

9. VETERANS' SERVICES

The Norfolk County Veterans' services department is a program within the County Commissioners' office. The purpose of the Veterans' Services Department is to provide support to the veterans who live within Norfolk County in accordance with Massachusetts General Law Chapter 115, Section 108. The Veterans' Services Department is charged with taking applications for veterans' benefits and for providing financial and medical assistance to qualified, indigent veterans and their dependents.

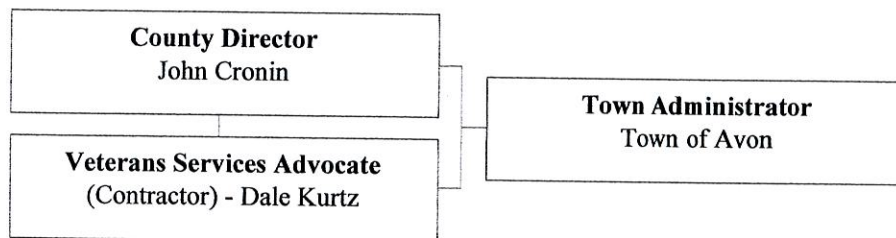
Principal responsibilities include:

- Reporting to the County Commissioners on the status of veterans' services in the twenty-eight cities and towns of the County.
- Making recommendations for improvement in the administration and delivery of veterans' services.
- Encouraging the formation of veterans' services districts where appropriate.
- Assisting veterans, including improved access for qualified veterans, dependents, and survivors to both State and Federal services.

Specific services provided are:

- Processing Veterans' Administration disability, pension, and other claims.
- Processing Massachusetts Chapter 115 benefits.
- Responding to miscellaneous veterans' issues.
- Supports the Town of Avon through a municipal services agreement.

The department is staffed with one contractor, the Veterans' Services Advocate who is a direct report to the County Director. The Veterans' Services Advocate also reports to the town administrator in Avon through an intermunicipal agreement.



Benchmarking

There is no benchmarking comparative to report as Bristol and Plymouth counties do not provide a similar service.

SUMMARY

Veterans' Services is functionally sound with clear reporting relationships.

The County Commissioners entered into a new agreement with the Town of Avon on August 25, 2021. The Veterans' Services Advocate will work 20 hours a month for the Town of Avon while also being available to assist other communities with Veterans' Services as needs arise. The Town has entered into a personal services contract with the Veterans' Services Advocate for these services. Veterans Services' is one of several regional services provided by the County which has received favorable reviews. This personal services contract approach to providing regional services is being explored by the County for other services. Refer to our Regional Services Report for further details.