

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.18

(ID # 17631)

**MEETING DATE:**

Tuesday, November 09, 2021

**FROM :** VETERANS' SERVICES:

**SUBJECT:** VETERANS' SERVICES: Amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9231 for Veterans' Services to hire six positions to assist with the current demand for services countywide and provide outreach to underserved areas; All Districts. [\$232,998 Current FY Cost, \$465,997 Ongoing Cost - General Fund Contingency 100%] (4/5 Vote Required)

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9231 submitted herewith; and
2. Direct the Executive Office and Veterans' Services to bring forward a funding proposal for the proposed positions as part of the FY 21/22 1<sup>st</sup> Quarter Budget Report.

**ACTION:**Position Added, 4/5 Vote Required



Grant Gautsche, Director, Veterans' Services 11/9/2021

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9231 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: November 9, 2021  
xc: Vets. Services, EO

Kecia R. Harper  
Clerk of the Board

By:   
Deputy

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$232,998	\$465,997	\$698,995	\$465,997
<b>NET COUNTY COST</b>	\$232,998	\$465,997	\$698,995	\$465,997
<b>SOURCE OF FUNDS:</b> General Fund Contingency 100% (to be included in the first quarter budget adjustment)			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 21/22	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

Riverside County has the third largest veteran population in the state. The Department of Veterans' Services assists veterans, their dependents and survivors in obtaining veterans' benefits from local, state and federal agencies. Services offered include counseling, claims assistance, education, advocacy and connecting veterans to resources to achieve the best quality of life. The department is requesting approval to add six (6) positions to increase the number of veterans served and support administrative operations.

The veteran population in Riverside County currently stands at approximately 120,000 per California Department of Veterans Affairs (CalVet), which equates to a ratio of 10,894:1 Veterans Services Representative (VSR) in Fiscal Year 2020-21. According to CalVet, the statewide average ratio is 8,600:1, with an ideal ratio of 5,500:1. Hiring an additional four (4) positions in the VSR series will gradually decrease the Riverside County ratio to approximately 7,600:1 by Fiscal Year 2026-27 per veteran population projections from CalVet.

The department would also like to add one (1) Office Assistant II position to improve overall clerical support, as well as one (1) Administrative Services Officer to provide oversight of special projects and assist with fiscal matters, which was recommended by an internal audit report.

The additional general fund support for the next few years will support the department as the VSRs are trained and complete their accreditations. As they gain experience in the first years, the additional state revenue the VSRs generate will help fund their positions and net county cost (NCC) should gradually decrease.

**Impact on Residents and Businesses**

The additional staff will help meet the current needs, increase the number of veterans served, increase claims filed, generate more federal monetary benefits, and increase state funding. It will also improve the lives of veterans and their families throughout Riverside County by having the personnel needed to meet the demand for services, especially in underserved areas.

**Additional Fiscal Information**



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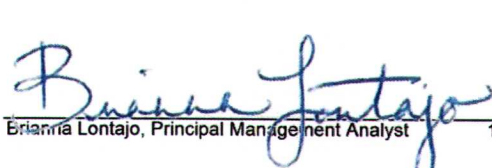

State funding is dependent upon serving veterans throughout the county and is also tied to outreach. Hiring the additional staff will also help Riverside County remain competitive with other large counties competing for the same state funding. In FY 19/20, Riverside County Department of Veterans' Services generated over \$39 million in new benefits with eight (8) staff. By investing to increase the department's NCC to fund the additional VSRs and support staff bringing total staffing to 26 employees, the department should be able to generate an additional \$20 to \$35 million per year in new Federal VA Benefits for veterans in Riverside County. That amount will continue to increase over the next five years as the new VSRs become journey level experts on VA and State laws pertaining to veterans' benefits, eligibility and appeals.

The estimated annual expense for the six positions is \$465,997. The department will also apply for grants to help offset costs. The funding requests will be included in the 1<sup>st</sup> Quarter Budget Adjustment to be considered by the Board on November 16, 2021.

The new benefits generated every year contribute to the total federal expenditures of tax-free federal dollars that are paid to veterans in Riverside County. In FY 19/20, the total federal expenditures for veterans were \$823 million tax-free. With additional staff, total federal expenditures are projected to increase to over \$1 billion tax-free in the next five years to veterans and their families in Riverside County. This will result in an increased economic impact on consumer spending in the county.

**ATTACHMENTS**

**ATTACHMENT A    Resolution 440-9231**

 _____ Brian Lantajo, Principal Management Analyst	 _____ Brenda Diederichs, Assistant CEO / Human Resources Director
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RESOLUTION NO. 440-9231

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on November 9, 2021, that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Director of Veterans Services is authorized to make the following listed change(s), operative on the date of approval, as follows:

Job Code	+/-	Department ID	Class Title
74213	+ 1	5400100000	Administrative Services Officer
13865	+ 1	5400100000	Office Assistant II
79913	+ 1	5400100000	Senior Veterans Services Representative
79912	+ 3	5400100000	Veterans Services Representative II

## ROLL CALL:

Ayes: Spiegel, Jeffries, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Abstained:

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

Kecia R. Harper, Clerk of said Board

By   
Deputy

/kc

11/02/2021

440 Resolutions\KC

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