



VETERANS DAY 2013

A GUIDE to VA BENEFITS and SERVICES

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SOCIAL MEDIA



U.S. DEPARTMENT OF VETERANS AFFAIRS VETERANS DAY PACKET

On Veterans Day, we recognize the sacrifices made by over twenty-two million living Americans who have distinguished themselves by their service in uniform. Their devotion and sacrifice are the bedrock of our sovereignty as a Nation, our values as a people, our security as a democracy, and our offer of hope to those in other lands, who dream of the freedoms we enjoy.

At the Department of Veterans Affairs (VA), we proudly serve and honor America's Veterans, ensuring that they receive quality medical care, benefits, and memorial services. In the attached document you will find information on a variety of VA programs, as well as tools that may be helpful for your office as you provide services to your Veteran constituents and their families.

If you have any questions or need additional information, please contact us.

Office of Congressional and Legislative Affairs: 202-461-6490



VHA OVERVIEW

The Veterans Health Administration (VHA), one of three administrations within the Department of Veterans Affairs is responsible for providing a continuum of comprehensive care that includes primary care, specialized care, and related medical and social support services. VHA is committed to consistently providing the high quality care our Veterans have earned and deserve, i.e., the right-care for the right patient at the right time – every time. VA operates the largest integrated health care delivery system in the country, with over 1,700 sites of care. Each year, over 200,000 Veterans Health Administration (VHA) leaders and health care employees provide exceptional care to approximately 6.3 million Veterans and other beneficiaries.

MISSION

VHA will continue to be the benchmark of excellence and value in health care and benefits by proving exemplary services that are both **patient-centered** and **evidence based**.

This care will be delivered by **engaged, collaborative teams** in an integrated environment that supports learning, discovery and **continuous improvement**.

It will emphasize **prevention and population health** and contribute to the Nation’s well-being through education, research and service in national emergencies.

QUICK STATS

More Veterans are taking advantage of VA health care services. At the end of 3rd quarter, in FY 2013, there had been over 64 million outpatient visits, 2 million more than at the same time in 2012. **Each day, on average, VA operates more than 16,000 inpatient beds.**

VA performs **400,000 surgical procedures every year** or nearly 1,100 surgeries per day.

In FY 2013, VA served more than 258,000 Veterans who were homeless or at risk of becoming homeless—22% more than the year before. Nearly 100,000 were assessed by VHA homeless programs. As of August 2013, over 38,000 **homeless** and at-risk Veterans and their families obtained permanent housing as a result of the efforts of all VHA specialized homeless programs.

HIGHLIGHTS

Mental Health is how we think, feel and behave. It helps determine how we adapt to a range of demands, relate to others and make choices. Just like physical health, mental health is

important at every stage of life and is essential to overall health.

In order to support the rehabilitation and recovery of every Veteran with a mental illness, VA has identified recovery as a guiding principle for its entire mental health service delivery system. Recovery is a journey that involves developing hope, self-direction, empowerment, respect and peer support.

In FY 2013, VA’s outpatient mental health visits reached over 18 million. VA has more than 49,000 outpatient mental health appointments per day. Learn about [VA mental health programs and services](#).

Veterans Crisis Line. Since its establishment six years ago, the [crisis line](#) has answered almost **975,000 calls**, over 128,000 chats, as well as over 15,000 texts, and facilitated the rescue of approximately 32,000 actively suicidal Veterans. The program continues to save lives and link Veterans with effective ongoing mental health services. Through the end of 2013, the Veterans Crisis Line answered 287,000 calls, resulting in 8,000 rescues.

Vet Center & Mobile Vet Center Expansion. [Vet Centers](#) are in communities to help combat Veterans and their families with readjustment counseling and provide outreach services to combat Veterans. Since 2009, VA has added 30 Vet Centers and 20 Mobile Vet Centers to increase access to readjustment counseling services for Veterans, Servicemembers returning from conflict and their families.

Decrease in Number of Homeless Veterans. VA remains committed to preventing [homelessness](#) by targeting at-risk Veterans for mental health care, substance abuse intervention and employment assistance. As a result, VA has reduced the number of homeless Veterans by over 17%.

Personalized Health Benefits Handbook. VA has mailed more than 7 million personalized handbooks to Veterans enrolled in VA health care. The handbooks are tailored to each Veteran with detailed information about VA benefits and health services they are eligible to receive.

Apply for VA Care.

<http://www.va.gov/healthbenefits/apply/>





What is the Affordable Care Act?

The Affordable Care Act, also known as the health care law, was created to expand access to coverage, control health care costs and improve health care quality and care coordination. The health care law does not change VA health benefits or Veterans' out-of-pocket costs.

Three things Veterans should know:

- 1 VA wants all Veterans to receive health care that improves their health and well-being.**
- 2 If you are enrolled in VA health care, you don't need to take additional steps to meet the health care law coverage standards. The health care law does not change VA health benefits or Veterans' out-of-pocket costs.**
- 3 If you are not enrolled in VA health care, you can apply at any time.**

Veterans Enrolled in VA Health Care

The good news is that Veterans enrolled in VA health care programs have health coverage that meets the new health care law's standard. You do not have to take any additional steps to have health coverage. [More information for enrolled Veterans.](#)

Veterans Not Enrolled in VA Health Care

Veterans not currently enrolled in VA health care program can apply for enrollment at any time. [Read more about enrolling.](#)

Family Members

VA offers health care benefits for certain family members of Veterans through programs such as the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) and the Spina Bifida program. [Read more about VA family programs.](#)

Your family members who are not enrolled in a VA health care program should use the [Marketplace](#) to get coverage.

Additional Health Care Law Information

We understand Veterans may have questions about the health care law and how it might affect them and their family. We [compiled basic information about the health care law](#) to help you make informed decisions about your health care. Let us know if you have questions regarding the health care law and VA health care at 1-877-222-VETS (8387).



IMPROVING DELIEVERY OF DISABILITY COMPENSATION BENEFITS FOR VETERANS

FACT SHEET | NOVEMBER 2013

VA's Veterans Benefits Administration (VBA) is currently undergoing the largest transformation in its history to eliminate the backlog of disability compensation claims, and transform the way benefits and services are delivered to Veterans, their families, and survivors. At this time, too many Veterans wait too long to receive benefits they have earned and deserve. This has never been acceptable to VA or to the dedicated employees of VBA—52% of whom are Veterans themselves. VA greatly appreciates the investments in claims processing improvements provided by the President and Congress over the past 4 years.

VA is aggressively implementing its plan to eliminate the backlog - a set of actions targeted at reorganizing and retraining its people, streamlining its processes, and deploying technology designed to achieve VA's goal of processing all claims within 125 days with 98 percent accuracy in 2015. In January 2013, VA provided its *Strategic Plan to Eliminate the Compensation Claims Backlog* to Congress. As of June 10, 2013, all of VA's 56 regional offices have the new paperless claims processing system, the Veterans Benefits Management System (VBMS).

Claims Inventory (as of October 31, 2013)

- Total claims inventory: **705,000** (lowest since July 2012); Claims backlog: **405,000** (claims pending more than 125 days; reduced by 33 percent from its highest point in March 2013).
 - Comparison to September 30: Total claims inventory: **722,000**; Claims backlog: **418,000**
 - Comparison to August 31: Total claims inventory: **752,000**; Claims backlog: **460,000**
- Accuracy of rating decisions has been improving.
 - The three-month average for complete claim files: 90% -- a five percentage point increase since 2011.
 - Three-month average individual medical conditions inside each claim: 96.7 percent
- More than half (53%) of the claims in the inventory are from Veterans and survivors for whom VA has already completed at least one claim.

With a new initiative launched on April 19, VA is expediting compensation claims decisions for Veterans who have waited one year or more. On June 20, VA announced 97% completion of claims over two years old, and from June 20 through October 31, VBA completed 93% of claims projected to be over one year old by October 31.

VA Disability Claims Backlog

VA's Inventory of Claims Pending over 125 Days

VA



U.S. Department of Veterans Affairs
Veterans Benefits Administration



VA



U.S. Department
of Veterans Affairs

Mandatory Overtime

Staff at all regional offices have been working mandatory overtime since mid-May to accelerate the reduction in the backlog. Mandatory overtime was halted during the two-week government shutdown in October, but has been re-established and will continue through November 23. VBA anticipates mandatory overtime to continue in 2014, based on available funding. Optional overtime for claims processors will remain in effect.

VA Transformation to Digital Claims Process

Instead of filling out and mailing paper forms to VA, Veterans can now use *eBenefits* to submit disability claims. A step-by-step online application—with pre-populated data fields similar to popular tax-preparation software—allows Veterans to upload digital images of records and evidence to support their claims. For more information, please visit: <http://www.va.gov/opa/pressrel/pressrelease.cfm?id=2453>

Fully Developed Claims

The fastest way for Veterans to receive a claims decision is to file a “fully developed claim (FDC).” To file an FDC, a Veteran or his/her designated representative should submit to VA all available supporting evidence, like private medical treatment records; identify any relevant records held by federal agencies; and certify he or she has no more evidence to submit. This is the information VA needs to make a determination on a disability claim. For more information, please visit: <http://www.benefits.va.gov/fdc/>. Fully Developed Claims Brochure: <http://benefits.va.gov/BENEFITS/benefits-summary/FDCElectronicCompensation.pdf>

Prioritization of Claims

VA continues to prioritize specific categories of claims, including: 1) claims of seriously wounded, ill, and injured Servicemembers separating through the Integrated Disability Evaluation System (IDES) 2) Medal of Honor recipients 3) former Prisoners of War 4) the homeless, 5) terminally ill 6) those experiencing extreme financial hardship and 7) and FDCs.

Healthcare Eligibility

Veterans of recent conflicts are eligible for 5 years of healthcare from VA - regardless of the status of any disability claim submitted. More information: http://www.va.gov/healthbenefits/apply/returning_servicemembers.asp

Strategic Plan to Eliminate the Compensation Claims Backlog (Sent to Congress January

2013) http://benefits.va.gov/transformation/docs/va_strategic_plan_to_eliminate_the_compensation_claims_backlog.pdf

Compensation Benefits Paid by VA

- Fiscal year 2013 - \$59.5 billion in benefits to 4.1 million Veterans and survivors
- Fiscal year 2012 - \$53.8 billion in benefits to 3.8 million Veterans and survivors

Demand/Production

- VA completed more than 1 million claims each year for the last four years
 - Highest totals in VA history
- VA received over 4.5 million claims over that same time period
 - Claimed medical disabilities (issues) processed: 2009—2.7 million; 2013—5.6 million
 - 107% increase – each issue must be researched, adjudicated, and rated

Breakout of inventory by era (as of October 31, 2013)

- Vietnam-era Veterans
 - 36% of the total inventory; 37% of the backlog
- Iraq and Afghanistan conflicts
 - 21% of the total inventory; 23% of the backlog
- Gulf War-era Veterans
 - 23% of the total inventory; 22% backlog
- Korean War and World War II
 - 9% of total inventory, 7% of backlog
- Peacetime
 - 11% of inventory & backlog

Claims in the inventory by type (as of October 31, 2013)

- Original - Veterans claiming disability compensation the first time
- Supplemental - Veterans seeking to increase existing benefits/filing for new disability(ies)
- Current Inventory: 67% supplemental; 33% original
- Supplemental Claims
 - 78% of Veterans filing supplemental claims already receive VA benefits
 - 11% receive benefits at 100% level; receive \$2,800, or more, per month
 - 27% receive benefits at 70% level or higher; receive \$1,200 or more per month
 - 40% of supplemental claims are from Vietnam-era Veterans – the largest cohort
 - 21% of supplemental claims are from Iraq and Afghanistan Veterans
- More than half (53%) of Veterans in the inventory are already receiving monetary compensation from VA

Workload and Performance Reports

You can view the current inventory of claims, backlog, and other workload measures for both the national level and at the regional office level by visiting <http://www.vba.va.gov/reports/>.

- The Monday Morning Reports (MMWR) provide workload indicators reported by VBA regional offices and are updated weekly. The home page for MMWR contains current and historical information as well as definitions for data provided in the reports.
- The ASPIRE Dashboard provides monthly information on how VBA and regional offices are doing in relation to 2015 aspirational goals. To find data for your regional office in ASPIRE:
 - Find your state on the map, place your cursor within the state, and click.
 - This will open the Veterans Benefits Administration ASPIRE Benefits site; click “enter.”
 - You will see a split table; on the left table click on “compensation.”
 - This will expand the table.
 - Follow the table to the right until you locate the column of your regional office.

BENEFITS PROVIDED TO VETERANS AND THEIR FAMILIES IN ADDITION TO DISABILITY COMPENSATION

FACT SHEET | NOVEMBER 2013

In addition to disability compensation for Veterans, VA provides Veterans and their families numerous other benefits, including:

- **Readjustment Benefits, including [Education](http://www.gibill.va.gov/) and [Vocational Rehabilitation and Employment](http://www.vba.va.gov/bln/vre/):**
 - Over \$13.2 billion annually to over one million Veterans and eligible family members
 - This fall, VA served its one millionth Post-9/11 GI Bill beneficiary, an Army Veteran and New Jersey community college student.
 - VA is working with schools, community organizations, and other partners to ensure beneficiaries have all the information they need to best utilize their VA education benefits to graduate and find a good job. More than 70% of students using VA education benefits (over 750,000) are covered under the President's Principles of Excellence, which offers guidelines that promote transparency and student success.
 - In FY 2013, the Vet Success on Campus program expanded from 24 to 94 campuses, increasing access to benefits assistance and vocational rehabilitation counseling.
 - This fall, VA launched new tools to help beneficiaries learn more about their vocational aptitudes and select an education institution.
 - The second edition of the '[Factors to Consider When Choosing a School](#)' guide offers future students steps to take when researching and choosing a school.
 - [CareerScope](#)® is a free, new tool featured on gibill.va.gov that measures a student's aptitude and interests through a self-administered online test, identifying potential career paths.
 - Launching soon, the GI Bill® Comparison Tool will allow students to research and compare schools, including key indicators like average student loan debt and graduation rates.
 - VR&E participant wages increased 480 percent in FY 2013, from an average of \$7,100 at application to \$41,450 at rehabilitation.
- **[Home loans](http://www.benefits.va.gov/homeloans/):**
 - VA-guaranteed loans have maintained the lowest foreclosure rate among all categories of mortgage loans for almost five and a half years.
 - In FY 2013, VA guaranteed 630,000 home loans, the highest volume in the program's history; those borrowers will save more than \$35 billion over the life of their loans.
 - VA helped nearly 74,000 Veterans avoid foreclosure in FY 2013.
- **[Life Insurance](http://www.benefits.va.gov/insurance/):**
 - 9th largest life insurance enterprise
 - \$1.3 trillion in coverage for 6.7 million clients under 10 separate lines of insurance protection
 - 93 percent satisfaction rating
- **[Pension](http://www.benefits.va.gov/pension/):**
 - In FY 2013, over \$5.1 billion in pension benefits went to 308,000 Veterans and 210,000 survivors.
 - 42% of Veterans pension beneficiaries and 75% of survivors pension beneficiaries are over age 75.
- **[Dependency and Indemnity Compensation \(DIC\)](http://benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp):**
 - In FY 2013, VA paid over \$5.7 billion in DIC benefits to 377,000 survivors.
 - 89% of DIC beneficiaries are age 55 or older
- **[Burial Benefits](http://www.va.gov/opa/publications/benefits_book/benefits_chap07.asp):**
 - During FY 2013, VA provided over \$166 million in one-time burial benefits.

eBenefits

Fact Sheet

What is eBenefits?

eBenefits is a joint VA/DoD web portal that provides resources and self-service capabilities to Veterans, Service members, and their families to research, access and manage their VA and military benefits and personal information. eBenefits uses secure credentials to allow access to personal information and gives users the ability to perform numerous self-service functions. It also provides a list of links to other sites that provide information about military and Veteran benefits. It is an essential way for Veterans, Service members, and their families to receive access to and service from VA and DoD.

What can I do in eBenefits?

Some of the features within eBenefits allow Veterans and Service members to access official military personnel documents, view the status of their disability compensation claim, transfer entitlement of Post-9/11 GI Bill to eligible dependents (Service members only), and register for and update direct deposit information for certain benefits. For a full list of features, see the reverse side of this fact sheet. New features are being added regularly.

How do I access eBenefits?

eBenefits is located at www.ebenefits.va.gov. Before you are able to use the system you must register for an eBenefits account. You can choose from two levels of registration, Basic and Premium. To be able to register for an eBenefits account, you must be listed in the Defense Enrollment Eligibility Reporting System (DEERS) and first obtain a DoD Self Service (DS) Logon. Note: If you attempt to register and are informed you have no DEERS record, VA will first need to verify your military service and add you to DEERS. This is most likely for Veterans who served prior to 1982. Individuals should contact a VA Regional Office for assistance in being added to DEERS.

What is a DS Logon?

A DS Logon is an secure identity (username and password) that is used by various DoD and VA websites, including eBenefits. If you are already registered in DEERS, you are eligible for a DS Logon. Once you have a DS Logon, it's valid for the rest of your life.

How do I register for an eBenefits account?

You can register for an eBenefits account online using the eBenefits DS Logon Account Registration Wizard. There are two types of registration, Basic and Premium. You will be walked through a series of questions to assist you in obtaining a Premium eBenefits Account, which gives you the highest level of access to eBenefits features. With a Premium Account you can view personal data about yourself in VA and DoD systems, apply for benefits online, check the status of your claims, update your address records, and more. To get a Premium eBenefits Account, you must verify your identity.

Many people will be able to verify their identity online by answering a few security questions. Service members may verify their identity online by using their Common Access Card. Military retirees may verify their identity online using their Defense Finance and Accounting Service (DFAS) Logon. For those unable to verify their identity online, you will instantly receive a Basic Account. A Basic eBenefits Account lets you customize the site and access information you enter into eBenefits yourself; however, you cannot see your personal information in VA or DoD systems. However, there are other options available to you. Veterans in receipt of VA benefits via direct deposit may have their identity verified by calling 1-800-827-1000 and selecting option 7. My HealthVet users may use their secure My HealthVet identity to obtain an eBenefits account. Others may need to visit a VA Regional Office or TriCare Service Center to have their identities verified in person.





eBenefits Features

If you are a Veteran:

- Use the eLearning Center for the online transition assistance program and more
- Check Post-9/11 GI Bill enrollment status
- Use the VetSuccess employment search
- View DoD TRICARE health insurance
- Sign up for Veterans' Group Life Insurance (VGLI) (Time limits apply)
- Apply for Veterans benefits online (VONAPP)
- Search for an accredited representative or organization
- Use the Benefits Explorer tool
- Apply for or modify your dependency benefits
- Utilize a fast track claims processing system for Vietnam Veterans
- Conduct a health benefits eligibility check
- Order medical equipment such as hearing aid batteries and prosthetic socks
- Check on your appeal status
- Check on your compensation and pension claims status
- Check on your specially adapted housing grant application and claim status
- Generate a VA home loan certificate of eligibility
- Obtain official military personnel documents such as DD Form 214
- Register for and update direct deposit information for certain benefits

If you are a Service member:

- Use the eLearning Center for the online transition assistance program and more
- Transfer Post-9/11 education benefits
- View DoD TRICARE health insurance
- View DoD TRICARE reserve select
- Sign up for Service member out-of-pocket medical expenses (CCD)
- View Service members' Group Life Insurance (SGLI) elections
- Apply for Veterans benefits online (VONAPP)
- Use the Benefits Explorer tool
- Conduct a health benefits eligibility check
- Update Service member civilian employment information
- View Service member personnel information
- Check on your specially adapted housing grant application and claim status
- Generate a VA home loan certificate of eligibility

If you are a Family Member of a Veteran or Service member:

- Use the eLearning Center to get important health information
- Use the Benefits Explorer tool
- View Post-9/11 GI Bill enrollment status
- Check your VA payment history

For More Information visit www.ebenefits.va.gov

Compensation

“ When Veterans and survivors provide all required evidence at the same time they submit a claim AND certify that they have no more evidence, VA can issue a decision faster. ”



Why an FDC?

Filing a Fully Developed Claim allows Veterans and survivors the option to participate more fully in the claims process. When Veterans and survivors provide all required evidence at the same time they submit a claim AND certify that they have no more evidence, **VA can issue a decision faster.**

The FDC program is an optional new program that **offers Veterans and survivors faster decisions from VA on their compensation, pension and survivor benefit claims.**

Veterans can file an FDC without affecting the attention their claim receives from qualified VA rating staff or the benefits to which they are entitled. If VA determines other records exist and are required to decide a claim, VA will simply remove the claim from the FDC program and process it through the traditional claims process.

How to find a VSO

Veterans may appoint a Veterans Service Officer for assistance with their claims. To find an accredited Veterans Service Officer near you, log into eBenefits (www.ebenefits.va.gov) and select **Apply for Benefits**. Under **Apply for Disability Compensation**, select **Request for Representation**. Accept the terms and conditions. Enter your VA file number and the type of representation you want. Select a representative from the list. Make sure to copy down the phone number. Your chosen representative will be notified of your selection.



For more information, visit
www.benefits.va.gov/FDC
or call 1-800-827-1000

Filing an Electronic Fully Developed Claim

File your claim as a Fully Developed Claim:

It's the fastest way to get your VA compensation, pension or survivor benefits claims processed.



U.S. Department
of Veterans Affairs

HOW TO FILE AN ELECTRONIC FULLY DEVELOPED CLAIM FOR COMPENSATION ONLINE

“ You have a year from the start date to gather evidence and submit the claim. ”

Veterans may now file an electronic FDC for:

- **Compensation for a military-related disability**
 - o An injury, disability, or condition you believe to have occurred or been aggravated by your service
 - o A condition caused or aggravated by an existing service-related condition

Contact your appointed Veterans Service Officer for help filing an FDC, or visit www.eBenefits.va.gov to start filing today. You may also call **1-800-827-1000** for assistance.

1

- ✓ **Log into eBenefits at www.eBenefits.va.gov**
- ✓ **Click *Apply for Benefits***
- ✓ **Click *Apply for Disability Compensation***
- ✓ **Start by answering the questions about your claim**
 - Hit *SAVE and Continue* to preserve the day from which VA may be able to pay you should it grant your claim
 - You have a year from the start date to gather evidence and submit the claim
 - i. VA will not process your claim until you hit *Submit*

2

- ✓ **Identify federal records. Tell us:**
 - Where and when you were treated at a VA medical facility
 - If you receive Social Security benefits for a service-related condition
 - Where your service treatment records and/or DOD personnel records are located (if you have copies, submit them)

3

- ✓ **Gather records (as applicable):**
 - Relevant private medical treatment records
 - If National Guard or Reserve, all relevant treatment and personnel records in the custody of your unit(s)
 - Statements from you or friends and family supporting your claim (if you don't believe the incident is recorded in your military records)
- ✓ **Upload the documents you gathered**
 - Scan the documents
 - Under the *Upload Documents* tab, select *Manage Files*
 - Upload your documents

4

- ✓ **Your appointed **Veterans Service Officer (VSO)**, if you have one, can check your claim and make sure you have all the required documents**
- ✓ **Once all records are uploaded (and your VSO has reviewed the claim), verify that you have *No More Evidence* and click *Submit*.**



COMPENSATION



NCA OVERVIEW

The National Cemetery Administration (NCA), one of three Department of Veterans Affairs' administrations, provides final resting places for Veterans and eligible family members at national cemeteries across the nation.

With a staff of 1,700—74 percent Veterans—NCA maintains 131 national cemeteries in 39 states. Over 3.9 million eligible Veterans, Servicemembers, and family members are interred in 3.3 million gravesites. These cemeteries—spanning 20,000 acres of land—draw over 3 million visitors per year.

QUICK STATS

In Fiscal Year 2013, VA performed 122,000 interments, averaging **475 interments per day**.

The National Cemetery Administration system, in FY 2013, **maintained 8,829 acres** of developed land, **processed 360,300 applications** for headstones and markers and **issued 712,700 Presidential Memorial Certificates**.

HIGHLIGHTS

Expanding Veterans Access to National Cemetery Burial Options:

NCA anticipates that by FY2017, 95 percent of Veterans will have access to a burial option in a national, State, or tribal government Veterans Cemetery within 75 miles of their home.

NCA is establishing five new national cemeteries in the areas of Central East, Florida; Tallahassee, Florida; Omaha, Nebraska; Western New York State; and Southern Colorado. These new national cemeteries will increase access to 500,000 currently unserved Veterans.

To provide enhanced service for 2.4 million Veterans in densely populated areas where existing national cemeteries are far from the urban core, NCA will establish columbarium-only satellite cemeteries in five urban locations: Chicago, Indianapolis, Los Angeles, New York and San Francisco.

NCA plans to establish 8 NCA-managed "National Veterans Burial Grounds" to provide access to an additional 133,000 unserved Veterans who reside in rural communities in Maine, Wisconsin, Montana, North Dakota, Wyoming, Idaho, Utah, and Nevada.

Veterans Cemetery Grants Program:

The [grant program](#) assists states, territories and federally recognized tribal governments in providing gravesites for Veterans in those areas where VA's national cemeteries cannot fully satisfy their burial needs. Grants may be used only for the purpose of establishing, expanding or improving Veterans cemeteries that are owned and operated by a state, federally recognized tribal government, or U.S. territory

Apprenticeship Program for Homeless Veterans:

NCA has created a [year-long, paid apprenticeship program](#) to help homeless Veterans return to competitive employment. Veterans selected are assigned to a national cemetery in the area where they are currently receiving VA services. Five cemeteries were chosen to pilot the program – Bay Pines, Puerto Rico, Fort Bliss, Mountain Home and Black Hills national cemeteries.

Commitment to Customer Service:

NCA is committed to providing outstanding customer service to Veterans, next-of-kin, and other stakeholders. Since 2001, NCA has been the top-rated public or private organization in customer service, according to the American Customer Satisfaction Index. As measured by NCA's annual "Survey of Satisfaction with National Cemeteries":

- 96 percent of respondents considered the quality of service as excellent
- 99 percent of respondents considered the appearance as excellent

Connect with NCA:

Burial Benefits:

http://www.cem.va.gov/burial_benefits/index.asp

Schedule a Burial:

http://www.cem.va.gov/burial_benefits/need.asp

Find a Cemetery:

http://www.va.gov/directory/guide/division_flsh.asp?dn um=4

Obtaining Military Records and Medals:

http://www.cem.va.gov/recmed_records.asp



EACH DAY AT VA



300K
EMPLOYEES
32%
VETERANS



**EVERY DAY
IS VETERANS DAY**

VETERANS ACCESS CARE EVERY DAY

8MIL

VETERANS
SURVIVORS AND DEPENDENTS



HEALTH CARE
229K OUTPATIENT
APPOINTMENTS
+ **1,100** MEDICAL
SURGERIES

**VETERANS
CRISIS LINE**

 **530**
CALLS
18 RESCUES

MENTAL HEALTH
46,575 OUTPATIENT
APPOINTMENTS

VETERANS RECEIVE BENEFITS EVERY DAY

 **\$329MIL**
GUARANTEED
HOUSING LOANS
357K VETS served
yearly

 **\$27.6 MIL**
EDUCATION
PROGRAMS
1 MIL VETS served
yearly

 **\$147.3MIL**
DISABILITY
COMPENSATION
3.7 MIL VETS served
monthly

 **\$2.2 MIL**
VOC REHAB
PROGRAMS
116K VETS served
yearly

 **\$13.4MIL**
PENSIONS FOR LOW
INCOME BENEFICIARIES
516K VETS served
monthly

VETERANS ARE HONORED EVERY DAY

462 VETERANS INTERRED **AT** **131** NATIONAL CEMETERIES



3.3MIL GRAVESITES MAINTAINED AS NATIONAL SHRINES

CELEBRATE OUR VETERANS

NOVEMBER 11, 2013
PARTICIPATE
in
VETERANS DAY
EVENTS

across the country.

#HonoringVets



Our Veterans served us and now VA is serving them. Visit va.gov/explore to learn more about the programs and services Veterans access every day.



Data is approximate and represents daily averages on FY2012 department-wide statistics. VA health care facilities are also located in U.S. territories and the Philippines.