

REMEMBERING THE
100th Anniversary
End of WWI



"They fought together as brothers-in-arms.
They died together and now they sleep side by side.
To them we have a solemn obligation."



NEVADA DEPARTMENT OF VETERANS SERVICES

State Fiscal Year 2018 Annual Report

HONORING EVERY VETERAN EVERY GENERATION

Connect with Us

Don't miss out on earned benefits and services. See a Veteran Service Officer today. It's free and you usually don't need an appointment. Find a Veterans Advocacy and Support Team Office nearest to you!

LAS VEGAS

6900 N. Pecos Road., Room. 1C237
North Las Vegas, NV, 89086
(702) 224-6025 or 791-9000, Ext. 46025 | FAX (702) 224-6927
(Located at the VA Hospital in North Las Vegas)

RENO

5460 Reno Corporate Drive, Suite 131
Reno, NV 89511
(775) 321-4880 | Fax (775) 321-4884
(Located in the VA Regional Benefits Office)

FALLON

485 W. B Street, Suite 103
Fallon, NV 89406
(775) 428-1177 | Fax (775) 423-9371
(Located in the Churchill County Offices)

ELKO

1500 College Parkway
Elko, NV 89801
(775) 777-1000 | Fax (775) 777-1055
(Inside the Veteran Resource Center on the Great Basin College Campus)

PAHRUMP

1981 E Calvada Boulevard #110
Pahrump, NV 89048
(775) 751-6372 | Fax (775) 751-6371
(Located in the Nye County Offices)



Check out our website at www.veterans.nv.gov
Be sure to like us on Facebook!

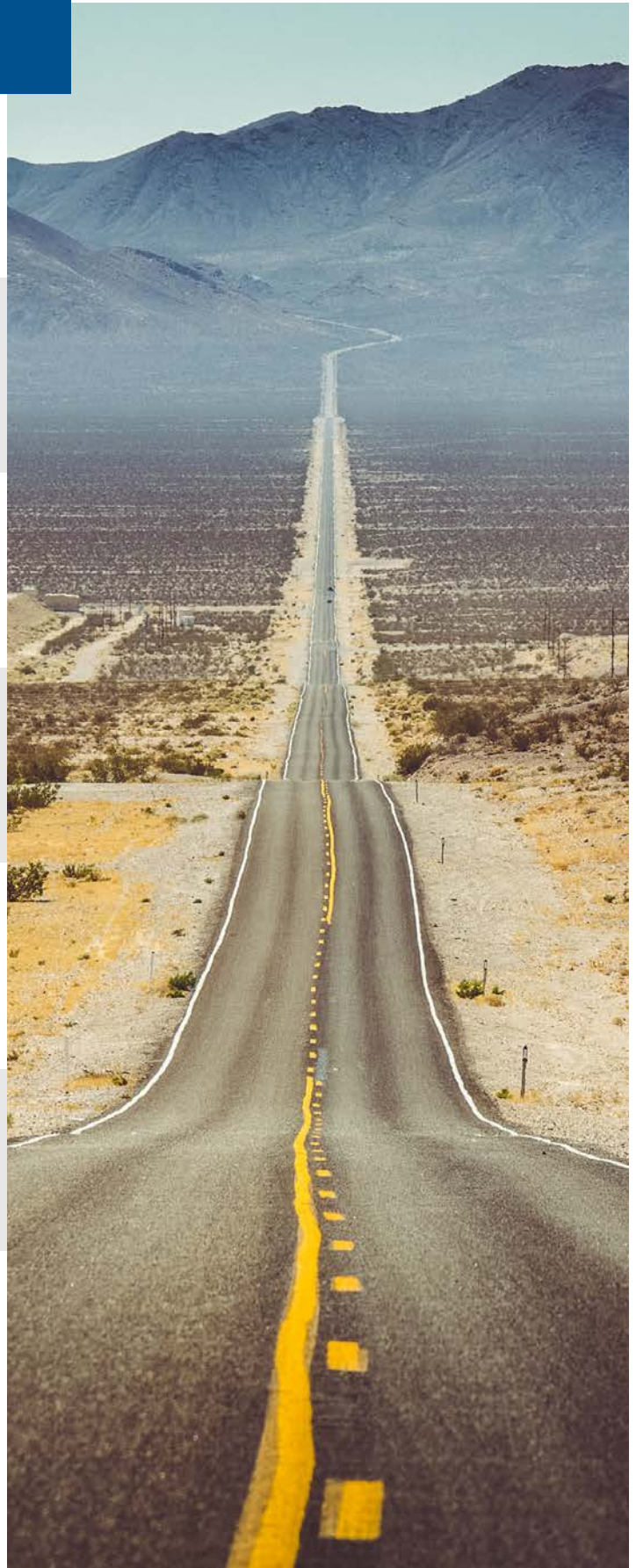


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THE NEXT CHAPTER

Message from the Director

I'm pleased to submit the 2018 SFY Annual Report on behalf of the Nevada Department of Veterans Services (NDVS). It is a privilege overseeing the programs and services designed to support and honor an estimated 250,000 veterans and their families who call Nevada "home."

NDVS marked many successes over the past year but the theme; "Honoring Every Veteran – Every Generation," summarizes one of our major focuses in 2018. The work over the past year demonstrates our success to that commitment. This work included:

HONORING OUR FALLEN - DEDICATION OF BATTLE BORN MEMORIAL TO NEVADA'S FALLEN MILITARY

Nevada now has a memorial to its fallen warriors on the Capitol Complex grounds in Carson City. The Battle Born Memorial was dedicated on November 9, 2018 with nearly 100 Nevada Gold Star family members in attendance. The memorial currently hosts the names of 895 warriors killed in combat, dating back to the Civil War. I encourage you to visit the memorial to pay tribute to those who have sacrificed so much. This remembrance is but a small way to let them know we are very grateful for their tremendous sacrifice.

HONORING OUR AGING VETERANS - NEVADA STATE VETERANS HOMES

The year culminated with a ribbon-cutting ceremony in December of the Northern Nevada State Veterans Home in Sparks, Nevada. We anticipate accepting new residents in the summer of 2019, once the facility is certified. The 102,000-square-foot facility has 96 beds and features a host of amenities. Its design is cutting edge and it feels like home rather than a hospital or institution. Each resident will have their own private room and share a den, living room and kitchen with 15 other residents.

We already have a track record of excellence and success in operating our skilled care facility in Boulder City. Over the course of the year, the Southern Nevada State Veterans Home has earned several awards and recognitions resulting in a list too lengthy to mention in this short message. But it has maintained the highest rating possible, 5-Stars from the Centers for Medicare and Medicaid Services as well as the designation of "Best Nursing Home" from U.S. News and World Report.

HONORING EVERY VETERAN - BY CONNECTING THEM TO SERVICES

Nevada is not unique in finding significant challenges in identifying and connecting veterans to the benefits they have earned through their military service. In many cases, these earned benefits greatly enhance their lives, but sadly, many are not taking advantage of them. So, this year we built upon and expanded our outreach to Nevada's veterans, including those who live in rural areas. We also made sure our outreach targeted other hard-to-reach veterans with unique needs, such as Native American, women and LGBTQ veterans.

Over the course of the year, our outreach team attended nearly 300 events across the Silver State making more than 4,000 contacts with Nevada veterans. The veterans we reached resulted in claims of earned benefits worth \$156,703,039 coming back to Nevada. That works out to \$16,795,468 per every Veteran Service Officer per year. Our outreach ensures our veterans receive the health care, education, job training, housing opportunities and more, promised to them in return for their military service.

In closing, NDVS had a great year, proudly serving those who have served us. Still, there is a lot of work to be done on behalf of Nevada's veterans and their families. We look forward to building on our successes and strengths in 2019.

Respectfully,
Kat Miller



About Us/Mission and Vision



The Nevada Department of Veterans Services (NDVS) has a long and proud history of honoring and supporting veterans, servicemembers, and their families. NDVS was created by the Nevada Legislature in 1943 as the Nevada Veterans Service Commission. Back then, one person assisted WWII veterans in filing claims within the U.S. Department of Veterans Affairs. Since then, NDVS has experienced significant growth. Today, NDVS is comprised of 238 dedicated staff and many of contract employees responsible for giving aid, assistance and counsel to each and every problem, question or situation, affecting any veteran, servicemember or their dependents, collectively or individually. Our State motto “Battle Born” attests to our warrior heritage and the pride we take in the contributions to our military.

Vision:

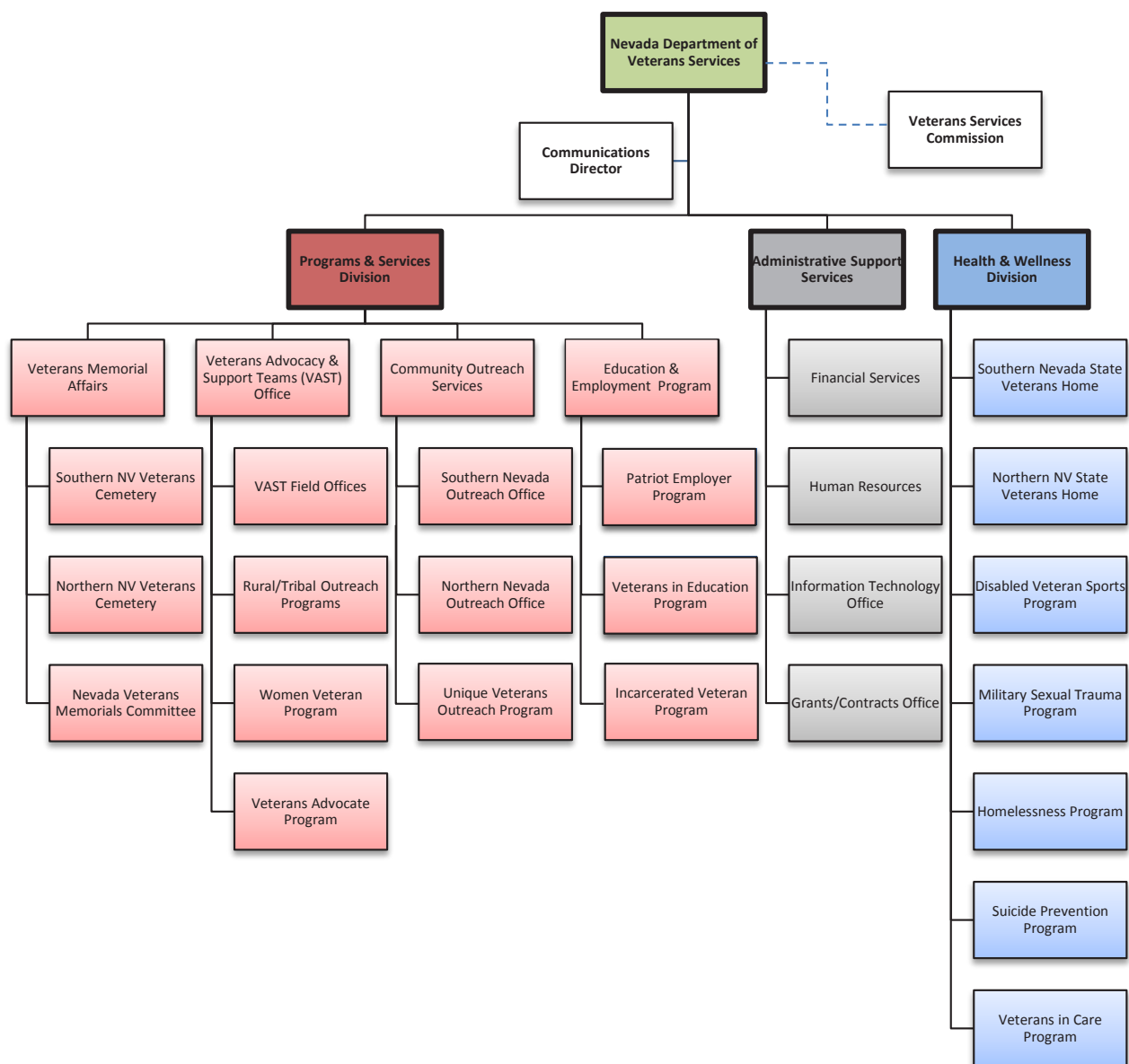
Nevadans across the state honor our veterans’ remarkable legacy of service and work together to ensure veterans and their families understand, and connect to, opportunities that enrich their lives.

Mission:

Advocate for and provide superior service to Nevada veterans and their families—and provide our communities and partners the opportunity to contribute to these endeavors. Through our four major programs; we assist veterans prepare and submit claims for benefits, provide skilled nursing care, provide dignified burial support, and successfully reintegrate veterans into Nevada communities.

Organizational Chart

NDVS as an Organization



NDVS OVERVIEW

Key Partnerships

It takes collaboration and teamwork to support Nevada's veterans and their families. Nevada is fortunate to have many key stakeholders committed to this challenge. Our partners include federal and state agencies, private industries, non-profit organizations, local businesses, community partners and many, many more.



Highlights in 2018 include:

- Partnered with local, state, federal, nonprofits to support the Las Vegas Mayor's Challenge to prevent military and veteran suicide
- Partnered with Veteran Service Organizations across Nevada to host and also support ceremonies marking National Vietnam War Veterans Day
- Partnered with Nevada Veterans Coalition's "Missing in Nevada" program which identifies unclaimed remains for proper military burial in both of our state-run veteran cemeteries, ensuring a promise to them is kept
- Partnered and supported the creation, construction and dedication of memorials including the Korean War Memorial in Boulder City, the WWII U.S.S. Corvina Submarine Memorial in Carson City, and the Battle Born Memorial to Nevada's Fallen Military, also in Carson City
- Partnered with assisted and skilled nursing facilities across Nevada to ensure our Veterans-in-Care Program reached thousands of veterans living in these facilities
- Partnered with nonprofits and informal groups to extend outreach to veterans with unique needs, including Native American, women, LGBTQ and incarcerated veterans
- Partnered with the Perry Foundation and others to provide training opportunities to health care professionals in order to give providers a better understanding of military culture and its impact on the quality of care
- Partnered with Veteran Service Organizations and rural counties to provide grants so rural veterans will have transportation to their health care provider
- Partnered with the cities of Reno and Las Vegas to provide grants for Adaptive Sports Programs that benefit disabled veterans
- Partnered with Nevada's businesses and institutions of higher learning in support of veteran hiring and education through our Patriot Employer Program
- Partnered with local, state, federal and nonprofits who are helping eliminate veteran homelessness
- Partnered with Veteran Service Organizations and veteran supporters to ensure every veteran is recognized, honored and remembered - from those who served in combat, to those who served in times of restless peace

The Heroes We Serve

How Nevada Compares Nationally

Number of Veterans

Nevada: 251,167 Nationally: 19,998,799

Percentage of Adults Who Are Veterans

Nevada: 10.3% Nationally: 6.60%

Number of Women Veterans

Nevada: 24,972 Nationally: 1,882,848

Percentage of Women Veterans

Nevada: 9.94% Nationally: 9.14%

Number of Military Retirees

Nevada: 33,972 Nationally: 2,156,647

Percentage of Military Retirees

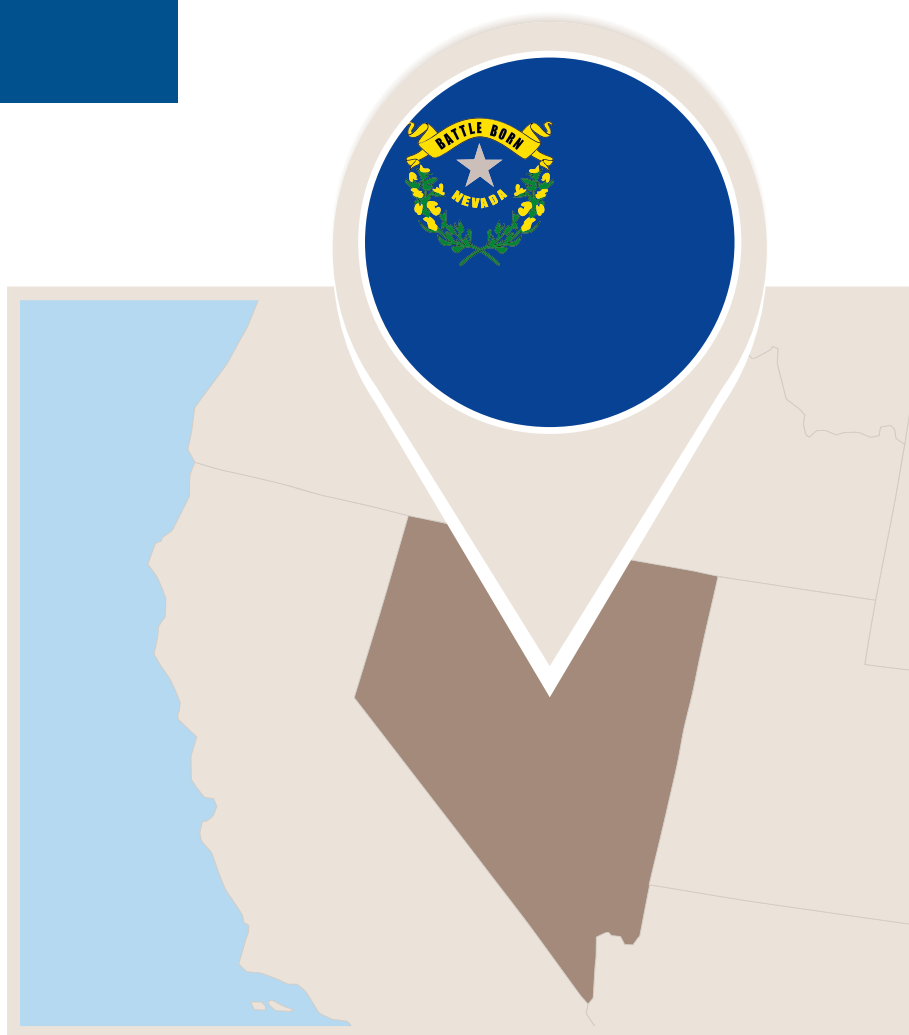
Nevada: 13.53% Nationally: 10.78%

Number of Veterans Age 65 and Over

Nevada: 118,640 Nationally: 9,410,179

Percentage of Veterans Age 65 and Over

Nevada: 47.24% Nationally: 47.05%



As of 9/30/17 - U.S. Department of Veterans Affairs: https://www.va.gov/vetdata/docs/SpecialReports/State_Summaries_NevadaSummaries_Nevada.pdf

We adjusted these VA “VetPop” upwards by 15% to reflect veteran population growth in Nevada. This was done because data in “VetPop” is derived from the 2010 Census. Once the 2020 Census is complete, “VetPop” data will more accurately reflect Nevada’s veteran population.



NDVS OVERVIEW

The Heroes We Serve

A CLOSER LOOK AT NEVADA'S VETERANS

NEVADA VETERANS BY AGE

18 to 34 years	9.6%
35 to 54 years	24.0%
55 to 64 years	19.1%
65 to 74 years	27.5%
75+ years	19.8%

NEVADA VETERANS BY COUNTY

Carson City:	5,865
Churchill:	4,094
Clark:	171,330
Douglas:	5,552
Elko:	3,672
Esmeralda:	109
Eureka:	315
Humboldt:	1,405
Lander:	488
Lincoln:	478
Lyon:	7,438
Mineral:	680
Nye:	7,158
Pershing:	552
Storey:	534
Washoe:	40,602
White Pine:	895

FACTS

- 10.35% of Nevada Adults are Veterans (6.6% Nationally)
- 11,070 Active Duty in Nevada
- 723 Homeless Veterans (Unsheltered: 193, Sheltered: 530)
- 8,512 Guard and Reserve

NEVADA VETERANS BY ERA SERVED

Gulf War II:	20%
Gulf War I:	21%
Vietnam War:	36%
Korean War:	7%
World War II:	3%
Cold War:	13%

(NOTE: Some veterans served in more than one wartime era.)

Information is from FY 17 Geographic Distribution of VA Expenditures (GDX)

HONORING NEVADA'S VETERANS

Overview



Since its inception, the Nevada Department of Veterans Services (NDVS) has honored Nevada's heroes; however, it wasn't until 2018 NDVS implemented a comprehensive, formal plan to ensure all veterans, whether serving in a conflict or during times of restless peace, are remembered, honored and thanked for their U.S. military service.

This comprehensive plan uses all avenues, including the NDVS monthly newsletter and social media to raise awareness while recognizing and honoring each generation of veteran, whether living or deceased.



Additionally, NDVS held events throughout the year to honor and recognize veterans. For example, on Veterans Day, NDVS honored WWI veterans through a daylong event at the Southern Nevada State Veterans Home. The WWI event featured a public ceremony with hundreds in attendance and a book signing by combat historian and best-selling author Patrick O'Donnell. There were displays featuring WWI memorabilia as well as period costumes and uniforms. The event helped remember and honor the 100th Anniversary of the Armistice ending "The Great War." A sampling of other events include supporting the dedication of a Korean Memorial at the Southern Nevada Veterans Memorial Cemetery, and several special ceremonies honoring National Vietnam War Veterans Day held in Carson City, Winnemucca and Las Vegas.



HONORING NEVADA'S VETERANS

2018: The Year of Honoring Every Veteran - Every Generation

Throughout the course of the year, the Nevada Department of Veterans Services devoted hundreds of hours to honoring "every veteran - every generation." Below are some examples:

PEACEKEEPING/PEACEMAKING OPERATIONS AND MISSIONS (1864 - PRESENT)

- o Held special one-on-one recognitions for these veterans during Veterans-in-Care ceremonies at nursing and assisted living facilities across Nevada
- o Provided education and awareness through NDVS newsletter articles throughout the year featuring stories ranging from Panama's Operation Just Cause, the Philippine Insurrection, Operation Desert Shield and Storm as well as missions in Bosnia, Haiti, Somalia, Grenada and more
- o Provided free book-DVD sets to requesting veterans who served in the Gulf War and Korean War (courtesy of the governments of Kuwait and South Korea), to thank America's military men and women for their bravery and protection

AMERICAN CIVIL WAR (1861-1865)

- o Provided information and awareness about Nevada's involvement in the Civil War in NDVS newsletter
- o Provided information and awareness to media members for the dedication of the Battle Born Memorial to Nevada's Fallen Military

WORLD WAR 1 (1914-1918)



- o Provided special commemorative WWI 100th Anniversary pins to volunteers participating in Flag-In events at our veterans cemeteries in Fernley and Boulder City
- o Hosted day-long event on Veterans Day at the Southern Nevada State Veterans Home honoring and remembering the 100th anniversary of the end of WWI
- o Created and distributed baseball caps with commemorative WWI logo for the residents of the southern home for outdoor participation in the Veterans Day ceremony
- o Hosted WWI exhibits and displays at the southern home on Veterans Day with the help of private citizens and the Nevada State Archives as well as the Nevada State Museum
- o Hosted book-signing at the southern home featuring combat historian and best-selling author Patrick O'Donnell

Visit our website at veterans.nv.gov

HONORING NEVADA'S VETERANS

2018: The Year of Honoring Every Veteran - Every Generation



WORLD WAR II (1939-1945)

- o Hosted a special dedication ceremony for the U.S.S. Corvina Submarine exhibit and model display in Carson City
 - o Held special one-on-one recognitions for these veterans during Veterans-in-Care ceremonies held at nursing home facilities across Nevada
 - o Honored WWII veterans at our Memorial Day ceremonies at assisted living facilities across Nevada.
 - o Assisted the VA as well as private citizens in holding birthday celebrations for WWII veterans
 - o Provided recognition and honor to WWII veterans during the ribbon-cutting ceremony for the new Northern Nevada State Veterans Home
- o Provided special focus in the NDVS newsletter on the December 7th, Pearl Harbor anniversary, September 2nd "Victory Over Japan Day," and May 8th anniversary of "Victory in Europe Day"
 - o Supported Honor Flight which helps veterans visit their War Memorial in Washington D.C., at no cost to the veteran.

COLD WAR (1947-1989)

- o Held a ceremony in December 2018 at the Northern Nevada State Veterans Home where a bronze plaque was mounted at the entrance of the chapel in honor of Cold War veterans, including Air Force veteran Ron Sandoval, the father of former Governor Brian Sandoval
- o Held special one-on-one recognitions for veterans during Veterans-in-Care ceremonies at nursing home facilities across Nevada
- o Information and recognition of Cold War veterans was highlighted in NDVS newsletter and NDVS Facebook page

KOREAN WAR (1950-1953)

- o Assisted and hosted a special ceremony for the dedication of a Korean War Memorial at the Southern Nevada Veterans Memorial Cemetery in Boulder City
- o Held special one-on-one recognitions for these veterans during Veterans-in-Care ceremonies at nursing home facilities across Nevada
- o Provided recognition and honor to Korean War veterans during the ribbon-cutting ceremony for the new Northern Nevada State Veterans Home
- o Provided free book-DVD sets to these veterans courtesy of the South Korean government as a way to thank America's military men and women for their bravery and protection

HONORING NEVADA'S VETERANS

2018: The Year of Honoring Every Veteran - Every Generation

KOREAN WAR (1950-1953) continued...

- o Supported Honor Flight Nevada and Honor Flight Southern Nevada, two programs that take combat veterans to Washington D.C. so they can see their War Memorial at no cost to them

VIETNAM (1965-1973)

- o Hosted special NDVS ceremony in Las Vegas on the first inaugural National Vietnam War Veterans Day
- o Promoted and participated in National Vietnam War Veterans Day events in Carson City and Winnemucca
- o Created NDVS newsletter stories and hosted social media campaign focusing on POW MIAs
- o Assisted in promoting and participating in a special remembrance on the Tet Offensive by the American Legion, Post #8, Las Vegas
- o Held special one-on-one recognitions for veterans during Veterans-in-Care ceremonies at nursing home facilities across Nevada

GULF WAR (1990-1991)

- o Provided free book-DVD sets to all requesting veterans serving in the Gulf War, courtesy of the government of Kuwait to thank America's military men and women for their bravery and protection
- o Featured several historic stories about the Gulf War in NDVS newsletter and on website
- o Honored Nevada Gulf War veterans, including the Washoe Tribal Health Center Director through feature stories in NDVS newsletter and on website
- o Provided news articles and links to features on NDVS Facebook page

GLOBAL WAR ON TERRORISM (2001-PRESENT)

- o Hosted social media campaign on NDVS Facebook page
- o Provided informational articles in NDVS newsletter including the March 20 anniversary of the first assaults on Baghdad in the Iraq War

GOLD STAR FAMILIES

- o Partnered with Gold Star Family Foundation to plan for the placement of a Gold Star Memorial at the Northern Nevada State Veterans Home
- o Flew Nevada Gold Star families from Las Vegas to Carson City to attend the Battle Born Memorial to Nevada's Fallen Military

ALL VETERANS

- o Supported placement of Purple Heart Parking signs at State of Nevada buildings, thus assisting these veterans, and raising awareness about disabled veterans
- o Assisted with the creation and construction of the Battle Born Memorial to Nevada's Fallen Military. In 2018, hosted the dedication ceremony for this memorial
- o Marked Veterans-in-Care 100th ceremony honoring veterans within Nevada's assisted/skilled nursing facilities, connecting more vets to earned benefits

HONORING NEVADA'S VETERANS

2018: The Year of Honoring Every Veteran - Every Generation

INDIVIDUAL AND ORGANIZATIONAL RECOGNITIONS

- o VETERAN OF THE MONTH - Honors and recognizes Nevada veterans who support military, veterans, their families and their communities
- o VETERAN SUPPORTER OF THE MONTH - Honors and recognizes Nevada individuals or groups who support military, veterans, their families and their communities
- o OPERATION RECOGNITION - Honors veterans who missed out on obtaining a diploma because they enlisted in the U.S. military as high school seniors and missed out on their graduation
- o VETERANS-IN-CARE - Provides ceremonies that recognize and thank veterans or their spouses who are living in assisted or skilled nursing care facilities for service and sacrifice that comes with U.S. military service. These ceremonies also assist in connecting these individuals to benefits and services earned through military service

RECURRING SPECIAL CEREMONIES

- o Flag-In Day events prior to Memorial Day at our cemeteries
- o Special Forces ceremony prior to Memorial Day
- o Memorial Day ceremonies
- o Veterans Day ceremonies
- o POW-MIA Recognition Day ceremony
- o Missing in Nevada Project ceremonies
- o Ceremonies for Unaccompanied Veterans
- o Wreaths Across America Ceremonies



HONORING NEVADA'S VETERANS

Veteran of the Month and Veteran Supporter of the Month



Since its inception, the Nevada Department of Veterans Services has honored Nevada's heroes.

The Veteran of the Month and Veteran Supporter of the Month are recognitions designed to thank and honor nominated individuals or groups who go "over and above" in service of Nevada's veteran community.

The selections are made by the Governor following recommendations of nominated individuals or groups by the Veterans Service Commission.

To nominate a Veteran of the Month or Veteran Supporter of the Month

Visit veterans.nv.gov.



(Go to the Community navigation tab, then select Veterans Appreciation in the drop-down menu)

**Nominate a deserving veteran
or organization today!**

HONORING NEVADA'S VETERANS

List of Recipients



Adopt a Vet Dental, 2017 Veteran Supporter of the Month

2018 VETERAN OF THE MONTH

January

David Meeker

February

John Heintzelman

March

Robert Jackson

April

Raymond Warran III

May

Jefferson Detrick

June

Brigadier General William Burkes

July

Craig "Skip" Becker

August

Peggy Randle

September

Tom Spencer

October

Kenneth Hill

November

Tom Waters

December

Richard "Dick" Whiston

2018 VETERAN SUPPORTER OF THE MONTH

January

Nevada Office of Suicide Prevention

February

Debbie LaRocca

March

Las Vegas PBS

April

Vietnam Veterans of America

Sierra Nevada Chapter 989

May

The Cosmopolitan of Las Vegas

June

Billy Greenwood

July

Disabled American Veterans Chapter 12 Honor Guard

August

Work for Warriors

September

Jim Forbus

October

American Legion, Darrell Dunkle Post 1

November

Charme McElree

December

Nevada Military Support Alliance

For a list of all past Veteran of the Month and Veteran Supporter of the Month recipients, visit veterans.nv.gov and click the Community tab.

HONORING NEVADA'S VETERANS

Veterans-in-Care Program



The Veterans-in-Care (VIC) Program was launched in April 2016 to improve the quality of care and quality of life for all Nevada veterans living in care facilities – not just those who live in our state operated veterans' homes. There are 566 licensed long-term care facilities in Nevada, totaling 15,535 beds.

VIC has four specific elements:

- Claim Filing Assistance - Offers benefit counseling and claims services, which can result in financial benefits that improve a veteran's quality of life
- Military Culture Training - Training for facility staff to enhance understanding of how military experience affects aging veterans, especially those with cognitive impairment
- Honor Ceremonies - Honors military service of resident veterans through a formal ceremony, complete with honor guard, music, certificates and one-of-a-kind "Nevada Hero" pins
- Partnership Development - Provides a unique opportunity to collaborate with health care providers, veterans' organizations, community members, and nonprofits that join together to support aging veterans and their families through special recognition events



Veterans-in-Care By the Numbers

2018 ANNUAL TOTAL VIC CEREMONIES:

27 Facilities

75 Ceremonies

585 Veterans Honored

48 Hombound Veterans

TOTAL VIC CEREMONIES AS OF DECEMBER 2018:

115 Facilities

170 Ceremonies

2,133 Veterans Honored



HONORING NEVADA'S VETERANS

The “Welcome Home” Campaign

The “Welcome Home” Campaign was created to provide returning veterans with information regarding Nevada’s Wellness, Employment, and Education Programs. These transitioning veterans are encouraged to create a profile on NVVetNet to receive information on benefits and opportunities. Letters are sent to every returning veteran and those who indicate on Department of Defense discharge documents that he/she intends to relocate to Nevada. More than 3,000 letters have been sent in 2018 alone, which is an average of 250 letters per month.

HONORING NEVADA'S HEROES

NDVS Website and Speakers Bureau

NDVS made following modifications and enhancements to our virtual outreach programs:

- NDVS Speakers Bureau is providing a free and valuable resource to communities and organizations across the state. NDVS staff and other qualified partners are participating in this program to ensure veterans and others have information about benefits and services that improve their lives. It also raises awareness of the rich legacy of Nevadan’s who have served in the military, and how our communities can best support our veteran and military communities.
- A Suicide Prevention tab was included on the navigation panel on our website. This new suicide prevention tab provides veterans and their supporters with resources, support and information on a 24/7 basis, at a click of a button.
- NDVS migrated to a new website format, enabling us to make immediate changes and additions to the website. This gave us the flexibility to make changes or additions to the website without third party assistance; greatly reducing costs and resulting in a better experience for our website users.



HEALTH & WELLNESS

Overview

The Nevada Department of Veterans Services provides wellness programs and training for health care and community members as well as oversees two state veterans homes providers.

Special health and wellness programs include:

- Suicide prevention training of veterans, their families, and their supporters
- Special training of health care providers in two key areas:
 - Military Sexual Trauma
 - Bravo Zulu - Importance of military culture for aging veterans
- Support disabled veterans sports programs with grants to city partners
- Assist with transportation needs of rural veterans to access health care with grants to county partners

Our State Veterans Homes provide quality nursing home care. They honor the tremendous sacrifice our veterans have made, recognize their service to our nation, and fill an important need for veterans who desire to spend their last years with comrades.



WENDY SIMONS
DEPUTY DIRECTOR OF
HEALTH AND WELLNESS

HEALTH & WELLNESS

Southern Nevada State Veterans Home

The Southern Nevada State Veterans Home (SNSVH) is an award winning skilled care facility that has demonstrated excellence in quality care year after year for veterans, their families and Gold Star parents. Located in historic Boulder City, the 180-bed Southern Nevada State Veterans Home was established in 2002 and provides 24-hour skilled nursing care.

It has served thousands of veterans and their families over the years. SNSVH is state-owned and operated, Medicare/Medicaid certified, and licensed by the State of Nevada.

Southern Nevada State Veterans Home
100 Veterans Memorial Drive
Boulder City, Nevada 89005
(702) 332-6717



Southern Nevada State Veterans Home

WHO WE SERVE

Residents	Total # Served FY2018
Male	206
Female	12
Non-Vet Spouse	47
Total since 08/12/2002	1349 (78 female, 1271 male)
Service Era*	Total # Served FY2018*
WWII	65
Korea	67
Vietnam	95
Gulf War	3
Lebanon	5
Afghanistan	2
Peacetime	16
Military Branch*	Total # Served FY2018*
Army	90
Navy	60
Air Force	52
Marines	21
Coast Guard	0
Occupancy	Total # Served FY2018
2016 Admission Average	183 total=15.25 per month
2016 Discharge Average	208 total=17.33 per month
Total Beds	180
% Occupancy	94% (169.2 per day average)
Average Wait Time	Men: 2 weeks to 2 months Women: 2 months to 6 months In both cases, it could be more than 6 months if there are problems completing the application and associated records
Primary Diagnosis	Total for FY2018
Diabetes	50
Dementia with Behaviors	20
Dementia without Behaviors	60
Alzheimer's	31
Hypertension	138
Coronary Artery Disease	73
Atrial Fibrillation	56
Chronic Obstructive Pulmonary Disease	45
Kidney Failure	57
GERD	83
Hyperlipidemia	112
Vitamin D Deficiency	56

*Note – Some residents have served in more than one branch of service or more than one conflict and have More than one diagnosis.

Southern Nevada State Veterans Home

Awards & Rankings

In 2018, U.S. News and World Report's "Best Nursing Homes" awarded the Southern Nevada State Veterans Home (SNSVH) with its highest rating possible of 5-Stars, top performing in health inspections, nursing staffing and measures of medical quality of care. U.S. News evaluated more than 15,000 nursing homes nationwide, in every state, and nearly 100 major metropolitan areas. Only 2,005 homes nationwide received the top rating between 4.5 and 5-Stars.

SNSVH received three awards overall from the HealthInsight Nursing Home Resident Safety Collaborative and was one of five Nevada facilities to receive this prestigious award. The awards were the result of a two-year nursing home collaborative conducted between the years of 2015-2016 and 2017-2018.

In April, SNSVH Administrator Linda Gelingher and her team were honored at the American College of Health Care Administrators with the Eli Pick Facility Leadership Award. The honor was for achievement of "Designated Dimensions of Quality" and ranked SNSVH in the 11th percentile of skilled nursing home facilities nationwide. This is the second year in a row the home received this prestigious award.

During 2018, the SNSVH has maintained a 5-Star rating by the Centers for Medicare and Medicaid (CMS), the highest possible ranking.

The administrator and two staff members received recognition for the Endeavor Awards Program from the Perry Foundation. Administrator Linda Gelingher received "Administrator of the Year," Poppy Helgren, RN, Director of Nursing, received "Outstanding Nurse Leader of the Year" and DiAnn Lawson received "Outstanding Certified Nurse Assistant of the Year".

For six years in a row, SNSVH has received the HealthInsight Quality Award for Excellence and Exceptional Quality Care. This award recognizes nursing homes for exceeding and excelling in a number of quality care measures.

SNSVH continues to maintain high rankings, in the top 95% in the Pinnacle Customer Experience Program, and in 2018, received 14 "Best in Class" awards out of 16 categories.



HEALTH AND WELLNESS

Northern Nevada State Veterans Home

Our commitment to every veteran includes providing exceptional skilled nursing care to eligible veterans, their families and Gold Star parents. The new Northern Nevada State Veterans Home (NNSVH) will fill a huge void for an estimated 80,000 veterans living in northern Nevada. Until now, many had to leave Nevada to receive this level of care, taking them far away from loved ones and familiar surroundings at a vulnerable time.

The new home is state-of-the art. Its cutting-edge design feels like “home,” instead of an institution or hospital. The 102,000-square-foot facility has 96 beds and features a host of amenities. Each residents will have their own private room, bathroom, and shower. They will share a den, living room and kitchen with 15 other residents.

The home is overseen by the Nevada Department of Veterans Services and managed by Avalon Health Care Group.

NNSVH FEATURES A TOWN HALL THAT INCLUDES:

- Restaurant
- Coffee Bistro
- Sports Bar
- Therapy Gym
- Barber/Beauty Shop
- General Commissary
- Parade Grounds for patriotic/military ceremonies and events



The groundbreaking ceremony for the new home was held on July 17, 2017 and its ribbon-cutting ceremony was held on December 17, 2018. While this 18-month period might seem like a short time, the journey for construction of a veterans home in northern Nevada has been two decades in the making.

TIMELINE

- **2006** – Nevada applied for and received a federal VA grant to construct a veterans home in northern Nevada. The grant required a one-third funding match from the State of Nevada
- **2013** – \$3.4 million design/build of the project approved
- **2015** – Nevada legislators approved \$14,139,883 (\$14.1 million), the required one-third match. In return, the VA placed the project on its Priority 1 funding group, meaning it would be eligible for funds from the federal government once the project reached the #1 position on the list
- **2017** – At Governor Brian Sandoval’s request, \$33.5 million in state funding was appropriated by Nevada lawmakers allowing construction to advance ahead of Congressional appropriation of federal funding of the project. This prevented “inflationary building cost impacts” while awaiting the federal appropriation
- **2017** – Groundbreaking ceremony was held construction begins
- **2018** – The VA awarded the \$33.5 million in federal funding to the State of Nevada for project construction
- **2018** – A ribbon-cutting ceremony was held to celebrate the completion of construction

HEALTH AND WELLNESS

Northern Nevada State Veterans Home

Total construction cost

Approximately \$47-million

Required one-third match from the State of Nevada - \$14.1 million

Federal U.S Department of Veterans Affairs reimbursement - \$33.5 million

ADDRESS:

Northern Nevada State Veterans Home
36 Battle Born Way
Sparks, Nevada 89431
(775) 686-8539



NORTHERN NEVADA VETERANS HOME FAQ

Type of Facility - Licensed Skilled Nursing Care

Move In - Admissions expected in spring/summer 2019

Type of Care Provided - Short-term rehabilitation, long-term care and memory care

Long-Term Care - Assistance with daily living activities including showering, dressing, meals and personal care

Short-Term Care - Typically follows hospital stay and may involve physical, occupational, speech therapy, etc.

Memory Care - Secure community for those with dementia, Alzheimer's issues, history of wandering without regard for safety

Cost for Long-Term Care - VA subsidizes eligible veterans. Medicaid accepted. Medicaid Certified beds available for long-term care



HEALTH AND WELLNESS

Northern Nevada State Veterans Home - Ribbon Cutting

Construction Phase Ends: “From Sagebrush to Service...”

Governor Brian Sandoval explained to the crowd during the home’s Groundbreaking Ceremony that the dirt lot behind them would go from “sagebrush to service” in 18 months, with a ribbon cutting promised in December of 2018.

Keeping the Public Informed

The Nevada Department of Veterans Services held Town Hall informational sessions and appeared on public service television programs as well as community radio programs to keep the community up-to-date on the construction of the home.



Battle Born Way Dedication

The City of Sparks hosted a special Street Renaming Celebration to officially rename a portion of Kietzke Lane, between Galletti Way and Victorian Avenue, to Battle Born Way. This name change provided a fitting, new address for the Northern Nevada State Veterans Home.

The home’s address number of 36 Battle Born Way recognizes Nevada as the 36th State to join the Union. The City of Sparks Street Renaming occurred on October 31, 2018 on Nevada Day.

Groundbreaking Ceremony

A Groundbreaking Ceremony for the Northern Nevada State Veterans Home was held on the site of the new home on July 17, 2017.



HEALTH AND WELLNESS

Suicide Prevention Program

Suicide prevention has long been a concern for the Nevada Department of Veterans Services and the veterans' community. Over the past five years, Nevada has seen a reduction in its suicide rate and is the only state in the nation to see such a reduction during this same time period. Still, Nevada's veteran suicide rate remains higher than the national average.

Data from the U.S. Department of Veterans Affairs in 2016, the most recent year on file, shows 107 veterans in Nevada died by suicide, a rate of 48 per 100,000 veterans, significantly higher than the national average of 30-per-100,000. In 2016, the suicide rate was 1.5 times greater for veterans than for non-veteran adults, after adjusting for age and gender.

In 2017, veterans across Nevada rated veteran suicide prevention as their #1 priority. NDVS is working hard to help ensure Nevada veterans are connected with services—and people—that can offer the help they need, when they need it.



12th Annual Walk in Memory Walk for Hope

SUICIDE PREVENTION

- **LAS VEGAS MAYOR'S CHALLENGE TO PREVENT VETERAN SUICIDE** - NDVS participated in the first partnership by the Substance Abuse and Mental Health Services Administration and Department of Veterans Affairs to address veteran suicide prevention in a comprehensive, holistic way through this challenge.

Las Vegas was selected as one of eight cities across the nation to participate based on veteran population data, suicide prevalence rates and the capacity of the cities to lead the way in the first year of the challenge.

The goal is to build an interagency team comprised of military and civilian experts from city, county, state, federal and nonprofits to develop and implement strategic action plans to increase awareness of VA and other resources available to military members, veterans and family members to prevent and reduce suicide.

- **ADDITIONAL STAFF** - NDVS hired a new team member, who is dedicated to veteran suicide prevention. One of the goals is to identify and then connect with partners across Nevada working on suicide prevention.

Another goal is to provide veterans with access to all of these identified resources in easy to find formats that can be accessed 24/7.

A third goal is to promote these resources and ways veterans and their families can access them.

- **TRAINING** - Veteran Service Officers continue to receive safeTALK training, a community-oriented suicide alertness workshop. It gives participants the ability to recognize the warning signs, identify risks and protective factors, as well as provide intervention strategies to connect to a person trained in suicide first aid intervention or similar resources to keep the individual safe.

HEALTH AND WELLNESS

Suicide Prevention Program

- NDVS assists the Nevada Office of Suicide Prevention fund safeTALK training for other participants (in addition to Veteran Service Officers). Due to this funding and increased promotion, 231 Nevadans received safeTALK training. That is a boost from the previous year with 22 more people attending a safeTALK training.

- NDVS serves as a “bridge” between the U.S. Department of Veterans Affairs and community partners such as the Nevada Division of Public and Behavioral Health and the Nevada Coalition for Suicide Prevention and the Office of Suicide Prevention, sharing best practices and information about available resources.

- NDVS has trained Nevada Veterans Advocates (NVAs) across Nevada to help at-risk veterans connect with services that can improve their lives and hopefully reduce the stress and depression that can lead to suicide.

We also coordinated participation by NVAs in activities that increase public awareness about suicide and suicide prevention to include the Walk in Memory and Walk for Hope events in Reno, Carson, Yerington, Winnemucca, Henderson and Pahrump.

- NDVS funds safeTALK training for any NVA who wishes to participate. With the assistance of NVAs, we offer speakers, on request, to veterans’ organizations and others that wish to learn more about the resources and tools available to assist at-risk veterans.

- NDVS is continually improving and updating the Suicide Prevention section on our website. It is one of the most frequently accessed sections. NDVS is committed to ensuring Nevada veterans or others seeking information on suicide prevention have access to resources available to them with speed and ease.



Take a Seat and Join Us!
Become a Nevada Veterans Advocate!

Start the journey here: <https://veterans.nv.gov/community/veterans-advocacy/>

HEALTH AND WELLNESS

Military Sexual Trauma Program (MST)

The Nevada Department of Veterans Services (NDVS) hosts annual half-day workshops to provide education to those who care for or support MST survivors and want to learn more.

The focus is to provide education about the resources and support available to address the behavioral and mental or emotional health needs of military members, veterans, their families and loved ones who have experienced MST. Additionally, the training targets and supports survivors and their support group(s).

MST Educational Forum, June 8, 2018 - Reno

Sponsored by the Perry Foundation

This half-day training provided continuing education and training units (CEUs) to participating health care professionals.

MST Workshop, June 23, 2018 - Las Vegas

In partnership with the Perry Foundation

This half-day workshop was held for survivors to assist them or their loved ones in gaining a better understanding of MST, as well as the counseling treatments and additional resources available.



HEALTH AND WELLNESS

Rural Transportation Program

NDVS partners with the Elko County Transit Department (ECTD) and Nye Communities Coalition (NYECC) to apply for the U.S. Department of Veterans Affairs renewal grants to provide transportation for veterans living in highly rural areas,

The interim grant summary period ran from September 15, 2017 through September 14, 2018. The grant requests totaled \$100,000 with \$50,000 earmarked for the Elko County Transit Department and the remaining \$50,000 going to the Nye Communities Coalition.

The funding is used to supply transportation to Nevada's veterans for the primary purpose of traveling to VA Medical Centers and to related health services or providers.

The approved grant request made it possible for 395 veterans to travel to see their health care provider. The funding resulted in 1,692 trips traveling a combined distance of more than 24,000 miles.



HEALTH AND WELLNESS

Disabled Veterans Sports Program

Thousands of disabled veterans participate in adaptive sports in communities across Nevada. Their participation allows them to redefine themselves and live an active, healthy and fun lifestyle that supports overall wellness. Adaptive sports put the focus on abilities rather than disabilities.

NDVS partners with the City of Las Vegas, the City of Reno and the Sky Tavern Youth Program (also in Reno), to provide adaptive sports programs at no cost to hundreds of disabled veterans and their families.

A wide array of programs and activities are offered. The City of Las Vegas provides wheelchair sports, adaptive hand cycling, water fitness/aquatic therapy, golf, fishing, and more including:

- **Paralympic Sports Club Las Vegas** – 702-229-4797 – The program is for children and adults with physical disabilities offering sports training and competitions throughout southern Nevada.
- **Vegas Vision** – 702-229-4904 – Provides a wide variety of activities for visually impaired ranging from tandem bike rides, goal ball, swimming, rock climbing, fishing and special outings.
- **Arthritis Exercise Program** – 702-229-4904 – A low impact program designed to reduce pain and stiffness. The routines include gentle range-of-motion exercises that are suitable for every fitness level.
- **F.L.O.A.T.** – 702-229-4902 – Adaptive aquatic program for those with and without disabilities.
- **One-on-One Swim Lessons** – 702-229-4902 – Private instruction designed to meet the needs of people of all abilities.
- **Aquatic Therapy** – 702-229-4902 – Designed to provide greater strength, mobility, coordination, balance, endurance and flexibility. The program offers private and group settings.
- **Veterans Grant** – 702-229-4904 – Injured service members, whether active or inactive, are eligible to participate in various recreation and leisure activities at no cost through a grant provided by the Nevada Department of Veterans Services.
- **Project HERO** – Cycling program in partnership with the City of Reno for Veterans Day ride and other events. For contact information, see Project HERO - City of Reno below.

In Reno, there is also a wide variety of programs ranging from wheelchair basketball and rugby to dancing, equipment rentals, water fitness/aquatic therapy, yoga, Tai Chi as well as adaptive programs specific to veterans including:

- **Project HERO** – City of Reno – Cycling program that includes bike rentals for up to six months, at no cost to veterans, for use at sanctioned Project HERO events and rides.
- **Military Sports Camp** – Annual multi-day camp that welcomes all skill levels. The program is not just about sports, but is also about attitude, camaraderie, and a healthy, active lifestyle.
- **Fit but Not Forgotten** – The City of Reno hosts a weekly community-based fitness class for veterans taught by a Veterans Affairs physiologist or a certified fitness instructor. New sessions begin each month. This program is sponsored through a grant from the Department of Veterans Affairs and the VA Sierra Nevada Healthcare System.
- **Military to the Mountains** – The City of Reno and the High Fives Foundation in Truckee, California teamed up to host the program. Seven injured veterans are trained for nine weeks at the Evelyn Mount Northeast Community Center and Double Diamond Athletic Club, preparing them for a week of skiing at Squaw Valley Alpine Meadows in California in March. The veterans are instructed through the Achieve Tahoe Adaptive Ski Program.
- **Veterans Helping Veterans for Bikes** – The City of Reno has teamed up with Kiwanis to provide bicycles for veterans. The program includes donated helmets, bike locks, saddle bag and lights. The program also includes training on maintenance, safety and more.
- **For more information on the above City of Reno programs for veterans and military, contact 775-333-7765.**

Also in northern Nevada, Sky Tavern offers Adaptive Ski Programs and events.
For more information call 775-323-5125.

HEALTH AND WELLNESS

Bravo Zulu- Military Culture Training for Health Care Providers

NDVS created a training course called “Bravo Zulu: Achieving Excellence in Relationship Centered Care” offering Continuing Education Unit (CEU) workshops to Nevada’s health care providers.

Bravo Zulu training provides a better understanding about the effect of one’s military experience on their mental health in the aging process. This helps Nevada health care partners provide better care and understanding of veterans in this setting. Bravo Zulu is also designed to improve the care and support of all elders, particularly those living with dementia. But this course helps health care professionals who are caring for Nevada’s veterans better understand military culture.

The Nevada Department of Veterans Services has partnered with the nonprofits, Perry Foundation and the Sanford Center for Aging - Nevada Geriatric Education Center, to provide Nevada health care professionals with continuing education on a wide range of veteran-centered issues.

In June 2018, we conducted two Bravo Zulu training courses offered with one held in Las Vegas and the other held in Reno. The training consists of four, 4-hour modules. Attendees completing all four modules receive a Certificate of Completion satisfying the Nevada State regulation (NRS 449.094) for dementia education. CEUs are also awarded upon successful completion of each module for Licensed Administrators (Board of Examiners for Long Term Care Administrators), Licensed Nurses (Nevada State Board of Nursing), and Social Workers (Board of Examiners for Social Workers).



PROGRAMS AND SERVICES

Overview

PROGRAMS AND SERVICES OVERVIEW

Programs and Services consist of the Veteran Advocacy Support Team (VAST), two state veteran cemeteries in Fernley and Boulder City, as well as the Outreach Team designed to connect veterans to earned benefits and services.

VAST team members are Veteran Service Officers who assist on a daily basis in obtaining federal and state benefits. Our state veteran cemeteries provide dignified services for veterans, dependents and Gold Star parents when being interred in their final resting place.

Outreach staff contacts Nevadans who are part of the veteran community, and those interested in the veterans community, to provide information needed to ensure veterans and military personnel, as well as their dependents, are aware of the benefits earned through military service.



FRED WAGAR
DEPUTY DIRECTOR OF PROGRAMS
AND SERVICES

PROGRAMS AND SERVICES

State Veterans Cemeteries

Nevada is home to two state-operated Veterans Memorial Cemeteries. One is located in southern Nevada, in Boulder City. The other is in northern Nevada, located in Fernley.

Both cemeteries opened in 1990. Since then, a total of 59,175 veterans and eligible family members have been laid to rest at either the southern or northern Veterans Memorial Cemetery.



PROGRAMS AND SERVICES

Southern Nevada Veterans Memorial Cemetery

The Southern Nevada Veterans Memorial Cemetery (SNVMC) is the second busiest state veterans' cemetery in the nation with 2,033 burials in 2018 alone. Since opening in 1990, SNVMC has performed 41,680 burials of veterans and eligible family members. Burial is a benefit veterans may have earned through their military service. Eligible veterans are buried at SNVMC at no charge. This includes the cemetery plot, opening and closing, concrete vault, headstone and perpetual care. A \$450 fee (subject to change) is charged for the burial of a spouse or eligible dependent. Mortuary fees are not included. The cemetery is located in Boulder City, 25 miles southeast of Las Vegas.

SOUTHERN NEVADA VETERANS MEMORIAL CEMETERY (SNVMC)

1900 Veterans Memorial Drive
Boulder City, Nevada 89005
Chris Naylor, Superintendent
(702) 486-5920

Office Hours:

Monday – Friday
8:00 AM – 5:00 PM

SNVMC BURIAL SERVICES SFY2018

Veterans	1,401
Dependents/Spouses	632
Total:	2,033
Total Acres:	79
Total Acres Developed:	41
Staff Size:	15

SNVMC FACILITIES

- Administration Building
- Chapel
- Committal Shelter
- Outdoor Assembly Area
- Columbarium
- Parking
- Walking Paths
- Maintenance Building

SNVMC BURIALS

5-Year History

SFY 18	2,033
SFY 17	1,985
SFY 16	2,006
SFY 15	1,849
SFY 14	1,921

SERVICES:

- March 3, 2018: Dedication ceremony held for newly installed Korean War Memorial. The event was hosted by NDVS and sponsored by the Korean War Veterans Association, Tibor Rubin, (Medal of Honor) Chapter #329. The South Korean Consulate General was among the speakers. Attendance was approximately 350 people.
- May 12, 2018: Annual Unserviceable Flag ceremony held in the cemetery's chapel. Hosted by NDVS and sponsored by the Valley of Fire Chapter, National Society Daughters of the American Revolution. Approximately 200 people attended and an estimated 1,200 flags were collected to receive a dignified, proper disposal.
- May 26, 2018: Annual Flag-In placement event drew an estimated 500 people. These volunteers placed 28,600 flags within 40 minutes in preparation for Memorial Day.
- May 27, 2018: Annual Special Forces ceremony held in the Memorial Garden area of the cemetery. The event drew an estimated 700 motorcycles with approximately 850 people.
- May 28, 2018: Annual Memorial Day ceremony was held with approximately 875 people attending. The ceremony was hosted by NDVS and sponsored by the Veterans of Foreign Wars Post 36. Over the course of the day, approximately 5,000 people visited the cemetery.
- June 15, 2018: Nevada Veterans Coalition's Missing in Nevada project held first ceremony providing a military burial for the unclaimed remains of 35 veterans. The ceremony was hosted by NDVS and sponsored by the Nevada Veterans Coalition. Another Missing in Nevada ceremony was held on October 9, 2018. Research efforts continue to locate and identify unclaimed remains of veterans in Nevada so they may receive proper military burial.
- December 15, 2018: Wreaths Across America drew approximately 800 people. These volunteers placed 5,022 donated wreaths on each gravesite (within the designated ceremonial burial sections). The number of donated wreaths increased by more than 1,000 with 4,182 being placed in 2017.

PROGRAMS AND SERVICES

Northern Nevada Veterans Memorial Cemetery

Since opening in 1990, 10,486 veterans and eligible family members of veterans have been laid to rest at the Northern Nevada Veterans Memorial Cemetery (NNVMC). The grounds are peaceful and immaculately maintained serving as a place of rest and reflection where eligible veterans, their spouse and eligible dependents are remembered and honored in perpetuity. The NNVMC is located in Fernley, Nevada, 40 minutes from downtown Reno.

NORTHERN NEVADA VETERANS MEMORIAL CEMETERY (NNVMC)

14 Veterans Way
Fernley, Nevada 89408
Eric Grimes, Superintendent
(775) 575-4441
Office Hours:
Monday – Friday
8:00 AM – 5:00 PM

NNVMC BURIAL SERVICES SFY2018

Veterans	512
Dependents/Spouses	132
Total:	644
Total Acres:	43
Total Acres Developed:	18
Staff Size:	5

NNVMC FACILITIES

- Administration Building
- Service Area
- Committal Area
- Outdoor Assembly Area
- Columbarium
- Parking
- Walking Paths
- Maintenance Building

NNVMC BURIAL SERVICES

5-Year History	
SFY 18	636
SFY 17	536
SFY 16	476
SFY 15	511
SFY 14	437

SERVICES:

- May 26, 2018: The annual Flag-In placement event drew an estimated 300 people. These volunteers placed a flag on each gravesite in preparation for Memorial Day. There were more than 6,200 flags placed within two hours by the volunteers.
- May 28, 2018: The annual Memorial Day ceremony was held with approximately 4,200 people attending. The keynote speakers included Brigadier General William Burks, who serves as Adjutant General, Nevada National Guard, and Rear Admiral Nathan Moore with the United States Coast Guard. Over the course of the day, approximately 8,000 people visited the cemetery.
- The Missing in Nevada project is an ongoing ceremony at the Northern Nevada Veterans Memorial Cemetery. To date, the remains of 140 veterans were discovered, researched, honored and finally laid to rest. The ceremony is hosted by the Nevada Department of Veterans Services and sponsored by the Nevada Veterans Coalition. Research efforts continue to locate and identify unclaimed remains of veterans in Nevada so they may receive a proper military burial.
- December 15, 2018: Wreaths Across America drew 1,300 volunteers to place more than 8,000 wreaths on graves. The Northern Nevada Veterans Memorial Cemetery had 100% of its gravesites covered for the fourth year in a row.

PROGRAMS AND SERVICES

Veterans Advocacy and Support Team

Veterans Advocacy and Support Team

The mission of the Veterans Advocacy and Support Team (VAST) is to assist veterans, servicemembers, and their families gain access to earned benefits and services. VAST team members are Veteran Service Officers (VSOs) and support staff who provide a full range of information and claim filing services for veterans, their families and their survivors.

2018 VAST PROGRAMS AND SERVICES DATA BEGINNING SFY JULY 2017 - JUNE 2018

Awards: \$156,703,039 or \$16,795,468 per VSO per year

Current Staffing: 13.5 FTE VSOs

New Clients: 2,038

Total Vets Served: 4,464

Records or Forms Submitted: 10,945

Phone Calls: 3,919

Office Visits: 7,538

Emails: 2,138

Pieces of Correspondence: 1,408

Other Communications: 4,507

Wait Times in 2018: None! In 2017 wait times were 2.6 weeks.

NVA Certified: 305 in SFY2017 vs. 420 in SFY2018



PROGRAMS AND SERVICES

State Veterans Memorials

Nevada has four State Veterans Memorials dedicated to remember and honor those who have served. The Nevada Department of Veterans Services supports the maintenance of these memorials. There are many other veterans memorials throughout Nevada that were created by local governments and private organizations, attesting to the respect and appreciation the people of Nevada have for their veterans.

The State memorials are:

BATTLE BORN MEMORIAL, CARSON CITY

This new memorial was dedicated on November 9, 2018. It is located on the Capitol Complex grounds in Carson City. This memorial serves as a place of reflection and honor to Nevadans killed in combat from the Civil War through current conflicts and beyond. The design was recommended by the Nevada Veterans Services Commission.



NEVADA STATE VETERANS MEMORIAL, GRANT SAWYER GROUNDS, LAS VEGAS

The Nevada State Veterans Memorial, a two-acre memorial located on the grounds of the Grant Sawyer State Building, features 18 larger-than-life statues depicting soldiers, sailors, airmen, and Marines and commemorates veterans from every generation and every conflict. In partnership with the Department of Administration, an on-line Memorial, Buy-A-Brick program, was created to support future maintenance. To buy a brick, go to veterans.nv.gov, click Benefits and Services, Buy a Brick, under Burial and Memorial.

NEVADA VETERANS MEMORIAL WALL, NEVADA STATE CAPITOL GROUNDS, CARSON CITY

The Nevada Veterans Memorial Wall is carved of cream-colored stone and is dedicated to Nevada Veterans of all eras. It is situated in a plaza located immediately behind the State Capitol Building.

MUSTANG 22 MEMORIAL, RENO STEAD AIRPORT, STEAD

The Mustang 22 Memorial is located at the Army Aviation Support Facility in Reno and is dedicated to Mustang 22, a CH-47 Chinook Helicopter that was shot down in Afghanistan on September 25, 2005.

FINDING NEVADA MILITARY/VETERANS/WAR MEMORIALS PROJECT

The Nevada Department of Veterans Services initiated a project in 2018 to identify and catalog Nevada's military, veteran, or war memorials placed across the state by local governments, private organizations and others for the purpose of honoring U.S. military service. Completion of this project is expected in December 2019. If you know of a veterans memorial in your community, contact us at 775-825-9748.



PROGRAMS AND SERVICES

Community Outreach

During 2018, NDVS staff, volunteers, and Veteran Service Officers continued an increase in outreach by attending more community-wide events throughout Nevada including:

BY THE NUMBERS

- Outreach Events Attended - 250
- Attendees at Events - 98,774
- Interactions with Attendees - 11,286
- NDVS Staff Assisting with Events - 349
- Nevada Veteran Advocates Assisting - 109
- Referrals for Services - 266
- Individuals Completing the Patriot Employer Program - 62, representing 36 companies

The goal is to ensure every Nevada veteran and family member, no matter where they live, have information and access to benefits and services that enrich their lives. Veterans who live in rural areas do not always have immediate access to programs and services, so NDVS outreach to these areas is extremely important.



MONTHLY PARTNER OUTREACH EXAMPLES

JULY

- Henderson - All Star Shopping Event
- Reno - Truckee Meadows Community College Student Vets Event
- Carson City - Sassabration Celebration
- Las Vegas - VA Employment and Resource Fair

AUGUST

- Las Vegas - Single Mom Strong
- Reno - Silver State Gourd Dance Celebration
- Sparks - Northern Nevada Dragon Boat Festival
- Fallon - Fallon Cantaloupe Festival

SEPTEMBER

- Reno - Never Forget 9/11 Memorial Ride
- Las Vegas - Nellis/Creech Military Appreciation Day
- Reno - UNR Veteran, Military Appreciation Day
- Reno, Carson City, Winnemucca - Suicide Prevention Walks

OCTOBER

- Las Vegas - Halloween Bring the Kids Expo
- Reno - Dogs of Rotary
- Laughlin - Women's Expo
- Minden - Aviation Round Up

NOVEMBER

- Henderson - Veteran Resource Fair
- Carson City - Battle Born Memorial Dedication
- Sun Valley - Veterans Appreciation Breakfast
- Boulder City - NDVS hosted Remembering WWI Veterans Day

DECEMBER

- Elko - Snowflake Festival Parade of Lights
- Las Vegas - Patriot Employer Presentation
- Fernley, Boulder City - Wreaths Across America
- North Las Vegas - Student Veteran Resource Fair

JANUARY

- Fallon - Fallon Community Partnership Meeting
- Mesquite - Mesquite Community Partnership Meeting
- Gardnerville - Douglas County Health Fair

JANUARY (CONTINUED)

- Las Vegas - New Student Veteran Orientation
- Lake Tahoe - Tahoe Pride
- Las Vegas - National Marine Corps Business Network
- Pahrump - Nye County Community Coalition
- Reno - Project Homeless Connect

FEBRUARY

- Las Vegas - Business Mixer at Suncoast Casino
- Reno - 3 Degrees LGBTQ Network
- Warm Springs - Prison Outreach

MARCH

- Las Vegas - Air Force Wounded Warrior Event
- Las Vegas - NDVS hosted Home Buying Seminar
- Boulder City - Korean War Memorial Dedication
- Las Vegas - NDVS National Vietnam War Veterans Day Ceremony
- Reno - Bristlecone Family Services
- Carson City - Nevada Urban Indians 11th Annual Diabetes Health Fair

APRIL

- Reno - Nevada Women's Expo
- Winnemucca - Vietnam Welcome Home Ceremony
- Henderson - NDVS Nevada Veterans Advocate Workshop
- Silver Springs - Lyon County Healthy Communities Coalition

MAY

- Reno - Older Americans Month Celebration
- Las Vegas - Women's Expo\Las Vegas - Veterans Court Graduation
- Fallon - Fallon GPS Seminar
- Fernley, Boulder City - NDVS Memorial Day Ceremonies

JUNE

- Las Vegas - Beauty, Fitness and Health Expo
- Gerlach - Gerlach Rural Health Fair
- Carson City - Stewart Indian School Powwow
- Sparks - Nugget Job Fair

PROGRAMS AND SERVICES

Statewide Veteran Community Councils

The Nevada Department of Veterans Services (NDVS) supports local Veteran Community Councils (VCCs) to develop charters, define their mission and begin their work. The purpose of the VCCs is to prioritize local objectives and formalize coordination between service organizations and providers at the community level. NDVS supports the VCCs by taking their policy recommendations to the State of Nevada Interagency Council on Veterans Affairs.

COMMUNITY COUNCILS ACROSS NEVADA

Southern Nevada Veterans Community Engagement Board

Meets quarterly, the 3rd Wednesday of the month at 2:00 PM

Las Vegas Veterans Administration Medical Center, Director's Conference Room

Contact: Nina Ridgeway, Director, Career Center Services of Goodwill of Southern Nevada
702-214-2008

North Las Vegas Veterans Community Commission

Meets monthly, second Thursday at 5:30 PM

North Las Vegas Council Chambers

http://www.cityofnorthlasvegas.com/departments/mayor_and_council/veterans_community_commission.php

Truckee Meadows Veterans Community Collaborative

Meets every other month, second Wednesday at 3:00 PM, locations vary

Contact: Chaplain Hal Woormer
775-384-5800

Carson City Veterans Community Council

Meets in Carson City, times, dates, locations vary

Contact: Frank Reynolds at fwatonka@aol.com

Welcome All Vets Everywhere (WAVE)

Meets monthly, second Monday at 1:00 PM, Douglas County Community Center

Contact: Carl Schnock, at Mcthree68@gmail.com

TMCC Upward Bound

For student veterans

Contact: 775-829-9007

<http://www.tmcc.edu/veterans-upward-bound/>

Healthy Communities Coalition (Lyon and Storey Counties)

Meets monthly, second Thursday at 9:00 AM, Silver Springs Community Center

Contact: Quest Lakes at Quest@theodata.com

775-246-7550

<https://healthycomm.org>

Family Stability Council (Winnemucca)

Meets monthly, fourth Tuesday at 1:00 PM at the National Guard Armory

Contact: Alaine Kliewer-Nye

775-623-9003

fcaahumboldt@gmail.com

Churchill Community Coalition

Meets quarterly, second Tuesday at 11:00 AM, Fallon Convention Center

Contact: Holly Meador

775-423-6695, ext. 2

sscoordinator@churchillcounty.org,

PROGRAMS AND SERVICES

Nevada Veterans Advocate Program

Nevada Veterans Advocates (NVAs) are educated and certified through The Nevada Veterans Advocate Program, which has been recognized by the U.S. Department of Veterans Affairs, as a national best practice for effectively connecting veterans and their families with benefits and services.

NVAs impart information learned from the NVA course regarding state and federal VA benefits available to Nevada's active-duty military, veterans and their dependents. NVA volunteers help support the work of Nevada's Veteran Service Officers, who are challenged to support the many thousands of veterans who call Nevada home.

In April 2018 and October 2018, hundreds of people attended free NVA workshops in Las Vegas and Elko. These two-day workshops were hosted by NDVS and include 12 of the 20 classes required to receive NVA certification.

NVA volunteers also assist in outreach at community and other events across Nevada.

The ability to reach more rural veterans is through the dedication of NVAs. There are currently 420 certified NVAs with another 210 in training. Certified NVAs have completed a 20-module course to learn about benefits, services and resources veterans and their families may be entitled to through U.S. military service. This allows them to talk to their friends and neighbors, who may be veterans or family members of veterans to educate them on earned benefits.



PROGRAMS AND SERVICES

Nevada Veterans Advocate Workshop in Elko

The Nevada Veterans Advocate Program marked a first on October 20-21, 2018. The NDVS held its first free, two-day Nevada Veterans Advocate (NVA) workshop in Elko. It was a huge success. Thirty-nine attendees representing Elko and outlying cities as far away as Ely attended the conference. Within weeks of the event, three participants had already completed the required eight remaining NVA learning modules and were being processed as NVA graduates.

The State of Nevada has approximately 250,000 veterans living in an area consisting of 110,000 square miles. Ensuring that every veteran knows and understands their local, state and federal benefits falls on the shoulders of 26 Veteran Service Officers (VSOs), representing approximately nine organizations within Nevada.

NDVS created the NVA program four years ago to identify, train and employ volunteers who could assist the 14 VSOs assigned to NDVS. To become a NVA, an individual must complete 20 online modules or attend a certification conference.

Historically, it consists of 12 of the 20 modules presented by subject matter experts from local, state and Veterans Administration (VA) partners. The NVA applicant then completes the last eight modules online. The conference is conducted twice a year with one workshop held in Reno and the other in Las Vegas, cycling back and forth every six months.

When the training is completed, NVAs can volunteer to work within their local communities to attend events and represent NDVS, answer questions for local veterans or act as scouts and advise NDVS of a unique situation or veteran in their area.



Dr. Tom Klobucar, Executive Director, U.S. Department of Veterans Affairs, Office of Rural Health, addresses the workshop attendees.

PROGRAMS AND SERVICES

Unique Populations Outreach

Those who have served in the U.S. military are a diverse group. The Nevada Department of Veterans Services recognizes the unique needs of some veterans in order to better serve them and ensure their needs are addressed.

These unique populations include:

- Women Veterans
- Incarcerated Veterans
- Native American Veterans
- LGBTQ Veterans
- Rural Veterans



PROGRAMS AND SERVICES

Women Veterans

Since the early days of our nation, women have served in the U.S. Armed Forces and are now eligible to compete for assignments in all military occupational specialties and positions.

While significant progress has been made in meeting the unique needs of women serving in the military, as well as those transitioning into civilian life, gaps still remain. The Nevada Department of Veterans Services (NDVS) and the Nevada Women Veterans Advisory Committee have developed recommendations and policies to address many of those gaps.

For a complete report visit:

veterans.nv.gov, click Benefits and Services, then Women Veterans Services - Nevada.

Some women veteran highlights in 2018 include:

- Created a “Did You Know?” women’s resource informational guide and social media campaign to raise awareness about women veterans and give these women access to statewide information
- Expanded the NDVS website to provide resource information to women veterans
- Community outreach expanded to include women oriented community events, outside the label of “veteran,” to include the Women’s Expo in Reno, Power of Women and Business Expo in Las Vegas, and Health Fairs in Douglas County and Las Vegas
- Assembled women veterans to participate in Veterans Day parades to spotlight women veterans in Reno and Las Vegas
- Conducted “listening sessions” for women veterans in Elko and Reno
- Hosted and supported two Military Sexual Trauma (MST) conferences in partnership with the Perry Foundation. One conference for health care professionals was held in Reno on June 8, 2018. The second conference was held in Las Vegas on June 23, 2018 for survivors and those wanting to learn more about MST.



PROGRAMS AND SERVICES

Incarcerated Veterans

The Nevada Department of Veterans Services (NDVS) continues to work closely with the Nevada Department of Corrections (DOC), the U.S. Department of Veterans Affairs and Nevada's Veterans Specialty Courts to reach out to veterans in the correctional system to help prepare them for successful reintegration back into Nevada communities upon release.

The Nevada DOC notes over the last five years, the inmate population has hovered between 13,000 to 14,000 inmates. In 2018, there were 13,775 including an estimated 931 veterans. The NDVS has been providing in-person visits by Veteran Service Officers (VSOs) to assist these veterans in filing claims or providing other assistance.

NDVS continues its partnership and regular outreach to the Warm Springs Correctional Center Facility in Carson City, as well as the ongoing development of services to High Desert Correctional Center Facility in Indian Springs.

NDVS staff members also regularly attend graduation ceremonies for veterans who complete treatment through Veterans Treatment Court in Las Vegas and Henderson. We are working with Washoe County as they develop their Veterans Treatment Court.

In addition to regular visits by VSOs, NDVS is also developing an outreach program utilizing new technology through a secure videoconferencing system to support claims assistance and counseling on programs and services to Nevada's veteran inmate population.



PROGRAMS AND SERVICES

Native American Veterans

Outreach to Native American veterans continues to be a priority. Statistics from Veterans Affairs consistently show that as an ethnic group, Native Americans have the highest rates of enlistment, per capita; however, when it comes to requesting earned benefits, services and resources, Native Americans consistently rank near the bottom.

The NDVS Outreach Team attended the following community events for the purpose of connecting veterans and their families to benefits and resources that enrich their lives:

- **March 2018 - Nevada Urban Indian 11th Annual Diabetes Fair**
- **June 2018 – Gerlach Rural Health Fair**
- **June 2018 – Stewart Indian School Powwow**
- **August 2018 – Nevada Indian Commission**
- **August 2018 – Silver State Gourd Society 4th Annual Gourd Dance Celebration-Powwow**
- **October 2018 - NDVS Native American Claims Day in Elko**

For the first time, our tribal partnerships in Elko facilitated a “Benefits Submission Day” in October 2018. NDVS coordinated with the Veterans Administration Tribal Government Pacific District to host the event that came on the heels of a free-two day Nevada Veterans Advocate workshop, also held in Elko in October 2018.

Within a five-hour time frame, 15 clients came in for assistance with filing claims, received an explanation of benefits and had appointments coordinated for them or received needed mental health, suicide prevention assistance, right on the spot.

Other partnerships that made the Elko event possible included the Veterans Business Administration in Reno and the Veterans Health Administration in Salt Lake City, Utah. Additional support was provided by a Veteran Service Office from the NDVS office in Elko and a Suicide Prevention Coordinator from NDVS headquarters in Reno



PROGRAMS AND SERVICES

LGBTQ Veterans

Since 2011, “Don’t Ask, Don’t Tell” and preceding policies regarding sexual orientation have been repealed. Unfortunately, any veteran with a less-than-honorable discharge based on sexual orientation may not know they can request a discharge upgrade, provided there are no other “aggravating factors,” including misconduct.

Eligible veterans may request a characterization upgrade, change of narrative in reason for discharge, or change of separation and reentry/reenlistment code to reflect an honorable discharge.

These discharge upgrades are important because an honorably discharged veteran has earned benefits including the GI Bill to pay for education, the VA Loan Program to buy a house, VA medical care, military burial and other benefits.

NDVS outreach to LGBTQ veterans educates, informs and guides these veterans to this new information.

Outreach highlights in 2018 include:

- January 2018 - Tahoe Mixer
- February 2018 - Our Center Mixer in Reno
- June 2018 - Reno VA Diversity Fair
- July 2018 - Sassabration in Carson City
- July 2018 - VA Upgrade Outreach
- July 2018 - Reno Gay Pride Day

PROGRAMS AND SERVICES

Rural Veterans

Outreach to rural areas to provide information and connect veterans and their families to benefits, resources and services remains an important component of our outreach program. The “Rural Outreach for Veteran Enrichment and Resources Program,” also known as ROVER, connects hundreds of rural veterans to benefits that enrich their lives.

Through this program, NDVS Veteran Service Officer routinely traveled or connected to rural veterans via video-conference to a pre-publicized location. VSOs physically travel or connect to rural veterans via video-conference. This has enabled rural veterans to conveniently file claims or receive other assistance.

This ROVER outreach was conducted, depending on demand, in the following communities:

- Pahrump
- Hawthorne
- Beatty
- Laughlin
- Mesquite
- Tonopah

- Fallon
- Gardnerville
- Reno VA Medical Center
- University of Nevada, Reno
- Truckee Meadows Community College
- Warm Springs

Additionally, NDVS partnered with the Nevada Attorney General’s Office (AG) to assist in an outreach program through the “Office of Military Legal Assistance.” This program, sponsored by the AG’s Office, provided free, legal assistance to veterans and their families for a wide array of non-criminal, civil matters. NDVS provided VSOs for these AG outreach events.

PROGRAMS AND SERVICES

Education

NDVS continues to strengthen its partnerships with the State Approving Authority, Nevada System of Higher Education (NSHE) postsecondary institutions and non-NSHE institutions to share best practices, improve links and pool resources. These collaborations are strengthening State of Nevada veteran support programs.

In order for a veteran, reservist or dependent to use their VA Education Benefits for a place of postsecondary education, training, license, or certification, the program must be approved by the State Approving Agency of Veterans' Education Programs, in accordance with Title 38 of the United States Code.

According to the State Approving Agency, in Federal Fiscal Year 2018, Nevada had more than 5,400 veterans and eligible dependents using their VA Education Benefits at 92 approved facilities within our state. The Nevada State Approving Agency falls under the Commission on Postsecondary Education.

Postsecondary education refers to education and training above a high school level. Examples of training include associate level and above degrees, technical schools, non-college degree programs, and flight training.

NEVADA VETERANS EDUCATION ATTAINMENT

	2015-16	2016-17
Less Than High School	10,343	9,712
High School Graduate <i>(includes some GED)</i>	55,193	53,647
Some College or Associate Degree	93,766	90,849
Bachelor's Degree or Higher	54,039	52,999

Sources: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates; Nevada State Demographer

NEVADA VETERANS EDUCATION ATTAINMENT

	2015-16	2016-17
Student Vets	5,259	5,896
Student Vets Receiving VA Benefits	3,651	3,620
Percent Student Vet By Gender	MALE 66.8%	MALE 69.6%
	FEMALE 33.2%	FEMALE 30.4%
Average Age Enrolled Student Vet	30	30
Number of Student Vets Who Graduated During 2016-17 Academic Year	586	1,134

Source: 2015-16 Veterans Enrollment Report; 2016-17

2018 NDVS EDUCATION HIGHLIGHTS

- NDVS continues work with student veteran resource centers to determine gaps in services and programs and to fulfill those needs.
- NDVS remains engaged in determining strategies to improve veteran education outcomes.
- NDVS created meaningful partnerships with the State Approving Authority, Nevada System of Higher Education (NSHE) postsecondary institutions and non-NSHE institutions to share best practices, improve links and pool resources. These collaborations are strengthening the provision of veteran support programs within the State of Nevada.
- NDVS is implementing a statewide initiative to reach and support the student veteran populations within post-secondary and licensed training institutions (NSHE and non-NSHE, non-college degree, OJT/Apprenticeship programs).
- NDVS staff toured campuses across Nevada to meet with staff and faculty to discuss veteran enrollment, transitional challenges and best practices to improve programs and services, increase student veteran engagement and positively influence and support student veterans.

BELOW ARE THE TOTAL EDUCATIONAL AND TRAINING PROGRAMS IN NEVADA

NSHE Programs - 8
Non-NSHE Programs - 170
OJT/Apprenticeships - 42
Licensed Flight School - 17

BELOW ARE THE APPROVED PROGRAMS UNDER THE STATE APPROVAL PROGRAM AGENCY

NSHE Programs - 7
Non-NSHE Programs - 56
OJT/Apprenticeships - 27
Licensed Flight School - 2

Employment

A critical element of successful veteran transition back to community life from active duty is securing gainful employment.

Not only is employment crucial to creating financial stability, but it also has secondary social benefits for the veteran and the community. Employment gives veterans a sense of purpose and meaning, provides income, allows participation in community and gives a sense of belonging. Being unemployed is a factor leading to homelessness. NDVS is keenly aware of the obstacles that persist in preparing veterans for careers outside the military, and the need for educating civilian employers about the strengths and challenges facing veteran employers.

In October of 2018 the Nevada Department of Employment, Training and Rehabilitation reported Nevada's veteran unemployment rate was trending below the overall rate. It was 4.9% over a 12-month period compared to 5.1% of all Nevadans. In October 2018, the statistics continue to show decreases in unemployment in Nevada, as well as nationally, with Nevada's decline slowing in comparison. While unemployment is down, veterans often experience underemployment, where the job is inadequate based on their qualifications or economic needs.

VETERAN UNEMPLOYMENT RATES 2018 ANNUAL AVERAGES

	Nevada	US
Unemployment Rate <i>(12-month average)</i>	4.9%	5.1%

VETERAN UNEMPLOYMENT RATES, OCTOBER, 2018

Unemployment Rate <i>(as of 10/18)</i>	4.4%	3.7%
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Source: Department of Labor, Bureau of Labor Statistics (12/7/18)

While veteran unemployment in Nevada is low (4.9%), there is more work to be done. Our partnerships with the Nevada Department of Business and Industry and the Nevada Department of Employment, Training and Rehabilitation allow NDVS to serve as a conduit connecting veterans to businesses, jobs and educational opportunities.

PROGRAMS AND SERVICES

Patriot Employer Program

The Patriot Employer Program (PeP) is designed to increase veteran hiring by providing Nevada businesses with information and resources on veteran hiring.

The PeP program is a free, on-line training program that can be accessed by following the steps outlined on the NDVS website.

THE COURSE INCLUDES INFORMATION ON:

- The benefits of hiring a veteran
- How to find and recruit qualified veterans
- How to help veterans succeed in the workplace
- Federal and State financial incentives for hiring veterans

Businesses with a representative completing the course are eligible to receive a Patriot Employer Program Certificate, signed by the Governor, for public display as well as a PeP window decal. This conveys to the public a business is veteran friendly.

PeP OUTREACH

Since its creation in 2017, NDVS has conducted outreach to hundreds of employers to promote the Patriot Employer Program, strengthen relationships, and improve access to employment opportunities for veterans, service members, and their families.

NDVS has built strong relationships with our state and local workforce and employment partners to help improve employment outcomes for veterans and to provide resources for employers. We will continue to work together to promote priority service to military members and veterans living and working in Nevada.



PATRIOT

Employer Program

Overview



AMY GARLAND
EXECUTIVE OFFICER

Administrative Support Services plays a key role in the operation of the NDVS.

Administrative Support Services includes the following functions:

- Financial Services
- Human Resources
- Information Technology (IT)
- Grants and Contracts

The following pages are the financial summary for SFY 2018

ADMINISTRATIVE SUPPORT SERVICES

2018 Financial Review Revenues

GENERAL FUND APPROPRIATIONS

Health Care	\$226,588
Southern Nevada State Veterans Home	\$226,588
Programs and Services	\$1,996,229
Veterans Advocacy	\$998,115
Cemeteries	\$998,114

FEDERAL FUNDS

Health Care	\$16,508,491
Southern Nevada State Veterans Home	\$16,508,491
Programs and Services	\$1,836,463
Veterans Advocacy	\$866,419
Cemeteries	\$866,419
Special Programs and Services	\$103,625
Community Outreach	\$118,741
NV Vet Corps	\$118,741

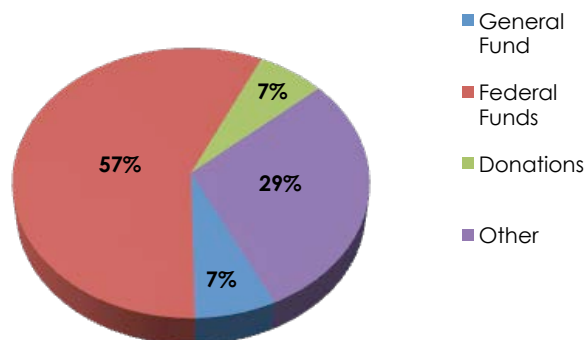
DONATIONS

Health Care	\$853,504
Southern Nevada State Veterans Home	\$112,634
Northern Nevada State Veterans Home	\$652,974
Veterans-in-Care	\$87,896
Programs and Services	\$1,084,655
Cemeteries	\$235,822
Special Programs and Services	\$729,545
Nonprofit Program Support	\$119,288
Community Outreach	\$188,349
NV Vet Corps	\$25,113
Nevada Veterans Advocate Program	\$150,679
Veterans Information System	\$12,557

OTHER REVENUE

Health Care	\$9,117,789
Southern Nevada State Veterans Home	\$9,112,324
Northern Nevada State Veterans Home	\$4,821
Veterans In Care	\$644
Programs and Services	\$309,955
Veterans Advocacy	\$2
Cemeteries	\$1,817
Special Programs and Services	\$307,262
Nonprofit Program Support	\$874
Community Outreach	\$1,379
NV Vet Corps	\$184
Nevada Veterans Advocate Program	\$1,103
Veterans Information System	\$92

FY18 REVENUE SOURCES



REVENUES

General Fund	\$2,222,817
Federal Funds	\$18,463,695
Donations	\$2,126,508
Other	\$9,429,123

Total Revenues \$32,242,142*

*Number rounded up

NDVS receives as much funding from donations as from state taxpayers (General Fund).



GRANTS

Examples of grant funds received and distributed:

U.S. Department of Veterans Administration, Veterans Health Administration, Rural Transportation Grants

- VA – Veterans Cemetery Grants Program
- VA – State Home Construction Grants
- VA – Rural Transportation Grants

ADMINISTRATIVE SUPPORT SERVICES

2018 Financial Review Expenditures

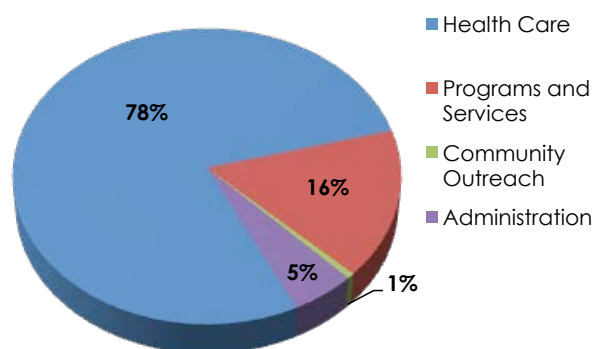
Southern Nevada State Veterans Home	\$19,331,875
Northern Nevada State Veterans Home	\$209,699
Veterans-in-Care	\$76,156
Total Health Care Expenditures	\$19,617,730

Veterans Advocacy	\$1,373,630
Cemeteries	\$1,568,464
Special Programs and Services	\$1,075,274
Nonprofit Program Support	\$67,990
Total Programs and Services Expenditures	\$4,085,358

NV Vet Corps	\$22,755
Nevada Advocate Program	\$88,835
Veterans Information System	\$34,057
Total Community Outreach Expenditures	\$145,647

Total Administration	\$1,276,031
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FY18 EXPENDITURES BY PROGRAM



EXPENDITURES

Health Care	\$19,617,730
Programs and Services	\$4,085,358
Community Outreach	\$145,647
Administration	\$1,276,031
Total Expenditures	\$25,124,768*

*Number rounded up
Majority of expenditures are for Health Care (78%)

LEGEND

General Fund Appropriations

- Budget Account 2560
- Budget Account 2569

Federal Funds

- Budget Account 2560
(Cemetery Interment Fees, VA Transportation & Adaptive Sports Grants)
- Budget Account 2561
(VA Reimbursement, Medicaid, Medicare)

Donations

- Budget Account 2562 (Cemetery Gift & Donations)
- Budget Account 2563 (Southern Nevada Veterans Home Gift & Donations)
- Budget Account 2564 (The Gift Account for Veterans)
- Budget Account 2565 (Northern Nevada Veterans Home Gift & Donations)
- Budget Account 2566 (Fallen Memorial Solidier Gift & Donations)
- Budget Account 2567 (Las Vegas Memorial Gift & Donations)

Other Revenue

- Budget Account 2560 (Prior Year's Reimbursement, Cost Allocation)
- Budget Account 2561
(Patient Collections, Hospice Charges, Clark County Receipts, Insurance)

ADMINISTRATIVE SUPPORT SERVICES

Grants

EXAMPLES OF GRANT FUNDS RECEIVED AND DISTRIBUTED:

U.S. Department of Veterans Affairs, Veterans Health Administration, Rural Transportation Grants

Highly Rural Transportation Grants (HRTG) is a grant-based program that helps veterans in highly rural areas travel to VA or VA-authorized health care facilities. HRTG grants provide transportation programs in counties with fewer than seven people per square mile. This program provides grant funding to Veteran Service Organizations and State Veterans Service Agencies to provide transportation services in eligible counties. There is no cost to participate in the program for veterans who live in an area where HRTG is available. \$100,000 was awarded and divided equally between the Elko County Transit District and the Nye Communities Coalition.

U.S. Department of Veterans Affairs, Adaptive Sports Program for Disabled Veterans and Disabled Member of the Armed Forces

The Adaptive Sports Program's purpose is to provide grants to eligible adaptive sports entities to plan, develop, manage, and implement programs to provide adaptive sports activities for disabled veterans and disabled members of the Armed Forces. Adaptive sports activities means:

- (1) instruction, participation, and competition in adaptive sports;
- (2) training and technical assistance to program administrators, coaches, recreation therapists, instructors, VA employees, and other appropriate individuals; and
- (3) coordination, Paralympic classification of athletes, athlete assessment, sport-specific training techniques, program development (including programs at the local level), sports equipment, supplies, program evaluation, and other activities related to the implementation and operation of the program. The award was \$46,400.

U.S. Department of Veterans Affairs, State Home Construction Grant Program (Northern Nevada State Veterans Home - Sparks, NV)

The grant was for the construction of a new 96-bed facility. VA portion was \$33,507,012.

U.S. Department of Veterans Affairs, State Home Construction Grant Program (Southern Nevada State Veterans Home - Boulder City, NV)

SNSVH Renovation consisted of the installation of a water treatment system, upgrades to the HVAC and patient wander guard systems and replacement of 160 of the 180 beds. VA portion was \$588,144.10.



IT Operations and Initiatives

The Nevada Department of Veterans Services (NDVS) has been researching and beginning to implement new technologies to create efficiencies and better serve Nevada's veterans and their families.

Veterans Information System

The new technologies include the Veterans Information System (VIS). To assist veterans, NDVS must first identify them. Currently, there is no comprehensive way to maintain an accurate list of veterans within the state.

The purpose of VIS is to allow veterans to register to receive information from NDVS. It will also allow NDVS to review those registrations and keep a master list of veteran contacts. The system is built in such a way it can import electronic data automatically from various outside agency sources such as the Department of Motor Vehicles, Department of Education, Training and Rehabilitation, Department of Defense and others.

The states of Utah and Alaska are already using a VIS program. In 2018, NDVS IT Operations initiated a plan to tailor the programs from those two states to meet the needs of Nevada's veterans. The IT team also began working to finalize formal agreements with several Nevada agencies to obtain up-to-date veteran contact information.

On another front, if proposed legislative changes move forward, VIS will allow veterans to obtain state benefits without always being required to obtain and present a military DD214 form in person. This is just one of many benefits VIS is hoping to bring.

IT INITIATIVES

DD214 (Discharge Document) Scanning Project

NDVS worked with the Nevada State Library and Archives to obtain physical space and access to all of Nevada's DD214 (discharge document) paper records, under their stewardship. NDVS is training and certifying individuals to perform the tedious scanning of documents dating back to 1945. With approximately 87,000 documents to scan, NDVS hopes to finish the scanning project in 2019.

Geographic Information System (GIS)

In 2019, NDVS will start a GPS/GIS veteran cemetery mapping project. The end goal is to have an easily accessible way to find a veteran's resting place using a mobile phone. Later phases of this project will eventually allow families to provide biographies and information of interest of their loved ones so that information can be shared.

Fallen Hero Kiosk Project

NDVS is planning to implement a computer-based kiosk listing all of Nevada's fallen heroes. The goal is to include biographical information. The kiosk will augment the Battle Born Memorial to Nevada's Fallen Military and will be housed on the Capitol grounds in Carson City, where the memorial is located.

Implement State-of-the-Art Nurse Call System Project

NDVS will be implementing a state-of-the-art nurse call system at the new Northern Nevada State Veterans Home in Sparks. It will assist staff in providing the highest levels of care to our residents. NDVS will also begin exploring funding to implement the same system at Southern Nevada State Veterans Home in Boulder City.

Administrative IT Improvement Projects

In 2019, NDVS will complete a department-wide move of digital information to the Microsoft Office 360 Cloud. This will enhance both internal and external communications and collaborations with other state partners.

Additionally, NDVS will be moving from a tape-based backup to a disc-based backup. This will allow NDVS to back-up data faster. It will also allow the replication of data off-site, increase speed and assist in data disaster recovery, if necessary.

VETERANS AND THE NEVADA LEGISLATURE

Overview

One of the missions of the NDVS is to coordinate the activities of Veteran Service Organizations.

The politically neutral United Veterans Legislative Council (UVLC) is dedicated to Nevada's military, veterans, their families, and veteran organizations. It serves as an educator and advocate relating to the Nevada Legislature. There is no cost to become a member. It operates under a constitution with elected officers and a board.

During the "off years" when the Nevada Legislature does not convene, NDVS partners with the UVLC to host a Veterans Legislative Symposia. One symposium is held in the northern part of Nevada and another similar symposium is held in the southern portion of the state. The purpose is to gather veterans and their families from across the state to identify issues they would like to see legislatively addressed. In these sessions, veterans also prioritize these identified issues to present to lawmakers for consideration in the upcoming session of the legislature. The symposia allow the veteran community to speak with one voice on issues most important to them.

During the "on years" when the Nevada Legislature is in session, NDVS hosts two Veterans Legislative Summits. One is held in the northern part of the state and another is held in the southern portion of the state. These gatherings summarize the issues identified and prioritized during the symposia so veterans are aware of and have an understanding of the potential or proposed legislation in the upcoming Nevada Legislature. The sessions also provide education on participating and tracking legislation of importance to veterans.



Legislative Symposia and Summit Summary

2018 Veterans Legislative Symposia Summary/Issues Identified

Below are the issues identified and the priority rankings of these issues during the 2018 Veterans Legislative Symposia.

STATE-WIDE THEME 1: Honor and recognize veteran's service by reducing certain state fees and taxes

STATE-WIDE THEME 2: Increase veteran service officer and veteran outreach capacity

STATE-WIDE THEME 3: Support veteran employment

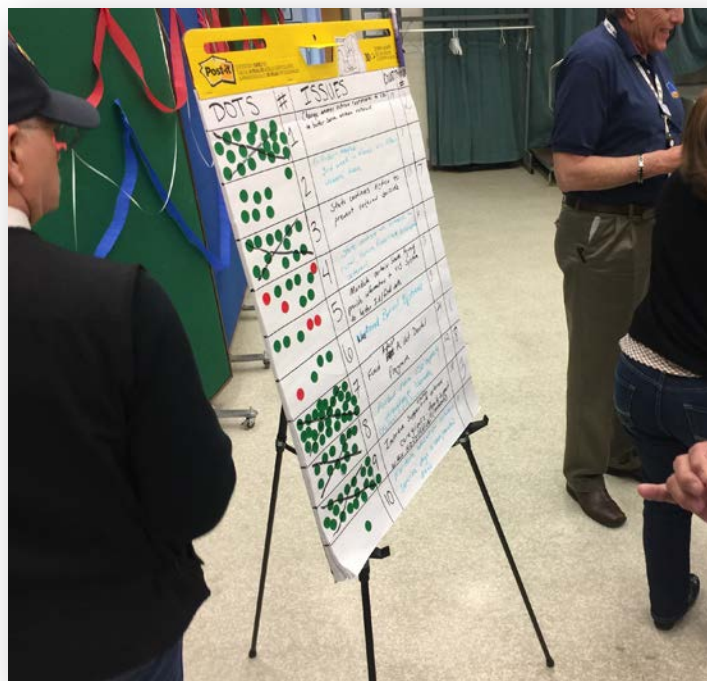
STATE-WIDE THEME 4: Expand suicide prevention support and education

STATE-WIDE THEME 5: Support veterans' housing initiatives

STATE-WIDE THEME 6: Enhance connection to veteran benefits

STATE-WIDE THEME 7: Honor veterans' service

STATE-WIDE THEME 8: Support veterans' court



THE NEXT CHAPTER

From Director Kat Miller

I am so very proud of the men and women of the Nevada Department of Veterans Services—and everything they accomplished in 2018, especially their work to honor Nevada veterans.

As we look forward to 2019, we will be addressing many of the critical needs identified by veterans and their supporters. Top among are:

1. Veterans need information about benefits and services that their service to our nation has earned them. There are benefits and services that veterans can—but are not—accessing because they do not know of these benefits.
2. Over 100 Nevada veterans end their life by suicide each year. Nevada has slightly reduced the tragedy of veteran suicide—the only state to do so—but we need to eliminate it.
3. Veterans need affordable housing and nursing home care. There is a statewide shortage of affordable housing and of affordable nursing home beds. While the number of veterans who are homeless has significantly reduced, many veterans live in inadequate housing or care facilities.
4. Veterans and their spouses need help finding and maintaining meaningful employment. Too often, a returning service member will take the first available job and undersell him or herself because they only have weeks or days to find work that will pay the rent or put food on the table.
5. Put bluntly, we are running out of time to honor our WWII and Korean War veterans. About half of these Nevada veterans are over the age of 65. We need to take the time to honor their service while we are fortunate to have them among us.

Other critical needs are addressed in these NDVS strategic objectives:

Programs and Services Division

- Expand the use of video conferencing to help veterans file claims from home
- Implement GPS technology to allow cemetery visitors to locate a burial spot and pull up the “story” of the interred veteran on a cellular phone or other device
- Locate every veterans memorial in Nevada; publicize its story on our website
- Help the VA establish a Veterans Rural Burial Ground in Elko
- Grow the Nevada Veterans Advocate force from 420 to 1000
- Seek authorization for veterans service officer in rural Nevada
- Develop a plan to support student veterans enrolled at non-NSHE Schools
- Improve incarcerated veteran reentry programs for veterans in county jails
- Expand employer participation in the Patriot Employer Program

Health and Wellness Division

- Equip, certify and occupy the Northern Nevada State Veterans Home (NNSVH)
- Improve the nurse call system and other technologies at the Southern Nevada State Veterans Home (SNSVH) to bring it to the same level of modernization as the NNSVH
- Bring the *Las Vegas Mayor’s Challenge to End Veteran Homelessness* to northern Nevada to help end the tragedy of veteran suicide
- Submit a grant to expand the SNSVH to include an Adult Day Medical Care Facility
- Develop a veteran’s caregiver information and support program
- Work with partners to share information about available homelessness resources

Administrative Services/Community Outreach

- Begin using veterans data from the new Veterans Information System (VIS) to locate and connect veterans to services
- Fully implement VIS by scanning over 80,000 discharge documents and adding other state agency veterans’ data
- Increase the number of grants we apply for, to include grants that will expand transportation options for rural veterans
- Identify all department equipment and load it and its required maintenance schedules into our new equipment inventory system
- Continue to refine processes to ensure we receive 100% of our federal reimbursements
- Continue to ensure that every generation of veterans is acknowledged in a ceremony, information campaign, or other recognition

When I consider all the things we needed to achieve these objectives, I am both daunted—and energized. It is such a privilege to do work that makes a difference in the lives of Nevada’s heroes. I am grateful for the support of Governor Sisolak and of the Nevada State Legislature, and for the support of Nevada’s Veterans Service Organizations as we work together to enrich the lives of Nevada’s veterans and their families.

Honoring Every Veteran Every Generation

NEVADA DEPARTMENT OF VETERANS SERVICES



NDVS Annual Report SFY 2018 overseen by NDVS Communications Director, Terri Hendry. Creative by The Factory | thefactoryreno.com. For more information contact: hendryt@veterans.nv.gov

Special thanks to John Warden for the use of some of his beautiful photography in this report. Warden is a Carson City resident and Vietnam Marine Corps veteran. He is also the man behind; "Photography, Through the Eye of the Lens," offering unique photography services across Nevada, the United States and the world. Warden has a passion for supporting veterans and veterans' organizations. His love of the great outdoors is also reflected in his work.

**To view his portfolio visit: <https://wardenphotography.fotomerchant.com/>
He may be reached at johnwardencpa@sbcglobal.net.**