

Veteran Services 2018 Annual Report

Mission: Provide superior services and advocacy for Eau Claire County veterans and their families.

2018 Accomplishments

- 2,981 appointments/office visits, 14,466 phone calls, 10 public presentations/events, 12 articles in support of Eau Claire County’s veteran population.
- Transported 376 veterans to the Minneapolis VA.
- Relocated offices and now share space and reception staff with ADRC to be more collaborative and resource efficient in serving Eau Claire County citizens.
- We continue to increase the amount of on-site mental health counseling available at the Eau Claire offices with increased support from the Vet Center from one to two counselors and group sessions.
- Continued to collaborate with the veteran organizations and county/city offices in establishing a Veteran Tribute Trail in Eau Claire County.
- The Veterans Services Office is entirely paperless with the implementation of electronic filing systems and internal office communications software.

1 - Federal, State and County Veterans’ Benefits Programs					
Provide professional guidance and assistance in obtaining federal, state and county benefits; counseling veterans with mental health issues; assisting with filling out applications and working with care agencies. These programs are provided to our veterans and dependents.					
OUTPUTS					
<ul style="list-style-type: none"> • Veterans receiving services <small>** Numbers above only account for deceased veterans and not new veterans to the area</small>	2015	2016	2017	2018	
	**7,512	**7,383	**7,256	**7,110	
<ul style="list-style-type: none"> • Dollar amount of veteran's benefits 	\$56.061M	\$59.117M	\$62.434M	TBD	
<ul style="list-style-type: none"> • Hours of training attended 	202	187.5	104	72	
<ul style="list-style-type: none"> • Applications for benefits received 	2075	2707	2770	2428	
<ul style="list-style-type: none"> • Office appointments/walk-ins 	2724	3062	3096	2981	
<ul style="list-style-type: none"> • Telephone calls 	10293	10449	10598	14466	
<ul style="list-style-type: none"> • Number of applications for grants 	30	38	28	20	
<ul style="list-style-type: none"> • Veteran grants awarded 	19	24	20	17	
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018

<ul style="list-style-type: none"> Provide professional, compassionate and timely service 	Questions answered or an understanding of issues at end of meeting.	95%	97%	97%	97%
<ul style="list-style-type: none"> Maintain program integrity and file security 	Visitors show proper ID or consent forms before having their requests fulfilled.	100%	100%	100%	100%
	VSOs maintain federal accreditation	Yes	Yes	Yes	Yes

2 - Outreach, Education and Liaison Duties

As mandated by law, provide outreach and education to the public and the county's 8,500 veterans and dependents to raise awareness about federal, state and county veteran's benefits, services and health care and veterans' contributions and legacy. Acts as liaison between county, state and federal programs and providers.

OUTPUTS					
		2015	2016	2017	2018
Number of grave markers and flags placed		167	117	121	81
Number of presentations		31	21	28	16
Number of contacts with the media		12	15	19	7
Number of major public events		20	16	17	10
Number of articles written		25	25	25	12
Performance Goal	Outcome Measures	Benchmark	2016	2017	2018
Expand awareness of veterans' programs, benefits and legacy.	Submit an article for publication each month.	12	12	12	12
	Presentation to veteran's organization each quarter.	4	18	26	9
	Request from veterans or civic groups for appearances fulfilled.	100%	100%	100%	100%

Honorably discharged veterans buried in ECC receive a cemetery flag/marker within 1 month of notification.	100%	100%	100%	100%
Collaborate on large group presentations to veterans involving more than 50 veterans.	Yes	Yes	Yes	Yes
Collaborate with Federal/State/County and community agencies 4 or more large group events.	4	17	18	10

Alignment with Strategic Plan

Provision of Services	Communication	Technology
1. Co-located offices with ADRC to more effectively and efficiently serv our shared customer base.	1. Developed a Facebook page that has expanded to 303 followers. Weekly postings provide an effective means of communication to engage the veterans of ECC.	1. Fully implemented the “Jabber” internal office communications tool to instantly message the service officers upon a customers arrival in the reception area.
2. Coordinated with Chippewa for transportation of vets to Mlps VA. ECC transports on odd days and CC transports on even.	2. Continue to write a veterans column in the monthly ADRC newsletter. This provides another external means to engage and better serve the citizens of ECC.	2. Utilize Laserfiche as a document management system making it easier for everyone regardless of role to find the right information.
3. Collaborated with Vets Center to increase the number of on-site mental health counselors at the ECC offices from 1 to 2 and added group sessions.		

Future Challenges/Opportunities

- **Opportunity** – Develop and deploy a needs assessment survey to identify and measure areas for improvement and the gaps that exist between what is currently provided and what is needed in order to field the most relevant services for veterans.
- **Opportunity** – Partner and collaborate with the many community agencies (Veterans Outreach & Recovery, Center for Veterans Issues, Vet Center, Vets clinic, VFW,

American Legion, Disabled American Veterans, UWEC, CVTC, etc.) that provide services to services to an effort to better assist the veterans of Eau Claire county.

- **Opportunity** - Develop an internal and external marketing campaign to engage and inform the citizens and county employees of the various programs and resources available through veteran services.
- **Challenge** – The demand for transportation services to and from the Minneapolis VA continues to grow with additional requests for services to the Tomah VA and the Chippewa VA Clinic.