

ACTUAL FY09	PROJECTED FY10		BUDGET FY11	VETERANS' SERVICES/BENEFITS
\$325,195	\$340,300	ADMINISTRATION	\$346,935	PURPOSE & OVERVIEW: 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 in applying for a state cash bonus of \$1,000 for those who served in Iraq or Afghanistan and \$500 for all others. 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 in 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 FY 2010, Cambridge veterans and/or their dependents will receive \$3.7 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 9,000 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. The Department also serves as Burial/Graves Agent for indigent Cambridge residents (non-veterans) who are buried in the Cambridge cemetery.
<u>\$510,275</u>	<u>\$612,070</u>	BENEFITS	<u>\$627,000</u>	
\$835,470	\$952,370		\$973,935	
SIGNIFICANT BUDGET MODIFICATIONS: An increase of \$67,000 for veterans' benefits based on the FY10 projected costs and estimated FY11 increases, is included in the FY11 Veterans' Budget. The veterans' benefits budget is \$627,000 with this increase, an \$81,930 increase from the original FY10 Budget. It is anticipated that the state will reimburse the City for a portion of these cost increases.				
FY10 MAJOR DEPARTMENTAL ACCOMPLISHMENTS: • Successfully managed a projected 14% increase in the number of active clients served since July 2009. • Successfully implemented a 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.				

- 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 air the veterans' benefits informational public announcement regarding our assistance program which has significantly increased our outreach capabilities.
- Worked closely with the Assessing Department to reach veterans who may be eligible for FY10 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 July 09, sponsored a citywide informational seminar for seniors regarding veterans' benefits and services.
- In collaboration with the United States Postal Service, participated in an inaugural USPS Veterans' Day Observance which was held in November at the Central Square Post Office.
- In collaboration with the Historical Commission, participated in a ceremony announcing the release of the Commission's latest oral history book: *Common Cause, Uncommon Courage: World War II and the Home Front in Cambridge*.
- Projected to assist 23 veterans/dependants in accessing federal VA benefits, exclusive of M.G.L. Ch. 115 clients. As of January 2010, 3 cases have been awarded favorably, and 13 cases are pending.

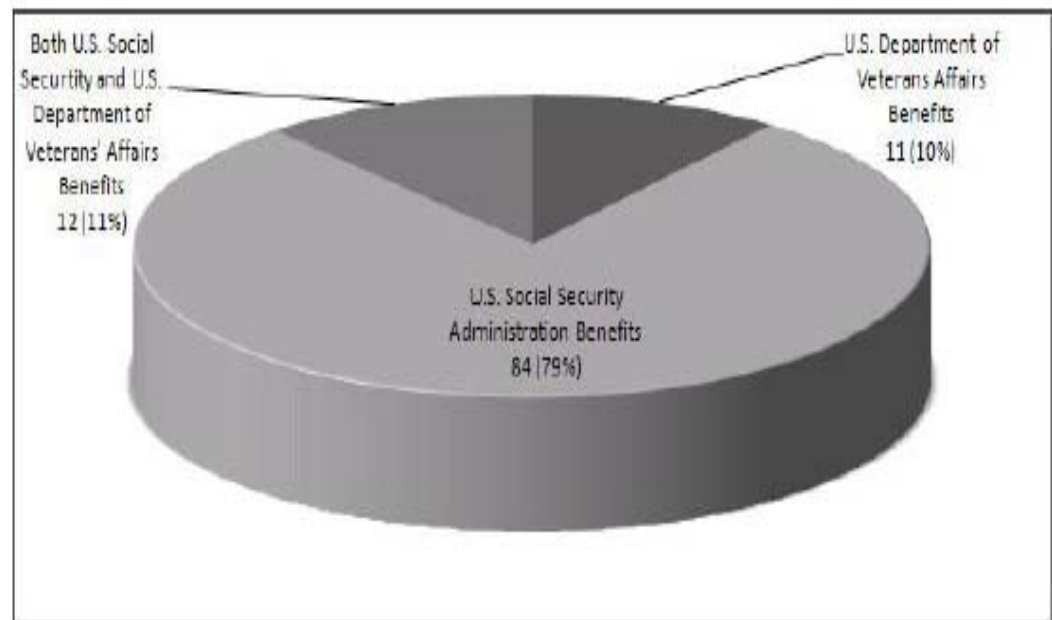
Table 1: FY09 Veterans, Spouses and Dependants Receiving City Subsidies

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.

Veterans, Spouses and Dependants Received City Subsidy	FY06	FY07	FY08	FY09
Veteran (non homeless)	45	52	77	82
Veteran (homeless)	6	7	4	9
Spouses and dependants	34	36	38	46
Total served	85	95	119	137
Total active cases of total served (as of 6/30)	71	71	97	117

Figure 1: FY09 Clients Receiving a City Subsidy and Federal Assistance

Between July 1, 2008 and June 30, 2009 there were 107 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.



FY11 GOALS:

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

PERFORMANCE MEASURES	FY09 ACTUAL	FY10 BUDGET	FY10 PROJECTED	FY11 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%
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.*

PERFORMANCE MEASURES	FY09 ACTUAL	FY10 BUDGET	FY10 PROJECTED	FY11 PROPOSED
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 Web page.*

PERFORMANCE MEASURES	FY09 ACTUAL	FY10 BUDGET	FY10 PROJECTED	FY11 PROPOSED
1. Number of veterans benefits updates	12	12	12	12
2. Number of informational/current event updates	13	14	13	12

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

PERFORMANCE MEASURES	FY09 ACTUAL	FY10 BUDGET	FY10 PROJECTED	FY11 PROPOSED
1. Number of internal staff trainings	4	4	4	4
2. Number of external trainings	12	10	10	8

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

PERFORMANCE MEASURES	FY09 ACTUAL	FY10 BUDGET	FY10 PROJECTED	FY11 PROPOSED
1. Conduct assessments and evaluations of client eligibility for federal and state benefits; number of assessments	4	4	4	4

FINANCING PLAN	DETAIL	SUMMARY
TAXES		\$474,275
Real Estate Taxes	\$474,275	
INTERGOVERNMENTAL REVENUE		\$499,660
Veterans' Reimbursement	\$4,500	
Cherry Sheet-Veteran Benefits	\$495,160	
TOTAL FY11 BUDGETED REVENUE		\$973,935

STATUTORY ANALYSIS	SUMMARY	
SALARIES & WAGES	\$290,535	
OTHER ORDINARY MAINTENANCE	\$54,900	
TRAVEL & TRAINING	\$628,500	
EXTRAORDINARY EXPENDITURES	\$0	
TOTAL FY11 BUDGETED EXPENDITURES		\$973,935

FULL TIME BUDGETED EMPLOYEES	FY09	FY10	FY11
	3	3	3