

# DISABLED VETERANS' SERVICE OFFICE

## Enabling Laws

Act 184 of 2014

## 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.

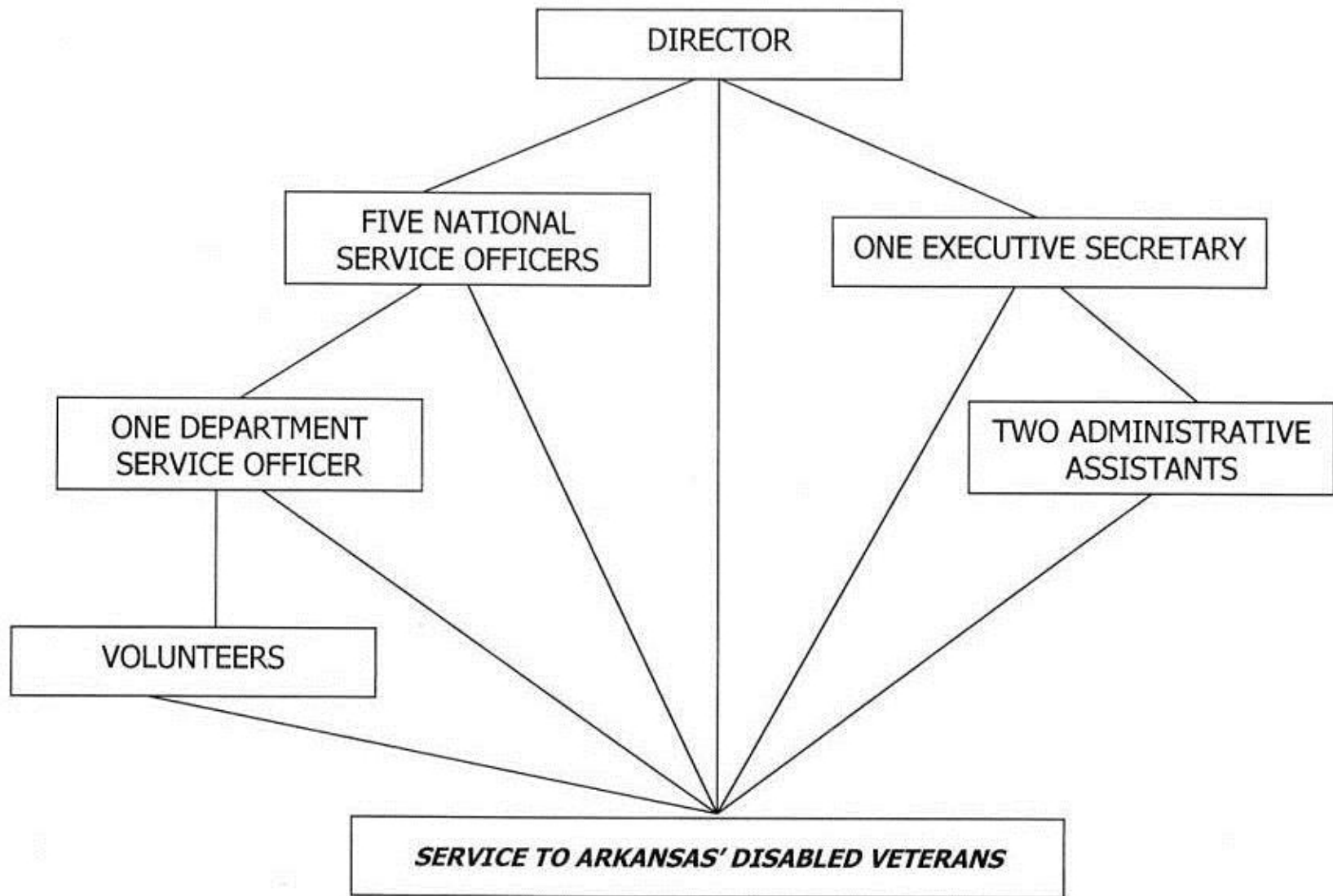
The Disabled Veterans Service Office assists claimants in filing for the following benefits:

- |                                |                             |   |
|--------------------------------|-----------------------------|---|
| 1. VA Compensation             | 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           |

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 the Department of Veterans' Affairs (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.



## **Agency Commentary**

The Disabled Veterans Service Office is dedicated to a single purpose: empowering veterans to lead high-quality lives with respect and dignity. We accomplish this by ensuring that veterans and their families can access the full range of benefits available to them and educating the public about the great sacrifices and needs of veterans transitioning back to civilian life.

The Agency is seeking to maintain operations with Base Level appropriations. We will continue all past services rendered as referenced in the History and Organization Section as we continue to seek new and innovative methods to provide extended service to our clientele.

## **Audit Findings**

DIVISION OF LEGISLATIVE AUDIT  
AUDIT OF :  
DISABLED VETERANS SERVICE OFFICE  
FOR THE YEAR ENDED JUNE 30, 2013

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Findings

Recommendations

None

None

## **State Contracts Over \$50,000 Awarded To Minority Owned Businesses Fiscal Year 2014**

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

FY2012 - 2013						FY2013 - 2014						FY2014 - 2015					
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 include continuation of the previously authorized 2015 1% Cost of Living Adjustment and Career Service Payments for eligible employees. Personal Services Matching also includes a \$10 increase in 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 Merit Pay Increases.

The Agency Request provides for Base Level for the 2015-2017 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

Commitment Item		Historical Data			Agency Request and Executive Recommendation			Agency Request and Executive Recommendation		
		2013-2014 Actual	2014-2015 Budget	2014-2015 Authorized	2015-2016			2016-2017		
					Base Level	Agency	Executive	Base Level	Agency	Executive
Regular Salaries	5010000	20,509	21,827	22,263	22,045	22,045	22,045	22,045	22,045	22,045
<b>#Positions</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
Personal Services Matching	5010003	9,549	9,807	9,807	9,994	9,994	9,994	9,994	9,994	9,994
Operating Expenses	5020002	1,097	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
<b>Total</b>		<b>31,155</b>	<b>33,662</b>	<b>34,098</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>
<b>Funding Sources</b>										
General Revenue	4000010	31,155	33,662		34,067	34,067	34,067	34,067	34,067	34,067
<b>Total Funding</b>		<b>31,155</b>	<b>33,662</b>		<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>
Excess Appropriation/(Funding)		0	0		0	0	0	0	0	0
<b>Grand Total</b>		<b>31,155</b>	<b>33,662</b>		<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>	<b>34,067</b>