



MEMORANDUM

Texas Veterans Land Board • Jerry Patterson • Chairman

DATE: May 4, 2010

TO: Members of the House Defense Affairs Committee

FROM: Jan Rader, Director, VLB Communications Center and Outreach Marketing

SUBJECT: Veterans Land Board Call Center

Since 1983, the Veterans Land Board (VLB) has offered Texas veterans a toll-free call center to provide information on veterans' benefits offered by the Board. Over the ensuing years, the VLB Call Center has expanded that role by providing information on other benefits provided by the federal government, veterans' organizations and other state agencies and veteran service providers. The VLB Call Center also maintains the VLB Web site as an adjunct to call services.

Benefits offered specifically by the VLB are low-interest loans for the purchase of land and homes and to make home improvements, state-of-the-art long-term care facilities for veterans in our state veterans homes, and dignified places of rest for deceased veterans in our state veterans cemeteries.

In January 2008, the VLB Call Center initiated a combined call center with that of the Texas Veterans Commission (TVC) in response to suggestions from the Sunset Advisory Board to provide a more efficient, centralized service to veterans.

Subsequently, the TVC provided the VLB with resource information pertaining to educational benefits for veterans, employment services for veterans, claims for pensions and disabilities, and emergency financial assistance. In 2010, TVC requested the VLB begin providing monthly reports on ten categories of calls related to TVC resource information and VLB complied beginning in March 2010. In that first reporting month, VLB responded to 427 calls in those ten categories, representing approximately 7.5% of all calls received by the VLB Call Center in that month.

COMMUNICATION CENTER TVC DATA

January 2008-Present

	Calls Offered		Education		Employment		Claims, Representation, Counseling			Referred To		
	Total Calls Offered All Categories	Total TVC Calls Offered 10 Categories	VA Education	Hazlewood	Veteran Job Seekers	Employers	Claims	Medical	Emergency Funds	Claims Counselor	V/A/Other	VSO
Jan-08	5,867											
Feb-08	5,716											
Mar-08	6,235											
Apr-08	8,163											
May-08	7,540											
Jun-08	7,354											
Jul-08	6,960											
Aug-08	6,423											
Sep-08	8,156											
Oct-08	6,649											
Nov-08	4,566											
Dec-08	4,231											
Jan-09	5,527											
Feb-09	4,846											
Mar-09	5,355											
Apr-09	7,070											
May-09	4,909											
Jun-09	5,768											
Jul-09	5,293											
Aug-09	5,574											
Sep-09	6,472											
Oct-09	5,205											
Nov-09	4,013											
Dec-09	3,645											
Jan-10	4,198											
Feb-10	4,025											
* Mar-10	5,578	427	101	13	23	0	108	11	5	78	64	24

*Inception of reporting by TVC Category.