



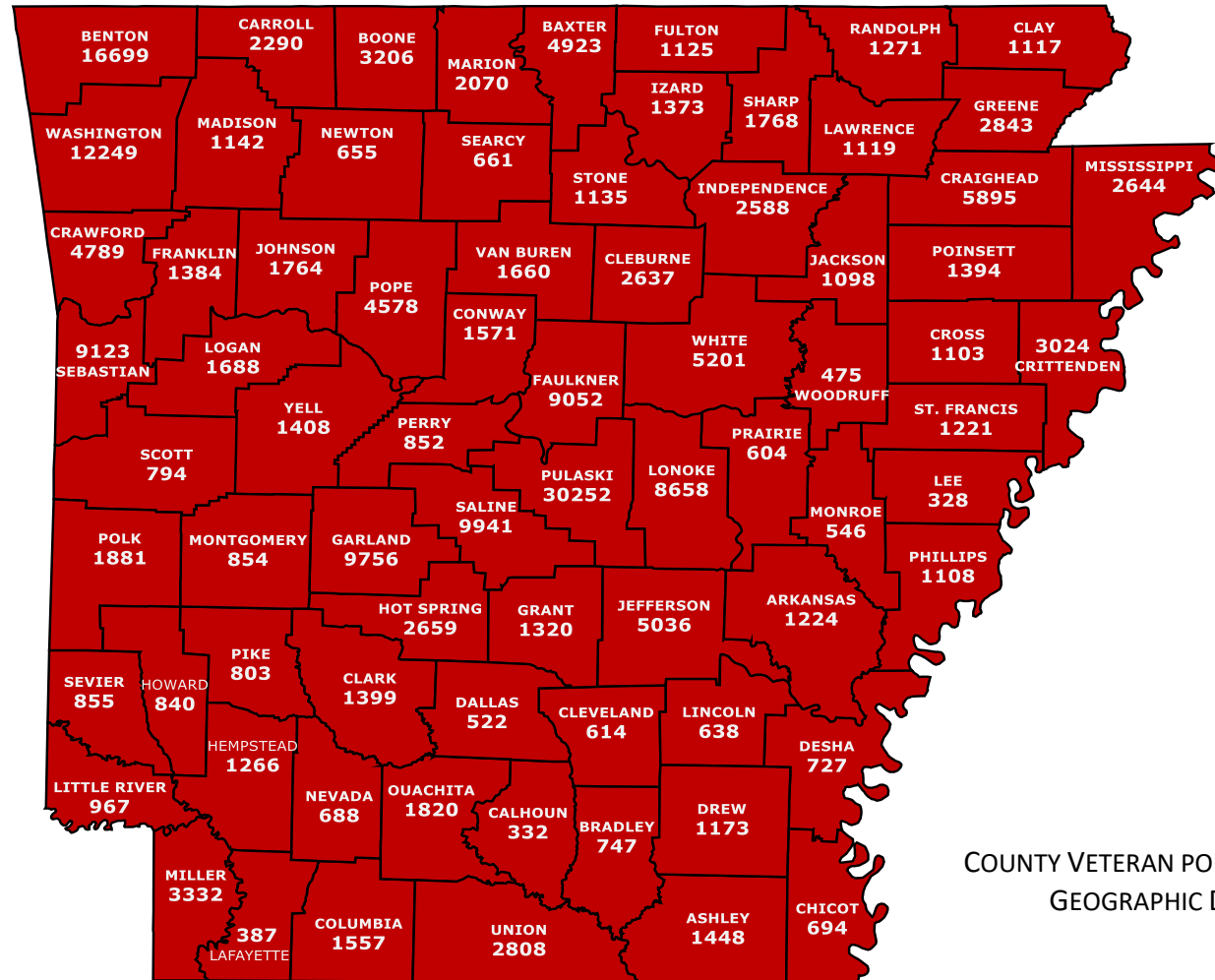
Senate Committee on State Agencies and Governmental Affairs
House Committee on Aging, Children and Youth, Legislative and
Military Affairs Meeting
October 28, 2019



Agenda

- Veteran Population
- Veteran Economic Impact
- Background of District Veteran Service Officer's (DVSOS)
 - The making of professional County Veteran Service Officer's (CVSO)
- What we do
- Challenges
- Accredited

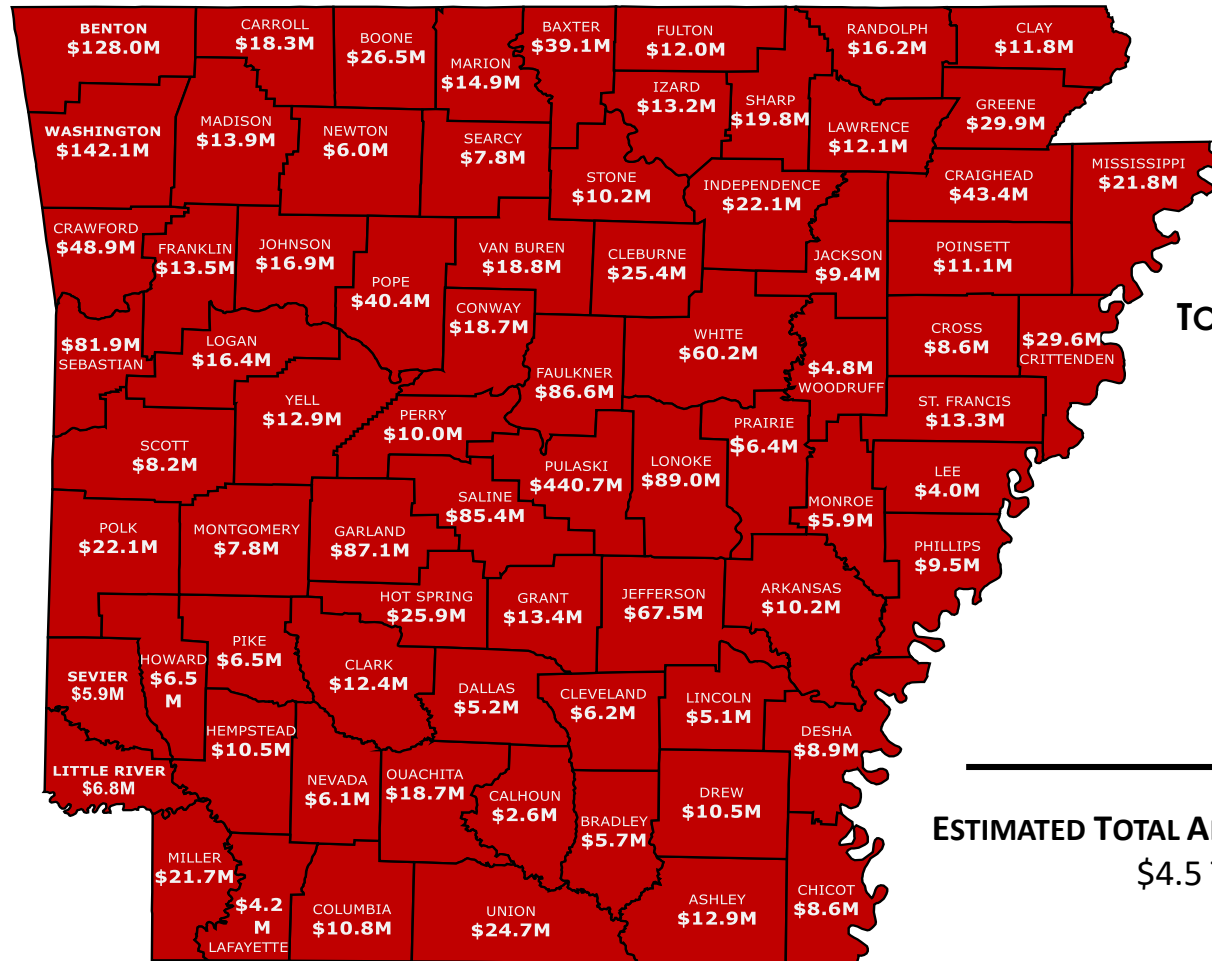
ARKANSAS VETERANS ARE A COMMUNITY BASED



COUNTY VETERAN POPULATION BASED ON FY18 VA
GEOGRAPHIC DISTRIBUTION TOTALS.

Arkansas is home to over 219,000 Veterans.
They live and work in every community throughout our state.

ARKANSAS VETERANS ARE A SKILLED WORKFORCE & ECONOMIC ENGINE



TOTAL VA EXPENDITURES
\$2,219,193,000*

+RETIRED PAY:
\$550,332,000

- +Second Career Income
- +Spouse Income
- +Tricare
- +Medicare
- +Social Security

ESTIMATED TOTAL ARKANSAS ECONOMIC IMPACT
\$4.5 TO \$5 Billion

*Data based on FY2018 VA Total Expenditures.

IF VETERANS WERE AN INDUSTRY, THEY'D BE THE FOURTH LARGEST IN ARKANSAS.



District 9

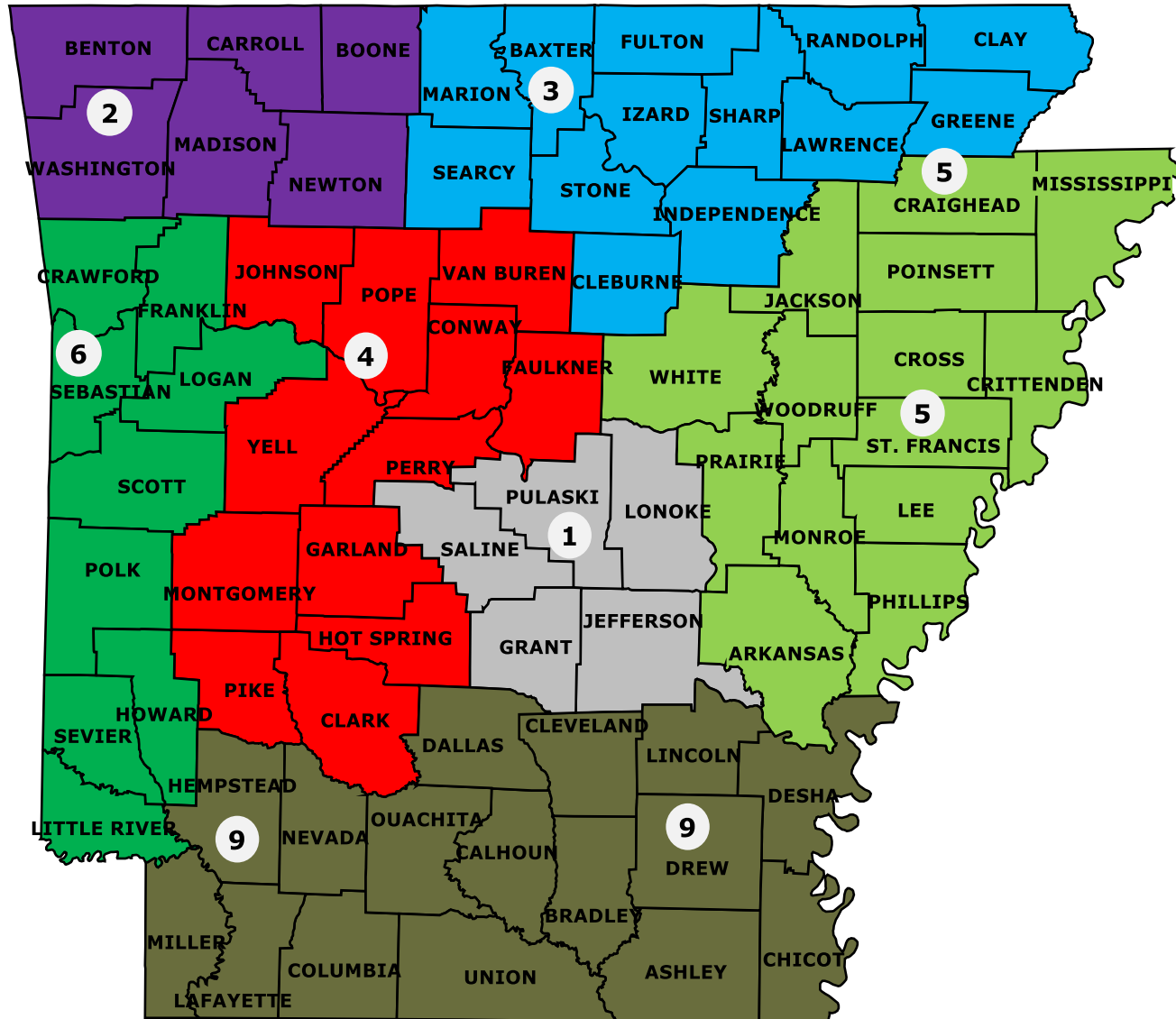
- Veteran Services
- Veteran Population 19,207 FY18
- Veteran Economic impact \$162.4 million FY18

District 2:
Fayetteville
36,542 Veterans
November 2015

District 4:
Russellville
37,221 Veterans
February 2017

District 6:
Fort Smith
22,658 Veterans
January 2016

District 9:
Monticello
19,207 Veterans
April 2016



District 1:
Fort Roots
55,616 Veterans
August 2018

District 3:
Mountain Home
25,137 Veterans
December 2015

District 5:
Jonesboro
26,262 Veterans
December 2015



Background of Professional CVSO's

- In 2013 – CVSO were generally not professionals.
- Professional fluency was case by case and improved much slower.
 - Two weeks of training -- ADVA
 - Two days annual training -- ADVA
 - One person was support for over 73 CVSOs
- In 2016 – Professional fluency is standardized and obtained faster.
 - Now we have one DVSO for 8 to 16 CVSOs depending on population.
 - Three days of training quarterly = 12 days annual – DVSO not funded County pay their own
 - Dedicated phone support – DVSO and if not available CVSO can call another DVSO or CVSO
 - One-on-one trouble-shooting –DVSO (CVSO not fighting with technical and can get to work.)
 - One-on-one start-up training and set-up -- DVSO
 - Two days of annual training – ADVA – not funded
 - VBMS access – Being able to access veterans record by utilizing Federal VA system.



What we do

- Veteran services – Help fill out VA forms and file claims.
 - DVSO is truly mobile can file the claim from veterans living room.
 - Has a lap top, hot spot, and portable scanner to be able to work anywhere.
 - Ashley county VSO is following suit to support veterans who are not ambulatory.
 - We also will help with other things not in our strict parameters because of the lack of those services in our area, National Guard paperwork, Social Security, Defense Finance and Accounting Services (DFAS) military retiree pay.
 - We partner with a host of agencies to solve resource issues –
 - Suicide mitigation -- DVSOs partnered with CVSOs can reach out and touch a veteran. Take them to emergency room.
 - Bridge silos – There is a great deal of help available to veterans, but they are siloed. DVSOs and CVSOs bridge those silos.

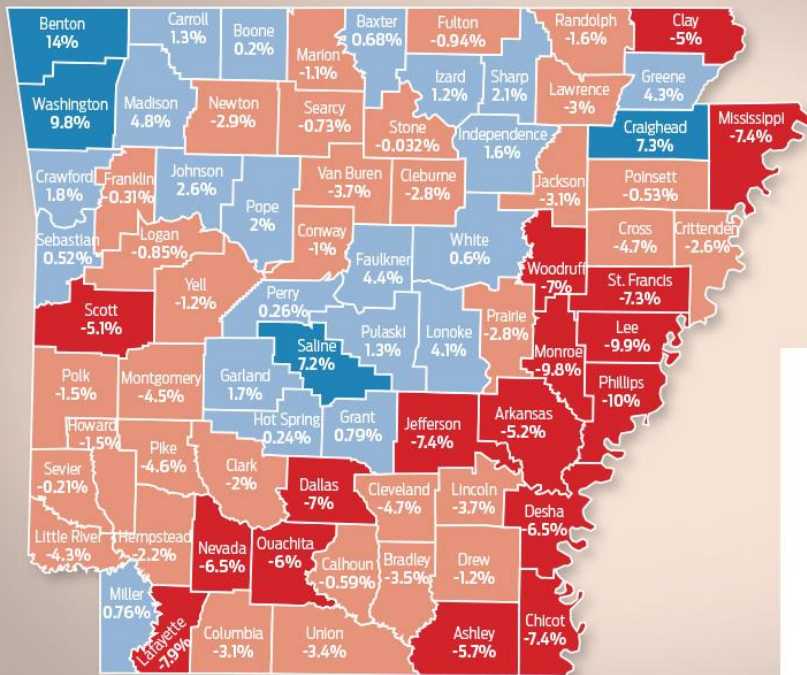


Challenges

- Though District 9 is the largest, vet population in District 9 is the lowest in the State
 - Population is reported as declining in much of the District 9 area --
 - Two full time VSOs serve the area. Miller County CVSO and D 9 DVSO
 - All other CVSOs are part time.
- Some counties struggle to find a CVSO because position is part-time and standards are high.
- Laptop Computers and other resources
 - Some counties are severely constrained on what they can provide CVSOs.
 - HOT SPOTS, lap tops and portable scanners would make these CVSOs truly mobile.
- Fly by night veteran services who charge for services.
 - *If* damage done by them is correctable, it takes a lot of man hours and resources to correct.

The decline has been going for some time

Population Changes in Arkansas, (2012-2017)

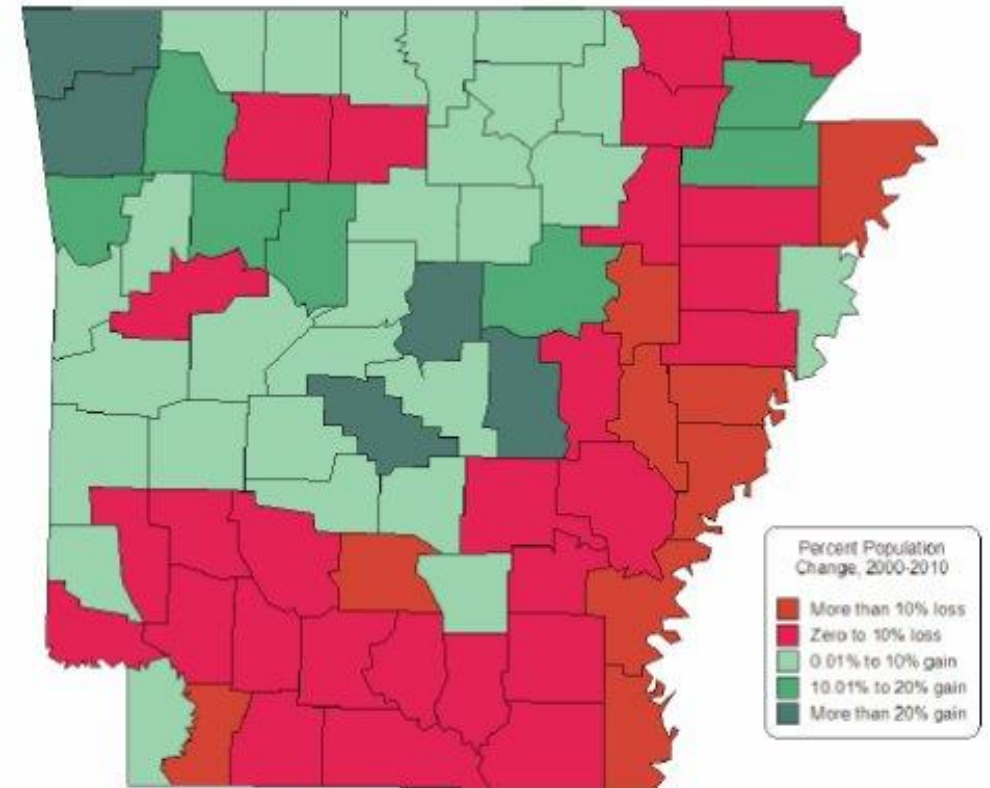


Population Change 2012 to 2017

- 11% to -5%
- 5% to 0%
- 0% to 5%
- 5% to 14%

Sources: U.S. Census Bureau and the University of Arkansas System Division of Agriculture

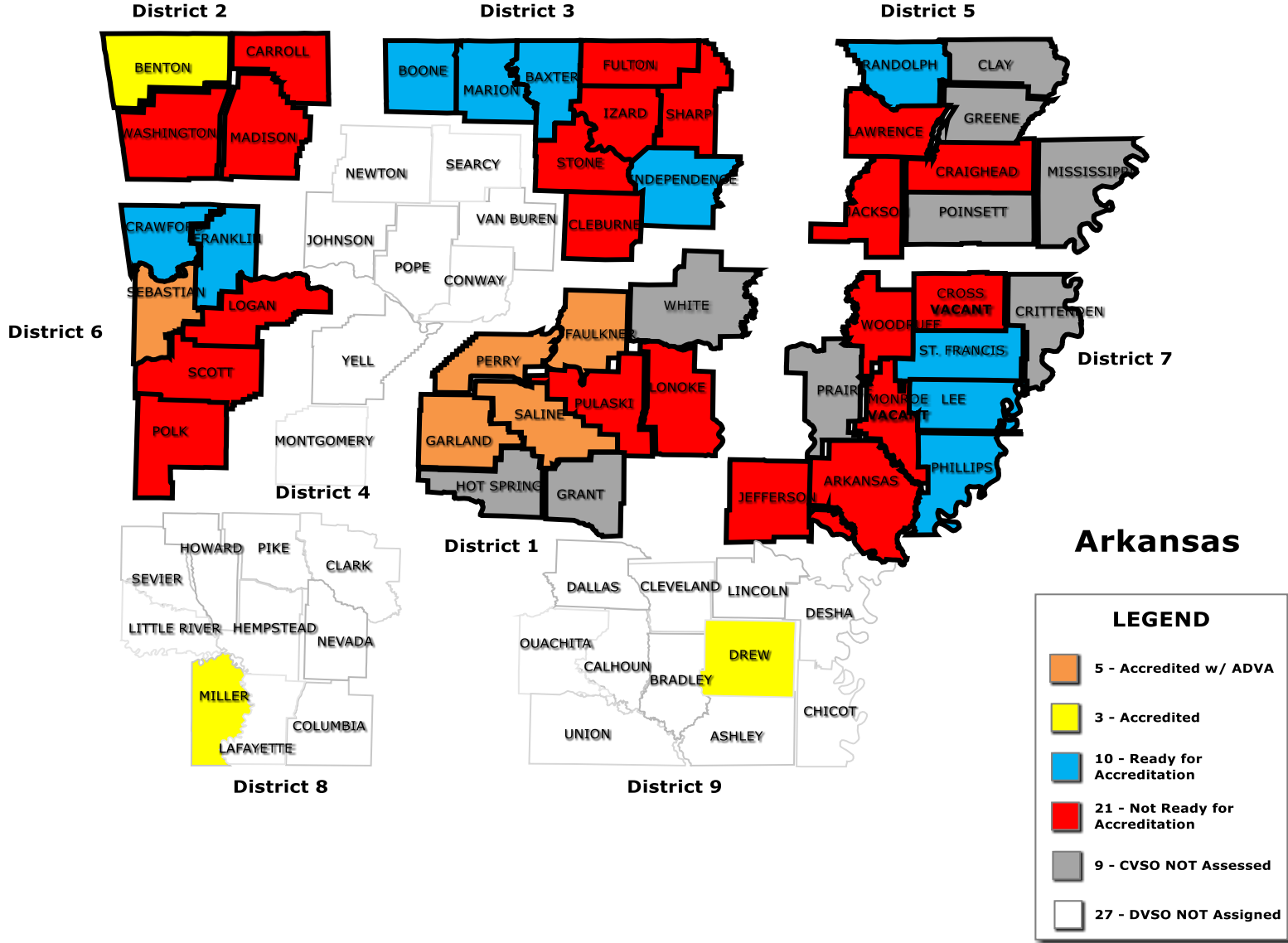
Figure 3. Percent Population Change, 2000-2010



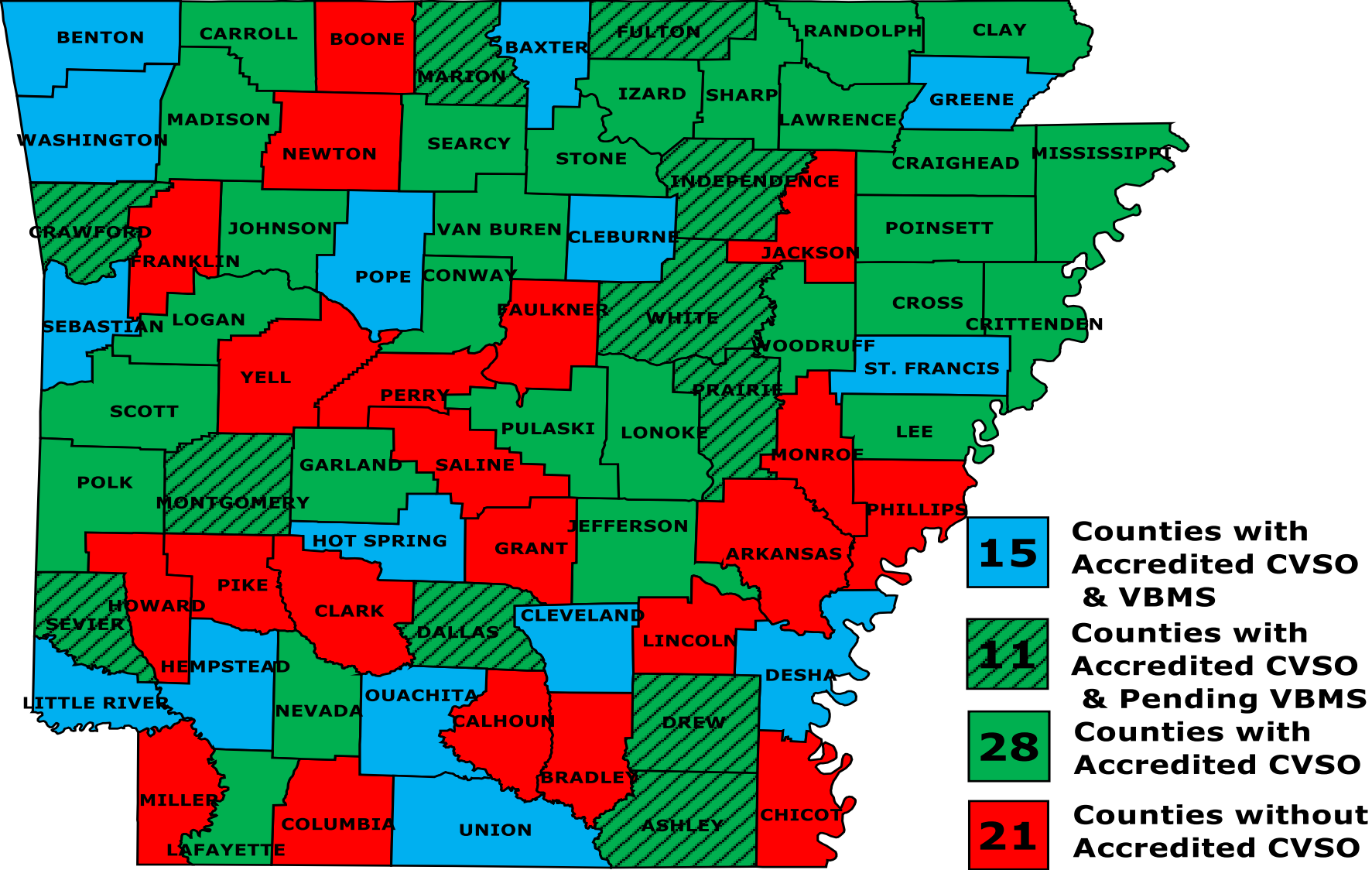
Source: 2000 and 2010 Census, U.S. Census Bureau

District Breakdown of Counties

January 2016



September 2019





Accredited CVSOs in Southern Arkansas

- Nevada County, Lafayette County, Hempstead County, Union County, Ouachita County, Dallas County, Cleveland County, Ashley County, Drew County are accredited.
- Of those accredited counties Union, Ouachita, Cleveland, Ashley, Desha, Hempstead have VBMS access.
- We expect Dallas, Drew, Lafayette, and Nevada to have VBMS access soon.
- Non accredited counties are: Miller, Calhoun, Lincoln, Bradley, Columbia and Chicot. We expect Columbia, Miller and Calhoun to be accredited soon.