

September 2014

# MassachusettsAnd the U.S. Department of Veterans Affairs

## General Information

The [Department of Veterans Affairs](http://www.va.gov/) (VA) offers a wide variety of programs and services for the nation’s 22 million veterans and continues to place a renewed emphasis on three long-term goals: increasing access to VA benefits and services, reducing the claims backlog, and eliminating veterans’ homelessness.

### Increasing Access

Nearly 13 million veterans receive at least one benefit or service from VA, an increase of over a million in four years. In 2013, about 8.9 million veterans were enrolled in [VA health care](http://www.va.gov/health/), and more than 4 million veterans and survivors received [VA disability compensation or pensions](http://www.benefits.va.gov/compensation/) totaling some $54 billion. In 2013, VA surpassed a significant milestone with the Post-9/11 GI Bill program supporting more than a million recipients since the program began in August 2009 with expenditures totaling more than $30 billion. Nearly 68,000 trainees participated in VA’s [vocational rehabilitation](http://www.vba.va.gov/bln/vre/index.htm) activities in 2013, and nationally, some 6.7 million lives were insured through [life insurance](http://www.benefits.va.gov/insurance/) policies valued at $1.3 trillion. Nearly 125,000 veterans and family members were buried in VA’s [national cemeteries](http://www.cem.va.gov/index.asp) and more than 352,000 headstones and markers were provided for veterans’ graves worldwide.

### Reducing the Claims Backlog

Veterans across the country wait too long to receive benefits they have earned. That’s why VA began a robust plan to fix the decades-long problem and made considerable strides last year. Nationwide, VA completed a record-breaking 1.17 million claims in 2013 – more than 4 million claims in the last four years – and deployed an end‐to‐end paperless electronic claims processing system known as the Veterans Benefits Management System at every regional office by June 2013. In the past four years alone, VA has added more than 940,000 veterans to its compensation rolls, more than the active duty Army and Navy combined.

### Eliminating Homelessness

VA is committed to achieving the Department’s [goal of ending veteran homelessness](http://www.va.gov/homeless/about_the_initiative.asp) in 2015. In 2013, VA served nearly 350,000 veterans who were homeless or at risk of homelessness – a 43 percent increase from 2012. Since 2009, VA has partnered with Congress, the Department of Housing and Urban Development and hundreds of community organizations across the country to reduce the estimated number of homeless veterans by more than 23 percent. VA’s joint program with HUD, known as [HUD-VASH](http://www.va.gov/homeless/hud-vash.asp), has provided housing vouchers for more than 58,000 Veterans since 2008; VA is expanding other successful programs such as [Supportive Services for Veterans and Families (SSVF)](http://www.va.gov/homeless/ssvf.asp) to prevent thousands of Veterans and their families from becoming homeless.

### General Information – Massachusetts (Fiscal year 2013 data)

* *Number of veterans: 374,809*
* *VA expenditures in Massachusetts: $2.4 billion*
	+ *Compensation and pensions: $986 million*
	+ *Medical and construction programs: $1.1 billion*
	+ *Insurance and indemnities: $41 million*
	+ *General operating expenses: $32 million*
* *Number of veterans receiving disability compensation or pension payments: 61,210*
* *Number of Massachusetts users of GI Bill® and other VA education benefits: 14,771*
* *Number of home loans in Massachusetts backed by VA guarantees: 5,208*
* *Value of Massachusetts home loans guaranteed by VA: $1.5 billion*
* *Number of VA life insurance policies held by Massachusetts residents: 24,304*
* *Value of VA life insurance policies held by Massachusetts residents: $280 million*
* *Number of Massachusetts participants in VA vocational rehabilitation: 1,415*
* *Number of veterans buried in Massachusetts’s VA national cemeteries: 2,608*
* *Number of headstones and markers provided for graves of Massachusetts veterans and survivors: 9,953*

## Health Care

One of the most visible of all VA benefits is [health care](http://www1.va.gov/health/index.asp). VA operates more than 1,700 sites of care, including 150 hospitals (or medical centers), 985 outpatient clinics, 300 Vet Centers, 70 Mobile Vet Centers, 135 community living centers (formerly, nursing homes), and 104 residential rehabilitation treatment programs.  In 2013, VA treated more than six million patients during 86 million outpatient visits and nearly 700,000 inpatient admissions.  VA is taking advantage of new technologies to expand access to care. For example, [VA telehealth programs](http://www.telehealth.va.gov/) – the largest and most comprehensive in the nation – are turning veterans’ homes and communities into preferred sites of care.  In 2013, VA’s telehealth programs provided care to more than 600,000 veterans in more than 1.7 million episodes of care.  Outreach using mobile health clinics and [rural health care](http://www.ruralhealth.va.gov/) partnerships is expanding access to veterans in rural areas like never before.

### Health Care - Massachusetts

* *Inpatient admissions, statewide, fiscal year 2013: 13,788*
* [*Bedford*](http://www.bedford.va.gov)*: 1,629*
* [*Boston*](http://www.boston.va.gov) *(including Brockton, Jamaica Plain and West Roxbury): 11,159*
* [*Central Western Massachusetts*](http://www.centralwesternmass.va.gov/)*: 1,000*
* *Outpatient visits, statewide, fiscal year 2013: 1.2 million*
* *Outpatient clinic locations*

Boston

Fitchburg

Framingham

Gloucester

Greenfield

Haverhill

Hyannis

Lowell

Lynn

New Bedford

Pittsfield

Plymouth

Quincy

Springfield

Worcester

* *Veterans* [*Readjustment Counseling*](http://www.vetcenter.va.gov/Vet_Center_Services.asp) *Centers**(Vet Centers)* [*Locations*](http://www2.va.gov/directory/guide/vetcenter.asp?isFlash=0)*:*

*Boston*

*Brockton*

*Hyannis*

*Lowell*

*New Bedford*

*Springfield*

*Worcester*

## Disabilities and Pensions

Not all military service-related issues end when people are [discharged from active duty](https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal). About 3.7 million veterans received monthly VA disability compensation in 2013 for medical conditions related to their service in uniform. VA pensions went to about 308,000 wartime veterans with limited means.

### Disabilities and Pensions – Massachusetts (Fiscal year 2013 data)

* *Number of veterans receiving monthly disability compensation: 57,273*
* *Number of VA pensions to veterans in Massachusetts: 3,937*
* *Number of disability compensation claims processed: 16,585*

## Memorial Affairs

Most men and women who served in the military are [eligible for burial](http://www.cem.va.gov/cem/bbene/eligible.asp)in a VA national cemetery, as are their spouses and dependent children.  VA manages the country’s [network of national cemeteries](http://www.cem.va.gov/cem/cems_nmc.asp) with approximately 3 million[gravesites](http://gravelocator.cem.va.gov/j2ee/servlet/NGL_v1) at 131 national cemeteries in 39 states and Puerto Rico, as well as in 33 soldier’s lots and monument sites.  In 2009,**more than 106,000 veterans and dependents were buried** in VA's national cemeteries.  Additionally, VA provided more than 350,000[headstones and markers](http://www.cem.va.gov/cem/hm_hm.asp)and 655,000 [Presidential Memorial Certificates](http://www.cem.va.gov/cem/pmc.asp) to the loved ones of deceased veterans.VA-assisted [state veterans cemeteries](http://www.cem.va.gov/cem/scg_grants.asp) provided more than 26,000 interments.

### Memorial Affairs – Massachusetts

* *National cemetery burials in Massachusetts, 2013:*
* [*Massachusetts*](http://www.cem.va.gov/cems/nchp/massachusetts.asp)*: 2,608*
* *Headstones and markers provided in 2013 (statewide): 9,953*
* *Presidential Memorial Certificates issued in 2013 (statewide): 10,755*

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