

SERVICE WITH
COMPASSION
**DIGNITY
& RESPECT**



2022 Annual Report



Claims

Almost 300 claims were filed on behalf of Veterans in 2022 .



Assistance

More than 700 applications for Financial Assistance were accepted and processed in 2022.



Support

Dental Assistance, Legal Services and the Transportation program comprise our assistance offerings.

Jerry Hays
Commission President
Disabled American Veterans

William Fried
Vice President
Vietnam Veterans Association

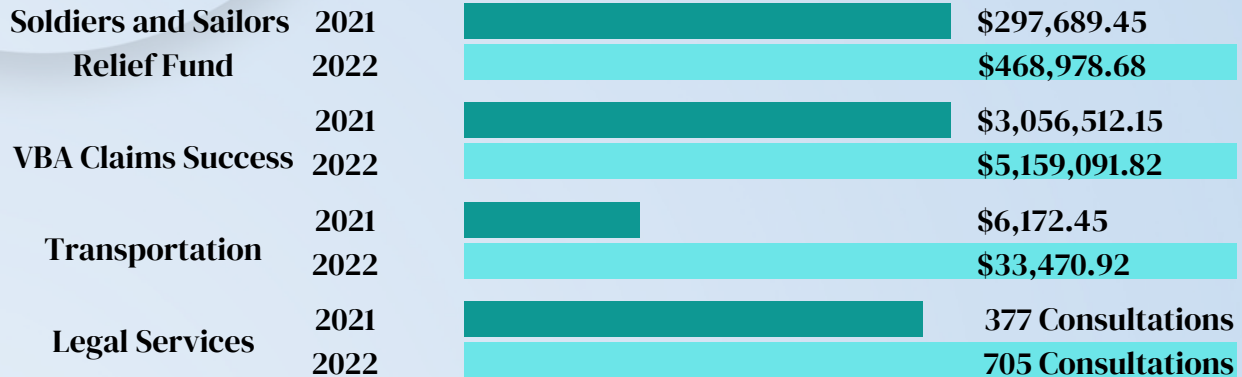
James Dare
Secretary
American Legion

John Theobald
Commissioner
AMVETS

Michael J. Howley
Commissioner
Veterans of Foreign Wars

A Year of Growth

Emerging from the worst of the COVID era, it was back to business as usual. Every segment of office operations experienced increased responsibility to serve an increasingly growing population of Veterans in need. The expansion of the Transportation program, the addition of the Dental Assistance program and a full year of Legal Services really pushed our capacity to serve to the limit.



\$5.2M

Awarded claims and back pay for Montgomery County Veterans in 2022. Our team of 5 Veteran Service Officers and 1 Veterans Benefit Counselor did an outstanding job of assisting Veterans with their claims.

This amount of growth can be attributed to the dedication of the staff as well as improved reporting and client communication.

58%

58% increase in Soldiers and Sailors Relief Fund expenditures over the previous year. Food and utility costs in addition to the Holiday Gift Card program and Dental program launch contributed to this growth.

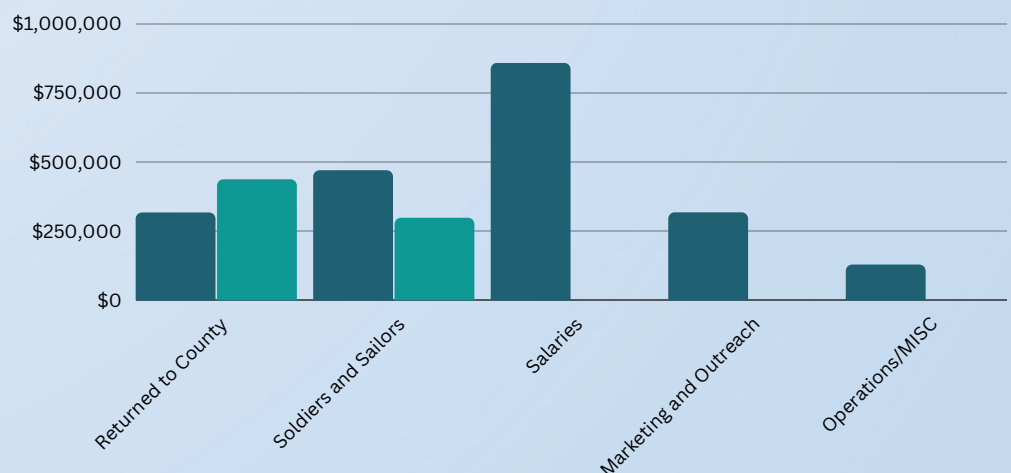
542%

The actual increase in direct transportation spending, not including the hiring of a full-time Transportation Coordinator. Average monthly rides have increased 10 fold.

Budget At-A-Glance

The 2022 Budget Appropriation was set at \$2,399,893.70. Of that appropriation \$2,083,191.24 was spent. Expenditures represent 86% of the budget allocations.

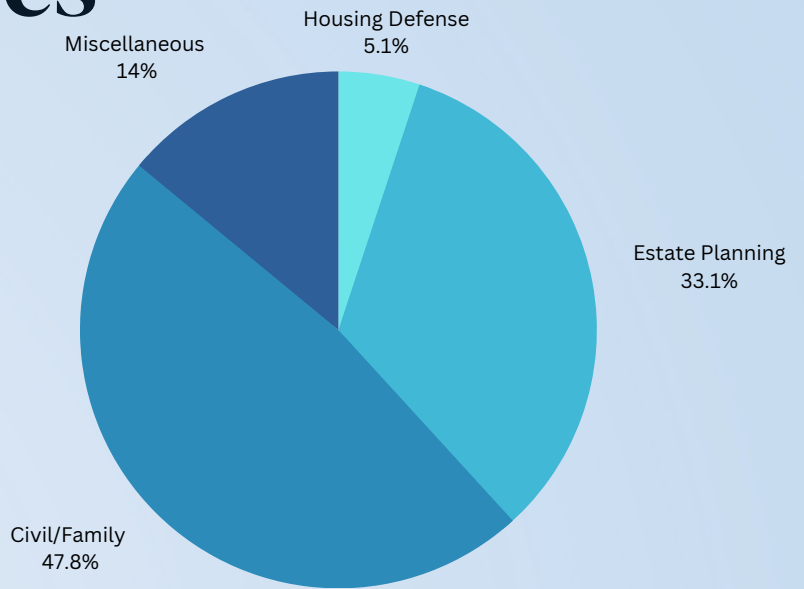
■ 2022
■ 2021



Legal Services

Due to Steve Strain's tireless work on behalf of Veterans, more than 700 Veterans and their families benefited from the free consultations provided by this office. Almost \$200,000.00 in services were rendered to area Veterans.

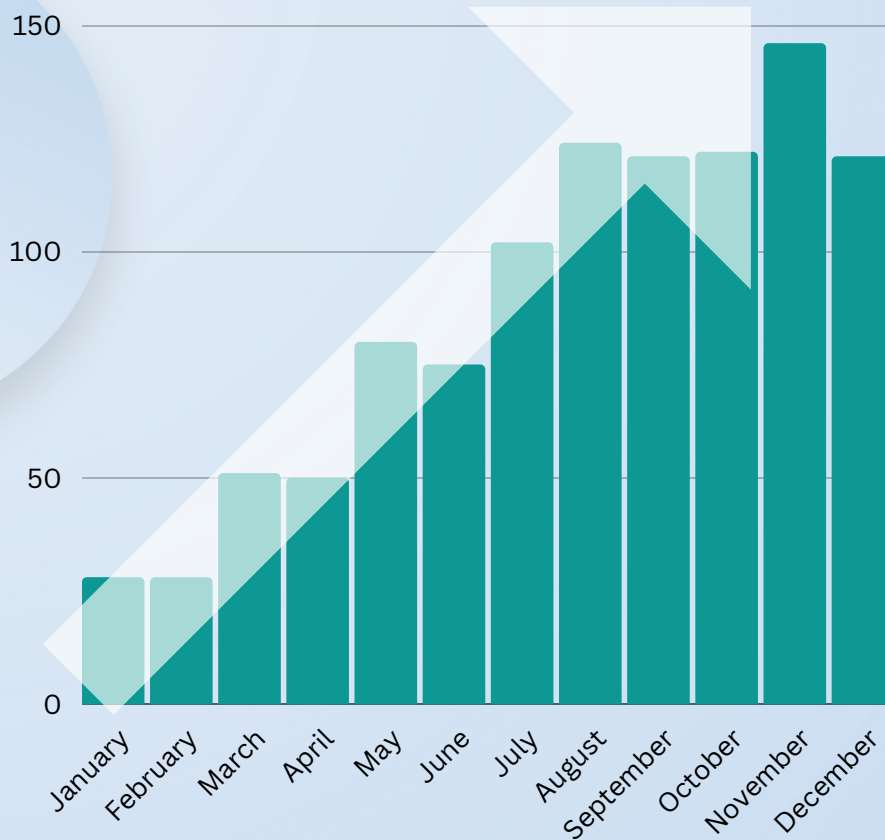
75% of all appointments to date have been with Veterans from Montgomery County.



Percentage of Practice by Area

Transportation

Medical Appointment Transportation Round Trips by Month



No other program has grown faster than the transportation program. In 2021 the monthly average was about 20 appointments per month. In the last quarter of 2022 that average had surpassed 100 appointments per month.

Our program is able to arrange door to door service to accommodate Veterans with mobility issues thanks to our partnership with the RTA Para Transit program and 3rd party vendor, Valley Transportation.

The 2022 monthly average finished at 95 appointments per month. The timing for the addition of a full time Transportation Coordinator coincides with the growth we saw at the end of summer through the end of the year.

■ Coat Giveaway

Once again this year the Annual Winter Coat Giveaway was a great success. Brand new winter coats, along with a hat, glove and scarf set, were given to any Veteran in need. This annual event brings almost 200 Veterans to the office in a one day event.

■ Aldi Gift Card

250 gift cards for food from local Aldi Supermarkets were distributed to indigent Veterans during the November Coat Giveaway. The gift cards had a balance of \$200 each. This proved to be one of the most popular programs. Staff is already making plans to expand and improve this program for 2023.

■ Dental Assistance

2022 Marked the launch of our Dental Assistance program. In late 2022 our first five Veterans took advantage of the program. More than \$4,000 was spent on dental care for these five Veterans in late 2022. The goal of the Dental Assistance program is to promote good oral hygiene to support overall health to Veterans who lack affordable dental care.

■ Treatment Court & Mentor Program

9 The total number of successful VTC Graduates in 2022.

9 The total number of newly recruited, trained and Certified Montgomery County Veterans Treatment Court Mentors

16 The total number of Mentor Group Meetings, Educational Seminars and Trainings during 2022

25 The total number of Mentors from the region certified by Justice for Vets during the first annual Regional Veterans Treatment Court Symposium hosted by MCVSC.



1 new community partnership with Clothes that Work providing work appropriate clothing and soft skills development for our Court Graduates.



Outreach

100%

Percent of MCVSC Staff participated in 3 or more Outreach Events during 2021. We also had Commissioners join us as well for parades and a golf outing.

News appearances, parades, fairs, festivals, concerts, poker runs, Post events, Golf Outings, Base events, and more totaled more than 30 times staff represented MCVSC in the community.

42

300+ staff hours invested