



**Program #25025 - ADVSD Veterans Services** FY 2024 Adopted

**Department:** County Human Services      **Program Contact:** Marina Khalina  
**Program Offer Type:** Existing      **Program Offer Stage:** Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

The County Veterans Services Office (VSO) ensures equitable and efficient access to services and programs. VSO also provides case management support to Veterans who are nursing facility eligible and receive their care in their home. 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 and supports Veterans enrolled in the home and community based support program called Veterans Directed Care (VDC).

**Program Description**

**PROGRAM GOAL:** The VSO goals are to provide information, help, and advocacy to improve Veteran access to a pension, disability, and health benefits. The VSO leverages strong community partnerships to increase community referrals for underrepresented Veterans. Veterans eligible for VDC are supported to direct their care and remain in their home.

**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. VSOs help Veterans to navigate the claims process. ADVSD leads the County's Veterans Services Task Force to strengthen the network of community partners. This program promotes fair access to underrepresented communities. The VSO uses intentional and targeted outreach to aging, LGBTQ, women, justice involved, houseless, and BIPOC Veterans. At any given moment, the VSO serves over 10,000 Veterans in the county. In FY 2022, the VSO provided over 4,600 telephone and email screenings. These screenings provided information and referral, and scheduled appointments.

Veteran Directed Care gives Veterans of all ages the opportunity to receive the Home and Community Based Services they need in a consumer-directed way. This program is for Veterans who need personal care services and help with activities of daily living. (e.g., help with bathing, dressing, fixing meals), and for Veterans who are isolated or their caregiver is experiencing burden. Veterans in this program are given a budget for services that is managed by the Veteran or the Veteran's representative. With the help of a case manager/service coordinator, Veterans hire their own workers to meet their daily needs to help them live at home.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of service contacts held by Veterans Services Officers	3,579	3,500	3,750	3,800
Outcome	New monthly compensation or pension awarded for ongoing benefit to Veterans due to VSO representation	\$568,228	\$980,000	\$980,000	\$980,000
Output	Number of claims filed for Veterans or eligible family members	582	800	800	850
Outcome	New retroactive benefits awarded to Veterans because of VSO representation in the last fiscal year	\$2,113,626	\$4,000,000	\$4,500,000	\$4,500,000

**Performance Measures Descriptions**

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$560,197	\$324,346	\$579,327	\$386,220
Contractual Services	\$10,000	\$21,560	\$10,500	\$21,560
Materials & Supplies	\$30,859	\$271	\$30,859	\$271
Internal Services	\$129,195	\$39,104	\$139,681	\$50,539
<b>Total GF/non-GF</b>	<b>\$730,251</b>	<b>\$385,281</b>	<b>\$760,367</b>	<b>\$458,590</b>
<b>Program Total:</b>	<b>\$1,115,532</b>		<b>\$1,218,957</b>	
<b>Program FTE</b>	5.06	2.94	4.80	3.20

Program Revenues				
Intergovernmental	\$0	\$385,281	\$0	\$458,590
<b>Total Revenue</b>	<b>\$0</b>	<b>\$385,281</b>	<b>\$0</b>	<b>\$458,590</b>

Explanation of Revenues

\$458,290 - Oregon Department of Veteran Affairs (Federal)  
 \$300 - Veteran's Directed Home & Community Services (Federal)

Significant Program Changes

Last Year this program was: FY 2023: 25025 ADVSD Veterans Services

Moved 0.26 FTE from General Fund to Other Funds (slightly changed the distribution for 8 positions)