



2019 ANNUAL REPORT

Mary Durst, Director

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A Message to our Stakeholders

I am honored to present the 2019 Annual Report for Livingston County Veteran Services. Much has changed in a year and much more change is on the way. This report will give you an overview of what has been accomplished in 2019 and what we are setting our sights on in 2020.

LCVS History

The Livingston County Veterans' Services Department was established in 1971 as authorized by Act 192 of the Public Acts of 1968 and was funded through Livingston County's general funds. This superseded the Public Act 214, more commonly known as the old "Soldiers and Sailors Relief Fund", and transferred the power and duties to the counties. This provided many benefits to local veterans. Specifically, it allowed for a more tailored governance to fit our County's individual veteran needs. In 2016 a millage was passed to fund the department which provided further funding and room for growth. We currently operate exclusively on millage funds and state grants.

Functions & Duties of Veteran Services

Under Act 192 of the Public Acts of 1968, we are mandated to provide, *"assistance and programming of any kind to meet the needs of the veterans in this state. Veteran service operations include, but are not limited to, providing assistance, programming, and services for the purpose of assisting veterans in this state and providing advice, advocacy, and assistance to veterans, service member, dependents, or survivors by an accredited veteran service officer to obtain United States Department of Veterans Affairs health, financial, or memorial benefits for which they are eligible."*

Under this act, our department has grown in size and in services as the needs of our veterans have been identified. We currently provide three distinct divisions within our department.

- VA Claims Advocacy and Representation
- Livingston County Veteran Assistance Programs - Formerly known as Emergency Relief
- Livingston County Veteran Medical Transportation

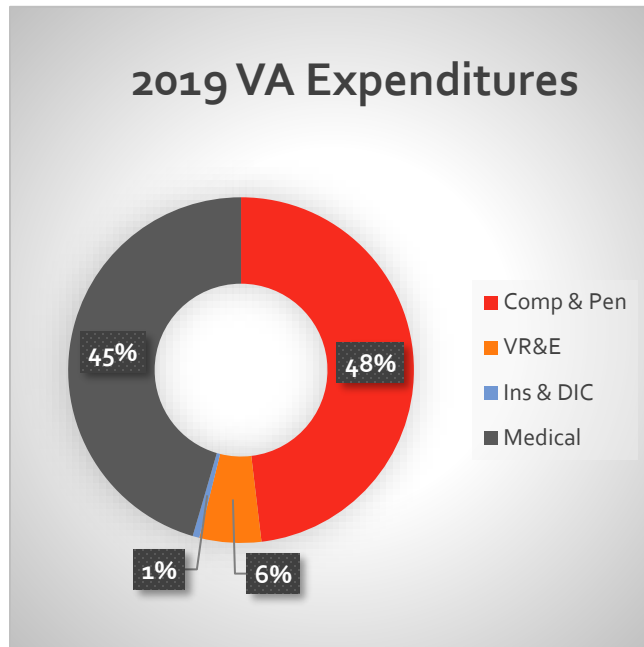
VA Claims Representation

- Claims representatives obtain a VA PIV card and are accredited through the NACVSO and American Legion. They are also responsible for keeping current on all new laws and yearly continuing education credits. Claims representatives are responsible for assisting service members, dependents and survivors, in exploring and receiving VA benefits in which they are entitled. This includes, but is not
-

limited to, VA disability compensation, non-service connected/survivors pension and burial assistance. We also provide assistance obtaining the following items:

- DD-214's
- Service Treatment Records
- Medals
- Hospital Records

We work closely with the American Legion Regional Office, National Cemetery, National Public Records and the Ann Arbor VA to assure a smooth experience for the veteran.



\$75,831,000

The total amount of money and/or assistance the VA spent on or disbursed to, Veterans and their dependents of Livingston County.

1,895 *Receiving benefits*

10,026 *Veterans in Livingston County*

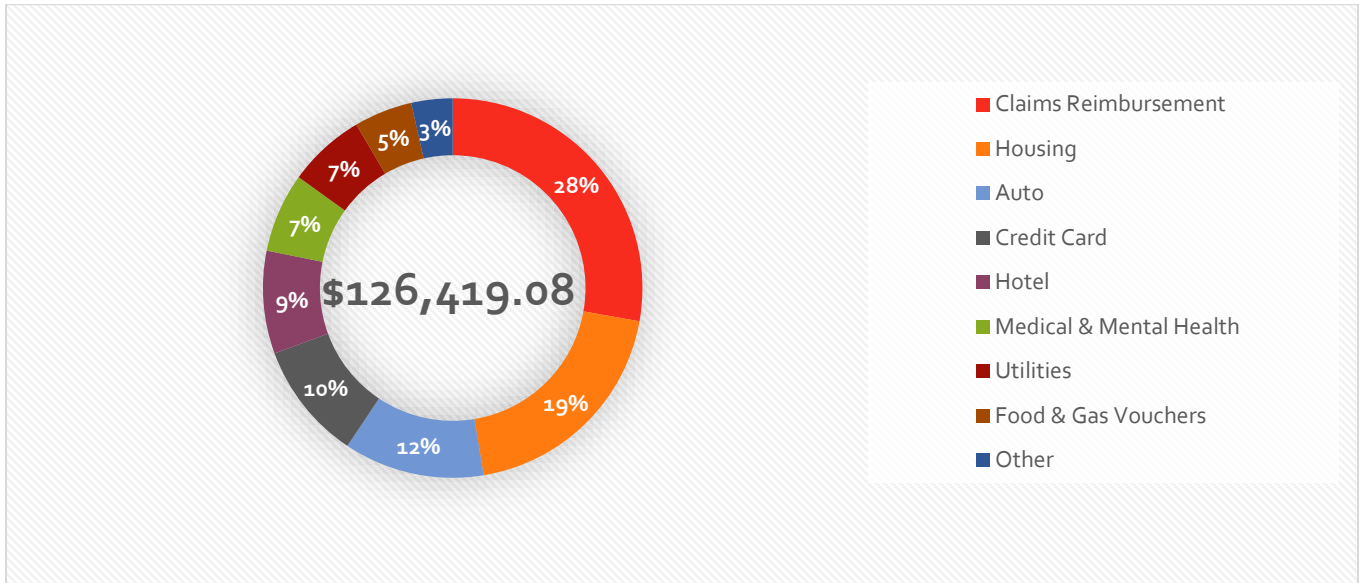
\$7,563 *Average amount of money received per veteran household in 2019.*

<https://www.va.gov/vetdata/Expenditures.asp>

"Excellent service great people to work with I could not have been more pleased with the way I was treated. They deserve more than 5 stars." -G.C.

Veteran Assistance Programs

Some of these programs have been carried over from the old previous acts; specifically, the emergency financial relief fund and the county burial allowance. And some have been developed to explicitly address the needs of veterans and their dependents in Livingston County. These programs can, and will, change as the needs of our veterans' change. Some services currently being offered are general case management for financial situations or billing issues, the Mental Health Assessment Program, gas and food assistance, and more.



"Thus far I have quite appreciative of the help I have been receiving. They have shown a real understanding of veterans and their concerns. I gladly give them five stars." –H.J.

Medical Transportation Program

Veteran Services owns and operates two handicapped accessible vans. Transportation is provided 5 days a week, by three part-time staff, to and from appointments within Livingston County, the Ann Arbor VA and surrounding VA satellite offices. Transportation may also be used to attend a Veteran Services office appointment. When transportation is not feasible through the office, transportation is arranged through L.E.T.S. or local sources and pay the associated costs.

"Driver was fantastic, the people were very nice!" –V.S.

Auxiliary Services

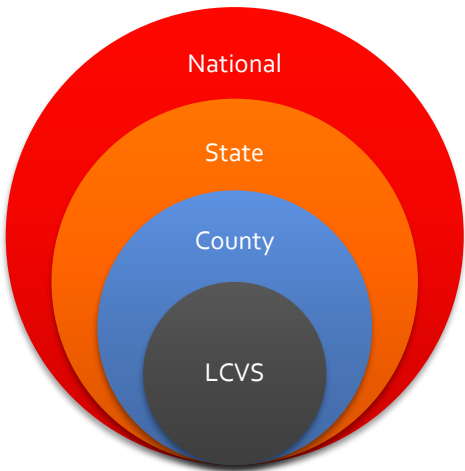
- Funding for County Clerk Veteran ID cards
- Notary for Veteran related services
- Dry food pantry
- Medical supply and clothing closet
- Complimentary flag boxes

2019 Year End Totals

CASH	\$79,200.90
INVESTMENTS	\$1,307,000.00
TOTAL	\$1,386,200.90

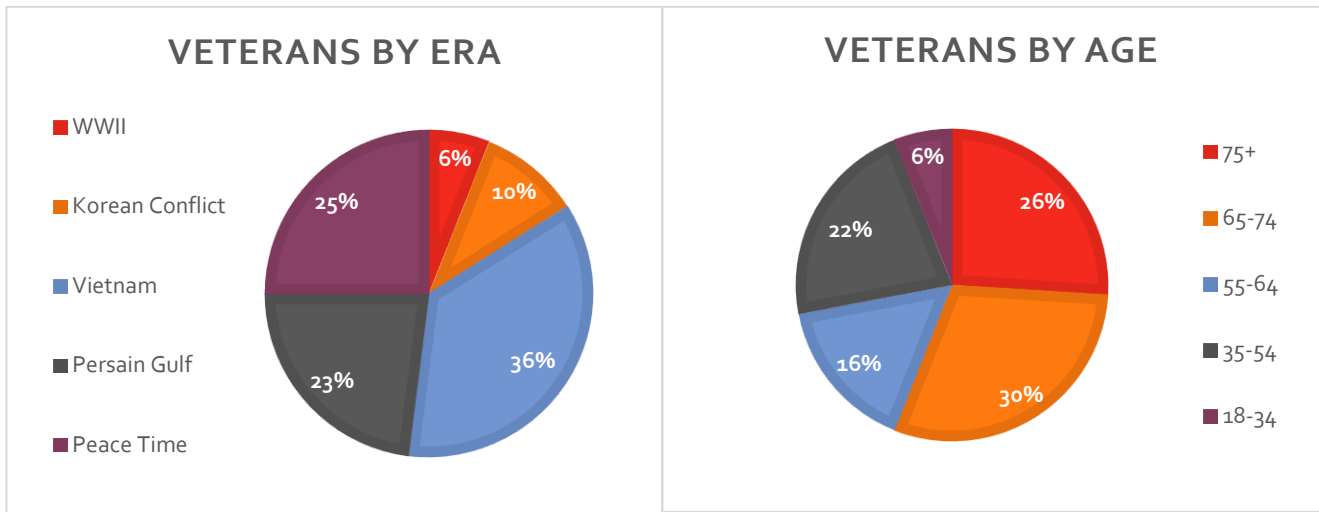
Veteran Statistics

Veteran Population Overview



- ▼ NATIONAL - 18.2 MILLION
- ▼ STATE – 634,000
- ▼ LIVINGSTON COUNTY – 10,026
- ▼ LCVS VETERANS - < 848

State and County Demographics



Future Goals

New Office

- Provide room for outreach programs.
- Provide a more welcoming atmosphere.
- Provide more visibility and more convenience.
- Change the perception of the services we provide.

CRM Database

- More accurately track performance to properly identify and measure goal success.
- Identify those demographics who are under-utilizing services/benefits and create targeted outreach.
- Identify under utilized services and identify the driving factors.

Marketing

- Alert and inform veterans and dependents of our office.
- Inform veterans and dependents of possible benefits.
- Solicit feedback
- Encourage participation from veterans.

New Programs

- Create new programs from database and outreach and marketing feedback.

New Office



ENTRANCE



WAITING AREA



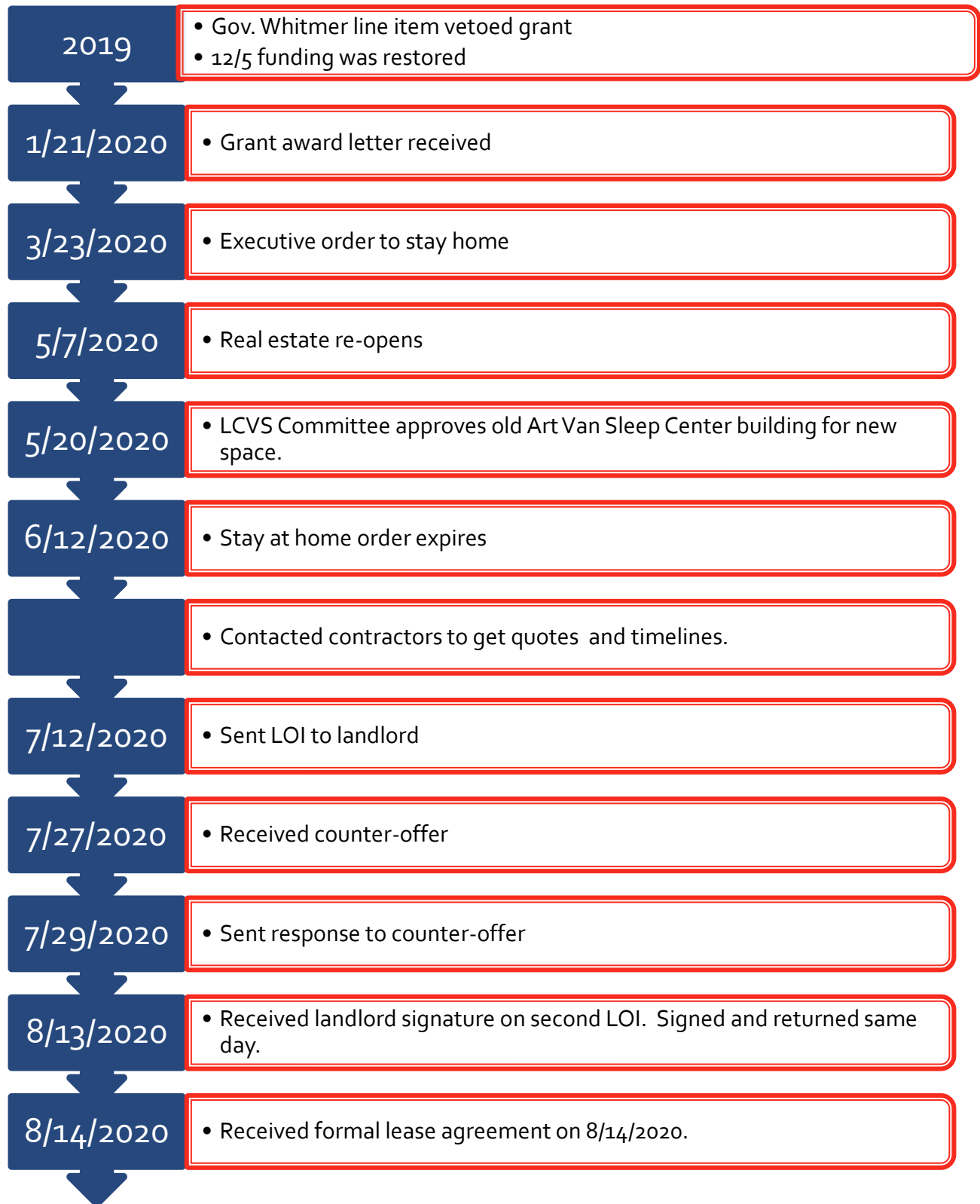
KIDS AREA



OFFICE #1



Timeline of Events



Lease and Build-Out Funding Options

Requesting an Exemption

The MVAA is requesting a "Special Exemption" for our county. This is the same type of exemption they requested when they wanted to re-allocate grant funds for COVID relief. We should know by August 21st if the exemption has been approved or not.

Work Project

A Work Project is another scenario where we would get 100% of our 2020 grant funds. Unfortunately, this is a slow moving process and we won't know if the work project is approved until the beginning of December 2020.

Rollover and Redistribution

The money we did not use rolls back over into the general fund and will be reallocated and split between the Counties that were awarded a 2021 grant. We would get some, but not all, funds returned. We have been tentatively awarded \$64,520 for 2021.

Out of Pocket

We pay for the build out, out of pocket. State MAY be able to reimburse us and MAY allow us to continue using the grant money to pay rent moving forward. But nothing has been officially said.
