

DISABLED VETERANS' SERVICE OFFICE

Enabling Laws

Act 24 of 2012

History and Organization

This Agency is dedicated to a single purpose: building better lives for disabled veterans, their families and survivors. The Disabled Veterans' Service Office is located within the Disabled American Veterans (DAV), VA Regional Office, Building 65, Room 121, 2200 Fort Roots Drive, North Little Rock, Arkansas.

Act 376 of 1951 provided appropriation to be expended by the Disabled Veterans' Service Office to assist such claimants in preparation of their claims for benefits from federal, state and local agencies. We have a long history of advocacy and successful representation of veterans and their dependents seeking benefits and services from the Department of Veterans' Affairs (VA) and other governmental agencies. In keeping with the purpose of our creation, we are required to develop and prosecute claims in writing, in person, and by video/teleconferencing with the agencies, which serve our clients.

Our effort to realize our purpose expands well beyond the office and extends deep within the veterans community through our Mobile Service Office Program. This outreach program was designed so that many disabled veterans, who are unable to physically travel to our office, can still obtain claim assistance when our Mobile Service Office (MSO) is in their area.

The Disabled Veterans Service Office assists claimants in filing for the following benefits:

- | | | |
|--------------------------------|-----------------------------|---|
| 1. VA Compensation | 11. Hospitalization | 21. Pre-COVA preparation |
| 2. VA Pension | 12. Discharge Upgrade | 22. Reimbursed Medical Expenses |
| 3. Education & Training | 13. TAP/DTAP | 23. EEOC recoveries |
| 4. Vocational Rehabilitation | 14. Injuries from treatment | 24. REPS benefits |
| 5. Aid & Attendance Allowance | 15. Injuries from training | 25. Soldiers & Sailors Civil Relief Act |
| 6. VA Clothing Allowance | 16. Military Retirement | 26. Arkansas State benefits |
| 7. Automobile Grants | 17. CRSC/CRDP | 27. U.S. Insurance Programs |
| 8. Housing Grants | 18. Dependency Benefits | 28. Widow's Benefits |
| 9. Waivers for VA Overpayments | 19. Domiciliary Entrance | 29. Burial Assistance |
| 10. ChampVA Benefits | 20. Relief from VA co-pays | 30. Unemployment Compensation |

Agency Commentary

The Disabled Veterans' Service Office is responsible for ascertaining benefits for Arkansas' veterans, their families and survivors. This service is accomplished by carrying out the following tasks: assisting claimants in completing any necessary paperwork; submitting applications, evidence, and other documents to the appropriate agency; explaining laws; advising and providing benefit information; assisting in procuring and presenting evidence to support claims; conducting in-depth reviews of medical histories, explaining decisions rendered; preparing appellate briefs; and personally representing claimants in formal hearings before the Board of Veterans Appeal.

FY2014 and FY2015 Base level appropriation and general revenue funding consists of \$33,567 in Regular Salaries with related Personal Services Matching for one (1) Administrative Specialist I position, Operating Expenses and Conference & Travel Expenses.

The Disabled Veterans Service Office will maintain all past services rendered as referenced in the History and Organization Section of this presentation and continue to seek new and innovative methods to provide extended service to our clientele. Maintaining the current level of activity, the Agency brings over \$205 million into the State on a biennial basis. Additionally, volunteer hours provide service work of over \$480,000 to the State's citizens, and the fifteen (15) vans donated for use to the Department of Veterans Affairs saves Arkansas' veterans over \$567,000 in transportation costs on a biennial basis.

Audit Findings

DIVISION OF LEGISLATIVE AUDIT
AUDIT OF :
DISABLED VETERANS SERVICE OFFICE
FOR THE YEAR ENDED JUNE 30, 2011

Findings

None

Recommendations

None

State Contracts Over \$25,000 Awarded To Minority Owned Businesses Fiscal Year 2012

None

Employment Summary

	Male	Female	Total	%
White Employees	0	1	1	100 %
Black Employees	0	0	0	0 %
Other Racial Minorities	0	0	0	0 %
Total Minorities			0	0 %
Total Employees			1	100 %

Publications

A.C.A. 25-1-204

Name	Statutory Authorization	Required for		# of Copies	Reason(s) for Continued Publication and Distribution
		Governor	General Assembly		
None	N/A	N	N	0	N/A

Agency Position Usage Report

FY2010 - 2011						FY2011 - 2012						FY2012 - 2013					
Authorized in Act	Budgeted			Unbudgeted Total	% of Authorized Unused	Authorized in Act	Budgeted			Unbudgeted Total	% of Authorized Unused	Authorized in Act	Budgeted			Unbudgeted Total	% of Authorized Unused
	Filled	Unfilled	Total				Filled	Unfilled	Total				Filled	Unfilled	Total		
1	1	0	1	0	0.00 %	1	1	0	1	0	0.00 %	1	1	0	1	0	0.00 %

Analysis of Budget Request

Appropriation: 052 - Disabled Veterans - State Operations

Funding Sources: HUA - Miscellaneous Agencies Fund

The Disabled Veterans Service Office offers assistance to veterans in the preparation of their claims to the U.S. Government for compensation and other benefits, and is primarily supported by the Disabled American Veterans Service Office. The Office also provides transportation services to veterans for outpatient appointments when no other options are available. The State provides appropriation and general revenue funding for one clerical position, as well as for Operating Expenses and Conference & Travel Expenses.

Base Level Regular Salaries and Personal Services Matching includes Career Service payments for eligible employees. Personal Services Matching also includes a \$20 increase in the monthly contribution for State employee's health insurance for a total State match per budgeted employee of \$410 per month. Base Level salaries and matching do not include appropriation for a Cost of Living Adjustment or Merit Pay Increases.

The Agency Request of Base Level for FY14 and FY15 includes \$33,567 each year for 1 position.

The Executive Recommendations provides for the Agency Request.

Appropriation Summary

Appropriation: 052 - Disabled Veterans - State Operations

Funding Sources: HUA - Miscellaneous Agencies Fund

Historical Data

Agency Request and Executive Recommendation

Commitment Item		Historical Data			Agency Request and Executive Recommendation			Agency Request and Executive Recommendation		
		2011-2012 Actual	2012-2013 Budget	2012-2013 Authorized	2013-2014			2014-2015		
					Base Level	Agency	Executive	Base Level	Agency	Executive
Regular Salaries	5010000	20,662	21,688	23,216	21,827	21,827	21,827	21,827	21,827	21,827
#Positions		1	1	1	1	1	1	1	1	1
Personal Services Matching	5010003	9,053	9,427	9,363	9,712	9,712	9,712	9,712	9,712	9,712
Operating Expenses	5020002	870	1,304	1,304	1,304	1,304	1,304	1,304	1,304	1,304
Conference & Travel Expenses	5050009	0	724	724	724	724	724	724	724	724
Professional Fees	5060010	0	0	0	0	0	0	0	0	0
Data Processing	5090012	0	0	0	0	0	0	0	0	0
Capital Outlay	5120011	0	0	0	0	0	0	0	0	0
Total		30,585	33,143	34,607	33,567	33,567	33,567	33,567	33,567	33,567
Funding Sources										
General Revenue	4000010	30,585	32,939		33,567	33,567	33,567	33,567	33,567	33,567
Merit Adjustment Fund	4000055	0	204		0	0	0	0	0	0
Total Funding		30,585	33,143		33,567	33,567	33,567	33,567	33,567	33,567
Excess Appropriation/(Funding)		0	0		0	0	0	0	0	0
Grand Total		30,585	33,143		33,567	33,567	33,567	33,567	33,567	33,567