



# MARYLAND DEPARTMENT OF VETERANS AFFAIRS ANNUAL REPORT

## 2018

*Reference MSAR #s: 5564 and 5667*

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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

# 2018 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 honored to present the 2018 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 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 comprise just under 9% of the adult population in Maryland. The State ranks #19 in total veteran population. Our Gulf War I and II Veterans, making up about 50% 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 40% of the population. They will increasingly need help accessing long term health care and assisted living services.

Regardless of service era, we take an all-inclusive approach to ensure all Maryland veterans have access to the benefits to which they are entitled. We look forward in 2019 to celebrating 20 years in service to our veteran community. We will continue in our diligence to making service access for our Maryland Veterans and families as seamless as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Owings, III", with a stylized flourish at the end.

George W. Owings, III  
Secretary

# 2018 ANNUAL REPORT

## Executive Summary

In accordance with §9-946 and §9-928c of the State Government Article, the Maryland Department of Veterans Affairs submits its 2018 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, 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 USDVA data projections, there were an estimated 389,640 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 2018, *The Service Program* submitted 4,827 disability compensation and pension claims for adjudication to the USDVA. Maryland Veterans received almost 30 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 2018 year to date census reached 90% capacity. This year the *Maryland Veterans Trust Fund* distributed over \$87,000 in grants to Maryland Veterans and eligible dependents.

A leader in the nation, *The Cemetery Program*, has provided an average of 3,441 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 225 events and meetings, speaking to over 4,900 veterans, families, and community members. The program increased its email distribution list to over 100,000 contacts.

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## Maryland Department of Veterans Affairs Programs

### SERVICE PROGRAM

*"On behalf of our family, we would like to take time out of a busy Christmas season to express our sincere gratitude for your help.... Your personal response in our hour of need, and your attention to assuring (veteran customer) VA Disability Claim was processed expeditiously has made an unimaginable impact in our lives. What you have done for this Navy veteran will have long reaching and lasting effects... We will be eternally grateful for your kindness."*

*-Family member of a Navy Veteran*



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 USDVA, the Department of Defense, the State of Maryland, and other programs for veterans and their families. Benefits specialists are accredited by the USDVA and 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.

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 USDVA programs, as well as claim development, or providing general information to family or friends of a veteran.

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**In Fiscal Year 2018, the Service Program made over 132,000 contacts with veterans, dependents and survivors.**

**The Service Program submitted 4,827 disability compensation and pension claims for adjudication to the USDVA on behalf of veterans, dependents and survivors.**

In Fiscal Year 2018, Maryland Veterans received over 29 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 2018, the Service Program had an 88% approval rate (3,603 granted) on submitted claims. 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 2014-2018				
2014	2015	2016	2017	2018
5,138	5,287	4,865	3,995	4,827

## **Additional Benefits and Services:**

**Education:** Maryland Veterans received in 2018 \$5,484,568 in education benefits from various U.S. Department of Veterans Affairs education programs.

**Power of Attorney:** The MDVA Service Program in 2018 accepted representation for 2,042 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 2018, 4,367 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



*"I appreciate everything. I am amazed. They are so organized. These people enjoy their work, and they are more than helpful. It is unreal. I have been in different nursing homes and rehabs, they are nowhere near what Charlotte Hall Veterans Home is. Every single person I have spoken to has gone above and beyond their job duties." –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 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 <sup>st</sup> Quarter	Census 405	89% capacity
2 <sup>nd</sup> Quarter	Census 403	88% capacity
3 <sup>rd</sup> Quarter	Census 410	90% capacity
4 <sup>th</sup> Quarter	Census 410	90% capacity

### The current 2018 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. As we close out 2018, Charlotte Hall reached nearly 15,000 donated hours.

Through generous donations, Charlotte Hall continues to enhance the quality of care for veterans and spouses living at the Home. The Home has 46 individual active volunteers registered and 27 groups that weekly or monthly provide entertainment. For veterans to enjoy, some groups sponsor outings, cook-outs or dances. Charlotte Hall had 18 one-time friendly group visits and concerts.

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**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.

*“I appreciate the staff, the nurses, and the doctors. They are great. They notice people as an individual. They take care of and pay attention to them, they don’t brush them off. They aren’t there to just get a paycheck. To me, that makes a big difference.” –Family member of a Charlotte Hall Veterans Home veteran resident*

## 2018 Charlotte Hall Veterans Home Highlights

### New Replacement Buses

Driven from the New York Coach Plant, two new buses arrived at the Home on January 23, 2018. Both buses were purchased utilizing existing state vehicle purchasing contracts. The replaced buses were 16 years old with 336,000 miles and 7 years old with 209,000 miles.



### New All Terrain Kubota

A new all-terrain Kubota was ordered and received. This is a new addition to the maintenance equipment used for grounds maintenance and snow removal. The new Kubota is equipped with a snow blade and salt spreader.



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## **American Legion National Commander Visit**

On Saturday, March 16, 2018 Charlotte Hall was visited by Denise Rohan, National Commander of the American Legion and Legion members from Post #82 in La Plata. The visit was hosted by Director Sharon Murphy and supported by Administrator Russell Keogler. A tour and lunch was provided. Later on Saturday, Secretary Owings and Sharon attended dinner with the Commander at American Legion Post #82.

## **Gastroenteritis Outbreak/Flu**

Over the winter months, more than 60 residents were affected by a gastroenteritis outbreak. St. Mary's Health Department confirmed it to be Norovirus. Infection control measures were put into place for all staff and residents. Some of those measures were suspending walk-to-dine for skilled nursing residents, not rotating staff to other units, and closing to new admissions. As best possible skilled nursing was segregated from assisted living residents in dining and general use areas. Staff wore masks (3D) and residents received Tamiflu (3D). Plastic dining ware was used and meals were served on the unit (3D). Smoking areas were closed and housekeeping increased cleaning of surface areas.

## **Replacement Resident Room Furniture**

\$1.2 million dollars of general funds have been made available through the State's 'Lease to Buy' program for the replacement of resident room furniture. Since original construction in 1985, this furniture has never been upgraded or replaced. The furniture will include a dresser, night stand, headboard and chair for each of the 454 bed locations. Awarded in November, the project has an expected Spring 2019 delivery date.

## **Security Camera Upgrade**

In early February, Skyline representatives were on site to discuss a security camera system upgrade and/or replacement. Building drawings were provided and discussion on the current equipment needs took place. Skyline will create the Customer Service Request (CSR), provide labor hours for engineering, and cabling. Larger items like the firewall or camera/hardware software will be procured through the Department of Information Technology. This project should kick off early 2019.

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## CEMETERY AND MEMORIAL PROGRAM

*"On behalf of my family, we would like to thank you for the wonderful maintenance of the cemetery. It is beautiful, peaceful, and inviting. Thank you for honoring veterans and their spouses with the dignity they deserve. It brings so much comfort to my family when we come to pay respect to our loved ones. Thank you to the employees whom treat us with respect, helpfulness, patience, and guidance. The customer service is appreciated especially during our time of loss and remembrance....*

*There is no amount of money that can replace the level of service the cemetery provides." -Family member of a veteran interred at Cheltenham 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 104,000 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 2018.* In the past 11 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 3,441 interments annually over the past three years, representing approximately 30% of Maryland veteran's deaths.

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Cemetery Program Interments 2014-2018				
2014	2015	2016	2017	2018
3,311	3,385	3,432	3,465	3,389

## 2018 Cemetery Program Highlights

- Garrison Forest Phase V Construction Grant Approved. Total cost: More than \$7.4 million
- Cheltenham Cemetery Design Phase began with an expected completion by June of 2019
- Rocky Gap Cemetery Grant Construction expected completion by May of 2019
- Multiple employees completed the USDVA National Cemetery Administration training in St. Louis
- Memorandum of Understanding completed with State Highway Administration to sweep all five cemeteries during the mowing season
- Memorial Day and Veterans Day Events held at all five cemeteries
- Wreaths Across America Events held at all five cemeteries

### Cheltenham Veterans Cemetery

- Purchased two new gators and a pickup truck
- Completed flag disposal box (Eagle Scout volunteer project)
- Implemented a new fertilization, weed control and seeding program
- Secured and sealed shelter foundation

### Crownsville Veterans Cemetery

- Realigned more than 700 markers
- Replaced water softening system
- Removed and graded spoils area
- Removed failing trees and replanted new trees

### Eastern Shore Veterans Cemetery

- Repaired and repointed office and shelter damaged bricks
- Furnished honor guard building (donations received from the Cemetery Committee)
- Hired three new caretakers

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## Garrison Forest Veterans Cemetery

- Procured new backhoe and pickup truck
- Installed new administrative building and restroom heating system
- Procured new shelter walkway walls

## Rocky Gap Veterans Cemetery

- Sodded, leveled, and placed topsoil on approximately 180 sunken gravesites
- Reset approximately 400 headstones and realigned approximately 600 headstones
- Constructed new garage bay breakroom and locker room
- Removed dead limbs and damaged trees (Branching Out volunteer project)

## 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. In 2018, the Memorial Program supervised 20 active duty military and reserves volunteers.

## 2018 Memorial Highlights

- Replaced World War II Memorial flag pole hardware
- Began grout repair at Korean and Vietnam Memorials (with DGS)
- Repaired office roof
- Installed Gold Star Families Memorial Monument solar flag pole

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## MARYLAND VETERANS TRUST FUND

Since its inception in 2010, the Maryland Veterans Trust Fund (Trust) continues to receive countless private individual and organizational donations. In 2018, the Trust received \$89,407 from the Maryland Lottery and \$8,732 from donations at the Hollywood Casino in Perryville. *In 2018, approximately \$87,500 was distributed in grants to veterans and eligible dependents in need.*

## OUTREACH AND ADVOCACY

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 2018, 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 229 outreach meetings and events. Over 4,900 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.

### **E-Outreach Strategies:**

The Department's website, [veterans.maryland.gov](http://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 2018, there were 118,318 MDVA website sessions, of those sessions 93,809 users were new.** The majority of users (59%) accessed the website with Apple products and the second largest group of users (38%) accessed the website with an Android. Approximately 48% of users utilized a desktop to access information followed by 44% of users who utilized a mobile device.

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**Of the 216,955 page views, the top five landing pages on the site were:**

- Home Page (53,379)
- Cemetery and Memorial Program (29,513)
- Tax Benefits (27,600)
- Service Program (14,882)
- Jobs and Training (4,366)

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 2018 from 83,319 to 100,313 contacts. *Since 2013, the number of subscribers has grown from 16,000 to over 100,000.*

In 2018, over 1.2 million copies of the electronic newsletter were opened, compared to 376,277 (69% increase) in 2017.

In addition, the Outreach program *received and personally responded to over 215 emails to the [mdveteransinfo@maryland.gov](mailto:mdveteransinfo@maryland.gov) contact us email account.* This number does not account for the ever 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 2,825 “likes”, an increase from 2,416 in 2017. *In 2018, a total of 131 Facebook posts reached 94,911 Facebook followers, an increase from 78,500 in 2017.* Twitter is used in conjunction with Facebook to tweet updates and news @MDVeterans. The Department has 1,430 followers on Twitter.

Via the eBenefits information system, the USVA enables veterans and dependents to request information from their state veteran affairs offices. *In 2018, Outreach responded to over 1,480 e-benefits requests for information.*

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

In continuing support of returning Maryland veterans, *Outreach mailed 2,380 new veteran informational packets in 2018.* Mailings include USDVA and state program information pertaining to, but not limited to, health care, employment and behavioral health services.

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## 2018 Outreach & Advocacy Program Highlights

- *over 1.5 million contacts made (due to sharp increase in newsletter open rate)*
- over 118,300 website visits
- over 100,000 email distribution subscribers
- over 2,380 “Welcome Home” packets mailed
- over 1,480 eBenefits email requests for information
- 131 Facebook posts reaching over 94,900 Facebook followers

### Outreach Program Growth 2014-2018

	2014	2015	2016	2017	2018
<i>Events attended</i>	57	133	243	303	229
<i>Face to face contacts</i>	9,232	4,100	5,500	7,000	4,925
<i>Email distribution</i>	22,618	33,598	50,297	83,319	100,313
<i>Facebook likes/reach</i>	1,574/ 13,000	1,862/ 71,000	2,168/ 58,000	2,416/ 78,500	2,825/ 84,911
<i>Twitter followers</i>	739	965	1,176	1,349	1,430
<i>Welcome home packets sent</i>	4,012	2,500	2,350	2,651	2,380
<i>Website visits</i>	91,589	101,362	111,638	165,023	118,318
<i>Materials distributed</i>	30,000	10,000	30,000	9,500	12,000

## INITIATIVES/PROGRAMS

### Governor’s Customer Service Initiative



The Outreach Program continues to take lead on the Governor’s Customer Service Promise Initiative. In 2018, 100% of staff completed the customer service refresher training. The Customer Service Annual Report was submitted in August 2018 and included FY18 customer service highlights and goals for 2019. Outreach Program Staff continue to respond to customer service surveys to ensure citizen’s needs are met. In FY18, the Department had 83 customer service survey responses. As of August 2018 77% of respondents indicated being ‘very satisfied’ or ‘somewhat satisfied’ with their MDVA experience. Negative comments mostly reflect an experience with the USDVA. When responses indicating dissatisfaction with the USDVA are removed, 80% of respondents report being ‘very satisfied’ or ‘somewhat satisfied’ with their experience.

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Moving forward, MDVA will continue in its commitment to providing outstanding customer service. The Department added in 2018 a Frequently Asked Questions website post and has modified all printed marketing materials to highlight the Maryland Flag.

## **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. Liaisons are required to attend quarterly meetings and one annual training. Three meetings were held in 2018 along with an all day training. The training focused on USDVA benefits and services as well as military cultural competency and the Americans with Disabilities Act. Best practices from the

private sector were also shared during a working lunch. The final meeting of 2018 was held at the Maryland National Guard's Fifth Regiment Armory in Baltimore. Liaisons were treated to a tour of the Maryland Military Museum.

## **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 2018, \$150,000 in funding was proposed and approved as part of the Governor's Supplemental Budget.

As required by the law, an online donation page was created for the MDVA website. The program received in 2018 two requests for reimbursement of service animals. The first request received from Hero Dogs and the second from Warrior Canine Connection. A third program participant, Fidos for Freedom has thus far made no reimbursement requests.



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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. The purpose of this Commission is to work to ensure the educational success of returning veterans, facilitate the sharing of best practices among institutions of higher education, and work with institutions of higher education to provide specified services to veterans.

## **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, which is the Governor's chief policy making body for workforce development.

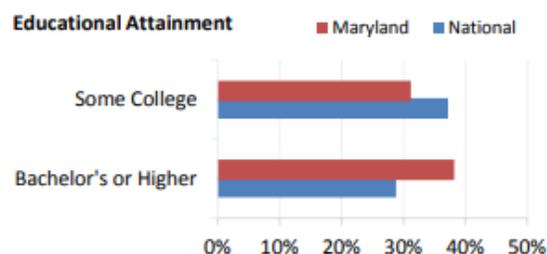
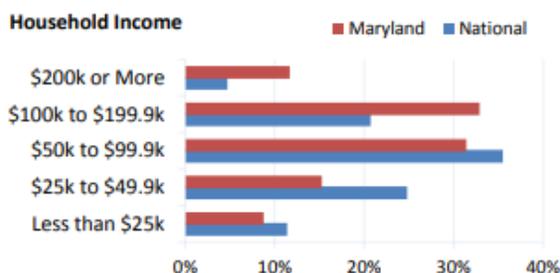


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## ATTACHMENT 1.2

### Maryland Veteran Demographics

<b>Veteran Population</b>	389,640 (8.87% of MD adult population)
<b>Gulf War I &amp; II(includes OIF/OEF/OND)</b>	50%
<b>Vietnam Era</b>	30%
<b>Korean Conflict</b>	7%
<b>World War II</b>	3%
<b>Peacetime</b>	10%
<b>Military Retirees</b>	55,417 (14% of the MD veteran population)
<b>Veterans age 65 and over</b>	164,482
<b>Female</b>	51,974 (13% of the MD veteran population)
<b>Male</b>	337,666
<b>Veteran households with children</b>	130,651 (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



Sources: 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

# 2018 ANNUAL REPORT

## ATTACHMENT 1.3

2018 Projected Number of Veterans by County			
<b>Allegany</b>	<b>6,000</b>	<b>Howard</b>	<b>18,000</b>
<b>Anne Arundel</b>	<b>51,000</b>	<b>Kent</b>	<b>2,000</b>
<b>Baltimore</b>	<b>46,000</b>	<b>Montgomery</b>	<b>40,000</b>
<b>Calvert</b>	<b>9,000</b>	<b>Prince George's</b>	<b>57,000</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>3,000</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>30,000</b>

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 2018)	
<b>Inputs</b>	
<b>Potential # of Veterans to be Served</b>	389,640
<b>Number of Veteran Contacts</b>	132,708 (Benefits and Services Program)
<b>Outputs</b>	
<b>Claims filed and developed on behalf of service connected disabled veterans</b>	4,827
<b>Outcomes</b>	
<b>Total of awards to veterans and survivors represented by MDVA</b>	\$29,883,069

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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 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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