

# Madison County Veterans Services Office

## End of Year Report

(October 1, 2019 – September 30, 2020)

### Current Operations:

The Madison County Veterans Service Office was created by the Madison County Board of Supervisors to advise local veterans and their dependents of their rights and entitlements under federal and state laws, to counsel them and to actively assist them by filling out necessary forms and papers and obtaining documents and affidavits so that they can access veteran benefits and services. The office is staffed by Mendal Kemp, (Part-Time) County Veterans Service Officer (CVSO) and Gina Kelley, (Full-Time), CVSO. Kemp and Kelley are Certified CVSOs and receive annual training provided by the State Veterans Affairs Board and pass a test each year in order to maintain Certification.

The work is complex and exacting due to the numerous and ever-changing state and federal laws, rules and regulations. These laws and regulations cover many and varied benefits that include the following: Disability Compensation; Pensions; Insurance; Death Benefits; Healthcare; Special Monthly Compensation; Aid and Attendance; Education and Vocational and Employment and Rehabilitation. Work is generated through inquiries concerning veteran benefits, referrals by state agencies and by actions of the CVSO in seeking out those who may be entitled to benefits.

### Contacts:

- Phone contact with veterans and/or family members 568
- Face-to-face interviews/appointments 107
- Claims filed by CVSO 42
- Status check of previously filed claims 38
- Questions about Healthcare benefits/services 40
- Death and Memorial benefits 28
- Locate and obtain Discharge Forms (DD-214) 25
- Change Character of Discharge from Service 14
- Information about State Veteran Nursing Homes & Cemeteries 33

**Community Outreach Activities (Speaker/Participant):**

- Canton Rotary Club
- American Legion Post (local)
- Veterans of Foreign Wars Post (local)
- Germantown Middle School Veterans Day Program
- Retired Officers Association Annual Luncheon/Meeting
- Speaker to groups of 20-40 at six Assisted Living Facilities and Nursing Homes in Madison County
- Ground Breaking for Expansion of the State Veterans Memorial Cemetery
- Arranged burial at State Veterans Cemetery, Newton for Homeless veteran who died in Madison County
- Visited Madison County veterans now living in State Veterans Nursing Homes at Jackson and Kosciusko
- Distributed Vietnam War 50<sup>th</sup> Commemoration Book to Madison County Libraries
- Congressional Liaison Meeting, VA Regional Office, Jackson
- Served as Judge at the Annual Veteran Center's Cook-Off, Jackson
- Annual CVSO Training, Pearl, MS

**Veteran Services Office FY 2020 Budget:**

Personal Services	\$96,238
Contractual Services	2,057
Office Supplies	325
Department Total	\$98,620

**Veteran Population and VA Expenditures:**

- Madison County
- Mississippi
- United States

(SEE ATTACHMENT)