

Sauk County, Wisconsin
Sauk County Veterans Service Office Annual Report

2016 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.

2016 Goals Review

Goal#: 1 Develop, promote, and present, Post Traumatic Stress (PTSD) training (military/veteran) for local stakeholders, to include ministry, healthcare and others.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2016?
	Yes or No (If no, please provide comment)
Educate and inform community on how to understand, recognize and react to military and veterans that have PTSD.	Yes 3 different locations, about 80 attendees. Tangible results already.

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.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2016?
<p>Utilizing the Veteran Information Management System (VIMS) and VetraSpec, the Veterans Service Office staff will identify the disabled veterans that have not been in contact with the Veterans Service Office in the last 5 years.</p>	<p>Yes or No (If no, please provide comment)</p> <hr/> <p>Yes Multiple mailings and a very good response ratio of about 35%. We have had a significant impact on those who came in for review.</p>

Goal #3: Initiate a process to open communication with elder care facilities and nursing homes in Sauk County, regarding veterans or spouses of veterans in their facilities.

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2016?
<p>To get information to both the veterans and their families and the facilities regarding benefits that are potentially available</p>	<p>Yes or No (If no, please provide comment) Yes, outreach done, response was very disappointing.</p>

Changes / Accomplishments:

In 2017, 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 typical for a veteran to have an appeal take 18 months or longer.

The outreach to educate the public on PTSD with our veterans was particularly successful, not just the number of attendees, but the immediate impact on several veterans who were identified by first responders, as a result of the information that was communicated at the presentation.

During 2016, between the CVSO and Assistant CVSO, we visited 10 different veterans service organizations to update the members on VA benefits and changes.

In 2016 we processed 84 requests for financial assistance through the Veterans Relief program.

	<i>2014 ACTUAL</i>	<i>2015 ACTUAL</i>	<i>2016 ACTUAL</i>
Federal Applications for Veterans Benefits processed	2,017	2,940	3,145
State Applications for Veterans Benefits	93	109	193
Number of Veterans transported by ADRC	581	320	130
Veterans Relief Applications Processed	\$5,379	\$9,085	\$11,708
Approved	31	42	66
Denied	3	4	8
Veterans Service Office County WebPage views	7,863	9,529	12,198
Veterans Service Office County Facebooks Likes	57	121	158
Veterans Service Office County Twitter Followers	21	32	40
# of Veteran Contacts (Phone, Mail, FAX, Email, Walk-Ins)	14,162	19,330	22,627
Number of AddLife Today! News Magazines Emailed to Veterans	3,323	3,409	4,055

OUTCOME AND EFFICIENCY MEASURES

DESCRIPTION	2013 ACTUAL	2014 ACTUAL	2015 ACTUAL
Monetary Impact to Sauk County			
<u>Federal Monetary Impact</u>			
Compensation & Pension	\$10,483,000	\$12,463,000	\$ 13,279,000
Insurance & Indemnities	\$ 354,000	\$ 380,000	\$ 511,000
Education	\$ 763,000	\$ 968,000	\$ 937,000
Veterans Affairs Medical Care	\$13,024,000	\$14,501,000	\$ 16,641,940
Home Loans	NA	NA	\$ 17,765,884
<u>State Monetary Impact</u>			
Veterans Home	\$ 1,124,550	\$ 723,336	\$ 762,572
Education	\$13,295,000	\$13,295,000	\$ 15,544,649
WI Property Tax Credit **	NA	NA	\$ 265,031

Monetary Impact is published by the United States Department of Veterans Affairs in June each year for the prior year. 2016 Monetary Impact will be available in June, 2017

** WI Property Tax Credit Info is put out every two years