

# 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.



## Strategic Goals

- Ensure every veteran in Kent County who is entitled to Federal, State or Local veterans' benefits is aware of what they've earned and is receiving their benefits. (Stable Revenues, Efficient Use of Resources)
- Create partnerships with organizations that will benefit Kent County veterans through easier access to housing, employment, transportation and healthcare resources. (High Quality of Life)
- Ensure Staff is well trained and providing personalized services while being proactively engaged in the department's mission, vision and goals. (Proactive and Innovative Government)

## Significant Accomplishments

- In 2016 Veterans Services created efficiencies in process and procedure saving significant time and funding.
- In 2016 Veterans Services completed an 8 year Strategic Plan allowing the department to ensure long term viability, while continuing to meet the emerging needs of the veteran community in Kent County.

**DEPARTMENT: VETERANS SERVICES**

**Department Mission Statement:**

*The mission of the Kent County Veterans Services Department is to provide accurate, efficient and timely information and services to ensure delivery of benefits to enhance the quality of life for Kent County veterans and their families.*

**Goals**

- Ensure Staff is well trained and providing personalized services while being proactively engaged in the department's mission, vision and goals.
- Create partnerships with organizations that will benefit Kent county veterans through easier access to housing, employment, transportation and healthcare resources.
- Ensure every veteran in Kent County who is entitled to Federal, State or Local veterans' benefits is aware of what they've earned and is receiving their benefits.

**Objectives**

- Participate in 4 outreach activities per quarter.
- Increase Federal Awards received by Kent County Veterans through Veterans Services by \$500,000 annually.
- Provide quality and efficient customer service resulting in a 90% or higher rating on returned customer service surveys.
- Increase our market penetration by 5 percentage points annually.
- Ensure staff receives 16 continuing education units annually.
- Initiate a minimum of two partnerships annually with community organizations.

<b>Indicators</b>	<b>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Outcomes</b>				
Federal Awards received by Kent County Veterans through Veterans Services.	\$4,612,503	\$5,000,000/ \$6,574,826	\$5,500,000/ \$4,874,935	\$6,000,000
Market Penetration of Veterans and eligible dependents Served in Kent County through Veterans Services.	NA	10.00%/ 10.00%	15.00%/ 12.43%	20.00%

<b>Indicators</b>	<b>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Outputs</b>				
Number of outreach activities participated in.	14	20/ 32	25/ 39	35
Number of CEU's received by accredited staff.	NA	16/ 16	16/ 16	16

Number of Veterans served.	NA	2,600/ 2,886	3,000/ 2,888	3,200
Number of new partnerships.	NA	NA	2/ 3	2