

**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. Veterans Services supports anyone who served on active duty with the U.S. Armed Forces and their families by providing advocacy, access, and assistance to obtain benefits they are eligible for through the Federal Veterans Administration contributing to overall quality of life.

**Program Summary**

**ISSUE:** Accessing Federal Veterans' benefits is complex and the wait time to obtain a decision can be long thereby delaying access to needed benefits for Veterans and their families.

**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 by leveraging strong community partnerships, resulting in increased community referrals.

**PROGRAM ACTIVITY:** Veterans Service Officers (VSOs) are trained and accredited by the Oregon Department of Veterans Affairs to represent Veterans and their families 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 health care enrollment; prepare and submit claims for VA compensation and pension; initiate and develop appeals; network with Federal, State, and local agencies; and provide outreach to Veterans involved with the justice system.

ADVSD leads the County's Veterans Services Task Force, whose purpose is to improve the quality of life for service members, Veterans, and their families by strengthening the network of community partners. VSOs increase awareness and provide assistance to Veterans to navigate the claims process through Power of Attorney representation. The five VSOs help Veterans apply for various services with different eligibility standards and conduct over 1,990 face-to-face appointments each year. At any given point in time, the VSOs serve over 7,000 Veterans in Multnomah County. The VSOs promote equity through intentional and targeted outreach 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	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of Veterans with new representation with Veterans Services <sup>1</sup>	876	917	817	890
Outcome	# of Veterans or eligible family members with new financial claims filed in the fiscal year <sup>2</sup>	332	N/A	335	335
Outcome	New monthly compensation or pension awarded for ongoing benefit to Veterans due to VSO representation <sup>3</sup>	\$606,349	N/A	\$606,349	\$606,349
Outcome	New retroactive benefits awarded to Veterans because of VSO representation in the last fiscal year <sup>2</sup>	\$2,300,894	N/A	\$2,300,894	\$2,300,894

**Performance Measures Descriptions**

<sup>1</sup>Measure reworded for accuracy: formerly "# of Veterans who received representation by County VSOs." <sup>2</sup>New measure.  
<sup>3</sup>New measure: represents sum of monthly award amounts for all new decisions made in the fiscal year.  
Previous measure: "% of those who received representation by County VSOs who were Veterans of color" FY17 Actual=15%, FY18 Purchased=15%, FY18 Estimate=15%.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2018	2018	2019	2019
Personnel	\$483,360	\$174,904	\$473,852	\$272,042
Contractual Services	\$0	\$0	\$0	\$7,270
Materials & Supplies	\$10,939	\$12,294	\$28,079	\$13,153
Internal Services	\$71,735	\$48,380	\$107,670	\$50,445
<b>Total GF/non-GF</b>	<b>\$566,034</b>	<b>\$235,578</b>	<b>\$609,601</b>	<b>\$342,910</b>
<b>Program Total:</b>	<b>\$801,612</b>		<b>\$952,511</b>	
<b>Program FTE</b>	4.91	2.09	4.73	3.27

Program Revenues				
Intergovernmental	\$0	\$217,972	\$0	\$325,625
Beginning Working Capital	\$0	\$17,606	\$0	\$17,285
<b>Total Revenue</b>	<b>\$0</b>	<b>\$235,578</b>	<b>\$0</b>	<b>\$342,910</b>

Explanation of Revenues

\$325,625 - Oregon Department of Veterans Affairs  
 \$17,285 - Federal/State Beginning Working Capital

Significant Program Changes

Last Year this program was: FY 2018: 25025 ADVSD Veterans Services

Increase in 1.00 FTE Case Management Assistant due to increased Oregon Department of Veterans Affairs funding.