

PROGRAM DESCRIPTION

Department of Public Safety

HB Section(s): 8.175

Program Name MVC Veterans Service Program

Program is found in the following core budget(s): Admin & Service to Veterans

1a. What strategic priority does this program address?

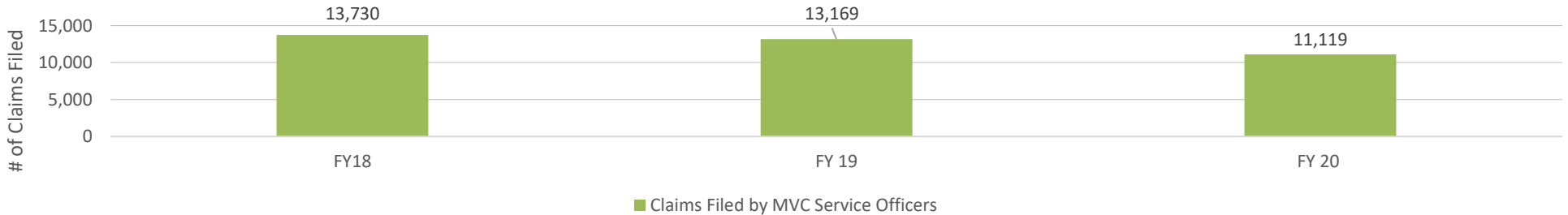
Protection and Service: Ensure Veterans and their families are identified and connected to services.

1b. What does this program do?

- The Veterans Service Program (VSP) is dedicated to securing benefits and entitlements to Veterans and their families by identifying and filing for benefits through the United States Department of Veterans Affairs (VA).
- The VSP has 44 Veteran Service Officers located throughout the state of Missouri. These officers are trained and accredited by the United States Department of Veterans Affairs (VA) to assist Veterans and their families with a wide-range of benefits.

2a. Provide an activity measure(s) for the program.

New Claims and Appeals Filed with US Dept. of Veterans Affairs



- Claims in above chart include Compensation, Pension (war time pension, widow pension, DIC), Increase Compensation, Education and Voc. Rehab, VA Medical Enrollment, Burial Allowance, Presidential Certificates, VA Home Loan Applications, Survivor Benefit Plans, Special Housing Grants, Vehicle Adaption Grants,

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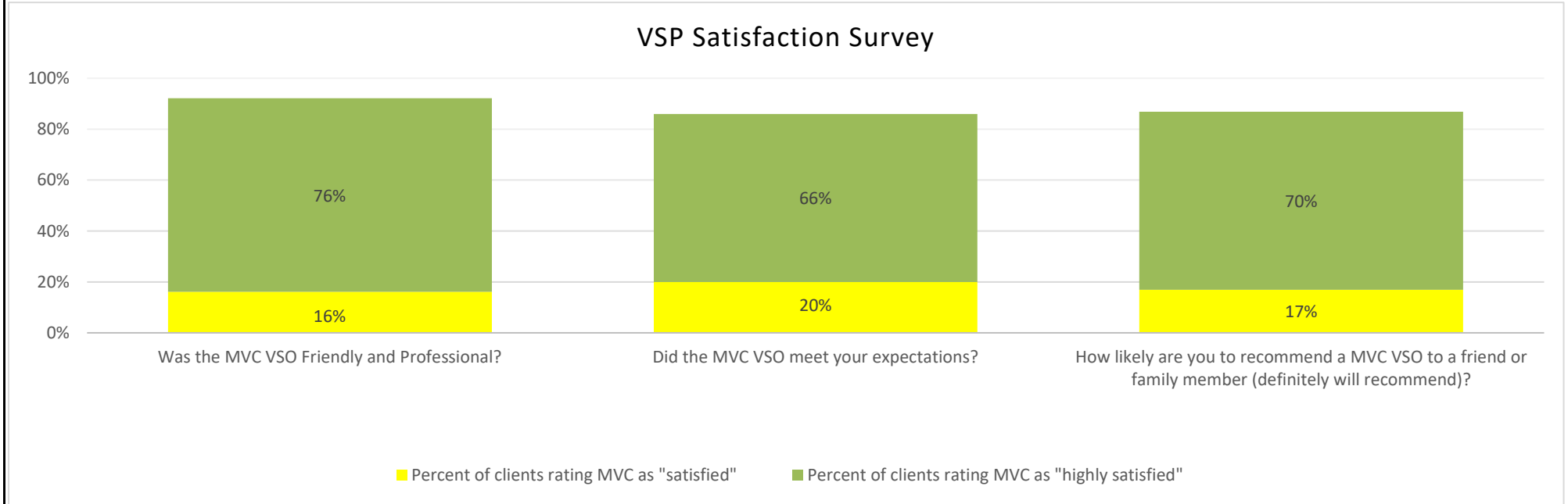
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2b. Provide a measure(s) of the program's quality.



- MVC uses an online customer satisfaction survey to measure program quality and satisfaction.

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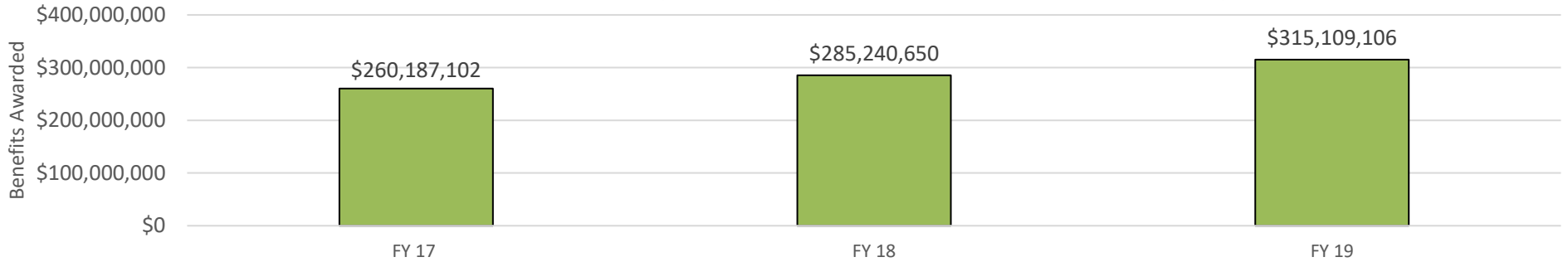
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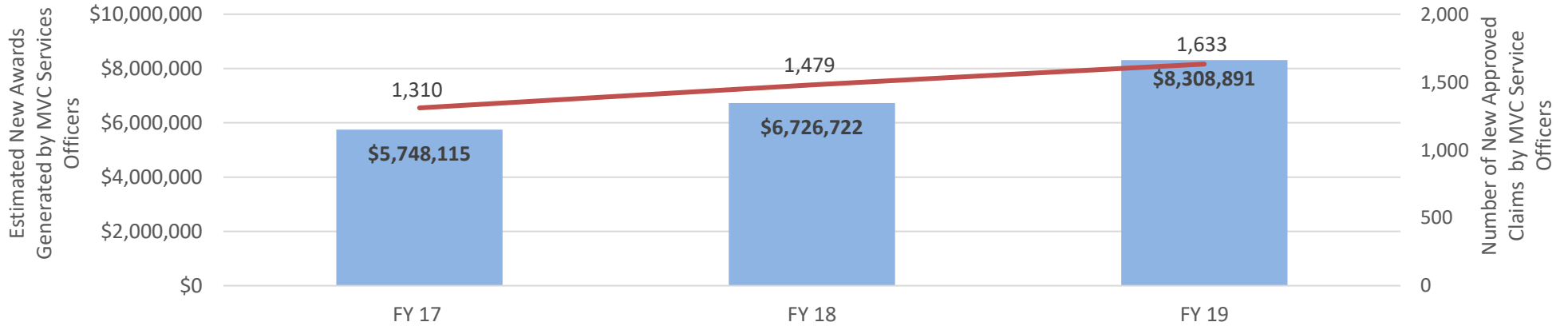
2c. Provide a measure(s) of the program's impact.

**Benefits Awarded to Missouri Veterans by MVC Service Officers (Compensation and Pension)
(New Awards and Claims and all previous year awards and claims concurrently)**



- Data reported by VA is specific to those claimants MVC holds Power of Attorney for and has filed a claim on their behalf.
- Awards depicted above are claims submitted by MVC Service Officers and include previous year awards and current year awards concurrently
- Compensation includes Service Connected Disability Claims and 1151 claims. Pension includes Needs-based pension, DIC, Survivor's Pension, Aide and Attendance, and Housebound.

Estimated New Awards and New Approved Claims (Compensation and Pension)



- New Award Estimates are based on data provided by the VA and are based on actual new monthly awards generated by a MVC Service Officer.

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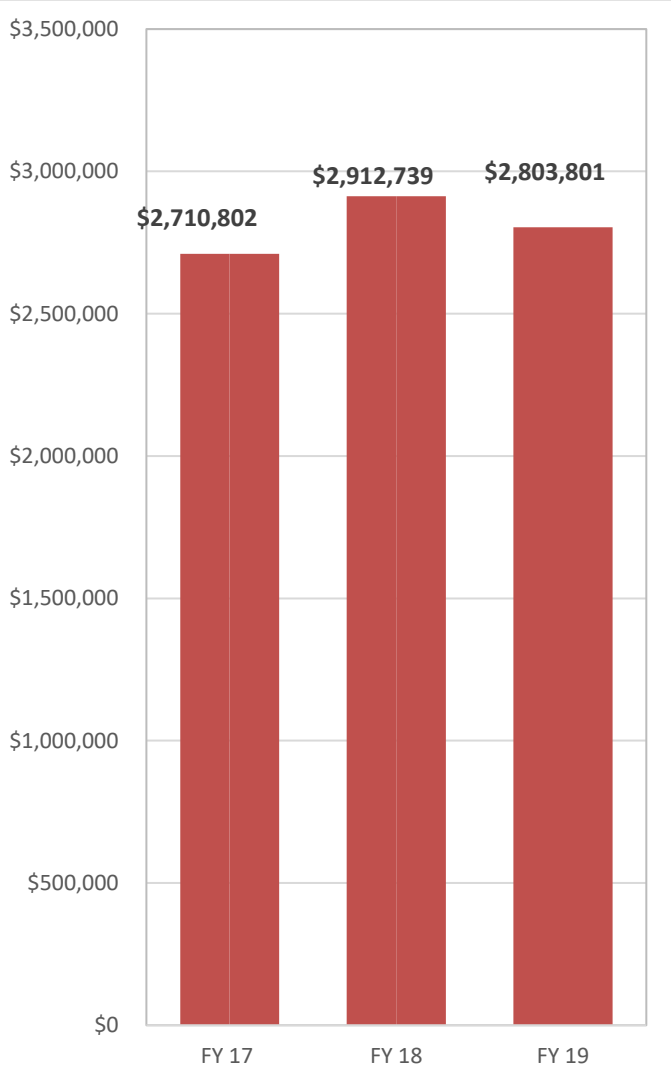
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2d. Provide a measure(s) of the program's efficiency.



Compensation and Pension Awards to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined



Return on Investment Ratio:

FY17: \$96 : \$1

FY18: \$98 : \$1

FY19: \$112 : \$1

Cash Benefits Received Into Missouri's Economy to Direct Cost for MVC Veterans Service Program

- Direct costs for MVC VSO program include Payroll, E&E, Fringe Benefits, and Leasing
- MVC receives report at end of federal fiscal year (Sept 30)-will update when we have new data

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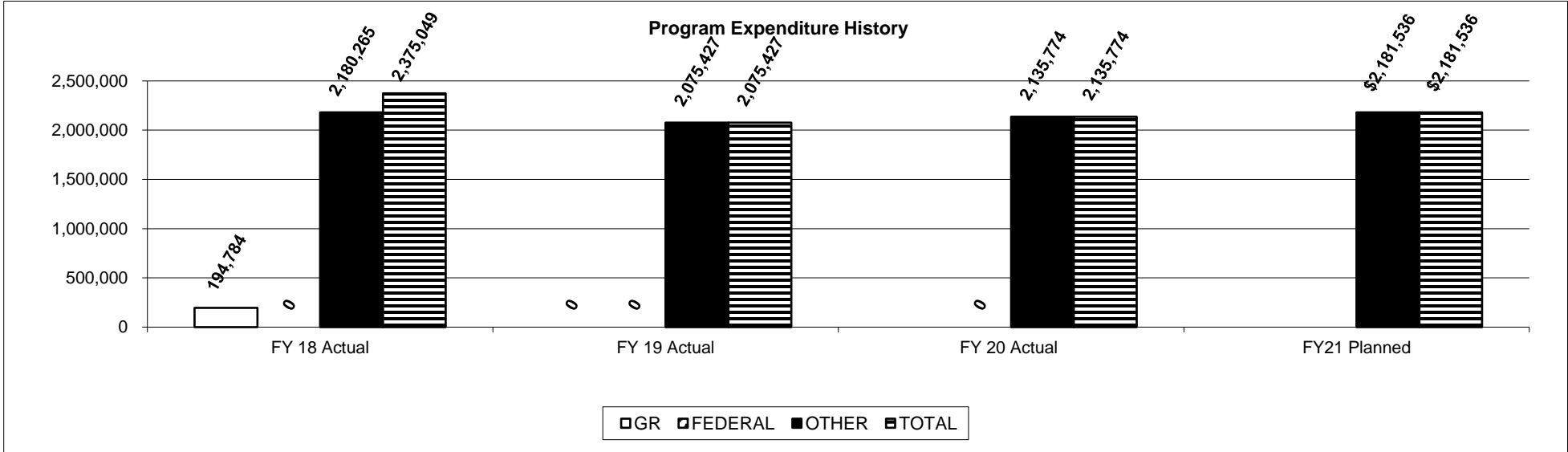
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Veterans Commission Capital Improvement Trust Fund (VCCITF); Veterans Homes Fund; Veterans Trust Fund

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 42, RSMo. The Veteran Services Program is required to assist Veterans in seeking various benefits under Section 42.007.5. This requirement includes: "Cooperating with the . . . United States Department of Veterans' Affairs and all federal and state offices legally concerned with and interested in the welfare of veterans and their dependents." (Sec. 42.007.5(4)). Veteran Service Officers are charged with working directly with the federal VA in helping Veterans and their families obtain their rightful federal benefits.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No