



Monterey County

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Report

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Receive an oral presentation from Monterey County Military and Veterans Affairs Office on how performance measures are used as a management tool.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Receive an oral presentation from Monterey County Military and Veterans Affairs Office on how performance measures are used as a management tool.

SUMMARY/DISCUSSION:

The Military and Veterans Affairs Office (MVAO) is a mission driven organization that focuses on advocacy for veterans and their dependents through commitment, continuous training, knowledge skills and ability to assist veterans and their dependents in navigating the Veterans Benefits Administration (VBA) Veterans Healthcare Administration (VHA) and National Cemetery Administration (NCA) process as well as through the local and state veterans benefits and entitlement process.

The MVAO recently upgraded its automated systems to Vetpro which offers a tool kit to better track and utilize performance and outcome measures. Vetpro is a web based system that tracks awards, successful claims activities, state tuition assistance, and performance of our veterans representatives in the community to include workload units generated.

A priority for the MVAO in pursuing outcomes has been community based outreach programs to include homeless and incarcerated veterans in the community. We track performance of our veteran's representatives in the community and workload units through Vetpro.

Through this process, the MVAO utilizes continuous improvement tools such as review of audits, community relations and feedback from the Military Veterans Advisory Commission (MVAC), and Veterans organizations.

OTHER AGENCY INVOLVEMENT:

Other agency involvement includes the Military Veterans Advisory Commission (MVAC), California Department of Veterans Affairs (CDVA), the Department of Veterans Affairs (DVA) and our community partners: Veterans Transition Center (VTC) Housing Resource Center (HRC), Veterans Resources Center (VRC) and the Salvation Army (SA).

FINANCING:

Receiving this report and presentation has no budget impact.

Prepared by: George Dixon, Military and Veterans Affairs Officer, x7616

Approved by: Elliott Robinson, Director of Social Services, x4434