

**Department:** County Human Services

**Program Contact:** Marina Khalina

**Program Offer Type:** Operating

**Program Offer Stage:** Adopted

**Related Programs:**
**Program Characteristics:**
**Executive Summary**

The County Veterans Services (VS) program ensures equitable and efficient access to services and programs to anyone who served on active duty with the U.S. Armed Forces and their families. VS helps Veterans and dependents to get pension, disability, and health benefits administered by the Veterans Benefits Administration. VS also provides in-home case management and support to Veterans who are nursing facility eligible through a program called Veterans Directed Care (VDC). Multnomah County Aging Disability and Veterans Services is also the lead for the statewide VDC program that currently includes Clackamas, Coos, Curry, Douglas, Jackson, Josephine, Klamath, and Washington counties.

**Program Description**

**ISSUE:** Accessing Federal Veterans' benefits is complex. The wait time to get a decision can be long—delaying access to needed benefits. Nursing home eligible Veterans need to have options to remain in their home and direct their care.

**PROGRAM GOAL:** The VS goals are to provide information, help, and advocacy to improve Veteran access to a pension, disability, and health benefits. The VS 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 (VSOs). 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 VS 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 VS uses intentional and targeted outreach to aging, LGBTQ, women, justice involved, houseless, and BIPOC Veterans.

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	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of service contacts held by Veterans Services Officers <sup>1</sup>	3,787	3,800	3,900	3,950
Outcome	New monthly compensation or pension awarded for ongoing benefit to Veterans due to VSO representation	\$862,568	\$980,000	\$980,000	\$980,000
Output	Number of claims filed for Veterans or eligible family members	968	850	900	900
Outcome	New retroactive benefits awarded to Veterans because of VSO representation in the last fiscal year	\$4,282,038	\$4,500,000	\$4,500,000	\$4,500,000

**Performance Measures Descriptions**

<sup>1</sup>This metric does not account for 3500 other inquiries that the VS program screens and triages to other community services, but includes 2500 follow-up actions of the Veteran Service Officers. Of the people surveyed after a service contact, 82% (n=134) said they got the help they were looking for and 86% (n=135) would recommend the program to family and friends.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$579,327	\$386,220	\$549,727	\$602,974
Contractual Services	\$10,500	\$21,560	\$0	\$0
Materials & Supplies	\$30,859	\$271	\$30,859	\$271
Internal Services	\$139,681	\$50,539	\$102,197	\$63,016
<b>Total GF/non-GF</b>	<b>\$760,367</b>	<b>\$458,590</b>	<b>\$682,783</b>	<b>\$666,261</b>
<b>Program Total:</b>	<b>\$1,218,957</b>		<b>\$1,349,044</b>	
<b>Program FTE</b>	4.80	3.20	4.40	4.60

Program Revenues				
Intergovernmental	\$0	\$458,590	\$0	\$666,261
<b>Total Revenue</b>	<b>\$0</b>	<b>\$458,590</b>	<b>\$0</b>	<b>\$666,261</b>

Explanation of Revenues

\$417,215- Oregon Department of Veteran Affairs (Federal)  
 \$249,046- Veteran's Directed Home & Community Services (Federal)

Significant Program Changes

Last Year this program was: FY 2024: 25025 ADVSD Veterans Services

Increase of 1.00 FTE. Moved 1.00 FTE Case Manager 2 from program offer 25038  
 Moved 0.40 FTE Program Supervisor from General Fund to Federal/ State Fund