



Nevada Office of Veterans Services Overview & Strategic Plan

Report to the Legislative Commission's
Subcommittee to Study Issues Relating to Senior
Citizens & Veterans

May 8th, 2008

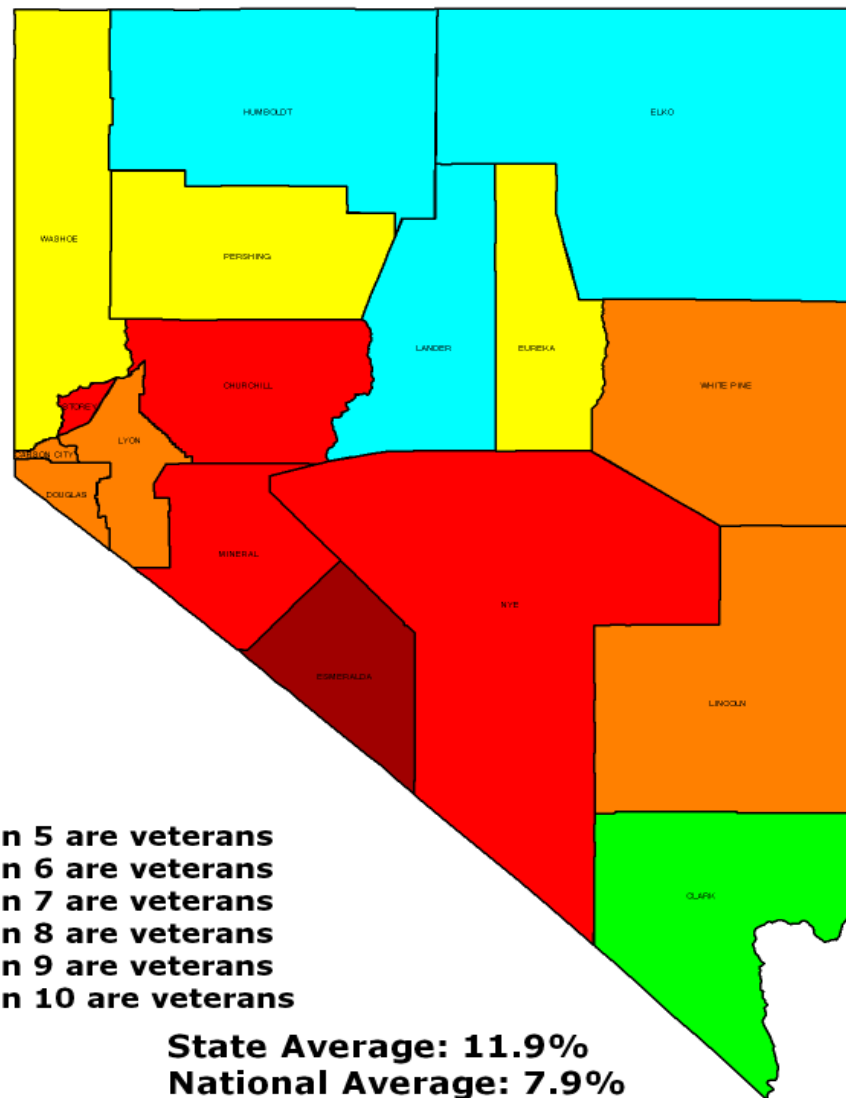
EXHIBIT B
Senior Citizens and Veterans
(A.C.R. 35)
Document consists of 12 pages.
Entire exhibit provided.
Meeting Date: [5-8-08](#)

Tim Tetz, Executive Director
Nevada Office of Veterans Services

Nevada's Veterans

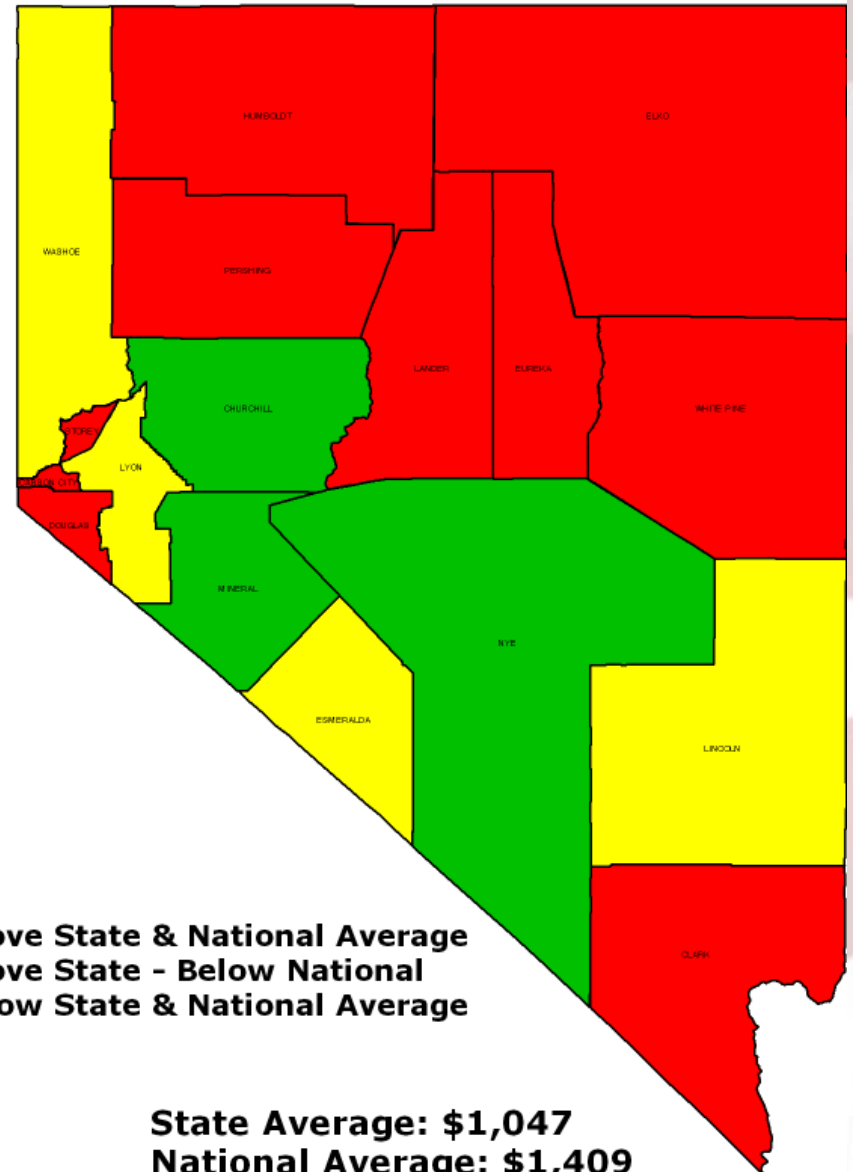
County	Veteran Population
Carson City	8,382
Churchill	4,534
Clark	240,161
Douglas	7,357
Elko	4,422
Esmeralda	220
Eureka	192
Humboldt	1,660
Lander	537
Lincoln	607
Lyon	8,331
Mineral	829
Nye	8,440
Pershing	818
Storey	769
Washoe	50,631
White Pine	1,345
Total	339,235

2008 Per Capita Veteran Population



County	Dollars	Per Capita
Carson City	\$8,169,425	\$1,042
Churchill	\$6,969,325	\$1,555
Clark	\$212,363,595	\$1,013
Douglas	\$5,447,050	\$812
Elko	\$3,078,003	\$725
Esmeralda	\$247,001	\$1,351
Eureka	\$133,512	\$780
Humboldt	\$1,230,321	\$819
Lander	\$308,696	\$650
Lincoln	\$723,127	\$1,341
Lyon	\$8,636,982	\$1,236
Mineral	\$1,501,005	\$2,038
Nye	\$11,502,527	\$1,616
Pershing	\$577,739	\$682
Storey	\$683,632	\$1,046
Washoe	\$51,551,096	\$1,105
White Pine	\$1,100,145	\$858
Total	\$314,233,181	\$1,047

Nevada Per Capita Compensation & Pension



Services & Programs

Nevada State Veterans Home – Boulder City

- 180-bed nursing facility averaging 169 residents
- Construction of dining facility began in March
- Forecast to return over \$1M in state funds
- Returned 68% of general fund appropriation since opening

Challenges:

- Hiring clinical staff
- Construction



Services & Programs

Northern Nevada Veterans Memorial Cemetery

- Projected to inter 375 veterans & dependents FY08
- In the 18 years since opening, 5,375 have been interred
- 5 FTEs – Administrator, AA, 3 Ground Equipment Operators
- Projected to run out of single burial vaults in 2008.
- New installation of visitors kiosk
- Flag Memorial

Challenges:

- Unknown
- Eligibility criteria
- Water Rates



Northern Nevada Veteran's Memorial Cemetery
Fernley, Nevada

Services & Programs

Southern Nevada Veterans Memorial Cemetery

- Projected to inter 1,585 veterans & dependents FY08
- In the 18 years since opening, 22,530 have been interred
- 12 FTEs – Administrator, 3 – AA's, 8 Ground Staff
- Projected cremain plots in 2011.
- Finalizing plans for maintenance facility
- Expansion plans underway for Admin Building

Challenges:

- Unknown
- Eligibility criteria
- Water Rates
- Staffing



Services & Programs

Veteran Guardianship Program

- Over 700 Nevada veterans in VA program
- NOVS established in 1961
- May 2007 – 38 veterans
- May 2008 – 22 veterans
- Expect 14 by end 2008

Challenges:

- Complex discharge process
- Ongoing liabilities



Services & Programs

Veteran Service Program

- First time in FY08 full staff contingent
- Current wait times: Las Vegas (6 weeks), Reno (1 week)
- New software program for client management
- 9,220 claims were filed during 2007
- \$25,508,335 Awarded (5,806)
- 1,326 appeals filed during 2007
- \$3,831,430 Awarded (889)
- Total New Benefits in 2007 (\$29.3M) (32% increase over 2006)

Challenges:

- Vision of Women Veterans Coordinator
- Wait Time
- Staffing
- County veterans service officers



Services & Programs

Veterans Gift Accounts

- Veterans Home Gift Account
 - \$100,000 Annually (License Plates, other tax exemptions & donations)
 - Used for niceties at NSVH – Boulder City
- Account for Veterans Relief
 - Not repaid, decreasing
 - Used to assist financially indigent veterans as loan
- Cemetery Gift Accounts
 - Donations to the State cemeteries or money paid for memoriam items
 - Managed by Administrator & Executive Director
- Veterans Gift Account
 - Annual donation from sales of veteran license plates
 - Researching programs for use of money
 - Marketing/Public Relations
 - Events, 1-866-630-VETS
 - Service Officer Outreach Support
 - Women Veteran Coordinator
 - Loan Program

Nevada Office of Veterans Services

Our Vision:

To be the premier provider of veterans services

Our Mission:

To provide a full continuum of quality services to eligible veterans and their families.

To provide an environment of growth and opportunity to our employees.

To provide our community and partners the opportunity to contribute in this endeavor.

Office of Veterans Services

Strategic Plan

Goal	Goal Date
#1: Establish NE Nevada Office	2008
#2: Increase programs for targeted veteran groups	2010
#3: Develop Legislative Agenda	2008
#4: Open & staff NSVH – Sparks	2010
#5: Develop Team Leader Succession Program	2012
#6: Improve stakeholder communication & relationships	2009
#7: Increase awareness of Agency & Programs	2008

Office of Veterans Services

Strategic Plan

Goal	Projected Completion
#8: Establish "Strategic Planning" as permanent function	2008
#9: Develop & Implement Client Satisfaction Survey Program	2009
#10: Develop & Implement Stakeholder Satisfaction Survey Program	2009
#VH1: Implement Wellspring Model	2008
#VS5: Trinity Team in Population Centers	2012
#VS7: Eliminate Guardianship Program	2010