DISABLED VETERANS' SERVICE OFFICE

Enabling Laws

Act 119 of 2016

History and Organization

The Disabled Veterans Service Office is responsible for ascertaining benefits for Arkansas' veterans, their families and survivors. The Agency is located within the Disabled American Veterans (DAV) National Service Office which is housed inside of the VA Regional Office, Building 65, Room 121 at 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.

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

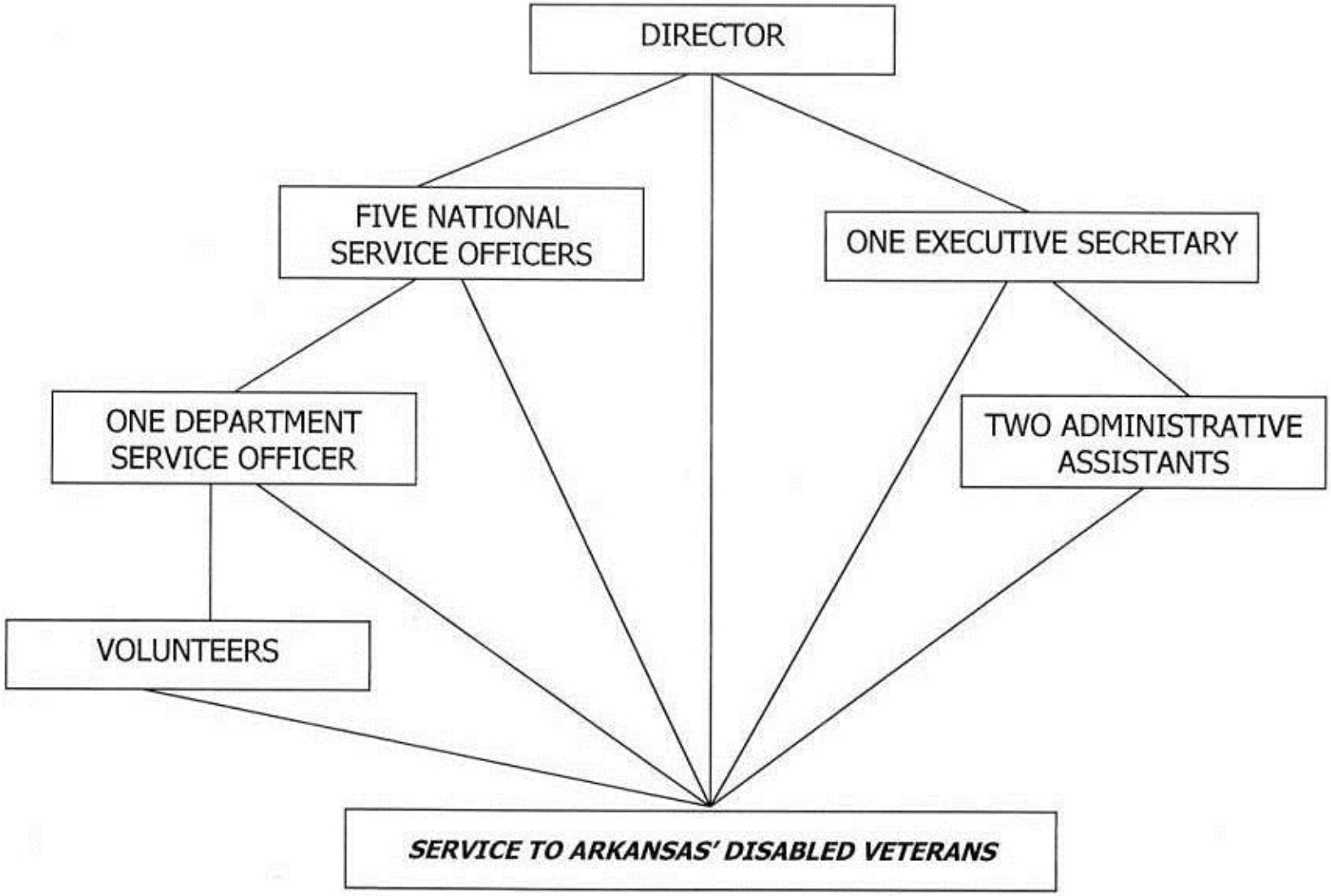
1. VA Compensation
2. VA Pension
3. Education & Training
4. Vocational Rehabilitation
5. Aid & Attendance Allowance
6. VA Clothing Allowance
7. Automobile Grants
8. Housing Grants
9. Waivers for VA Overpayments
10. ChampVA Benefits
11. Hospitalization
12. Discharge Upgrade
13. TAP/DTAP
14. Injuries from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

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.

This Agency is also responsible for conducting the Service Officer Training Conference, an annual event that enables all Department Service Officers (DSOs) and Chapter Service Officers (CSOs) the opportunity to become certified, or recertified, for coverage under the National Organization's Indemnification of the Department and Chapter Service Programs. Once certified, these service officers may assist this Agency in providing benefit information to claimants and helping claimants to prepare claims for submission to VA. The training is designed to enhance the knowledge and professionalism of the DSOs and CSOs and will help the Agency offer the best service possible to our claimants. Over 100 service officers receive certification on a biennial basis.

Many of Arkansas' disabled veterans take advantage of our Transportation Network that is administered by our Department Office. A host of volunteers work under our Transportation Network to transport sick and disabled veterans to and from VA medical facilities for treatment. The majority of the veterans who use this program are seeking care for their service-connected disabilities. Others have limited resources, are too ill to drive, or may have no access to public transportation.


DIRECTOR
FIVE NATIONAL SERVICE OFFICERS
ONE EXECUTIVE SECRETARY
ONE DEPARTMENT SERVICE OFFICER
TWO ADMINISTRATIVE ASSISTANTS
VOLUNTEERS
SERVICE TO ARKANSAS' DISABLED VETERANS

Agency Commentary

As no additional requests are being presented at this time, the Disabled Veterans Service Office is seeking to continue appropriations at Base Level. This Agency will maintain all past services as declared in the History and Organization segment of this presentation.

Audit Findings

DIVISION OF LEGISLATIVE AUDIT
AUDIT OF :
DISABLED VETERANS SERVICE OFFICE

FOR THE YEAR ENDED JUNE 30, 2013

Findings	Recommendations
None	None

State Contracts Over $50,000 Awarded To Minority Owned Businesses Fiscal Year 2016

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. 25-1-201 et seq.

Name	Statutory Authorization	Required for		# of Copies	Reason(s) for Continued Publication and Distribution	Unbound Black & White Copies Produced During the Last Two Years	Cost of Unbound Copies Produced During the Last Two Years
		Governor	General Assembly				
None	N/A	N	N	0	N/A	0	0.00

Agency Position Usage Report

FY2014 - 2015						FY2015 - 2016						FY2016 - 2017					
Authorized in Act	Budgeted			Unbudgeted	% of Authorized Unused	Authorized in Act	Budgeted			Unbudgeted	% of Authorized Unused	Authorized in Act	Budgeted			Unbudgeted	% of Authorized Unused
	Filled	Unfilled	Total	Total			Filled	Unfilled	Total	Total			Filled	Unfilled	Total	Total	
1	1	0	1	0	0.00 %	1	1	0	1	0	0.00 %	1	0	1	1	0	100.00 %

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 include the continuation of the previously authorized 2017 Salaries and Career Service Payments for eligible employees. Personal Services Matching includes the monthly contribution for State employee's health insurance for a total State match per budgeted employee of $420 per month. Base Level salaries and matching do not include appropriation for a Cost of Living Adjustment or Merit Pay Increases.

The Agency's Base Level and total request is for appropriation of $33,853 each year of the 2017-2019 Biennium.

The Executive Recommendation 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					
		2015-2016	2016-2017	2016-2017	2017-2018			2018-2019		
Commitment Item		**Actual**	**Budget**	**Authorized**	**Base Level**	**Agency**	**Executive**	**Base Level**	**Agency**	**Executive**
Regular Salaries	5010000	18,503	21,827	22,045	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	9,041	9,875	9,994	9,998	9,998	9,998	9,998	9,998	9,998
Operating Expenses	5020002	866	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		28,410	33,730	34,067	33,853	33,853	33,853	33,853	33,853	33,853
Funding Sources										
General Revenue	4000010	28,410	33,730		33,853	33,853	33,853	33,853	33,853	33,853
Total Funding		28,410	33,730		33,853	33,853	33,853	33,853	33,853	33,853
Excess Appropriation/(Funding)		0	0		0	0	0	0	0	0
Grand Total		28,410	33,730		33,853	33,853	33,853	33,853	33,853	33,853