

Department: County Human Services **Program Contact:** Lee Girard
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 25020A
Program Characteristics: In Target

Executive Summary

Veterans Service Officers (VSOs) provide effective representation to veterans and their families to ensure that they receive all state and federal benefits available to them. Veterans Service Officers are trained and accredited by the Oregon Department of Veterans Affairs to represent veterans in their claims for benefits. They are versed in applicable state and federal laws to provide the best representation possible. Last year the Veterans Service Office served 538 veterans and their families. VSOs carry an average caseload of 180 veterans.

Program Summary

Veterans Service Officers (VSOs) provide effective representation to veterans and their families to ensure that they receive all state and federal benefits available to them. Veterans Service Officers are trained and accredited by the Oregon Department of Veterans Affairs to represent veterans in their claims for benefits. They are versed in applicable state and federal laws to provide the best representation possible, free of charge. The mission of the Veterans Service Officers of Multnomah County is to provide resources and guidance to all who served in the military. The Veterans Service Officers provide benefits information, assistance and advocacy to all who served and their families. The Veterans Service Officers provide comprehensive benefits counseling on Veterans Administration (VA), assistance with VA healthcare enrollment, claims preparation and submission, initiate and develop appeals, networking with federal, state and local agencies, and justice involved outreach.

Aging, Disability and Veterans Services Division (ADVSD) has committed to veterans in our communities by signing a historic "Community Covenant with Veterans and Military Families." The Community Covenant is Multnomah County's pledge to develop local partnerships that will improve the quality of life for service members, veterans, and their families. The ADVSD Veterans Service Office is also a supporting partner in A Home for Everyone efforts to end homelessness for veterans experiencing chronic homelessness. Part of this commitment is helping to increase awareness about Veterans Service Officers and the services that they provide in assisting veterans to navigate the claims process as quickly and smoothly as possible. Multnomah County ADVSD Veterans Service Office is committed to this covenant and has a goal to expand our outreach to serve additional veterans and military families.

Veterans Service Officers promote equity to veterans and military families identified within underrepresented communities who face barriers to access federal, state and local benefits. The VSOs implement an intentional and targeted outreach strategy with multiple access options for LGBTQ veterans, women veterans, veterans within communities of color, homeless veterans, justice involved veterans; as well as veterans and military families experiencing socio-economic disparities due to unintended gaps accessing resources.

Performance Measures

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Number of veterans receiving assistance to obtain benefits ¹	538	850	850	900
Outcome	Benefit dollar amount awarded to veterans working with the Veterans Service Office ²	\$3,036,506	\$4,500,000	\$3,000,000	\$3,000,000

Performance Measures Descriptions

¹Requires power of attorney and legal representation by Veterans Service Officer.

²Benefit awards can fluctuate based on eligibility and retroactive payments making it difficult to accurately determine annual projections. Through outreach efforts, veterans are reached sooner, resulting in lower retroactive payments.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$438,365	\$183,559	\$420,513	\$209,734
Materials & Supplies	\$35,401	\$1,859	\$11,889	\$5,013
Internal Services	\$86,925	\$0	\$91,028	\$23,212
Total GF/non-GF	\$560,691	\$185,418	\$523,430	\$237,959
Program Total:	\$746,109		\$761,389	
Program FTE	4.91	2.09	4.41	2.59

Program Revenues				
Intergovernmental	\$0	\$167,753	\$0	\$220,757
Beginning Working Capital	\$0	\$17,665	\$0	\$17,202
Total Revenue	\$0	\$185,418	\$0	\$237,959

Explanation of Revenues

\$202,757 – Oregon Department of Veterans Affairs
 \$17,202 – Federal/State Beginning Working Capital

Significant Program Changes

Last Year this program was: FY 2016: 25025A-16 ADVSD Veterans Services