

*February 2019: Governor Hogan, Lt. Governor Rutherford, Secretary Owings and more than 100 veterans declare 2019 as the Year of the Veteran*

## MARYLAND DEPARTMENT OF VETERANS AFFAIRS ANNUAL REPORT

2019

*Reference MSAR #s: 5564 and 5667*



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# 2019 ANNUAL REPORT

## 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 pleased to present this year's Annual Report. The year 2019 was an exciting one as Governor Hogan proclaimed it the Year of the Veteran in Maryland. This year also marked the 20<sup>th</sup> Anniversary of the Department along with a number of other veteran related anniversaries. The following report provides the opportunity to share our 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 mission, to serve our veterans and families by ensuring they have access to the benefits and services which they are entitled to resulting from military service. We accomplish our mission in a number of ways as evidenced in this report.

Regardless of service era, we take an all-inclusive approach to ensure all Maryland veterans have access to their benefits. Moving ahead to 2020, we look forward to continuing in our diligence 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 2019 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 (USDVA) via the Service and Benefits Program. It is responsible for operating authorized Maryland State Veteran Cemeteries and caring for the Maryland World War II Memorial, Vietnam Veterans Memorial, Korean War Veterans Memorial, Gold Star Families Memorial Monument, and a Civil War Cemetery in Western Maryland. The Department also manages the Charlotte Hall Veterans Home, the Maryland Veterans Trust Fund and an Outreach and Advocacy Program.

According to the most recent USDVA data projections (FY2019), there were an estimated 371,000 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 USDVA 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 2019, *The Service Program* submitted 4,917 disability compensation and pension claims for adjudication to the USDVA. Maryland veterans received almost \$34 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 2019 year to date census reached 88% capacity. This year the *Maryland Veterans Trust Fund* distributed over \$126,000 in grants to Maryland veterans and eligible dependents.

A leader in the nation, *The Cemetery Program*, has provided an average of 3,390 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 110 events and meetings, speaking to over 2,500 veterans, families, and community members. The program increased its email distribution list to over 135,000 contacts.

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## Year of the Veteran Accomplishments



*Whereas, Today more than 380,000 Marylanders, comprising just less than 9% of the States' adult population, have served our Nation as members of our United States Armed Forces; and*

*Whereas, 2019 marks the 20<sup>th</sup> anniversary of the establishment of the Maryland Department of Veterans Affairs whose roots date back to 1924 and the Soldiers Relief Fund Commission; and*

*Whereas, 2019 marks the 5<sup>th</sup> anniversary of the law signed to designate March 30 as Welcome Home Vietnam Veterans Day in Maryland; and*

*Whereas, 2019 marks the 75<sup>th</sup> anniversary of the World War II invasion , officially referred to as D Day, in which thousands of residents from Maryland and many perished in the Armed Forces; and*

*Whereas, 2019 marks the 100<sup>th</sup> anniversary of the first recognized Armistice Day now known as Veterans Day, originally paying respect to those who died in World War I, including nearly 2,000 from Maryland; and*

*Whereas, We honor and thank all Maryland Veterans for their dedicated service to our State and Nation, for it is because of their selfless commitment that we may enjoy liberty and freedom in these United States of America.*

*Now, therefore, I, Lawrence J. Hogan Jr. Governor of the State of Maryland, do hereby proclaim 2019- Year of the Veteran in Maryland, and do commend this observance to all of our citizens.*

The Maryland Department of Veterans Affairs was proud to join Governor Hogan and Lt. Governor Rutherford on the steps of the State House in February 2019. Joining the Department and Governor's Office were more than 100 veterans and leaders in the veteran community. A reception for all attendees followed in the Governor's Reception Room.

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The Department participated in and led a number of events throughout 2019 in honor of this very special proclamation. Events included:

February 2019: Governor Hogan proclaimed the Year of the Veteran

March 30, 2019: Welcome Home Vietnam Veterans Day, 5<sup>th</sup> Anniversary of Governor Hogan signing legislation to designate this day, Governor Hogan and Secretary Owings attend Gilchrist Hospice's Welcome Home Vietnam Veterans Event

April 2019: Month of the Military Child, Outreach Director presents at the Maryland Library Association on ways to promote military connected children's programming

June 2019: 40<sup>th</sup> Anniversary of the Vet Center, MDVA Secretary Owings speaks at the Annapolis Vet Center birthday celebration

June 2019: 75<sup>th</sup> Anniversary of the GI Bill, MDVA collaborates with the Maryland Higher Education Commission to host reception and ceremony

June 2019: 75<sup>th</sup> Anniversary of D Day (June 6), MDVA sends a delegation to Normandy for commemoration activities

July 2019: Welcome Home Korean War Veterans Reception, MDVA leads the planning on behalf of the Office of the First Lady, over 200 guests attend, and Governor Hogan speaks



October 2019: Official 20<sup>th</sup> Anniversary of MDVA, the Department collaborates with the Motor Vehicle Administration to co-locate in their Glen Burnie Service Center, MDVA celebrates its 20<sup>th</sup> Anniversary with the opening of this new office

*Welcome Home Korean War Veterans Reception*

November 2019: Veterans Services Specialist Program Information Day, 30 agencies, 70+ guests, liaisons, service providers, HR staff, and veteran employees attend to learn about veteran benefits. Community providers staff resource tables

November 2019: MDVA collaborates with the Maryland State Library to educate library liaisons on veteran programs as well as how libraries can host programs for military connected families and veterans



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## Maryland Department of Veterans Affairs Programs

### SERVICE PROGRAM

*"Thank you for a few minutes to share some comments about our recent experience at the MD Department of Veteran Affairs on Washington Street in Hagerstown, Maryland; and Veteran Affairs Specialist Keri Keefer.*



*He (Korean War Veteran and father) and I met with Keri Keefer for advice and education regarding any possible VA benefits for which he might be eligible. WOW!!! This lady is an outstanding representative of the VA System. Her nonjudgmental approach, positive people spirit, respect and appreciation for those with military service, and overall supportive attitude are simply unique and amazing. She provided us with understandable guidelines, and reassurance that she would help us with any difficulties completing the forms.*

*When we returned with the finished paperwork, she made both my father and me feel competent and worthy. She assisted us with a few questions he had, with no criticism or frustration, only positive input. The pursuit of financial assistance, and completing the forms accurately were our main concern. However, I want to add with deepest gratitude, that she treated him with dignity and respect during an event that was so very necessary, but likewise so difficult for him in many ways." -Daughter of a Korean War Veteran*

The Service Program assists the men and women who served in the United States Armed Forces, their dependents and survivors, and the public, in obtaining benefits from the USDVA, the Department of Defense, the State of Maryland, and other programs for veterans and their families. Accredited by the USDVA, benefits specialists provide representation and advocacy to veterans and dependents. They also assist the veteran community in reviewing previous USDVA rating decisions.

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

MDVA was pleased to collaborate with the Motor Vehicle Administration in 2019 for the opening of its newest veterans' service center. The newest office was dedicated in October and is co-located in the Glen Burnie Service Center. This newest office, located in

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one of the heaviest populated counties for veterans in Maryland, will enable MDVA to serve even more veterans and their families.

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 interviews, involving the review of military separation or discharge documents for the purpose of determining eligibility for USDVA programs, as well as claim development, or providing general information to family or friends of a veteran.

**In Fiscal Year 2019, the Service Program made just under 140,000 contacts with veterans, dependents and survivors.**

**The Service Program submitted 4,917 disability compensation and pension claims for adjudication to the USDVA on behalf of veterans, dependents and survivors.**

In Fiscal Year 2019, Maryland Veterans received over \$33.5 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. In Fiscal Year 2019, the Service Program had a 90% approval rate (5,042 granted) on submitted claims. Note that there is no direct correlation between claims filed and benefits received in any one particular year. Many claims filed in Fiscal Year 2019 will not be adjudicated until 2020 or 2021.

Service Program Claims Filed 2015-2019				
2015	2016	2017	2018	2019
5,287	4,865	3,995	4,827	4,917



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## Additional Benefits and Services:

**Power of Attorney:** The MDVA Service Program in 2019 accepted representation for 2,292 veterans.

**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 2019, 1,801 DD214s were received and 2,235 were distributed to veterans at their request. In coordination with the Outreach and Advocacy Program, addresses on DD214s are used to send mailings ('Welcome Home' Packets) to recent honorably discharged veterans.

## CHARLOTTE HALL VETERANS HOME



*"My brother became a resident at Charlotte Hall Assisted Living in April 2019. My family and I have come to recognize the fine job the housekeeping staff performs. A particular 'shout out' to Mary Sewell who does a wonderful job. Her encouragement and always cheerful demeanor towards my brother means a great deal to us." Family member of a Charlotte Hall Veterans Home veteran resident*

Located in St. Mary's County, Charlotte Hall Veterans Home (Charlotte Hall) is a 454-bed facility providing 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.

### Charlotte Hall Veterans Home Census Data (percent capacity filled)

<b>1<sup>st</sup> Quarter</b>	Census 405	90% capacity
<b>2<sup>nd</sup> Quarter</b>	Census 406	90% capacity
<b>3<sup>rd</sup> Quarter</b>	Census 408	91% capacity
<b>4<sup>th</sup> Quarter</b>	Census 399	88% capacity

## Volunteer Services and Donations:

The strong support from volunteers continues at the Home. As we close out 2019, Charlotte Hall reached nearly *12,100 donated hours*.

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The Home has 80 individual active volunteers registered and 30 groups that weekly or monthly provide entertainment. For veterans to enjoy, some groups sponsor outings, cookouts or dances. Charlotte Hall had 18 one-time friendly group visits and concerts.

**Volunteer hours** are calculated using the online database Volgistics, on donation forms, and sign in logs. The independent sector indicates the “value” of a volunteer is estimated at \$24.69/hour. This equates to over \$298,000 in volunteer support.

Calendar year 2019 has been a record year for donations. Charlotte Hall Veterans Home received over \$113,700 in donations from veteran service organizations, community groups, local schools and individuals. These donations have assisted in providing dental services, eyeglasses, extended rehabilitation, televisions, clothing and a variety of special activities and meals.

*“It was a difficult decision to admit my husband to Charlotte Hall, but caring for him at home became an increasing daily challenge. It turned out to be a good decision. All in all, the level of attention and care that he got was impressive. It always amazed and pleased me to see how many staff members knew him by name and had a cheerful greeting for him. I have nothing but praise for your high standards.”*

*–Spouse of a Charlotte Hall Veterans Home veteran resident*

## 2019 Charlotte Hall Veterans Home Highlights



**Resident room furniture replaced:** furniture was replaced with \$1.2 million dollars in general funds made available via the State’s Lease to Buy Program furniture. Items included a dresser, nightstand, headboard and chair for 454 bed locations. Project completed in November 2019.

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*Dining furniture donated:* Cruisin' Southern MD and Faces of Valor purchased new dining/activity room furniture for 2C & 3C in August for a total donation of \$50,000.

*IT equipment replaced:* IT equipment refreshed to meet Windows 10 compatibility requirements in advance of January 2020. Items purchased were 145 desktops, 37 laptops, 43 kiosks, 134 Microsoft Office Standard 2019 Licenses and 134 Biometric readers totaling \$273,977.

*Security camera/card readers upgraded:* For most of 2019, a security system upgrade at Charlotte Hall has been underway. When complete, Charlotte Hall will have 145 new security cameras and 43 card readers providing the ability to monitor the facility and ensure a more secure environment.

*Surveillance/water management plan completed:* Following a directive from the Centers for Medicare and Medicaid Services (CMS), Charlotte Hall completed in June 2019 its Water Management Plan. Two samples of water from 20 building locations tested thus far with no adverse results.

*Charlotte Hall elevator replacement project:* In November 2019, Thysennkrupp provided to the Department of General Services a product submittal package. Initial materials ordered with a time to completion of 16-18 weeks.

*White house roof replaced:* After concerns that the roof was leaking and causing damage to the historic home, the roof was replaced with work completed in August 2019.

## **CEMETERY AND MEMORIAL PROGRAM**

*"This past year has been difficult, watching my father pass. Dad has always been special to us. The kindness you've shown to our family during this difficult time eases our pain because he was clearly a part of your family, too." –family member of veteran who also retired from MDVA and is 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.

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Since the program's inception in the mid-1970s, more than 108,000 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 gravesites 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.*

The most important function of the cemeteries is ensuring an honorable and dignified interment for our veterans and eligible dependents. 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.

Cemetery Program Interments 2015-2019				
2015	2016	2017	2018	2019
3,385	3,432	3,465	3,389	3,390

## 2019 Cemetery Program Highlights

- Thirteen zero turn mowers purchased and 17 additional positions approved
- Memorial Day and Veterans Day events held at all cemeteries, Maryland Vietnam Veterans Memorial and World War II Memorial
- Helped the New York State Division of Veterans' Service establish their first veterans cemetery
- Assisted the VA's National Cemetery Administration with new benefits processing procedures
- Wreaths Across America events held at all cemeteries



*Despite the cold and rain, more than 1,000 volunteers participated in the Wreaths Across America event at Crownsville Veterans Cemetery on December 14, 2019. More than 12,000 wreaths were placed on the graves of veterans*

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## *Cheltenham Veterans Cemetery*

- Phase I and II construction grant approved for a total of \$14.6 million dollars
- Raise and realignment of M section completed
- Security camera system installed
- Three sections of damaged fencing replaced
- Shelter awning and door improvements made

## *Crownsville Veteran Cemetery*

- New HVAC System in the committal shelter installed
- Committal Shelter roof repaired
- Gates along the fence line installed
- Numerous trees removed
- Ministry of Veterans Affairs for the Peoples Republic of China visit hosted

## *Eastern Shore Veterans Cemetery*

- Administrative office conference room remodeled
- Honor Guard building completed
- Administrative building roof repaired

## *Garrison Forest Veterans Cemetery*

- Phase V expansion construction completed (more than five thousand new interment spaces)
- Road in front of committal shelter repaved
- Walden University volunteer project to clear hundreds of pounds of yard waste
- New water structure installed and converted to a reel and hose system

## *Rocky Gap Veterans Cemetery*

- Phase II expansion construction completed (more than 1400 new interment spaces)
- Administrative building expansion completed
- Four footpath bridges installed, renovated masonry structure and walkways along the plaza
- Approximately 150 headstones raised and re-aligned
- Saluting Branches volunteer project cleared tree line, shrubbery and other landscaped areas
- Added 25 trees and shrubs to the cemetery grounds via the Maryland Forest Service's Tree-mendous Grant Program

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## MEMORIALS AND MONUMENTS

The MDVA Cemetery and Memorial Program is responsible 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.

### 2019 Memorial Highlights

- Administration and maintenance building HVAC system replaced
- WWII Memorial Eagle Scout Project replaced lettering and upgraded brick border
- Vietnam Veterans Memorial stone wall repointed
- Gold Star Families Monument Eagle Scout Project installed sod
- New WWII Memorial and Gold Star Families Monument highway signs installed
- World War II Memorial lighting upgraded to LED lights
- Governor's Day of Service project at the Vietnam Veterans Memorial cleared over 1900 pounds of yard waste and repaired three planters



*Volunteers from 10 state agencies volunteered as part of the Governor's Day of Service to improve the grounds of the Vietnam Veterans Memorial. Grounds were weeded, mulched, and planter boxes were repaired. It should be noted on this date in October a record was set for high temperatures. More than 100 volunteers braved the heat in order to make the memorial more beautiful to enjoy and visit.*



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## MARYLAND VETERANS TRUST FUND

The Maryland Veterans Trust Fund (Trust) began in 2010. In 2019, the Trust received \$97,725 from the Maryland Lottery and \$9,490 from donations at the Hollywood Casino in Perryville. The Trust also received the following in donations: Rocky Gap Casino, \$5,400, Horseshoe Casino, \$8,400, MGM Casino, \$1,250, Ocean Downs, \$1,000 and MD Live Casino \$1,000. *In 2019, approximately \$126,000 in grants were distributed to veterans and eligible dependents in need.*

## OUTREACH AND ADVOCACY

*“Thank you again so much for inviting The Baltimore Station to participate in your “Serving Those Who Serve” summit yesterday. It was an amazing opportunity for us to share our information with so many wonderful people all at the same time. I was truly inspired and motivated by the commitment that each of those folks have to our veterans, service men and women and their families. We look forward to staying connected and growing our partnership with the MDVA. Thank you for all that you and your team do for our veterans.*  
*-Kim Callari, Director of Development and Communications, The Baltimore Station, following her participating in the Maryland Library and Outreach joint library summit*

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 2019, 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 116 outreach meetings and events. Over 2,500 veterans, family members, and community members were addressed face to face as a group or spoken with one on one at events.



*Secretary Owings, Lisa Murphy, Denise Nooe and Carole Lewis pose while Governor Hogan juggles at the Maryland Municipal League Conference in August*

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## **Website:**

The Department's website, veterans.maryland.gov, gives users quick access to a wide variety of information on local, state, and federal resources on such topics as employment, health care, housing, and benefits. **In 2019, there were 192,990 MDVA website sessions. This is an increase from 118,318 in 2018.**

## **Electronic Newsletter:**

With support from the Maryland Department of Transportation and Department of Labor, Licensing and Regulation, as well as traditional outreach, the email list grew in 2019 from 100,313 to 136,347 contacts. **Since 2013, the number of subscribers has grown from 16,000 to over 136,000.** In 2019, more than 960,000 newsletters were opened.

## **Social Media:**

Facebook currently has 3,130 "likes", an increase from 2,825 in 2018. *In 2019, a total of 124 Facebook posts reached 100,661 Facebook followers, an increase from 94,911 in 2018.* Twitter is used in conjunction with Facebook to tweet updates and news @MDVeterans. The Department has 1,433 followers on Twitter.

## **Email Communications:**

Via the eBenefits information system, the USDVA enables veterans and dependents to request information from their state veteran affairs offices. *In 2019, Outreach responded to 968 e-benefits requests for information.* Outreach continues to manage the mdveteransinfo account; the program responded to 180 emails specifically identified as requests for information from constituents. In addition, Outreach responded to thousands of emails received from other agencies, citizens and veterans.

## **Mailings and Written Publication Outreach Strategies:**

*Outreach mailed 391 new veteran informational packets in 2019.* This number has dropped significantly since 2018 and could be a sign that fewer veterans are returning to Maryland and/or fewer MD National Guard Soldiers or Airmen activated for deployments. Mailings include USDVA and state program information pertaining to, but not limited to, health care, employment and behavioral health services.

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## Outreach Program Highlights 2015-2019

	2015	2016	2017	2018	2019
<i>Events attended</i>	133	243	303	229	116
<i>Face to face contacts</i>	4,100	5,500	7,000	4,925	2,515
<i>Email distribution</i>	33,598	50,297	83,319	100,313	136,347
<i>Facebook likes/reach</i>	1,862/71,000	2,168/ 58,000	2,416/ 78,500	2,825/ 84,911	3,130/ 100,661
<i>Twitter followers</i>	965	1,176	1,349	1,430	1,433
<i>Welcome home packets sent</i>	2,500	2,350	2,651	2,380	391
<i>Website visits</i>	101,362	111,638	165,023	111,318	192,990
<i>Materials distributed</i>	10,000	30,000	9,500	12,000	1,600

### INITIATIVES/PROGRAMS

#### Governor's Customer Service Initiative

The Outreach Program leads the Governor's Customer Service Promise Initiative. By August 2019, 93% of staff had completed the customer service refresher training using Google Classroom. The Customer Service Annual Report was submitted in August 2019 and included FY19 customer service highlights and goals for 2020. Outreach Program Staff continue to respond to customer service surveys to ensure citizen's needs are met. In FY19, the Department had 62 customer service survey responses. As of August 2019 80% of respondents indicated being 'very satisfied' or 'somewhat satisfied' with their MDVA experience. This is a 3% increase in overall customer satisfaction based upon surveys received.



#### Veterans Services Specialist Program in State Government

Signed in to law in 2017 by Governor Hogan, The Veterans Services Specialist Program is managed by the Outreach Program and designates a liaison within each Department or Agency to serve as a hub for veteran related information. The program continues to thrive with four meetings and a training being held during 2019. Two particular meetings, one at the

175<sup>th</sup> Wing of the Air National Guard at Martin State Airport allowed liaisons to interact

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with active duty Airman stationed there and a second at Melwood's Operation Tohidu provided liaisons the opportunity to learn about behavioral health resources for veterans. The annual training was held in November at 100 Community Place in Crownsville. Over 70 individuals attended to include liaisons, veterans who work in state government, human resources personnel and more than 15 resource providers.

## **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. In 2019, Hero Dogs received the first award (\$10,000) for placing a service dog with a veteran. Two additional awards were granted in 2019. One to Warrior Canine Connection (\$30,000) for placing three dogs with veterans and to Hero Dogs (\$10,000) for placing their second dog as part of this program. With recent legislation passed in 2019, Equine Therapy is now included in the program. The Department hopes to begin reimbursing for therapy between veterans and horses in early 2020.



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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 Commission has the following active sub-committees: Maryland Veterans Burial Entitlement, Medical Cannabis Applications for Maryland Veterans, Combating Opioid Abuse and Incarcerated Veterans.

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. 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. The Outreach Program Deputy Director Represents the Secretary.

## **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 Outreach Program Director represents the Secretary.

## **MARYLAND INTERAGENCY COUNCIL ON HOMELESSNESS**

The MDVA Secretary or his/her designee is appointed and serves as a member of this Council. The Outreach Program Director represents the Secretary.

## **GOVERNORS WORKFORCE DEVELOPMENT BOARD**

The MDVA Secretary or his/her designee is appointed and serves as a member of this Board, which is the Governor's chief policymaking body for workforce development. The Outreach Program Deputy Director represents the Secretary.





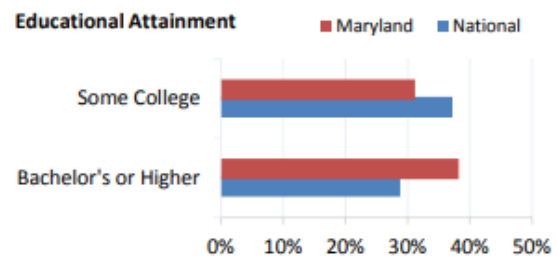
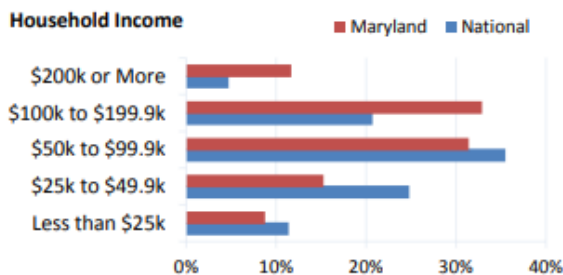
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## ATTACHMENT 1.2

### Maryland Veteran Demographics \*

<b>Veteran Population</b>	371,164
<b>Gulf War Era</b>	171,253
<b>Vietnam Era</b>	106,890
<b>Korean Conflict</b>	17,175
<b>World War II</b>	6,243
<b>Peacetime</b>	81,253
<b>Military Retirees</b>	55,680
<b>Veterans age 65 and over</b>	154,076
<b>Female</b>	52,446 (14% of the MD veteran population)
<b>Male</b>	318,718
<b>Veteran households with children</b>	130,651 (Measuring Communities, FY15)
<b>Veterans receiving disability compensation</b>	83,730
<b>Veterans receiving pension</b>	3,131
<b>Dependency &amp; Indemnity Compensation Beneficiaries</b>	6,360
<b>Education Beneficiaries</b>	27,993
<b>Veterans enrolled in the VA Health Care System</b>	152,877

\*Source: [va.gov/vetdata/Veteran\\_Population.asp](http://va.gov/vetdata/Veteran_Population.asp), projected Sept 30, 2019



Sources: MOST RECENT REPORT PUBLISHED BY USDVA, Demographics: VA Office of Actuary, VetPop 2017, as of September 30, 2017; VHA Office of Policy and Planning VAST data FY17Q4; National Center for Veterans Analysis and Statistics

# 2019 ANNUAL REPORT

## ATTACHMENT 1.3

2019 Projected Number of Veterans by County *			
<b>Allegany</b>	<b>6,000</b>	<b>Howard</b>	<b>17,000</b>
<b>Anne Arundel</b>	<b>50,000</b>	<b>Kent</b>	<b>2,000</b>
<b>Baltimore</b>	<b>44,000</b>	<b>Montgomery</b>	<b>39,000</b>
<b>Calvert</b>	<b>9,000</b>	<b>Prince George's</b>	<b>56,000</b>
<b>Caroline</b>	<b>2,000</b>	<b>Queen Anne's</b>	<b>4,000</b>
<b>Carroll</b>	<b>10,000</b>	<b>St. Mary's</b>	<b>13,000</b>
<b>Cecil</b>	<b>7,000</b>	<b>Somerset</b>	<b>2,000</b>
<b>Charles</b>	<b>17,000</b>	<b>Talbot</b>	<b>3,000</b>
<b>Dorchester</b>	<b>2,000</b>	<b>Washington</b>	<b>11,000</b>
<b>Frederick</b>	<b>17,000</b>	<b>Wicomico</b>	<b>7,000</b>
<b>Garrett</b>	<b>2,000</b>	<b>Worcester</b>	<b>5,000</b>
<b>Harford</b>	<b>19,000</b>	<b>Baltimore City</b>	<b>29,000</b>

\*Source: [va.gov/vetdata/Veteran\\_Population.asp](http://va.gov/vetdata/Veteran_Population.asp), projected September 30, 2019

## ATTACHMENT 1.4

Key Performance Measures for Veterans Represented by Maryland Department of Veterans Affairs (Fiscal Year 2019)	
<b>Inputs</b>	
<b>Potential # of Veterans to be Served</b>	371164 (projected only)
<b>Number of Veteran Contacts</b>	139,867 (Benefits and Services Program)
<b>Outputs</b>	
<b>Claims filed and developed on behalf of service connected disabled veterans</b>	4,917
<b>Outcomes</b>	
<b>Total of awards to veterans and survivors represented by MDVA</b>	\$33,570,747

# 2019 ANNUAL REPORT



## Agency Information

***George W. Owings, III***  
Secretary

***Katie Sonntag***  
Executive Assistant

***Phil Munley, Director***  
Service and Benefits Program

***Russell Ware, 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 Burl, 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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