

Veterans

VETERANS 015430*Personnel Services*

Salary Department Head

	\$10,400	\$10,712	\$10,712	\$9,630	\$11,195	\$11,195	

Total

	\$10,400	\$10,712	\$10,712	\$9,630	\$11,195	\$11,195	\$0
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Expenses

Supplies and Expenses

	\$465	\$653	\$537	\$0	\$700	\$850	
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Veterans Benefits

	\$29,102	\$31,340	\$32,455	\$22,074	\$35,000	\$44,280	
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Burials

		\$0	\$0	\$0	\$3,000	\$3,000	
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Total

	\$29,567	\$31,993	\$32,992	\$22,074	\$38,700	\$48,130	\$0
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TOTAL BUDGET

	\$39,967	\$42,705	\$43,704	\$31,704	\$49,895	\$59,325	\$0
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BUDGET NARRATIVE

Description of Department Function

Describe the overall mission or purpose of the Department.

The Veterans Services Department is dedicated to securing and providing financial and medical aid assistance to veterans (and/or dependents) in need in accordance with Massachusetts General Laws Chapter 115, CMR 108, through the Commonwealth of Massachusetts Department of Veterans Services (DVS). The state will reimburse the Town 75% of the expense of authorized assistance provided to veterans in Millis. The Department is committed to informing veterans and their families of any and all benefits that are available to them, whether federal, state, local, or from national or local non-profits, which may have grants to assist Veterans in need.

The Director of Veteran Services/Veteran Services Officer (VSO) conducts public information and educational campaigns to ensure that the eligible client population is aware of current laws. The VSO maintains awareness with changes in the laws which affect veteran benefits and services by attending professional development programs and by communicating with the Massachusetts Department of Veterans' Services and participating in virtual DVS meetings.

The VSO coordinates and supervises the observance of Memorial Day, July 4th, Veterans' Day events within the community in conjunction with the member town veterans councils and organizations.

The VSO must maintain Massachusetts state certification and attend all required training.

Programs and Sub-Programs

Consider and list the actual Programs and Sub-Programs Executed by the Department

Chapter 115 (MGL)
Veterans Administration Claims (Medical, Pensions, GI Bill)
Veterans Property Tax Work-off Program
VA Work Study Program
Supportive Services for Veterans and Families (SSVP) Program
FOOD4VETS

Accomplishments

Describe the major describable accomplishments or measurable activities in FY20 or CY21. Use statistics whenever possible.

1. Recouped over \$72,200 from the State's Chapter 115 Program for the town of Millis.
2. Ensured the Chapter 115 Program reimbursement from the State to the town which will ensure over \$30,000-\$34,000 annual reimbursement.
3. Became an authorized site with the VA Work Study Program.

4. Conducted numerous food deliveries from Gillette Stadium to Millis Veterans during COVID-19 in conjunction with the FOOD4VETS program and New England Patriots.
5. Established Millis as a location to conduct VA Claims by purchasing and operating the Vetraspec claims management information system.
6. Utilized the Brave Act to ensure increase of \$500 for Veterans Property Tax Work-Off and for Veterans Parking Spaces at the Town Hall.
7. Participated in VSO virtual meetings to ensure latest veterans initiatives and benefits.
8. Became State certified VSO through completed training and passed exams.

FY22 Departmental Goals

Describe the initiatives and accomplishments planned for FY22

- Expand outreach and information regarding services. Increase social media communication with town veterans especially recently discharged and retired veterans.
- Maintain Chapter 115 Benefit Program and ensure all paperwork submitted to the State for reimbursement to the Town.
- Begin to submit all Millis Veteran Veterans Administration Claims from Town Hall rather than a certified VA site. This is a significant capability for supporting town veterans.

Spending Highlights for FY22

Explain any significant budget changes from FY21

- Requesting a COLA funds increase for Chapter 115 Veterans Benefits and for one additional low-income veteran or widow(er) seeking assistance.
- Increase in supply expenses for the Vetraspec computer program.

Non-tax Funding

List any expected non-tax revenues that will be use to fund department activities, including an estimate to be received.

None as of the filing of this report.

PERSONNEL SUMMARY

\$11,195.00

Budget Request Above Level Service

Title:

Director of Veterans Services/Veteran Services Officer (VSO)

Description of Request:

Currently, the Director of Veterans Services is contracted for two-hours per work week. However, requirements to adequately manage and facilitate Chapter 115 benefits that ensures state reimbursement, file and manage Veterans Administration (VA) claims, and to attend weekly VSO virtual meetings exceed the amount of time contracted for this position.

Furthermore, with the additional capabilities of Vetraspec VA Claims Management System, more Millis residents will seek VA claim services locally that were formerly outsourced to other surrounding cities/towns. The increased veteran support capability will surely increase VSO action items and service requirements.

Detailed Cost Impact:

To better serve our community veterans, the Director's compensation should reflect more accurate time requirements to effectively manage current veteran benefit programs- including participation in Massachusetts VSO training/virtual meetings, and continued expansion and maintenance of veteran support capabilities from two hours/week to four hours/week.

Justification for Request

Attach copies of reports, master plans, or supporting documentation. Time Sheet

Program	Duties	# of Recipients (Veterans/Widow(er))	Work Hours per Veteran	Total hours
Chapter 115	Mail out request forms, interview, collect documents/information, input data into VSMIS, track packages, redo packages, close out, provide program documents that require signatures, receive back from veteran, input into VSMIS, verify, finalize, pay out via town warrant, close out for state reimbursement	7	15	105
VA Claims	Interview, providing correct form, fax, follow up, etc.	13	4	52
VSO Virtual Meetings	Attend Zoom MVSOA virtual meetings every Monday/Thursday	1	40	40
Property Tax Work Write Off	Send out request, receive, interview, verify, gather paperwork, monitor, submit paperwork	4	3	12
				209
As needed	Annual Training, VSO Certification, Veterans/Memorial Day/4th of July Events, lights, FOOD4VETS, ceremonies, Community outreach with Amer. Legion, Cemetery Flags, Flag disposal			56
				265