



VETERANS SERVICE OFFICE

Phone: (715) 232-1646
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County of Dunn

Government Center
3001 US Highway 12 East, Suite 116
Menomonie, WI 54751

Greg Quinn
Veterans Service Officer

Jessica Stark
Veterans Specialist

2015 ANNUAL REPORT

MISSION: To provide assistance to Veterans and dependents with obtaining county, state, and federal benefits through advocacy, information and referral, and direct support.

Members of the Health & Human Services Board

Thomas Quinn, Chair

Coleen Pember

Mary Solberg, Vice Chair

Gary Stene

Sarah Kennedy

William Lamb

Sara Carstens

Carol Anderson

VISION STATEMENT: We are the leadership that advocates for the health, safety, and welfare of Dunn County.

Members of the Veterans Service Commission

Gilbert Mounce, Chair

Gary Lauer

Dudley Markham

DUNN COUNTY VETERANS DEPARTMENT 2015 ANNUAL REPORT

2015 GOALS

Goal 1 Provide excellent Veterans customer service and assistance to maximize benefits.

The office has continued to provide availability to our Veterans and dependents with flexible and extended meetings and work schedules. Monthly office meetings are conducted to implement near, mid, and long-term planning to ensure good office coverage and availability. The partnership continues with the LaCrosse Veterans Center fielding a counselor every Tuesday to work with combat Veterans and their mental health.

Goal 2 Provide outreach to Veterans and dependents through public meetings, special events, and home visits to increase benefit utilization.

The office held a booth at the Dunn County Fair in partnership with local Veteran Service Organizations in 2015. The office partnered with local Veteran Ministry Group to host a program at the Menomonie Veterans Center for Post-Traumatic Stress and families. It was attended by 70 people that included a free book authored by the speaker that was donated. The office published its first newsletter in October and was emailed to Veterans registered with this office, as well as published on the Dunn County website and Facebook page. A wounded warrior hunt was conducted in collaboration with the Army Corp of Engineers at Lake George in Spring Valley that included 8 disabled Veterans. We provided 10 Veterans to the Local 434 Pipefitters Union that conducted free furnace inspection for them.

Goal 3 Continue Veterans transportation assistance to medical facilities and seek expansion through collaboration with Veterans Service Organizations.

The office assisted in providing 19,337 miles including 118 rides for Veterans to receive Health Care during this reporting period. The office instituted a more comprehensive Veteran Transportation Policy that includes a code of conduct for all riders. It is has been well received and includes flat fee payments for Veterans.

Goal 4 Maximize the utilization of Veteran electronic record management through the transition to VetraSpec web based software.

The office acquired VetraSpec web based software and the migration was seamless. The office has converted over 300 Veteran files to be entirely paperless. The new system has improved record keeping for our Veterans. Phase II will implement an electronic signature pad for signing Veteran disability claims.

Goal 5 Obtain an intern/work study student to assist with Veterans record management and Medical Equipment Loan Program.

The office partnered with the UW-Stout to provide a work study/intern opportunity to students during this past fiscal year. The office utilized the assistance of one VA work study

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student the entire fiscal year and one intern during the spring semester. The interns provided over 300 hours of direct office assistance this past fiscal year. Both former students work for the Veterans Administration now.

Goal 6 Hire new Benefits Specialist due to retirement and provide State and Federal benefits training creating a seamless transition.

Jessica Stark was hired as replacement and obtained accreditation to provide direct assistance to Veterans with disability claims. The availability of an overlap with retirement and new hire allowed for the transition to work very well.

Goal 7 Develop Veteran benefit and outreach services to Veterans in the Dunn County Court system.

The office has entered into a Memorandum of Understanding with the Dunn County Criminal Justice Collaboration Division of Dunn County. This is the first step in our process to integrate our services into the criminal justice system. The intent is to receive referrals to ensure all Veteran benefits are utilized to provide support through times of crisis.

FEDERAL VETERANS BENEFITS	2014	2015
Compensation and Pension	\$8,192,000	\$9,624,000
Education and Vocational Rehabilitation/Employment	\$1,382,000	\$1,533,000
Insurance and Indemnities	\$154,000	\$168,000
Medical Care	\$6,737,000	\$5,968,000
TOTAL	\$16,466,000	\$17,293,000

STATE OF WISCONSIN BENEFITS	2014	2015
Primary Home Loan*	\$0	\$0
Personal Loan Program*	\$0	\$0
Aid to Needy Veteran Grant	\$242	\$3,750
Wisconsin State Benefits Applications	67	71

* a moratorium is in effect on Wisconsin Primary Home Loan and Personal Loan Program effective December 1, 2011 due to Veterans Trust Fund deficit

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NOTEWORTHY ITEMS	2014	2015
Burial Benefits Processed	93	100
New Client Records added in VIMS/VETRASPEC	142	179
Total Veteran Records Managed	7,557	7736
Medical Equipment Loan Program	295	351
Total Veteran Transportation Miles	22,020	19,337
Registered Discharge Documents	33	51

SOLDIERS & SAILORS RELIEF FUND

Wisconsin Statute s.45.81 creates a County Veterans Service Commission to determine aid to needy Veterans. The Veterans Service Commission meets and approves the expenditures for aid to local Veterans.

The Wisconsin Department of Veterans Affairs Transportation Grant and Soldiers and Sailors Relief Fund provided 19,337 miles of transportation that included 118 rides for medical appointments.

Assistance from this fund provided grave flag holders, flags, gas, food, rent, indigent burial, mortgage, furnace repair, and heat for Veterans.

COMMUNITY COLLABORATION

The Elmwood American Legion Auxiliary Unit 207 worked with the Veterans Department to provide Christmas gifts to a disabled Veteran's family and a \$250 gift card.

Menomonie Veterans Center adopted 5 families for Christmas Gift delivery.

The office collaborated with the United States Army Core of Engineers disabled Veteran hunt at Lake George in Spring Valley, WI allowing 8 disabled Veterans a whitetail deer hunt.

The Veterans Office worked with the Local Pipefitters Union #434 and the Heats on Program to service ten Veteran's Furnaces. The program conducts a safety inspection and cleaning of the furnaces to ensure they run efficient and safely.

The local Caribou Coffee donated over 50lbs. of coffee that was provided for Veterans.

The Boyceville School District provided care packages and donation of money that was used to purchase gift cards for Veterans in need.

\$800 in grocery cards given to families on behalf of the Menomonie Veterans Center, Menomonie V.F.W. Post #1039 & Auxiliary, and Women of the Moose.

Dickey's Barbecue donated \$140 in gift certificates

Wilson Auxiliary sponsored one family for Christmas

**DUNN COUNTY VETERANS DEPARTMENT 2015 ANNUAL REPORT
ATTACHMENT 1**

**DUNN COUNTY VETERANS DEPARTMENT
2015 EXPENDITURE SUMMARY**

As of December 31, 2015				
Line Item	2015 Budget	Year To Date	Remaining Budget	Percent Remaining
REVENUE				
Grants	10,850.00	11,462.56	(612.56)	106%
Sales	1,300.00	1,145.00	155.00	88%
Donations-Veteran Relief	-	2,215	(2,215.00)	0%
Donations-Medical Equipment		125	(125.00)	0%
Fund Balance (Donation Forward)	1,948	1,948	-	0%
TOTALS	14,098.00	16,895.56	(2,797.56)	120%
EXPENSES				
Salaries	104,104.00	96,551.07	7,552.93	7%
Overtime	1,500.00	1,630.23	(130.23)	-9%
Total Wages	105,604.00	98,181.30	7,422.70	7%
Social Security Employer	6,547.00	5,749.32	797.68	12%
Medicare Ins. Tax	1,531.00	1,336.44	194.56	13%
Retirement-Employer Share	7,168.00	6,907.72	260.28	4%
Health Insurance	53,256.00	55,597.47	(2,341.47)	-4%
Dental Insurance	1,200.00	1,000.00	200.00	17%
Post Employment Health Insurance	1,526.00	1,636.37	(110.37)	-7%
Life Insurance	396.00	267.18	128.82	33%
Inc. Continuation Ins.	492.00	-	492.00	100%
Workers Compensation	306.00	277.91	28.09	9%
Total Fringe	72,422.00	72,772.41	(350.41)	0%
Office Supplies	500.00	271.17	228.83	46%
Subscriptions	64.00	63.50	0.50	1%
Membership Dues	170.00	70.00	100.00	59%
Conferences	2,884.00	1,542.00	1,342.00	47%
Job Related Education	500.00	148.50	351.50	70%
Program Related Travel Expenses	1,000.00	326.60	673.40	67%
Operating Supplies & Expenses	2,490.00	4,714.50	(2,224.50)	-89%
Medical Equipment Repair/Repl.	1,948.00	691.82	1,256.18	0%
Total Operating	9,556.00	7,828.09	1,727.91	18%
Totals	187,582.00	178,781.80	8,800.20	5%

VETERANS RELIEF FUND				
EXPENSES				
Veterans Relief	13,146.00	12,170.70	975.30	7%

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ATTACHMENT 2

**DUNN COUNTY VETERANS DEPARTMENT
ORGANIZATION CHART**

VETERAN SERVICE OFFICE

Veteran Service Officer
(1.0)

**Veterans' Service Specialist-
Team Leader**
(1.0)