Individual State Agency Fiscal Note

Bill Number: 1102 S HB	Title: Veteran support and services	Agency: 305-Department of Veterans Affairs

Part I: Estimates

☐ **No Fiscal Impact**

Estimated Cash Receipts to:

NONE

Estimated Operating Expenditures from:

	FY 2026	FY 2027	2025-27	2027-29	2029-31
FTE Staff Years	1.0	1.0	1.0	1.0	1.0
Account					
General Fund-State 001-1	605,000	163,000	768,000	326,000	333,000
Total $	605,000	163,000	768,000	326,000	333,000

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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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.

This bill aims to improve the lives of Washington State veterans by expanding support services, increasing access to federal benefits, and ensuring equitable distribution of resources across counties.

Section 2 of the bill imposes a fiscal impact on Washington State Department of Veterans Affairs (WDVA) by requiring the agency to provide veterans information regarding available veterans' services. Subject to appropriate funding, this includes
- Contacting veterans within 90 days of military discharge to provide information on benefits and services.
- Providing county-specific information on the department website about services and resources. This means maintaining and continually updating information across all separate webpages, one for each eligible county, to ensure accuracy and accessibility for veterans statewide.
- Producing a biennial report to the governor and legislature detailing the Veteran Service Officer program.

Section 3 of the bill qualifies additional counties for the VSO program participation by mandating the establishment and maintenance of a Veterans Service Officer program targeting "eligible counties". Eligible counties are defined as those where the percentage of veterans receiving federal disability or pension compensation falls below the national average. Responsibilities include:
- Establishing a process to educate local governments, veterans, and active service members in the National Guard or Armed Forces Reserve about the program.
- Developing partnerships with local governments to assist in establishing and maintaining Veterans Service Officers in eligible counties that chose to participate.
- Providing 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:

- Enhancements will be required for the department's information technology systems and public-facing website.

As the state veteran agency, WDVA will also assume responsibility for:
- Providing Veteran Service Officer training and VA accreditation to additional CVSOs.
- Ensuring access to IT systems for additional CVSOs.
- Conducting quality assurance and reporting on VA claims submitted by additional CVSOs.
- Representing VA claims appeals submitted by additional CVSOs.
- Ensuring compliance with federal rules.

To address program expansion and successfully meet contract and reporting requirements, WDVA proposes 1 FTE of Program Specialist 5, a one-time contractor support worth $386K, and $20K worth of mailing expenses.

PS5 position (FY26 Start):
The PS5 position will play a vital role in accomplishing the new scope of work outlined in section 2. Section 2 adds eight

new requirements, six of which are reportable to the governor and the appropriate standing committees of the legislature regarding veteran services. The program specialist 5 position will be responsible for ensuring that complex data is collected, organized, and analyzed in conjunction with county partners to ensure that all reports meet the requirements of this legislation. This position will also be responsible for outreach to local government, training and technical expertise for County Service Officers, and overall coordinating between counties and WDVA in all matters pertaining to the quality of services to veterans and families.

The PS5 plays a vital role in supporting veterans by ensuring comprehensive and accurate information is available. This requires collecting, sharing, and maintaining county-specific program details to enhance localized webpages and outreach efforts, making resources easily accessible for veterans and their families. However, gathering, comparing, and reporting this data presents significant challenges due to the varying operational models and regulations across counties. Each county follows its own set of rules, making standardization difficult and requiring extensive efforts to collect and validate information. The PS5 will be key in addressing these challenges, streamlining service delivery methods, and improving data collection and reporting processes.

Comprehensive training provided by the PS5 position is essential for both new and experienced Veteran Service Officers to remain up to date with the complex and frequently changing state and federal rules governing veterans' benefits, including disability compensation, pensions, healthcare, education, and employment. By delivering effective training, this position directly enhances veterans' access to the benefits they have earned.

In addition to FTE, WDVA assumes the following impact:

- $386,000 impact in FY26 for contractor support:
- $20,000 per year for veteran outreach mailings effort

These resources are necessary to fulfill the following requirements and associated tasks:

-Enhance the case management system and implement a new Power Automate process to track the creation and delivery of department outreach to newly discharged veterans.
-Support the design, building, and testing the required database functionality.
-Collect development requirements, map individual program processes, and establish an integrated process framework based on program needs.
-Develop, create, and test user stories and wireframe diagrams to guide system functionality and design.
-Ensure all products comply with OCIO standards for usability and accessibility.
-Integrate the WDVA website with Power BI to categorize and display available services by county, implement enhanced query features, and ensure effective collection of website presentation requirements. This includes developing wireframe concepts, testing, and refining user stories.
-Integrate data from case management systems and Veteran Service Officer claims systems, consolidating information from multiple data sources for seamless access and analysis.

Veteran outreach mailings effort costing $20,000/year for postage, 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.

Part III: Expenditure Detail

III. A - Operating Budget Expenditures

Account	Account Title	Type	FY 2026	FY 2027	2025-27	2027-29	2029-31
001-1	General Fund	State	605,000	163,000	768,000	326,000	333,000
		Total $	605,000	163,000	768,000	326,000	333,000

III. B - Expenditures by Object Or Purpose

	FY 2026	FY 2027	2025-27	2027-29	2029-31
FTE Staff Years	1.0	1.0	1.0	1.0	1.0
A-Salaries and Wages	89,000	89,000	178,000	178,000	178,000
B-Employee Benefits	34,000	34,000	68,000	68,000	68,000
C-Professional Service Contracts	386,000		386,000		
E-Goods and Other Services	22,000	22,000	44,000	44,000	44,000
G-Travel					
J-Capital Outlays	6,000		6,000		6,000
M-Inter Agency/Fund Transfers					
N-Grants, Benefits & Client Services					
P-Debt Service					
S-Interagency Reimbursements					
T-Intra-Agency Reimbursements	68,000	18,000	86,000	36,000	37,000
9-					
Total $	605,000	163,000	768,000	326,000	333,000

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 2026	FY 2027	2025-27	2027-29	2029-31
107L: PROGRAM SPECIALIST 5	88,800	1.0	1.0	1.0	1.0	1.0
Total FTEs		1.0	1.0	1.0	1.0	1.0

III. D - Expenditures By Program (optional)

Program	FY 2026	FY 2027	2025-27	2027-29	2029-31
Veterans Services (020)	605,000	163,000	768,000	326,000	333,000
Total $	605,000	163,000	768,000	326,000	333,000

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.