

Department: County Human Services

Program Contact: Marina Khalina

Program Offer Type: Operating

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Program Description

ISSUE: The application process for Veterans benefits is complex. The wait time to get a decision often delays access to needed benefits. Some Veterans require a nursing home level of care, but would prefer to stay in their homes and make their own choices about their care.

PROGRAM GOAL: The goal of this program offer is to support the dignity and quality of life for those who served in the U.S. Armed Forces. It ensures that Veterans and their families receive all the pension, disability, and healthcare benefits they are entitled to. It also helps Veterans make their own choices about long-term care to continue living safely in their own homes.

PROGRAM ACTIVITY: This offer includes two separate programs. The County Veterans Services (VS) program provides benefit enrollment and advocacy to Veterans and their eligible family members free of charge. Veterans Services Officers (VSOs) are trained and certified by the Oregon Department of Veterans Affairs. VSOs help Veterans understand and apply for Veterans Administration benefits and navigate the claims process. The County's Veterans Services Task Force, led by ADVSD, strengthens the network of community partners. The Task Force also promotes fair access for Veterans who experience discrimination due to their age, gender, race, sexual orientation, housing status or involvement with the justice system.

Veteran Directed Care (VDC) allows eligible Veterans to receive care at home, helping them with daily activities and reducing caregiver burden. Veterans in this program receive a budget to hire their own care workers. They also decide what goods and services best meet their needs with the help of a case manager. VDC staff assess and enroll eligible Veterans in the program. Staff also assist with developing a spending plan and provide ongoing counseling and support to Veterans, their families, and caregivers. This program supports ADVSD's commitment of honoring consumer choice and supporting safety and independence in one's home. In addition to serving Veterans in Multnomah County, VDC is also a statewide hub that supports eight other Oregon counties.

PROGRAM OUTPUTS:

- Perform service contacts with Veterans or eligible family members who need help getting their VA benefits. Contacts include appointments, calls, and emails.
- Submit VA claims for Veterans or eligible family members.
- Assess, enroll, and provide case management for Veterans who need in-home care.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of service contacts held by Veterans Services Officers ¹	3,733	3,950	3,950	3,850
Output	Number of claims filed for Veterans or eligible family members	1,109	900	1,100	1,100
Output	Number of Veterans served by Veteran Directed Care statewide ²	203	N/A	215	225

Performance Measures Descriptions

¹This metric does not account for 3,874 other inquiries that the VS program screens and triages to other community services, but includes 2,480 follow-up actions of the Veteran Services Officers. Of the people surveyed after a service contact, 85% (n=281) said they got the help they were looking for and 87% (n=280) would recommend the program to family and friends. ²New measure. This number includes Veterans served by Multnomah county and the eight other counties Multnomah County supports as a hub.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$549,727	\$602,974	\$422,146	\$723,270
Contractual Services	\$0	\$9,475,266	\$0	\$9,270,154
Materials & Supplies	\$30,859	\$271	\$30,859	\$261
Internal Services	\$102,197	\$63,016	\$60,457	\$69,006
Total GF/non-GF	\$682,783	\$10,141,527	\$513,462	\$10,062,691
Program Total:	\$10,824,310		\$10,576,153	
Program FTE	4.40	4.60	3.20	5.00

Program Revenues				
Intergovernmental	\$0	\$10,141,527	\$0	\$10,062,691
Total Revenue	\$0	\$10,141,527	\$0	\$10,062,691

Explanation of Revenues

\$9,671,907 - Veteran's Directed Home & Community Services (Federal)

\$390,784 - Oregon Department of Veteran Affairs (Federal)

Significant Program Changes

Last Year this program was: FY 2025: 25025 ADVSD Veterans Services

Decreased by 1.00 FTE Veterans Services Officer.

Moved 0.20 FTE from General Fund to Federal/State Fund.

Moved 0.20 FTE Manager 1 from ADVSD Community Participation and Program Operations (25038) to ADVSD Veterans Services (25025).