

Veteran Services

SELECTED PERFORMANCE MEASURES	
<i>Office Visits</i>	1,260 (6.63 per day) from veterans, dependents, and caregivers
<i>Phone Calls</i>	2,685 (14.13 per day) from veterans, dependents, and caregivers
<i>Transported to Minneapolis VA</i>	311 veterans transported to the Minneapolis VA Medical Center
<i>Public Presentations / Outreach</i>	18 presentations to local groups, agencies, organizations
<i>Published Articles</i>	12 articles published in local newsletters on veterans' issues
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none"> • Conducted an initial meeting with the planning committee organizing the Veterans Benefits Fair scheduled for Sep 2020. • Scanned the remaining veterans' files into the Laserfiche database. No remaining paper copies • Initiated digital submission of veterans claims to the VA. • Emphasis on social media to effectively communicate with our customers continues to grow as our followers on Facebook is at 401. This is an increase of more than 100 in 2019. • Draft customer satisfaction survey is complete. • Have begun the creation of formalized business processes for the office. (Goal 4 per month) 	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none"> ▪ The Mission Act allows veterans to utilize local medical facilities under certain criteria and has been something that veterans want more information on. We continue to provide info and answer inquires. ▪ 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 Falls VA clinic. 	
CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)	
<p>Focusing on partnering and collaborating with the many community agencies and organizations that support veterans to provide more efficient and effective services. To date we have meet with fifteen (15) different external agencies on an individual basis. We have conducted one (1) collaboration meeting with all the local agencies and are planning a second collaboration meeting in the final quarter.</p>	
GOALS FOR NEXT MONTH	
<ul style="list-style-type: none"> ▪ Continue to build relationship and collaborate with local agencies and organizations that service veterans and conduct a second meeting. ▪ Capture and formalize four additional business processes. ▪ Update informational pamphlet and marketing items ▪ Conduct second Veterans Benefits Fair planning committee meeting. ▪ Send out customer satisfaction survey. 	