



*North Carolina*  
**DEPARTMENT OF MILITARY  
AND VETERANS AFFAIRS**

# Joint Appropriations Committee on General Government

**NC Department of Military & Veterans Affairs  
Secretary Larry Hall & Deputy Secretary Martin Falls  
March 12, 2019**



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# MISSION & VISION STATEMENT

## MISSION STATEMENT

- The North Carolina Department of Military and Veterans Affairs (NC DMVA) supports both active and reserve uniformed military personnel and their families; military installations and communities; and military veterans and their families in North Carolina. The Department seeks to provide timely and responsive engagement to enhance NC's current military and veteran friendly environment. In addition, the Department also seeks to foster and promote business, technology, transportation, education, economic development, and healthcare for the above communities. Lastly, the Department works to accomplish these services by providing assistance and coordination between the Federal Government, the State of NC, its political subdivisions, and collaborative and supporting agencies.

## VISION STATEMENT

- NC DMVA assists transitioning Military Personnel and Veterans as well as their families with receiving the services and benefits they have **EARNED**. Additionally, NC DMVA coordinates with our bases and facilities to maintain and improve their operational capability as well as the viability of the surrounding communities in light of the BRAC process.

# Major Initiatives Enacted Over the Last Two Years

1. Increased production of the NC DMVA Annual Resource Guide
2. Created an on-line/electronic scholarship application management program
3. Utilize Government Data Analytic Center (GDAC) to conduct analysis of the needs of veterans related to benefits, trends and expenditures
4. Developed Veterans Information Platform Project (VIPP), partnership with GDAC, DIT and Statistical Analysis System (SAS) to streamline the process for applying for jobs and other services for veterans
5. Expanding two State Veteran Cemeteries (Sandhills & Black Mountain); Beginning construction of two State Veteran Homes (Wake & Forsyth), Major renovation of State Veteran Home (Salisbury)
6. Partnership with Elizabeth City State University (ESCU) to develop curriculum for their Unmanned Aviation Systems (Drone) degree program that was approved by the UNC System.
7. Collaboration between private sector, state agencies, local leaders and veteran service organizations in rural and military communities, specifically hurricane affected areas
8. North Carolina Defense Industry Diversification Initiative (DIDI) which provides technical, marketing and training assistance to defense contractors in NC

# Performance Measurements

***NC DMVA analyzes the needs of veterans and applies the following tools to perform these measurements:***

**GDAC** - NC Government Data Analytics Center (GDAC) is an effective and efficient system with built in analytic tools to provide reliable data for effective decision making that displays veteran benefits, usage and trends.

**CRM** - The Customer Relationship Management (CRM) tool measures the effectiveness and efficiency of our organization. It uses multiple data sources to provide our field representatives with timely information to provide veterans with resources and benefits.

**VIPP** - Veterans Information Platform Program (VIPP) will report on service members discharged each month, tracks the status of veterans' federal claims hearings, and monitors county-level expenditures on benefits to help NC DMVA more effectively serve and advocate for veterans

## **Other Tools**

- Customer Service Surveys
- Annual Performance Reviews of Personnel

## Direct Contact with the Public That Could Be Done Electronically

- NC DMVA currently has the Customer Relationship Management System (CRM) which allows us to be timely and more efficient in assisting our veterans and their families with benefits and other resources. However because the system is not fully functional, we need additional resources in order to more effectively measure our internal and external systems. For example, if the program was fully developed we would be able to perform case management and other services for veterans and integrate those services within our nursing homes and cemeteries.
- Current scholarship application process is electronic but not the full management program
- Electronic Customer Service Survey

## Agency's Highest Priority Budget Requests

1. **Appropriated Funds for Cemetery Compensation:** Appropriate recurring funds to support conversion of all cemetery staff from receipts-based funding to appropriation-based funding, in the amount of \$734,321. Receipts from burials will then be utilized to fund operating expenses for the cemeteries. Additionally, the NC DMVA intends to utilize the receipts to start the process of establishment of a Cemetery Trust Fund for perpetual maintenance of all the cemeteries once they are filled, therefore minimizing the burden of future funding from NC Taxpayers.

## Agency's Highest Priority Budget Requests

**2. Appropriate ESCHEATS Funds to Support Children of Wartime Veteran's Scholarship:** Appropriate recurring escheats funds to support the Class II and Class III scholarship recipients in the amount of \$2,400,000. The 2018 budget provided non-recurring escheats funding totaling \$2,400,000 to support the scholarship program for one year, which allowed the DMVA to increase the room rate award to \$4,000 and the board rate award to \$2,400 per year, per scholarship recipient. This a tremendous advantage to those students and it also reduces the financial burden on the families. The program has been on the same recurring funding amount since FY 2011-12 while college costs have steadily increased.

## Agency's Highest Priority Budget Requests

3. **Enhance Data Analysis Capacity:** Appropriate non-recurring funds to the Department to connect to the Government Data Analytics Center, in the amount of \$920,000. This connection will allow the Department to better analyze data to assist veterans and their families. This will be a shared data warehouse with Commerce (NCWORKS), DHHS, DOT, and Wildlife.



## Agency's Highest Priority Budget Requests

4. **Advanced Analytics and Data Interpretation:** Appropriate \$59,104 in recurring funds to build capacity across state government to more effectively manage state resources and programs by hiring analysts with advanced quantitative and research skills. These skills are needed to inform evidence-based, data-driven decision making for agency budgets and programs. Positions will be located within the agency's central office and will provide department-wide IT and analytical support.



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**Questions/ Comments?**