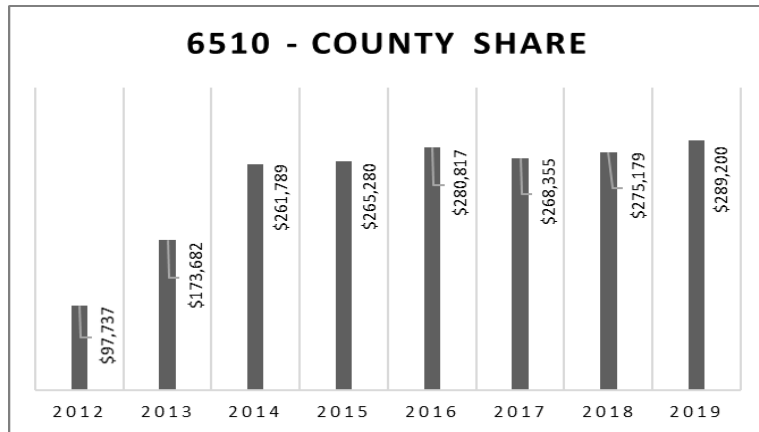


# VETERANS SERVICE BUREAU

6510



## MISSION STATEMENT

To assist county veterans and their families in obtaining any county, state, or federal benefits that they are entitled to for their service in the military.

## WHO WE SERVE

All veterans who have received a favorable (other than dishonorable) discharge from the service and their spouses.

## ABOUT OUR DEPARTMENT

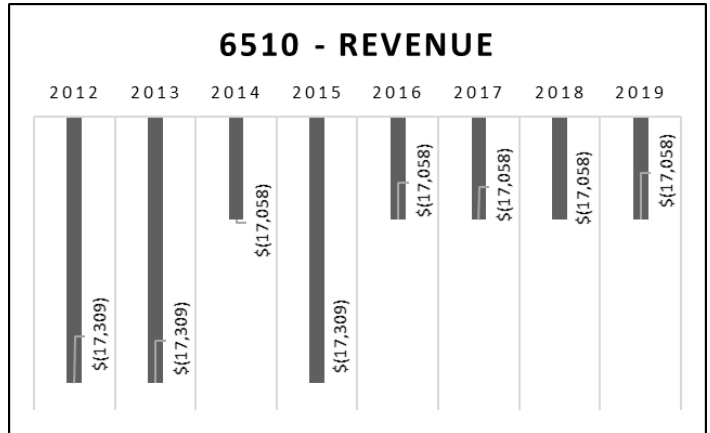
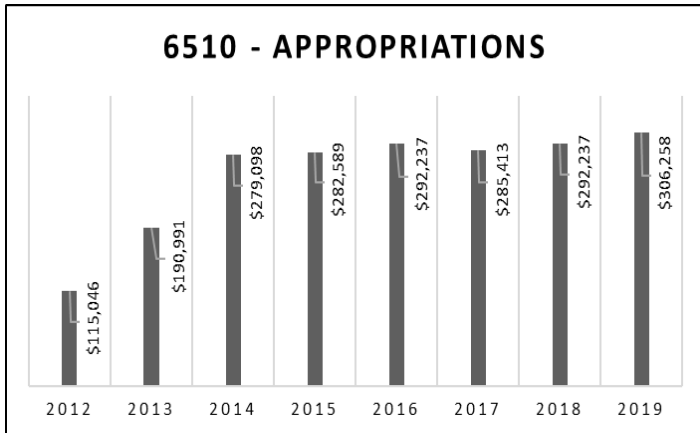
Veterans Service Bureau provides many services and resources to the veterans of Albany County to include:

- Initiate, develop, and advance claims for county, state, and federal veteran benefits.
- Guide veterans as they enroll in the VA Health Care System.
- Counsel and assist with burial and death benefits for veterans' survivors.
- Coordinate emergency assistance from appropriate agencies.
- Refer veterans and their families to other appropriate programs for assistance.
- Obtaining military records.
- Employment referrals.
- Assistance in obtaining temporary housing and necessities for the homeless.
- Coordinate and maintain the Return the FAVOR discount program.
- Honoring outstanding deceased and living Veterans.
- Provide outreach to organizations and institutions that service Veterans

## 2018 ACCOMPLISHMENTS AND CHALLENGES

- Honored twelve deceased veterans through the Honor A Veteran Program.
- Integrated JROTC programs from Albany High and Christian Brothers Academy into the Honor A Veteran ceremonies.
- Honored three living distinguished county veterans.
- Assisted numerous veterans and spouses in submitting claims for compensation, pensions, aid and attendance, and burial claims.
- Identified over 75 organizations within the county that are Veteran organizations or provide services to Veterans.
- Engaged in massive effort to conduct outreach to all Veteran organizations and any organization/institution that provides services to Veterans.
- Established individual and organization membership with many Veteran organizations.
- Redesigned the Return the FAVOR logo and made improvements to the program (issuing of cards and enrolling new merchants).
- Updated all department forms and brochures, all standardized and current.
- Started the process of updating web page.

# VETERANS SERVICE BUREAU – 6510



## 2019 GOALS AND PERFORMANCE TARGETS

- Continue aggressive outreach efforts in order to reach more organizations and Veterans to assist with obtaining eligible benefits.
- Establish a calendar/listing on the webpage of all Veteran events within the county.
- Participate in more Veteran events and coordinate with County Executive’s staff for his attendance at major events.
- Work with the Joint Veterans Committee to include more Veteran organizations in order to improve communication, events, and efforts of the Veteran organizations in the county and the Veterans Service Bureau.
- Convince an agency (Soldier On, Albany Housing Coalition, or any other) to commit to establishing homeless housing for female Veterans within the county.

## SUMMARY OF BUDGET CHANGES

There are no substantive changes to the Department’s budget.

Through community outreach the department was able to connect with the Oddy family in order to obtain a military headstone for a deceased WWI Veteran, Frederic Ollwerther and also honor him at the county’s July Honor A Veteran ceremony.

By having representation at the Hilltowns Access program, we were able to connect with an elderly (over 90 y/o) Veteran, Vic that no other county agency had been able to connect with him. We were able to work with the VA and Department of Social Services to get much needed services and benefits to drastically improve his quality of life.