

Sauk County, Wisconsin
Sauk County Veterans Service Office Annual Report

2013 Mission: In recognition of the special sacrifices that veterans and their families have made, the Sauk County Veterans Service Office is dedicated to providing the highest quality service to Sauk County veterans and their family members by utilizing all available resources including federal, state, county and civic. We strive to keep veterans and their family members informed of all pertinent information through the use of all available technologies and actively work for the protection of veteran benefits.

Departmental Program Summary:

Information Services: Update Twitter, Facebook, and the Veterans Department Webpage of the Sauk County Website to keep veterans informed of new and changing benefits. Attend events and meetings as appropriate to promote this office and veterans benefits.

Assistance: Assist veterans and their families in making application for State and Federal benefits, including education, compensation, pension, burial and health care. Disperse funds from Veterans Relief Fund to veterans in need.

2013 Goals Review

Goal #1: Continue to Increase USDVA Disability Compensation to Veterans.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2012?
	Yes or No (If no, please provide comment)
Review files to identify veterans who may be eligible for disability compensation or compensation increases.	No – daily case load prevented file review to identify eligible veterans

Goal #2: Continue to Increase USDVA Non Service Connected Pension to Veterans.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2012?
	Yes or No (If no, please provide comment)
Identify veterans in the County who will qualify for this benefit by outreach such as contacting assisted living facilities as well as nursing homes.	No – daily case load prevented file review to identify eligible veterans

Goal #3: Sauk County Veterans Service Office Visibility Throughout Sauk County.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2012?
	Yes or No (If no, please provide comment)
Visit 50% of service organizations in Sauk County.	Yes

Changes / Accomplishments:

2013 was a challenging year for the Sauk County Veterans Service Office (CVSO). We continued to serve very high numbers of veterans and their families compared to the available CVSO staff. Beyond the number of veterans and their families served, the case complexity and how the cases were processed have increased in difficulty and time intensity. More veterans came to the CVSO with mental health issues, both from the current returning veterans, as well as many new claims for Post-Traumatic Stress Disorder (PTSD) from our Vietnam veterans as they aged or retired. The progress towards technology and giving veterans access to the claim progress resulted in more contact with veterans and their families while they awaited their cases to be adjudicated. They contacted us for interpretation of what they viewed online. Additionally, the appeals process continued to be extremely lengthy; it is no longer unusual for a veteran to have a case in the appeals process for over two years. Every benefit applied for has its own criteria and definition requirements that have change year over year. Because of that, we were fortunate to have added a part-time volunteer through the Experience Works Program to our staff. Linda Condie proved invaluable to us during the course of the year: her ability to relieve staff of administrative duties allowed us to better serve our veterans and their families in a timely manner.

Advances in technology proved both difficult and beneficial. We were highly encouraged by both the state and federal Departments of Veterans Affairs, to move to a paperless system. In response, we changed our local operating system to a more current and responsive web based program, VetraSpec. This resulted in a learning curve and transition while we seamlessly served our veterans. We printed 80% less in the Fourth Quarter 2013 than in the Third Quarter 2013. It continued to be a time of many changes with the agencies we work with on a daily basis, particularly the Federal Department of Veterans Affairs. Their efforts to reduce the number of disability claims pending, and with their own transition to a paperless system, meant that an ongoing environment of change occurred in the CVSO as we adopted the changes they implemented.

Statistical Summary:**OUTPUT MEASURES**

DESCRIPTION	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL
Federal Applications for Veterans Benefits Processed	1,187	1,435	1,291
State Applications for Veterans Benefits Processed	101	121	95
Number of Veterans Did the ADRC Transport	449	388	401
Veterans Relief Applications Processed, Approved and Amount Awarded	28, 23 \$4,584.51	50, 48 \$12,129.18	35, 33 \$7,442.19
Veterans Service Office County Webpage Views	7,071	4,759	5,925
Veterans Service Office County Facebook Likes	N/A	35	48
Veterans Service Office County Twitter Followers	N/A	8	15
Number of Veteran Contacts (phone, mail, fax, email, walk-ins)	14,143	16,018	14,909
Number of AddLIFE Today! News Magazines Emailed to Veterans	N/A	1,895	2,453

OUTCOME AND EFFICIENCY MEASURES

DESCRIPTION	2010 ACTUAL	2011 ACTUAL	2012 ACTUAL
Monetary Impact to Sauk Co			
<u>Federal Monetary Impact</u>			
Compensation & Pension	\$ 8,194,884.00	\$ 8,622,470.00	\$11,217,522.00
Insurance & Indemnities	706,000.00	635,936.00	33,564.00
Education	534,000.00	805,000.00	909,000.00
Burial Benefits	215,876.00	165,525.00	213,020.00
Home Loans	804,064.00	1,391,866.00	17,731,578.00
Veterans Affairs Medical Care	4,892,615.00	4,474,055.00	3,024,793.00
<u>State Monetary Impact</u>			
Veterans Home	732,933.00	810,518.00	561,059.00
Personal Loans	106,160.00	64,410.00	0.00
Education	42,496.00	19,928.00	13,295.00
Property Tax Credit	168,378.00	181,277.00	193,453.00
Total Monetary Impact	\$16,397,406.00	\$17,170,985.00	\$33,897,284.00

Monetary Impact is published by the United States Department of Veterans Affairs in June each year for the prior year. 2013 Monetary Impact will be available in June 2014.

DESCRIPTION	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL
Percentage of Veterans that Felt Well-Served by This Office	97%	97%	96%