

House Committee on Veterans and Emergency Preparedness

February 23, 2017

County Veterans Services

Demystifying the Veterans Services System

▶ Objectives

- Understand Various Levels of VA
- Understanding State and Local Partnerships
- Discuss impacts of the current VBA Process

Introduction– About County Veterans Services

- ▶ We are not federal or state employees – we work for our respective Counties.
- ▶ We work to ensure that the federal VA delivers to our Veterans and active duty personnel the benefits to which they are entitled because of disabilities resulting from their military service to our country.

Introduction– Who we are

- ▶ County Veterans Service Officers are responsible for understanding laws and regulations pertaining to veterans' benefits.
- ▶ Accredited to represent at the Federal VA under “Powers of Attorney” through the Oregon Department of Veterans Affairs.
- ▶ We explain eligibility criteria for benefits and help veterans, surviving spouses, and children apply for benefits.



HOUSE COMMITTEE ON VETERANS AND EMERGENCY PREPAREDNESS
February 23, 2017

6.5%

WWII



8.5%

KOREA



37.2%

VIETNAM



25.9%

PEACETIME



15.3%

GULF WAR



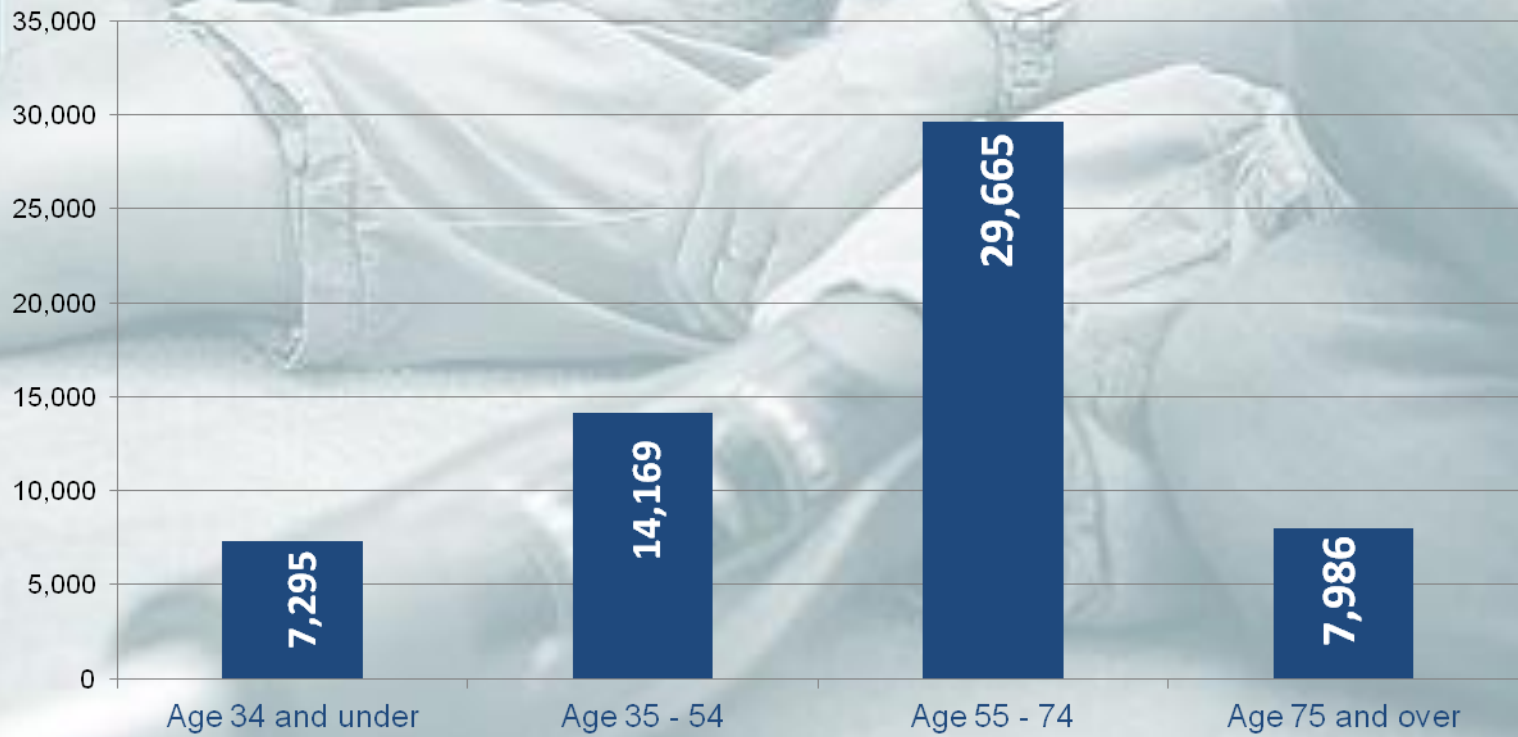
6.6%

IRAQ/AFGHANISTA

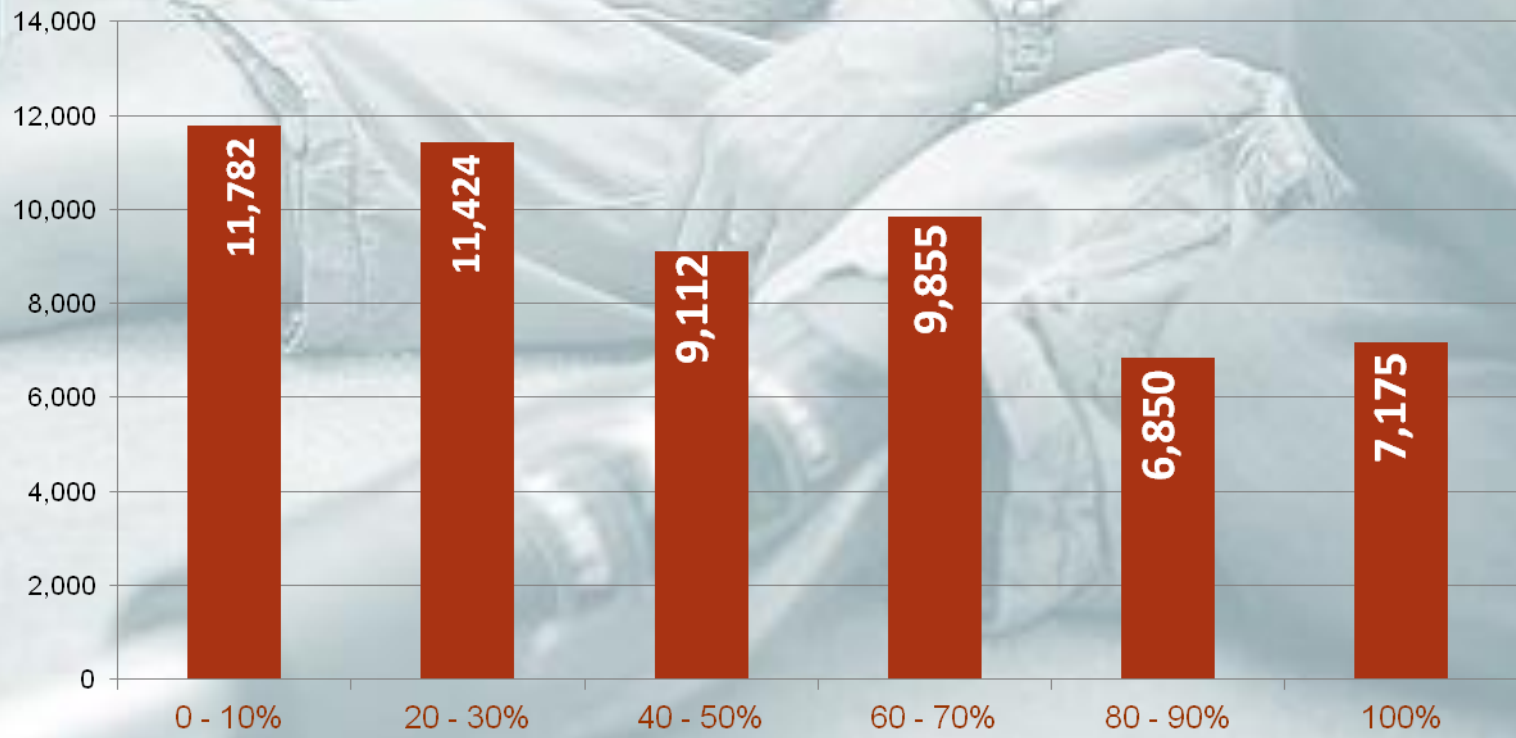


- VETERANS WHO ARE AGING**
- VETERANS WITH DISABILITIES**
- VETERANS WHO ARE STUDENTS**
- VETERANS WHO ARE WOMEN**
- VETERANS WHO LIVE IN RURAL COUNTIES**
- VETERANS WHO ARE MINORITIES**
- VETERANS WHO ARE MEMBERS OF TRIBAL COMMUNITIES**
- VETERANS WHO ARE JUSTICE INVOLVED**
- VETERANS WHO ARE HOMELESS**

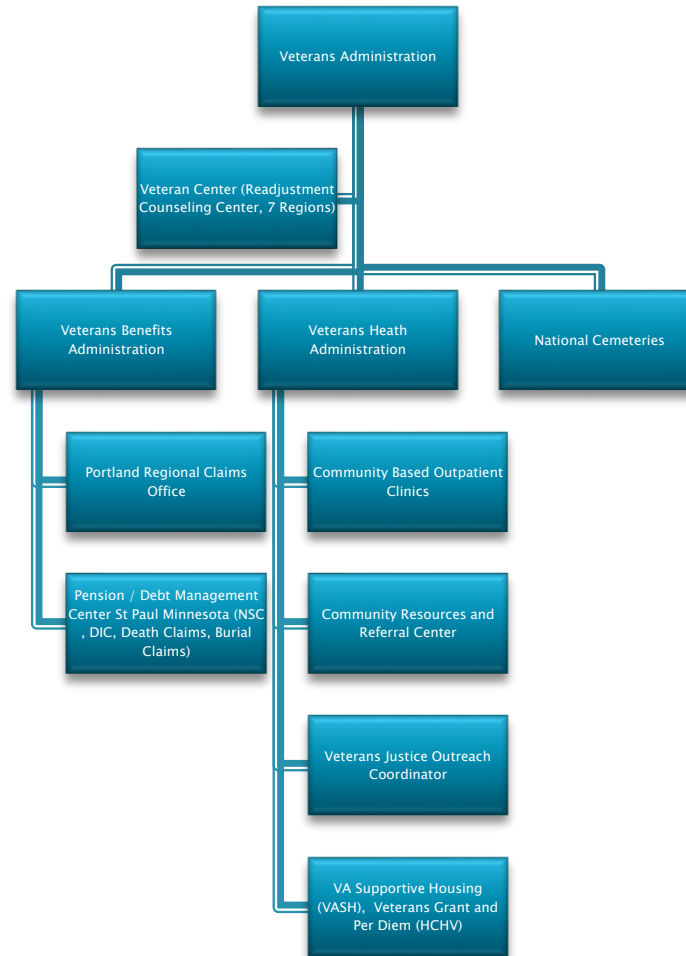
DISABLED VETERANS IN OREGON A CLOSER LOOK



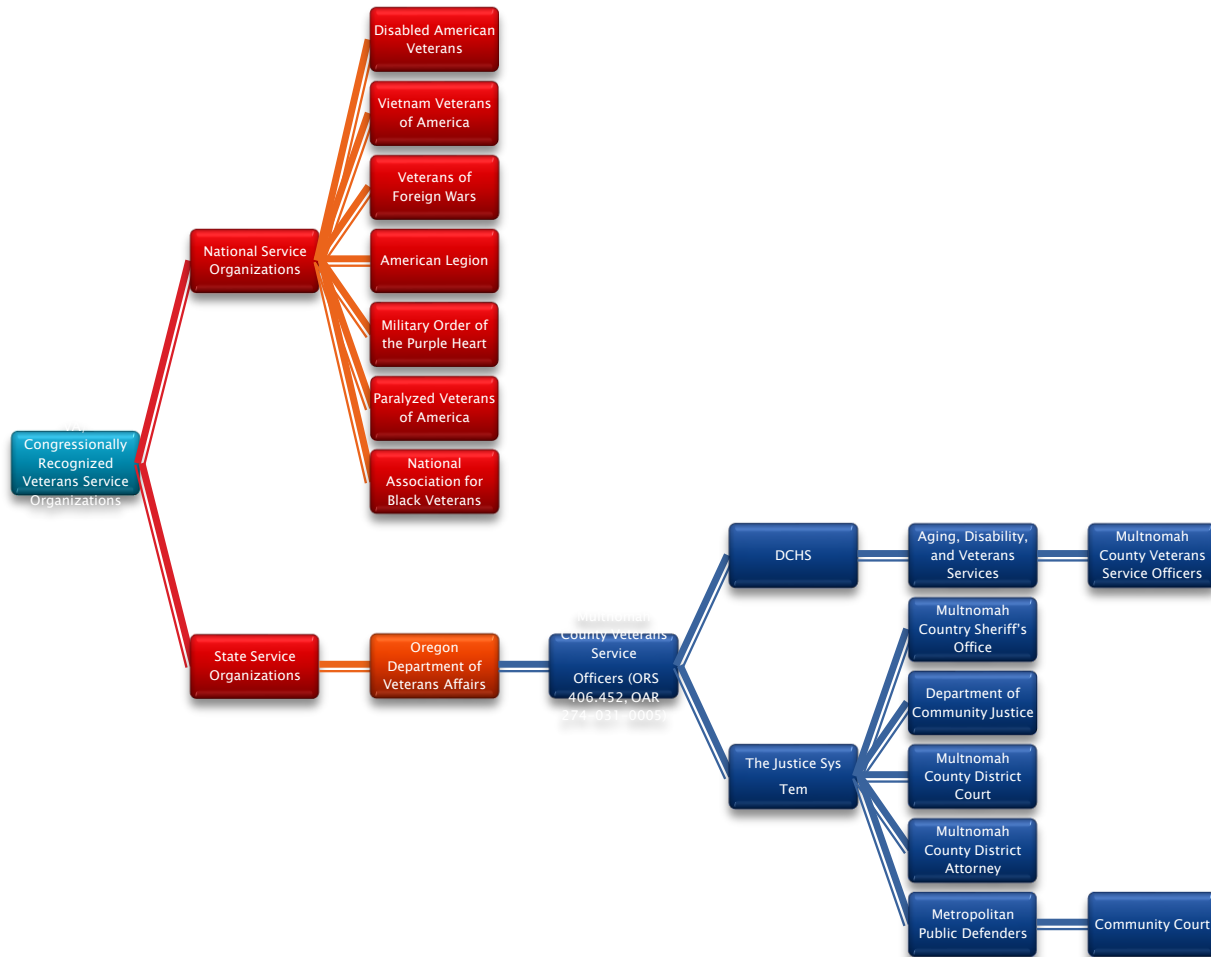
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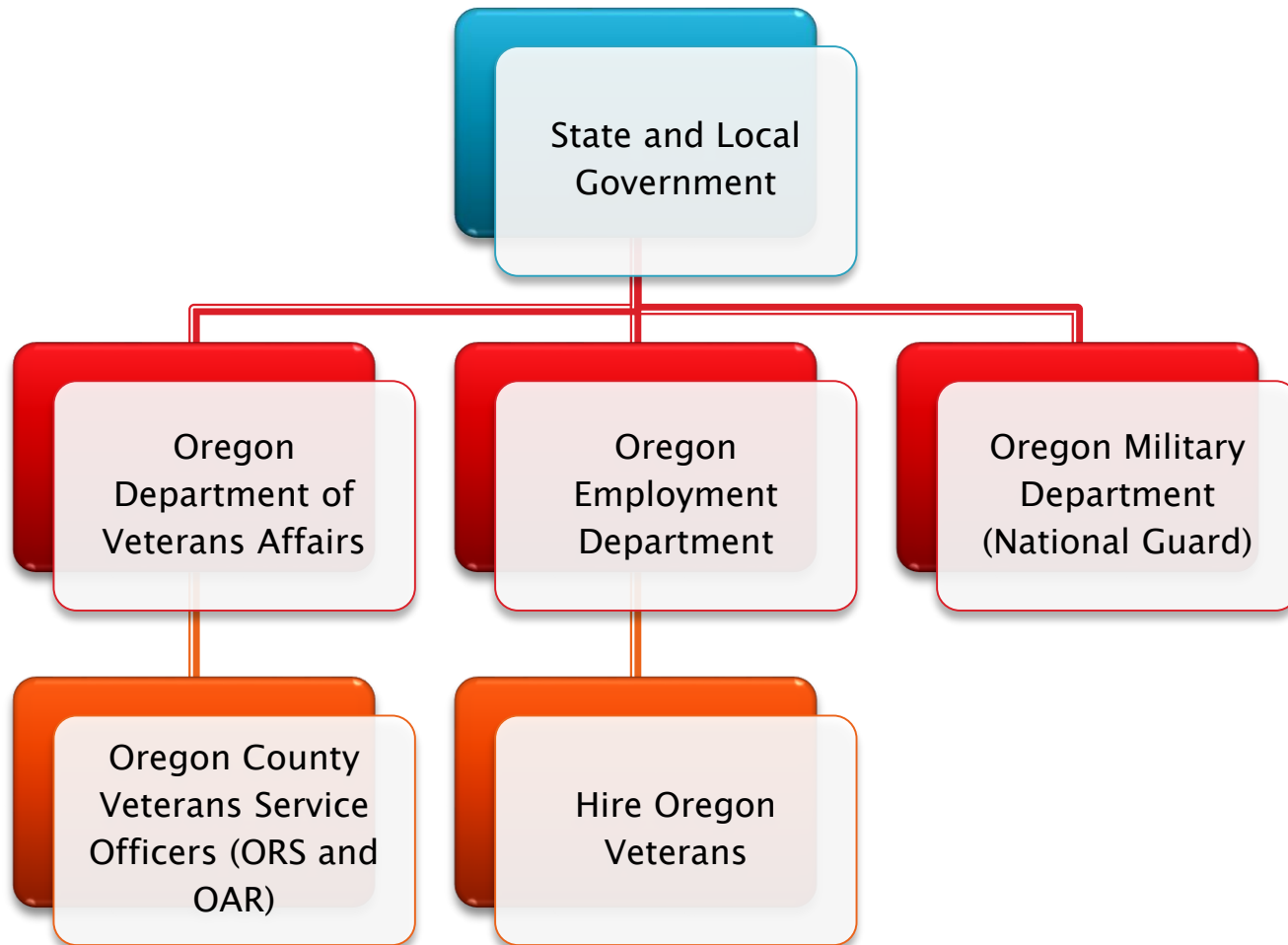
Veterans Service System



Veterans Service System



Veterans Service System



Veterans Service System

Community Partners and Housing Services

Home
Forward

Transition
Projects

Central
City
Concern

Salvation
Army

NW Pilot
Project

Join

NAYA

Reach

Veterans Service System

ADRC Helpline

211 Info

Lines for Life

Oregon Military
Support
Network

Claims Process

- ▶ U.S. Dept of Veterans Affairs
 - VSO
 - VA Mail Room
 - Triage
 - Pre Determination Phase
 - Rater (VA Decision maker)
 - VA Rating Decision (sent to VSO)
 - Post Decision Review
 - VA Rating Decision Letter (sent to the Veteran/
Claimant)

Focus on the Critical Pre-Determination Phase

- ▶ Veterans Claims Assistance Act of 2000
- ▶ 38 USC 5103
- ▶ Due Process
- ▶ VA's Duty to Assist
- ▶ Claims Development
- ▶ Order C&P Exam and Collect Results

