

**Department:** County Human Services      **Program Contact:** Lee Girard  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:** 25020A, 25025B  
**Program Characteristics:** In Target

**Executive Summary**

Veterans' Service Officers provide effective representation to veterans and their families to ensure that they receive all state and federal benefits available to them. Veterans' Service Officers are trained and accredited by the Oregon Department of Veterans' Affairs to represent veterans in their claims for benefits. They are versed in applicable state and federal laws to provide the best representation possible. Last year the Veterans' Service Office served 424 veterans and their families. Last year the Veterans' Service Office was part of PO #25020A ADS Access & Early Intervention Services.

**Program Summary**

Veterans' Service Officers provide effective representation to veterans and their families to ensure that they receive all state and federal benefits available to them. Veterans' Service Officers are trained and accredited by the Oregon Department of Veterans' Affairs to represent veterans in their claims for benefits. They are versed in applicable state and federal laws to provide the best representation possible, free of charge. The mission of the Veterans' Service Officers of Multnomah County is to provide resources and guidance for all who served in the military.

ADS has committed to veterans in our communities by signing a historic "Community Covenant with Veterans and Military Families". The Community Covenant is Multnomah County's pledge to develop local partnerships that will improve the quality of life for service members, veterans, and their families. Part of this commitment is helping to increase awareness of Veterans' Service Officers and the services that they provide assisting veterans to navigate the claims process as quickly and smoothly as possible. Multnomah County Aging and Disability Services Veterans' Service Office is committed to this covenant and has a goal to expand our outreach to serve additional veterans and military families (See program offer #25025B Veterans' Services Expansion).

**Performance Measures**

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of veterans receiving assistance to obtain benefits <sup>1</sup>	-	-	425	425
Outcome	Benefit dollar amount awarded to veterans working with the Veterans' Service Office	-	-	\$3,600,000	\$3,000,000

**Performance Measures Descriptions**

<sup>1</sup>Requires power of attorney and legal representation by Veterans' Service Officer

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$112,511	\$182,599
Contractual Services	\$0	\$0	\$0	\$64,180
Materials & Supplies	\$0	\$0	\$1,051	\$468
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$113,562</b>	<b>\$247,247</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$360,809</b>	
<b>Program FTE</b>	0.00	0.00	1.23	2.10

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$229,796
Beginning Working Capital	\$0	\$0	\$0	\$17,450
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$247,246</b>

Explanation of Revenues

\$229,796 – Oregon Department of Veteran Affairs  
 \$17,450 – Federal/State Beginning Working Capital  
 \$113,563 – County General Fund

Significant Program Changes

Last Year this program was:

Last year the Veterans' Service Office was part of PO #25020A ADS Access & Early Intervention Services.