

Nevada State Veterans Home
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Boulder City, Nevada 89005
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BRIAN SANDOVAL
Governor



Department of Veterans Services
6900 N. Pecos Road, Room 1C237
North Las Vegas, Nevada 89086
(702) 224-6025
• Fax (702) 224-6927

Northern Nevada
Veterans Memorial Cemetery
P.O. Box 1919
Fernley, Nevada 89408
(775) 575-4441
• Fax (775) 575-5713

STATE OF NEVADA
NEVADA DEPARTMENT OF VETERANS SERVICES
5460 Reno Corporate Drive, Suite 131
Reno, Nevada 89511
(775) 688-1653 • Fax (775) 688-1656

Southern Nevada
Veterans Memorial Cemetery
1900 Veterans Memorial Drive
Boulder City, Nevada 89005
(702) 486-5920
• Fax (702) 486-5923

VETERANS' SERVICES COMMISSION (VSC)
6-12-14 MEETING MINUTES

Meeting held via Video-teleconference between the following three locations:

1. Elko - Great Basin College – Berg Hall Conference Room
1500 College Parkway
2. Las Vegas – College of Southern NV – Cheyenne Campus
3200 E. Cheyenne Ave – Main Bldg Room 2638 (Conf Room A)
3. Carson City – Western Nevada College
2201 W. College Parkway – Cedar Bldg Room 308

Date and Time of Meeting: 6-12-14 / 8:30 am to 12:00 pm

Call to Order by: Chairman William Baumann @ 9:00 AM

Pledge of Allegiance: Led by Mike Musgrove

Roll Call taken by: Pamela Roberts

Present: Baumann, William – Chairman
Gutzman, Ron
Harton, Chuck
Musgrove, Mike
Tate, Felicia
Wiley, Sally

Absent: Anderson, Assemblyman Elliot
Rupert, Sherry
Spearman, Senator Patricia

Guests: Hernandez, Gil – VFW
Knight, Julie – NDVS Elko Volunteer
Miller, Director Kat – NDVS
Rigsby, Joe – VFW
Roberts, Pamela – Executive Assistant, NDVS

Approval of 6-12-14 Agenda

- Motion made by Mike Musgrove
- Seconded by Chuck Harton
- Decision: Unanimous

Approval of 3-20-14 Minutes

- Motion made by Sally Wiley
- Seconded by Mike Musgrove
- Decision: Unanimous

Public Comment

- Gil Hernandez – VFW
He has some concerns with the office in Elko. Gil Hernandez wants to make sure that veterans get their claims filed in a timely manner. At one time the Elko office had three people. Appointments are now being scheduled through Reno, and with ROVER there are days there is no NDVS employee in the Elko office. Gil feels with the down scaling of Afghanistan we will see more veterans needing assistance and creating a larger backlog, and eventually will see appeal caseload growing. He would like to see an additional employee hired at the Elko office.
- Joe Rigsby – VFW - Past State Commander
Talked about the history of the ROVER; Five years ago NOVS had a trailer that went around the rural Nevada area and the American Legion had Service Officers doing outreach in the same rural areas. He was told by Former Director Caleb Cage that budget restraints were why the outreach trailer was sold. Joe feels that the rural areas need more assistance than Reno and Las Vegas. The VFW does not have the budget to handle rural areas. It is imperative that Elko stays active and gets additional staffing.
- Director Miller – NDVS
History - Four years ago they did authorize two VSO and an AA for the Elko office. State personnel cuts resulted in the elimination of one position and the AA position was moved to Las Vegas where the workload was significantly higher. We are conducting workload analysis to determine future staffing needs and have submitted two grant requests that, if approved, would put additional service officers in Elko. In the interim, we have authorized a part-time AA to assist with administrative duties. Joe Rigsby suggested that we change the ROVER hours - possibly noon to 6:00 pm, or noon to 8:00 pm. Director Miller will send out a survey to all of the communities to see what they would like regarding the scheduling of future outreach events. Joe Rigsby added a concern that Las Vegas and Reno have other organizations in place that already have Service Officers. The only VSOs in Elko are from NDVS. Director Miller stated that NDVS will be conducting annual VSO Training Conferences starting in September, 2014, to train and certify volunteers in the community to help connect veterans to services and benefits they are eligible for. The conference will bring the service organizations together so that we can have standards regarding claims.

Follow up action - Contact appropriate people at each site. Director Miller will bring to next meeting the Outreach Plan for the VSC Commissioner's review.

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- Director Miller is conducting an analysis of existing accredited VSO in Nevada to determine where gaps exist and develop outreach to address these gaps.
- Joe Rigsby - VFW
VFW used to require each post to have a service officer, but those duties were curtailed three years ago. Now, the only thing they can do at the post is advise what paperwork to fill out and where to send it. Legally they can provide the paper but cannot fill out the claims. Mike Musgrove suggested that those officers become certified by the NDVS training program.

Commissioner Announcements

Veterans Service Organization Reports

Commissioner Mike Musgrove:

The State convention is being held on June 19th in Hawthorne. The VOM will be presented to Paul Eades during the convention. The National convention is being held July 20th through the 24th in St. Louis, Missouri.

Mike Musgrove wanted to discuss the issue of travel pay for disabled vets going to VAMC - stating there is such a discrepancy i.e., direct deposits are taking from 7 days to 6 weeks to get credits to veterans' accounts and you never know exactly how much it will be. Sometimes they are paid \$140 and sometimes \$100 even though the mileage is the same. As well, if a veteran needed to go from Salt Lake to Reno they now only will be paid to Winnemucca because they have a clinic there – even though their appointment was at the Reno VA Medical Center. Director Miller suggested that NDVS might be able to send a letter regarding the issue of travel pay, but it would help if we had more specific details about these discrepancies. Vice Chair Mike Musgrove will send this information to Director Miller. Mike Musgrove stated that the van is running every other day and they will run daily if necessary, and believes that veterans' ridership has gone up on the van because of the fluctuation of travel pay. Travel - 2195 hours and 58853 miles were put on the van for a total of 791 patients and 762 one-way trips. The VA is talking about putting a smaller van in Elko to pick up rural veterans. DAV is already doing that in Pahrump. Director Miller stated that we might want the Salt Lake City, Utah Director to come to a VSC meeting to address these issues and will reach out to Chairman Baumann before the next meeting to see if there is a desire to make this request.

Commissioner Ron Gutzman:

American Legion is rewarding students and recognizing them to be potential future leaders. Boy's state starting on June 22, 2014. The State Convention will be held on June 21-22 in Fallon. They will be electing new officers for next year. The year-end report will be coming out in two weeks.

VSC

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Commissioner Chairman Baumann:

During the DAV convention in Mesquite, the VOM award was presented by Deputy Director Willette Gerald. The National convention is being held August 9th through 12th in Las Vegas this year. Statewide since October, over 300, 00 miles (35,000 hours) have been put on our vehicles. Las Vegas and Reno will be receiving two Ford vehicles in Las Vegas on the 28th of June. DAV wishes to thank NDVS because it is because of the license fund that we have received a new vehicle.

Commissioner Felicia Tate:

Nothing to report.

NDVS Reports

Presented by Director Miller

Director Miller handed out the license plate gift fund report to all of the VSC Commissioners and Director Miller asked for the VSC's endorsement of this gift fund spending plan. Chuck Harton expressed his concern over one person having authority to spend thousands of dollars and suggested the VSC and both cemetery chairs should be included in the decision making. Director Miller stated that this is how the legislature has put this into law and the legislature would have to change it. Director Miller will do a survey to see how other gift funds are being administrated and report back to the Commissioners at the next meeting. In the meantime, Director Miller wants to make sure the Commission has the opportunity to endorse or express concern over planned expenditures.

Mike Musgrove motioned that VSC endorse Director Miller's concept for the distribution of the license plate funds.

Seconded by Chuck Harton

Decision: Unanimous

Nevada State Veterans Home – Boulder City

During Last Quarter:

Regulatory:

- CMS conducted a Complaint Survey and it was found to be unsubstantiated.
- Department of Veterans Affairs held an inspection in February. Two citations in Admission, two in Nursing, and two in Maintenance. All deficiencies have been corrected and NSVH will be re-surveyed in August.

Operations:

- Census and revenues exceeding expectations with a waiting list
- Operations budget for years 2015-2017 completed
- Interviewing for new Director of Nursing

Other:

- Northern Nevada Veterans Home visited newly constructed Utah State Veterans Home to inform the design for a new Northern Nevada Veterans Home.
- QD Construction built a mock room for the public to view and comment on the new all "private" room design
- New Agency ASO II on board. Reorganized NSVH business office to Agency Model effective 5/26/14. Process improvements to go in effect July 1, 2014.

Nevada Veterans Memorial Cemeteries

NNVMC

During Last Quarter:

- Special Ceremonies
 - On May 14th The National Veterans Awareness Ride visited the cemetery for their annual wreath laying ceremony. There were about 60-70 motorcycles. I answered questions and thanked the Veterans for their services.
 - The Morning of May 24th was the day the flags were placed on all of the gravesites. Boy & Girl scouts, veterans, veteran's families and other volunteers assisted to place the flags.
 - This year's Memorial Day Ceremony once again was very successful. We had just over 1700 attendees. The keynote speaker was Retired Major General Cindy Kirkland.
- Ewing irrigation completed a soil sample for the cemetery. Test results showed a high salt content in our soil. We will begin treatment according to the recommendations made by Ewing per the results of the test and perform another test in 4 to 5 months.
- May 2014 Burial Report (see attached report for more details)
 - 36 Interments (28 Veterans / 8 Spouses/Dependents)
 - Remaining Years of Utilization (with already developed burial sections)

▪ Single Casket	9.0 yrs Remaining
▪ Double Casket	12.8 yrs Remaining
▪ In-Ground Cremation	25.2 yrs Remaining
▪ Columbarium	3.6 yrs Remaining

Cemetery Projects:

- NNVMC Capital Improvement Projects (CIP)
 - We have two projects we are working with SPWB to get approved.
 - Concrete patio between the Pavilion and Information Building.
 - Asphalt for Pavilion/Information Building parking facility and entrance road to cemetery.
- On May 19th Brad Appleby from Business 360 Photos.com completed our 360 tour of the cemetery.
- Received the 100% bid package and plans May 29, 2014, for the \$1.27M columbarium expansion.

Special Mentions:

- Unaccompanied services, performed by the NNVC Honor Guard, are held monthly every fourth Thursday at 3:00pm. They are held for veterans having no family or friends able to attend their placement. These services ensure that no veteran will be buried at NNVMC without the proper respect, honor, and recognition for their service to our country.
- Upcoming Ceremonies and Events
 - Dec. 13, 2014 @ 9:00am – Wreaths Across America Ceremony

SNVMC

During Last Quarter:

- Special Ceremonies
 - The 22nd Annual Unserviceable Flag Retirement Ceremony was held May 3rd. This event is sponsored by The Valley of Fire Chapter, National Society Daughters of the American Revolution. The ceremony was very nice and the keynote speaker was William Conger, Boulder City Sheriff.
 - On May 24th approximately 500 volunteers placed flags on 25,034 gravesites in less than one hour's time. The morning briefing ended with a volunteer singing the National Anthem which really set the mood for the rest of the morning while the flags were being placed.
 - The Annual Special Forces Ceremony was held the morning of May 25th. Approximately 800 motorcycles (and their riders) showed up for this event which continues to grow in attendance numbers each year.
 - The Annual Memorial Day Ceremony on May 26th was well attended. This year the ceremony was sponsored by the 777th Highlanders Post, Scottish-American Military Society. The keynote speakers were the Honorable Brian Sandoval, Governor of Nevada and SSG Mark Dowd, US Army. The Nevada Opera Theater Chorus performed three musical numbers. The cemetery Superintendent and Staff received many positive comments from those that attended the ceremony.
- May 2014 Burial Report (see attached report for more details)
 - 174 Interments (126 Veterans / 48 Spouses/Dependents)
 - Remaining Years of Utilization (with already developed burial sections)

▪ Single Casket	11.3yrs Remaining
▪ Double Casket	11.7yrs Remaining
▪ In-Ground Cremation	7.2yrs Remaining
▪ Columbarium	8.5yrs Remaining

Cemetery Projects:

- SNVMC Capital Improvement Projects (CIP)
 - Working with State Public Works to get approval for funding in the 2015 Legislative Session. Projects include:
 - Sidewalks to improve access to burial sections

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- ADA upgrades for the chapel
- Asphalt paving and repairs
- Concrete swale/drainage installation
- Water treatment system for maintenance building
- Chapel roof repairs/replacement
- Quail Road improvements (per agreement with Boulder City)
- Installation of the Submariners memorial monument is underway. The monument is sponsored by the Submarine Veterans of Las Vegas Base 51. This memorial will honor and remember those 3,500 dedicated submariners who gave the ultimate sacrifice on the 65 submarines lost since 1900.
- The new seed that was placed in March continues to grow and fill in the new burial areas of the cemetery. Over-seeding (second application of seeds) is currently underway within the areas of the cemetery where the turf is showing signs of regression either from the winter months or the excessively high winds the cemetery has been experiencing over the past two months. (Note: High winds do not allow proper or even water coverage across the burial grounds. This leads to hot spots and turf regression.)
- Work continues on the Walk of Life, Memorial Tree, and Memorial Bench locator program (internal use only). This will allow the cemetery personnel to lookup the information electronically rather than searching through historical paper documents whenever a family is inquiring about the location of one of these three items.

Special Mentions:

- Unaccompanied services are held every Thursday at 8:40am. The services are performed by the Vietnam Veterans of America and the Women Veterans of Nevada. These services help ensure veterans whose family and friends are not able to attend are provided an honorable recognition for their service.
- Upcoming Ceremonies and Events
 - Dec. 13, 2014 @ 9:00am – Wreaths Across America Ceremony

Veterans Advocacy and Support (VAST) Program

VAST Policy:

The new VAST Standard Operating Procedure (SOP) is under development.

VAST Development:

- Deputy Director Gerald and acting Program Manager Fincher visited the Washington State Department of Veterans Affairs in May to review their "best practices" for their VAST program.

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Personnel:

- Four VSO have resigned; two in Reno and two in Las Vegas.
- Contract staffing hired in the following positions due to resignation of existing staff members:
 - Part-time VSO to assist with the Reno VAMC, UNR and TMCC.
 - Part-time VSO to assist with the ROVER Outreach catchment areas 1&2.
 - Part-time AA to enter data into VIMS from the Reno office files.
 - Part-time AA in Elko to assist with ROVER office tasks.

Initiatives:

- VAST staff continues to attend the Clark County Veterans Court two times per month.
- VAST staff continues to attend the Washoe County Veterans Court one time per month.
- NACVSO training for eight NDVS staff members and contractors.
June 8-15-2014 - Grand Rapids, MI.
- Developing a VSO Annual Conference, tentatively scheduled for late September. This conference will provide training to existing veterans' organization's VSO and volunteer veteran advocates ensuring consistency and standardization when processing a veteran claim.

Outreach events this quarter:

Elko	Women Veterans event 5/16/14
Las Vegas	Veterans Court – bi-monthly
Reno	Veterans Court – Monthly
Reno	VAMC Reno 75 th birthday 5/14/14
Reno	Women Veterans event 6/14/14

ROVER Outreach Program - 17 locations visited in April and May 2014

- 4th Quarter visits include:
Battle Mountain (2 visits), Beatty(2), Carson City (1), Dayton (2), Ely (2), Gardnerville (2), Hawthorn (3), Laughlin (2), Lovelock (1), Mesquite (2), Pahrump (27), Schurz (1), Silver Springs (2), Tonopah (2), Wendover (1), Winnemucca (2). Total outreach visits = 54

Productivity: (April 1 to June 2, 2014)

NDVS VAST is managing 21,797 active VIMS client records.

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Production:

	4th Qtr	April	May	June	YTD
In office visits	893	442	439	12	2287
Phone contacts	1250	605	640	5	3171
Correspondence IN	1791	897	881	13	3483
Correspondence OUT	616	279	334	3	1358
New clients	561	309	241	11	1454
VIMS client services	9,298	4569	4641	90	22,520

- **VIMS Average Monthly Recovery:**
\$ 3,610,739 (See Attached)
- **VIMS Award Recovery Report for 4th Quarter 2014 (April and May only):** **\$11,195,117**
(See Attached)
- **VIMS Award Recovery Year 2014 to date:**
\$21,664.432 (See Attached)

Women Veterans Program Update

During Last Quarter:

- **Events and Outreach**
 - **Elko 2014 Women Veterans event** - Women veterans from across Elko, NV and surrounding areas attended the "She served so that we could live free" dinner held at the Hilton Garden Inn. We had 40 in attendance with 18 being women veterans spanning WWII-Iraq/Afghanistan eras. Betty Moseley Brown the Associate Director for the Center for Women Veterans in Washington D.C. was the guest speaker (see attached presentation packet.) The Women Veterans Program Coordinator (WVPC) participated in the VFW Post Armed Forces Day Parade which honored women veterans. The Elko Daily News and KENTV were at the event and provided links to the article and TV session.
 - **Las Vegas Women Veterans Event Boot Display** - Decorated boots from the 2014 boot project were displayed at the VA Southern Nevada Hospital(see attached pictures)
 - **Creech Air Force Base Outreach Event** – The WVPC assed out literature on veterans benefits, veterans home, cemetery and Green Zone and answered questions and gathered women veteran sign-up sheets
 - **National Association of Broadcasters (NAB) Show** – The WVPC spoke at the first hiring Veterans session for the Employment event at the NAB. Spoke about the Women Veterans Program and the Green Zone Network.
 - **UNLV Veteran Graduation Event** – The NDVS Director, Deputy Director, and the WVPC Attended the first UNLV veteran graduation event as member of the UNLV Veterans and Family Support Committee.

- **Meetings and Committees**
 - **Women Veterans Advisory Council** – Council members have been selected and the list is at the Governor's office. Appointment packets have been sent to selectees.
- **Social Network**
 - **2498 women veterans in NDVS communications system**
 - Nevada Women Veterans Face book page proving to be a good communication tool for getting information to female veterans
 - GZI women's page up and running
 - Monthly newsletters completed for April and May.

Upcoming events/meetings:

Northern and Southern Nevada VA Women's Health Committee Meetings

- State Commanders Meeting
- Suicide Prevention Council
- Reno Women Veterans Event June 14, 2014
- UNLV Veteran and Family Assistance Committee Meeting
- Women Veterans Council Meeting – June 2014

NDVS Project Report

Presented by Director Miller

See attached NDVS Project Report

Director, Military and Veterans Policy, Office of the Governor

No report given.

Veterans Memorial Affairs Committee (VMA) Meeting Report

Presented by Ron Gutzman

The May 20, 2014 meeting was not held because there was not a quorum. The next meeting will be held on July 25, 2014. Ron Gutzman wanted to remind everyone that the Governor wants the sub-committee to come up with the definition of a Nevada Fallen Soldier. The photos of the proposed site for the memorial were handed out to all VSC Commissioners. Sally Wiley stated that according to the Gold Star Mother's definition, A Fallen Soldier is one who is killed in action only and not suicide or due to an illness after leaving the military. Director Miller suggested that there could possibly be "exceptions" which would allow the VSC to determine on a case by case basis.

New Business

1. Swearing in of new VSC Commissioners (NDVS)
Director Miller researched and found that there is no requirement to swear in new VSC Commissioners. The Director wants to know if we want to continue this practice.

Ron Gutzman motioned that it is not necessary and can be optional
Seconded by Chuck Harton Decision: Unanimous
Sally Wiley added that she feels it is a nice gesture.

Modification – Director Miller will coordinate with new members and the VSC to determine if a swearing in will be conducted on a case by case basis.

2. Federal Veterans Cemetery in Elko Update (NDVS)
Director Miller stated that they had narrowed the search to two sites and are presently doing due diligence. According to the VA, it will take a year or two. There is not sufficient space in the Elko Cemetery to add and they will contract out and build a new cemetery.
3. Open Meeting Law Reporting Requirements (Chairman Baumann)
NRS and VSC Commission Rules were handed out to all VSC Commissioners. Director Miller stated that meeting minutes will be posted within 30 business days on the website and also sent out to all Commissioners.
4. Discussion of Burial Flag Benefits for Veterans in Southern NV (Commissioner Tate)
Felicia Tate wanted to alert the Commissioners that we have had an inability to retain replenishment flags for families in Southern Nevada. We have only three post offices that currently have flags available for the Las Vegas area. She found that there is a breakdown at the VA level. We have a form that needs to be filled out by the family and at the bottom of the form it states that "this portion will be sent to the appropriate supply office", but they are not getting sent out by the post offices anymore because they found that they are not getting replenishment flags. On more than one occasion, funeral homes have been passing out novelty flags (made out of nylon) to the next of kin. Director Miller proposed to send a letter to the National Cemetery Association and the DoD to go to the post offices. The Director will report back to the VSC at the next meeting.
5. NDVS Legislative Report to the Governor (NDVS)
Director Miller handed out a copy of the final Legislative Report to all of the Commissioners.
6. VA Hospital Patient Scheduling and Access (NDVS)
Director Miller has sent letters to all VA Medical Centers and asked what they were doing to resolve the issues, but they reported back that they were not able to respond at this time because of ongoing reviews and investigations.
7. VOM Nomination Guideline Review
The discussion was the issue of a veteran being resubmitted after three reviews. Do we want to allow for resubmissions?

Ron Gutzman motioned that we put a limit of five years for any application to be resubmitted. Current policy allows three times and then the nomination drops off.
Seconded by Ron Gutzman
Decision: Unanimous

8. Veteran of the Month Overview and Selections

VOM SELECTIONS:

JUL = CELIA RANSON – RENO

AUG = JIM BABB – FALLON

SEP = RONALD TURNER – LV

9. Annual Election of Chairperson - NV Revised Statues/NRS 417 (Chairman Baumann)
The floor was opened for discussion and nominations for Chairman.

Mike Musgrove motioned that Bill Baumann be nominated VSC Chairman
Seconded by Sally Wiley
Decision: Unanimous

Chuck Harton motioned that Mike Musgrove be nominated VSC Vice-Chairman
Seconded by Ron Gutzman
Decision: Unanimous

Late Breaking Issues and Reports

- Chairman Baumann wanted to share the fact that many potential volunteers are sometimes discouraged because it takes up to six months for Homeland Security to complete a volunteer background check.
- Director Miller stated that the NDVS Administrative staff will be moving headquarters to an office on McCarran in Reno, Nevada on 1 September. All of the VSO will remain at the VA Regional Office which will allow for Service Officers to work with clients in individual private offices.

Next Meeting Date / Location

- September 25th in Fernley

Adjournment

- Motion made by Chuck Harton
- Seconded by Ron Gutzman
- Decision: Unanimous
- Meeting ended at 12:02 pm

NEVADA OFFICE OF VETERANS SERVICES

Date: 06/02/2014

LUMP RETRO
 VETERAN AWARD RECOVERY FROM 04/14 THRU 06/14

TOTAL FILE

AWARD TYPE	AWARD AMOUNT (\$)	AVERAGE MONTHLY (\$)
UNKNOWN	5,979	1,993
BURIAL ALLOWANCE	3,999	1,333
COMPENSATION	8,999,445	2,999,815
PENSION-IMPROVED	709,237	236,412
PENSION-306	13,971	4,657
PENSION-SPEC ACT	13,887	4,629
DEATH COMPENSATION	22,272	7,424
DEATH PENSION-IMPROVED	120,827	40,276
DEATH PENSION-306	7,146	2,382
DIC	288,792	96,264
DIC SPECIAL ALLOWANCE	33,246	11,082
BURIAL TRANSPORTATION	470	157
EDUC - CH 30	120,478	40,159
EDUC - CH 35	4,692	1,564
VOC REHAB (CH 31)	87,319	29,106
EDUC - CH 33	486,808	162,269
UNKNOWN	276,549	92,183
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TOTAL	11,195,117	3,731,706

NEVADA OFFICE OF VETERANS SERVICES

Date: 06/02/2014

LUMP RETRO
 VETERAN AWARD RECOVERY FROM 01/14 THRU 06/14

TOTAL FILE

AWARD TYPE	AWARD AMOUNT (\$)	AVERAGE MONTHLY (\$)
UNKNOWN	11,958	1,993
BURIAL ALLOWANCE	5,021	837
COMPENSATION	17,405,461	2,900,910
PENSION-IMPROVED	1,341,067	223,511
PENSION-306	26,794	4,466
PENSION-SPEC ACT	27,774	4,629
DEATH COMPENSATION	47,094	7,849
DEATH PENSION-IMPROVED	244,850	40,808
DEATH PENSION-306	14,292	2,382
DIC	576,153	96,026
DIC SPECIAL ALLOWANCE	66,492	11,082
BURIAL TRANSPORTATION	470	78
EDUC - CH 30	241,308	40,218
EDUC - CH 35	9,384	1,564
VOC REHAB (CH 31)	187,340	31,223
EDUC - CH 33	905,876	150,979
UNKNOWN	553,098	92,183
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TOTAL	21,664,432	3,610,739

Date: 06/02/2014

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NEVADA OFFICE OF VETERANS SERVICES
PRODUCTION REPORT FOR TOTAL FILE
04/01/2014 THRU 06/02/2014

	NUMBER	TOT HR:MN	AVG HR:MN
1. CLIENTS VISITED	893		
2. PHONE CONTACT	1250		
3. CORRESPONDENCE RECEIVED	1791		
4. CORRESPONDENCE ORIGINATED	616		
5. EMAIL RECEIVED	265		
6. EMAIL SENT	155		
7. HOSPITAL VISITS	1		
8. OUTREACH VISITS	28		
9. RECORDS CREATED	561	466:35	0:50
10. RECORDS EDITED	8737	190:24	0:08
11. FORMS GENERATED (subset of created/edited)	1410	123:55	0:05
12. TOTAL VIMS CLIENT SERVICE	9298	564:43	0:04

Date: 06/02/2014

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NEVADA OFFICE OF VETERANS SERVICES
PRODUCTION REPORT FOR TOTAL FILE
01/01/2014 THRU 06/02/2014

	NUMBER	TOT HR:MN	AVG HR:MN
1. CLIENTS VISITED	2287		
2. PHONE CONTACT	3171		
3. CORRESPONDENCE RECEIVED	3483		
4. CORRESPONDENCE ORIGINATED	1358		
5. EMAIL RECEIVED	534		
6. EMAIL SENT	218		
7. HOSPITAL VISITS	4		
8. OUTREACH VISITS	71		
9. RECORDS CREATED	1454	218:17	0:50
10. RECORDS EDITED	21066	711:49	0:08
11. FORMS GENERATED (subset of created/edited)	3422	283:09	0:05
12. TOTAL VIMS CLIENT SERVICE	22520	653:18	0:02

**Nevada Department of Veterans Services
Priority Projects
v. 6/6/14**

Task	NDVS Man Hour Estimate	Cost	Partner	Priority	Due
Northern Nevada Veterans Home. 96-Bed Skilled Nursing Facility to be constructed in Reno, NV. Design in Progress. Construction CMAR selected. Design Charrette complete: 5-8-14	11,000	\$46M \$1.84M Design	SPWD VA	1	Jan 2018
Same-Sex Spouse/Partner Interment Policy. The lack of clear guidance from the U.S. Department of Veterans Affairs (VA) regarding the interment of same-sex spouses and registered domestic partners at Nevada State Cemeteries has the potential to create confusion among constituents. Governor approved interim actions	8	UNK	Ofc of the Gov	1	June 2014
Interagency Council on Veterans Affairs. Currently scheduling a December 2013 meeting of the as authorized in the 77th Legislative Session (AB 58). Helping shape Veterans Legislative Agenda. Next Meeting: Jun 11	160	\$0	Ofc of the Gov	1	May 2014
Rural Veteran Transportation Grant (1). Submitted a US Department of Transportation grant with the Elko Transportation Coordinator; provides transportation to medical appointments in Elko from Wells and Carlin. Approval Pending	30	\$50,000	Elko Cty VA	1	Oct 2014- Oct 2016
Rural Veteran Transportation Grant (2). Drafting a US Department of Transportation grant in partnership with the Winnemucca Senior Center; provides transportation to medical appointments in Reno from Winnemucca. Approval Pending	30	\$50,000	Elko Cty VA	1	Oct 2014- Oct 2016
Vista and Work Study Requests. Submitting Work Study and VISTA Grant requests to help manage outreach, IT, and other programs. Work Study hired; VISTA grant pending final approval	40	\$3,800	VA Americorps	1	Jun 2014
2017-2017 Legislative /Budget Development. With the Office of Military and Veterans Policy, develop Veterans Legislative Reform Program. NEBS input complete; budgetary item input due 31 Aug	320	\$0	Ofc of the Gov	1	Aug 2014
Always Lost Exhibit; Nevada's Gift to the Nation. Traveling Exhibit that honors fallen American Soldiers. Will travel to 11 Nevada cities/towns during 150 th . Inter-Local Agreement Complete. First event in Ely July 1-31. Beatty Oct 15	4400	\$66,328	Dept of Tourism/ LT Gov Ofc	2	Jan 14 - Jan 15
Northern Nevada Cemetery Expansion. Adds 2,220 Columbarium Niches; extends use through 2024. Received US DVA letter of intent to fund grant. \$1.27 Million Dollar Grant Approved. Proceed to Bid Letter signed	350	\$1.38M SPWD Prg Cost: \$28K	SPWD VA	2	Aug 2014

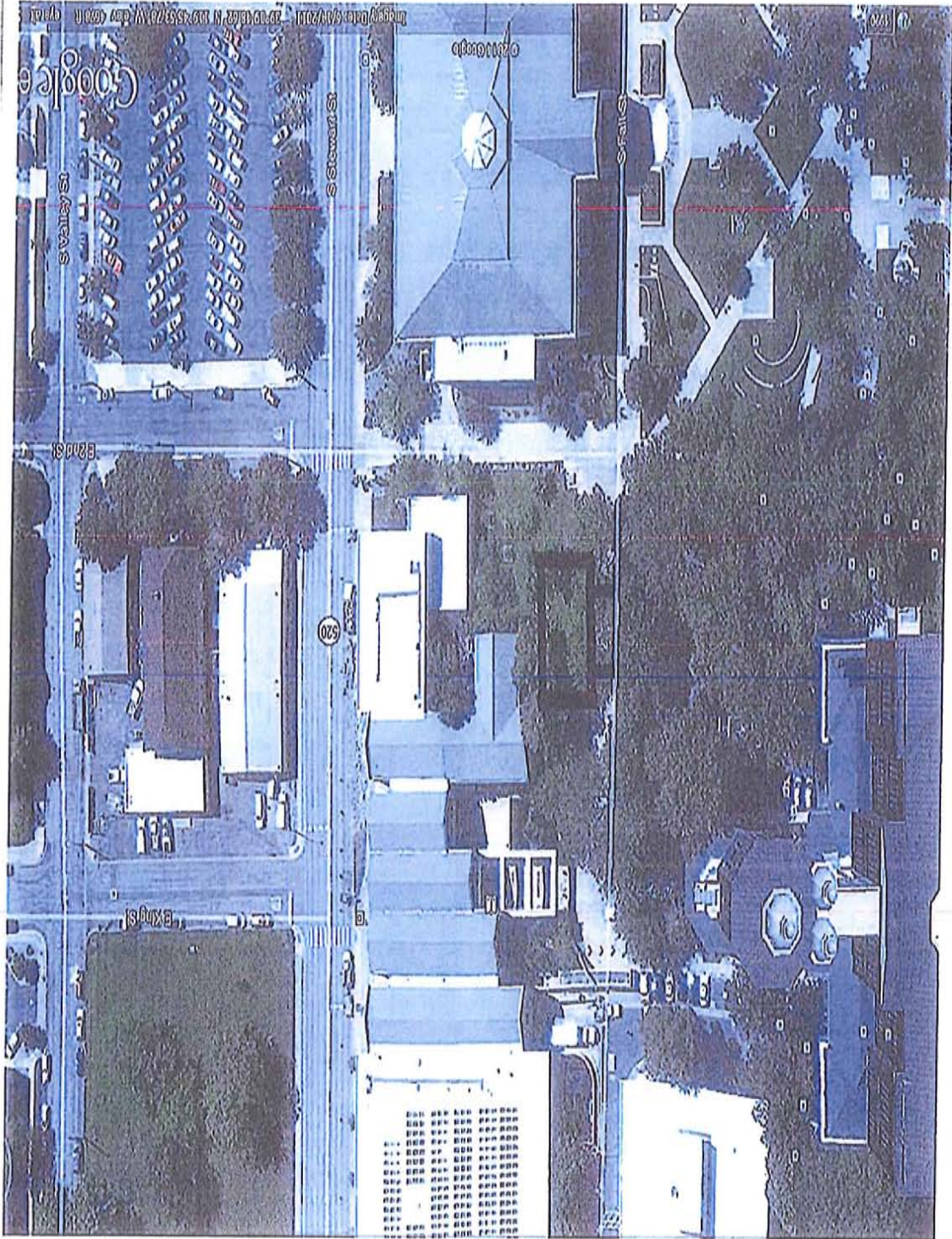
Veterans Student Councils. Support establishment and maintenance of the NV Veterans Student Council; identifying / prioritizing the needs of Nevada's veteran students within the Nevada System of Higher Education and post-secondary opportunities. DMVP Report Submitted	80	\$0	Ofc of the Gov NV Universities and Colleges	2	May 2014
Veterans Licensure & Certification Grant. Reduce/Eliminate credentialing barriers for Police Officers, Emergency Medical Technicians (EMT), and Licensed Practical Nurses (LPN). CSN draft LPN program complete. Meeting with NGA team on 5-7-14 in Reno conducted. Next meeting TBD	3,200		NGA Ofc of the Gov	2	Nov 2014
Rural Veteran Coordination Pilot Grant. This grant will improve veteran access to veterans—expand GZI. Approval Pending	7,500	\$2M	VA Ofc of the Gov	2	Oct 2014- Oct 2016
State-wide Campaign to End Veteran Homelessness. 4 components: (1) Conduct statewide research to find out what is currently underway; (2) Conduct interviews with stakeholders; (3) Host a convening of identified stakeholders to share best practices; (4) Report and take action. Scope of Work Drafted; hold for contract review	200	\$40K	VA, State, County, and Local Stake- holders	1	Dec 2015
Veterans in Assisted Living and Nursing Home Outreach Program. Veterans in NV State Vet home are well cared for. Thousands of vets live in non-state facilities. Project will conduct site visits to determine need and educate facility staff about VA benefits, if needed. Drafting Concept. Project delay due to staff loss.	320	\$70,000	VBA DHHS	2	Oct 2014
Establishment of the Veterans Community Outreach Office. GZI and ROVER outreach drove need for program manager and admin support. Community Outreach & Engagement Officer hired 27 May	240	\$0	Ofc of the Gov	2	Jan 2014
ROVER Expansion into Central and Southern Nevada. With the addition of 4 new VSO over past 2 years, we are pushing into remaining 12 of 27 communities. Complete coverage achieved; some cancellations anticipated due to staff loss	320	\$25,000		2	May 2014
State VSO Certification Program & State-Wide VSO Training Program. Developing a VSO state certification program- for state employs and other department volunteer VSO. To support the program, developing online training for VSO through eLearning and a periodic state-wide VSO training conference (12 or 18 month). Planning for Oct Conference/ Partnering with JCF	960	\$8,000		2	Jul 2014
Veterans Service Officer Standard Operating Procedures. Developing first-ever	480	\$600		2	Jun 2014

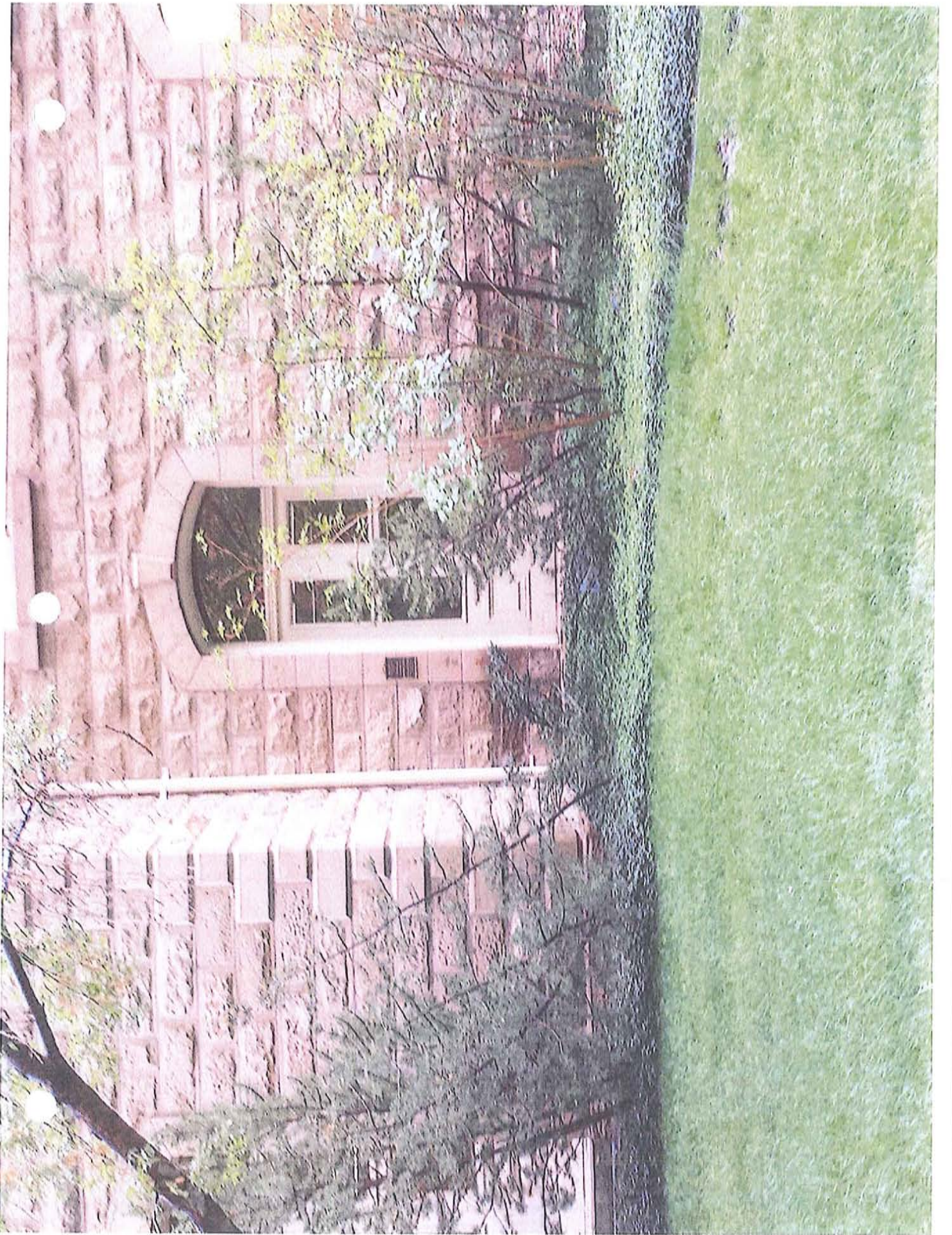
written operating standards / procedures for VSO. 10 of 12 chapters complete					
Complete MOU with DoD for the 50th Anniversary of the Vietnam War/Develop Commemorative Events. Plan and conduct events and activities that will recognize the Vietnam Veterans and their families' service, valor, and sacrifice. Agreement signed/Submitted. 3 events completed (Memorial Day and NSVH events)	20	\$0	NNG Ofc of the Gov	2	Nov 2014
GZN Market Expansion. Continuing marketing and outreach to build participation. Ad campaign begins in July in communities across NV	960	\$50,000	Ofc of the Gov	2	Jan 2015
Veteran License Plate Marketing Campaign. Implementing print and digital marketing campaigns to increase Vet License Plate purchase and increase revenues for veterans programs and services. Ad campaign begins 8 June in communities across NV	960	\$31,000	Media Outlets	2	Jun 2014
Xeriscape / Water Wise Program. Annual water cost: SNVMC- \$157,000; NNVMC- \$60,000. Exploring xeriscape, hardscape, agrobiologic, and water retention systems to save costs. In Progress	1600	\$20,000		2	May 2015
Veterans Tracking System. Develop a tracking system that collects veteran information from several data bases across the state to locate and thereby better serve veterans. EITS unable to support; exploring MSA contractor option	3200	\$50,000	DOIT VA Utah DVA	2	Jan 2015
DoD Personnel and Readiness Information Management Division Pilot Program. Will allow NDVS access to service member and Veteran Official Military Personnel File information. This will significantly expedite record requests. Underway	160	\$0	DoD	2	Jan 2014
Revising NSVH Financial Procedures and Staffing Model. External and internal audits revealed need to improve accounting procedures and financial staffing model. 2 Employees terminated; new staff in training and new procedures and policy adopted. In Progress	520	\$33,000	DOA Auditor	2	Mar 2014
NNVMC Water Rights Project. Conducting analysis to determine if it is possible and cost effective to purchase water rights at the NNVMC. State Land Use Office conducting research into WR titles and costs.	160	\$UNK	State Div of Public Lands AG	3	Jan 2015
Veterans Community Councils. VCC set local objectives and coordinate between organizations, service providers, and others at the community level. They are established and chaired by a mayor, a county commissioner, or another local elected or appointed leader. NDVS supports coordination through EIO. In Progress	80	\$0	Ofc of the Gov Local Communities	3	May 2014

Disabled Veterans Sports Program. Creates a pilot program to certify disabled veterans as ski/snowboard instructors. Will use results to pursue larger VA sport program grant next year. Pilot Complete; AAR underway	150	\$5,500	Ski Tavern Ski Academy 501(c)(3)	3	Dec 2013
Nevada Flag Program. Nevada state flags flown over the Capitol and shipped to Nevada service members serving abroad. Implemented; adding "button" to agency website	80	\$5,000	SPWD NMSA	3	Jan 2014
Fallen Soldier Memorial. Assist the VSC create a memorial for Nevada's fallen. Authorized for construction on Capitol Grounds (private funding) as authorized in the 77th Legislative Session (SB 230). Next Meeting: July; Fallen Criteria to be discussed	80	\$0	VSC	3	Oct 2015
Veterans Service Officer University/College Relocation- partnering with universities and colleges in Las Vegas, Reno, and Elko to place Veteran Service Officers on campus to improve benefit education to and access by OIF and OEF generation veterans. MOU signed	320	\$2,500	UNR TMCC UNLV	3	Jan 2014 (TMCC) Jun 2015 (UNR)
Northern Nevada Veterans Memorial Cemetery Video. Create a virtual tour of the cemetery for family members that cannot travel to the cemetery to see where family is interred. Filming done in May; waiting product	30	\$2,500		3	Oct 2014
NSVH Cantina/Sports Bar. Design and build a recreational space for veteran residents at the Nevada State Veterans Home. Quality of Life. Design Complete. Pending GF and Donation Funding	150	\$44,100	SPWD	3	Jan 2015
Las Vegas Urban Area Adult Day Care Facility Grant. Write and submit a grant for a Las Vegas Adult Day Care facility to provide support for veterans and their families needing this level of care. Concept paper complete; working with State Land Use and drafting grant.	11,000	\$6-10M	SDPW & VA	2	Jan 2020
NDVS Office Move. Planning move to support HQs personnel growth. August move planned	380	\$5-7000 (\$45,000 rental cost- in budget)	B&G	2	Aug 2014
Restructure NDVS Staff. Conduct staffing studies to inform organizational structure changes to support agency mission requirements and GZI implementation in advance of the Budget Submission. In progress	240	\$0		2	Aug 2015

NEVADA ARTS COUNCIL – STATE PUBLIC WORKS DEPARTMENT PROPOSED SITE SELECTION RATIONALE

1. Extremely venerable location between the State Capital and the State Archive Building (which is home to our State Constitution).
2. Has a direct and visual connection to the Veteran's wall on the State Library which could be incorporated into the design of the monument.
3. The site is adjacent to the long concrete drive that runs north/south between the two buildings. This drive, which is approximately 25' wide, could accommodate larger groups if an event were scheduled at the memorial. Having said that, the site has an intimate feel and scale for the single visitor coming to grieve.
4. The location is not among the many bronze sculptures spread around the legislative mall, so it would stand out in its unique placement.
5. The backdrop for the site is the State Archive Building which is constructed of cut limestone from the 5th street quarry. This is the most venerable building material Nevada has. There would be an opportunity for the designer to utilize or reflect this unique Nevada material in the solution if deemed appropriate.
6. The site is endorsed completely by the Nevada Arts Council which is the Custodian of the Legislature mall artwork.













ROVER OUTREACH PLAN

Town/ Cluster ¹	Team ²	Monthly	Every 2 Months	Every 3 Months	Every 4 Months	Every 5 Months	Exploratory ³	On Request	No Visit	Special Events * = Events ROVER will be attending	Notes
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Please note that this is an EXAMPLE of how we plan our ROVER Outreach Events. It is constantly changing based on the needs of the area and staffing availability. For the most current listing of ROVER Outreach Events, please go to our website at www.veterans.nv.gov. You will receive the most current ROVER Outreach Plan at the next VSC meeting.

AUSTIN/ Kingston	2			X X						KINGSTON JUBILEE JUN 13-15 AUSTIN - GRIDLEY DAYS JUL 15-16	WOULD LIKE TO GO EVERY 2 MOS
BATTLE MOUNTAIN/ Beowawe Crescent Valley	3	X X								PRO RODEO JUL 5-6 LANDER COUNTY FAIR AUG 15-18 HOSPITAL HEALTH FAIR SEP 28	
BEATTY/ Amargosa Valley Cactus Springs Indian Springs	4						X			BEATTY DAYS OCT 25-27	WOULD LIKE TO GO MONTHLY
CALLIENTE/ Panaca Pioche	4						X				
CARLIN/ Palisade	3						X				
DAYTON	1	X X									
ELY/ Eureka Lund McGill Ruth	3	X X *								WHITE PINE COUNTY FAIR AUG 17-18	*MONTHLY – BASED ON WEATHER
GABBS/ Mina Luning	2								X		
GARDNERVILLE/ Dresserville Smith, Topaz-	1	X X									

ROVER OUTREACH PLAN

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<i>Wellington</i>											
GERLACH/ Empire Nixon	2						X			NIXON – VETERANS/WARRIORS ORG. MEMORIAL DAY EVENT MAY 27 BURNING MAN AUG 25 – SEP 2	
HAWTHORNE/ Luning Thorne	2	X	X							ARMED FORCES DAY/PARADE MAY 17	WOULD LIKE TO GO MONTHLY
JACKPOT	3						X				
LAUGHLIN/ Cal-Nev-Ari Searchlight	4						X			ANNUAL MOTORCYCLE EVENT APR 24-28 Laughlin River Run	EXPLORED ON 12-9-13 DID NOT SEE CLIENTS FREQUENCY TO BE DETERMINED
LOVELOCK/ Humboldt Imlay Mill City	1			X X						KINGSTON JUBILEE JUL 13-15	WOULD LIKE TO CONSIDER EVERY 2 MONTHS
MESQUITE/ Bunkerville Riverside	4	X	X								EXPLORED ON 10-28-13 SAW CLIENTS
MOAPA/ Echo Bay, Glendale, Logandale, Overton	4						X			LOGANDALE COUNTY FAIR APR 11-14 Clark County Fair & Rodeo	WOULD LIKE TO GO TWICE/MONTH
OASIS/ Montello	3						X				
OWYHEE/ Jarbridge Mountain City	3			X X							BASED ON WEATHER CONDITIONS

ROVER OUTREACH PLAN

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PAHRUMP/ Amargosa Valley	4	X X								RURAL ROUNDUP APR 17-19 http://ruralroundup.com/	CURRENTLY TWICE / WEEK
RACHEL/ Alamo Ash Springs	4						X				
ROUND MTN/ Carvers Manhattan	2			X X							WOULD LIKE TO DISCONTINUE GOING DUE TO LOW CLIENT #S THEY CAN GO TO AUSTIN
SCHURZ/ Hadley Belmont	1							X		ANNUAL POW-WOW IN SEPTEMBER MUST ATTEND	
SILVER SPRINGS	1			X X							RIGHT NOW – EVERY 3 MONTHS – AFTER FEB POSSIBLE CHANGE TO "ON REQUEST"
TONOPAH/ Goldfield	4	X X								NEED TO LIST ANNUAL AND SPECIAL EVENTS	
W. WENDOVER/ West Wendover	3						X				
WELLS	3							X		RODEO MAY 26-27	
WINNEMUCCA/ Denio Golconda McDermitt	2	X X								MULE RACE/SHOW MAY 31-JUN 2 BASQUE FESTIVAL JUN 8-9 TRI COUNTY FAIR AUG 29-SEP 1	
YERINGTON/ Mason Weed Heights	1	X X									

ROVER OUTREACH PLAN

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NEVADA CORRECTIONAL FACILITIES 1 THRU 7	1-4						X			REVISIT NEXT QUARTERLY MEETING	TO BE DETERMINED
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COMMENTS:

- A black X indicates unconstrained visits. (What we want to do).

- A red X indicates visits dependent on staff availability or other factors. (What we can do).

¹ To qualify for a scheduled visit, sites will have a cluster population of at least 50 veterans, general population of 500+, appropriate facility, historical production, or a nursing home/assisted living facility with a veteran or veteran family resident population of at least 10. Must be greater than 50 miles from NDVS Field Office

² Team origination point: Reno/1, Reno/2, Elko/3, LV/4

³ Exploratory visits are visits to previously unvisited areas. Based on results, the site may or may not be added to the ROVER schedule.

- Visits to incarcerated veterans under review.

ROVER OUTREACH PLAN

Town/ Cluster ¹	Team ²	Monthly	Every 2 Months	Every 3 Months	Every 4 Months	Every 5 Months	Exploratory ³	On Request	No Visit	Special Events * = Events ROVER will be attending	Notes
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METRO LOCATIONS

BOULDER CITY	4							X		NY VETERANS ASSISTANCE LEAGUE'S 2013 GOLF CLASSIC JUN 8	
CARSON CITY	1							X		150 th Anniversary	List all events across the state WOULD LIKE TO MOVE UP AND GO MONTHLY
ELKO/ <i>Halleck Spring Creek</i>	3							X		ELKO BARBQUE FESTIVAL JUL 5-7 HOT AIR BALLOON FESTIVAL SEP 26-29 HOMELESS STAND-DOWN	
FALLON/ <i>Fernley</i>	1							X			
HENDERSON	4							X		HERITAGE FESTIVAL APR 6 ART FESTIVAL MAY 11-12	
LAS VEGAS/ <i>Blue Diamond Goodsprings</i>	4							X		SENIOR FAIRS, HOMELESS STAND-DOWNS, POW, ETC. N.G. YELLOW RIBBON EVENTS	
LOCKWOOD	1							X			PUT UNDER SPARKS AS A CLUSTER?
MINDEN	1							X			PREVIOUSLY VISITED NOW COMBINED W/GARDNERVILLE
RENO	1							X		RIVER FESTIVAL MAY 11-12 JAZZ FESTIVAL JUN 10-13 VETS 2013 SYMPOSIUM JUN 10-13 POSSIBLE STAND-DOWN IN SEP N.G. YELLOW RIBBON EVENTS	G.E. MILITARY APPRECIATION FAIRE IN MINDEN JUL 28, 2013
SPARKS/ <i>Fernley Sutcliffe</i>	1							X		WADSWORTH - 5 th ANNUAL SACRED VISIONS POW- WOW JUL 19-21	

ROVER OUTREACH PLAN

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METRO LOCATIONS											
Wadsworth											
VIRGINIA CITY/ Gold Hill	1							X			

* Sites in blue are not a part of the routine ROVER outreach per se; they are listed because they have special events tracked and supported by the VAST program, have previously been visited and may have special requests such as nursing homes or prison visits.

