

**Department Mission:**

To give aid and assistance to any veteran, the spouse or dependents of the veteran or the survivors of the veteran in applying for all benefits and aid to which they are entitled by federal, state and local laws rules and regulations.

**Non-Mandated Services:**

## TITLE 33

**ORS 408.410 Appointment of county service officer; duties; annual budget requirement.** (1) The county governing body in each county may appoint a service officer who shall give aid and assistance to any veteran, the spouse or dependents of the veteran or the survivors of the veteran, in applying for all benefits and aid to which they are entitled by federal, state or local laws, rules and regulations.

**ORS 406.450 Services provided by county veterans' service officers.** (1) The Director of Veterans' Affairs shall establish a program to enhance and expand the services provided by county veterans' service officers appointed under ORS 408.410.

**Department Overview:**

Veterans' benefits are not automatic. Laws restrict the Veterans' Administration from developing, presenting and prosecuting claims against itself. Our office interprets regulations, helps gather required documentation and assists in filing claims for VA disability, pension and for survivor and dependents benefits. Our mission is to help guide the veteran throughout the process and to make sure they receive the benefits to which they are entitled.

Our goal is to reach out to all the veterans in Klamath County, making sure they are aware of the benefits that are available to them.

**Successes and Challenges:**

- County Veterans Service Officers advocate for veterans in Compensation and Pension claims and according to the Oregon Dept. of Veterans Affairs for every state dollar spent by the Klamath County Veterans Service Office the county receives \$400 Federal dollars in return.
- Successes for the Veterans' Service Office are measured in the monetary benefits we assist in obtaining for our clients. In the first 6 months of fiscal year 2010 - 2011, our office recovered \$1,573,102.46 in retro award pay for our veterans and their families. This amount does not include the amount they may receive on a monthly basis. The veterans use this money to purchase cars, furniture, etc., helping to support our local community.
- Klamath County veterans received \$25,818,000 in USDVA Compensation and Pension benefits in fiscal year 2009. Using the economic multiplier effect of 7, this yields economic activity in our county of \$180,726,000.

- The County Veterans' Service office has assisted 3084 veterans and their dependents with in-office visits from July 1, 2010 to March 31, 2011. We have also made 40 out-of-office visits to veterans living in assisted care facilities. In addition our office has responded to 4308 phone calls during this time period.
- During 2010 we purchased and implemented new computer software called VetraSpec. This computer software has streamlined the process of completing the necessary paperwork in the VA claim process. We are now able to up-load documents that pertain to the veterans claim. It has also allowed us to follow-up more effectively with the client, tracking the progress of their claim and with communications to the Oregon Department of Veterans Affairs.
- The year also brought the implementation of a Veterans Court in Klamath County. This is the first Veterans Court in Oregon and the forty-eighth in the Nation. The court was created to provide judicially monitored treatment to veterans in the criminal justice system. Many veterans are struggling with mental health disorders and/or substance abuses. The court connects the veteran with treatment programs and services while monitoring their progress through judicial supervision. As the County Veterans' Service Officer, I have participated in the formation of the court and I am involved as a team member in assisting with the assessment of the veterans needs and directing the veteran to available services.

#### **Budget Overview:**

The Klamath County Veterans Service Office receives its operational funds from several different sources. A small portion of property taxes, Aid to County money from the Oregon Department of Veterans Affairs and Expansion and Enhancement money also from the Oregon Department of Veterans Affairs all supply the County Veterans Service Office with operational funds.

- **408.720.** (1) The county court or the board of county commissioners is authorized to levy, except as provided in subsection (3) of this section, in addition to the taxes now authorized to be levied by law, a county governing body may levy in each year a tax not exceeding one-eightieth of one percent (.000125) of the real market value of all property within the county, computed in accordance with ORS 308-207

Money received from the property tax levy and the Aid to County money from the Oregon Department of Veterans Affairs is used for office operations.

The Veterans Service Office receives \$10,440 a year from the Oregon Department of Veterans Affairs in Aid to County money.

- **406.310 Director authorized to aid veterans organizations.** From funds available to the office of the Director of Veterans' Affairs for this purpose, the director, with advice from the Advisory Committee, is authorized to aid veterans' organizations that have been accredited by the United States Department of Veterans Affairs and counties of the state, in connection with their respective programs of service to veterans.

The Expansion and Enhancement money varies yearly and the money for this year is currently pending in legislation. The Expansion and Enhancement money must be spent in accordance with a plan submitted to and approved by the Oregon Department of Veteran Affairs. Currently \$12,000 of the Expansion and Enhancement money is used for the approved partial salary of an Office Specialist. Any remaining money must be spent per an ODVA approved plan.

- **ORS 406.460 Limitation on use of funds by county governing body; exceptions.** (1) A county governing body that receives funds under ORS 406.454 may not use the funds to supplant moneys appropriated by the county governing body for county veterans' service officers.

### **Significant Changes:**

There are no significant changes for this department.

### **Key issues:**

Staff members are trained to assist veterans and their dependents in applying for VA and State benefits. We attend state accreditation training twice yearly and national service officer training yearly in order to obtain and/or maintain accreditation to practice VA law. Training allows staff to remain informed and educated in the laws and regulations that affect the claim process of applying for veterans benefits.

We continue to develop new practices and implement new software in order to make the office run more cost effectively and to serve our veterans and their families more efficiently.

The Association of County Veterans Service Officers through a pilot program proposed a Senate Bill that would provide extra money to the County Veterans Service Offices. Senate Bill 1100 was approved and is administered and funded through the Oregon Department of Veterans Affairs budget. This money is to be used for expansion and enhancement of the County Veterans Service Office. The money can be used for the hiring of staff and staff training, and for the purchase of equipment, software and furniture. It is also to be used for outreach to veterans in the community.

Due to the uncertainties of Expansion and Enhancement money received from the Oregon Department of Veterans Affairs, I cannot plan ahead on what funds will be available from this program.

Without the County Veterans Service Office many veterans would be unaware they are eligible to apply for VA benefits. Those that try to apply for benefits on their own usually give up and do not follow through due to the complexities of navigating the VA system. The result would be less VA and state generated funds coming into the county.

Klamath County, Oregon  
2011-2012 Budget Financial Presentation  
413 Veterans Services

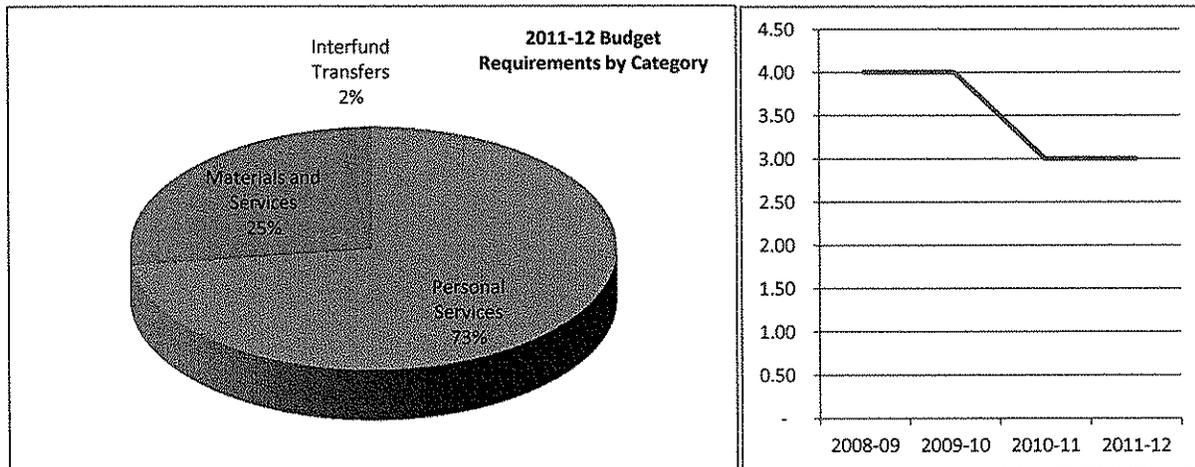
	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
<b>Requirements by Budgetary Category</b>				
Personal Services	-	141,593	145,527	155,522
Materials and Services	-	74,656	53,180	53,399
Capital Outlay	-	1,197	-	-
Interfund Transfers	-	3,254	3,254	4,586
<b>Subtotal Current Expenditures</b>	<b>-</b>	<b>220,700</b>	<b>201,961</b>	<b>213,507</b>
Unappropriated Fund Balance	-	39,252	-	-
<b>Subtotal Noncurrent Expenditures</b>	<b>-</b>	<b>39,252</b>	<b>-</b>	<b>-</b>
<b>Total Requirements by Budgetary Category</b>	<b>-</b>	<b>259,952</b>	<b>201,961</b>	<b>213,507</b>

<b>Requirements by Fund</b>				
Veterans Service (212)	-	259,952	201,961	213,507
<b>Total Requirements by Fund</b>	<b>-</b>	<b>259,952</b>	<b>201,961</b>	<b>213,507</b>

<b>Resources by Budgetary Category</b>				
Taxes	-	116,035	182,350	182,350
Intergovernmental	-	48,676	10,440	10,440
Charges for Services	-	12	10	-
Investment Earnings	-	644	200	-
Beginning Fund Balance	-	94,585	8,961	20,717
<b>Total Resources by Budgetary Category</b>	<b>-</b>	<b>259,952</b>	<b>201,961</b>	<b>213,507</b>

<b>Full-Time Employee Equivalents</b>	4.00	4.00	3.00	3.00
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<b>Mandate</b>	<b>Total Cost</b>	<b>Personal Services</b>	<b>FTE</b>
Veterans Services	213,507	155,522	3.00
<b>Total Mandates</b>	<b>213,507</b>	<b>155,522</b>	<b>3.00</b>



# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed
Fund: 212 . Veterans Service					
Revenue					
Department: 413 . Veterans Services					
Account Classification: TX . Taxes					
31100	Property Taxes - Current	\$0.00	\$116,035.12	\$182,350.00	\$182,350.00
31200	Property Taxes - Prior	\$0.00	\$0.00	\$0.00	\$0.00
Account Classification Total: Taxes					
		\$0.00	\$116,035.12	\$182,350.00	\$182,350.00
Account Classification: IG . Intergovernmental					
33420	Grants - Dept of Vetrans Affairs	\$0.00	\$48,676.00	\$10,440.00	\$10,440.00
Account Classification Total: Intergovernmental					
		\$0.00	\$48,676.00	\$10,440.00	\$10,440.00
Account Classification: CS . Charges for Service					
34281	Copies	\$0.00	\$12.50	\$10.00	\$0.00
Account Classification Total: Charges for Service					
		\$0.00	\$12.50	\$10.00	\$0.00
Account Classification: IN . Interest					
39150	Investments - Interest On	\$0.00	\$643.78	\$200.00	\$0.00
Account Classification Total: Interest					
		\$0.00	\$643.78	\$200.00	\$0.00
Account Classification: OT . Other					
36100	Miscellaneous	\$0.00	\$0.00	\$0.00	\$0.00
36340	Donations	\$0.00	\$0.00	\$0.00	\$0.00
Account Classification Total: Other					
		\$0.00	\$0.00	\$0.00	\$0.00
Account Classification: FB . Fund Balances					
31001	Beginning Fund Balance	\$0.00	\$94,585.27	\$8,961.00	\$20,717.00
Account Classification Total: Fund Balances					
		\$0.00	\$94,585.27	\$8,961.00	\$20,717.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed
<b>Department Total: Veterans Services</b>					
		\$0.00	\$259,952.67	\$201,961.00	\$213,507.00
<b>Revenue Totals</b>					
		\$0.00	\$259,952.67	\$201,961.00	\$213,507.00
<b>Expenses</b>					
<b>Department: 413 . Veterans Services</b>					
<b>Account Classification: PS . Personal Services</b>					
60700	Veterans Services Officer	\$0.00	\$40,699.72	\$41,854.00	\$44,672.00
60710	Asst Veterans Services Officer	\$0.00	\$29,563.68	\$30,747.00	\$32,856.00
61590	Office Assistant I	\$0.00	\$0.00	\$0.00	\$0.00
61610	Office Assistant III	\$0.00	\$0.00	\$0.00	\$0.00
61675	Office Specialist	\$0.00	\$27,635.36	\$28,736.00	\$30,720.00
63900	Overtime	\$0.00	\$626.85	\$0.00	\$0.00
63930	FICA	\$0.00	\$7,372.31	\$7,753.00	\$8,350.00
63940	Workmans Compensation Tax	\$0.00	\$0.00	\$0.00	\$88.00
63941	Workmans Compensation	\$0.00	\$0.00	\$0.00	\$0.00
63949	Oregon Premium Tax	\$0.00	\$156.60	\$0.00	\$0.00
63950	Medical Insurance	\$0.00	\$22,860.00	\$22,860.00	\$24,300.00
63951	Life Insurance	\$0.00	\$159.89	\$150.00	\$150.00
63952	Short Term Disability	\$0.00	\$61.20	\$62.00	\$61.00
63960	Retirement - General	\$0.00	\$9,889.74	\$10,134.00	\$10,915.00
63980	Unemployment Compensation	\$0.00	\$2,118.00	\$2,331.00	\$2,510.00
63990	Cell Phone Allowance	\$0.00	\$450.00	\$900.00	\$900.00
<b>Account Classification Total: Personal Services</b>					
		\$0.00	\$141,593.35	\$145,527.00	\$155,522.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed
Account Classification: MS - Material and Services					
44010	Mgmt Travel & Training	\$0.00	\$4,705.62	\$4,000.00	\$4,000.00
44040	Staff Travel & Training	\$0.00	\$2,899.87	\$3,000.00	\$3,000.00
44100	Supplies - Office	\$0.00	\$1,811.66	\$3,000.00	\$3,000.00
44108	OUTREACH	\$0.00	\$1,119.52	\$0.00	\$0.00
44110	Supplies - Other	\$0.00	\$140.80	\$500.00	\$500.00
44137	Public Outreach	\$0.00	\$20,300.00	\$0.00	\$0.00
44200	Dues / Fees	\$0.00	\$210.00	\$225.00	\$225.00
44640	Telephone	\$0.00	\$2,851.50	\$2,800.00	\$2,800.00
44700	Postage	\$0.00	\$1,437.37	\$2,000.00	\$2,000.00
44830	Maintenance Contracts	\$0.00	\$2,522.10	\$1,000.00	\$1,000.00
45021	Interest Expense	\$0.00	\$2.64	\$0.00	\$0.00
45100	Advertising	\$0.00	\$0.00	\$0.00	\$0.00
45111	Software Support	\$0.00	\$0.00	\$0.00	\$0.00
99760	Insurance/Liability	\$0.00	\$776.00	\$776.00	\$776.00
99765	Insurance/Workmans Compensation	\$0.00	\$256.00	\$256.00	\$256.00
99770	Administrative Services	\$0.00	\$22,457.00	\$22,457.00	\$22,457.00
99780	Space Rent	\$0.00	\$13,166.00	\$13,166.00	\$13,385.00
Account Classification Total: Material and Services		\$0.00	\$74,656.08	\$53,180.00	\$53,399.00
Account Classification: CO - Capital Outlay					
88070	Office Equipment	\$0.00	\$0.00	\$0.00	\$0.00
88090	Office Furniture	\$0.00	\$0.00	\$0.00	\$0.00
88760	Computer Equipment	\$0.00	\$1,197.00	\$0.00	\$0.00

# Budget Worksheet Report

Account Number	Description	2009 Actual Amount	2010 Actual Amount	2011 Amended Budget	2012 Proposed Budget
88765	Computer Software	\$0.00	\$0.00	\$0.00	\$0.00
Account Classification Total: Capital Outlay		\$0.00	\$1,197.00	\$0.00	\$0.00
Account Classification: IF - Interfund Transfers					
99460	Trans - Equip Rent & Revolving	\$0.00	\$2,606.00	\$2,606.00	\$2,144.00
99781	Trans - Steering Committee	\$0.00	\$0.00	\$0.00	\$1,350.00
99782	Trans - EMail Accounts	\$0.00	\$648.00	\$648.00	\$630.00
99783	Trans - Phones	\$0.00	\$0.00	\$0.00	\$462.00
Account Classification Total: Interfund Transfers		\$0.00	\$3,254.00	\$3,254.00	\$4,586.00
Account Classification: CR - Contingencies and Reserves					
99750	Operating Contingency	\$0.00	\$0.00	\$0.00	\$0.00
Account Classification Total: Contingencies and Reserves		\$0.00	\$0.00	\$0.00	\$0.00
Department Total: Veterans Services		\$0.00	\$220,700.43	\$201,961.00	\$213,507.00
Revenue Totals:		\$0.00	\$259,952.67	\$201,961.00	\$213,507.00
Expense Totals		\$0.00	\$220,700.43	\$201,961.00	\$213,507.00
Fund Total: Veterans Service		\$0.00	\$39,252.24	\$0.00	\$0.00

# Budget Worksheet Report

Revenue Grand Totals:	\$0.00	\$259,952.67	\$201,961.00	\$213,507.00
Expense Grand Totals:	\$0.00	\$220,700.43	\$201,961.00	\$213,507.00
Net Grand Totals:	\$0.00	\$39,252.24	\$0.00	\$0.00