



Marion County Veterans Services

2528 E Silver Springs Boulevard

Ocala, Florida 34470-7010

352-671-8422

<http://www.marioncountyfl.org/VeteransServices.htm>

Business Plan

Fiscal Year 2012-2013

QR code for department external website



QR code for department business plan





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Executive Summary

Marion County Veterans Services has been providing services to veterans and their families for over 30 years. We are currently a staff of eight (8) energetic and caring individuals that provide information and file claims for over 40,000 Veterans. Our office is a liaison to the Department of Veterans Affairs (VA) Benefits Division. VA benefits consists of disability compensation, non-service connected disability pension, death pension, dependency and indemnity compensation, burial benefits, healthcare, vocational rehabilitation, life insurance, home loans, appeals and re-ordering decorations, ribbons, medals and discharge documentation. This office offers free notary service to veterans and their families. There are many other services we provide, however for further information you can stop by our office or call. Office hours are Monday – Friday (except Holidays) from 8:00 a.m. – 5:00 p.m. The Office is located at 2528 East Sliver Springs Boulevard, Ocala.

Veterans Services also has administrative responsibilities to the Ocala-Marion County Veterans Memorial Park. We coordinate veteran's memorials, veterans programs, ordering commemorative bricks, plaques and monuments and ensuring proper placement. The Veterans Park is one of a kind. There is a United States Presidential plaque with all the names and ranks of Presidents who served in the United States Armed Forces. There are over 5,000 commemorative bricks, 200 etched granite benches, a host of plaques, a horse named "Hero" and other military related items. To better appreciate the uniqueness of the Veterans Memorial Park, please stop by for a visit.

Our goals for the next three years are:

1. Contact/educate veterans and their families in the rural areas of Marion County, i.e., Ocala National Forest, points due north such as Reddick, point due south west such as Marion Oaks.
2. Seek out and identify other organizations that are able to assist veterans and their families.
3. Provide training briefs to members of the National Guard, Army Reserves and members of the Armed Forces who qualify for the Combat Duty Grant program.

If you have any questions, please do not hesitate to phone us at 352-671-8422 or by fax 352-671-8424.



Business Description & Vision

MISSION

The Marion County Veterans Services provides professional and courteous service to all veterans and their families, consequently improving their quality of life in Marion County.

The Marion County Veterans Services purpose is to assist all former, present, and future members of the United States Armed Forces and their dependents in preparing claims and securing such compensation, hospitalization, vocational training and other benefits or privileges to which they may be entitled under any federal or state law or regulation by reason of their military service.

The Marion County Veteran Services coordinates and disseminates information on federal, state, county, and private veterans' programs and benefits. We also have an administrative responsibility for the Ocala-Marion County Veterans Memorial Park.

GOALS

- Treat all veterans with tolerance, compassion and dignity.
- Improve the quality of life for veterans and their families in Marion County.
- Provide exceptional customer service to clients.
- Willingly partner with any agencies and organizations to improve the level of services to all veterans and their families.

COMMUNITY PARTNERSHIPS

Vets Helping Vets
Ocala Veterans Outpatient Clinic
351st Military Police Company
Operation Shoebox, Belleview
Fort McCoy VFW Retirement Home
Gainesville Veterans Center

Marion County Veterans Council
Over 46 veterans' organizations in Marion County
United Way First Call for Help organizations
CLM Workforce Development
College of Central Florida
And a host of other groups and organizations



Definition of the Market

The Marion County Veterans Services office serves approximately 40,000 veterans with preparing a variety of services for the veteran, widows, widower, and other family members in obtaining benefits they may be entitled. Internal customers include Marion County employees that are both veterans and family members of veterans. Our goal is to gather and disseminate pertinent information regarding veteran's benefits in order to educate and assist with improving their quality of life.

A rising number of veterans are facing unemployment, foreclosure and possible homelessness. Our office will assist every veteran and family member by providing appropriate information in a timely manner for state, county and local agencies offering assistance. These services are provided by the Veterans Administration, One Stop Workforce Connections, Salvation Army, local churches and various community charities.

We foresee the future having a rise in clientele to include active duty members and returning reservist members who have completed their enlistment contracts. During this time of war, many veterans are facing a variety of transitional matters that include housing, health care, employment, and mental health assistance. While we do not provide any monetary assistance to veterans or their families, we will ensure they have accurate and applicable information for state, county and local agencies that can provide such.

In 2011, our clientele was approximately 7,227. There were 12,700 phone calls to our office. We answered basic questions, provided referrals, scheduled speaking engagements and scheduled Veterans Park events. We anticipate with the rising number of homeless veterans, foreclosures, unemployed veterans and those in need of In-Home Health Care/Assisted Living Facilities that our clientele will increase due to economic hardships.



Description of Products and Service Processes

Marion County Veteran Services is a department under the Marion County Board of County Commissioners. We are not a branch of the United States Department of Veterans Affairs. All of our services are free of charge. Other organizations in Marion County claim to provide the same services as our department and charge for assisting with claims paperwork, mailing, and or faxing of documents and other surcharges.

- *Page 8 Current and Added Services

- *Page 9 Streamline Services

- *Pages 10-17 Flow Chart Processes:

 - Filing SC, Pension, DIC Claims

 - Executing House Calls

 - Filing for Burial Benefits

 - Applying for ChampVA

 - Applying for VA Healthcare Benefits

 - Applying for Certificate of Eligibility & Education Benefits

 - Applying for Military Documents

- *Page 18 Veteran Services provided

- *Page 19 Veteran Services Operating Expenses

Marion County Board of County Commissioners

Forecast Service Volume			
Fund number:	1		
Department number:	2910		
Department name:	Veterans Services		
Place completed worksheet in business plan template section four.			
	<u>Current</u> <u>volume</u>	<u>Forecast</u> <u>volume</u> 2012-13	<u>Variance</u>
List Services provided:			
Filing VA Claims:			
Service Connected	1200	1400	200
Pension	700	850	150
Filing Dependency Indemnity Comp/Burial Claims			
Dependent Indemnity Compensation (DIC)	350	500	150
Filing for Burial Benefits	500	600	100
Filing Education Claims			
Filing for Education Benefits	600	600	0
Applying For ChampVA\Health Benefits			
Applying for ChampVA	500	600	100
Applying for Health Benefits	900	1000	100
Applying for Certificate of Eligibility			
Certificate of Eligibility for VA Home Loan	300	400	100
Applying for Copies of DD214			
Applying for DD214/Records/Medals	950	1000	50
Executing House Calls (avg. 30 per yr)			
Filing service connected or Pension Claim	30	40	10
Speaking Engagements/Facilitating VA Benefits			
Presentation to Veterans for Eligible Benefits	20	20	0
*includes Retooling & Refueling Class at CCF done monthly.	13	13	0
Ocala/Marion County Veterans Memorial Park Events/Commemorative items placement			
Special Events at Veterans Memorial Park			
*Memorial Day, Veterans Day, 4 Quarterly Memorial Ceremonies, Flag Retirement and avg. 13 other events = 20			
Facilitating Brick/Plaque/Bench placement			
Notary Public/Application for Active Duty combat Duty Grant			
Filing application for Combat duty grant	10	10	0
Notary Public services available to Veterans	10	10	0
Added Services:			

Operating Expenses 2012

Filing Service Connected /Pension Claims
*20% of Operating Expense
Filing Service Connected VA claims
Filing VA Pension claims
Filing Dependency Indemnity Comp/ Burial Claims
*20% of Operating Expense
Filing DIC Claims
Filing for Burial Benefits
Filing Education Claims
*15% of Operating Expense
Filing for Education Benefits
Applying for Health Care/Champ VA
*10% of Operating Expense
Applying for ChampVA
Applying for Health Care Benefits
Applying for Certificate of Eligibility
*5% of Operating Expense
Certificate of Eligibility for VA Home Loan
Applying for Copies of DD214
*5% of Operating Expense
Applying for DD214/Records/Medals
Executing House Calls (avg. 30 per yr)
*10% of Operating Expense
Filing service connected or Pension Claim
Speaking Engagements/Facilitating Va Benefits
*10% of Operating Expense
Presentation to Veterans for Eligible Benefits
>includes Retooling & Refueling Class at CCF done monthly.
Events/Commemorative items placement
Special Events at Veterans Memorial Park
*Memorial Day, Veterans Day, 4 Quartery Memorial Ceremonies, Flag Retirement and avg. 13 other events = 20
Facilitating Brick/Plaque/Bench placement
Notary Public/Application for Active Duty combat Duty Grant
*5% of Operating Expense
Filing application for Combat duty grant
Notary Public services available to Veterans
* The % amount noted beneath each service represents a % of total Operating Expenses.

VS Operating Expenses 2011

1 - Filing/Applying (line 11-19)		2 - House Calls		3 - Speaking Engage		4 - Facilitating VA Services		5 - Vet Park Events		TOTALS	
Travel & Per Diem 25%	1455	Travel & Per Diem 25%	1455	Travel & Per Diem 25%	1455	Travel & Per Diem 25%	1455	Travel & Per Diem	0	Travel & Per Diem	5820
Comm Services 80%	1229	Comm Services 5%	77	Comm Services 5%	77	Comm Services 5%	76	Comm Services 5%	77	Comm Services	1536
Postage & Freight 70%	1688	Postage & Freight 10%	242	Postage & Freight 10%	241	Postage & Freight 10%	241	Postage & Freight	0	Postage & Freight	2412
Utilities 85%	7620	Utilities 5%	448	Utilities	0	Utilities 5%	448	Utilities 5%	448	Utilities	8964
Rental & Lease 60%	1922	Rental & Lease 10%	321	Rental & Lease 10%	320	Rental & Lease 10%	320	Rental & Lease 10%	321	Rental & Lease	3204
Insurance 20%	673	Insurance 20%	673	Insurance 20%	672	Insurance 20%	673	Insurance 20%	673	Insurance	3364
Printing & Binding 40%	964	Printing & Binding 15%	362	Printing & Binding 15%	361	Printing & Binding 15%	361	Printing & Binding 15%	362	Printing & Binding	2410
Promo Activities 15%	530	Promo Activities 15%	530	Promo Activities 15%	530	Promo Activities 15%	530	Promo Activities 40%	1418	Promo Activities	3538
Office Supplies 55%	2621	Office Supplies 10%	477	Office Supplies 10%	477	Office Supplies 10%	477	Office Supplies 15%	713	Office Supplies	4765
Gas, Oil & Lube	0	Gas, Oil & Lube 40%	312	Gas, Oil & Lube 40%	312	Gas, Oil & Lube 20%	156	Gas, Oil & Lube	0	Gas, Oil & Lube	780
Computer Software 80%	400	Computer Software 20%	100	Computer Software	0	Computer Software	0	Computer Software	0	Computer Software	500
OS -Comp Hardware 50%	1350	OS -Comp Hardware 15%	405	OS -Comp Hardware 10%	270	OS -Comp Hardware 15%	405	OS -Comp Hardware 10%	270	OS -Comp Hardware	2700
Books/Pubs/Subs 25%	355	Books/Pubs/Subs 25%	354	Books/Pubs/Subs 25%	355	Books/Pubs/Subs 25%	354	Books/Pubs/Subs	0	Books/Pubs/Subs	1418
Dues & Memb 25%	80	Dues & Memb 25%	80	Dues & Memb 25%	80	Dues & Memb 25%	80	Dues & Memb	0	Dues & Memb	320
Training & Edu 25%	270	Training & Edu 25%	270	Training & Edu 25%	270	Training & Education 25%	270	Training & Education	0	Training & Education	1080
Service Total	21157	Service Total	6106	Service Total	5420	Service Total	5846	Service Total	4282	Budget Total	42811
(Total divided by 9 items)	2351										



Marketing and Customer Service

The Marion County Veterans Services Department's purpose is to assist all veterans and their families in preparing claims for and securing such compensation, hospitalization, vocational training and other benefits or privileges to which they may be entitled under any federal or state law or regulation by reason of their service in the Armed Forces of the United States. In addition, this department also coordinates and disseminates information on federal, state, county and private veterans' programs and benefits.

All services provided by this department are free of charge.



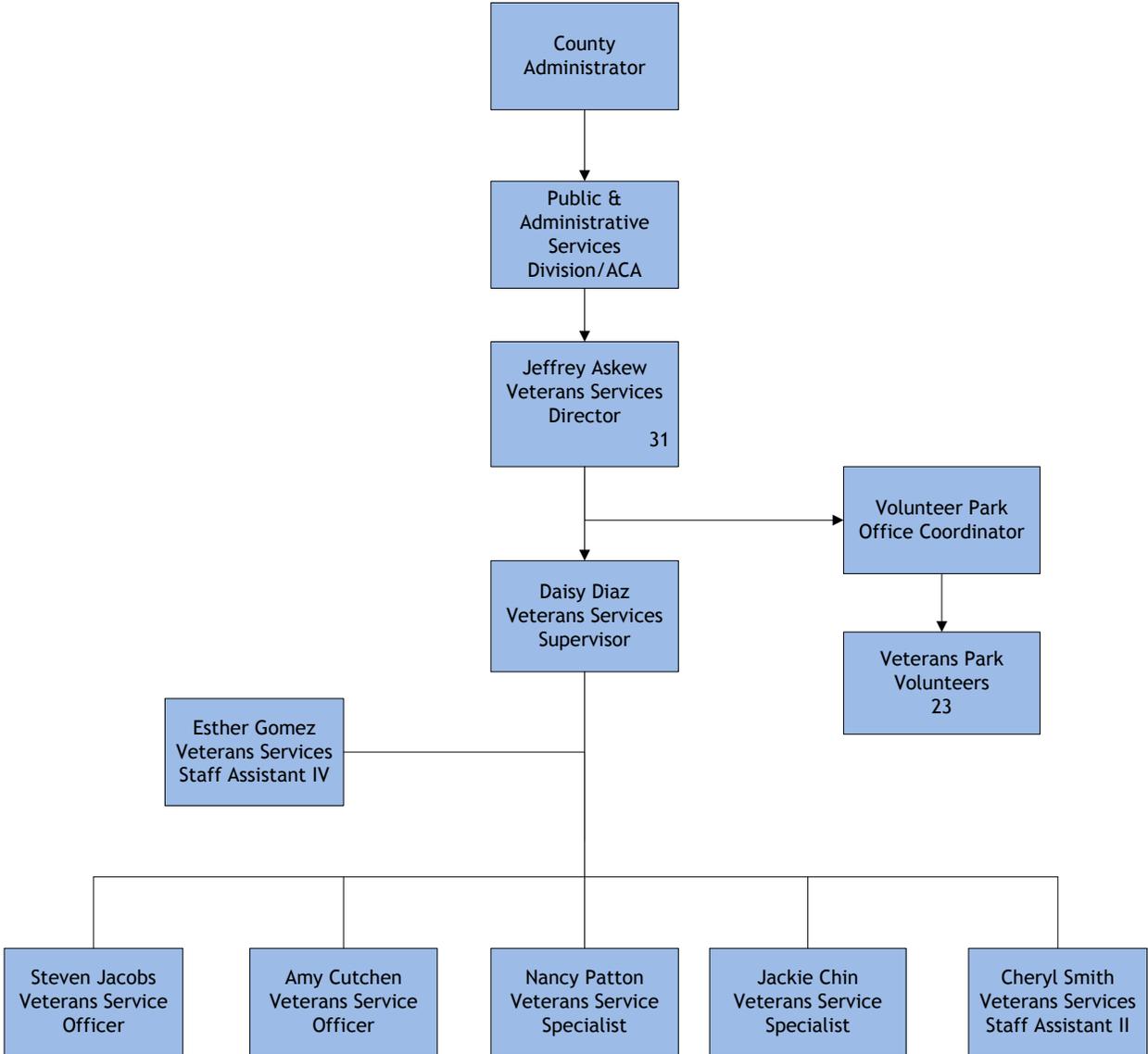
**Marion
County**
FLORIDA

Organization & Management

The County Veteran Services Office (CVSO) acts as the liaison between the veteran, state, and the federal VA. The CVSO is the first point of contact for veterans who are interested in initiating a federal claims process or receive information about veterans' benefits. The CVSO and staff help veterans, their survivors, and dependents file claims for any federal or state benefits they may be entitled. The CVSO sends claims for federal benefits to the Florida Department of Veterans' Affairs for date stamping before they go to the federal Department of Veterans Affairs (VA). The CVSO also reviews federal VA claims-related decisions, and assists veterans in the appeals process if their claims are denied. They also provide direct claims assistance to veterans by appointment and walk-in, if needed.

Pursuant to 292.11, F.S., the appointed county veteran service officers to include the CVSO Director and Supervisor, must meet several statutory qualifications, including prior active duty service and certain educational requirements. They must attend a training program established by the Department of Veterans Affairs and successfully complete a test prior to assuming any responsibilities as a county veteran service officer. Each year the veteran service officers must attend and complete additional training courses as a condition of employment.

Veterans Services Organization Chart





Financial Management, Performance Measures, Benchmarks and Comparatives

Sarasota County



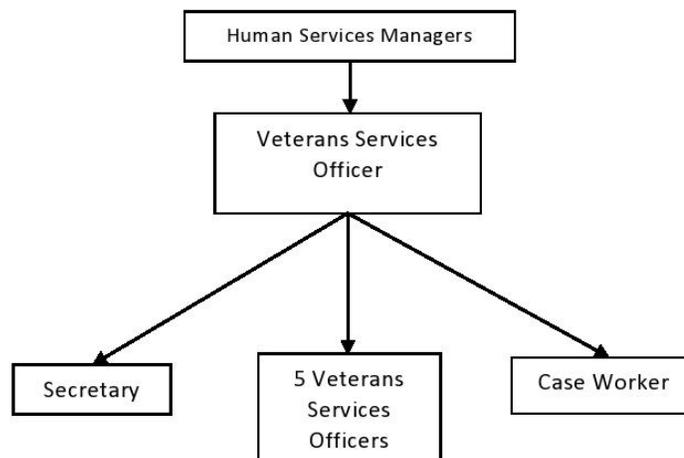
Veteran Services

County Veteran Services unit provides assistance to veterans and their families with filing claims for veterans benefits. Benefits include:

- compensation for service related disabilities
- medical benefits
- pension for wartime veterans with non service related disabilities
- survivor benefits
- death benefits

The unit also provides county assistance for burials of unclaimed bodies and indigent emergency hospital care.

For more information e-mail Jerry Derrick: jderrick@scgov.net.



Pasco County



Veterans Services

8620 Galen Wilson Blvd., Port Richey, Florida 34668
Port Richey 727-834-3282 Dade City 352-521-5172
VeteransServices@pascocountyfl.org

Home Residents Businesses Visitors Employees County Agencies

WELCOME to Veterans Services

Pasco County is home to over 54,000 veterans and their families. Clients have served in all branches of the military from World War II to the present global war on terrorism.

Each visit to the County Veterans Service Office will present a trained service officer and staff with a compassionate understanding of the problems, which confront the veteran, spouse, or child.

The staff is familiar with laws and regulations governing Federal, State and Local benefits. Their ultimate goal is to obtain all benefits the client is entitled to under these laws and regulations. The staff is prepared to assist clients with all necessary paperwork in order to obtain their rightful entitlements in the shortest possible time, including appeals preparation.

Some of the services provided by the staff include: claims preparation; benefit counseling; State Veterans Nursing Home applications; military records search; etc.

The Veterans Service Staff looks forward to assisting Pasco County's veterans and their families.

