NCA: Honoring Veterans and their Families

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Under Secretary for Memorial Affairs

Department of Veterans Affairs
Agenda

- Eligibility
- Benefits
- National, State and Tribal Veterans Cemeteries
- Meeting Future Needs
- Homeless/Unclaimed Vets
- Veteran Hiring and Contracting
- Customer Service/Accountability
- Caretakers of Women’s History
Our Mission

The National Cemetery Administration honors Veterans and their families with final resting places in national shrines and lasting tributes that commemorate their service and sacrifice to our Nation.
Responsibilities

- Provide burial space for Veterans and eligible family members and maintain national cemeteries as national shrines
- Administer the Federal grants program for construction of State and Tribal Veterans cemeteries
- Furnish headstones, markers and medallions for the graves of Veterans around the world
- Administer the Presidential Memorial Certificate program
- Administer the First Notice of Death program
Benefits

- Gravesite
- Opening and closing of the grave
- Grave liner
- Headstone or marker
- Perpetual care of the gravesite
- U.S. Flag
- Presidential Memorial Certificate
Eligibility

- Any member of the U.S. Armed Forces who dies on active duty
- Any Veteran who was discharged under conditions other than dishonorable
- National Guard members and Reservists with 20 years of qualifying service, who are entitled to retired pay
- Spouses and minor children
- Certain eligible parents
The “Corey Shea Act”

- The service member must meet each of the following requirements:
  - died on or after October 7, 2001, as a hostile casualty or from training-related injuries
  - is interred in a VA national cemetery, in a gravesite with available space
  - and, has no spouse, surviving spouse, or child who is buried, or who, upon death, may be eligible for burial, in a VA national cemetery

- For biological or legally adoptive parent who died on or after 10/13/2010

- Eligibility determination at time of need
NCA Fast Facts

- 131 Nat’l Cemeteries
- 19,000 acres
- 3.1 million gravesites
- 8.1 million visitors/yr
- 1,700 employees

In FY10:
- 112,000 burials
- 356,000 markers and headstones
- 804,000 Presidential Memorial Certificates

Fort Custer National Cemetery
Augusta, MI
% Veteran Population Served*

*by an open national or state Veterans cemetery within 75 miles of their home
Open National and State Cemeteries

National cemeteries offering first interments for both casketed and cremated remains

June 2011
Veterans Cemetery Grants Service

- 28,000 interments in FY10
- VA provides 100% of development costs
- More than $438 million awarded since 1980
- 81 cemeteries in 40 states, Guam & Saipan with 4 currently under construction
- Anticipate first-ever tribal establishment grants FY11
Strategy to Meet Future Needs

- Extend the service life of existing cemeteries
- Develop new cemeteries
- Encourage States and Tribal Organizations to build Veterans cemeteries
Future National Cemetery Construction
Emerging Burial Needs Study

- Identify emerging burial trends
- Identify Veteran preferences
- Ensure the burial needs of Veterans and families are met

“Spirit Tree” burials using biodegradable urns
Memorial Programs Service

Medallions

Headstones and Markers

Presidential Memorial Certificates
National Gravesite Locator

Webpage at cem.va.gov; app can be downloaded for handheld devices

Available at information kiosks in national cemeteries
Burial of Homeless/Unclaimed Vets

Calverton National Cemetery, Long Island, NY, January 8, 2011
Employing Veterans

- NCA leads the Federal Government
- 70.4% of permanent employees are Veterans; 7% are women Veterans
- 21% are disabled Vets
- Hired 206 OIF/OEF Vets since 2009!

U/S Muro observes an employee’s reenlistment in the Navy Reserve
Employing Veterans

To **recruit**, we use:
- Veterans Employment Opportunity Act (VEOA)
- Veterans Recruitment Act (VRA)
- Non-competitive hiring authority for >30% disabled Vets

To **retain**, we **develop** and **promote** through:
- Cemetery Director Intern Program
- NCA Leadership Institute
- Other programs at National Training Center, including new Caretaker Course
Contracting with Veterans

- Veteran-Owned Small Business:
  VA FY10 Goal: 12% of Total Procurement
  NCA FY10 Actual: **70.7% ($94.8M)**

- Service-Disabled Veteran-Owned Small Business:
  VA FY10 Goal: 10% of Total Procurement
  NCA FY10 Actual: **65.7% ($88.1M)**

- Construction Support Division awarded **100%** of all construction contracts for minor construction, non-recurring maintenance and stimulus funds to SDVOSBs
American Customer Satisfaction Index (ACSI) 2010 Survey

- Achieved the highest score of any organization for the 2010 survey—for the fourth consecutive time in 10 years!

- In 2004 and 2007, received the highest scores in customer satisfaction ever awarded to a federal agency or private organization

- Achieved through: development and application of Operational Standards and Measures; national focus on training; and, strategic planning
National Shrine Commitment

Fort Bliss National Cemetery, Fort Bliss, Texas
Caretakers of Women’s History

- Headstone of Florena Budwin at Florence NC

- Disguised herself as a man to serve in the Civil War

- Secret was exposed while imprisoned

- Almost half of our cemeteries date to that period
Caretakers of Women’s History

- Laid to rest June 22nd at Fort Sam Houston National Cemetery, San Antonio, TX
- First woman to attain rank of major general
Thank you for your service… and please keep in touch!

We invite you to stay in touch with NCA by:

- Visiting our Website  www.cem.va.gov
- Following us on Twitter  @VANatCemeteries
- Becoming a fan on Facebook  http://www.facebook.com/NationalCemeteries