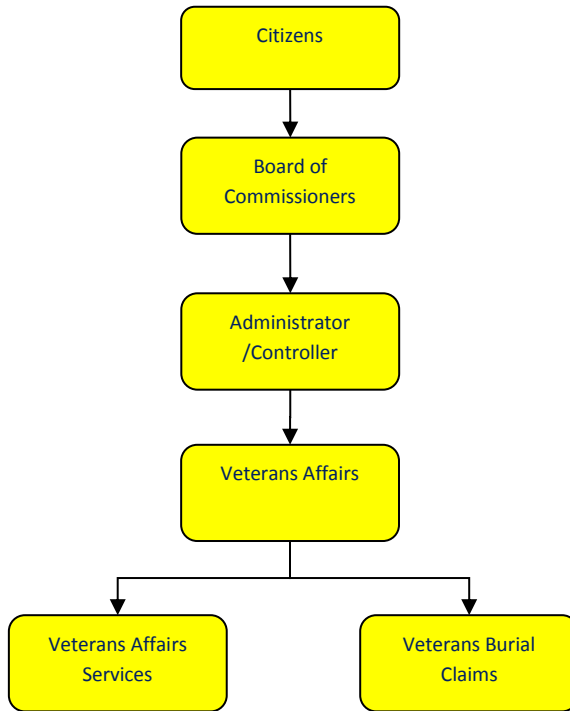


# Veterans Affairs



## Activities

[Veteran Burial Claims](#)

[Veterans Services](#)



## Mission Statement

It is the mission of the Veteran Affairs Department to ensure that the families of all veterans receive 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.

# Veteran Burial Claims

## 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

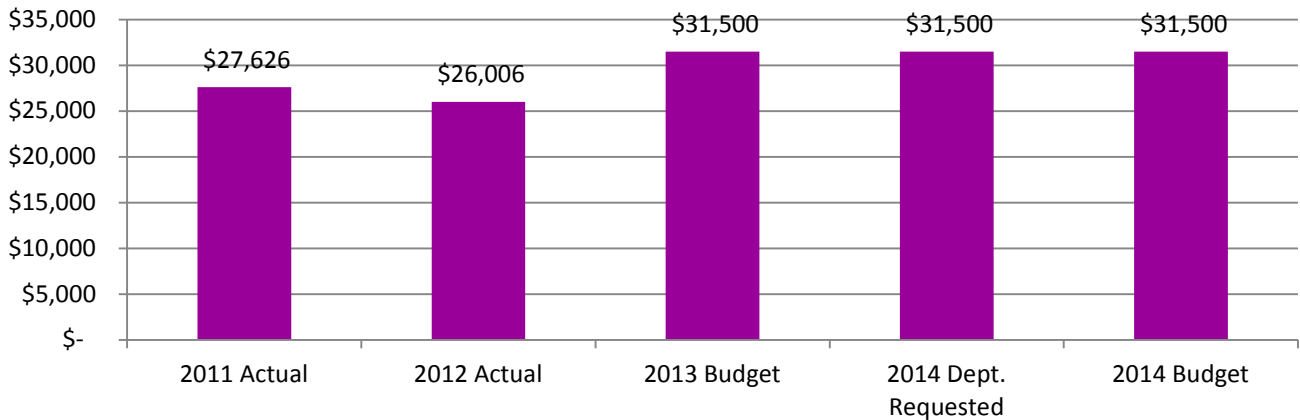
- ✓ With training and support we are able to assist the family members that make this claim in a way that will make the process as smooth as possible. We treat every person that makes this application with dignity and respect.

## Budget Adjustments

There are no significant adjustments to this budget.

Expenditure History					
	2011 <u>ACTUAL</u>	2012 <u>ACTUAL</u>	2013 <u>BUDGET</u>	2014 DEPT <u>REQUESTED</u>	2014 <u>BUDGET</u>
SUPPLIES & MATERIALS	7,824	9,409	9,200	9,200	9,200
CONTRACT SERVICES	19,802	16,597	22,300	22,300	22,300
<b>TOTAL PROGRAM COST</b>	\$27,626	\$26,006	\$31,500	\$31,500	\$31,500

### VETERANS BURIAL CLAIMS EXPENDITURES



#### Revenue History

	2011 <u>ACTUAL</u>	2012 <u>ACTUAL</u>	2013 <u>BUDGET</u>	2014 DEPT <u>REQUESTED</u>	2014 <u>BUDGET</u>
<b>TOTAL PROGRAM COST</b>	\$0	\$0	\$0	\$0	\$0

#### Strategic Outcomes

<u>Indicator</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Actual</u>	2013 <u>Target</u>	2014 <u>Target</u>

#### Other Key Indicators

<u>Indicator</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Actual</u>	2013 <u>Target</u>	2014 <u>Target</u>
County Burial grants	76	83	67		95	
Total dollars expended	\$22,800	\$24,900	\$20,100		\$28,500	
Flags for cemeteries	13,248	13,028	12,960		12,960	

# 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 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.

## Strategic Plan Impact

### ✓ Economic Development

There is over \$28 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 \$52 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.

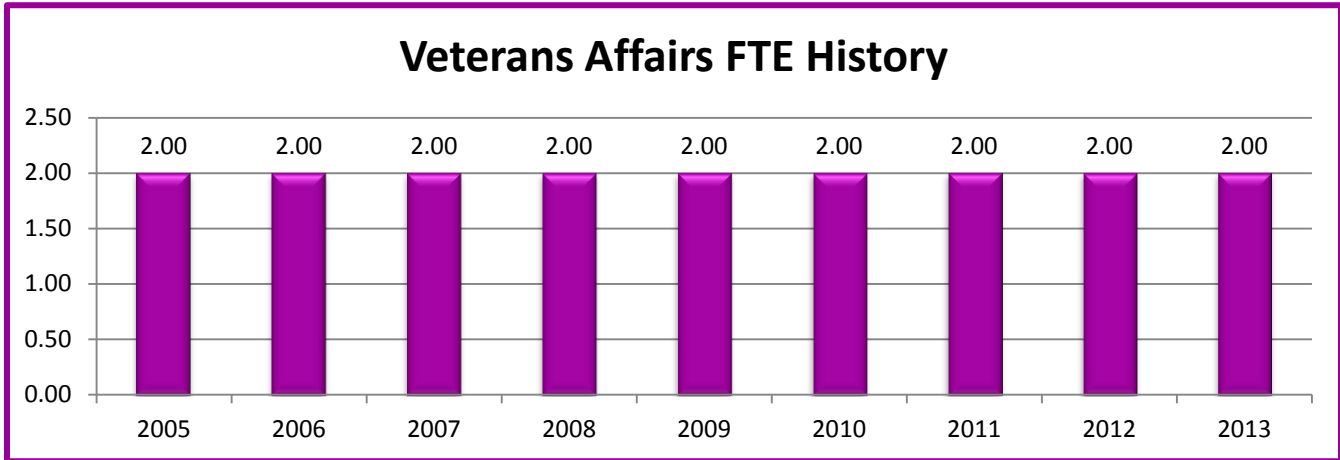
## Accomplishments

- ✓ 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 2011 the VA estimates that the veteran population in Jackson County dropped by 439 veterans. This office has been able to maintain a standard that was

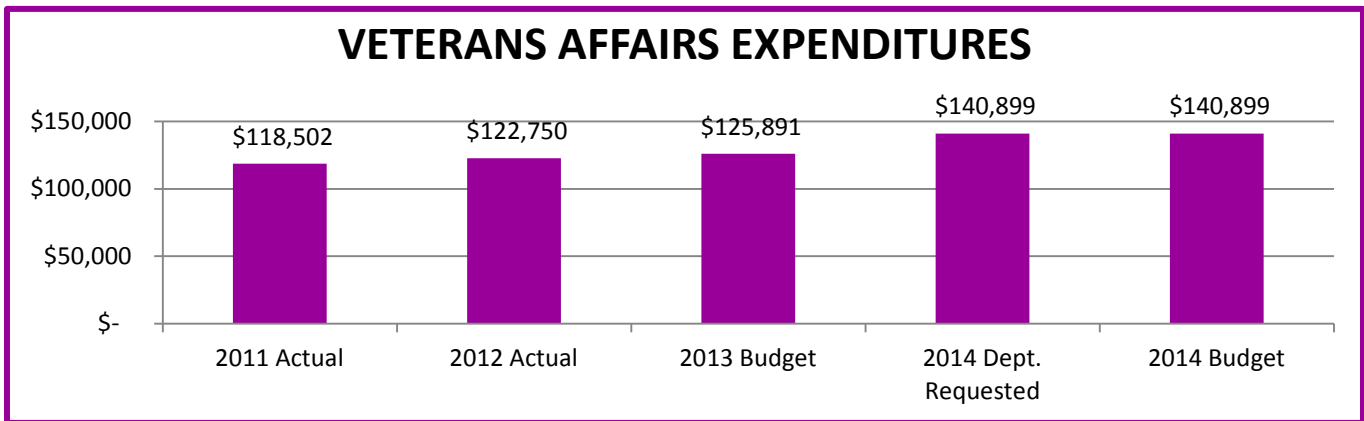
established when the current staff first started in the office by continuing to increase the dollar return to the veterans and their families in the county. In 2011 the dollar return was increased by over \$3million to 28,290,000

- ✓ We have maintained the quality and efficiency of the office to the level that is expected

### Budget Adjustments



Expenditure History					
	2011 <u>ACTUAL</u>	2012 <u>ACTUAL</u>	2013 <u>BUDGET</u>	2014 DEPT <u>REQUESTED</u>	2014 <u>BUDGET</u>
PERSONNEL SERVICES	113,572	117,761	119,783	134,791	134,791
SUPPLIES & MATERIALS	1,745	2,241	2,301	2,301	2,301
CONTRACT SERVICES	813	880	1,247	1,247	1,247
OTHER EXPENSES	2,372	1,868	2,560	2,560	2,560
<b>TOTAL PROGRAM COST</b>	\$118,502	\$122,750	\$125,891	\$140,899	\$140,899



Revenue History

	2011 <u>ACTUAL</u>	2012 <u>ACTUAL</u>	2013 <u>BUDGET</u>	2014 DEPT <u>REQUESTED</u>	2014 <u>BUDGET</u>
<b>TOTAL PROGRAM COST</b>	\$0	\$0	\$0	\$0	\$0

Strategic Outcomes

<u>Indicator</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Actual</u>	2013 <u>Target</u>	2014 <u>Target</u>
Office Visits, signed in clients	2,465	2,320	No Submission		No Submission	
Forms prepared and presented to VA	2,419	2,604	No Submission		No Submission	

Other Key Indicators

<u>Indicator</u>	2009 <u>Actual</u>	2010 <u>Actual</u>	2011 <u>Actual</u>	2012 <u>Actual</u>	2013 <u>Target</u>	2014 <u>Target</u>
Recovery (in \$000)	\$21,883	22,237	28,290		30,000	
Service Officers	1.5	3	2.5		3.5	
Dollars recovered per service officer	\$4,377	7,412	18,372		8,600	
Appointment waiting period (days)	10	8	12		10	