

# Nevada Department of Veterans Services

## State Fiscal Year 2019 Annual Report



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(702) 224-6025 or 791-9000, Ext. 46025

FAX (702) 224-6927

6900 N. Pecos Rd., Rm. 1C237, North Las Vegas, NV - 89086

*(Located at the VA Hospital in North Las Vegas)*

## RENO

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FAX (775) 321-4884

5460 Reno Corporate Dr. Suite 131, Reno, NV - 89511

*(Located in the VA Regional Benefits Office)*

## CARSON CITY

(775) 300-6796

FAX (775) 321-4884

106 E. Adams Street, Suite 203, Carson City NV - 89706

*(Located inside the Veterans Resource Center)*

## FALLON

(775) 428-1177

FAX (775) 423-9371

485 W. B Street, Suite 103 Fallon, NV - 89406

*(Located in the Churchill County Offices)*

## ELKO

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FAX (775) 777-1055

1500 College Parkway, McMullen Hall, Room #114 Elko, NV - 89801

*(Inside the Veteran Resource Center on the Great Basin College Campus)*

## PAHRUMP

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1981 E Calvada Blvd #110 Pahrump, NV, 89048

*(Located in the Nye County Offices)*



Check out our website at [www.veterans.nv.gov](http://www.veterans.nv.gov)  
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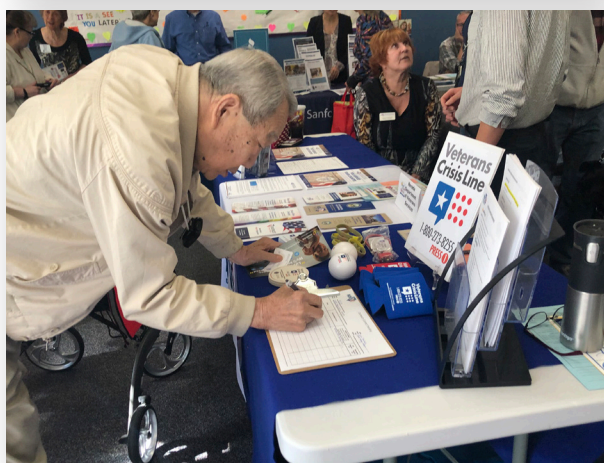
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## Message from the Director

2019 brought an explosion of new ideas and new ways of doing business—especially through the use of cutting-edge technologies and innovative programs that improved our ability to connect, inform, and support Nevada’s veterans. That is why we chose, “The Year of Technology & Innovation” as our 2019 theme.

As you page through this report, notice the icons. 💡 They point out innovations and technologies that allow us to extend our reach in ways never before possible.

Personally, I would always prefer to meet face-to-face with our veterans and talk with them about issues that are important in their lives, but with almost 250,000 veterans living in the seventh largest state in the Nation, that simply is not possible. So, we have integrated new technologies into our operations to better serve those who served us.

I’m often told that some of our veterans may not be “tech-savvy.” In fact, veterans are often more tech-savvy than their civilian counterparts; think of the number of IT devices on a ship, tank or aircraft! We know, however, if you did not grow up plugged into the internet, technology can be daunting. So please know that while we will continue to expand our digital capabilities, we remain committed to meeting the needs and services of all those we are privileged to serve, regardless of their technological skills.

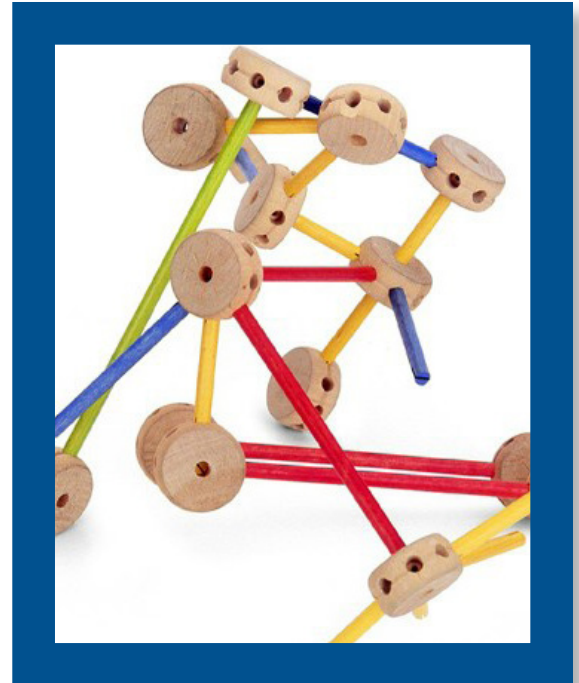
One other thing you may discover while reading this report is that while NDVS provides world-class nursing home services, memorial cemetery support, and veterans service officer programs, our most important role is that of “connector.” We connect veterans to hundreds of Federal, State, local and nonprofit agencies. We connect service organizations to veterans. We connect service organizations and supporters with each other.

Someone asked me what NDVS did the other day, and I instantly visualized a favorite childhood toy of mine—the Tinkertoy Construction Set. The toy has colorful dowels, held together by placing them into plain, unpainted round disks. To me, our team members are those plain, sturdy, and necessary disks that provide essential connections and support. While proud of our Department’s role as a connector, I recognize that without the organizations and individuals who actually provide most services (the critical colorful dowels) nothing would ever be built.

A perfect example of how NDVS served as a connector in 2019 was our role in assisting the Las Vegas and Truckee Meadows communities come together to tackle the tragedy of veteran suicide. More than 100 Nevada veterans end their life by suicide each year. Veteran suicide in Nevada has decreased slightly—the only state to show a reduction—but we need to eliminate it. Early community results have been positive and have resulted in Nevada’s selection by the Federal Government as a participant in the Governor’s Challenge to End Veterans Suicide, a program that will help us take these important community connections throughout Nevada.

In closing, thank you for taking the time to learn more about our amazing team. I am very proud of the men and women of NDVS who truly embody the Department motto of, “Serving Nevada’s Heroes.”

Respectfully,  
Kat Miller





## Message from Nevada Veterans Services Commission

To the Governor, Honorable Members of the Nevada Legislature, Fellow Veterans and the People of Nevada,

My service and time spent in the U.S. Air Force taught me a lot and has stuck with me over the years. Obviously in aviation, we heavily relied on new and emerging technologies to get us up in the air and keep us there, for as long as necessary! While some may shy away from technology, we leaned into it wholeheartedly. We embraced technological advances because we were always looking for better ways to do things. Simply put, new technology helped us increase efficiencies and better still, these new advances helped us produce better outcomes.



At the Nevada Department of Veterans Services (NDVS), SFY 2019 was a year of technological innovation. As you glance through the pages of this report, you will see where NDVS has embraced new technologies and has used them across the board, in all aspects of its operations.

The NDVS mission is to advocate for and provide superior service to Nevada's veterans and their families—and to provide our communities and partners the opportunity to contribute to these endeavors. Through four NDVS major programs, the agency assists veterans, prepares and submits claims for benefits, provides skilled nursing care, provides dignified burial support, and successfully reintegrates veterans into Nevada's communities following military service.

Thank you for taking the time to learn about NDVS and what it has to offer Nevada's veterans and their families. I'm proud to support and advise an organization with a dedicated staff determined to execute the mission every day in an expression of gratitude to those who have served.

The new technological advances outlined in this report have helped NDVS continue to "raise the bar" each year on the level of service provided to Nevada's heroes and their families. They deserve no less!

Signed,  
Bill Baumann  
Chairman, Veterans Services Commission

A handwritten signature in blue ink that reads "Bill Baumann". The signature is written in a cursive, flowing style.



## NDVS OVERVIEW

# Who We Are

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 grown to support an ever-evolving mission.

Today, NDVS is comprised of 238 dedicated staff as well as hundreds of contract employees and hundreds of volunteers who are all responsible for giving aid, assistance and counsel to veterans, military members and their families to address problems, questions, or situations affecting them.



### Our 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.

### Our Mission

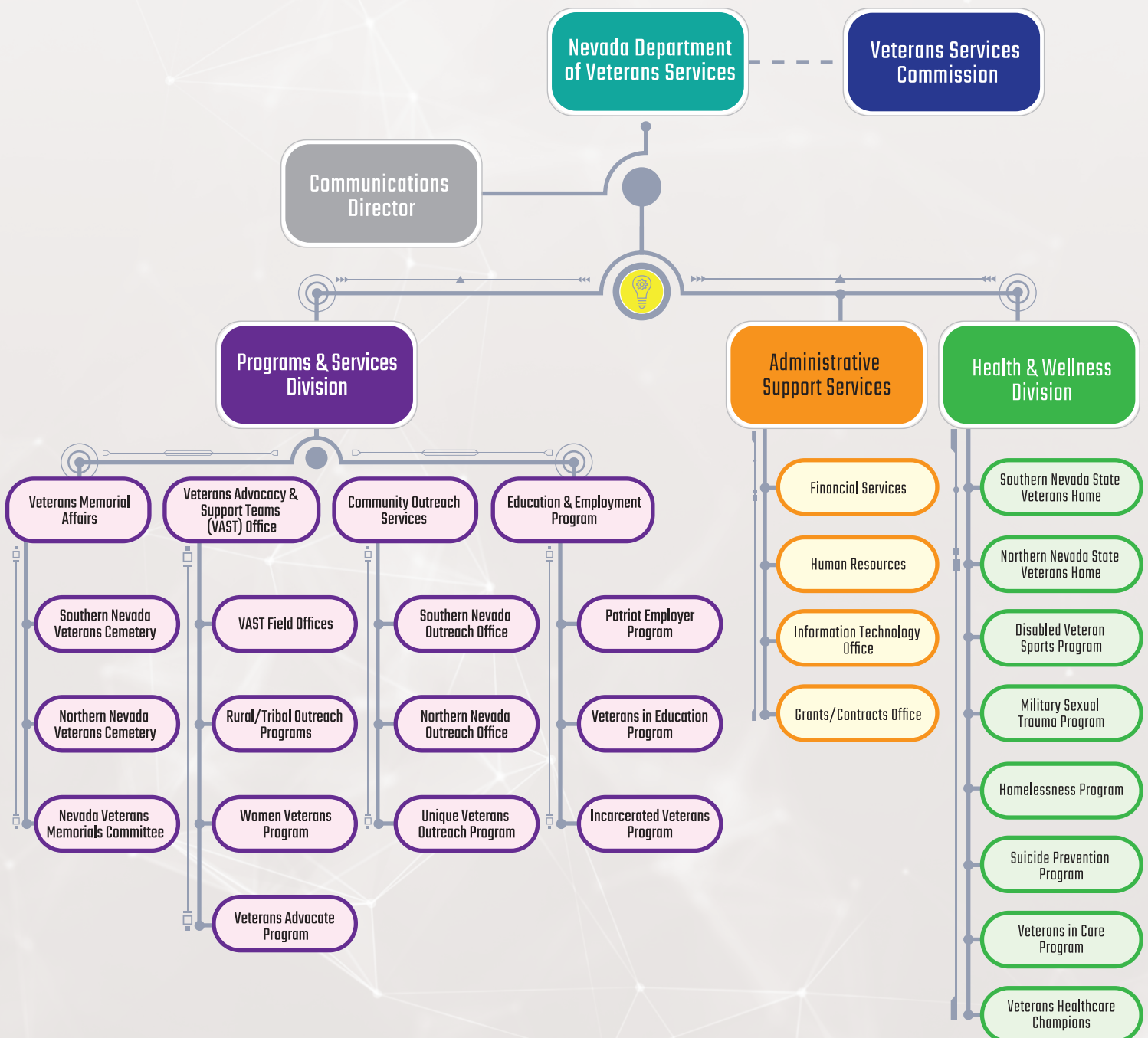
Advocate for, and provide superior service to, Nevada veterans and their families—and to provide our communities and partners the opportunity to contribute to these endeavors. Through our four major programs we assist veterans prepare and submit claims for benefits, provide skilled nursing care, provide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

### Our Motto “Serving Nevada’s Heroes”



# Organizational Chart

## NEVADA DEPARTMENT OF VETERANS SERVICES AS AN ORGANIZATION





## The Heroes We Serve

### How Nevada Compares Nationally

#### Number of Veterans\*

**NEVADA:**  
246,835

**NATIONALLY:**  
19,998,799

Percentages:

<b>NEVADA:</b> 10.3%	<b>NATION:</b> 6.6%
-------------------------	------------------------

#### Number of Women Veterans\*

**NEVADA:**  
24,972

**NATIONALLY:**  
1,882,848

Percentages:

<b>NEVADA:</b> 9.9%	<b>NATION:</b> 9.1%
------------------------	------------------------

#### Number of Military Retirees\*

**NEVADA:**  
33,972

**NATIONALLY:**  
2,156,647

Percentages:

<b>NEVADA:</b> 13.5%	<b>NATION:</b> 10.8%
-------------------------	-------------------------

#### Veterans Age 65 and Over\*

**NEVADA:**  
118,640

**NATIONALLY:**  
9,410,179

Percentages:

<b>NEVADA:</b> 47.2%	<b>NATION:</b> 47.1%
-------------------------	-------------------------

[https://www.va.gov/vetdata/docs/SpecialReports/State\\_Summaries\\_NevadaSummaries\\_Nevada.pdg](https://www.va.gov/vetdata/docs/SpecialReports/State_Summaries_NevadaSummaries_Nevada.pdg)

\*As of 9/30/2018 (latest data) – US Department of Veterans Affairs Gender FY-18 Geographical Distribution of VA Expenditures (GDX). [https://www.va.gov/vetdata/docs/SpecialReports/State\\_Summaries\\_Nevada.pdg](https://www.va.gov/vetdata/docs/SpecialReports/State_Summaries_Nevada.pdg)  
(NOTE: The VA “VetPop” count was adjusted upwards by 15% to reflect veteran population growth in Nevada. This was done because “VetPop” data 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

## STATE AND COUNTIES

### VETERANS BY COUNTY\*

<b>Clark</b>	<b>168,195</b>
<b>Washoe</b>	<b>39,684</b>
<b>Lyon</b>	<b>7,454</b>
<b>Nye</b>	<b>7,106</b>
<b>Carson City</b>	<b>5,725</b>
<b>Churchill</b>	<b>4,129</b>
<b>Douglas</b>	<b>5,445</b>
<b>Elko</b>	<b>3,674</b>
<b>Humboldt</b>	<b>1,410</b>
<b>White Pine</b>	<b>889</b>
<b>Mineral</b>	<b>668</b>
<b>Pershing</b>	<b>545</b>
<b>Lander</b>	<b>483</b>
<b>Lincoln</b>	<b>473</b>
<b>Storey</b>	<b>531</b>
<b>Eureka</b>	<b>316</b>
<b>Esmeralda</b>	<b>106</b>



### CONGRESSIONAL DISTRICT\*

<b>District 1</b>	<b>45,778</b>
<b>District 2</b>	<b>68,198</b>
<b>District 3</b>	<b>64,309</b>
<b>District 4</b>	<b>68,548</b>

### STATEWIDE

- Veterans - 246, 835
- Active Duty - 10,874
- National Guard/Reserve - 5,000
- Families of Above - 750,000

(Estimate based on three family members per veteran)

\*As of 9/30/2018 (latest data) – US Department of Veterans Affairs Gender FY-18 Geographical Distribution of VA Expenditures (GDX).

[https://www.va.gov/vetdata/docs/SpecialReports/State\\_Summaries\\_Nevada.pdf](https://www.va.gov/vetdata/docs/SpecialReports/State_Summaries_Nevada.pdf)

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



## 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.

One of the most valuable things NDVS offers to its partners is assistance in publicizing or spreading the word about the resources, programs and services available. This ensures greater access and understanding of the resources available to veterans and their families.

Our partners include Federal and State agencies, private industries, nonprofits, businesses, community partners and many more, too numerous to list. The partnerships can be seen throughout this report.



### Highlights in 2019 include:

- Partnered with local, state, federal, nonprofits to support the Las Vegas and Truckee Meadows Mayor's Challenge to Prevent Suicide Among Service members, Veterans and Their Families.
- Partnered with Veteran Service Organizations across Nevada to host and support ceremonies marking Gold Star Family Day.
- Partnered with Nevada's Veterans Coalition's "Missing in Nevada" program which identifies unclaimed remains for proper military burial in both of our state-run veteran cemeteries.
- 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 federal, state, nonprofits and community groups to extend outreach to veterans with unique needs, including Native American, women, LGBTQ and incarcerated veterans.
- Partnered with the Perry Foundation to provide training opportunities to health care professionals to give providers a better understanding of military culture and its impact on the quality of care.
- Partnered with Veterans Service Organizations and rural counties to provide grants so rural veterans will have transportation to their health care provider.
- Partnered with the cities of Las Vegas and Reno to provide grants for Adaptive Sports Programs that benefit disabled veterans.
- Partnered with Nevada's businesses and institution 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 honored and remembered.
- Partnered with 16 separate state agencies to improve service to military, veterans and their families.

## NDVS OVERVIEW

# Accomplishments

### New Technology & Innovation



💡 Two NDVS programs, Ask a VSO and the Nevada Veterans Legislative Program, received the US Department of Veterans Affairs, Pillars of Excellence Award for excellence and innovation.

💡 Conducted first-ever, multi-agency Veterans Service Officer (VSO) training workshop. Thirty-nine VSO's from across the State attended. Curriculum provided by the National Veterans Legal Services Program.

💡 Conducted first-ever session between a VSO in Las Vegas and a rural veteran client in Panaca using video teleconferencing.

💡 With volunteer support, scanned more than 15,000 paper military discharge documents into an electronic data system. There are roughly 80,000 paper discharge documents in need of scanning to provide convenience and better connect Nevada veterans to earned programs or services.

💡 Implemented the NDVS App to provide easy access to the NDVS website using a mobile phone or mobile device.

💡 Initiated Nevada Veterans Memorial Project which will locate, map and provide history on all Nevada veteran/war memorials across the State.

### Other Accomplishments

- The Nevada Veterans Advocate (NVA) program handed out its 500th certificate, meaning the 500th volunteer completed the required 20-module training to become an NVA.
- Successfully applied for three Federal VA grants:
  - VA Rural Transportation Grant (\$100,000) – helps transport veterans in Elko and Nye counties to access their VA health care provider.
  - VA Adaptive Sports Program Grants (\$25,730) – supports adaptive programs in Reno, Las Vegas and the Sky Tavern Disabled Sports Program.
  - VA State Home Construction Grant (\$588,144) – for renovations and modernization of the Southern Nevada State Veterans Home.
- Planned and executed Veterans and Military Day at the Legislature, in partnership with the Nevada National Guard and United Veterans Legislative Council.
- Began creation of a Survivor/Caregiver Guide to provide support, education and information to families of veterans.



**Successfully  
applied for more  
than \$150,000  
in grants**



**First VSO  
videoconferencing  
session**



**Conducted first-ever,  
multi-agency VSO  
training workshop**



**Began creation  
Survivor/Caregiver  
Guide**



# Accomplishments



### New Technology & Innovation



Initiated NDVS Interment GPS Location Project to assist in finding loved ones interred at our State veteran memorial cemeteries in Boulder City and Fernley. This will allow the use of a mobile phone or mobile device to locate loved ones as well as provide stories, histories, and photos of loved ones for generations to come.

Provided a site at the Northern Nevada State Veterans Home for the Gold Star Memorial Monument installed in June 2019 by the Nevada Gold Star Families Foundation with support from Q&D Construction.

Supported Nevada Gold Star Families Foundation as it hosted its first Gold Star Families Luminary event at the new Gold Star Memorial.

Managed the Northern Nevada State Veterans Home project (\$50M) completing construction, full certification and licensing in 2019.

Northern Nevada State Veterans Home Executive Chef Greg Parsley received the Innovation in Dining Endeavor Award from The Perry Foundation.

Implemented a system to review Medicare and Medicaid errors and underpayments resulting in \$3.4 million in reimbursements to NDVS.

Began partnering with personal care agencies to provide benefits support for veterans receiving in-home care and to initiate Veterans in Care ceremonies to honor and recognize these veterans.

Expanded the "Las Vegas Mayor's Challenge to Prevent Veteran Suicide Among Servicemembers, Veterans and their Families" to include the entire State of Nevada through both the "Truckee Meadows Mayor's Challenge" and the "Governor's Challenge to Prevent Veteran Suicide Among Servicemembers, Veterans and their Families."

### Other Accomplishments

- Southern Nevada State Veterans Home continued its lengthy track record of earning various awards and recognitions including:

HealthInsight Quality Award, "Best in Class" Pinnacle Customer Experience Awards, and the Eli Pick Facility Leadership Award for top-performing skilled nursing facilities nationwide. The Home also maintained a Five-Star quality rating, the highest possible by the Centers for Medicare & Medicaid Services.



**Gold Star Families  
Memorial Monument**



**Interment GPS  
Location Project**



**NNSVH Fully  
Completed, Certified  
and Licensed**



**Began Partnerships  
for In-Home  
Care Outreach**

## HONORING NEVADA'S VETERANS

### *Overview*

Since its inception, NDVS has honored Nevada's heroes. In 2018, NDVS implemented a comprehensive, formal plan to ensure all veterans, whether serving in 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, press releases, social media and ceremonies to raise awareness while recognizing and honoring each generation of veteran, whether living or deceased.

Throughout the course of the year, NDVS devoted hundreds of hours to honoring "every veteran – every generation." Below are some examples.



## HONORING NEVADA'S VETERANS

### *Remembering and Honoring Special Recognition*

#### **PEACEKEEPING/PEACEMAKING OPERATIONS AND MISSIONS (1864-PRESENT)**

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





## HONORING NEVADA'S VETERANS

# *Remembering and Honoring Special Recognition*

### AMERICAN CIVIL WAR (1861-1865)

- Provided information and awareness about Nevada's involvement in the Civil War in the NDVS newsletter.

### WORLD WAR 1 (1914-1918)

- Information and recognition of WWI veterans was highlighted in NDVS newsletter and NDVS Facebook page.

### WORLD WAR II (1939-1945)

- Held special one-on-one recognitions for these veterans during Veterans in Care ceremonies held at nursing home facilities across Nevada.
- Honored WWII veterans at our Memorial Day ceremonies in Nevada.
- Assisted the VA, as well as private citizens, in hosting or supporting birthday celebrations or funeral services across the State for WWII veterans.
- Supported through publicizing Honor Flight events. Honor Flight allows veterans to visit their War Memorial in Washington D.C., at no cost to the veteran.
- Along with Governor Steve Sisolak, attended and supported French Legion of Honor presentation ceremony. Also provided information to the veteran community about this award and honor to raise awareness and prompt those eligible to apply.

### COLD WAR (1947-1989)

- Held special one-on-one recognitions for veterans during Veterans in Care ceremonies at nursing home facilities across Nevada.
- Information and recognition of Cold War veterans in NDVS newsletter and social media.

### KOREAN WAR (1950-1953)

- Assisted and hosted special one-on-one recognitions for these veterans during Veterans in Care ceremonies in nursing home facilities across Nevada.
- Provided free book-DVD sets to these veterans, courtesy of the South Korean government to thank America's military men and women for their bravery and protection.
- Supported Honor Flight Nevada and Honor Flight Southern Nevada by publicizing their events. Both groups take combat veterans to Washington D.C. so they can see their War Memorial, at no cost to the veteran.

### VIETNAM WAR (1965-1973)

- Supported special ceremony in Reno to honor these veterans on National Vietnam War Veterans Day with a ceremony and luncheon.
- Promoted and participated in National Vietnam War Veterans Day events in Carson City and Winnemucca.
- Created NDVS newsletter stories and hosted social media campaign focusing on POW/MIAs.
- Held special one-on-one recognitions for these veterans during Veterans in Care ceremonies at nursing home facilities across Nevada.



## HONORING NEVADA'S VETERANS

# *Remembering and Honoring Special Recognition*

### **GULF WAR (1990-1991)**

- 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.
- Featured several historic stories about the Gulf War in the NDVS newsletter and on the NDVS website.
- Provided news articles and links to features on NDVS Facebook page.

### **GLOBAL WAR ON TERRORISM (2001-PRESENT)**

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

### **BUFFALO SOLDIERS**

- Supported National Buffalo Soldiers Day in Nevada by attending a special ceremony and assisting in obtaining a proclamation from Governor Sisolak in recognition of this day. The day commemorates the formation (in 1866) of the first regular Army regiments comprised of African American soldiers, their role in settling the west and their courageous contributions in America's military engagements including WWI and WWII.

### **GOLD STAR FAMILIES**

- Supported the Nevada Gold Star Foundation in the dedication ceremony of the Gold Star Memorial Monument on the grounds of the Northern Nevada State Veterans Home.
- 💡 • Supported the Nevada Gold Star Foundation's first-ever, Luminary event recognizing National Gold Star Families Day in September at the new Gold Star Memorial Monument.

### **ALL VETERANS**

- Marked a milestone in a NDVS digital scanning projects to input DD214s of veterans. NDVS surpassed the 10,500 mark inputting paper DD214s into the digital system. The digital copy better preserves a veteran's military record and makes it easier for them to access the benefits, programs and services they have earned through their military service.
- Created and implemented a public awareness outreach campaign to educate Nevada's health care providers and others about presumptive diseases and disorders recognized by the VA due to military service. While this was a requirement of AB300, which passed in the 80th Session of the Nevada Legislature, NDVS went further than what was required in the legislation by expanding the outreach to include health care providers such as ophthalmologists, dentists and others. NDVS also created a recognition program, partnering with the Department of Health and Human Services, to honor participating health care providers.





## HONORING NEVADA'S VETERANS

# Gold Star Families Memorial Monument Dedication



A new Gold Star Families Memorial Monument, honoring the families of servicemen and women who sacrificed their lives while serving in the military, was dedicated on the grounds of the Northern Nevada State Veterans Home in Sparks, Nevada on June 29, 2019.

The memorial monument was made possible due to the work and efforts of the Nevada Gold Star Families Foundation, specifically key individuals (in alphabetical order) Sharon Oren, David Sousa and Jon Yuspa. Q&D Construction also donated labor as well as materials for the memorial lighting and memorial foundation.

The ceremony included keynote speakers, Hershel "Woody" Williams and Donald "Doc" Ballard, who are both Congressional Medal of Honor recipients.

The purpose of the Gold Star Families Memorial Monument is to honor Gold Star Families, preserve the memory of the fallen, and stand as a stark reminder that "freedom is not free." The black granite monument features two sides. One side bears the words: "Gold Star Families Memorial Monument, a tribute to Gold Star Families and relatives who have sacrificed a loved one for our freedom." The other side tells a story through four granite panels: Homeland, Family, Patriot, and Sacrifice. The most distinct feature of the monument is the cut out of a saluting warrior, which represents the loved one who paid the ultimate sacrifice in the name of freedom.

Williams established the "Hershel Woody Williams Congressional Medal of Honor Education Foundation" in 2010. The tax-deductible nonprofit encourages establishing Gold Star Families Memorial Monuments in communities across America.



## HONORING NEVADA'S VETERANS

# *State Veteran Memorials*

**Nevada has four State Veterans Memorials dedicated to remembering and honoring those who have served**

### **Battle Born Memorial, Nevada State Capitol Grounds, 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. Final funding was approved by the State of Nevada Board of Examiners on December 18, 2017. 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.

### **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.

NDVS 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.



## HONORING NEVADA'S VETERANS

# *Nevada Veteran Memorial Project*

In 2019, NDVS launched the Nevada Veteran Memorial Project 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 services.

The project will include using Global Positioning System technology (GPS) to pinpoint the location of these memorials across the state. GPS technology pinpoints the latitude and longitude coordinates of each memorial so members of the public can find and visit them using their smart phone or other mobile device.

The project can also determine which memorial sites need maintenance or repair. This inventory will enable NDVS and partners to assist in repairing or maintaining these sites, meant to forever remember and honor those who have served in the U.S. military.



## HONORING NEVADA'S VETERANS

# ***Veteran of the Month Program***

The Veteran of the Month honors individuals who go “above and beyond” in service and support of Nevada’s veterans, military members and their families. It is an opportunity to shine a bright light on the work veterans continue to do for our Nation.

The program is managed by NDVS. The selections are made through a process involving nominations from across the State. The nominations are reviewed and considered by the Veterans Service Commission at its quarterly meetings. The Commission makes its recommendations to the Governor for selection. Each month, the chosen recipients are awarded in a special ceremony.



### **2019 VETERAN OF THE MONTH RECIPIENTS**

**January** – Blake Boles, U.S. Army Veteran

**February** – James Glaser, U.S. Air Force Veteran

**March** – Robert James Mort, U.S. Army Veteran

**April** – Terry Estabrook, U.S. Army Veteran

**May** – Ed Kaatz, U.S. Marine Corps Veteran

**June** – Larry Osborne, U.S. Army Veteran

**July** – Graham Stafford, U.S. Navy Veteran

**August** – Paul Martin, U.S. Army Veteran

**September** – Linda Dickinson, U.S. Air Force Nurse Corps Veteran

**October** – Shane Whitecloud, U.S. Army Veteran

**November** – Vito Valdez, U.S. Army Veteran

**December** – Andy LePeilbet, U.S. Army Veteran

## HONORING NEVADA'S VETERANS

# ***Veteran Supporter of the Month Program***

Like the Veteran of the Month Program, this monthly award and recognition honors groups, organization or non-veteran individuals who support and serve veterans, military members, and their families. The Nevada Veterans Services Commission reviews and considers nominations and makes its recommendations to the Governor for selection. Each month, the chosen recipients are honored in a special ceremony.



## **2019 VETERAN SUPPORTER OF THE MONTH RECIPIENTS**

**Craig Road Pet Cemetery**

**Wadley Construction Inc.**  
(CTC Crushing)

**Northern Nevada  
All Honor Guard/Color Guard**

**Su Phelps**  
(Publisher, Veterans Reporter News)

**American Association of Retired Persons  
(AARP) Nevada**

**Reno Elks Lodge #597**

**Veterans of Foreign Wars,  
Verdi Post #10053**

**United Veterans Legislative Council**

**Southern Nevada Community  
Engagement Board**

**Veterans of Foreign Wars  
Cpl. Matthew A. Commons Memorial  
Post #36 and Auxiliary**

**Shelle Grim-Brooks**  
(NDVS Volunteer)

**DAV Chapter 15 NV Service Officers**

**Paul Anderson**  
(City of Sparks Councilman)

**To nominate a Veteran of the Month  
or Veteran Supporter of the Month,  
visit [www.veterans.nv.gov](http://www.veterans.nv.gov)**



## HONORING NEVADA'S VETERANS

### ***Veterans in Care Program***



The Veterans in Care (VIC) Program recognizes and thanks veterans across Nevada who are living in skilled nursing, assisted living or are homebound. In addition to the recognition, this program also helps NDVS identify veterans in need of assistance by connecting them to earned benefits, programs and resources.

**In 2019 Alone,  
VIC Honored  
220 Veterans**

## HONORING NEVADA'S VETERANS

### ***Recurring Special Ceremonies***

**NDVS IS PROUD TO BE A PARTNER IN THESE COMMUNITY LED EVENTS:**

- **Flag-In Day events prior to Memorial Day at our State Veteran cemeteries**
- **Special Forces Ceremony prior to Memorial Day**
- **Memorial Day Ceremonies**
- **Veterans Day Ceremonies**
- **POW/MIA Recognition Day Ceremony**
- **Missing in Nevada Project Ceremonies**
- **Ceremonies for Unaccompanied Veterans**
- **Wreaths Across America Ceremonies**



## PROGRAMS AND SERVICES

### Overview

Programs and Services consists of the Veterans Advocacy and Support Team (VAST), two State veteran cemeteries in Fernley and Boulder City and the Outreach Team, which helps connect veterans to earned benefits and services.

- VAST team members are Veterans Service Officers who assist veterans and their families in many ways, including: answering questions, advising, and educating on the benefits available from Federal, State, county and local resources. They also assist in filing claims to obtain earned benefits. VSOs provide this service at no cost to the veteran or their family.
- Our immaculately maintained State veteran cemeteries offer a peaceful place of solitude and beauty for the eligible veterans, spouses and family members have chosen our cemetery as their final resting place. Our cemetery staff offers dignified services for eligible veterans, spouses, family members and Gold Star parents.
- 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 family members, 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 veteran cemeteries. Eligibility is similar to the U.S. Department of Veterans Affairs (VA) national cemeteries. The cemeteries receive partial funding through the VA's State Cemetery Grants Program but is operated solely by NDVS. One NDVS veteran cemetery is in Boulder City and the other is in Fernley. NDVS remains committed to bringing a veterans cemetery to Elko, Nevada. The need is great for veterans in the Elko area to have a dignified final resting place near their home. The Elko veterans cemetery will be a National burial ground, not State-operated.







## PROGRAMS AND SERVICES

### *New Technology and Innovation*

#### Nevada State Veterans Memorial Cemeteries



##### GPS Interment Mapping Locator Project

NDVS is implementing a Global Positioning System that will allow you to find a loved one interred at our State veterans cemeteries using your mobile phone.

Additionally, this technology will allow families to add information or biography about a loved one that will live in perpetuity. This will allow their life and story to live for generations to come.



##### Online Cemetery Pre-Registration

Just click on **[www.veterans.nv.gov](http://www.veterans.nv.gov)** and click on either the Boulder City or Fernley Veterans Memorial Cemetery link to pre-register for a future need. This allows you to determine your eligibility in advance. There are no fees for pre-registration. All you need is a copy of your discharge document and a copy of your marriage certificate, if you also want to pre-register your spouse.



##### Online Donations

Buy a Brick, Gift a Brick at either one of our State Veterans Memorial Cemeteries in Boulder City or Fernley. Just visit our website **[www.veterans.nv.gov](http://www.veterans.nv.gov)**, click DONATE and make your selection.

**Help Build a Scatter Garden** at either one or both of our Veterans Memorial Cemeteries. A scatter garden is a designated area where cremated remains are meant to be scattered. We're in the planning stages now. Just visit our website **[www.veterans.nv.gov](http://www.veterans.nv.gov)**, click DONATE and make your selection.



## PROGRAMS AND SERVICES

### *Southern Nevada Veterans Memorial Cemetery*

#### MAKE A DONATION

Visit **[www.veterans.nv.gov](http://www.veterans.nv.gov)**  
Click **DONATE**  
Make Your Selection

The Southern Nevada Veterans Memorial Cemetery (SNVMC) is the second busiest State veteran cemetery in the nation with 2,003 interments in SFY 2019. Since opening in 1990, SNVMC has performed 43,692 interments of eligible veterans and family members. Burial is a benefit a veteran has earned through their military service. Eligible veterans are interred 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. SNVMC is 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



**Phone:**  
(702) 486-5920



**Office Hours:**  
Monday – Friday  
8:00 AM – 5:00 PM

#### SNVMC FACILITIES

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

## PROGRAMS AND SERVICES

# Southern Nevada Veterans Memorial Cemetery

### SNVMC INTERMENT SERVICES SFY19

VETERANS  
1,385

**TOTAL: 2,003**

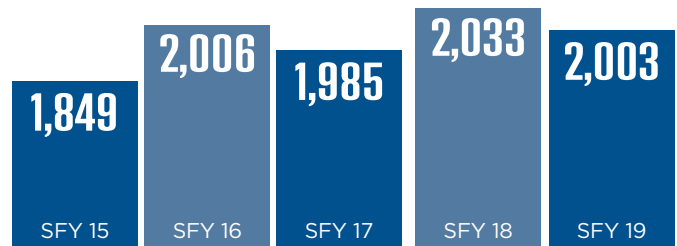
DEPENDENTS/SPOUSES  
618

**TOTAL ACRES: 79**

**TOTAL ACRES DEVELOPED: 41**

**STAFF SIZE: 15**

### SNVMC INTERMENT SERVICES



### SERVICES:

- **May 27, 2019:** Annual Memorial Day ceremony. Hosted by NDVS, sponsored by the Military Order of the Purple Heart, Chapters 711 & 730. Approximately 800 attendees.
- **May 26, 2019:** Annual Special Forces ceremony. Held in Memorial Garden area. Hosted by NDVS, sponsored by the Special Forces Association. An estimated 1,000 motorcycles were involved in the ride and approximately 850 people attended the ceremony.
- **May 25, 2019:** Annual Flag-In placement. Hosted by NDVS, sponsored by the National Order of Trench Rats, Dug-out 421. Estimated 500 volunteers attended. Flags are placed by volunteers on each gravesite in preparation for Memorial Day. Volunteers placed 29,521 flags within 45 minutes.
- **May 4, 2019:** Annual Unserviceable Flag ceremony. Hosted by NDVS, sponsored by Valley of Fire Chapter, National Society Daughters of the American Revolution. Approximately 100 attendees. An estimated 1,000 flags were collected to receive a dignified, proper disposal.
- **December 15, 2018:** Annual Wreaths Across America. Hosted by NDVS, sponsored by the Nevada Wing, Civil Air Patrol. More than 1,000 volunteers placed 9,702 donated wreaths on each gravesite (within the designated ceremonial burial sections). The number of donated wreaths increased by 4,680!

## PROGRAMS AND SERVICES

# Northern Nevada Veterans Memorial Cemetery

Since opening in 1990, NNVMC has performed 11,124 interments of eligible veterans and family members. Burial is a benefit a veteran has earned through military service. Eligible veterans are interred at NNVMC 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 interment of a spouse or eligible family member. Mortuary fees are not included.

NNVMC is in Fernley, Nevada, 40 minutes from downtown Reno.

A total of 54,817 eligible veterans and family members have been laid to rest at either the southern or northern Veterans Memorial Cemetery since 1990.

### NORTHERN NEVADA VETERANS MEMORIAL CEMETERY (NNVMC)

14 Veterans Way  
Fernley, Nevada 89408

Jose "Gabe" Velazquez, Superintendent



**Phone:**  
(775) 575-4441



**Office Hours:**  
Monday – Friday  
8:00 AM – 5:00 PM

### NNVMC FACILITIES

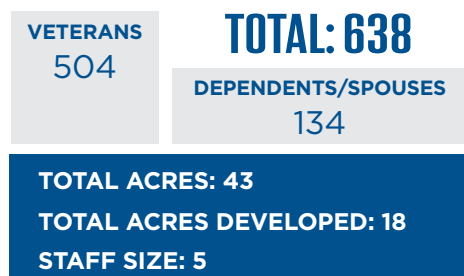
- Administration Building
- Service Area
- Committal Area
- Outdoor Assembly Area
- Columbarium
- Parking
- Walking Paths
- Maintenance Building



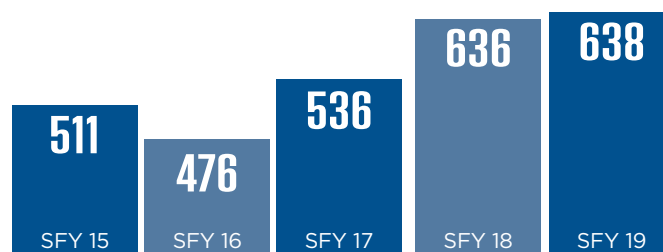
## PROGRAMS AND SERVICES

# Northern Nevada Veterans Memorial Cemetery

### NNVMC INTERMENT SERVICES SFY19



### NNVMC INTERMENT SERVICES



### SERVICES:

- **May 25, 2019:** Annual Flag-In event. Hosted by NDVS. Estimated 150 volunteers attended. Flags are placed by volunteers on each gravesite in preparation for Memorial Day. Volunteers placed 6,000 flags in less than two hours.
- **May 27, 2019:** Annual Memorial Day ceremony. Hosted by NDVS, sponsored by the Nevada Veterans Coalition. Approximately 2,000 attendees.
- **Missing in Nevada** is an ongoing ceremony at NNSVC. To date, the remains of 258 veterans were discovered, re-searched, honored and laid to rest through the assistance of Nevada Veterans Coalition (NVC) volunteers. Research efforts continue to locate and identify unclaimed remains of veterans in Nevada, so they may receive a proper burial.
- **December 15, 2018:** Wreaths Across America. Hosted by NDVS, sponsored by the Nevada Veterans Coalition. Approximately 2500 volunteers placed more than 8,000 wreaths on graves.

## PROGRAMS AND SERVICES

# Veterans Advocacy and Support Team

The mission of the Veterans Advocacy and Support Team (VAST) is to assist veterans, military members, and their families in receiving information and 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 survivors.

### VSO Training

In 2019, NDVS conducted its first-ever multi-agency VSO training workshop. In attendance were 39 VSOs from across the state. The curriculum was provided through the National Veterans Legal Services Program which provides training and education for VSO and veterans advocates in preparation, submission and representation of claims and appeals with the Department of Veterans Affairs.



## PROGRAMS AND SERVICES

# Veterans Advocacy and Support Team

### VAST PROGRAMS AND SERVICES DATA BEGINNING SFY JULY 2018 - JUNE 2019

**Awards:** Total (Annual): 554 Per VSO (Annual):

**Current Staffing:** 14 Full-Time VSOs

**New Clients:** 2,147

**Total Vets Served:** 5,703

**Records or Forms Submitted:** 2,375

**Claims Filed Electronically:** 1,001

**Phone Calls:** 1,391

**Office Visits:** 1,998

**Emails:** 425

**Wait Times in 2019:** None! Just two short years ago, wait times were 2.6 weeks or more!

**NVA Certified:** 420 (SFY 2018)  
473 (SFY 2019)

### Incarcerated Veterans Support

The Nevada Department of Veterans Services works in concert 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 prepare them for a successful reintegration back into Nevada's communities upon their release.

According to the DOC, the inmate population typically hovers between 12,000 to 14,000 inmates each year. In 2019, the total inmate population stood at 12,106 with 867 veterans.

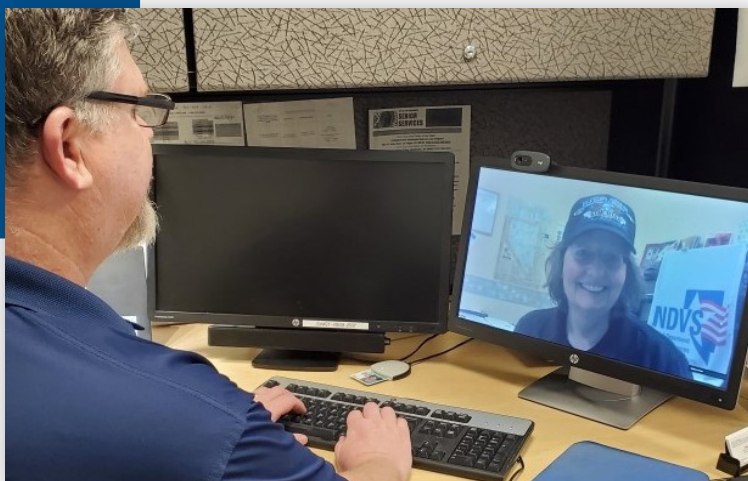
#### Veteran Inmate Population

<b>Air Force</b> - 107	<b>Coast Guard</b> - 9	<b>Navy</b> - 183
<b>Army</b> - 388	<b>Marine Corps</b> - 151	

### Veterans' Treatment Court

Veterans Treatment Court provides an avenue for starting over and getting back on track for veterans facing trouble with the law. This specialty court offers treatment instead of incarceration.

Veterans Service Officers (VSOs) are available to ensure these veterans are receiving all the benefits they've earned. NDVS staff also regularly attend graduation ceremonies and present certificates of achievement on behalf of the Governor for veterans who complete Veterans' Treatment Court programs in Las Vegas, Henderson and Washoe County.



### VSO Claims Video Teleconferencing

New, secure video technology that extends and increases our outreach without the time or inconvenience of long travel.

- In addition to Veterans Service Officer (VSO) visits, this new technology increases support to rural and incarcerated veterans.
- Allows for access to a VSO without travel time and expense of an actual visit.
- For these veterans, accessing earned benefits can greatly enhance their quality of life.



### ASK A VSO - AWARD WINNER

In 2019, one of two NDVS programs to receive Abraham Lincoln Pillars of Excellence Award for innovation from the U.S. Department of Veterans Affairs and the National Association of State Directors of Veterans Affairs. This award recognizes excellence and innovation by honoring outstanding state programs that support veterans within their states.

- Web-based portal that rapidly connects veterans to a Veterans Service Officer (VSO) to quickly answer a question or help a veteran navigate a complicated benefits network.
- Ensures veterans have quick support and resources in filing claims so they don't have to "go it alone" in navigating a complex system.
- Simple, efficient, cost effective way to eliminate and reduce backlogs of claims and appeals by ensuring claims are done correctly, the first time, avoiding unnecessary appeals.



## PROGRAMS AND SERVICES

# Community Outreach

NDVS Outreach staff in southern and northern Nevada travel across Nevada attending a wide variety of community events, meetings, or gatherings. 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.

### SFY 2019 BY THE NUMBERS

225	Outreach Events Attended
80,961	Attendees at Events
6,567	Interactions with Attendees
265	NDVS Staff Assisting with Events
213	Nevada Veteran Advocates Assisting
644	Direct Referrals for Services



## New Technology & Innovation



### VIS Scanning Project

Volunteers are scanning more than 80,000 paper DD214s (discharge documents) turning these paper copies into an electronic record. This will make accessing benefits and services far easier for veterans and their families because providing a paper copy of a DD214 won't be necessary.



### NDVS Website

Initial work to revamp and update began on the NDVS Benefits and Resources website pages to make it even easier to find information, with just a click of a button. This update will make it easier for veterans and their families to access information on benefits, programs and services when it is convenient for them. The Suicide Prevention tab was also greatly enhanced with more information to provide families or individuals in crisis with more resources than ever before.



### NDVS App

The NDVS app allows you to access the NDVS website using your mobile phone with just one touch. This will make finding information, important to veterans and their families, even easier and more convenient. To download the NDVS app, use the QR code to the left or text to the number 94502. When the message box opens, type NDVS, then click the link.

## PROGRAMS AND SERVICES

# *Outreach Initiatives and Programs*

### Nevada Veterans Advocate Program

Nevada Veterans Advocates (NVAs) are volunteers who are educated and certified through the NVA Program, which has been recognized as a national best practice for effectively connecting veterans and their families to earned benefits and services. NVA volunteers also assist in outreach at community and other events across Nevada.

The NVA course provides training in State and Federal VA benefits available to Nevada's active-duty military, veterans and their families. NVAs help support the work of Nevada's VSOs, who are challenged to support the many thousands of veterans who call Nevada home.

In 2019, hundreds of people attended free NVA workshops in Las Vegas and Reno. The November 2019 conference was run under a new format. This two-day workshop was hosted by NDVS and included all 20 of the classes required to receive NVA certification. Prior to this conference, only a portion of the course was taught in person and the remaining modules would be complete online.

Director Kat Miller explained to the attendees that even if she had a hundred VSOs working to connect veterans to benefits, it would still not be enough. She said, "Imagine, with all of you helping and assisting, we could reach places we now only dream of reaching. That is why NVAs are so important."



### Take a Seat! Become an NVA!

Start the journey here:

<https://veterans.nv.gov/community/veterans-advocacy>





## PROGRAMS AND SERVICES

# *Outreach Initiatives and Programs*



# PATRIOT

## Employer Program

### Patriot Employer Program

The Patriot Employer Program (PeP) is designed to support veteran employment 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; and
- Federal and State financial incentives for hiring veterans.

A business with a representative completing the course is 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.

In SFY 2019, 41 Nevada businesses became Patriot Employers. We invite your business to become one too by starting here:  
<https://veterans.nv.gov/employers/patriot-employer-program>

### EXAMPLES OF PATRIOT EMPLOYERS



TESLA

**VALKRYRE**  
Powder Coating



THE COSMOPOLITAN  
of LAS VEGAS

**STARKS**  
Homes

**Patriot Employers are also proudly  
displayed on the NDVS website**  
<https://veterans.nv.gov/patriot-employers>

### Welcome Home Campaign

The Welcome Home Campaign was created to provide returning veterans with information regarding Nevada's Wellness, Employment, and Education Programs. Letters are sent to every returning veterans and those who indicate on the Department of Defense discharge documents that he/she intends to relocate to Nevada.

Some 3,000 letters were sent in SFY 2019 alone, which is an average of 250 letters per month. These transitioning veterans are encouraged to create a profile on the NDVS website, under **NVVetNet**. This provides them with education and information about earned benefits and opportunities.

### Statewide Veterans Community Council

NDVS supports local Veterans Community Councils (VCCs) in developing charters, defining missions and beginning 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 Interagency Council on Veterans Affairs.



### Statewide Veterans Community Councils

#### SOUTHERN NEVADA VETERANS COMMUNITY ENGAGEMENT BOARD

Meets quarterly, times/locations vary

**Contact:** Nina Ridgeway | 702-281-3717 | [NinaR@sngoodwill.org](mailto:NinaR@sngoodwill.org)

#### NORTH LAS VEGAS VETERANS COMMUNITY COMMISSION

Meets monthly, second Thursday at 5:30 PM

North Las Vegas Council Chambers

[www.cityofnorthlasvegas.com/departments/mayor\\_and\\_council/veterans\\_community\\_commission.php](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 Woomer | 775-384-5800

#### CARSON CITY VETERANS COMMUNITY COUNCIL

Meetings in Carson City, times, dates, locations vary

**Contact:** Frank Reynolds | [fwatonka@aol.com](mailto:fwatonka@aol.com)

#### WELCOME ALL VETS EVERYWHERE (WAVE)

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

**Contact:** Carl Schnock | [Mcthree68@gmail.com](mailto:Mcthree68@gmail.com)

#### TMCC UPWARD BOUND

For student veterans

**Contact:** 775-829-9007

[www.tmcc.edu/veterans-upward-bound/](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 | 775-246-7550 | [Quest@theodata.com](mailto:Quest@theodata.com)

[www.healthycomm.org](http://www.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](mailto: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](mailto:sscoordinator@churchillcounty.org)

#### Other Communities Targeted for VCCs:

Elko | Ely | Laughlin | Mesquite | Tonopah | Pahrump | Hawthorne | Henderson



## PROGRAMS AND SERVICES

# *Outreach Examples*

### 01 JANUARY

- **Elko** – Northern Nevada Resource Group
- **Henderson** – 22 Warriors Foundation Business Mixer
- **North Las Vegas** – 2019 Nevada Veterans Legislative Summit
- **Las Vegas** – UNLV Rebel Military/Veteran Transition Orientation
- **Reno** – Lady Vets Connect
- **Mesquite** – VFW Midwinter Conference

### 02 FEBRUARY

- **North Las Vegas** – Veterans Community Engagement Board Transition Fair
- **Las Vegas** – Health and Wellness Fair and Town Hall
- **Reno** – 3 Degrees LGBTQ Networking Group
- **Gardnerville** – Welcome All Veterans Everywhere

### 03 MARCH

- **Bullhead City** – Jerry Ambrose Vets Council, Tri-State Veterans Stand Down
- **Las Vegas** – Nevada National Guard Drill Weekend and Resource Fair
- **Elko** – Health and Fitness Fair
- **Silver Springs** – Healthy Communities Coalition of Lyon and Storey Counties
- **Reno** – UNR Military Meeting

### 04 APRIL

- **Fallon** – Churchill Community Coalition
- **Reno** – State of Nevada Career Fair
- **Beatty** – NDVS Outreach
- **Winnemucca** – Family Stability Council

### 05 MAY

- **Reno** – Older Americans Month Celebration
- **Las Vegas** – LGBTQ Chamber of Commerce Career Fair
- **Fallon** – Fallon GPS Seminar
- **Alamo** – Armed Forces Day

### 06 JUNE

- **Panaca** – Panaca Senior Center Flag Day
- **Las Vegas** – Cosmo Military Career Fair
- **Carson City** – Stewart Indian School Powwow
- **Reno** – LGBTQ Veterans Support Group

### 07 JULY

- **Tonopah** – Tonopah Coalition Meeting
- **Reno** – Truckee Meadows Community College Student Vets Event
- **Laughlin** – Laughlin Area Town Hall
- **Las Vegas** – Creech Air Force Base Job Fair

### 08 AUGUST

- **Las Vegas** – 7th Annual Southern Nevada VA Mental Health Summit
- **Reno** – UNR Summer Bash
- **Fallon** – Fallon Cantaloupe Festival
- **Pahrump** – Purple Heart Day

### 09 SEPTEMBER

- **Henderson** – Veterans Treatment Court Graduation
- **Las Vegas** – ARTOUK Art and Resources Fair
- **Duckwater** – Duckwater Health Fair
- **Reno, Carson City, Winnemucca** – Suicide Prevention Events and Walks

### 10 OCTOBER

- **Las Vegas** – Veterans Services Fair
- **Reno** – Solutions and Resources Event
- **Moapa** – 20th Annual Car, Boat and Motorcycle Show
- **Beatty** – Beatty Days

### 11 NOVEMBER

- **Moapa** – Moapa Valley Powwow
- **Caliente** – Caliente Veterans Day Weekend
- **Reno** – LGBTQ Support Group
- **Las Vegas** – Project Homeless Connect

### 12 DECEMBER

- **Winnemucca** – Family Stability Council
- **Las Vegas** – Radio Talk Show
- **Fernley, Boulder City** – Wreaths Across America

## PROGRAMS AND SERVICES

# Unique Veteran Populations Outreach

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

### These unique veteran populations include:

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



## LGBTQ Veterans

Since 2011, “Don’t Ask, Don’t Tell” and preceding policies regarding sexual orientation have been repealed. Fortunately, any veteran with a less-than-honorable discharge based on sexual orientation may 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, change of separation and reentry/reenlistment code to reflect an honorable discharge.

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.

### LGBTQ OUTREACH HIGHLIGHTS IN 2019 INCLUDE:

- **January 2019** – Tahoe Mixer
- **February 2019** – Our Center Mixer in Reno
- **June 2019** – Reno VA Diversity Fair
- **July 2019** – Sassabration in Carson City
- **July 2019** – VA Upgrade Outreach
- **July 2019** – Reno Gay Pride Day





## PROGRAMS AND SERVICES

### *Unique Veteran Populations Outreach*

#### **Native American Outreach**

Outreach to Native American veterans continues to be a priority. Statistics from Veterans Affairs consistently show, 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.

NDVS is working with the Nevada Indian Commission to develop a plan for better outreach to the Native American Veteran Community throughout Nevada. This includes a proposal to have ongoing Veterans Service Officer assistance within the Indian Health Service facilities.

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

- **March 2019** – Nevada Urban Indian 11th Annual Diabetes Fair
- **June 2019** – Gerlach Rural Health Fair
- **June 2019** – Stewart Indian School Powwow
- **August 2019** – Nevada Indian Commission
- **August 2019** – Silver State Gourd Society 4th Annual Gourd Dance Celebration-Powwow
- **October 2019** – NDVS Native American Claims Day in Elko





## PROGRAMS AND SERVICES

# *Unique Veteran Populations Outreach*

### Rural Veterans

Outreach to rural areas provides information and connects these veterans and their families to benefits, resources and services. The “Rural Outreach for Veteran Enrichment and Resources Program,” also known as ROVER, remains very popular.

Through ROVER, an NDVS Veterans Service Officer (VSO) routinely either travels to or connects with rural veterans via video teleconferencing. In 2019, the VSO Offices in Pahrump and Fallon expanded hours, so a VSO is now available in those communities on a full-time basis.

Additionally, NDVS partnered with the Nevada Attorney General’s Office (AG) to assist in an outreach program through the AG’s Office of Military Legal Assistance (OMLA). The AG’s OMLA program offers free, legal assistance to veterans and their families for a wide array of non-criminal, civil matters. At these OMLA events, NDVS provided a VSO to maximize efficiencies in reaching rural communities.

**ROVER outreach is conducted at periodic intervals, depending on demand. The communities include:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Hawthorne</li><li>• Beatty</li><li>• Laughlin</li><li>• Mesquite</li><li>• Tonopah</li><li>• High Desert State Prison</li></ul> | <ul style="list-style-type: none"><li>• Gardnerville</li><li>• Reno VA Medical Center</li><li>• University of Nevada, Reno</li><li>• Truckee Meadows Community College</li><li>• Warm Springs</li><li>• Warm Springs Correctional Facility</li></ul> |
|---|--|



### 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 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 remain. NDVS and the Nevada Women Veterans Advisory Committee have developed recommendations and policies to address many of these gaps.

In 2019, 2,609 separating military personnel indicated they were moving to Nevada. Of those, 21 percent, or 553 individuals, were women. NDVS is creating a special letter to send to these women planning to move to Nevada upon discharge. It will direct them to needed services and provide information on getting involved in the women veterans community.

Additionally, NDVS will host a Women Veterans Conference in February 2020 and plans to host additional ones on an annual basis.

### 2019 Women Veteran Highlights:

- “Did You Know?” campaign to raise awareness and provide information to women veterans about resources, programs and earned benefits through NDVS e-Newsletter and Facebook page.
- Created special women veteran pin to raise awareness and engage conversation about women veterans.
- Created statewide Women Veteran Recognition Program.
- Hosted and supported two Military Sexual Trauma conferences in partnership with The Perry Foundation. These conferences for health care professionals, including long-term care administrators, social workers, licensed nurses and attendees from other agencies/organizations, were held in Reno and Las Vegas. In Reno, 24 health care professionals attended. In Las Vegas, 19 attended.



## PROGRAMS AND SERVICES

# Education and Employment Programs

NDVS continues to strengthen its partnerships Nevada System of Higher Education (NSHE) 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.

### SFY 2019

Nevada Veterans/Eligible family members using VA Education Benefits

5,892

Number of approved educational facilities

93

For a veteran, reservist or dependent to utilize VA Education Benefits at 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. The Nevada State Approving Agency falls under the Commission on Postsecondary Education. Postsecondary refers to education or training above a high school level. Examples: Associate level and above degrees, technical schools, non-college degree programs, on-the-job training, apprenticeships and flight training.

### NEVADA VETERANS EDUCATION ATTAINMENT

Less Than High School	5%	6%
High School Degree or Equivalency	23%	28%
Some College or Associate Degree	45%	38%
Bachelor's Degree or Higher	27%	29%
	Nevada	National

Source: American Community Survey, released in December 2019

### 2019 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 is studying methods to reach and support the student veteran populations within post-secondary and licensed training institutions (NSHE & Non-NSHE, Non-college degree, OJT/Apprenticeship programs).

### TOTAL NEVADA EDUCATIONAL/TRAINING PROGRAMS

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

### APPROVED PROGRAMS UNDER THE STATE APPROVAL PROGRAM AUTHORITY

NSHE Programs	7
Non-NSHE Programs	56
OJT/Apprenticeships	28
Licensed Flight School	2

PROGRAMS AND SERVICES

**Education and  
Employment Programs**

A key element for veterans transitioning from the military back into Nevada communities 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 their community and gives a sense of belonging. Unemployment is also a factor leading to homelessness. NDVS is keenly aware of the obstacles that persist in preparing veterans for careers outside the military and educating civilian employers about the strengths and challenges facing veteran workers. We are working with partners to increase the employment rate among veterans.

Our strong 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.

**VETERAN UNEMPLOYMENT - ANNUAL AVERAGE**

	Nevada	National
UNEMPLOYMENT RATE FOR VETERANS	5%	4%
LABOR FORCE PARTICIPATION RATE	77%	77%
MEDIAN INCOME	\$41,860	\$41,555
PERCENT WITH DISABILITY	29%	29%
POVERTY STATUS	8%	7%

Source: American Community Survey, released in December 2019.



## HEALTH AND WELLNESS

# Overview

Health and Wellness operates two Nevada State Veterans Homes, one in Boulder City and the other in Sparks. This division also oversees a wide array of training programs and initiatives focused on the health and wellbeing of veterans and their families. Additionally, Health and Wellness oversees the Veterans in Care program that recognizes and honors aging veterans and also connects them to earned benefits.

- Our award-winning State veterans homes set a high standard of excellence in providing skilled nursing care to veterans, their spouse and Gold Star parents. Our facilities are designed to feel like home, not a hospital or nursing home. One thing that sets us above all others is our understanding of the importance of military culture to our residents and how our understanding can lead to better care and better outcomes for the veterans we serve.

- Our training programs include courses for health care professionals, veterans and their families. They are made possible through partnerships or assistance by nonprofits such as The Perry Foundation, Sanford Center for Aging and others. They focus on a wide array of topics ranging from preventing suicide to understanding and assisting survivors of Military Sexual Trauma.

- In addition to taking on new initiatives aimed at suicide prevention, reducing homelessness and raising awareness on exposure risks of service-connected conditions, NDVS continued its support of adaptive sports programs and addressing the transportation needs of rural veterans.

### State Veterans Homes

Our two Nevada State Veterans Homes provide quality skilled nursing care on a 24/7 basis and rehabilitative care. Our homes honor the tremendous sacrifice of our veterans and recognizes their service to our Nation. They fill an important need for veterans who enjoy being surrounded by fellow comrades-in-arms within a healing environment.



**Wendy Simons**  
*Deputy Director of  
Health and Wellness*





## HEALTH AND WELLNESS *New Technologies*

### New Technology & Innovation

#### Telehealth Medicine

In 2019, in collaboration with the U.S. Department of Veterans Affairs (VA), NDVS began initiating Telehealth Services at the Southern Nevada State Veterans Home in Boulder City.

Some residents have limited mobility or face health issues that make road trips challenging and stressful. This new video technology conveniently offers telehealth appointments, in certain specialties, to occur in the comfort of the home, with no road trip necessary.

The video telemedicine appointments utilize a computer and the assistance of a nurse at the home. In the future, this technology includes the potential for adding iPad devices that can be provided directly to a resident. This will benefit residents with unique medical needs such as those requiring diabetes monitoring.

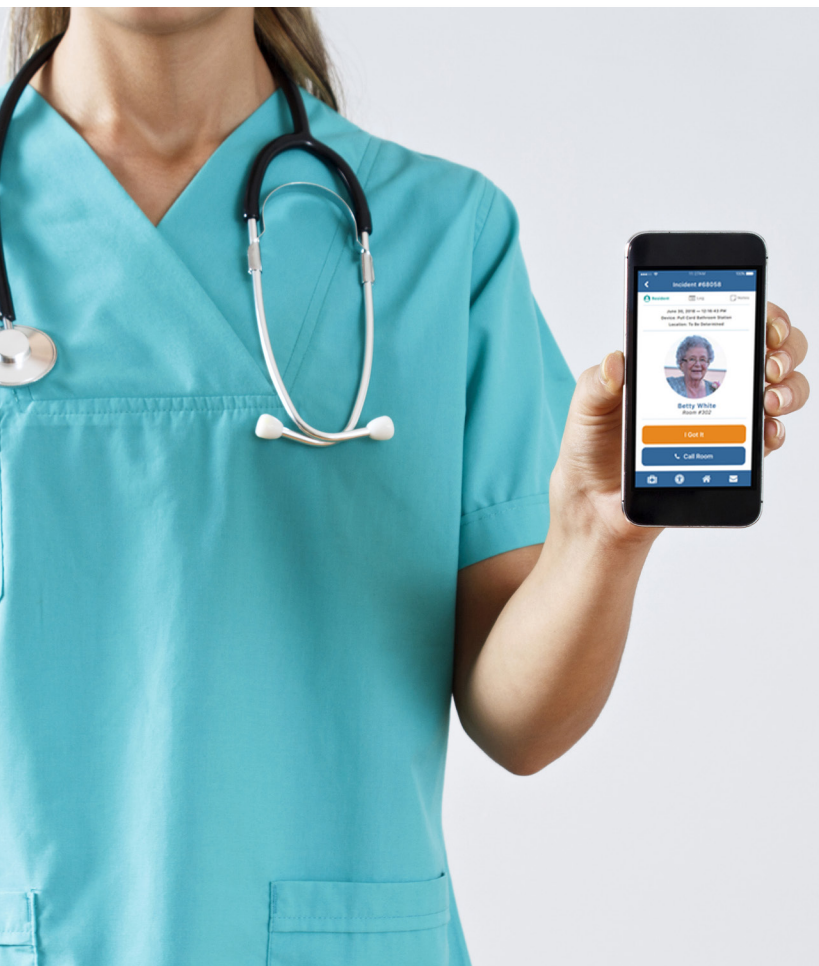


#### Advanced Wireless Nurse Monitoring/ Emergency Call System

A new and innovative advanced wireless nurse monitoring/emergency call system installed in the Northern Nevada State Veterans Home has pushed technology to a new level for responding to the needs of residents. The system features small iPhone-like devices that capture the call immediately to the pocket of the clinical staff, who can then see on the screen who is calling as well as what the needs of the resident might be.

It allows for a voice response to the resident's room and charts the care, in real time.

Additionally, this system allows for motion sensor placement in the room that can be set for time ranges in order to monitor movement and help prevent falls.





## HEALTH AND WELLNESS

# Southern Nevada State Veterans Home

The Southern Nevada State Veterans Home (SNSVH) is an award-winning skilled nursing care facility with a long track record of demonstrated excellence in quality care for veterans, their families and Gold Star parents.

SNSVH is in historic Boulder City, Nevada. The 180-bed facility was established in 2002 and provides 24-hour, skilled nursing care, seven days a week. 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

## WHO WE SERVE

RESIDENTS	Total # Served FY2019
Male	241
Female	16
Non-Vet Spouse	60
Total since 8/12/02	1521

*male & female*

MILITARY BRANCH	Total # Served FY2019*
Army	100
Navy	56
Air Force	64
Marines	20
Coast Guard	2

SERVICE ERA	Total # Served FY2019*
WWII	53
Korea	91
Vietnam	123
Gulf War	5
Lebanon	3
Afghanistan	0
Peacetime	10
Desert Storm	11

OCCUPANCY	Total # Served FY2019
2019 Admission Average	9.5 <i>per month</i>
2019 Discharge Average	9.25 <i>per month</i>
Total Beds	180
% Occupancy	93.92 <i>per day average</i>

Average  
Wait  
Time

**VETERAN: 2 weeks to 2 months**  
**NONVETERAN: 2-6 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 FY2019

Diabetes	71	Hypertension	130	Kidney Failure	13
Dementia with Behaviors	23	Coronary Artery Disease	64	GERD	81
Dementia without Behaviors	56	Atrial Fibrillation	62	Hyperlipidemia	116
Alzheimer's	35	Chronic Obstructive Pulmonary Disease	47	Vitamin D Deficiency	82

*\*Note - Some residents have served in more than one conflict or branch of service.*

## ***Southern Nevada State Veterans Home***

### **Nellis Air Force Base Physician Internship Program**

New in 2019! Nellis Air Force Base and SNSVH agreed to a partnership, allowing Nellis Air Force Base Primary Care physicians to participate in an internship program at the home. These physicians are learning about geriatric care, which is typically, not a core competency in the military. But this program will provide these physicians with unique skills and knowledge to better serve aging patients in their Primary Care practices.

### **Awards & Rankings**

- In 2019, 2018, 2017, SNSVH maintained the highest Five-Star quality rating by the Centers for Medicare & Medicaid.
- In 2018, SNSVH received the HealthInsight Quality Award for excellence and exceptional quality care. This award recognizes nursing homes for exceeding and excelling in several quality care measures. SNSVH has received this award several years in a row.
- In 2019, 2018, 2017, SNSVH received high ratings during its annual VA surveys, conducted over a three-day period. A VA survey occurs unannounced. The survey reviews and measures 158 standards.
- In 2019, 2018, 2017, SNSVH received the highest, “Top Performing” rating by U.S. News and World Report’s Best Nursing Homes. SNSVH is among an elite group. The national publication reviewed 15,000 nursing homes nationwide with only 2,975 receiving this designation.
- SNSVH maintains its certification in the Music and Memory program, which has been shown to improve the quality of life for those with Alzheimer’s disease and other dementia-related diseases. The Perry Foundation, through a grant provided by the Centers for Medicare & Medicaid Services, launched the Nevada Music & Memory Initiative to enhance quality of life, while reducing the use of anti-psychotic medications.



## **TEAM LEADERSHIP AWARDS**

• In 2019, 2018, 2017, Administrator, Linda Gelinger and her team were chosen by the American College of Health Care Administrators to receive the Eli Pick Facility Leadership Award for top-performance ranking for a skilled nursing facility nationwide.

• In 2019, 2018, 2017, SNSVH continued to maintain high rankings, in the top 95th percentile, in the national Pinnacle Customer Experience Program. In 2017, SNSVH received 12 “Best in the Class” Awards. In 2018, 2019, SNSVH received 14 “Best in Class” Awards out of 16 categories.



# Northern Nevada State Veterans Home

## Northern Nevada State Veterans Home (Sparks)

The new Northern Nevada State Veterans Home (NNSVH) is filling a need for an estimated 80,000 veterans living in northern Nevada. Until now, many had to leave Nevada to receive skilled nursing care, taking them far from loved ones and familiar surroundings at a vulnerable time.

Construction of the facility in Sparks, Nevada was fully completed in April 2019. The lengthy process of receiving full accreditation and credentials from local, State and Federal regulators was also completed in 2019. NNSVH provides exceptional skilled nursing care to eligible veterans, their spouse and Gold Star parents.

## Who We Are

The design of NNSVH, is like no other skilled nursing care facility. It 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 resident has their own private room, bathroom, and shower. Each unit has its own front door entry. Residents share a den, living room and kitchen with 15 other residents so they remain socially engaged and active.

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

**Type of Facility** – Licensed Skilled Care

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

**Long Term Care** – Assistance with daily living, showering, dressing, meals, personal care

**Short Term Care** – Typically follows hospital stay and may involve physical, occupational, speech therapy

**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 but not spouses. Medicaid accepted. Medicaid certified beds available for long-term care

## Features a Town Hall that includes:

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

## Address:

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



## HEALTH AND WELLNESS

# Northern Nevada State Veterans Home

### 2006

Nevada applied for and received Federal VA grant to build NNSVH. The grant required a one-third funding match from the State of Nevada.

### 2015

Nevada legislators approved approximately \$14.1 million, the required one-third match, to begin construction. In return, the VA placed the project on its Priority 1 funding group, meaning it would be eligible for the funds from the Federal government once the project reached the #1 position on the list.

### 2017

Ground-breaking ceremony is held, construction begins.

### 2018

In December, ribbon-cutting ceremony celebrates completion of major construction.

### 2019

A special open house, featuring Governor Steve Sisolak, welcomed the community by opening its doors, providing tours of the new facility all day long.

### 2013

\$3.4 million design/build approved

### 2017

At Governor 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.

### 2018

VA awarded the \$33.5 million in Federal funding to the State of Nevada for construction.

### 2019

In April, full construction completed and first seven residents admitted.

### 2019

NNSVH completes lengthy certification and licensing process from local, State and Federal regulatory agencies.

## Awards

- In 2019, NNSVH received a deficiency-free rating during its final VA survey, conducted over a three-day period. The rigorous VA survey occurs unannounced and it reviews and measures 158 standards. The survey report found NNSVH in compliance with all 158 standards and was granted full certification with this distinction.
- In 2019, NNSVH received full certification and licensing from all regulatory agencies including local, State and Federal agencies.
- While the NNSVH was undergoing the certification and licensing process, NNSVH Executive Chef Greg Parsley received The Perry Foundation's Endeavor Award for Innovation in Dining. The award recognizes a Skilled Nursing Facility or Assisted Living Community for embracing a person-centered approach to dining excellence while maintaining standards to ensure resident health.

## Grand Open House

On October 3, 2019, NNSVH opened its doors and welcomed the community with a special open house. The event included an opening ceremony featuring Governor Steve Sisolak, along with Sparks Mayor Ron Smith and new Avalon Board member Peter S. Cooke, Major General (Ret.).





## Special Wellness Initiatives and Programs

### SUICIDE PREVENTION PROGRAM

#### Mayors' Challenges to Prevent Suicide

##### FEDERAL PARTNERS

- Substance Abuse and Mental Health Services Administration (SAMHSA)
- U.S. Department of Veterans Affairs (VA)
- U.S. Department of Defense
- U.S. Department of Health and Human Services

- The Mayor's Challenge to Prevent Suicide Among Service Members, Veterans and their Families seeks to better understand the issue and then identify and pull together all military and civilian programs, nonprofits, services, and resources in Nevada to provide an across-the-board, comprehensive, holistic approach.

- The Las Vegas Mayor's Challenge was launched in 2017, through a collaboration between SAMHSA, VA, DHHS, and DoD.

- The Truckee Meadows Mayor's Challenge team launched in 2019 following the success of the Las Vegas Mayor's Challenge initiative.

- NDVS is proud to be a partner in this program which brings together leaders from government agencies, active, guard and reserve organizations, health care organizations, businesses, nonprofits, veterans organizations, members of the clergy, and others to end the tragedy of veterans suicide.





## HEALTH AND WELLNESS

# *Special Wellness Initiatives and Programs*



### Las Vegas Mayor's Challenge Partner List

- City of Las Vegas, Mayor's Office
- City of Las Vegas, Office of Community Services
- City of Las Vegas, Human Resources Department
- City of Las Vegas, Fire and Rescue
- City of Las Vegas, Municipal Court/Veterans Treatment Court
- City of Las Vegas, Department of Public Safety
- Las Vegas Metropolitan Police Department
- University of Nevada, Las Vegas
- Clark County Social Services
- Southern Nevada VA Health Care Center
- Nevada National Guard
- Las Vegas Vet Center
- Henderson Vet Center
- Veterans Village
- Goodwill Southern Nevada
- America's Warrior Partnership
- U.S. Vets
- Nevada Veterans Foundation
- Desert Parkway Behavioral Healthcare Hospital
- Kline Veterans Fund
- Restored Faith Ministries
- Nevada Job Connect
- Nevada Health and Human Services
- Nevada Office of Suicide Prevention
- Nevada Department of Veterans Services
- And Many Other Key Organizations and Individuals



### Truckee Meadow's Mayor's Challenge Partner List

- City of Sparks, Mayor's Office
- City of Reno, Mayor's Office
- Reno-Sparks Indian Colony
- City of Reno, Reno Police Department, Mobile Outreach Safety Team (M.O.S.T.)
- Washoe County Sheriff's Office, Detention Division
- Washoe County Division of Public and Behavioral Health
- Washoe County Human Services Agency
- Center for the Application of Substance Abuse Technologies, University of Nevada, Reno
- School of Community Health Sciences, University of Nevada, Reno
- Truckee Meadows Community College Veterans Services
- Reno Behavioral Health Hospital
- Nevada Rural Hospital Partners
- Rural Regional Behavioral Health Coordinator
- Rural Clinics, Psychiatric Caseworker II
- Northern Regional Behavioral Health Coordinator
- The Family Support Center
- Northern Nevada National Alliance of Mental Illness
- Suicide Prevention Network
- Northern Nevada Veterans Resource Center
- Reno Vet Center
- Veterans Association of Real Estate Professionals
- Maccabee Arms LTD
- Keystone Quality Printing
- Veteran Development Group Inc./Operation: EMPLOY
- Vietnam Veterans of America
- Veterans of Foreign Wars
- Nevada National Guard
- Truckee Meadows Veterans Community Council
- VA Sierra Nevada Health Care System
- Nevada Office of Suicide Prevention
- Nevada Department of Health and Human Services
- Nevada Department of Veterans Services
- And Many Other Key Organizations and Individuals



## Special Wellness Initiatives and Programs

### Governor's Challenge to Prevent Suicide

The Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families is the next step in addressing suicide prevention in a systemic and holistic way. Following the successes from both the Las Vegas and Truckee Meadows Mayor's Challenges, the State of Nevada accepted an invitation to join the Governor's Challenge. This next phase will build upon and expand a strong foundation, taking lessons learned, established networks and successes from the Mayor's Challenges to a broader region.



### Want to Join a Suicide Prevention Team?

Contact: Kim Donahue at [donohuek@veterans.nv.gov](mailto:donohuek@veterans.nv.gov)



### Mobile Officer Guide App for First Responders

The Mobile Officer Guide (MOG) app connects first responders to the right resource, the first time. It grew out of the Truckee Meadows Mayor's Challenge to Prevent Suicide. It puts available resources at the fingertips of police or first responders, eliminating guesswork. The MOG app has been requested by other states to implement in their Crisis Response Teams.



### safeTALK Training

This training provides knowledge to recognize warning signs, identify risks and understand intervention strategies. It enables a trained individual to connect a person in crisis to the right resources to keep them safe. If you are a veteran or family member who wants to take this suicide prevention training, visit the Nevada Coalition for Suicide Prevention at:

<https://nvsuicideprevention.org/training/>

### Veterans Healthcare Champions Program

There are many conditions the U.S. Department of Veterans Affairs directly connects to U.S. military service, based on the unique circumstances or exposures related to a veteran's specific experience. The list of these service-connected conditions is long, but some examples include; esophageal cancer, breast cancer, kidney cancer, bladder cancer, leukemia, neurobehavioral effects, liver cancer, Parkinson's disease, and more.



## ***Special Wellness Initiatives and Programs***

### **💡 Veterans Healthcare Champions Program**

The Veterans Healthcare Champions Program is an initiative dedicated to raising awareness and education to Nevada's health care providers, veterans and their families, that different exposures during one's military career may put that individual at risk for certain illnesses or diseases, known as presumptive conditions.

Understanding presumptive conditions and exposure risk is important. It can assist in providing more resources to a veteran. This might include receiving earned benefits or additional benefits, which can greatly increase the quality of life for these veterans.

### **IF YOU'RE A VETERAN, TAKE OUR QUESTIONNAIRE!**

1. Go to [www.veterans.nv.gov](http://www.veterans.nv.gov)
2. Go to the Exposure Risk Questionnaire Tab
3. Take the Questionnaire
4. Print your results
5. Share your results with your doctor
6. Connect with a Veterans Service Officer

### **💡 VA Health Exposure Ed Awareness Campaign**

NDVS hosts annual half-day forums on the topic of Military Sexual Trauma (MST) to provide education and information to health care providers, MST survivors, and their families.

The focus is to provide information on treatment and resources to address behavioral, mental or emotional health needs of MST survivors to support them, their families or their support network.

**Download VA Health Exposure Ed Today!**

**Just go to your app store, search "VA Health Exposure Ed," and download!**

### **💡 Military Sexual Trauma Education Program**

NDVS hosts annual half-day workshops to provide education to those who care for or support Military Sexual Trauma (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 network.

### **💡 MST Educational Forums**

NDVS contracted with The Perry Foundation to host free half-day trainings that provide continuing education units to participating health care professionals. In 2019, two MST Educational Forums were held. One occurred in Reno on July 16th. The other happened in Las Vegas on August 6th. Both events focused on identifying and treating MST. The forums also provided resources, counseling, and available treatment information to attending health care providers.





## ***Special Wellness Initiatives and Programs***

### **Bravo Zulu – Military Culture Training for Health Care Providers**

NDVS created and continues to support a free course for health care professionals called, “Bravo Zulu: Achieving Excellence in Relationship Centered Care,” offering continuing education units (CEUs) to Nevada health care providers who complete the course.

Bravo Zulu training provides a better understanding to health care professionals on how a veteran’s military career may play a role in the veteran’s mental and physical health as they age. This helps attendees better understand the needs of these veterans and provide better care.

In 2019, NDVS conducted two Bravo Zulu trainings, with one occurring in Las Vegas, the other in Reno in 2019. Attendees who completed the work, receive a Certificate of Completion, satisfying the NRS 449.094 for dementia education. CEUs were also awarded to attendees upon successful completion of each module for Licensed Administrators (Board of Examiners for Long-Term Care Administrators), Licensed Nurses (Nevada Board of Nursing), and Social Workers (Board of Examiners for Social Workers).

### **Support for Disabled Veterans and Adaptive Sports Programs**

Thousands of disabled veterans participate in adaptive sports communities across Nevada. Their participation allows them to redefine themselves and live an active, healthy, fun lifestyle that supports overall wellness. Adaptive sports put the focus on abilities, not disabilities.

**NDVS supports adaptive sports programs at no cost to hundreds of disabled veterans and their families in the Cities of Las Vegas and Reno through grants by the U.S. Department of Veterans Affairs. The City of Las Vegas provides the following programs:**

- **Paralympic Sports Club Las Vegas** – 702-229-4797 – 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 the visually impaired, ranging from tandem bike rides, goal ball, swimming, rock climbing, fishing and special outings.
- **Arthritis Exercise Program** – 702-229-4904 – 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.

# Special Wellness Initiatives and Programs

## The City of Reno also provides a wide variety of adaptive sports programs 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 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 by 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 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.**

## Rural Transportation Program

NVDS partners with the Elko County Transit Department and Nye Communities Coalition to apply for the U.S. Department of Veterans Affairs renewal grants to provide transportation for veterans living in rural Nevada, far away from their VA health care providers.

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 257 veterans to travel to see their health care provider. The funding resulted in 1,789 trips traveling a combined distance of more than 25,000 miles, taking over 159 hours.

## 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 skilled nursing care facilities - not just those who live in one of two of our skilled nursing facilities. There are 566 licensed long-term care facilities in Nevada, totaling 15,535 beds.

### VIC has four specific elements:

- **Claim Filing Assistance** - offers veterans 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 and recognizes veterans living in skilled nursing, assisted living or, are homebound. Also connecting them to earned benefits, programs and services.
- **Partnership Development** - provides a unique opportunity to collaborate with health care providers, veterans' organizations, community members, and nonprofits that join to support aging veterans and their families through special recognition events.

### 2019 Annual Total VIC Ceremonies:

Facilities:	16
Ceremonies:	16
Veterans Honored:	220

### Total VIC Ceremonies as of December 2019:

Facilities:	131
Ceremonies:	186
Veterans Honored:	2,353



## ADMINISTRATIVE SUPPORT SERVICES *Overview*

Administrative Services plays a key role in the operation of NDVS. It supports the following functions:

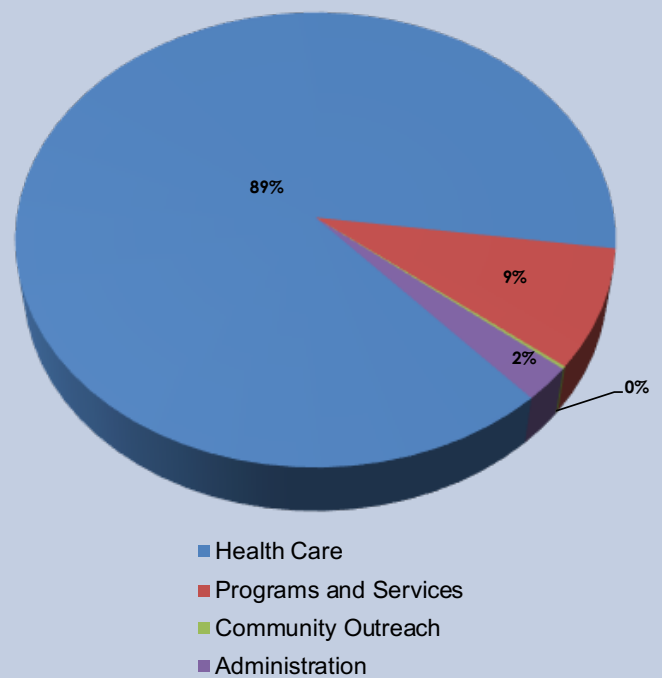
- **Financial Services**
- **Human Resources**
- **Grants and Contracts**
- **Information Technology (IT)**

The following pages are the financial summary for SFY 2019.



Amy Garland  
*Executive Officer*

### DEPARTMENT OF VETERANS SERVICES FY19 EXPENDITURES BY PROGRAM



Majority of expenditures are for Health Care (89%).

#### EXPENDITURES

Health Care	\$47,788,913
Programs and Services	\$ 4,566,401
Community Outreach	\$ 99,828
Administration	\$ 1,335,013
<b>Total Expenditures</b>	<b>\$53,790,154</b>

Southern Nevada State Veterans Home	\$23,394,446
Northern Nevada State Veterans Home	\$24,382,717
Veterans-in-Care	\$11,749
<b>Total Health Care Expenditures</b>	<b>\$47,788,913</b>
Veteran Advocacy	\$1,495,753
Cemeteries	\$1,495,613
Special Programs and Services	\$1,528,910
Nonprofit Program Support	\$46,125
<b>Total Programs and Services Expenditures</b>	<b>\$4,566,401</b>
Nevada Advocate Program	\$37,036
Veterans Information System	\$62,792
<b>Total Community Outreach Expenditures</b>	<b>\$99,828</b>
<b>Total Administration</b>	<b>\$1,335,013</b>

# ADMINISTRATIVE SUPPORT SERVICES

## 2019 Financial Review Revenues

### GENERAL FUND APPROPRIATIONS \$3,728,120

<b>Health Care</b>	<b>\$1,531,742</b>
Northern Nevada State Veterans Home	\$1,531,742
<b>Programs and Services</b>	<b>\$2,196,378</b>
Veterans Advocacy	\$1,098,189
Cemeteries	\$1,098,189

### FEDERAL FUNDS \$16,508,491

<b>Health Care</b>	<b>\$44,049,842.1</b>
Northern Nevada State Veterans Home	\$22,779,213
Southern Nevada State Veterans Home	\$21,270,629
<b>Programs and Services</b>	<b>\$1,597,351</b>
Cemeteries	\$1,447,770
Special Programs and Services	\$149,581
<b>Community Outreach</b>	<b>\$118,741</b>
NV Vet Corps	\$118,741

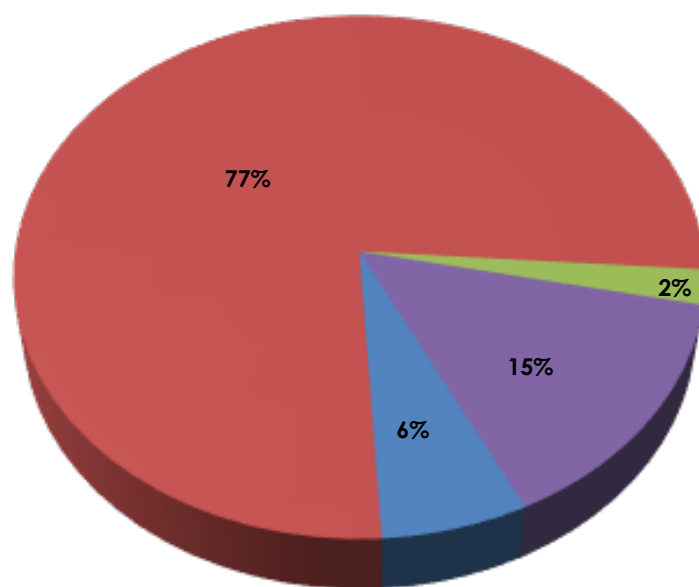
### DONATIONS \$1,279,292

<b>Health Care</b>	<b>\$206,660</b>
Southern Nevada State Veterans Home	\$24,151
Northern Nevada State Veterans Home	\$182,509
<b>Programs and Services</b>	<b>\$1,072,632</b>
Cemeteries	\$91,454
Special Programs and Services	\$981,178

### OTHER REVENUE \$8,601,603

<b>Health Care</b>	<b>\$8,491,620</b>
Southern Nevada State Veterans Home	\$8,490,319
Northern Nevada State Veterans Home	\$1,301
<b>Programs and Services</b>	<b>\$109,983</b>
Veterans Advocacy	\$65
Cemeteries	\$892
Special Programs and Services	\$109,026

### DEPARTMENT OF VETERANS SERVICES FY19 REVENUE SOURCES



- General Fund
- Federal Funds
- Donations
- Other

#### REVENUES

General Fund	\$ 3,728,120
Federal Funds	\$45,647,193
Donations	\$ 1,279,292
Other	\$ 8,601,603

**Total Revenues \$59,256,208**



## ADMINISTRATIVE SUPPORT SERVICES

# Grant Awards Helping Veterans

Since 2013, NDVS has applied for and received 26 grants totaling more than \$58-million dollars. These grants built and modernized facilities, created disabled veteran sports programs, funded transportation needs for rural vets to access VA health care, and more!

## Examples of Grant Funds Received and Distributed Include:

### Grant Awards Helping Veterans under Rural Transportation Grants

Rural Transportation Grants Offered through the U.S. Department of Veterans Affairs, Veterans Health Administration, the Highly Rural Transportation Grants (HRTG) program helps rural veterans gain access to travel to visit VA or VA-authorized health care facilities. By providing grants to eligible organizations, the HRTG program enhances transportation efforts through Veterans Service Officers and State Veteran Service Agencies, expanding the coordination of transportation resources. This enables these veterans to obtain transportation they might not otherwise be able to access because of where they live. There is no cost to participate in the program for veterans who live in an area where this grant program is available. NDVS applied for and was awarded \$100,000. The funds were divided equally between the Elko County Transit District and the Nye Communities Coalition.



### Adaptive Sports Program for Disabled Veterans and Disabled Members of the U.S. Armed Forces

The U.S Department of Veterans Affairs, Adaptive Sports Program provides grants to eligible adaptive sports entities to plan, develop, manage and implement these programs for disabled veterans and members of the U.S. Armed Forces. This grant provides funding for the following:

- Instruction, participation and competition in adaptive sports
- Training, technical assistance to program administrators, coaches, recreation therapists, instructors, VA employees and appropriate individuals
- Paralympic classification of athletes, athlete assessment, sport- specific training techniques, program development (including programs at the local level), sports equipment, supplies and program evaluation

### State Veteran Home Construction Grant Program

Offered through the U.S. Department of Veterans Affairs, this \$588,144 grant (VA share) provides funding for renovation work at the Southern Nevada State Veterans Home for four projects:

- Addition of a wander guard system
- New water system
- HVAC updates
- Replacement of 160 out of 180 beds

## ***Grant Awards Helping Veterans***

### **State Veteran Home Construction Grant Program**

The Northern Nevada State Veterans Home in Sparks was built through a partnership between the U.S. Department of Veterans Affairs and the State of Nevada. NDVS applied for and received federal reimbursement of \$33,507,011 (VA Share) for the Northern Nevada State Veterans Home construction, which was completed in April 2019. Total cost for the project was approximately \$50 million which includes the required 1/3rd matching funds from the State.

### **2020 and Beyond**

#### **Southern Nevada State Veterans Home Renovation**

NDVS is working to obtain federal grant funding from the U.S. Department of Veterans Affairs to begin a major renovation/modernization of the Southern Nevada State Veterans Home in Boulder City, built in 2002. This renovation would upgrade both the design of, and technology within, the building to put it on par with the new, state-of-the-art, Northern Nevada State Veterans Home in Sparks. The renovation will improve water and air quality, access control for memory care residents, resident privacy and create a more home-like environment. It will also enlarge the kitchen, dining room, physical therapy room and bathing areas. Additionally, it will create staff break areas and offices providing work environments that our incredible team members deserve.

#### **Adult Medical Day Care**

NDVS is working to obtain federal grant funding from the U.S. Department of Veterans Affairs to support Adult Medical Day Care at both the Southern and Northern Nevada State Veterans Homes. This type of care can meet two important needs. First, it provides adults with medical, health, or functional needs the ability to receive certain services or opportunities for social interaction. Second, it allows caregivers to take a break or continue to work outside the home while their loved one continues to receive the care and the support they need.





The NDVS Information Technology (IT) Operations team plays an important role in overseeing and supporting the wide-ranging technological needs within the agency.

The IT team has been researching and now implementing new technologies across the agency to create greater efficiencies and better serve Nevada's veterans and their families.

### New IT Innovative Projects

#### 💡 Veterans Information System

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 Veterans Information System (VIS) will fill this gap. VIS will allow veterans to register, so they can receive information of interest to them from NDVS. Additionally, VIS will make it easier and more convenient for veterans and their families to access State benefits earned through military service. If proposed legislative changes move forward, VIS will allow veterans to access State benefits without having to present a physical DD214 to prove military service. This will be just one of many benefits of this new system.

#### 💡 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 paper records. These documents were under the stewardship of Library and Archives. NDVS trained and certified individuals to perform the tedious scanning of documents dating back to 1945. There are approximately 87,000 of these military documents in need of scanning. In 2019, NDVS passed the 10,500-milestone mark of documents scanned.





## ADMINISTRATIVE SUPPORT SERVICES

# *IT Operations*

### 💡 GPS/GIS Mapping Project

The NDVS IT team began mapping both the northern and southern Nevada Veterans Memorial Cemeteries using Global Positioning and Geographical Information Systems (GPS/GIS). Once mapping is complete, cemetery visitors will be able to find a veteran's final resting place using their mobile phone. Later phases of this project will allow families to provide biographies and information of interest about their loved ones, so that information can be shared. This will allow a veteran's life story to be shared with current cemetery visitors and future generations to come.

### 💡 Battle Born Fallen Hero Kiosk Project

Visitors to Carson City's Capitol Grounds Complex, where the Battle Born Memorial to Nevada's Fallen Military is located, will be able to learn more about Nevada's fallen heroes through a computer-based kiosk. It will provide the names of the fallen and their biographical information. It will be housed in the lobby of the Nevada Library and Archives Building, near the memorial.





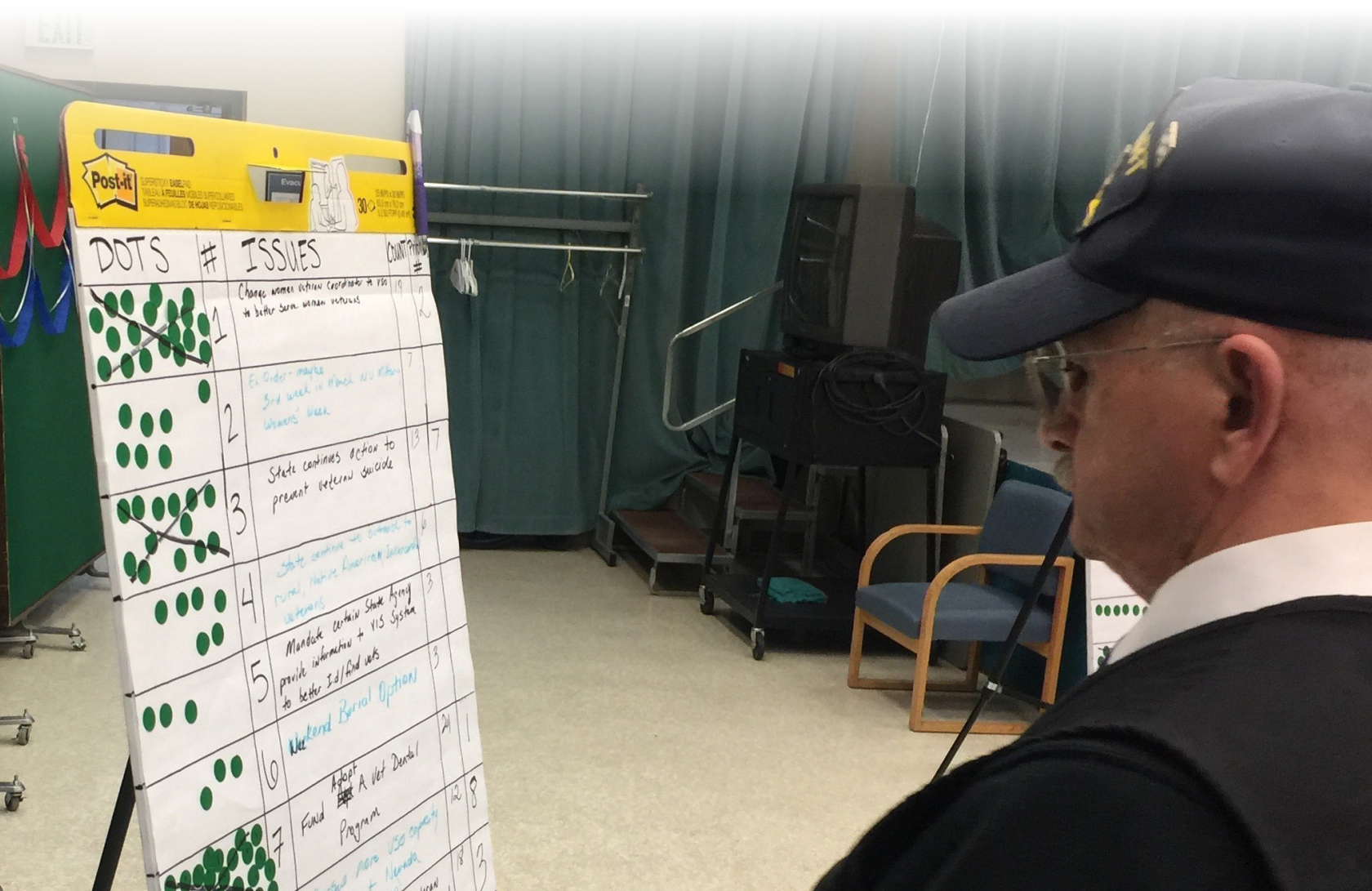
## Overview

### Veterans the 80th Session of the Nevada Legislature

The mission of NDVS is to coordinate the activities of veterans service organizations. During this session of the legislature, 31 bill draft requests (BDRs) supporting veterans, military, and their families were assigned a bill. Twenty important veterans' bills were signed into law by the Governor Sisolak. While there were fewer veteran friendly bills signed into law than the previous session, there were fewer issues identified by the veteran community during the Veterans Legislative Symposia.

### 2018 Veterans Legislative Symposia

The Nevada Legislature meets biennial, every other year. When the Nevada Legislature is NOT in session, NDVS partners with the United Veterans Legislative Council to host two Veterans Legislative Symposia, with one held in northern Nevada and the other in southern Nevada. The purpose is to gather veterans from across the state to identify issues they would like to see legislatively addressed. The symposia allow the veteran community to speak with a united voice on issues important to them.





## ***2018 Veterans Legislative Symposia***

NDVS partnered with Nevada's United Veterans Legislative Council (UVLC) to host the Veterans Legislative Symposia on March 24, 2018 in Reno and on March 31, 2018 in Las Vegas. The biannual event serves as an opportunity to bring together various perspectives from the veteran community and to develop legislative recommendations for the 80 Session of the Nevada Legislature. The next symposia will be held in March of 2020.

Regarding state-wide issues; there were a total of 45 individual items identified by veterans' that were duplicate issues or similarly themed items that were combined by NDVS. Without combining, the Reno Symposium resulted in 24 state items, while the Las Vegas Symposium resulted in 31 state items.

### **2019 Veterans Legislative Summits**

During the years the Nevada Legislature is in session, NDVS hosts two Veterans Legislative Summits with one held in northern Nevada and the other in southern Nevada. These events summarize the issues identified during the symposia, so veterans are aware of, and understand proposed legislation prior to the session.

### **80th Legislative Session Bill Overview**

Each of the state-wide themes identified in the 2018 Veterans Legislative Symposia were addressed through 17 of the 20 bills passed in 2019 by the Nevada Legislature and signed into law by Governor Steve Sisolak, or through passage of Governor Sisolak's SFY 2021-2022 Budget.





## 2018 Veterans Legislative Symposia

### Identified Themes from 2018 Symposia in Priority Order

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

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

**STATE-WIDE THEME 3:** Support veteran employment

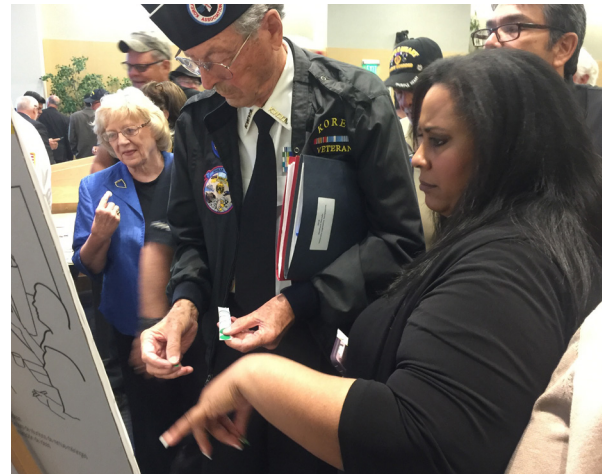
**STATE-WIDE THEME 4:** Expand suicide prevention support and education

**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 courts



### Summary of Themes and Bills Signed by the Governor

**THEME 1: Reducing fees and taxes:** AB 487, SB 201

**THEME 2: Increase veterans service officers (VSOs) and outreach capacity:** AB 11, AB 28, Governor's Budget for additional VSOs in Pahrump and Fallon and an additional Woman Veteran VSO

**THEME 3: Support veteran employment:** AB 89, AB 427, AB 429, SB 100

**THEME 4: Expand suicide prevention support and education:** AB 300, AB 478, SB 482

**THEME 5: Support veterans housing initiatives:** AB 174, Governor's Budget for operation of the new Northern Nevada State Veterans Home

**THEME 6: Enhance connection to veteran benefits:** AB 11, AB 12, AB 28, AB 300, AB 342

**THEME 7: Honor veterans services:** SB 331, SB 336, Governor's CIP Budget to expand and improve Southern and Northern Nevada Veterans Memorial Cemeteries

**THEME 8: Support veterans courts:** AB 222

For a description of the bills above, and their impact, see the 2019 NDVS Report to the Veterans' Community at:

<https://veterans.nv.gov/80th-legislature>



## VETERANS AND THE 80TH SESSION OF THE NV LEGISLATURE

### **VAMDAL**

#### **Veterans and the 80th Session of the Nevada Legislature**

#### **Veterans and Military Day at the Legislature - VAMDAL**

More than 600 attendees gathered at the memorial wall behind the Carson City Capitol Building for the opening ceremony for VAMDAL 2019 on March 20, 2017.

VAMDAL is a day-long event, set aside by the Nevada Legislature to honor and recognize veterans and military members. It is held during the years state lawmakers are in session. The event is jointly hosted by NDVS, the United Veterans Legislative Council (UVLC), and the Nevada National Guard.

Governor Sisolak served as a keynote speaker. He also honored the Veteran of the Month – Robert James Mort and the Veteran Supporter of the Month – The Home Depot Foundation. Additionally, he signed several proclamations, including naming March 29, 2019 Vietnam War Veterans Day – Honoring all Vietnam Era veterans. State representatives serving as speakers included: Assembly Speaker Jason Frierson and Senate Majority Leader Nicole Cannizzaro.

The UVLC also paired participating veterans with their elected representative in the State Senate and Assembly where the veterans received recognition and honor by each legislative body.

The next VAMDAL is scheduled for March 17, 2021.





## FINAL WORD FROM THE DIRECTOR

### ***A Look Ahead...***

As we turn the page on 2019 and open the chapter of a new decade, we ask ourselves; ***what's next?***

The last 10 years have been the most transformative in NDVS' history. We have grown from a small agency managing several missions with minimal resources, to a complex, dynamic, cabinet-level department with the resources to accomplish dozens of tasks—tasks necessary to honor and enrich the lives of Nevada's veterans.

The NDVS leadership team sat around a table a few months ago to struggle with the “what's next” question. We have undertaken many new projects, some of which are still in development or partially completed. We do not want our reach to exceed our grasp, but neither can we remain stagnant. As we discussed our priorities for the new year, four rose to the top of the list.

1. We will formalize our department programs supporting veterans' families and caregivers. Since 1943, NDVS has supported families and caregivers, but this support was ancillary to the mission of supporting veterans. We recognize that the wellbeing of our veterans depends on the wellbeing of their families and caregivers and in 2020 we will create and revitalize programs targeting this important part of our veteran community.
2. Under NDVS' new Veterans Healthcare Champions Initiative, we, along with the Nevada Department of Health and Human Services, will extend our partnerships to providers through the state so they will better understand medical conditions unique or commonly resulting from military service and the financial benefits that may help them afford quality treatment.
3. We will work to ensure National Guard, Active Duty and Reserve members serving in Nevada have quality transition assistance support. This means working closely with our Federal partners to help improve the Federal Transition Assistance programs and work with state partners to provide information about State of Nevada veterans' benefits and services critical to transitioning servicemembers.
4. And finally, we will take a hard look at our internal structure, staffing, equipment and procedures to see if we are organized for success. While we cannot slow our momentum in regard to supporting our veterans, it is necessary to catch our breath and make sure we are organized for battle before dashing off to our next objectives.

In closing, the men and women of NDVS remain grateful for the support of Governor Sisolak and the Nevada State Legislature, and for the support of Nevada's Veterans' Service Organizations, as we work together to honor and enrich the lives of Nevada's veterans and their families.

Respectfully,  
*Kat Miller*  
Director



Katherine Miller  
*Director*

# Honoring Every Veteran Every Generation

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NEVADA DEPARTMENT OF VETERANS SERVICES



[www.veterans.nv.gov](http://www.veterans.nv.gov)

NDVS Annual Report SFY 2019 overseen by NDVS Communications Director, Terri Hendry. Creative by The Factory | [thefactoryreno.com](http://thefactoryreno.com). For more information contact: [hendryt@veterans.nv.gov](mailto:hendryt@veterans.nv.gov)