

Veterans Services

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Mission

The mission of the Kent County Veterans Services Department is to provide accurate, efficient and timely service to ensure delivery of benefits to Kent County veterans and their families.

Overview

The Kent County Veterans Services Department provides assistance in applying for federal, state and local veterans' benefits, information, referrals and support services to veterans and their families. The department provides burial assistance for eligible veterans and their spouses; reimbursement of foundation costs to put a Veterans Administration marker on the graves of eligible veterans; non-recurring, emergency financial assistance for eligible veterans or their surviving spouses; and a contact for both the general public and veterans to receive information and referrals to other veterans' services and programs that are available.

Operational Goals

- Increase the awareness of services available to Kent County veterans and their families
- Increase the amount of Federal Expenditures for Kent County Veterans
- Provide quality services to Kent County Veterans and their families

Strategic Goals

Strategic issues for the Department include:

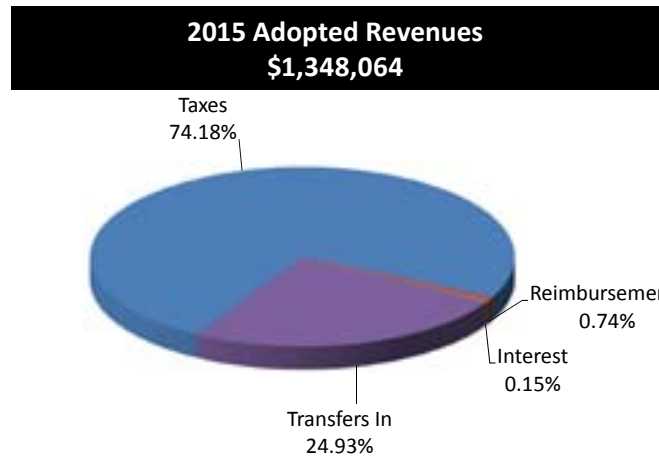
- Increase department revenue through a comprehensive approach targeting federal, state and local resources;
- Increase awareness of entitlement eligibility for veterans and/or their dependents;
- Continue to obtain multiple accreditations with VA and VSOs for all staff;
- Obtain TRIP (Training, Responsibility, Involvement and Preparation of Claims) training for all staff, to ensure that time and resources are maximized.;
- Expand remote access for all staff to provide services throughout the county.

Selected Key Performance Measures

Indicator	2012	2013	2014	2015 Expected
Outcome:				
Amount of benefits awarded per FTE	\$1,261,626	\$1,616,845	\$1,100,422	\$1,200,000
Federal Veteran Affairs Annual Expenditures in Kent County for Compensation and Pension	\$71,719,000	\$86,050,000	TBD	\$90,000,000
Number of clients that received a comprehensive screening	100.00%	100.00%	100.00%	100.00%
Percent of client surveys that rated good or higher	NA	NA	87.50%	90.00%
Veterans served per FTE	298	536	575	600
Maintain a 95% or higher accuracy rating on internal annual audits	NA	NA	NA	>95.00%
Output:				
Number of outreach activities participated in	12	13	14	20
Number of claims filed per quarter	105	106	116	120
Efficiency:				
Average process time for claims submitted through KCDVA	6 months	5 months	5 months	4 months

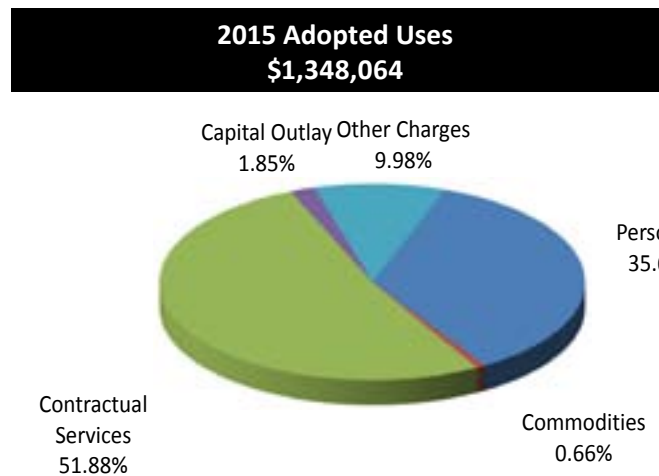
Division Revenue by Category

	2012 Actual	2013 Actual	2014 Adopted	2015 Adopted
General Fund				
Reimbursements	\$ 4,000	\$ 16,000	\$ 10,000	\$ -
Other Revenue	16,319	-	-	-
Total General Fund	20,319	16,000	10,000	-
Other Funds				
Special Projects	-	-	-	1,348,064
Total Revenue	\$ 20,319	\$ 16,000	\$ 10,000	\$ 1,348,064



Department Expenditures by Category

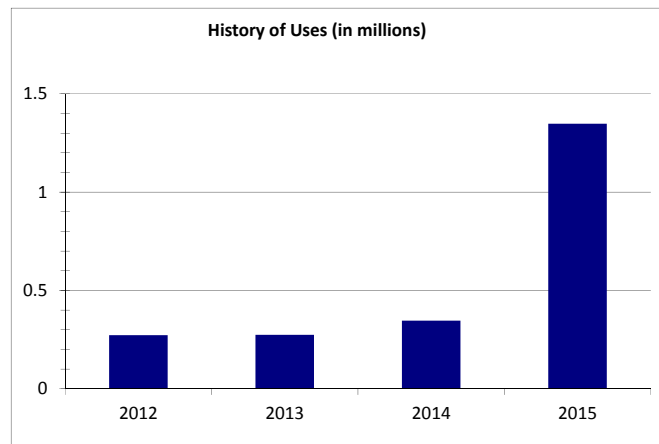
	2012 Actual	2013 Actual	2014 Adopted	2015 Adopted
General Fund				
Personnel	\$ 135,755	\$ 155,446	\$ 183,334	\$ -
Commodities	3,361	4,685	6,800	-
Contractual Services	129,994	113,691	155,930	-
Capital Outlay	3,064	-	-	-
Total Uses	272,174	273,822	346,064	-
Other Funds				
Special Projects	-	-	-	1,348,064
Total Department	\$ 272,174	\$ 273,822	\$ 346,064	\$ 1,348,064
Personnel FTE	1	2.5	3.1	7



Significant Accomplishments

The Board of Commissioners approved placing a 0.05 mill request before the voters to increase funding for Veterans' Services after the Subcommittee on Veteran's Services recommended increased funding to accommodate the explosive growth in demand for services provided to Veterans by the Veterans Services Department.

County voters approved this millage on November 4, 2014; and the Board of Commissioners authorized the Veteran's millage levy on November 6, 2014. A Special Project Fund has been set-up to account for the new dedicated millage.



Significant Budget Issues

The 2015 authorized personnel increased 3.9 FTE. The increase includes the conversion of three part-time Veterans' Services Representatives to full-time status, an increase of 0.9 FTE, the addition of two additional full-time Veterans' Services Representatives, and one full-time Administrative Specialist to oversee the new voter-approved Veterans Millage.

DEPARTMENT: VETERANS SERVICES

Department Mission Statement:

The mission of the Kent County Veterans Services Department is to provide accurate, efficient and timely service to ensure delivery of benefits to Kent County veterans and their families.

Goals

- Increase the awareness of services available to Kent County veterans and their families.
- Increase the amount of Federal Expenditures for Kent County Veterans.
- Provide quality services to Kent County Veterans and their families.

Objectives

- Submit 120 Fully Developed Claims per quarter
- Provide a comprehensive screening for benefits for 100% of veterans and dependents who meet with a County veteran's service officer.
- Participate in 3 outreach activities per quarter.
- Increase the General Distribution of Federal Expenditures from the Veterans Administration in Kent County by 3% each year.
- Secure \$1,000,000 in federal benefits for every Full Time Accredited County Service Officer per year.
- Provide quality and efficient customer service resulting in a 90% or higher rating on returned customer service surveys.
- Reduce the average process time for veterans' benefits claims each year.

Indicators	2012 Actual	2013 Expected/ Actual	2014 Expected/ Actual	2015 Expected/ Actual
Outcomes				
Number of clients that received a comprehensive screening.	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%
Increase the General Distribution of Federal Expenditures in Kent County by 5 million annually.	\$71,719,000	\$75,000,000/ \$86,050,000	\$90,000,000/ \$104,569,000	\$110,000,000
Veterans served per FTE	298	300/ 536	550/ 575	600
Amount of benefits awarded per FTE	\$1,261,626	\$1,000,000/ \$1,616,845	\$1,700,000/ \$1,153,126	\$1,200,000
Percent of client surveys that rated Somewhat Effective or higher	NA	90.00%/0.00%	90.00%/87.50%	90.00%

Indicators	2012 Actual	2013 Expected/ Actual	2014 Expected/ Actual	2015 Expected/ Actual
Efficiencies				
Number of Fully Developed Claims submitted per quarter.	105	120/ 106	120/ 116	120

Indicators	2012 Actual	2013 Expected/ Actual	2014 Expected/ Actual	2015 Expected/ Actual
Outputs				
Average process time for claims submitted through KCDVA.	6 months	6 months / 5 months	5 months / 5 months	4 months
Number of outreach activities participated in.	12	10/ 13	10/ 14	20