

Individual State Agency Fiscal Note

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|-----------------------------|---|---|
| Bill Number: 1925 HB | Title: Veterans service officers | Agency: 305-Department of Veterans Affairs |
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Part I: Estimates

No Fiscal Impact

Estimated Cash Receipts to:

NONE

Estimated Operating Expenditures from:

| | FY 2024 | FY 2025 | 2023-25 | 2025-27 | 2027-29 |
|--------------------------|---------|-----------|-----------|-----------|-----------|
| FTE Staff Years | 0.0 | 3.0 | 1.5 | 3.3 | 3.3 |
| Account | | | | | |
| General Fund-State 001-1 | 0 | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |
| Total \$ | 0 | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |

Estimated Capital Budget Impact:

NONE

The cash receipts and expenditure estimates on this page represent the most likely fiscal impact. Factors impacting the precision of these estimates, and alternate ranges (if appropriate), are explained in Part II.

Check applicable boxes and follow corresponding instructions:

- If fiscal impact is greater than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete entire fiscal note form Parts I-V.
- If fiscal impact is less than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete this page only (Part I).
- Capital budget impact, complete Part IV.
- Requires new rule making, complete Part V.

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|-------------------------------------|-----------------------|------------------|
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| Agency Approval: Yacob Zekarias | Phone: 253-545-1942 | Date: 01/09/2024 |
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Part II: Narrative Explanation

II. A - Brief Description Of What The Measure Does That Has Fiscal Impact

Significant provisions of the bill and any related workload or policy assumptions that have revenue or expenditure impact on the responding agency by section number.

Section 1 generates fiscal impact to Washington State Department of Veterans Affairs (WDVA) by requiring the agency to provide veterans information regarding available veterans services. Subject to the amounts appropriated, this includes:

- Contacting veterans within 90 days of receipt of a discharge
- Providing county-specific information on the department website identifying services and resources available to veterans
- Reporting to the governor and the appropriate standing committees of the legislature regarding the status of veterans services

Section 2 generates fiscal impact to WDVA by requiring the establishment of a process to educate local governments, veterans, and those still serving in the national guard or armed forces reserve of the veterans service officer program, develop partnerships with local governments to assist in establishing and maintaining local veterans service officers in eligible counties who elect to have a veterans service officer, and provide funding to support eligible counties in establishing and maintaining local accredited veterans service officers.

II. B - Cash receipts Impact

Cash receipts impact of the legislation on the responding agency with the cash receipts provisions identified by section number and when appropriate, the detail of the revenue sources. Description of the factual basis of the assumptions and the method by which the cash receipts impact is derived. Explanation of how workload assumptions translate into estimates. Distinguished between one time and ongoing functions.

II. C - Expenditures

Agency expenditures necessary to implement this legislation (or savings resulting from this legislation), with the provisions of the legislation that result in the expenditures (or savings) identified by section number. Description of the factual basis of the assumptions and the method by which the expenditure impact is derived. Explanation of how workload assumptions translate into cost estimates. Distinguished between one time and ongoing functions.

To meet these requirements, WDVA assumes the following:

- There are 36 counties with a resident veteran population of 50,000 or less
- 4 of these counties currently receive GF-S grants from the agency to support their Veteran Service Officer program under RCW 43.60A.235.
- 2 additional counties receiving GF-S grants from the agency during the 2024-25 biennium as a result of SB 5358, outside of RCW 43.60A.235
- The 30 remaining eligible counties under this legislation will be able to utilize funds from the account to assist with providing VSO services for their counties subject to the availability of amounts appropriated in the veteran's service officer fund under RCW 43.60A.235.
- The agency needs to scale its business model to meet the requirements of the program and this bill. This fiscal note assumes that all 36 eligible counties will eventually receive GF-S funding under RCW 43.60A.235.

Section 1 requires WDVA to support veterans by providing information regarding available veterans services, (1) Contact veterans within 90 days of receipt of a discharge notice from Department of Defense providing information about veterans benefits and services; (2) Provide county-specific information on the department website identifying services and resources available to veterans using information provided to the department by county veterans assistance programs and local branches of nationally recognized veterans service organizations; (3) Beginning December 2025 and every two years thereafter, report to the governor and the appropriate standing committees of the legislature regarding veterans services.

To meet these requirements, WDVA assumes the following:

- Approximately 6,000-7,000 discharge from the military annually to achieve Veteran status and join the Washington State Veteran population be provided information about veterans benefits and services.
- The Enterprise Veterans Case Management System (EVCMS) will need to be updated to receive and manage Department of Defense data on individual veteran discharges to provide new veterans with information about veterans

benefits and services.

- The EVCMS will also need to be updated to collect new data requirements related to this legislation.
- WDVA website accessibility requirements for the website and query features are needed to provide county-specific information on the department website identifying services and resources available to veterans using information provided to the department by county veterans assistance programs and local branches of nationally recognized veterans service organizations.

WDVA assumes \$386,000 impact in FY25 for contractor support and 0.3 FTE (IT App Dev – Entry) beginning in FY26 and continuing onward:

- 1044 hours for an augmented Business Analyst: \$146,000
- 2088 hours for an augmented Developer, \$240,000

These resources are needed to accomplish the following requirements and their associated tasks:

Section 1(1): Enhancement of case management systems and a new Power Automate process to automate and track the creation and delivery of WDVA’s welcome home letters from the Governor and WDVA.

- Augment development support necessary to develop the database and test (due to existing resources over capacity for this work)
- Collect development requirements, map individual program processes, and map the overall integrated process based on individual program requirements
- Develop, create, and test user stories and wire diagrams

Section 1(2): New website integration between EVCMS and Power BI that categorizes and displays available services by County.

- Develop accessibility requirements for the website and query features.
- Augment development support necessary to develop the website, case management system data integration, and Power BI report
- Business analyst support to collect website presentation requirements, wire frame concepts, test, and create & test user stories

Section 1(3): Requires a report that integrates data from EVCMS and Tyler Technologies’ systems to satisfy reporting requirements.

- Create and maintain a Power BI report that integrates multiple data sources

Section 2 requires creating a veteran’s service officer program to provide funding to underserved eligible counties to establish and maintain a veteran’s service officer within the county.

To meet these requirements, WDVA assumes the following :

- Section 1 will require the agency to track the resident veteran population by county to determine which counties are eligible to receive funds funder RCW 43.60A.235.
- Section 2(a) will require expansion of the agency’s outreach process to education local governments, veterans, and those still serving in the national guard or armed forces reserve of the veteran service officer program given the potential of 36 counties participating in the program.
- Section 2(b) will require expansion of the agency’s grants management process to include up to 36 counties participating in the VSO program. Continuing professional training to include an annual Veterans Service Officer (VSO) training to ensure county and tribal VSOs and other VSOs are trained to the newest and highest level of expertise as it applies to VA benefits and entitlements. This training will include initial training for new veteran service officers and ongoing professional development training for continuing education on veterans benefits and services.
- Section 2(c) will require the agency to track and report on the percent of the veteran population receiving federal

veterans' disability benefits by county and compare these figures to the national average to determine the priority of funding for eligible counties.

WDVA assumes 3.0 FTE impact: 1.0 WMS Band 2 (WMS2), 1.0 Program Specialist 5 (PS5), and 1.0 Program Specialist 3 (PS3).

WMS2 position:

- Provide statewide leadership to the veteran service officer program team and strategic management of the program with delegated budget authority for the Veteran Service Officer fund (Sec. 1 and 2)
- Write and maintain report to the governor and appropriate standing committees of the legislature regarding veterans services beginning in 2025 and every two years thereafter. (Sec. 1 – 10%)
- Manages the administration of the Veteran Service Officer Fund including grants awarded to counties under RCW 43.60A.235 (Sec. 2 – 35%)
- Manages VA disability claims quality assurance and appeals representation for 12,000+ veterans disability claims produced by veteran service officers (Sec. 2 – 35%)
- Manages the agency's veteran service officer training to ensure ongoing compliance with federal regulatory requirements (Sec. 2 – 20%)

PS5 position:

- Expand the process to educate local governments, veterans, and those still serving in the national guard or armed forces reserve of the veteran's service officer program (Sec. 2 – 50%)
- Develop partnerships with local governments to assist in establishing and maintaining local veterans service officers in eligible counties. This includes delivery of all veteran service officer training provided by the department which is necessary to to develop and maintain the specialized knowledge required of veteran service officers (Sec. 2 – 50%)

PS3 position:

- Assists the WMS2 (Program Manager) by compiling and analyzing data necessary to complete required reports, county-specific information provided on the department website, and contacting recently separated veterans within 90 days of receipt of discharge notice from the department of defense. (Sec. 1)
- Supports the program manager in with administrative requirements associated with managing contracts, budget revenue and expense, provides administrative reports, and demographic analysis. This includes creating and tracking spreadsheets, processing billings and related forms, processing A-19s and Contract Processing Action Requests (CPARs) and working collaboratively with fiscal offices and other agencies. (Sec. 2)
- Interface between senior managers, participants, and customers within the agency and outside the agency. The individual will also interface with other state agencies, private organizations, local governments, community partners, and stakeholders to coordinate administrative and logistic requirements of this statewide program to include supporting outreach events and public meetings. (Sec. 2)

In addition to FTE, WDVA assumes the following impact:

- \$100,000/year for specialized training: assumption is 50 people, to include department FTEs and county veteran service officers, trained at approximately \$2,000/person. Training would include in-person and web-based virtual training using the National Veterans Legal Services Program (NVLSP), which ensures the highest quality of updated instruction on VA benefits and claims.
- \$42,000/year travel costs for the 3.0 FTE, and key leaders, to attend meetings with county stakeholders and partners at stand downs and host Town Halls and/or public meetings, trainings, across the state to disseminate information and talk with veterans and their families in their local settings. This includes dedicated travel to veterans events to identify underserved veterans and assist them with connecting with local VSOs
- \$15,000/year (\$9,000 for postage and \$6,000 for envelopes and printing letterhead and brochures): assumes welcome home letters mailed to new veterans within 90 days of receipt of discharge, approximately 7,000 letters per year.
- \$35,000/year for 50 Tyler Technologies' licenses at \$700 each: required EVCMS enhancement to establish the new Veterans Service Officer program.

Part III: Expenditure Detail

III. A - Operating Budget Expenditures

| Account | Account Title | Type | FY 2024 | FY 2025 | 2023-25 | 2025-27 | 2027-29 |
|-----------------|---------------|-------|---------|-----------|-----------|-----------|-----------|
| 001-1 | General Fund | State | 0 | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |
| Total \$ | | | 0 | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |

III. B - Expenditures by Object Or Purpose

| | FY 2024 | FY 2025 | 2023-25 | 2025-27 | 2027-29 | |
|--------------------------------------|---------|---------|-----------|-----------|-----------|-----------|
| FTE Staff Years | | 3.0 | 1.5 | 3.3 | 3.3 | |
| A-Salaries and Wages | | 254,000 | 254,000 | 566,000 | 566,000 | |
| B-Employee Benefits | | 107,000 | 107,000 | 236,000 | 236,000 | |
| C-Professional Service Contracts | | 386,000 | 386,000 | | | |
| E-Goods and Other Services | | 156,000 | 156,000 | 312,000 | 312,000 | |
| G-Travel | | 42,000 | 42,000 | 86,000 | 86,000 | |
| J-Capital Outlays | | 18,000 | 18,000 | 6,000 | | |
| M-Inter Agency/Fund Transfers | | | | | | |
| N-Grants, Benefits & Client Services | | | | | | |
| P-Debt Service | | | | | | |
| S-Interagency Reimbursements | | | | | | |
| T-Intra-Agency Reimbursements | | 122,000 | 122,000 | 152,000 | 152,000 | |
| 9- | | | | | | |
| Total \$ | | 0 | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |

III. C - Operating FTE Detail: *List FTEs by classification and corresponding annual compensation. Totals need to agree with total FTEs in Part I and Part IIIA*

| Job Classification | Salary | FY 2024 | FY 2025 | 2023-25 | 2025-27 | 2027-29 |
|---|--------|---------|---------|---------|---------|---------|
| 107J: PROGRAM SPECIALIST 3 | 72,552 | | 1.0 | 0.5 | 1.0 | 1.0 |
| 107L: PROGRAM SPECIALIST 5 | 86,208 | | 1.0 | 0.5 | 1.0 | 1.0 |
| 482AD: IT APPLICATION DEVELOPMENT - ENTRY | 96,768 | | | | 0.3 | 0.3 |
| WMS Band 2 | 94,883 | | 1.0 | 0.5 | 1.0 | 1.0 |
| Total FTEs | | | 3.0 | 1.5 | 3.3 | 3.3 |

III. D - Expenditures By Program (optional)

| Program | FY 2024 | FY 2025 | 2023-25 | 2025-27 | 2027-29 |
|-------------------------|---------|-----------|-----------|-----------|-----------|
| Veterans Services (020) | | 1,085,000 | 1,085,000 | 1,358,000 | 1,352,000 |
| Total \$ | | | 1,085,000 | 1,358,000 | 1,352,000 |

Part IV: Capital Budget Impact

IV. A - Capital Budget Expenditures

NONE

IV. B - Expenditures by Object Or Purpose

NONE

IV. C - Capital Budget Breakout

Acquisition and construction costs not reflected elsewhere on the fiscal note and description of potential financing methods.

NONE

IV. D - Capital FTE Detail: *FTEs listed by classification and corresponding annual compensation. Totals agree with total FTEs in Part IVB.*

NONE

Part V: New Rule Making Required

Provisions of the bill that require the agency to adopt new administrative rules or repeal/revise existing rules.