

**Department:** County Human Services      **Program Contact:** Lee Girard  
**Program Offer Type:** Innovative/New Program      **Program Offer Stage:** As Requested  
**Related Programs:** 25025A  
**Program Characteristics:** Out of Target

**Executive Summary**

Veterans' Service Officers (VSO's) provide effective representation to veterans and their families ensuring they receive all state and federal benefits available to them. VSO's are trained and accredited by the Oregon Department of Veterans' Affairs to represent veterans in their claims for benefits. This program offer proposes to increase program outreach and capacity to significantly expand the number of veterans receiving assistance to access benefits. Adding 3.7 FTE will expand number of veterans served by 200/year and increase amount of benefit dollars awarded to veterans by \$1.7M/year.

**Program Summary**

Veterans' Service Officers (VSO's) provide effective representation to veterans and their families to ensure that they receive all state and federal benefits available to them. VSO's 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 VSO's of Multnomah County is to provide resources and guidance for all who served in the military.

Over the coming year, the Veterans' Service Office will increase community education programs from one event a year to four. The Veterans' Service Office will increase its presence in the community by adding two locations to the present five offices for a total of seven locations. By leveraging funding support from the Oregon Department of Veterans' Affairs with County General Funds, the Veterans' Service Office will conduct a marketing and outreach campaign, and increase advertising for its services in community newspapers, direct mail campaign, and advertising on TriMet. This program offer responds to expected increases in call volume, screening and paperwork processing. Additionally, this new initiative increases geographic reach by adding new field sites and hiring new personnel. ADS is proposing to hire the following additional positions: 1.0 FTE Program Supervisor; 1.2 FTE Veterans' Service Officers; 1.0 FTE Veterans' Service Assistant (Case Management Assistant); and 0.5 FTE Office Assistant 2. These additions will increase the program's ability to serve 200 additional veterans in Multnomah County and increase the amount of benefit dollars awarded by \$1,725,000 for the coming year.

**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>	-	-	-	200
Outcome	Benefit dollar amount awarded to veterans working with the Veterans' Service Office	-	-	-	\$1,725,000

**Performance Measures Descriptions**

<sup>1</sup>Requires power of attorney and legal representation by Veterans Services 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	\$269,755	\$0
Materials & Supplies	\$0	\$0	\$19,697	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$289,452</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$289,452</b>	
<b>Program FTE</b>	0.00	0.00	3.67	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

\$301,612 - County General Fund

Significant Program Changes

Last Year this program was: