



# ***Department of Military and Veterans' Affairs***



## **FY2018 Division Overview Veterans Services**



**Verdie Bowen**  
**Director, Office of Veterans Affairs**



# ***Our Promise to Alaska's Veterans***



We will:

Ensure that all veterans, active duty, guard/reserve components, their dependents, and survivors understand and receive all the benefits, support, care, and recognition they have earned and are entitled to, by expertly administering all current programs, anticipating future needs, and taking appropriate action to meet those needs.

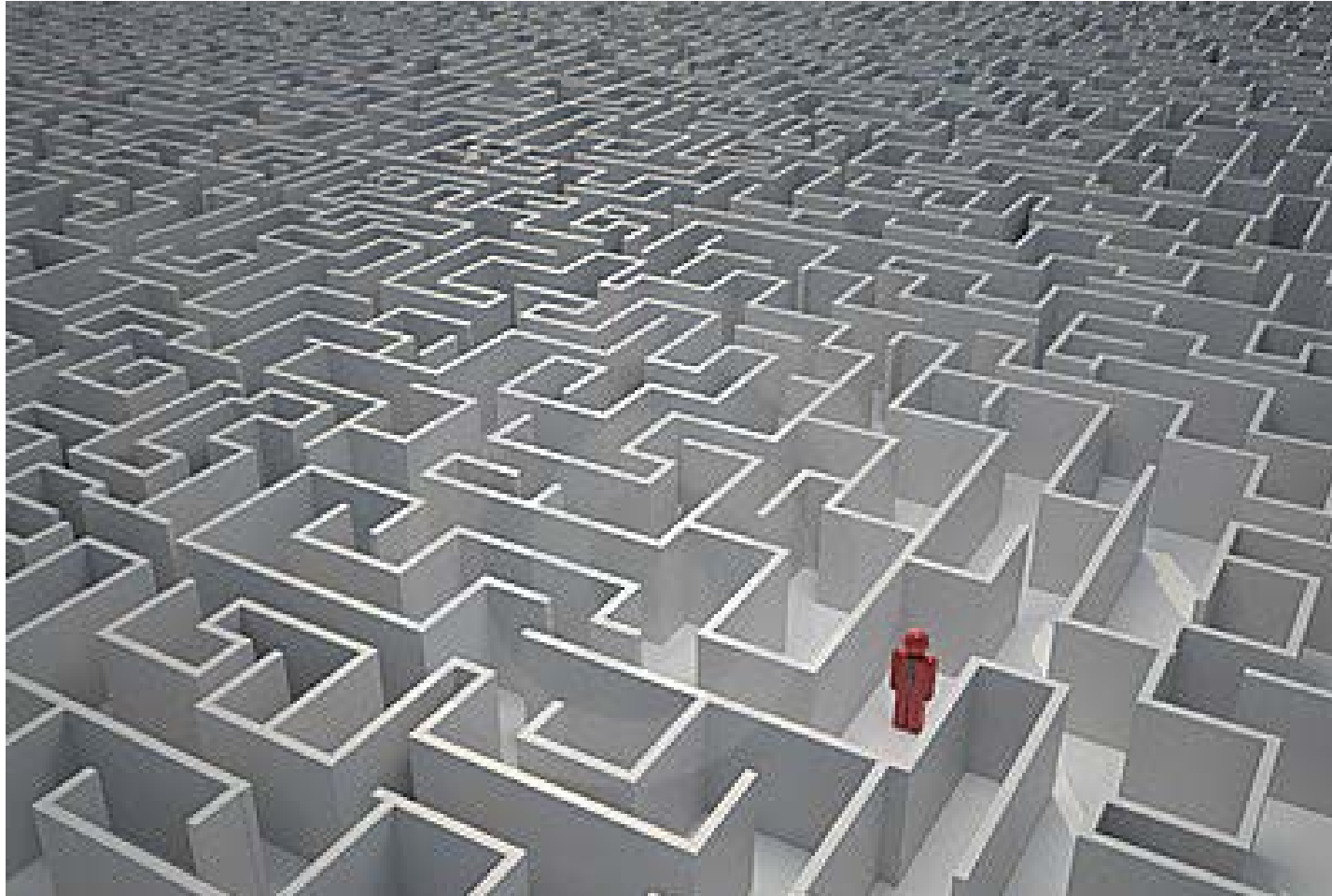
We will:

Promote awareness, assist eligible members to receive from the U.S. federal and state governments any and all benefits to which they may be entitled under existing or future laws.

***Our Motto: "Serving Alaska One Veteran at a Time."***



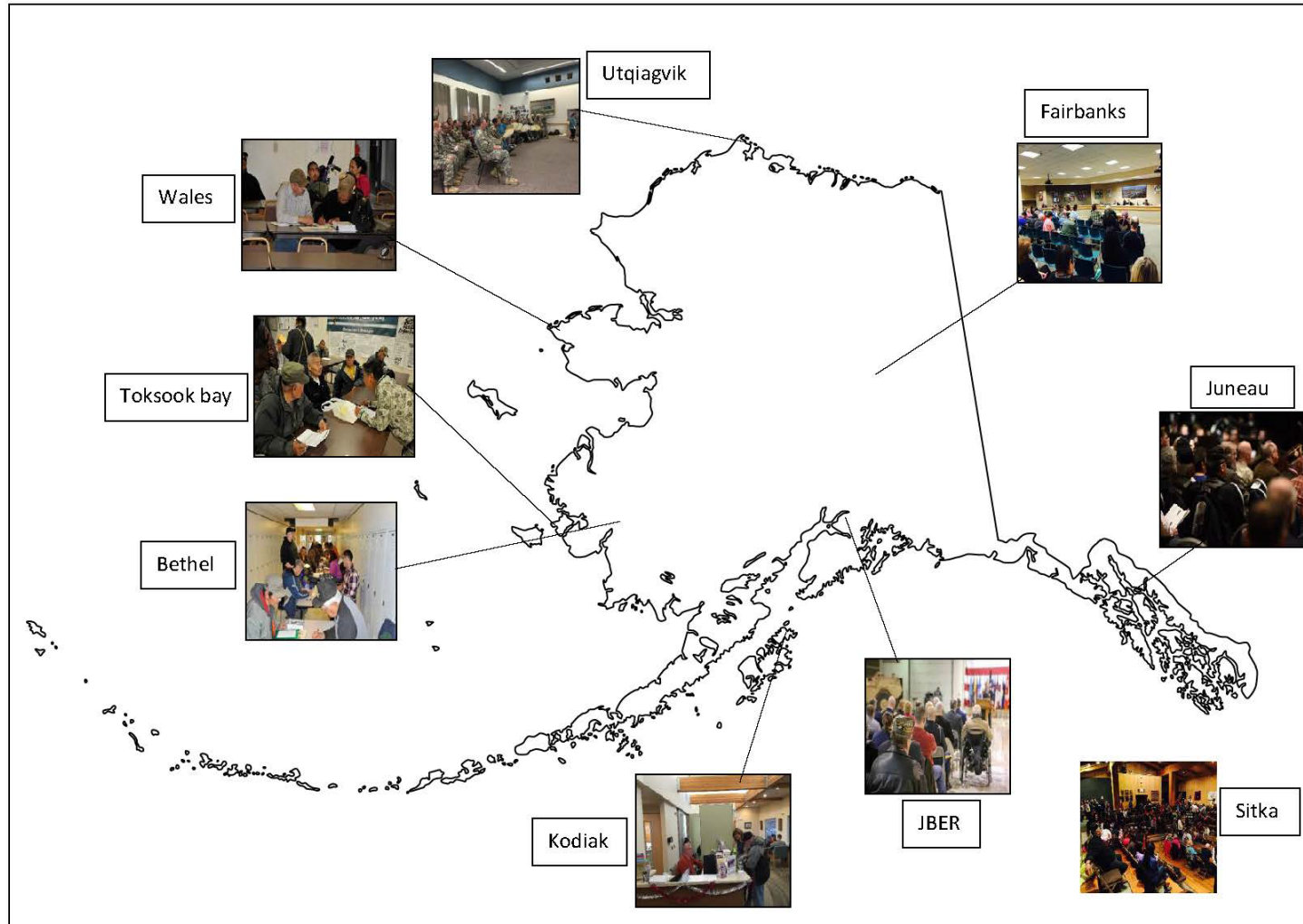
# ***The Labyrinth...***



***A Veteran seeking benefits is like navigating through a Labyrinth!  
900 webpages within VA system and 4,200 toll free numbers...***



# *Serving Alaskan Veterans Where They Live*





# Veterans' Services



**Mission:** Advocate for Alaska's transitioning military and veterans/families through claims for education, medical services, compensation and pension, obtaining earned/lost military awards, discharge upgrades, burials, and all benefits earned through service

- 4 full-time budgeted positions
- 17 Veterans Service Officers (grantees)
- \$2,054.0 total budget request
  - 1,792.6 UGF, 11.4 Other, 250.0 Fed





# ***Alaska's Veteran Demographics***



73,163 veterans plus 160,958 dependents

- Wartime Service: 58,716
- Peacetime Service: 14,447
  
- Female Veterans: 10,283
- Male Veterans: 62,880
  
- Number of Veterans Under 65: 63,163
- Number of Veterans Over 65: 10,000

*\* Alaska continues to see a 5% annual growth rate in veteran population*





# ***Veterans' Services***



## **Major Accomplishments in 2016**

- Assisted 19,256 veterans in receiving over \$254 million in managed medical care
- Assisted 18,304 veterans receive disability compensation, 322 veterans receive war time pension, 750 dependents receive Dependency & Indemnity Compensation, and 78 widows receive the widow's death pension, totaling \$247 million
- Assisted 4,605 veterans and eligible family members in receiving over \$75 million in Education/Vocational Rehabilitation benefits
- Assisted 61,584 Alaskans with state and federal VA requests for benefits. Reflects a workload of 12 clients per day for a total combined staff of 21



# Veterans' Services



## FY2016 Successes

- Assisted 62K+ seeking assistance w/ Fed & State Benefits/Claims
  - Returned \$105M+ in payments owed to Vets/family members
  - \$247M in disability compensation/pension
  - \$254M in managed health care costs
  - \$1.1B in guaranteed home loans and \$72M in education benefits
- Awarded \$250K VA Highly Rural Transportation grant—our third year!

## FY2017 Operations

- Fully implement the Veterans Information System (VIS)
- Continue partnerships with key stakeholders to ensure veterans receive earned benefits/services
- Ensure equality to all Veterans who receive VA benefits and services

## FY2018 Outlook

- Travel restrictions may hamper outreach to our most remote veterans
- High demand for services stressing resources and program successes
- Upcoming VA transition may affect current partnerships/agreements with Alaska





# ***Contacts***



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