

**Department:** County Human Services      **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) operates the County Veterans Service Office as part of the continuum of services the Division provides. The office works with Veterans to ensure they receive equitable and efficient access to quality services and programs that meet their diverse needs. The Veterans Service Office supports anyone who served on active duty with the U.S. Armed Forces and their families by providing advocacy, access, and assistance to obtain all entitlements and benefits through the federal Veterans Administration contributing to overall quality of life.

**Program Summary**

**ISSUE:** The process to access federal Veterans' benefits is complex and the wait time to obtain a decision can be long thereby delaying access to needed benefits for Veterans.  
**PROGRAM GOAL:** The goals of Veterans Services are to provide information, assistance, and advocacy to all who served in the military in order to improve their access to pension, disability, and health benefits. Veterans Services aims to improve access to benefits for those who served in the military who are underrepresented through targeted outreach to Veterans of color and LGBTQ Veterans.  
**PROGRAM ACTIVITY:** Veterans Service Officers (VSOs) are trained and accredited by the Oregon Department of Veterans Affairs to represent Veterans in their claims for benefits. VSOs are versed in applicable federal and state laws to provide the best representation possible, free of charge. VSOs provide comprehensive counseling on Veterans Administration (VA) benefits; assist with VA healthcare enrollment; prepare and submit claims; initiate and develop appeals; network with federal, state and local agencies; and provide outreach to Veterans involved with the justice system.  
 ADVSD has committed to supporting Veterans 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. This Covenant is overseen by the Multnomah County Veterans Task Force, which is staffed by the Veterans Service Office. The 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 increase awareness about VSOs and the services they provide in assisting Veterans to navigate the claims process as quickly and smoothly as possible. The Veterans Service Office has a goal to expand outreach to serve additional Veterans and military families. VSOs promote equity to Veterans and military families identified within underrepresented communities who face barriers to accessing federal, state, and local benefits. The five VSOs help Veterans apply for various services with different eligibility standards and conduct over 2,100 face-to-face appointments in a year. The VSOs implement an intentional and targeted outreach strategy with multiple access options for LGBTQ Veterans, women Veterans, Veterans within communities of color, Veterans experiencing homelessness, justice-involved Veterans, as well as Veterans and military families experiencing socio-economic disparities.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of Veterans who received representation by County VSOs	917	900	917	917
Outcome	% of those who received representation by County VSO who were Veterans of color	15%	15%	15%	15%

**Performance Measures Descriptions**

In 2016, ADVSD implemented a division-wide performance management system to measure participant outcomes and improve program administration. As a result, all ADVSD Program Offers were redesigned for FY18 to reflect the new measures. The FY17 Purchased amounts are estimates and differ from measures shown in the FY17 Adopted Budget.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2017</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>
Personnel	\$420,513	\$209,734	\$483,360	\$174,904
Materials & Supplies	\$11,889	\$5,013	\$10,939	\$12,294
Internal Services	\$91,028	\$23,212	\$71,735	\$48,380
<b>Total GF/non-GF</b>	<b>\$523,430</b>	<b>\$237,959</b>	<b>\$566,034</b>	<b>\$235,578</b>
<b>Program Total:</b>	<b>\$761,389</b>		<b>\$801,612</b>	
<b>Program FTE</b>	4.41	2.59	4.91	2.09

<b>Program Revenues</b>				
Intergovernmental	\$0	\$220,757	\$0	\$217,972
Beginning Working Capital	\$0	\$17,202	\$0	\$17,606
<b>Total Revenue</b>	<b>\$0</b>	<b>\$237,959</b>	<b>\$0</b>	<b>\$235,578</b>

Explanation of Revenues

\$217,972 – Oregon Department of Veterans Affairs  
 \$17,606 – Federal/State Beginning Working Capital

Significant Program Changes

Last Year this program was: FY 2017: 25025 ADVSD Veterans Services

In 2016, ADVSD developed and implemented a division-wide performance management system to articulate and test participant outcomes and improve program administration. As a result, all ADVSD Program Offers were redesigned for FY18 to reflect the new measurements.