

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 2017 - 2018, our office recovered \$490,469.04 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 \$46,322,000.00 in USDVA Compensation and Pension benefits in fiscal year 2016. Using the economic multiplier effect of 7, this yields economic activity in our county of \$324,254,000.00.
- The County Veterans' Service office has assisted 1296 veterans and their dependents with in-office visits from July 1, 2017 to Dec 31, 2018. We have also made 10 out-of-office visits to veterans living in assisted care facilities. In addition, our office has responded to 2346 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.
- 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-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 \$10,291.00 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
2018-2019 Budget Financial Presentation
4070 Veterans Services

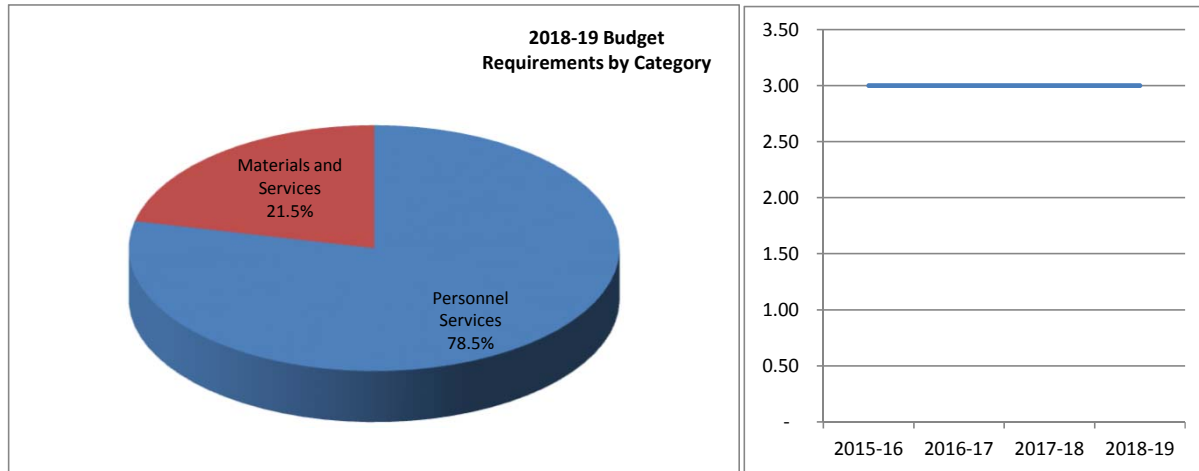
	2015-16 Actual	2016-17 Actual	2017-18 Budget	2018-19 Budget
Requirements by Budgetary Category				
Personnel Services	201,575	226,017	211,697	223,949
Materials and Services	77,441	73,788	63,571	61,251
Subtotal Current Expenditures	279,016	299,805	275,268	285,200
Unappropriated Fund Balance	70,000	64,883	-	-
Subtotal Noncurrent Expenditures	70,000	64,883	-	-
Total Requirements by Budgetary Category	349,016	364,688	275,268	285,200

Requirements by Fund				
Veterans Service (2470)	349,016	364,688	275,268	285,200
Total Requirements by Fund	349,016	364,688	275,268	285,200

Resources by Budgetary Category				
Taxes	191,472	234,124	231,000	235,000
Intergovernmental	61,256	60,439	10,291	-
Investment Earnings	316	125	-	200
Interfund Transfers	61,283	-	-	-
Miscellaneous	20	-	-	-
Beginning Fund Balance	34,669	70,000	33,977	50,000
Total Resources by Budgetary Category	349,016	364,688	275,268	285,200

Full-Time Employee Equivalents	3.00	3.00	3.00	3.00
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Mandate	Total Cost	Personnel Services	FTE
Veterans Services	285,200	223,949	3.00
Total Mandates	285,200	223,949	3.00



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Department	Status	Title	Benefit Date	Seniority Date	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	10/1/2001	6/15/2007	1.0000	Department Head	Non-union	DF09	4	\$60,807.80	\$304.04	\$4,651.80	\$1,064.14	\$34.32	\$14,580.00	\$0.00	\$38.88	\$135.36	\$10,337.33	\$91,953.66
Veterans	Filled	Asst Veterans Svc Offic	12/16/2016	12/16/2016	1.0000	Full-time Local 737	Local 737	LH16	2	\$37,826.21	\$189.13	\$2,893.70	\$661.96	\$34.32	\$14,580.00	\$0.00	\$14.28	\$135.36	\$6,430.46	\$62,765.42
Veterans	Filled	Veteran Svc Specialist	5/1/2005	3/1/2007	1.0000	Full-time Local 737	Local 737	LH15	7	\$42,920.70	\$214.60	\$3,283.43	\$751.11	\$34.32	\$14,580.00	\$0.00	\$14.28	\$135.36	\$7,296.52	\$69,230.32
					3.0000					\$141,554.70	\$707.77	\$10,828.93	\$2,477.21	\$102.96	\$43,740.00	\$0.00	\$67.44	\$406.08	\$24,064.30	\$223,949.40

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General Ledger

Budget Analysis

User: vnoel
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 Fiscal Year: 2019



2016 Actual	2017 Actual	2018 Adopted	2018 Estimated	Account	Description	FTE	2019 Requested	2019 Proposed	2019 Approved	2019 Adopted
				2470	Veterans Service					
				4070	Veterans Services					
				R10	Property Taxes					
190,914.60	233,803.80	231,000.00	0.00	4071-4000-4001	Property Taxes - Current	0.00	235,000.00	235,000.00	0.00	0.00
557.00	320.00	0.00	0.00	4071-4000-4001	Property Taxes - Prior	0.00	0.00	0.00	0.00	0.00
191,471.60	234,123.80	231,000.00	0.00		Property Taxes Totals:	0.00	235,000.00	235,000.00	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					
20.00	0.00	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
20.00	0.00	0.00	0.00		Other Local Revenue Totals:	0.00	0.00	0.00	0.00	0.00
				R41	Interest					
316.41	125.22	0.00	0.00	4071-4000-4495	Investments - Interest On	0.00	200.00	200.00	0.00	0.00
316.41	125.22	0.00	0.00		Interest Totals:	0.00	200.00	200.00	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	10,291.00	0.00	4071-4000-4510	Grants - State In Aid	0.00	0.00	0.00	0.00	0.00
61,256.00	60,439.00	0.00	0.00	4071-4000-4548	Grants - Dep of Vetrans Affair	0.00	0.00	0.00	0.00	0.00

2016 Actual	2017 Actual	2018 Adopted	2018 Estimated	Account	Description	FTE	2019 Requested	2019 Proposed	2019 Approved	2019 Adopted
61,256.00	60,439.00	10,291.00	0.00		State of Oregon Totals:	0.00	0.00	0.00	0.00	0.00
				R70	Interfund Transfers					
61,283.11	0.00	0.00	0.00	4071-4000-4900	Trans - General Non Dept	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-4902	Trans - Equipment Reserve	0.00	0.00	0.00	0.00	0.00
61,283.11	0.00	0.00	0.00		Interfund Transfers Totals:	0.00	0.00	0.00	0.00	0.00
				R90	Fund Balances					
34,669.10	70,000.00	33,977.00	0.00	4071-4000-4995	Beginning Fund Balance	0.00	50,000.00	50,000.00	0.00	0.00
34,669.10	70,000.00	33,977.00	0.00		Fund Balances Totals:	0.00	50,000.00	50,000.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		REVENUES TOTALS:	0.00	285,200.00	285,200.00	0.00	0.00
				E10	Personnel Services					
128,577.66	147,851.15	134,744.00	0.00	4071-4000-5000	Salaries and Wages	3.00	141,555.00	141,555.00	0.00	0.00
2,436.25	811.66	0.00	0.00	4071-4000-5011	Overtime	0.00	0.00	0.00	0.00	0.00
9,893.29	11,218.39	10,308.00	0.00	4071-4000-5110	FICA	0.00	10,829.00	10,829.00	0.00	0.00
90.67	86.17	103.00	0.00	4071-4000-5120	Workmans Compensation Tax	0.00	103.00	103.00	0.00	0.00
30,371.68	29,218.00	40,140.00	0.00	4071-4000-5130	Medical Insurance	0.00	43,740.00	43,740.00	0.00	0.00
2,928.60	6,615.32	0.00	0.00	4071-4000-5131	VEBA	0.00	0.00	0.00	0.00	0.00
86.64	74.21	67.00	0.00	4071-4000-5133	Life Insurance	0.00	67.00	67.00	0.00	0.00
549.00	422.82	396.00	0.00	4071-4000-5134	Short Term Disability	0.00	406.00	406.00	0.00	0.00
21,803.39	24,636.93	22,907.00	0.00	4071-4000-5140	Retirement - General	0.00	24,064.00	24,064.00	0.00	0.00
196,737.18	220,934.65	208,665.00	0.00		Personnel Services Totals:	3.00	220,764.00	220,764.00	0.00	0.00
				E11	Interdepartmental Charges					
2,288.06	2,227.55	674.00	0.00	4071-4000-5156	Unemployment Compensation	0.00	708.00	708.00	0.00	0.00
2,549.83	2,854.36	2,358.00	0.00	4071-4000-5157	Workmans Compensation	0.00	2,477.00	2,477.00	0.00	0.00
4,837.89	5,081.91	3,032.00	0.00		Interdepartmental Charges Totals:	0.00	3,185.00	3,185.00	0.00	0.00
				E20	Material and Services					
2,943.48	802.05	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	500.00	500.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6204	Maintenance Contracts	0.00	0.00	0.00	0.00	0.00
114.00	76.00	0.00	0.00	4071-4000-6205	Shredding Services	0.00	0.00	0.00	0.00	0.00
845.35	0.00	0.00	0.00	4071-4000-6208	Moving Expenses	0.00	0.00	0.00	0.00	0.00

2016 Actual	2017 Actual	2018 Adopted	2018 Estimated	Account	Description	FTE	2019 Requested	2019 Proposed	2019 Approved	2019 Adopted
1,471.50	1,471.50	0.00	0.00	4071-4000-6232	Software Support	0.00	0.00	0.00	0.00	0.00
2,678.19	2,643.91	150.00	0.00	4071-4000-6310	Dues	0.00	150.00	150.00	0.00	0.00
0.00	2.00	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
5,762.71	3,302.24	0.00	0.00	4071-4000-6511	Public Outreach	0.00	0.00	0.00	0.00	0.00
0.00	287.78	360.00	0.00	4071-4000-6531	Equipment Rent	0.00	360.00	360.00	0.00	0.00
(74.36)	0.00	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
920.93	220.97	250.00	0.00	4071-4000-6600	Supplies - Office	0.00	0.00	0.00	0.00	0.00
139.52	51.90	0.00	0.00	4071-4000-6601	Supplies - Other	0.00	0.00	0.00	0.00	0.00
1,616.23	1,466.36	1,500.00	0.00	4071-4000-6602	Copier Maint & Supplies	0.00	1,500.00	1,500.00	0.00	0.00
39.19	60.28	0.00	0.00	4071-4000-6603	Postage	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6604	Publications & Periodicals	0.00	150.00	150.00	0.00	0.00
14,706.55	14,365.48	7,000.00	0.00	4071-4000-6700	Travel & Training	0.00	7,000.00	7,000.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6701	Mgmt Travel & Training	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	4071-4000-6702	Staff Travel & Training	0.00	0.00	0.00	0.00	0.00
2,147.11	2,072.38	2,800.00	0.00	4071-4000-6755	Telephone	0.00	2,800.00	2,800.00	0.00	0.00
440.11	480.12	0.00	0.00	4071-4000-6756	Data Service Charges	0.00	0.00	0.00	0.00	0.00
33,750.51	27,302.97	12,060.00	0.00		Material and Services Totals:	0.00	12,460.00	12,460.00	0.00	0.00
				E21	Interdepartmental Charges					
18,717.00	20,428.00	22,749.00	0.00	4071-4000-6990	Internal Services	0.00	22,627.00	22,627.00	0.00	0.00
16,334.00	18,824.00	20,278.00	0.00	4071-4000-6991	Facility Services	0.00	18,547.00	18,547.00	0.00	0.00
3,136.00	2,382.00	2,250.00	0.00	4071-4000-6992	Tech Maint Hardware Chg	0.00	2,322.00	2,322.00	0.00	0.00
1,425.00	1,500.00	2,324.00	0.00	4071-4000-6993	Tech Maint User Chg	0.00	1,395.00	1,395.00	0.00	0.00
826.00	413.00	875.00	0.00	4071-4000-6994	Risk Management	0.00	840.00	840.00	0.00	0.00
1,624.00	1,874.00	1,735.00	0.00	4071-4000-6995	Insurance Liability	0.00	1,760.00	1,760.00	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
1,377.36	881.10	300.00	0.00	4071-4000-6999	Office Supplies - Internal	0.00	300.00	300.00	0.00	0.00
251.28	183.14	1,000.00	0.00	4071-4000-6999	Postage - Internal	0.00	1,000.00	1,000.00	0.00	0.00

2016 Actual	2017 Actual	2018 Adopted	2018 Estimated	Account	Description	FTE	2019 Requested	2019 Proposed	2019 Approved	2019 Adopted
0.00	0.00	0.00	0.00	4071-4000-6999	Tech Supplies - Internal	0.00	0.00	0.00	0.00	0.00
43,690.64	46,485.24	51,511.00	0.00		Interdepartmental Charges Totals:	0.00	48,791.00	48,791.00	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	0.00	0.00	4071-4000-9800	Operating Contingency	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	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					
70,000.00	64,883.25	0.00	0.00	4071-4000-9990	Unappropriated Fund Balance	0.00	0.00	0.00	0.00	0.00
70,000.00	64,883.25	0.00	0.00		Unappropriated Fund Balance Total	0.00	0.00	0.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		EXPENDITURES TOTALS:	3.00	285,200.00	285,200.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		DEPARTMENT REVENUES	0.00	285,200.00	285,200.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		DEPARTMENT EXPENSES	3.00	285,200.00	285,200.00	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
349,016.22	364,688.02	275,268.00	0.00		FUND REVENUES	0.00	285,200.00	285,200.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		FUND EXPENSES	3.00	285,200.00	285,200.00	0.00	0.00

2016 Actual	2017 Actual	2018 Adopted	2018 Estimated	Account	Description	FTE	2019 Requested	2019 Proposed	2019 Approved	2019 Adopted
0.00	0.00	0.00	0.00		Veterans Service Totals:	(3.00)	0.00	0.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		REPORT REVENUES	0.00	285,200.00	285,200.00	0.00	0.00
349,016.22	364,688.02	275,268.00	0.00		REPORT EXPENSES	3.00	285,200.00	285,200.00	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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