

Veteran Services Claims Assistance & Counseling

To counsel and assist veterans, and their dependents, with processing benefit claims entitled to them through the United States Department of Veterans' Affairs and other federal agencies.

PROGRAM HIGHLIGHTS

1. Approximate average dollars brought into Leon County Veterans by new claims are \$73,604 per month in retroactive payments and \$9,505 per month in awards.

ADVISORY BOARD

Executive Committee County Veteran Services Board, Tallahassee-Leon County Transportation Disadvantaged Coordinating Board

SUMMARY OF KEY STATUTORY RESPONSIBILITIES

Florida Statute, Chapter 292 "Veterans"

SUMMARY OF KEY SERVICE FUNCTIONS

1. Assist veterans and their dependents in filing for non-service connected pensions, service connected disabilities, local medical treatment, payment of medical bills, obtaining necessary medicines and payment of same, obtaining prosthetic items and payment of same.
2. Assist veterans and their dependents in filing for educational benefits at universities, junior colleges, vocational institutions, correspondence courses and job training.
3. Assist veterans in obtaining Veterans Administration Home Loans.
4. Upgrading of discharges.
5. Conduct and prosecute appeals when benefits are unjustly denied.
6. Visit veterans and their dependents in hospitals and nursing homes to conduct business concerning their benefits and monitor their medical treatment and needs.
7. Act as a counseling service for veterans and their dependents.

PERFORMANCE MEASUREMENTS

	FY 99/00	FY 00/01	FY 01/02	FY 02/03
	Actual	Actual	Estimate	Target
1) Process 95% of client VA claims in 7 working days.	98%	95%	95%	95%
2) Process 95% of client VA appeals in 10 working days.	98%	95%	95%	95%
3) Obtain a 80% win/loss ratio in benefit grants from VA and other federal agencies on behalf of clients.	95%	80%	80%	80%
4) Obtain a 60% win/loss ratio in appeal cases from VA and other federal agencies on behalf of clients.	80%	75%	60%	60%
5) Contact 100% of veterans returning to reside in Leon County within 10 days of notice from the Florida Department of Veterans' Affairs (FDVA).	100%	100%	100%	100%

Veteran Services - Claims Assistance & Counseling

ACCOUNT NUMBER: 001-390-553

FY 2002/2003 THRU FY 2006/2007 FINANCIAL & STAFFING SUMMARY

	FY 00/01 Actual	FY 01/02 Adopted	FY 02/03 Budget	FY 03/04 Planned	FY 04/05 Planned	FY 05/06 Planned	FY 06/07 Planned
<u>OPERATING</u>							
Personnel	\$157,180	\$169,079	\$167,162	\$172,177	\$177,342	\$182,662	\$188,142
Operating	8,417	8,725	8,845	8,845	8,845	8,845	8,845
Capital Outlay							
Grants & Aid							
TOTAL	\$165,597	\$177,804	\$176,007	\$181,022	\$186,187	\$191,507	\$196,987
<u>STAFFING</u>							
Full Time	4.00	4.00	4.00	4.00	4.00	4.00	4.00
O.P.S.							

FY 2002/2003 PROGRAM CHANGES & NOTES:

This program is recommended at an decreased funding level. These recommendations are:

1. As approved by the Board at the June 11, 2002, workshop, funding is provided for reclassifications as a result of the Senior Management Compensable Factors & Market Study. \$5,674
2. Routine salary and wage adjustments have caused a decrease in personal services.

FY 2003/2004 THRU FY 2006/2007 PLANNED INITIATIVES & NOTES:

There are no program changes requested in the outyears with the exception of anticipated routine salary and wage adjustments.

Verteran Services/Claims Assistance & Counseling

ACCOUNT NUMBER: 001-390-553

PROGRAM EXPENDITURE DETAIL

Object Code	Account Description	FY 00/01	FY 01/02	FY 02/03 Requested			FY 02/03 Budget		ARB
		Actual	Adopted	NIT	Change	Total	NIT	Change	
51200	Salaries & Wages	\$124,369	\$124,294	\$133,117	\$4,823	\$137,940	\$133,117	\$4,823	\$137,940
51300	Other Salaries		4,420						
52100	FICA Taxes	9,358	9,508	10,183	397	10,580	10,183	397	10,580
52200	Retirement	13,360	13,244	10,441	397	10,838	10,441	397	10,838
52300	L & H Insurance	9,607	17,116	7,235		7,235	7,235		7,235
52400	Workers' Comp.	486	497	512	57	569	512	57	569
TOTAL PERSONAL SERVICES		\$157,180	\$169,079	\$161,488	\$5,674	\$167,162	\$161,488	\$5,674	\$167,162
54000	Travel & Per Diem	295	660	960		960	960		960
54100	Communication	1,086	1,200	1,120		1,120	1,120		1,120
54200	Postage	394	700	600		600	600		600
54400	Rentals & Leases	983	1,080	1,080		1,080	1,080		1,080
54600	Repair & Maint.		180	180		180	180		180
54700	Printing & Binding	50	50	50		50	50		50
54900	Other Current Chg.		50	50		50	50		50
55100	Office Supplies	1,578	900	900		900	900		900
55200	Operating Supplies	850	400	400		400	400		400
55400	Bks, Pubs, & Memb.	359	405	405		405	405		405
55401	Training	2,822	3,100	3,100		3,100	3,100		3,100
TOTAL OPERATING EXPENSES		\$8,417	\$8,725	\$8,845		\$8,845	\$8,845		\$8,845
PROGRAM TOTAL		\$165,597	\$177,804	\$170,333	\$5,674	\$176,007	\$170,333	\$5,674	\$176,007

PROGRAM STAFFING DETAIL

STAFFING TABLE	FY 00/01	FY 01/02	FY 02/03 Requested			FY 02/03 Budget		ARB
	Actual	Adopted	NIT	Change	Total	NIT	Change	
Veteran Services Coordinator	1.00	1.00	1.00		1.00	1.00		1.00
Veteran Services Specialist	1.00	1.00	1.00		1.00	1.00		1.00
Administrative Associate IV	1.00	1.00	1.00		1.00	1.00		1.00
Administrative Associate II	1.00	1.00	1.00		1.00	1.00		1.00
Total	4.00	4.00	4.00		4.00	4.00		4.00