State of Rhode Island
Office of Veterans Services

ANNUAL REPORT



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Message from the Director

The Rhode Island Office of Veterans Services (RIVETS) proudly presents the 2024 Veterans Services Annual Report and Veterans Services Strategic Plan. Reflecting on another year, I am deeply honored to serve the Rhode Island Veteran community. I am immensely grateful to our dedicated team of professionals, each of whom has answered the call to advocate and care for America's Heroes.

We could not accomplish this vital mission without the support of many partners. I am particularly grateful to Governor Dan McKee for his unwavering commitment to advancing Veterans' causes, including his steadfast backing of critical budgetary initiatives that benefit Veterans and military families. I also extend my sincere thanks to our partners in the General Assembly whose genuine care and support for Veteran-focused legislation continue to make a lasting difference in the lives of our service members.

RIVETS is dedicated to enhancing the experience of Veterans across our beloved Ocean State—whether they are active-duty service members, National Guard, reservists, or Veterans. This mission demands an unwavering commitment to exceptional customer service, which is at the core of everything we do. From our resource center, we provide personalized, one-on-one assistance for Veterans and military families through phone calls, emails, and in-person visits. We take great pride in ensuring that no Veteran is left behind.

Our Veterans Memorial Cemetery in Exeter stands as one of the busiest state-run cemeteries in the nation, a reflection of the many lives we honor and care for. We take immense pride in preserving these hallowed grounds, supporting grieving families, and preparing for expansion to meet future generations' needs.

At the Veterans Home in Bristol, our compassionate medical team provides round-the-clock care, ensuring our aging wartime heroes receive the attention they have more than earned. In 2025, we are committed to increasing the occupancy for Veterans awaiting admission to our community living center.

At RIVETS, we are committed to engaging with our Veteran community where they live. Our Veterans Café partnership with Meals on Wheels of Rhode Island and the Office of Healthy Aging has been a tremendous success. The Vets Café offers an opportunity for Veterans over 60 to share a nutritious meal, socialize, and connect with much-needed benefits like those provided by the Department of Human Services and VA Health Care and Benefits Regional Office in Providence. We proudly rotate Café locations between Woonsocket and Warwick in partnership with the Rhode Island Department of the American Legion, reaching Veterans across our state.

Our commitment to wellness continues to be a top priority. We understand that accessing support looks different for everyone, and we remain steadfast in guaranteeing mental and behavioral health resources are readily available to Veterans from all walks of life. This is a vital part of our mission, as we work tirelessly to reduce stigma and promote access to the care that our Veterans need and deserve.

The team at RIVETS is honored to come to work every day, tirelessly advocating for our Veterans and their families. In 2024, we collaborated on several impactful projects that help make Rhode Island a prime location for Veterans, and we engage them where they are educated, work, retire, and live. As we move into 2025, we are filled with renewed optimism and a deep commitment to continuing our work to serve our military families and finding innovative new ways to support those who have given so much for our country.

Kasim Yarn

Director of Veterans Services

"Rhode Island is forever indebted to the brave men and women,
and their families, who have served our country selflessly.

These heroes represent the best of our state, and I'm grateful to the Veterans

Services team for helping us honor their service, support their day-to-day

lives, and provide our veterans access to care and resources they need to
enjoy the lives they deserve." - Governor McKee



MISSION

The Rhode Island Office of Veterans Services:

- Maintains thorough knowledge of individual and social factors contributing to personal problems that affect the Veteran, active duty, guard and reserve, and/or their families;
- Remains current on issues and trends impacting the work and mission of the agency;
- Forms strong and successful partnerships locally, regionally, and nationwide to address Veterans' issues in Rhode Island.

These focuses are imperative to reduce homelessness among Veterans, Veterans living in poverty, Veteran unemployment rates, ensure Veterans receive proper medical care, continue quality customer service at the Rhode Island Veterans Home and Rhode Island Veterans Memorial Cemetery and ensure every Veteran has an opportunity to make it in Rhode Island.

VISION

A community of partners, providing a collective impact to all Veterans, active duty, guard and reserve, and their families, in having equitable access to programs and services.

VALUES

The Rhode Island Office of Veterans Services' core values underscore the obligations inherent in our mission.

The values define our identity, our culture, and our interactions with Rhode Island's Veterans, active duty, guard and reserve, and their families.

Our values are more than just words — they spell the word 'SERVE' — guiding us daily, reminding us that RIVETS serves America's Heroes.

Support: Be Veteran-centric; identify, consider, and advance the interest of Veterans.

Excellence: Strive for the highest quality and continuous improvement.

Respect: Treat all those we serve and colleagues with dignity and respect.

Veracity: Adhere to the highest professional standards and maintain the trust and confidence of all whom we encounter.

Engagement: Work diligently to provide excellent service to Veterans and others regardless of their eligibility for RIVETS programs and services. Be driven by the Rhode Island Office of Veterans Services' mission and fulfill responsibilities as a public servant.

Rhode Island Veterans Memorial Cemetery

The Office of Veterans Services operates and maintains the Rhode Island Veterans Memorial Cemetery (RIVMC) in Exeter. It is a dignified, solemn resting place for Veterans and their eligible spouses or dependents. Spanning 280 acres, RIVMC stands as a testament to the state's enduring gratitude for those who have honorably served the Nation. Averaging almost 100 internments per month, the RIVMC continues to be one of the busiest state Veterans cemeteries in the nation. During Fiscal Year 2024, the cemetery conducted 1,112 committal services. The dedicated staff is comprised of 17 employees, including 15 full-time personnel and two seasonal workers.



Memorials & Monuments

The RIVMC offers all Veterans and their families the opportunity to inscribe the Veteran's name on the memorial wall or memorial walkway. Notifications for the memorial wall/walkway program are sent out each February, with engraving scheduled for late September. In addition, many military units, organizations, and campaigns also have monuments throughout the cemetery to honor their respective Veterans. The design, placement, and installation of these monuments are coordinated with the RIVMC leadership. This year, the cemetery proudly dedicated two new monuments: the Warriors Cairn and the Military Working Dog Monument.

Ceremonies & Accomplishments

The Rhode Island Office of Veterans Services conducts an annual Memorial Day observance at the cemetery against the fitting backdrop of the Gold Star Family Memorial. In 2024, Governor McKee and Director Yarn hosted approximately 400 members of the public in an outdoor ceremony honoring our departed Veterans. Over 40,000 flags were placed graveside within RIVMC for Memorial Day and an additional 65,000 flags were distributed for placement on Veteran graves in cemeteries across Rhode Island.

Rhode Island Veterans Memorial Cemetery

Throughout the year, RIVMC hosts various events that express the state's unwavering gratitude for Veterans, including commemorations such as 9/11 Patriot Day and Saluting Branches. Wreaths Across America was held in December 2024 at the RIMVC. Volunteers laid 5,400 wreaths throughout the cemetery, further honoring our Veterans. Saluting Branches, a program enabled through the generous volunteer work of local tree companies, assisted with the removal of five diseased or rotten trees and helped plant 15 new trees in areas of the cemetery that needed greenery and shade coverage. Saluting Branches also removed another four large pine trees that had overgrown behind the Chapel, preserving the newly completed structural work.

RIVMC completed the structural repairs to the main chapel and replaced the gutter system to prevent any future water damage. RIVMC also began construction on Phase II of Columbarium Wall 4. This \$3.8M federally funded project from the U.S. Department of Veteran Affairs will build six new columbarium walls providing 2,100 niches and up to 8 years of inurnments. The RIVMC purchased a backhoe, dump truck, and ride-on lawn mower this year to maintain the cemetery grounds and provide Veterans with a dignified and honorable final resting place.



Partnerships & Future Plans

In 2024, the Office of Veterans Services and the RIVMC continued to build and maintain partnerships with several organizations throughout the state. These collaborations not only support the mission of providing a dignified resting place for Veterans, but also foster outreach, fellowship, and a strong sense of community for Veterans. The RIVMC Administrator participates as a member of the Rhode Island Historical Cemetery Commission and engages with local Veterans service organizations, including the American Legion and the Veterans of Foreign Wars.



As we continue to ensure RIVMC remains a dignified and solemn resting place for our Veterans, the cemetery plans to invest in additional heavy equipment to replace an aging fleet and ensure efficient operations for years to come. The ongoing construction of CW4 Phase II, set to complete by 2026, will provide the cemetery with six new columbarium walls, further enhancing its capacity to honor and serve our Veterans.

Additional Valued Partners of the RIVMC include:

Funeral Directors Association of Rhode Island

Gold Star Families

Home Depot of North Kingstown

Naval Station Newport

Patriot Guard Riders

Rhode Island Energy Saluting Branches

Rhode Island Job Corps of Exeter

Rhode Island National Guard

Sons and Daughters of the Revolution

The University of Rhode Island

VA National Cemetery Administration

Rhode Island Veterans Home

The Rhode Island Veterans Home (RIVH) serves as a testament to our state's appreciation for all the men and women who honorably served in the United States military. Reconstructed entirely in 2017, this facility not only provides housing and care for Rhode Island's wartime Veterans, but also honors a legacy that began in 1890 on the same 100-acre site. The mission of the Veterans Home continues to be the delivery of high-quality nursing care, responsiveness to resident health and safety needs, and the commitment to providing the highest quality of life for Rhode Island's military heroes.

The design concept focuses around "neighborhoods," which are groups of resident housing, enabling optimal care and safety of our residents and providing a closer and more personal sense of community. This community living design creates a home for residents and helps cultivate meaningful relationships, enriching the lives of residents and promoting a sense of belonging.

Throughout the year, the staff of the RIVH have worked diligently to ensure health and safety, while maintaining quality of life for the residents.

The health and safety of residents at RIVH continues to be the top priority.

This past year, security gates were added to the property at the front and rear entrances to enhance

An integral partnership with the Providence Veterans Affairs Medical Center has expanded access to essential on-site telehealth services, including wound care, optometry, podiatry, cardiology, and dermatology.

safety for residents, families, and staff.





In 2024, a pharmacy expansion nearly doubled the square footage and improved the workspace to service the increasing pharmaceutical needs of our Veteran residents.



Our Residents

At the Rhode Island Veterans Home, the commitment to residents extends beyond health and safety; RIVH actively promotes a vibrant community life through therapeutic recreation programs, entertainment, activities, and off-campus excursions. Each neighborhood is supported by dedicated activity staff who design programming tailored to the interests of residents.

Innovative programs, such as a partnership with the University of Rhode Island that includes an on-site greenhouse, allow residents to engage in gardening initiatives that foster both creativity and knowledge. Additionally, "Tina's Table," an accessible table designed to accommodate individuals using powered or manual wheelchairs, underscores RIVH's commitment to inclusion and accessibility.

Residents also benefit from a diverse array of activities, including pet therapy, mentoring programs, and communal events such as movie nights and games. Residents enjoyed the Audubon series and visits from local farms, providing education and entertainment with live access to "birds of prey", farm animals, and reptiles. The Veterans Home maintains connections with local performers to provide ongoing entertainment including big bands, orchestras, jazz bands, and dancers. Residents also took part in over 42 off-campus excursions this year. Partnerships with local organizations, such as VFW posts and Elks clubs, have allowed residents to enjoy cookouts, clambakes, fishing trips, and holiday gatherings. RIVH continues the tradition of including families for Thanksgiving and Christmas dinner.

A highlight of the year was the Bristol 4th of July parade, where over twenty residents were welcomed by the local VFW post for a day filled with food, drinks, and festivities.

Central to the community at RIVH are the Resident and Family Councils, which play a vital role in advocating for improvements and initiatives that enhance life at the Home. This year, the Resident Council worked alongside the maintenance department to initiate a recycling program for plastic water bottles, promoting sustainability within the community.

The Rhode Island Veterans Home continues to embody a spirit of dedication to its residents through exceptional care, community engagement, and a commitment to enhancing the quality of life for all military heroes.

Family Council

The partnership and support from Rhode Island Veterans Home families have always been essential to ensuring the quality of life of residents. Family members continue to provide support and are key partners in our work to serve Veterans. RIVH works to provide an inclusive environment, fostering mutual recognition, respect, and a sense of belonging and acceptance for family members. This work could not be accomplished without the support of our Family Council— a dedicated group of individuals, led by Deborah Fowler. The RIVH Family Council meets monthly to discuss concerns, propose solutions, and share valuable information, reinforcing their role as advocates for resident welfare. The Family Council continues to be an important advocacy voice for the residents.



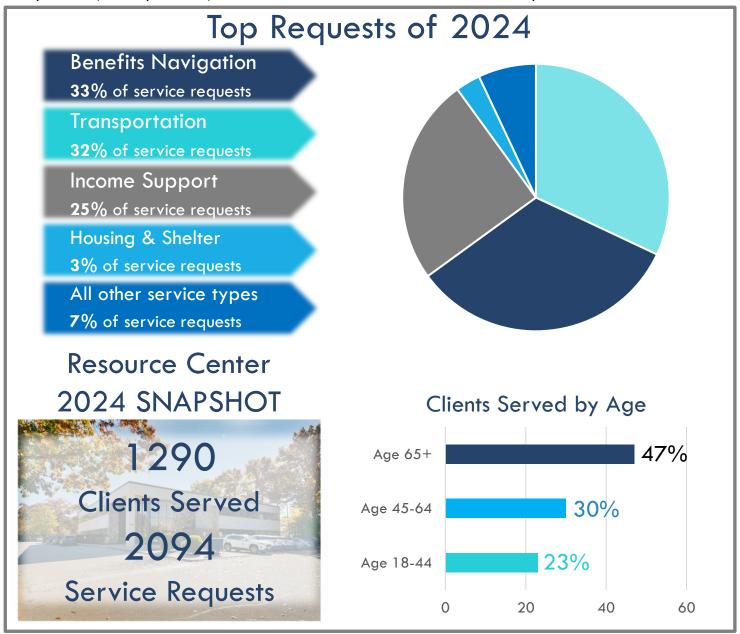


Unite Rhode Island

The Warwick Resource Center plays a pivotal role in connecting Rhode Island Veterans, military members, and their families with essential services. Through the Unite Us Referral Platform, RIVETS acts as the central "Coordination Center" and facilitates connection to a wide range of resources through partnerships with various Veteran-serving organizations across the state. This comprehensive approach not only helps individuals address their immediate needs but also fosters a collaborative environment among our staff and partner providers. The Unite US Platform enhances communication, allowing us to track interactions and ensure that every referral is followed through until resolution.

In 2024, we continued to expand our referral network, working closely with community providers and state agencies to integrate new Veteran-serving organizations into our network. We also focused on updating partner profiles to ensure that our referrals continue to be accurate and targeted. These efforts streamlined our processes for sending and receiving referrals, ultimately improving the service we provide to our clients.

Furthermore, our ongoing partnership with the Unite Us Customer Experience Team aims to enhance the quality of referrals, reducing the likelihood of overlooked or rejected requests and increasing the platform's overall capability to meet and track the diverse needs of Rhode Islanders. Through these initiatives, we are committed to ensuring that every Veteran, military member, and their families have access to the resources they need.



The Veterans Service Grant program is an initiative aimed at enhancing the support and resources available to Veterans in Rhode Island. By fostering partnerships with non-profit organizations and institutions of higher education, the Rhode Island Office of Veterans Services (RIVETS) seeks to create a collaborative network that can effectively address the diverse needs of the veteran community.

RIVETS is proud to partner with the following organizations which are recipients of the 2024 Veterans Service Grant:

Beachwood Integrative Equine Therapy
Button Hole Golf
Community College of Rhode Island
Meals on Wheels of Rhode Island
Military Women Across the Nation

Operation Stand Down Rhode Island Rhode Island College Service Members Assistance Fund Shri Service Corps University of Rhode Island Veterans Inc.

Veterans Service Grant funding supports the Veteran community in one or more of the following areas:

Veterans Disability Benefits
Veterans Education
Veterans Employment & Training
Veterans Experiencing Homelessness
Veterans Family Members & Caregivers
Veterans Financial Planning Services
Veterans Legal Services
Veterans Living in Poverty
Veterans Long-Term Care
Veterans Mortuary Affairs

Veterans PTSD, Suicide Prevention, Agent Orange Health Effects, and Burn Pits Health Effects

Veterans Transitional Assistance

Veterans Transportation

Beachwood Integrative Equine Therapy

Beachwood Center for Wellbeing provides Integrative Equine Therapy (IET), a specialized form of equine therapy for people with anxiety, trauma, PTSD, recovery, and chronic pain. Unlike other equine programs, clients do not ride horses or take care of them; the protocol is designed to be curative, not palliative care. Beachwood's horses and IET therapists fearlessly hold space for client's deepest traumas, while guiding them through healing. Beachwood's horses all choose this work and have the loyalty, heart, and spirit to carry our patriots home.

Button Hole Golf

During golf season (May through the first week of October)
Button Hole hosts Veterans Golf & Teaching Clinics twice per month. These sessions feature instruction by qualified teachers on the practice range, followed by play on the course.
Equipment is supplied at no charge, if needed. Each session includes an informal light meal, served in the Club House, for the Veterans and their families at no cost.



Community College of Rhode Island

Many student Veterans experience financial hardship, and without relief, these financial obstacles present potential barriers to academic success.

The CCRI Veterans Services Office utilizes the Veterans Service Grant as an Emergency Relief Fund for student Veterans requiring emergency funding support to facilitate academic persistence. The Emergency Relief Fund has proven to provide the necessary support that will ensure that struggling self-identified student Veterans remain on their academic path and achieve program completion.



Meals on Wheels of Rhode Island

Utilizing the Veterans Service Grant funding, Meals on Wheels of Rhode Island provides the Home Delivered Meal Program to Veterans and spouses of Veterans. As program clients, these Veterans/spouses of Veterans also benefit from the Emergency Meal Program, ensuring they have access to nutritious foods should the rare event arise where an unpredictable circumstance prevents daily meal delivery. The overall goal is to help enable homebound Rhode Island residents at risk of food insecurity to remain living independently by reducing their risk for negative health outcomes that could cause a loss of independence through the daily delivery of meals, well-being checks, and social visits.



Military Women Across the Nation



Ocean State 118 established a Women Veterans Relief Fund to support the financial challenges that women veterans face thereby contributing to the stability of the awardees. Funding from the Veterans Service Grant is used to provide gift cards for groceries and gas (home and auto) to qualified applicants facing financial hardship.

Operation Stand Down Rhode Island

OSDRI annually serves approximately 2,500 Rhode Island low-income Veterans. Many of these Veterans are either literally homeless or at-risk of becoming homeless. While some housing programs are restricted based upon federal definitions of eligibility, OSDRI utilizes Veterans Service Grant funding to provide temporary financial assistance to Veterans whose housing stability/security has been negatively impacted, causing them to either become homeless or become at risk of homelessness.



Rhode Island College

The Military Resource Center at Rhode Island College (MRC/RIC) was established in November 2009. Since that time, the MRC/RIC has served as a resource hub for all military-affiliated students (active duty, National Guard, retired, Veteran, and family members) who wish to attend or are attending RIC.

Utilizing the Veterans Service Grant funding, the MRC/RIC offers a Veterans Relief Fund at Rhode Island College (VRF/RIC) that supports some of the financial challenges that student veterans face.

The MRC/RIC engages in academic sponsorship and VetSuccess on Campus (VSOC) to reach out to and support military-affiliated students. The RIC Student Veterans Organization (SVO) serves as a support network for military Veterans and their families and provides a fundamental peer to peer connection on campus. The RIC SVO encourages members to be successful in and outside of the classroom and work to incorporate skills learned from the military to help others – mission, camaraderie, and service.





Service Members Assistance Fund

The Service Member Assistance Fund is a resource for military personnel and their families, addressing situations that may impact their well-being and operational readiness. By providing financial assistance in times of emergency, the fund aims to alleviate stresses that could detract from a service member's ability to remain deployable and focused on their mission. The Service Member Assistance Fund supports the Rhode Island Military Family Program, promoting a comprehensive approach to supporting not just the service members but also their families, recognizing the integral role families play in the overall well-being of military personnel.

Shri Service Corps

Shri Service Corps utilizes Veteran Service Grant funding for the Shri Military Project, which serves active members of the military, Veterans, and military-connected family members. SHRI conducts weekly yoga classes for active military and veterans at the Shri yoga studio in Pawtucket, the Vet Center in Warwick, the Rhode Island National Guard at Camp Fogarty, the Rhode Island Air National Guard at Quonset, and the Veterans Home Community Living Center in Bristol at no cost to the participant.



The objective of the Shri Military Project is to promote secure, judgment-free, and carefully designed environments for Rhode Island active military and Veterans to participate in a regular yoga practice and receive its healing benefits. Research reports that a yoga practice can relieve PTSD symptoms, such as psychological distress, disrupted sleep, anxiety and sadness and provides a sense of connection to the self and to the community

"Shri Service Corps is grateful to receive funding from the Veterans Service Grant.

The continued support of this grant has helped us expand our Military Project.

Yoga offers a way for participants to reconnect their bodies with their minds.

Focusing on our resilience and what is right, rather than what is wrong, helps to direct attention to things in our lives that produce healthier and happier outcomes, even in times of stress.

Additionally, research shows that a yoga practice can relieve PTSD symptoms.

With this year's grant, we are building upon established weekly yoga classes for active military and veterans at our yoga studio in Pawtucket and the Rhode Island National Guard at Camp Fogarty.

We also added a new class, which started in July 2024, for the residents of the Veterans Home Community Living Center in Bristol."



-Shannon Menihan

Director of Development & Operations
Shri Service Corps

University of Rhode Island

The Center for Military and Veteran Education (MAVE) is the hub of the military-connected community and Veteran assistance at the University of Rhode Island. The MAVE Center supports, assists, and empowers Veterans and military-connected students to achieve their educational goals while fostering an inclusive atmosphere with an emphasis on health and well-being.

The URI Student Veteran Relief Fund uses Veteran Service Grant funding to alleviate financial hardship for student Veterans so that they can continue their education to completion despite unforeseen financial challenges.





Veterans Inc.

Veterans Inc. supports veterans by addressing urgent needs that are often overlooked by traditional funding sources. Veterans Inc. helps veterans and active-duty personnel alleviate financial burdens by providing financial assistance for essential services like court fees, work licenses, car payments, utility bills, and security deposits. Through this funding, Veterans Inc. aids in alleviating financial pressures and promotes self-sufficiency and stability.





Mental Health and Wellness

RIVETS is dedicated to collaborating with advocates, stakeholders, and policymakers to prioritize the well-being and mental health of Veterans and military families across policy, programmatic, and budgetary agendas. We proudly partner with federal, state and local agencies, as well as private entities, to advocate for better mental health and early intervention services for the men and women who have served our country.

Through our Warwick Resource Center, we connect Veterans with clinical resources and peer support so they can confront and manage any mental health challenge. On October 1, 2024, the Certified Community Behavioral Health Clinics (CCBHC) program was launched in Rhode Island. A CCBHC is a type of outpatient clinic that is certified by the State of Rhode Island to offer expanded behavioral health services. CCBHCs serve anyone who walks through the door, regardless of age, diagnosis, or insurance status.

At a CCBHC, a team of trained health professionals can:

- provide mental health support to you or a loved one,
- help you or a loved one with a substance use condition, and/or
- provide 24/7 crisis support.

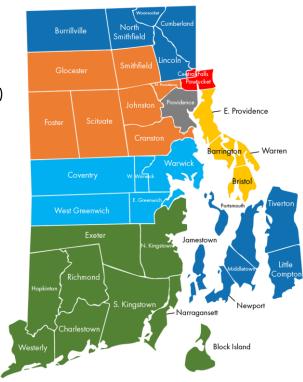
CCBHCs are required to reach standards across nine services, including intensive, community-based mental and behavioral health care for members of the U.S. Armed Forces and Veterans. This includes mental and behavioral health care for individuals who are ineligible or decline services through the Veterans Health Administration.

Each CCBHC is mandated to have a Veteran Liaison, trained in military culture, and prepared to provide insight on appropriate treatment and referral for Veterans and active service members including National Guard and Reserves and their families. In 2024, RIVETS partnered with the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities & Hospitals (BHDDH) to connect Veteran Liaisons with training leading to accreditation. RIVETS meets monthly with the Veteran Liaisons to collaborate, share resources, and provide support to ensure that Veterans are connected to a variety of mental health resources, information, treatment options, and more.

Rhode Island CCBHCs are located in:

- Community Care Alliance (Woonsocket)
- Family Service of Rhode Island (Providence)
- Gateway Healthcare (Pawtucket, Johnston, and South County)
- Newport Mental Health (Newport)
- The Providence Center (Providence)
- Thrive Behavioral Health (Warwick)





Mental Health and Wellness

RIVETS has been a key partner to the Rhode Island Department of Health (RIDOH) in securing and executing the Staff Sergeant Parker Gordon Fox Suicide Prevention grant from the U.S. Department of Veterans Affairs. Through this partnership with RIDOH, RIVETS continues engaging with community-based service providers to identify service members, Veterans, and their family members, connecting them with appropriate benefits and services.

In Fall 2023, RIVETS launched a significant media campaign aimed at disseminating mental health resources tailored for Veterans. This initiative encompassed the distribution of 18,000 postcards featuring QR codes and web addresses that directed individuals to "Help for Veterans." The campaign focused on reducing mental health stigma and promoting help-seeking behaviors. By the end of the campaign in July 2024, the dedicated site received over 48,000 visits, underscoring the campaign's impact in connecting Veterans with essential resources.



RIVETS collaborated with RIDOH to enhance healthcare quality at community health centers by encouraging organizations to inclusively gather military demographic information.

RIVETS played a crucial role in implementing "Ask the Question" trainings; educating healthcare professionals to inquire about military service with the question, "Have you or a loved one ever served?" In year two of the SSG Fox Suicide Prevention Grant Program, RIVETS' Clinical Administrator and program coordinator facilitated this training for seven community organizations, reaching over 140 participants involved in Veteran care.

RIVETS is actively involved in a focus group led by the VA Community and Engagement Coordinators, focusing on underserved Veterans. This group identifies strategies to support women Veterans, as well as American Indian and Alaskan Native Veterans who have been disproportionately affected by suicide and are recognized by the VA as underserved populations.

Participation in the SSG Fox Program has yielded significant positive outcomes, improving social determinants of health and bolstering resilience among Veterans. For instance:

- Veterans not previously connected to VA healthcare have successfully enrolled in care services.
- Participants have been linked to peer support groups, reducing feelings of isolation and fostering social
- Some Veterans facing financial hardships have received assistance with groceries, addressing immediate needs

RIVETS also leads the Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families, which has been a key contributor to development of the Rhode Island 2023-2030 Suicide Prevention Strategic Plan. The strategic plan was the first state-wide plan to address suicide prevention in Rhode Island, and RIVETS is using the information and strategies contained within the plan to frame our work with the Governor's Challenge Team.

RIVETS is committed to promoting mental health as a critical part of overall wellness. Acknowledging mental health struggles makes us stronger, not weaker. We are constantly working to break down the stigma surrounding mental health, and we partner with mental health advocates to help create parity and reduce disparities and inequities for people with mental health concerns.

RIVETS initiatives through the SSG Fox Suicide Prevention Grant Program, the Governors Challenge, and our partnership with the CCBHCs have made remarkable strides in supporting Veterans' mental health, healthcare access, and overall well-being by providing Veterans with the resources they need to live and thrive in Rhode Island.

Partnership Spotlight: Veterans Cafe

The Rhode Island Office of Veterans Services has proudly partnered with Meals on Wheels of Rhode Island since 2017, promoting the independence and well-being of Rhode Island Veterans. Meals on Wheels of Rhode Island offers the Home-Delivered Meal Program to homebound Veterans and homebound spouses of Veterans. Through the daily delivery of meals, well-being checks, and social visits, Meals on Wheels of Rhode Island enables homebound Rhode Island residents at risk of food insecurity to remain living independently by reducing their risk for negative health outcomes that could cause a loss of independence.

Along with the Home-Delivered Meal Program, Meals on Wheels of Rhode Island also offers the Capital City Café (congregate dining) Program, which provides older Rhode Island adults with a socialized dining opportunity at a community-based location. The congregate dining programs seeks to address social isolation and provide access to adequate nutrition, along with health and wellness education.

Building on the existing partnerships between the Office of Veterans Services, Meals on Wheels of Rhode Island, and the Rhode Island Office of Healthy Aging, the Veterans Café was launched as a pilot program in July 2024. The Veterans Café offers an opportunity for Veterans over the age of 60 to share a nutritious meal, socialize, and connect with much-needed benefits like those provided by the Rhode Island Department of Human Services, the Vet Center, and the VA Health Care System.

Café locations rotate monthly between American Legion Fairmont Post 85 in Woonsocket and William Shields Jr Post 43 in Warwick. A separate successful Café was also held in Providence. Discussions continue about the viability of bringing a permanent café to the capital city.

















"We are proud to offer the Veterans Cafés in partnership with the Office of Healthy Aging and the Rhode Island Office of Veterans Services, providing Rhode Island's veterans with an opportunity to connect, receive vital resources, and find support. The Veterans Café is more than just a place to share a meal; it's a community where veterans can socialize, feel a renewed sense of belonging, and access not only nutritious food but also fellowship. Our goal is to create a welcoming space where every veteran feels valued and connected, making a meaningful difference in the lives of those who have served our country."

> -Shana DeFelice Programs and Mission Impact Director Meals on Wheels of Rhode Island



Meals on Wheels



Legislation

The 2024 legislative session demonstrated how collaborative partnerships with the Executive Branch and Rhode Island's General Assembly can have a significant positive impact on the Veteran community.

BUDGET

Governor McKee has steadfastly advocated for Rhode Island's Veterans and military families, championing crucial investments that directly benefit those who have served. Under the leadership of House Speaker Joseph Shekarchi and Senate President Dominick Ruggerio, Rhode Island lawmakers in the General Assembly have taken action, passing budget initiatives that provide essential support to Veterans. This united effort underscores the state's deep commitment to honoring and empowering the Veteran community, ensuring they receive the care, recognition, and resources they deserve.

- \$29.5 million in state funding allocated for the operation of the Rhode Island Veterans Home
- \$1.9 million in state funding allocated to the Rhode Island Veterans Memorial Cemetery
- \$1.3 million in state funding allocated for capital purchases and equipment.
- In fiscal year 2025, \$150,000 in additional grant funding (\$350,000 total) was added to the RIVETS budget for a second year. \$50,000 in state designated grant funding supports Operation Stand Down's Legal Services Program. \$100,000 was allocated to the Veterans of Foreign Wars of Rhode Island for their Veterans Service Officer program.
- Dedicated funding continues to be provided for the Vet Pass Transportation program, which assists injured, ill, and disabled Veterans in accessing reliable transportation, particularly for healthcare appointments.

LEGISLATION

In 2024, members of the Rhode Island General Assembly demonstrated their commitment to the Veteran community by supporting and passing legislation to improve the lives of Veterans and their families. These legislative actions reflect a strong and shared recognition of the sacrifices made by those who have served in the military, and they ensure that Rhode Island continues to prioritize the needs of Veterans through tangible, impactful policy reforms.

- Gold Star Spouses Day A Gold Star family has made the ultimate sacrifice, losing a loved one in our country's service. In 2024, legislation (S-2126/H-7330) was passed in special recognition of Gold Star families, setting aside April 5th each year to be known as "Rhode Island Gold Star Spouses Day." The day will be observed with public exercises and the American flag flown at half-staff over the Rhode Island State House.
- Posting of Veterans Benefits and Services Legislation (S-2128/H-7058) requires employers with more than 50 full-time employees to display a Veterans benefits and services poster that includes information on substance abuse and mental health treatment, educational, workforce, and training resources, tax benefits, unemployment insurance benefits, legal services, and contact information for the U.S. Department of Veterans Affairs crisis line.
- National Guard license plates Legislation (S-2694/H-8177) passed allowing the transfer of National Guard license plates to the surviving spouse of a deceased

National Guard member for the spouse's lifetime or until spouse remarries.

• Life Estate – Starting December 31, 2024, the passage of legislation (S-2322/H-8076) significantly expanded Veterans' tax exemptions by including life estate interests as qualifying property. This crucial legislative change ensures that Veterans receive even greater financial relief, reflecting a strong commitment to honoring their service and supporting their long-term financial well-being.



The Rhode Island Office of Veterans Services (RIVETS) is guided by a steadfast commitment to the principle: "Working together to ensure every veteran has the opportunity to succeed in Rhode Island." In 2013, the General Assembly mandated that RIVETS collaborate with state agencies and community partners to create, maintain, and annually update a comprehensive statewide Veterans Services Strategic Plan (VSSP) designed to provide essential services to Veterans and their families.

In October of 2024, the RIVETS team collaborated with the VSSP Advisory Committee:



The Advisory Committee offered VSSP input that includes some key highlights:

- Increased outreach and assistance for Veterans navigating frequently changing government and Veteran Affairs regulations.
- Overcoming communication obstacles while informing Veterans of benefits/programs.
- Increased focus on our aging population, including issues such as elder abuse and self-neglect.
- Ensuring adequate benefits for the families of guard members serving overseas.
- Increased collaboration between state agencies.
- Interagency collaboration using the Unite Us Platform.

RIVETS serves Ocean State Veterans and their families by operating the Rhode Island Veterans Home, the Rhode Island Veterans Memorial Cemetery, and the Rhode Island Veterans Resource Center. The Veterans Home in Bristol provides skilled nursing care to our Veterans. The Veterans Memorial Cemetery is a dignified and solemn resting place for Veterans and their eligible dependents in Exeter. The Veterans Resource Center in Warwick provides inperson benefits counseling. It is the coordination center for Unite Us, a referral network that connects veterans, active duty, guard and reserve, and their families to federal/state benefits and resources.

RIVETS benefits from a strong and collaborative partnership with the Providence Veterans Affairs Regional Office and the Providence Veterans Affairs Health Care System. These vital relationships enable RIVETS to provide comprehensive assessments that address the medical, mental, vocational, educational, and economic well-being of transitioning service members, Veterans, their families, and caregivers. Our ultimate goal is to enhance their financial security, health, and overall quality of life.

In 2024, Veterans and military families sought the most assistance from RIVETS for transportation services, income support, and benefits navigation.

R.I. Gen. Laws § 30-17.1-11 identifies thirteen Veterans Service Categories impacting Veterans and their families. The Veterans Services Strategic Plan and Advisory Committee work toward achievable goals and program excellence centered around these service areas:

Veterans Resource Center

- Veterans Disability Benefits
- Veterans Transportation

Rhode Island Veterans Home

Veterans Long-Term Care

Rhode Island Veterans Memorial Cemetery

Veterans Mortuary Affairs

Local, state, and federal partnerships

- Veterans PTSD, Suicide Prevention, Agent Orange Health Effects, and Burn Pits Health Effects
- Veterans Homelessness
- Veterans Living in Poverty
- Veterans Education
- Veterans Employment & Training
- Veterans Family Members & Caregivers
- Veterans Financial Planning Services
- Veterans Legal Services
- Veterans Transitional Assistance



Veterans Disability Benefits

The Federal Department of Veterans Affairs provides service-connected disability benefits for our Veterans. RIVETS Veteran Service Officers (VSOs) assist Veterans with benefit counseling, applications, and navigation of the appeals process. When a Veteran is not eligible for VA disability, RIVETS connects them with programs such as SSDI and the General Public Assistance (GPA) program administered by the state's Executive Office of Health and Human Services and the Department of Human Services.

- New in 2024, eight certified community behavioral health clinics (CCBHCs) now offer Rhode Island residents and military families access to Veteran Service Officers (VSOs) in different regions across the state. These newly trained Veteran Coordinators are equipped to help Veterans, and their families navigate access to benefits in addition to being able to provide mental health and substance use services.
- RIVETS' VSOs attended the National Association of County Veterans Services Officers (NACVSO) Basic Benefits Course for additional training and accreditation.
- DHS and RIVETS teamed up to issue 100 letters each month to individuals who receive DHS services and have self-identified as Veterans or receive veteran-related income sources. The letters provide RIVETS contact information, a website, and a QR code for a link to learn more about the two agencies.
- The Unite Us Referral Platform continues to streamline the benefits navigation process.



Veterans Transportation

Data from the Veterans Resource Center identifies transportation as one of the top needs amongst the Veteran constituency.

- 2024 marked the second year of dedicated funding to support the RIVETS VetPass program. VetPass provides reloadable RIPTA Wave bus passes for Veterans based on their needs and circumstances. In 2024, RIVETS provided over 600 monthly bus passed to help Veterans access free transportation, which increased their access to healthcare services, social services, employment, and educational opportunities.
- RIVETS was instrumental in facilitating, with Meals on Wheels of Rhode Island, transportation for Veterans and family members to Veterans Café events in Warwick, Woonsocket, and Providence. The café locations became approved recurring meal sites, and MTM, the state of Rhode Island's non-emergency medical transportation (NEMT) manager, provided transportation.

Veterans Long-Term Care

The Rhode Island Veterans Home is the state's premier long-term care facility for more than 140 wartime Veterans in Bristol. Opening additional bed space in the RIVH is RIVETS's top priority and goal heading into 2025. In early 2025, RIVETS will host a career fair at the facility to attract licensed practical nurses, certified nursing assistants, and dietary professionals.

• In 2024, a pharmacy expansion at the Veterans Home nearly doubled the square footage and improved the workspace to service the increasing

pharmaceutical needs of our Veteran residents.

 RIVH received a \$47,500 grant approved by the Department of Veteran Affairs to promote the hiring and retention of nurses.

- RIVETS leadership participates in the Rhode Island Long Term Care Coordinating Council.
- The VA Long-Term Care Program also offers options for veterans seeking long-term skilled nursing care.



Veterans Mortuary Affairs

The Rhode Island Veterans Memorial Cemetery (RIVMC) in Exeter is the final resting place for our state's Veterans and eligible dependents. Staff assists in approximately 100 monthly burials and RIVETS continues to focus on future growth and capacity.

- RIVMC received a \$3.8-million grant from the U.S. Department of Veteran Affairs to construct a new
 columbarium wall for 2,100 niches. As cremation becomes more practical, the cemetery has built more
 niche walls to accommodate the remains of our military heroes.
- Repairs were completed to the cemetery's chapel, including roofing, gutters, and interior painting.
- Due to the Burial Equity for Guard and Reserve Act, the RIVMC has expanded burial eligibility to qualifying National Guard and Reserve service members.

Veterans Post-Traumatic Stress Disorder, Veteran Suicide, Agent Orange Effects, and Burn Pit Health Effects

Mental health awareness and suicide prevention are essential components of overall health care in the Veteran community. Under the leadership of Governor McKee and Director Yarn, RIVETS has continued to raise mental health awareness for our Veteran population and their loved ones. In 2024, RIVETS helped organize Rhode Island's Fourth Annual Mental Health Action Day, which focuses beyond awareness and calls for action on mental health.

- Rhode Island actively participates, and Director Yarn co-chairs, in the VA Governor's Challenge to prevent suicide among service members, Veterans, and their families.
- RIVETS participation in the Staff Sergeant Parker Gordon Fox Suicide Prevention Grant Program has
 yielded significant positive outcomes, such as improving the social determinants of health and bolstering
 resilience among Veterans. Participants have been enrolled in the VA healthcare system, linked to peer
 support groups, and received financial assistance to address immediate needs.
- RIVETS and Rhode Island Department of Health produced "Ask the Question" training statewide to educate
 community organizations on best practices for collecting and utilizing military service information. "Help for
 Veterans" brought Veteran specific mental health resources to Veteran households. After a mass mailing
 effort to raise awareness of the program and reduce mental health stigmas, a dedicated website was
 visited more than 48,000 times.
- RIVETS contributed to developing the state's Suicide Prevention Strategic Plan.
- RIVETS, in collaboration with our federal VA partners, hosted PACT Act town halls across the state. These
 events allowed Veterans to receive screening, enrollment, and claims assistance all in one place, making it
 convenient and informative.
- RIVETS works with our congressional delegation members Senators Reed and Whitehouse, the Providence VA
 Medical Center, and the Providence VA Regional Benefits Office to ensure Veterans are aware of expanded
 benefits eligibility under the PACT Act.

Veterans Homelessness

RIVETS is working to strengthen and build partnerships across federal, state, local, tribal, and private sector organizations to support homeless Veterans and those marginally housed.

- RIVETS initiated a partnership between the VA and a local private developer providing housing units to dozens of Veterans in Providence and Woonsocket.
- Through the Veterans Service Grant, RIVETS partners with Operation Stand Down on homelessness initiatives. The goal of OSDRI's homelessness program is to provide temporary financial assistance to increase housing stability/security for veterans. OSDRI also utilizes grant funds for emergency temporary shelter and supplies.
- The RIVETS' director is an active member of the Rhode Island Continuum of Care Committee (RICOC).





Veterans Living in Poverty

RIVETS connects with our colleagues at the Rhode Island Department of Human Services each month to better serve Veterans and their families struggling to afford necessities such as housing and food. Veterans may be eligible for food assistance through the Supplemental Nutrition Assistance Program (SNAP), childcare, and other financial benefits.

- In 2024, RIVETS and DHS began mailing 100 letters monthly to inform Rhode Islanders about the many programs, services, and opportunities available to Veterans.
- In July 2024, RIVETS launched the Veterans Café in partnership with Meals on Wheels of Rhode Island and the Office of Healthy Aging. The Veterans Café, at its core, offers an opportunity for Veterans over the age of 60 to share a nutritious meal, socialize, and connect with much-needed benefits like those provided by the Department of Human Services and VA Health Care in Providence. Café locations rotate monthly between locations in Woonsocket and Warwick. Funding will provide 526 meals during the grant period.
- Multiple military relief funds utilize state-designated grant funding from RIVETS to support Veterans and
 military members by providing aid and assistance to meet critical needs. Some of these organizations
 support specific military populations, such as female Veterans, college students using their GI bill, and
 military spouses.
- State-designated grant funding through RIVETS allows Veterans Inc. to provide resources for services not
 covered by federal funding. The fund may provide court fees, work licenses, car payments and repairs,
 utility bills, and security deposits if awarded.
- Military Women Across the Nation, Ocean State Unit 118, established a Women Veterans Relief Fund to support the financial challenges faced by women Veterans. Funding from the Veterans Service Grant provides gift cards specifically for groceries and gas (home and auto) to qualified applicants facing financial hardship.

Veterans Education

Student Veterans face unique challenges when transitioning from the military to higher education. RIVETS is committed to helping Veteran Students navigate higher education. Rhode Island's state colleges and universities waive tuition for Rhode Island National Guard members and provide free tuition for service-connected disabled veterans rated at 10% or higher. The federal VA also administers the Forever GI Bill, which funds tuition.

- RIVETS participated in the Rhode Island Veteran Education Committee (RIVEC) in November at Bryant
 University, where students connected with programs and representatives from URI, Providence College,
 Brown University, RIC, CCRI, Bryant University, Johnson & Wales, the Rhode Island National Guard, and VA
 Providence Healthcare System. This partnership will continue to build pathways for Veterans to pursue their
 educational and professional goals.
- RIVETS' partnership with the Rhode Island Office of Postsecondary Commissioner maintains satellite offices at the Westerly and Woonsocket Education Center.
- The Post-9/11 Advisory Working Group is a collaboration of community, state, federal, and higher education partners working together to address the unique needs of military-affiliated students across Rhode Island. The Post-9/11 Committee, chaired by Director Yarn, meets bimonthly to discuss issues that impact the student Veteran community.
- The Veterans Relief Fund at Rhode Island College (VRF/RIC) supports the financial challenges student veterans face, thereby contributing to the stability of the awardees. Funding from the Veterans Service Grant is used to continue short-term monetary support to qualified applicants facing financial hardship. RIC students who are veterans and Rhode Island residents are eligible.
- The URI Student Veteran Relief Fund alleviates financial hardship for Veteran students who want to continue their education despite unforeseen financial challenges.

Veterans Employment & Training

The Rhode Island Office of Veterans Services partners with our colleagues at the Rhode Island Department of Labor and Training to identify employment and training opportunities for our Veterans.

- RIVETS Veterans Service Officer is a member of the Governor's Workforce Board.
- RIVETS continues to build upon the career pipeline for health and nursing professionals seeking employment at the Rhode Island Veterans Home. Several nursing schools, including the Community College of Rhode Island and New England Tech, have clinical rotations at the RIVH.
- A career fair is planned for January 2025 at the Veterans Home, with the distinct goal of hiring licensed
 practical nurses and certified nursing assistants. New hires will allow RIVETS to serve more Veterans waiting
 to enter the home.
- RIVETS is collaborating with the Small Business Administration to explore future opportunities between our agencies and how to assist Veteran entrepreneurs.

Veterans Family Members & Caregivers

Rhode Island has one of the highest populations over 85 years old, and our Veteran community favors an older demographic. Caring for aging Veterans is more critical than ever, and RIVETS is committed to offering information, counseling, and assistance to families by utilizing the Unite Us network.

- RIVETS staff members participated in the 2nd Annual VA Providence Caregiver Summit, which provided an
 opportunity for the VA and community partners to share information, services, and available resources for
 caregivers.
- RIVETS and the Rhode Island Office of Healthy Aging (OHA) collaborate and meet bi-weekly throughout the year to discuss shared needs.
- RIVETS, OHA, VA, and the Lieutenant Governor's Office are planning a Caregiver Summit in 2025. The summit will include a resource fair specifically for community caregivers.





Veterans Financial Planning Services

RIVETS continues to work with federal, state, and non-profit partners to offer financial literacy to Veterans and their families. Partners include the Rhode Island Department of Labor and Training, the Rhode Island National Guard, Naval Station Newport, the Providence VA Healthcare System, and Operation Stand Down Rhode Island.

 RIVETS hosted a financial planning event for Veterans, which included state and federal resources for Veterans adjusting to civilian life.

Veterans Legal Services

The RIVETS and Rhode Island Department of Corrections partnership for incarcerated Veterans has helped ease the reintegration process after an inmate is released from the state's Adult Correctional Institute. Both agencies meet monthly to discuss programs and services transitioning Veterans could utilize upon return to their communities.

- Rhode Island Treatment Court serves Veterans with successful rehabilitation and treatment for service-related issues that have led to misdemeanor infractions.
- Members of the Rhode Island Legal Services for Veterans Project recently joined Veterans Café events to
 offer Veterans aid with housing/eviction law, foreclosure prevention, family law, consumer law, and elder
 protection law.

Veterans Transitional Assistance

RIVETS assists Veterans and their families with comprehensive support systems during all stages of deployment, including their return to home life. These supports strengthen not only the lives of the Veterans but also the health and stability of the entire community.

- The Rhode Island National Guard offers the Transitional Assistance Program (TAP) to servicemembers coming
 off active duty.
- RIVETS attended eight RING Yellow Ribbon events in 2024. Yellow Ribbon events provide families with information and access to civilian and military services for all stages of military deployment.



Thank you Veterans and military families for your sacrifice and service to our nation

Building the Team



Parker Gavigan

Parker Gavigan is the Strategic Planning, Policy, and Communications Administrator for the Office of Veterans Services. In his role, Gavigan oversees RIVETS communications operations to keep Veterans and their families updated on the agency's work with the community.

In addition, Gavigan helps guide RIVETS policy initiatives at the Rhode Island State House. Before joining RIVETS, Gavigan was the director of communications for the Providence City Council and, for nearly two decades, was an investigative journalist for the NBC and ABC TV affiliates in Rhode Island and Southeastern Massachusetts.

Phillip Lowry

In February 2024, Phillip transitioned from his role in social services to the Rhode Island Veterans Home Operations Administrator. Phillip is a U.S. Air Force Veteran who served eight years as a Law Enforcement Specialist.

Phillip has worked for the State of Rhode Island for over 25 years, serving as a Clinical Social Worker at Eleanor Slater Hospital and DCYF, and as a Disability Hearing Officer at Disability Determination Services.

Phillip possesses a master's degree and Certificate of Advanced Graduate Studies in Mental Health Counseling. He is a Licensed Mental Health Counselor (LMHC) and has practiced for the past 24 years in private practice and group private practice settings. Phillip also is an Adjunct Professor at Rhode Island College in the Department of Counseling, Educational Leadership, and School Psychology.



At a personal level, he enjoys practicing Yoga and playing golf. He also enjoys music production and creating music.



Special thank you to:

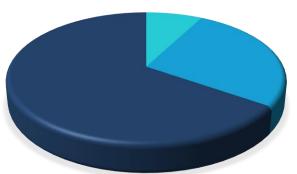
Max McVay and Shannon Paschal
for their contributions to RIVETS in 2024

Revenue Totals

RI Veterans Services FY 2024 Total Revenue

Patient/Family \$ 3,718,241
Federal \$12,976,692
State \$31,501,727

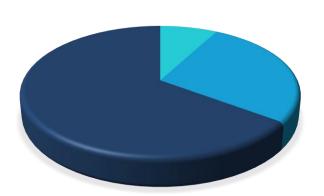
Total \$ 48,196,660



RI Veterans Home FY 2024 Revenue

Patient/Family \$ 3,599,620 Federal \$12,475,320 State \$29,692,803

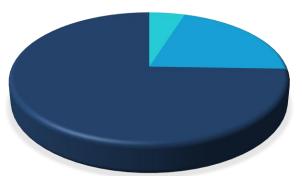
Total \$ 45,767,743



RI Veterans Cemetery FY 2024 Revenue

Patient/Family \$ 118,621
Federal \$ 501,372
State \$1,808,924

Total \$ 2,428,917

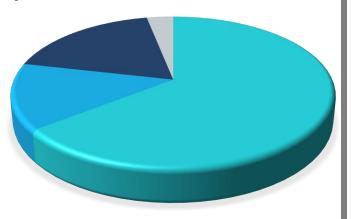


Expenditure Totals

RI Veterans Services FY 2024 Total Expenditures

Salary/Benefits \$28,941,919
 Contract Services \$ 6,349,778
 Operating Costs \$ 8,231,132
 Capital/Grants \$ 1,399,837

Total \$ 44,922,666



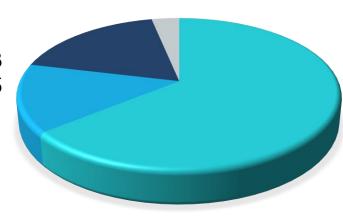
RI Veterans Home FY 2024 Expenditures

Salary/Benefits \$27,599,671Contract Services \$ 6,275,543

Operating Costs \$ 7,747,215

Capital/Grants \$ 402,471

Total \$ 42,024,900



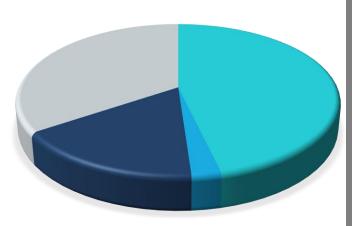
RI Veterans Cemetery FY 2024 Expenditures

Salary/Benefits \$1,342,248
Contract Services \$ 74,235

Operating Costs \$ 483,917

Capital/Grants \$ 997,366

Total \$ 2,897,766







Contact Us

www.vets.ri.gov

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