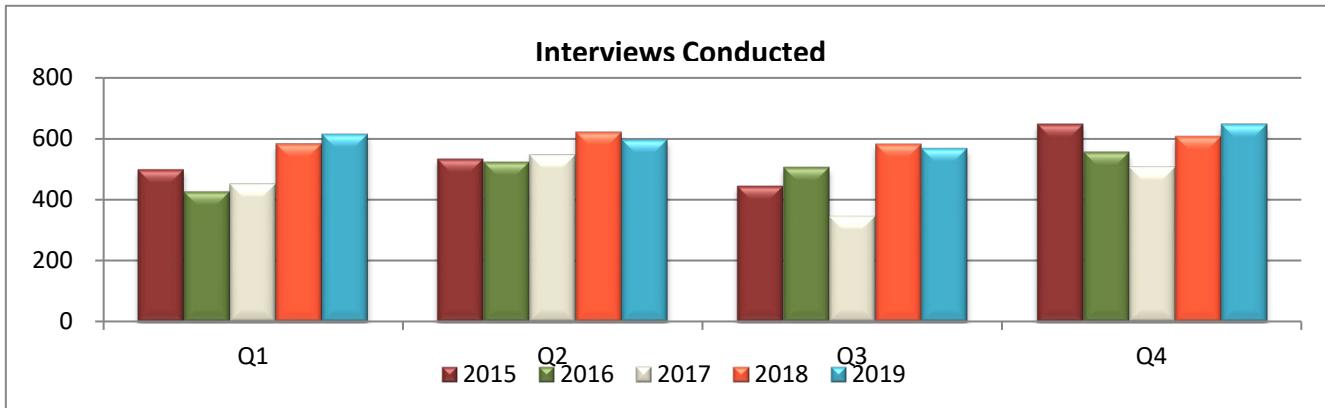


ADMINISTRATION

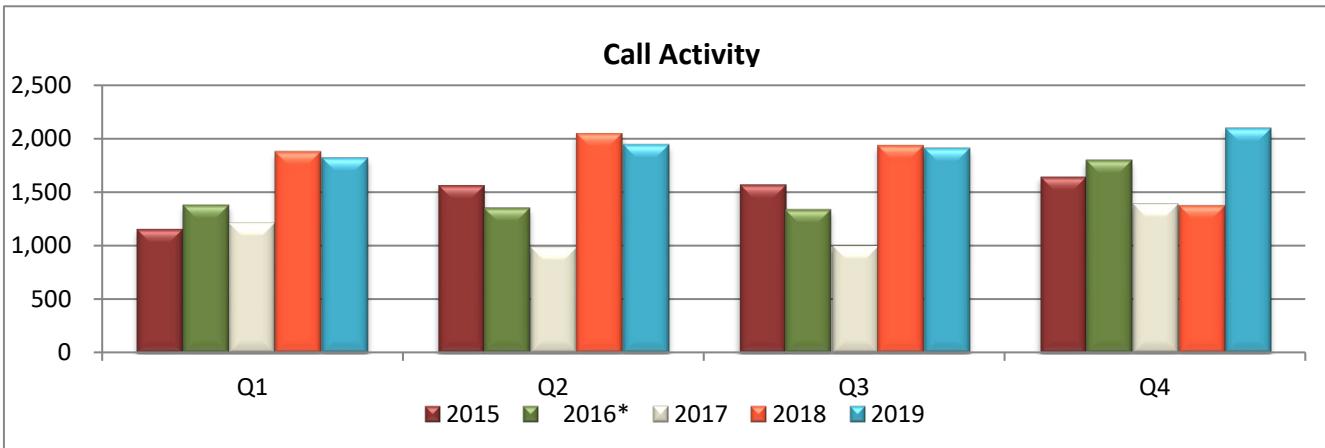
This program would include the administrative duties that are involved with the processing of claims to the VA and state benefits which would include the filing of necessary paperwork and continued follow-up on correspondence concerning claims until a decision is made.

1. Employ VA work study students to increase office productivity.



Interviews Conducted	Q1	Q2	Q3	Q4	TOTAL
2015	499	533	445	647	2,124
2016	426	523	506	555	2,010
2017	449	544	344	505	1,842
2018	583	621	582	607	2,393
2019	614	596	568	647	2,425

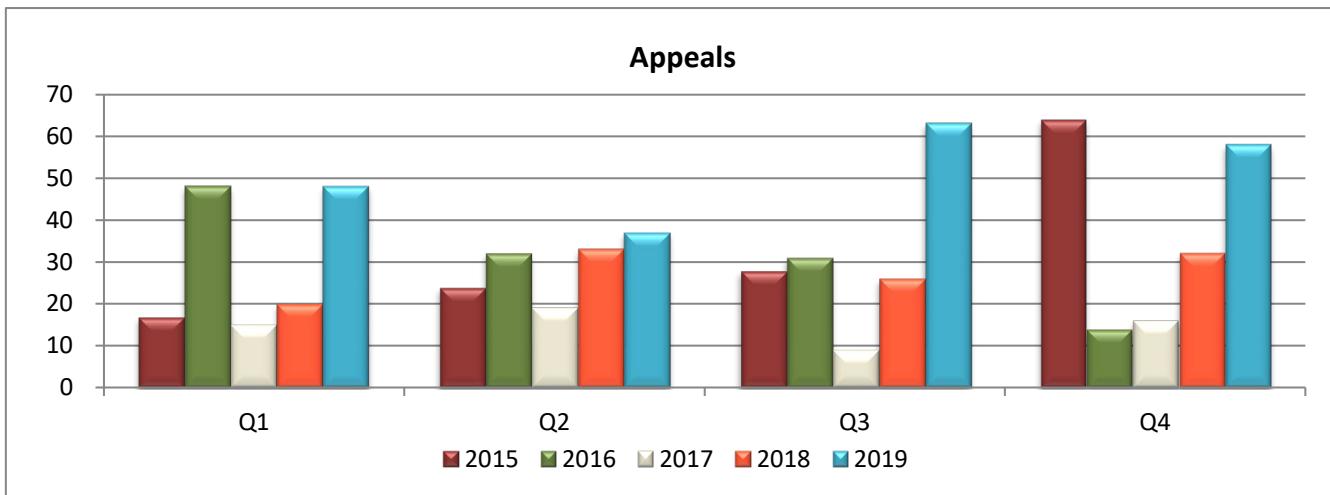
Information is reported from daily logs maintained by Veteran Employees



Call Activity	Q1	Q2	Q3	Q4	Total
2015	1,154	1,563	1,568	1,640	5,925
2016*	1,376	1,351	1,334	1,793	5,854
2017	1,212	986	998	1,388	4,584
2018	1,875	2,046	1,931	1,374	7,226
2019	1,818	1,939	1,907	2,092	7,756

Information is reported from daily logs maintained by Veteran Employees

**2016 added assistance for walk ins*



Appeals	Q1	Q2	Q3	Q4	Total
2015	17	24	28	64	133
2016	48	32	31	14	125
2017	15	19	9	16	59
2018	20	33	26	32	111
2019	48	37	63	58	206

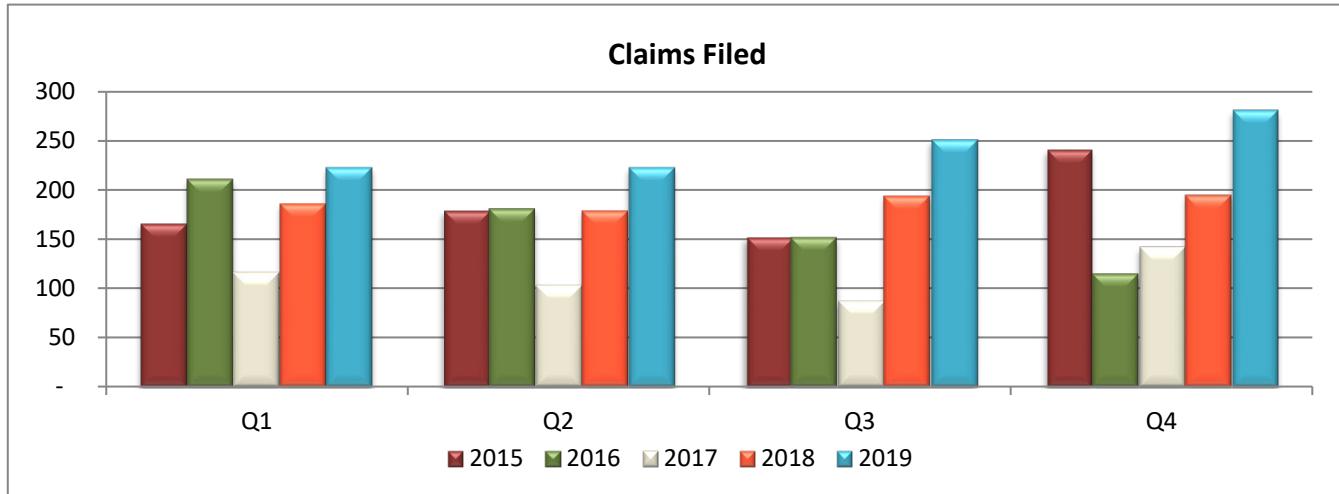
Information is provided by Texas Veteran Commission

CLAIMS

Provide monetary benefits to veterans for both service and no service-connected disabilities. Provide widows with monetary benefits through DIC or Widow's pension. Provide financial assistance with Assisted Living, Nursing Home and in home care when VA determines certain criteria is met. Assist veterans/dependents with claim preparation and development. Ensure veterans/dependents receive all benefits and entitlements they may be entitled to.

1. To promptly process paperwork and submit claims within 2 business days, 70% of the time.
2. Continue to rank in the top 10% of county veterans' offices claim processing in the Waco region by the Texas Veterans Commission.

FY 2019	Q1	Q2	Q3	Q4	Total
# of claims filed	223	223	251	281	978



Filed	Claims	Q1	Q2	Q3	Q4	Total
2015	166	179	152	241	738	
2016	211	181	152	115	659	
2017	116	103	87	142	448	
2018	186	179	194	195	754	
2019	223	223	251	281	978	

**Information is provided by Texas Veteran Commission*

COMMUNITY OUTREACH

To educate the community by presenting general information regarding VA benefits and entitlements. This is achieved through presentations to various groups throughout the county.

1. To educate the community by making presentations to veteran organizations and other groups pertaining to veteran benefits and entitlements.
2. To increase outreach to the community through home, hospital, and nursing home visits by 5% over prior year.