

**Program #25025 - ADVSD Veterans Services** 3/7/2022

**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**

The County Veterans Services Office (VSO) ensures equitable and efficient access to services and programs. The VSO supports anyone who served on active duty with the U.S. Armed Forces and their families. The VSO helps Veterans and dependents to get pension, disability, and health benefits through the Federal Veterans' Administration.

**Program Summary**

**ISSUE:** Accessing Federal Veterans' benefits is complex. The wait time to get a decision can be long — delaying access to needed benefits.

**PROGRAM GOAL:** The VSO goals are to provide information, help, and advocacy to improve their access to a pension, disability, and health benefits. The VSO leverages strong community partnerships to increase community referrals for underrepresented Veterans.

**PROGRAM ACTIVITY:** The Oregon Department of Veterans Affairs trains and accredits Veterans services officers. They know applicable Federal and State laws to provide the best representation possible — free of charge. The office provides comprehensive Veterans Administration (VA) benefits counseling and enrollment. The VSO submits claims for VA compensation and pensions, and coordinates appeals. VSO does outreach to Veterans involved with the justice system. ADVSD leads the County's Veterans Services Task Force to strengthen the network of community partners. The VSO is a supporting partner in "A Home for Everyone." This program works to end chronic homelessness for Veterans. It also participates in the "By Name List" registry for Veterans who are homeless or at risk of homelessness. Veteran services officers help Veterans to navigate the claims process. This program promotes fair access to underrepresented communities. The VSO uses intentional and targeted outreach to LGBTQ, women, and BIPOC Veterans. At any given moment, the VSO serves over 9,000 Veterans in the county. In FY 2021, the VSO provided over 4,300 telephone and email screenings. These screenings provided information and referral, and scheduled appointments.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of service contacts held by Veterans Services Officers <sup>1</sup>	3,246 <sup>2</sup>	2,300	3,500	3,500
Outcome	New monthly compensation or pension awarded for ongoing benefit to Veterans due to VSO representation	\$978,998	\$901,421	\$980,000	\$980,000
Output	Number of claims filed for Veterans or eligible family members	582	700	700	800
Outcome	New retroactive benefits awarded to Veterans because of VSO representation in the last fiscal year	\$1,962,606	\$4,000,000	\$4,000,000	\$4,000,000

**Performance Measures Descriptions**

<sup>1</sup>Reworded measure to align with data submitted to ODVA. <sup>2</sup>Last year follow-up contacts were not counted. Per ODVA guidance, all additional claim related contacts are now included.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$523,977	\$303,794	\$555,243	\$321,917
Contractual Services	\$10,000	\$0	\$10,000	\$24,330
Materials & Supplies	\$34,580	\$0	\$35,044	\$271
Internal Services	\$104,755	\$44,923	\$129,195	\$38,763
<b>Total GF/non-GF</b>	<b>\$673,312</b>	<b>\$348,717</b>	<b>\$729,482</b>	<b>\$385,281</b>
<b>Program Total:</b>	<b>\$1,022,029</b>		<b>\$1,114,763</b>	
<b>Program FTE</b>	4.91	2.84	5.06	2.94

Program Revenues				
Intergovernmental	\$0	\$348,717	\$0	\$385,281
<b>Total Revenue</b>	<b>\$0</b>	<b>\$348,717</b>	<b>\$0</b>	<b>\$385,281</b>

Explanation of Revenues

\$385,281 - Oregon Department of Veteran Affairs

Significant Program Changes

Last Year this program was: FY 2022: 25025 ADVSD Veterans Services