

# Products...As-Is...Business Line...Memorials and Burials

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## 1. Memorials and Burials

The major functions within this business line are the four items denoted surrounding "NCA" (the administration responsible for carrying out these actions): Provide Burial Space, Eligibility Determination, Provide Memorials and Commemorate a Veteran's Service, and Maintain National Cemeteries as National Shrines. This diagram shows the major stakeholders and some of the relationships between those stakeholders, the agency, and its denoted functions.

***Scroll down for descriptions of objects shown in this diagram. Clicking over a function name can directly bring up related process diagrams and activity descriptions.***

Links to Z11 (listed alphabetically)	
Name	Description
Agency Funding Requests	Budget proposals and other forms of requests for funding that VA sends to Congress and other funding approval bodies.
Agency Reports	Standard and ad-hoc reports about VA operations that are prepared and submitted to external organizations and oversight groups.
Agreements and Contracts	Formal agreements and contracts with parties outside VA .
Appeals	Formal requests for reconsideration of eligibility for benefits and services administered by the Department of Veterans Affairs.
Burial and Memorial Facilities	Cemeteries and other memorial sites owned and managed by VA .
Cemetery Information	There are 120 national cemeteries under the jurisdiction of the NCA. NCA ensures that national cemeteries are maintained as national shrines dedicated to preserving our Nation's history, nurturing patriotism, and honoring the service and sacrifice veterans have made. Forty-nine state cemeteries have been established through the VA's State Grants Program to provide gravesites for

	veterans in those areas where VA's national cemeteries cannot fully satisfy their burial needs.
Contracted Services	Enterprise contractual service resources provided by organizations external to VA.
Decedent Information	The name, SSN, DOB, DOD, Gender, Relationship to Veteran, Religious Emblem, Home of Record (city, county, and state) of veteran or eligible family member to be buried in the national cemetery. Eligible family members may predecease the veteran. Family members are usually interred in the same gravesite as the eligible veteran, or in an adjacent gravesite.
Entitlement Information	Information relating to the applicant's entitlement. This information includes the number of months of original entitlement and the number of months of remaining entitlement.
Grants	Grant amounts given to program beneficiaries, service partners, and other entities outside the VA organization.
Gravesites and Markers	Actual gravesites and markers VA provides to veterans.
Honors and Awards	Symbols and gestures of recognition of individual acts of bravery, and veteran contribution towards achieving military objectives while in active military service.
Information on Veterans and Beneficiaries	Demographic and personal information provided by veterans and other program beneficiaries that are part of VA's information resource.
Interred Persons	Veterans and other people buried by VA .
Legislation and Executive Orders	Laws and Executive Orders that either define or limit the scope of VA activities, products and services.

Memorial Services	Memorial services held for the benefit of veterans, other program beneficiaries, service partners, and other entities outside the VA organization.
Military Service Information	Information about a military person provided by the Department of Defense that are part of VA's information resource.
Non-VA Burial Facilities	State or private-owned burial facilities made available as VA resource for veterans burials.
Official Government Guidance	Government circulars and other official guidance from external organizations that affect VA's operations.
Program Information	Information about programs administered or implemented by VA .
Public Opinion	Feedback from the general public regarding the operations of the VA or ideas about any of the products and services that VA provides.
Requests for VA Actions	Information contained in requests for VA action coming from sources external to VA .
VA Program Funds	Monetary resource products from external sources for use in funding VA programs.
Vendor Services	Enterprise vendor service resources provided by organizations external to VA.

Links to Z12 (listed alphabetically)	
Name	Description
Eligibility Determination	Determine the eligibility of veterans for memorials and burials.
Maintain National Cemeteries as National Shrines	This function maintains national cemeteries and affiliated soldiers', Government, and Confederate lots, as national shrines. Each national cemetery and affiliated soldiers', Government, and Confederate lot

	<p>exists as a national shrine and as such serves as an expression of the appreciation and respect of a grateful Nation for the service and sacrifice of her veterans. Each national shrine provides an enduring memorial to their service as well as a dignified and respectful setting for their final rest. The commitment of our Nation, as defined by law, is to create and maintain these sites as national shrines, transcending the provision of benefits to an individual. A national shrine may be defined as a place of honor and memory that declares to the visitor or family member who views it that, within its majestic setting, each veteran may find a sense of serenity, historic sacrifice, and nobility of purpose. Each visitor should depart feeling that the grounds, the gravesites and the environs of the national cemetery are a beautiful and awe-inspiring tribute to those who gave much to preserve our Nation's freedom and way of life NCA maintains occupied graves and developed acres in a manner befitting their stature as national shrines. Extensive renovations and improvements in the appearance of burial grounds and historic structures, as well as perpetual maintenance, is performed to avoid the deterioration of veterans' graves, grave headstones and markers, monuments and memorials, cemetery grounds, buildings, and other infrastructure.</p>
<p>Provide Burial Space</p>	<p>This function provides burial space for veterans and their eligible family members. It in turn contains sub-functions including burial in a national cemetery; establishing new national cemeteries; expanding existing national cemeteries; and administering grants for establishing or expanding state veterans cemeteries.</p>
<p>Provide Memorials That Commemorate a Veteran's Service</p>	<p>This function provides memorials that commemorate a veteran's service, including ordering headstones, markers, group memorials, inscriptions and marking graves in national cemeteries, furnishing headstones and markers for the graves of veterans in cemeteries other than national cemeteries, and providing Presidential Memorial Certificates for friends and family members of deceased veterans.</p>

Links to Z14 (listed alphabetically)

Name	Description
Building Contractors	Organizations that are in the business of building physical structures, including those that are involved in land development and cemetery construction.
Department of Defense	An executive department of the U.S. Government consisting of the Secretary of Defense and his office, the War Council, the Joint Chiefs of Staff, Joint Staff and joint agencies, as well as the Departments of the Army, the Navy, and the Air Force. It is headed by the Secretary of Defense.
Dependents	Qualifying dependents for VA benefit purposes who may be a veteran's spouse or child (natural child, adopted child, or stepchild). A veteran's mother or father may also be considered a dependent generally if there is financial need and he or she is otherwise entitled.
Government Policy Makers (Owners)	A category of VA stakeholders. Stakeholders falling under this category possess the authority to create and enforce major government policies and regulations that affect the Department of Veterans Affairs.
Ineligible Beneficiaries	Discharged military persons and members of their families who, for various reasons, are not entitled to certain VA benefits and services at a particular point in time.
National Cemeteries Administration (NCA)	The NCA is one of the three Administrations under the VA. The NCA is responsible for providing burial benefits to veterans and eligible dependents. The delivery of these benefits involves managing 120 National Cemeteries nationwide, providing grave markers worldwide, administering the State Cemetery Grants Program that complements the National Cemeteries network, and providing Presidential Memorial Certificates to next of kin of

	deceased veterans.
Program Beneficiaries (Customers)	A category of VA stakeholders. This group of stakeholders is composed of people who are directly served by the VA.
Public	A category of V A stakeholders. Stakeholders falling under this category possess the power to elect people who hold public offices, the ability to pay government taxes, and assist government in other ways.
State Veteran Administrations	State agencies that implement VA programs at the State level.
Survivors	Surviving spouse and children of a deceased veteran.
Veterans	A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

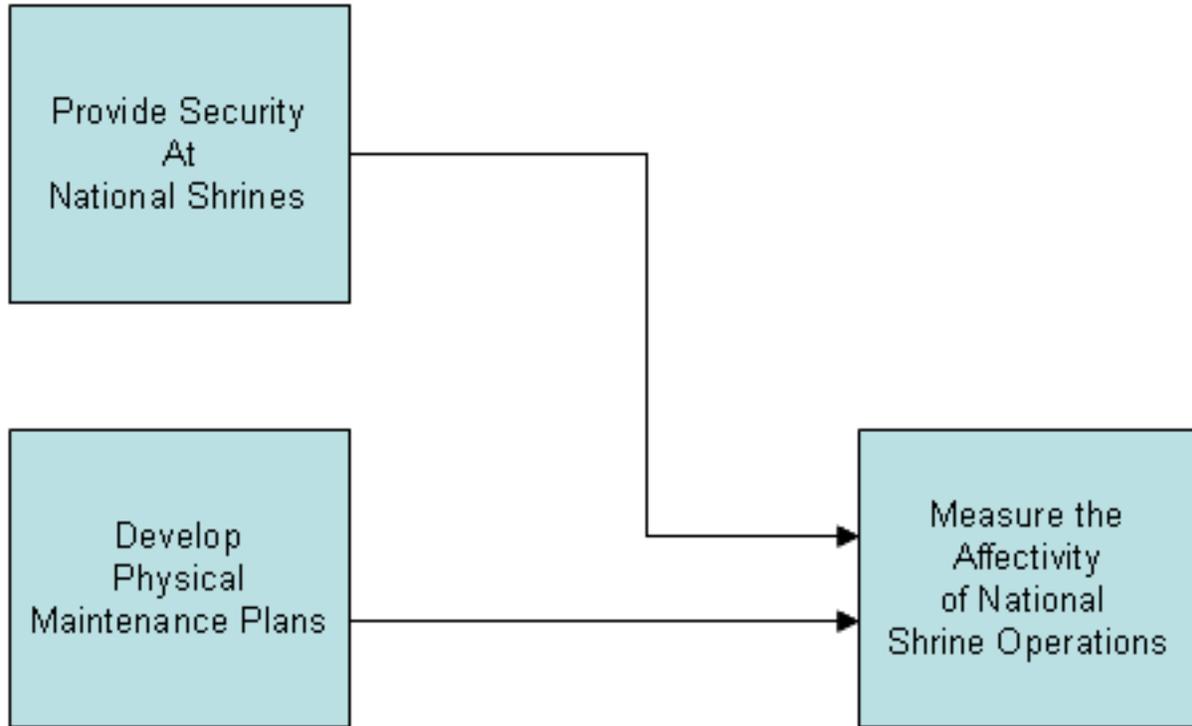
Links to Z22 (listed alphabetically)	
Name	Description
Eligibility Determination	Determine the eligibility of veterans for memorials and burials.
Maintain National Cemeteries as National Shrines Process	This function maintains national cemeteries and affiliated soldiers', Government, and Confederate lots, as national shrines. Each national cemetery and affiliated soldiers', Government, and Confederate lot exists as a national shrine and as such serves as an expression of the appreciation and respect of a grateful Nation for the service and sacrifice of her veterans. Each national shrine provides an enduring memorial to their service as well as a dignified and

	<p>respectful setting for their final rest. The commitment of our Nation, as defined by law, is to create and maintain these sites as national shrines, transcending the provision of benefits to an individual. A national shrine may be defined as a place of honor and memory that declares to the visitor or family member who views it that, within its majestic setting, each veteran may find a sense of serenity, historic sacrifice, and nobility of purpose. Each visitor should depart feeling that the grounds, the gravesites and the environs of the national cemetery are a beautiful and awe-inspiring tribute to those who gave much to preserve our Nation's freedom and way of life NCA maintains occupied graves and developed acres in a manner befitting their stature as national shrines. Extensive renovations and improvements in the appearance of burial grounds and historic structures, as well as perpetual maintenance, is performed to avoid the deterioration of veterans' graves, grave headstones and markers, monuments and memorials, cemetery grounds, buildings, and other infrastructure.</p>
<p>Provide Burial Space Process</p>	<p>This function provides burial space for veterans and their eligible family members. It in turn contains sub-functions including burial in a national cemetery; establishing new national cemeteries; expanding existing national cemeteries; and administering grants for establishing or expanding state veterans cemeteries.</p>
<p>Provide Memorials That Commemorate a Veteran's Service Process</p>	<p>This function provides memorials that commemorate a veteran's service, including ordering headstones, markers, group memorials, inscriptions and marking graves in national cemeteries, furnishing headstones and markers for the graves of veterans in cemeteries other than national cemeteries, and providing Presidential Memorial Certificates for friends and family members of deceased veterans.</p>

## 1.1. Eligibility Determination

Process Sequence TBD.

## 1.2. Maintain National Cemeteries and National Shrines



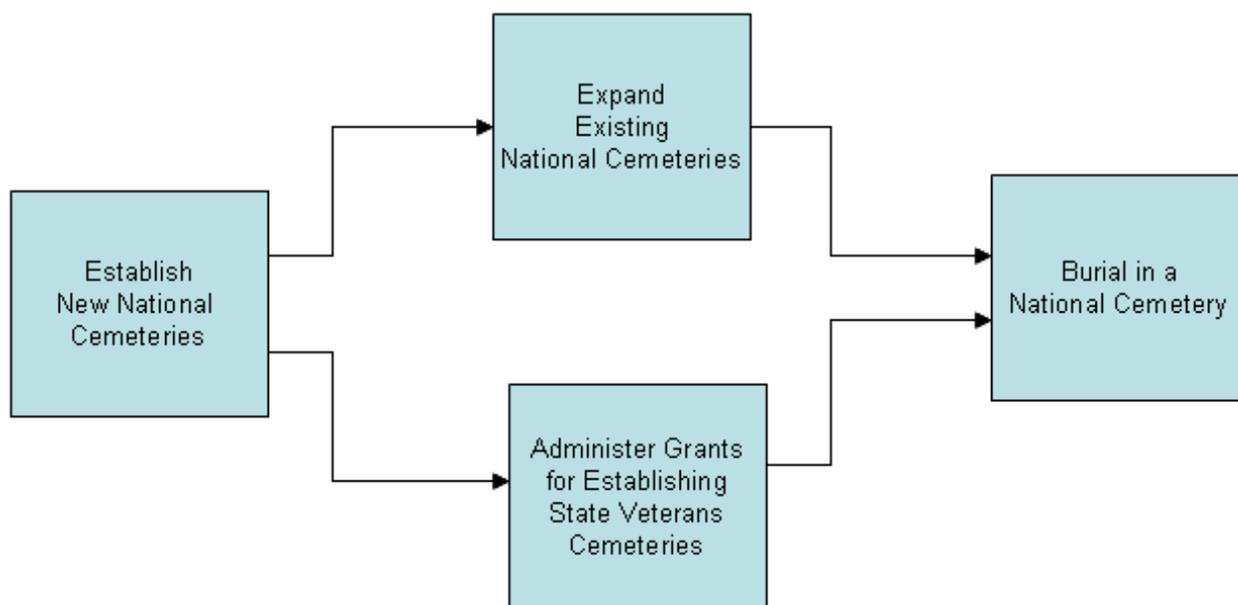
*Reference(s):*

- Memorials and Burials Maintain National Cemeteries and Shrines.html

Links to Z22 (listed alphabetically)	
Name	Description
Develop Physical Maintenance Plans	Prepare operational plans for preventing the deterioration of veterans' graves, grave headstones and markers, monuments and memorials, cemetery grounds, buildings, and other infrastructure located in cemeteries designated as national shrines. Develop budgets and acquire funds for national shrine programs.
Measure the Affectivity of National Shrine	Set performance standards and measures. Develop

Operations	and implement metrics for evaluating actual results.
Provide Security at National Shrines	Preserve the historical value of cemetery sites by preventing theft, vandalism, and general desecration of cemeteries that are national shrines

### 1.3. Provide Burial Space



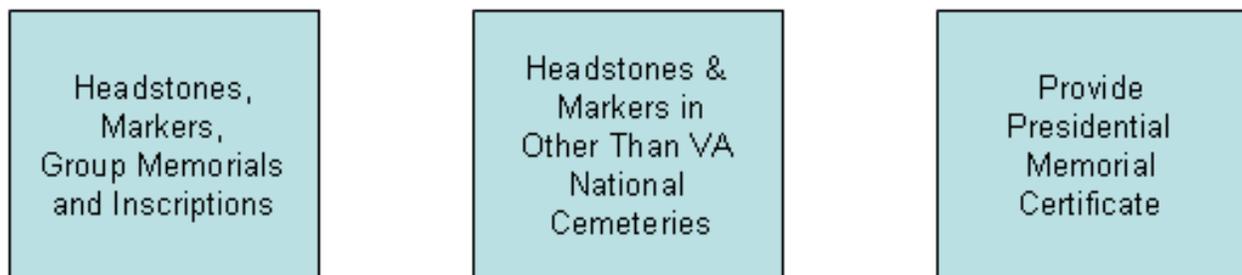
*Reference(s):*

- Memorials and Burials Provide Burial Space.html

Links to Z22 (listed alphabetically)	
Name	Description
Administer Grants for Establishing State Veterans Cemeteries	VA, through the State Cemetery Grants Program (SCGP), provides burial space for eligible veterans and their families in state managed veteran’s cemeteries that complement the national cemetery system.

Burial in a National Cemetery	This sub-function provides burial space for veterans and their eligible family members in National Cemeteries.
Establish New National Cemeteries	VA works to establish new national cemeteries in areas where there is a large veteran population and where no burial options in a state veterans or national cemetery within 75 miles exists.
Expand Existing National Cemeteries	VA provides continued service to meet projected burial demands. National cemeteries will close due to the depletion of grave space when the cemetery's acreage is fully developed. Activities in this sub-function do not include phased development of existing land in VA's inventory.

#### 1.4. Provide Memorials That Commemorate a Veteran's Service



*Reference(s):*

- Memorials and Burials Provide Memorial for Service.html

Links to Z22 (listed alphabetically)	
Name	Description
Headstones, Markers, Group Memorials and Inscriptions	This sub-function marks veterans' graves <i>in national cemeteries</i> with Government-furnished headstones or markers.
Headstones & Markers in Other Than VA National Cemeteries	This sub-function marks veteran's graves in cemeteries other than VA national cemeteries. For

	non VA cemeteries using BOSS Arlington, Soldiers Home and Andersonville National Cemeteries, Andrew Johnson National Historic Site, and some State Cemeteries.
Provide Presidential Memorial Certificate	A Presidential Memorial Certificate (PMC) is provided for family members or friends to recognize a deceased veteran's service to a grateful nation.