

Recovery Report



**Kent County Veteran Services  
Performance Measures**

Mission Statement: 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.

Key Metrics-Awards to Veterans	1-Dec YTD 17		Dec'16	Year End 2016	YTD	YTD
					Objective	Performance
Claims awarded by VA	\$49,954	\$3,006,271	\$32,542	\$3,832,190	\$1,277,396.67	235%
SSRF	\$17,354	\$223,209	\$12,479	\$335,821	\$111,940.33	199%
Burials	\$2,700	\$30,900	\$3,000	\$32,395	\$10,798.33	286%
Scholarship Awards	\$ 2,100.00	\$ 12,316.53	\$ 1,289.00	\$ 23,364.00	\$7,788.00	158%
Retroactive Awards	\$88,233	\$2,227,086	\$83,378	\$2,113,218	\$704,406.00	316%
Total Awards	\$160,340	\$5,499,783	\$132,688	\$6,336,988	\$2,112,329.33	260%
2016 Budget	Total	1,309,447				
Budget YTD (less SSRF and Burial)	Cumulative	587,687				
Veterans Treatment Court Grant		27,399				
Amin Costs		46.97%				
<b>Operational Efficiency Rating ( OER)</b>						
YTD total awards/		\$ 5,499,783				
Divided by YTD total operating costs		587,687				
<b>Return on Community Investment</b>		936%				
<b>Notes</b>						
Cumulative Federal Dollars starting 2010	\$45,316,089.85					
Number of cumulative years	8					
Average per year	\$5,664,511					
Average per Month	\$472,043					
Number of months year-to-date	96					
YTD Objective	\$45,316,090					
Reviewed and approved by Carrie Anderson						
Date						

\*\* Awards (Federal and Local) Divided by Operating Cost= Efficiency