

Public Services

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Veteran Services

Organizational Code: 001-390-553

Mission Statement

The mission of Veteran Services is 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.

Advisory Board

County Veterans' Service Officers' Association of Florida Executive Committee; State of Florida Veterans Planning Group; Tallahassee-Leon County Transportation Disadvantaged Coordinating Board

Summary of Services Provided

1. Assist veterans and their dependents in filing claims for non-service connected pensions, service-connected disabilities and other benefits.
2. Assist veterans and their dependents in obtaining local medical treatment, transportation, necessary medicines, prosthetic items and adaptive equipment, and payment of medical bills.
3. Assist veterans and their dependents in filing for educational benefits at universities, junior colleges, vocational institutions, correspondence courses and job training.
4. Assist veterans in obtaining VA home loan information.
5. Assist veterans in obtaining military records, correcting military records and upgrading discharges.

Accomplishments

1. Expanded the Veteran Services website to incorporate common issues and problem resolution areas with links to outside agencies.
2. Incorporated management of the Leon County Board of County Commissioners Policy Number 03-18 - Grant to Active Duty Military Personnel.
3. Developed a plan to convert all paper records to an electronic format and archive paper records.
4. Revitalized the United Veterans working group (a local assembly of Federal, State and County veteran representatives addressing regional veteran issues).
5. Developed a nursing home reference book for those caregivers who need information for the transition to a long-term healthcare setting.

Current Year Notes

Overall, this program is recommended at a decreased funding level due to changes in Personal Services. Decreased Personal Services costs are a result of staffing changes and retirements. The increase in the Operating Budget is due to an increased funding level resulting from overall required departmental travel. Further recommendations include:

1. Training/certification trip required for use of VA Internet information program - \$2,500.

Out-Year Notes

There are no Budget Issues requested in FY2006 thru FY2009, with the exception of anticipated routine salary, wage and benefit adjustments.

Objectives / Performance Measures	Indicator	Units	FY 2003 Actual	FY 2004 Budget	FY 2005 Budget
• % of client VA claims processed within 7 working days	Input	%	100	95	95
• % of client VA appeals processed within 10 working days	Input	%	100	95	95
• % of veterans returning to reside in Leon County contacted within 10 days of notice from the Florida Department of Veterans' Affairs.	Input	%	100	100	100

**Leon County Government
Fiscal Year 2005 Budget**

Veteran Services

Organizational Code: 001-390-553

Budgetary Costs	FY 2003 Actual	FY 2004 Adopted	FY 2005 Continuation	FY 2005 Issues	FY 2005 Budget	FY 2006 Budget
Personal Services	181,429	182,473	167,826	0	167,826	175,163
Operating	8,188	9,959	11,081	2,500	13,581	13,581
Total Budgetary Costs	<u>189,617</u>	<u>192,432</u>	<u>178,907</u>	<u>2,500</u>	<u>181,407</u>	<u>188,744</u>
Funding Sources			FY 2003 Actual	FY 2004 Adopted	FY 2005 Budget	FY 2006 Budget
001 General Fund			189,617	192,432	181,407	188,744
Total Revenues			<u>189,617</u>	<u>192,432</u>	<u>181,407</u>	<u>188,744</u>
Staffing Summary	FY 2003 Actual	FY 2004 Adopted	FY 2005 Continuation	FY 2005 Issues	FY 2005 Budget	FY 2006 Budget
Administrative Associate II	1.00	1.00	1.00	0.00	1.00	1.00
Administrative Associate IV	1.00	1.00	1.00	0.00	1.00	1.00
Veterans Services Coordinator	1.00	1.00	1.00	0.00	1.00	1.00
Veterans Services Counselor	1.00	1.00	1.00	0.00	1.00	1.00
Total Full-Time Equivalents (FTE)	<u>4.00</u>	<u>4.00</u>	<u>4.00</u>	<u>0.00</u>	<u>4.00</u>	<u>4.00</u>