

| ACTUAL<br>FY10                             | PROJECTED<br>FY11                            |                                    | BUDGET<br>FY12                                      | VETERANS' SERVICES/BENEFITS  |
|--|--|------------------------------------|---|--|
| \$338,120<br><u>\$598,025</u><br>\$936,145 | \$354,600<br><u>\$677,000</u><br>\$1,031,600 | <b>ADMINISTRATION<br/>BENEFITS</b> | \$356,660<br><u>\$677,000</u><br><b>\$1,033,660</b> | <p><b>PURPOSE &amp; OVERVIEW:</b> Mandated by Massachusetts General Laws, Chapter 115, the Department's mission is to advocate on behalf of Cambridge veterans and their families, provide them with quality support services, and direct a financial assistance program for those veterans and/or their dependents who are in need. The primary function of the Department is to administer a benefits program which provides monetary aid to qualified veterans and/or their dependents for food, clothing, shelter, personal needs, fuel, health insurance, as well as medical, dental, hospital and burial expenses. The Commonwealth reimburses the City 75% of the cost of this benefits program. The Department assists Global War on Terrorism veterans with applying for a state cash bonus of \$1,000 for those who served in Iraq or Afghanistan and \$500 for all others. New state law now allows an additional cash bonus for servicemen and women who serve subsequent tours of duty in a war zone. In addition, the Department assists veterans who are 100% disabled, parents or wives of veterans killed-in-action, and surviving spouses of veterans who died as a result of a service-connected injury, in receiving an annual \$2,000 annuity at no cost to the City. The Department also assists veterans and their dependents with applying for federal VA benefits such as service connected compensations, disability pensions, personal needs/aid and attendance pensions, medical, education, housing, life insurance and death benefits. In addition, we assist in applying for federal social security/disability benefits. In FY11, Cambridge veterans and/or their dependents will receive \$3.9 million in federal Veterans' Affairs benefits. The Department also provides assistance in filing for City tax exemptions and abatements earmarked for veterans or their surviving spouses. The Department coordinates public events on Patriots', Veterans' and Memorial days, including the Memorial Day parade. On Memorial Day, in collaboration with the Cambridge Veterans' Organization (CVO), over 9,100 flags are placed on the graves of veterans interred in Cambridge cemeteries. In addition, the Department participates in the dedication of streets, squares and parks for veterans killed-in-action.</p> <p><b>SIGNIFICANT BUDGET MODIFICATIONS:</b> An increase of \$50,000 for veterans' benefits, based on FY11 projected costs, is included in the FY12 Veterans' Budget. The veterans' benefits budget is \$677,000, including the \$50,000 increase over the original FY11 Budget. It is anticipated that the state will reimburse the City for a portion of these cost increases.</p> <p><b>FY11 MAJOR DEPARTMENTAL ACCOMPLISHMENTS:</b></p> <ul style="list-style-type: none"> <li>• Successfully managed a projected 17% increase in the number of active clients served since July 2010.</li> <li>• Continued to implement the new web based Veterans' Services Management Information System (Web-VSMIS). Web-VSMIS is a web based, interactive database management system developed exclusively to assist cities and towns with benefit submission and reimbursement.</li> </ul> |

- Continued to enhance the Department’s Website, ensuring that quality up-to-date information is available to veterans and their families. In addition, in collaboration with City-TV8, we continue to televise a veterans' benefits informational public announcement regarding our financial assistance program, which has significantly increased our outreach capabilities.
- Worked closely with the Assessing Department to reach veterans who may be eligible for FY11 property tax exemptions/abatements.
- Continued outreach to returning veterans to apprise them of their entitlement to a Massachusetts cash bonus for their service since 9/11, as well as the new entitlement for those who serve subsequent tours of duty in Iraq, Afghanistan or elsewhere.
- In FY11, sponsored a citywide informational seminar for seniors and the homeless, regarding veterans' benefits and services. In addition, the department held a first ever informational veterans' benefits seminar for veteran employees of Draper Lab.
- In collaboration with the United States Postal Service, participated in the USPS Veterans' Day Observance which was held in November at the Central Square Post Office.
- Identified and assisted in delivering 15 Thanksgiving turkey dinners to needy clients, which were donated by Firefighter Galvin Murphy and his wife Barbara. This was a first time ever initiative.
- Facilitated the nomination and subsequent award of the Commonwealth's Woman Veteran of the Year award to North Cambridge resident Captain Mary Jo Majors, United States Navy Reserve.
- Projected to assist 21 veterans/dependants in accessing federal VA benefits, exclusive of M.G.L. Ch. 115 clients. As of January 2011, 6 cases have been awarded favorably, and 15 cases are pending.

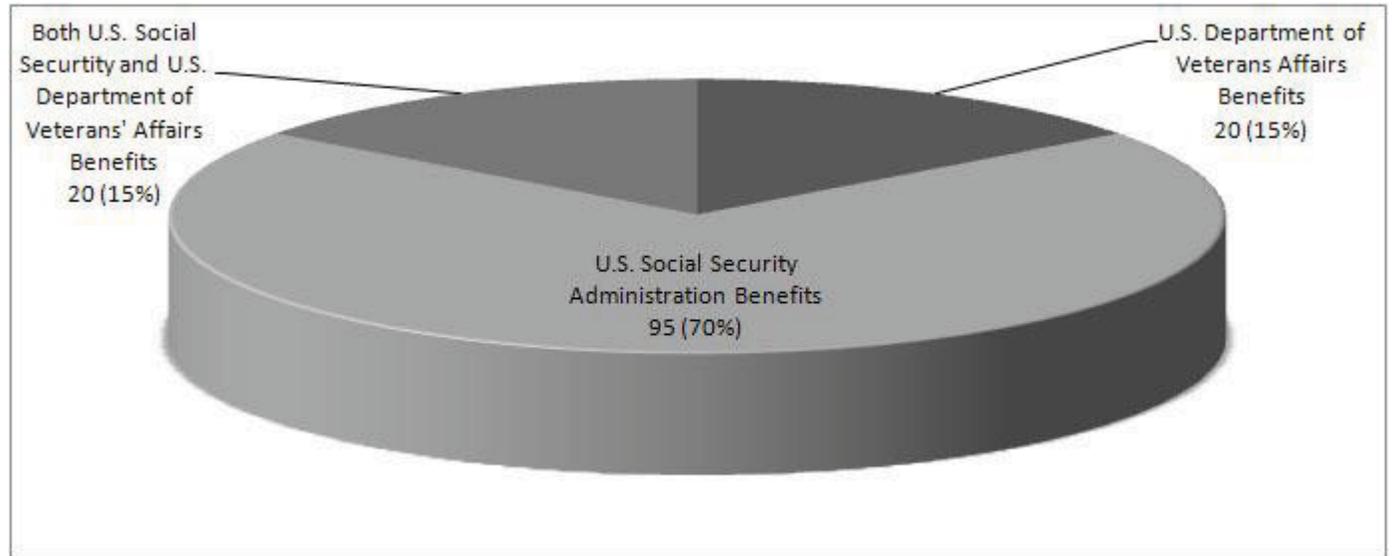
**Table 1: FY10 Veterans, Spouses and Dependants Receiving City Subsidies**

The Veteran’s Services Department has the primary responsibility to assist veterans, their spouses and dependants in applying for federal benefits and also provide them with a City/State subsidy when eligible.

| <b>Veterans, Spouses and Dependants<br/>Received City Subsidy</b> | <b>FY07</b> | <b>FY08</b> | <b>FY09</b> | <b>FY10</b> |
|---|-------------|-------------|-------------|-------------|
| Veteran (non homeless)  | 52          | 77          | 82          | 95          |
| Veteran (homeless)  | 7           | 4           | 9           | 11          |
| Spouses and dependants  | 36          | 38          | 46          | 54          |
| <b>Total served</b>   | <b>95</b>   | <b>119</b>  | <b>137</b>  | <b>160</b>  |
| Total active cases of total served (as of 6/30)                   | 71          | 97          | 117         | 130         |

**Figure 1: FY10 Clients Receiving a City Subsidy and Federal Assistance**

Between July 1, 2009 and June 30, 2010 there were 135 clients, Veterans, Spouses and Dependents who received both a City Subsidy and Federal Assistance from either the U.S. Department of Veterans Affairs (VA) or the U.S. Social Security Administration. In addition, the Veterans' office reviews all new federal benefits programs to ensure that all eligible clients apply for any benefits to which they are entitled.



**FY12 GOALS:**

- *GOAL 1: Continue compliance with MGL Chapter 115 (Veterans' Benefits) regulations.*

| PERFORMANCE MEASURES   | FY10<br>ACTUAL | FY11<br>BUDGET | FY11<br>PROJECTED | FY12<br>PROPOSED |
|--|----------------|----------------|-------------------|------------------|
| 1. Ensure applications are forwarded for approval to the state within 10 days after intake | 100%           | 100%           | 100%              | 100%             |
| 2. Develop a case management plan for each new client within 30 days of intake             | 100%           | 100%           | 100%              | 100%             |

■ *GOAL 1: (continued)*

| <b>PERFORMANCE MEASURES</b>   | <b>FY10<br/>ACTUAL</b> | <b>FY11<br/>BUDGET</b> | <b>FY11<br/>PROJECTED</b> | <b>FY12<br/>PROPOSED</b> |
|---|------------------------|------------------------|---------------------------|--------------------------|
| 3. Ensure state returns for reimbursement are forwarded to the state within 30 days following the payment month | 100%                   | 100%                   | 100%                      | 100%                     |

■ *GOAL 2: Increase public awareness of veterans' benefits, services and events by issuing informational announcements on City TV- 8.*

| <b>PERFORMANCE MEASURES</b>  | <b>FY10<br/>ACTUAL</b> | <b>FY11<br/>BUDGET</b> | <b>FY11<br/>PROJECTED</b> | <b>FY12<br/>PROPOSED</b> |
|--|------------------------|------------------------|---------------------------|--------------------------|
| 1. Number of informational announcements televised on municipal cable TV | 6                      | 6                      | 6                         | 6                        |

■ *GOAL 3: Increase community participation in veterans' ceremonial events by increasing public awareness through personal presentations, media utilization, linkages with schools, community organizations and other City departments. Continue the ceremonial and public events function of the Department by honoring both living and deceased veterans.*

■ *GOAL 4: Produce timely updates to the Veterans' Department Webpage.*

| <b>PERFORMANCE MEASURES</b>                      | <b>FY10<br/>ACTUAL</b> | <b>FY11<br/>BUDGET</b> | <b>FY11<br/>PROJECTED</b> | <b>FY12<br/>PROPOSED</b> |
|--|------------------------|------------------------|---------------------------|--------------------------|
| 1. Number of veterans benefits updates           | 12                     | 12                     | 12                        | 12                       |
| 2. Number of informational/current event updates | 13                     | 12                     | 12                        | 12                       |

- *GOAL 5: Continue to upgrade staff skills with an emphasis on team building, skill sharing and accountability.*

| <b>PERFORMANCE MEASURES</b>           | <b>FY10<br/>ACTUAL</b> | <b>FY11<br/>BUDGET</b> | <b>FY11<br/>PROJECTED</b> | <b>FY12<br/>PROPOSED</b> |
|---------------------------------------|------------------------|------------------------|---------------------------|--------------------------|
| 1. Number of internal staff trainings | 4                      | 4                      | 4                         | 4                        |
| 2. Number of external trainings       | 11                     | 8                      | 8                         | 8                        |

- *GOAL 6: Aggressively identify and access federal and state resources for eligible clients.*

| <b>PERFORMANCE MEASURES</b>  | <b>FY10<br/>ACTUAL</b> | <b>FY11<br/>BUDGET</b> | <b>FY11<br/>PROJECTED</b> | <b>FY12<br/>PROPOSED</b> |
|--|------------------------|------------------------|---------------------------|--------------------------|
| 1. Conduct assessments and evaluations of client eligibility for federal and state benefits; number of assessments | 4                      | 4                      | 4                         | 4                        |

| <b>FINANCING PLAN</b>              | <b>DETAIL</b> | <b>SUMMARY</b>     |
|------------------------------------|---------------|--------------------|
| <b>TAXES</b>                       |               | <b>\$525,575</b>   |
| Real Estate Taxes                  | \$525,575     |                    |
| <b>INTERGOVERNMENTAL REVENUE</b>   |               | <b>\$508,085</b>   |
| Veterans' Reimbursement            | \$900         |                    |
| Cherry Sheet-Veteran Benefits      | \$507,185     |                    |
| <b>TOTAL FY12 BUDGETED REVENUE</b> |               | <b>\$1,033,660</b> |

| <b>STATUTORY ANALYSIS</b>               | <b>SUMMARY</b>     |
|---|--------------------|
| <b>SALARIES &amp; WAGES</b>             | <b>\$300,260</b>   |
| <b>OTHER ORDINARY MAINTENANCE</b>       | <b>\$54,900</b>    |
| <b>TRAVEL &amp; TRAINING</b>            | <b>\$678,500</b>   |
| <b>EXTRAORDINARY EXPENDITURES</b>       | <b>\$0</b>         |
| <b>TOTAL FY12 BUDGETED EXPENDITURES</b> | <b>\$1,033,660</b> |

| <b>FULL TIME BUDGETED EMPLOYEES</b> | <b>FY10</b> | <b>FY11</b> | <b>FY12</b> |
|-------------------------------------|-------------|-------------|-------------|
|                                     | <b>3</b>    | <b>3</b>    | <b>3</b>    |