

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 2013 - 2014, our office recovered \$2,457,150.86 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 \$29,586,000 in USDVA Compensation and Pension benefits in fiscal year 2012. 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 1,827 veterans and their dependents with in-office visits from July 1, 2013 to Dec 31, 2013. We have also made 19 out-of-office visits to veterans living in assisted care facilities. In addition our office has responded to 2,727 phone calls during this time period.
- As the County Veterans' Service Officer, I continue to participate in the Veterans Court. 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 29 veterans participating in the program. Twenty six veterans have graduated from the program.
- In conjunction with the County Clerk's office I am currently working on a veterans discount program. This program will offer veterans in the community discounts on purchases and services from businesses in Klamath County, bringing a new meaning to "Klamath Honors Veterans".

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
2014-2015 Budget Financial Presentation
413 Veterans Services

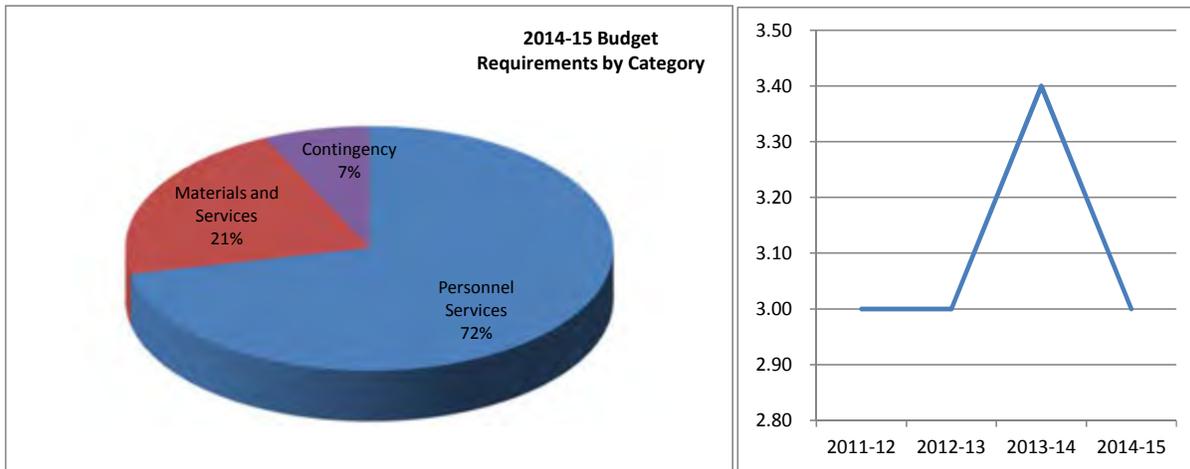
	2011-12 Actual	2012-13 Actual	2013-14 Budget	2014-15 Budget
Requirements by Budgetary Category				
Personnel Services	155,502	166,876	192,780	190,732
Materials and Services	73,317	79,520	53,522	57,059
Subtotal Current Expenditures	228,819	246,396	246,302	247,791
Interfund Transfers	2,606	2,144	2,144	-
Contingency	-	-	18,244	18,899
Unappropriated Fund Balance	77,182	86,205	-	-
Subtotal Noncurrent Expenditures	79,788	88,349	20,388	18,899
Total Requirements by Budgetary Category	308,607	334,745	266,690	266,690

Requirements by Fund				
Veterans Service (212)	308,607	334,745	266,690	266,690
Total Requirements by Fund	308,607	334,745	266,690	266,690

Resources by Budgetary Category				
Taxes	205,711	208,299	186,000	186,000
Intergovernmental	47,055	49,003	10,440	10,440
Investment Earnings	396	251	250	250
Miscellaneous	13	10	-	-
Beginning Fund Balance	55,431	77,182	70,000	70,000
Total Resources by Budgetary Category	308,607	334,745	266,690	266,690

Full-Time Employee Equivalents	3.00	3.00	3.40	3.00
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Mandate	Total Cost	Personnel Services	FTE
Veterans Services	266,690	190,732	3.00
Total Mandates	266,690	190,732	3.00



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Department	Title	GL Account	FTE	Union	Current Grade	Current Step	Cell Phone	Total Wages w/COLA	Unemployment	FICA	Medicare	KCWC-WCOMP	WC	Medical CAP	HRA/VEBA (Wages)	Life Insurance	STD	Retirement/PERS Amount	Grand Total w/Benefits
							63990		63980	63930	63930	63941	63940	63950	63953	63951	63952	63960/63970	
Veterans	Veterans Service Officer	21241360700	1.0000	Non-union	DF04	7	\$900.00	\$51,561.60	\$902.33	\$3,196.82	\$747.64	\$1,031.23	\$34.45	\$10,500.00	\$0.00	\$86.04	\$20.40	\$8,765.47	\$76,845.99
Veterans	Asst. Veterans Svc Offic	21241360710	1.0000	Local 121	LH13	6	\$0.00	\$37,328.15	\$653.24	\$2,314.35	\$541.26	\$746.56	\$34.45	\$10,500.00	\$0.00	\$20.88	\$20.40	\$6,345.78	\$58,505.07
Veterans	Office Specialist	21241361675	1.0000	Local 121	LH12	6	\$0.00	\$34,894.93	\$610.66	\$2,163.49	\$505.98	\$697.90	\$34.45	\$10,500.00	\$0.00	\$20.88	\$20.40	\$5,932.14	\$55,380.83
														\$0.00					
			3.0000				\$900.00	\$123,784.68	\$2,166.23	\$7,674.65	\$1,794.88	\$2,475.69	\$103.36	\$31,500.00	\$0.00	\$127.80	\$61.20	\$21,043.40	\$190,731.89

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**LIVE Klamath County LIVE
Budget Worksheet Report**

Account Number	Description	2012 Actual Amount	2013 Actual Amount	2014 Amended Budget	2015 Proposed	Change	Percentage Change
Fund: 212 - Veterans Service							
<u>Revenues</u>							
Department: 413 - Veterans Services							
PT - Property Taxes							
31100	Property Taxes - Current	204,832.18	209,094.58	186,000.00	186,000.00	0.00	0%
31200	Property Taxes - Prior	878.68	(795.78)	0.00	0.00	0.00	N/A
Account Classification Total: PT - Property Taxes		\$205,710.86	\$208,298.80	\$186,000.00	\$186,000.00	\$0.00	0%
IG - Intergovernmental							
33420	Grants - Dept of Vetrans Affairs	47,055.23	49,002.92	10,440.00	10,440.00	0.00	0%
Account Classification Total: IG - Intergovernmental		\$47,055.23	\$49,002.92	\$10,440.00	\$10,440.00	\$0.00	0%
IN - Interest							
39150	Investments - Interest On	396.41	251.29	250.00	250.00	0.00	0%
Account Classification Total: IN - Interest		\$396.41	\$251.29	\$250.00	\$250.00	\$0.00	0%
MI - Miscellaneous							
36100	Miscellaneous	12.99	10.00	0.00	0.00	0.00	N/A
Account Classification Total: MI - Miscellaneous		\$12.99	\$10.00	\$0.00	\$0.00	\$0.00	0%
FB - Fund Balances							
31001	Beginning Fund Balance	55,431.15	77,181.59	70,000.00	70,000.00	0.00	0%
Account Classification Total: FB - Fund Balances		\$55,431.15	\$77,181.59	\$70,000.00	\$70,000.00	\$0.00	0%
Department Total: 413 - Veterans Services		\$308,606.64	\$334,744.60	\$266,690.00	\$266,690.00	\$0.00	0%

Expenditures

Department: 413 - Veterans Services

PS - Personnel Services

60700	Veterans Services Officer	44,705.77	46,603.66	48,321.00	50,662.00	2,341.00	5%
60710	Asst Veterans Services Officer	32,865.45	34,192.35	47,364.00	37,328.00	(10,036.00)	-21%
61675	Office Specialist	30,721.44	31,820.80	33,215.00	34,895.00	1,680.00	5%
63900	Overtime	1,250.95	818.51	0.00	0.00	0.00	N/A
63930	FICA	8,052.95	8,269.71	9,930.00	9,470.00	(460.00)	-5%
63940	Workmans Compensation Tax	76.91	79.12	117.00	103.00	(14.00)	-12%
63941	Workmans Compensation	797.82	2,672.27	2,985.00	2,476.00	(509.00)	-17%

**LIVE Klamath County LIVE
Budget Worksheet Report**

Account Number	Description	2012 Actual Amount	2013 Actual Amount	2014 Amended Budget	2015 Proposed	Change	Percentage Change
63950	Medical Insurance	22,482.19	26,250.00	27,900.00	31,500.00	3,600.00	13%
63951	Life Insurance	129.84	127.90	128.00	128.00	0.00	0%
63952	Short Term Disability	61.20	61.20	61.00	61.00	0.00	0%
63960	Retirement - General	10,916.05	12,453.72	18,874.00	21,043.00	2,169.00	11%
63980	Unemployment Compensation	2,541.83	2,626.37	2,985.00	2,166.00	(819.00)	-27%
63990	Cell Phone Allowance	900.00	900.00	900.00	900.00	0.00	0%
Account Classification Total: PS - Personnel Services		\$155,502.40	\$166,875.61	\$192,780.00	\$190,732.00	(\$2,048.00)	-1%

MS - Material and Services

44010	Mgmt Travel & Training	3,971.23	3,030.79	4,000.00	4,000.00	0.00	0%
44040	Staff Travel & Training	8,520.62	6,712.19	3,000.00	3,000.00	0.00	0%
44100	Supplies - Office	3,598.43	2,871.89	3,000.00	1,350.00	(1,650.00)	-55%
44108	Outreach	75.00	375.00	0.00	0.00	0.00	N/A
44110	Supplies - Other	656.00	0.00	500.00	500.00	0.00	0%
44200	Dues / Fees	240.00	240.00	225.00	225.00	0.00	0%
44270	Bldg Maintenance & Repair	0.00	2,750.00	0.00	0.00	0.00	N/A
44284	Copier Maintenance & Supplies	0.00	0.00	0.00	1,500.00	1,500.00	N/A
44381	Shredding Services	0.00	0.00	0.00	150.00	150.00	N/A
44640	Telephone	2,191.53	2,264.31	2,800.00	2,800.00	0.00	0%
44670	Equipment	0.00	1,208.56	0.00	0.00	0.00	N/A
44700	Postage	1,131.94	814.00	2,000.00	2,000.00	0.00	0%
44830	Maintenance Contracts	1,260.58	1,103.70	1,000.00	1,000.00	0.00	0%
45100	Advertising	11,541.00	16,299.35	0.00	0.00	0.00	N/A
45111	Software Support	1,447.00	1,454.50	0.00	0.00	0.00	N/A
99755	Risk Management	0.00	724.00	784.00	812.00	28.00	4%
99760	Insurance/Liability	776.00	1,179.00	1,467.00	1,520.00	53.00	4%
99765	Insurance/Workmans Compensation	85.32	0.00	0.00	0.00	0.00	N/A
99770	Internal Services	22,457.00	22,457.00	17,939.00	20,127.00	2,188.00	12%
99780	Facility Services	13,385.00	13,606.00	14,087.00	15,220.00	1,133.00	8%
99781	Steering Committee Hardware Charge	1,350.00	1,800.00	1,500.00	1,496.00	(4.00)	0%
99782	Steering Committee User Charge	630.00	630.00	1,220.00	1,359.00	139.00	11%
Account Classification Total: MS - Material and Services		\$73,316.65	\$79,520.29	\$53,522.00	\$57,059.00	\$3,537.00	7%

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