that she 'knows her stuff'." –Verizon Veterans Advisory Board Member

Outreach & Advocacy's (Outreach) 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.

Traditional Outreach Strategies:

In 2017, with a staff of two, Outreach continued to build upon the established model of reaching out to veterans and families through attendance at community events. The Outreach Program attended 303 outreach meetings and events, an increase from 243 in 2016. Over 7,000 veterans, family members, and community members were addressed face to face as a group or spoken with individually to educate and answer questions regarding benefits and services, compared to 5,500 in 2016.

E-Outreach Strategies:

The Department's website, veterans.maryland.gov, is managed by Outreach. The site has been streamlined to give users quick access to information, from both a desktop and mobile/handheld device. The 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.

In 2017, the MDVA website received 165,023 visits, a 15% increase from the 111,638 visits in 2016.

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Of the 217,680 page views, the top five landing pages on the site were:

- Home Page (57,574)
- Tax Benefits (23,011)
- Cemetery and Memorial Program (20,393)
- Service Program (13,968)
- Housing (5,740)

The Outreach Program moved email communications from Constant Contact (a paid email marketing tool) to Granicus (formally govDELIVERY) in November. Not only will this transition allow MDVA to collect demographic information on subscribers, it will also save the Department approximately \$3,000 per year. With support from the Maryland Department of Transportation and Department of Labor, Licensing and Regulation, as well as traditional outreach, the email list grew from 50,297 to 83,319 contacts in 2017. *Since 2013, the number of subscribers has grown from 16,000 to over 83,000.*

In 2017, over 376,277 copies of the electronic newsletter were opened, compared to 185,000 (49% increase) in 2016. In 2017, over 216,000 copies of job related emails were opened. In November, the Jobs for Maryland Veterans email concluded and shifted to the Anne Arundel Workforce Development Corporation's Military Corps Career Connect Program. The shift was made to ensure employers could receive comprehensive assistance from a program dedicated to workforce development.

In addition, the Outreach program *received and personally responded to over 350 emails to the mdveteransinfo@maryland.gov contact us email account, up from 270 in 2016.* This number does not account for the growing number of inquiries and questions sent to individual Outreach Program Staff email accounts.

With Facebook and Twitter, the Outreach Program continues to expand its use of social media. Facebook currently has 2,416 "follows", an increase from 1,239 in 2013. *In 2017, a total of 150 Facebook posts reached 78,500 Facebook followers, an increase from 58,000 in 2016.* Twitter is used in conjunction with Facebook to tweet updates and news @MDVeterans. The Department has 1,349 followers on Twitter, an increase from 464 in 2013.

Via the eBenefits information system, the USVA enables veterans and dependents to request information from their state veteran affairs offices. *In 2017, Outreach responded to over 1,200 e-benefits requests for information.*

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Mailings and Written Publication Outreach Strategies:

In continuing support of returning Maryland veterans, *Outreach mailed 2,651 new veteran informational packets in 2017*. Mailings include USVA and state program information pertaining to, but not limited to, health care, employment and behavioral health services. *The most comprehensive Veterans State Benefits and Services Guide was designed and printed in June 2016*. Of the 40,000 guides printed in 2016, 500 remain and will be distributed early 2018.

2017 Outreach & Advocacy Program Highlights

- *over 640,000 contacts made (face to face and electronic communications)*
- over 165,000 website visits
- over 83,300 email distribution subscribers
- over 2,650 “Welcome Home” packets mailed
- over 1,200 eBenefits email requests for information
- 150 Facebook posts reaching over 78,500 Facebook followers

Outreach Program Growth 2013-2017

	2013	2014	2015	2016	2017
<i>Events attended</i>	31	57	133	243	303
<i>Face to face contacts</i>	4,579	9,232	4,100	5,500	7,000
<i>Email distribution</i>	15,860	22,618	33,598	50,297	83,319
<i>Facebook likes/reach</i>	1,239/ not tracked	1,574/ 13,000	1,862/ 71,000	2,168/ 58,000	2,416/ 78,500
<i>Twitter followers</i>	464	739	965	1,176	1,349
<i>Welcome home packets sent</i>	1,974	4,012	2,500	2,350	2,651
<i>Website visits</i>	11/13-12/13 4,169	91,589	101,362	111,638	165,023
<i>Resource guides distributed</i>	No copies	30,000	10,000	30,000	9,500

INITIATIVES/PROGRAMS

Employment and Employer Support

In October 2017, Operation Hire Maryland activities transitioned to Anne Arundel Workforce Development Corporation’s Military Corps Career Connect Program (C3). C3 is a U.S. Department of Labor grant funded program and helps transitioning service members, veterans and active duty military spouses with training and employment opportunities. The program also helps connects employers to qualified candidates. As

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the program expands, MDVA Outreach and Advocacy Program Staff look forward to continuing this partnership.

Homelessness

Recognizing the need to improve the quality of life for our most vulnerable veterans, MDVA continues its participation on the Maryland Interagency Council on Homelessness and chaired the Veterans Work Group until its goals were met in the fall of 2017. On May 22, a work day was held for continuum of care member (CoCs) organizations, supportive services for veteran families (SSVF) providers, USVA Homeless Services Staff, as well as for other federal and state partners. A total of 45 individuals attended. Nine CoCs were represented. The goals of the work day were to allow CoC member organizations to share best practices, to create a space supporting questions and answers with federal and state partners, to describe existing housing systems in Maryland, and to identify gaps in existing systems. The meeting concluded with CoC action item commitments. While the veterans work group has concluded, CoC member organizations continue to partner with state and federal partners to ensure veteran homelessness is rare and brief in Maryland.

Building Collaborative Communities in Maryland Conference



Held on June 14, the Building Collaborative Communities in Maryland Conference brought together 87 attendees and 52 panelists and resource providers to connect and learn how to better serve service members, veterans and families in Maryland. The event was made possible through a partnership with the Maryland National Guard's Family

Readiness Program, the Maryland Department of Health's Maryland's Commitment to Veterans Program, and the MDVA Outreach Program. The conference was held at Anne Arundel Community College and included a keynote speaker, three panel discussions, lunch and a resource fair. The panels focused on behavioral health, alternative outreach beyond the traditional resource fair, and taking veteran and military related programming outdoors. Comments from attendees were overwhelmingly positive with one attendee reporting, *"I was impressed with the Conference's Agenda and various panelists as well as Moderators. The 3 panels were exceptional and very well thought out. I thought a lot about the various presenters and felt that they represent all that is good about our communities whether specifically in the military arena or at large. You and everyone involved needs to be commended for a great event."*

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Governor's Customer Service Initiative



The Outreach Program continues to take lead on the Governor's Customer Service Promise Initiative. By August 2017 97% of MDVA staff had received face to face customer service training or had completed the online HUB training on customer service. The Customer Service Annual Report was submitted in August 2017 and included FY17 customer service highlights and goals for 2018. Outreach Program Staff continue to respond to customer service surveys to ensure citizens needs are met. As of December 2017, 104 surveys had been completed and 79 respondents (76%) indicated being satisfied or mostly satisfied with their MDVA experience. Negative comments mostly reflect an experience with the USVA. To combat the misinterpretation, Outreach Program Staff are striving to rebrand the website, social media presence, and email communications to reflect MDVA as a State entity, not a Federal one.

Veterans Services Specialist Program in State Government

Introduced during the 2017 Maryland Legislative Session and approved by Governor Hogan on May 25 was the Veterans Services Specialist Program in State Government. The program is operated by the Outreach Program and designates a liaison within each Department or Agency to serve as a hub for veteran related information. Liaisons are required to attend quarterly meetings and one annual training. The first meeting was held September 22 in advance of the law taking effect on October 1. The Program will focus first on ensuring state employees who are veterans are made aware of MDVA services and USVA benefits in general. The second push will be to develop a strategy to ensure more veteran citizens are made aware of USVA benefits. The Outreach Program has already seen an increase in phone calls and emails from employees of State Government who are seeking veteran related information for themselves or family members.

Maryland Veterans Service Animal Program and Fund

Introduced during the 2017 Maryland Legislative Session and approved by Governor Hogan on May 4, the Maryland Veterans Service Animal Program and Fund was established to link more veterans living with disabilities to service animals. In addition, the fund was created to receive donations and then reimburse service animal programs for the cost to train and place an animal with a veteran. The program and fund is managed by the Outreach Program and took effect on July 1. COMAR regulations went in effect December 18 and thus far the program as received over \$8,000 in donations.

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Commissions/Boards

The following commissions/boards advise the Secretary of the MDVA 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 Program.

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, 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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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.

MARYLAND COLLEGE COLLABORATION FOR STUDENT VETERANS COMMISSION

The MDVA Secretary or his/her designee is appointed and serves as a member of this Commission.

MARYLAND GOVERNOR'S COMMISSION ON SUICIDE PREVENTION

The MDVA Secretary or his/her designee is appointed and serves as a member of this Commission. The designee chairs the Service Member, Veterans and Families task force.

MARYLAND INTERAGENCY COUNCIL ON HOMELESSNESS

The MDVA Secretary or his/her designee is appointed and serves as a member of this Council.

GOVERNORS WORKFORCE DEVELOPMENT BOARD

The MDVA Secretary or his/her designee is appointed and serves as a member of this Board.

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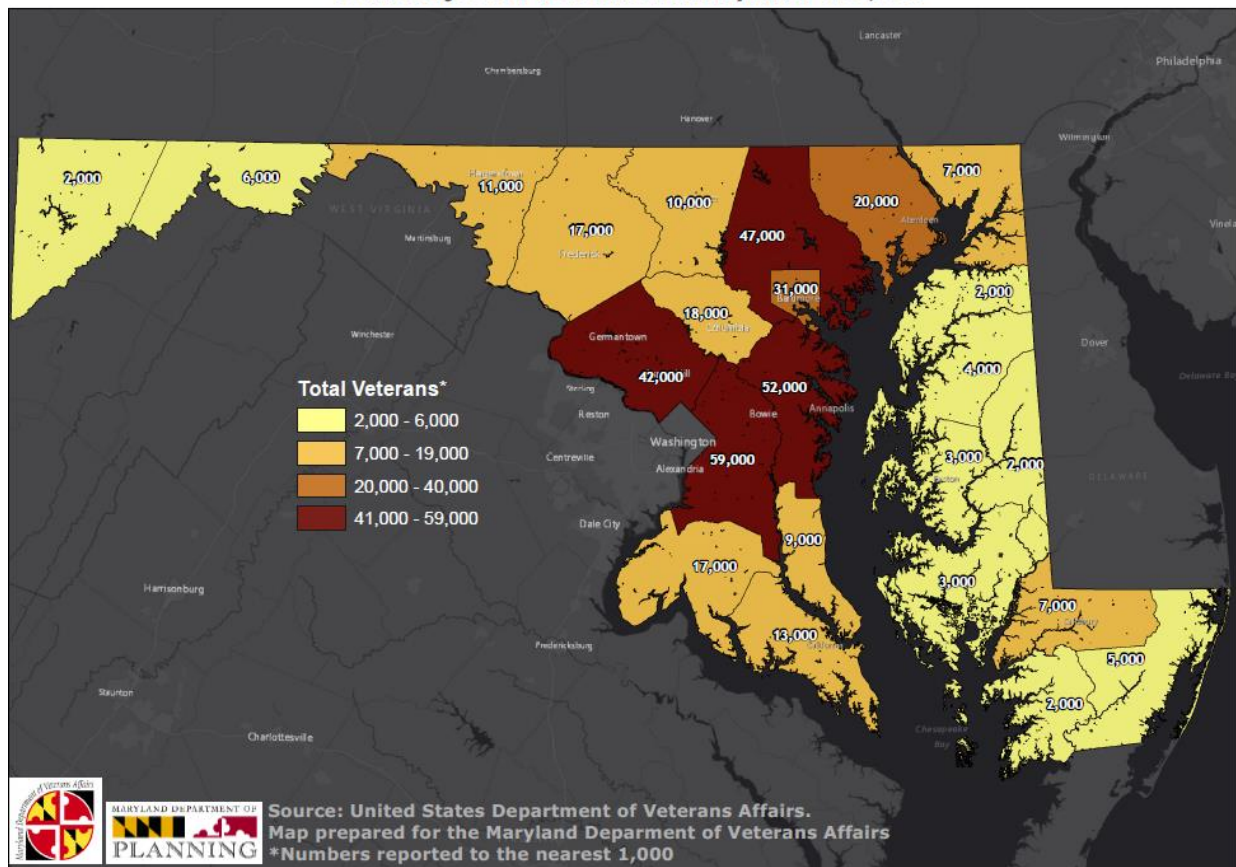
Attachments

- 1.1 Map: Projected Number of Veterans in Maryland in 2017
- 1.2 Maryland Veteran Demographics
- 1.3 Table: 2017 Projected Number of Veterans by County
- 1.4 Key Performance Measures for Veterans Represented by the Department

ATTACHMENT 1.1

Projected Number of Veterans in Maryland by County:2017

***Total Projected Veterans in Maryland: 390,000**



***Note: Numbers contained on the map are a projection only**

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ATTACHMENT 1.2

Maryland Veteran Demographics	
Veteran Population	399,036 (8.87% of MD adult population)
Gulf War (includes OIF/OEF/OND)	30%
Vietnam Era	30%
Korean Conflict	8%
World War II	7%
Peacetime	25%
Military Retirees	55,046 (13.79% of the MD veteran population)
Veterans age 65 and over	164,482
Female	51,655 (12.95% of the MD veteran population)
Male	347,381
Veteran households with children	130,651
Veterans receiving disability compensation	79,865
Veterans receiving pension	3,226
Dependency & Indemnity Compensation Beneficiaries	6,237
Education Beneficiaries	24,391
Veterans enrolled in the VA Health Care System	152,156

Sources: Demographics: VA Office of Actuary, VetPop 2016, as of September 30, 2016; VHA Office of Policy and Planning VAST data FY16Q4; National Center for Veterans Analysis and Statistics

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ATTACHMENT 1.3

2017 Projected Number of Veterans by County			
Allegany	6,000	Howard	18,000
Anne Arundel	52,000	Kent	2,000
Baltimore	47,000	Montgomery	42,000
Calvert	9,000	Prince George's	59,000
Caroline	2,000	Queen Anne's	4,000
Carroll	10,000	St. Mary's	13,000
Cecil	7,000	Somerset	2,000
Charles	17,000	Talbot	3,000
Dorchester	3,000	Washington	11,000
Frederick	17,000	Wicomico	7,000
Garrett	2,000	Worcester	5,000
Harford	22,000	Baltimore City	31,000

Sources: Demographics: VA Office of Actuary, VetPop 2016, as of September 30, 2016; VHA Office of Policy and Planning VAST data FY16Q4; National Center for Veterans Analysis and Statistics

ATTACHMENT 1.4

Key Performance Measures for Veterans Represented by Maryland Department of Veterans Affairs (Fiscal Year 2017)	
Inputs	
Potential # of Veterans to be Served	399,036
Number of Veteran Contacts	133,455
Outputs	
Claims filed and developed on behalf of service connected disabled veterans	3,995
Outcomes	
Total of awards to veterans and survivors represented by MDVA	\$27,102,263

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Agency Information

George W. Owings, III
Secretary

Katie Sonntag
Executive Assistant

Phil Munley, Director
Service and Benefits Program

Chris Piscitelli, Director
Cemetery and Memorial Program

Mark Hendricks, Grant Administrator
Maryland Veterans Trust Fund

Robert Finn
Deputy Secretary

Pete Pantzer, Director
Finance and Administration

Sharon Murphy, Director
Charlotte Hall Veterans Home

Dana Hendrickson, Director
Outreach and Advocacy Program

The Maryland Department of Veterans Affairs is a State Government Executive Department with a service mission to assist veterans, active duty service members, their families and dependents, in securing benefits earned through military service. Under the Department of Veterans Affairs are four major programs: the Veterans Cemetery and Memorial Program; Charlotte Hall Veterans Home; the Veterans Service and Benefits Program and the Outreach and Advocacy Program.



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