

Department of Veterans Affairs

The Tennessee Department of Veterans Affairs (TDVA) serves the State’s more than 500,000 Veterans and their estimated 1.5 million families and survivors through a statewide power-of-attorney based claims processing system. The Field and Claims Staff are trained and accredited to work with the United States Department of Veterans Affairs (USDVA) to maximize earned entitlements and benefits for Veterans, their families and survivors. The system is complex and constantly changing due to court decisions and legislative changes. The expertise of the Claims Staff makes the system more accessible for Tennessee’s Veterans. The Department conducts training and Certification Programs for County-Employed Service Officers who contribute to Veterans receiving maximum earned entitlements.

The Department operates four State Veteran Cemeteries, two in East, one in Middle and one in West Tennessee as well as 12 Field Offices to assist families and survivors throughout the State of Tennessee.

323.00 Veterans Affairs

Mandated and Optional Services and Best Means of Providing Them

As mandated by Tennessee Code Annotated (TCA) 58-3-105. it is the duty of the Department of Veterans Affairs to assist Veterans, their families, and dependents in the presentation, proof, and establishment of all claims, privileges, rights, and other benefits which they may have under federal, state, or local laws, and to cooperate with all national, state, and local government and private agencies securing services or any benefits for Veterans, their families, and dependents.

The Administrative Division is responsible for initiating and coordinating public relations, legislative activities, service officers training, statistical reporting, strategic planning, outreaches, and fiscal and administrative management.

Mandated under TCA 46-6-101(b) the Department establish a Veterans Cemetery in each of the three (3) grand divisions of the State.

Performance Standards

1. For TDVA Claims – 60% of the claims will be fully developed upon submission.
2. Complete one-on-one initial briefings with 25% county leadership.

Performance Measures

1. For TDVA Claims – 60% of the claims will be fully developed upon submission.

Actual (FY 2010-2011)	Estimated (FY 2011- 2012)	Target (FY 2011-2012)
50 %	56 %	60 %

2. Complete one-on-one initial briefings with County Leadership in 25% of Tennessee counties.

Actual (FY 2010-2011)	Estimated (FY 2011 - 2012)	Target (FY 2011-2012)
3 %	3 %	25 %

Means of Addressing Any Change in Services Since The Previous Plan

In July of 2012, a second State Veterans Cemetery was opened in Knoxville, bringing the total number of State Veterans Cemeteries in Tennessee to four.