



COMMANDERS CALL

May 18, 2017

Mary Forbes, Assistant Director



Your WA State Department of Veterans Affairs

Working to Engage and
Serve Veterans





= 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



Goals

Outreach and Access	Quality Health Services	Education and Employment	Continuous Improvement	Exceptional Customer Service
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



"Serving Those Who Served"



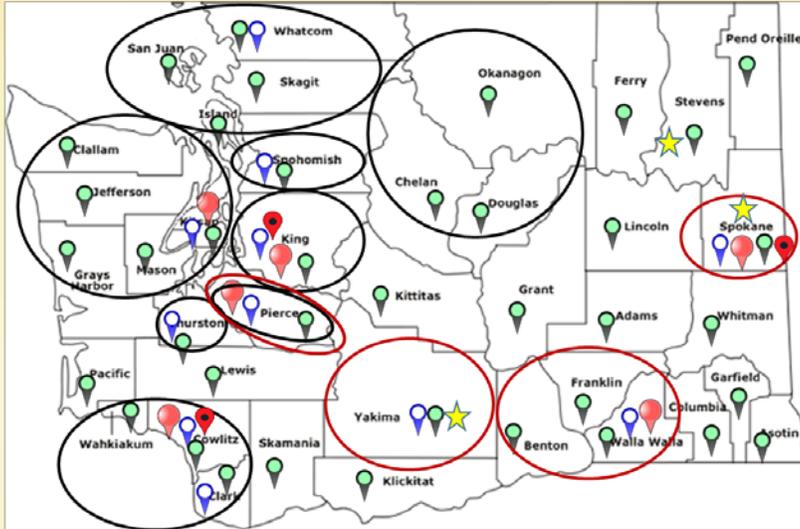




**VETERANS
SERVICES
DIVISION**

HOMELESS VETERANS PROGRAMS

2016



○ All WDVA Regional Veterans Housing Summits

○ Homeless Conferences

📍 VA HUD-VASH vouchers – 2,206

📍 VA Grant & Per Diem Beds - 399

📍 VA Emergency Beds - 43

📍 Counties covered by Supportive Services for Veteran Families (SSVF)- All 39 Counties

★ Tribal VA HUD-VASH vouchers – 60

- Building 9 Transitional Housing - 60 beds
- Homeless Veterans Reintegration Project (HVRP)
- King County Homeless Services
- Supportive Services for Veterans and Families (SSVF)



FINANCIAL ASSISTANCE, HOMELESS PREVENTION, AND REINTEGRATION SERVICES



- Veterans Integration Program (VIP)
- Stewardship Fund
- Veterans Estate Management Program (VEMP)
- Military Transition Council
- Apprenticeship Coordinator
- Spokane Regional Veterans Services



CLAIMS AND REFERRAL SERVICES

- Two Call Centers (Olympia and Seattle)
- Claims Services Centers (Olympia and Building 9)
- King County Military Family Outreach
- Veteran Service Organization Contractors
- Claims Quality Assurance
- Transitioning Warrior Program at JBLM
- Enhanced Benefits Program
- Veteran Owned Business Registry



INCARCERATED VETERANS RE-ENTRY SERVICES (IVRS)

- King & Thurston Counties
- Bureau of Justice Grant

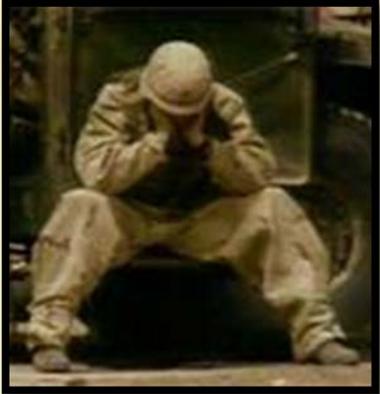




BEHAVIORAL HEALTH DIVISION



★ STATEWIDE COUNSELING ★



- Post-Traumatic Stress / War Counseling

★ TRAINING ★

- King County Training & Support Center



★ SPECIAL PROGRAM ★

- Traumatic/Acquired Brain Injury (TBI/ABI)
- TBI App



HIGHER ED PEER TO PEER VETERANS PROGRAM



- Vet Corps

ECO-THERAPY PROGRAMS

- Veterans Conservation Corps
- The Farm at Orting

