

Date: July 25, 2017

To: Oneida County Board of Supervisors

From: Veterans Service Officer

Re: Veterans Service Office 2016 Annual Report

Attached is the 2016 Annual Report for the Oneida County Veterans Service Office. The amount of benefits our veterans and their families and survivors received last calendar year was more than 11.7% higher than the in 2015.

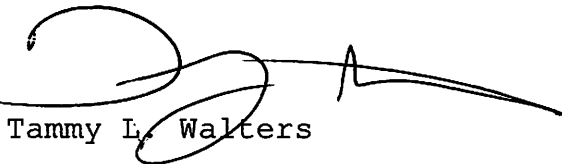
Last year between our daily phone calls, appointments, walk-ins, and home visits, we averaged more than 33 veteran contacts each work day. This number does not reflect the individuals we talk to at outreach events but for the first time, does include people we've talked to via electronic communications (Facebook, email, texts, etc.).

In 2016, our personnel expenses, office expenses, and Veterans Commission expenses totaled \$158,426.70. We applied for grant reimbursements through the Wisconsin Department of Veterans Affairs and received a total of \$7,914.64.

The dollar amounts reflected on page 1 (minus treatment at VA facilities) illustrate the direct income received by our veterans through their VA benefits, which is over \$26 million. It's reasonable to assume that a majority of that money was spent right here in Oneida County. This income is beneficial to not only our veterans but the county as well. When a veteran's income is increased through federal dollars, that can mean they need less assistance from the state or county, if they needed it in the first place. The \$10.8 million received in treatment at VA healthcare facilities is also beneficial for that reason. Additionally, VA healthcare is allowable coverage under the Affordable Care Act so veterans in the healthcare system are not required to purchase any additional health insurance.

Jason and I always strive to do better for our veterans than we did the year before and we certainly reached that goal this year. We are proud to serve those who have served along with their family members and survivors.

Respectfully submitted,



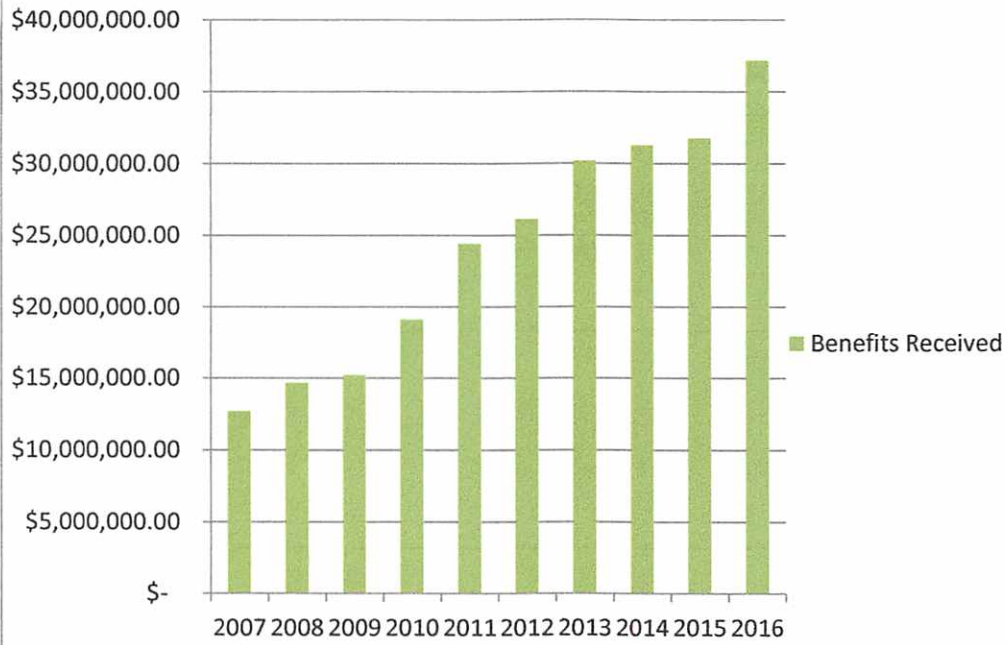
Tammy L. Walters

VA BENEFITS PAID TO VETERANS

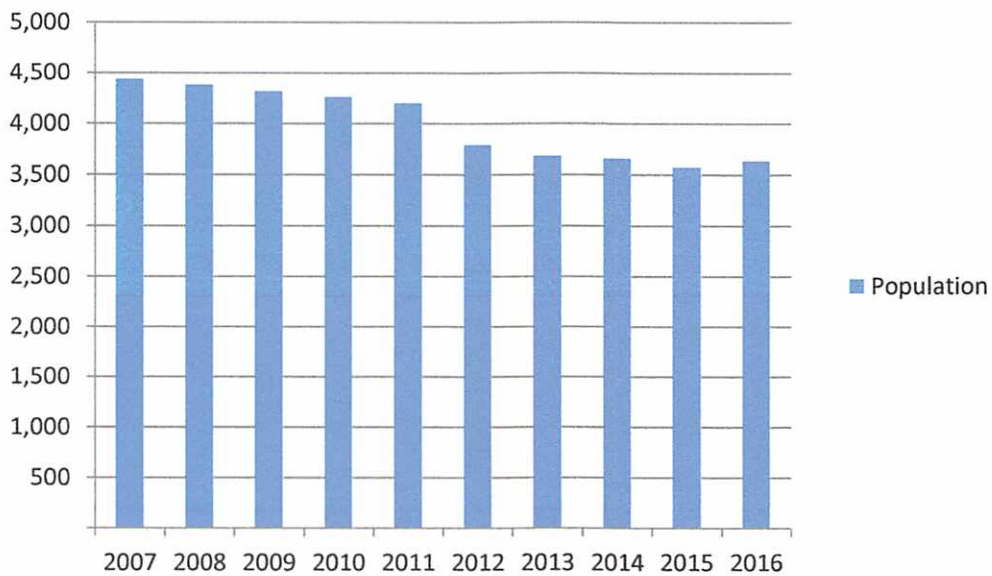
Program

Disability Compensation and Pension	\$14,605,000
Education and Vocational Rehabilitation	\$844,000
Insurance and Indemnities	\$515,000
WI Property Tax Credit	\$248,313
VA Loans	\$10,098,067
Treatment at VA facilities (cost of)	<u>\$10,871,000</u>
Revenue brought into Oneida County by veterans	<u>\$37,181,380</u>
Total personnel and operating expenses	\$150,512
Rate of return	24,703%

Veterans' Benefits Received



Veteran Population



2016 Veterans Service Office Report

Office Activity	January	February	March	April	May	June	July	August	September	October	November	December	Y-T-D	Monthly Average
Phone Calls In/Out	659	570	512	542	597	534	503	554	532	576	482	427	6488	541
Mail Received/Sent	97	155	102	132	126	105	92	73	81	73	71	85	1192	99
Faxes	32	27	28	37	49	67	54	57	63	64	57	37	572	48
Electronic Comm	28	56	57	87	73	59	47	56	63	70	58	71	725	60
Appointments	24	24	24	26	28	20	15	20	15	16	17	6	235	20
Home Visits	5	3	0	1	3	3	2	3	2	1	1	1	25	2
Outreach Events	1	2	0	2	2	3	0	0	1	0	3	0	14	1
Walk-ins	90	112	100	126	123	108	103	121	99	121	89	75	1267	106
Total	936	949	823	953	1001	899	816	884	856	921	778	702	10518	877
Vital Records														
Recorded	0	0	1	3	1	1	1	3	0	3	1	1	15	1
Requested	14	14	14	22	15	20	14	14	15	6	13	3	164	14
Total	14	14	15	25	16	21	15	17	15	9	14	4	179	15
VSC Grants														
Approved	0	2	1	2	2	2	2	0	2	1	11	15	40	3
Amount	\$0.00	\$900.00	\$35.00	\$155.00	\$641.28	\$450.00	\$94.82	\$0.00	\$54.25	\$25.00	\$555.46	\$1,160.00	\$4,070.81	\$339.23
Transportation														
DAV Transports	16	11	12	7	17	15	16	16	9	15	15	7	156	13
Miscellaneous														
Letters	20	13	15	19	19	15	11	20	24	9	15	5	185	15
Income Verification	0	3	3	1	1	0	6	2	0	0	1	1	18	2
Veterans Preference	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Documents Notarized	0	2	0	0	0	1	0	0	1	0	0	1	5	0
Total	20	18	18	20	20	16	17	22	25	9	16	7	208	17
Forms														
Federal	89	85	85	73	92	84	97	75	75	61	57	34	907	76
State	2	2	8	3	7	2	5	5	4	5	2	2	47	4
Total	91	87	93	76	99	86	102	80	79	66	59	36	954	80

OUTREACH, SPEAKING EVENTS, AND OTHER EVENTS

February 10: CVSO performed outreach, Temporary Senior Center, Woodruff

March 28-
April 1: ACVSO attended Wisconsin Department of Veterans Affairs (WDVA) accreditation training, Milwaukee

April 4-8: CVSO attended Spring Conference, Kenosha

April 21: CVSO attended training/CVSO Appreciation Day, Vet Center, Wausau

April 25: CVSO attended bill signing with Governor Walker, Wausau

May 19: CVSO spoke to veterans' Spouse Support Group, Rhinelander

May 30: CVSO emceed Memorial Day ceremony, Rhinelander

June 14: CVSO had information table at Women Veterans Week, Camp American Legion, Lake Tomahawk

June 21: CVSO attended I-team training/meeting, Rhinelander

June 24: CVSO and ACVSO attended NE CVSOA training/meeting, Tomahawk

August 19: ACVSO attended Northwoods Community Outreach Prevention and Education (COPE) training/meeting, Rhinelander

September 16: CVSO attended POW/MIA Recognition Day ceremony/luncheon Iron Mountain, MI

September 19: ACVSO attended Suicide Prevention seminar, Waupaca

September 20: CVSO attended I-team training/meeting

October 3-7: CVSO attended Fall Conference, Green Lake

October 5: ACVSO spoke at Elder Benefits training, Woodruff

October 5: ACVSO attended Northwoods COPE training/meeting, Rhinelander

October 13: CVSO spoke to Wisconsin Counties Association (WCA), Wisconsin Rapids

October 24-28: ACVSO attended National accreditation training, Peoria, IL

October 27: CVSO attended Veterans Outreach and Recovery Program (VORP) training, Minocqua

November 8: CVSO spoke to Rhinelander Women's Group, Rhinelander

November 9: CVSO assisted VA Medical Center, Iron Mountain, MI with Town Hall meeting, Rhinelander

November 10: CVSO and ACVSO attended Veterans Day event at Northwoods Community Secondary School (NCSS), Rhinelander

OUTREACH, SPEAKING EVENTS, AND OTHER EVENTS, CONT.

- November 11: CVSO and ACVSO attended Veterans Day ceremony, James Williams Middle School, Rhinelander
- November 11: CVSO and ACVSO attended Veterans Day ceremony, Courthouse, Rhinelander
- December 9: CVSO attended NW/NE CVSOA training/meeting, Neillsville
- December 21: CVSO met with Governor Walker, Madison

VETERANS SERVICE OFFICE BUDGET

The following is a report of the Oneida County Veterans Service Office and Commission budget for January through December 2016.

Receipts

Appropriations	\$11,578.00
WDVA Grant Reimbursements	7,914.64
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Total	\$19,492.64

Expenses

Overtime wages	\$ 78.84
Wages - Limited Term Employee	702.75
Telephone and Fax	569.54
Postage and Box Rent	611.26
Printing and Duplication	594.43
Central Purchasing	5,911.95
Subscriptions	80.00
Membership Dues	160.00
Training/Conference Fees	485.00
Employee Auto Allowance	3,586.78
Meals - Taxable	8.00
Meals, Lodging and Travel	2,439.14
Gravemarkers & Flags	838.36
Direct Payments	2,285.08
<u>Direct Payments-Transportation</u>	<u>1,066.52</u>
Total	\$19,417.65

ONEIDA COUNTY DAV VAN

The Veterans Service Office coordinates the DAV van, which in 2016, served 142 veterans from five different counties. This service is free to Oneida County and free to the veterans. If we paid mileage at the VA rate to the Oneida County veterans who used the van, we would pay them \$.415 per mile for an annual total of \$6,062.32. That amount can also be regarded as an annual savings to the county.

Month	Oneida County	Forest County	Lincoln County	Price County	Vilas County	Cost Savings (Oneida County only)
January	11				5	\$757.79
February	4				2	\$275.56
March	7				1	\$482.23
April	6				1	\$413.34
May	9	1	2		4	\$620.01
June	11		3		2	\$757.79
July	12	1			3	\$826.68
August	10		1		4	\$688.90
September	4		3		2	\$275.56
October	6		4		2	\$413.34
November	4	1	3	1	6	\$275.56
December	4				2	\$275.56
Total	88	3	16	1	34	\$6,062.32