

Sauk County, Wisconsin
Sauk County Veterans Service Office Annual Report

2014 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 veterans benefits.

Departmental Program Summary:

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

Informational Services: Produce a newsletter, Twitter, Facebook, E-Mail & Web Page to keep veterans informed of new and changing benefits, attend events and meetings as appropriate to promote this office and veterans benefits.

2014 Goals Review

Goal #1: Initiate a Peer-Peer Mentorship Program for (Sauk County) at-risk veterans

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Identify an individual within the veterans community to develop and lead the program	Yes – Pat Acker is working with Lacrosse County to set up similar program for us

Goal # 2: Facilitate a (Sauk County) veterans service organization council

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Contact the leadership from all of the veterans service organizations in Sauk County and set the meeting dates	<hr/> Yes – We have had two meetings with the Sauk County Veterans Council – Both have been well attended and productive

Goal #3: Develop and implement a Sauk County Veterans Service outreach initiative

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2014?
	Yes or No (If no, please provide comment)
Determine the needs of the veterans community and develop and facilitate an event/outreach opportunity to address a specific need	Yes – Participated in ADRC Outreach in Plain in November, assisted veteran from that area with benefits

Changes / Accomplishments:

In 2014 the Sauk County Veterans Service Office (CVSO) continued to serve very high numbers of veterans and their families. The case complexity, difficulty and time intensity continue to increase. The CVSO Office continues to manage a high number of veterans 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 age and retire. The progress towards technology and giving veterans access to the claim process resulted in more contact with veterans and their families while they await their cases to be adjudicated. Additionally, the appeals process continues to be extremely lengthy; it is no longer unusual for a veteran to have an appeal take 18 months or longer.

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, again.

Statistical Summary:

OUTPUT MEASURES

DESCRIPTION	2012 ACTUAL	2013 ACTUAL	2014 ACTUAL
Federal Applications for Veterans Benefits processed	1,435	1,291	2,017
State Application for Veterans Benefits processed	121	95	93
Number of Veterans did the ADRC Transport	388	401	581
Veterans Relief Applications processed, approved & Amount awarded	50, 48 \$12,129.18	35,33 \$7,442.19	31, 30 \$5,379.90
Veterans Service Office County Webpage views	4,759	5,925	7,863
Veterans Service Office County Facebook Likes	35	48	57
Veterans Service Office County Twitter Followers	8	15	21
# of Veteran Contacts (Phone, Mail, FAX, Email, Walk-Ins)	16,018	14,909	14,162
Number of AddLIFE Today! News Magazines Emailed to Veterans	1,895	2,453	3,323

OUTCOME AND EFFICIENCY MEASURES

DESCRIPTION	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL
Monetary Impact to Sauk Co			
<u>Federal Monetary Impact</u>			
Compensation & Pension	\$11,218,00.00	\$9,155,00.00	\$10,483.00
Insurance & Indemnities	635,936.00	33,564.00	35,400.00
Education	805,000.00	909,000.00	763,000.00
Burial Benefits			
Home Loans			
Veterans Affairs Medical Care	4,474,055.00	3,024,793.00	5,514,272.00
<u>State Monetary Impact</u>			
Veterans Home	810,518.00	561,059.00	1,124,550.00
Education	19,928.00	13,295.00	13,295.00
Property Tax Credit			

Monetary Impact is published by the United States Department of Veterans Affairs in June each year for the prior year. 2014 Monetary Impact will be available in June, 2015