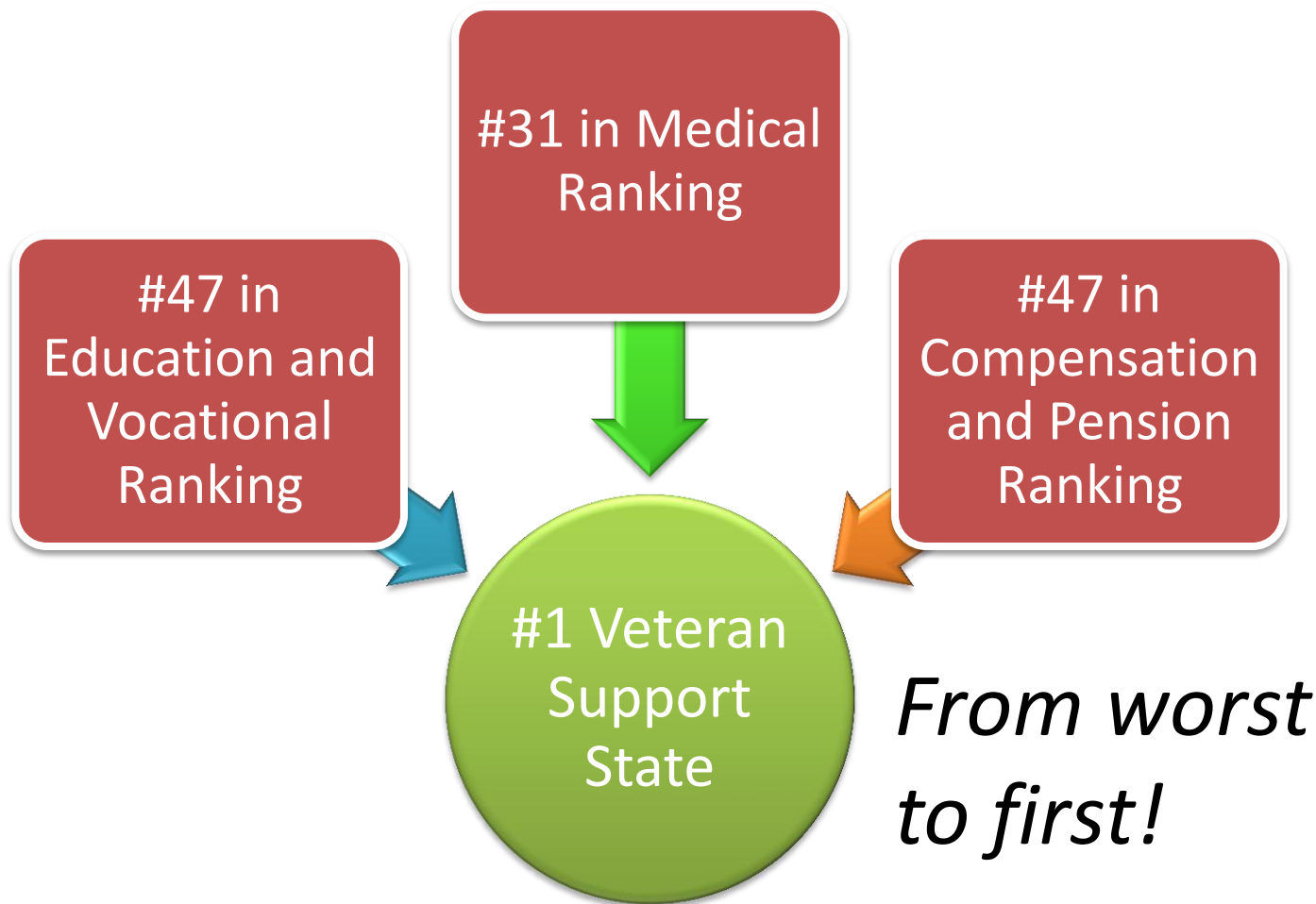




Veterans Services Strategy

January 24, 2013

Goal



Need for Focus



- Federal
- State
- Local
- Private

- Employment
- Healthcare
- Education
- Housing

Veteran Services Delivery Framework

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Federal Government

Veterans Administration

- Healthcare
- Benefits
- Burials and Memorials

Military Branches

State Government

Department of
Military and Veterans
Affairs

Michigan National
Guard

Veterans Trust Fund
Board

Veterans Homes

Local Government

County Assistance
Officers

University Assistance
Officers

Private Organizations

Veteran Services
Organizations (VSO's)

Veterans
Organizations

Michigan Charities

National Charities

MI Federal VA Services

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VISIN11 (MI LP, IN, OH, ILL)

Detroit Claims Processing Center

Ann Arbor VA Hospital

Detroit VA Hospital

Saginaw VA Hospital

Battle Creek VA Hospital

VISIN12 (MI UP, WI)

TBD

Veterans Benefits Overview

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Healthcare

Benefits

Veterans with Service-Connected Disabilities

Pensions

Education and Training

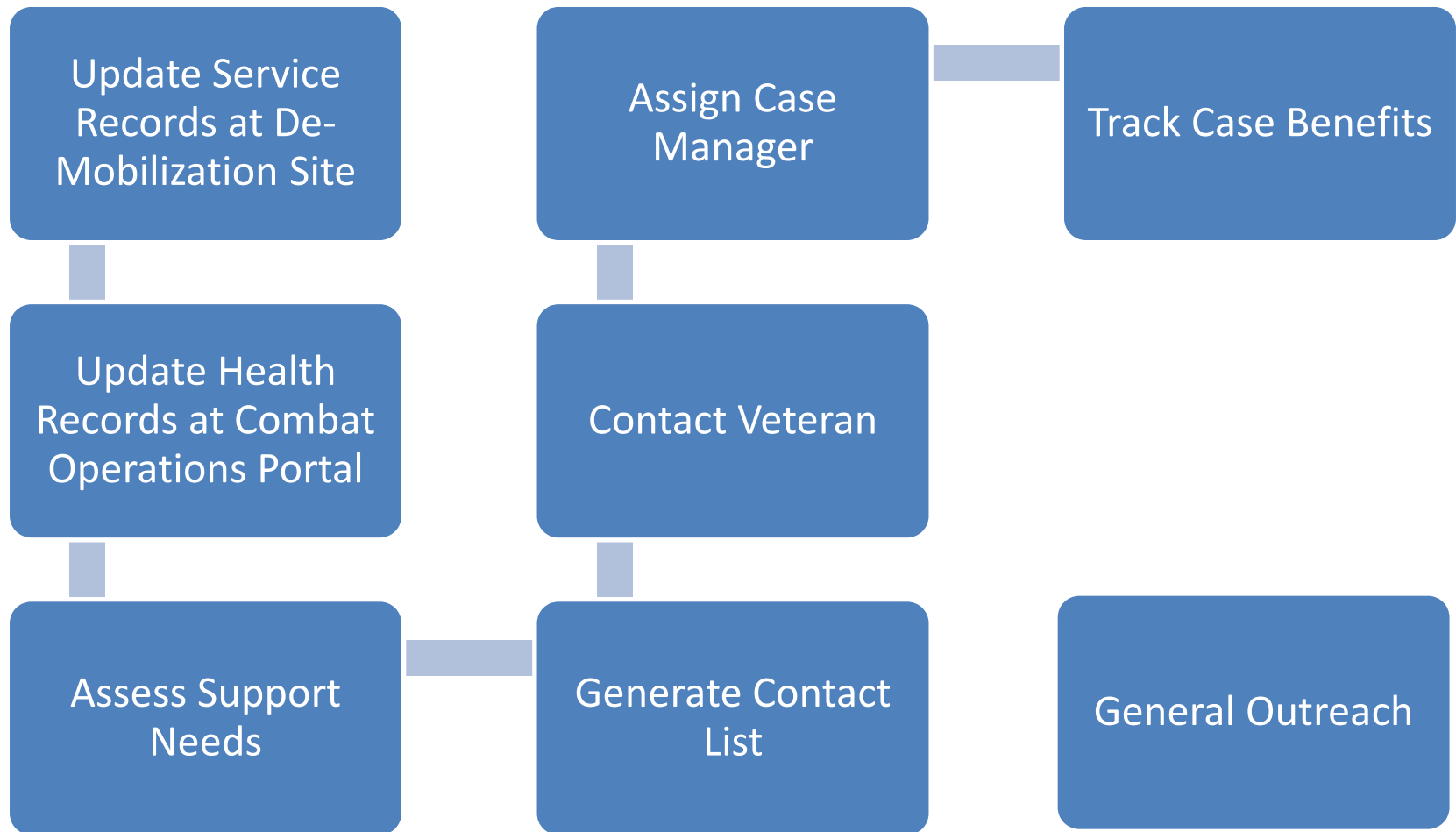
Home Loan Guarantee

Life Insurance

Burial and Memorials

Current Assistance Process-A2 VA

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Generic Assistance Process

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Total # MI Veterans 274,000

Contact Veterans

TBD

Complete Veteran Profile

TBD

Identify Eligible Assistance Options

TBD

Select Assistance Option(s)

TBD

Provide Assistance

TBD

Eligibility Factors

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- Presidential Order
- VA Rating
- Income Level

Forms

- DD 214
- 10-10EZR

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National Guard Assistance Process

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Contact Veterans

De-mobilization

Outreach

Veterans Court

Complete Veteran Profile

Contact Information

Service Record

VA Rating

Identify Eligible Assistance Options

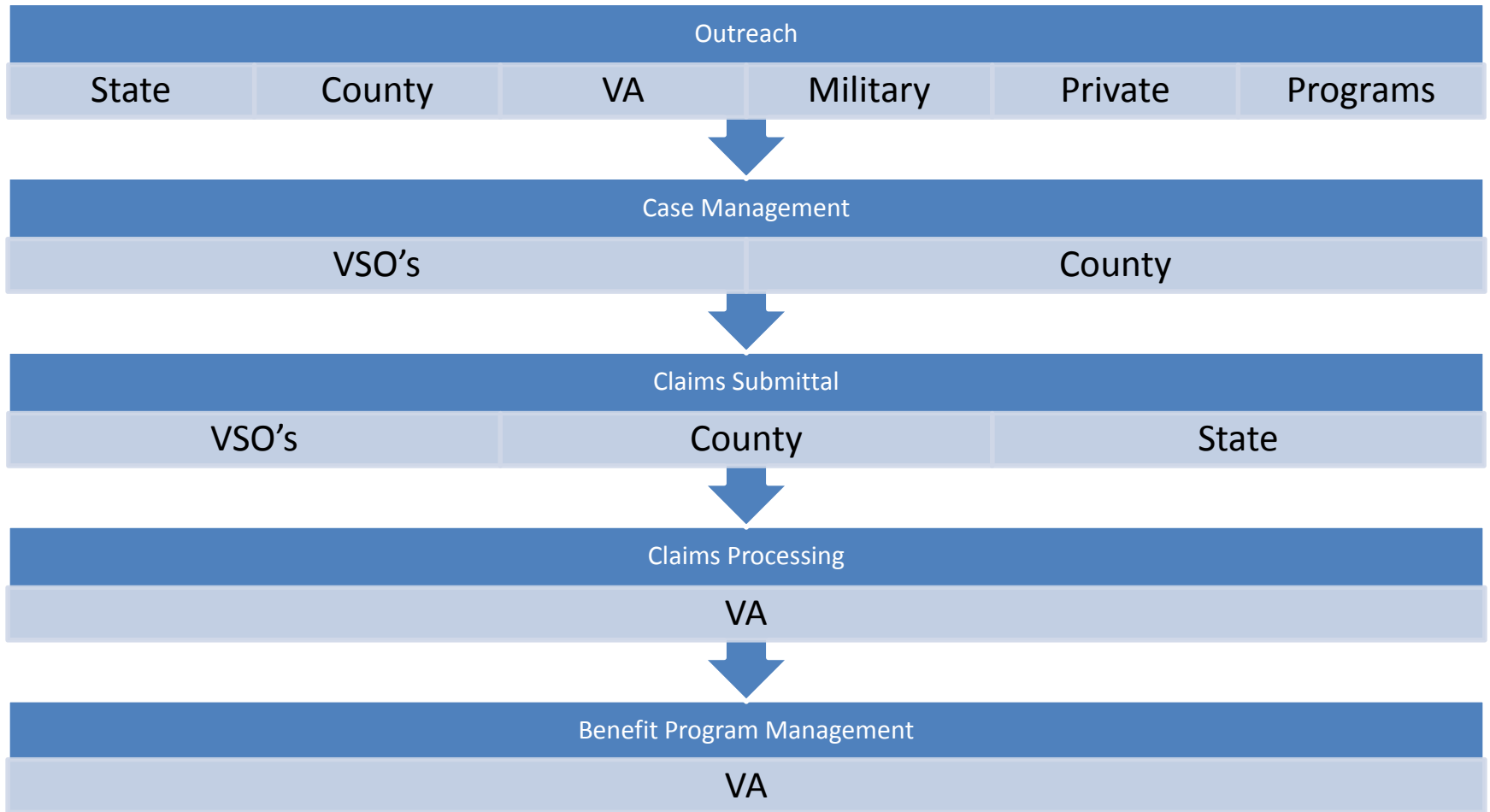
Pre-Qualify Veteran Based on Profile

Select Assistance Option(s)

Provide Assistance

Generic Service Model

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Veteran Benefit Profile

- Focused on veteran needs
- No program jargon
- As simple as possible
- Needs to be consistent across all veteran touch points
- Manage the program eligibility complexity “behind the scenes”

Benefits

You are eligible to receive Disability Benefits totaling

\$ TBD/Month

Your survivors are eligible to receive Benefits totaling

\$ TBD/Month

The following services are available to you free of charge:

- Job placement services
- Healthcare
- Veterans home
- Burial services

Strategy

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