



National Cemetery Administration

Advisory Committee on Gulf War Veterans

May 6, 2009

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Director, NCA Communications Management Service



Outreach to Veterans



2008 NCA Outreach Summary

- Participated in 2,800 events; audience of nearly 362,000
- Memorial Day – 106 ceremonies at VA national cemeteries reached audiences of 122,000 people
- Veterans Day – 49 ceremonies; 27,000 people
- Exhibited at 16 national conventions / conferences
 - National veterans conventions
 - Funeral industry & other professional conferences
 - Minority and women veteran outreach opportunities

Link on NCA Homepage



Women and Minority Veterans

You Served...

...You're Eligible

If you served in a branch of the military and were discharged under conditions other than dishonorable you may be eligible for burial in a Department of Veterans Affairs National Cemetery.

No-Cost Burial Benefits Include:

A gravesite in any of VA's national cemeteries with available space

Opening and closing of the grave

A headstone or marker

A burial flag

A Presidential Memorial Certificate (PMC)

Perpetual care of the gravesite



Female veterans married to a veteran are entitled to their own separate grave, headstone or marker, burial flag and PMC.

However, they may choose to be buried in the same gravesite as their spouse.

Spouses and dependents may also be eligible for burial. For more eligibility information, visit: www.cem.va.gov or contact the closest VA National Cemetery.

VA National Cemeteries: A Culture of Service to Veterans and Families

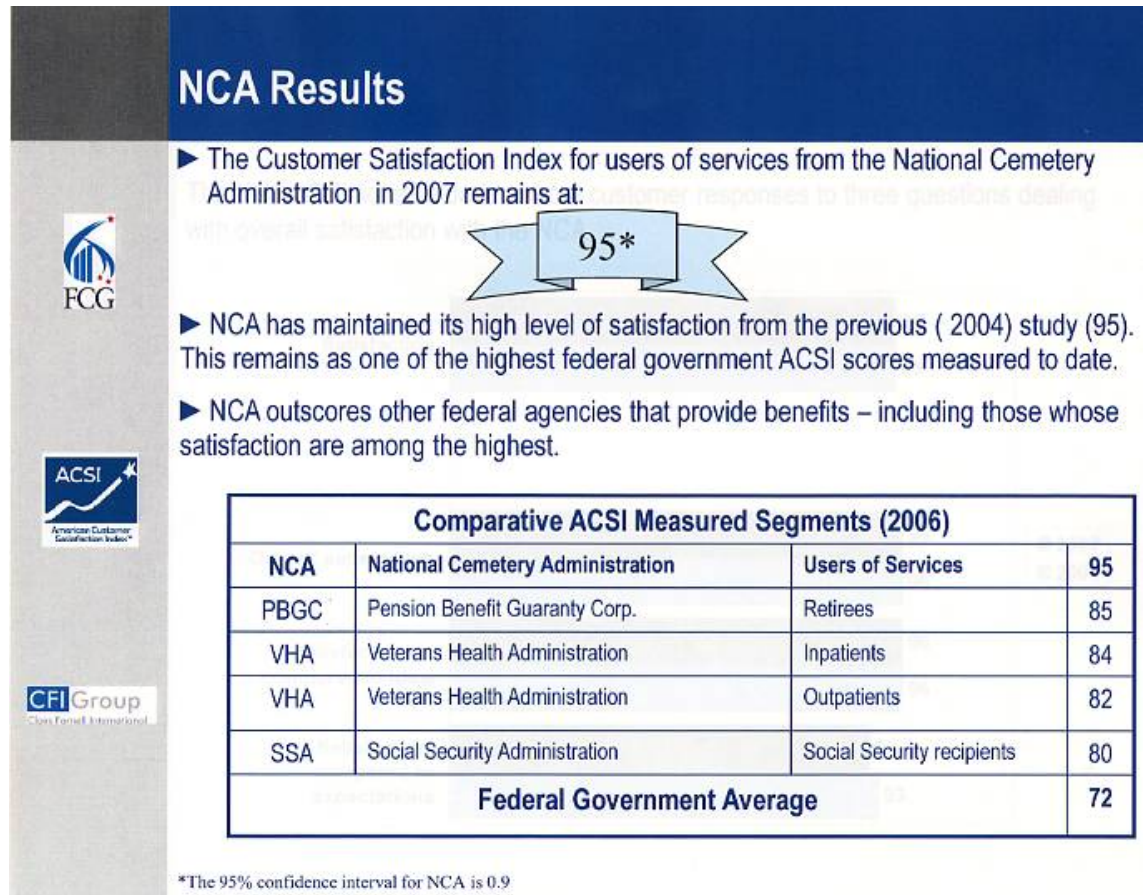
- NCA workforce is 70 percent Veterans, by far the highest percentage in the Federal Government
- All NCA employees are committed to serving Veterans



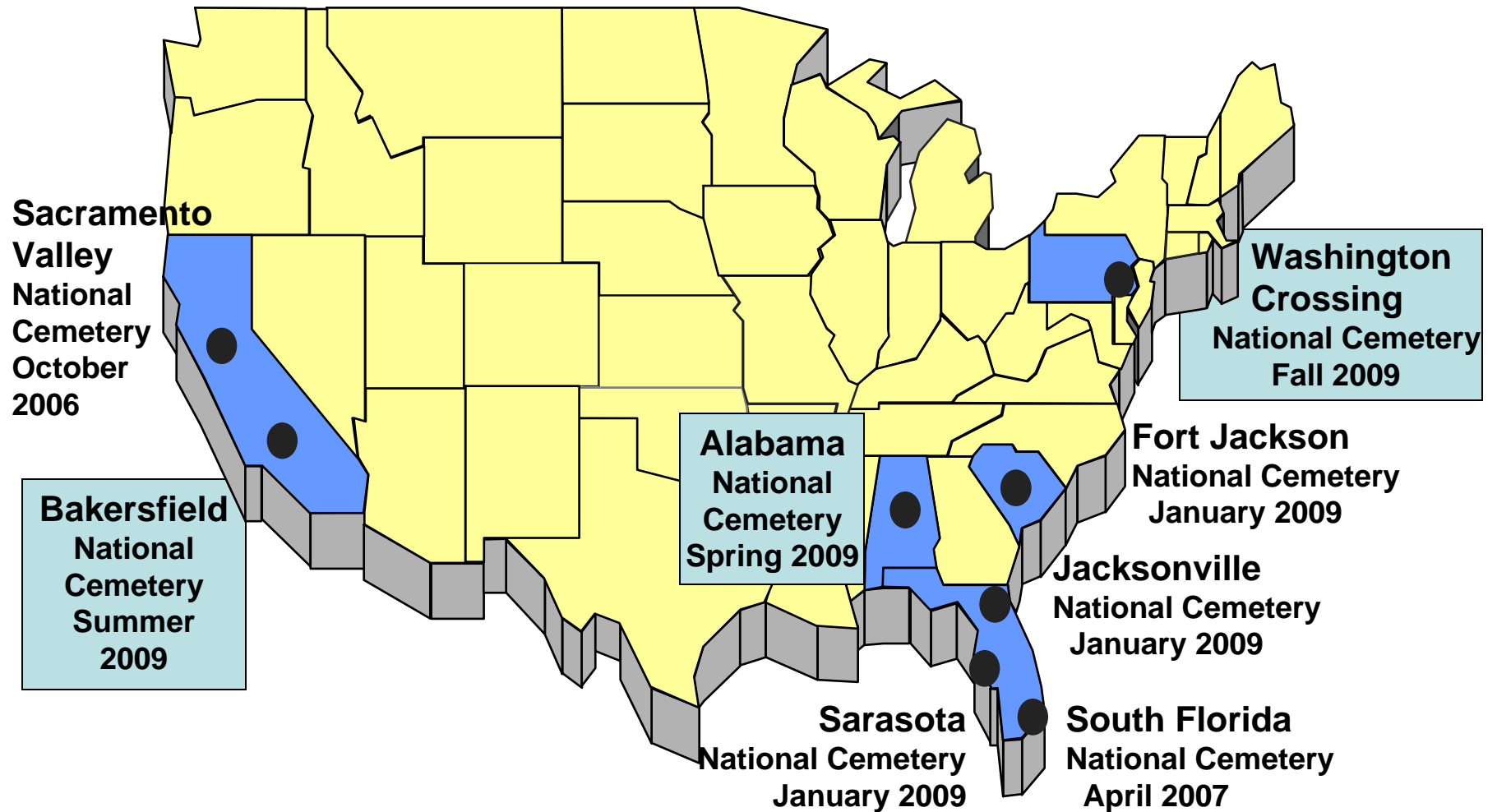
- Much of NCA's senior management rose through the ranks of cemetery operations

American Customer Satisfaction Index 2007 Survey Results

- Highest score in customer satisfaction ever awarded to a federal agency or private organization...rating of 95 out of 100 possible
- 98% of respondents believed that NCA served their loved ones in a respectful way
- Repeated NCA's overall score of 95 that was also earned in the last survey (conducted in 2004)



New Cemetery Construction

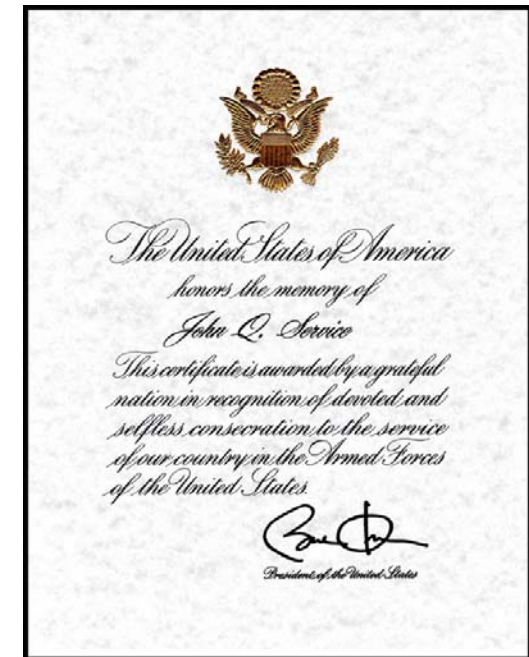
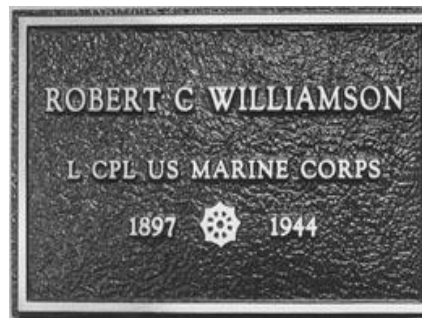


National Cemetery Administration

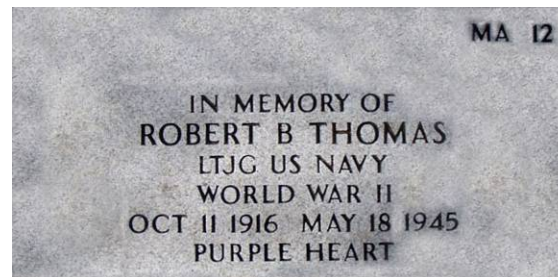
FY 2008 – Memorial Programs



**360,455 Headstones
and Markers Provided**



Medallion
New Benefit
(In Design)



**511,353 Presidential
Memorial Certificates**

Web Site

www.cem.va.gov

The screenshot displays the official website of the Department of Veterans Affairs, specifically the Burial & Memorials Home page. The header features the VA seal and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". A search bar is located in the top right corner. The main navigation menu includes links for "VA Home", "About VA", "Organizations", "Apply Online", "Locations", and "Contact VA". The left sidebar contains a list of links: "Health Care", "Benefits", "Burial & Memorials", "NCA FAQs", "A Sacred Trust", "Nationwide Gravesite Locator", "What's New", "About NCA", "History", "Cemeteries", "Burial Benefits", "Headstones and Markers", "Presidential Memorial Certificates", "Military Funeral Honors", "Obtaining Military Records & Medals", "Office of Construction Management", "State Cemetery Grants Program", and "Site Map". The main content area is titled "BURIAL & MEMORIALS HOME" and features a large image of a cemetery at sunrise. To the right of the image is a text box titled "Fort Jackson Sunrise: The sun rises over the committal service shelter at the newly opened Fort Jackson National Cemetery in South Carolina. For more information on this National Cemetery, visit: [Fort Jackson National Cemetery](#)." Below the image are three columns of links. The first column, "BURIAL AND MEMORIAL BENEFITS", includes links for "Burial Benefits", "Headstones and Markers", "Presidential Memorial Certificates - New form", and "Eligibility for Benefits". The second column, "FACTS AND INFORMATION", includes links for "What's New", "Cemeteries", "About NCA", "History", "State Cemetery Grants", "Construction Management", "FAQs", "Volunteer Opportunities", and "Site Map". The third column, "OTHER BENEFITS", includes links for "Military Funeral Honors", "Burial Flags", and "Burial Allowance". On the right side of the page, there is a vertical list of links: "NATIONWIDE GRAVESITE LOCATOR", "A SACRED TRUST", "FIND A FACILITY", "FEDERAL BENEFITS FOR VETERANS & DEPENDENTS", "OBTAINING MILITARY RECORDS", "VA FORMS", "PRESS ROOM", and "WOMEN & MINORITY VETERANS".

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages

Search

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Health Care

Benefits

Burial & Memorials

NCA FAQs

"A Sacred Trust"

Nationwide Gravesite Locator

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Presidential Memorial Certificates

Military Funeral Honors

Obtaining Military Records & Medals

Office of Construction Management

State Cemetery Grants Program

Site Map

BURIAL & MEMORIALS HOME

Fort Jackson Sunrise: The sun rises over the committal service shelter at the newly opened Fort Jackson National Cemetery in South Carolina. For more information on this National Cemetery, visit: [Fort Jackson National Cemetery](#).

BURIAL AND MEMORIAL BENEFITS

- Burial Benefits
- Headstones and Markers
- Presidential Memorial Certificates - New form
- Eligibility for Benefits

FACTS AND INFORMATION

- What's New
- Cemeteries
- About NCA
- History
- State Cemetery Grants
- Construction Management
- FAQs
- Volunteer Opportunities
- Site Map

OTHER BENEFITS

- Military Funeral Honors
- Burial Flags
- Burial Allowance

NATIONWIDE GRAVESITE LOCATOR

"A SACRED TRUST"

FIND A FACILITY

FEDERAL BENEFITS FOR VETERANS & DEPENDENTS

OBTAINING MILITARY RECORDS

VA FORMS

PRESS ROOM

WOMEN & MINORITY VETERANS