

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.

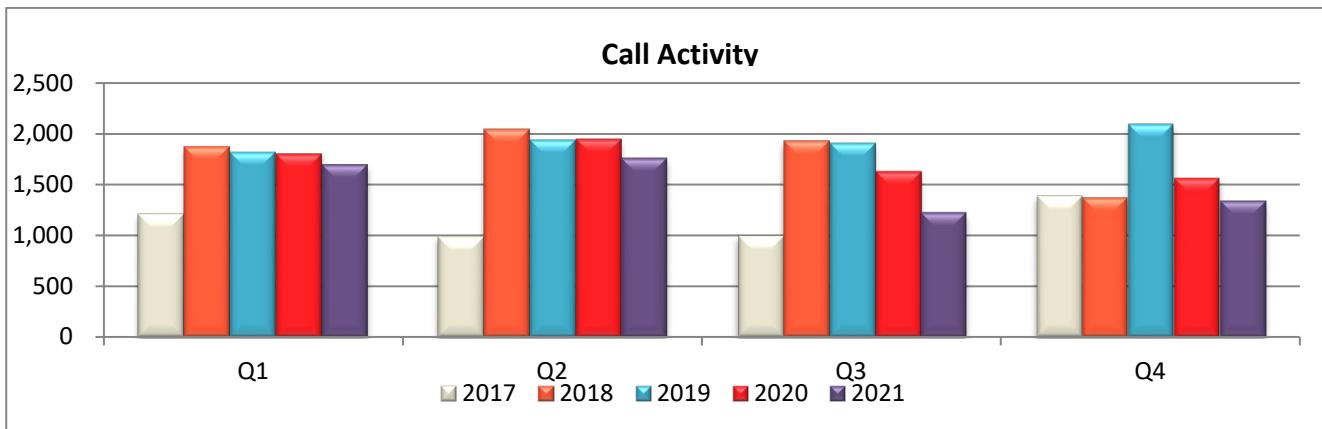
1. Employ VA work study students to increase office productivity.



Interviews Conducted	Q1	Q2	Q3	Q4	TOTAL
2017	449	544	344	505	1,842
2018	583	621	582	607	2,393
2019	614	596	568	647	2,425
2020	512	614	426	319	1,871
2021	419	421	407	440	1,687

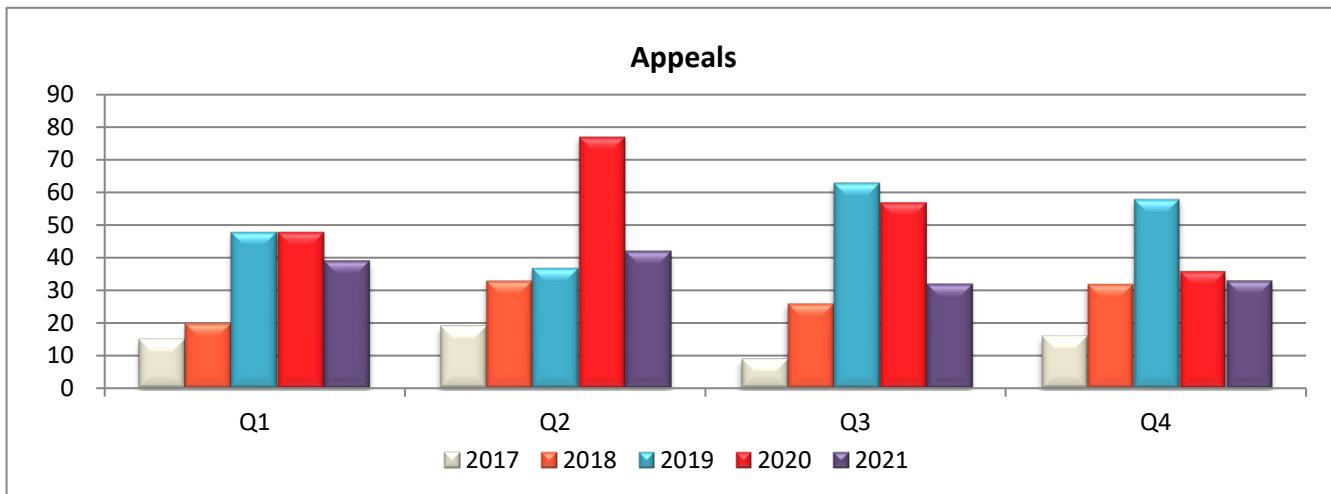
Information is reported from daily logs maintained by Veteran Employees

Veterans Stats



Call Activity	Q1	Q2	Q3	Q4	Total
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
2020	1,807	1,951	1,633	1,566	6,957
2021	1,692	1,755	1,223	1,338	6,008

Information is reported from daily logs maintained by Veteran Employees.



Appeals	Q1	Q2	Q3	Q4	Total
2017	15	19	9	16	59
2018	20	33	26	32	111
2019	48	37	63	58	206
2020	48	77	57	36	218
2021	39	42	32	33	146

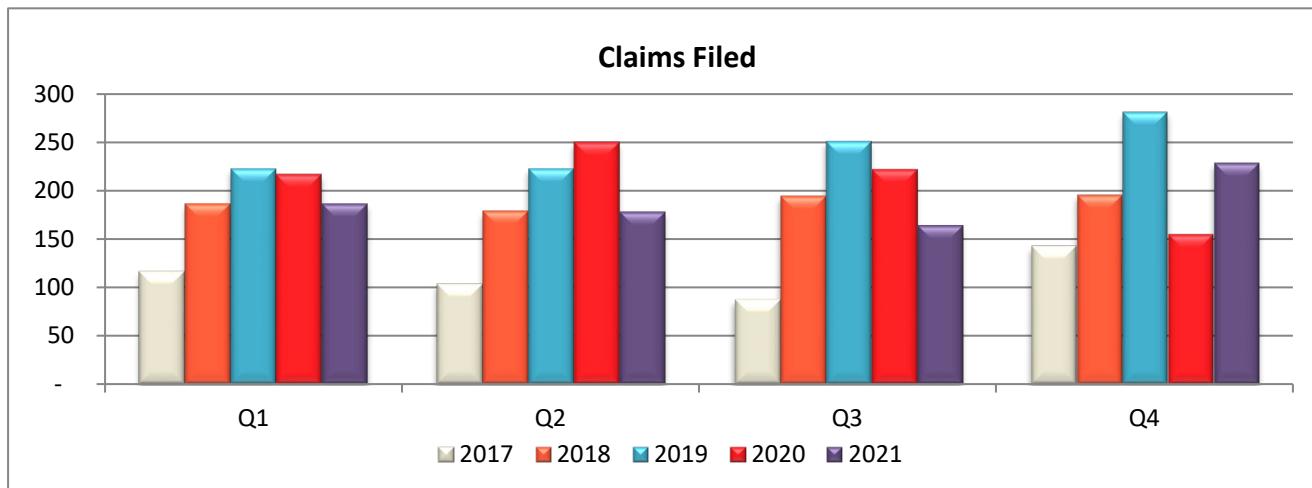
Information is provided by Texas Veteran Commission

*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

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.



Claims Filed	Q1	Q2	Q3	Q4	Total
2017	116	103	87	142	448
2018	186	179	194	195	754
2019	223	223	251	281	978
2020	217	250	222	155	844
2021	186	178	164	228	756

**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.