

## Justification for Line Item Transfers for Veteran Services April 2012

### Telephone Service (04211)

We have seen an upswing in the number of Improved Pension claims for our World War II, Korea and Vietnam veterans. The Department of Veteran Affairs office that handles these claims is in St. Paul Minnesota, and they do not have a 1-800 number to call for service and inquiries on claim status. Because these claims have increased, so has the number of phone calls, which has increased our long distance bill.

### Travel: (04231)

We are paying our counselors travel pay for the weekly outreach trips to staff the Taylor Annex and the Heroes Night Out Green Zone Center in Cedar Park. This, combined with other out of office trips to Assisted Living and Nursing Homes for those veterans who cannot drive, has resulted in a larger travel budget than anticipated.