



**Comparison of Departments of Veterans Affairs  
Programs and Services Among  
Pennsylvania and Peer States**

Cameron Richardson, Ph.D.  
Kristi Brawley  
Jillian Rodgers, M.P.S.  
Katie Davenport, Ph.D.  
Daniel F. Perkins, Ph.D.

April 6, 2022

The Heinz Endowments provided support for this work. The views expressed are those of the Clearinghouse researcher(s) and do not necessarily reflect the views of The Heinz Endowments.

## Table of Contents

Executive Summary .....	4
Introduction .....	5
Identifying Comparison States .....	5
Website Comparison of Peer-States' Veterans Benefits and Services .....	7
Summary of Benefits and Services Displayed on State's DVA Websites.....	8
Benefits and Services Listed on State DVA Websites .....	10
Burial Services .....	10
Educational Services.....	11
Employment Services.....	12
Financial Services .....	13
Health and Housing Services.....	14
Legal Services.....	14
Miscellaneous Services.....	16
Findings from State-Level Comparison of Services Noted on DVA Websites .....	17
Expanded Investigation into all Veterans' Services Offered by Pennsylvania, Kentucky, and Ohio .....	17
Conclusions .....	20
Recommendations .....	22
Appendix A: State Funding for Veterans' Services.....	24
Appendix B: Comparative Analysis of Pennsylvania's Resources for Veterans.....	26
Appendix C: Additional Information about Available Services .....	30
References .....	47

## Executive Summary

The Clearinghouse for Military Family Readiness at Penn State (Clearinghouse) examined six states' Department of Veterans Affairs (DVA) websites and associated documents in order to gain an in-depth understanding of military-connected services in Pennsylvania compared to similar services provided in peer states. This analysis included a thorough investigation to locate evidence of rigorous study of service outcomes; however, no such studies were found. Peer states were chosen based on their similarity to Pennsylvania in percentage of veterans, number of veterans, and/or percent rurality. They include Kentucky, New York, North Carolina, Ohio, and Virginia.

During the initial investigation, Clearinghouse researchers discovered that not all state-provided veteran services are included on the DVA websites. Thus, for two of the peer states (i.e., Kentucky and Ohio), the assessment was expanded to include other sources of veteran support information (i.e., state DVA websites; state department and agency websites; state budgets; and, when available, state-provided veterans' resource guides).

This report provides a comparative assessment of the veteran support landscape. In the absence of rigorous study of outcomes, this descriptive comparison highlights the variability and consistency of the services offered within each domain (i.e., Burial Services, Educational Services, Employment Services, Financial Services, Health and Housing Services, and Legal Services) across the six states. Key findings that emerged from the assessment are as follows:

- 1) Pennsylvania offers similar veterans' benefits and services compared to its peer states;
- 2) Pennsylvania's DVA website (referred to as the Pennsylvania Department of Military and Veterans Affairs [DMVA] from here on) does not provide a comprehensive list of available veterans' benefits and services.

Based on the findings in this report, two recommendations are offered.

**Recommendation 1:** Provide varied ways in which Pennsylvania veterans can learn about and utilize state-funded benefits and services.

- a. Provide resource navigation support that includes human navigation assistance online, in-person, and by phone. Utilize County Directors of Veterans Affairs, Regional Program Outreach Coordinators, Veteran Service Officers, and others who have access to PA VETConnect (Shumate, 2021).
- b. Upgrade and maintain the Pennsylvania DMVA website to display veterans' specific services available from other Pennsylvania state departments.

**Recommendation 2:** Develop an evaluation and continuous quality-improvement system with the Pennsylvania DMVA to understand the impacts of services and enhance the efficiency and effectiveness of Pennsylvania veterans' services.

## Introduction

This report represents the third phase of work toward the development of a policy agenda for military-connected individuals in Pennsylvania. For the first phase, a literature review was conducted that described the transition needs of military-connected individuals in the Commonwealth of Pennsylvania. The second phase resulted in a report that provided information related to the organizational structure and the funding activities within the Pennsylvania Department of Military and Veterans Affairs (DMVA). Note, the official names for state-level veterans' affairs departments differ by state. For this report, Department of Veterans Affairs (DVA) will be used to describe state-level veterans' affairs departments. DMVA will be used to describe the Pennsylvania Department of Military Veterans and Affairs.

The current report compares Pennsylvania's existing military-connected benefits, programs, resources, and services (labeled here services) with other peer states. In addition, this report compares budget numbers for each peer-state DVA using the states' respective budget documents. In this investigation, researchers from the Clearinghouse for Military Family Readiness (Clearinghouse) did not find any rigorous evaluations of state veteran services that examined impact or efficiency. Therefore, this comparative analysis of services that the peer states have provided is an assessment of whether the money and services Pennsylvania provides to veterans are comparable to peer states.

Ultimately, these series of report findings serve as the guidance for recommendations that will be extended in support of a policy agenda for veterans and other military-connected individuals in Pennsylvania. The policy agenda will propose any necessary recommendations for adjustments to policies, current department operating procedures, and/or services provided in Pennsylvania to support veterans.

## Identifying Comparison States

The first step for this phase was to identify states that are comparable, in specific ways, to Pennsylvania. To identify Pennsylvania's peer states, the following three factors were considered: (1) the percentage of veterans in proportion to the total state population (US Census, 2018; Department of Veterans Affairs [VA], 2018), (2) the number of veterans in the state (VA, 2018), and (3) the percent rurality or the percentage of the population that live in rural areas (Stacker, 2010). These factors were examined in relation to the extent of a state's service provision to veterans. In addition, the sheer number of veterans means they are more likely to live in urban rather than rural areas; however, rural areas often have a higher percentage of veteran residents (Holder, 2017). Moreover, service-delivery methods and costs differ based on veterans' locations, the concentration of veterans in a specific area, and the availability of other resources to the veterans.

Based on these considerations, the following states were selected as Pennsylvania’s peer states; they are sorted alphabetically<sup>1</sup>:

1. **Kentucky:** Kentucky Department of Veterans Affairs
2. **New York:** Division of Veteran Services
3. **North Carolina:** Department of Military and Veterans Affairs
4. **Ohio:** Department of Veterans Services
5. **Virginia:** Department of Veteran Services

The peer-state consideration factors and the Fiscal Year (FY) 2021 peer-state DVA budgets dedicated to veterans’ services are listed for each of the peer states and Pennsylvania in Table 1. The states are presented in the table in descending order by the percentage of veterans.

Comparisons across states are complex and difficult for several reasons. First, peer-state DVAs are structured differently and use different formats to classify expenditures. For example, Pennsylvania and North Carolina have combined military and veterans’ affairs departments, which may result in shared expenditures that are difficult to account for. Second, standard services and benefits were identified and included in the total state funding for veterans’ services; however, these numbers may not represent a comprehensive accounting due to differences in publicly available information on funding. See Appendix A for budget items and dollar amounts included in the State Funding for Veterans Services numbers represented in Table 1.

**Table 1**  
*Comparison States*

Peer State	% of Veterans	# of Veterans	% Rurality (Relative Ranking)	State Funding for Veterans Services	Per Veteran Spending
Virginia	<b>8.6%</b>	738,634	24.6% (29/50)	<b>\$21.7 million</b>	<b>\$29.38</b>
Pennsylvania	6.9%	<b>836,367</b>	21.3% (32/50)	\$15 million	\$17.93
North Carolina	6.9%	718,481	33.9% (15/50)	\$10.3 million	<b>\$14.34</b>
Ohio	6.6%	774,847	22.1% (31/50)	\$13.1 million	\$16.91
Kentucky	6.6%	<b>297,201</b>	<b>41.6% (8/50)</b>	<b>\$6.9 million</b>	\$23.22
New York	<b>4.0%</b>	790,058	<b>12.1% (39/50)</b>	\$19.6 million	\$24.81

Notes: (1) Numbers in bold indicate lower and upper bounds of the peer states. (2) Relative ranking indicates the state’s position among the 50 states. (3) State funding numbers do not include costs for State Veterans Homes. (4) Pennsylvania’s funding number is from FY2020.

Across the six states, Pennsylvania has the greatest number of veterans (n=836,367) followed by New York (n=790,058). Kentucky has the lowest number of veterans (n=297,201), although the percentage of veterans to their total population was similar to

Pennsylvania (6.6% vs. 6.9%, respectively). While New York has the highest total number of veterans of the five comparison states, it has the lowest percentage of veterans (4.0%). Virginia has the highest percentage of veterans (8.6%). In the remaining three comparison states and Pennsylvania, veterans comprise 6.6-6.9% of their total populations. Out of the five comparison states, Kentucky has the highest rurality or the percentage of the population living in rural areas (41.6%), and New York has the lowest rurality (12.1%).

State funding for veterans' services ranged from \$6.9 million in Kentucky to \$21.7 million in Virginia, which has the largest budget for veterans. When examining funding per veteran across the states, Pennsylvania spent \$17.93 per veteran; North Carolina spent the least per year at \$14.34 per veteran, and Virginia spent the most at \$29.38 per veteran.

### **Website Comparison of Peer-States' Veterans Benefits and Services**

Once the comparison states were identified, Clearinghouse researchers combed through each state's DVA website to gather information about which services were provided directly either through the state DVA, another state agency, or through county veterans affairs offices. Information presented on DVA websites varied substantially among states and likely does not represent a comprehensive list of the benefits and services states provide veterans. In addition, when examining Pennsylvania's DMVA website with state-provided veterans' resource guides, Clearinghouse researchers determined that all state departments, not just the state DVA, must be examined to accurately account for how a state supports its veterans. Thus, part two to this investigation included an examination of all state department websites, veterans' resource guides, and budgets for Pennsylvania and two peer states, Kentucky and Ohio (findings noted in Table 10). Kentucky was chosen because it was like Pennsylvania in terms of the percentage of veterans. However, Kentucky was different in rurality (higher) and funding (lower absolute number but greater amount of spending per veteran). The state of Ohio was selected for its similarity to Pennsylvania on percentage, rurality, and funding. These three states have similar percentages of veterans in their populations (range 6.6-6.9%). Finally, Appendix B presents a comparative analysis of Pennsylvania's resources for veterans and shows services that are listed on Pennsylvania's DMVA website and those listed by other state departments and agencies.

Findings from the peer-state comparisons are described in three sections. The first section presents a summary of benefits and services that each state lists on their DVA websites. The second section includes the specific benefits and services listed on each DVA website. The third section presents the findings of the expanded investigation into all veterans' services across state department websites, veterans' resource guides, and budgets for Pennsylvania, Kentucky, and Ohio.

## Summary of Benefits and Services Displayed on State's DVA Websites

The tables below document the services that each website highlighted across a variety of domains such as education, finance, and employment. To conduct a systematic review, the comparison of the six states focused on the services explicitly mentioned on their state's DVA website. The analysis of DVA websites consisted of documenting the home page and main sections of the website (e.g., Benefits, Resources, Veterans Services, Calendar) and associated performance challenges (e.g., website redirect issues, graphics/text issues) that were noticed. The domains and subdomains for services included in this summary arose naturally from the website review process. Through this process six service domains (i.e., Burial Services, Educational Services, Employment Services, Financial Services, Health and Housing Services, and Legal Services) and 21 service subdomains were identified:

- (1) Burial Services
  - a. Burial Honors
  - b. State or Federal Veteran Cemeteries
- (2) Educational Services
  - a. Campus Veteran Services
  - b. Employer Education
  - c. Free or Reduced Tuition and Fees for Qualifying Dependents
  - d. High School, College or Professional License Credit Awarded for Military Experience
  - e. Military Friendly Schools Designation
- (3) Employment Services
  - a. Business Designation/ Company Incentives
  - b. General Employment Support/ Job Board/ Government Preference
- (4) Financial Services
  - a. Disability Compensation
  - b. Occupational License Fees
  - c. Property Tax Exemption/ Credit/ Home Loans
  - d. State Tax Exemption/ Military Retirement Pay
  - e. Temporary Assistance
- (5) Health and Housing Services
  - a. Nutritional Assistance
  - b. Services for Homeless Veterans
  - c. State Veterans' Homes (Nursing Homes)
- (6) Legal Services
  - a. Discharge Upgrade
  - b. Incarcerated Veterans' Program
  - c. Records Request Information
  - d. Veterans' Courts

Table 2 provides a summary of benefits listed by each state across the six domains and the applicable number of subdomains as determined by a review of each state’s DVA website.

**Table 2**  
*Summary of Benefits and Services Across States Based on DVA Website Findings*

Domain	# of Sub-Domains	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Burial Services	2	100%	50%	100%	100%	100%	100%
Educational Services	5	20%	40%	40%	100%	60%	20%
Employment Services	2	50%	100%	50%	100%	100%	0%
Financial Services	5	40%	40%	20%	80%	40%	60%
Health and Housing Services	3	66%	100%	66%	66%	66%	33%
Legal Services	4	0%	50%	25%	50%	0%	25%
<b>Overall</b>	<b>21</b>	<b>38%</b>	<b>57%</b>	<b>43%</b>	<b>81%</b>	<b>52%</b>	<b>38%</b>

Out of 21 subdomains identified across the six domains, the Ohio website listed the highest number of services (n=17). The DVA websites for Kentucky and Pennsylvania listed the lowest number of services (n=8), followed by North Carolina (n=9). The section below provides further detail on the specific services listed on each state’s website within each of the identified domains.



## Benefits and Services Listed on State DVA Websites

The tables below depict whether the listed services are mentioned on each state’s DVA website (✓). Appendix C includes more information on the services and provides hyperlinks to the applicable service or benefit.

### Burial Services [\(Click for more information about available burial services.\)](#)

**Table 3**  
*Comparison of Burial Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Burial Honors	✓	✓	✓	✓	✓	✓
State or Federal Veteran Cemeteries	✓		✓	✓	✓	✓

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state’s DVA website.

Five of the six state DVAs provide information on how to access gravesites and headstones to those who qualify. Kentucky has the most open<sup>1</sup> veteran cemeteries (n=8), and Ohio and Pennsylvania have the least (n=3). Pennsylvania and Kentucky carry out burial honors by offering a stipend to Veteran Service Organizations (VSOs).

<sup>1</sup> State veteran cemeteries listed on DVA websites were presumed to be currently operating.

**Educational Services** ([Click for more information about available education services.](#))

**Table 4**  
*Comparison of Educational Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Campus Veteran Services				✓		
Employer Education				✓	✓	
Free or Reduced College Tuition and Fees for Qualifying Dependents	✓	✓	✓	✓	✓	✓
High School, College and/or Professional License Credit Awarded for Military Experience		✓	✓	✓	✓	
Military Friendly Schools Designation				✓		

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state’s DVA website.

All states listed in the above-noted table provided information on undergraduate educational assistance to qualifying dependents. Pennsylvania provides a flat rate of \$500 per semester for up to 4 years, and, similarly, Virginia provides eligible dependents with a stipend of up to \$1,200 a year. Kentucky waives tuition at state-operated 2-year, 4-year, or vocational-technical schools. Depending on the service, a dependent from Ohio qualifies for educational assistance that covers 84-100% of the cost for public institutions, and \$7,532-\$8,542 for private institutions. The website for New York lists two services for eligible dependents: one service that provides \$450 per year, and another service that provides up to \$24,250 a year. In addition, four of the states (Ohio, North Carolina, New York, Virginia) list granting veterans educational or occupational credit for their military experience. Pennsylvania also provides this service through the Department of Education; however, this information is not listed on their DMVA website.

**Employment Services** ([Click for more information about available employment services.](#))

**Table 5**  
*Comparison of Employment Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Business Designation/ Company Incentives		✓		✓	✓	
General Employment Support/Job Board/ Government Preference	✓	✓	✓	✓	✓	

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state’s DVA website.

Of the states examined, Pennsylvania’s website had the least information on employment resources, while Virginia’s website had the most. Examples of employment services mentioned on Virginia’s DVA website include a Service-Disabled Veteran-Owned Small-Business designation; resources for veteran entrepreneurs; job training; and other support services for veterans who are transitioning out of military service, such as help with resume writing, interview skills, and job fairs.

Specifically, the North Carolina DVA website also lists an array of resources for veterans, including job boards, job fairs, and apprenticeship programs. New York’s website mentions services that provide incentives for employers to hire veterans. Employers who hire a veteran receive \$5,000, and \$15,000 is provided to employers who hire a disabled veteran after a year of employment. Also, only New York explicitly mentions granting veterans preferential hiring for state jobs through the provision of additional civil service points for disabled veterans. Kentucky lists one overarching service specifically for veterans called Kentucky Veterans Employment Training and Support Program or KyVETS, which is an employment training and support program that provides support to veterans and employers. Ohio also lists an overarching employment service for the public - Ohio Means Jobs. This service includes a section that is devoted to those who have military service. In addition, Ohio and Kentucky list additional state and national-level resources that are available to veterans who are seeking employment.

**Financial Services** ([Click for more information about available financial services.](#))

**Table 6**  
*Comparison of Financial Benefits Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Disability Compensation		✓		✓	✓	✓
Professional License Fee Elimination				✓		
Property Tax Exemption/ Credit/ Home Loans	✓		✓	✓	✓	✓
State Tax Exemption/ Military Retirement Pay	✓	✓				
Temporary Assistance				✓		✓

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state’s DVA website.

Five state DVA websites (Kentucky, North Carolina, Ohio, Virginia, and Pennsylvania) mention services that provide disabled veterans with some amount of property tax relief. Four states (New York, Ohio, Virginia, and Pennsylvania) also mention state-funded compensation to disabled veterans. While all comparison states mention services that provide some financial assistance, Pennsylvania and Ohio are the only states that list temporary assistance as a resource on their website. Pennsylvania provides \$1,600 over 12 months in temporary assistance to provide for the necessities of life. Pennsylvania was not marked as a state that provides a tax exemption for military retirement pay because it does not tax any retirement pay from military or civilian sources.

**Health and Housing Services** ([Click for more information about available health and housing services.](#))

**Table 7**

*Comparison of Health and Housing Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Nutritional Assistance		✓				
Services for Homeless Veterans	✓	✓	✓	✓	✓	
State Veterans' Homes (Nursing Homes)	✓	✓	✓	✓	✓	✓

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state's DVA website.

Overseeing state veterans' homes is a primary function of all state DVAs. Pennsylvania has the most veterans' homes (n=6), and Ohio has the least (n=2) number. The state with the second largest number of veterans' homes is New York (n=5). Kentucky, North Carolina, and Virginia each have four homes.

In terms of homelessness, Pennsylvania's DMVA website is the only one that does not list any services or resources for homeless veterans. In addition, New York is the only state that provides information on nutritional assistance.

**Legal Services** ([Click for more information about available legal services.](#))

**Table 8**

*Comparison of Legal Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
Discharge Upgrade		✓				
Incarcerated Veterans' Program		✓				
Records Request Information			✓	✓		✓
Veterans' Courts				✓		

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state's DVA website.

Legal service information varied widely across states. Records request information was the most commonly mentioned service across states (n=3). In fact, this is the only service Pennsylvania provides. New York is the only state that lists services for incarcerated veterans on its website. These services provide support for veterans and ensure they can access the benefits for which they are eligible even while they are incarcerated.

New York is the only state that lists restoration of access to state veteran benefits for individuals who had an other-than-honorable discharge or general under honorable conditions discharge for reasons related to post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), military sexual trauma (MST), sexual orientation, and/or gender identity.

Ohio is the only state that lists information on veterans' courts on their DVA website. The purpose of veterans' courts is to provide non-violent veteran offenders with disciplinary avenues that focus on rehabilitation and treatment rather than punishment. Veterans' courts often exist at the municipality level; therefore, they may exist in other states other than Ohio, but they are not listed on state-level websites.

**Miscellaneous Services** ([Click for more information about available miscellaneous services.](#))

**Table 9**  
*Comparison of Miscellaneous Services Across States*

Service	Kentucky	New York	North Carolina	Ohio	Virginia	Pennsylvania
County Veterans Affairs Offices	✓	✓	✓	✓	✓	✓
Free or Discounted Fishing/ Hunting Licenses				✓	✓	
General Information	✓	✓	✓	✓	✓	✓
Interagency Councils			✓	✓		✓
Military Memorials/ Events/ Commemorations	✓			✓	✓	✓
Resource Guides			✓	✓		
Support for Women Veterans	✓	✓	✓	✓	✓	
Veterans' Commissions					✓	✓
Veterans' Identifier on Driver's License or Veterans' ID Card				✓	✓	✓
Veterans' License Plates			✓	✓		✓
Veterans' Registry						✓
Veteran Service Organization Grant Program						✓
Veterans' Trust Fund	✓					✓
Warnings to Veterans						✓

Note: A (✓) in a cell depicts whether the listed services are mentioned on each state's DVA website.

A wide array of miscellaneous state-level veterans' benefits and services are mentioned at the state level. Some services are provided directly to veterans, and other services are

offered to organizations that serve veterans. For example, some services provided directly to veterans include free or discounted hunting and fishing licenses, veterans' license plates, veteran designation on state-issued ID cards, and free record retrieval services. Additional benefits and services are provided to veterans through the state's support of various organizations, such as veterans' commissions, interagency councils, and non-profits that are supported through trust funds and other grant programs.

## Findings from State-Level Comparison of Services Noted on DVA Websites

1. Lack of a service listing on a DVA website does not mean a lack of supportive services; it indicates the service is not advertised through the DVA website.
2. Because no evaluation data were found, Clearinghouse researchers could not examine efficiencies and cost effectiveness of services in terms of the expenditures, the effort required, and the resulting benefits.

## Expanded Investigation into all Veterans' Services Offered by Pennsylvania, Kentucky, and Ohio

As previously noted, differences were identified between the veterans' services listed on a state's DVA website and services, not listed on the DVA website, but still provided by other state departments and agencies. To capture all the services that states offer veterans, the investigation was broadened to include a second tier of information that included an examination of additional sources for Pennsylvania and two of the peer states (Kentucky and Ohio). After data were collected from the DVA websites, resource guides, state department websites, and state budgets were then used to identify additional services not included on the DVA websites. When differences in services were noted between states, targeted internet searches were employed to discover if a state provided the service in question.

This section describes veterans' services that were located using state DVA websites; state department and agency websites; state budgets; and, when available, state-sponsored veterans' resource guides. The table below comprehensively displays the services that Pennsylvania, Kentucky, and Ohio offer to support their veterans (✓).

**Table 10**

*Comparison of Veterans' Services Offered in Kentucky, Ohio, and Pennsylvania*

Service	Kentucky	Ohio	Pennsylvania
<b>Burial</b>			
Burial Honors	✓	✓	✓
State or Federal Veteran Cemeteries	✓	✓	✓
<b>Educational</b>			
Campus Veteran Services	✓	✓	✓
High School, College and/or Professional License Credit Awarded for Military Experience	✓	✓	✓



Service	Kentucky	Ohio	Pennsylvania
Free or Reduced College Tuition and Fees for Qualifying Dependents	✓	✓	✓
In-state Tuition Rate at State Universities	✓	✓	✓
<b>Employment</b>			
Commercial Driver's License Skills Test Waiver	✓		✓
Employment Benefits for Disabled Veterans			✓
General Employment Support/ Apprenticeships	✓	✓	✓
Job Boards and Job Fairs	✓	✓	✓
Local Veteran Employment Representatives		✓	✓
Office of Vocational Rehabilitation	✓		✓
Recruitment and Hiring Preference for State Government Jobs	✓		✓
Resume Assistance and Other Job Search Related Services	✓	✓	✓
Targeted Veteran Recruitment and Credit Hour Waivers for Public Safety Positions	✓		✓
Veteran Friendly Business Designation	✓	✓	
Veteran-Owned Small Business Incentives, Training or Contracting Priority	✓	✓	✓
<b>Financial</b>			
Disability Compensation (State Funded)	✓	✓	✓
Financial Education Information		✓	✓
Home Loan Program	✓	✓	
Military Retired Pay Exempt from State Taxes	✓	✓	✓
Professional License Fee Elimination	✓	✓	
Property Tax Exemption or Credit (For Disabled Veterans)	✓	✓	✓
Temporary Assistance		✓	✓
Veterans Bonus Program		✓	
<b>Health and Housing</b>			
Age in Place Support			✓
Arthritis Foundation Program			✓
Free Birth and Death Certificates	✓		✓
Mental Health Services	✓	✓	✓

Service	Kentucky	Ohio	Pennsylvania
State Veterans' Homes (Nursing Homes)	✓	✓	✓
Services for Homeless Veterans	✓	✓	
<b>Legal</b>			
Incarcerated Veteran Coordinators and Facility Coordinators			✓
Legal Services for Military and Veterans	✓	✓	
Records Request Information	✓	✓	✓
Staff Education on Veterans' Issues			✓
Veterans' Courts	✓	✓	✓
Veterans' Outreach Services during Reintegration (Department of Corrections)			✓
Veteran Services Referrals for Incarcerated Inmates			✓
Veteran Service Units within State Correctional Institutions	✓		✓
<b>Miscellaneous</b>			
County Veterans Affairs Offices	✓	✓	✓
Free or Discounted Fishing, Hunting Licenses (For Disabled Veterans)	✓	✓	✓
Interagency Councils	✓	✓	✓
Military Friendly Schools Designation		✓	
Military Memorials/ Events/ Commemorations	✓	✓	✓
Motor Vehicle Fee Exemption (For Disabled or Partially Disabled Veterans)	✓	✓	✓
Outdoor Recreation Discounts	✓	✓	✓
Resource Guides		✓	
Specialized Ballot Delivery Options for Hospitalized or Bedridden Veterans			✓
State Veterans Registry			✓
Support for Women Veterans	✓	✓	
Transportation Assistance to VA Medical Appointments	✓	✓	✓
Veterans' Commission (Comprised of VSOs)	✓	✓	✓
Veterans' Identifier on Driver's License or Veterans' ID Card	✓	✓	✓
Veterans' License Plates	✓	✓	✓
Veteran Service Officer Grant Program			✓

Service	Kentucky	Ohio	Pennsylvania
Veterans' Trust Fund	✓		✓
Warnings to Veterans (Unaccredited VSOs, Pension Poaching, Dishonest Insurance Practices)	✓		✓
<b>Total Number of Services Offered</b>	<b>41</b>	<b>39</b>	<b>48</b>

Note: A (✓) in a cell depicts whether the listed services are offered to veterans.

An examination of multiple sources of veterans' service information demonstrated that across the domains, listed above, the three states provide similar services to their veterans. State funding per veteran is similar for Ohio \$16.91 and Pennsylvania \$17.93, while Kentucky spends \$23.22 per veteran. Notable service differences include a lack of employment benefits for disabled veterans in Kentucky and Ohio and a lack of hiring preference for state government jobs in Ohio. A variety of services were not available in Pennsylvania, including Occupational License Fee Elimination, Home Loan Programs, Services for Homeless Veterans, Legal Services for Veterans, and Support for Women Veterans. In addition, Ohio offered up to \$1,500 to qualified veterans who had served since 2001. Pennsylvania provided more benefits to incarcerated veterans than Kentucky and Ohio.

Pennsylvania provided the largest number of listed services (n=48), followed by Kentucky (n=41) and, then, Ohio (n=39). However, the number of listed services provided should not be used as the sole measure of a state's commitment to its veterans. **Each service provides a different value, and very few services, if any, have been evaluated to determine effectiveness.** Given that benefit claims are often filed through the County Directors of Veterans Affairs, determining the efficiency of these offices within each state may also be important in an effort to gain a full understanding of military-connected services.

## Conclusions

This peer-state comparison illustrates that states offer many similar services to veterans. In addition, states market available federal and non-profit veterans' services. Using only DVA (or DMVA) website data, Clearinghouse researchers found that Pennsylvania and Kentucky appeared to offer fewer veterans' services than their peer states - they each listed 8 of 21 services that were found on other states' DVA websites. Upon further examination, however, Pennsylvania did offer a comparable number of services, but these services were not listed on the Pennsylvania DMVA site. These services were identified by searching state agency and department websites and out-of-date resource guides. To increase the number of veterans served, listing all state-provided services in one location, such as the Pennsylvania DMVA website, would build awareness of the wide range of veterans' benefits and ease the burden of searching for other services in various locations.

The majority of states included the following services on their DVA (or Pennsylvania DMVA) websites. However, the last four services common to most peer states are not listed on Pennsylvania's DMVA website:

- County Veterans Affairs Offices,
- Free or Reduced College Tuition and Fees for Qualified Dependents,
- Nursing Care Facilities,
- State or Federal Veteran Cemeteries (*except New York*),
- General job search support (*except Pennsylvania*),
- High School/College Credit for Military Experience (*except Kentucky and Pennsylvania*),
- Services for Homeless Veterans (*except Pennsylvania*), and
- Support for Women Veterans (*except Pennsylvania*).

When examining multiple sources of information for Kentucky, Ohio, and Pennsylvania, Clearinghouse researchers found that there are some notable differences in what services Kentucky and Ohio offer versus services that Pennsylvania provides:

- Information about state-level policies regarding in-state tuition rates for veterans in Pennsylvania was not publicly advertised,
- Only Pennsylvania advertises employment benefits for disabled veterans, and
- Only Pennsylvania and Kentucky provide hiring preference for state government jobs.

There are some unique services that only one or a few states mention, such as Ohio's Veteran Bonus that pays up to a \$1,500 one-time payment to veteran residents who have served since 2001 or Pennsylvania's temporary financial assistance service that provides up to \$1,600 a year for veterans and their families who need emergency financial aid. New York offered the most unique services such as Hire-A-Vet Credit, which offers employers up to \$15,000 to hire a disabled veteran and up to \$5,000 to hire a qualified veteran; Discharge Upgrade Advisory Board, which deploys a staff of attorneys to support veterans who feel they have wrongfully received a less than honorable discharge; State benefits restoration for veterans who have an Other-Than-Honorable Discharge (OTH) or a General Under Honorable Conditions Discharge due to PTSD, TBI, MST sexual orientation, and/or gender identity; and a Veteran Speaker Program in which veterans go into schools (kindergarten through 12<sup>th</sup> grade) to discuss their military experience with the students.

Because Clearinghouse researchers were unable to locate evidence of service outcomes on veterans (e.g., does utilization result in increased well-being), they encountered substantial challenges when they tried to determine whether each state's efforts, unique or not, are relevant, timely, useful, efficient, sufficiently utilized, and impactful. At its worst, state services may create more challenges for or have negative impacts on veterans than if the service did not exist. For example, veterans who experience chronic financial insecurity may become over focused on securing short-term benefits, such as temporary

financial assistance, and this effort may take time away from them addressing the underlying challenges to achieving their financial security (Schmidt et al., 2018). Ultimately, the question is whether securing the temporary financial assistance allows enough “breathing room” for the financially insecure individual to pursue the longer-term goal of becoming financially secure.

Evaluation data on implementation and impact are needed to assess efficient and effective use of funds. For instance, Pennsylvania provides stipends to VSOs that provide burial honors; however, it is unclear if this stipend is sufficient to meet the demand for this service and the costs incurred by the VSOs. Perhaps other states operate their burial honors services in other ways, and they are able to consistently meet the cost demands in their respective states. Implementation data would enable an assessment of whether one method is more efficient than the other in providing burial honors.

Website problems (e.g., broken links, inaccurate presentation of information, confusing placement of information) also hindered the investigation. As a result, determining if the information is current was not possible.

This review demonstrated that Pennsylvania offers comparable veterans’ benefits with regard to other peer states while spending less per veteran. However, the services and benefits are often difficult to locate as information is placed in several locations, websites offer contradictory information, and broken weblinks and other website redirection problems prevent access to information. Given the additional work that veterans must do to determine eligibility, the burden associated with finding relevant, accurate information about benefits and services may drive some veterans away from the search. Currently, Pennsylvania’s DMVA website does not adequately support veterans’ navigation of information on benefits and services.

## **Recommendations**

Based on the results of the peer-state comparison, the following recommendations are offered to improve veterans’ services in Pennsylvania.

- 1) Provide varied ways in which Pennsylvania veterans to learn about and utilize state-funded benefits and services.
  - a. Provide resource navigation support that includes human navigation assistance online, in-person, and by phone. Utilize County Directors of Veterans Affairs, Regional Program Outreach Coordinators, Veteran Service Officers, and others who have access to PA VETConnect (Shumate, 2021).
  - b. Upgrade and maintain the Pennsylvania DMVA website to display veterans’ specific services that are available from other Pennsylvania state departments.

- 2) Develop an evaluation and continuous quality-improvement system with the Pennsylvania DMVA to understand the impacts of services and enhance the efficiency and effectiveness of Pennsylvania veterans' services.

## Appendix A: State Funding for Veterans' Services

Standard services and benefits were identified across the states and were included in the total state funding for veterans' services; however, these numbers may not represent a comprehensive accounting due to differences in publicly available information on funding. Spending details were included when available in state budget documents. The numbers do not include funding for state veterans' homes.

Table A-1 lists the budget items and dollar amounts included in the State Funding for Veterans Services numbers presented in Table 1.

**Table A-1**  
*State Funding for Veterans' Services*

Kentucky	
Veteran Services	\$4.1 million
Veteran Cemeteries	\$2.8 million
<b>Total</b>	<b>\$6.9 million</b>
New York	
Blind Veterans Annuity Assistance Program	\$6.3 million
Veterans Benefits Advising Program	\$11.3 million
Veterans Education Program	\$2.0 million
<b>Total</b>	<b>\$19.6 million</b>
North Carolina	
Veterans Affairs Services	\$8.2 million
Veterans Cemeteries and Burial	\$2.1 million
<b>Total</b>	<b>\$10.3 million</b>
Ohio	
Ohio Veterans Hall of Fame	\$0.1 million
Department of Veterans Services	\$4.6 million
Military Injury Relief Program	\$1.0 million
Veterans Initiatives, Education and Training	\$1.0 million
Veterans Compensation Debt Service	\$5.5 million
Veteran Bonus Program	\$0.3 million
Operation Enduring Freedom and Iraqi Freedom Compensation	\$0.6 million
<b>Total</b>	<b>\$13.1 million</b>
Pennsylvania	
Outreach to Veterans	\$15 million
<b>Total</b>	<b>\$15 million</b>
Virginia	
Veterans Benefit Services	\$21.7 million
<b>Total</b>	<b>\$21.7 million</b>

Sources: Kentucky Office of the Governor (2022, p. 19); [New York Division of Veterans Services \(2022\)](#); North Carolina Office of State Budget and Management (2021, pp. 2, 13); Ohio Legislative Budget Office of the Legislative Service Commission (2019, pp. 6-8); Pennsylvania Independent Fiscal Office (2021, pp.13-17); Virginia Office of the Governor (2021, pp.354-363).



## Appendix B: Comparative Analysis of Pennsylvania’s Resources for Veterans

An additional goal emerged during the initial stages of the investigation - examine the information landscape within states. Specifically, this involved an examination of different sources of information and the extent to which the sources overlapped, provided unique information, and/or contradicted one another. This type of analysis allows for a simple assessment of the amount of burden that is likely placed on veterans as they attempt to locate needed resources via these information sources. Pennsylvania was the state chosen for this effort.

Table B-1 describes where there are differences between veterans’ services specified on the Pennsylvania Department of Military and Veterans Affairs (DMVA) website and veterans’ services mentioned on other Pennsylvania state department websites.

**Table B-1**

*Comparison of Veterans’ Services listed on the Pennsylvania DMVA Website and Services Listed on Other Pennsylvania State Department Websites*

	<b>Pennsylvania DMVA</b>	<b>Pennsylvania Department Offering the Service</b>
<b>Burial</b>		
Burial Honors	✓	
State Veteran Cemeteries	✓	
<b>Education</b>		
Free or Reduced College Tuition and Fees for Qualifying Dependents)	✓	
College Credit for Military Training and/or Experience		Department of Education
<b>Employment</b>		
Business Fee Exemption for Veteran-Owned and Reservist-Owned Small Businesses		Department of State
Commercial Driver’s License Skills Test Waiver		Department of Transportation
Credit Hour Waiver to Become a State Trooper		Pennsylvania State Police
Disabled Veteran Outreach Program Specialists		Department of Labor and Industry
General Employment Support		Department of Labor and Industry
Job Boards		Commonwealth of Pennsylvania
Local Veteran Employment Representatives		Department of Labor and Industry
Military to Civilian Occupation Translator		Department of Labor and Industry

Office of Vocational Rehabilitation		Department of Labor and Industry
Resume Evaluation and Other Job-Related Services		Department of Administration
Small Business Procurement Initiative		Department of General Services
Small Diverse Business Program		Department of General Services
Targeted Veteran Recruitment		Pennsylvania State Police
Veteran Business Outreach and Training		Department of General Services
Veteran Hiring Preference and Extra Points on Civil Service Exam		Department of Administration
Veteran Prime and Subcontracting Opportunities		Department of General Services
Veterans Recruitment and Job Fairs		Department of Administration
<b>Financial</b>		
Disability Compensation (Amputee and Paralyzed Pension, Blind Pension)	✓	
Financial Education Information		Department of Banking and Securities
Property Tax Exemption	✓	
Temporary Assistance	✓ (Handles applications and disbursements to Veterans)	Department of Revenue (Handles donations to Military Family Relief Assistance Fund)
<b>Health and Housing</b>		
State Veterans' Homes (Nursing Homes)	✓	
Services for Homeless Veterans		
Age in Place Support		Department of Aging
Free Birth and Death Certifications		Department of Health
Arthritis Foundation Program		Department of Health
Behavioral and Mental Health Services (Peer Specialists, Suicide Prevention Programs)		Department of Human Services
<b>Legal</b>		
Incarcerated Veterans Coordinators and Facility Coordinators		Department of Corrections
Veteran Service Units within State Correctional Institutions		Department of Corrections Board of Probation and Parole
Veterans Specific Community Corrections Centers		Department of Corrections
Records Request Information	✓	
Staff Education on Veterans' Issues		Board of Probation and Parole
Veterans' Outreach and Referral Services		Board of Probation and Parole

<b>Miscellaneous</b>		
County Veterans Affairs Offices	✓	
Disabled or Partially Disabled Veteran Motor Vehicle Fee Exemption (Full or Partial)		Department of Transportation
Free or Discounted Fishing, Hunting Licenses (For Disabled Veterans)		Fish and Boat Commission Game Commission
General Outreach Information (Veterans Outreach Vans, DMVA Digest, Submit Events to Calendar or Veteran Job Postings)	✓	
Interagency Council	✓	
Military Memorials/ Events/ Commemorations	✓	
Outdoor Recreation Discounts		Department of Conservation and Nat Resources
Outreach Activities directed toward Veterans		Department of Education
Resource Guide	✓	
Specialized Ballot Delivery Options for Hospitalized or Bedridden Veterans		Department of State
Veterans' Trust Fund	✓	
Veterans' Commission	✓	
Veterans' Identifier on Driver's License or Veterans' ID Card	✓	Department of Transportation
Veterans License Plates	✓	Department of Transportation
Veterans Registry	✓	
Veteran Service Officer Grant Program	✓	
Warnings to Veterans (Pension Poaching)	✓	

Sources: Executive Budget Book; [Governor's Advisory Council on Veterans Services mini brochure](#); [Governor's Advisory Council on Veterans Services resource directory](#); Pennsylvania Commonwealth websites (as listed in the table).

The Pennsylvania DMVA website listed only three veterans' services provided by state departments other than the DMVA; two are administered by the Department of Transportation and one by the Department of Revenue. Although the DMVA is coordinating with other state agencies that provide veterans' services through the Governor's Advisory Council, there is a lack of synchronization in publicizing state-provided veterans' benefits. Pennsylvania does not provide one consolidated location that lists and describes the services that are available to veterans.

Given the large number of Pennsylvania state departments, commissions, and other groups that support veterans, linking resources and collaborating across entities are crucial. Collaborations are helpful to the veteran, and these partnerships can maintain

efficient processes and resource sharing that may ultimately improve service reach, efficiency, and effectiveness. Simplifying the task of locating resources and services directly reduces the burden veterans must overcome to obtain those services. At a minimum, the Pennsylvania DMVA website could display a list of specific veterans' services that are available from other Pennsylvania state departments. Providing a more coherent internet footprint would be helpful to veterans, but it should not diminish the importance of other resource navigation options such as PA VETConnect.

## Appendix C: Additional Information about Available Services

The following appendix provides additional information about the services listed in the previous tables. This information is current as of March 15, 2022. Note, not all states are represented under each domain, which illustrates the lack of information provided on the state's Department of Veterans Affairs (DVA) website.

### Burial Services [\(Click to return to table.\)](#)

#### Burial Honors

##### Kentucky

- Varied: <https://veterans.ky.gov/Cemeteries/Pages/default.aspx>;
- Veteran Serving Organizations (VSOs) paid to carry out burial honors: <https://veterans.ky.gov/Cemeteries/Pages/Burial-Honors.aspx>
  - Stipend of up to \$60/day to VSOs that provide burial honors

##### New York

- Flag: <https://veterans.ny.gov/content/us-department-veterans-affairs-burial-flag>
- Supplemental Burial Allowance: \$6,000 to those who died in combat

##### North Carolina

- Headstones: <https://www.milvets.nc.gov/services/nc-veterans-cemetery-program>

##### Ohio

- Gravesite, marker, flag: <https://dvs.ohio.gov/veteran-benefits/benefits-resources/military-burials>

##### Virginia

- Varied: <https://www.dvs.virginia.gov/cemeteries/cemetery-information>

##### Pennsylvania

- VSOs paid to carry out burial honors: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Burial-Honors-Program.aspx>
  - Stipend of \$150/day to VSOs that provide burial honors

#### State or Federal Veteran Cemeteries

##### Kentucky

- 5 (state) cemeteries listed: <https://veterans.ky.gov/Cemeteries/Pages/default.aspx>
  - 8 National (3 Open), 5 State: <https://www.cem.va.gov/cems/state.asp?STATE=KY>

## New York

- No cemeteries listed on DVA website
  - 8 National (4 Open, 2 Cremation only), 0 State:  
<https://www.cem.va.gov/cems/state.asp?STATE=NY>
- Burial Locator (Federal resource): <https://veterans.ny.gov/content/burial-locations-veterans>

## North Carolina

- 4 (state) cemeteries listed:  
<https://www.milvets.nc.gov/services/nc-veterans-cemetery-program>
  - 4 National (1 Open), 4 State:  
<https://www.cem.va.gov/cems/state.asp?STATE=NC>

## Ohio

- 1 (state) cemetery listed:  
<https://dvs.ohio.gov/veteran-benefits/benefits-resources/military-burials>
  - 5 National (2 Open), 1 State:  
<https://www.cem.va.gov/cems/state.asp?STATE=OH>

## Virginia

- 3 (state) cemeteries listed:  
<https://www.dvs.virginia.gov/cemeteries>
  - 15 National (2 Open, 1 Cremation only), 3 State:  
<https://www.cem.va.gov/cems/state.asp?STATE=VA>

## Pennsylvania

- 3 (national) cemeteries listed:  
<https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/National-Veterans-Cemeteries.aspx>
  - 9 National (3 Open), 0 State:  
<https://www.cem.va.gov/cems/state.asp?STATE=PA>

## Educational Services *(Click to return to table.)*

### Campus Veteran Services

#### Ohio

- Veteran services on Ohio campuses: <https://www.ohiohighered.org/veterans/campus-services>
  - Contact list of institutions' veterans' services offices

### Employer Education

#### Ohio

- Veterans Workforce Team: <https://dvs.ohio.gov/jobs-and-education/veterans-workforce-team/veterans-workforce-team>
  - Training resources and a list of military-friendly employers

#### Virginia

- Virginia Values Veterans Program: <https://dvsv3.com/about>

## Free or Reduced Tuition and Fees For Qualifying Dependents

### Kentucky

- Free for dependents: <https://veterans.ky.gov/Benefits/Pages/Education-for-Veterans-in-Kentucky.aspx>

### New York

- Military Enhanced Recognition and Tribute: <https://www.hesc.ny.gov/pay-for-college/financial-aid/types-of-financial-aid/nys-grants-scholarships-awards/mrs-scholarship.html>
  - Up to \$24,250/year if living on campus (maximum of 4 years of undergraduate study; 5 years for approved 5-year bachelor's degree programs) and \$15,750 if commuting
- New York State regents award for children of deceased and disabled veterans: <https://www.hesc.ny.gov/pay-for-college/financial-aid/types-of-financial-aid/nys-grants-scholarships-awards/nys-regents-awards-for-children-of-deceased-and-disabled-veterans.html>
  - \$450/year in financial aid to students pursuing higher education at an approved New York institution of higher education
- Veterans tuition: <https://www.hesc.ny.gov/pay-for-college/financial-aid/types-of-financial-aid/nys-grants-scholarships-awards/veterans-tuition-awards.html>
  - Veterans pursuing higher education receive an award that covers undergraduate tuition for in-state residents at the State University of New York of the actual tuition charged.

### North Carolina

- Children of wartime veterans: <https://www.milvets.nc.gov/services/scholarships>
  - No information is provided regarding the amount of financial support provided

### Ohio

- War orphan and severely disabled children: <https://www.ohiohighered.org/ohio-war-orphans>
  - Funds 84% of tuition and general fees for students attending public institutions of higher education and \$7,532/year for students attending private institutions of higher education
- Safety officers: <https://www.ohiohighered.org/safety-officers-college-fund>
  - Funds 100% of instructional and student fees for students attending public institutions of higher education and \$8,545/year for private institutions of higher education

### Virginia

- Virginia Military Survivors and Dependents Education program: <https://www.dvs.virginia.gov/wp-content/uploads/2021/09/Frequently-Asked-Questions-2021-2022-3.pdf>
  - Waiver of tuition and mandatory fees

### Pennsylvania

- Educational gratuity program: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Educational-Gratuity-Program.aspx>
  - \$500/semester, up to 4 scholastic years

## High School, College and/or Professional License Credit Awarded for Military Experience

### New York

- Operation Recognition: <https://veterans.ny.gov/content/operation-recognition-0>
- Experience Counts: <https://veterans.ny.gov/content/experience-counts>

### North Carolina

- North Carolina Licensing Boards: <https://www.milvets.nc.gov/services/employment>
  - Credit toward NC License occupations

### Ohio

- Ohio Values Veterans: [https://www.ohiohighered.org/ohio\\_values\\_veterans](https://www.ohiohighered.org/ohio_values_veterans)
  - The link to the list of military courses that have been evaluated at the state level is not operational: <https://transfercredit.ohio.gov/ap/1>

### Virginia

- State Approving Agency: <https://www.dvs.virginia.gov/education-employment/state-approving-agency>
  - Credits 2 Careers: <https://www.credits2careers.org/>

## Military Friendly Schools Designation

### Ohio

- Purple Star Award: <https://education.ohio.gov/Topics/Other-Resources/Ohio-Network-for-Military-Families-and-Veterans/Supporting-Ohio-s-Military-Families/Purple-Star-Award>
  - Award given to schools that complete all required activities and one optional activity

## Employment Services *(Click to return to table.)*

## Business Designation/ Company Incentives

### New York

- Hire-A-Vet credit: <https://veterans.ny.gov/content/new-york-state-department-labor-employment-services>
  - Up to \$5,000 for hiring a qualified veteran for full-time work and up to \$15,000 for hiring a qualified disabled veteran for full-time work

### Ohio

- Military-Friendly Employers: <https://dvs.ohio.gov/jobs-and-education/veterans-workforce-team/military-friendly-employers>

### Virginia



- Service-Disabled Veteran-Owned Small Business designation: <https://www.dvs.virginia.gov/benefits/virginia-swam-program-sdvosb-designation>

## General Employment Support/ Job Board/ Government Preference

### Kentucky

- Kentucky Veterans Employment Training and Support Program: <https://veterans.ky.gov/Veterans-Programs/Veteran-Employment/Pages/Veterans-Employment.aspx>
- Veteran training development employment resources: <https://veterans.ky.gov/Veterans-Programs/Veteran-Employment/Pages/Veterans-Programs.aspx>
  - The website links to a variety of other websites, and both state and federal resources are listed.

### New York

- Civil service credits: <https://veterans.ny.gov/content/additional-civil-service-credits-disabled-veterans>

### North Carolina

- NCWorks: <https://veterans.ncworks.gov/vosnet/Default.aspx>
  - Veteran Job Board area of a larger NCWorks job board for civilians that is linked indirectly through the DVA website via a Department of Commerce website and the civilian portal to NCWorks job board website
    - DVA website: <https://www.milvets.nc.gov/services/employment>
    - Department of Commerce website: <https://www.nccommerce.com/jobs-training/resources-job-seekers/veterans-seeking-jobs-north-carolina>
    - NCWorks civilian portal: <https://www.ncworks.gov/vosnet/Default.aspx>
- NCWorks apprenticeships: <https://www.apprenticeshipnc.com/>
  - The website is linked indirectly through the DVA website via a Department of Commerce website
    - DVA website: <https://www.milvets.nc.gov/services/employment>
    - Department of Commerce website: <https://www.nccommerce.com/jobs-training/resources-job-seekers/apprenticeships-north-carolina>
- North Carolina for Military Employment: <https://nc4me.org/onboard/>
  - Employment information for employers and job seekers

### Ohio

- Ohio means jobs: <https://ohiomeansjobs.ohio.gov/job-seekers/build-your-career/for-veterans>
  - Job Board

### Virginia

- Veteran outreach services: <http://jobs.virginia.gov/emplforveterans.htm>
  - The website is linked directly through the DVA website, but the website returns a 404 error. Website visitors are also directed to an alternative website that appears to direct to similar employment information. This alternate website is also broken.
    - DVA website: <https://www.dvs.virginia.gov/benefits/employment>
    - Alternate job board website: [https://jobs.agencies.virginia.gov/applicants/jsp/shared/Welcome\\_css.jsp](https://jobs.agencies.virginia.gov/applicants/jsp/shared/Welcome_css.jsp)
- Virginia Values Veterans (V3) program: <https://dvsv3.com/>

- The V3 program, designed to educate employers on the business value of veterans link, is linked through the following VA DVA website: <https://www.dvs.virginia.gov/benefits/employment>
- Virginia Employment Commission (VEC): <https://www.vec.virginia.gov/veterans>
  - The VEC, providing job referral, training, and placement support to veterans, is linked through the following Virginia DVA website: <https://www.dvs.virginia.gov/benefits/employment>
- Military education and workforce initiative: <https://www.dvs.virginia.gov/education-employment/military-education-and-workforce-initiative>
  - Helping veterans who have chosen higher education as a pathway to employment, this initiative aims to identify employment pipelines, create internships and fellowships, highlight community service initiatives, and connect veterans to the V3 Transition and the V3 programs.
- Military Medics and Corpsmen (MMAC) program: <https://www.dvs.virginia.gov/education-employment/military-medics-corpsmen-mmacc-program>
  - The MMAC program recruits, reviews, and refers candidates to healthcare employers across the commonwealth.
- Entrepreneurship: <https://www.dvs.virginia.gov/education-employment/veteran-entrepreneurship>
  - The website directs users to a commonwealth email ([v3transition@dvs.virginia.gov](mailto:v3transition@dvs.virginia.gov)) and links to a variety of other websites, and commonwealth, non-profit, academic, media, and federal resources are listed.
- Military spouse support: <https://www.dvs.virginia.gov/education-employment/military-spouse-support>
  - The website directs users to a commonwealth email ([milspouse@dvs.virginia.gov](mailto:milspouse@dvs.virginia.gov)) and links to a variety of other websites. Commonwealth, non-profit, academic, media, and federal resources are listed.

## Financial Services [\(Click to return to table.\)](#)

### Disability Compensation

#### New York

- Blind annuity program: <https://veterans.ny.gov/content/new-york-state-blind-annuity-program>
  - Undisclosed amount of compensation

#### Ohio

- Military Injury Relief Fund : <https://dvs.ohio.gov/veteran-benefits/benefits-resources/military-injury-relief-fund>
  - Up to \$500 one-time payment

#### Virginia

- Disability compensation and non-service connected pension: <https://www.benefits.va.gov/compensation/>; <https://www.benefits.va.gov/pension/index.asp%20>
  - Undisclosed amount of compensation
  - The Virginia websites are linked through the DVA website
    - DVA website: <https://www.dvs.virginia.gov/benefits/disability-compensation-pensions>

#### Pennsylvania

- Amputee and paralyzed veteran pension: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Amputee-and-Paralyzed-Pension.aspx>
  - \$150/month
- Blind veteran pension: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Blind-Veterans-Pension.aspx>
  - \$150/month

## Occupational License Fees

### Ohio

- Elimination of educator license fees: <https://education.ohio.gov/Topics/Other-Resources/Ohio-Network-for-Military-Families-and-Veterans/Supporting-Ohio-s-Military-Families/Educator-License-Fees-Elimin-for-Veterans-and-Acti>
- Troops to Teachers: <https://education.ohio.gov/Topics/Other-Resources/Ohio-Network-for-Military-Families-and-Veterans/Troops-to-Teachers>

## Property Tax Exemption/ Credit/ Home Loans

### Kentucky

- Homestead exemption: <https://veterans.ky.gov/Veterans-Programs/New-Veterans/Pages/default.aspx>
  - For service-connected disabled veterans. Exemption is “worth” \$40,500.

### North Carolina

- Homestead property tax relief: <https://www.milvets.nc.gov/services/veterans-property-tax-relief>
  - For service-connected disabled veterans. Exemption is the first \$45,000 of one’s assessed real property value.

### Ohio

- Homestead property exemption: <https://dvs.ohio.gov/veteran-benefits/benefits-resources/taxes>
  - For 100% disabled veterans. Reduction in taxes is equal to the tax that would have been paid up to \$25,000 of the veteran’s homestead valuation.
- Ohio Heroes home loan program: [https://ohiohome.org/partners/fillable/OhioHeroes\\_Fillable.pdf](https://ohiohome.org/partners/fillable/OhioHeroes_Fillable.pdf)
  - Provides loans at approximately .25% lower than the going interest rate.

### Virginia

- Real Estate Tax Exemption: <https://www.dvs.virginia.gov/benefits/real-estate-tax-exemption>
  - Principle place of residence is exempted from taxes for 100% service-connected, permanent, and totally disabled veterans
- Home loans: <https://www.dvs.virginia.gov/benefits/home-loan-guarantees>
  - Refers users to Virginia’s home loan program: <https://benefits.va.gov/homeloans/>

### Pennsylvania

- Real Estate Tax Exemption: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Real-Estate-Tax-Exemption.aspx>
  - Principle place of residence in Pennsylvania is exempted from taxes for 100% service-connected disabled veterans who received an honorable or under honorable conditions discharge

## State Tax Exemption/ Military Retirement Pay

### Kentucky

- Pension exclusion: <https://veterans.ky.gov/Veterans-Programs/New-Veterans/Pages/default.aspx>
  - Ability to exclude up to \$31,110 for military retired pay that is reported as taxable
- Military disability retirement pay: <https://veterans.ky.gov/Veterans-Programs/New-Veterans/Pages/default.aspx>
  - Disability payments are not to be included as part of taxable income for state tax purposes
- Kentucky Military Spouse Residency Relief Act: <https://veterans.ky.gov/Veterans-Programs/New-Veterans/Pages/default.aspx>
  - Allows military spouses who live in Kentucky to claim an exemption from Kentucky income tax withholding, and to request a refund of Kentucky income tax withheld from their pay

### New York

- Military service credit: <https://www.osc.state.ny.us/retirement/members/military-service-credit?redirect=legacy>
  - Option to purchase credit toward one's retirement benefit, which will increase one's pension

## Temporary Assistance

### Ohio

- Short-term financial assistance: <https://dvs.ohio.gov/veteran-benefits/benefits-resources/Financial-assistance>
  - Amounts vary by county

### Pennsylvania

- Military Family Relief Assistance Program: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Military-Family-Relief-Assistance-Program.aspx>
  - Up to \$3,500 to address a direct and immediate financial need
- Veterans temporary assistance: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Veterans-Temporary-Assistance.aspx>
  - Up to \$1,600 over 12 months to support the purchase of necessities (e.g., food, shelter, fuel, clothing)

## Health and Housing Services [\(Click to return to table.\)](#)

## Nutritional Assistance

### New York

- FreshConnect checks: <https://veterans.ny.gov/content/freshconnect-checks-veterans-and-families>
  - A booklet of checks worth \$20 can be used at participating farmer's markets and farm stands only and are distributed by Veterans Benefits Advisors on a first-come, first-served basis

## Services for Homeless Veterans

### Kentucky

- Emergency shelters: <https://veterans.ky.gov/Veterans-Programs/Homeless-Veterans/Emergency-Shelter/Pages/default.aspx>
- Housing assistance: <https://veterans.ky.gov/Veterans-Programs/Homeless-Veterans/housing-assistance/Pages/default.aspx>

### New York

- Referral to DVA's Veterans Benefits Advisors: <https://veterans.ny.gov/content/supportive-housing-hud-vash-program>
- U.S. Department of Veterans Affairs Supportive Housing program: <https://veterans.ny.gov/content/supportive-housing-hud-vash-program>

### North Carolina

- Housing Assistance: <https://www.milvets.nc.gov/services/housing-assistance>

### Ohio

- Referral to County Veteran Service Offices: <https://dvs.ohio.gov/resources-for-veterans/more-resources/homelessness>
- Additional National Resources: <https://dvs.ohio.gov/resources-for-veterans/more-resources/homelessness>

### Virginia

- State and National Resources: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2/resources/housinghomelessness>

## State Veterans' Homes (Nursing homes)

### Kentucky

- Four veterans' homes: <https://veterans.ky.gov/Veterans-Centers/Pages/default.aspx>

### New York

- Five veterans' homes: <https://veterans.ny.gov/content/new-york-state-veterans%E2%80%99-nursing-homes>

### North Carolina

- Four veterans' homes: <https://www.milvets.nc.gov/services/nc-state-veterans-homes-skilled-nursing-care>
  - A fifth home (Kernersville) is expected to open Spring 2022: <https://www.milvets.nc.gov/services/nc-state-veterans-homes-skilled-nursing-care#kernersville-nc-state-veterans-home---opening-spring-2022>

## Ohio

- Two veterans' homes: <https://dvs.ohio.gov/veterans-homes>
  - The "Dom" (Domiciliary) exists within the Sandusky location and provides medical care to veterans who can live independently

## Virginia

- Four veterans' homes: <https://www.dvs.virginia.gov/veterans-care-centers>

## Pennsylvania

- Six veterans' homes: <https://www.dmva.pa.gov/paveteranshomes/Pages/default.aspx>

## Legal Services *(Click to return to table.)*

### Discharge Upgrade

#### New York

- Discharge upgrade possibility for veterans: <https://veterans.ny.gov/content/discharge-upgrade-possibility-veterans>
  - Assistance for veterans who feel they wrongfully received a less than honorable discharge from the military. Free access to a discharge upgrade advisory board (7 attorneys).
- Restoration of Honor Act: <https://veterans.ny.gov/content/restoration-honor-act>
  - The DVA is authorized to restore state veteran benefits to veterans who have an other-than-honorable discharge or General Under Honorable Conditions Discharge due to the following: post-traumatic stress disorder, traumatic brain injury, military sexual trauma, sexual orientation, gender identity

### Incarcerated Veterans' Program

#### New York

- Incarcerated Veterans Program: <https://veterans.ny.gov/content/incarcerated-veterans-program>

### Records Request Information

#### North Carolina

- SF-180: <https://www.milvets.nc.gov/media/137/open>;
  - Parent page: <https://www.milvets.nc.gov/services/request-military-records>

## Ohio

- Varied request opportunities: <https://dvs.ohio.gov/resources-for-veterans/more-resources/military-records-and-honors>
  - Discharge papers and wartime bonus records can be obtained and one can request records link from the national archives for service medals or awards

## Pennsylvania

- Discharge and medical records: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/DD214215-Program.aspx>

## Veterans' Courts

### Ohio

- Veterans' courts: <https://dvs.ohio.gov/resources-for-veterans/more-resources/veterans-courts>
  - 24 veterans courts throughout Ohio that focus on treatment and diversion rather than punishment

## Miscellaneous Services *(Click to return to table.)*

## County Veterans Affairs Offices

### Kentucky

- 19 regions, 3 regional administrators: <https://veterans.ky.gov/Benefits/Pages/Your-Benefits-Representative.aspx>
  - 23 federally accredited benefits representatives, covering 120 counties: <https://veterans.ky.gov/Veterans-Programs/New-Veterans/Pages/default.aspx>

### New York

- 42 regional offices, 48 county offices: [https://veterans.ny.gov/map?field\\_county\\_field\\_tid=All&distance%5Bpostal\\_code%5D=&distance%5Bsearch\\_distance%5D=10&distance%5Bsearch\\_units%5D=mile](https://veterans.ny.gov/map?field_county_field_tid=All&distance%5Bpostal_code%5D=&distance%5Bsearch_distance%5D=10&distance%5Bsearch_units%5D=mile)
  - There are a variety of levels at which the list of New York offices can be described (e.g., Department of Veterans Affairs Medical Centers, County Veteran Service Agencies, community centers), and the organizational strategy is alphabetical by county and not broken out by the above-named organizational levels. It is expected that this approach to organizing the list of centers will be burdensome to users. The user must first locate the page that links to the list (<https://veterans.ny.gov/content/claims-assistance>). This part of New York's DVS website creates two layers of undue burden on users.

### North Carolina

- 12 regional offices: <https://www.milvets.nc.gov/services/benefits-claims#state-veterans-service-centers>
  - 107 counties: <https://www.milvets.nc.gov/media/129/open>

## Ohio

- 88 Counties, 88 offices: <https://dvs.ohio.gov/what-we-do/find-a-cvso/find-a-cvso>

## Virginia

- 4 regional offices: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2/contact-vvfs-2>
  - 34 county offices: <https://www.dvs.virginia.gov/benefits/health-benefits>

## Pennsylvania

- 67 county offices: <https://www.dmva.pa.gov/veteransaffairs/Documents/Outreach-and-Reintegration/countyprint.pdf>
  - 3 regional offices: <https://www.dmva.pa.gov/veteransaffairs/Pages/default.aspx>

## Discounted Fishing/ Hunting Licenses

### Ohio

- Free Hunting and Fishing Licenses: <https://dvs.ohio.gov/veteran-benefits/benefits-resources/recreation-discounts>
  - Free for permanently and totally disabled veterans and former Prisoners of War

### Virginia

- Department of Game and Fisheries Lifetime License Application: <https://dwr.virginia.gov/forms-download/PERM/PERM-035.pdf>
  - Free for freshwater fishing and \$15 for trapping for veterans who are totally and permanently disabled

## Interagency Councils

### North Carolina

- North Carolina Military Affairs Commission: <https://www.milvets.nc.gov/nc-mac>
  - Provides advice, counsel, and recommendations to the Governor, the General Assembly, the Secretary of Commerce and other state agencies to maintain the vitality of the state through the maintenance of the military footprint in the state

### Ohio

- Inter-Service Family Assistance Committee (ISFAC): <https://www.homefront.ohio.gov/>
  - Quarterly meetings to collaborate and align military family resources. The state-level ISFAC is supported by 6 Regional ISFACs that develop partnerships
  - <https://dvs.ohio.gov/veteran-benefits/benefits-resources/family-support-network>

### Pennsylvania

- Governor's Advisory Council on Veterans' Services: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Governor's-Advisory-.aspx>



- Review, evaluate, and assess veterans' programs in collaboration with state agencies and commissions

## General Information

### Kentucky

- Upcoming events: <https://veterans.ky.gov/Pages/index.aspx>
- Information on Benefits: <https://veterans.ky.gov/Benefits/Pages/default.aspx>

### New York

- Department of Veterans Affairs institutional clarifications: <https://veterans.ny.gov/content/vbavhancs>
  - Provides information to help the veteran differentiate between Veterans Benefits Administration (VBA), Veterans Health Administration (VHA), and the National Cemetery Administration (NCA)
- List of Department of Veterans Affairs educational programs: <https://veterans.ny.gov/content/post-911-gi-bill-other-educational-programs>

### North Carolina

- Newsletters: <https://www.milvets.nc.gov/news/ncdmva-newsletters>
- Calendar of events: <https://www.milvets.nc.gov/news/milvets-calendar-events>
  - Appears that no events (even holidays) are listed more than a month out (e.g., as of March 3, 2022, there was one event listed on April 16, 2022 – University of North Carolina's military appreciation games for men's and women's lacrosse)
- State veteran crisis line: <https://www.milvets.nc.gov/services/hurricane-florence>

### Ohio

- Military Child Education Coalition: <https://education.ohio.gov/Topics/Other-Resources/Ohio-Network-for-Military-Families-and-Veterans/Supporting-Ohio-s-Military-Families>
  - Ensuring quality educational opportunities for military children
- National Resources for Afghanistan Veterans: <https://dvs.ohio.gov/resources-for-veterans/more-resources/Afghanistan+Veteran+Support>

### Virginia

- List of resources: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2/contact-vvfs-2>

### Pennsylvania

- Submit a veteran's event or job: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Submit-a-Veterans-Event-or-Job.aspx>
  - Events will appear in the Department of Military and Veterans Affairs (DMVA) digest
- Mobile veterans outreach vans: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Mobile-Veterans-Outreach-Vans.aspx>
  - Vans can be requested for events
- Returning veteran checklist: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Returning-Veteran-Checklist.aspx>

- DMVA digest: [https://www.dmv.pa.gov/VETERANSAFFAIRS/DOCUMENTS/DMVA\\_DIGEST.PDF](https://www.dmv.pa.gov/VETERANSAFFAIRS/DOCUMENTS/DMVA_DIGEST.PDF)
  - The current version of the DMVA digest is accessible to anyone through the following link: <https://www.dmv.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/PennsylvaniaVeteransRegistry.aspx>

## Military Memorials/ Events/ Commemorations

### Kentucky

- Calendar of events: <https://veterans.ky.gov/Pages/Calendar.aspx>
  - Appears that no events beyond holidays are listed more than a month out (e.g., as of March 3, 2022, there was one event listed on April 23, 2022 – a race to support homeless veterans)

### Ohio

- Hall of fame: <https://dvs.ohio.gov/hall-of-fame>
  - For outstanding post-military service

### Virginia

- War memorial: <https://www.dvs.virginia.gov/virginia-war-memorial>
- News: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2/vwwp-news>
- Events: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2/vwwp-events>
  - No events listed

### Pennsylvania

- 50<sup>th</sup> Commemoration of Vietnam war: <https://www.dmv.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Vietnam-War-50th-Commemoration.aspx>
  - It is unclear from the website what Pennsylvania will be doing to celebrate, other than Pennsylvania's DMVA serving as an official partner with the United States American Vietnam War Commemoration
- Vietnam War Wall of Faces: <https://www.dmv.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Wall-of-Faces.aspx>
  - Pennsylvania has found photos for 3,150 fallen Service members, who are also listed on the Vietnam Veterans Memorial in Washington, D.C.
- Military awards for valor: <https://valor.defense.gov/>
  - DoD resource

## Resource Guides

### North Carolina

- PDF: [https://files.nc.gov/ncdmva/documents/files/DMVA\\_Resource\\_Guide-2020.pdf](https://files.nc.gov/ncdmva/documents/files/DMVA_Resource_Guide-2020.pdf)

### Ohio

- PDF: <https://dvs.ohio.gov/wps/wcm/connect/gov/7c2ff73e-7a10-42a9-b2c1-4688be28837c/BenefitsGuide.pdf?MOD=AJPERES&CVID=nUxojk>

## Support for Women Veterans

### Kentucky

- Varied advocacy efforts: <https://veterans.ky.gov/Veterans-Programs/Women-Veterans/Pages/default.aspx>
  - Kentucky retains a women veterans program administrator. Website text jumps due to scrolling banner of differently sized images.

### New York

- Department of Veterans Affairs referral: <https://veterans.ny.gov/content/women-veterans-healthcare>
- Varied state and national resources: <https://veterans.ny.gov/content/sexual-trauma-and-domestic-violence>

### North Carolina

- Women veterans' summit: <https://www.milvets.nc.gov/about/women-veterans>
  - A once yearly summit that provides access to benefits counselors

### Ohio

- Varied resources: <https://dvs.ohio.gov/resources-for-veterans/women-veterans/other-support-for-women-vets>
  - 5 program managers
- Advisory committee: <https://dvs.ohio.gov/resources-for-veterans/women-veterans/advisory-committee-info>

### Virginia

- Varied resources: <https://www.dvs.virginia.gov/virginia-women-veterans/vwvp-overview>
  - 2 program managers

### Pennsylvania

- While no information currently exists on the DMVA website, the State Veteran Commission meeting on January 7, 2022, included discussion of the impending formation of a veteran women's committee.

## Trust Funds

### Kentucky

- PDF: <https://veterans.ky.gov/veterans-trust-fund/Documents/Trust%20Fund%20Annual%20Report%202020-2021.pdf>
  - \$429,789.32 spent in 2020-2021

### Pennsylvania

- Weblinks: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/PensionPoaching.aspx>
  - \$800,000 spent in 2020; up to \$50,000 for VSOs and up to \$20,00 for County Directors of Veterans Affairs

## Veterans Commissions

### Virginia

- Veteran Services Foundation: <https://www.dvs.virginia.gov/veterans-services-foundation>
  - An independent agency through the Secretary of Veterans and Defense Affairs governed by an appointed Board of Trustees that provides supplemental funding when state and federal resources are not available
- Joint Leadership Council of Veterans Service Organizations: <https://www.dvs.virginia.gov/dvs/joint-leadership-council-veterans-service-organizations-2>
  - Provides advice and assistance to the Governor, general assembly, and the DVA
- Board of Veterans Services: <https://www.dvs.virginia.gov/dvs/board-of-veterans-services>
  - Sets policies to enhance veterans' services

### Pennsylvania

- State Veterans Commission: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Pennsylvania-State-Veterans-Commission.aspx>
  - Advises The Adjutant General on all matters pertaining to the support of veterans

## Veterans' Identifier on Driver's License or Veterans' ID Card

### Ohio

- <https://dvs.ohio.gov/veteran-benefits/benefits-resources/license-plates>
  - Free driver's license for 100% service-connected disabled veterans
  - "Armed Forces" stamp on driver's license for all veterans
  - Eligibility: DD214

### Virginia

- <https://www.dvs.virginia.gov/benefits/veterans-id-card>
  - Eligibility: honorable discharge from the US military

### Pennsylvania

- <https://www.dmv.pa.gov/Information-Centers/Military-Veterans/Pages/Veterans-Designation.aspx#.VrTNRxgrKUK>
  - Eligibility: DD214

## Veterans' License Plates

### North Carolina

- Military License Plates: <https://www.milvets.nc.gov/services/military-and-veteran-license-plates>

### Ohio

- Military License Plates: <https://dvs.ohio.gov/veteran-benefits/benefits-resources/license-plates>

## **Pennsylvania**

- Honoring our Veterans License Plates: <https://www.dmva.pa.gov/veteransaffairs/Pages/Programs%20and%20Services/Veterans'%20Trust%20Fund/Honoring-Our-Veterans-License-Plates.aspx>

## **Veterans' Registry**

### **Pennsylvania**

- Veterans' Registry: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/PennsylvaniaVeteransRegistry.aspx>
  - To request information about state benefits, programs, and services and to receive communications from DMVA

## **Veteran Service Organization Grant Program**

### **Pennsylvania**

- Act 66: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Veteran-Service-Officer-Program.aspx>
  - Funds used to improve the administration and delivery of services to veterans. Administered through office of the Deputy Adjutant General for Veterans Affairs. American Legion, American Veterans, Veterans of Foreign Wars, Vietnam Veterans of America, Military Order of the Purple Heart, and Disabled Veterans of America have submitted annual reports: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/Act-66-Reports.aspx>

## **Warnings**

### **Pennsylvania**

- Pension Poaching: <https://www.dmva.pa.gov/veteransaffairs/Pages/Outreach-and-Reintegration/PensionPoaching.aspx>

## References

- Department of Veterans Affairs. (2018). *VETPOP2018 living veterans by state, period of service, gender, 2018-2048*.  
[https://www.va.gov/vetdata/docs/Demographics/New\\_Vetpop\\_Model/7L\\_VetPop\\_2018\\_POS\\_State.xlsx](https://www.va.gov/vetdata/docs/Demographics/New_Vetpop_Model/7L_VetPop_2018_POS_State.xlsx)
- Holder, K. A. (2017). *Veterans in Rural America: 2011-2015*. American Community Survey Reports. United States Census Bureau.  
<https://www.census.gov/content/dam/Census/library/publications/2017/acs/acs-36.pdf>
- Kentucky Office of the Governor. (2022). *2022-2024 Executive Budget*.  
[https://osbd.ky.gov/Publications/Documents/Budget%20Documents/2022-2024%20Executive%20Budget%20Recommendation/2022-2024%20Executive%20Budget%20Volume%20I%20\(Full%20Version\).pdf](https://osbd.ky.gov/Publications/Documents/Budget%20Documents/2022-2024%20Executive%20Budget%20Recommendation/2022-2024%20Executive%20Budget%20Volume%20I%20(Full%20Version).pdf)
- New York Division of Veterans Services. (2022). *Division of Veterans' Services Budget*.  
<https://www.budget.ny.gov/pubs/archive/fy21/exec/agencies/appropdata/VeteransServicesDivisionof.html>
- North Carolina Office of State Budget and Management. (2021). *North Carolina Certified Budget*. <https://www.osbm.nc.gov/media/2309/download?attachment>
- Ohio Legislative Budget Office of the Legislative Service Commission. (2019). *Legislative Budget Office Analysis of Enacted Budget for the Ohio Department of Veterans Services*.  
<https://www.lsc.ohio.gov/documents/budget/133/MainOperating/greenbook/DVS.PDF>
- Pennsylvania Independent Fiscal Office. (2021). *Performance Based Budget for the Department of Military and Veterans Affairs*.  
[http://www.ifo.state.pa.us/download.cfm?file=Resources/Documents/PBB\\_2021\\_DMVA\\_REPORT\\_ADDENDUM.pdf](http://www.ifo.state.pa.us/download.cfm?file=Resources/Documents/PBB_2021_DMVA_REPORT_ADDENDUM.pdf)
- Pennsylvania Office of the Governor. (2021). *Executive Budget 2021-2022*.  
<https://www.budget.pa.gov/Publications%20and%20Reports/CommonwealthBudget/Documents/2021-22%20Proposed%20Budget/2021-2022%20Executive%20Budget%20Book.Web%20Version.UPDATED.030421.pdf>
- Schmidt, J., Vedantham, S., Penman, M., & Boyle, T. (2018). *The scarcity trap: Why we keep digging when we're stuck in a hole*. Hidden Brain. National Public Radio.

<https://www.npr.org/2018/04/02/598119170/the-scarcity-trap-why-we-keep-digging-when-were-stuck-in-a-hole>

Shumate, M. (2021). *Mapping the navigation systems of Pennsylvania: Opportunities for the future.*

[https://www.heinz.org/UserFiles/File/Mapping%20the%20navigation%20systems%20of%20Pennsylvania\\_Report.pdf](https://www.heinz.org/UserFiles/File/Mapping%20the%20navigation%20systems%20of%20Pennsylvania_Report.pdf)

Lisa, A. (2010). *States with the biggest rural populations.*

<https://stacker.com/stories/2779/states-biggest-rural-populations?page=5>

United States Census Bureau (2018, December 19). *2018 National and State Population Estimates.* <https://www.census.gov/newsroom/press-kits/2018/pop-estimates-national-state.html>

Virginia Office of the Governor. (2021). *Commonwealth of Virginia 2022-2024 Biennial Budget.*

[http://publicreports.dpb.virginia.gov/rdPage.aspx?rdReport=BDOC2021\\_FrontPage](http://publicreports.dpb.virginia.gov/rdPage.aspx?rdReport=BDOC2021_FrontPage)