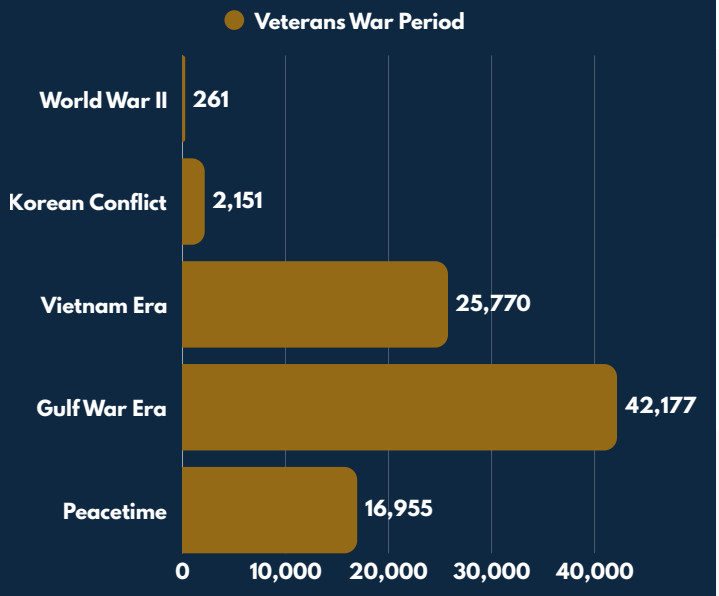
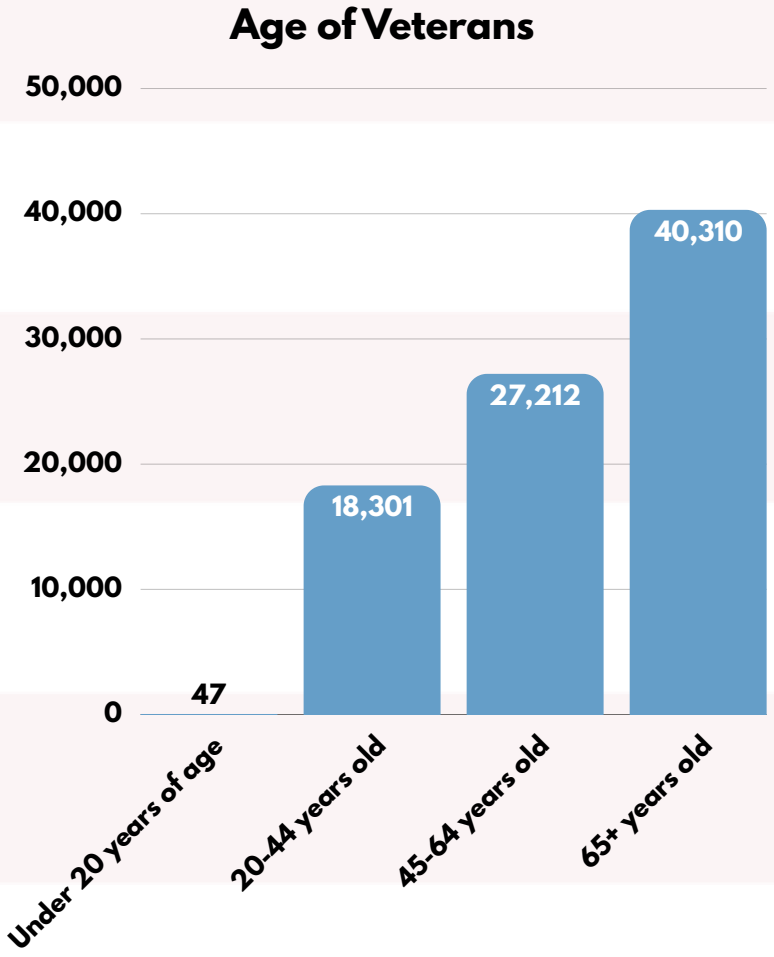
VETERAN DEMOGRAPHICS

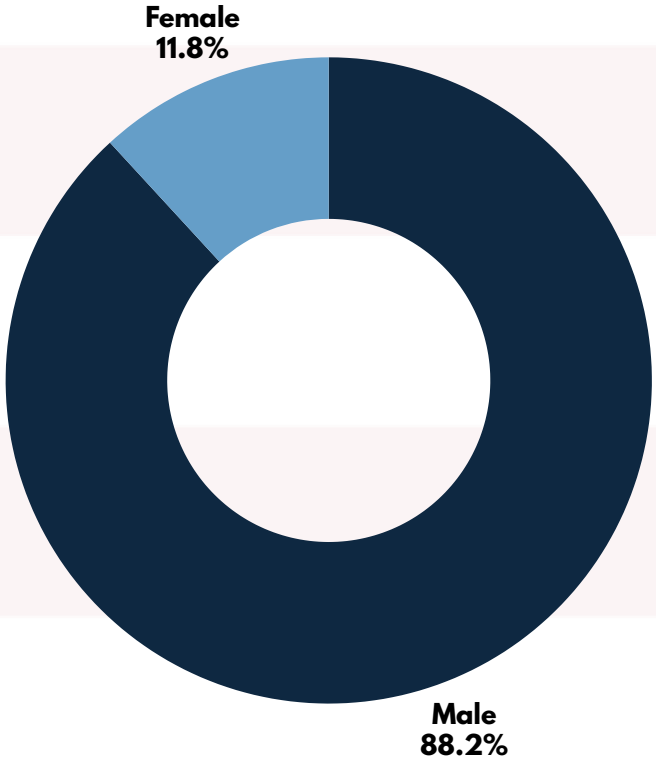
Montana Veteran Population (2025)

85,871

An estimated 1 in 10 adult Montanans are a veteran.

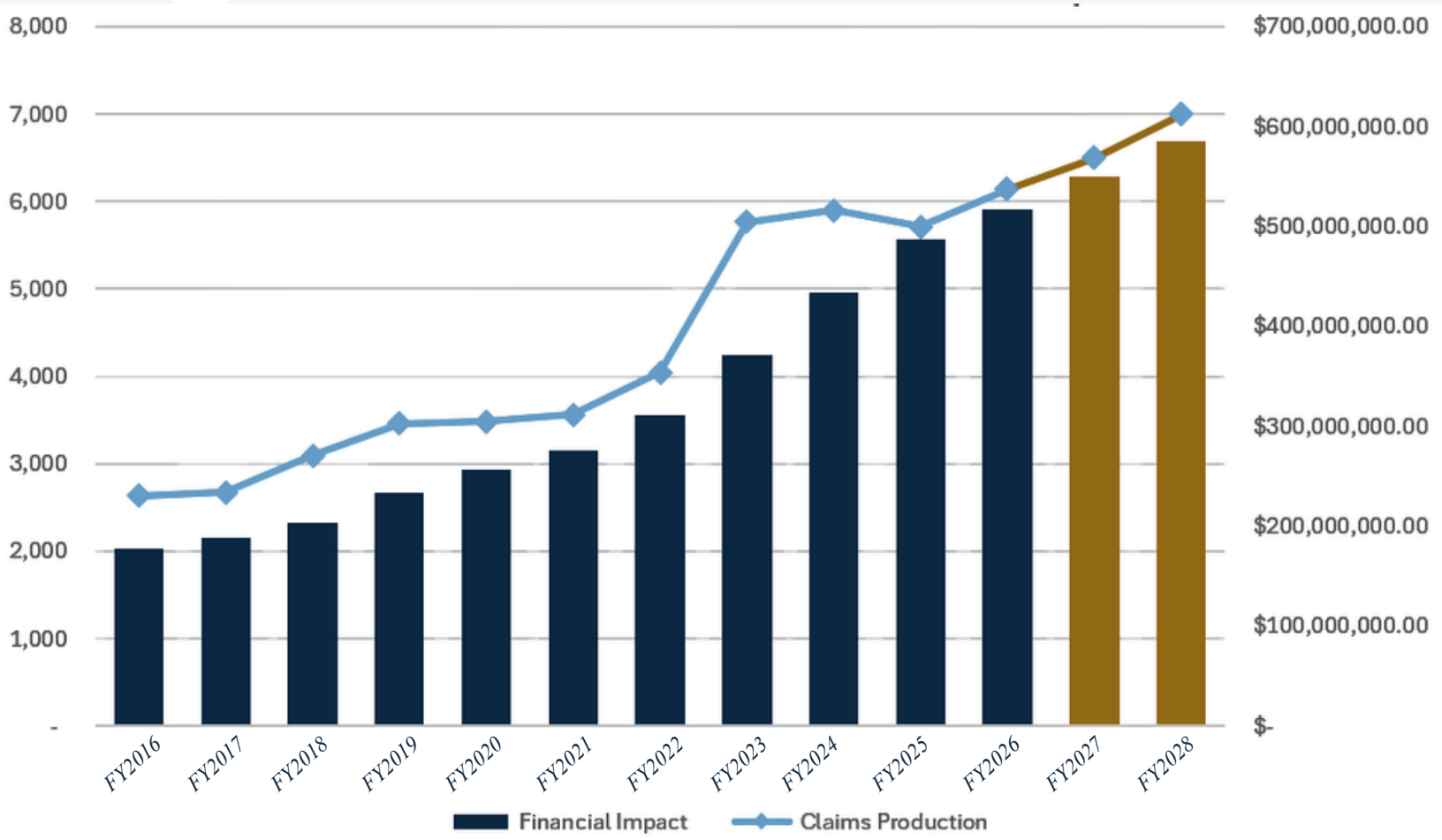






VETERAN SERVICES BUREAU

CLAIMS PRODUCTION & FINANCIAL IMPACT



133%

INCREASE IN CLAIMS PRODUCTION FROM FY 2016 → FY 2026

Veteran Services Bureau Staff

18 VSOs

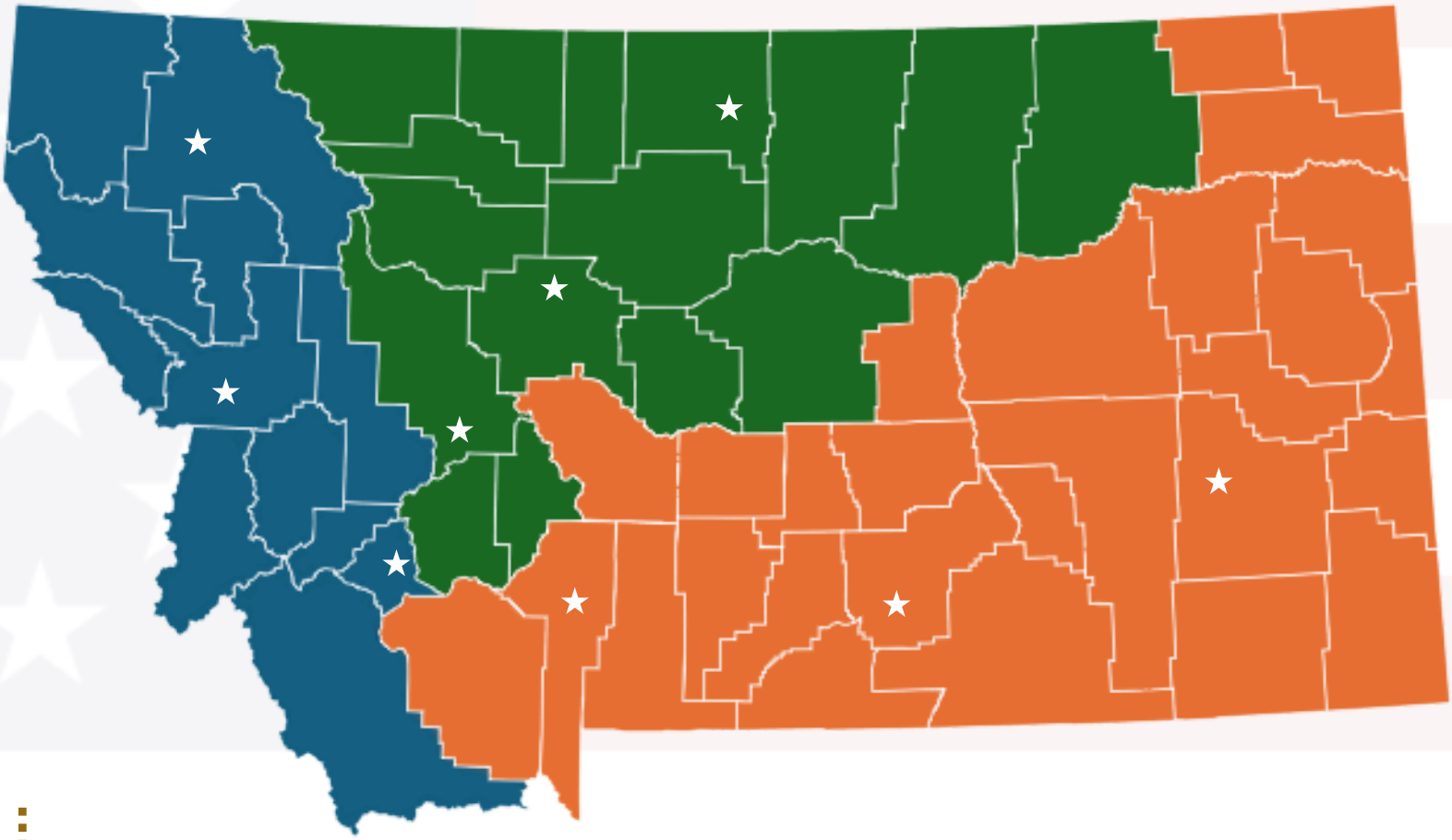
9 Administrative Assistants

3 Regional Managers

1 Bureau Chief

VETERAN SERVICE OFFICES BREAKDOWN

REGIONS



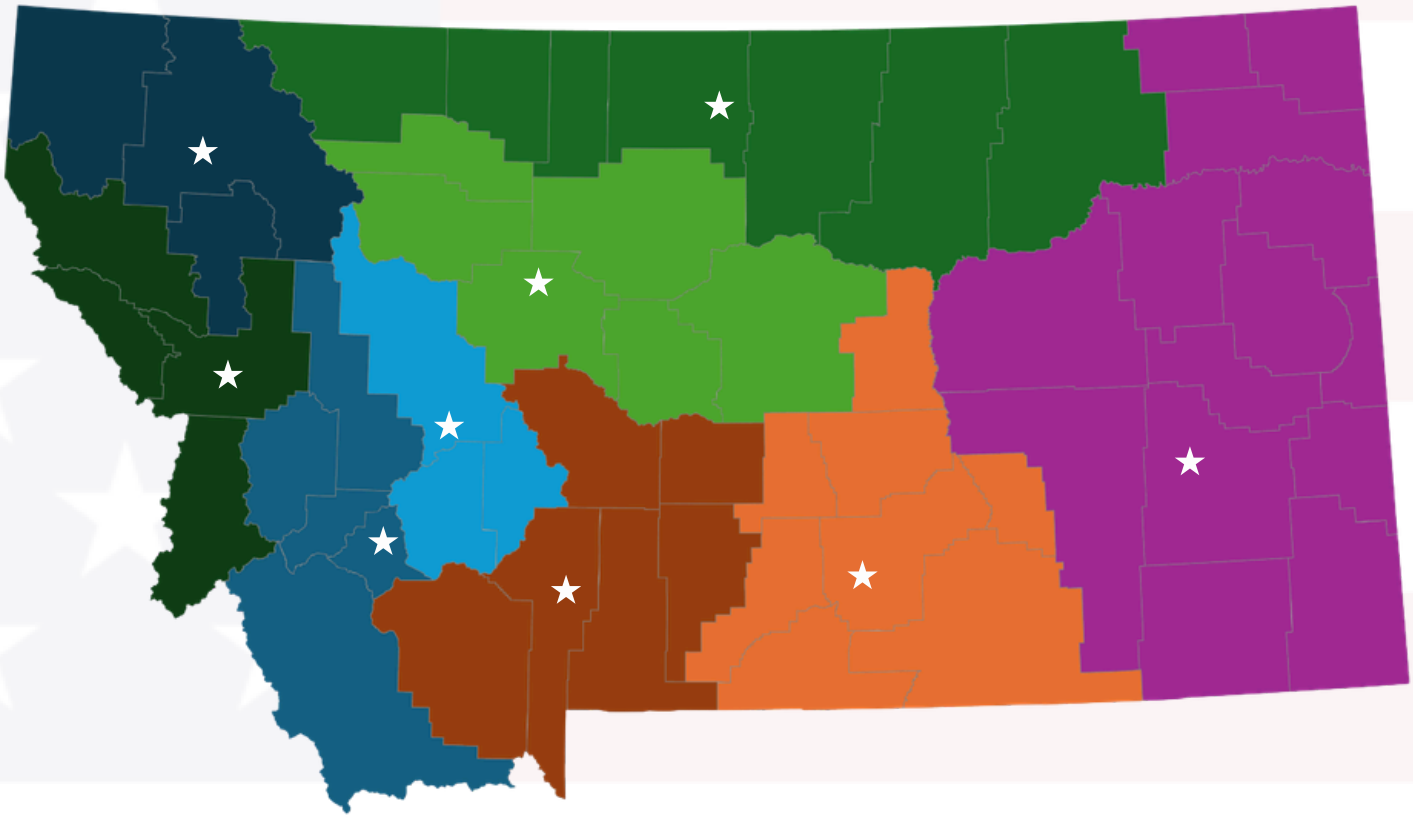
REGION	# OF VSOS	ESTIMATED POPULATION
WEST	6 VSOS 1 REGIONAL SUPERVISOR	32,633
EAST	6 VSOS 1 BUREAU CHIEF 1 REGIONAL SUPERVISOR	27,957
CENTRAL	6 VSOS 1 REGIONAL SUPERVISOR	25,281

FY 2026 DATA RESULTS

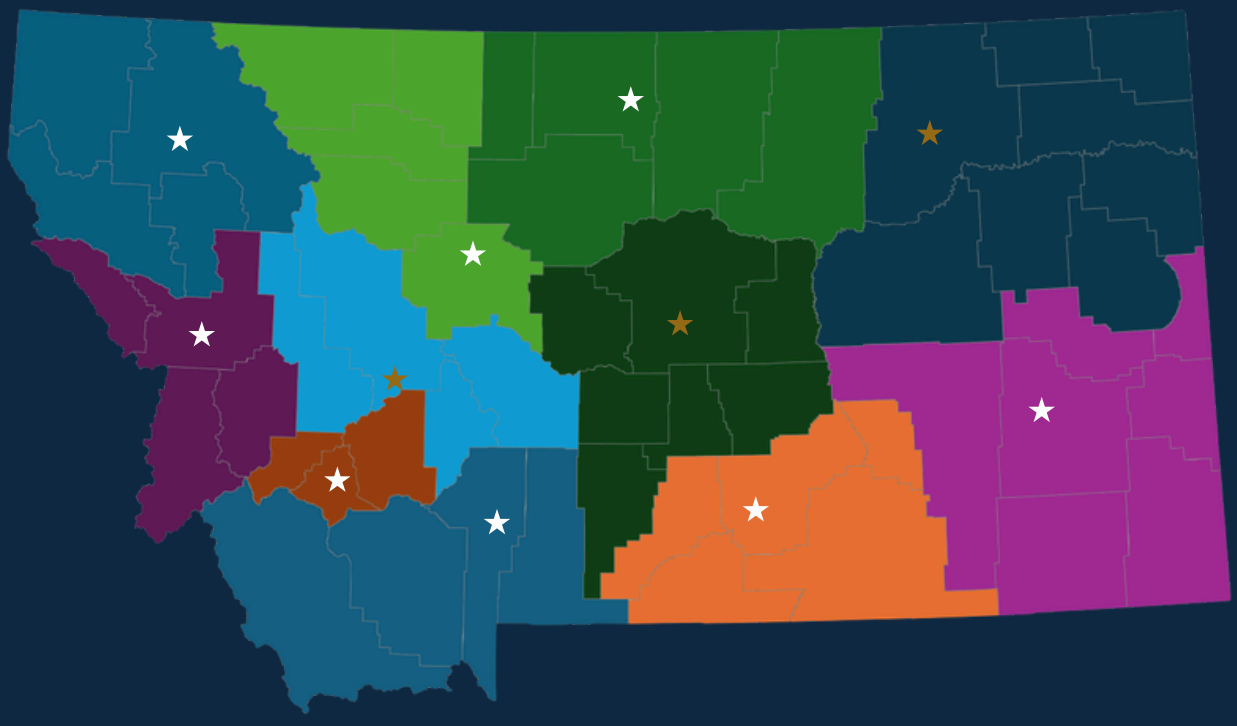
Office	# of VSOs	Est. Veteran Population	Backlog	Avg. Monthly Miles Traveled	Avg. Days to Rate	Avg. Rating Grant Rate	Call Back Wait Time (from survey results)	Appointment Scheduled Wait Time (from survey results)	Recommendion Rates (from survey results)
WEST REGION									
Butte	1 VSO	5,347	1 Week	592 Miles	82	87%	40% - Same Day 60% - 1-5 Days	19% - Same Day 75% - 1-5 Days 6% - 6-10 Days	100% Highly Recommend
Kalispell	2 VSOs 1 Regional VSO	12,504	1 Week	934 Miles	65	85%	80% - Same Day 18% - 1-5 Days 1% - 6-10 Days 1% - More than 10 Days	9% - Same Day 67% - 1-5 Days 19% - 6-10 Days 6% - More than 10 Days	93% Highly Recommend
Missoula	3 VSOs	14,782	1 Week	813 Miles	58	84%	71% - Same Day 29% - 1-5 Days	17% - Same Day 66% - 1-5 Days 14% - 6-10 Days 3% - More than 10 Days	93% Highly Recommend
EAST REGION									
Belgrade	3 VSOs 1 Bureau Chief	8,794	2 Weeks	781 Miles	104	80%	75% - Same Day 21% - 1-5 Days 4% - More than 10 days	11% - Same Day 33% - 1-5 Days 33% - 6-10 Days 23% - More than 10 Days	96% Highly Recommend
Billings	2 VSOs 1 Regional VSO	14,823	2 Weeks	654 Miles	92	79%	30% - Same Day 35% - 1-5 Days 7% - 6-10 Days 29% - More than 10 Days	5% - Same Day 43% - 1-5 Days 22% - 6-10 Days 30% - More than 10 Days	97% Highly Recommend
Miles City	1 VSO	4,340	1 Week	1,535 Miles	82	90%	35% - Same Day 65% - 1-5 Days	31% - Same Day 60% - 1-5 Days 6% - 6-10 Days 2% - More than 10 Days	99% Highly Recommend
CENTRAL REGION									
Great Falls	3 VSOs	12,812	3 Weeks	1,040 Miles	90	90%	83% - Same Day 17% - 1-5 Days	31% - Same Day 23% - 1-5 Days 8% - 6-10 Days 38% - More than 10 Days	100% Highly Recommend
Havre	1 VSO 1 Regional VSO	3,402	1 Week	781 Miles	84	95%	89% - Same Day 17% - 1-5 Days	77% - Same Day 18% - 1-5 Days 2% - 6-10 Days 2% - More than 10 Days	97% Highly Recommend
Helena	2 VSOs	9,067	3 Weeks	275 Miles	76	79%	27% - Same Day 64% - 1-5 Days 9% - 6-10 Days	37% - Same Day 41% - 1-5 Days 19% - 6-10 Days 4% - More than 10 Days	97% Highly Recommend

3 FTE ASSESSMENT

CURRENT OFFICE COVERAGE



RE-DRAWN REGIONS



Placement

1- Lewistown

2- Glasgow

3 - Helena