

Comparitive Analysis with Other Counties

Obstacles:

- Counties vary in: Size, number of Veterans, Number of Veteran Service Officers
- Other counties have places they can refer clients to complete their claims, and their stated VA expenditures include claims process in ALL of the sources
- Most County Veteran Service Offices have anywhere from 1 Veteran Service Officer to 6 Veteran Service Officers

i.e.

Dallas County Veteran Service Office– has 9 places In their county to outsource/refer their clients to instead of doing the work themselves (VA Hospital, VA Clinic, Service Officer Organizations (DAV, American Legion, VFW, Vietnam Veterans of America, Order of the Purple Heart, TVC)

Bell County – has 10 plus additional places to outsource/refer their clients: Olin E Teague VA Hospital, Fort Hood Army Base , Service Officer Organizations (DAV, American Legion, VFW, Vietnam Veterans of America, Order of the Purple Heart, TVC, Women's Army Corp. Association, Darnell Army Hospital and a variety of clinics to process claims.

Comparative Analysis with Other Counties for most current available year:

<u>COUNTY</u>	<u>VETERANS</u>	<u>VA EXPENDITURES</u>	<u>Compen & Pension \$ PER VETERAN</u>
Johnson County has:	13,701	\$ 64,120,000.00	\$ 2,618.08
Brazoria County has:	25,633	\$ 119,722,000.00	\$ 2,427.80
Colin County has:	53,007	\$ 179,054,000.00	\$ 1,905.44
Denton County has:	44,004	\$ 177, 572,000.00	\$ 2,202.14
Parker County has:	11,075	\$ 51,024,000.00	\$ 2,780.67
Midland County has:	8,699	\$ 38,683,000.00	\$ 2,293.02
Montgomery County	38,226	\$ 155,904,000.00	\$ 2,236.01
Austin	2,288	\$ 8,846,000.00	\$ 3,866.25
Ellis	12,607	\$ 70,666.000	\$ 2,874.91
Hood	5,979	\$ 28,675,000.00	\$ 2,716.67

Johnson County Veterans at a Glance –

Johnson County Veteran Service Office Increased Workload

Johnson County has more than 14,000 Veterans (<i>not counting spouses/dependents</i>)	14,000
There were 77 Veterans Clients that passed away in 2014 (<i>dependent Claims</i>)	77
We have <u>994 Clients</u> (Veterans/Dependents) with OPEN CASES in our offices	994

WORKLOAD -Veteran Service Office in CLEBURNE:

Walk-In/Unscheduled Appointments: 5.1 each day OR 25.5 each Week	Yr. 1,326
Calls: 21 each day OR 105 each Week	Yr. 5,460
Scheduled Appointments: 1.6 Day OR 8 each week	Yr. 416

WORKLOAD -Johnson County Veteran Service Office in Burleson:

Walk-In/Unscheduled Appointments: 2 a day or 10 a week	Yr. 520
Calls: 7 each day OR 35 a week	Yr. 1,820
Scheduled Appointments: 1 each day or 5 a week	Yr. 260

WORKLOAD -Veteran Service Offices Grand Total

Walk-In/Unscheduled Appointments:	Yr. 1,846
Calls:	Yr. 7,280
Scheduled Appointments:	Yr. 676

NOTE: September 2014 - @ our Texas Statewide Training, was awarded the Outstanding Veteran Service Officer of the Year –Outstanding Achievement Award because of the successful volume of work accomplished in our Johnson County Veteran Service Office.

Breakdown of most current years JO CO Benefits for Johnson County Veterans

Total \$64,120,000.00

Compensation and Pension Claims \$35,870,000.00

Educational and Vocational Rehab and Employment Claims \$5,481,000.00

Insurance Claims \$437,000.00

Medical Care for our Veterans \$22,331,000.00

Johnson County Veteran Service Office
Administrative Clerk DUTIES

- * Cover front desk in main office, greeting and assisting all walk-in clients
- * Manage incoming and outgoing communications
- * Maintain Telecommunications Equipment and Systems
- * Assist clients with their questions
- * Make travel arrangements
- * Maintain computerized department log of clients and info.
- * Schedule all appointments for Cleburne and Burleson offices
- * Timely notify clients in writing of upcoming meetings and provide specific preparation instructions
- * Manage Director's schedule
- * Arrange and Assist with Meetings and Conferences
- * Making Travel Arrangements Maintain inter office correspondence
- * File and Update Federal and State law revisions.
- * Formulate written correspondence to clients, governmental agencies and medical facilities/teams
- * Create business documents using Microsoft Office applications (reports, letters, spreadsheets, drawings, slide shows), import and export data
- * Record keeping electronically and manually
- * Create and maintain form packets for distribution for benefits
- * Refer clients to government and local helps
- * Order/monitor all office supplies (Innoprise System)
- * Organize offices and all files
- * Organize and maintain office files and systems
- * Proof read all documents for distribution and teaching
- * Create maintain, organize word documents and excel spreadsheets
- * Report all IT problems and coordinate resolutions
- * Data Entry using VIMS (Veteran Information Management System) for all clients
- * Coordinate and resolve maintenance requests for all offices at all locations covering all equipment (multiple fax machines, copy machines, printers, scanners, phones and computers)
- * Assist the Director of Veterans Services with County, State, and Federal reports: research, gathering/interpreting data, creating charts, and handouts
- * Assist the Director of Veterans Services with off site visits, meetings and
Community Outreach
- * Originate and update client contact lists

Assistant County Veteran Service Officers - DUTIES

Provide each client with information/assistance/application/eligibility/scope of each specific benefit they may be entitled to including but not limited to the following:

VA HEALTHCARE (VA facilities as well as civilian for ChampVA clients)

- VA Health Care: Medical and Physical, all phases including Priority Groups, Eligibility/Enrollment/Claims/Reinstatement/Re-consideration and problems.
- VA State Home Care Placement and Eligibility
- Assistance obtaining durable medical equipment, home adaption for disabled Veterans and Prosthetics and Sensory Assistance

VA CLAIMS:

Inform and assist processing Traditional and Fully Developed VETERAN CLAIMS -inherited or initial. Interview and explain VA claims process, benefit eligibility, client process including legal responsibilities, necessary documentation, all required forms, assistance with application, obtaining required documentation and contact information for:

- Service Connected Medical and Monetary benefits
- Reinstatement of Benefits/Appeals for Service Connected Disabilities (original and secondary)
- Pension (income based)
- Benefits for: Aid and Attendance /Special monthly Payments/Bedridden
- Service CRSC/CRDP (Concurrent Disability Payments) Benefits from Department of Veterans Affairs and Department of Defense* Vocational Rehabilitation Benefits
- Vocational/Educational Counseling/Benefits (including Career Counseling, Montgomery GI Bill, Post 9/11 GI Bill, State Hazelwood Act, Chapter 38 benefits, Yellow Ribbon Program, Restoring GI Fairness Act of 2011 -training under Post 911 GI Bill etc.)
- Transfer of Entitlements
- Military Scholarships
- Work with incarcerated Veterans and their families to file for apportionments
- VEAP – Veterans Educational Assistance Program
- Vet Center Counseling (PTSD/Military Sexual Trauma)
- Clothing Allowance
- Fiduciary assistance
- Assistance for Homeless Veterans
- Assistance for Veterans seeking work
- Pension and Debt Management (healthcare or claim)
- Life Insurances: Service members Group Life Insurance, SGLI Traumatic Injury Protection, FSGLI Service members Group Life Insurance Family Coverage, SGLI Veterans Group Life Insurance and Extension, Accelerated Death Benefits, S-DVI Service-Disabled Veterans Insurance, Veterans Mortgage Life Insurance
- Re-entry claims
- Correct Military Records
- Locate and obtain Military medals, Service and civilian treatment records, Military Personnel Files
- Home Loans/Home Modification Loans
- Veterans Preference
- Securing claims Representative Power of Attorney

Surviving Spouse and Dependent Claims:

- Substitution Claims
- Bereavement Counseling
- Burial Benefits (in VA National Cemeteries/private cemeteries/Texas State Cemeteries Headstones, Medallions/In Memory of Markers- inscriptions

- Burial Flag and Presidential Memorial Certificates
- Death Pension
- VA State Home Care
- Healthcare Benefits (VA - ChampVA and DoD-TriCare)
- Restored Entitlement Program for Survivors
- Educational Benefits
- Enhanced Benefits (Housebound/Aid and Attendance)
- DIC (for Spouse, children or parents of Veteran)
- Burial Benefits: Expenses/Burial Allowance/Plot Allowance
- VA Home Loans/VA Home Modification Loans and Grants
- Care giver benefits

Children or Parents of Veterans

- DIC (Dependent Indemnity Compensation)
- Educational Benefits
- Medical Benefits
- Accrued Benefits

Texas State Veterans Benefits

- Property Tax discount
- License w/Veteran ID
- License Tag Discounts
- Obtain Special License Plate
- State Park Discount
- Commissary and Exchange Privileges, locations
- Fishing License Discount

Dir. Of Veteran Services/County Veteran Service Officer - DUTIES

Perform all Asst. Veteran Service Officer functions, in addition to the following:

All Department Head Duties- involving but not limited to: Budgets (monitoring, developing, presentations etc.), Personnel (supervise, time cards, hire/fire employees), establishing and maintaining department policies and current employee training/documentation (i.e. Incidence documentation/reports, Privacy and Security Information Awareness policy etc.), teach/monitor compliance with all policies, procedures and laws affecting our office and duties/responsibilities.

Securing and maintain professional credentials - maintain Certifications (training and examinations) plus successfully and timely complete additional educational requirements for Accreditation (currently seven courses with corresponding examinations plus completion of a multitude of corresponding forms (including verification documents and timely filing of Certification/Accreditation paperwork for myself and all certified employees).

Establish and maintain VA requirements for acceptance into VA Office Certification for Work Student Program. Develop and maintain working relationships with local educational facility reps to locate/hire/supervise/train VA Work Study Students and timely complete/file all required paperwork

Create and continually update all client handouts on various benefits and benefit methodology.

Verify and Certify Military Separation Documents

Conduct weekly teaching sessions for all Asst. VSO's to brief each on all current and relative additions/deletions/changes in Federal, State and County laws, procedures, policies and provide thorough description/explanation of each issue and explanation of their direct/indirect application (written and orally) to provide each VSO with working knowledge they can immediately apply.

Create, maintain and foster solid relationships by working closely with members of Congress, Texas State and local Political Representatives, State and Federal governmental facilities, hospitals (civilian and VA), local Veteran's Associations, Veterans Resource facilities, Community services with outreach

Be a strong advocate for our clients, assisting with a plethora of problems with obtaining benefits, military records or required documentation. Effectively resolve all disputes and differences involving clients and their benefits.

Represent our clients as Power of Attorney: create and submit required claims documentation, guide/prep clients, prepare and present their cases in hearings before the VA and Board of Veterans Appeal.

Create, maintain and utilize all pertinent office handouts (for employees and clients)

Create and maintain up-to-date contact data on:

- Every governmental entity that interfaces with us or Veterans and their families
- Private parties interacting favorably with or for our Veterans

Community outreach, public speaking to teach and inform community groups on available Veteran/Survivor/Dependent benefits using effective tools I have developed, and available literature.