



VETERAN SERVICE ORGANIZATIONS GRANTS

March 14, 2018

JAMES REDFORD, DIRECTOR



Rise to Serve 2018 - 2022

Mission

The Michigan Veterans Affairs Agency is the central coordinating agency, providing support, care, advocacy and service to veterans and their families.

Vision

For Michigan to be the place veterans choose to live, raise a family, work and retire.

Values

- **Respect** – Treat everyone the way you want to be treated
- **Integrity** – Always do the right thing with honesty and openness
- **Service** – Exceed expectations with innovative and collaborative solutions
- **Excellence** – Strive for the highest quality and continuous improvement

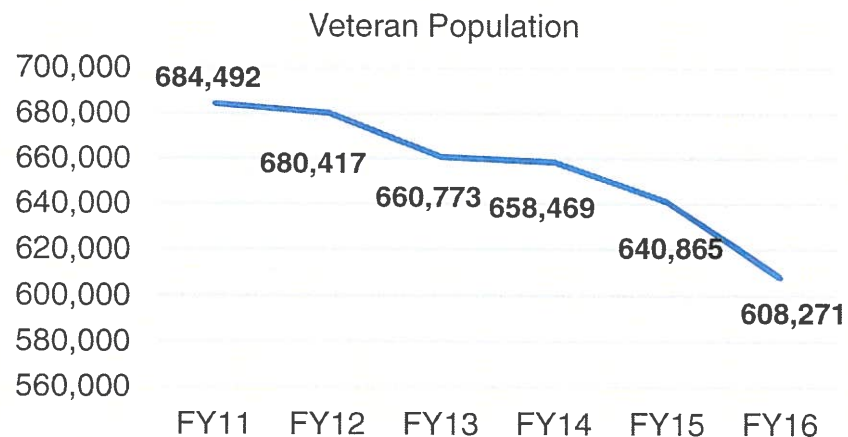
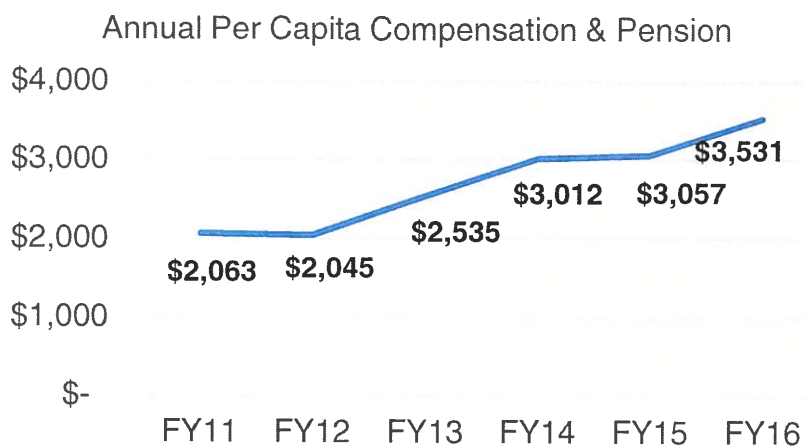
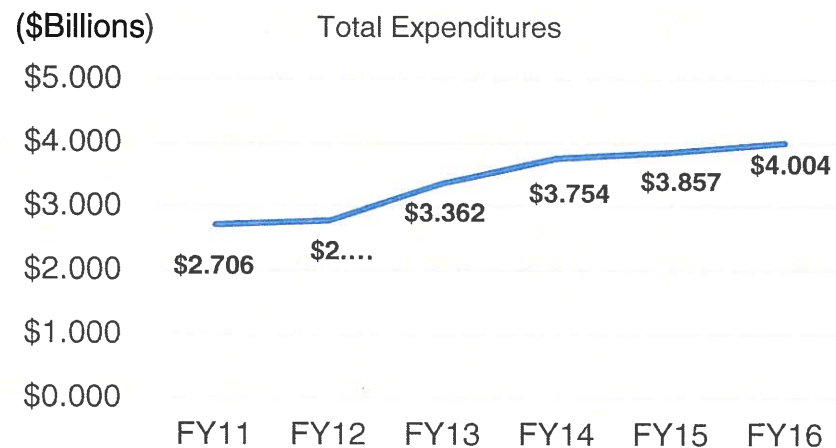
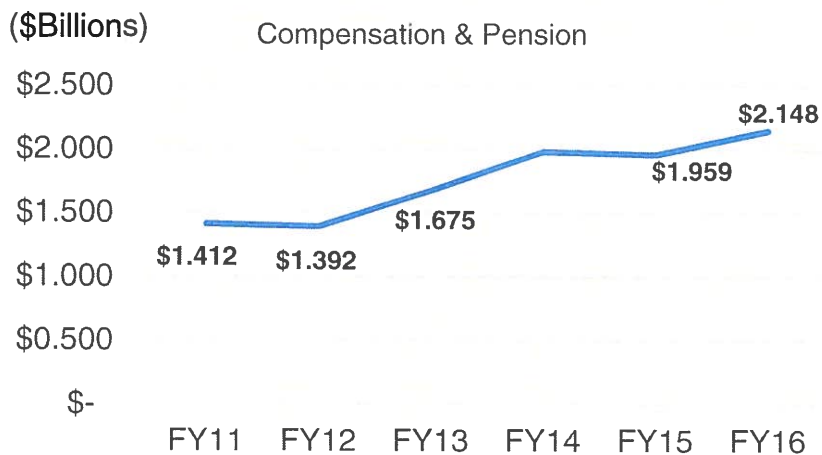


Overview

- State of Michigan GDV
- Service Provision in Michigan
- County Incentive Grant
- VSO History
- Act No. 107, Public Acts of 2017
- Specific Duties of VSO Contract
- FY18 Veterans Service Organization Grant
- MVC Regional Service Provision
- Grant Monitoring Program
- VSO Grant Service Provision Contract FY19



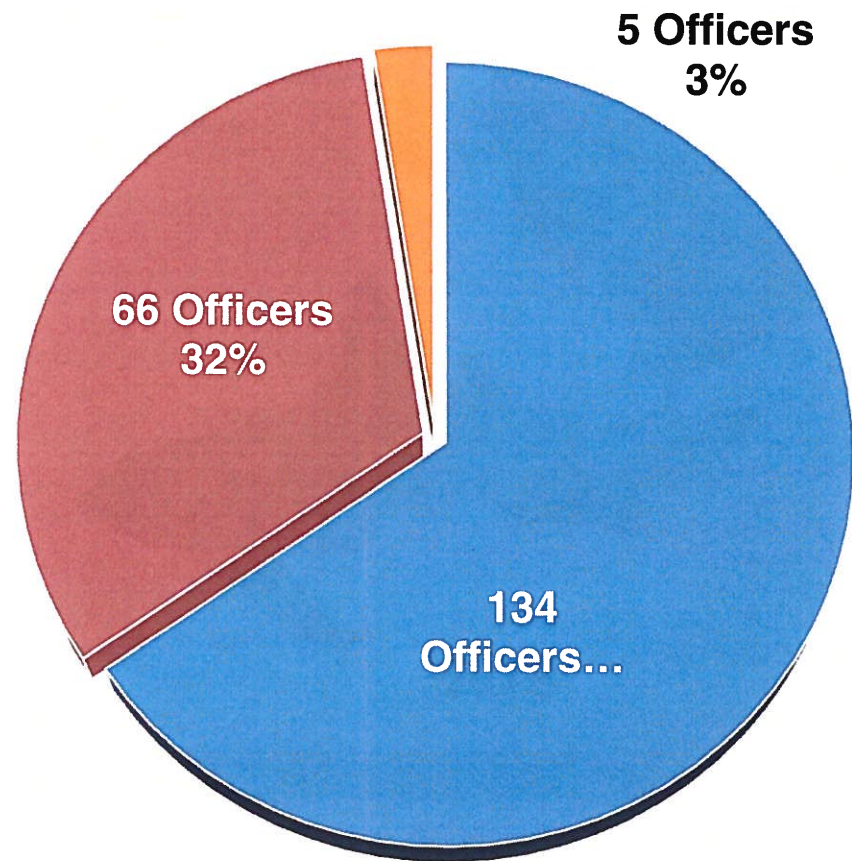
State of Michigan GDX





Service Provision in Michigan

VA Accredited Veteran Service Officers

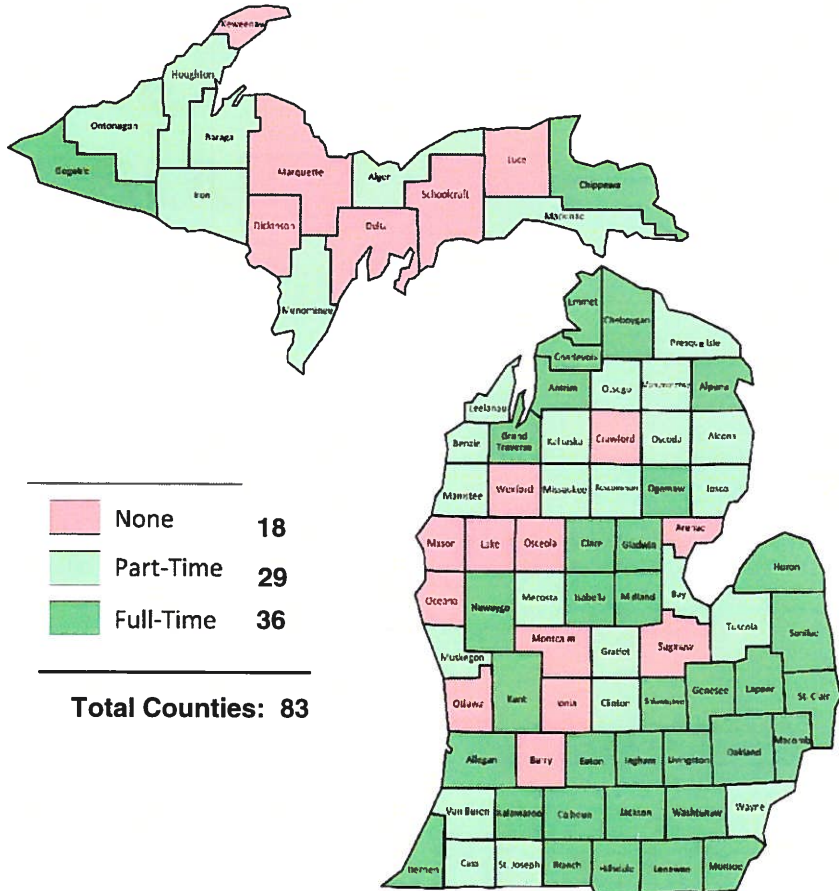


■ County ■ VSO ■ MVAA

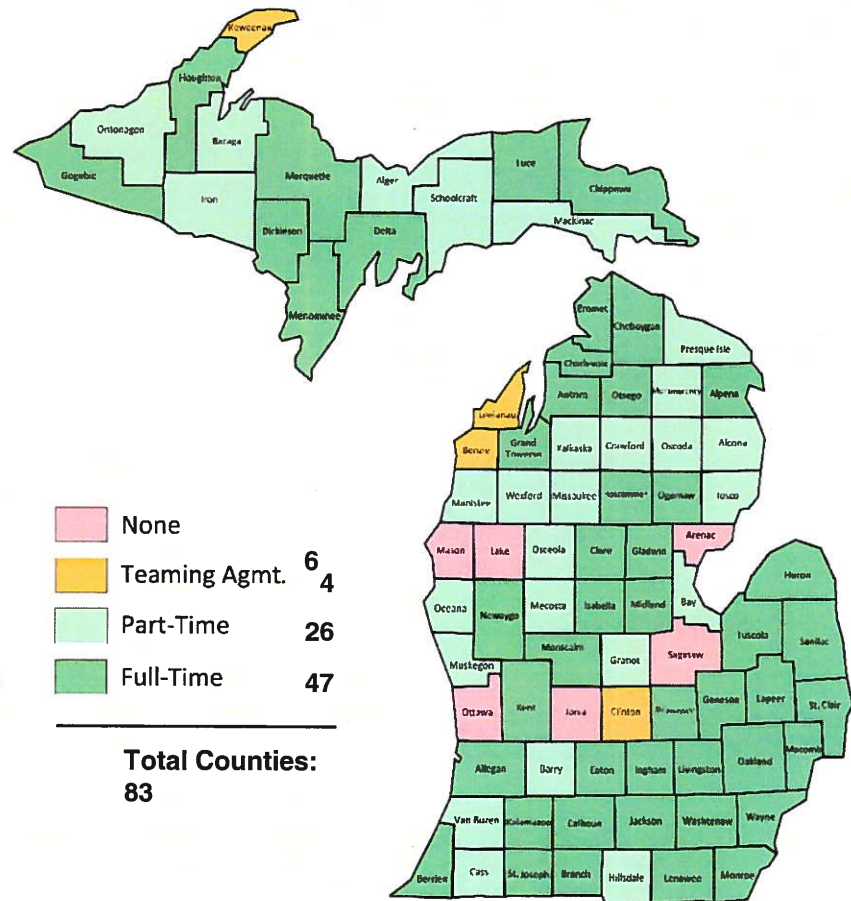


County Incentive Grant \$200K

2013



2018





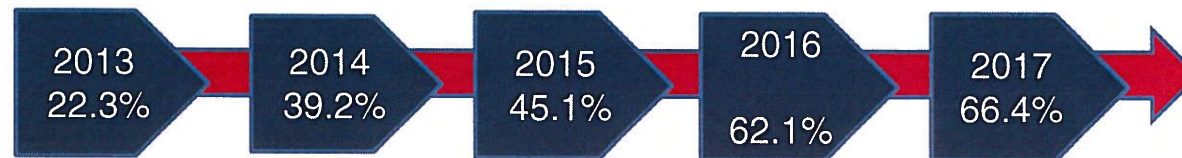
VSO History

- From 1927 – 2013, VSO Grants were awarded to several Veteran Organizations
- In 2014, the first Service Provision Contract was awarded with the MVC
- In 2018, the current MVC Membership is 5 Members

FDC Rate – Submitted 2013 - Present



FDC Rate – Adjusted 2013 - Present





Act No. 107

Public Acts of 2017

Sec. 407. (1) The MVAA shall disburse VSO grants to achieve agency goals and performance objectives in partnership with the VSOs.

- Grants to VSOs will be disbursed to fund programs and projects which are determined by the agency to meet agency performance objectives and ensure that VSOs communicate the availability of emergency grants through the Michigan veterans' trust fund.

Sec. 407. (2) Veterans service organization grants awarded by the MVAA shall provide for the following, as developed by the MVAA:

- The provision of service to veterans statewide, using a regional service delivery model, with services provided at specified locations and times, including service provided in state correctional facilities.
- The payment of a fixed hourly service rate of \$34.00 per hour.
- Use of an MVAA-designated internet-based claims data system, VetraSpec.

Sec. 407. (3) The MVAA shall report the following information as provided in section 216 of this part:

- The number of fully developed claims, by type, submitted to the USDVA by VSOs, with an overall goal of 40% of benefit claims submitted that are considered fully developed by the USDVA.



Specific Duties of the VSO Contract

- Creating Consistency in Service Provision
- Providing Excellent Customer Service
- Providing Complete and Thorough Service

- Focus on Special Operations




FY18 Veterans Service Organization Grant

\$3,835,500

Fixed Costs \$287,662.50

- Financial Management, Reporting Responsibilities and Program Manager
- Equals 7.5% of Total Appropriation
- Total sum of \$287,662.50 disseminated in 12 equal monthly payments

Programmatic Support Costs \$479,437.50

- Support staff expenditures
- Technology (computers, telephone, printer, scanner, signature pad)
- Printed materials
- Equals 12.5% Total sum of \$479,437.50 disseminated in 12 equal monthly payments

Reimbursable Expenditure Costs \$191,775

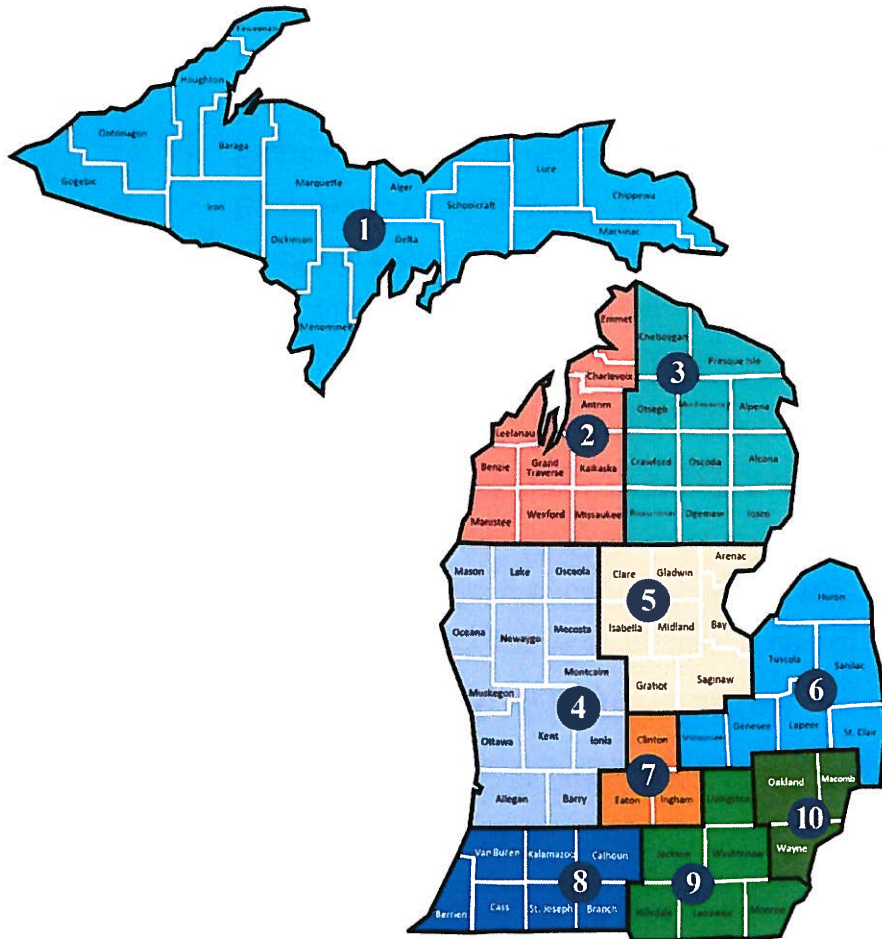
- Costs related to training for obtaining/maintaining accreditation
- Costs for regular/active participation with MVAA Veteran Community Action Teams (VCAT)
- Costs for training related to system/process changes
- Training costs capped at 5% not to exceed \$191,275.00 paid on reimbursement basis

Service Provision Costs \$2,876,625

- Costs related to direct advice and assistance provided to veteran or family member
- Service provision costs are paid at direct rate of \$34.00 per hour
- Contractor must provide service hours by region IAW contract
- Must be provided for duration of contract
- Not to exceed total appropriation less other costs



MVC Regional Service Provision



Ten Prosperity Regions

<u>REGION</u>	<u>REGIONAL SERVICE HOURS</u>
1	3,318
2	2,782
3	2,497
4	10,529
5	4,341
6	6,803
7	2,952
8	5,828
9	6,534
10	39,023
TOTAL:	84,607



Grant Monitoring Program

Weekly Checks – Time & Attendance

- MVAA examines one region per week by calling and/or physical visit to each service officer's location.
 - 3 telephonic attempts are made to connect with the service officer; Physical visits are limited to one attempt
 - Results are reported to MVC Director and Response or corrective action required if necessary

Monthly Reviews – Activity & Performance

- MVAA conducts MVC activity and performance monitoring one randomly selected region.
- MVAA provides MVC scheduled review dates - on-site review activities include:
 - MVC distribution of MVAA Materials and Verification of Service Officers Locations
 - Verification of Hours Invoiced and Customer satisfaction survey and service rating
 - Examination documents/correspondence/evidence pertaining to cost and expenses
 - Examination Claims Activity (validate number and originator of claim)
 - Fully-Developed Claims (77% submission/67.3% adjusted)
 - Verify MVC annual audit (must be performed by a certified public accountant)

Quarterly Reviews

- Quarterly reviews completed in conjunction with monthly reviews
- Validate VSO VCAT participation/attendance
- Examine customer satisfaction survey ratings (must meet 60% good/excellent rating)



Veteran Service Organization Grant Service Provision Contract FY19

- FY17 - Service Provision Contract awarded with Five One-Year Options
- FY18 - First One-Year Option Appropriation of \$3,835,500
- FY19 - Proposed Second One-Year Option of \$3,835,500



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