VETERANS AFFAIRS

MISSION STATEMENT

To honor the commitment and sacrifice of our veterans, military and their families, and promotes awareness of their contributions and unique challenges, Veterans Affairs identifies and obtains benefits and services through advocacy, outreach and education, thereby contributing to the quality of life and well being of our communities.

GOALS

EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE

PROMOTE STAFF TRAINING AND DEVELOPMENT

ORGANIZATIONAL CHART

Bill J. Moseley
Director
1.0 FTE

Administration
2.0 FTE

Veterans Services

San Bernardino
6.0 FTE

Chino
3.0 FTE

Victorville
6.0 FTE

DESCRIPTION OF MAJOR SERVICES

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential Department of Veterans Affairs (VA) beneficiary. The VA provides claims assistance, information and referral, advocacy, and outreach to county residents. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. County VA employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans’ community are concentrated in the following areas:

Claims Assistance
Provide benefits counseling, claim preparation, and development of material evidence. Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.

Information and Referral
Make referrals to other county departments, area homeless providers, emergency service providers, and state and federal agencies.

Advocacy
Provide individual advocacy, advocacy at the policy and legislative levels, and provide state and federal elected officials with technical assistance regarding veterans’ legislation.

Outreach
Conduct outreach to retirement homes, mortuaries, schools, military separation programs, and service organizations such as the American Legion, Disabled American Veterans, Veterans of Foreign Wars, Elks, Rotary, etc., for the purpose of informing the community of veterans’ benefits and services.

2008-09 SUMMARY OF BUDGET UNITS

<table>
<thead>
<tr>
<th>General Fund</th>
<th>Appropriation</th>
<th>Revenue</th>
<th>Local Cost</th>
<th>Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Affairs</td>
<td>1,488,402</td>
<td>349,250</td>
<td>1,139,152</td>
<td>18.0</td>
</tr>
</tbody>
</table>
GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**GOAL 1:** EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE THAT WILL PROMOTE THE HEALTH, WELL BEING, AND QUALITY OF LIFE TO ALL COUNTY VETERANS.

Objective A: Review customer service policy to ensure full commitment to our customers, which will require participation and support of all Veterans Affairs employees.

<table>
<thead>
<tr>
<th>MEASUREMENT</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
<th>2008-09 Estimate</th>
<th>2009-10 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A. Percentage of customer service surveys in which clients score their over-all satisfaction as &quot;Outstanding&quot; (an A grade).</td>
<td><em>87%</em></td>
<td><em>89%</em></td>
<td><em>90%</em></td>
<td>87%</td>
<td>90%</td>
</tr>
</tbody>
</table>

*Measurement amended to more accurately reflect A grades only instead of grades A and B as done in previous years.

**Status**
The department selected this objective recognizing that customer perception of our service is critical and also in an effort to stress the importance of customer service to our staff and other stakeholders alike. Customer feedback validates that the department consistently provides services of the highest caliber. The comments received from the department’s customer satisfaction surveys continue to be extremely positive.

**GOAL 2:** PROMOTE STAFF TRAINING AND DEVELOPMENT TO MAINTAIN UNITED STATES DEPARTMENT OF VETERANS AFFAIRS (USDVA) ACCREDITATION.

Objective A: Collaborate with other Southern California counties to conduct regional quarterly staff training.

<table>
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<th>2009-10 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A. Percentage of technical staff that will attend quarterly regional training.</td>
<td>88%</td>
<td>89%</td>
<td>100%</td>
<td>90%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Status**
A key element to providing excellent customer service is the technical proficiency of staff. San Bernardino and six other counties formed the Southern County Veterans Service Officers (CVSO) training consortium and currently meet quarterly at a central location to share in training and the exchange of ideas and information. This past year the CVSO training consortium had a number of trainers representing federal, state, and community based organizations, e.g., Consumer Affairs, Department of Rehabilitation, VA Pension Maintenance Center, VA Insurance Center, and VA Regional Offices in San Diego and Los Angeles. It is also strongly believed that additional training contributes to our overall customer satisfaction ratings and ensures that our customers receive the technically accurate service they deserve.

2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING
The department is not requesting any additional general fund financing for 2009-10.

2009-10 PROPOSED FEE ADJUSTMENTS
The department is not requesting any proposed fee adjustments for 2009-10.

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5525.