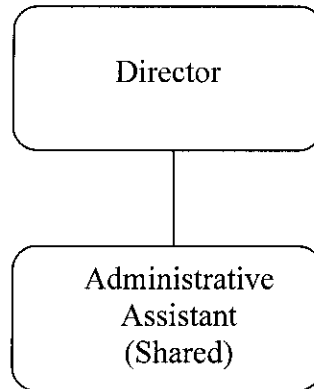




Fiscal Year 2008 Organization

## Veterans Services Department



### Leadership Profile:

#### **John M. MacGillivray, Director of Veterans Services and Citizens' Information**

1991-Present: Director of Veterans Services and Citizens' Information  
1986-1991: Statistician/Field Investigator/Authorizer, Massachusetts  
Department of Veterans Services

Certification: Volunteer Administration  
Video Production

1992-Present Executive Board, Massachusetts Veterans Service Officers Association  
1996-1998 Vice-President of Northeast Veterans Service Officers Association  
1998-2000 President, Northeast Veterans Service Officers Association  
2000-2003: Commandant, Marine Corps League

Co-founder of Veterans Oral History Project

-this project is now partnered with the Morse Institute Library and is used by the Library of  
Congress as a role model for other communities

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## FY 2008 Budget Presentation

### Narrative

Town of Natick

Department: Veterans Services

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#### I. Main Purpose of the Department

The Department of Veterans Services is a State-mandated local agency under Massachusetts General Law Chapter 115 with its main purpose to provide assistance to those veterans and their dependants who are deemed to be both “needy” and “worthy”. In cooperation with the Commonwealth, this office seeks to provide financial and medical assistance to veterans and their dependants; assist and advocate for veterans in obtaining Veterans Administration benefits and other alternative sources of income; help bury indigent veterans and their spouses; ensure that the graves of veterans are properly marked and decorated with flags each Memorial Day; conduct parades and other ceremonial events; and act as a liaison between the Natick Veterans Council and the Town.

#### II. Recent Developments

We are finding that those men and women who joined the military after 9/11 are now transitioning back to civilian life. They face a myriad of problems. Some of these problems may require financial assistance. Many other problems will require counseling, referrals, and help accessing other agencies.

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#### III. Current Challenges

A constant and current challenge is to ensure that our needy veterans receive the care to which they are entitled in a cost-effective manner. This challenge is compounded by an aging veteran population with their attendant needs while at the same time addressing the needs of a younger veteran population which is transitioning back to civilian life after serving in the war on global terrorism.

#### IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

A zero percent increase in the budget for Veterans Services will adversely effect this Department’s ability to complete its mission. A zero percent increase will result in a decrease in \$1,325.92 in available funds for operating expenses and direct services to veterans in the following manner (please note that Food/Clothing/Fuel and Transportation for veterans will be eliminated).

A) Operating expenses -	\$346.00
B) Care of Veterans Graves-	\$200.00
C) Food/Clothing/Fuel	\$500.00
D) Transportation	\$300.00

V. On the Horizon

At this time there are no significant changes anticipated on the horizon.

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Trends in Major Departmental Activities by Fiscal Year						
Activities	2002	2003	2004	2005	2006	Proposed 2007
1 Financial Assistance Provided	15	11	14	13	13	14
2 Medical Assistance Provided	8	6	7	7	4	7
3 Graves Serviced/ Maintained	2,760	2,825	2,880	2,930	2,980	3,030

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**Department:** Veterans Services

**LINE ITEM EXPLANATION**

**Fiscal Year 2008**

**Salaries Management:** Salary to fund the full-time position of Director of Veterans Services. This position is responsible for the development and management of all activities related to veterans. This position also serves as the Citizens Information Officer; Ombudsperson; ADA Officer; Commission on Disability; and Youth Advisory Board.

**Salaries Operational Staff:** Salary to fund the full-time position of Administrative Assistant. This position assists both the Director of Veterans Services and the Director of the Council on Aging in performing clerical and administrative duties. For veterans this position does intake and referrals; payroll; coordinates rides; and answers basic questions. This position is also responsible for supervising the senior aides; trains and supervises receptionists; intakes for social workers; data entry clerk; and ride coordinator.

**Operational Staff Additional Compensation:** Longevity award is provided when employee has 10 years of employment and belongs to the union.

**Rental of Veterans Headquarters:** State law requires that if there is a recognized veterans' organization in a municipality and that such veterans' organization does not have a physical headquarters of its own, the municipality must provide this organization with a place to meet or rent a place in which this organization may meet. The Town of Natick pays \$50.00 per month to the American Legion to allow the Disabled American Veterans to meet at that location. The Town of Natick also pays \$50.00 per month to the AMVETS to allow the Marine Corps League to meet there on a monthly basis.

**In State Travel/Meetings:** This line item is used to cover the cost of attending in state conferences, meetings, and training sessions associated with the providing of veterans' benefits and services. It is also used to provide for the reimbursement of mileage costs incurred while operating a private vehicle while conducting Town business.

**Communication Telephone:** Cost for local and long distance phone service related to veterans' services, citizens' information; citizens' complaints, and other related services. Will decrease by \$50.00.

**Dues & Subscriptions:** Dues for membership in professional organizations and subscriptions to magazines and papers that help to enhance the ability of this office to provide services. Will decrease by \$25.00

**Copy/Mail Center Fees:** Those costs incurred by the use of our copy/mail center. Will decrease by \$25.00

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**Other Services Miscellaneous:** Discretionary account that allows for purchase of otherwise unanticipated goods or services. Will decrease by \$146.00 and adversely affect the Department's ability to respond to unanticipated needs.

**Care of Veterans Graves:** Physical cleaning and care at North Cemetery; purchase of flag holders; repair of veterans' memorials and headstones; and other related costs as needed. Will decrease by \$200.00 and adversely affect the care and maintenance of veterans' graves.

**Office Supplies: Stationary:** Purchase of supplies necessary for the efficient functioning of the office. Will decrease by \$100.00

**Veterans Benefits: Cash Allowance:** In compliance with Massachusetts General Laws, Chapter 115 this fund is used to provide financial assistance to needy veterans and their dependents. When properly submitted and authorized 75% of these funds are reimbursed to the Town of Natick by the Commonwealth.

**Veterans Benefits: Medical:** In compliance with Massachusetts General Laws, Chapter 115, this fund is used to pay medical expenses for needy veterans and their dependents. All bills must be properly coded and comply with the standards set by Massachusetts Rate Setting Commission. When properly submitted and authorized 75% of these funds are reimbursed to the Town of Natick by the Commonwealth.

**Veterans Benefits: Food/Clothing/Fuel:** Funds to assist needy veterans who may be over the budget that is allowed by the Commonwealth but are nevertheless needy. This fund is not reimbursed by the Commonwealth. Will be eliminated.

**Veterans Benefits: Nursing Home Transportation:** This fund provides for transportation of veterans and/or their families to and from nursing homes and/or medical facilities. This fund is not reimbursed by the Commonwealth. Will be eliminated.

**Veterans Benefits: Miscellaneous:** This fund allows for discretionary assistance to those veterans and/or their dependents who may not otherwise be eligible for assistance under the provisions of MGL, Ch. 115. This fund is not reimbursed by the Commonwealth.

**Memorial Day Program:** This fund provides for those events associated with Memorial Day- the decoration of veterans' graves with flags and geraniums; parade; and ceremony. A zero percent increase will probably not be enough to totally fund this line item since each year there is an increase in the number of deceased veterans. Also, the costs for flags, geraniums, etc. continue to increase.

**Veterans Day Program:** This fund provides for those activities associated with Veterans Day. This includes the Veterans Day parade and ceremony. Also, this fund supports the activities associated with the Town's annual Pearl Harbor Day Remembrance Ceremony.

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## FY 2007 Budget Presentation

Town of Natick Fiscal Year 2003 thru 2007  
Departmental Executive Summary of Finances

<b>Departmental Budget and Personnel Requirements Expended by Fiscal Year</b>					
Category	2003	2004	2005	2006	Thru December 2007
<b>Staffing</b>					
Full-Time Employees	2	2	2	2	2
Part-Time Employees					
Seasonal Employees					
<b>Operating Budget</b>					
Personal Services	90,584.01	90,931.30	92,849.19	95,170.00	45,375.22
Purchase of Services	3,617.49	4,746.20	4,420.91	4,019.09	414.58
Technical & Professional Svcs	0.00	0.00	0.00	0.00	0.00
Supplies	648.68	1,115.04	1,134.15	1,651.47	1,008.87
Other Chgs & Expenditures	56,305.29	60,060.67	69,750.17	67,205.97	26,151.95
<b>Total Operating Budget</b>	<b>151,155.47</b>	<b>156,853.21</b>	<b>168,154.42</b>	<b>168,046.53</b>	<b>72,950.62</b>
<b>Encumbered Operating Expense</b>	<b>3,548.34</b>	<b>1,906.41</b>	<b>5,664.69</b>	<b>965.05</b>	<b>1,463.60</b>

<b>Quarterly Expenditure Pattern Fiscal Year 2003 thru 2007 - Operating Budget</b>					
Percent Expended by Fiscal Year	2003	2004	2005	2006	2007
<b>Personal Services</b>					
Quarter 1 ending Sept 30	21.84%	23.28%	22.60%	22.22%	21.71%
Quarter 2 ending Dec 31	26.82%	24.81%	24.90%	25.06%	24.75%
Quarter 3 ending March 31	22.99%	24.81%	24.90%	24.75%	
Quarter 4 ending June 30	28.35%	27.10%	27.59%	27.97%	
Encumbrances for Year	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	
Closed to Fund Balance	<b>0.00%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>0.00%</b>	
----- Total Pers Svcs	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>46.46%</b>

<b>All Non-Personal Services</b>					
Quarter 1 ending Sept 30	18.78%	19.86%	18.45%	13.73%	18.18%
Quarter 2 ending Dec 31	24.53%	18.34%	15.44%	16.25%	20.64%
Quarter 3 ending March 31	23.95%	22.35%	24.48%	19.42%	
Quarter 4 ending June 30	26.89%	33.35%	33.97%	40.86%	
Encumbrances for Year	<b>5.52%</b>	<b>2.58%</b>	<b>6.95%</b>	<b>1.20%</b>	
Closed to Fund Balance	<b>0.33%</b>	<b>3.52%</b>	<b>0.71%</b>	<b>8.54%</b>	
----- Total Non Pers Svcs	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>38.82%</b>

<b>Capital Equip/Projects Expended</b>					
Quarter 1 ending Sept 30					
Quarter 2 ending Dec 31					
Quarter 3 ending March 31					
Quarter 4 ending June 30					
Encumbrances for Year					
Closed to Fund Balance					
----- Total Capital	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Encumbrances include Current Year and Carryforward amounts from Previous Fiscal Years

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## Veterans Services

	No of Staff	Tn Adm Recommended	Dept Requests	Expended thru Dec 31, 2006	2007 Appropriated	2005		2004		2003	
						Actual	Actual	Actual	Actual	Actual	Actual
Salaries Management	1.0	58,218.14	58,218.14	26,679.45	57,426.46	55,957.36	54,592.85	53,465.30	53,261.01		
Salaries Operational Staff	1.0	40,796.39	40,796.39	18,695.77	40,242.15	39,212.64	38,256.34	37,466.00	37,323.00		
<b>PERSONAL SERVICES</b>	<b>2.0</b>	<b>99,014.53</b>	<b>99,014.53</b>	<b>45,375.22</b>	<b>97,668.61</b>	<b>95,170.00</b>	<b>92,849.19</b>	<b>90,931.30</b>	<b>90,584.01</b>		
Rental of Veterans Headquarters		1,200.00	1,200.00	0.00	1,200.00	1,200.00	1,200.00	1,200.00	1,200.00		
In State Travel/Meetings		1,400.00	1,400.00	12.50	1,400.00	2,017.27	1,359.64	1,645.98	1,470.36		
Communication Telephone		400.00	400.00	162.59	450.00	384.19	331.64	354.24	390.61		
Dues & Subscriptions		200.00	200.00	175.50	225.00	291.00	291.00	220.56	125.38		
Copy/Mail Center Fees		125.00	125.00	63.99	150.00	126.63	450.87	125.92	115.83		
Other Services Misc.		154.00	154.00	0.00	300.00	0.00	120.61	0.00	0.00		
Care of Veterans Graves		1,100.00	1,100.00	0.00	1,300.00	0.00	667.15	1,199.50	315.31		
<b>PURCHASE OF SERVICES</b>		<b>4,579.00</b>	<b>4,579.00</b>	<b>414.58</b>	<b>5,025.00</b>	<b>4,019.09</b>	<b>4,420.91</b>	<b>4,746.20</b>	<b>3,617.49</b>		
Office Supplies: Stationary		1,400.00	1,400.00	43.82	1,500.00	1,651.47	1,134.15	1,115.04	648.68		
<b>SUPPLIES</b>		<b>1,400.00</b>	<b>1,400.00</b>	<b>43.82</b>	<b>1,500.00</b>	<b>1,651.47</b>	<b>1,134.15</b>	<b>1,115.04</b>	<b>648.68</b>		
Veteran Benefits: Cash Allowance		35,000.00	35,000.00	17,806.50	35,000.00	33,216.07	36,323.57	31,071.20	37,715.11		
Veteran Benefits: Medical		11,500.00	11,500.00	6,078.87	11,500.00	18,523.84	16,435.08	14,815.27	5,679.25		
Veteran Benefits: Food/Clothing/Fuel		0.00	0.00	0.00	500.00	300.00	600.00	1,199.18	0.00		
Veteran Benefits: Nursing Home Trans		0.00	0.00	0.00	300.00	0.00	250.00	0.00	0.00		
Veteran Benefits: Miscellaneous		1,300.00	1,300.00	0.00	1,300.00	1,369.90	1,400.00	447.90	150.00		
<b>OTHER CHARGES/EXPENDITURES</b>		<b>47,800.00</b>	<b>47,800.00</b>	<b>23,885.37</b>	<b>48,600.00</b>	<b>53,409.81</b>	<b>55,008.65</b>	<b>47,533.55</b>	<b>43,544.36</b>		
Memorial Day Program		12,750.00	12,750.00	0.00	12,750.00	11,501.16	12,721.52	10,602.12	10,910.93		
Veterans Day Program		2,200.00	2,200.00	2,266.58	2,200.00	2,295.00	2,020.00	1,925.00	1,850.00		
<b>OTHER CHARGES/EXPENDITURES</b>		<b>14,950.00</b>	<b>14,950.00</b>	<b>2,266.58</b>	<b>14,950.00</b>	<b>13,796.16</b>	<b>14,741.52</b>	<b>12,527.12</b>	<b>12,760.93</b>		
<b>BUDGET TOTAL</b>		<b>167,743.53</b>	<b>167,743.53</b>	<b>71,985.57</b>	<b>167,743.61</b>	<b>168,046.53</b>	<b>168,154.42</b>	<b>156,853.21</b>	<b>151,155.47</b>		

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TOWN OF NATICK  
EMPLOYEE JOB/PAY Fiscal Year 2008

Emp #	Employee Name	Actual FY06 Overtime	Actual FY06 regular Earning	Budgetary FY07 Scheduled Earnings	Pay Type	Level- Step	Wks	Rate	Hours	Amount	Funding (52.2 Wks) FY2008	Total Appropriation	Additional Compensation Longevity	Education Other	Total Add'l Comp
<u>Veterans:</u>															
<u>Management</u>															
3240	JOHN MACGILLIVRAY		\$55,957.36	\$57,426.46	BASE	M1-4	52.2	27,8823	40.0	\$1,115.29	<del>58,218.14</del>	\$58,218.14			
<u>Operational Staff</u>															
41437	SHEILA YOUNG	\$240.38	\$39,212.64	\$40,242.15	BASE	5-Max	52.2	20,8411	37.5	\$781.54	40,796.39	\$40,796.39	\$0.00	\$0.00	\$0.00
Department Totals		<u>\$240.38</u>	<u>\$95,170.00</u>	<u>\$97,668.61</u>							Total	<u>\$99,014.53</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>