

LGFCU Excellence in Innovation Award Project Evaluation

Project ID	PIP-2
Title of Program	Thank A Vet
Program Category	Public Information and Participation
Submission Date	6/24/2016 4:25:55 PM
County	Surry
Employee	Carolyn Comer
Employee title	Register of Deeds
Email	comerc@co.surry.nc.us
County Department	Register of Deeds
Phone	336-401-8250
Address	201 East Kapp Street P.O. Box 303 Dobson, NC 27017
County Manager	Chris Knopf
Supervisor	Chris Knopf
Implementation Date	11/9/2015
FLSA Designation	Both (if applicable to a team)
Project Team Members	Team members were: Carolyn Comer, Register of Deeds Teresa Tilley, Deputy Register of Deeds Mike Scott, Veterans' Services Officer Martha Brintle, MIS Director

Description of Productivity Improvement

One of the main responsibilities in the course of a day in the Register of Deeds office is to record and maintain a Veterans DD214 form (discharge papers), and place them in a safe keeping environment for the County's Veterans. During the recording procedure, we normally place a book number, page number and time stamp of recording on the discharge paper itself. Now, we have expanded the process of recording to benefit the Veteran and Surry County businesses. A discount program has been implemented to help the Veteran for life. The Thank a Vet program will offer so much more for the Veterans than filing a piece of paper. It will include additional benefits by issuing to them a valid ID card to be used to purchase or receive discount benefits. This program will be ongoing for the veteran. The Register of Deeds office will continue to solicit new businesses that are willing to offer discounts for our Veterans. Participating businesses of Surry County also benefit by having free advertisement for their business and the advertisement on the Register of Deeds website.

Description of why this project was initiated

The main reason this program was implemented is to encourage our Veterans in Surry County to REGISTER their DD 214 form with the Register of Deeds office and obtain additional benefits they were not getting before this program was enacted. Many Veterans were not aware or informed prior to this program that their DD214 had not been registered locally.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

The objective of this program has been met. The number of discharges recorded have already more than tripled from what we had recorded the year before implementation. This will be an ongoing program with very little ongoing cost, if any. The biggest ongoing cost will be the required time the employees take to enter the Veterans' information into the computer and print the ID cards. A hard copy of the listed benefits will also be printed for the veteran at the time of recording, OR they may be able to access from our County Register of Deeds website.

The startup cost for the program included a software program, a computer, and a photo camera for the picture ID to be made of the Veteran who filed the DD214. The Register of Deeds solicited help thru the County Veterans' Officer to help with spreading the word to our local Veterans about implementation of the new program. Veterans' Service Officer Mike Scott also solicited approval from the Surry County Board of Commissioners for our new Veteran ID program. Surry County MIS Director Martha Brintle was instrumental for soliciting help from Smith Addressing for the software services needed for implementation. The actual cost of the full program was \$2,500.00 plus camera cost and was not taken from the County's general operating fund budget, but funded thru the Register of Deeds automation enhancement and technology funds programs.

Other descriptive information

The military DD214 form is a certificate of Release from Active Duty and is issued to every Veteran upon separation of service. It lists military pay grade/rank, military unit served in, and the primary specialty or military career field. It also lists the total time served to include foreign service, decorations, medals, badges, citations, campaign ribbons earned, military education, and schools attended. The type of separation that occurred and a narrative reason for separation/discharge and Veterans' reenlistment eligibility is also included on the form. These forms are required by a funeral director in order to obtain a grave marker or provide military honors to a deceased veteran. This is the most important document a US Veteran can receive, and it is so vitally important to register in the Register of Deeds office. I would like to thank the County for approving the program and also thank my Register of Deeds staff member Deputy Teresa Tilley, Mike Scott Veterans' Service Officer, and MIS Director Martha Brintle for working diligently on helping Register of Deeds Carolyn Comer to start up this program for Surry County and our Veterans.