



**SUMMIT 2011** National Training Summit  
on Women Veterans



# **NCA: Honoring Veterans and their Families**

**Mr. Steve L. Muro**

*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

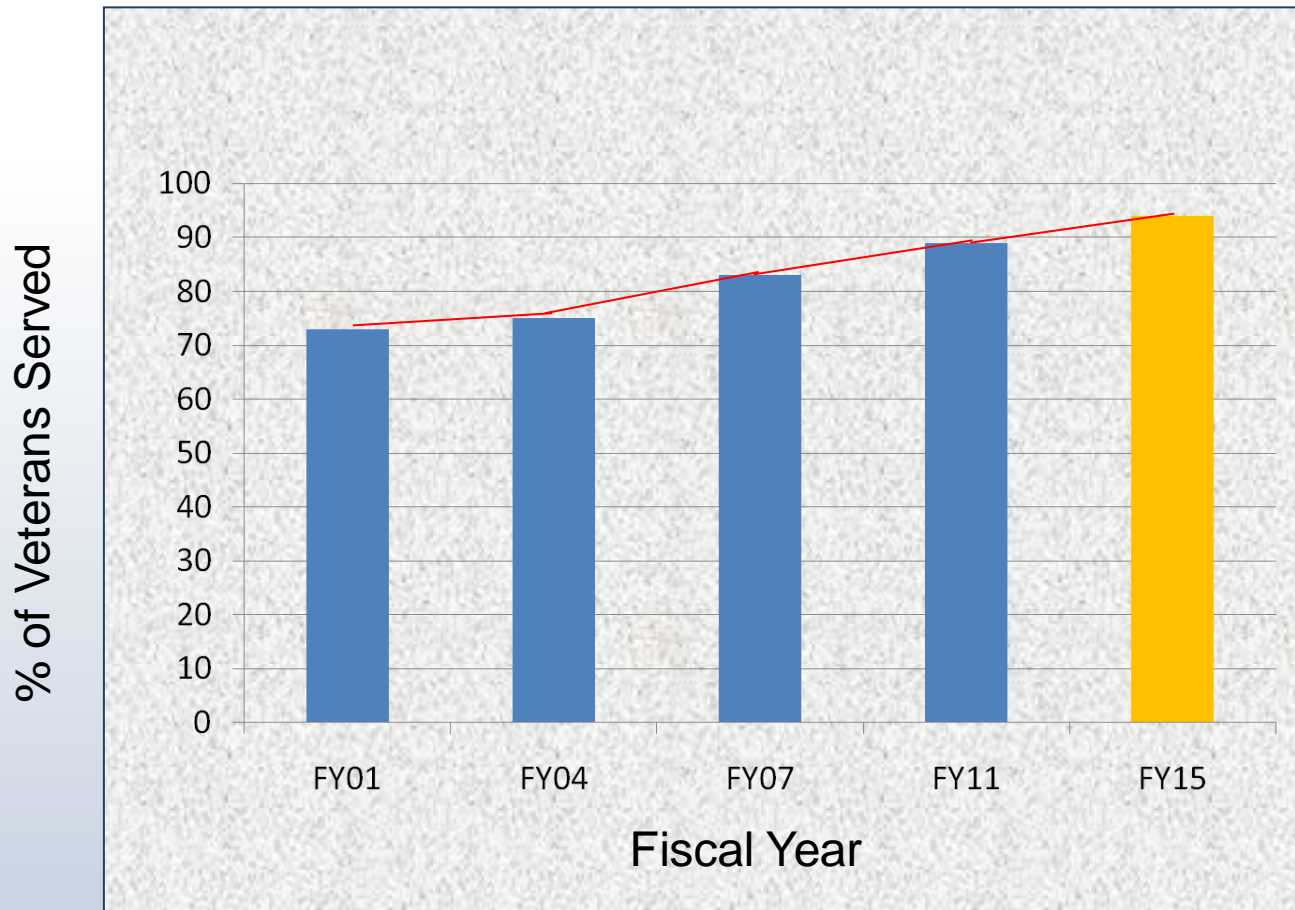
- **131** Nat'l Cemeteries
- **19,000** acres
- **3.1** million gravesites
- **8.1** million visitors/yr
- **1,700** employees
- **In FY 10:**
  - **112,000** burials
  - **356,000** markers and headstones
  - **804,000** Presidential Memorial Certificates



*Fort Custer National Cemetery  
Augusta, MI*

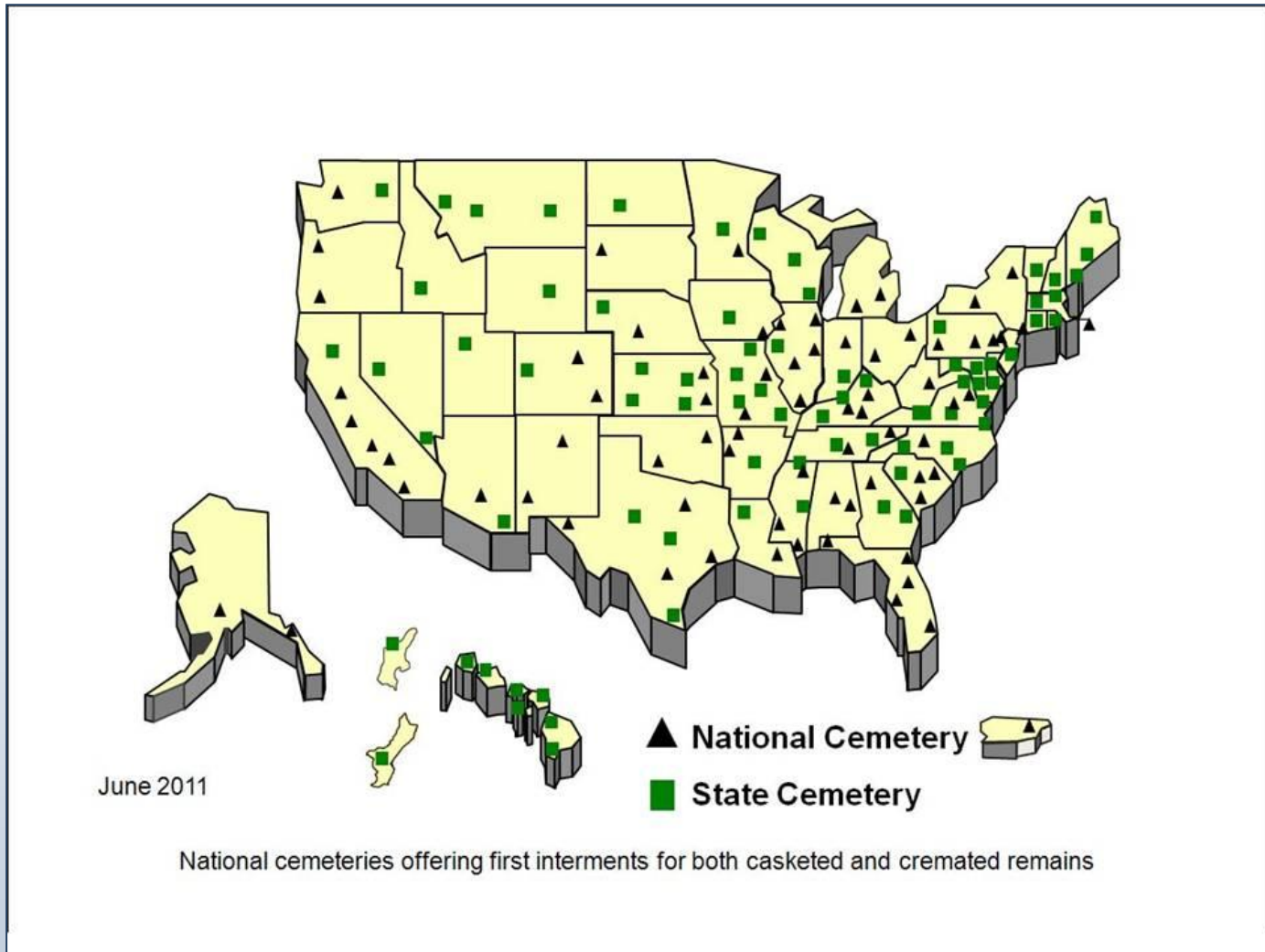


# % Veteran Population Served\*



\*by an open national or state Veterans cemetery within 75 miles of their home

# Open National and State Cemeteries



# 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



*Massachusetts Veterans  
Memorial Cemetery  
Agawam, MA*

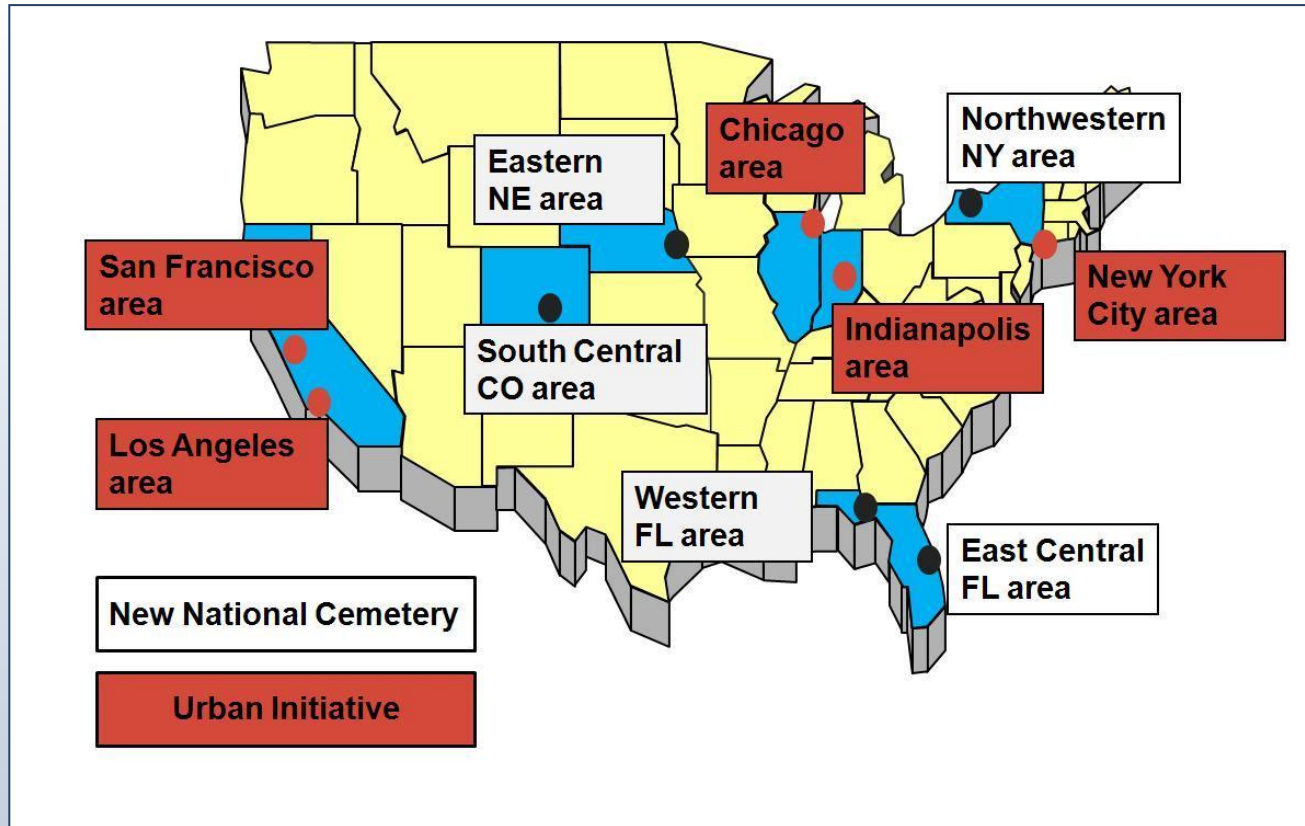
# Strategy to Meet Future Needs

- Extend the service life of existing cemeteries
- Develop new cemeteries
- Encourage States and Tribal Organizations to build Veterans cemeteries



*Memorial Wall  
Bakersfield National Cemetery  
Bakersfield, CA*

# Future National Cemetery Construction





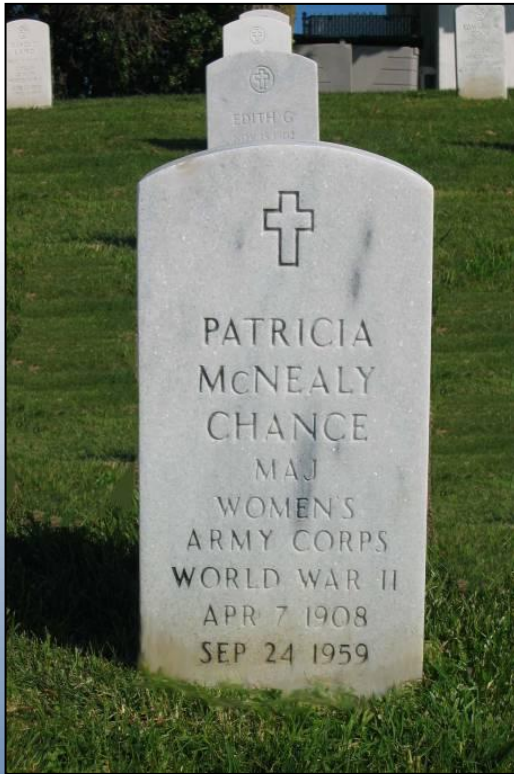
# Emerging Burial Needs Study

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



*“Spirit Tree” burials  
using biodegradable urns*

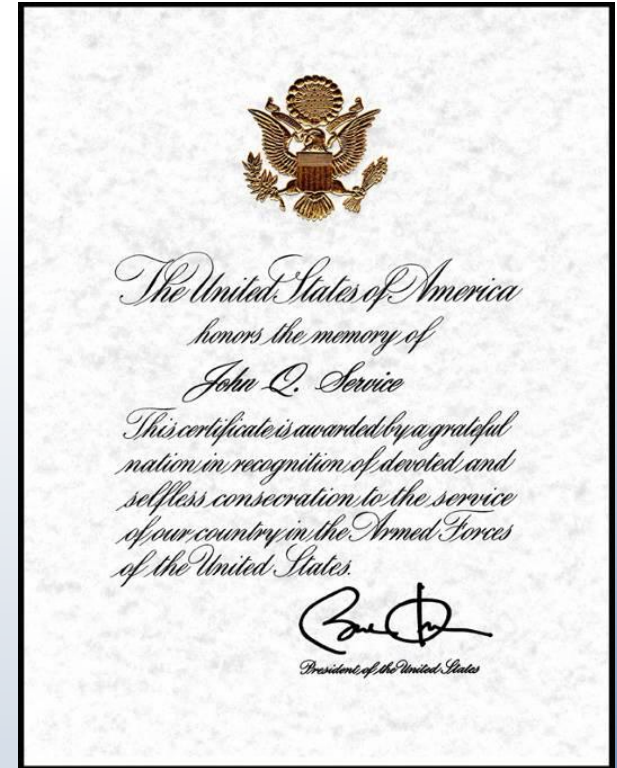
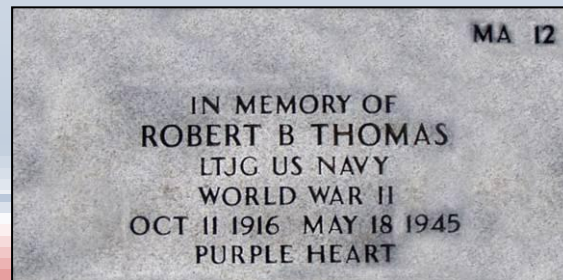
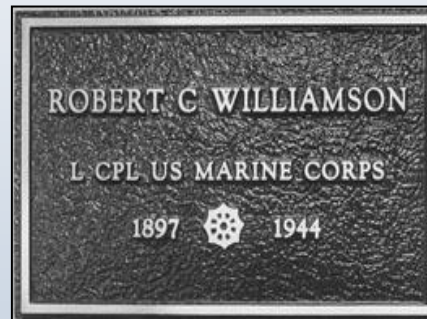
# Memorial Programs Service



**Headstones  
and Markers**



**Medallions**

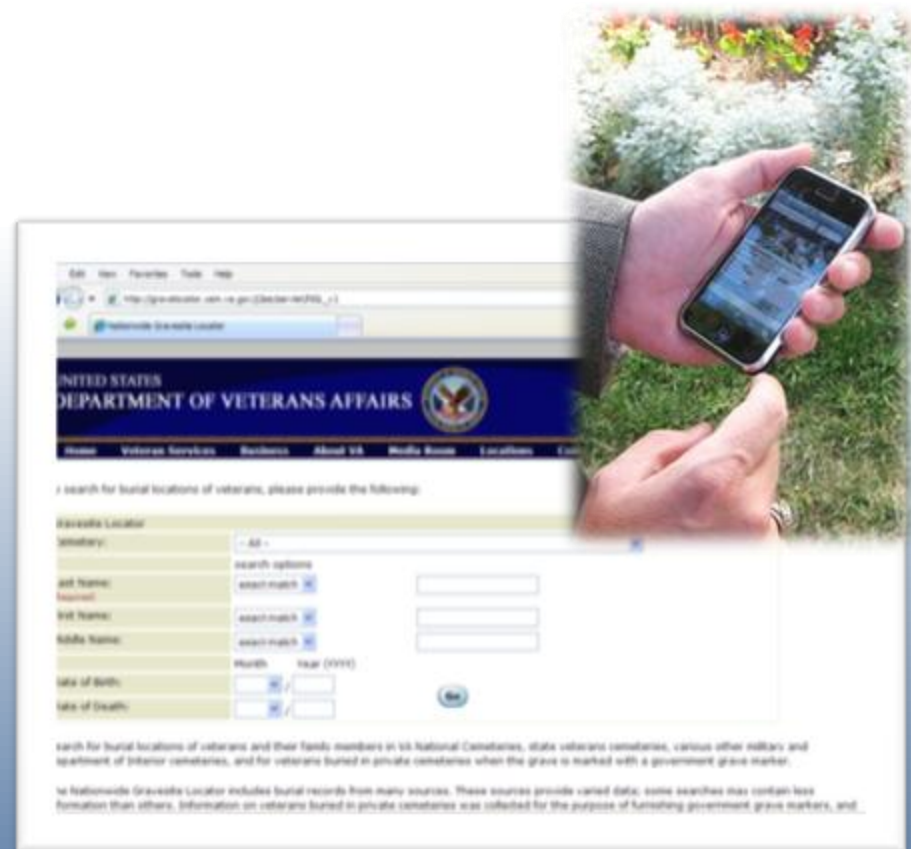


**Presidential  
Memorial Certificates**

# National Gravesite Locator



*Available at information kiosks in national cemeteries*



*Webpage at [cem.va.gov](http://cem.va.gov); app can be downloaded for handheld devices*

*SUMMIT  
2011*



# Burial of Homeless/Unclaimed Vets



*Calverton National Cemetery, Long Island, NY, January 8, 2011*

*SUMMIT  
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

- **Maj. Gen. Mary E. Clarke**, U.S. Army, Ret. (1924-2011)
- Laid to rest June 22<sup>nd</sup> 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](http://www.cem.va.gov)

Following us on Twitter [@VANatCemeteries](https://twitter.com/VANatCemeteries)

Becoming a fan on Facebook

<http://www.facebook.com/NationalCemeteries>