

Sauk County, Wisconsin  
**Sauk County Veterans Service Office Annual Report**

**2015 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.

**2015 Goals Review**

**Goal #1: Develop and implement a basic money management packet for needy veterans**

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2015?
	Yes or No (If no, please provide comment)
When a veteran applies for financial assistance through the Veterans Relief Fund, he or she, will be assessed for basic money management counseling	Yes

**Goal # 2: Develop and implement a system to reach out to disabled veterans whom have not initiated contact with the County Veterans Service Office since the beginning of 2010 to inform them of benefit changes and eligibility requirements. Such changes may include increases in disability rating or new conditions, and new ancillary benefits.**

<b>OBJECTIVE</b>	<b>WAS THIS OBJECTIVE REACHED IN 2015?</b>
<p>Utilizing the Veteran Information Management Systems (VIMS) and VetraSpec, the Veterans Service Office Staff will identify the disabled veterans that have not been in contact with the Veterans Service Office since the beginning of 2010. By March 31 2015, the staff will mail letters to those veterans inviting them to contact the Veterans Service Office for a complete benefits review. If contact is not made from individual disabled veterans by July 1 2015, staff will follow up with a phone call by October 31 2015.</p>	<p><b>Yes or No (If no, please provide comment )</b></p> <hr/> <p>No, lack of time and resources. We have made progress and will be mailing to the first group of these vets next week.</p>

**Goal #3: Develop and implement a system to reduce appointment wait time for veterans to see the Sauk County Veteran Service Officer or Veterans Benefits Specialists**

<b>OBJECTIVE</b>	<b>WAS THIS OBJECTIVE REACHED IN 2015?</b>
<p>Reduce appointment wait time from a current estimated 20 days to 10 days.</p>	<p>Yes or No (If no, please provide comment) Yes</p>

**Changes / Accomplishments:**

In 2015 the Sauk County Veterans Service Office (CVSO) continued to serve ever increasing 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. Additionally, the appeals process continues to be extremely lengthy; it is not unusual for a veteran to have an appeal take 18 months or longer.

The additional FTE hit the ground running and was assisting veterans on his own in only a few months and was fully accredited in 7 months. His efforts and quicker than expected learning curve allow us to shorten veterans wait time for an appointment from 6 weeks or longer to under two weeks by Labor Day. Adding this additional Veterans Benefit specialist to our staff was undoubtedly the answer to providing better and timelier service to our veterans.

## OUTPUT MEASURES

	<i>2013 ACTUAL</i>	<i>2014 ACTUAL</i>	<i>2015 ACTUAL</i>
Federal Applications for Veterans Benefits processed	1,291	2,017	2,940
State Applications for Veterans Benefits	95	93	109
Number of Veterans transported by ADRC	401	581	320
Veterans Relief Applications Processed	\$7,442.90	\$5,379.90	\$9,085.17
Approved	35	31	42
Denied	6	3	4
Veterans Service Office County WebPage views	5,295	7,863	9,529
Veterans Service Office County Facebooks Likes	48	57	121
Veterans Service Office County Twitter Followers	15	21	32
# of Veteran Contacts (Phone, Mail, FAX, Email, Walk-Ins)	14,909	14,162	19,330
Number of AddLife Today! News Magazines Emailed to Veterans	2,453	3,323	3,409

## OUTCOME AND EFFICIENCY MEASURES

DESCRIPTION	2012 ACTUAL	2013 ACTUAL	2014 ACTUAL
Monetary Impact to Sauk County			
<u>Federal Monetary Impact</u>			
Compensation & Pension	\$ 9,155,000.00	\$10,483,000.00	\$12,463,000.00
Insurance & Indemnities	\$ 279,000.00	\$ 354,000.00	\$ 380,000.00
Education	\$ 909,000.00	\$ 763,000.00	\$ 968,000.00
Veterans Affairs Medical Care	\$10,456,000.00	\$13,024,000.00	\$14,501,000.00
<u>State Monetary Impact</u>			
Veterans Home	\$ 561,059.00	\$ 1,124,550.00	\$ 723,336.00
Education	\$ 13,295.00	\$ 13,295.00	NOT AVAILABLE

Monetary Impact is published by the United States Department of Veterans Affairs in June each year for the prior year. 2015 Monetary Impact will be available in June, 2016