Washington State Department of Veterans Affairs

STRATEGIC PLAN 2015-2017

"Serving Those Who Served"

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From the Director

As the director of 'Your' Washington State Department of Veterans Affairs (WDVA), I am pleased to present our agency's 2015-2017 Strategic Plan. This plan provides our strategic direction and reflects our commitment to continue to "Serving Those Who Served". The basic framework of our plan focuses on five strategic goals: Outreach and Access, Quality Health Services, Educations and Employment, Continuous Improvement and Exceptional Customer Service. The objectives supporting each of these crosscutting goals are outcome-oriented and reflect our priorities in providing timely, high-quality service to veterans and their families in Washington State. These objectives also reflect our commitment to strengthen the overall management and stewardship of WDVA resources. Our goals are in line with Governor Inslee's priorities.

Our strategic plan serves as a foundation and accountability within the agency. Every WDVA team member is accountable for achieving the goals, objectives and performance targets presented in this plan. We will monitor progress on a quarterly basis to ensure results.

Through the efforts of our dedicated employees, WDVA has made significant progress during the tough economic times. I am confident that our WDVA team is fully committed to achieving the outcomes and results presented in our Strategic Plan over the next two years.

As the director of this great agency and a veteran, I am grateful to have the opportunity to lead the continuing effort to honor and serve this state's heroes and their families. I welcome any questions or comments you might have and you can contact me directly at 360-725-2155 or via e-mail at alfie@dva.wa.gov.

Lourdes E. 'Alfie' Alvarado-Ramos

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= THE MOST VETERAN-FRIENDLY STATE

Vision	All *Washington Veterans* and their families are connected to their earned benefits
Mission	*Serving Those Who Served*
The WDVA Way	We: • Inspire each other • Value everyone • Earn trust by being honest and professional • Attract and retain the best people • Conduct ourselves in a safe manner • Share information and seek clarification when needed

	Outreach and Access	Quality Health Services	Education and Employment	Continuous Improvement	Exceptional Customer Service
Goals	Provide information and opportunities for veterans to connect to their earned benefits	Provide quality care and services in our veterans homes	Help veterans prepare for and achieve family wage jobs	Serve more veterans by developing innovative approaches	Treat our customers with the dignity and respect they deserve

RESULTS WASHINGTON

WASHINGTON STATE DEPARTMENT OF VETERANS AFFAIRS "Serving Those Who Served"

Demographic Trends & Customer Characteristics

Veterans Returning from the Current War

Veterans returning from the current war have unique needs and characteristics. Washington State has experienced one of the largest mobilizations of "citizen soldiers", those individuals serving in our State National Guard or Armed Forces Reserve Units, in history. Some of the challenges returnees face are:

- Combat wounds;
- Head injuries / Traumatic Brain Injury;
- Post Traumatic Stress Disorder (PTSD) symptoms and readjustment challenges;
- Employment or re-employment;
- Risk of becoming homeless; or
- Significant family readjustment issues following active duty.
- Veterans needing long term care
- Military Sexual Trauma (MST)

As citizen soldiers return from extended overseas deployments many will need assistance with ongoing medical, mental health or readjustment issues. Some may require assistance with re-employment, education or need emergency help to overcome a financial crisis.

While the U.S. Department of Veterans Affairs provides medical care through the VA Medical Centers, some returnees have difficulty accessing services due to lack of transportation, distance, or lack of a family or community support network.

Washington State Selected Reserve Current Strength:

Army National Guard:	6,713
Army Reserve:	5,202
Navy Reserve:	2,189
Marine Corps Reserve:	601
Air national Guard:	2,462
Air Force Reserve:	2,184
Coast Guard Reserve:	441
TOTAL:	19,792

Multiple Deployments:

9,856 Guard and Reservists were deployed at least two times.

Veterans Services Network

Agency Ambassadors: WDVA strives to achieve branding as "The Most Veteran-Friendly State".—The agency veterans turn to WDVA for answers, assistance and benefits. By creating partnerships with non-profit and community organizations, we are empowering community members to become Ambassadors for Veterans, in addition to our own staff. We're also utilizing social networking such as Facebook and Twitter, and more traditional media such as web pages, e-mail ListServs, newsletters, radio and community forums, to ask our fellow Washingtonians for their help in *Serving Those Who Served*.

Agency Partnerships: A formal partnership was signed with DSHS on June 17 , 2011 empowering agency employees to identify veterans and provide referrals directly to WDVA staff for assistance. This type of 'one-stop' approach will allow us to serve veterans no matter where they first ask for help. No one agency or organization can do it all, which is why WDVA has signed 25 Memorandums of Understanding with state, federal, local and community based organizations and will continue seeking additional opportunities to partner.

Accessing New Funding: The Washington State Department of Veterans Affairs has experienced considerable growth in our Veterans Services Division over the last few years. Every day, we hear from new recently returned veterans and even veterans from previous war eras in need of our services to help them find jobs, mental health care, education, housing, or stable income through disability compensation or pension. In order to meet this demand, we have expanded our program base and developed specialized services. Today, we operate specific programs for homeless veterans, those who have recently returned from war, veterans who are incarcerated, those suffering from PTSD and veterans returning to school. We are focusing on their families and particularly military kids because when the family is well, the veteran's recovery is more successful. In most cases, these programs have been started because WDVA staff members have seen a need and reached out to find funding to fill that need. These programs are funded through combinations of state funds, grants and partnerships with counties, federal agencies and non-profit organizations and we will pursue additional funding opportunities to operate these and other innovative programs to meet the needs of our state's veterans.

WDVA Overview

Veterans Services Division Programs

Building 9 for Veterans

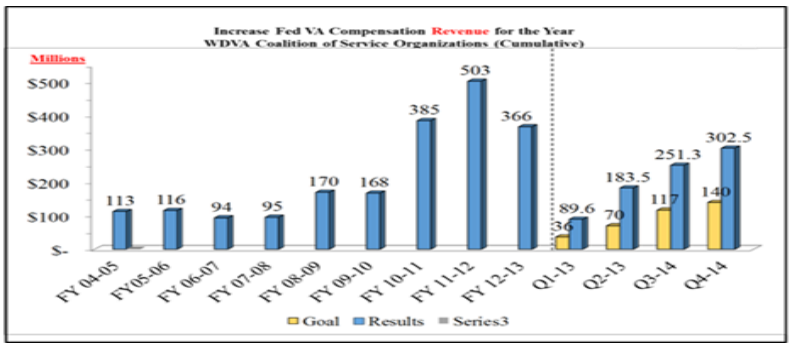
Provides safe and stable housing for both male and female homeless veterans who are committed to returning to employment and/or independent

living. The program provides structure in a clean and sober environment with individual and group chemical dependency counseling, employment services and life skills groups. Building 9 helps veterans reach personal goals and break the cycle of homelessness.

VA Claims and Benefits/Benefits

WDVA contracts with seven Veterans Service Organizations and five independent contractors to provide claims services statewide. This network is responsible for over 80% of all claims submitted in Washington. We collaborate with Health Care Authority and DSHS Economic Services Admin Division of Child Support to identify veterans and spouses on Medicaid and other social services programs. We apply for all benefits for which they may be eligible allowing HCA and DSHS to serve other Washingtonians not eligible for veterans benefits.

Federal $ to Washington State in Veteran Benefits



Governor's Goals :

2. Prosperous Economy *and*
4. Healthy and Safe Communities

WDVA Goals:
1.Outreach and Access
2.Quality Health Services
3.Education and Employ-ment

Department of Corrections Partnership Program

Through work with DOC, WDVA increases the incarcerated veterans' chances post release through the development of Vet Pods within the institution. In these pods veterans are provided with support, transitional housing, assessments, job referrals and placement assistance. This currently pilot program is being conducted in three counties with the intent of expanding throughout Washington State.

Homeless Veterans

As of January 2014, 1,475 of Washington veterans are homeless. And while the causes are as unique and varied as the veterans themselves, we know that surrounding them with supportive services and reminding them of their honorable service are two factors that help veterans break out of homelessness.

In addition to connecting veterans with housing opportunities, a primary focus of the agency is prevention.

Through the Veterans Estate Management Program (VEMP), the connection to VA health care, the Veterans Innovations Program , as well as, state agency and community partnerships, WDVA is successful in keeping veterans in their homes.

FY	Clients Served	Dollars on Homeless Prevention
2015	27	$ 35,820.32
2014	139	194,950.77
2013	91	116,389.55
2012	108	146,426.17
2011	69	76,511.40
2010	53	49,821.73
2009	90	118,678.74
Total	**577**	**$738,598.68**

RESULTS WASHINGTON

Governor's Goal:

4. Healthy and Safe Communities

WDVA Goals:

1. Outreach and Access
3. Education and Employment

Financial and Homeless Prevention Services

The Veterans Innovations Program provides emergency assistance to current operations veterans including Washington National Guard/Reserve veterans who are experiencing financial hardship. It also funds innovative ideas to assist veterans beyond emergency assistance. These longer term efforts are focused on activities that help veterans or their spouses to obtain living wage employment. It also pays for training before VA benefits become effective, and licenses or certifications that result in employment.

Homeless Veterans Reintegration Project – Provides services to homeless veterans in King, Kitsap, Pierce, Snohomish, and Thurston Counties. Resources help create a path for homeless veterans to reintegrate into the workforce and obtain sustainable independent living.

Veterans Estate Management Program—WDVA manages the financial affairs of veterans when they have been declared incompetent to manage their own finances by the VA or Social Security Administration. By managing their finances, veterans are ensured their housing costs are paid, thereby preventing homelessness.

County Programs and Services—King County Programs and Services:

1) Homeless Services – Address the needs of homeless veterans in King County by identifying and targeting for services, eligible veterans who are homeless or are at risk of homelessness and not currently using available services.

RESULTS WASHINGTON

Governor's Goals:

2. Prosperous Economy
3. Healthy and Safe Communities

WDVA Goals:

1. ***Outreach and Access***
2. ***Education and Employment***
3. ***Exceptional Customer Service***

homelessness and not currently using available services.

2) Financial and Housing Support Services – Determine eligibility for housing, financial assistance, and supportive service needs of eligible veterans. Provide referrals to other crisis intervention services, e.g. alcohol/drug counseling, low-income housing, family counseling and job training.

3) Call Center – Provides a toll-free number for veterans, active duty members, National Guard members, Reservists and their families to receive information and assistance on state or federal veterans benefits. 1-877-904-VETS (8387)

4) Military Family Outreach – Provides prevention and intervention strategies for those most at-risk and in need to reduce or prevent homelessness.

Incarcerated Veterans

Veteran Courts - WDVA partners with Spokane, Clark, Pierce, King and Thurston Counties to develop Veteran Courts or Dockets to handle some veteran cases. Each County sets specific treatment and case management requirements to ensure veterans address the behavioral, substance abuse or other issues which contributed to their involvement in the criminal justice system. The goal of each program is to help the veteran reintegrate into their community through viable employment, safe shelter and reunification with families.

RESULTS WASHINGTON

Governor's Goal:

1. ***Healthy and Safe Communities***

WDVA Goals:

1. ***Outreach and Access***
3. ***Education and Employment***

Women Veterans

Women make up approximately 15 percent of the active military forces. They serve in all branches of the military and are eligible for assignment in most military occupational specialties except direct combat roles. Projections show that by the end of 2010, women will comprise well over 10 percent of the veteran population, an increase of 6 percent over current figures. Women have unique needs and issues that both VA and DOD are beginning to address. Among these are military sexual trauma and physiologic conditions which are women specific. It is imperative that in collaboration with these entities, WDVA serves as an advocate to ensure women veterans connect to their benefits.

WDVA established the Women Veterans Advisory Committee in June 2007. The committee will continue to make ongoing assessments and recommendations to WDVA on how to better serve women veterans through quality outreach, recognition, networking opportunities, education and to benefits. In addition, the committee provides a sponsored Women Veterans Conference each year with information, resources and services important to Women Veterans, and has been widely attended and highly successful in its first two years.

RESULTS WASHINGTON

Governor's Goal:
#4 Healthy and Safe Communities

Agency:
Goal 1 Outreach and Access,
Goal 2 Quality Health Services
Goal 3 Education and Employment

Women Veterans Advisory Committee Members

Sharon Kirkpatick

Pam Felton

Rosemary Hibbler

Nona Mallicoat

Trena Payton

Kathy Hobbs

Antonia Martinez

Brenda Milewski

Liza Narciso

Lourdes E. 'Alfie' Alvarado-Ramos

Behavioral Health Services

The Post Traumatic Stress Disorder (PTSD) Program attempts to create community-based avenues to counseling service that are less formal in nature, offering the highest level of confidentiality possible. Services provided throughout the program include individual, couples, family, and veteran group counseling. Some contractors offer group services to women veterans and spouses of veterans. Veterans may be referred to specialized inpatient or outpatient treatment offered by the U.S. Department of Veterans Affairs Medical Centers or Vet Centers within Washington State.

Our licensed mental health professional contractors offer a wide range of specialized treatment services, as well as linkage to a variety of other services. Current contractors have an average of 24 years of direct service experience in the field of mental health.

Veteran Training and Support Center is funded by the King County Veterans and Human Services Levy and the WDVA PTSD & War Trauma Counseling Program. The purpose of the Veterans Training Support Center is to provide continuing educational opportunities and professional development to those who provide direct service to veterans and their family members. The Center's goals are to raise awareness and understanding on issues specific to veterans such as invisible wounds like Post Traumatic Stress Disorder and Traumatic Brain Injury, and to encourage agency and institution staff to establish promising best practices that will empower this population in their reintegration and pursuit of personal, academic and career goals.

RESULTS WASHINGTON

Governor's Goals
2 :Prosperous Economy
3 : Sustainable Energy and a Clean Environment

Agency Goal

1:Outreach and Access
Goal 2: Quality Health Services

Services provided throughout the program include:

- *Individual*
- *Couples*
- *Family*
- *Veteran group counseling*
- *Military Sexual Trauma*

Veterans Conservation Corps (VCC)

The VCC continues to change with the needs of our veterans and conservation communities. Currently through individual agreements, grants and MOU's the VCC connects veterans directly to conservation. Either for employment within the conservation economy or just connecting to the beautiful natural resources Washington State has to offer, the VCC serves to provide a different route for those in transition. In 2009, the VCC was funded by AmeriCorps creating the nation's first Vet Corps. Allowing originally 32 veterans to serve in national service as Vet Corps Members on 32 colleges and universities across the state. In 2011 the AmeriCorps grant was increased to now off 50 Vet Corps members on 50 campuses. All Vet Corps members serve to help students veterans navigate the complex higher education system and connect them to veterans programs and services on and off campus.

In King County, a county based Vet Corps has been in operation since 2008. These Vet Corps members directly assist veterans with training and job placement opportunities and will continue to provide this important service helping veterans get connected.

Minority Veterans

WDVA has longstanding ties to the African American Community through the African American PTSD and National Association for Black Veterans contracts. A tribal veterans service officer conference takes place every year and contributing service officers attend a skills conference open to all service officers. Outreach is planned to the Hispanic community with assistance from the GI Forum, a Hispanic Veterans Services organization. The department also provides support American Indian communities in Washington through a training program for Tribal Veterans Representatives.

RESULTS WASHINGTON

These services contribute to: ***Governor's Goal 2 :Prosperous Economy and Goal 3 : Sustainable Energy and a Clean Environment***

Agency Goal1:Outreach and Access and Goal 3: Education and Employment

Long-term Health Care Services

Three veterans homes – in Orting, Retsil and Spokane provide long-term health care for honorably discharged veterans. Residents are typically disabled, indigent or imminently indigent due to the high cost of long-term care.

The Veterans Homes provide health and psychosocial services using interdisciplinary teams composed of nursing, rehabilitative therapies, therapeutic activities, social services, medical and administrative staff.

When veterans are cared for in a State Veterans Home, they are eligible for U.S. Department of Veterans Affairs funding. This funding pays about 30% of the cost of care, making WDVA the most cost effective care-provider. The same funding would not be available to veterans residing in community nursing homes. The Veterans Homes are Medicare and Medicaid Certified.

In July, 2014, the agency received confirmation of the USDVA's approval to provide 65% funding to build a fourth State Veterans Home in Walla Walla. The Walla Walla Veterans Home will include 8 houses with 10 private rooms in each and employ approximately 100 staff. Ground breaking will occur in Spring 2015 and will open for residents in Summer 2016.

Veterans over age 85 in Washington State number over 33,000. Several unique characteristics affect service needs for these veterans:

- Increase in number of veterans suffering from dementia;
- Presence of wartime disabilities, both physical and mental; and
- Increase in veterans considered medically indigent.

Governor's Goal:
4 Healthy and Safe Communities

WDVA Goals:
2. Quality Health Services
5. Exceptional Customer Service

Data from the three State Veterans Homes reflect national trends for **Veterans over age 85:**

- Facilities are between 95% -100% full
- History of primary or secondary psychiatric diagnosis due to war trauma
- History of substance abuse
- History of chronic homelessness with inability to thrive in community setting
- 95% are "medically indigent", forcing them into community nursing homes or homelessness.

Veterans Cemetery at Medical Lake

The cemetery serves Eastern Washington veterans with a final resting place close to their loved ones living east of the mountains.

The State Veterans Cemetery provides for in-ground casket burial sites and cremation
interments. Both options include an inscribed granite headstone or marker.
For cremation interments the following options are available:

- A columbarium niche that includes an inscribed, granite niche cover; or
- An in-ground cremation inurnment that includes an upright inscribed, granite headstone; or
- A scattering garden with a flush-to-ground inscribed granite marker.

Services are held in the Committal Shelter, offering a safe and respectful place for remembrance, and includes Military Funeral Honors for Veterans
and Military Retirees. Families have the option of using a variety of volunteer-supported
functions to personalize their loved one's committal service.
An information kiosk, located in the Administration Building foyer, contains an electronic
grave locator allowing family and friends to easily locate the gravesite of their loved one.

More than 1, 700 veterans and eligible family members have been interred since its opening in 2010.

RESULTS WASHINGTON

Governor's Goal:

3. Sustainable Energy and a Clean Environment

5. Efficient, Effective and Accountable Government

WDVA Goals:

1. Outreach and Access
5. Exceptional Customer Service

Financial Health

WDVA currently is appropriated and funded at the program level and each program includes an allocation of General Fund -State appropriation as follows:

Program 10 (Central Office)	25.6%
Program 20 (Veterans Services)	71.8%
Program 35 (Veterans Homes)	2.7%

Central Office is 100% funded by GF-State, but only makes up about 3.0% of the agency's total budget. The Business functions within this Program have for years been operating at or over capacity as it relates to providing the required administrative services to the Veterans Services, Veterans Homes and the state as a whole.

RESULTS WASHINGTON

Governor's Goal:

5. Efficient, Effective and Accountable Government

WDVA Goal:

4.Continuous Improvement

5: Exceptional Customer Service

Veterans Services program is comprised of multiple funding sources in addition to its GF-State appropriation, which makes up 52.0% of its total funding. The remaining funds come from reimbursements from the Federal VA; County funds (levies); Grants; and interagency reimbursements from other state agencies. Due to our recent successes, our Veterans Services program continues to actively pursue grant opportunities, especially at the Federal level in order to expand our capabilities to provide critical services to our veterans.

The Veterans Homes program makes up the majority share of the agency's total budget at approximately 80.0%. For a number of years, the homes have relied not only on Federal and local funding, but a large amount of GF-State. With a strong focus on reviewing and refining business processes in order to maximize its revenue earnings, GF-State now only makes up .33% of its total program budget due to its years of significant efforts.

WDVA continues its strong focus on improving business processes to not only maximize its revenue earning capabilities, but to also manage its expenditures through efficiencies and critically analyzing business needs.

Program Goals & Measurements

Administrative Services

Performance Measures: Governance and corporate costs will remain at or below 4% of total agency operating budget to ensure the maximum amount of resources are invested in providing services to veterans.

Expected Results

Quality policy decisions and program designed to increase performance and foster an environment focused on leadership. Invest in the delivery of services to veterans and their families while keeping administrative costs low.

Long-term Care Services at the Veterans Homes

Performance Measures

- Meet or exceed 85% satisfaction rate of veterans homes residents
- Resident census/occupancy of at least 95%

Expected Results

High quality, long-term care services are provided to Washington veterans at the least possible cost to the state. Satisfy customer needs as supported by the results of the semi-annual resident survey. Maximize Federal and other Revenue by achieving 95% resident census.

Strategic Initiatives

Ending Veteran Homelessness

In conjunction with the Governor's goal of decreasing the number of homeless veterans from 1,475 to 737 (50%) by 2016, WDVA has implemented the following action plan:

While the causes are as unique and varied as the veterans themselves, we know that surrounding them with supportive services and reminding them of their honorable service are two factors that help veterans break out of homelessness.

The Washington State Department of Veterans Affairs (WDVA) will be creating opportunities for homeless veterans to be housed and successfully live in their communities by:

- Forming partnerships with both government and non-profit organizations such as Catholic Community Services, Pioneer Human Services, Lutheran Housing Alliance, King County, US Department of Veterans Affairs, Department of Commerce, DSHS, and HUD.
- WDVA held a Call to Action Summit for all housing providers and those who play key roles in serving the needs of homeless veterans to ensure they are aware of unique veterans support services such as health care and mental health counseling;
- Identifying more veteran-only emergency shelter beds throughout the state, examples are the Salvation Army, Compass House, Tacoma Avenue Veterans Shelter Program, Catholic Community Services and the Lutheran Housing Alliance;
- Creating twenty additional transitional housing beds in the Building 9 Program and assisting the West End Outreach Program in Forks with opening a twenty bed facility;
- Establishing opportunities for affordable permanent housing close to Federal VA Medical Centers, working with landlords to create a 'veteran preference' in housing applications;
- Working with county jails to ensure that veterans being released are connected with mental health, substance abuse, health care, benefits and other supportive services to prevent them from re-offending;
- Implementing a statewide partnership with Community Voice Mail to increase access and make it easier for veterans to connect to housing and employment services;
- Providing individual case management to address each veteran's situation. Veterans may be served with health care, substance abuse treatment, counseling, job readiness training, and assistance with filing for VA disability compensation or pension.

Veterans Homes and Transitional Housing Construction

In addition to providing traditional nursing home care and short term rehabilitation, WDVA continues to evaluate the needs of Washington veterans and their families to determine the gaps WDVA is best suited to fill. We are partnering with the US Department of Veterans Affairs and DSHS to develop strategies to identify needs and explore how to best provide this care.

WDVA will construct our fourth state veterans home on the grounds of the Johnathan M. Wainwright VA Medical Center in Walla Walla, Washington utilizing a US DVA State Home Construction Grant to cover 65% of the cost. The Walla Walla Veterans Home will be an 80 bed facility based on the US DVA's small house design guidelines. The federal VA is transferring ownership of a 10 and a half acre site on the grounds of the Walla Walla VA Medical Center to the state for construction of the home.

During the 2010 Legislative Session, WDVA was given the authority to enter into a long-term lease for buildings on the campus to the Soldiers Home at Orting. This authority allows the agency to partner with community providers to operate programs that benefit Washington veterans. As our first project, we will be leasing a small two story building known as Betsy Ross to our partner WestCare, a nonprofit headquartered in Nevada. WestCare will be renovating the building to provide permanent supportive housing for women veterans. Based on the success of this project, we plan to expand this effort to include additional buildings on campus to house programs focused on meeting the needs of our newest generation of veterans.

Continuing Initiatives

Supporting Veteran and Servicemember Owned Businesses

During the 2007, 2008 and 2010 Legislative Sessions, measures were enacted to enhance visibility and funding opportunities for Veteran and Servicemember Owned Businesses. Business owners now have the ability to become certified by WDVA and receive lower interest loans through a Veterans Linked Deposit Program.

The Legislature also encourages all public entities to award 3% of their non-competitive purchases, procurements and contracts to certified Veteran and Servicemember Owned Businesses. WDVA will continue promoting this important benefit and improving the existing framework with two goals in mind:

1. Providing additional visibility for certified businesses among government and corporate entities; and
2. Promoting the registry to Washington residents by encouraging them to Shop Veteran Owned Businesses First.

Capital Preservation Budget Request 2015—2017

Building Improvements:

- At the Veterans Home we'll upgrade the ventilation system for the laundry which also serves the Soldiers Home. Additionally, an overhead track system will be added so the laundered articles can be more efficiently moved to the dryers. A decrease in back injuries is expected. Requested at $600K.
- Also at the Veterans Home we need to make repairs in the dish room of the main kitchen. Drain plumbing behind the dishwasher has deteriorated and caused leaks. This further impacted the commissary directly below. The ventilation system also needs to be re-routed as substandard performance has rusted out the ceiling grid which can no longer be cleaned. Requested at $300K.
- At the Soldiers Home, sewer plumbing in half the skilled nursing building is beginning to fail. Nearly 40 years of heavy use has taken its toll. We have replaced leaking pipes in a few spots but upon viewing the insides can see the problem is endemic. Requested at $135,000.
- Also at the Soldiers Home and again after nearly 40 years, other life-safety infrastructure is failing. The sprinkler heads are in need of replacement as well as are all the fire alarm panels. Further the nurse call system is obsolete and only scavenged parts are left to make repairs. This presents a critical challenge to provide for resident safety. Requested at $600K.
- At the Spokane Veterans Home the building is now 30 years old. We need to update the walking surfaces where appropriate. This is predominantly in the residents bathrooms. Bodily fluids have crept in thru the ever increasing cracks so can no longer be kept clean. It's the same with the other common area and staff bathrooms. We are investigating a new product that snaps together as a tile system yet is self-sealing and its softer thickness will be more forgiving when residents fall. The buildings' main lobby is carpeted, worn, damaged and becomes a tripping hazard. We propose to replace that with the product mentioned above. Finally the kitchen floor is worn thru, uneven and presents a slipping and injury hazard to staff. It will be uniformly flattened and coated with a resilient slip resistant product. Requested at $445K.
- Also at Spokane we propose to refit all the bathrooms with new fixtures. This will include more appropriate ADA compliant toilets, new sinks and hardware, lighting and resilient wainscoting. These facilities get heavy use and are worn to the point they are difficult to clean properly. Requested at $350K.
- At the Soldiers Home the communications computer for the campus generator has failed. While the generator starts in an outage, it cannot sense power returning and only partially shuts down. In this situation half the campus has emergency power only. It requires staff to come in, usually after hours incurring overtime, to manually re-set the generator. We don't know when a total failure is going to cause the generator to fail to start at all. This is a critical life-safety issue. Requested at $135K
- Finally we have a standing request for paving funds to address needs at any one of our three Homes. This weather wreaks havoc with aged asphalt we have in place. There is always a requirement for repairs. Requested at $200K.

Capital Project Requests 2015—2017

Walla Walla Nursing Facility (Re-Appropriation)

- WDVA will complete construction of a new 80 bed skilled nursing facility on the campus of the Jonathan M. Wainwright VA Medical Center in Walla Walla, Washington, in the summer of 2016. The Walla Walla Veterans Home has been designed to provide our veterans a true home, not a home-like environment. The community will have 8, 10 bedroom houses complete with kitchen, dining room, living room and den as well as a community center and courtyards. Meals will be prepared and served family style in the houses. Washington State is contributing by re-appropriation, $16.8 million for this project which leverages $31.2 million in federal funds from the VA State Home Construction Grant Program.

Minor Works-Preservation

- A robust minor works list has been developed to address various projects for repairs, upgrades to buildings, infrastructure and grounds at our three Homes. Normal wear and tear plus age and useful life drive the necessity to preserve our assets. Benefits are a safer and more comfortable surrounding for our residents. Operational costs are kept lower with efficiencies gained by these capital preservation projects. Average biennial request is in excess of $6 million dollars.

Eastern Washington Veterans Cemetery Expansion

- The new State Cemetery at Medical Lake is filling up faster than originally projected. The Missing In America project has added to the issue. We propose to add two new columbarium walls, a vehicle storage building, security system and fencing, improved drainage and another rest room to accommodate the often elderly visitors who find it challenging to make the trek back to the Administration building during inclement weather.

Establish a second State Veterans Cemetery in South Central Washington

- The need exists for a second Washington State Veterans Cemetery to provide reasonable access for all veterans and their families living east of the Cascade Mountains. WDVA will complete an assessment to determine the best location and to identify potential sites. As with the Cemetery in Medical Lake the state will be responsible for obtaining sufficient land to support the ongoing operation of a veterans cemetery for 50 to 100 years and applying for a federal grant to fully fund construction and initial equipping of the cemetery. Following construction, the state will be responsible for the ongoing operational costs of the cemetery. A funding model will be developed to cover operations that may include some general tax revenue, proceeds from the sale of Armed Forces license plates and federal interment plot and burial allotments.

Statutory Authority References:

The statutory authority and responsibilities of the State Department of Veterans Afairs are primarily defined by RCW 43.60A; 72.36 and 73.04.

Page 3: Governor's Veterans Affairs Advisory Committee is created and defined in RCW 43.60A080.

Page 5: Veterans Services: RCW 40.60A070; RCW 43.61.030; RCW 43.61.040. RCW 43.60A070; RCW73.04.130

Page 7: Veterans Homes: RCW 43.60A075; 050;055 and Washington State Constitution Article X, Paragraph3.

Page 17: Veterans Conservation Corps RCW43.60A.150;

Page XX: Veterans' Cemetery RCW 42.36.115