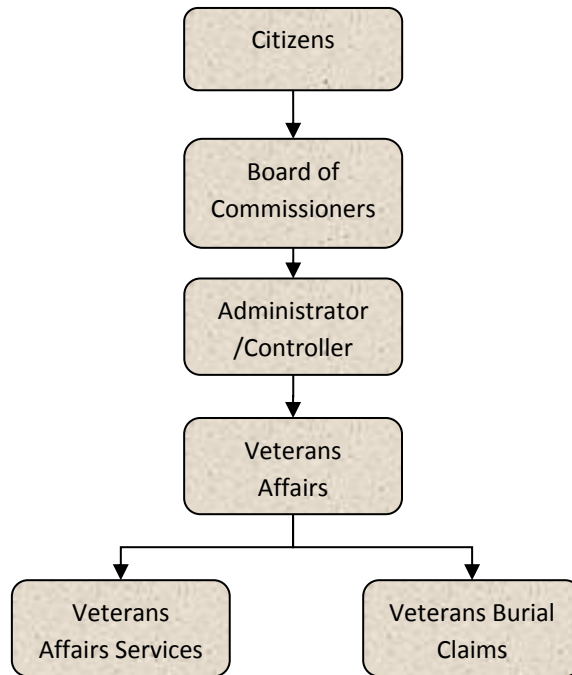




# Veterans Affairs

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## Mission Statement

It is the mission of the Veteran Affairs Department to ensure that veterans and their families receive all benefits they are entitled to from the VA, State and local programs. To preserve the dignity they deserve at the time of their greatest sorrow and to ensure that the veteran’s family receives the help they need to bury a veteran or to place his/her marker.

# Veterans Affairs



## **Activities**

[Veteran Burial Claims](#)

[Veterans Services](#)



# Veteran Burial Claims

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## Activities

The budget in this department is used for assisting the families of deceased veterans with expenses for their funerals. Through this office, the County supplies the flags that are placed on all of the graves of veterans buried in Jackson County.

## Strategic Plan Impact

- ✓ Economic Development  
By providing assistance with the cost of burial for qualified veterans and their spouses the Veteran Affairs office is able to support the families of these qualified persons with a benefit that will help lift the burden of burial costs.

## Accomplishments

- ✓ With training and support we are able to assist the family members that make this claim in a way that will make the process as smooth as possible. We treat every person that makes this application with dignity and respect.

## Budget Adjustments

There are no significant adjustments to this budget.

### Veteran Burial Claims Expenditures



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
CONTRACT SERVICES	\$15,000	\$15,461	\$22,300	\$22,300	\$22,300	\$22,300
SUPPLIES & MATERIALS	\$9,740	\$9,596	\$9,200	\$9,200	\$9,200	\$9,200
TOTAL PROGRAM COSTS	\$24,740	\$25,057	\$31,500	\$31,500	\$31,500	\$31,500

### Strategic Outcomes

Indicator	2012 Actual	2013 Target	2014 Target	2015 Target	2016 Target	2017 Target

### Other Key Indicators

Indicator	2012 Actual	2013 Target	2014 Actual	2015 Target	2016 Target	2017 Actual
County Burial grants		95	95	95	95	98
Total dollars expended	\$16,596	\$28,500	\$28,500	\$28,500	\$28,500	\$29,400
Flags for cemeteries	13,248	12,960	12,960	12,960	12,960	13,824



# Veteran Services

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## 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 11,905 veterans from Jackson County in the VA census that bring \$34,642,000 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.

## Strategic Plan Impact

### ✓ **Economic Development**

There is over \$38 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 \$73 million spent on the veterans of our county.

### ✓ **Healthy Community**

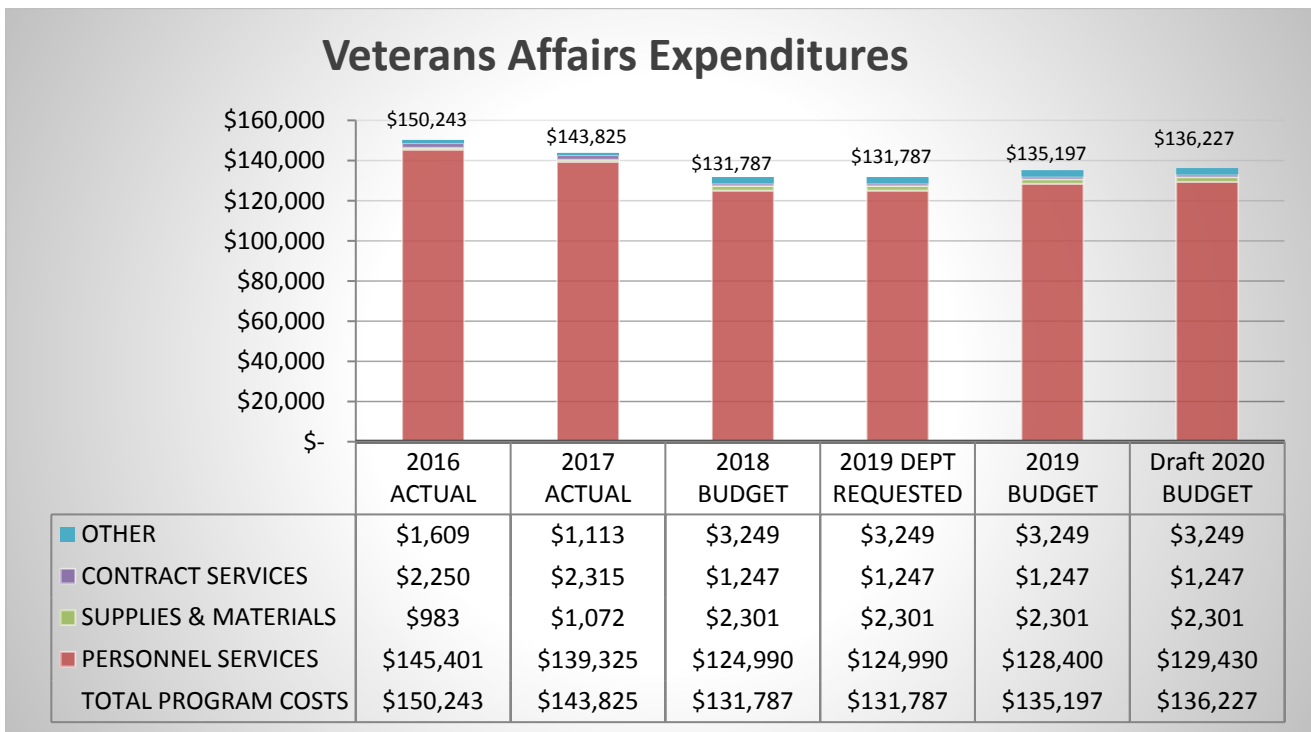
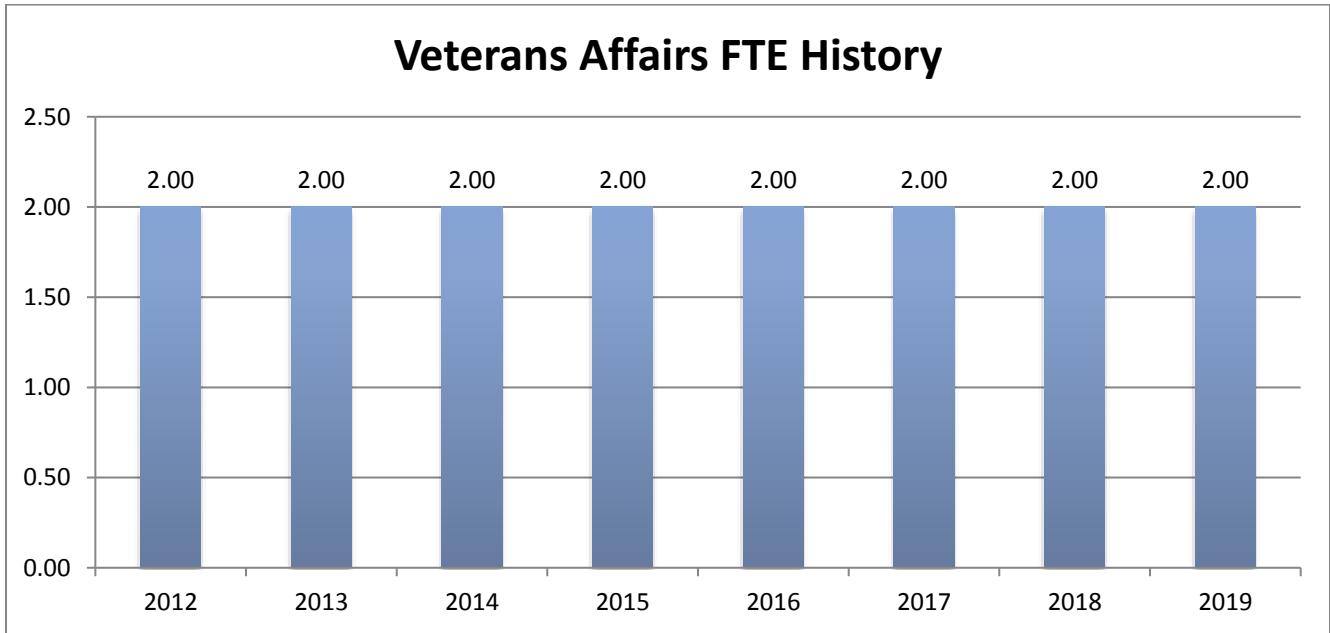
Through the VA Healthcare program veterans with an honorable discharge are able to enroll into a program that will allow them to visit a doctor's office that is located within Jackson County and to receive medical treatment and prescriptions. Along with the guidelines of the program VA Healthcare also 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 loss of one Service Organization to the Jackson County office, we now have the burden of taking on more work individually and have done so in a way which there are no delays in service to clients.
- ✓ 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.
- ✓ We have maintained the quality and efficiency of the office to the level that is expected

# Veterans Affairs

## Budget Adjustments





### Strategic Outcomes

<u>Indicator</u>	<u>2012 Actual</u>	<u>2013 Target</u>	<u>2014 Target</u>	<u>2015 Target</u>	<u>2016 Target</u>	<u>2017 Actual</u>
Office Visits, signed in clients		No Submission	2,160	2,160	2,160	1831
Forms prepared and presented to VA		No Submission	1,994	1,994	1,994	1,502

### Other Key Indicators

<u>Indicator</u>	<u>2012 Actual</u>	<u>2013 Target</u>	<u>2014 Actual</u>	<u>2015 Target</u>	<u>2016 Target</u>	<u>2017 Actual</u>
Recovery (in \$000)		30,000	25,047	25,047	25,047	73,632
Service Officers		3.5	4	4	4	3.5
Dollars recovered per service officer		8,600	6,262	6,262	6,262	Scratch
Appointment waiting period (days)		10	5	4	5	4