

Date: July 24, 2018

To: Oneida County Board of Supervisors

From: Veterans Service Officer

Re: Veterans Service Office 2017 Annual Report

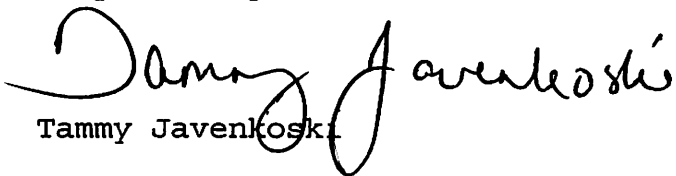
Attached is the 2017 Annual Report for the Oneida County Veterans Service Office. The amount of benefits our veterans and their families and survivors received last calendar year was 11% higher than in 2016.

Last year between our daily phone calls, appointments, walk-ins, home visits, and electronic communication (Facebook, email, and texts), we averaged more than 29 veteran contacts each work day. This number includes six outreach events but does not reflect the number of individuals we talk to at each event.

The VA benefits paid to veterans in 2017 reflected on page 1 (minus treatment at VA facilities) illustrate the direct income received by our veterans through their VA benefits was over \$28 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 \$12.6 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.

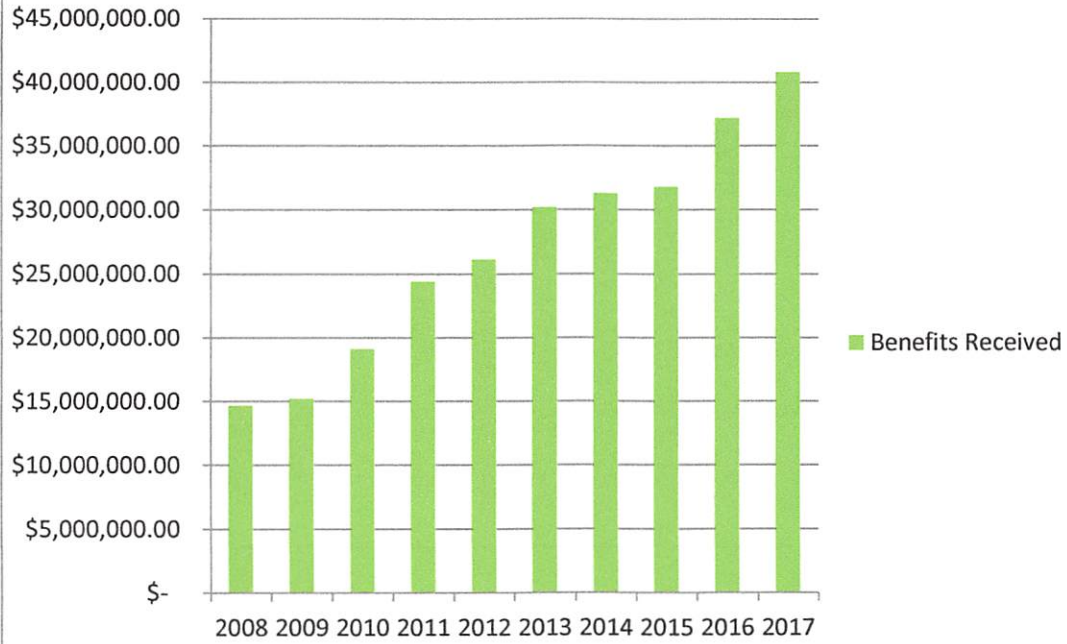
Respectfully submitted,


Tammy Javenkoski

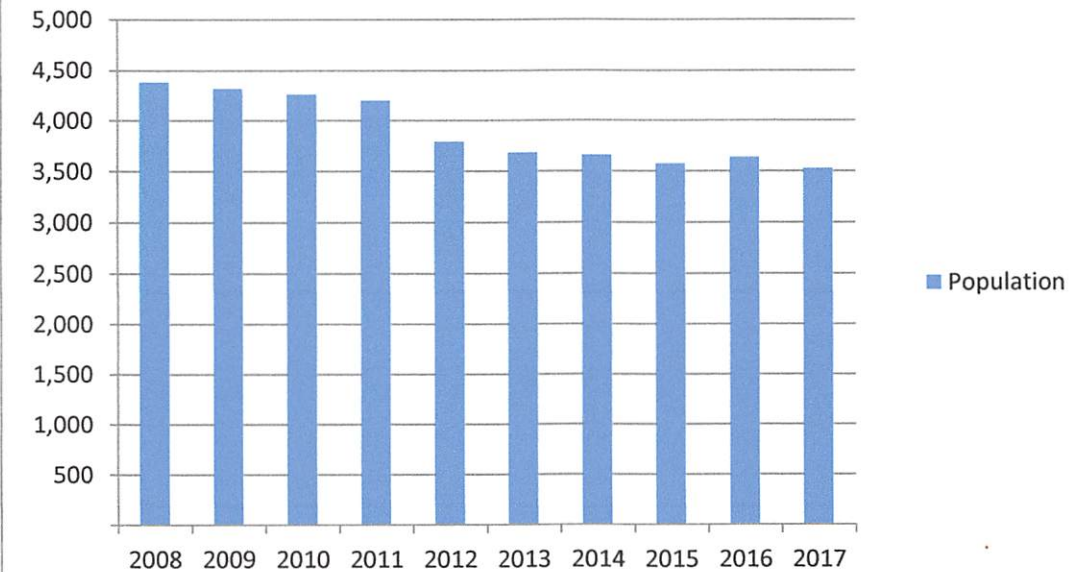
VA BENEFITS PAID TO VETERANS

<u>Program</u>	<u>Amount</u>
Disability Compensation and Pension	\$14,557,000
Education and Vocational Rehabilitation	817,000
Insurance and Indemnities	406,000
WI Property Tax Credit	270,769
VA Loans	12,158,265
Treatment at VA facilities (cost of)	12,613,000
Revenue brought into Oneida County by veterans	\$40,822,034
Total office personnel and operating expenses	155,918
Rate of return	26,182%

Veterans' Benefits Received



Veteran Population



2017 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	516	474	527	483	487	518	464	485	405	437	392	342	5530	461
Mail Received/Sent	76	93	103	75	86	88	59	70	80	96	77	93	996	83
Faxes	52	41	56	69	47	69	54	47	18	39	26	28	546	46
Electronic Comm	55	76	61	50	70	91	63	70	60	70	54	45	765	64
Appointments	16	21	18	16	16	23	13	19	13	22	12	14	203	17
Home Visits	0	3	0	6	1	3	7	0	0	2	0	0	22	2
Outreach Events	0	0	1	1	1	0	0	1	1	1	0	0	6	1
Walk-ins	100	70	110	85	110	104	90	92	84	61	81	72	1059	88
Total	815	778	876	785	818	896	750	784	661	728	642	594	9127	761
Vital Records														
Recorded	0	2	4	3	1	1	3	0	1	1	2	1	19	2
Requested	24	15	16	10	10	13	10	11	9	14	8	15	155	13
Total	24	17	20	13	11	14	13	11	10	15	10	16	174	15
VSC Grants														
Approved	6	0	2	1	0	2	3	1	0	1	0	9	25	2
Amount	\$1,535.00	\$0.00	\$75.00	\$73.99	\$0.00	\$178.00	\$203.00	\$100.00	\$0.00	\$25.00	\$0.00	\$876.14	\$3,066.13	256
Transportation														
DAV Transports	19	22	22	11	25	11	8	11	11	16	18	6	180	15
Miscellaneous														
Letters	8	14	10	19	19	25	14	12	11	12	7	2	153	13
Income Verification	4	2	1	3	2	5	2	2	3	9	1	6	40	3
Veterans Preference	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Documents Notarized	1	0	0	2	0	1	2	0	1	0	0	0	7	4
Total	13	16	11	24	21	31	18	14	15	21	8	8	200	20
Forms														
Federal	57	86	64	64	71	102	71	87	63	111	71	72	919	77
State	3	1	6	6	11	6	12	2	9	6	8	8	78	7
Total	60	87	70	70	82	108	83	89	72	117	79	80	997	83

3

OUTREACH, SPEAKING EVENTS, AND OTHER EVENTS

- February 8: ACVSO attended Northwoods Community Outreach Prevention and Education (COPE) training/meeting, Rhinelander
- March 8: ACVSO was guest speaker for Nicolet College veterans group
- March 20: ACVSO attended Northwoods COPE training/meeting, Rhinelander
- March 24: CVSO attended Northeast County Veterans Service Officers Association (NE CVSOA) training/meeting, Wausau
- March 27: CVSO interviewed on WJFW, Channel 12
- April 21: CVSO and ACVSO hosted multi-county Veterans Benefits Expo, Rhinelander
- May 2: CVSO attended I-team training/meeting, Rhinelander
- May 8: ACVSO attended Northwoods COPE training/meeting, Rhinelander
- May 8: CVSO performed outreach at Demmer Memorial Library, Three Lakes
- May 15-19: CVSO and ACVSO attended Spring Conference, Bayfield
- June 30: CVSO and ACVSO attended NE CVSOA training/meeting, Tomahawk
- July 12: ACVSO attended Northwoods COPE training/meeting, Rhinelander
- July 12: ACVSO attended COPE Suicide/Depression Subcommittee, Rhinelander
- September 6: CVSO attended VA Medical Center Iron Mountain Town Hall Meeting, Minocqua
- September 12: ACVSO attended Veteran Suicide Prevention Training, Iron Mountain
- Sept 18-22: CVSO and ACVSO attended fall conference, Oshkosh. CVSO elected as President of the County Veteran Service Officers Association of Wisconsin

OUTREACH, SPEAKING EVENTS, AND OTHER EVENTS, CONT.

- October 4: ACVSO attended Northwoods COPE training/meeting, Rhinelanders
- October 4: ACVSO attended COPE Suicide/Depression Subcommittee, Rhinelanders
- October 13: CVSO interviewed by WJFW, Channel 12
- October 23: CVSO was guest speaker for Rotary Club, Rhinelanders
- November 10: CVSO and ACVSO attended Veterans Day ceremony at James Williams Middle School, Rhinelanders
- November 10: CVSO and ACVSO attended Veterans Day ceremony at Oneida County Courthouse
- November 10: ACVSO attended Veterans Day ceremony at Pelican Elementary School, Rhinelanders
- December 8: CVSO attended NW/NE CVSOA training/meeting, Neillsville

VETERANS SERVICE OFFICE BUDGET

The following is a report of the Oneida County Veterans Service Office and Veterans Service Commission budget for January through December 2017.

Receipts

Non-personnel appropriations	\$12,578.00
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Expenses

Overtime wages	\$ 113.49
Wages - Limited Term Employee	577.75
Telephone and Fax	515.33
Postage and Box Rent	445.53
Printing and Duplication	1,260.76
Central Purchasing	2,482.04
Subscriptions	25.00
Membership Dues	160.00
Training/Conference Fees	240.00
Employee Auto Allowance	1,875.89
Meals - Taxable	0.00
Meals, Lodging and Travel	1,794.16
Gravemarkers & Flags	243.60
Direct Payments	1,918.13
<u>Direct Payments-Transportation</u>	<u>815.63</u>
Total	\$12,467.31

ONEIDA COUNTY DAV VAN

The Veterans Service Office coordinates the DAV van which in 2017, served 180 veterans from four 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 \$7,702.29. That amount can also be regarded as an annual savings to the county.

Month	Oneida County	Forest County	Lincoln County	Vilas County	Cost Savings (Oneida County only)
January	13	0	0	6	\$902.07
February	19	0	0	3	\$1,318.41
March	9	1	4	5	\$624.51
April	9	1	1	0	\$624.51
May	15	0	1	9	\$1,040.85
June	2	0	2	7	\$138.78
July	3	0	2	3	\$208.17
August	4	0	1	8	\$277.56
September	5	0	1	4	\$346.95
October	14	0	0	3	\$971.46
November	13	1	0	4	\$902.07
December	5	0	0	1	\$346.95
Total	111	3	12	53	\$7,702.29