

***Alabama Department
of
Veterans Affairs***



2011 Annual Report



October 1, 2010—September 30, 2011

**Alabama Department of Veterans Affairs
RSA Plaza Building
770 Washington Avenue, Suite 470
Montgomery, Alabama 36104**



Defending Liberty and Freedom

VETERANS DAY

HONORING ALL WHO SERVED

11.11.11



WWW.VA.GOV



STATE OF ALABAMA
DEPARTMENT OF VETERANS AFFAIRS
P. O. Box 1509
Montgomery, Alabama 36102-1509
Telephone (334) 242-5077
Fax (334) 242-5102



Rear Admiral W. Clyde Marsh, USN, (Ret.)
Commissioner

December 21, 2012

Governor Robert Bentley
Members of the State Board of Veterans Affairs
Citizens of the State of Alabama

Greetings:

Code of Alabama, 1975, Section 31-5-7, reads:

“The Commissioner of the Department of Veterans Affairs shall submit to the State Board of Directors the report of activities for the Alabama Department of Veterans Affairs. An annual report with reference to claims presented on behalf of veterans of this state, concerning veterans aided under federal, state, or local legislation and to otherwise report activities and accomplishments of the Department of Veterans Affairs.”

In compliance with the above section, it is my distinct honor to present herewith the Annual Report of the Alabama Department of Veterans Affairs for FY 2011.

Thank you for your great support. Assisting our veteran heroes and caring for their widows and orphans continue to be our top priority.

Respectfully,

A handwritten signature in black ink, appearing to read "W. Clyde Marsh".

W. Clyde Marsh
Commissioner

STATE BOARD OF VETERANS AFFAIRS

The State Board of Veterans Affairs consists of the Governor, as chair, and representatives who shall serve for a term of four years from the date of their respective appointments. These representatives shall be selected from the memberships of the Alabama Department of the American Legion, the United Spanish American War Veterans, the Veterans of Foreign Wars, the Disabled American Veterans, the Veterans of WWI of the USA, Incorporated, the Vietnam Veterans of America, AMVETS, the Military Order of the Purple Heart, American Ex-Prisoners of War, Inc., Marine Corps League and Military Officers Association of America as prescribed by Alabama Code §31-5-3.

Board Members for Fiscal Year 2011

Governor Robert Bentley – Chairman	Ken Rollins
Dolores “Dee” Hardin – Vice Chairwoman	Robert Baker
Chad Richmond	Willis Frazier
Wayne Dial	James Graves
Linda Turner-Gaines	Joe McDonald
Helen Holston	Charles Stephens
Bryon White	William Wyatt
Don Fisher	Pat Downing
	Jeffery Brown



Pictured setting: Charles Stephens, Helen Holston, Dolores “Dee” Hardin, Ken Rollins, Linda Turner-Gaines, Wayne Dial; Pictured standing: William Wyatt, Willis Frazier, Clyde Marsh (Commissioner), Chad Richmond, James Graves, Bryon White; Not pictured: Governor Robert Bentley, Robert Baker, Joe McDonald, Don Fisher, Pat Downing and Jeffery Brown.

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Commissioner's Overview



Alabama's veteran population has remained fairly constant at 420,000 veterans during the past year. Although we continue to lose a substantial number of WWII Veterans each day, our veteran population is constantly being infused at a somewhat lower rate through retirements and separations of service members of the Cold War, Gulf War, and Iraq and Afghanistan era. These veterans continue to require the same services and benefits of prior war veterans and some requirements are amplified due to the length and number of combat tours and injuries such as TBI/TBMD and multiple amputees.

Working in tandem with the U.S. Department of Veterans Affairs, and in concert with State Board of Veterans Affairs and the State Legislature, the ADVA will continue to provide consistent quality care, benefits and services to Alabama Veterans and eligible family members. In the spring of 2011, ADVA began operational testing of an electronic and computer database system that would reduce paper work, redundancy and create efficiency in the claims filing and tracking process. This system would also provide statewide visibility and access to veterans' information. Additionally, this system will provide a portal to the Veterans Benefits Management System (VBMS), which is the USDVA national database that will ultimately reduce the claims backlog, improve efficiency and decrease the time needed to process veterans benefits claims. The Veterans Benefits Administration will conclude its operational testing of the VBMS system in late 2012.

Although the ADVA annual budget was cut by 10% in 2011, the department was able to condense a statewide annual training conference into three regional district training conferences which allowed our Veterans Service Officers and Administrative Support Assistants the opportunity to receive the bare bones essential training necessary for proficiency. ADVA partnered with the Auburn University, the Department of Mental Health and the Alabama Department of Rehabilitation Services to organize and host the first PTSDISORDER to PTSGROWTH Conference. The conference focused on ways to identify and assist veterans with Post Traumatic Stress Disorders. The conference generated some solid recommendations for Alabama Veterans as well as established a national forum to address resolutions to mental health issues on an annual basis.

In October 2011, ADVA began the construction phase of Alabama's first State Veterans Cemetery by breaking ground at a 103-acre site located at Spanish Fort, AL. Our department also received a \$7 million federal VA grant for the purpose of building the state cemetery. This was a giant step forward in improving veterans' services in the state by providing Alabama Veterans with additional burial benefits.

Our department also received a \$33 million grant award for the construction of a 254-bed veterans' home. The home will have 174 skilled care beds and 80 domiciliary units for assisted living care for Alabama Veterans. This new facility will increase the number of skilled-care beds among the four state veterans' homes from 450 to 624. The additional 80-bed domiciliary will be the first in the state for veterans.

This department continues to provide a much needed service to Alabama Veterans and their families. This service provided a sustained \$1.3 billion, which came into the state via VA pensions, insurance, education benefits, home loans and disability payments. I would be remiss if I did not acknowledge the great support and guidance provided by members of the State Board of Veterans Affairs. I also want to express my gratitude to our ADVA employees who work tirelessly each day on behalf of this department and our veterans. I am very proud of them and the advocacy work they do.

A Year in Review



The Alabama Department of Veterans Affairs began Fiscal Year 2011 by celebrating the department's 65th Anniversary. Since October 1, 1945, the ADVA has proudly served Alabama Veterans and their families.



The State Board of Veterans Affairs met throughout the year to address important Veterans issues such as the ongoing construction of the Col. Robert L. Howard State Veterans Home and the design and construction of the new Alabama State Veterans Cemetery.



Commissioner W. Clyde Marsh (center) and Kim Justice, State Veterans Homes Executive Director, look over construction plans of the Col. Robert L. Howard State Veterans Home with Sean Whitt of Williams Blackstock Architects firm.



Construction of the new state veterans home in Pell City began in January 2011. The 240,000 square facility features a neighborhood setting with 256 private rooms, common living and dining areas, a town center, shops and a sports café.



Each neighborhood in the Col. Robert L. Howard State Veterans Home includes two to three houses with 12-14 residents. The veterans home covers 27 acres and is located across from the new St. Vincent Hospital in Pell City.



The home's exterior offers an appealing design with a combination of stone, shingles and wood accents. The design promotes a residential, rather than an institutional, appearance.



State Board of Veterans Affairs member, Helen Holston, was a keynote speaker for the Salute to America's Veterans held in Montgomery that honored America's Korean War Veterans.



Glenn Nivens and members of the Blue Star Salute Foundation of Alabama present a donation to Commissioner Marsh for the state's veterans homes program.



At a ceremony held at the State Capitol, Secretary of State Beth Chapman presented Commissioner Marsh with the National Association of Secretaries of State Medallion for his work on behalf of Alabama Veterans.



Airmen from Maxwell Air Force Base march in the Second Annual Veterans Day in Montgomery. The Alabama Department of Veterans Affairs served as the lead state agency for planning the parade and other Veterans Day events in the Capital City.



The Alabama Department of Veterans Affairs took part in the 2011 Homeless Veterans Stand Down in Montgomery, Ala. with the Central Alabama Veterans Health Care System hosting the event.



Pete Wheeler, Commissioner of the Georgia Department of Veterans Service addresses the National Association of State Directors of Veterans Affairs, Southeast Region. Commissioner Wheeler and his staff hosted the meeting in Atlanta.



The Honorable Robert Bentley took office as Alabama’s 53rd Governor in January 2011. A veteran himself, Governor Bentley serves as Chairman of the State Board of Veterans Affairs.



The Alabama Department of Veterans Affairs selected Senator Del Marsh (right) as Alabama’s “Legislator of the Year” for his advocacy work and support of legislation that provides benefits and services to veterans and their families.



The Alabama Department of Veterans Affairs, District I, hosted the 2011 Supermarket of Veterans Benefits at the Marriott in Huntsville. District I Manager, Mike Beard, opened the event that provided services to veterans in north Alabama.



2011 marked the historic groundbreaking of Alabama’s first state veterans cemetery. The State Board of Veterans broke ground for the Alabama State Veterans Memorial Cemetery at Spanish Fort on October 7, 2011.

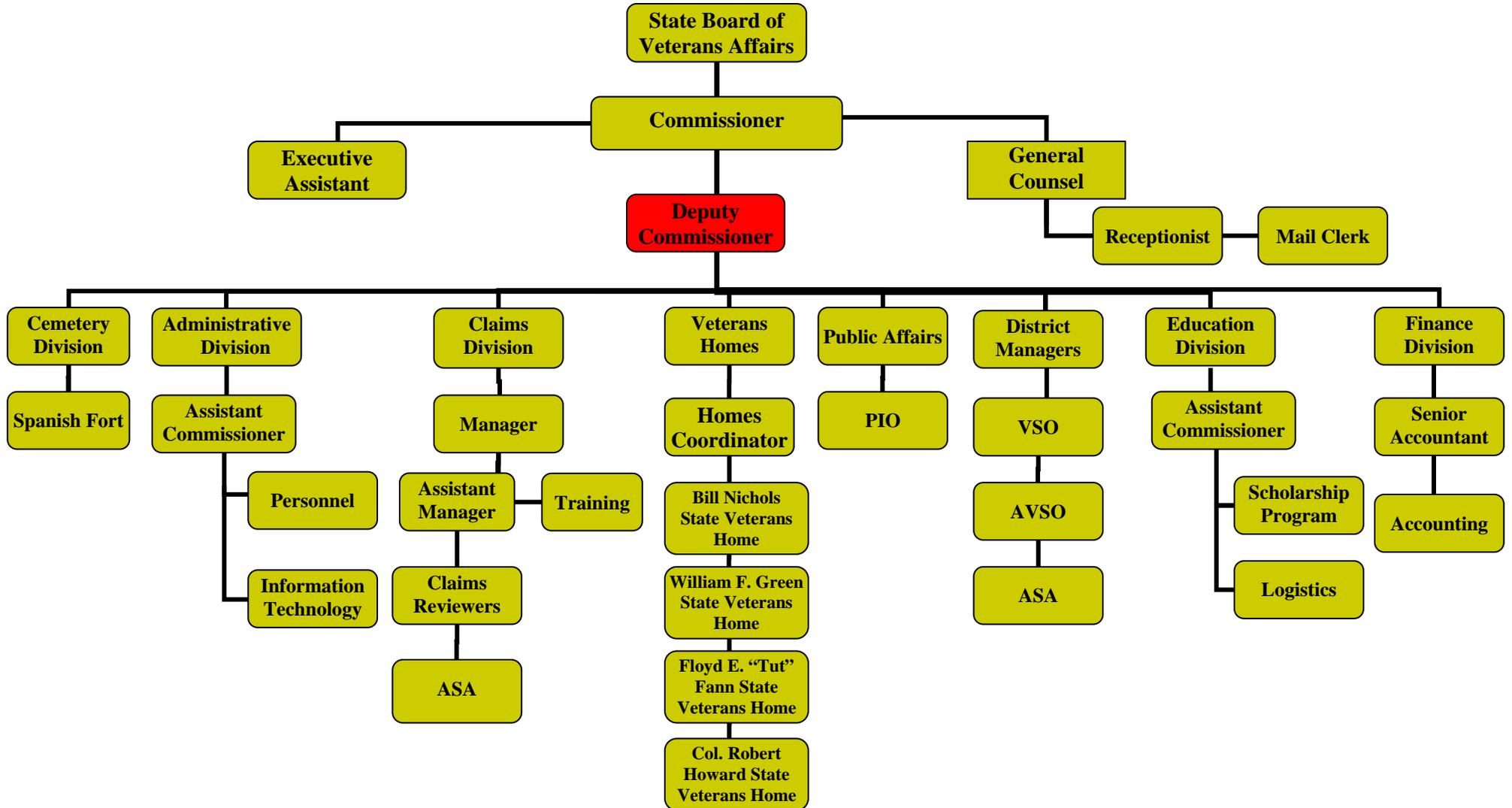


Steve Muro, Under Secretary for Memorial Affairs (center), presents a check for over \$7 million to Governor Robert Bentley (right) and Commissioner W. Clyde Marsh during the groundbreaking. The federal grant will cover 100% of the cemetery’s construction cost.



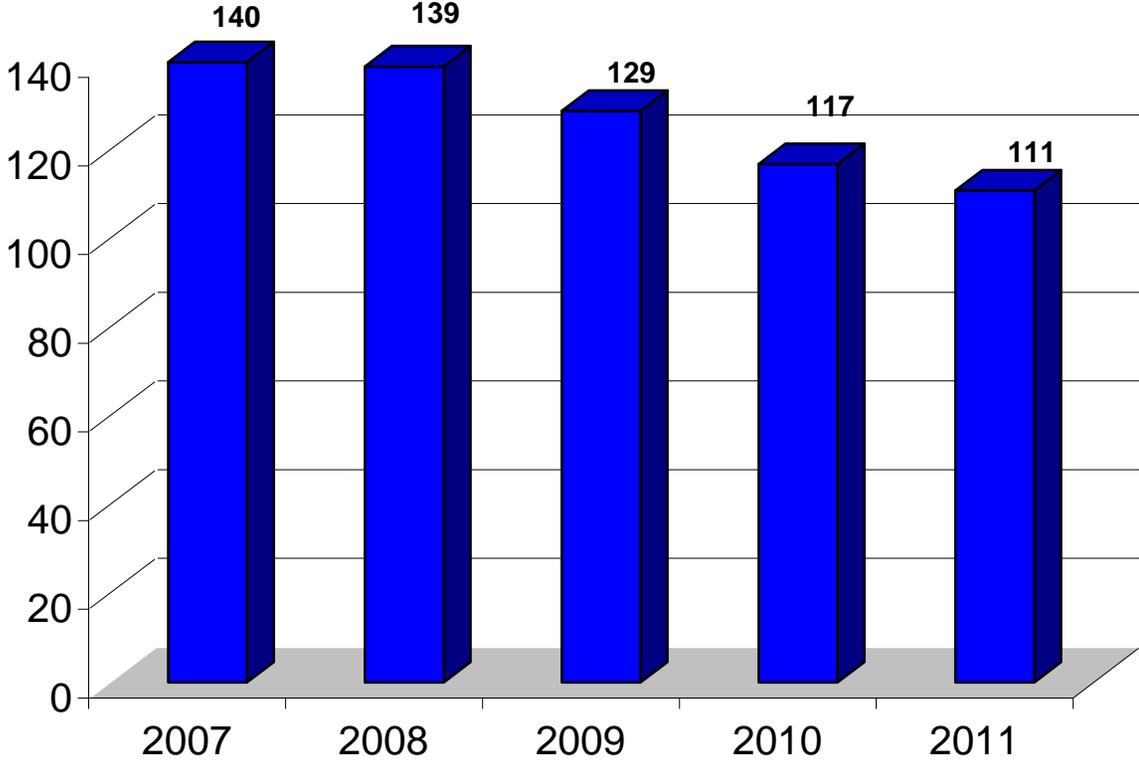
The first phase of the cemetery covers 22.8 acres that will include an administration building, maintenance facility, committal shelter, memorial walk and a total of 2,776 graves with in ground crypts, traditional graves, columbarium niches and scatter grounds.

ALABAMA DEPARTMENT OF VETERANS AFFAIRS ORGANIZATION CHART

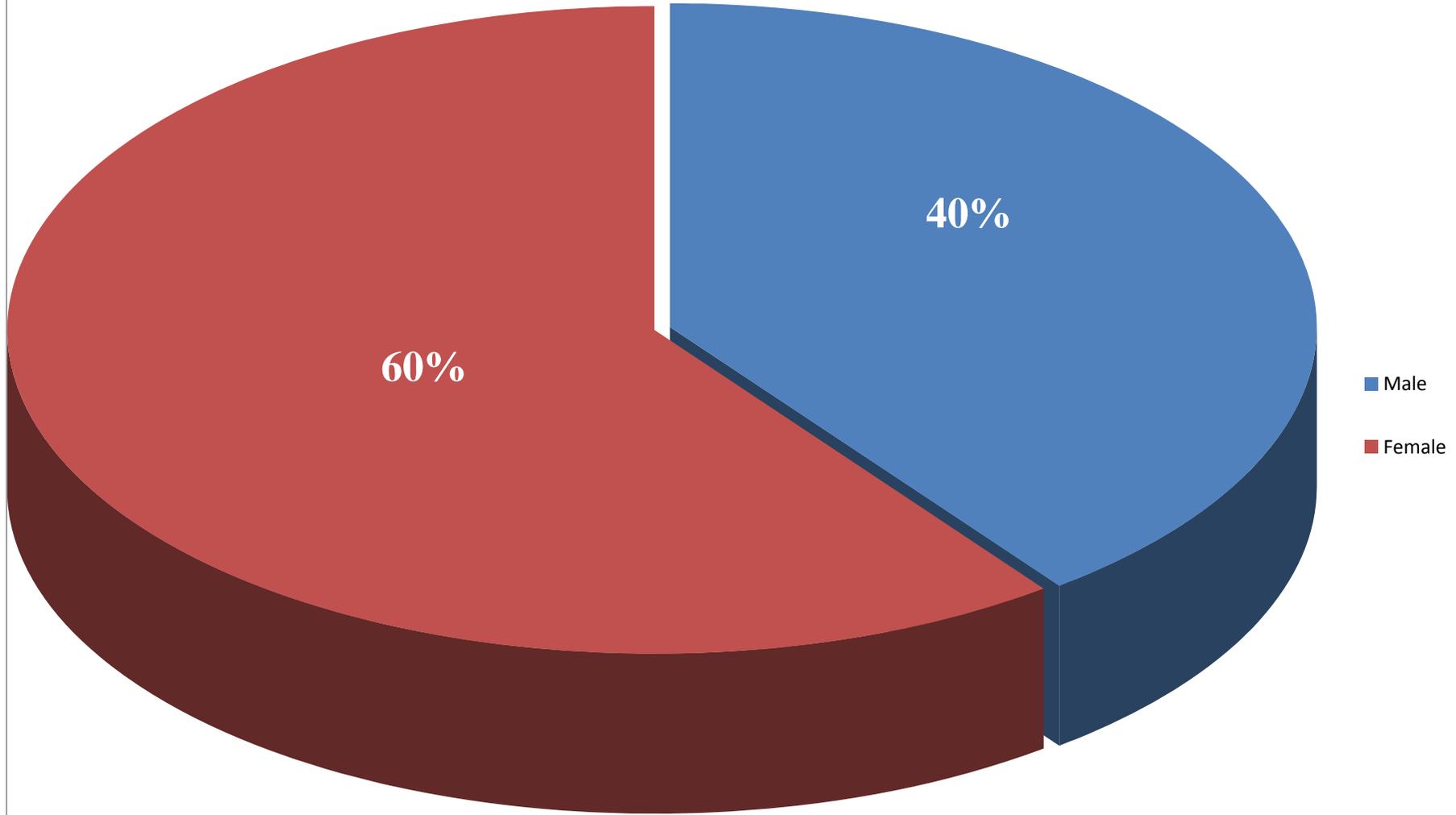


RED - Vacant Positions

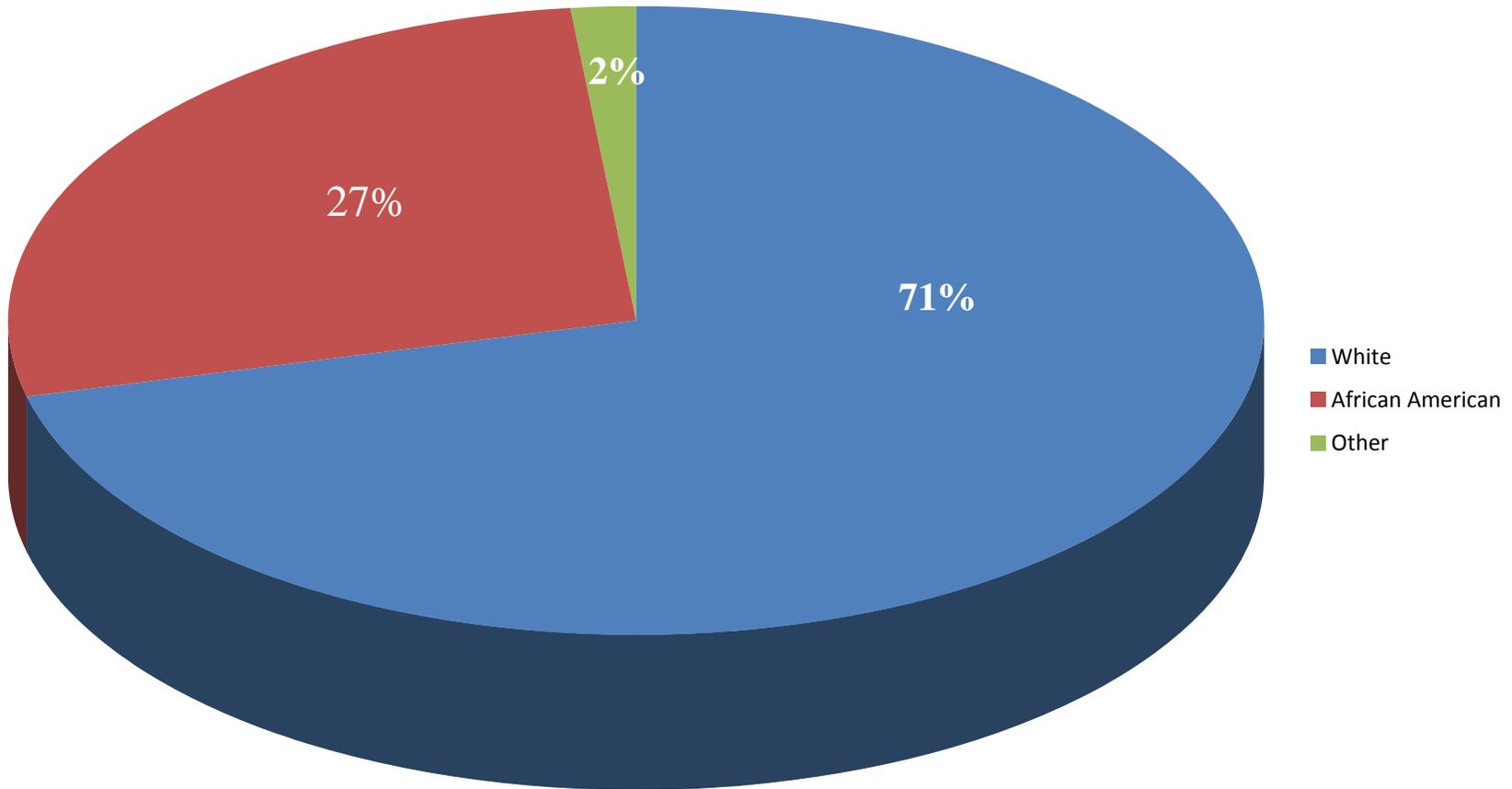
Total ADVA Personnel Assigned



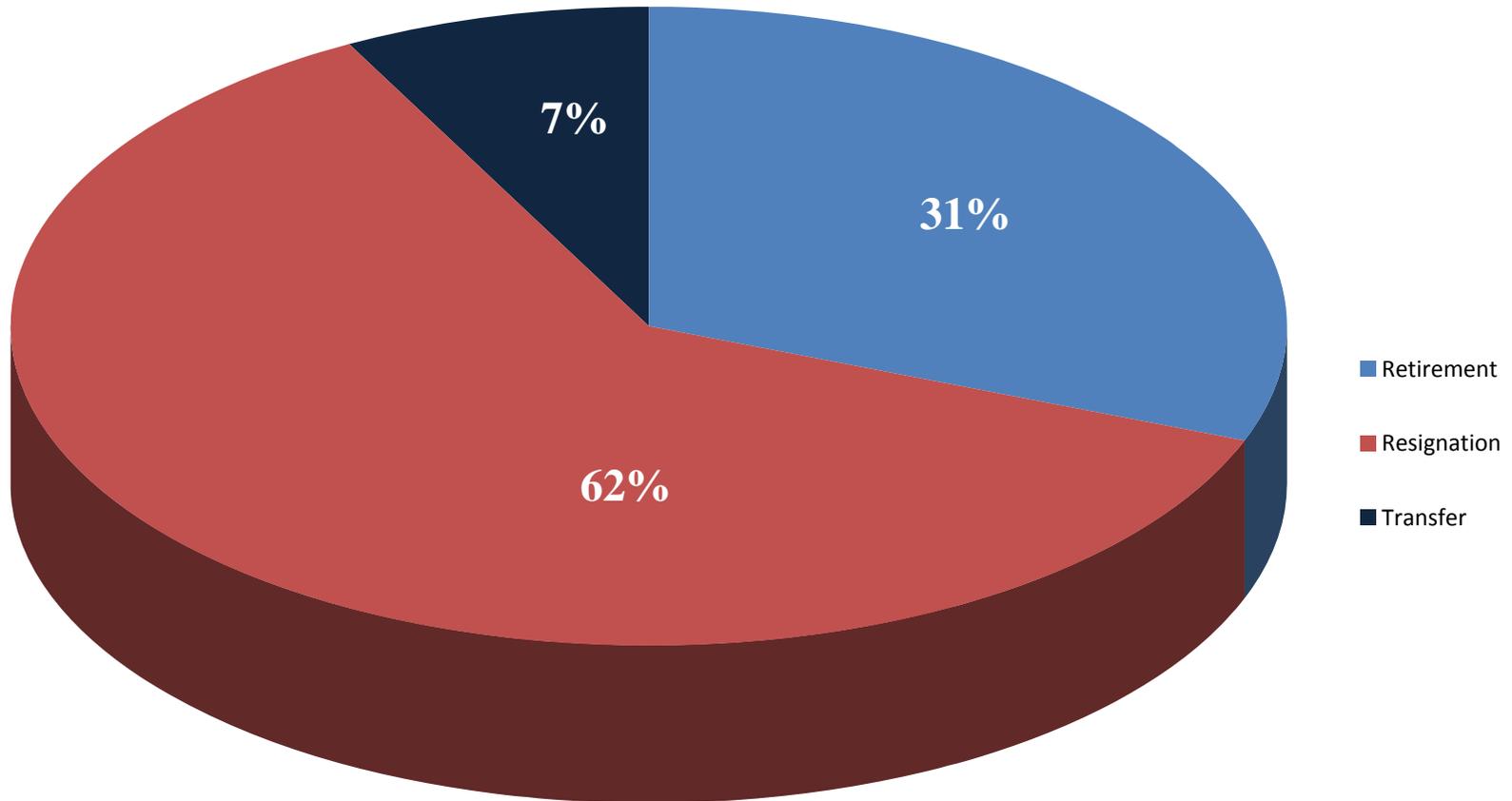
ADVA Workforce By Gender



ADVA Workforce By Race



ADVA Separations By Type



PERSONNEL DIRECTORY
HEADQUARTERS, CLAIMS, VETERANS HOMES & DISTRICT MANAGERS

State Service Commissioner	W. Clyde Marsh	(334) 242-5077
Executive Assistant	Wendi Findley	
Administrative Division		
Assistant Commissioner	Michael E. Northcutt	(334) 242-5077
Personnel Assistant	Rhonda S. Armstrong	(334) 242-5077
IT Systems Technician	Brandon Baker	(334) 242-5077
Legal Division		
Legal Counsel	Sandra Speakman	(334) 242-5077
Administrative Support Assistant	Tomeca Foster	(334) 242-5077
Administrative Support Assistant	Maria Green	(334) 242-5077
Finance Division		
Senior Accountant	Dixie Black	(334) 242-5077
Staff Accountant	Ann Heath	(334) 242-5077
Accounting Technician	Megan Volnoff	(334) 242-5077
Service Division		
Assistant Commissioner	Willie E. Moore	(334) 242-5077
Logistical Management		
Printing Publications		
Educational Scholarship Program		
Adjudication & Certification	Sheila Worthington	(334) 242-5077
Invoice Processing	Kayla Kyle	(334) 242-5077
Training		
Training Manager	P. Mark Sullivan	(334) 242-5077
Veterans Home Executive Director	Kimberly B. Justice	(334) 242-5077
Bill Nichols State Veterans Home		
Director	Kathryn W. Fuller	(256) 329-3311
	Mary Hopkins	
Floyd E. "Tut" Fann State Veterans Home		
Director	Charlotte V. Eason	(256) 851-2807
	Musette Williams	
William F. Green State Veterans Home		
Director	Kathleen B. Voll	(251) 937-8049
	Angela Smith	
Public Affairs	Robert M. Horton, Jr.	(334) 242-5077
Claims Division		
Director of Claims	Darrell Smith	(334) 213-3325
District Managers		
District I Manager	Thomas M. "Mike" Beaird	(256) 650-1793
District II Manager	Robert W. "Bob" Higgins	(205) 554-3572
District III Manager	H. Marshall Smith	(334)-792-3654

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
AUTAUGA Tracey L. Jackson	165 West 5th Street Prattville, AL 36067 Phone: (334) 361-3742 FAX: (334) 361-4821	Tuesday, Wednesday, and Friday
BALDWIN Itinerant Vickie K. Prewett	210 East Section Street Foley, AL 36535 Phone: (251) 937-0218 FAX: (251) 972-8535	Monday - Friday
BARBOUR C. Dock Wilborn	303 E. Broad Street, Ste. 102 Eufaula, AL 36027 Phone: (334) 619-1511 FAX: (334) 619-1514	Monday - Friday
BIBB Roger D. Kinard	35 Court Square East, Ste. 105 Centreville, AL 35042 Phone: (205) 926-3116 FAX: (205) 926-3126	Monday, Tuesday, Thursday and Friday
BLOUNT Itinerant	1004 2nd Avenue E, RM 13 Oneonta, AL 35121 Phone: (205) 274-2287 FAX: (205) 274-7611	Friday
BULLOCK	The Bullock County office has re-located to the Montgomery County location.	
BUTLER Tammie R. Rice Deborah S. Coker	201 S. Conecuh Street, Ste. 102 Greenville, AL 36037 Phone: (334) 382-3231 FAX: (334) 382-6595	Monday - Friday
CALHOUN Kathryn S. Moore Theodore R. Smart Annette J. Raine	1702 Noble Street, Ste. 109 Anniston, AL 36202 Phone: (256) 241-2950 FAX: (256) 231-1893	Monday - Friday
CHAMBERS	The Chambers County office has been re-located to the Lee County location.	
CHEROKEE	The Cherokee County office has been re-located to the Etowah County location.	

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
CHILTON	The Chilton County office has been relocated to the Etowah County location.	
CHOCTAW F. Dwight McBride	117 S. Mulberry St., RM 126 Butler, AL 36904 Phone: (205) 459-2111 FAX: (205) 459-2116	Monday - Friday
CLARKE C. Gary House	120 Court Street Grove Hill, AL 36451 Phone: (251) 275-3374 FAX: (251) 275-1060	Monday, Tuesday, and Wednesday
CLAY	The Clay County office has been re-located to the Tallapoosa County location.	
CLEBURNE Rochelle I. Osbourn	120 Vickery Street, RM 106 Heflin, AL 36264 Phone: (256) 463-7765 FAX: (256) 463-1015	Monday, Tuesday, and Wednesday
COFFEE Meria H. Nelson Diann Pearson	Coffee County Complex 1065 E. McKinnon Street New Brockton, AL 36351 Phone: (334) 894-5858 FAX: (334) 894-6506	Monday - Friday
COLBERT	The Colbert County office has been re-located to the Lauderdale County location.	
CONECUH Itinerant	111 Court Street, Ste. 108 Evergreen, AL 36401 Phone: (251) 578-7036 FAX: (251) 578-2835	Wednesday and Thursday
COOSA	The Coosa County office has been relocated to the Tallapoosa County location.	
COVINGTON T. Gary Petty	250 Hillcrest Drive, RM 151 Andalusia, AL 36420 Phone: (334) 428-2687 FAX: (334) 428-2679	Monday - Friday
CRENSHAW	The Crenshaw Count office has been re-located to the Butler County location.	

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
CULLMAN Johanna A. Chambers Debra Bradford-Moore	500 2nd Avenue SW, RM 109 Cullman, AL 35055 Phone: (256) 775-4662 FAX: (256) 775-4947	Monday - Friday
DALE Jerry Lucas	719 S Union Avenue Ozark, AL 36360 Phone: (334) 774-5550 FAX: (334) 774-5713	Monday - Friday
DALLAS Alnita J. Whitt Christine B. Hale	105 Lauderdale St., RM 132 Selma, AL 36702 Phone: (334) 874-2533 FAX: (334) 874-2599	Monday - Friday
DEKALB James E. "Jim" McIntire	500 Grand Avenue SW Ft. Payne, AL 35967 Phone: (256) 845-8572 FAX: (256) 845-8582	Tuesday and Friday
ELMORE Tracely L. Jackson	203 Hill Street Wetumpka, AL 36092 Phone: (334) 567-1175 FAX: (334) 514-5845	Monday and Thursday
ESCAMBIA Michael M. Hanks	8600 Highway 31 East, Box 4 Atmore, AL 35602 Phone: (251) 368-4223 Ext. 115 FAX: (251) 446-8610	Monday - Friday
ETOWAH Vacant Norma Jean Russell	800 Forest Avenue, Suite 202 Gadsden, AL 35901 Phone: (256) 549-5458 FAX: (256) 549-5449	Monday - Thursday
FAYETTE Jon A. Doolittle, Sr.	103 First Avenue NW Fayette, AL 35555-0304 Phone: (205) 932-6262 FAX: (205) 932-5251	Monday, Thursday and Friday
FRANKLIN Thomas Malone Brenda Holaway	410 Jackson Street Russellville, AL 35653 Phone (256) 332-8845 Fax: (256) 332-8839	Monday - Friday

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
GENEVA Jimmie C. Donaldson Diann Pearson	200 North Commerce Street Geneva, AL 36340 Phone: (334) 684-5657 FAX: (334) 684-5656	Monday - Friday
GREENE Roger D. Kinard	Wm. McKinley Branch Courthouse Eutaw, AL 35462 Phone: (205) 372-6977 FAX: (205) 372-6947	Wednesday
HALE	The Hale County office has been re-located to the Bibb County location.	
HENRY	The Henry County office has been re-located to the Barbour County location.	
HOUSTON Davy K. Daughtry Vacant	1685 Ross Clark Circle Dothan, AL 36301 Phone: (334) 677-4749 FAX: (334) 673-7550	Monday - Friday
JACKSON Mike K. Maynor	102E. Laurel St, Ste. 33 Scottsboro, AL 35768 Phone: (256) 259-1411 FAX: (256) 259-9019	Wednesday - Thursday
JEFFERSON/BIRMINGHAM Robert "Bruce" Herndon Charles A. Abron Angela F. Hunter Katisha Johnson	2121 Rev. Abraham Woods, Jr.. Blvd N Suite 1501 Birmingham, AL 35203 Phone: (205) 521-7305 FAX: (205) 521-7309	Monday - Friday
JEFFERSON/BESSEMER C. David McElwee	1801 3rd Avenue North, RM 105A Bessemer, AL 35020 Phone: (205) 481-4117 FAX: (205) 481-8015	Monday - Friday
LAMAR Jon A. Doolittle, Sr.	Courthouse Annex Bevill Bldg. West Columbus Avenue Vernon, AL 35592 Phone: (205) 695-7253 Fax: (205) 695-0023	Wednesday

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
LAUDERDALE Lenita Riedel Pearly R. Tittle	312 S. Court Street Florence, AL 35630 Phone: (256) 760-5845 Fax: (256) 767-0013	Monday - Friday
LAWRENCE The Lawrence County office has been re-located to the Morgan County location.		
LEE Cindy Michaud Elaine W. Whatley	215 South 9th Street RM 120 Opelika, AL 36801 Phone: (334) 737-3626 FAX: (334) 745-9769	Monday - Friday
LIMESTONE Michael W. Davis	1109 W. Market Street Ste. B Athens, AL 35611 Phone: (256) 233-6459 FAX: (256) 233-6423	Monday - Wednesday
LOWNDES The Lowndes County office has been re-located to the Montgomery County location.		
MACON David C. Sharpe Betty Dubose	Tuskegee VA Medical Center Building 2, RM 109 Tuskegee, AL 36803 Phone: (334) 727-0550 FAX: (334) 724-6890	Monday - Friday
MADISON Harley F. Goble, Jr. Ricardo J. Pearson Kevin M. Walker Wesley H. Conner	Old Grant Building 115-B Washington Street Huntsville, AL 35801 Phone: (256)532-1662 FAX: (256) 532-1562	Monday - Friday
MARENGO Sandra M. Wright	101 E. Coats Avenue, RM 123 Linden, AL 36748 Phone: (334) 295-2243 FAX: (334) 295-2268	Monday - Friday
MARION Donald G. Walls	First Avenue SW & Military Street Hamilton, AL 35570 Phone: (205) 921-3161 FAX: (205) 921-1742	Monday - Friday

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

<u>COUNTY</u>	<u>ADDRESS, TELEPHONE, FAX</u>	<u>DAYS SERVED</u>
MARSHALL Rhonda D. Tidmore	424 Blount Avenue Guntersville, AL 35976 Phone: (256) 571-7761 FAX: (256) 571-7856	Monday and Thursday
MOBILE Lynda T. Jenkins Latashia M. Love Tonya D. Wicks Vacant Darlene Stinson	Bay Haas Building 1150 Government St., RM 107 Mobile, AL 36604 Phone: (251) 574-8578 FAX: (251) 574-5606	Monday - Friday
MONROE Itinerant	65 North Alabama Avenue Monroeville, AL 36461 Phone: (251) 575-9832 FAX: (251) 575-9046	Thursday and Friday
MONTGOMERY Itinerant Pamela U. Foster	125 Washington Avenue Montgomery, AL 36104 Phone: (334) 832-1392 FAX: (334) 832-7725	Monday - Friday
MORGAN Anthony M. Robinson Karen C. Lockhart	302 Lee Street NE, 1st Floor Decatur, AL 35601 Phone: (256) 351-4636 FAX: (334) 351-4852	Monday - Friday
PERRY	The Perry County office has been re-located to the Dallas County location.	
PICKENS Jon A. Doolittle, Sr.	Service Center Bldg. RM 302-B Highway 17 North Carrollton, AL 35447 Phone: (205) 367-2099 FAX: (205) 367-2265	Tuesday
PIKE Charles Randal Ross	120 Church Street Troy, AL 36081 Phone: (334) 566-1780 FAX: (334) 566-9141	Monday - Friday
RANDOLPH Itinerant	One Main Street, RM 208 Wedowee, AL 36278 Phone: (256) 357-4775 Fax: (256) 357-4846	Thursday and Friday

**COUNTY VETERANS AFFAIRS OFFICES
PERSONNEL DIRECTORY**

COUNTY	ADDRESS, TELEPHONE, FAX	DAYS SERVED
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RUSSELL

David Sharpe Natasha S. Sanks James C. Holloway	1000 Broad Street Phenix City, AL 36867 Phone: (334) 298-7767 FAX: (334) 298-7297	Monday - Friday
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ST. CLAIR

Jeffrey R. Samoranski	1815 Cogswell Ave., Ste. 132 Pell City, AL 35125 Phone: (205) 338-7315 FAX: (205) 814-1509	Monday - Friday
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SHELBY

Harry L. Moon John D. Jones	54 Kelley Lane Columbiana, AL 35051 Phone: (205) 669-3835 FAX: (205) 669-8559	Monday - Friday
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SUMTER

The Sumter County office has been re-located to the Choctaw County location.

TALLADEGA

Itinerant	132 North Court Street Talladega, AL 35160 Phone: (256) 761-2117 FAX: (256) 761-2144	Friday
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TALLAPOOSA

Aretha R. Harkins Mary Jo Lumpkin	395 Lee Street, RM 145 Alexander City, AL 35010 Phone: (256) 234-5246 FAX: (256) 234-5648	Monday - Friday
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TUSCALOOSA

Rogers Wilson, Jr. LaWanna L. Webb	714 Greensboro Ave., RM 241 Tuscaloosa, AL 35401 Phone: (205) 349-3870, Ext. 360 FAX: (205) 758-6170	Monday - Friday
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WALKER

Itinerant Patricia H. Hall	1803 3rd Avenue South, RM 106 Jasper, AL 35502 Phone: (205) 384-7277 FAX: (205) 384-7015	Monday - Friday
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WASHINGTON

The Washington County office has been re-located to the Clarke County location.

WILCOX

The Wilcox County office has been re-located to the Marengo County location.

WINSTON

The Winston County office has been re-located to the Walker County location.

**DEPARTMENT OF VETERANS AFFAIRS
FINANCIAL STATEMENT**

FY 2011

SOURCE OF FUNDS

Act No. 2010-553	State General Fund	\$ 3,095,277
Act No. 2010-553	State General Fund (FY10 Reversion Reappropriated)	\$ 707,204
	State General Fund - 15% Proration	\$ (570,372)
	Total State General Fund	\$ 3,232,109
Act No. 2010-610	ETF Administration	2,740,194
Act No. 2010-610	ETF Administration (FY10 Reversion Reappropriated)	225,187
Act No. 2010-610	Education Trust Fund (AL G.I. Benefits)	17,205,339
Act No. 2010-610	Education Trust Fund (AL G.I. Benefits) (FY10 Reversion Reappropriated)	0
Code of AL, 31-6-15	Education Trust Fund (AL G.I. Benefits) - Supplemental	20,017,401
	Education Trust Fund (AL G.I. Benefits) - 3% Proration	(1,205,644)
	Total Education Trust Fund	<u>38,982,477</u>
	TOTAL SOURCE OF FUNDS	\$ 42,214,586

EXPENDITURES

01	Personnel Costs	2,669,021
02	Employee Benefits	1,166,757
03	Travel (In-State)	146,376
04	Travel (Out-of-State)	7,499
05	Repairs and Maintenance	2,930
06	Rentals and Leases	310,670
07	Utilities and Communication	98,610
08	Professional Services	57,085
09	Supplies, Materials, and Operating Expenses	176,837
10	Transportation Equipment Operations	32,985
11	Grants and Benefits	75,100
	(AL G.I. Bill Education Benefits)	35,877,045
14	Other Equipment Purchases	27,268
	TOTAL EXPENDITURES	<u>\$ 40,648,183</u>
	Reverted to General Fund	\$ 738,313
	Reverted to Education Trust Fund (Admin.)	\$ 599,078
	Reverted to Education Trust Fund (AL G.I. Benefits)	\$ 229,012

**VETERANS HOME TRUST FUND
FINANCIAL STATEMENT**

FY 2011

SOURCE OF FUNDS

Beginning Balance October 1, 2010 (Donations and Interest)		\$ 488,269
VA Per Diem	14,032,463	
Bed Lease (Health Management Resources)	657,000	
Income Tax Check-Off	24,949	
Interest	1,468	
Donations	90	
Surplus Property/Prior Year Refund	8	
TOTAL REVENUE		<u>14,715,978</u>
TOTAL SOURCE OF FUNDS		<u>\$ 15,204,247</u>

EXPENDITURES

	Nichols Home Alex City	Green Home Bay Minette	Fann Home Huntsville	
01 Personnel Costs	89,747	75,846	88,668	
02 Employee Benefits	36,198	34,061	36,083	
03 Travel (In-State)	456	1,072	505	
04 Travel (Out-of-State)	294		310	
05 Repair and Maintenance	278			
06 Rentals and Leases	1,252	1,149	1,252	
07 Utilities and Communication	3,354	3,156	2,681	
08 Professional Services				
(Health Management Resources)	4,937,525	4,767,093	4,663,797	
09 Supplies, Materials, etc.	10,998	19,585	16,973	
14 Other Equipment	1,750	1,750	3,029	
TOTAL EXPENDITURES	<u>5,081,852</u>	<u>4,903,712</u>	<u>4,813,298</u>	<u>(14,798,862)</u>
Ending Balance -Veterans Home Trust Fund as of September 30, 2011				<u><u>\$ 405,385</u></u>

**ALABAMA VETERANS ASSISTANCE FUND
FINANCIAL STATEMENT**

FY 2011

SOURCE OF FUNDS

Beginning Balance as of October 1, 2010		\$ 35,658,283
Transfer from Confederate Soldiers & Sailors Ad Valorem 9/28/11	30,956,630	
Donation of Land in Spanish Fort, Alabama	859,680	
Miscellaneous Tags	<u>13,588</u>	
TOTAL REVENUE		<u>31,829,898</u>
TOTAL SOURCE OF FUNDS		\$ 67,488,181

EXPENDITURES

		Nichols Home <u>Administration</u> Alexander City	Green Home <u>Bay Minette</u>	Fann Home <u>Huntsville</u>	Howard Home <u>Pell City</u>	Cemetery <u>Spanish Fort</u>	
01 Personnel Costs	1,713,058						
02 Employee Benefits	761,826						
05 Repair and Maintenance		55,180	1,162,296	629,150			
08 Professional Services	29,960	1,034	53,872	26,973	3,174,890	450,000	
(Health Management Resources)		3,911,799	4,094,241	4,155,904			
09 Supplies, Materials, etc.	44,900	15,320	47,664	12,141	610		
11 Grants and Benefits	50						
12 Capital Outlay					(2,775,141)	6,153,839	
14 Other Equipment		<u>50,522</u>	<u>72,377</u>	<u>75,418</u>			
TOTAL EXPENDITURES	2,549,794	4,033,855	5,430,450	4,899,586	400,359 *	6,603,839	<u>(23,917,883)</u>
Ending Balance- Alabama Veterans Assistance Fund as of September 30, 2011							<u>\$ 43,570,298</u>

**VETERANS AFFAIRS FEDERAL STIMULUS FUND
ROBERT L. HOWARD STATE VETERANS HOME
FINANCIAL STATEMENT**

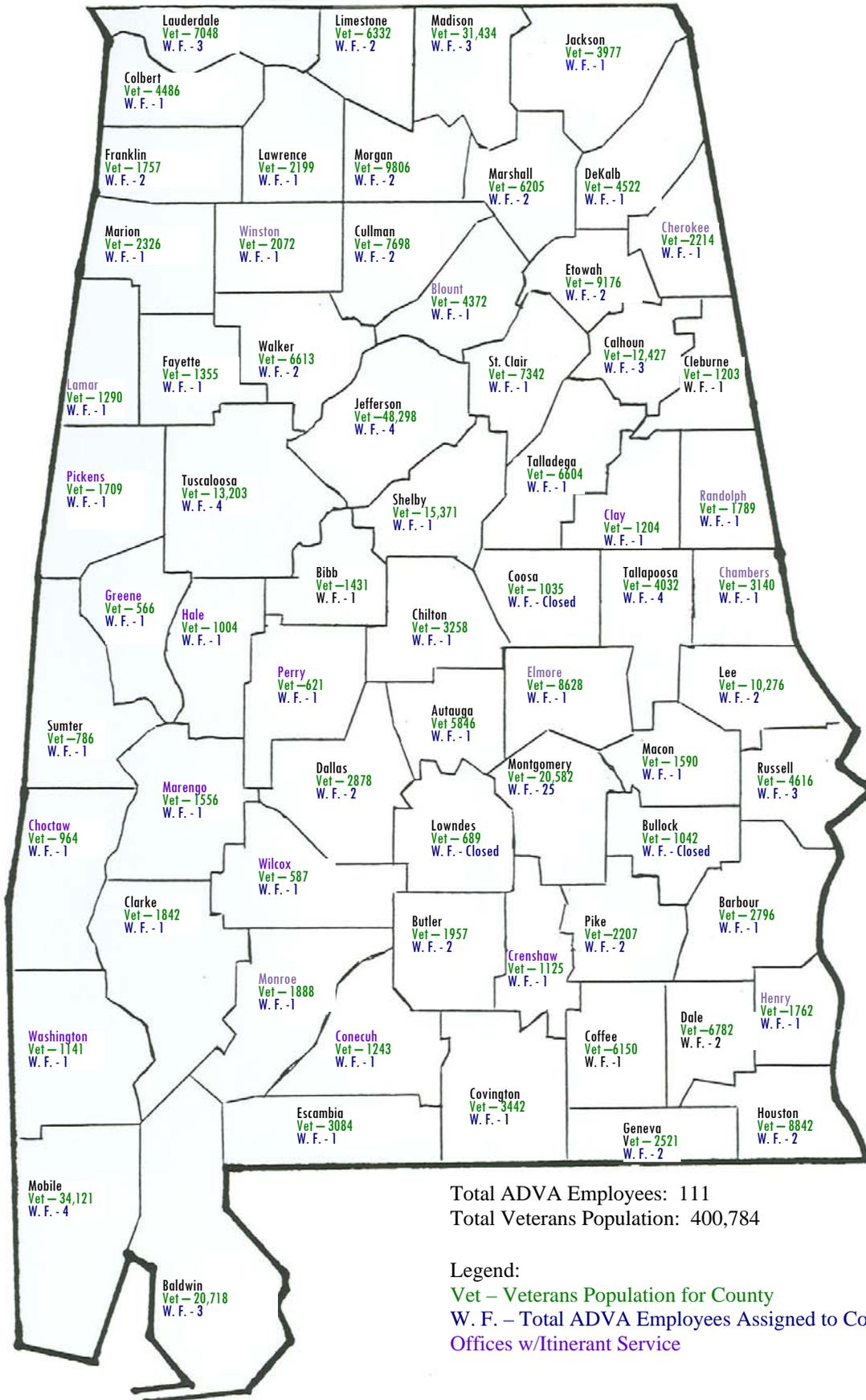
FY 2011

SOURCE OF FUNDS

Federal Stimulus- Construction Grant Reimbursement		<u>10,315,145</u>
TOTAL SOURCE OF FUNDS		10,315,145
<u>EXPENDITURES</u>		
08 Professional Services		1,481,076
12 Capital Outlay		<u>8,834,069</u>
TOTAL EXPENDITURES		10,315,145
Ending Balance- Veterans Affairs Federal Stimulus Fund as of September 30, 2011		<u>0</u>

* Expenditures shown net of prior year expenditures transferred to stimulus fund

State of Alabama Department of Veterans Affairs Veterans vs. Employee Workforce Demographics



ADMINISTRATIVE ACTIVITIES

ALABAMA G.I. DEPENDENTS' SCHOLARSHIP PROGRAM

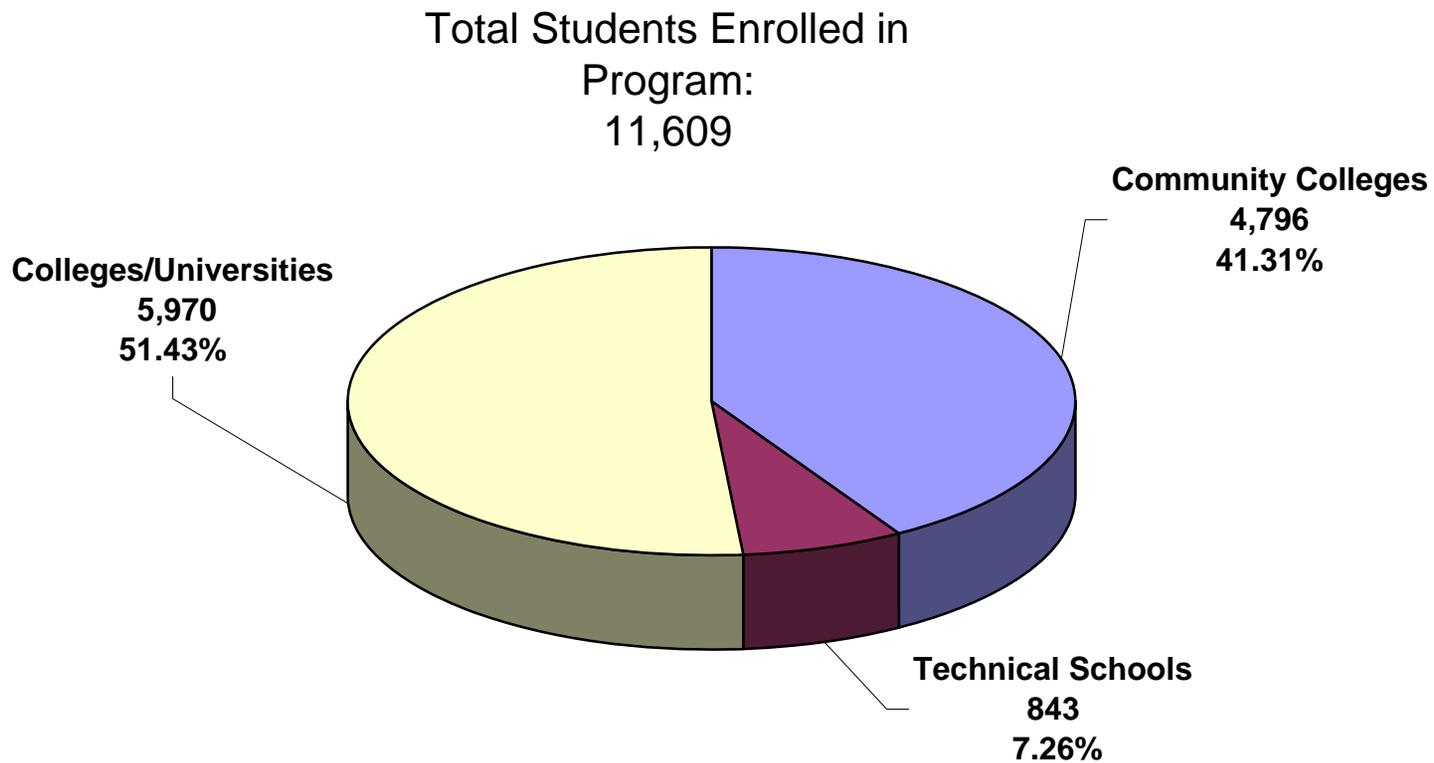
FY 2011

Scholarship Applications

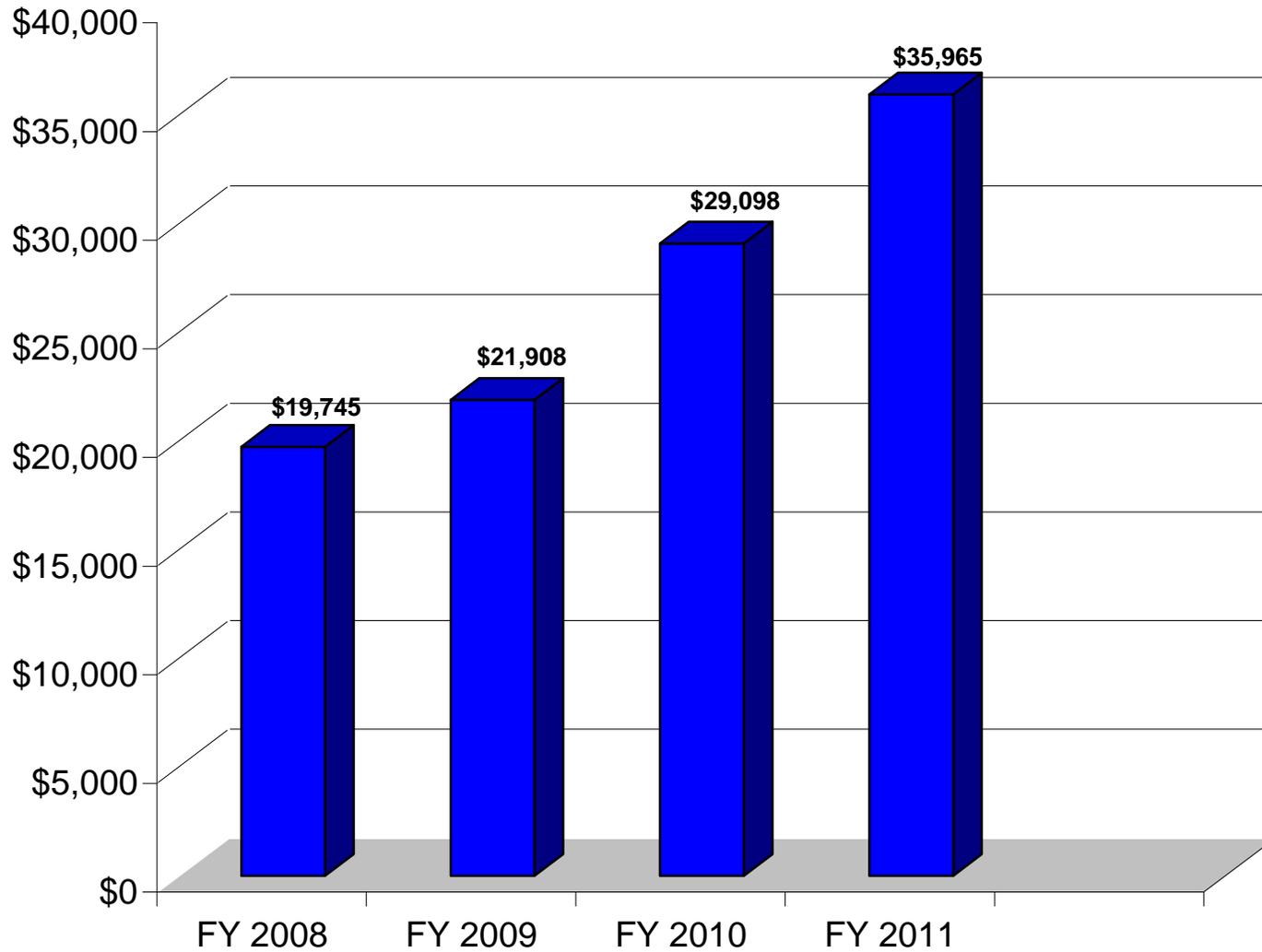
- Originals Approved	1,857
- Supplementals Approved	1,135
- Denied	150
- Discontinued	6
Total Scholarship Applications Processed	<u>3,148</u>

Student Distribution by School Type

October 1, 2010 - September 30, 2011

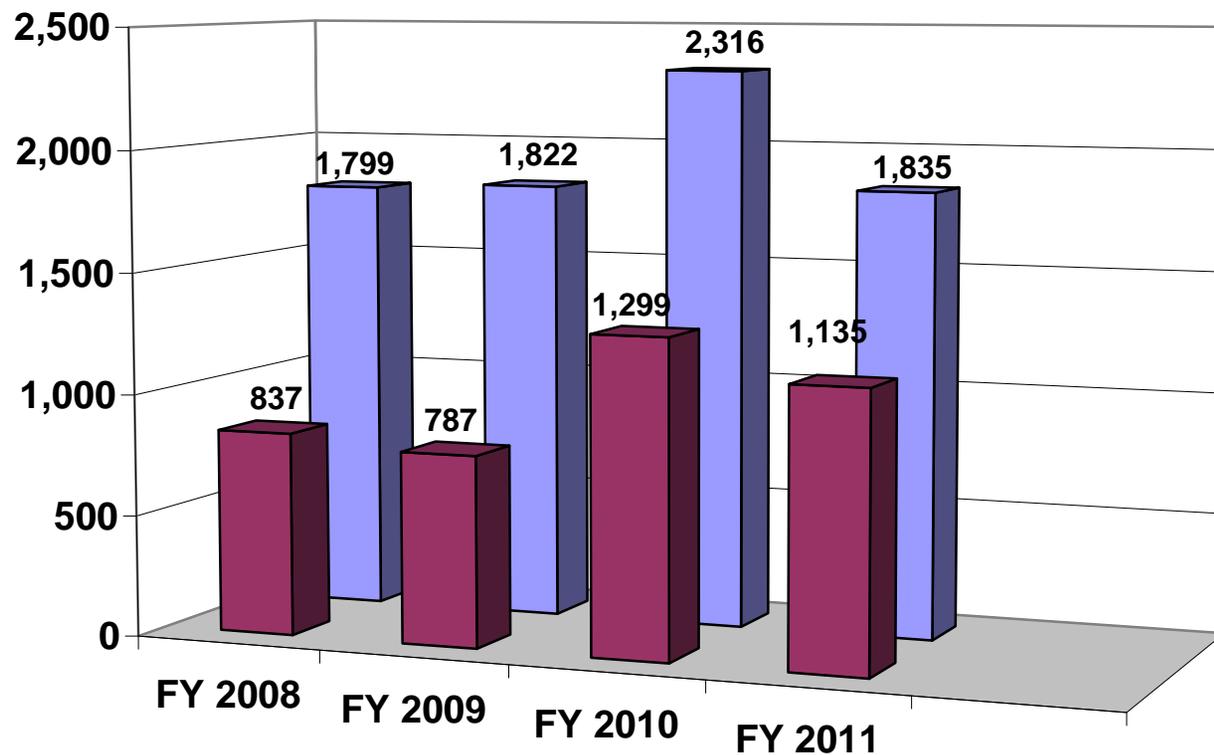


Fiscal Year Expenditures Comparisons Scholarships Awarded In Millions



Growth Index Graph

Original and Supplemental Applications



■ Supplemental ■ Original



Student Participation by County

District	County	Students	Tuition	Books	Lab Fees	Total
I	BLOUNT	7	\$ 14,095.00	\$ 3,151.97	\$ 300.00	\$ 17,546.97
I	CHEROKEE	2	\$ 4,733.00	\$ 785.25	\$ 0.00	\$ 5,518.25
I	COLBERT	14	\$ 38,282.00	\$ 5,873.27	\$ 2,532.00	\$ 46,687.27
I	CULLMAN	13	\$ 31,083.00	\$ 5,517.84	\$ 2,014.00	\$ 38,614.84
I	DEKALB	11	\$ 13,994.15	\$ 4,121.74	\$ 152.00	\$ 18,267.89
I	ETOWAH	15	\$ 38,504.20	\$ 6,190.27	\$ 895.00	\$ 45,589.47
I	FAYETTE	5	\$ 8,598.32	\$ 1,533.04	\$ 729.00	\$ 10,860.36
I	FRANKLIN	6	\$ 13,511.00	\$ 1,944.55	\$ 771.00	\$ 16,226.55
I	JACKSON	7	\$ 7,631.00	\$ 2,426.32	\$ 0.00	\$ 10,057.32
I	LAMAR	1	\$ 3,262.00	\$ 706.71	\$ 0.00	\$ 3,968.71
I	LAUDERDALE	34	\$ 98,091.30	\$ 16,400.11	\$ 8,181.00	\$ 122,672.41
I	LAWRENCE	2	\$ 6,858.00	\$ 1,280.20	\$ 159.00	\$ 8,297.20
I	LIMESTONE	7	\$ 21,042.00	\$ 2,826.42	\$ 1,128.00	\$ 24,996.42
I	MADISON	83	\$ 216,703.90	\$ 36,275.75	\$ 5,660.95	\$ 258,640.60
I	MARION	4	\$ 11,370.00	\$ 1,875.05	\$ 0.00	\$ 13,245.05
I	MARSHALL	5	\$ 13,119.00	\$ 1,827.32	\$ 271.00	\$ 15,217.32
I	MORGAN	13	\$ 35,082.00	\$ 7,260.14	\$ 1,959.00	\$ 44,301.14
I	PICKENS	8	\$ 13,464.00	\$ 2,029.60	\$ 276.00	\$ 15,769.60
I	SAINT CLAIR	9	\$ 13,189.00	\$ 4,046.55	\$ 930.00	\$ 18,165.55
I	WALKER	8	\$ 23,102.00	\$ 2,970.67	\$ 875.00	\$ 26,947.67

Alabama Department of Veteran Affairs



Student Participation by County

District	County	Students	Tuition	Books	Lab Fees	Total
I	WINSTON	1	\$ 3,330.00	\$ 829.00	\$ 180.00	\$ 4,339.00
	District Total	255	\$ 629,044.87	\$ 109,871.77	\$ 27,012.95	\$ 765,929.59
II	AUTAUGA	20	\$ 35,028.00	\$ 5,995.24	\$ 512.00	\$ 41,535.24
II	BESSEMER	14	\$ 23,278.00	\$ 4,874.64	\$ 577.00	\$ 28,729.64
II	BIBB	12	\$ 15,052.80	\$ 4,372.19	\$ 268.00	\$ 19,692.99
II	CALHOUN	7	\$ 17,380.00	\$ 2,558.90	\$ 120.00	\$ 20,058.90
II	CHAMBERS	3	\$ 3,689.00	\$ 1,224.90	\$ 0.00	\$ 4,913.90
II	CHILTON	12	\$ 20,971.00	\$ 5,970.19	\$ 1,030.00	\$ 27,971.19
II	CHOCTAW	7	\$ 9,284.00	\$ 2,888.35	\$ 240.00	\$ 12,412.35
II	CLEBURNE	2	\$ 2,380.00	\$ 702.00	\$ 0.00	\$ 3,082.00
II	DALLAS	18	\$ 32,369.00	\$ 7,614.61	\$ 0.00	\$ 39,983.61
II	ELMORE	9	\$ 15,686.60	\$ 4,277.09	\$ 156.00	\$ 20,119.69
II	GREENE	4	\$ 11,285.00	\$ 2,249.55	\$ 0.00	\$ 13,534.55
II	HALE	8	\$ 13,207.00	\$ 2,929.40	\$ 440.00	\$ 16,576.40
II	JEFFERSON	122	\$ 232,414.55	\$ 47,912.53	\$ 7,467.00	\$ 287,794.08
II	LEE	77	\$ 110,546.00	\$ 30,281.24	\$ 1,636.00	\$ 142,463.24
II	MARENGO	17	\$ 36,230.00	\$ 5,852.26	\$ 130.00	\$ 42,212.26
II	PERRY	4	\$ 9,339.00	\$ 2,145.20	\$ 0.00	\$ 11,484.20
II	RANDOLPH	4	\$ 5,557.00	\$ 1,618.43	\$ 0.00	\$ 7,175.43

Alabama Department of Veteran Affairs



Student Participation by County

District	County	Students	Tuition	Books	Lab Fees	Total
II	SHELBY	28	\$ 62,321.00	\$ 11,149.97	\$ 1,604.00	\$ 75,074.97
II	SUMTER	7	\$ 13,416.00	\$ 1,846.50	\$ 0.00	\$ 15,262.50
II	TALLADEGA	7	\$ 15,726.00	\$ 2,683.93	\$ 424.00	\$ 18,833.93
II	TALLAPOOSA	5	\$ 6,426.00	\$ 1,958.36	\$ 0.00	\$ 8,384.36
II	TUSCALOOSA	109	\$ 175,449.80	\$ 41,503.28	\$ 1,969.00	\$ 218,922.08
	District Total	496	\$ 867,035.75	\$ 192,608.76	\$ 16,573.00	\$ 1,076,217.51
III	BALDWIN	21	\$ 32,827.00	\$ 7,083.72	\$ 0.00	\$ 39,910.72
III	BARBOUR	18	\$ 24,063.00	\$ 8,820.47	\$ 1,700.00	\$ 34,583.47
III	BULLOCK	1	\$ 3,495.00	\$ 630.75	\$ 0.00	\$ 4,125.75
III	BUTLER	8	\$ 10,115.00	\$ 2,336.69	\$ 0.00	\$ 12,451.69
III	CLARKE	9	\$ 18,685.00	\$ 3,319.42	\$ 580.00	\$ 22,584.42
III	COFFEE	18	\$ 41,454.50	\$ 7,622.71	\$ 1,696.00	\$ 50,773.21
III	COVINGTON	21	\$ 31,113.00	\$ 5,431.79	\$ 0.00	\$ 36,544.79
III	CRENSHAW	1	\$ 1,071.00	\$ 166.69	\$ 0.00	\$ 1,237.69
III	DALE	40	\$ 50,696.86	\$ 13,742.28	\$ 3,319.72	\$ 67,758.86
III	ESCAMBIA	14	\$ 18,541.00	\$ 6,172.56	\$ 60.00	\$ 24,773.56
III	GENEVA	7	\$ 7,630.00	\$ 2,923.00	\$ 700.00	\$ 11,253.00
III	HOUSTON	57	\$ 65,116.04	\$ 20,219.21	\$ 5,175.60	\$ 90,510.85
III	MACON	11	\$ 16,756.00	\$ 4,206.33	\$ 230.00	\$ 21,192.33

Alabama Department of Veteran Affairs



Student Participation by County

District	County	Students	Tuition	Books	Lab Fees	Total
III	MOBILE	124	\$ 212,764.90	\$ 61,566.02	\$ 6,738.00	\$ 281,068.92
III	MONROE	6	\$ 6,989.00	\$ 2,572.30	\$ 270.00	\$ 9,831.30
III	MONTGOMERY	66	\$ 124,282.60	\$ 21,872.98	\$ 436.00	\$ 146,591.58
III	PIKE	5	\$ 6,086.00	\$ 1,662.10	\$ 340.00	\$ 8,088.10
III	RUSSELL	59	\$ 79,065.60	\$ 23,536.53	\$ 4,010.00	\$ 106,612.13
	District Total	486	\$ 750,751.50	\$ 193,885.55	\$ 25,255.32	\$ 969,892.37
	CLAIMS	3	\$ 2,856.00	\$ 342.15	\$ 0.00	\$ 3,198.15
	HEADQUARTERS	168	\$ 432,239.08	\$ 70,979.35	\$ 7,860.00	\$ 511,078.43
	District Total	171	\$ 435,095.08	\$ 71,321.50	\$ 7,860.00	\$ 514,276.58
	Grand Total	1408	\$ 2,681,927.20	\$ 567,687.58	\$ 76,701.27	\$ 3,326,316.05

**CLAIMS DIVISION
FISCAL YEAR REPORT
OCT 2010 - SEP 2011**

BDD CLAIMS	10
TERMINAL CLAIMS	27
FINANCIAL HARDSHIP CLAIMS	32
VSO/AVSO INQUIRIES	16,248
CONGRESSIONAL INQUIRIES	63
WALK INS	648
RATING DECISIONS REVIEWED	1,741
RETRO AWARDS VARO LEVEL	984
APPEALS RETRO RESOLVED AT VARO LEVEL	\$4,717,479
646'S COMPLETED	412
BVA DECISIONS REVIEWED	756
BVA REMANDED CASES	440
RETRO AWARDS BVA LEVEL	\$8,189,394
INCOMPLETE CLAIMS	12
INFORMALS	105
INFORMAL ERRORS	21
 ASA DATA	
PHONE CALLS	15,588
AL GI BILL CERTIFICATIONS	7
E-MAILS SENT AND RECEIVED	795
FAXES SENT AND RECEIVED	854
CORRESPONDENCE	36
NEHMER CASES AWARDED	\$12,737,322

ACTIONS AND SERVICES RENDERED BY ADVA COUNTY OFFICES DURING FY 2011

County	Letters Sent/ Received	Contacts in Person/ Phone/Fax/ Email	Compensation and Pension Claims Filed	Medical Claims Filed	Insurance Claims Filed	Education Claims Filed	Misc Actions and Homeowners Benefits
Autauga	1,618	2,028	324	55	1	27	450
Baldwin	6,395	5,385	445	29	3	39	3,425
Barbour	2,246	1,032	168	16	1	13	564
Bibb	2,945	5,932	1,015	85	20	89	2,100
Blount	1,523	1,778	260	28	4	8	1,415
Bullock	344	310	99	6	1	3	163
Butler	3,217	2,536	10,396	65	3	83	1,336
Calhoun	9,342	9,518	1,284	174	10	147	7,983
Chambers	1,675	1,126	201	30	8	4	743
Cherokee	1,399	1,489	161	25	0	3	977
Chilton	6,423	6,118	1,004	41	0	33	1,292
Choctaw	961	2,068	218	26	0	14	346
Clarke	2,175	1,583	124	63	5	18	919
Clay	1,627	1,564	77	14	0	1	794
Cleburne	2,580	2,136	117	38	0	7	1,152

ACTIONS AND SERVICES RENDERED BY ADVA COUNTY OFFICES DURING FY 2011

County	Letters Sent/ Received	Contacts in Person/ Phone/Fax/ Email	Compensation and Pension Claims Filed	Medical Claims Filed	Insurance Claims Filed	Education Claims Filed	Misc Actions and Homeowners Benefits
Coffee	3,439	3,651	582	129	20	111	3,665
Colbert	6,213	7,252	1,112	137	17	49	4,114
Conecuh	564	1,158	166	45	1	15	352
Coosa	0	0	0	0	0	0	0
Covington	3,866	4,092	407	76	8	27	1,628
Crenshaw	393	687	107	23	2	20	245
Cullman	6,453	7,211	950	208	1	22	5,204
Dale	10,119	7,161	855	243	67	313	8,517
Dallas	3,365	3,849	274	18	7	16	872
DeKalb	2,216	2,712	195	50	0	3	1,651
Elmore	1,238	724	154	25	0	14	237
Escambia	2,665	2,587	440	73	5	22	1,103
Etowah	6,276	11,009	1,315	214	12	93	8,722
Fayette	1,633	1,196	347	35	0	18	895
Franklin	1,389	1,997	191	30	2	8	662

ACTIONS AND SERVICES RENDERED BY ADVA COUNTY OFFICES DURING FY 2011

County	Letters Sent/ Received	Contacts in Person/ Phone/Fax/ Email	Compensation and Pension Claims Filed	Medical Claims Filed	Insurance Claims Filed	Education Claims Filed	Misc Actions and Homeowners Benefits
Geneva	6,431	11,391	904	319	60	42	9,419
Greene	445	1,261	696	35	8	36	339
Hale	776	891	483	32	12	43	396
Henry	2,195	1,168	314	35	3	5	634
Houston	7,384	18,926	2,444	723	57	415	3,613
Jackson	442	1,982	393	108	3	17	623
Jeff/Bess	3,308	4,403	705	8	59	40	4,201
Jeff/B'ham	18,351	16,112	4,278	21	4	347	7,252
Lamar	339	287	145	20	0	8	281
Lauderdale	5,911	10,171	1,386	388	8	101	18,755
Lawrence	2,031	2,000	180	36	3	13	1,351
Lee	8,468	8,456	684	128	6	146	4,532
Limestone	4,193	3,716	331	119	1	17	216
Lowndes	25	4	0	0	0	0	0
Macon	4,242	3,234	329	8	3	21	1,338

ACTIONS AND SERVICES RENDERED BY ADVA COUNTY OFFICES DURING FY 2011

County	Letters Sent/ Received	Contacts in Person/ Phone/Fax/ Email	Compensation and Pension Claims Filed	Medical Claims Filed	Insurance Claims Filed	Education Claims Filed	Misc Actions and Homeowners Benefits
Madison	12,015	14,869	2,282	259	17	192	4,679
Marengo	4,082	4,333	1,511	197	2	82	1,494
Marion	3,751	3,706	296	37	3	18	1,497
Marshall	6,457	5,939	609	92	11	28	2,773
Mobile	16,597	26,935	1,523	33	11	164	4,147
Monroe	1,410	1,454	177	36	4	14	489
Montgomery	3,324	15,657	488	36	1	148	1,961
Morgan	9,873	8,009	710	190	8	45	11,730
Perry	491	314	73	0	0	0	55
Pickens	184	243	152	11	2	6	227
Pike	3,417	3,455	373	63	28	160	1,441
Randolph	872	1,665	192	40	2	10	667
Russell	7,098	4,921	1,083	111	25	78	5,402
Shelby	8,485	13,262	1,279	93	5	30	1,886
St. Clair	1,071	3,410	467	65	1	23	3,612

ACTIONS AND SERVICES RENDERED BY ADVA COUNTY OFFICES DURING FY 2011

County	Letters Sent/ Received	Contacts in Person/ Phone/Fax/ Email	Compensation and Pension Claims Filed	Medical Claims Filed	Insurance Claims Filed	Education Claims Filed	Misc Actions and Homeowners Benefits
Sumter	517	628	128	6	0	10	142
Talladega	4,780	3,260	420	145	9	102	1,799
Tallapoosa	7,189	6,563	486	84	2	29	2,854
Tuscaloosa	9,719	6,135	1,061	12	7	154	4,121
Walker	6,617	7,482	1,246	141	7	62	5,247
Washington	3,703	2,474	133	127	4	3	851
Wilcox	1,073	853	431	56	0	23	352
Winston	1,483	1,158	97	21	0	4	431
TOTAL	273,048	320,616	51,477	5,836	574	3,856	172,333

FY11 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDx)

ALABAMA										
Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
AUTAUGA	5,846	\$ 39,549	\$ 25,678	\$ -	\$ 4,787	\$ -	\$ -	\$ 293	\$ 8,791	1,300
BALDWIN	20,718	\$ 75,144	\$ 49,368	\$ -	\$ 4,673	\$ -	\$ -	\$ 1,540	\$ 19,562	4,073
BARBOUR	2,796	\$ 15,798	\$ 9,593	\$ -	\$ 464	\$ -	\$ -	\$ 161	\$ 5,579	596
BIBB	1,431	\$ 9,131	\$ 4,521	\$ -	\$ 414	\$ -	\$ -	\$ 63	\$ 4,134	524
BLOUNT	4,372	\$ 21,135	\$ 11,740	\$ -	\$ 853	\$ -	\$ -	\$ 217	\$ 8,325	978
BULLOCK	1,042	\$ 7,205	\$ 4,168	\$ -	\$ 124	\$ -	\$ -	\$ 132	\$ 2,780	227
BUTLER	1,957	\$ 10,960	\$ 6,225	\$ -	\$ 558	\$ -	\$ -	\$ 126	\$ 4,051	423
CALHOUN	12,427	\$ 76,051	\$ 52,503	\$ -	\$ 3,554	\$ -	\$ -	\$ 751	\$ 19,243	3,338
CHAMBERS	3,140	\$ 18,768	\$ 11,809	\$ -	\$ 639	\$ -	\$ -	\$ 142	\$ 6,178	851
CHEROKEE	2,214	\$ 10,598	\$ 6,960	\$ -	\$ 339	\$ -	\$ -	\$ 118	\$ 3,182	477
CHILTON	3,258	\$ 19,059	\$ 11,072	\$ -	\$ 1,034	\$ -	\$ -	\$ 34	\$ 6,920	854
CHOCTAW	964	\$ 7,098	\$ 4,213	\$ -	\$ 248	\$ -	\$ -	\$ 47	\$ 2,591	355
CLARKE	1,842	\$ 10,182	\$ 5,695	\$ -	\$ 515	\$ -	\$ -	\$ 87	\$ 3,885	523
CLAY	1,204	\$ 6,443	\$ 4,132	\$ -	\$ 184	\$ -	\$ -	\$ 50	\$ 2,077	371
CLEBURNE	1,203	\$ 5,462	\$ 3,387	\$ -	\$ 186	\$ -	\$ -	\$ 24	\$ 1,865	271
COFFEE	6,150	\$ 51,171	\$ 37,539	\$ -	\$ 4,595	\$ -	\$ -	\$ 777	\$ 8,260	1,720
COLBERT	4,486	\$ 25,167	\$ 16,398	\$ -	\$ 1,258	\$ -	\$ -	\$ 290	\$ 7,221	1,322
CONECUH	1,243	\$ 7,001	\$ 4,784	\$ -	\$ 308	\$ -	\$ -	\$ 25	\$ 1,884	321
COOSA	1,035	\$ 5,173	\$ 3,504	\$ -	\$ 242	\$ -	\$ -	\$ 54	\$ 1,373	172
COVINGTON	3,442	\$ 19,437	\$ 13,344	\$ -	\$ 733	\$ -	\$ -	\$ 97	\$ 5,263	829
CRENSHAW	1,125	\$ 6,420	\$ 4,024	\$ -	\$ 317	\$ -	\$ -	\$ 23	\$ 2,056	256
CULLMAN	7,698	\$ 31,456	\$ 18,741	\$ -	\$ 1,481	\$ -	\$ -	\$ 321	\$ 10,913	1,470
DALE	6,782	\$ 52,648	\$ 37,860	\$ -	\$ 4,278	\$ -	\$ -	\$ 685	\$ 9,826	1,965
DALLAS	2,878	\$ 21,068	\$ 10,235	\$ -	\$ 964	\$ -	\$ -	\$ 134	\$ 9,735	975
DE KALB	4,522	\$ 20,705	\$ 12,285	\$ -	\$ 907	\$ -	\$ -	\$ 217	\$ 7,296	1,040
ELMORE	8,628	\$ 57,796	\$ 38,787	\$ -	\$ 4,986	\$ -	\$ -	\$ 585	\$ 13,438	2,023
ESCAMBIA	3,084	\$ 15,742	\$ 10,492	\$ -	\$ 558	\$ -	\$ -	\$ 210	\$ 4,482	803
ETOWAH	9,176	\$ 51,365	\$ 30,872	\$ -	\$ 1,478	\$ -	\$ -	\$ 1,022	\$ 17,993	2,515
FAYETTE	1,355	\$ 11,499	\$ 5,858	\$ -	\$ 322	\$ -	\$ -	\$ 79	\$ 5,239	550
FRANKLIN	1,757	\$ 8,095	\$ 4,905	\$ -	\$ 274	\$ -	\$ -	\$ 73	\$ 2,842	417
GENEVA	2,521	\$ 18,897	\$ 13,690	\$ -	\$ 566	\$ -	\$ -	\$ 257	\$ 4,385	915
GREENE	566	\$ 5,117	\$ 2,468	\$ -	\$ 217	\$ -	\$ -	\$ 32	\$ 2,399	253
HALE	1,004	\$ 10,308	\$ 4,500	\$ -	\$ 217	\$ -	\$ -	\$ 127	\$ 5,463	484
HENRY	1,762	\$ 8,231	\$ 5,964	\$ -	\$ 394	\$ -	\$ -	\$ 112	\$ 1,760	449
HOUSTON	8,842	\$ 50,962	\$ 34,987	\$ -	\$ 3,484	\$ -	\$ -	\$ 803	\$ 11,687	2,844
JACKSON	3,977	\$ 14,535	\$ 8,373	\$ -	\$ 597	\$ -	\$ -	\$ 175	\$ 5,390	774
JEFFERSON	48,298	\$ 313,347	\$ 138,294	\$ 7,711	\$ 17,279	\$ -	\$ 6,164	\$ 3,330	\$ 140,569	14,960
LAMAR	1,290	\$ 6,964	\$ 4,136	\$ -	\$ 221	\$ -	\$ -	\$ 33	\$ 2,573	443
LAUDERDALE	7,048	\$ 30,594	\$ 19,036	\$ -	\$ 1,987	\$ -	\$ -	\$ 356	\$ 9,216	1,769

FY11 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDx)

ALABAMA										
Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
LAWRENCE	2,199	\$ 9,415	\$ 6,043	\$ -	\$ 466	\$ -	\$ -	\$ 42	\$ 2,864	471
LEE	10,276	\$ 75,196	\$ 46,839	\$ -	\$ 8,425	\$ -	\$ -	\$ 334	\$ 19,598	2,512
LIMESTONE	6,332	\$ 36,301	\$ 24,846	\$ -	\$ 3,942	\$ -	\$ -	\$ 293	\$ 7,220	1,361
LOWNDES	689	\$ 6,181	\$ 3,110	\$ -	\$ 192	\$ -	\$ -	\$ 5	\$ 2,874	258
MACON	1,590	\$ 33,538	\$ 11,716	\$ -	\$ 830	\$ -	\$ 746	\$ 174	\$ 20,073	963
MADISON	31,434	\$ 176,254	\$ 121,058	\$ -	\$ 20,489	\$ -	\$ -	\$ 3,721	\$ 30,986	6,622
MARENGO	1,556	\$ 12,256	\$ 6,480	\$ -	\$ 395	\$ -	\$ -	\$ 107	\$ 5,274	620
MARION	2,326	\$ 10,449	\$ 5,404	\$ -	\$ 367	\$ -	\$ -	\$ 82	\$ 4,596	615
MARSHALL	6,205	\$ 32,456	\$ 19,198	\$ -	\$ 1,281	\$ -	\$ -	\$ 438	\$ 11,539	1,620
MOBILE	34,121	\$ 167,111	\$ 98,969	\$ 33	\$ 13,912	\$ -	\$ 66	\$ 1,693	\$ 52,437	8,606
MONROE	1,888	\$ 8,413	\$ 5,842	\$ -	\$ 321	\$ -	\$ -	\$ 13	\$ 2,238	400
MONTGOMERY	20,582	\$ 202,292	\$ 99,446	\$ 976	\$ 13,963	\$ -	\$ 28,524	\$ 2,154	\$ 57,229	6,235
MORGAN	9,806	\$ 38,386	\$ 25,358	\$ -	\$ 3,010	\$ -	\$ -	\$ 475	\$ 9,543	1,835
PERRY	621	\$ 5,307	\$ 2,670	\$ -	\$ 227	\$ -	\$ -	\$ 20	\$ 2,391	212
PICKENS	1,709	\$ 14,827	\$ 8,102	\$ -	\$ 373	\$ -	\$ -	\$ 138	\$ 6,214	710
PIKE	2,207	\$ 15,279	\$ 8,740	\$ -	\$ 1,313	\$ -	\$ -	\$ 111	\$ 5,115	646
RANDOLPH	1,789	\$ 9,463	\$ 5,817	\$ -	\$ 399	\$ -	\$ -	\$ 55	\$ 3,193	482
RUSSELL	4,616	\$ 56,139	\$ 36,359	\$ 9	\$ 6,583	\$ -	\$ 718	\$ 696	\$ 11,774	1,876
SAINT CLAIR	7,342	\$ 32,368	\$ 17,186	\$ -	\$ 1,612	\$ -	\$ -	\$ 434	\$ 13,137	1,557
SHELBY	15,371	\$ 55,223	\$ 30,324	\$ -	\$ 5,715	\$ -	\$ -	\$ 1,251	\$ 17,934	2,620
SUMTER	786	\$ 7,120	\$ 3,477	\$ -	\$ 317	\$ -	\$ -	\$ 35	\$ 3,291	276
TALLADEGA	6,604	\$ 33,864	\$ 18,838	\$ -	\$ 1,787	\$ -	\$ -	\$ 265	\$ 12,975	1,841
TALLAPOOSA	4,032	\$ 27,533	\$ 15,596	\$ -	\$ 730	\$ -	\$ -	\$ 424	\$ 10,783	1,187
TUSCALOOSA	13,203	\$ 136,417	\$ 50,141	\$ 9,682	\$ 6,864	\$ -	\$ 1,694	\$ 1,055	\$ 66,982	4,967
WALKER	6,613	\$ 36,445	\$ 21,026	\$ -	\$ 982	\$ -	\$ -	\$ 167	\$ 14,270	1,714
WASHINGTON	1,141	\$ 7,205	\$ 4,256	\$ -	\$ 377	\$ -	\$ -	\$ 14	\$ 2,557	302
WILCOX	587	\$ 4,147	\$ 2,479	\$ -	\$ 158	\$ -	\$ -	\$ 25	\$ 1,484	193
WINSTON	2,072	\$ 10,507	\$ 6,089	\$ -	\$ 271	\$ -	\$ -	\$ 88	\$ 4,059	505
ALABAMA (Totals)	400,784	\$ 2,436,376	\$ 1,397,550	\$ 18,410	\$ 161,536	\$ -	\$ 37,911	\$ 27,912	\$ 793,057	105,636
CONG. DIST (01)	62,035	\$ 279,082	\$ 172,362	\$ 33	\$ 20,122	\$ -	\$ 66	\$ 3,539	\$ 82,959	14,454
CONG. DIST (02)	68,106	\$ 492,709	\$ 304,136	\$ 976	\$ 35,137	\$ -	\$ 29,270	\$ 5,785	\$ 117,406	18,279
CONG. DIST (03)	57,360	\$ 432,999	\$ 259,524	\$ 9	\$ 29,737	\$ -	\$ 718	\$ 3,629	\$ 139,381	17,032
CONG. DIST (04)	53,593	\$ 272,938	\$ 158,856	\$ 2,252	\$ 10,123	\$ -	\$ -	\$ 3,092	\$ 98,615	13,160
CONG. DIST (05)	60,523	\$ 312,611	\$ 209,079	\$ -	\$ 30,386	\$ -	\$ -	\$ 5,132	\$ 68,013	13,301
CONG. DIST (06)	55,626	\$ 267,458	\$ 133,979	\$ 8,955	\$ 19,275	\$ -	\$ 996	\$ 4,658	\$ 99,594	12,699
CONG. DIST (07)	43,540	\$ 378,580	\$ 159,615	\$ 6,185	\$ 16,754	\$ -	\$ 6,861	\$ 2,076	\$ 187,088	16,711

FY11 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)

ALABAMA Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
ALABAMA (Totals)	400,784	\$ 2,436,376	\$ 1,397,550	\$ 18,410	\$ 161,536	\$ -	\$ 37,911	\$ 27,912	\$ 793,057	105,636
Notes:										
* Veteran population estimates, as of September 30, 2011, are produced by the VA Office of the Actuary (VetPop 2007).										
# Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) programs. Currently, all "Loan Guaranty" expenditures are attributed to Travis County, TX, where all Loan Guaranty payments are processed. VA will continue to improve data collection for future GDX reports to better distribute loan expenditures at the state, county and congressional district levels.										
** Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).										
Expenditure data sources: Federal Assistance Awards Data System (FAADS) for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.										
1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$ -" = 0 or no expenditures.										
2. The Compensation & Pension expenditures include dollars for the following programs: veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; veterans' pension for nonservice-connected disabilities; and burial and other benefits to veterans and their survivors.										
3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.										
4. Medical Care expenditures are based on where patients live instead of where care is delivered.										

ALABAMA STATE VETERANS HOMES

The State of Alabama Department of Veterans Affairs operates three veterans' homes throughout the state. Each home has a capacity of 150 beds which provides skilled nursing services to eligible veterans. The Bill Nichols State Veterans Home opened in 1989 and is located in Alexander City. The Floyd E. Tut Fann State Veterans Home and the William F. Green State Veterans Home both opened in 1995 and are located in Huntsville and Bay Minette, respectively.

The Alabama Department of Veterans Affairs contracts with a private management company to operate the three homes. There is an on-site Department Representative at each of the homes for contract oversight. The current healthcare contractor is Health Management Resources – Governmental Services, Inc. (HMR). Their contract period began June 30, 2009 and continues through June 30, 2014.

The eligibility criteria to be admitted into the State Veterans Home Program include the following:

- Must be honorably discharged from military service with a minimum of 90 days of service with at least one day during a wartime period.
- Must meet the qualifications as set forth by the U.S. Department of Veterans Affairs criteria for skilled nursing care.
- Must have been a resident of Alabama for the immediate past 12 months.
- Applicants may not have medical or nursing care needs that the home is not equipped to provide. This may include diagnosis/behavioral traits that may prove dangerous to the well-being of self or others.
- Peace time veterans may be admitted on a space available basis, but will not be placed before a wartime veteran.
- Veterans listed on the Sex Offender Registry or in a felony fugitive status shall not be admitted to a State Veterans Home.

Applications are available by contacting the local Veteran Service Officer, contacting the Department Representative at the home, or by downloading from the department's website. (www.va.alabama.gov)

For the period of October 1, 2010 through September 30, 2011, the occupancy rates for the homes are as follows:

Bill Nichols State Veterans Home	99%
Tut Fann State Veterans Home	99%
William F. Green State Veterans Home	98%

Applications are received and reviewed by the Admissions Committee at the home as well as the Federal VA for approval. Applicants are added to the waiting list and admitted in the order they are approved when a bed becomes available. At times, an applicant may be denied admission for several reasons; however, there is an appeals process in place to ensure full consideration is given every veteran.

	Bill Nichols	Tut Fann	William F. Green
Admissions	67	112	79
Discharges	7	19	18
Deaths	59	94	76
Applications Received	238	257	255

The Bill Nichols State Veterans Home is beginning its 22nd year of operation. William F. Green and Tut Fann State Veterans Homes are in their 16th year of operation. The residents at each of the homes enjoy a full range of activities both on site and out of the facility. Special programs are dedicated to Veterans Day and Memorial Day.

Some improvements made in the homes this year included: Bill Nichols – purchased new patient lifts, two bariatric electric high/low beds, new tilting skillet and proofer holding cabinet for the kitchen. Tut Fann – replaced a washer and dryer, a new steamer with kettles, and ice maker, replaced the fire suppression system in the kitchen, rewired entire building for improvement to television service for residents, and replaced multiple air units. WF Green – replaced gas boiler for steamer and kettles in the kitchen, purchased new patient sit to stand lift, purchased treatment cart, fryer, double convection oven, and replaced resident wardrobes, night stands, and chairs for 60 residents.

Expenditures for Repair / Maintenance and Equipment

Bill Nichols State Veterans Home	\$ 105,702.12
Tut Fann State Veterans Home	\$ 679,306.07
<u>William F. Green State Veterans Home</u>	<u>\$1,195,823.94</u>
TOTAL FY '11 EXPENDITURES	\$1,980,832.13

We have completed work on the Exterior Improvement Projects at William F. Green State Veterans Home and Tut Fann State Veterans Home. William F. Green received a new roof, new gutters and soffit, exterior paint, cleaning of brick, replacement of exterior lights and a new makeup air unit and ventilation system in the service area. Tut Fann had all of the EIFS painted as well as gutters and downspouts, replacement of soffit, cleaning of brick, replacement of exterior lights and a new makeup air unit and ventilation system in the service area. The project greatly improved the appearance of the buildings as when they opened in 1995.

Plans are underway for improvements to the domestic hot water systems at William F. Green State Veterans Home and Tut Fann State Veterans Home in 2012. Our architects are working with their engineers to finalize plans so the project can be placed out for bid. This will

improve fluctuations in the current hot water system. Bill Nichols State Veterans Home's hot water system was revamped in the prior year.

The Ground Breaking Ceremony for the Col. Robert L. Howard State Veterans Home was held November 30, 2010. The contract for construction was placed out for bid and awarded to Doster Construction of Birmingham. Clearing of the site began in January 2011. We participated in Owner, Architect, and Contractor (OAC) Meetings every 2 weeks to review the progress of the work performed. By the end of September 2011, we were at the 50% completion point. When complete, the home will provide 174 skilled nursing beds and 80 Domiciliary/Assisted Living Veterans for Alabama's Veterans.

The Bill Nichols State Veterans Home, Tut Fann State Veterans Home, and William F. Green State Veterans Home are all fully licensed and in compliance with healthcare standards of the Federal VA and the Alabama Department of Public Health.

Progress Photos of Col. Robert L. Howard State Veterans Home



Aero
Photo
727.530.8888
www.aerophoto.com

Col. Robert L. Howard State Veteran's Home
(Pell City AL)

Image # 110902 6348
Date 09,02,11



BILL NICHOLS STATE VETERANS HOME

FY2011 RESIDENT DEMOGRAPHICS

By Age:

40-49: 00 70-79: 22
 50-59: 03 80-89: 90
 60-69: 16 90-00: 18

By Sex:

Male 143
 Female 6
 Total 149

By Race:

White 107
 Black 42
 Other 0

Demographics by County of Residence:

Autauga	02	Coffee	00	Geneva	00	Randolph	00
Barbour	00	Coosa	04	Houston	02	Russell	04
Bullock	01	Covington	01	Jefferson	25	Shelby	07
Calhoun	03	Crenshaw	01	Lee	09	St. Clair	03
Chambers	03	Dale	02	Macon	14	Talladega	10
Chilton	02	Elmore	12	Montgomery	14	Tallapoosa	27
Clay	02	Etowah	00	Pike	01	Tuscaloosa	00

Admissions/Discharges by Month:

PFYs**	Admitted	1646	Discharged	270	Death	1227
Oct 2010	Admitted	06	Discharged	00	Death	05
Nov 2010	Admitted	05	Discharged	00	Death	08
Dec 2010	Admitted	09	Discharged	01	Death	06
Jan 2011	Admitted	09	Discharged	02	Death	09
Feb 2011	Admitted	05	Discharged	00	Death	02
Mar 2011	Admitted	07	Discharged	00	Death	07
Apr 2011	Admitted	06	Discharged	00	Death	07
May 2011	Admitted	06	Discharged	00	Death	07
Jun 2011	Admitted	05	Discharged	02	Death	01
Jul 2011	Admitted	05	Discharged	01	Death	04
Aug 2011	Admitted	02	Discharged	00	Death	02
Sept 2011	Admitted	01	Discharged	01	Death	01
TOTALS TO DATE:		1712		277		1286

Wartime Era Service (Will exceed total numbers of Residents due to service in multiple wartime eras.)

WWI: 00 WWII: 77 Korea: 62 Viet Nam: 39 Gulf War: 02 Ex-POW: 02

As of: September 30, 2011

Total Residents: 149

FLOYD E. 'TUT' FANN STATE VETERANS HOME

FY 2011 RESIDENT DEMOGRAPHICS

By Age:

20-29:	0	60-69:	13
30-39:	0	70-79:	35
40-49:	1	80-89:	75
50-59:	1	90-00:	23

By Sex:

Male	146
Female	2
TOTAL	148

By Race:

White	132
Black	14
Other	2

Demographics by County of Residence:

Blount	4	Etowah	3	Limestone	9	Morgan	10
Calhoun	2	Fayette	1	Macon	1	Randolph	1
Cherokee	1	Jackson	3	Madison	76	St. Clair	2
Colbert	1	Jefferson	7	Marion	1	Walker	1
Cullman	11	Lauderdale	5	Marshall	2	Winston	1
DeKalb	5	Lawrence	1				

Admissions/Discharges by Month:

PFYs**	Admitted	1130	Discharged	168	Death	813
Oct 10	Admitted	4	Discharged	1	Death	6
Nov 10	Admitted	10	Discharged	1	Death	9
Dec 10	Admitted	13	Discharged	2	Death	8
Jan 11	Admitted	15	Discharged	3	Death	12
Feb 11	Admitted	10	Discharged	2	Death	8
Mar 11	Admitted	7	Discharged	1	Death	5
Apr 11	Admitted	7	Discharged	0	Death	7
May 11	Admitted	9	Discharged	2	Death	10
Jun 11	Admitted	10	Discharged	2	Death	8
July 11	Admitted	12	Discharged	1	Death	9
Aug 11	Admitted	6	Discharged	1	Death	5
Sept 11	Admitted	9	Discharged	3	Death	7
TOTALS TO DATE:		1242		187		907

Wartime Era Service (Will exceed total number of Residents due to service in multiple wartime eras.)

WWII: 81 KOREA: 56 VIETNAM: 31 GULF WAR: 2 EX-POW: 1 PEACE TIME: 0

As of: September 30, 2011

Total Residents: 148

WILLIAM F. GREEN STATE VETERANS HOME

FY 2010-2011 RESIDENT DEMOGRAPHICS

By Age:		By Sex:		By Race:	
30-39: 0	70-79: 30	Male: 142		White: 126	
40-49: 0	80-89: 83	Female: 5		Black: 20	
50-59: 2	90-100+: 17			Hispanic: 1	
60-69: 16		Total 147		Other 0	

Demographics by County of Residence:

Autauga	2	Dekalb	1	Mobile	48
Baldwin	52	Escambia	8	Monroe	8
Calhoun	1	Geneva	2	Montgomery	2
Clarke	0	Houston	4	Pike	1
Choctaw	3	Jefferson	1	Shelby	2
Coffee	1	Lee	1	Tallapoosa	1
Conecuh	1	Macon	1	Washington	1
Covington	2	Marengo	1	Wilcox	2
Dale	1				

Admissions/Discharges/Deaths by Month:

PREV FY'S	Admitted 1,283	Discharged 243	Deaths 891
Oct 2010	Admitted 07	Discharged 02	Deaths 04
Nov 2010	Admitted 05	Discharged 03	Deaths 05
Dec 2010	Admitted 10	Discharged 00	Deaths 08
Jan 2011	Admitted 12	Discharged 04	Deaths 09
Feb 2011	Admitted 07	Discharged 01	Deaths 06
Mar 2011	Admitted 08	Discharged 01	Deaths 06
Apr 2011	Admitted 04	Discharged 01	Deaths 03
May 2011	Admitted 05	Discharged 02	Deaths 03
Jun 2011	Admitted 06	Discharged 02	Deaths 03
Jul 2011	Admitted 02	Discharged 00	Deaths 02
Aug 2011	Admitted 04	Discharged 01	Deaths 04
Sep 2011	Admitted 06	Discharged 01	Deaths 07
Total to Date	1,359	261	951

Wartime Era Service (will exceed total number of Residents due to service in multiple wartime eras)

WWII: 82 KOREAN: 45 VIETNAM: 47 DESSERT STORM: 1 EX-POW: 0 GULF WAR: 0
 PEACETIME: 0

As of: September 30, 2011

Total Residents: 147

STATE VETERANS HOMES DAILY RATE - FY 2011

Effective Date: October 1, 2010	Bill Nichols Home Tut Fann Home WF Green Home
State VA *	\$67.77
Fed VA	\$94.59
+ <u>Cost to Veteran</u>	<u>\$11.64</u>
Total Daily Rate	\$174.00
<p>*State per diem fluctuates up to a maximum of \$84.83 based on amount paid by the Federal VA. The maximum Federal per diem is \$94.59 .</p>	

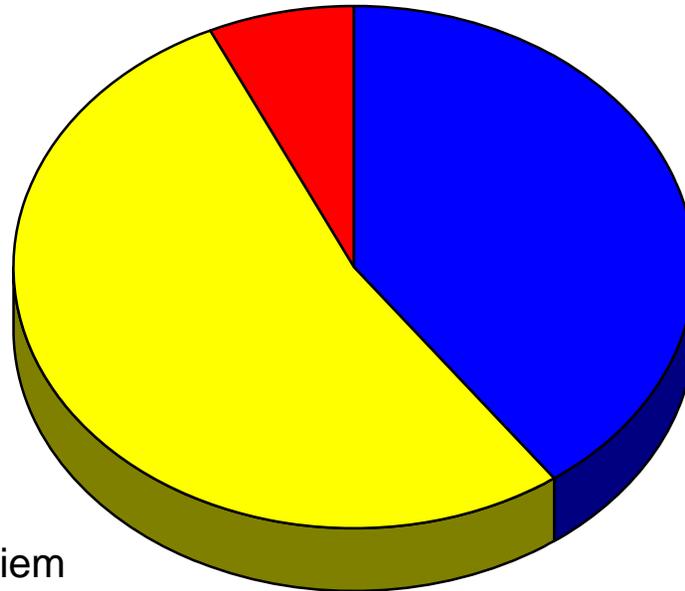
Effective Date: July 1, 2011	Bill Nichols Home Tut Fann Home WF Green Home
State VA *	\$69.95
Federal VA	\$94.59
+ <u>Cost to Veteran</u>	<u>\$11.64</u>
Total Daily Rate**	\$176.18
<p>*State per diem fluctuates up to a maximum of \$87.01 based on amount paid by the Federal VA. The maximum Federal per diem is \$94.59 .</p> <p>** <i>The State Board of Veterans Affairs voted to increase the daily rate \$176.18.</i></p>	

State Veterans Home Cost Per Day - \$176.18

Effective July 1, 2011

Veteran Per Diem
\$11.64
7%

State Per Diem
\$84.83
49%



Federal Per Diem
\$77.53
44%

STATE OF ALABAMA DEPARTMENT OF VETERANS AFFAIRS

Our Mission

To promote awareness, assist eligible veterans, their families, and survivors to receive from the U. S. Federal and State Governments any and all benefits to which they may be entitled under existing laws or those to be enacted.

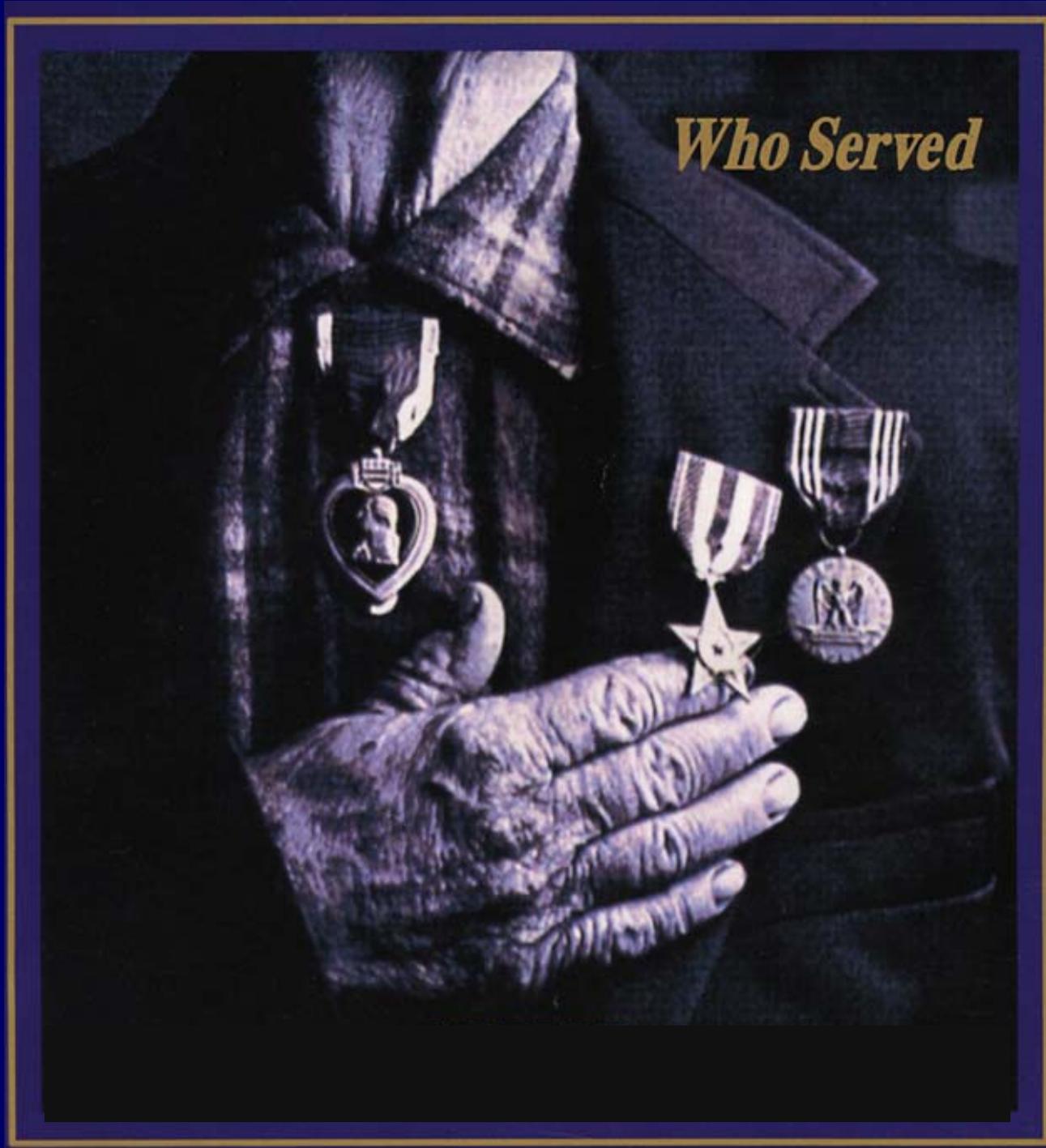
Our Vision

To ensure that all veterans and their families understand and receive all the benefits, support, care, and recognition that they have earned and are entitled to, by expertly administering all current programs, anticipating future needs and taking appropriate action to meet these needs.

Our Core Values

- **Professionalism** – Provide accurate and timely assistance and information in a manner consistent with the core values of the Department of Veterans Affairs.
- **Integrity** – Provide fair, honest, and objective advocacy in an ethical manner while displaying the highest standard of conduct both on and off duty.
- **Compassion** – Consistently demonstrate care, concern and understanding in every encounter.
- **Commitment** – Fully dedicated to develop yourself to become the best you can be in carrying out the mission of the department.
- **Teamwork** – Everyone working together in a positive and productive manner to accomplish the mission and goals of the department.

Honoring All





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