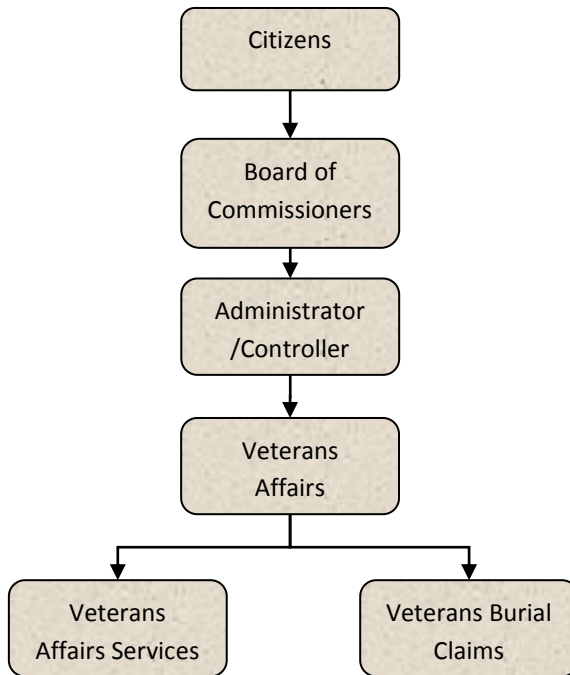




Veterans Affairs



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

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

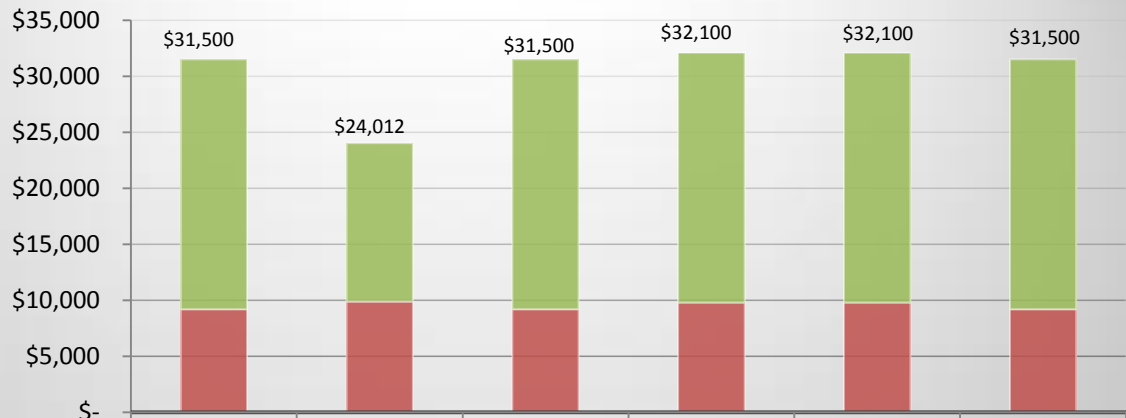
- ✓ With training and support we are able to assist the family members that make this claim in a way that will make the process as smooth as possible. We treat every person that makes this application with dignity and respect.

Budget Adjustments

There are no significant adjustments to this budget.



Veteran Burial Claims Expenditures



| | 2017 ACTUAL | 2018 ACTUAL | 2019 BUDGET | 2020 DEPT REQUESTED | 2020 BUDGET | Draft 2021 BUDGET |
|----------------------------|-----------------|-----------------|-----------------|------------------------|-----------------|----------------------|
| CONTRACT SERVICES | \$22,300 | \$14,141 | \$22,300 | \$22,300 | \$22,300 | \$22,300 |
| SUPPLIES & MATERIALS | \$9,200 | \$9,871 | \$9,200 | \$9,800 | \$9,800 | \$9,200 |
| TOTAL PROGRAM COSTS | \$31,500 | \$24,012 | \$31,500 | \$32,100 | \$32,100 | \$31,500 |

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 Target</u> |
|------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| | | | | | | |
| | | | | | | |

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> |
|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| 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

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**

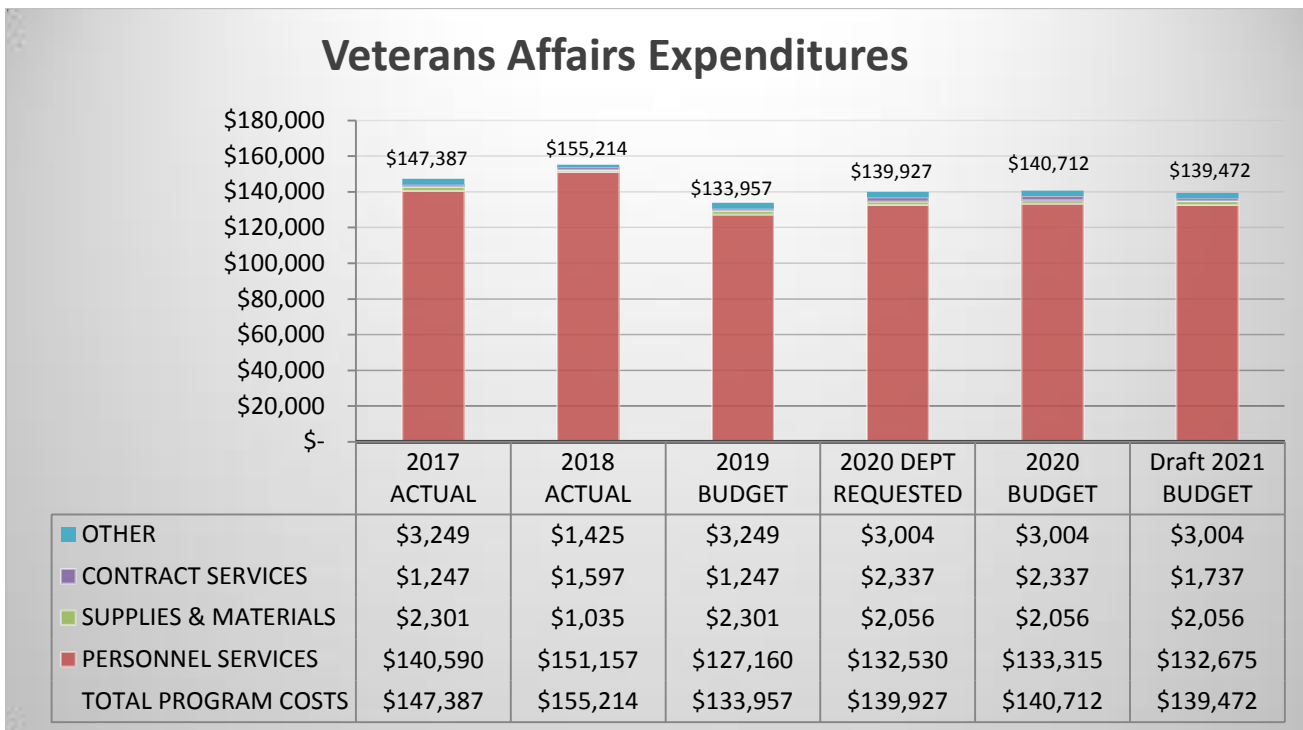
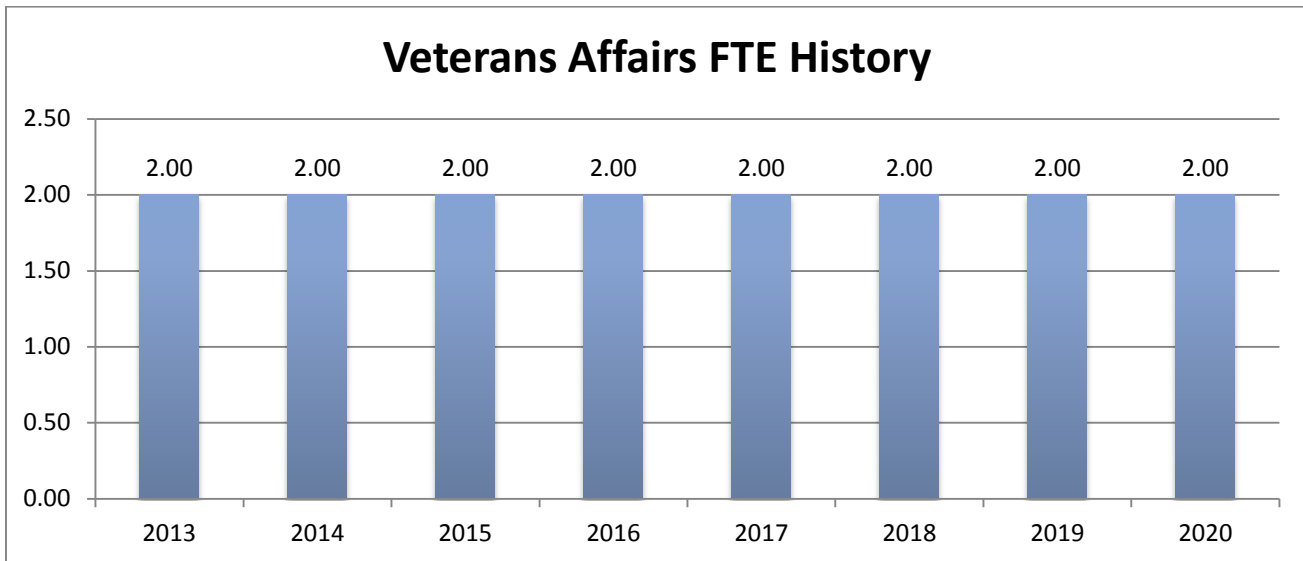
Through the VA Healthcare program veterans with an honorable discharge are able to enroll into a program that will allow them to visit a doctor's office that is located within Jackson County and to receive medical treatment and prescriptions. Along with the guidelines of the program VA Healthcare also 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

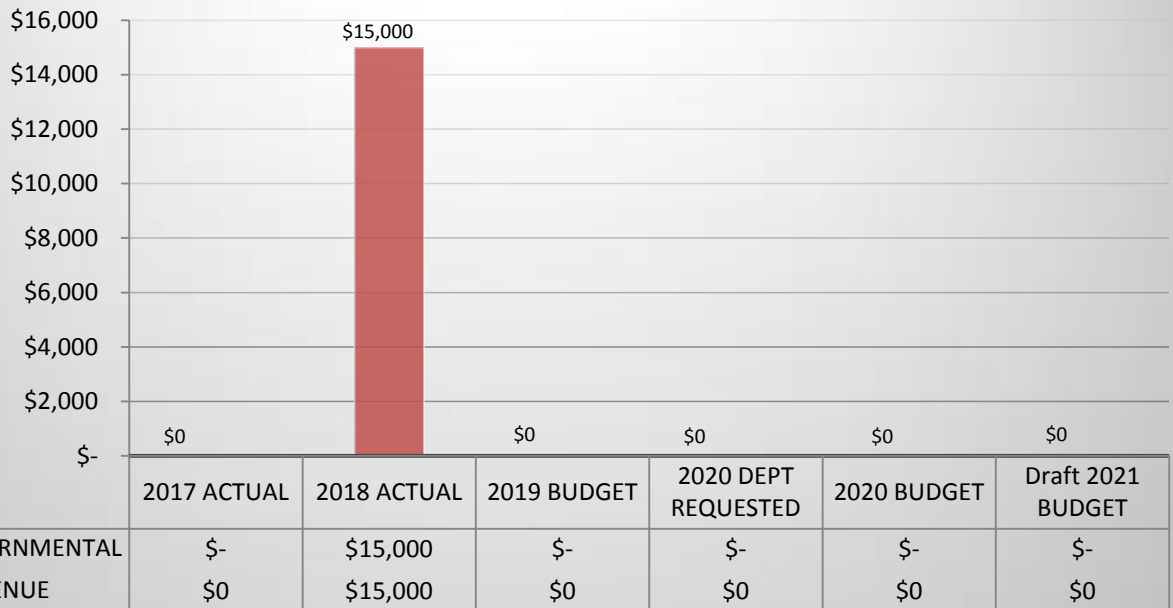


Budget Adjustments





Veterans Affairs Revenue



Strategic Outcomes

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

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



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