

**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 2011 - 2012, our office recovered \$1,593,520 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. One good example of this is that after years of renting, one of our veterans received a large VA award that allowed him to purchase his first home. This veteran is now paying property taxes and contributing to our community.

- Klamath County veterans received \$29,586,000 in USDVA Compensation and Pension benefits in fiscal year 2010. Using the economic multiplier effect of 7, this yields economic activity in our county of \$207,102,000.
- The County Veterans' Service office has assisted 3217 veterans and their dependents with in-office visits from July 1, 2011 to March 31, 2012. This is an increase of 133 in-office visits for the same time period of July 2010 to March 2011. We have also made 39 out-of-office visits to veterans living in assisted care facilities. In addition our office has responded to 4497 phone calls during this time period.
- As the County Veterans' Service Officer, I continue to participate in the Veterans Court started last year. I am involved as a team member in assisting with the assessment of the veteran's needs and directing the veteran to available services. We currently have 38 veterans participating in the program.

### **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.

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Klamath County, Oregon  
2012-2013 Budget Financial Presentation  
413 Veterans Services

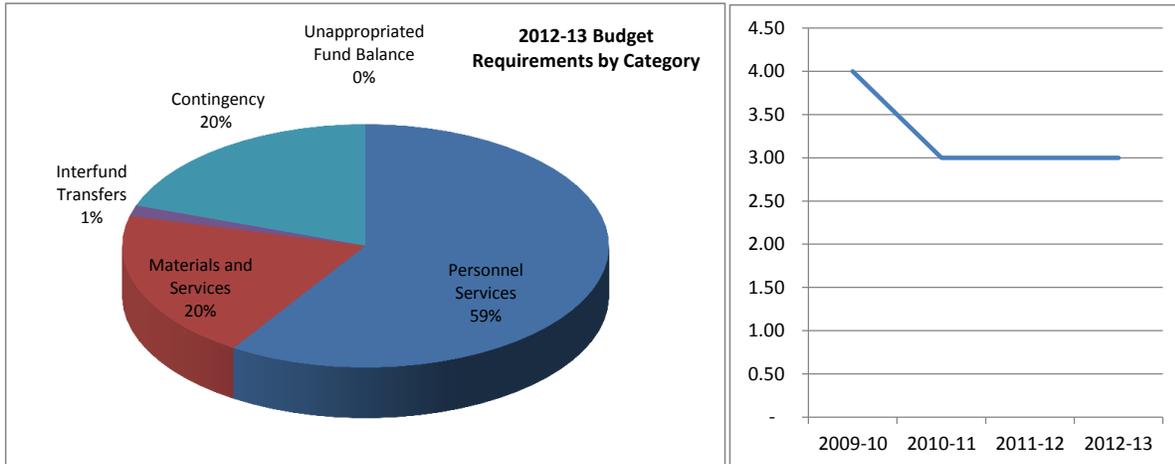
	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
<b><u>Requirements by Budgetary Category</u></b>				
Personnel Services	141,593	148,523	155,522	164,220
Materials and Services	84,529	61,798	54,029	55,121
Capital Outlay	1,197	11,559	-	
Interfund Transfers	2,606	2,606	3,956	3,944
<b>Subtotal Current Expenditures</b>	<b>229,925</b>	<b>224,486</b>	<b>213,507</b>	<b>223,285</b>
Contingency	-	-	-	54,505
Unappropriated Fund Balance	30,027	55,431	-	-
<b>Subtotal Noncurrent Expenditures</b>	<b>30,027</b>	<b>55,431</b>	<b>-</b>	<b>54,505</b>
<b>Total Requirements by Budgetary Category</b>	<b>259,952</b>	<b>279,917</b>	<b>213,507</b>	<b>277,790</b>

<b><u>Requirements by Fund</u></b>				
Veterans Service (212)	259,952	279,917	213,507	277,790
<b>Total Requirements by Fund</b>	<b>259,952</b>	<b>279,917</b>	<b>213,507</b>	<b>277,790</b>

<b><u>Resources by Budgetary Category</u></b>				
Taxes	116,035	194,185	182,350	182,350
Intergovernmental	48,676	45,659	10,440	10,440
Charges for Services	12	-	-	
Investment Earnings	644	46	-	
Contributions and Donations	-	10,000	-	
Beginning Fund Balance	94,585	30,027	20,717	85,000
<b>Total Resources by Budgetary Category</b>	<b>259,952</b>	<b>279,917</b>	<b>213,507</b>	<b>277,790</b>

<b>Full-Time Employee Equivalents</b>	4.00	3.00	3.00	3.00
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<b><u>Mandate</u></b>	<b>Total Cost</b>	<b>Personnel Services</b>	<b>FTE</b>
Veterans Services	277,790	164,220	3.00
<b>Total Mandates</b>	<b>277,790</b>	<b>164,220</b>	<b>3.00</b>



Department	Position Title	GL Account	FTE	Grade	Step	Cell Phone	Total Wages	Unemployment	FICA	MEDICARE	KCWC-WCOMP	WC	Medical CAP	Life Insurance	STD	Retirement/PERS	Grand Total w/Benefits
Veterans	Veterans Service Officer	21241360700	1.00	DF04	5.00	900.00	47,351.54	1,089.09	2,935.80	686.60	1,089.09	37.44	8,100.00	86.04	20.40	5,208.67	66,604.65
Veterans	Asst Veterans Svc Offic	21241360710	1.00	LH13	4.00		34,036.48	782.84	2,110.26	493.53	782.84	37.44	8,100.00	21.00	20.40	3,744.01	50,128.80
Veterans	Office Specialist	21241361675	1.00	LH12	4.00		31,820.80	731.88	1,972.89	461.40	731.88	37.44	8,100.00	21.00	20.40	3,500.29	47,397.98
			<b>3.00</b>			<b>900.00</b>	<b>113,208.82</b>	<b>2,603.80</b>	<b>7,018.95</b>	<b>1,641.53</b>	<b>2,603.80</b>	<b>112.32</b>	<b>24,300.00</b>	<b>128.04</b>	<b>61.20</b>	<b>12,452.97</b>	<b>164,131.43</b>

# Budget Worksheet Report

Account Number	Description	2010 Actual Amount	2011 Actual Amount	2012 Amended Budget	2013 Proposed	Change from 2012 Amended	Percentage Change
<b>Fund</b>	<b>212</b>	<b>Veterans Service</b>					
<b>Revenue</b>							
<b>Department</b>	<b>413</b>	<b>Veterans Services</b>					
<u>Taxes</u>							
31100	Property Taxes - Current	\$116,035.12	\$194,184.83	\$182,350.00	\$182,350.00	\$0.00	0%
31200	Property Taxes - Prior	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<u>Total: Taxes</u>		\$116,035.12	\$194,184.83	\$182,350.00	\$182,350.00	\$0.00	0%
<u>Intergovernmental</u>							
33420	Grants - Dept of Vetrans Affairs	\$48,676.00	\$45,658.96	\$10,440.00	\$10,440.00	\$0.00	0%
<u>Total: Intergovernmental</u>		\$48,676.00	\$45,658.96	\$10,440.00	\$10,440.00	\$0.00	0%
<u>Charges for Service</u>							
34281	Copies	\$12.50	\$0.00	\$0.00	\$0.00	\$0.00	
<u>Total: Charges for Service</u>		\$12.50	\$0.00	\$0.00	\$0.00	\$0.00	+++
<u>Interest</u>							
39150	Investments - Interest On	\$643.78	\$46.21	\$0.00	\$0.00	\$0.00	
<u>Total: Interest</u>		\$643.78	\$46.21	\$0.00	\$0.00	\$0.00	+++
<u>Other</u>							
36100	Miscellaneous	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
36340	Donations	\$0.00	\$10,000.00	\$0.00	\$0.00	\$0.00	
<u>Total: Other</u>		\$0.00	\$10,000.00	\$0.00	\$0.00	\$0.00	+++
<u>Fund Balances</u>							
31001	Beginning Fund Balance	\$94,585.27	\$30,026.99	\$20,717.00	\$85,000.00	\$64,283.00	310%
<u>Total: Fund Balances</u>		\$94,585.27	\$30,026.99	\$20,717.00	\$85,000.00	\$64,283.00	310%
<b>Department Total: Veterans Services</b>		<b>\$259,952.67</b>	<b>\$279,916.99</b>	<b>\$213,507.00</b>	<b>\$277,790.00</b>	<b>\$64,283.00</b>	<b>30%</b>
<b>Revenue Totals</b>		<b>\$259,952.67</b>	<b>\$279,916.99</b>	<b>\$213,507.00</b>	<b>\$277,790.00</b>	<b>\$64,283.00</b>	<b>30%</b>
<b>Expenses</b>							
<b>Department</b>	<b>413</b>	<b>Veterans Services</b>					
<u>Personnel Services</u>							
60700	Veterans Services Officer	\$40,699.72	\$42,070.00	\$44,672.00	\$46,452.00	\$1,780.00	4%
60710	Asst Veterans Services Officer	\$29,563.68	\$30,938.64	\$32,856.00	\$34,036.00	\$1,180.00	4%

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Account Number	Description	2010 Actual Amount	2011 Actual Amount	2012 Amended Budget	2013 Proposed	Change from 2012 Amended	Percentage Change
<b>Fund</b>	<b>212</b>	<b>Veterans Service</b>					
<b>Department</b>	<b>413</b>	<b>Veterans Services</b>					
61590	Office Assistant I	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
61610	Office Assistant III	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
61675	Office Specialist	\$27,635.36	\$28,930.17	\$30,720.00	\$31,821.00	\$1,101.00	4%
63900	Overtime	\$626.85	\$958.49	\$0.00	\$0.00	\$0.00	
63930	FICA	\$7,372.31	\$7,322.96	\$8,350.00	\$8,660.00	\$310.00	4%
63940	Workmans Compensation Tax	\$0.00	\$57.17	\$88.00	\$112.00	\$24.00	27%
63941	Workmans Compensation	\$0.00	\$0.00	\$0.00	\$2,604.00	\$2,604.00	
63949	Oregon Premium Tax	\$156.60	\$0.00	\$0.00	\$0.00	\$0.00	
63950	Medical Insurance	\$22,860.00	\$24,300.00	\$24,300.00	\$24,300.00	\$0.00	0%
63951	Life Insurance	\$159.89	\$149.64	\$150.00	\$128.00	(\$22.00)	-15%
63952	Short Term Disability	\$61.20	\$61.20	\$61.00	\$61.00	\$0.00	0%
63960	Retirement - General	\$9,889.74	\$10,273.98	\$10,915.00	\$12,543.00	\$1,628.00	15%
63980	Unemployment Compensation	\$2,118.00	\$2,561.00	\$2,510.00	\$2,603.00	\$93.00	4%
63990	Cell Phone Allowance	\$450.00	\$900.00	\$900.00	\$900.00	\$0.00	0%
<u>Total: Personnel Services</u>		\$141,593.35	\$148,523.25	\$155,522.00	\$164,220.00	\$8,698.00	6%
<u>Material and Services</u>							
44010	Mgmt Travel & Training	\$4,705.62	\$3,178.20	\$4,000.00	\$4,000.00	\$0.00	0%
44040	Staff Travel & Training	\$2,899.87	\$9,278.69	\$3,000.00	\$3,000.00	\$0.00	0%
44100	Supplies - Office	\$1,811.66	\$4,645.85	\$3,000.00	\$3,000.00	\$0.00	0%
44104	Miscellaneous	\$9,225.25	\$0.00	\$0.00	\$0.00	\$0.00	
44108	Outreach	\$1,119.52	\$0.00	\$0.00	\$0.00	\$0.00	
44110	Supplies - Other	\$140.80	\$0.00	\$500.00	\$500.00	\$0.00	0%
44137	Public Outreach	\$20,300.00	\$350.00	\$0.00	\$0.00	\$0.00	
44200	Dues / Fees	\$210.00	\$240.00	\$225.00	\$225.00	\$0.00	0%
44640	Telephone	\$2,851.50	\$2,726.10	\$2,800.00	\$2,800.00	\$0.00	0%
44670	Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
44700	Postage	\$1,437.37	\$988.01	\$2,000.00	\$2,000.00	\$0.00	0%
44830	Maintenance Contracts	\$2,522.10	\$1,464.31	\$1,000.00	\$1,000.00	\$0.00	0%

# Budget Worksheet Report

Account Number	Description	2010 Actual Amount	2011 Actual Amount	2012 Amended Budget	2013 Proposed	Change from 2012 Amended	Percentage Change
<b>Fund</b>	<b>212</b>	<b>Veterans Service</b>					
<b>Department</b>	<b>413</b>	<b>Veterans Services</b>					
45021	Interest Expense	\$2.64	\$136.86	\$0.00	\$0.00	\$0.00	
45100	Advertising	\$0.00	\$40.00	\$0.00	\$0.00	\$0.00	
45111	Software Support	\$0.00	\$1,447.00	\$0.00	\$0.00	\$0.00	
99755	Risk Management	\$0.00	\$0.00	\$0.00	\$724.00	\$724.00	
99760	Insurance/Liability	\$776.00	\$776.00	\$776.00	\$1,179.00	\$403.00	52%
99765	Insurance/Workmans Compensation	\$256.00	\$256.00	\$256.00	\$0.00	(\$256.00)	-100%
99770	Internal Services	\$22,457.00	\$22,457.00	\$22,457.00	\$22,457.00	\$0.00	0%
99780	Space Rent	\$13,166.00	\$13,166.00	\$13,385.00	\$13,606.00	\$221.00	2%
99782	EMail Account Charge	\$648.00	\$648.00	\$630.00	\$630.00	\$0.00	0%
<u>Total: Material and Services</u>		\$84,529.33	\$61,798.02	\$54,029.00	\$55,121.00	\$1,092.00	2%
<u>Capital Outlay</u>							
88070	Office Equipment	\$0.00	\$207.99	\$0.00	\$0.00	\$0.00	
88090	Office Furniture	\$0.00	\$8,350.59	\$0.00	\$0.00	\$0.00	
88760	Computer Equipment	\$1,197.00	\$2,249.99	\$0.00	\$0.00	\$0.00	
88765	Computer Software	\$0.00	\$750.00	\$0.00	\$0.00	\$0.00	
<u>Total: Capital Outlay</u>		\$1,197.00	\$11,558.57	\$0.00	\$0.00	\$0.00	+++
<u>Interfund Transfers</u>							
99460	Trans - Equip Rent & Revolving	\$2,606.00	\$794.00	\$2,144.00	\$2,144.00	\$0.00	0%
99781	Trans - Steering Committee	\$0.00	\$1,350.00	\$1,350.00	\$1,800.00	\$450.00	33%
99783	Trans - Phones	\$0.00	\$462.00	\$462.00	\$0.00	(\$462.00)	-100%
<u>Total: Interfund Transfers</u>		\$2,606.00	\$2,606.00	\$3,956.00	\$3,944.00	(\$12.00)	0%
<u>Contigencies and Reserves</u>							
99750	Operating Contingency	\$0.00	\$0.00	\$0.00	\$54,505.00	\$54,505.00	
99981	Unappropriated Fund Balance	\$30,026.99	\$55,431.15	\$0.00	\$0.00	\$0.00	
<u>Total: Contigencies and Reserves</u>		\$30,026.99	\$55,431.15	\$0.00	\$54,505.00	\$54,505.00	+++
<b>Department Total: Veterans Services</b>		<b>\$259,952.67</b>	<b>\$279,916.99</b>	<b>\$213,507.00</b>	<b>\$277,790.00</b>	<b>\$64,283.00</b>	<b>30%</b>
<b>Revenue Totals:</b>		\$259,952.67	\$279,916.99	\$213,507.00	\$277,790.00	\$64,283.00	30%
<b>Expense Totals</b>		\$259,952.67	\$279,916.99	\$213,507.00	\$277,790.00	\$64,283.00	30%

# Budget Worksheet Report

Account Number	Description	2010 Actual Amount	2011 Actual Amount	2012 Amended Budget	2013 Proposed	Change from 2012 Amended	Percentage Change
<b>Fund Total: Veterans Service</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>+++</b>
<b>Revenue Grand Totals:</b>		\$259,952.67	\$279,916.99	\$213,507.00	\$277,790.00	\$64,283.00	30%
<b>Expense Grand Totals:</b>		\$259,952.67	\$279,916.99	\$213,507.00	\$277,790.00	\$64,283.00	30%
<b>Net Grand Totals:</b>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>+++</b>