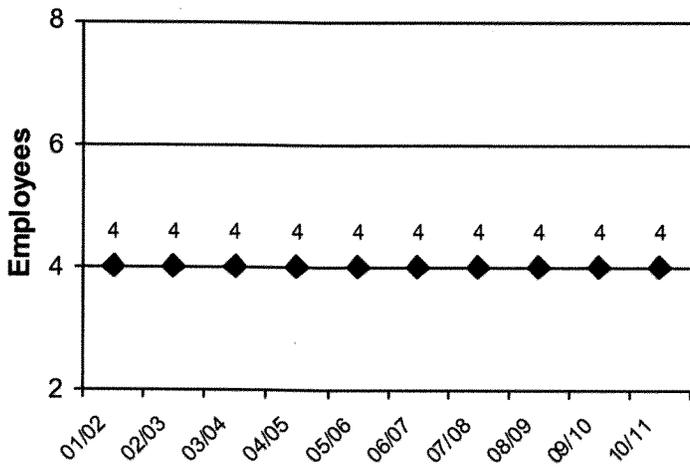


MISSION STATEMENT

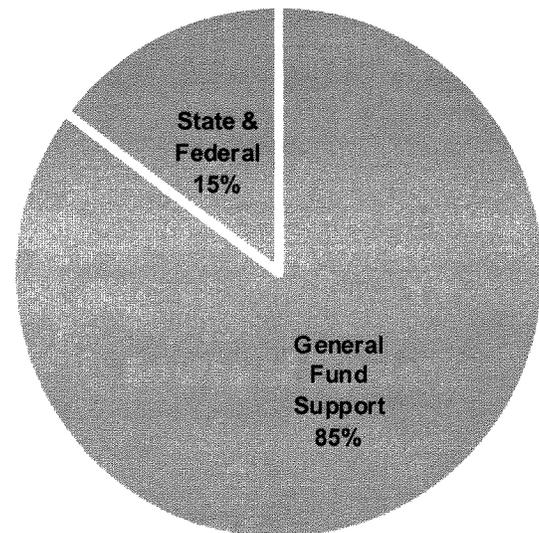
To advocate for veterans, their dependents and survivors by providing the latest information and services for them to receive monetary and medical entitlements.

<u>Financial Summary</u>	2008-09	2009-10	2010-11	2010-11	2010-11
	<u>Actual</u>	<u>Actual</u>	<u>Requested</u>	<u>Recommended</u>	<u>Adopted</u>
Intergovernmental Revenue	\$ 70,693	\$ 94,165	\$ 65,000	\$ 65,000	\$ 65,000
Other Revenues	0	5,334	0	0	0
**Total Revenue	\$ 70,693	\$ 99,499	\$ 65,000	\$ 65,000	\$ 65,000
Salary and Benefits	389,156	383,908	398,505	371,441	371,441
Services and Supplies	36,723	41,443	38,852	37,905	37,905
**Gross Expenditures	\$ 425,879	\$ 425,351	\$ 437,357	\$ 409,346	\$ 409,346
General Fund Support (G.F.S.)	\$ 355,186	\$ 325,852	\$ 372,357	\$ 344,346	\$ 344,346

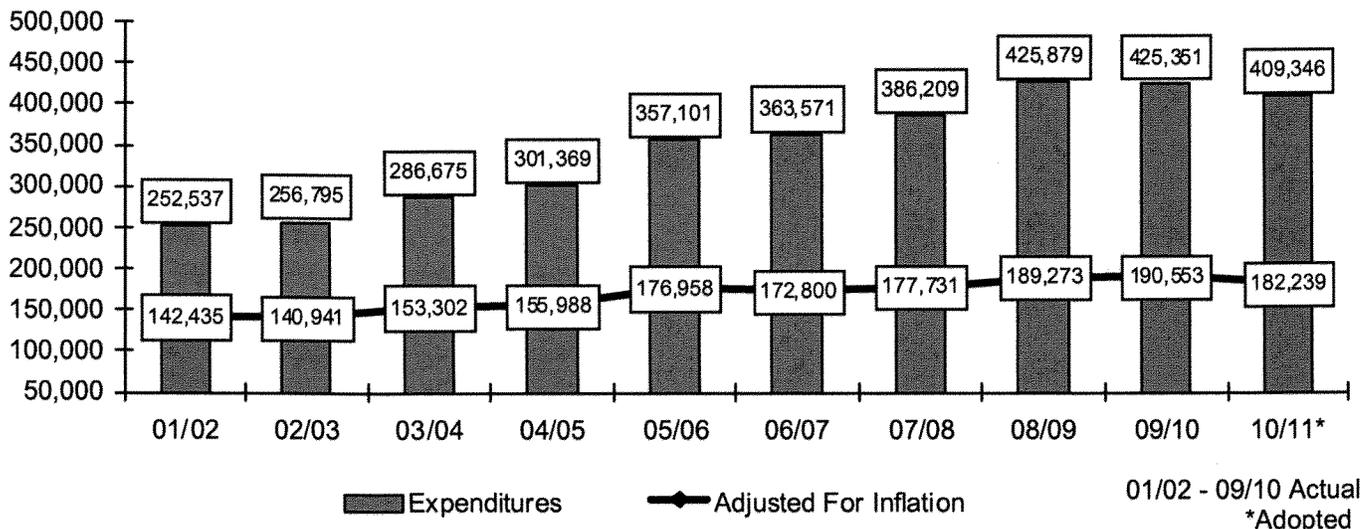
**Number of Employees
(Full Time Equivalent)**



Source of Funds



10 Year Expenditures Adjusted For Inflation



SERVICE PROGRAMS

Claims Filing and Pension Income Maintenance

Screen applicants for potential benefits, complete forms, collect documentation for potential claim filing, assist pension recipients in maintenance of income, and assist widows and children with entitlement claims.

Total Expenditures: \$274,262 Total Staffing (FTE): 2.68

College Fee Waiver Certificate

Process California Community Colleges, California State Universities or University of California tuition fee waivers for children of disabled veterans.

Total Expenditures: \$12,280 Total Staffing (FTE): .12

Information and Referral

Provide information to veterans and their families on changing rules and conditions at governmental agencies including the Federal Department of Veterans Affairs, Social Security Administration, local Department of Social Services, Public Guardian, Department of Health Services and others.

Total Expenditures: \$122,804 Total Staffing (FTE): 1.20

DEPARTMENT COMMENTS

The department provides advocacy and assistance to the County's approximate 26,000 men and women who served in the nation's armed forces, as well as their dependents and survivors. Assistance, such as claim filing, documentation and claim maintenance for monetary and health benefits, is essential in local, state or federal governments claims. The department advocates for these benefits by filling out and submitting the actual forms for benefits, as well as filing notices of disagreements and appeals if the benefits are not granted.

FY 2009-10 Key Accomplishments

Internal Business Improvements:

Obtained web access to the Veterans Administration's (VA) database to review claims/awards information on local veterans rather than using the toll free phone number. This enables us to spend less time making numerous phone calls each day with long waiting periods, thus allowing more time to work directly with the veterans. Continue with efforts to gain a higher level of access into the VA database which would provide more information in assisting our veterans.

Finance:

The department processed a significant increase in the number of veteran claims during the year resulting in a 15% revenue increase. Additionally, staff provided information to deploying California National Guard at Camp Roberts during the year with costs being covered from a \$30,000 grant from the California Department of Veterans Affairs. The department succeeded in obtaining new benefits to local veterans totaling \$2,500,000 last year.

Customer Service:

- a. The Veterans Administration has a requirement that all claims be processed within 10 working days of receipt; we currently are accomplishing this within 6 working days.
- b. Continued outreach efforts to deploying, returning and recently discharged veterans via mailers and briefings for these units. Also, we have attended various informational health and benefits fairs, briefed numerous local veterans groups, and sent out veteran educational benefit information to local high schools in an effort to increase awareness of program availability/benefits for dependents.

Learning and Growth:

- a. Attended training sessions throughout the year to remain current on the ever-changing laws that affect veterans and their claims; used this information to provide training for staff that resulted in consistency of claims filed by our office.
- b. Employees are notified of training/educational opportunities that are available to them and are encouraged to take full advantage of these opportunities.
- c. Provide staff training on software updates in an effort to improve overall department performance.

Major Focus for FY 2010-2011

The department will continue assisting the County's veterans in processing their claims with the Veterans Administration. We will be continuously exploring new options to make this the most efficient process possible. Major efforts for FY 2010-11 include:

Internal Business Improvements:

The department will be continuing to focus on developing additional software procedures and exploring new products in an effort to reduce the time required to process veterans claims.

Finance:

Small staff size and operating budget limit any financial changes for the department. The operating budget may increase if prevailing wage increases or other benefits are granted to employees. The department will also apply for the California Department of Veterans Affairs grant (noted above) if available this year.

Customer Service:

Continuous improvement will be focused on the following:

- a. Continue veteran outreach services to returning veterans and local veterans groups to inform them of veteran's benefits that are available.
- b. Continually update our web page that will assist veterans in obtaining information on benefits and services that are available.

Learning and Growth:

- a. Continue to attend annual veterans training conferences and have training sessions to provide staff with up-to-date information on veterans' issues.
- b. Provide staff training on new software technology in an effort to improve overall departmental performance.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

The FY 2010-11 recommended budget for Veterans Services provides for a reduction in General Fund support of 7% or \$28,602 compared to FY 2009-10 adopted levels. Overall, revenues are decreasing by 5% or \$3,500 due to the one-time use of funds from their trust account in FY 2009-10 to purchase computers and related equipment. The department's primary revenue, funds from the State, is increasing by \$5,500 or 9% over adopted FY 2009-10 levels. Expenditures overall are decreasing by 7% or \$32,102 over FY 2009-10 budgeted amounts. As a result of the retirement of the Veterans Services Officer, effective April 2010, the Board of Supervisors approved a reduction in the department head's salary resulting in a decrease of \$23,198 or 5% in salary and benefit accounts. Service and supply accounts are decreasing by 19% or \$8,904 primarily due to the one-time expenditure for computers and related equipment noted above.

BOARD ADOPTED CHANGES

None

GOALS/PERFORMANCE MEASURES

Department Goal: Provides veterans, their dependents, and survivors with advice on monetary, healthcare, insurance, and other government benefits.						
Communitywide Result Link: A healthy community.						
1. Performance Measure: Percentage of customer satisfaction surveys which rated the services performed by the Veterans Services Department as "satisfied" or "very satisfied".						
05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
100%	100%	100%	100%	100%	100%	100%
What: A customer satisfaction exit survey of randomly selected clients is conducted throughout the year to evaluate client satisfaction level. The department received over 300 surveys in fiscal year 2009-10.						
Why: Ensure high quality service and continually assess client needs.						

How are we doing? The surveys that the department receives back have consistently maintained a rating from clients of "satisfied" or "very satisfied". The department provided more than 3,000 office interviews and had over 15,000 phone calls during the year assisting veterans and their families. Due to the economic downturn, veterans have been applying for Veterans Administration benefits at a higher than normal rate. This is a continuation for the trend from FY 2008-2009 and is expected to continue at this level until the economy recovers. Comparable County data is not available.

Department Goal: Determine eligibility and file claims for monetary benefits (monthly disability, disability pension, death benefits) and healthcare benefits (medical, dental, vision, prosthetic devices) to ensure that eligible individuals receive the maximum benefit from entitled services.

Communitywide Result Link: A healthy community. A well governed community.

2. Performance Measure: Dollar amount in cash benefits secured for new monetary claims filed (monthly disability, disability pension, death benefits).

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
\$1,811,500	\$1,532,519	\$1,813,726	\$1,704,634	\$1,250,000	\$2,084,287	\$1,500,000

What: The total cash received by clients as a result of the efforts of the department.

Why: This illustrates the desired outcome of ensuring that clients receive maximum entitled benefit.

How are we doing? The total number of claims in FY 2009-10 remains constant with FY 2008-09 levels of activity where we saw a 20% increase in the number of claims processed. We are experiencing an increase in the total number and amount of the awards received for claims. Due to the economic downturn, we expect this level of activity to continue into next year. San Luis Obispo County veterans have approximately 600 new claims/appeals pending with the Veterans Administration at any given time. Comparable County data is not available.

Department Goal: Obtain free college tuition for eligible dependents of veterans (with service-related disabilities) by authorizing and processing College Fee Waivers with California Community Colleges, California State Universities, or University of California campuses.

Communitywide Result Link: A prosperous community.

3. Performance Measure: Dollar amount of college tuition saved by eligible dependents due to the College Fee Waiver Program (based upon state negotiated fees with colleges).

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
\$333,592	\$328,914	\$357,970	\$402,631	\$350,00	\$465,425	\$375,000

What: Money saved on tuition by eligible dependents.

Why: To maximize use of entitled benefits.

How are we doing? The State waives fees (California Universities/State Colleges/Colleges) for children of veterans who either have a service connected disability or were killed while on active duty. We had 135 students apply for and were granted this benefit. The amount of fees waived is dependent upon the type of higher learning institution that the student is attending. We are continuing our awareness outreach program with local high schools to ensure all eligible dependents are informed of this program. Comparable County data is not available.

Department Goal: Provide effective Veterans assistance to County veterans and families in a cost-effective manner.

Communitywide Result Link: A prosperous and well-governed community.

4. Performance Measure: Veterans Services expenses as a percentage of the County Budget.

05-06 Actual Results	06-07 Actual Results	07-08 Actual Results	08-09 Actual Results	09-10 Adopted	09-10 Actual Results	10-11 Target
.066%	.065%	.065%	.065%	.065%	.065%	.065%

What: This measure shows the relationship of County Veterans Services expenses to the County's budget by dividing the County Veterans Services net county cost by the County's total budget.

Why: County Veterans Services strives to keep costs as low as possible, while providing effective assistance to the County's more than 23,500 veterans and their families. The veterans are provided these services from three County Veterans Service Representatives and one Administrative Assistant.

How are we doing? County Veterans Services operating budget remains consistent with prior years. The veterans are provided these services by the Veterans Services Office staff of four which includes the department head, two Veterans Service Representatives and one Administrative Assistant.