



VERMONT NATIONAL GUARD FAMILY PROGRAMS



2017 ANNUAL REPORT



TABLE OF CONTENTS

To Our Stakeholders- message from State Family Program Director (SFPD)	1
Vermont Veterans Outreach Program	2
Military & Family Support Center	5
Family Assistance Center	6
Personal Financial Counselor	8
Mental Health Counselor	10
Airman & Family Readiness	12
Child & Youth	13
Family Readiness Support Assistance (FRSA)	15
Military OneSource	17
Survivor Outreach Services	19
Transition Assistance Advisors (TAA)	21
Military Family Community Network (MFCN)	22
Kitchen Spoons & Combat Boots	24
Closing Thoughts	25

MESSAGE TO OUR STAKEHOLDERS



LTC David C. Leonard
State Family Program Director

I believe our greatest strength at Family Programs is its Human Resources. The staff behind the scenes, working very hard to bring the programs and services our service members, veterans and their families have earned and deserve. The dedication and commitment each of these programs delivers is second to none and I could not do what I do without them.

We have had many milestones met this past year-from the launching of the very first Family Programs website (www.ngfamily.vt.gov) to a record number of child and youth events executed and the continued success of our very first monthly webinar series called Kitchen Spoons & Combat Boots.

We continue to strive to deliver the highest level of customer service to our clients-we are continually working to improve our processes so that we are proactively meeting the needs of all of our military members and their families. Whether we are working with a new recruit, an OIF/OEF veteran, a retiree, or a Korean War veteran-we are here for them 24/7, 365 days a year because that is what we do.

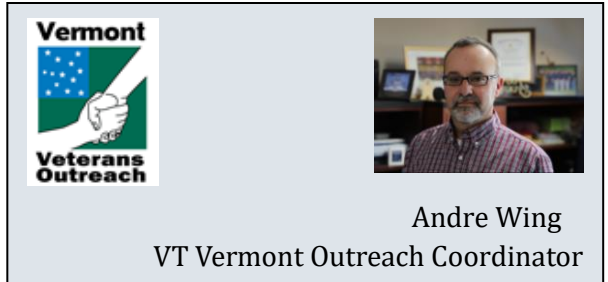
It has been an extraordinary year for us here at Family Programs. As this annual report came together, I reflected on how much we have accomplished and I look forward to leading this amazing program to reach even more milestones.

Respectfully,

LTC David Leonard

State Family Program Director

VERMONT VETERANS OUTREACH PROGRAM

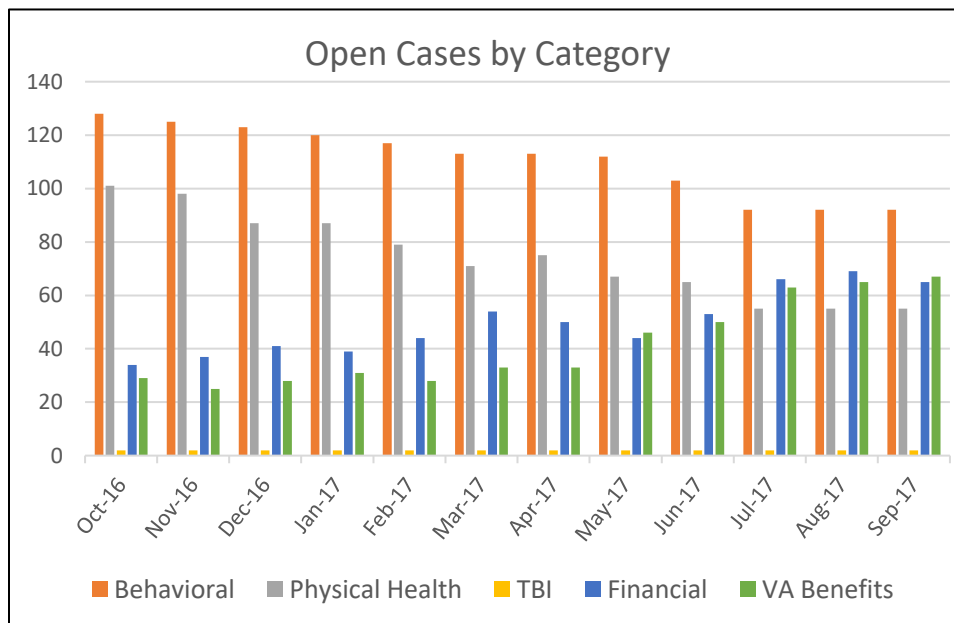


Who we are:

In 2007, then Congressman Bernie Sanders, secured funding to create a one of a kind outreach program to assist returning combat veterans experiencing issues resulting from their overseas deployments to Iraq and Afghanistan. The original team consisted of 5 outreach specialists and a team lead. Today, the program consists of 12 outreach specialists stationed around the state, a program analyst, a 24/7 Military & Family Support Center, Mental Health Counselor and Personal Financial Counselor. This program takes a holistic and humanistic approach to assisting veterans from WWII through our conflicts in Iraq and Afghanistan. From these humble beginnings and thanks to the vision that (now) Senator Bernie Sanders had for the care of our state’s veterans, the Vermont Veterans Outreach Program is celebrating 10 years of assisting veterans who call Vermont home.

Vision Statement:

Vermont Veterans Outreach Program provides ongoing assistance primarily to combat Veterans. Support is provided by identifying any potential needs and facilitating the process of accessing all available services. Partnering with the Family Assistance Specialists and other local, state and federal agencies in order to address the concerns of Veterans by responding in a prompt and confidential manner.



VERMONT VETERANS OUTREACH PROGRAM



Accomplishments/Highlights:

It is impossible to adequately measure the impact the Vermont Veterans Outreach Program has had on our Vermont veterans. Below are accounts told by team members working directly with the veterans:

USA, VTARNG Vietnam/OEF

Over the past year, I have developed a friendship and connection with a veteran that is not only a Vietnam veteran but he is also an Operation Enduring Freedom (OEF) Veteran and a Purple Heart recipient. The veteran was experiencing financial, emotional, mental, medical, and transportation issues. He was also having difficulties with abstaining from using alcohol and needed help for some mental health diagnoses related to his time in service.

Together, we made arrangements for him to meet with his counselor at the Vet Center once a week and I transported him to these appointments. Through the summer of 2016, things began to get worse for my veteran friend. He began drinking more heavily, calling me a lot and talking about how he "wished he wasn't here". After much discussion, the veteran agreed to go to the Burlington Lakeside Clinic AND to consider the medications the psychiatrist might suggest. The Lakeside Clinic staff were able to talk to the veteran about what kinds of medication treatment options were available and how they could help him; the veteran decided to give it a try.

By fall, the veteran was attending the VA every other week, participating more in his religious community and was doing well in his recovery. In late fall the Combat Veteran's Motorcycle Association (CVMA) contacted the Outreach Team Lead about donating a car to a Vietnam veteran and I submitted this veteran's name. CVMA donated a used car to him right before Christmas and now the veteran transports himself to his counseling appointments and is able to get out of his home more often. He and I still meet, play chess and chat. My veteran friend has come leaps and bounds from where he was in the beginning of 2016 and I am grateful to have been a part of his journey.

USMC WWII

In the beginning of 2016, the son of a WWII veteran contacted the Outreach Team Lead looking for assistance for his father. His father's furnace had stopped working and the son believed he needed some financial assistance in getting it repaired. We made arrangements to visit the 93 year old WWII veteran. During my first visit, the veteran told me how he managed to fix the furnace on his own and he shared with me some of his past, but not anything dealing with the war. The veteran was walking with the assistance of a walker but feared it wouldn't be long before he was in the wheelchair and he asked for my assistance in getting appropriate accommodations made to his house and in getting a lift chair to help him stand-up from a sitting position.

VERMONT VETERANS OUTREACH PROGRAM



Over the course of the spring and into the summer, I began visiting the veteran and he slowly began to share with me his memories of WWII and the battle of Iwo Jima. They were horrific and emotional stories for him to tell. His children had not heard him speak about the war in that capacity before. He read me letters he sent to his mother while in a fox hole. In between our visits, I was able to locate a free lift chair for him in Boston, but unfortunately, he never was able to sit in it. He was admitted into the hospital for pneumonia and then transferred to a permanent nursing home.

While in the nursing home the veteran was depressed and felt as though his service would be forgotten. He showed me photos of his time in service, his jacket and his medals-he could not remember what the medals were for. His family and I wanted him to be proud of his service and to know that his service to our country is not forgotten. I worked with the Outreach Program Analyst to identify the medals he received and together we began the process of building him a shadow box. We collaborated with the American Legion and VFW to help pay for the expense of the shadow box and we worked with the Vermont State Office of Veteran Affairs to get him his Vermont Veteran Medals. We put out information on our FB page asking individuals to write him a letter or send him a card reminding him of how important his service was. This was met with an overwhelming response from people. The veteran received letters from Maine, New Hampshire, Massachusetts, Florida, Texas, California, Washington, Virginia, Hawaii and Vermont. On his 94th birthday, we had a birthday celebration that included the Director of the State of Vermont Veterans Affairs Office to present him with his Vermont Veterans Medals. This was an emotional and touching afternoon for him and his family. He especially liked the U.S. Marine Corp. cupcakes that Price Chopper in Morrisville donated for the occasion.

The WWII veteran past away at 94. We worked with the family to set up military funeral honors, arrange for the Patriot Riders of Vermont, and collaborated with the funeral director on VA burial benefits and the Presidential Memorial Certificate. We were not able to complete his shadow box before his death but was able to provide it to his family. It's my hope that he left this world feeling a little more appreciated for his service and that he was able to unburden himself of things he'd held on to for many years.

USN Beirut

I first met this Veteran who was staying at a homeless shelter. He was wearing a US Navy hat so I decide to ask him about his service. First thing we did was complete the 1010EZ form to get him enrolled in the VA and to schedule his first appointment. His concerns were that he had no way of getting there, so I assured him I would be there to pick him up and help him through the process. Second we worked on finding the right resources to get him into his own place, third we worked with the VSO to help get his disability claim started for the health issues he was having. It's been one and half years and since then, and he has his own apartment, going to the VA on a regular basis, and is receiving disability benefits for his injures. This veteran is always saying how grateful he was for the Outreach team and is not sure where he would be today if it wasn't for them.

MILITARY AND FAMILY SUPPORT CENTER



Mark Lemnah

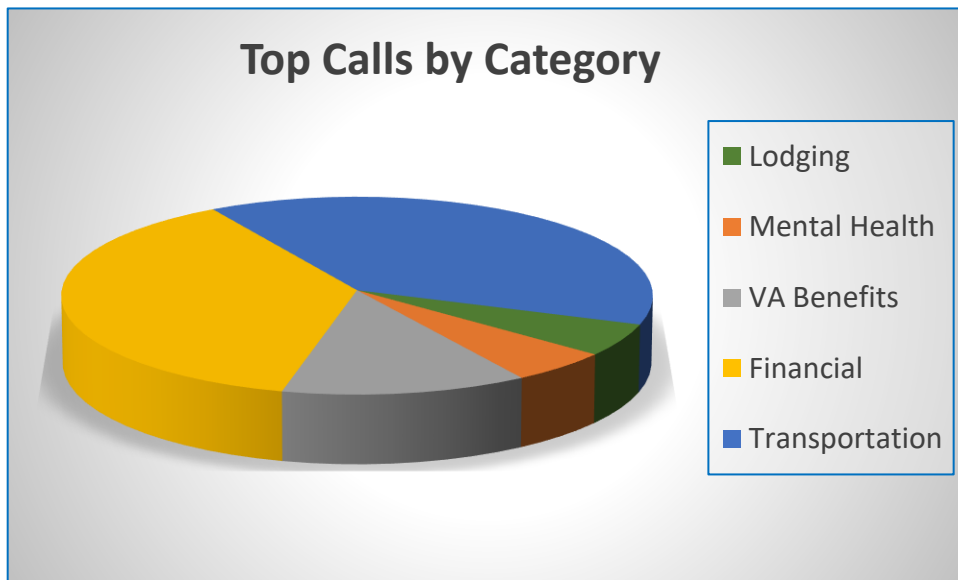
VT Military & Family Support Ctr Manager

Who We Are: 888-607-8773

The Military and Family Support Center is a 24/7/365 centralized call center where all calls come in from our veterans, service members, families, military service providers, law enforcement, etc. The call specialists are subject matter experts who triage all situations and forward issue reports to the appropriate department for follow up.

Vision Statement:

To provide essential information and referral services to veterans, service members and their families, as well as military service providers, and community partners. Strive to provide follow up and resolution to all calls in a satisfactory manner.





Accomplishments/Highlights:

During this reporting period, the support center's number one category issue was transportation. These calls were to request rides for veterans to their medical appointments. In Vermont, 64% of veterans reside in rural areas¹ with no transportation infrastructure and therefore for some, no way to get to their appointments. This issue requires further study for solutions.

FAMILY ASSISTANCE CENTER

Who we are:

Family Assistance Centers (FAC) provide resource referral and support assistance to veterans, service members, and their families of all military branches. Whether you are a new recruit or enjoying your retirement from the military, our FACs are here to support you.



Glory O'Neil
Family Assistance Center Coordinator



Vision Statement:

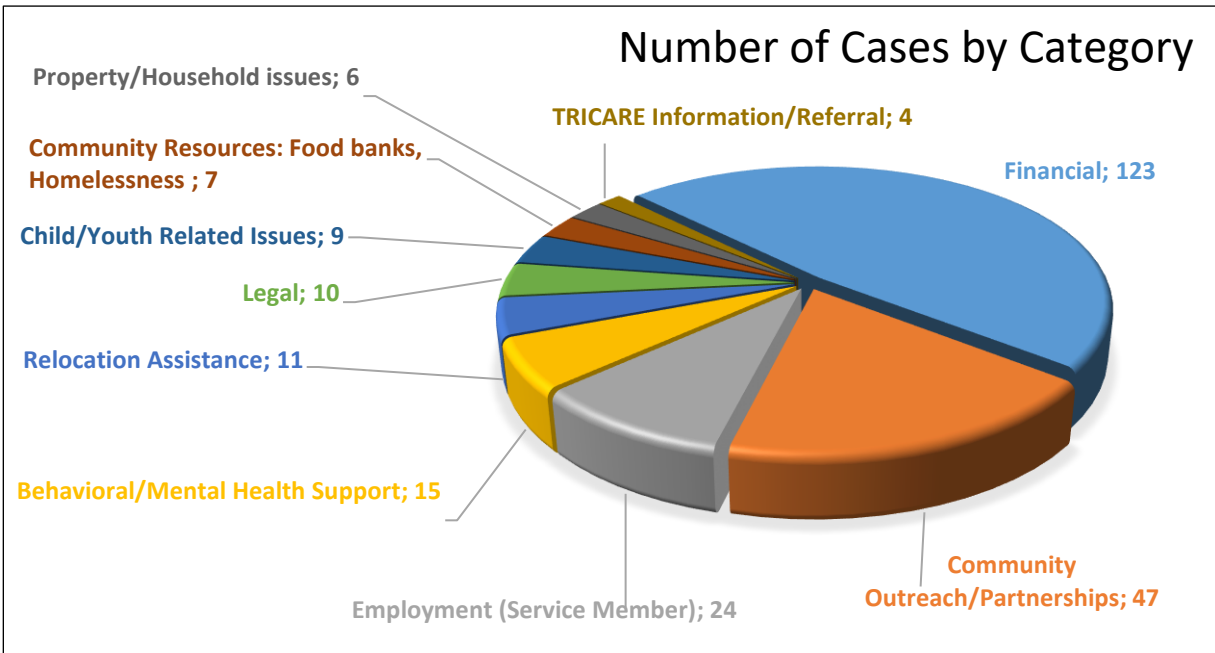
Family Assistance Centers (FAC) provide resource referral and support assistance to Service Members and their Families, of all military branches, throughout all cycles of deployment and levels of contingency mobilizations. FACs are a "One Stop Shop" of Local, State, and Federal resources to provide outreach, coordination and support to all military families geographic to the area.



FAMILY ASSISTANCE CENTER



Accomplishments/Highlights:



For the reporting period, the statistics above show almost 50% of all the cases were financial in nature. The military is certainly not immune to the stressors Vermonters experience when it comes to financial matters. Our goal is to not only assist our military families, but to try to educate and change behaviors that will lead them to financial independence. Our Family Assistance Center specialists also utilize a robust network of community partners to assist as they know we cannot do it alone. We rely on our community outreach efforts to make sure no military family is left behind.

The Family Assistance Centers are located around the state in six Vermont Army National Guard armories and provides invaluable resource and referral services to all of our veterans, service members and their families.

PERSONAL FINANCIAL COUNSELOR



Susan Kelley-Outten
VT Veterans Personal Financial Counselor

Who we are:

Providing free, confidential personal financial counseling to Vermont's veterans, service members and their families. Counseling services include debt reduction, budgeting, retirement planning, investing strategies and much more.

Vision Statement:

To educate, and empower veterans, service members and their families towards financial freedom. To assist service members and their families with budgeting, retirement planning and achieving other life goals that leads to financial independence.



PERSONAL FINANCIAL COUNSELOR

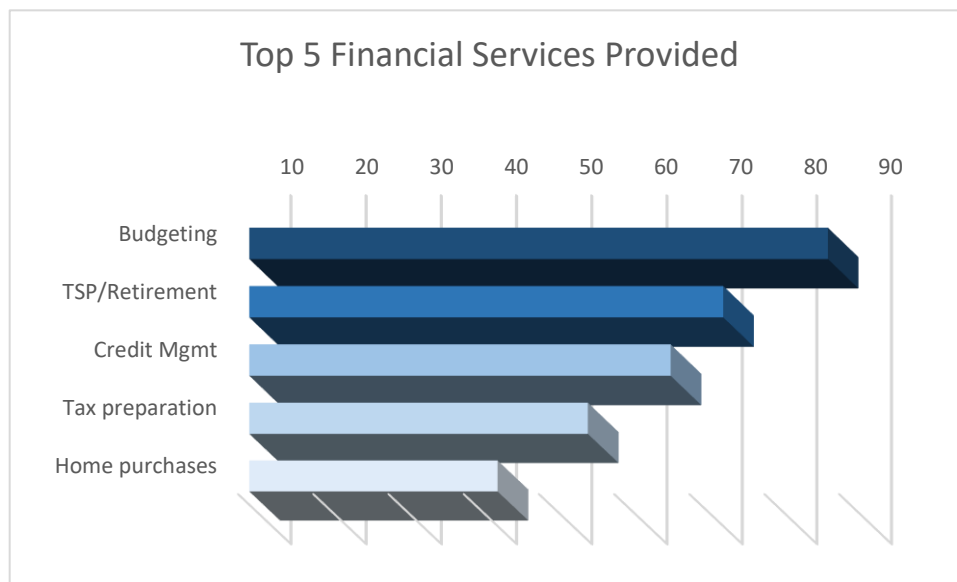


Accomplishments/Highlights:

“An Army veteran wanted to buy a home but upon pulling his credit report we found some items that gave him a low score and would not allow a mortgage. We were able to dispute 3 items along with adding some positives to bring his score up 60 points. We have one more item that we’re working on and then John will be able to buy a home for his family.”

This is just one example of the impact our Personal Financial Counseling program has on the overall financial health of our service members, veterans and their families. Our service members are not immune to the same financial struggles we see all around us in our communities and states; they too struggle with being financially literate and savvy. Our counselor meets with service members and families throughout Vermont to help them become more financially stable and better able to plan for the future. Through education, resources and counseling, our service members and families are put on the road to financial independence.

For this fiscal year, the Personal Financial Counselor averaged **38** open cases per month with the top 3 classifications of services provided being 1.) Budgeting and debt reduction, 2.) Thrift Savings plan/planning for retirement, and 3.) Credit management/credit scores. In late 2016 and all of 2017, the Personal Financial Counselor provided critical financial counseling to more than 300 Airmen (and their families) as they were leaving and returning from overseas deployments.



MENTAL HEALTH COUNSELOR



Charlene Caiano

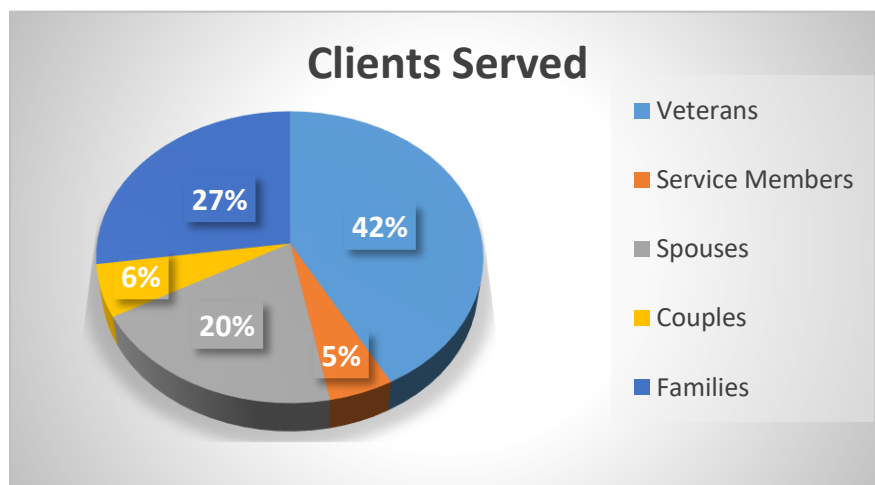
VT Veterans Mental Health Counselor

Who we are:

Providing free, confidential, non-medical mental health counseling to Vermont's veterans, service members and their families. Some common issues explored include coping skills, relational, financial, behavioral, and depression. Services also include working with families child/adolescent behavior, emotional conflicts, and generational/caregivers.

Vision Statement:

To improve the quality of life of our veterans, service members and their families by compassionately serving their mental health needs. Through support, education, and wellness focused non-medical counseling, the service members and families receive the best care available.



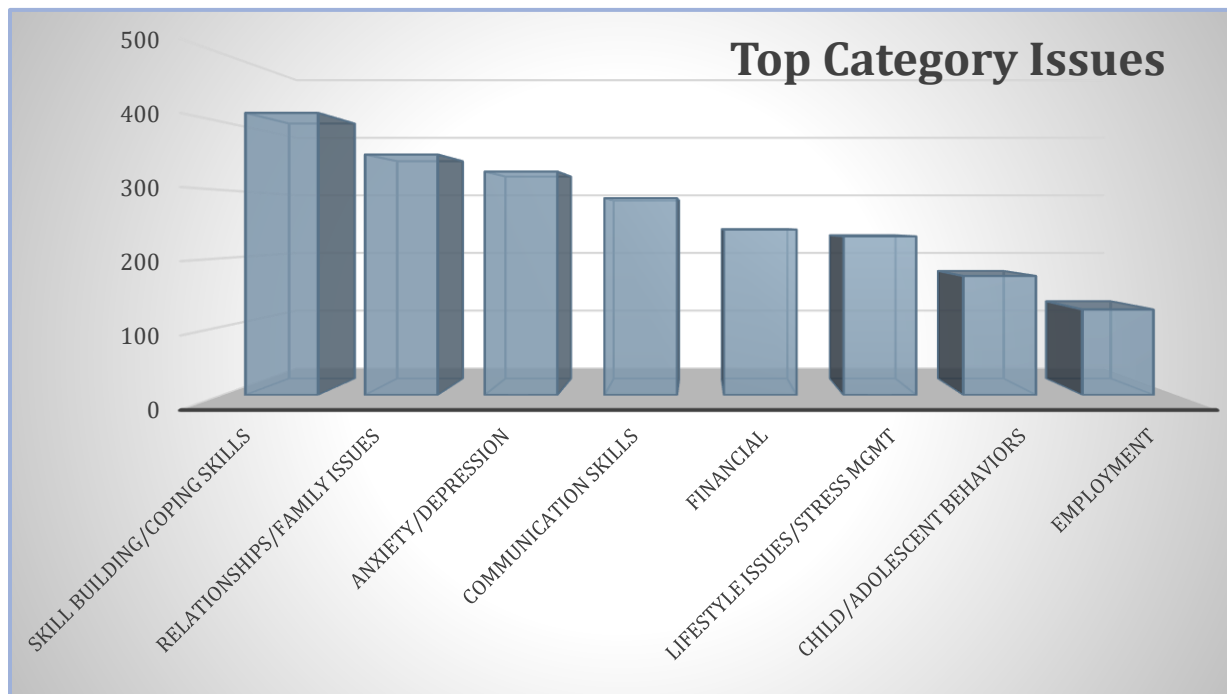
MENTAL HEALTH COUNSELOR



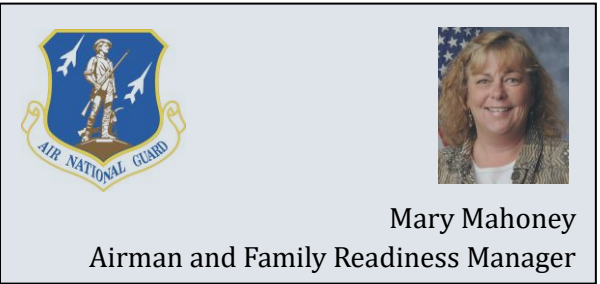
Accomplishments/Highlights:

Our mental health services have made a difference in the lives of our veterans, service members and their families and friends by providing support and teaching skills on how to cope with everyday stressors unique to the military culture. We have strived to assist service members overcome adversity and day-to-day challenges so that they may become more resilient in their personal, work and military lives. Through our outreach efforts, we increased veteran and family participation in their mental health action plan by decreasing the negative stigma associated with mental health care services.

In fiscal year 2017, our mental health counselor met with more than 225 veterans and service members, some for multiple visits. In addition, our services were utilized by 247 spouses, couples and families. The top issue categories for this period were: skill building/coping skills, relational/family issues, and depression/anxiety. As Vermont is designated 65% rural (vs urban), our mental health counselor logged an average of 750 miles per month to meet with our service members, veterans and families to include those rural areas where mental health services for our clients are scarce or non-existent.



AIRMAN AND FAMILY READINESS PROGRAM



Mary Mahoney
Airman and Family Readiness Manager

Who we Are:

The Vermont Air National Guard Airman and Family Readiness Program provides full time year around support to all Airmen and their families. We are here to provide assistance in all areas so that our members can concentrate on their mission, knowing that their families are taken care of.

Vision Statement:

The Vermont Air National Guard Airman and Family Readiness Office strengthens the partnership between the traditional and full-time Guard members, their family members and the community. We provide a communication network to educate and inform airmen and family members about military issues, benefits and entitlements as well as assist family members to be prepared in periods of mobilization, deployment and separation while providing a network of support in times of need

Accomplishments/Highlights:

2017 was very busy with deployments.

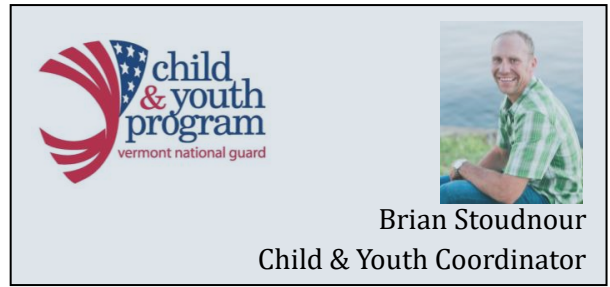
- We had well over 500 airman deployed to 5 different locations overseas anywhere from 3-6 months.
- 25 volunteers were trained for phone tree calls to families during the deployments We had a total of 35 phone callers
- Monthly deployment support group meetings were held for families during the deployments
- Prepared over 200 airmen for their Pre-Separation/TAP requirement
- Trained 2 new Key Spouses
- Trained 2 new Commanders on Family Programs



CHILD AND YOUTH PROGRAM

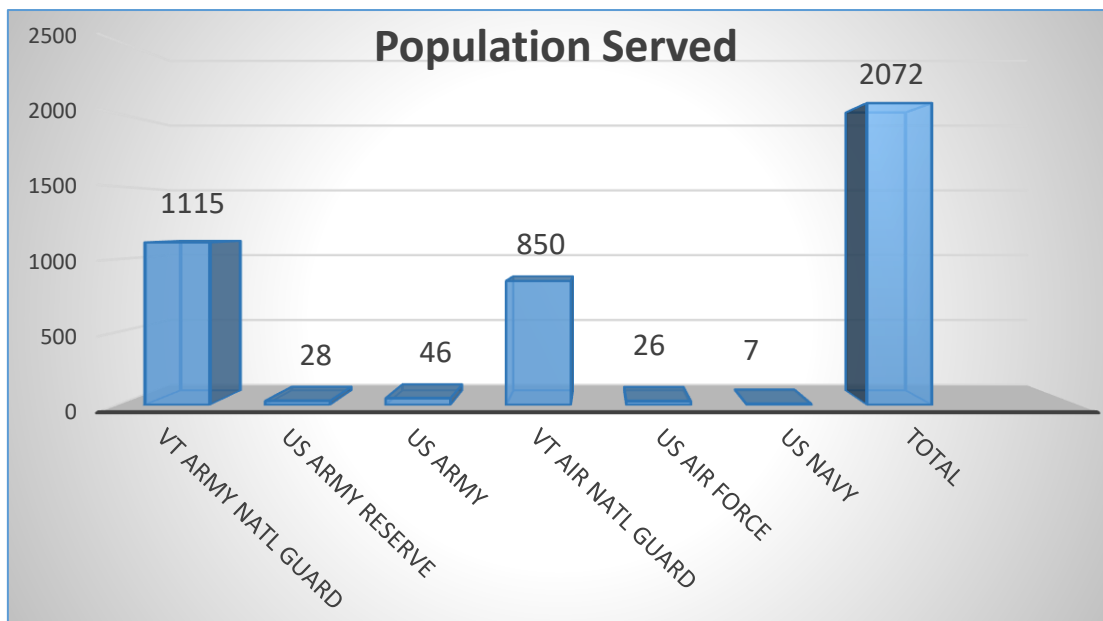
who we are:

The Vermont National Guard (VTNG) Child & Youth Program provides a supportive environment for school-aged Army National Guard children and youth who are ages six (6) to eighteen (18) years of age. We provide opportunities for year round developmentally appropriate programming that includes camps, events, and educational excursions with a focus on resiliency, readiness, peer-to-peer connection, and leadership development. Whenever possible and in collaboration with community partners, we are “purple” which allows us to extend programming to include our Air National Guard children and youth as well.



Vision Statement:

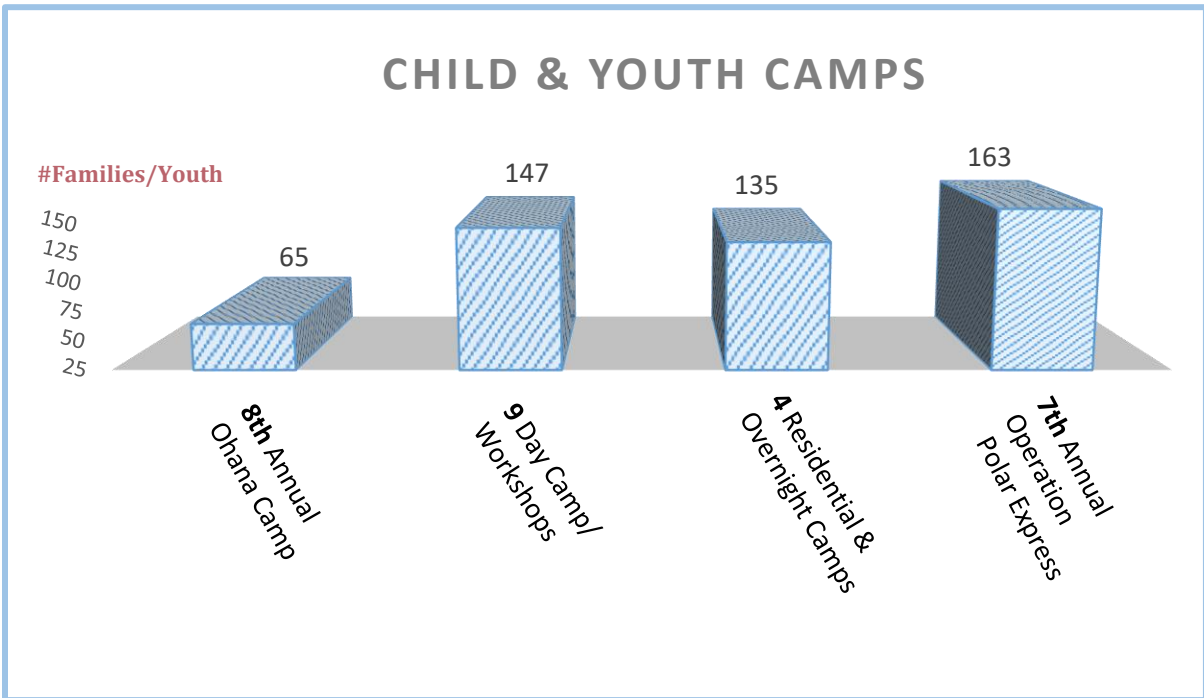
The mission of the Army National Guard Child & Youth Program is to positively impact Soldier and family readiness, resilience and retention by providing secure, timely, flexible and high-quality youth development opportunities and resources which promote the overall well-being of ARNG children and youth.



CHILD AND YOUTH PROGRAM



Accomplishments/Highlights:



This chart details the number of youth and families who participated in our major events for this reporting period.

With over 500 total hours of programming provided, our Child and Youth Program has been able to provide valuable and relevant programming. See what our families are saying about this program:

I am extremely grateful for all the opportunities the Vermont National Guard Child & Youth Program has offered to us over the years. I have watched my kids grow into confident leaders and active/positive community members. More importantly it has better allowed us to manage the duties and responsibilities that come with having a soldier in the VTARNG. - **Heather Moultrou, Mother of 4 VTARNG Youth & Military Spouse**

Today, 27 September 2017, marks a stepping stone in my Coast Guard Career... exactly 1 year ago today I left my home, family, friends and dog to start a new chapter of my life. I got sworn in to The United States Coast Guard by my dad. Then I hopped on a plane, took a bus and walked through the doors of Sexton Hall at the Training Center Cape May to begin my career. Since then I have moved twice, became a Petty Officer, got rated and moved into my first apartment. I could not have done any of this without the love and support of my family, friends, and the Vermont National Guard Child & Youth Program. So, THANK-YOU for standing up for, by my side & behind in my efforts to succeed in this first part of my career. - **Savannah Leffler, PO3 U.S Coast Guard & former VTARNG Teen Council Member**

FAMILY READINESS SUPPORT ASSISTANCE



Candice Bryan-Broe
Sr Family Readiness Support Assistant

Who we are:

To support mission and family readiness, our Family Readiness Groups (FRGs) are an integral part of this process. Our Family Readiness Support Assistants (FRSA) assist commanders and volunteers with their mission and family readiness initiatives. FRSAs serve as “Family Readiness Group” subject matter experts and provide guidance to both the military and civilian members of our Vermont National Guard units.

Vision Statement:

Our FRSA program provides guidance to commanders and Family Readiness Groups (FRG) leaders on best practices to stay connected to all their FRG families in times of peace as well as during deployments. The FRSA program assists in creating strong and resilient Family Readiness Groups, which in turn provides stability on the home front.



FAMILY READINESS SUPPORT ASSISTANCE



Accomplishments/Highlights:

The Family Readiness Support Assistants coordinated 197 trainings over the last 12 months to include Command team, volunteer and well-being trainings. This along with the annual information briefs given over FY17 add up to 896 total trainings. Additionally the FRSAs planned the 2017 Vermont National Guard Family Programs Volunteer Conference. The theme was “From the Inside Out” with a focus on self-care first. The point of this conference was to show the volunteers that if they don’t take care of themselves, they could experience burnout or compassion fatigue. Highlights from this event included Team Building, Destressing thru Zumba & Yoga and information on how to build an Emergency Care Book. Six Vermont Army National Guard Volunteers received special awards at this conference.



MILITARY ONESOURCE

**MILITARY
ONESOURCE**



Marcie Caulfield
Military OneSource State Consultant

Who we are:

Military OneSource is a Department of Defense funded program that serves active duty, Guard and Reserve Component members and their families 24/7—from the moment of enlistment through the first 6 months after separation. Explore our spouse education and career opportunities to achieve your goals at any stage of your military life. And when you just need to talk, experts who understand the military community provide private, non-medical counseling to help you through relationship challenges, job stress and more. You can rely on us for worldwide access, anytime, to receive no-cost support. Engage with objective and experienced experts who are committed to helping service members and military families thrive. You can also take advantage of the online webinars, podcasts, downloadable products and materials, military installation information and

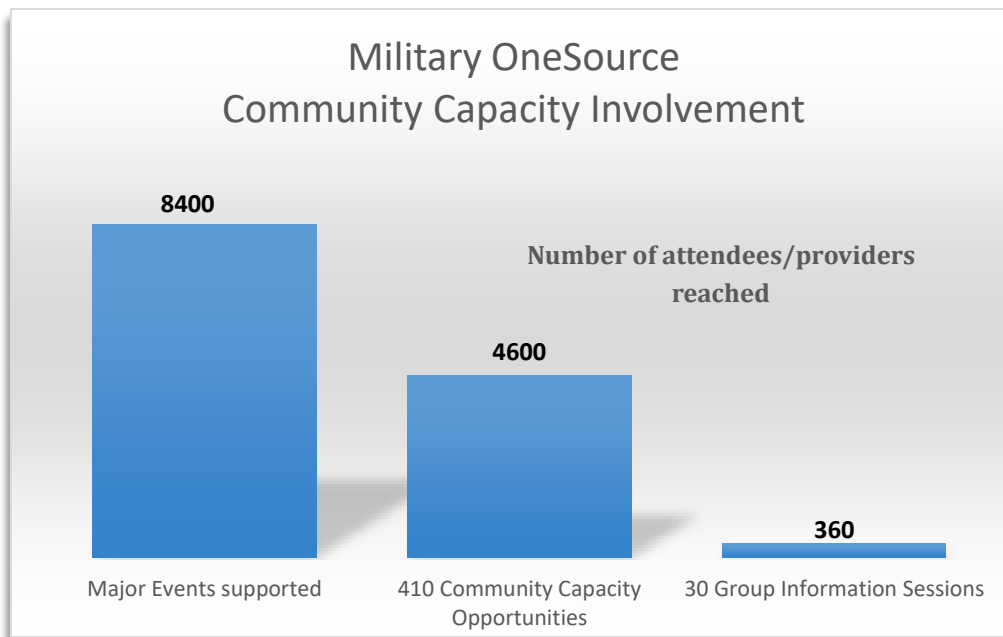
Vision Statement:

Military OneSource is your 24/7 connection to information, answers and support - your one source for your best MilLife. Our mission is to advance the wellbeing of active duty, National Guard and reserve members, survivors and their families. Our confidential support services include specialty consultations on topics from financial counseling and tax filing assistance, to special needs support and wounded warrior resources. Connect with an expert today by visiting MilitaryOneSource.mil or calling 800-342-9647.



Accomplishments/Highlights:

During fiscal year 2017, the Vermont Military OneSource state consultant participated in 410 community capacity opportunities reaching over 4,600 service providers and supported 17 events with approximately 8,400 attendees. Additionally, the consultant initiated over 30 small group information sessions that directly reached approximately 360 service and family members. The consultant also initiated relationships with and identified 28 new community, state, and national resources to aid with the current military population and shared the information with state contacts. These efforts were in support of state goals which focused on increasing awareness of financial education resources; increasing access to employment and career programs, services, resources and job fairs to aid with unemployment/underemployment; and providing education for the military community and supportive service providers on available health and wellness resources and state services.



SURVIVOR OUTREACH SERVICES



Who we are:

Provide support for our Gold Star Families and families of the fallen survivors and ensure they are continually linked to the Army Family for as long as they desire. Access to all entitled benefits, support groups, outside resources are just a few of the perpetual support we offer.

Vision Statement:

Build a unified program which embraces and reassures Survivors that they are continually linked to the Army Family for as long as they desire

***Delivering the Army's Commitment to Survivors
"Never Forgotten...Never Alone."***

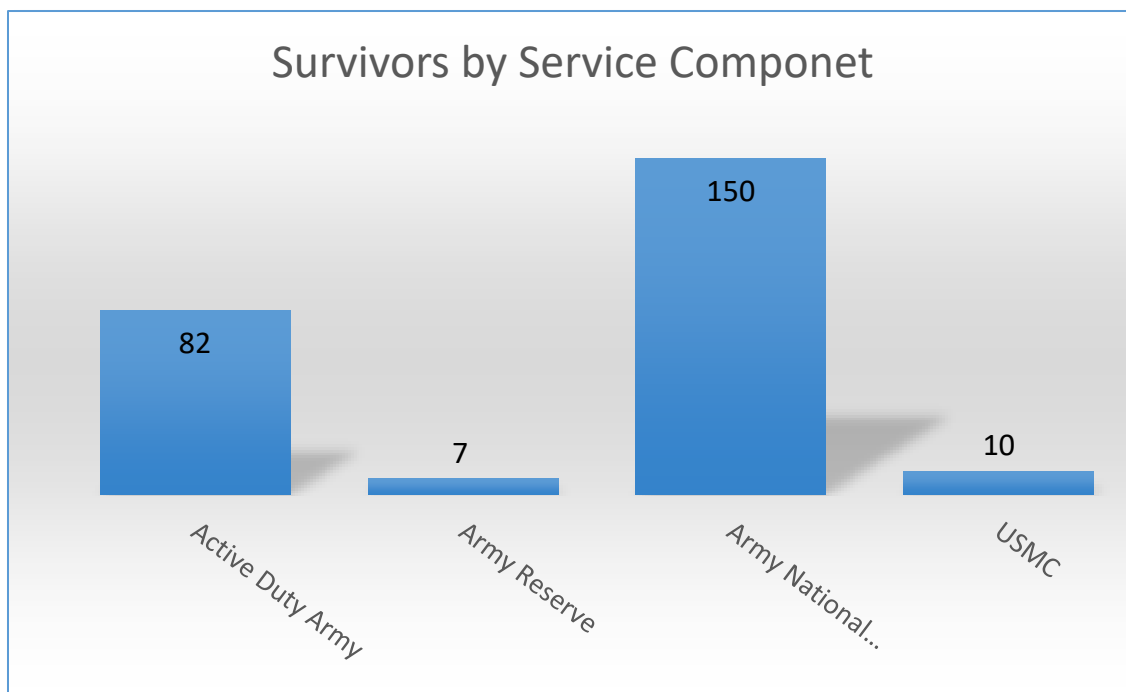


SURVIVOR OUTREACH SERVICES



Accomplishments/Highlights:

During fiscal year 2017, the Vermont Survivor Outreach Services Coordinator (SOSC) provided services to over 200 Army Survivors. VT SOSC aided many Survivors from all branches including Army, Marines, Navy, Airforce and Coast Guard. VT SOSC attended 11 major events and trainings that provided an opportunity to highlight the SOS Program and all we offer to our survivors. Attendance at these events was in excess of 2000 participants. The VT SOSC responsibility and duties has also included: meeting with Vermont National Guard leadership, social services, military agencies and private groups or individuals within Vermont and neighboring states to recruit and maintain a list of community resources. This invaluable program coordinator also delivered briefings to the community and leadership; and provided a multitude of resources to Survivor Families.



TRANSITION ASSISTANCE ADVISORS



Who we are:

Transitioning back from deployment, getting ready to retire from the military, or coping with a service related injury can be difficult. The Transition Assistance Advisors assist our service members through these transitions and much more in a reliable, professional manner.

Vision Statement:

To provide direction through the maze of programs available to Veterans and connection to earned benefits with the compassion of someone who knows what it's like to transition from Active Duty.

Accomplishments/Highlights:

The Vermont's Transition Assistance Advisor (TAA), assisted service members from both the Active Duty and Reserve components and their families with a host of services. Those included pursuing eligible VA and State benefits, employment and career transitions, education and training assistance and much more. In 2017, the TAA briefed more than 1500 service members/families about eligible services-as individuals or in group meetings. In addition, the TAA was able to outreach to more than 600 service members and families at the various Vermont Air National Guard Yellow Ribbon events held throughout the year.

This program worked very closely with the Office of Veterans Affairs service officers and the VA Medical Center to ensure our service members were getting the proper care and benefits they have earned. The TAA visited the Office of Veterans Affairs several times a month to intervene on behalf of service members when issues with the VA benefits would occur.



MILITARY FAMILY COMMUNITY NETWORK



Who we are:

MFCN was established in 2005 as a collaboration between the leadership of the Vermont National Guard (VTNG) and the Center for PTSD in White River Junction, Vermont. The catalyst that led to this collaboration was the heavy fighting our VTNG combat veterans were experiencing in Sunni Province, Iraq in 2003-2004. The VTNG leadership was concerned that the necessary services were not in place for the returning veterans and they knew they could not do it alone. By reaching out, gaining the support of the PTSD Center as well as making sure there was a community support system in place for these veterans and their families, they were better prepared to meet the challenges of those returning from combat. Twelve years later, the MFCN continues to be strong in providing education, support, and resources to assist our service members, veterans and their families during all their life cycles.

Vision Statement:

The vision of the Vermont Military Family Community Network is to develop and maintain a multi-group network among community, military, government and private sectors that creates awareness of challenges, identifies resources and provides services to all veterans, service members, and their Families.



April 11, 2018 Quarterly Meeting-VTARNG Northfield Armory

MILITARY FAMILY COMMUNITY NETWORK



Accomplishments/Highlights:

The Vermont Military Family Community Network (VTMFCN) is made up of military service providers, community partners, military leadership and Family Program staff. Our goal is two-fold: educate the community at large of the unique stressors associated with life in the military and to share resources available to our service members, veterans and their families with those who work directly with this population.

For this reporting period, the MFCN had 4 quarterly meetings covering such topics as Military Trauma, Employment and Education, Hunger, Housing, and Homelessness and peer-to-peer services. Below are just some of the comments participants shared on surveys completed:

“Really informative, good to know there are these services available in Vermont.”

“Thanks for letting us join the group. Networking is what we need to do to better serve Vets.”

“Terrific TBI program, a lot of useful information in 45 minutes. Good overview of Disability Rights and Reach-Out programs.”

“Excellent subject matter (Hunger, Housing, and Homelessness), very helpful.”

“Wonderful guest speakers/presenters. I learned a lot and will be able to encourage veterans to take advantage.”

“Good topics- all relevant!”



January 10, 2018 Quarterly Meeting- VTARNG Northfield Armory

KITCHEN SPOONS & COMBAT BOOTS



Who We Are:

Kitchen Spoons & Combat Boots is an ongoing webinar series that features a variety of topics hosted by the Family Program staff. The goal of these webinars is to educate the military community on the available resources and services they can access. The content shared has been selected based on previously identified gaps in services. These webinars allow the Family Program staff to connect to geographically dispersed individuals affiliated with the military community.

Vision Statement:

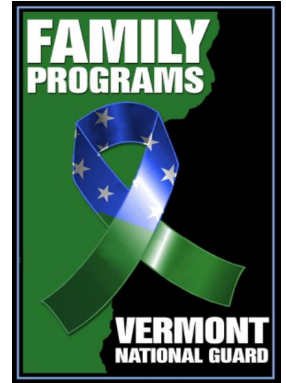
To provide additional education through virtual outreach to geographically disperse individuals affiliated with the military community.



Accomplishments/Highlights:

The Kitchen Spoons & Combat Boots (KSCB) team offered 16 virtual opportunities over the course of 12 months with a total of 86 attendees. The topics discussed shared information on tax preparation, financial services, veteran benefits, building resiliency, and operation security. These topics were selected based on recent feedback from surveys, polls, and input from community team outreach. Additionally, as an opportunity to recruit attendees and volunteers, KS&CB hosted the first KSCB Meet & Greet at Camp Johnson in Colchester; which resulted in 11 attendees and one youth. These webinars allowed the Family Programs staff to connect directly with geographically dispersed members of the community in a positive way.

CLOSING THOUGHTS



This Annual Report is dedicated to all of our service members and their families. Veterans from WWII to the present day campaigns, we thank you for your dedication and service. To all of our military families-without whom our military members could not complete their missions-we thank you most of all. The spouses, partners, children of military members sacrifice and compromise a great deal in support of their soldier, airman, marine, sailor and coast guardsman.

Family Programs will continue to meet the needs of all veterans, service members and families, in peacetime as well as times of conflict. Our mandate is to provide the “wrap-around” of resources and services our military families’ needs, when they need them. Hopefully, this report will serve as a benchmark by which we can continuously improve upon the services we provide our customers.

To that end, we want to hear from you-please let us know what you think about our Annual Report, Family Programs or what programs and services you would like us to offer. Our confidential, anonymous survey can be reached at: <https://www.surveymonkey.com/s/VT-FP>

Thank you!

www.ngfamily.vt.gov

ⁱ http://www.va.gov/vetdata/veteran_population.asp

