



Marion County Veterans Services

Strategic Plan
Projected Fiscal Years 2015-2020

QR code for department external website



QR code for department Strategic Plan



2528 E Silver Springs Boulevard
Ocala, Florida 34470-7010

352-671-8422

<http://www.marioncountyfl.org/VeteransServices>

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Executive Summary

We are pleased to present the 2015-2020 Strategic Plan for Marion County Veterans Services.

Our five (5) year Strategic Plan demonstrates our commitment to serving Marion County Veterans and their families. Since the 1940's, Marion County Veterans Services has served as a liaison to the Department of Veterans Affairs (VA) Benefits Division.

This office is available to serve 45,650 Marion County Veterans and their family members by providing information and filing claims. VA benefits consist of disability compensation, non-service connected disability pension, death pension, dependency and indemnity compensation, burial benefits, healthcare, vocational rehabilitation, life insurance, home loans, appeals, and re-ordering decorations, ribbons, medals, and discharge documents. Our office also offers free notary services to Veterans and their families, along with many other services.

Our goals for the next five (5) years are as follows:

- Contact/Educate Veterans and their families in rural areas of Marion County, i.e., Ocala National Forest, points due north such as Reddick, point due south west such as Marion Oaks.
- Seek out and identify other organizations that are able to assist Veterans and their families.
- Provide training briefs to members of the National Guard, Army Reserves, and members of the Armed Forces who qualify for the Combat Duty Grant Program.

Community Partners

Vets Helping Vets Ocala Veterans Outpatient Clinic 351 st Military Police Company Operation Shoebox, Belleview Fort McCoy VFW Retirement Home Gainesville Veterans Center West Port High School Army JROTC	Marion County Veterans Council Over 46 Veteran's organizations in Marion County United Way First Call for Help organization CLM Workforce Development College of Central Florida And a host of other groups and organizations
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Strategic Planning Methodology

Strategic Planning for Marion County Veterans Services involves gathering current and projected data from the Veterans Administration (VA), Florida Department of Veterans Affairs (FDVA), and Community Partners, regarding Marion County Veterans and their families. The data is then used to determine how we can better contact Veterans and their families, seek out additional organizational partners, better train our Community Armed Forces, and serve our Veterans and their families.

Marion County Veterans Services intends to use a goal based plan for both long and short term strategic plan goals by using a SWOT analysis tool to determine the Strengths, Weaknesses, Opportunities, and Threats our department faces.

The planning process:

- Define the current status of the market, core services, organization, and management
- Perform a SWOT analysis
- Define how the department fits into the long term vision for the County overall
- Outline both short and long term goals
- Demonstrate strategies and risks for each goal
- Define outcomes of achieved goals
- Detail performance measures, benchmarks, and financial management

Stakeholders

There are various stakeholders during the planning process that include, but are not limited to, the Marion County Board of County Commissioners, County Administrator, Assistant County Administrator, Internal Staff, Community Partners, and Marion County Veterans and their families.

Potential Constraints

Marion County Veterans Services is a department designed and committed to being an advocate for Marion County Veterans and their families. Our work load depends on both the growth of Marion County's Veterans community as well as what each Veteran and/or their family member(s) needs and benefits are.

Current Situation

Mission

This office provides professional and courteous service to all Veterans and their families, consequently improving their quality of life.

History

MARION COUNTY VETERANS SERVICES

According to our archives, Marion County Veterans Services was established in the area of NE 1st Avenue Ocala, Florida in the mid-1940's. The office was located on Osceola Avenue back in the early 1970's. It was relocated, in 1987, to the McPherson Government Complex on the corner of SE 25th Avenue and SE Fort King Street (currently the Marion County Parks Department). In June 2005, the office was again relocated one block north to its present address at 2528 East Silver Springs Boulevard. This location placed the office conveniently closer to the Ocala-Marion County Veterans Memorial Park and made our office more accessible.

OCALA-MARION COUNTY VETERANS MEMORIAL PARK

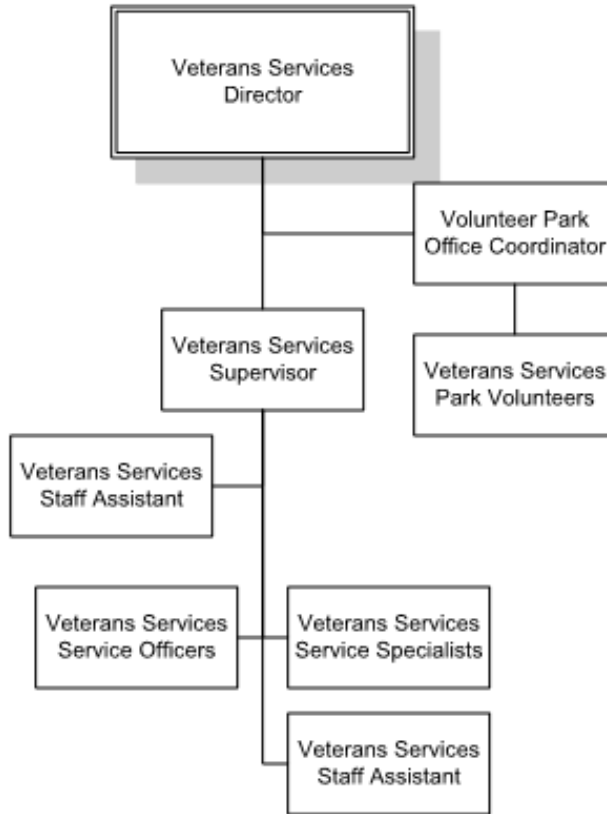
The Park is located at 2601 East Fort King Street, Ocala. Construction started in 1997 and the official ceremony was in 2002. It was rededicated in 2005, when the main pavilion was completed. Within the Park's walls are 6,332 etched bricks with the names of service members, 226 etched granite benches, and over 100 historical plaques paying tribute to various wars and conflicts throughout the history of the United States. Some items in the Park have been purchased as a direct result of donations made by area businesses, organizations, and patrons. Visitors can appreciate the history of our Veterans from the birth of our nation to the present. The Park offers an opportunity to commemorate and honor the men and women who have sacrificed so much for our great nation. The Park office is staffed by highly motivated volunteers.

Organizational Chart



Marion County Board Of County Commissioners Fiscal Year 2015 Organizational Chart

Veterans Services



Department Principles

Veteran Services Director.....	Jeffrey Askew
Veteran Services Supervisor.....	Daisy Diaz
Veteran Services Officers.....	Amy Cutchen Steven Jacobs
Veteran Services Specialists.....	Jackie Chin Delia Frosolono
Staff Assistant IV.....	Esther Gomez
Staff Assistant II.....	Rachel Wapinsky

Core Services

- Filing Service Connected VA Claims
- Non-Service Connected Pension Claims
- Dependency and Indemnity Compensation (DIC) Claims
- Burial Benefits
- Education Benefits
- Applying for ChampVA
- Health Care Benefits
- Certificate of Eligibility for VA Home Loan
- DD214/Records/Medals
- Executing House Calls (average 30 per year)
- Speaking Engagements/Facilitating VA Eligible Benefits
- Providing Notary Public Services at no cost to Veteran and their families
- Aid to Combat Duty Grant Program

Ocala-Marion County Veterans Memorial Park Events/Commemorative Items Placement

Special Events at Veterans Memorial Park.
Memorial Day, Veterans Day, 4 Quarterly Memorial Ceremonies, Flag Retirement and average 13 other events.
Facilitating Brick/Plaque/Bench Placement.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Office Location • Knowledge of VA Programs • Properly Staffed • Abilities to handle stressful situations • Knowledge of DOD* forms • Customer Service • Teamwork • Multi-Award winning team 	<p>S</p>	<p>W</p>	<p>Weaknesses</p> <ul style="list-style-type: none"> • Personnel turnover • Access to Veterans medical and military records • Transportation for Veterans with mobility challenges • Reaching Veterans and surviving spouse in rural areas of Marion County • Occasional Communication gaps
<p>Opportunities</p> <ul style="list-style-type: none"> • Partnerships with State and Federal agencies • Networking with Veterans organizations • Partnerships with Assisted Living Facility and Nursing Homes • Increased Veteran/family population • Community education • Market VA benefits on all available media 	<p>O</p>	<p>T</p>	<p>Threats</p> <ul style="list-style-type: none"> • Pension Poachers** • False rumors concerning VA benefits • VA Claims backlog • Weather conditions • Changes in Federal Politics • Timeline to adjudicate VA claims • Financial hardships

* Department of Defense (DoD)

** The Veterans Administration and Office of The Attorney General commonly define Pension Poachers as individuals who target elderly Veterans and widows to file a Pension claim with the intentions of receiving monetary gain. This can come in purchasing gift cards “as donations” or charging a substantial fee for redirecting their finances.

Vision

Vision and Strategic Plan

Provide professional and courteous services to all Veterans and their families, consequently improving their quality of life. We will create opportunities inside and outside of our brick and mortar building for outreach to Veterans and their families, ensuring the best services and information are available to them.

Goals

GOALS	STRATEGY
1. Increase Outreach to Veterans	Become more proactive in Veterans programs throughout the county. For example, ensuring we have representation at Homeless Standdowns, Veteran’s organizational meetings, Community meetings, and local radio stations.
2. Streamline our services	We will continue to streamline our services to ensure our Veterans and their families are receiving their benefits as quickly as possible. This includes using the Fully Developed Claim (FDC) process whenever possible. A Fully Developed Claim allows the Veteran and/or individual filing the claim to submit certain documents and have their claim adjudicated within 3-6 months vs. a traditional claim process which takes up to 24 months.

Timeline

1. Increase Outreach to Veterans	Outreach should increase by 2 events per year.
2. Streamline Our Services	Proceed with the FDC procedures currently in place. We will review/revisit our website annually to ensure the most up to date and comprehensive information are available. Annual outreach to Veterans and their families will also streamline our services to individuals with mobility issues and/or technology hindrances. Our use of promotional items will also assist in ensuring the community is aware that this office is here to help them. Bi-annual training for Veteran Service Officers keeps our office abreast of the VA Best Practices.

Implementation Program

Road Map, Timeline, and Milestones

Goal #1 Increase Outreach to Veterans

Roadmap Increase outreach education to Veterans by arranging rural community seminars. Stay up to date with other organizations who are hosting Community Services and Outreach to ensure we have a strong footprint in the community.

This will require coordination with community services in the listed areas, as well as community advertising and marketing to ensure residents are aware of our program.

Timeline

2015	<ul style="list-style-type: none">• Start an outreach program at College of Central Florida aimed at contacting and educating younger Veterans.
2016	<ul style="list-style-type: none">• Conduct rural Outreach programs in the following areas<ul style="list-style-type: none">○ Marion Oaks○ Dunnellon
2017	<ul style="list-style-type: none">• Conduct rural Outreach programs<ul style="list-style-type: none">○ Fort McCoy○ Silver Springs Shores
2018	<ul style="list-style-type: none">• Conduct rural Outreach programs<ul style="list-style-type: none">○ “The Forest”○ Macintosh
2019	<ul style="list-style-type: none">• Begin a monthly media release.
2020	<ul style="list-style-type: none">• Conduct one rural outreach per quarter, revisiting areas previously touched.<ul style="list-style-type: none">○ Marion Oaks○ “The Forest”○ Silver Springs Shores○ Dunnellon

Goal #2 Streamline Our Services

Roadmap Streamlining our services will be related to and included in our Outreach Program (Goal #1). This program will increase education to Veterans and their families that have transportation issues and/or are not computer savvy. In addition to these programs, our office will revisit our website annually to ensure that the information is up to date as well as ensuring that there is sufficient information for Veterans to find necessary check lists, benefits requirements, and eligibility requirements (i.e. Frequently Asked Questions (FAQ)). We will also continue to promote our office through the use of promotional items such as cups, pens, mugs, etc. Veteran Services Officers will also continue to attend bi-annual training to remain up to date on all Federally used forms and claims processing. Thus, ensuring we provide the most current and streamlined process available through the Federal Government.

Timeline

Annually	<ul style="list-style-type: none">• Review/Revisit department website.
Annually	<ul style="list-style-type: none">• Increase outreach to Veterans in rural communities.
Annually	<ul style="list-style-type: none">• Continue office promotion by dispensing promotional items such as cups, pens, pencils, etc.
Biannually	<ul style="list-style-type: none">• Continue bi-annual training for Veteran Service Officers. This training keeps the staff up to date with the most current forms and VA practices; ensuring that our office is using the best practices requested by the Federal Government.

Funding Needs

- An Operational Budget which will address items such as staff training and education, office supplies, promotional items, communication services, off site programs, rural education, transportation, and maintain the brick and mortar office.
- Personnel Budget which will keep our office staffed at an optimal level.
- Capital Budget for improvement to Ocala-Marion County Veterans Memorial Park; which is funded through private donations.
- Grants and Aid Budget which provides funds to aid private organizations and aid to Combat Duty Grant Program
- Funding for Operations, Personnel, and Grants/Aid Budget are provided and approved by Marion County Board of County Commissioners.
- The current budget for Fiscal Year 2014-2015 and projected budget through Fiscal Year 2020 are provided under Financial Management.

Department Vision

To educate all Veterans and family members regarding City, County, State and Federal benefits. This education is achieved by outreach to rural communities, our website information, pamphlets, newspapers, radio stations, Veterans organizations, community word of mouth, and in person by our friendly and knowledgeable staff.

Financial Management, Performance Measure, and Benchmarks

Financial Management and Operating Expensesⁱ

Expenditure Line Item Budget Report grouped by Fund, Department								Fiscal Year 2016	
Marion County Board of County Commissioners									
Account Code	Account Description	FY 2014 Actual	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
000001 General Fund									
2910 Veterans Service Office									
<u>2910 Veterans Service Office</u>									
512101	Regular Salaries & Wages	278,227	284,083	284,083	283,422	283,422	283,422	283,422	283,422
521101	FICA Taxes	20,505	21,729	21,729	21,682	21,682	21,682	21,682	21,682
522101	Retirement Contributions	19,425	20,937	20,937	20,350	20,350	20,350	20,350	20,350
523101	Health Insurance	43,524	62,904	62,904	69,184	76,112	83,720	92,096	101,304
523401	Life, AD&D, LTD	1,881	1,333	1,333	1,330	1,330	1,330	1,330	1,330
524101	Worker's Compensation	1,274	915	915	913	913	913	913	913
534101	Contract Serv - Other - Misc	37,310	0	0	0	0	0	0	0
540101	Travel & Per Diem	4,252	5,520	5,520	5,520	5,630	5,743	5,858	5,976
541101	Communications Services	1,743	1,536	1,536	2,336	2,383	2,430	2,479	2,529
542201	Postage & Freight	637	2,162	2,162	2,162	2,205	2,249	2,294	2,340
543101	Utility Services - Elec./Water/Sewer	4,520	8,964	8,964	7,264	7,409	7,557	7,709	7,864
544101	Rentals & Leases - Equipment	3,265	3,504	3,504	3,604	3,676	3,750	3,824	3,901
544301	Rentals & Leases - Land	300	300	300	300	306	312	318	325
545101	Insurance - Premiums	2,817	2,387	2,387	2,387	2,482	2,582	2,685	2,792
547101	Printing & Binding	1,228	2,310	2,310	2,310	2,356	2,403	2,451	2,500
548101	Promotional Activities	2,779	2,788	2,788	2,788	2,844	2,901	2,959	3,018
551101	Office Supplies	4,033	4,265	4,265	4,265	4,350	4,437	4,526	4,617
552101	Gasoline, Oil & Lubricants	85	1,560	1,560	998	1,018	1,038	1,058	1,080
552106	Computer Software	3,200	950	950	950	969	988	1,008	1,028
552116	Operating Supplies - Computer Hardware	1,355	1,400	1,400	1,400	3,000	2,250	1,500	1,529
554101	Books, Publications & Subscriptions	1,340	1,418	1,418	1,418	1,446	1,475	1,505	1,535
554201	Dues & Memberships	260	320	320	520	530	541	552	563
555501	Training & Education	980	1,080	1,080	1,380	1,408	1,436	1,465	1,494
563112	Improvements - Veterans Memorial Park	39,095	0	20,000	0	0	0	0	0
582101	Aid to Private Organizations	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000
583211	Aid to CBT Duty Grant Program	606	9,000	9,000	5,000	5,000	5,000	5,000	5,000
	2910 Veterans Service Office	494,641	461,365	481,365	461,483	470,822	478,509	486,984	497,093
	2910 Veterans Service Office	494,641	461,365	481,365	461,483	470,822	478,509	486,984	497,093
	000001 General Fund	494,641	461,365	481,365	461,483	470,822	478,509	486,984	497,093
	Report Total	494,641	461,365	481,365	461,483	470,822	478,509	486,984	497,093

Performance Measures and Benchmarksⁱⁱ

Marion County Board of County Commissioners				
Strategic Plan Performance Measures and Benchmarks				
Fund number:	1			
Department number:	2910			
Department name:	Veterans Services			
Performance Measure	Marion County	Comparison one	Comparison two	Comparison three
		Sarasota County	Pasco County	Polk County
Veterans Population FY 2013	45,650	37,038	50,059	53,514
Staff Members	8	7	7	5
Clients Per Year	7,225	10,125	10,461	1,942
Total New Revenue FY 2013-2014	\$14,778,846	\$17,368,531	\$24,701,428	\$22,704,993
Total Recurring Revenue FY 2013-2014	\$123,168,846.00	\$117,506,531.00	\$186,807,428.00	\$168,855,993.00
Benchmarks				
Average 1 hour per claim/client per visit.				
Succeed in achieving Above Average score on Customer Surveys.				
Diligently work to educate Veterans and spouses about potential VA benefits in Assisted Care Facilities.				
Help in educating newly discharged active duty members about VA, state, and local benefits.				
Perform a variety of community outreach programs throughout Marion County.				
Focused on providing an answer to every question asked by clients, if we don't know the answer, we will find it.				
VA Annual Report divided by County reflecting the Total Revenue from Compensation & Pension claims.				
Veteran Population from FY 2013 USDVA Data				
Revenue Data from FDVA Report				



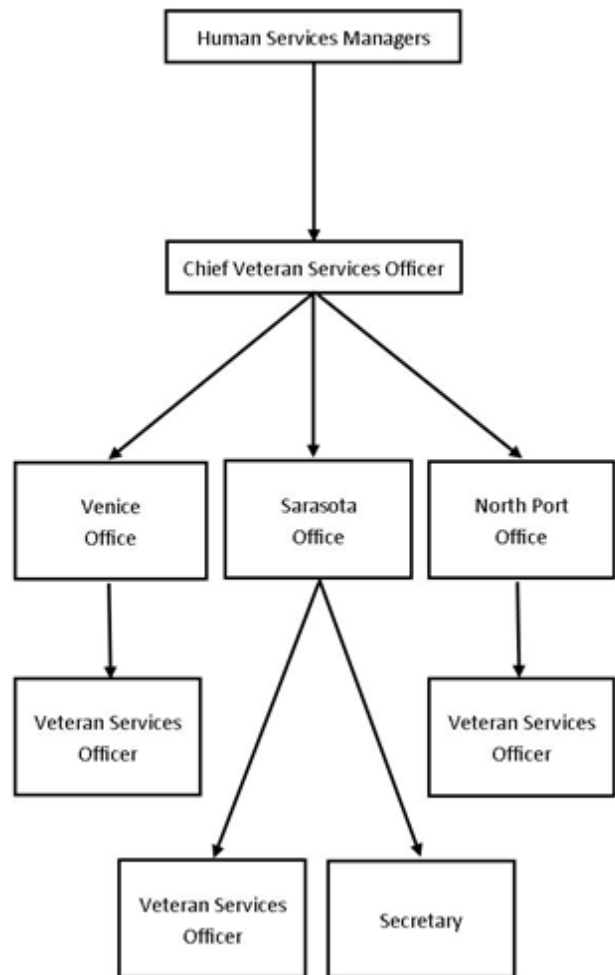
Veteran Services

County Veteran Services unit provides assistance to Veterans and their families with filing claims for Veterans benefits. Benefits include:

- Compensation for service related disabilities
- Medical benefits
- Pension for wartime Veterans with non-service related disabilities
- Survivor benefits
- Death benefits

The unit also provides county assistance for burials of unclaimed bodies.

For more information email Jerry Derrick: jderrick@scgov.net



Pasco County^{iv}



Welcome to Veterans Services

Pasco County is home to over 54,000 Veterans and their families. Clients have served in all branches of the military from World War II to the present Global War on Terrorism.

Pasco County Division of Veterans Services is a County agency created to assist the County's former, present and future members of the United States Armed Forces, their dependents and survivors.

As advocates for veterans, the Division's team of state accredited service officers know the extent, meaning and application of the laws passed by the U.S. Congress and the Florida Legislature, regarding Veterans' benefits.

The team provides direct assistance when claims for benefits earned by military service, need to be completed and submitted to the U.S. Department of Veterans Affairs.

Our team will apply specialized knowledge in the way best suited to the needs of each Veteran and his or her beneficiaries.

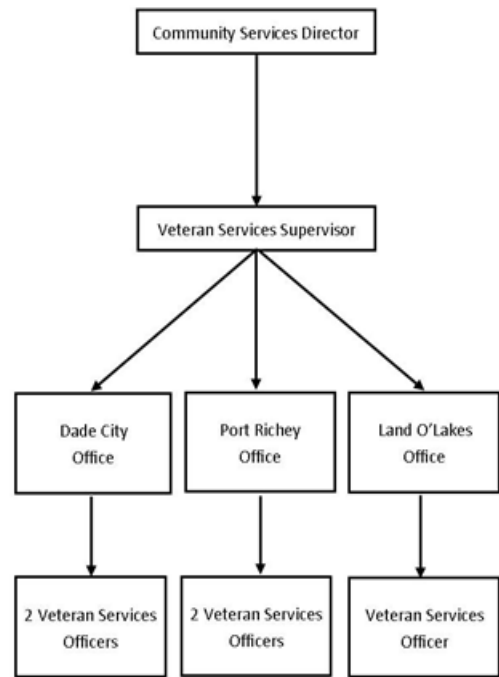
Assisting Veterans

The staff is familiar with laws and regulations governing federal, state and local benefits. Their ultimate goal is to obtain all benefits the client is entitled to under these laws and regulations. The staff is prepared to assist clients with all necessary paperwork in order to obtain their rightful entitlements in the shortest possible time, including appeals preparation.

Some of the services provided by the staff include but not limited to:

- Claims preparation
- Benefit counseling
- State veterans nursing home applications
- Military records search
- Appeals

The Veterans Service Staff looks forward to assisting Pasco County's veterans and their families.





Select a Service ▾ How Do I? ▾ Departments ▾

Search

- Social Services
- Elderly Services
- Healthy Families
- Housing

Veteran Services

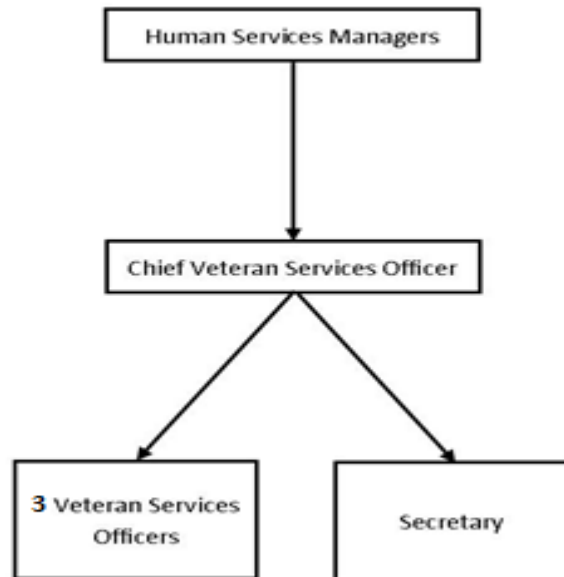


You've already served your country, now let us serve you.

Polk County's Veteran Services is here to help current, former and future service members wade through the intricate and sometimes complicated process of obtaining military benefits.

Many of Polk's nearly 54,000 Veterans can take advantage of this free service, which can include providing information about:

- Compensation
- Education and training
- Home Loans
- Life Insurance
- Military Pension
- Survivor Benefits
- Vocational Rehabilitation
- Burial Benefits



Marion County Veterans Services

Marion County Veterans Services

2528 E. Silver Springs Boulevard

Ocala, Florida 34470-7010

Phone: 352-671-8422

Fax: 352-671-8424

Serving the Defenders of Freedom & their Families.

OUR SERVICES ARE ABSOLUTELY FREE.

We are a department of the Marion County Board of County Commissioners.

We are a separate agency from the Department of Veterans Affairs.

Our Mission & Goals are:

To provide professional and courteous service to all Veterans and their families, consequently improving their quality of life.

To distribute information, process claims, and host events for all Veterans, their families, organizations and concerned citizens through all means possible.

To interview/counsel/assist Veterans and/or their dependents to determine their eligibility for benefits including Compensation, Health Care, Home Loans, Education, Burial Benefits and Vocational Rehabilitation.

To coordinate and disseminate information regarding Federal, State, County, and private Veterans programs and benefits.

For further information, please call the number above.

OUR SERVICES ARE ABSOLUTELY FREE.

<http://www.marioncountyfl.org/veteransservices.htm>

Ocala – Marion County Veterans Memorial Park: Brick Locator Map

Park Open: Sunrise – Sunset

Park Office Hours: 9 a.m. – 1 p.m., Monday – Friday

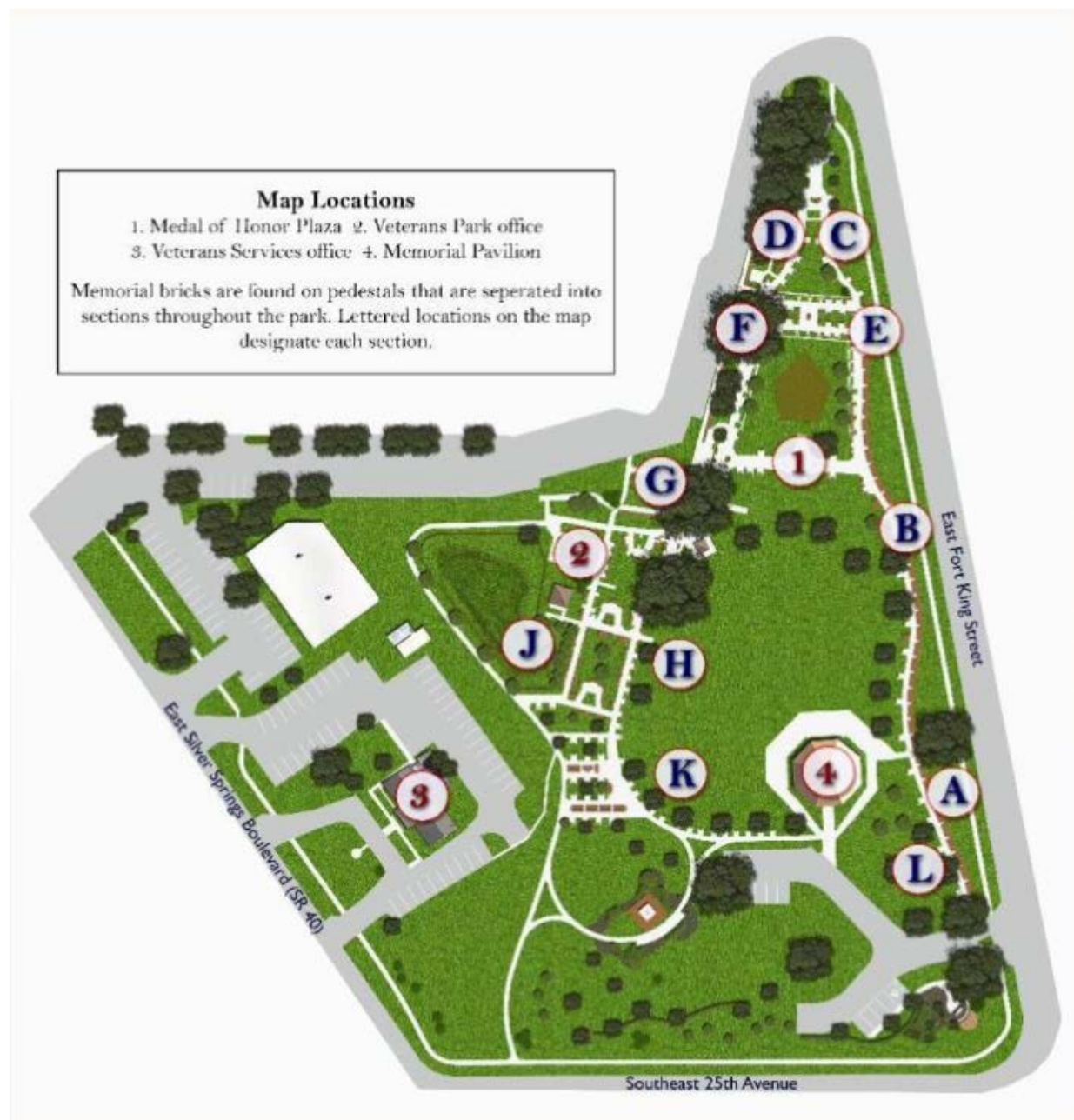
Park Office Phone: 352-671-8425

Park Address: 2601 E. Fort King St., Ocala, FL 34470

Veterans Services Office: 352-671-8422

www.marioncountyfl.org/veteransservices.htm

Find a Brick, Bench, or Monument: <http://marioncountyfl.org/departments-agencies/departments-o-z/veterans-services/ocala-marion-county-veterans-memorial-park>



Welcome to the Ocala-Marion County Veterans Memorial Park



West Port Army JROTC Adopts Ocala-Marion County Veterans Memorial Park on March 21, 2015



Veterans Memorial Park



Veterans Service Office



The idea for a veterans memorial park began in the hearts and minds of a group of veterans in the late 1980s. With the support of the community and a partnership between the Marion County Board of County Commissioners and the City of Ocala, these veterans realized their dream when the Ocala - Marion County Veterans Memorial Park opened in 1997.

Nestled in a quiet oasis located in the center of Ocala is a lasting memorial to veterans of all wars who lived, fought and died for the beliefs of individual freedom. With more than 5,000 bricks, 200 benches and 100 plaques, visitors can appreciate the history of our veterans from the birth of our nation forward. The park office is staffed completely by volunteers, many who are veterans and have first-hand recollections of the wars that were fought.

Rededicated in 2005, the park continues to be a treasure to our community, providing many opportunities to inform and educate citizens about the armed forces

and the men and women who served. It features the Medal of Honor monument, the presidential monument (honoring all presidents who served in our military), war memorabilia and picnic areas.

The park serves as a history lesson etched in brick and granite; walk along the inside of the southwest section of the wall for a sequential history of all wars, conflicts and battles beginning with the Indian Wars in 1628 and continuing to the present. The east wall presents the history of the American Civil War with plaques and battle commemorations for both the Union and Confederate armies. On the outside of the wall are plaques of veterans organizations and other groups to recognize their support of the park. Pedestals, bricks, plaques and benches - all donated by veteran/community organizations, individuals and families - offer residents an opportunity to commemorate and honor the men and women who have sacrificed so much for our country.



For information about donating bricks, plaques and benches, or if you are interested in volunteering your services to this unique park, please call 352-671-8422.



**Marion County
Board of County Commissioners**

Office of Public Information

601 SE 25th Ave.
Ocala, FL 34471
Phone: 352-438-2300
Fax: 352-438-2309

Contact: Elaine Delorio McClain, Public Information Specialist
Office: 352-438-2314 • Cell: 352-857-1434 • Email: elaine.mcclain@marioncountyfl.org
Today's Date: Oct. 31, 2012

**MARION COUNTY VETERANS SERVICES RECEIVES
"LARGE COUNTY SERVICE OFFICE OF THE YEAR" STATE AWARD**
Immediate Release

- WHO:** Marion County Veterans Services and the Veterans of Foreign Wars Department of Florida.
- WHAT:** Kenneth Thie, director of the VFW Department of Florida will present the Large County Service Office of the Year award to Marion County Veterans Services staff at the Board of County Commissioners meeting.
- WHEN:** Nov. 6 • 9 a.m.
- WHERE:** McPherson Governmental Complex Auditorium • 601 SE 25th Ave., Ocala.
- WHY:** For the second time in three years, Marion County Veterans Services is being recognized as the Large County Service Office of the Year by the Veterans of Foreign Wars Department of Florida. Each year, the state VFW office staff members and director rate the 66 service offices statewide based on the number, accuracy and success of each office's submitted claims, the availability of follow-up information and the size of the county.

"Our staff goes above and beyond to ensure our veterans receive all entitlements and benefits," said Jeffrey Askew, Marion County Veterans Services director. "Receiving this award for a second time is a testament to our office's great team effort."

The VFW state director, Kenneth Thie, will present the award to Askew and office staff during the Nov. 6 Board of County Commissioners meeting.

###







VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 10 APR 2015

1. Did you receive prompt and friendly service?

YES

2. Do you think your questions were answered in a professional manner?

YES

3. Do you believe that the Veterans Services Staff did everything possible to help you?

Please explain:

THE MAILED THE FORM THAT I REQUESTED

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain:

YES. I FEEL THAT THEY WOULD RECEIVE HELP RESOLVING A PROBLEM

5. What can we do to provide even better services to you next time?

NOTHING

OPTIONAL INFORMATION

YOUR NAME: BOBBIE E. CARTER

PHONE NUMBER: (305) 898 3018

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 2-12-15

1. Did you receive prompt and friendly service? *yes*
2. Do you think your questions were answered in a professional manner? *yes*
3. Do you believe that the Veterans Services Staff did everything possible to help you?
Please explain: *yes*
4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain: *yes*
5. What can we do to provide even better services to you next time? *nothing*

OPTIONAL INFORMATION

YOUR NAME:

Daisy Stump daughter/Kozan Lindor

PHONE NUMBER:

352-622-8438 or 352-438-9301

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 12/18/2014

1. Did you receive prompt and friendly service? *yes*
2. Do you think your questions were answered in a professional manner? *yes*
3. Do you believe that the Veterans Services Staff did everything possible to help you? *yes*
Please explain:
4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain: *yes. BECAUSE life CAN be so difficult & this SERVICE IS needed in order to assist VETERANS & their family members with the services that you provide. Thank you very much*
5. What can we do to provide even better services to you next time? *Your Good !!!*

OPTIONAL INFORMATION

YOUR NAME: Brother: Timothy Carl Grant

PHONE NUMBER: 352-237-0630

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

J

Date: 8-13-14

1. Did you receive prompt and friendly service?

Absolutely

2. Do you think your questions were answered in a professional manner?

in every way

3. Do you believe that the Veterans Services Staff did everything possible to help you?

Please explain: *Kind courteous & attentive*

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain:

Yes

5. What can we do to provide even better services to you next time?

Keep up what you are doing

OPTIONAL INFORMATION

YOUR NAME: *Richard J. Jones*

PHONE NUMBER: *352 259/6974*

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 2-27-14 and 2-28-14

1. Did you receive prompt and friendly service?

yes

2. Do you think your questions were answered in a professional manner?

yes

3. Do you believe that the Veterans Services Staff did everything possible to help you?

Please explain:

yes they were very nice and helpful

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain:

yes

5. What can we do to provide even better services to you next time?

I don't think they could do any better.

OPTIONAL INFORMATION

YOUR NAME: Ralph & Joyce Moore (Kentucky)

PHONE NUMBER: 606-706-2913

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 12-20-13

1. Did you receive prompt and friendly service?

yes

2. Do you think your questions were answered in a professional manner?

yes

3. Do you believe that the Veterans Services Staff did everything possible to help you?

Please explain:

Everything Perfect

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain:

yes - By all means

5. What can we do to provide even better services to you next time?

IT Can't be any better - Thank you.

OPTIONAL INFORMATION

YOUR NAME: Michael Cordwin

PHONE NUMBER: 352-236-4883

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE



We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 10-22-13

- 1. Did you receive prompt and friendly service? yes very
- 2. Do you think your questions were answered in a professional manner? yes very
- 3. Do you believe that the Veterans Services Staff did everything possible to help you?
Please explain: yes - filled out my forms and explained what was what
- 4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain: yes - they are professional and caring people
- 5. What can we do to provide even better services to you next time?
maybe popcorn? Only kidding
It was outstanding service

OPTIONAL INFORMATION

YOUR NAME: Daniel SAURO

PHONE NUMBER: 352-390-6198

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 5/15/13

1. Did you receive prompt and friendly service? YES

2. Do you think your questions were answered in a professional manner? YES

3. Do you believe that the Veterans Services Staff did everything possible to help you?

Please explain: YES, THEY ASSISTED ME EXCEPTIONALLY AND EXPLAINED THAT MY WIFE COULDN'T GET HER PAPERWORK, UNLESS SHE WAS PRESENT. I UNDERSTAND AND WHEN SHE ARRIVED TX TOOK CARE FOR TOO, THANKS!

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain:

YES, THEY CALMLY, RESPECTFULLY TOOK CARE OF US. THANKS!

5. What can we do to provide even better services to you next time?

KEEP DOING WHAT YOU'RE DOING. IT'S THE STAFF ARE GREAT!

OPTIONAL INFORMATION

YOUR NAME: J. LEE TURNER

PHONE NUMBER: 352-414-9026

Once completed please fold and drop in questionnaire box.

Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE



K
M
K
Dm

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 10/26/12

1. Did you receive prompt and friendly service?

Yes, immediately upon arrival!

2. Do you think your questions were answered in a professional manner?

Absolutely and was presented with additional information that was essential.

3. Do you believe that the Veterans Services staff did everything possible to help you? Please explain.

Yes, gave directions to locations, forms that were needed at other locations (so I was prepared)

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain.

Absolutely, True dedication to the Veteran is a priority to this Team!

5. What can we do to provide even better services to you next time?

Could not improve! Maybe give raises to employees!

OPTIONAL INFORMATION

YOUR NAME: Margaret Lee Woodruff

PHONE NUMBER: 352-299-0644

Once completed please fold and drop in questionnaire box.
Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE



We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 10/2/2012

1. Did you receive prompt and friendly service? *yes*

2. Do you think your questions were answered in a professional manner? *yes*

3. Do you believe that the Veterans Services staff did everything possible to help you?
Please explain. *yes*

4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain. *yes*

5. What can we do to provide even better services to you next time?
Excellent service already!!!

OPTIONAL INFORMATION

YOUR NAME: *Amerson J. DeW*

PHONE NUMBER: 352-732-3539

Once completed please fold and drop in questionnaire box.
Thank you for your participation.



VETERANS SERVICES QUESTIONNAIRE



Handwritten notes:
C
E
S
A
S
S
C

We strive to provide the very best services possible to our Veterans and their family members. Your help is needed. Please complete this short questionnaire.

Date: 5-14-2012

- 1. Did you receive prompt and friendly service? *yes*
- 2. Do you think your questions were answered in a professional manner? *yes*
- 3. Do you believe that the Veterans Services staff did everything possible to help you? Please explain. *Very much so -*
- 4. Would you recommend a family member or friend to visit this office for Veterans Services? Please explain. *yes I would. Very friendly*
- 5. What can we do to provide even better services to you next time?
Bless all of you !!

OPTIONAL INFORMATION

YOUR NAME: Carmella Fuschello

PHONE NUMBER: 679-3624

**Once completed please fold and drop in questionnaire box.
Thank you for your participation.**

Strategic Plan References

ⁱ Adopted Line Item Budget 2014-15. Retrieved from

<http://www.marioncountyclerk.org/files/20142015AdoptedLineItemBudgetWeb2.pdf>

ⁱⁱ FDVA County Compensation & Pension Report: Fiscal Year 2013-2014. Retrieved from Report e-mailed to all Veteran Services Office County Directors from the FDVA

<http://www.va.gov/vetdata/>

ⁱⁱⁱ Sarasota County Veteran Services Office. Retrieved from

<https://www.scgov.net/VeteranServices/Pages/default.aspx>

^{iv} Pasco County Veterans Services Office. Retrieved from

<http://www.pascocountyfl.net/index.aspx?NID=167>

^v Polk County Veterans Services Office. Retrieved from

<http://www.polk-county.net/boccite/Our-Community/Veteran-Services/>