Mission

To provide the highest quality of service to Seminole County veterans and their dependents by ensuring full access to all available benefits in recognition of service to their country.

Business Strategy

Assist veterans/dependents with the Department of Veteran Affairs by filing claims for benefits to enhance the quality of life of Seminole County residents through the procurement of available educational, health care and financial assistance funded by various Federal government agencies. Other responsibilities include: making required visits to all shut-ins who are unable to travel to the County office, requiring staff training to better serve the clients, conducting speaking engagements to local civic groups, working with veterans' organizations within Seminole County and the State of Florida, and functioning as a liaison between those organizations and the Veteran's Services Group.

Objectives

Increase outreach visits which will provide information to veterans in nursing homes, hospitals, etc. Continue support to the Casselberry Veteran's Service Office.

Increase number of outreach visits and presentations made to veteran service organizations, i.e., Disabled American Veterans (DAV), American Legion, Paralyzed Veterans of America (PVA), Veterans of Foreign Wars (VFW), and to various other community agencies, providing information to members on the availability of benefits and the procedures to be used in applying for these benefits.

Increase number of contacts with recently discharged veterans; invite them to visit our office to discuss all benefits available to them upon completion of their military service; and work closely with Florida Jobs & Benefits offices to employ these veterans.

Increase amount of Department of Veterans Affairs (VA) dollars awarded to Seminole County veterans through upgrading disability claims as warranted and through assisting in the appeal process in the event of denials.

Performance Measures

	FY 99/00 Actual	FY 00/01 Estimated	FY 01/02 Goal	FY 02/03 Goal
Claims processed/services requested	11,384	12,000	12,500	12,575
Veteran client contacts	12,579	13,000	13,200	13,300
Outreach visits	524	600	650	675

Department:	COMMUNITY SERVICES	Seminole County
Division:	VETERAN'S SERVICES	FY 2001/02
Section:		FY 2002/03

	1999/00 Actual Expenditures	2000/01 Adopted Budget	2001/02 Adopted Budget	Percent Change 2001/02 Budget over 2000/01 Budget	2002/03 Approved Budget	Percent Change 2002/03 Budget over 2001/02 Budget
EXPENDITURES:						
Personal Services	140,995	158,116	172,885	9.3%	184,275	6.6%
Operating Services	11,672	13,392	11,555	-13.7%	10,845	-6.1%
Capital Outlay	0	0	0		0	
Debt Service	0	0	0		0	
Grants and Aid	0	0	0		0	
Reserves/Transfers	0	0	0		0	
Subtotal Operating	**152,667**	**171,508**	**184,440**	**7.5%**	**195,120**	**5.8%**
Capital Improvements	0	0	0		0	
TOTAL EXPENDITURES	**152,667**	**171,508**	**184,440**	**7.5%**	**195,120**	**5.8%**
FUNDING SOURCE(S)						
General Fund	152,667	171,508	184,440	7.5%	195,120	5.8%
TOTAL FUNDING SOURCE(S)	**152,667**	**171,508**	**184,440**	**7.5%**	**195,120**	**5.8%**
Full Time Positions	3	3	4		4	
Part-Time Positions	0	0	0		0	

New Programs and Highlights for Fiscal Year 2001/02

One position was transferred from the Administration Section during FY 00/01.

The Veteran's Service Office is focusing its efforts on increasing public awareness of the broadening Veterans Administration benefits, specifically healthcare benefits and assistance with assisted living and nursing home care.

New Programs and Highlights for Fiscal Year 2002/03

Capital Improvements	**2001-02**	**2002-03**	**2003-04**	**2004-05**	**2005-06**
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0