Annual Report

Fiscal Year July 1, 2010 - June 30, 2011

Bill Haslam, Governor

Many-Bears Grinder, Commissioner

Message from the Commissioner

The Tennessee Department of Veterans Affairs (TDVA) has the distinct privilege of serving the men and women whose service in the Armed Forces helped to secure our freedom. We work in concert with County Service Officers and Veterans Service Organizations to advocate for Veterans, their families, and survivors, ensuring that they receive quality and timely care, support, benefits, and recognition for their service and sacrifice.

FY 2011 was a banner year for the Tennessee Department of Veterans Affairs. We reorganized the Executive staff to better serve our 501,907 Tennessee Veterans and their 1.5 million family members. We now have leadership in each Grand Division of the State. Deputy Commissioner Wendell Cheek is responsible for a slice of Middle Tennessee, supervises the Claims Office, TDVA Admin Staff, processes real property actions, and is the focus coordinator for Aging and Homeless Veterans. Mark Breece is Assistant Commissioner for West TN and Don Smith is Assistant Commissioner for East TN. Together, we re-wrote the TDVA mission and vision statements. We are focusing on Veteran populations that may be underserved – women, minorities, homeless, incarcerated, and those who live in outlying areas. Women currently make up 8% of our Veterans, and that number increases each year. I designated Julie Cyr to serve as our Women Veterans Coordinator, and we have scheduled Tennessee's first Women Veterans Summit for April 28, 2012, where the State's first Woman Veteran of the Year will be announced.

We have conducted Veterans Outreaches with new concepts so that Veterans in rural areas can receive our services: multi-county events where claims are initiated on site when possible. The Veterans Service Network reached a milestone as Tennessee Veterans received over $820,000,000 in tax-free Federal compensation and pension benefits for the year. We are working hard to solidify relationships with county leaders to inform them of advantages of fully resourced County Service Offices.

While more people are familiar with our role in assistance in filing Compensation and Pension Claims, we also operate the State Veterans Cemeteries to provide serene and dignified final resting places, assist in obtaining other Veterans benefits, and I am a member of the board that controls the State Veterans Homes.

As our Veterans age, we must plan for future needs. The new cemetery was constructed in Knoxville, and a request for pre-approval of Federal Funds for a cemetery in West Tennessee was submitted to U.S. Veterans Affairs. Bids are out for design of a new State Veterans Home in Montgomery County, and Bradley County should follow next year.

While we have made a great start, there is still much to be done. If not for our County Service Officers, Veterans Groups, Legislators, communities and other State agencies, we would not be able to accomplish our mission. I look forward to Serving those who Served with you in 2012!

Many-Bears Grinder
Commissioner

COVER: Oldest American WWI Veteran, Mr. John Painter (1888-2001), 110 years old in 1998. BELOW: Visitors at Middle TN State Veterans Cemetery

DIRECTORY

Tennessee
Department of
Veterans Affairs

312 Rosa L.
Parks Avenue,
13th Floor
Nashville, TN
37243

615-741-2931
www.tn.gov/
veteran

Commissioner,
Many-Bears
Grinder
615-741-1959

**Deputy
Commissioner,
Middle TN,**
Wendell Cheek
615-741-6603

**Assistant
Commissioner,
West TN,**
Mark Breece
615-509-7083

**Assistant
Commissioner,
East TN,**
Donald Smith
615-828-5014

Veterans Service Offices
(Counties in bold are TDVA Field Office locations)

West Tennessee

DICKSON, Cheatham, Hickman, Houston, Humphreys, Lawrence, Lewis, Perry, Stewart, Wayne **615-441-6224**

DYER, Crockett, Gibson, Haywood, Henry, Lake, Lauderdale, Obion, Tipton, Weakley **731-286-8344**

MADISON, Benton, Carroll, Chester, Decatur, Fayette, Hardeman, Hardin, Henderson, McNairy **731-423-5614**

SHELBY 901-577-7673

MONTGOMERY, Robertson **931-431-3784**

Middle Tennessee

RUTHERFORD, Bedford, Cannon, Coffee, Franklin, Giles, Lincoln, Marshall, Maury, Moore, Sumner **615-225-6930**

DAVIDSON, Williamson, Wilson **615-873-7950**

East Tennessee

HAMILTON, Bledsoe, Bradley, Grundy, McMinn, Marion, Meigs, Polk, Rhea, Sequatchie **423-634-7125**

PUTNAM, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Smith, Trousdale, VanBuren, Warren, White **931-526-6929**

KNOX, Anderson, Blount, Campbell, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union **865-594-6158**

HAMBLEN, Claiborne, Cocke, Grainger, Hancock, Hawkins, Jefferson **423-587-7032**

WASHINGTON, Carter, Greene, Johnson, Sullivan, Unicoi **423-926-1171 ext. 7203**

CLAIMS OFFICE.....615-695-6385

VETERANS HOMES

East Tennessee.....**865-862-8100**
Middle Tennessee.....**615-895-8850**
West Tennessee.....**731-784-8405**

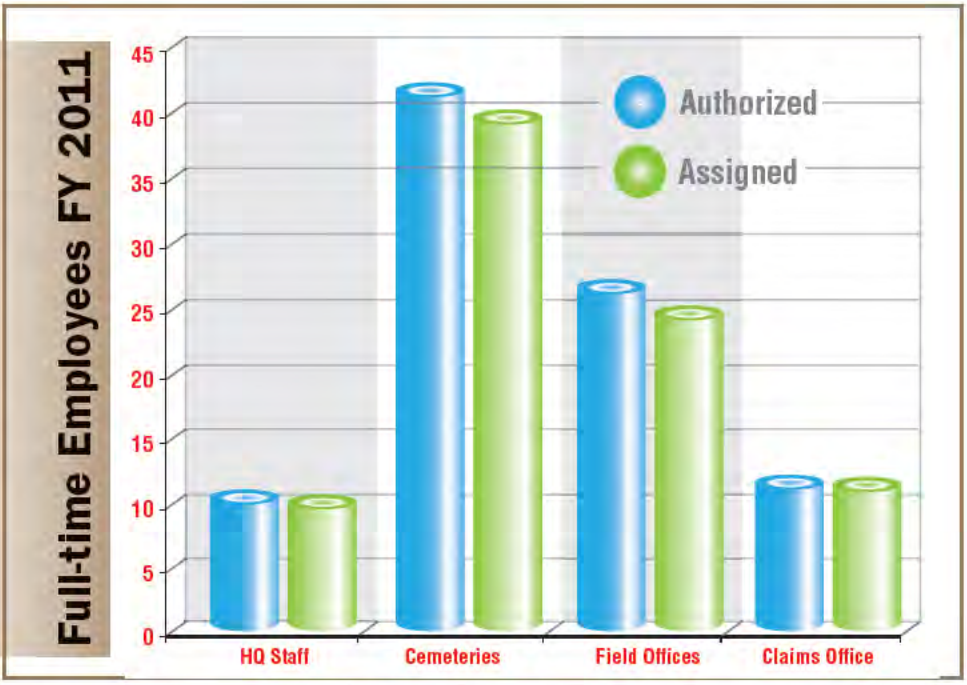
VETERANS CEMETERIES

Knoxville – Gov. John Sevier
and Lyons View.....**865-577-3228**
Memphis.....**901-543-7005**
Nashville.....**615-532-2238**

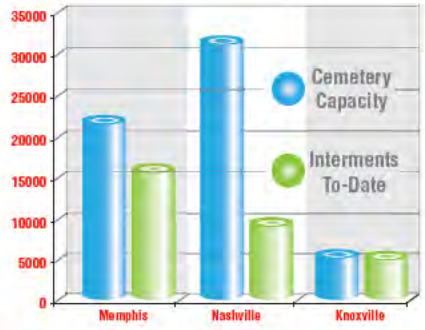
ABOVE:
Mr. Ray Ford, Veteran from Humboldt Veterans Home on fishing outing

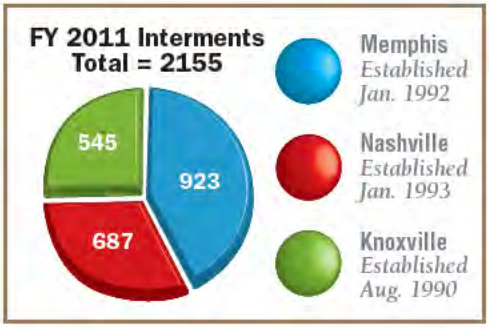
2011 Key Indicators

Of the budgeted staff for fiscal year 2011, 46% of TDVA employees are assigned in our three Veterans Cemeteries. Approximately 29% are in our 12 field offices located throughout the state and 13% are in the claims office. The remaining 12% are located at our Headquarters in Nashville.



The Tennessee Department of Veterans Affairs has created a cemetery network in each of the three Grand Divisions. Three cemeteries were in operation in FY 2011 with an additional cemetery scheduled for opening in Knoxville during early FY 2012.



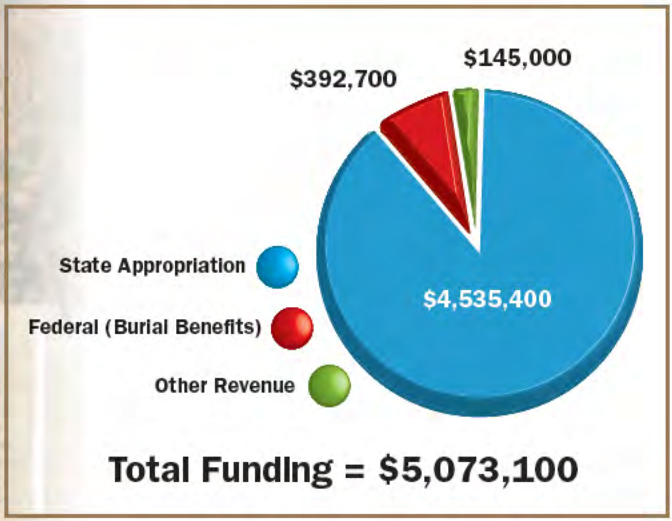


ABOVE:
Veterans Day
Parade,
Nashville

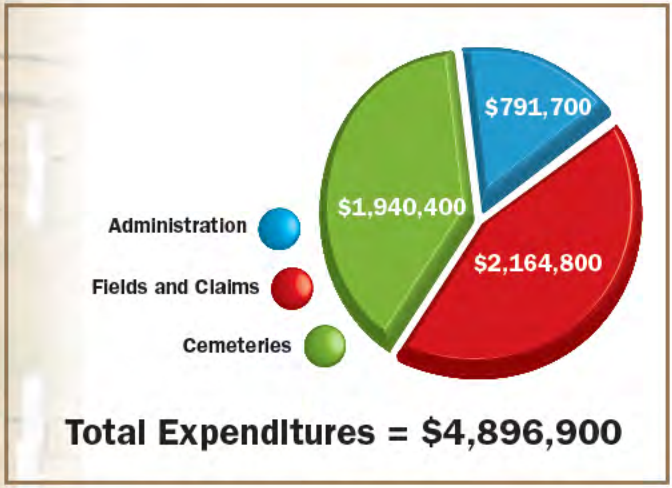
2011 Key Indicators

BELOW:
Middle TN State
Veterans Cemetery

With a budget of just over 5 million dollars, TDVA served over 2 million customers at an annual cost of about **$2.50** per person. When you consider we generate tax-free federal income for these customers, which in turn, creates more revenue for State and local governments, this is a bargain.



Total Funding = $5,073,100



Total Expenditures = $4,896,900

Fiscal Year 2011
Accomplishments

- **Reorganized Executive Staff by changing leadership responsibilities from functional area to geographical area**
- **Restructured rating chain for the TDVA Headquarters Staff**
- **Re-wrote the TDVA mission and vision statements**
- **Changed the qualification requirement for Veterans Benefits Representatives and Veterans Claims Specialists to enable hiring of the best candidates**
- **Designated a Women Veterans Coordinator for the State**

ABOVE: Korean War Veterans @ Memorial Day Event, East TN 2009

Strategies for the Future

- Implement new internet based data system (Vetra-Spec)
- Partner with Department of Labor to co-locate VBR's in Career Centers
- Reclassify position to establish a State Training Officer
- Establish new position description for Cemetery Caretakers
- Establish new procedures to increase accountability for individual equipment issued to cemetery workers
- Expand our Veterans Outreach Programs to serve rural areas
- Increase the number of fully developed claims to decrease processing time
- Complete one-on-one briefings with leadership in 100% of Tennessee Counties

BELOW: Middle TN State Veterans Cemetery

Budget 2013 & Beyond

The Tennessee Department of Veterans Affairs continues to work to identify additional sources of funding to ensure the future of our Veterans Outreach Program, State Cemeteries and State Veterans Homes. We have requested 2 roving VBRs to help improve our outreach efforts. Plans are underway for 2 new State Veterans Homes in Montgomery and Bradley Counties; Shelby County is pursuing prerequisites for a Veterans Home there. West Tennessee is currently raising funds and researching suitable sites for a new State Veterans Cemetery. Funding has been requested for columbariums and grave locator kiosks for the three operating cemeteries.

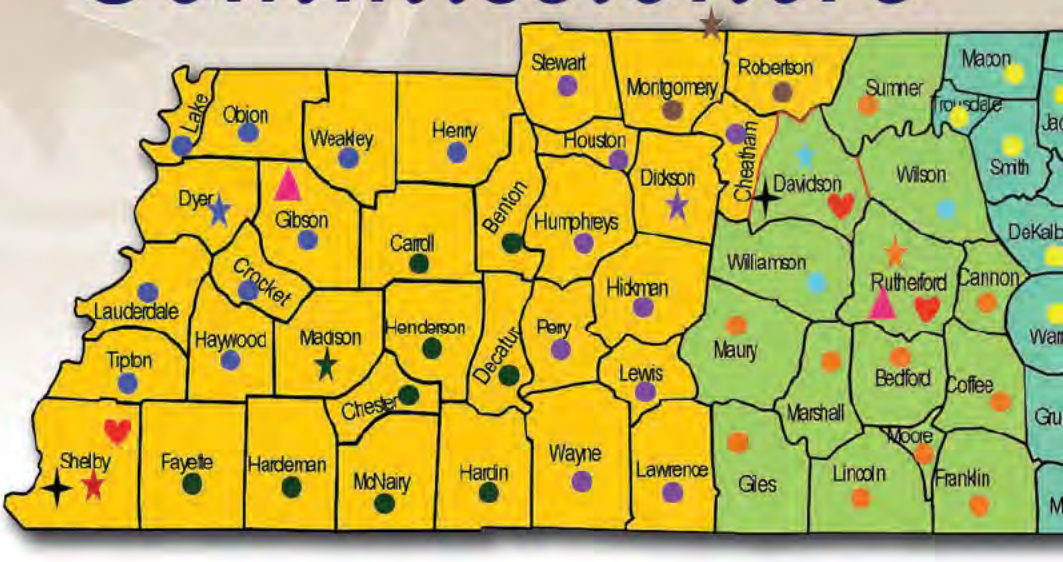
Awards by Power of Attorney

TENNESSEE DEPARTMENT OF VETERANS AFFAIRS **2010-2011**

Name of Power of Attorney	Dollars Awarded
Retired Enlisted Association	$129,066
State Of Tennessee	$183,714,443
Vietnam Era Vets Assn.	$50,582
NCOA	$671,327
American Ex-POWs	$1,296,655
Vietnam Veterans of America	$13,212,789
Paralyzed Vets of America	$920,522
American Legion	$353,082,250
American Red Cross	$6,720,945
AMVETS	$1,095,040
(B)linded(V)eterans(A)ssn.	$243,737
Fleet Reserve Assn.	$1,233,382
Marine Corps League	$2,012,963
MOPH	$387,499
VFW	$197,539,514
Veterans of WWI	$24,180

Vietnam Veterans @ Memorial Day Event, Gallatin, 2011

Commissioners



ASSISTANT COMMISSIONER
West Tennessee
Mark Breece

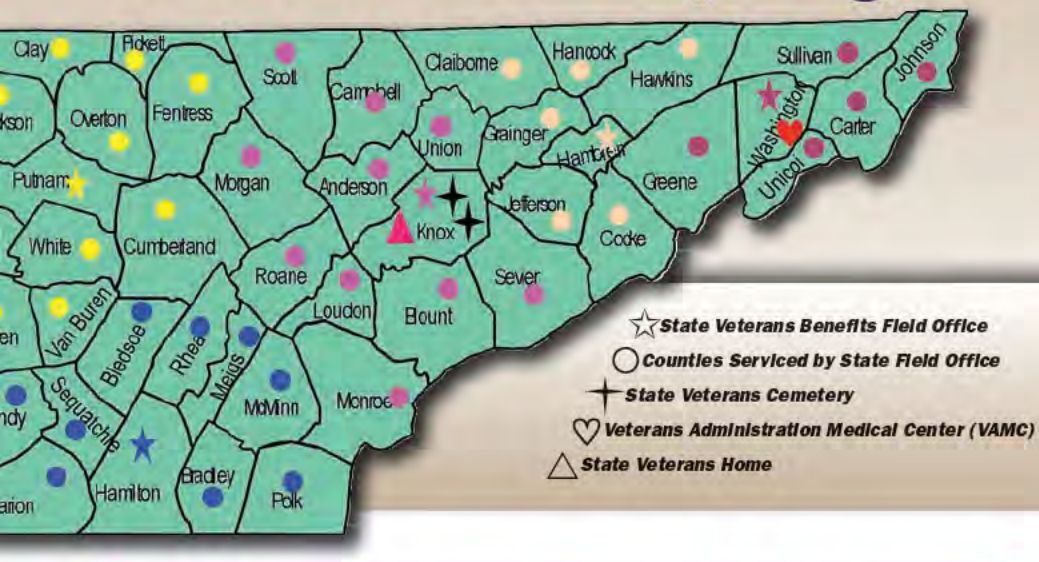
DEPUTY COMMISSIONER
Middle Tennessee
Wendell Cheek

ASSISTANT COMMISSIONER
East Tennessee
Don Smith

Tennessee Veteran Population by County

Anderson, TN 7,138	Crockett, TN 1,106	**Hamilton, TN.....27,218**
Bedford, TN 3,177	Cumberland, TN.....6,566	Hancock, TN.....410
Benton, TN 1,672	**Davidson, TN.....38,451**	Hardeman, TN.....2,525
Bledsoe, TN.....831	Decatur, TN 1,139	Hardin, TN 2,830
Blount, TN 11,525	DeKalb, TN.....1,584	Hawkins, TN 4,810
Bradley, TN.....7,806	**Dickson, TN 4,851**	Haywood, TN 997
Campbell, TN.....3,492	**Dyer, TN.....2,917**	Henderson, TN.....2,033
Cannon, TN 1,113	Fayette, TN 2,952	Henry, TN.....3,226
Carroll, TN 2,424	Fentress, TN.....1,027	**Hickman, TN 1,911**
Carter, TN 6,172	Franklin, TN.....3,871	Houston, TN 852
Cheatham, TN.....3,014	Gibson, TN.....4,131	Humphreys, TN 1,959
Chester, TN.....1,438	Giles, TN.....2,563	**Jackson, TN 874**
Claiborne, TN 2,474	Grainger, TN 2,059	Jefferson, TN.....4,480
Clay, TN 543	Greene, TN.....5,581	Johnson, TN 1,854
Cocke, TN 3,171	Grundy, TN.....800	Knox, TN.....35,074
Coffee, TN 4,512	Hamblen, TN 5,596	**Lake, TN.....421**

...Broken down by Region



Veteran Population 501,907

Wartime: 367,400
Gulf War: 126,300
Vietnam Era: 175,100
Korean Conflict: 49,500
World War II: 36,000
Peacetime: 128,400
Women: 39,200
Men: 462,707

Lauderdale, TN 2,193	**Morgan, TN 1,822**	Stewart, TN 2,070
Lawrence, TN 2,728	Obion, TN 2,557	Sullivan, TN 15,769
Lewis, TN 850	Overton, TN 1,420	Sumner, TN 11,870
Lincoln, TN 2,954	Perry, TN 764	Tipton, TN 6,003
Loudon, TN 4,691	Pickett, TN 430	**Trousdale, TN 667**
Macon, TN 1,560	Polk, TN 1,297	Unicoi, TN 2,118
Madison, TN 7,284	Putnam, TN 5,161	Union, TN 1,389
Marion, TN 2,165	Rhea, TN 2,657	**Van Buren, TN 540**
Marshall, TN 1,977	Roane, TN 4,972	Warren, TN 2,906
Maury, TN 6,608	Robertson, TN 4,766	**Washington, TN 10,844**
McMinn, TN 4,173	Rutherford, TN 17,900	Wayne, TN 1,253
McNairy, TN 2,447	Scott, TN 1,364	Weakley, TN 2,817
Meigs, TN 1,379	Sequatchie, TN 1,074	White, TN 1,995
Monroe, TN 3,227	Sevier, TN 7,676	Williamson, TN 10,092
Montgomery, TN 22,332	Shelby, TN 62,844	Wilson, TN 8,963
Moore, TN 601	Smith, TN 1,570	*— AS OF 2009*

All counties in red have no County Service Officer assigned.

Fiscal Year 2011
Monetary Awards by County

County	Population 2009	Monetary Awards 2010-2011	Average $ Per Vet	Monetary Awards 2009-2010	Average $ Per Vet
Anderson, TN	7,138	$ 7,131,050.00	$ 999.07	$ 5,028,197.00	$ 704.45
Bedford, TN	3,177	$ 4,209,430.00	$ 1,324.96	$ 3,617,938.00	$ 1,138.78
Benton, TN	1,672	$ 2,798,506.00	$ 1,673.89	$ 2,189,207.00	$ 1,309.45
Bledsoe, TN	831	$ 1,530,001.00	$ 1,840.89	$ 1,196,255.00	$ 1,439.33
Blount, TN	11,525	$20,865,280.00	$ 1,810.37	$16,423,139.00	$ 1,424.95
Bradley, TN	7,806	$10,770,646.00	$ 1,379.72	$ 9,009,651.00	$ 1,154.13
Campbell, TN	3,492	$14,651,857.00	$ 4,195.74	$10,960,563.00	$ 3,138.70
Cannon, TN	1,113	$ 1,382,707.00	$ 1,242.88	$ 1,088,111.00	$ 978.08
Carroll, TN	2,424	$ 3,136,053.00	$ 1,293.61	$ 2,812,478.00	$ 1,160.14
Carter, TN	6,172	$12,840,787.00	$ 2,080.54	$10,567,655.00	$ 1,712.23
Cheatham, TN	3,014	$ 2,670,507.00	$ 886.17	$ 1,866,476.00	$ 619.36
Chester, TN	1,438	$ 1,440,313.00	$ 1,001.60	$ 171,184.00	$ 119.04
Claiborne, TN	2,474	$ 6,748,455.00	$ 2,727.73	$ 4,968,637.00	$ 2,008.33
Clay, TN	543	$ 1,027,824.00	$ 1,893.28	$ 763,751.00	$ 1,406.85
Cocke, TN	3,171	$ 7,912,921.00	$ 2,495.15	$ 6,528,445.00	$ 2,058.59
Coffee, TN	4,512	$ 5,624,799.00	$ 1,246.71	$ 4,560,486.00	$ 1,010.81
Crockett, TN	1,106	$ 2,234,862.00	$ 2,021.25	$ 1,588,131.00	$ 1,436.33
Cumberland, TN	6,566	$ 7,703,141.00	$ 1,173.25	$ 5,071,698.00	$ 772.46
Davidson, TN	38,451	$36,445,939.00	$ 947.85	$28,389,928.00	$ 738.34
Decatur, TN	1,139	$ 2,180,066.00	$ 1,914.15	$ 167,141.00	$ 146.75
DeKalb, TN	1,584	$ 1,499,503.00	$ 946.45	$ 1,282,509.00	$ 809.49
Dickson, TN	4,851	$ 9,078,200.00	$ 1,871.29	$ 5,772,817.00	$ 1,189.95
Dyer, TN	2,917	$ 5,967,878.00	$ 2,045.80	$ 4,367,136.00	$ 1,497.06
Fayette, TN	2,952	$ 1,586,270.00	$ 537.43	$ 1,416,914.00	$ 480.05
Fentress, TN	1,027	$ 4,895,525.00	$ 4,766.82	$ 2,877,071.00	$ 2,801.43
Franklin, TN	3,871	$ 5,224,330.00	$ 1,349.69	$ 4,107,289.00	$ 1,061.11
Gibson, TN	4,131	$ 7,931,001.00	$ 1,919.66	$ 6,307,385.00	$ 1,526.67
Giles, TN	2,563	$ 3,994,983.00	$ 1,558.82	$ 2,996,464.00	$ 1,169.20
Grainger, TN	2,059	$ 3,785,540.00	$ 1,838.59	$ 3,133,472.00	$ 1,521.89
Greene, TN	5,581	$12,886,248.00	$ 2,308.87	$ 9,912,457.00	$ 1,776.04
Grundy, TN	800	$ 1,693,626.00	$ 2,117.27	$ 1,624,037.00	$ 2,030.27
Hamblen, TN	5,596	$12,119,186.00	$ 2,165.63	$ 9,498,296.00	$ 1,697.29
Hamilton, TN	27,218	$36,667,533.00	$ 1,347.20	$30,409,849.00	$ 1,117.29
Hancock, TN	410	$ 1,060,941.00	$ 2,588.42	$ 1,138,764.00	$ 2,778.28
Hardeman, TN	2,525	$ 3,528,744.00	$ 1,397.72	$ 1,971,032.00	$ 780.71
Hardin, TN	2,830	$ 4,168,451.00	$ 1,472.81	$ 3,313,008.00	$ 1,170.56
Hawkins, TN	4,810	$10,146,328.00	$ 2,109.58	$ 7,441,568.00	$ 1,547.22
Haywood, TN	997	$ 2,132,217.00	$ 2,138.23	$ 1,693,627.00	$ 1,698.41
Henderson, TN	2,033	$ 3,746,335.00	$ 1,843.21	$ 3,314,623.00	$ 1,630.81
Henry, TN	3,226	$ 5,434,357.00	$ 1,684.36	$ 4,012,968.00	$ 1,243.81
Hickman, TN	1,911	$ 2,074,846.00	$ 1,085.97	$ 1,656,515.00	$ 867.02
Houston, TN	852	$ 1,812,417.00	$ 2,127.70	$ 1,397,010.00	$ 1,640.03
Humphreys, TN	1,959	$ 2,359,649.00	$ 1,204.60	$ 1,859,957.00	$ 949.51
Jackson, TN	874	$ 1,500,162.00	$ 1,717.07	$ 1,032,606.00	$ 1,181.91
Jefferson, TN	4,480	$ 7,995,417.00	$ 1,784.56	$ 5,461,112.00	$ 1,218.91
Johnson, TN	1,854	$ 4,478,107.00	$ 2,415.16	$ 3,851,610.00	$ 2,077.27
Knox, TN	35,074	$49,028,625.00	$ 1,397.86	$38,759,578.00	$ 1,105.08
Lake, TN	421	$ 737,949.00	$ 1,751.97	$ 650,181.00	$ 1,543.60

County	Population 2009	Monetary Awards 2010-2011	Average $ Per Vet	Monetary Awards 2009-2010	Average $ Per Vet
Lauderdale, TN	2,193	$ 3,137,642.00	$ 1,430.45	$ 2,314,345.00	$ 1,055.11
Lawrence, TN	2,728	$ 7,358,480.00	$ 2,697.58	$ 4,442,326.00	$ 1,628.54
Lewis, TN	850	$ 1,570,576.00	$ 1,847.08	$ 1,448,595.00	$ 1,703.62
Lincoln, TN	2,954	$ 3,161,128.00	$ 1,069.94	$ 2,370,696.00	$ 802.40
Loudon, TN	4,691	$ 5,848,378.00	$ 1,246.62	$ 4,915,651.00	$ 1,047.81
Macon, TN	1,560	$ 2,676,030.00	$ 1,715.08	$ 1,826,725.00	$ 1,170.76
Madison, TN	7,284	$14,156,842.00	$ 1,943.60	$11,691,486.00	$ 1,605.13
Marion, TN	2,165	$ 3,053,143.00	$ 1,410.51	$ 2,205,515.00	$ 1,018.91
Marshall, TN	1,977	$ 2,585,375.00	$ 1,307.71	$ 1,689,219.00	$ 854.43
Maury, TN	6,608	$ 8,270,339.00	$ 1,251.60	$ 6,012,692.00	$ 909.94
McMinn, TN	4,173	$11,223,711.00	$ 2,689.77	$ 9,738,674.00	$ 2,333.88
McNairy, TN	2,447	$ 5,087,235.00	$ 2,078.63	$ 3,595,318.00	$ 1,469.04
Meigs, TN	1,379	$ 1,781,383.00	$ 1,291.76	$ 1,178,385.00	$ 854.50
Monroe, TN	3,227	$ 5,402,253.00	$ 1,673.98	$ 4,210,309.00	$ 1,304.63
Montgomery, TN	22,332	$79,437,302.00	$ 3,557.17	$63,291,779.00	$ 2,834.18
Moore, TN	601	$ 483,461.00	$ 804.10	$ 360,330.00	$ 599.30
Moore, TN	601	$ 483,461.00	$ 804.10	$ 360,330.00	$ 599.30
Morgan, TN	1,822	$ 2,474,135.00	$ 1,358.17	$ 1,896,775.00	$ 1,041.23
Obion, TN	2,557	$ 5,078,993.00	$ 1,986.10	$ 4,168,174.00	$ 1,629.93
Overton, TN	1,420	$ 4,102,547.00	$ 2,890.08	$ 3,641,411.00	$ 2,565.23
Perry, TN	764	$ 971,147.00	$ 1,271.52	$ 706,960.00	$ 925.62
Pickett, TN	430	$ 628,080.00	$ 1,460.18	$ 597,614.00	$ 1,389.36
Polk, TN	1,297	$ 2,301,406.00	$ 1,774.83	$ 2,051,325.00	$ 1,581.97
Putnam, TN	5,161	$11,299,141.00	$ 2,189.29	$ 8,905,610.00	$ 1,725.53
Rhea, TN	2,657	$ 7,256,780.00	$ 2,731.15	$ 6,090,732.00	$ 2,292.30
Roane, TN	4,972	$ 6,128,080.00	$ 1,232.41	$ 4,893,222.00	$ 984.07
Robertson, TN	4,766	$ 5,466,272.00	$ 1,146.98	$ 3,979,579.00	$ 835.03
Rutherford, TN	17,900	$23,172,478.00	$ 1,294.59	$16,803,768.00	$ 938.78
Scott, TN	1,364	$ 4,567,699.00	$ 3,349.17	$ 3,431,934.00	$ 2,516.39
Sequatchie, TN	1,074	$ 2,066,694.00	$ 1,923.41	$ 1,525,020.00	$ 1,419.29
Sevier, TN	7,676	$13,242,223.00	$ 1,725.19	$ 8,614,575.00	$ 1,122.30
Shelby, TN	62,844	$63,300,883.00	$ 1,007.26	$50,001,305.00	$ 795.64
Smith, TN	1,570	$ 2,493,006.00	$ 1,587.81	$ 1,884,647.00	$ 1,200.34
Stewart, TN	2,070	$ 5,410,674.00	$ 2,613.97	$ 3,844,176.00	$ 1,857.17
Sullivan, TN	15,769	$30,028,342.00	$ 1,904.29	$22,098,371.00	$ 1,401.40
Sumner, TN	11,870	$12,241,434.00	$ 1,031.28	$ 9,186,873.00	$ 773.95
Tipton, TN	6,003	$ 4,935,050.00	$ 822.16	$ 4,078,976.00	$ 679.54
Trousdale, TN	667	$ 975,085.00	$ 1,461.57	$ 780,334.00	$ 1,169.65
Unicoi, TN	2,118	$ 3,589,924.00	$ 1,695.21	$ 3,090,475.00	$ 1,459.36
Union, TN	1,389	$ 1,489,005.00	$ 1,072.26	$ 1,161,566.00	$ 836.46
Van Buren, TN	540	$ 585,082.00	$ 1,082.65	$ 461,287.00	$ 853.58
Warren, TN	2,906	$ 4,274,726.00	$ 1,471.10	$ 357,540.00	$ 123.04
Washington, TN	10,844	$28,125,948.00	$ 2,593.61	$20,743,351.00	$ 1,912.83
Wayne, TN	1,253	$ 1,986,391.00	$ 1,584.83	$ 1,627,471.00	$ 1,298.47
Weakley, TN	2,817	$ 3,870,180.00	$ 1,373.77	$ 2,427,920.00	$ 861.82
White, TN	1,995	$ 4,270,063.00	$ 2,140.76	$ 365,924.00	$ 183.45
Williamson, TN	10,092	$ 7,491,128.00	$ 742.30	$ 5,192,275.00	$ 514.51
Wilson, TN	8,963	$ 9,728,917.00	$ 1,085.51	$ 6,093,450.00	$ 679.88

LEFT TO RIGHT, TOP TO BOTTOM: 1st Lady Haslam visiting patients and delivering Valentine Cards made by school children and pillows/lap blankets made by a Ladies Church group; WWII Vet, Veterans Park Wall of Honor, Gallatin, Memorial Day 2011; CW3 Sam Grinder at Governor's Memorial Day Ceremony, 2010 receiving flag in honor of wife, Billie 'Jean Grinder who was killed in Iraq just 3 months prior; Mrs. Laura Rhodes, WWII WAC @ Humboldt State Veterans Home on her 100th birthday Jan 2011; Steve Cochran, country artist, and Wounded Warrior (Marine), Feb 2011, Iraqi and Afghanistan War Veteran who is able to walk again, against all odds (he was declared dead after the incident in Afghanistan) now entertains Veterans and Wounded Warriors; Humboldt Veterans Home outing @ Graceland, 2011; Feb 2011 @ VA Medical Center; Commissioner Grinder greeting a veteran @ VA Medical Center, Nashville Feb 2011.

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