



# VETERANS SERVICE OFFICE

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## County of Dunn

Community Services Building  
3001 US Highway 12 East, Suite 116  
Menomonie, WI 54751

**Greg Quinn**  
Veterans Service Officer

**Jessica Stark**  
Veterans Specialist

## 2017 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

Mary Solberg, Chair

Bonnie Barker

Thomas Quinn, Vice Chair

Gary Stene

Sarah Kennedy

William Lamb

Sara Schaefer

Larry Bjork

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

### Members of the Veterans Service Commission

Dudley Markham, Chair

Gary Lauer

Tim Mounce

## DUNN COUNTY VETERANS DEPARTMENT 2017 ANNUAL REPORT

### 2017 GOALS

- Goal 1** Provide excellent Veteran and dependent customer service and assistance to maximize benefits through outreach, public meetings, special events, and home visits to increase benefit utilization.

*The office emphasizes good customer service and flexible meeting schedules to accomplish meeting our Veteran's and dependent's needs. We continue to increase our community visibility and involvement to reach all Veterans and dependents using local partnerships, community event attendance, Facebook posts, and newsletter emails. We have increased our visibility by working with the UW Stout Veterans Club, hosting a booth at the Dunn County Fair, presenting to local groups, and hosting outreach events. We hosted an outreach event partnering with local Veteran Ministry Group on Veteran's Health Care, Education Benefits, PTSD/Equine Therapy, expression through art which was attended by over 100 people at the Community Services Building. A quarterly newsletter continues to be published providing our Veterans with benefit updates.*

- Goal 2** Continue Veterans transportation assistance to medical facilities and seek expansion through collaboration with Veterans Service Organizations.

*The office assisted in providing 13,773 miles including 93 rides for Veterans to receive Health Care during this reporting period. This was an increase of 38% from the previous year in ridership. This is attributed to a number of Veterans having significant health care needs limiting their ability to drive themselves.*

- Goal 3** To improve office records management and efficiency.

*The office continues to utilize the technology offered in our web based Veteran management software. It has improved the continuity of care offered by allowing improved forms and note management. We have utilized data gathering and reports function to improve electronic outreach through newsletters to our Veterans.*

- Goal 4** 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 two student interns this fiscal year providing over 400 hours of direct office assistance. In addition, we added two volunteers that assist the office 11 hours per week. The addition of this support has been valuable to improve efficiency to our services.*

- Goal 5** Develop Veteran benefit and outreach services in the Dunn County Court system.

*The office receives email update every Monday morning from Dunn County Jail staff on new self-identified Veteran admissions. The office has attended court on six occasions and assisted four Veterans during their incarceration and legal issues. We have coordinated services with a variety of agencies to obtain treatment services and mitigating financial barriers. The coordination of services with the Veterans Administration, jail staff, Health and Human Services, and CJCC have continued to improve through collaborative efforts benefiting Veterans dealing with a variety of challenges.*

**DUNN COUNTY VETERANS DEPARTMENT 2017 ANNUAL REPORT**

**FEDERAL VETERANS BENEFITS**

	2016	2017
Compensation and Pension	\$9,513,000	\$10,146,000
Education and Vocational Rehabilitation/Employment	\$1,385,000	\$1,334,000
Insurance and Indemnities	\$268,000	\$154,000
Medical Care/Unique Patients	\$7,505,000	\$8,103,000
<b>TOTAL</b>	<b>\$18,671,000</b>	<b>\$19,737,000</b>

**STATE OF WISCONSIN BENEFITS**

	2016	2017
Primary Home Loan*	\$0	0
Personal Loan Program*	\$0	0
Aid to Needy Veteran Grant	\$7,846	\$1,900
Wisconsin State Benefits Applications	81	106

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

**NOTEWORTHY ITEMS**

	2016	2017
Burial Benefits Processed	202	211
New Client Records added in VETRASPEC	183	172
Total Veteran Records Managed	7,919	8,093
Medical Equipment Loan Program	454	471
Total Veteran Transportation Miles	8,613	13,773
Registered Discharge Documents	22	15

**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 13,773 miles of transportation that included 93 rides for medical appointments. This was an increase of 38% from the previous year. An additional 67 individual assistance requests were approved.

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

The Veteran Office approved 4 assistance requests to Veterans totaling \$785.85 utilizing donated funds.

**DUNN COUNTY VETERANS DEPARTMENT 2017 ANNUAL REPORT**  
**COMMUNITY COLLABORATION**

The Elmwood American Legion Auxiliary Unit 207 donated gifts for a family during the holidays.

The Military Order of Purple donated four \$100 gift cards to purple heart recipients.

Menomonie Veterans Center donated funds to support a variety Veteran events this past year.

Popple Creek Homemaker Club sponsored 11 Veterans and families providing them Christmas gifts.

The office collaborated with the United States Army Core of Engineers disabled Veteran hunt at Lake George in Spring Valley, WI allowing 9 disabled Veterans a whitetail deer hunt.

The Veterans Office worked with the Local Pipefitters Union #434 and the Heats on Program to service 14 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 coffee to be given to Veterans.

Menomonie V.F.W. Post #1039 and American Legion Post 32 provided a variety of donations this past year assisting our Veterans.

Machine Shed Sports Memorial Day Fundraiser resulting in \$879 donation for Veteran relief fund.

The Warriors in Action hosted a golf event fundraiser for the office.

The Menomonie Sunrise Rotary hosted a concert with the Whitesidewalls Rock 'n' Roll Revue resulting in a donation of \$3,138. The American Legion Post 32, VFW Post 1039, AMVETS Post 72, AMVETS Post 1128, Community for Veterans, and our office all assisted resulting in all 6 each agencies receiving \$528.

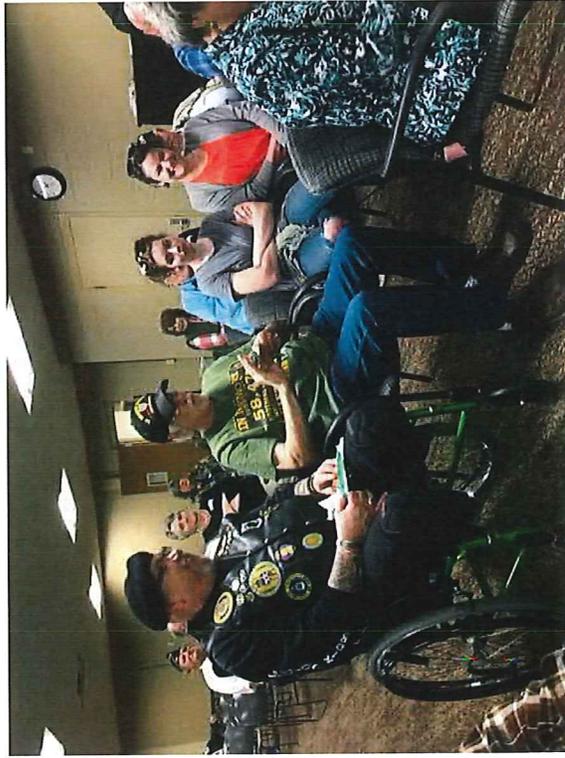
Kathy Wayne has quilted and donated 6 Quilts of Valor that have been given to deserving Veterans through a variety of events this last year.

The office assists the Dunn County Patriotic Council to host Veterans Day Events at The Neighbors of Dunn County, Evergreen Cemetery Memorial Day Event, Flander's Field Display, and Neillsville Highground bicyclist fundraiser.

**2017 EXPENDITURE/REVENUE SUMMARY**

The office budget management resulted in an expended (\$2,253.58) in operating funds SAP Cost Center 1520010010. The SAP Cost Center 1520010020 Veteran relief fund resulted in an unexpended \$368.89. The SAP Cost Center 1520010900 Wisconsin Department of Veterans Affairs (WDVA) County Veterans Service Officer (CVSO) Grant resulted in an unexpended \$2,739.43. The overall assessment of the 2017 expenditures shows a remaining balance of \$854.74.

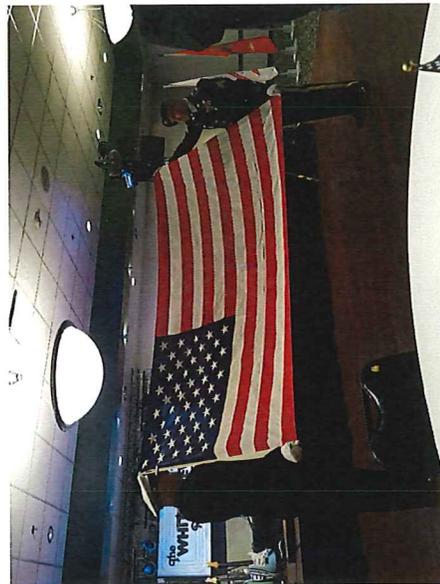
# Marching Forward Outreach Event



# Memorial Day 2017 Vietnam Veteran James Stewart



# VETERANS DAY 2017 Fundraiser



Left photo: Flag Folding Ceremony



Right photo: Presentation of Flag to American Legion Post 32/VFW Post 1039



# VETERANS DAY 2017

Menomonic Honor Guard recognizing Veterans at The Neighbors of Dunn County



# VETERANS DAY 2017



Menomonie Honor Guard at the Downsville Elementary School performing military honors



# QUILTS OF VALOR VETERANS DAY 2017

