

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 2016 - 2017, our office recovered \$1,151,493.46 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 \$43,193,000 in USDVA Compensation and Pension benefits in fiscal year 2015. Using the economic multiplier effect of 7, this yields economic activity in our county of \$12,526,644.34.
- The County Veterans' Service office has assisted 1419 veterans and their dependents with in-office visits from July 1, 2016 to Dec 31, 2016. We have also made 5 out-of-office visits to veterans living in assisted care facilities. In addition, our office has responded to 2838 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 nineteen veterans participating in the program. Fifty-eight veterans have graduated from the program.
- On January 4, 2016 the County Veterans Service Office moved to a new location. Along with the move, the office hours changed to accommodate those veterans and their dependents needing early morning or evening appointments. Staff is now available to assist clients 48 hours a week. This change has been a great success and we continue to be met with positive responses from 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-eighth 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 \$10,291.00 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:

No significant changes.

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
2017-2018 Budget Financial Presentation
4070 Veterans Services

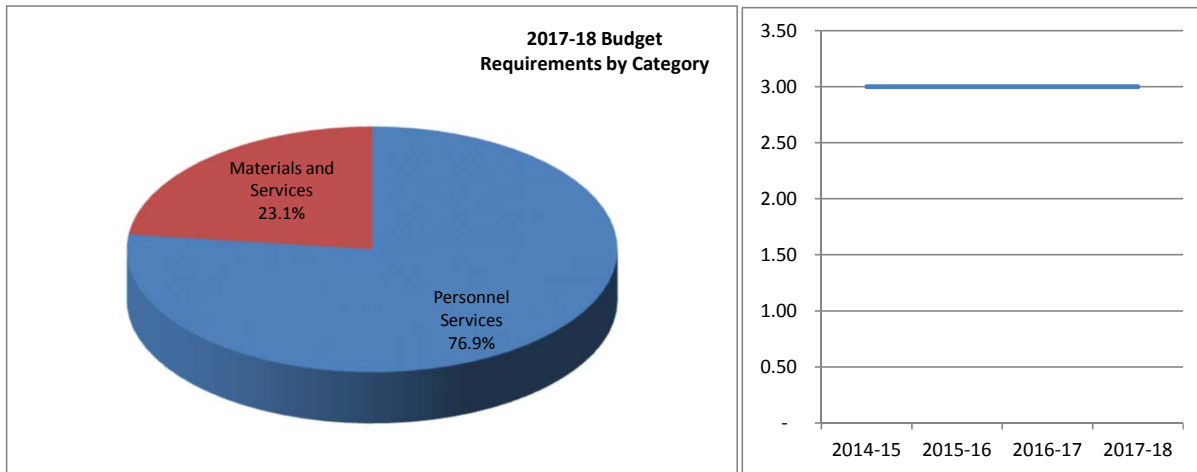
	2014-15 Actual	2015-16 Actual	2016-17 Budget	2017-18 Budget
Requirements by Budgetary Category				
Personnel Services	191,858	201,575	209,877	211,697
Materials and Services	77,568	77,441	58,553	63,571
Subtotal Current Expenditures	269,426	279,016	268,430	275,268
Contingency	-	-	35,000	-
Unappropriated Fund Balance	34,669	70,000	-	-
Subtotal Noncurrent Expenditures	34,669	70,000	35,000	-
Total Requirements by Budgetary Category	304,095	349,016	303,430	275,268

Requirements by Fund				
Veterans Service (2470)	304,095	349,016	303,430	275,268
Total Requirements by Fund	304,095	349,016	303,430	275,268

Resources by Budgetary Category				
Taxes	184,259	191,472	227,000	231,000
Intergovernmental	46,555	61,256	10,440	10,291
Investment Earnings	227	316	250	-
Interfund Transfers	7,694	61,283	-	-
Miscellaneous	45	20	-	-
Beginning Fund Balance	65,315	34,669	65,740	33,977
Total Resources by Budgetary Category	304,095	349,016	303,430	275,268

Full-Time Employee Equivalents	3.00	3.00	3.00	3.00
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Mandate	Total Cost	Personnel Services	FTE
Veterans Services	275,268	211,697	3.00
Total Mandates	275,268	211,697	3.00



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Department	Status	Title	FTE	Benefit Group	Union	Current Grade	Current Step	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
									51560	51100	51570	51200	51300	51310	51330	51340	51400/51410	
Veterans	Filled	Veterans Service Officer	1.0000	Department Head	Non-union	DF09	3	\$57,669.01	\$288.35	\$4,411.68	\$1,009.21	\$34.32	\$13,380.00	\$0.00	\$38.88	\$132.00	\$9,803.73	\$86,767.17
Veterans	Filled	Asst Veterans Svc Offic	1.0000	Full-time Local 121	Local 121	LH16	1	\$35,862.27	\$179.31	\$2,743.46	\$627.59	\$34.32	\$13,380.00	\$0.00	\$14.28	\$132.00	\$6,096.59	\$59,069.82
Veterans	Filled	Veteran Svc Specialist	1.0000	Full-time Local 121	Local 121	LH15	6	\$41,212.77	\$206.06	\$3,152.78	\$721.22	\$34.32	\$13,380.00	\$0.00	\$14.28	\$132.00	\$7,006.17	\$65,859.60
			3.0000					\$134,744.05	\$673.72	\$10,307.92	\$2,358.02	\$102.96	\$40,140.00	\$0.00	\$67.44	\$396.00	\$22,906.49	\$211,696.60

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General Ledger

Budget Analysis

User: vnoel
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 Fiscal Year: 2018



2015 Actual	2016 Actual	2017 Adopted	2017 Estimated	Account	Description	FTE	2018 Requested	2018 Proposed	2018 Approved	2018 Adopted
				2470	Veterans Service					
				4070	Veterans Services					
				R10	Property Taxes					
184,439.36	190,914.60	227,000.00	0.00	4071-4000-4001	Property Taxes - Current	0.00	231,000.00	231,000.00	0.00	0.00
(180.76)	557.00	0.00	0.00	4071-4000-4001	Property Taxes - Prior	0.00	0.00	0.00	0.00	0.00
184,258.60	191,471.60	227,000.00	0.00		Property Taxes Totals:	0.00	231,000.00	231,000.00	0.00	0.00
				R20	Licenses, Fees and Permits					
0.00	0.00	0.00	0.00	4071-4000-4100	Fees, Licenses and Permits	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00		Licenses, Fees and Permits Totals:	0.00	0.00	0.00	0.00	0.00
				R30	Charges for Service					
0.00	0.00	0.00	0.00	4071-4000-4300	Charges for Service	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-4301	Copies	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00		Charges for Service Totals:	0.00	0.00	0.00	0.00	0.00
				R40	Other Local Revenue					
45.00	20.00	0.00	0.00	4071-4000-4400	Miscellaneous	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-4401	Donations	0.00	0.00	0.00	0.00	0.00
45.00	20.00	0.00	0.00		Other Local Revenue Totals:	0.00	0.00	0.00	0.00	0.00
				R41	Interest					
228.21	316.41	250.00	0.00	4071-4000-4495	Investments - Interest On	0.00	0.00	0.00	0.00	0.00
228.21	316.41	250.00	0.00		Interest Totals:	0.00	0.00	0.00	0.00	0.00
				R51	State of Oregon					
0.00	0.00	0.00	0.00	4071-4000-4500	Grants - State	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-4510	Grants - State In Aide	0.00	10,291.00	10,291.00	0.00	0.00
46,554.88	61,256.00	10,440.00	0.00	4071-4000-4548	Grants - Dep of Vetrans Affair	0.00	0.00	0.00	0.00	0.00

2015 Actual	2016 Actual	2017 Adopted	2017 Estimated	Account	Description	FTE	2018 Requested	2018 Proposed	2018 Approved	2018 Adopted
46,554.88	61,256.00	10,440.00	0.00		State of Oregon Totals:	0.00	10,291.00	10,291.00	0.00	0.00
				R70	Interfund Transfers					
0.00	61,283.11	0.00	0.00	4071-4000-4900	Trans - General Non Dept	0.00	0.00	0.00	0.00	0.00
7,693.67	0.00	0.00	0.00	4071-4000-4902	Trans - Equipment Reserve	0.00	0.00	0.00	0.00	0.00
7,693.67	61,283.11	0.00	0.00		Interfund Transfers Totals:	0.00	0.00	0.00	0.00	0.00
				R90	Fund Balances					
65,314.69	34,669.10	65,740.00	0.00	4071-4000-4995	Beginning Fund Balance	0.00	33,977.00	33,977.00	0.00	0.00
65,314.69	34,669.10	65,740.00	0.00		Fund Balances Totals:	0.00	33,977.00	33,977.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		REVENUES TOTALS:	0.00	275,268.00	275,268.00	0.00	0.00
				E10	Personnel Services					
123,338.51	128,577.66	134,966.00	0.00	4071-4000-5000	Salaries and Wages	3.00	134,744.00	134,744.00	0.00	0.00
1,788.98	2,436.25	0.00	0.00	4071-4000-5011	Overtime	0.00	0.00	0.00	0.00	0.00
9,429.76	9,893.29	10,325.00	0.00	4071-4000-5110	FICA	0.00	10,308.00	10,308.00	0.00	0.00
87.98	90.67	103.00	0.00	4071-4000-5120	Workmans Compensation Tax	0.00	103.00	103.00	0.00	0.00
31,500.60	30,371.68	36,180.00	0.00	4071-4000-5130	Medical Insurance	0.00	40,140.00	40,140.00	0.00	0.00
0.00	2,928.60	0.00	0.00	4071-4000-5131	VEBA	0.00	0.00	0.00	0.00	0.00
124.37	86.64	87.00	0.00	4071-4000-5133	Life Insurance	0.00	67.00	67.00	0.00	0.00
110.10	549.00	549.00	0.00	4071-4000-5134	Short Term Disability	0.00	396.00	396.00	0.00	0.00
20,917.72	21,803.39	22,944.00	0.00	4071-4000-5140	Retirement - General	0.00	22,907.00	22,907.00	0.00	0.00
187,298.02	196,737.18	205,154.00	0.00		Personnel Services Totals:	3.00	208,665.00	208,665.00	0.00	0.00
				E11	Interdepartmental Charges					
2,186.52	2,288.06	2,024.00	0.00	4071-4000-5156	Unemployment Compensation	0.00	674.00	674.00	0.00	0.00
2,373.80	2,549.83	2,699.00	0.00	4071-4000-5157	Workmans Compensation	0.00	2,358.00	2,358.00	0.00	0.00
4,560.32	4,837.89	4,723.00	0.00		Interdepartmental Charges Totals:	0.00	3,032.00	3,032.00	0.00	0.00
				E20	Material and Services					
8,711.05	2,943.48	0.00	0.00	4071-4000-6001	Advertising	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6120	Committee Expenses	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6200	Contract Services	0.00	0.00	0.00	0.00	0.00
0.00	0.00	1,000.00	0.00	4071-4000-6204	Maintenance Contracts	0.00	0.00	0.00	0.00	0.00
114.00	114.00	150.00	0.00	4071-4000-6205	Shredding Services	0.00	0.00	0.00	0.00	0.00
0.00	845.35	0.00	0.00	4071-4000-6208	Moving Expenses	0.00	0.00	0.00	0.00	0.00

2015 Actual	2016 Actual	2017 Adopted	2017 Estimated	Account	Description	FTE	2018 Requested	2018 Proposed	2018 Approved	2018 Adopted
1,462.25	1,471.50	0.00	0.00	4071-4000-6232	Software Support	0.00	0.00	0.00	0.00	0.00
1,997.00	2,678.19	0.00	0.00	4071-4000-6310	Dues	0.00	150.00	150.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6310	Fees	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6330	Equipment	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6339	Interest Expense	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6501	Operating Expenses	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6510	Education Material & Marketing	0.00	0.00	0.00	0.00	0.00
3,572.38	5,762.71	0.00	0.00	4071-4000-6511	Public Outreach	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6531	Equipment Rent	0.00	360.00	360.00	0.00	0.00
329.00	(74.36)	0.00	0.00	4071-4000-6535	Equipment Maint & Repair	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6538	Building Maint & Repair	0.00	0.00	0.00	0.00	0.00
73.33	920.93	50.00	0.00	4071-4000-6600	Supplies - Office	0.00	250.00	250.00	0.00	0.00
0.00	139.52	200.00	0.00	4071-4000-6601	Supplies - Other	0.00	0.00	0.00	0.00	0.00
1,286.11	1,616.23	1,500.00	0.00	4071-4000-6602	Copier Maint & Supplies	0.00	1,500.00	1,500.00	0.00	0.00
83.46	39.19	0.00	0.00	4071-4000-6603	Postage	0.00	0.00	0.00	0.00	0.00
0.00	14,706.55	5,874.00	0.00	4071-4000-6700	Travel & Training	0.00	7,000.00	7,000.00	0.00	0.00
8,210.73	0.00	0.00	0.00	4071-4000-6701	Mgmt Travel & Training	0.00	0.00	0.00	0.00	0.00
7,543.06	0.00	0.00	0.00	4071-4000-6702	Staff Travel & Training	0.00	0.00	0.00	0.00	0.00
2,392.58	2,147.11	2,800.00	0.00	4071-4000-6755	Telephone	0.00	2,800.00	2,800.00	0.00	0.00
120.03	440.11	0.00	0.00	4071-4000-6756	Data Service Charges	0.00	0.00	0.00	0.00	0.00
35,894.98	33,750.51	11,574.00	0.00	Material and Services Totals:		0.00	12,060.00	12,060.00	0.00	0.00
				E21	Interdepartmental Charges					
20,127.00	18,717.00	20,686.00	0.00	4071-4000-6990	Internal Services	0.00	22,749.00	22,749.00	0.00	0.00
15,220.00	16,334.00	18,824.00	0.00	4071-4000-6991	Facility Services	0.00	20,278.00	20,278.00	0.00	0.00
1,496.00	3,136.00	2,382.00	0.00	4071-4000-6992	Tech Maint Hardware Chg	0.00	2,250.00	2,250.00	0.00	0.00
1,359.00	1,425.00	1,500.00	0.00	4071-4000-6993	Tech Maint User Chg	0.00	2,324.00	2,324.00	0.00	0.00
812.00	826.00	413.00	0.00	4071-4000-6994	Risk Management	0.00	875.00	875.00	0.00	0.00
1,520.00	1,624.00	1,874.00	0.00	4071-4000-6995	Insurance Liability	0.00	1,735.00	1,735.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6997	Insurance Work Comp	0.00	0.00	0.00	0.00	0.00
759.27	1,377.36	300.00	0.00	4071-4000-6999	Office Supplies - Internal	0.00	300.00	300.00	0.00	0.00
301.46	251.28	1,000.00	0.00	4071-4000-6999	Postage - Internal	0.00	1,000.00	1,000.00	0.00	0.00
77.90	0.00	0.00	0.00	4071-4000-6999	Tech Supplies - Internal	0.00	0.00	0.00	0.00	0.00

2015 Actual	2016 Actual	2017 Adopted	2017 Estimated	Account	Description	FTE	2018 Requested	2018 Proposed	2018 Approved	2018 Adopted
41,672.63	43,690.64	46,979.00	0.00		Interdepartmental Charges Totals:	0.00	51,511.00	51,511.00	0.00	0.00
				E30	Capital Outlay					
0.00	0.00	0.00	0.00	4071-4000-7001	Office Equipment	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-7002	Office Furniture	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-7003	Computer Equipment	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-7004	Computer Software	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00		Capital Outlay Totals:	0.00	0.00	0.00	0.00	0.00
				E70	Interfund Transfers					
0.00	0.00	0.00	0.00	4071-4000-9003	Trans - Equipment Reserve	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00		Interfund Transfers Totals:	0.00	0.00	0.00	0.00	0.00
				E80	Contingencies					
0.00	0.00	35,000.00	0.00	4071-4000-9800	Operating Contingency	0.00	0.00	0.00	0.00	0.00
0.00	0.00	35,000.00	0.00		Contingencies Totals:	0.00	0.00	0.00	0.00	0.00
				E81	Fund Balance & Reserves					
0.00	0.00	0.00	0.00	4071-4000-9900	Reserve Future Expenditures	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00		Fund Balance & Reserves Totals:	0.00	0.00	0.00	0.00	0.00
				E90	Unappropriated Fund Balance					
34,669.10	70,000.00	0.00	0.00	4071-4000-9990	Unappropriated Fund Balance	0.00	0.00	0.00	0.00	0.00
34,669.10	70,000.00	0.00	0.00		Unappropriated Fund Balance Total	0.00	0.00	0.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		EXPENDITURES TOTALS:	3.00	275,268.00	275,268.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		DEPARTMENT REVENUES	0.00	275,268.00	275,268.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		DEPARTMENT EXPENSES	3.00	275,268.00	275,268.00	0.00	0.00
0.00	0.00	0.00	0.00		Veterans Services Totals:	(3.00)	0.00	0.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		FUND REVENUES	0.00	275,268.00	275,268.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		FUND EXPENSES	3.00	275,268.00	275,268.00	0.00	0.00

2015 Actual	2016 Actual	2017 Adopted	2017 Estimated	Account	Description	FTE	2018 Requested	2018 Proposed	2018 Approved	2018 Adopted
0.00	0.00	0.00	0.00		Veterans Service Totals:	(3.00)	0.00	0.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		REPORT REVENUES	0.00	275,268.00	275,268.00	0.00	0.00
304,095.05	349,016.22	303,430.00	0.00		REPORT EXPENSES	3.00	275,268.00	275,268.00	0.00	0.00
0.00	0.00	0.00	0.00		REPORT TOTALS:	(3.00)	0.00	0.00	0.00	0.00

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