

**PROGRAM DESCRIPTION**

**Department of Public Safety**

**HB Section(s):** 8.180

**Program Name MVC Veterans Service Program**

**Program is found in the following core budget(s): Administration and Service to Veterans**

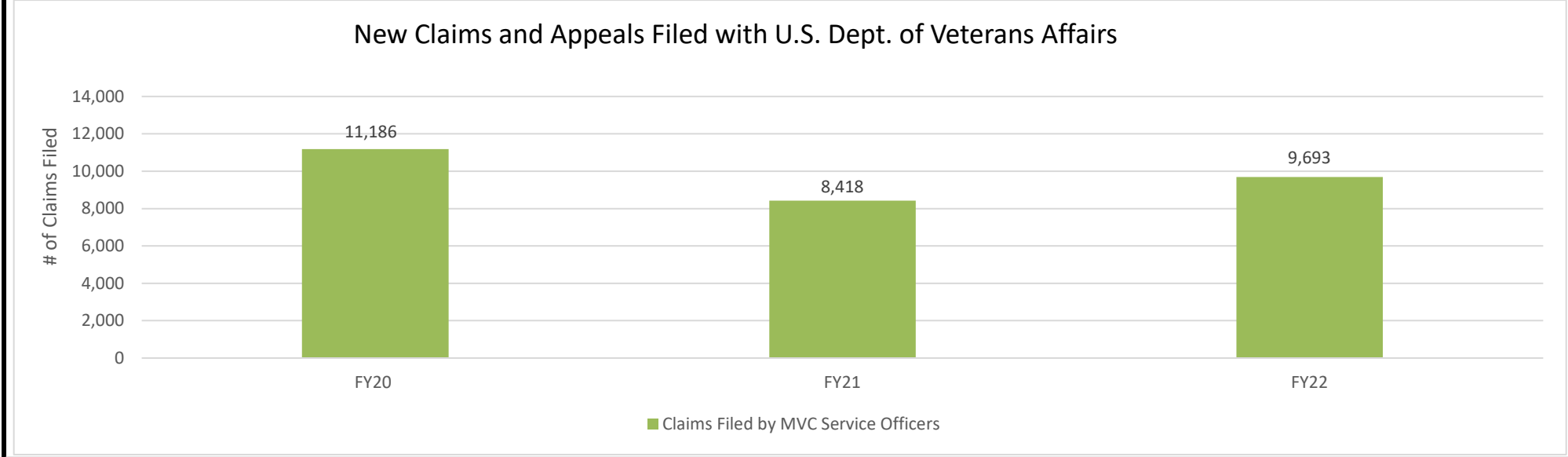
**1a. What strategic priority does this program address?**

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 Veteran Service Program has 49 Veteran Service Officers located throughout the state of Missouri. These officers are trained and accredited by the U.S. 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.**



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, Clothing Grants.

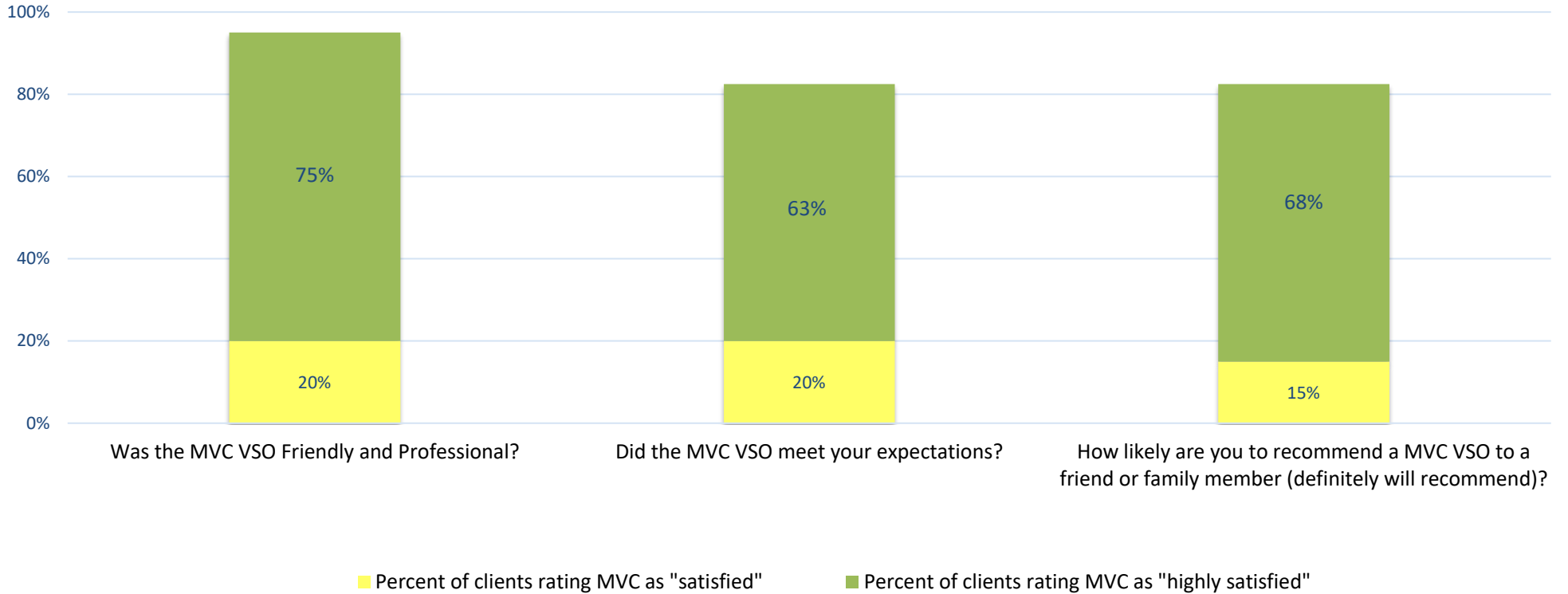
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**2b. Provide a measure(s) of the program's quality.**

VSP Satisfaction Survey Results



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

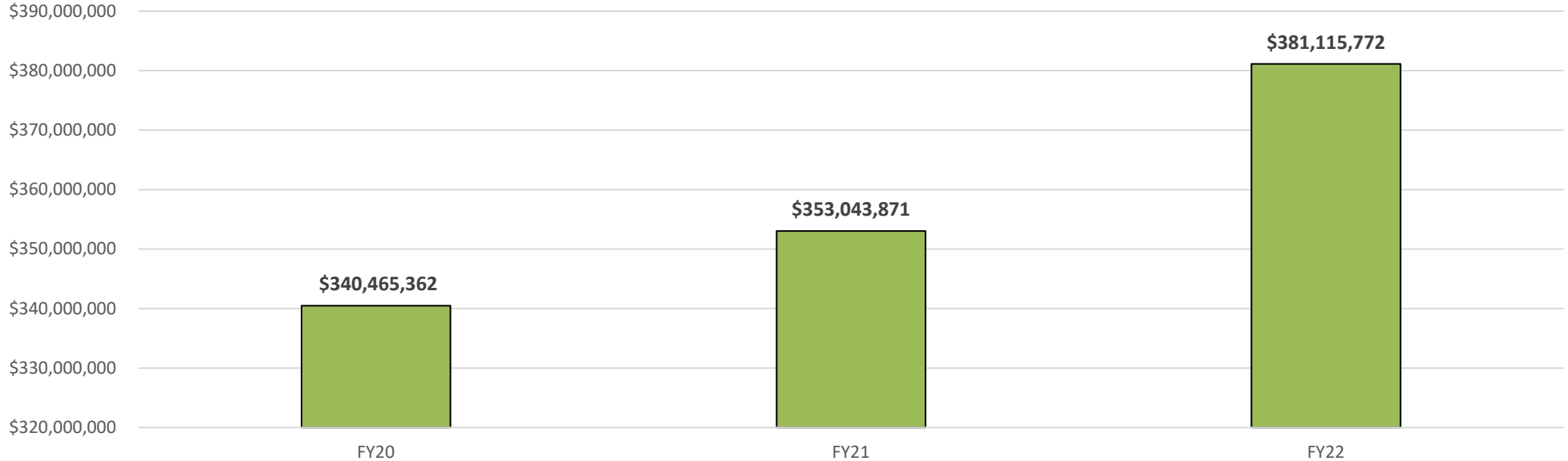
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**2c. Provide a measure(s) of the program's impact.**

Benefits Awarded to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined



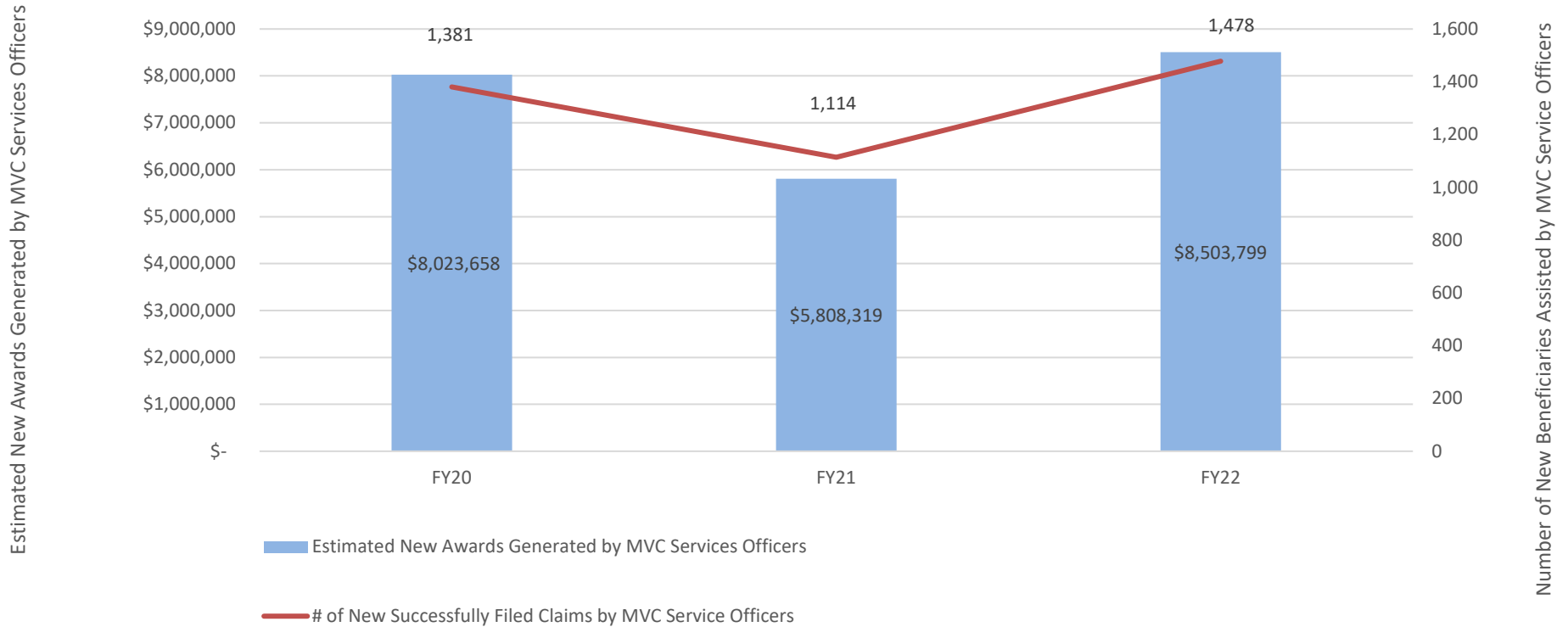
- Data reported by U.S. Dept. of Veterans Affairs is specific to those claimants MVC holds Power of Attorney for and has filed a claim on their behalf.
- Claims submitted by MVC Service Officers during Fiscal Years 20, 21, and 22 and all previous years combined, resulted in the awards shown above to Missouri Veterans or their beneficiaries.
- Compensation includes Service Connected Disability Claims and 1151 Claims. Pension includes needs-based pension, DIC, Survivor's Pension, Aide and Attendance, and Housebound.

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Estimated New Awards and New Beneficiaries by Fiscal Year



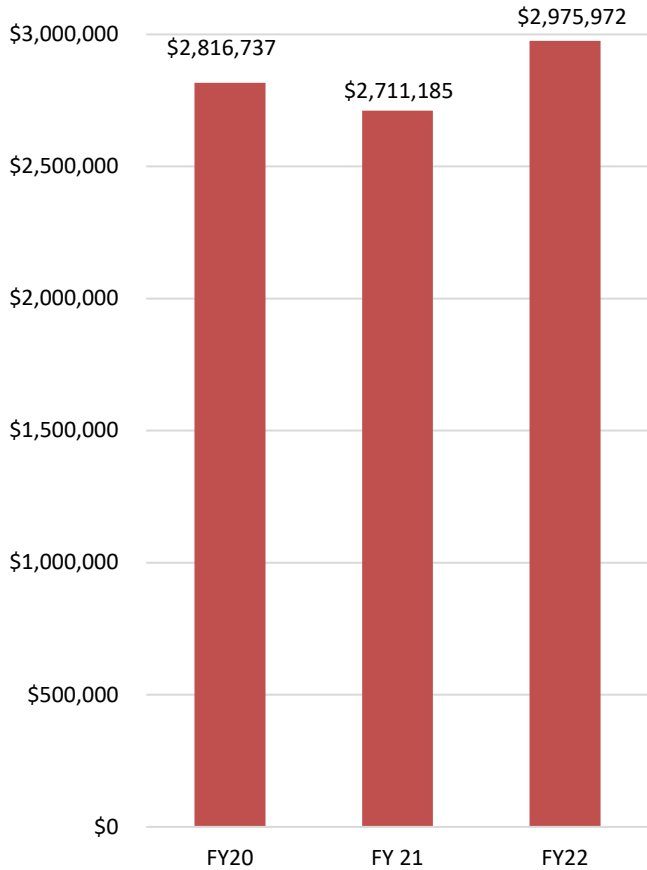
- New Award Estimates are based on data provided by the U.S. Dept. of Veterans Affairs and are based on actual new monthly awards generated by a MVC Service Officer during the given fiscal year. Types of claims included in the above Service Connected Disability Claims and 1151 Claims. Pension includes needs-

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

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Direct Cost for MVC VSO Program



Benefits Awarded to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined



**Return on Investment Ratio:**

**FY20: \$121 : \$1**  
**FY21: \$130 : \$1**  
**FY22: \$128 : \$1**

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

Direct costs for VSP program include PS, EE, Fringe Benefits, Utilities, and Leasing.

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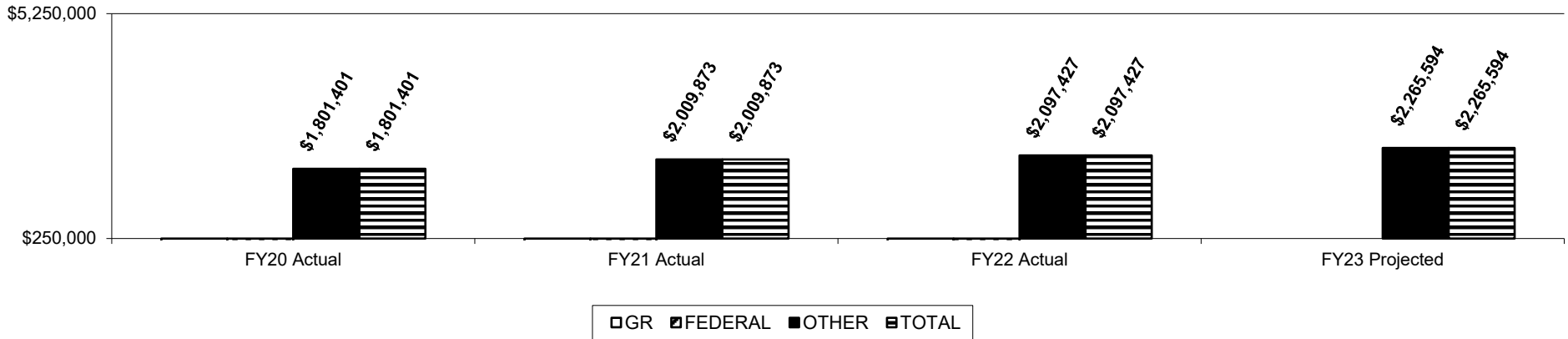
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

**Program Expenditure History**



- MVC VSP Program has received \$0 in General Revenue the last 4 fiscal years. MVC requires a stable, dedicated funding source for continued operations.
- Revenue from Missouri Gaming Commission decreased from \$30,461,720 in FY13 to \$8,778,240 in FY20 (71% decrease). FY22 transfers totaled \$12,426,578.
- Due to inflationary increases nationwide revenue has not and is not projected to return to pre-pandemic levels.

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

Veterans Commission Capital Improvement Trust Fund (VCCITF)

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