D R A F T – Until officially accepted by the Advisory Commission

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

September 8, 2016

M I N U T E S

Advisory Commissioners Present
Ryan Peters
Danielle Desmond
Jill Nelson
Ronald Perkins
Arlethe 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.

DRAFT

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

- MCCCD 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 MCCCD 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.

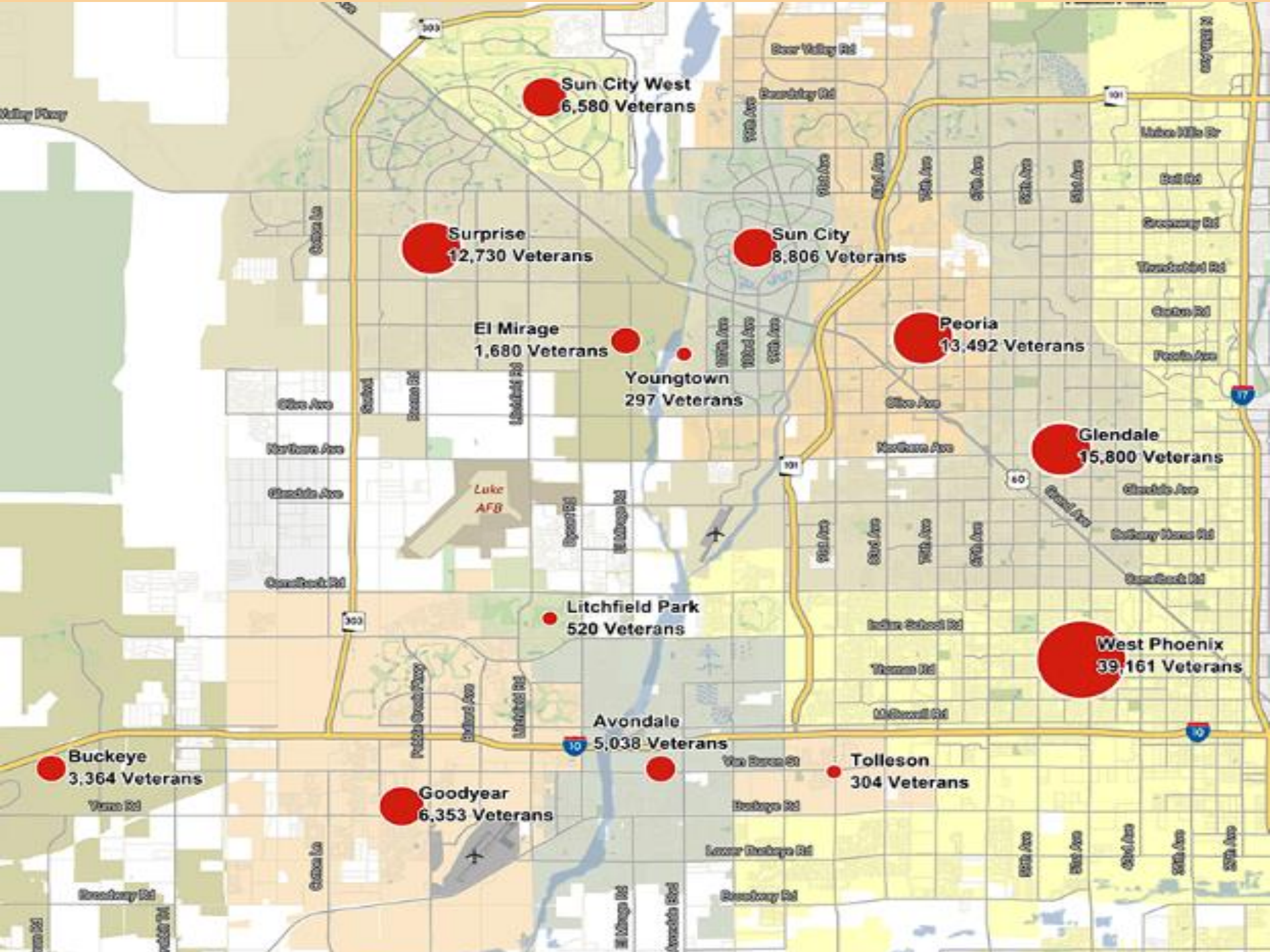
- Endowment will be able to fund operating costs in perpetuity
- At 5% return on investment, endowment fund will need considerable investment
- Short-term support of the endowment will result in long-term sustainability

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
Buckeye
3,364 Veterans
Goodyear
6,353 Veterans
Tolleson
304 Veterans
Luke AFB

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

CITY OF TOLLESON
OFFICE OF THE MAYOR

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

9555 W. Van Buren St. Tolleson, AZ 85353
Phone: 623-936-7111 Fax: 623-936-7117

SURPRISE
ARIZONA

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

Avondale
Aspiring. Achieving. Accelerating.

May 25, 2016

Mr. Steve Yamamori
Vice President, Veterans Foundation
Maricopa Community Colleges Foundation
2419 W. 14th 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

Administration
11465 W Civic Center Drive | Avondale, AZ 85323
Phone (623) 333-1000 | Fax (623) 333-0100 | TDD (623)333-0010 |
www.avondale.org

BUCKEYE, AZ

CITY OF BUCKEYE
OFFICE OF THE CITY MANAGER

June 7, 2016

Mr. Steve Yamamori
Vice President, Veterans Initiatives
Maricopa Community Colleges Foundation
2419 W. 14th 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,

Stephen Cleveland
City Manager

530 E. Monroe Ave. • Buckeye, Arizona 85326
Phone 623-349-6000 • www.buckeyeaz.gov

THE CITY OF
Litchfield Park

Office of the Mayor

August 5, 2016

Mr. Steve Yamamori
Vice President of Veterans Initiatives
Maricopa Community Colleges Foundation
2419 West 14th 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

214 W. Wigwam Boulevard, Litchfield Park, AZ 85340 P 623.935.5033 F 623.935.5427
litchfield-park.org TDD 1.800.367.8939

MARICOPA
COMMUNITY
COLLEGES®

www.maricopa.edu/studentaffairs/veterans

ARIZONA DEPARTMENT OF VETERANS' SERVICES

ADVS Status Briefing
September 8, 2016

ARIZONA DEPARTMENT OF VETERANS' SERVICES

Mission Statement

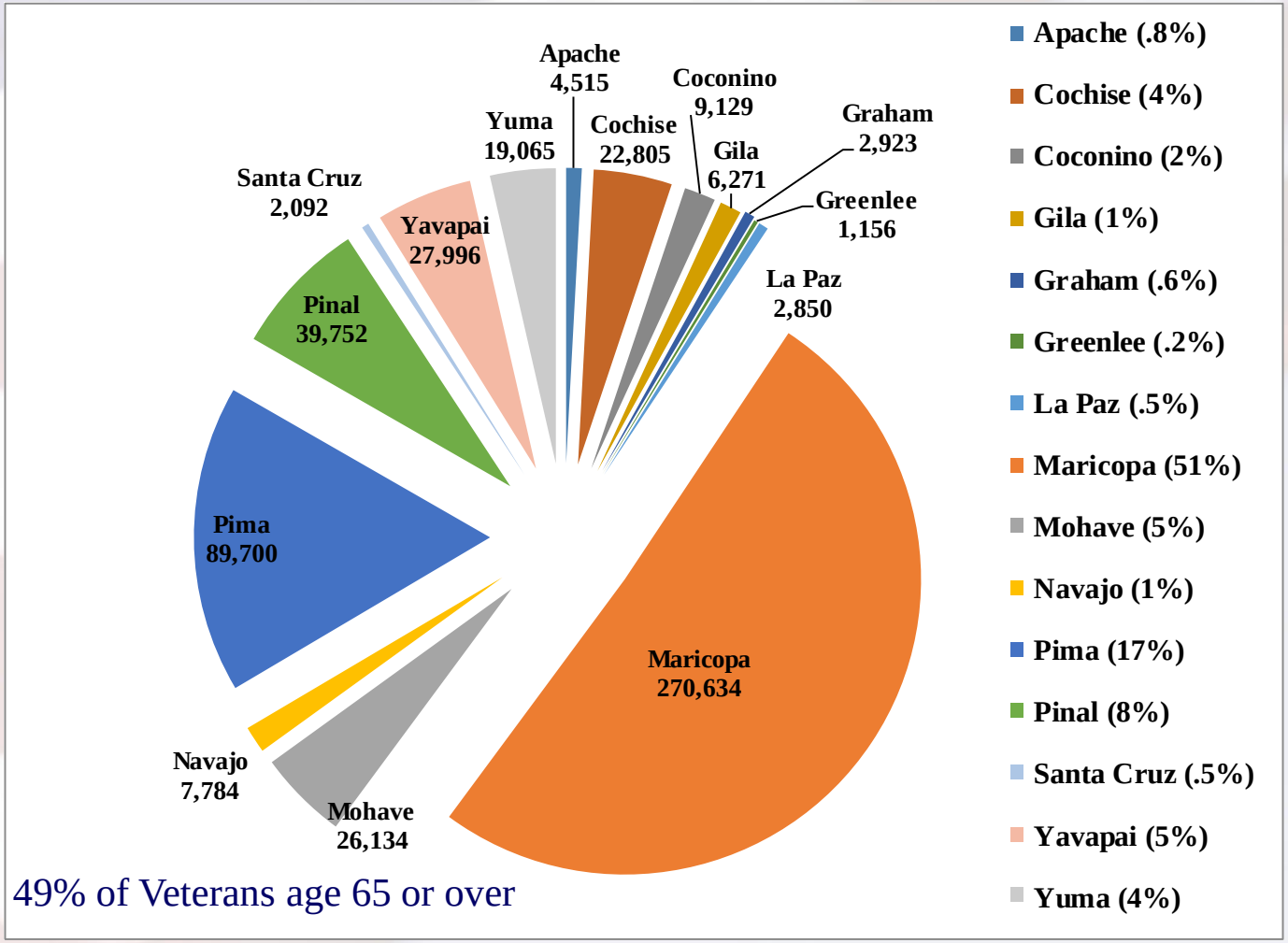
TO BE THE CATALYST IN RESPONSE TO THE EVOLVING NEEDS OF ARIZONA'S VETERANS AND THEIR FAMILIES

ARIZONA VETERAN POPULATION

532,206

Male: 477,985 Female: 54,221

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



49% of Veterans age 65 or over

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

FY Ending 30 Sep 15

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*

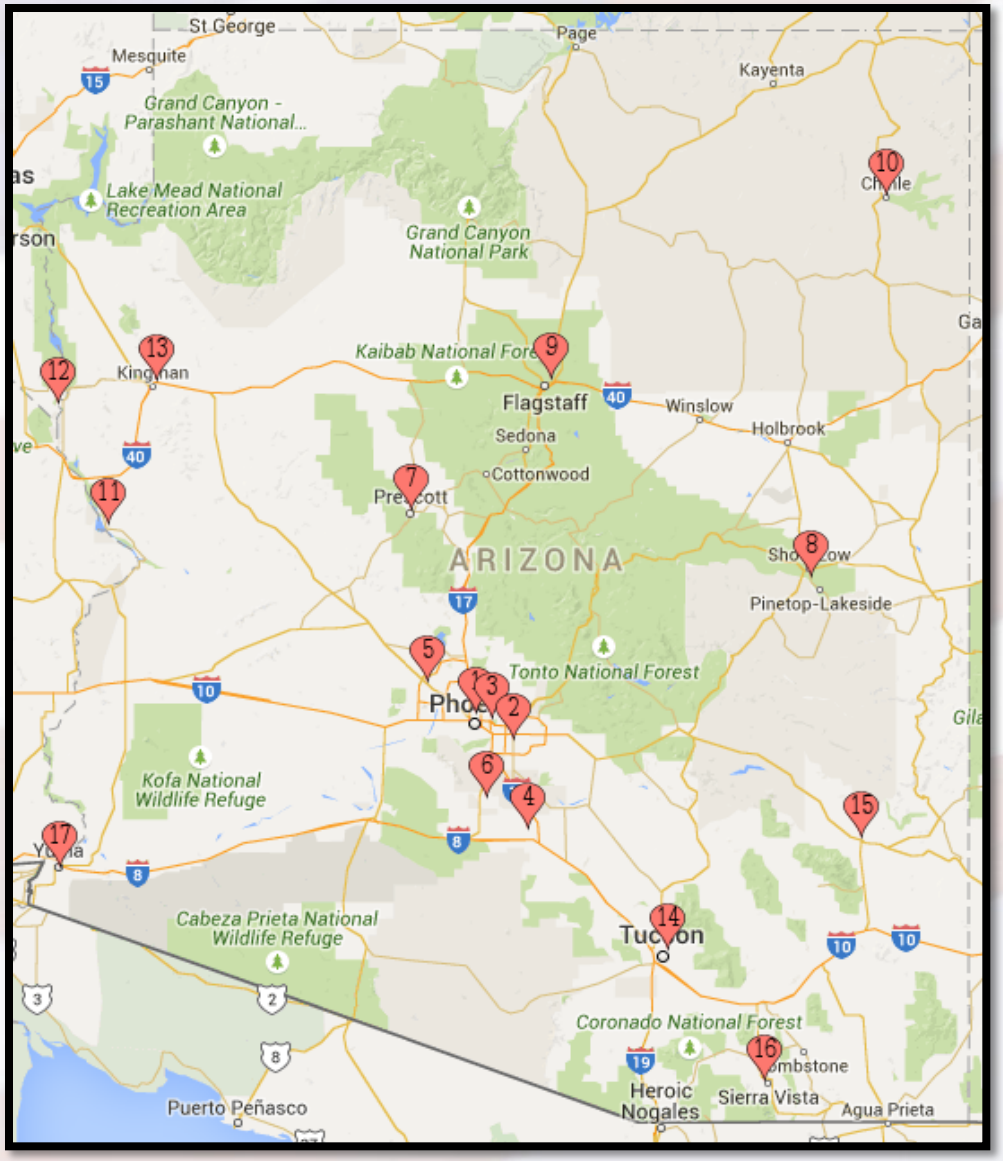
AGENCY APPROPRIATION
FY 2016 Budget
(SB 1469)

$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. Luckett 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: 17certified 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

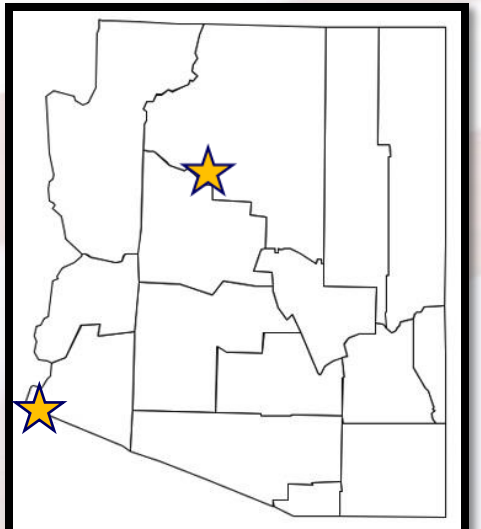
The Arizona State Veteran Homes receive *no* General Fund monies

- **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