

**Arizona Department of Veterans' Service Advisory Commission**  
4141 North S. Herrera Way, Phoenix, AZ 85012

**September 8, 2016**

**MINUTES**

**Advisory Commissioners Present**

Ryan Peters  
Danielle Desmond  
Jill Nelson  
Ronald Perkins  
Arlenthe Rios (via telephone)  
Rebecca Villalpando

**Advisory Commissioners Absent**

Joseph Brophy  
Peter Kloeber  
Brett Rustand

**AZ Department of Veterans' Services (ADVS)**

Wanda Wright, Director  
Tera Scherer, Executive Assistant

**Invited Guests**

Steve Yamamori, Maricopa Community  
Colleges Foundation

**Call to Order** – Chairman Ryan Peters called the meeting to order at 10:04 a.m.

**Approval of Meeting Minutes** – Chairman Peters called for the approval of the July 14, 2016 Veterans Advisory Commission Meeting Minutes. There being no changes to the minutes Commissioner Perkins moved to approve the minutes as written. Commissioner Villalpando seconded the motion and the motion carried unanimously.

**Steve Yamamori, Maricopa Community Colleges Foundation** – Mr. Yamamori briefed the Commission on the Veteran Success Project, which assists veterans in the areas of transition, education, employment and human services. The organization has been given the old Visitor Center that stands at the entrance of Luke Air Force Base, just off of Litchfield Road, which will allow access to all veterans. Mr. Yamamori provided a slide show overview, located [here](#). The Veterans Success Project will be using the building and will not have to pay rent. They will primarily be offering case management transition planning for active duty transitioning from the military, but will also have services available for spouses of those veterans.

The foundation is working on a strategy to work with community partners to fund the immediate needs, as well as sustainable needs, through an endowment on an annual basis through perpetuity. The annual operating expense will be around \$200,000. Additionally, the Veterans Success Project is looking to create partnerships with local municipalities to help with sustainability. They will be requesting support over a 5-year period, rather than all at once, so that it does not have a major impact on any one community.

**Agency Announcements and Updates** – Wanda Wright, Director of the Arizona Department of Veterans Services, gave an overview of the Department using slides located [here](#). She stated that the mission statement for the Department has recently changed, as the agency is undergoing the Governor's continuous improvement plan to make state agencies more efficient.

Retirement pay brings in \$1.4 billion to the Arizona economy from the federal government, while pension and disability compensation bring in a combined \$1.6 billion in claims through the VA. Of that,

\$30 million each month is coming in to Arizona through our Veterans Benefit Counselors. Based on their salary, that's 1,000 percent of their income ROI (return on investment).

The Arizona State Veteran Homes are self-sustaining, but legislature dictates how much money can be spent. Veterans pay for their care while they are in the homes, but we bound by the \$31 million appropriation, which does not allow for the 200-bed Phoenix home to reach capacity.

### **Open Discussion for the Good of the Order**

Director Wright introduced Chris Olson, the Relationship Manager for our area from the VA's National Veterans Experience Office. Mr. Olson's position is new within the VA that has set up five districts with relationship managers and field consultants throughout the country to help build and enhance partnerships that are in place. Mr. Olson hopes to help build back the trust the veterans have with the VA. He asked the Commission to send him events happening in the community and to report any problems they hear about throughout the state so that he may take this information back to leadership at the facilities.

Another guest present at the meeting was Eugene Rhodes from the Arizona Attorney General's office. Mr. Rhodes works in the Community Outreach Division and handles calls from veteran constituents and offers a referral service.

Chairman Peters stated that he paid a visit to the VA's Gilbert CBOC for lab work and they do not have any early morning or evening times in which a patient can get blood drawn and would like to see that change so that individuals that work during business hours do not have to take time off work to accomplish something as simple as a blood draw.

Chairman Perkins briefed the Commission that Rick Romley is now a judge pro-tem with the Veterans Courts.

Commissioner Rios asked if anyone know of any programs through the VA or ADVS that promotes health and wellness for veterans. She stated that once a military member leaves active duty they are no longer able to access the gym on a military installation and that gym memberships are very expensive.

The meeting adjourned at 12:16 p.m. The next Advisory Commission meeting will be held November 10, 2016, at the Phoenix Veteran Home.

# Briefing: Veterans' Advisory Commission

Supporting Veteran  
Student Success:  
Dedicated to Serving  
Those Who Serve



MARICOPA  
COMMUNITY  
COLLEGES®





The Veteran Success Project assists our veterans in the areas of transition, education, employment and human services. Our Advisory Committee is made up of municipal and community leaders.

# Maricopa Community College District (MCCCD)

## Quick Facts:

- One of the largest community college systems in the nation
- 250,000 students
- 22,000 students outside of Maricopa County
- Largest provider of workforce training in Arizona
- Ten colleges, 2 skill centers, satellites located throughout Phoenix
- Offering customized, non-credit training for corporations
- Mission: To provide access to higher education for diverse students and communities

# Veteran Statistics

- 650,000 veterans reside in Arizona (11% of population)
- 10,000 student veterans currently enrolled in the district
- Potential for more than 1 million active duty, guard and reserve personnel nationally to transition to civilian life in the near future
- Nationally and in Arizona, an overwhelming majority will begin this journey at the community college level
- 80% of student veterans need remedial courses before they start school
- Veteran students on average are less successful than their civilian counterparts
- Only about one out of ten veterans use the VA

# Veteran Success Project

- MCCCCD seeks to become a national leader in the delivery of higher educational opportunities to veterans
- Program offers case-managed, success planning services to transitioning military, spouses and veterans
- Aim to serve 100,000 veterans and their families over the next 10 years
- Transition, education, housing, human services, professional development, career and personal services are offered
- Program will develop individual plans for success and bring every resource available to execute that plan

# West Valley Center for Military & Veteran Success

LUKE AIR FORCE BASE



# West Valley Center for Military & Veteran Success

LUKE AIR FORCE BASE



# West Valley Center for Military & Veteran Success

- Building 1153 is unused visitor control center on East side of Litchfield Road
- Allows public access to facility without a Base Pass
- 1,548 square feet
- Lobby, customer service counter, private office, restroom, break area, parking for 20 vehicles and adjacent bus terminal

# West Valley Center for Military & Veteran Success

## Budget – Personnel & Benefits

- Site Manager – MAT 15 position - \$50,958 salary + \$11,918 benefits
- Two (2) Transition Specialist (OYO 1.00 FTE) positions - **\$36,000 salary + \$11,918** benefits (\$5,420 + 18.05% for statutory FICA, Medicare, Social Security, etc.)
- Provides one-stop student service access to support services; provides service in the areas of: education, housing, financial, human services, career development, job placement and training
- One (1) Office Coordinator I (OYO 1.00 FTE) position - **\$32,000 salary + \$11,196** benefits (\$5,420 + 18.05% for statutory FICA, Medicare, Social Security, etc.)
- Coordinates the daily operation of a program to ensure ongoing service delivery to clientele; requires performance of a wide range of clerical, administrative, and direct service duties, independent decision-making and action within established guidelines, and extensive knowledge of the policies, procedures, and activities of the assigned program
- Part-time wages - **\$20,000** to supplement hours of operation (hourly rate of personnel hired will depend on related experience)

# West Valley Center for Military & Veteran Success

## Budget - Other

- **Lease Cost** - Average price to buy /rent 10,000 square feet of space in the West Valley is \$12,000/month.
- **Equipment** - Cisco Router – One (1) to connect computer network in existing WVVC - **\$7,000**
- **Consultants and Contracts**
- Web Development and Licensing - Needed to create online portal for the WVVC and acquire licensing for software, copyrights, etc. - **\$15,000**
- Course Development – Online and In-person orientations created to highlight MCCC and the colleges within the west valley region of Phoenix - **\$11,800**
- Computers – Four (4) for EVVEC personnel use; Sixteen (16) to aid Veterans with educational and career assessments, job searches, computer software applications for resumes, class work, etc.- **\$19,000** (20 @ \$950 ea)
- Printers – Two (2) for EVVEC personnel use; Two (2) to support computers for Veteran use - **\$2736** (4 @ \$684 ea)
- Laptop – One (1) for EVVEC personnel use when performing outreach/presentations to Veteran related support groups and community partners - **\$1,566**
- Copiers – One (1) for EVVEC personnel use; One (1) for Veteran/Community use - **\$7,000** (2 @ \$3,500 ea)
- Flat Screen Monitors – Two (2) – One (1) for classroom space; One (1) for use in Veteran meeting space - **\$3,000** (2 @1,500 ea)
- Audio/Visual Equipment (projector, screen, cables, mounts and speakers) – Two (2) for two classrooms to be used for workshops/training specific to Veteran needs - **\$4,000** (2 @ \$2,000)
- Wireless Controller – One (1) needed to create a wireless network within the EVVEC for student use within the center - **\$4,000**
- Wireless Access Points – Two (2) needed to access the controller in order for students to connect to a wireless network - **\$2,400** (2 @ \$1,200)
- Phones – Three (3) for personnel use; two (2) for student use when connecting with other community resources - \$1,850 (5 @ \$370)

# West Valley Center for Military & Veteran Success

## Budget – Summary

- **Personnel & Benefits** - for Site Manager, Transition Specialists, Office Coordinator and Part-time wages **\$173,990**
  - **Lease** – Potential for in-kind lease back agreement with Luke Air Force Base - **\$25,000**
  - **IT & Web Support** – Cisco Router, Network, Web Development, Software, licensing **\$33,800**
  - **Other** – Computers, Printers, Laptop, Copiers, Flat Screen Monitors Audio/Visual Equipment, Wireless Controller and Phones **\$45,552**
- Total                    \$278,342**

# Funding

Funding will be a two-pronged strategy to cover immediate costs, as well as legacy funding through the endowment.

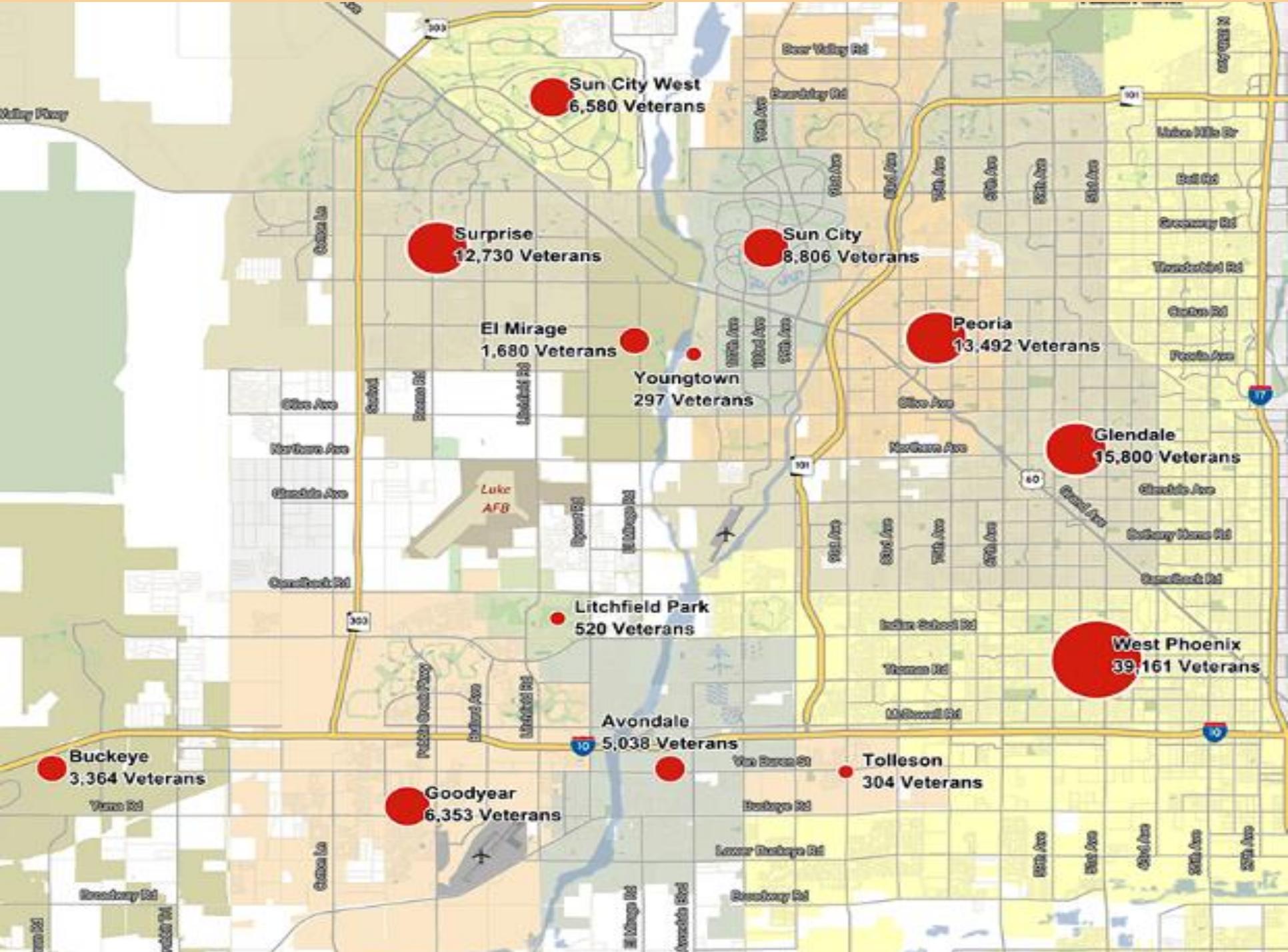
- Endowment will be able to fund operating costs in perpetuity
- At 5% return on investment, endowment fund will need considerable investment
- Short-term support of the endowment will result in long-term sustainability

# 11 Million-Dollar Goal

11 Million into the endowment will earn 5% annually for \$550,000 per year to support annual overhead costs for the East and West Valley Centers.

Support will come from a few sources:

- Municipal Support 2.5 – 3.5 million
- Corporate Support 2.5 – 3.5 million
- Federal Support 3.5 – 5.5 million
- Individuals 1.0 – 1.5 million



**Sun City West**  
6,580 Veterans

**Surprise**  
12,730 Veterans

**Sun City**  
8,806 Veterans

**El Mirage**  
1,680 Veterans

**Youngtown**  
297 Veterans

**Peoria**  
13,492 Veterans

**Glendale**  
15,800 Veterans

**Litchfield Park**  
520 Veterans

**West Phoenix**  
39,161 Veterans

**Avondale**  
5,038 Veterans

**Tolleson**  
304 Veterans

**Goodyear**  
6,353 Veterans

**Buckeye**  
3,364 Veterans

# 114,125 Veterans by Municipality

• West Phoenix	39,161	33%
• Glendale	15,800	14%
• Peoria	13,492	12%
• Surprise	12,730	11%
• Sun City	8,806	8%
• Sun City West	6,580	6%
• Goodyear	6,353	6%
• Avondale	5,038	4.5%
• Buckeye	3,364	3%
• El Mirage	1,680	1%
• Litchfield Park	520	.5%
• Tolleson	304	.5%
• Youngtown	297	.5%

# 2.5 Million West Valley Municipal Goal

• West Phoenix	33%	\$825,000
• Glendale	14%	\$350,000
• Peoria	12%	\$300,000
• Surprise	11%	\$275,000
• Sun City	8%	\$200,000
• Sun City West	6%	\$150,000
• Goodyear	6%	\$150,000
• Avondale	4.5%	\$112,500
• Buckeye	3%	\$ 75,000
• El Mirage	1%	\$ 25,000
• Litchfield Park	.5%	\$ 12,500
• Tolleson	.5%	\$ 12,500
• Youngtown	.5%	\$ 12,500



May 11, 2016

Steve Yamamori  
Vice-President  
Veteran Initiatives  
Maricopa Community Colleges Foundation

Re: Veterans' Success Project

Mr. Yamamori:

One need only walk the streets of Tolleson to realize veterans' contributions toward our quality of life. Whether at Normandy Beach, the Battle of the Bulge, Vietnam, Korea, or in the Middle East, Tolleson veterans' defense of our freedom did not end in their respective combat theatres. They continue to preserve our freedom as coaches or teachers, doctors or lawyers, police officers, firefighters or public servants. Each of their days are dedicated to the pursuit of others' happiness – their love of country remains unconditional.

On May 10, 2016, the Tolleson City Council memorialized its gratitude for all veterans with their five-year financial commitment, paid in one lump sum, toward the establishment and sustainability of the West Valley Veterans Center. Their heartfelt action was immediate and unanimous with the intent to inspire others to pursue similar acts of support.

Tolleson is proud to acknowledge those who made the utmost sacrifice. It is incumbent upon us all to ensure that their most basic needs are among the highest of priorities.

Sincerely,

Adolfo Gámez  
Mayor, City of Tolleson



**Office of the City Manager**

16000 N. Civic Center Plaza  
Surprise, AZ 85374-7470  
Ph: 623-222-1100  
Fax: 623-222-1021  
TTY: 623-222-1002

May 10, 2016

Mr. Steve Yamamori  
Vice President, Veterans Initiatives  
Maricopa Community Colleges Foundation  
2419 West 14th Street, Tempe AZ 85281

Dear Steve,

Here in Surprise, we take seriously our commitment to meeting the needs of Veterans in Surprise and in the West Valley. We understand, appreciate, and deeply value the commitment and sacrifice that our military service persons and their families make to keep our country safe.

I am happy to submit this letter confirming our Fiscal Year 2017 budget request in the amount of \$50,000 to support the West Valley Veterans Success Center initiative. Council adopted the Tentative Fiscal Year 2017 budget on May 3, 2016. The Council is scheduled to adopt our final budget on June 7, 2016. It is our intent to request \$50,000 each year for five successive years for a total amount of support of \$250,000.

Thank you for the work that you do and the work of the Maricopa Community Colleges Foundation to support our Veterans and care for our communities.

Respectfully,

Bob Wingenroth  
City Manager  
Surprise, AZ

May 25, 2016

Mr. Steve Yamamori  
Vice President, Veterans Foundation  
Maricopa Community Colleges Foundation  
2419 W. 14<sup>th</sup> Street  
Tempe, AZ 85281

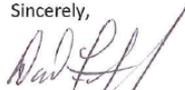
Dear Steve,

The City of Avondale is committed to meeting the needs of our Veterans in Avondale and the West Valley. We understand and appreciate the sacrifices that our Veterans – and their families – make to keep our country safe.

The City of Avondale is pleased to submit our pledge of \$20,000 annually for five successive years for a total amount of support of \$100,000 to support the West Valley Veterans Success Center Initiative. This pledge is pending Council approval.

Thank you for the work that you are doing to support the Veterans in our community.

Sincerely,



David Fitzhugh  
City Manager  
City of Avondale





**CITY OF BUCKEYE**  
**OFFICE OF THE CITY MANAGER**

---

June 7, 2016

Mr. Steve Yamamori  
Vice President, Veterans Initiatives  
Maricopa Community Colleges Foundation  
2419 W. 14<sup>th</sup> Street  
Tempe, AZ 85281

Re: West Valley Veterans Success Center Initiative

Dear Mr. Yamamori,

We are committed to meeting the needs of Veterans in the City of Buckeye and in the West Valley. Our military service personnel and their families have had to make many sacrifices to allow us to have all the freedoms that we enjoy on a daily basis. The City of Buckeye would like to show its appreciation of these sacrifices by helping to create a solid support system of valuable resources to transition careers, further education, and personal and professional development for military veterans.

I am pleased to submit this letter confirming our Fiscal Year 2017 budget request in the amount of \$15,000. Our tentative budget is being acted on this evening and a final budget approval by the City Council is expected on June 21, 2016. It is the City's intent to request \$15,000 per year for five successive years for a total amount of support of \$75,000.

Thank you for the work that you do and the work of the Maricopa Community Colleges Foundation to support our Veterans and care for our communities.

Sincerely,

A handwritten signature in blue ink that reads "Stephen Cleveland".

Stephen Cleveland  
City Manager



Office of the Mayor

August 5, 2016

Mr. Steve Yamamori  
Vice President of Veterans Initiatives  
Maricopa Community Colleges Foundation  
2419 West 14<sup>th</sup> Street  
Tempe, Arizona 85281

Dear Mr. Yamamori:

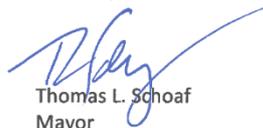
The City of Litchfield Park is committed to meeting the needs of our Veterans in Litchfield Park and the West Valley. We understand and appreciate the sacrifices that our hero community has made in defense of our Country, and we are honored to have the opportunity to give back.

We would like to join your efforts to assist our transitioning military, veterans and spouses, to develop plans for success and bring all available resources to help them execute that plan—no matter where they are in life's journey.

The City of Litchfield Park is pleased to submit our pledge of \$2,500 annually for five successive years for a total amount of support of \$12,500 to support the West Valley Center for Military and Veteran Success. Please note that while this is the position of the current Council, the current Council is not able to bind future Councils on appropriation issues.

Thank you for the work you do on behalf of our military and veterans.

Sincerely,



Thomas L. Schoaf  
Mayor

S:\DOCS\City Council\Mayor\Correspondence\08-05-16 Veterans Initiatives (Steve Yamamori)\tls.docx



MARICOPA  
COMMUNITY  
COLLEGES®

[www.maricopa.edu/studentaffairs/veterans](http://www.maricopa.edu/studentaffairs/veterans)



# ARIZONA DEPARTMENT OF VETERANS' SERVICES



**ADVS Status Briefing  
September 8, 2016**



# **ARIZONA DEPARTMENT OF VETERANS' SERVICES**

## ***Mission Statement***

***TO BE THE CATALYST IN  
RESPONSE TO THE EVOLVING  
NEEDS OF ARIZONA'S VETERANS  
AND THEIR FAMILIES***

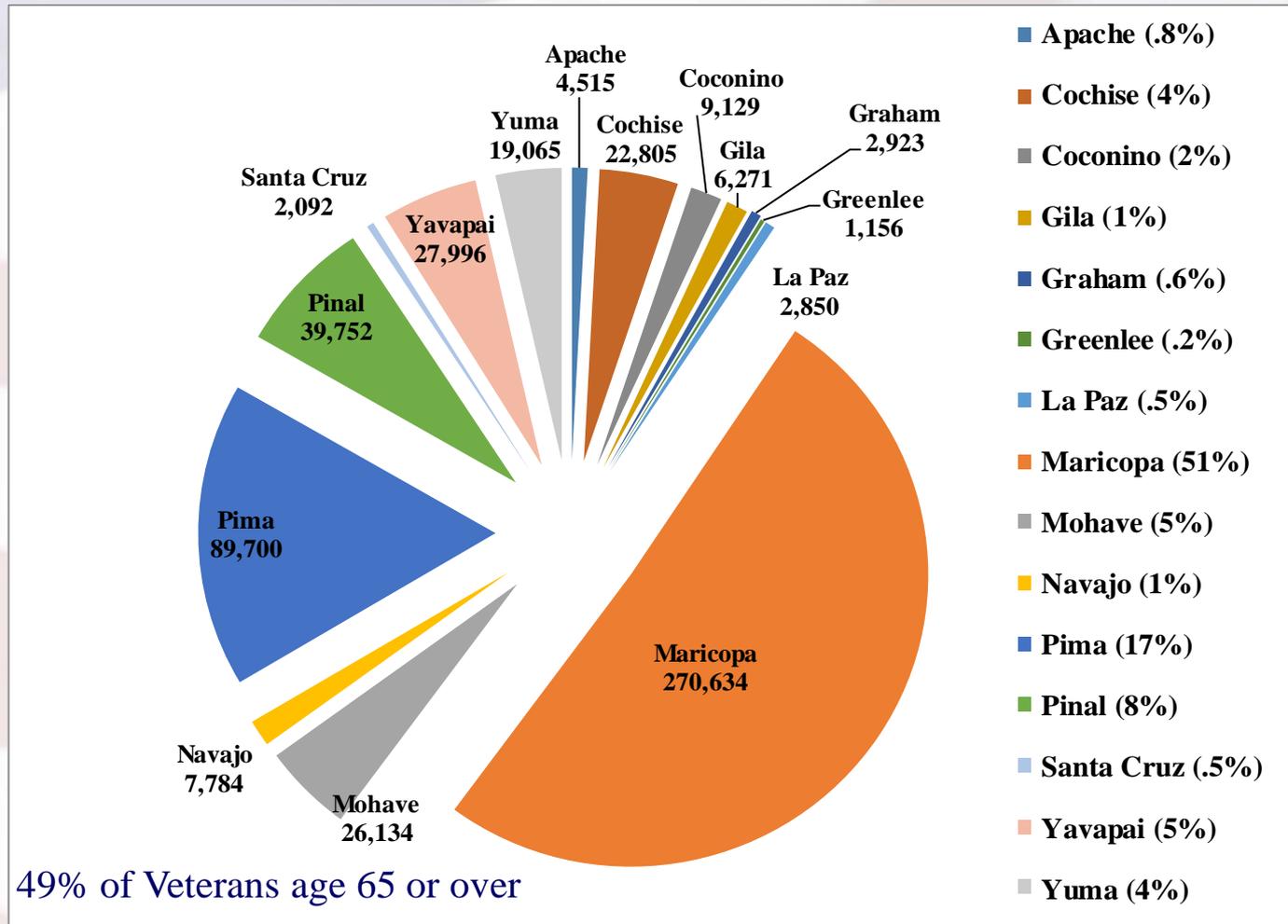


# ARIZONA VETERAN POPULATION

532,206

Male: 477,985 Female: 54,221

(As of 30 Sep 2014, U.S. Census estimates)





# VETERANS' ECONOMIC IMPACT ON ARIZONA

- **PENSION AND COMPENSATION**

- **\$1,652,047,000**

- VA Office of the Actuary as of 2015*

- **RETIREE PAY**

- **\$1,424,784,000**

- DOD Office of the Actuary as of Sept 2015*

**TOTAL = \$3,076,831,000**



# AGENCY MAJOR PROGRAMS

## Director's Office oversees 4 divisions:

- *Administrative Services*
- *Veterans' Services Division*
  - *Veteran Benefits*
  - *State Veteran Cemeteries*
  - *State Approving Agency*
  - *Veteran Programs*
- *Arizona State Veterans' Homes*
- *Fiduciary Veterans' Services*



# **AGENCY APPROPRIATION**

## **FY 2016 Budget**

**(SB 1469)**

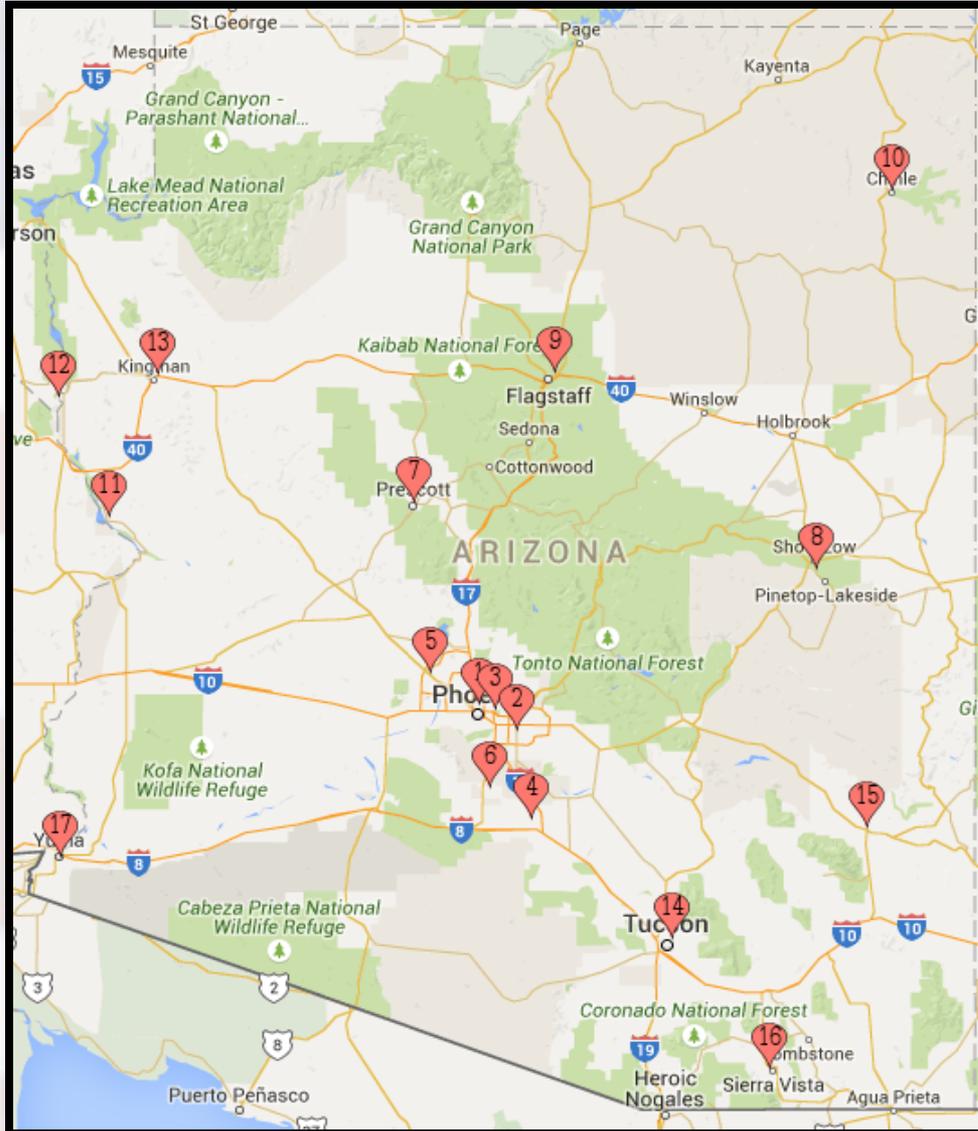
**\$37,967,300\***

**\*\$6,077,800 is from the General Fund**



# VETERANS' SERVICES DIVISION

## Benefit Offices Locations



1. Phoenix Downtown
2. Chandler
3. Phoenix Armory
4. Casa Grande
5. Surprise
6. Maricopa
7. Prescott
8. Show Low
9. Flagstaff
10. Chinle
11. Lake Havasu
12. Bullhead City
13. Kingman
14. Tucson
15. Safford
16. Sierra Vista
17. Yuma



# **VETERANS' SERVICES DIVISION**

## **FY 2016 Division Budget**

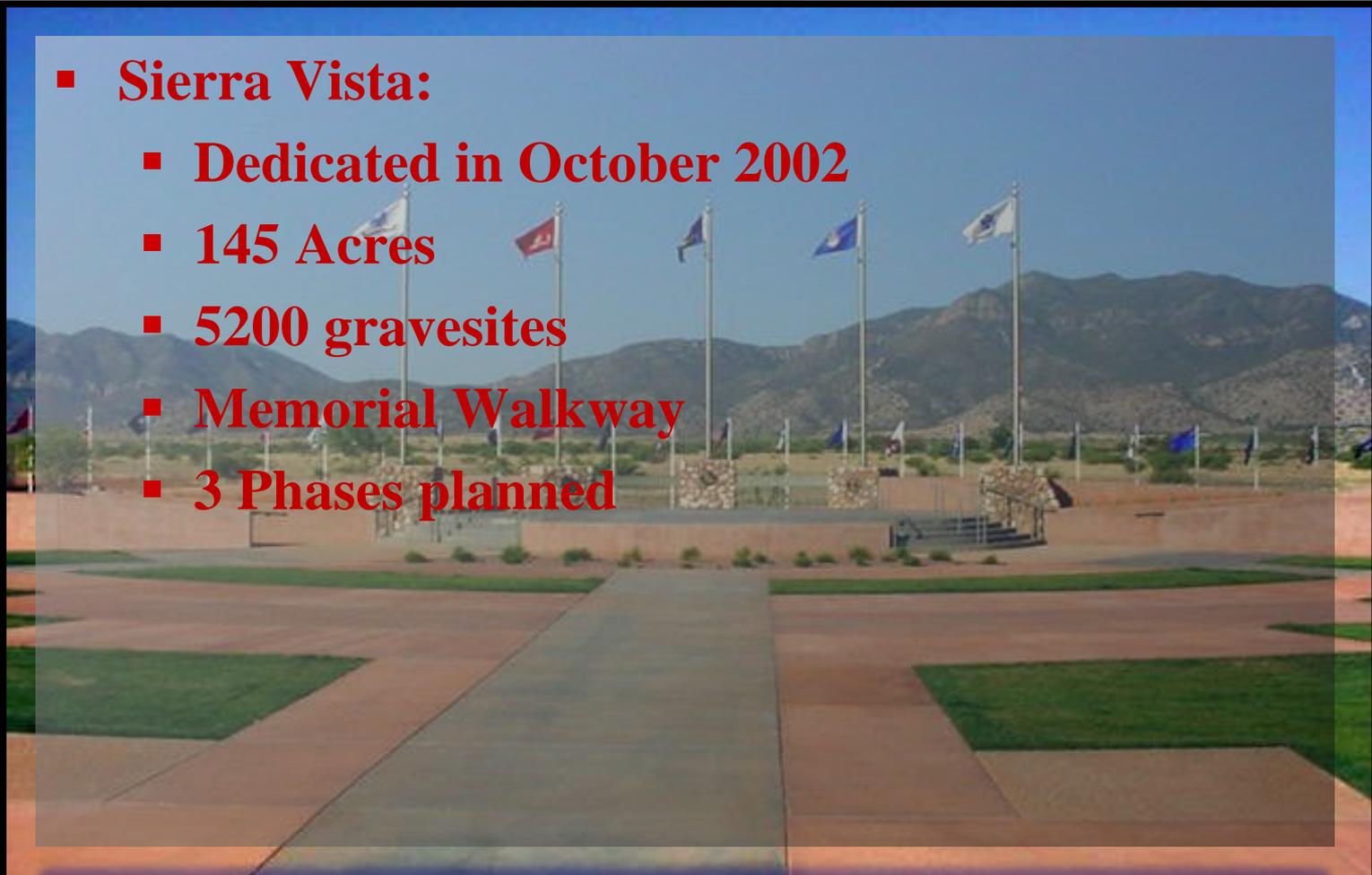
**\$2,707,600\***

**\*Funds 30 Veterans' Benefits Counselors state-wide  
and 6 support staff**



# STATE VETERANS' CEMETERIES

- **Sierra Vista:**
  - **Dedicated in October 2002**
  - **145 Acres**
  - **5200 gravesites**
  - **Memorial Walkway**
  - **3 Phases planned**



1300 Buffalo Soldier Trail, Sierra Vista, AZ 85635



# STATE VETERANS' CEMETERIES

- **Marana:**
  - **Dedicated in March 2016**
  - **32 Acres**
  - **5360 gravesites**
  - **5 phases planned**



15950 N. Lockett Road, Marana, AZ 85653



# STATE VETERANS' CEMETERIES

- **Flagstaff:**
  - **Dedicated in June 2016**
  - **90 Acres**
  - **716 gravesites**



14317 Veterans Drive in Bellemont, Arizona 80615



# STATE APPROVING AGENCY (SAA)

- **SAA approves education and training programs for veterans' benefits to include:**
  - *Standard college degree programs*
  - *Flight training*
  - *Non-college degree programs*
  - *Apprenticeships*
  - *On the Job Training (OJT)*
  - *Programs leading to a high school diploma*
  - *Licensure and certification tests*
- **The Arizona SAA currently oversees 494 approved entities.**



# VETERAN PROGRAMS

- **Homelessness**
  - *Arizona Action Plan to End Homelessness Among Veterans;*
- **Education**
  - *Veteran Supportive Campus Certification: 17 certified schools;*
- **Employment**
  - *Roadmap to Veteran Employment: Developed in Arizona, first of its kind in the country*
- **Minority Veteran Outreach**
  - *Four Veteran Women Expos – 12 March – Glendale; 19 March - Tucson; 9 April – Tempe; 16 April - Flagstaff*
  - *Navajo Department of Veteran Affairs*



# ARIZONA STATE VETERAN HOME PHOENIX

- **The Arizona State Veteran Home-Phoenix is a 200 bed skilled-nursing facility**
- **Opened in November 1995**



4141 North S. Herrera Way, Phoenix, AZ 85012



# ARIZONA STATE VETERAN HOME TUCSON

- **The Arizona State Veteran Home-Tucson is a 120-bed skilled nursing**
- **Dedicated on Veterans Day 2011**



555 East Ajo Way, Tucson, AZ 85713



# ARIZONA STATE VETERAN HOMES FUNDING

The Arizona State Veteran Homes  
receive *no* General Fund monies

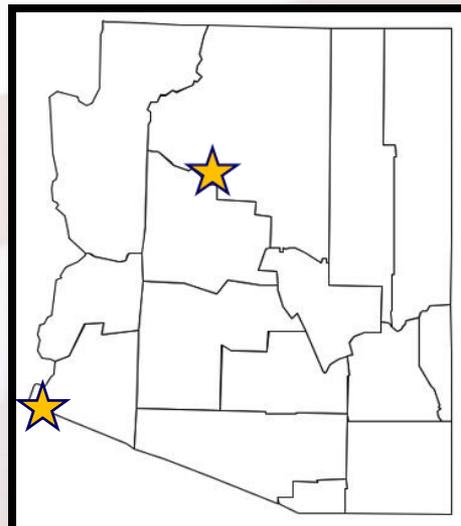
- Operating funds come from the State Home for Veteran's Trust Fund
  - *The Trust Fund is made up of monies earned by the homes as required by statute*
  - *Appropriated \$30,132,400 from the State Home for Veterans' Trust Fund for Home operations*



# ARIZONA STATE VETERAN HOMES FUNDING

## Future Projects

- **FY16**
  - *Additional one-time \$9.2 million for an Arizona State Veteran Home in Yuma*
- **FY17**
  - *Additional one-time \$10 million for an Arizona State Veteran Home in Flagstaff*





# OTHER IMPORTANT ADVS PROGRAMS

- **Arizona Veterans' Donation Fund**
- **Military Family Relief Fund (MFRF)**
- **License Plate program**
  - *Veteran*
  - *Freedom*
  - *Women Veteran*
- **Partnerships**
  - *Veteran Supportive Campuses/Employers*
  - *Navajo Veteran Services*
  - *DES/DOC/ADOA/VA*





# **ARIZONA DEPARTMENT OF VETERANS' SERVICES**

## **Concerns**

- **Veteran Benefit Counselor pay increase**
- **Phoenix Home Renovation**
- **Underfunded cemeteries**
- **Yuma Home not yet funded**
- **Turnover of employees**