

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-Jan YTD 18		Jan'17	Year End 2017	YTD	YTD
					Objective	Performance
Claims awarded by VA	\$34,484	\$34,484	\$26,042	\$3,006,271	\$250,522.58	14%
SSRF	\$29,280	\$29,480	\$20,829	\$223,209	\$18,600.75	158%
Burials	\$1,580	\$1,580	\$2,100	\$30,900	\$2,575.00	61%
Scholarship Awards	\$ 5,600.00	\$ 5,600.00	\$ 2,534.00	\$ 12,316.53	\$1,026.38	546%
Retroactive Awards	\$162,449	\$162,449	\$204,671	\$2,227,086	\$185,590.50	88%
Total Awards	\$233,393	\$233,593	\$256,176	\$5,499,783	\$458,315.21	51%
2016 Budget	Total	1,366,400				
Budget YTD (less SSRF and Burial)	Cumulative	7,117				
Veterans Treatment Court Grant		50,000				
Amin Costs		4.18%				
<b>Operational Efficiency Rating ( OER)</b>						
YTD total awards/		\$ 233,593				
Divided by YTD total operating costs		7,117				
<b>Return on Community Investment</b>		3282%				
<b>Notes</b>						
Cumulative Federal Dollars starting 2010	\$50,444,295.00					
Number of cumulative years	8					
Average per year	\$6,305,537					
Average per Month	\$525,461					
Number of months year-to-date	97					
YTD Objective	\$50,969,756					
Reviewed and approved by Carrie Anderson						
Date						

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