

Division: Aging, Disability & Veterans Services

Program Characteristics:

Program Description

Veterans Services programs support dignity and quality of life for those who served in the U.S. Armed Forces. This offer includes two separate programs. It ensures that Veterans and their families understand and receive all the retroactive benefits, pension, disability, and healthcare benefits they are entitled to. It also helps Veterans make choices about in-home care to continue living safely with support.

Veterans Services (VS) provides free benefit enrollment and advocacy help to Veterans and their eligible family members. Veterans Services Officers (VSOs) are trained and certified to help Veterans understand and apply for benefits and navigate the claims process, which is complex and often involves long wait times. Multnomah County’s Veterans Services Task Force, led by ADVSD, strengthens the network of community partners.

Veteran Directed Care (VDC) allows eligible Veterans to receive care at home, helping them with daily activities. Veterans in this program receive a budget to hire their own care workers. They work with a case manager to plan what goods and services best meet their care needs. VDC staff assess and enroll Veterans and provide ongoing counseling and support to them, their families, and caregivers. VDC supports ADVSD’s value of honoring choice and supporting safety and independence in one’s home. In addition to serving Multnomah County, VDC is also a statewide hub supporting other Oregon counties.

Equity Statement

Veterans Services and Veteran Directed Care ensures that all Veterans and their families receive the benefits they are entitled to, regardless of their background or identity. The Veterans Services Task Force promotes fair access for Veterans who experience discrimination and additional barriers to services. ADVSD conducts outreach to encourage people of all identities and backgrounds to access its services.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$422,146	\$723,270	\$476,154	\$695,285
Contractual Services	\$0	\$9,270,154	\$0	\$7,597,604
Materials & Supplies	\$30,859	\$261	\$30,861	\$2,936
Internal Services	\$60,457	\$69,006	\$45,708	\$75,663
Total GF/non-GF	\$513,462	\$10,062,691	\$552,723	\$8,371,488
Total Expenses:	\$10,576,153		\$8,924,211	
Program FTE	3.20	5.00	3.40	4.60
Program Revenues				
Intergovernmental	\$0	\$10,062,691	\$0	\$8,371,488
Total Revenue	\$0	\$10,062,691	\$0	\$8,371,488

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of claims filed for Veterans or eligible family members	1,147	1,150	1,150
Number of Veterans served by Veteran Directed Care statewide	239	100	100