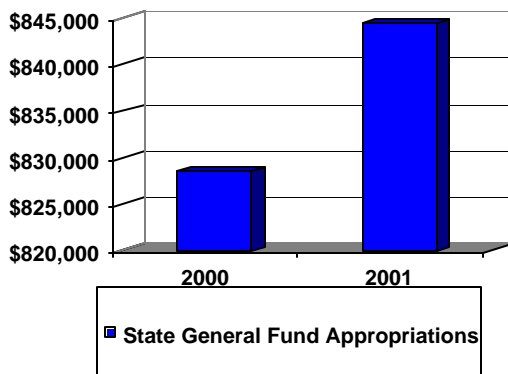


## Program Fact Sheet

# Department of Veterans' Services Veterans' Services Program

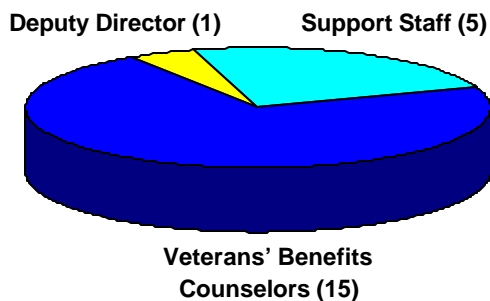
**Services:** The Veterans' Services program provides the following services to veterans, their dependents, and their survivors: **1) Veteran benefit assistance**—Maintains a network of veterans' benefit counselors who give information, counsel, and assistance pertaining to federal and state disability, pension, insurance, burial, education, home loan, social security, and other social services benefits; **2) Outreach**—Serves the veteran population by coordinating state patriotic events and participating in community outreach efforts to heighten the awareness of veterans' benefit issues.

**Program Revenue:** \$844,400  
(fiscal year 2001 estimate)



**Facilities:** The program has offices located in Flagstaff, Lake Havasu City, Phoenix, Prescott, Sierra Vista, Tucson, and Yuma. Seven veterans' benefits counselors are stationed at the main office at 3225 N. Central Avenue in Phoenix, while the remaining counselors work out of the other offices. Through inter-governmental agreements, office space in Phoenix, Prescott, and Lake Havasu is provided to the Department free of charge. The Department pays approximately \$1,000 each month for office space in the Tucson state office building and approximately \$2,400 each month to rent space in Yuma, Flagstaff, and Sierra Vista.

**Personnel:** 21 full-time staff



**Equipment:** The program owns only standard office equipment.

**Program Goals (fiscal years 2001-2003):**

1. To increase the education and training of program staff and ensure a more proactive appellate service.
2. To improve public awareness of the agency and veterans' sacrifices.
3. To acquire communications technology and other necessary equipment.
4. To increase the availability and accessibility of veterans' benefits counseling services.

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**Adequacy of Goals and Performance Measures:**

While this program's goals appear appropriate for the most part, the Department should revise one of its goals and needs additional output, outcome, efficiency, and quality measures.

First, the Department should consider revising its program goal to acquire communications technology and other equipment. Instead of focusing a goal on the acquisition of technology, the Department should revise the goal to focus on the acquisition of technology to improve the delivery of benefits counseling services to veterans. The Department should also establish output and outcome measures for this goal that track the Department's efforts to acquire technology and the results of these efforts. For example, the Department should establish measures tracking its efforts to connect benefits counseling staff to the VA's database. This would allow the program's counselors to more efficiently track the progress of federal benefits claims filed on behalf of veterans.

Additionally, the Department has established only one performance measure under its goal to increase the availability and accessibility of veterans' benefits counseling services. This is an output measure that tracks the number of benefit claims filed by its benefits counselors. However, the Department should add output, outcome, and efficiency measures to better reflect the work this program performs.

- The Department should add output measures, which report on the work a program performs. For example, the Department could establish additional

output measures that track the number of clients assisted or counseled and the number of appeals filed with the VA.

- The Department should establish outcome measures. Outcome measures would capture the results of the program's counseling efforts, such as the number of claims accepted and processed by the VA and the dollar value of the benefits obtained by the program on behalf of veterans.
- The Department should establish efficiency measures. Efficiency measures capture how efficiently program services are provided, such as the number of claims processed by each counselor or at each location, or the number of clients seen by each counselor.