

**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 (VSOs) 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 459 veterans and their families. VSOs carry an average caseload of 150 - 175 veterans.

**Program Summary**

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Aging, Disability and Veterans Services Division (ADVSD) 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. The ADVSD Veterans Service Office is also a key partner in Home For Everyone efforts to end homelessness for veterans experiencing chronic homelessness. Part of this commitment is helping to increase awareness of Veterans Service Officers and the services that they provide in assisting veterans to navigate the claims process as quickly and smoothly as possible. Multnomah County ADVSD Veterans Service Office is committed to this covenant and has a goal to expand our outreach to serve additional veterans and military families.

**Performance Measures**

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Number of veterans receiving assistance to obtain benefits <sup>1</sup>	459	625	625	700
Outcome	Benefit dollar amount awarded to veterans working with the Veterans Service Office	\$2,806,548	\$4,725,000	\$4,000,000	\$4,000,000

**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	2015	2015	2016	2016
Personnel	\$333,537	\$182,599	\$355,883	\$183,559
Contractual Services	\$0	\$64,180	\$0	\$0
Materials & Supplies	\$16,051	\$468	\$17,883	\$1,859
Internal Services	\$0	\$0	\$86,925	\$0
<b>Total GF/non-GF</b>	<b>\$349,588</b>	<b>\$247,247</b>	<b>\$460,691</b>	<b>\$185,418</b>
<b>Program Total:</b>	<b>\$596,835</b>		<b>\$646,109</b>	
<b>Program FTE</b>	3.90	2.10	3.91	2.09

Program Revenues				
Intergovernmental	\$0	\$229,796	\$0	\$167,753
Beginning Working Capital	\$0	\$17,450	\$0	\$17,665
<b>Total Revenue</b>	<b>\$0</b>	<b>\$247,246</b>	<b>\$0</b>	<b>\$185,418</b>

Explanation of Revenues

\$167,753 – Oregon Department of Veterans Affairs  
 \$17,665 – Federal/State Beginning Working Capital

Significant Program Changes

Last Year this program was: FY 2015: 25025A Veterans' Services

This PO includes FY15 25025B – Veterans Services Expansion