

# Department of Veterans and Military Families

## MISSION

The Maryland Department of Veterans and Military Families (DVMF) delivers services and programs to assist veterans, their families and survivors in obtaining Federal, State and local benefits provided by law in recognition of their service to state and country. DVMF enhances public awareness and communication with veterans, their families and other stakeholders to encourage and increase statewide participation in addressing problems faced by Maryland veterans. Charlotte Hall Veterans Home provides an Assisted Living and Skilled Nursing care facility for eligible Maryland veterans and their non-veteran spouses who are unable to take care of themselves due to disability, advancing age, or who have requirements for nursing home care. The Memorials and Monuments Program assures quality maintenance of the memorials honoring Maryland veterans. The Veterans Cemetery Program offers a final resting place for Maryland veterans and their eligible dependents.

## VISION

The Department is an advocate of veterans' issues and will dedicate itself to the preservation and enhancement of benefits, rights, and entitlements to ensure those veterans and their families live productive and successful lives. Charlotte Hall Veterans Home is dedicated to serving Maryland's veterans who have earned special recognition through their sacrifices in protecting our country's freedoms and individual rights. The superior appearance of our veterans' memorials will place Maryland at the forefront of honoring the military history and contributions of its men and women who served and sacrificed for their state and nation. We envision a State that improves the economic well-being of its veterans and their families by providing quality benefits information and counseling.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Promote awareness of services and benefits available to veterans, their dependents, and survivors.

**Obj. 1.1** Increase the number of client contacts above the average of the prior two fiscal year actuals.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Maryland veteran population	364,000	356,000	348,000	340,000	321,000	314,000	307,000
Number of client contacts	129,576	165,309	153,309	149,217	196,496	190,000	195,000
Number of new power-of-attorney assignments	1,532	1,880	2,278	2,128	2,891	2,600	2,800

### Goal 2. Provide interment services and assure maintenance of burial areas, surrounding lawn areas, buildings, and roads.

**Obj. 2.1** Provide burial services upon request for 100 percent of those eligible and their dependents. Reduce grounds maintenance complaints by 10 percent annually while increasing the number of complaints resolved within 30 days to 98 percent.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of burial sites	98,818	101,034	103,041	105,306	107,457	109,617	111,776
Interment services provided (veterans and dependents)	3,736	3,562	3,389	3,302	3,325	3,360	3,548
Number of complaints about maintenance received	45	23	12	76	29	18	17
Percent change in number of complaints	-48%	-49%	-48%	533%	-62%	-38%	-6%
Percent of complaints resolved within 30 days	100%	100%	100%	100%	100%	100%	100%

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Goal 3. Provide a safe Assisted Living and Skilled Nursing care facility for eligible Maryland veterans and their non-veteran spouses who are unable to take care of themselves due to disability, advancing age, or who have requirements for nursing home.

Obj. 3.1 Provide an environment in which indicators of resident quality of life are maintained or improved at levels above the Maryland State average.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Resident population at Charlotte Hall	301	278	278	236	263	290	310
Occupancy rate (average daily census)	68%	63%	63%	53%	59%	65%	70%
Prevalence of daily physical restraints	0.4%	0.7%	0.7%	0.7%	0.0%	0.0%	0.0%
High risk residents with pressure ulcers	12.3%	8.5%	6.0%	6.0%	5.8%	5.5%	5.2%
Residents with behavioral symptoms affecting others	28.5%	41.0%	43.0%	43.0%	14.9%	14.0%	13.5%
Percent of residents who receive antipsychotic medication	28.0%	35.2%	37.0%	37.0%	13.2%	13.0%	12.8%
Percent of residents given influenza vaccination during flu season	95.0%	95.0%	95.0%	95.0%	96.6%	97.0%	97.0%
Maryland State average: Prevalence of daily physical restraints	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
High risk residents with pressure ulcers	11.5%	11.7%	11.6%	11.6%	5.8%	5.5%	5.2%
Residents with behavioral symptoms affecting others	14.0%	13.2%	14.9%	14.9%	14.9%	14.0%	13.5%
Percent of residents who receive antipsychotic medications	13.3%	13.0%	13.3%	13.3%	13.2%	13.0%	12.8%
Percent of residents given influenza vaccination during flu season	96.4%	98.5%	96.1%	96.1%	96.6%	97.0%	97.0%