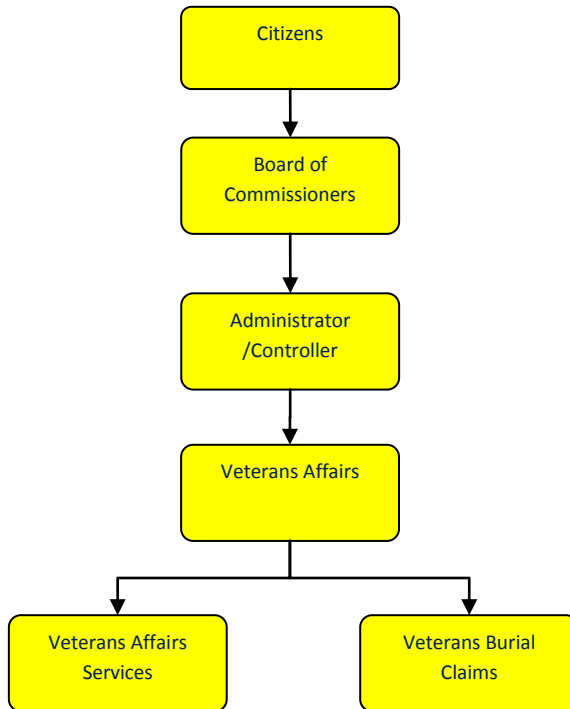


# Veterans Affairs



## Activities

Serve as the veteran's representative to assist veterans and their families in exploring and applying for a wide range of VA benefits.

These benefits include, but are not limited to; disability compensation & pension, education & training, career exploration, home loans, burial benefits, dependent & survivor benefits, healthcare and life insurance claims.

Assist veterans in coordinating social services through related state and local agencies. All Michigan counties are mandated to provide relief and burial benefits to eligible veterans and their family members.

There are 14,500 veterans from Jackson County in the VA census that bring \$14,466,000 into the county in VA benefit money; our focus is to increase those numbers by creating more public awareness of the functions of this office.



## Mission Statement

The Department of Veteran Affairs is committed to promoting veteran rights while assisting veterans in coordination of entitlements through VA, the State of Michigan and county agencies.

## Strategic Plan Impact

### ✓ **Economic Development**

There is over \$17 million being returned from the VA to the veteran citizens and their families in Jackson County. These are funds that are for VA Compensation and Pension. When all programs from VA are considered there is over \$34 million spent on the veterans of our county.

### ✓ **Healthy Community**

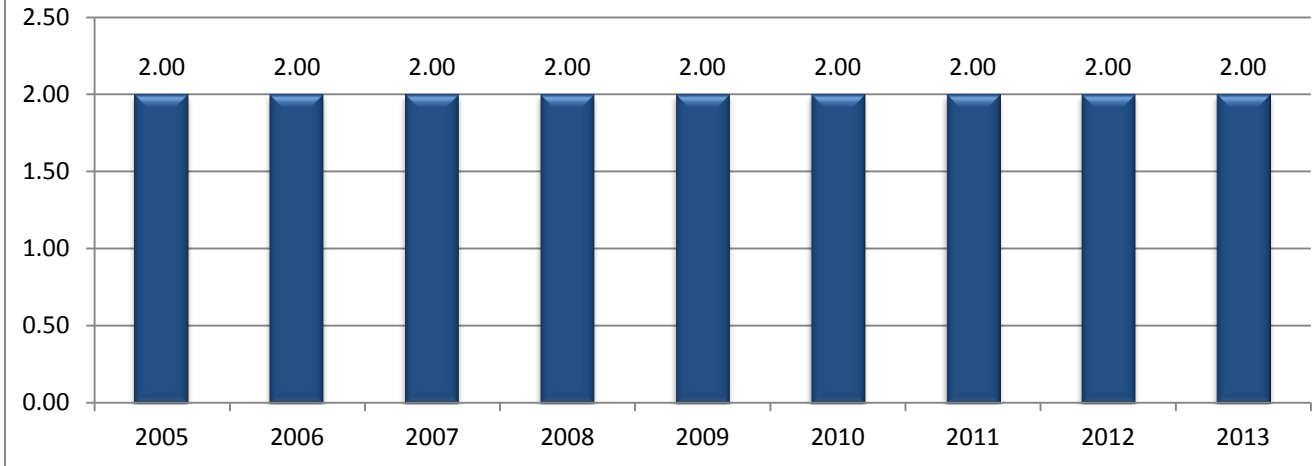
Through the VA Healthcare program veterans with an honorable discharge are able to enroll into a program that will allow them to visit a doctor's office that is located within Jackson County and to receive medical treatment and prescriptions. Along with the guidelines of the program VA Healthcare also includes a full service hospital in Ann Arbor. The program not only offers health care in the physical sense but also mental health care.

## Accomplishments

- ✓ With the cuts to Veteran Service Organizations by the State of Michigan, this office is still offering a wide range of services to the veterans of Jackson County.
- ✓ With limited outside assistance the county office has been able to maintain a standard of excellence and efficiency and is still able meet deadlines for filing claims within VA guidelines.
- ✓ For the Distribution year of 2008 the VA estimates that the veteran population in Jackson County dropped by 415 veterans. This office has been able to maintain a standard that was established when the current staff first started in the office by continuing to increase the dollar return to the veterans and their families in the county. In 2009 the dollar return was increased by over \$3million to \$21,883,000
- ✓ We have maintained the quality and efficiency of the office to the level that is expected

## Budget Adjustments

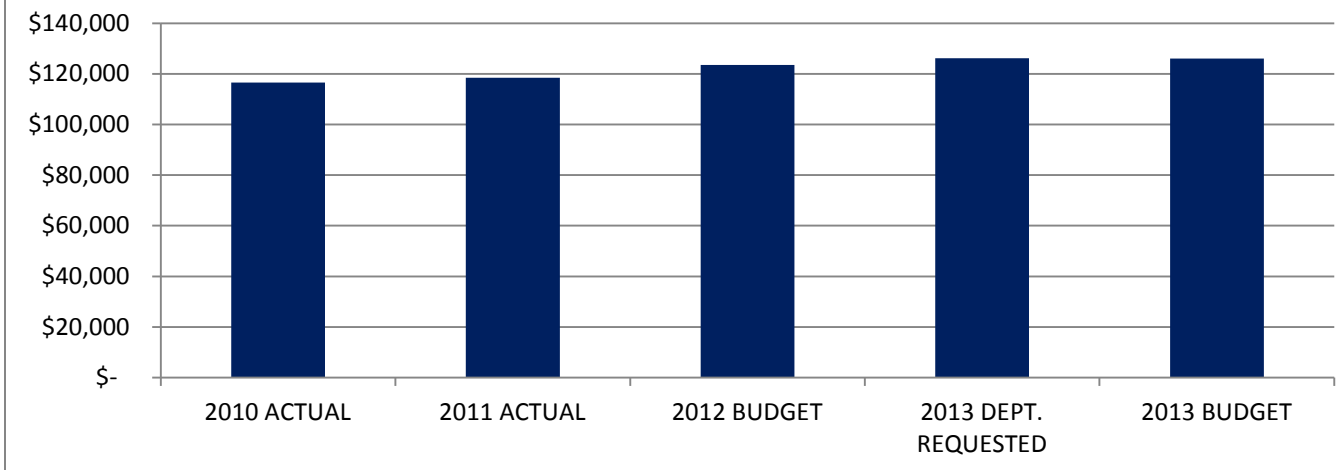
### Veterans Affairs FTE History



### Expenditure History

	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 DEPT <u>REQUESTED</u>	2013 <u>BUDGET</u>
PERSONNEL SERVICES	112,209	113,572	116,928	119,783	119,783
SUPPLIES & MATERIALS	1,750	1,745	2,501	2,301	2,301
CONTRACT SERVICES	864	813	1,447	1,447	1,247
OTHER EXPENSES	1,718	2,372	2,660	2,660	2,560
<b>TOTAL PROGRAM COST</b>	\$116,541	\$118,502	\$123,536	\$126,191	\$125,891

### Veterans Affairs Expenditures



# Veterans Affairs

## Revenue History

	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 DEPT <u>REQUESTED</u>	2013 <u>BUDGET</u>
<b>TOTAL PROGRAM COST</b>	\$0	\$0	\$0	\$0	\$0

## Strategic Outcomes

<u>Indicator</u>	2008 <u>Actual</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Target</u>	2013 <u>Target</u>
Office Visits, signed in clients	2,427	2,465	2,320	No Submission	2,784	No Submission
Forms prepared and presented to VA	2,789	2,419	2,604	No Submission	2,644	No Submission

## Other Key Indicators

<u>Indicator</u>	2008 <u>Actual</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Target</u>	2013 <u>Target</u>
Recovery (in \$000)	\$17,527	\$21,883	22,237	No Submission	\$25,500	No Submission
Service Officers	5	1.5	3	No Submission	3.5	No Submission
Dollars recovered per service officer	\$3,895	\$4,377	7,412	No Submission	\$8,500	No Submission
Appointment waiting period (days)	3	10	8	No Submission	5	No Submission