

Veterans' Services Consulting



State veterans' agencies must deliver a complex array of services to an evolving population while managing an ever-shifting landscape of programs and funding.

In addition, agencies are under increased pressure from multiple stakeholders to drastically improve veterans' services and associated outcomes. Such outcomes are expected despite budgetary constraints, limited staff and often an inadequate, aging technology infrastructure.

Our solutions will help your agency serve a diverse population of veterans seeking specialized services that vary from health benefits and financial assistance to disability benefits, employment support, long-term care, and education.

Why PCG?

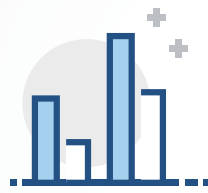
Since 1986, Public Consulting Group (PCG) has been an industry leader helping state and local governments work better for the citizens they serve. PCG has helped governments optimize business processes, utilize performance-based decision making, and improve services to citizens. We are committed to helping our clients meet their goals and objectives by providing industry-leading management consulting and technology.

What's your goal?

To best serve your veterans' most pressing needs, we can customize a solution for your agency that features:



Strategy and planning activities



Financial consulting and billing services



Project and grants management



Assessments and feasibility studies

Proven results



Indiana Department of Veterans Affairs: PCG evaluated veterans' benefits and assistance operations, with a focus on enhancing organizational strategy, effectiveness, and operations. This evaluation resulted in the addition of significant new funding to support key services.



Massachusetts Department of Veterans' Services (now known as Executive Office of Veterans' Services): PCG conducted assessments of the future health needs of veterans and services available at existing Soldiers' Home properties and assessed staffing needs for a new Community Living Center facility at the Chelsea Soldiers' Home. More recently, we led a project to better understand the needs of women veterans in Massachusetts.



Kentucky Department of Veterans Affairs: PCG conducted a market assessment and feasibility study to guide planning and development efforts for future long-term care facilities for Commonwealth veterans.



Alabama Department of Veterans Affairs: PCG assessed the long-term health care needs of veterans across the state and analyzed the demographics of Alabama's veteran population. We created a model to project the future demand for veterans' nursing home beds, provided recommendations for the placement of a new veterans' nursing home based on demand projections, and developed and analyzed construction and operational cost projections for the new home.



Missouri Veterans Commission: PCG studied the needs of the state's veteran population and made recommendations for additional services. PCG conducted a cost-benefit analysis of each recommendation and assessed the feasibility of implementation. We also conducted research to help the state determine how to meet the needs of homeless veterans in Missouri. The Commission later engaged PCG to develop a new model for the Missouri Veterans Homes Program, to expand and enhance support for veterans. This included development of a budget and revenue projection tool, a review of equipment replacement costs, and a set of options to move the program towards this new model.



North Carolina Department of Military and Veteran Affairs: PCG assessed the long-term care needs of veterans across the state to develop a plan to guide the state in enhancing long-term care and other services for veterans. We developed a set of initial findings and partnership opportunities, then used these findings to create recommendations across four key categories: operational capacity, data utilization, potential partnership opportunities, and proposed services.

Strategic planning and organizational effectiveness

Our team of experts can help your agency define its mission, values, and goals and create actionable strategic and organizational plans. We can help you effectively manage organizational changes such as service integration or agency re-organization and help your organization develop skills and capacity for continuous improvement. PCG will provide your agency with immediate, actionable recommendations and a roadmap for continuous improvement that can be implemented independently in the future.

Financial consulting and billing services

Understanding your organization's finances is crucial to ensuring that funds are available to provide needed services. PCG can help your agency increase revenues, improve cash flow, lower costs, and streamline staff production and efficiency. Our assessments can help you uncover key areas of concern that can improve operations and provide insight into rates, charge masters, financial modeling, and/or service line costs. From financial assessments to billing process improvements to providing billing services, PCG can help optimize your organization's financial strength.

Project and grants management

PCG experts can help drive project management and implementation, including technology, strategy execution, and grants. Our experienced staff will lead project planning, execution and coordination, and will work to make sure that your agency reaches its goals on time and within budget. We can help your agency capitalize on funding opportunities by instituting a centralized grants management office, staffing that office, conducting training around effective grants management, and ensuring that the state's long-term technology solutions incorporate grants management functionality.

Assessments and feasibility studies

PCG has helped states address the multidimensional challenges of today's veterans by evaluating existing public programs and infrastructure. States are now serving a more diverse veteran population with very specialized, varied, and evolving needs. For many states, the combination of an aging facility infrastructure, the need for additional facilities, and the shifting demographics and needs of their veteran population makes this an ideal time to assess demographic trends and rethink how best to meet the needs of the veterans they serve. We can assist your organization with this important work.

How can we help your agency better serve veterans in your state? Contact us today to learn more.

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 www.publicconsultinggroup.com