



Program Fund Purpose

It is the mission of the Waukesha County Department of Veterans' Services to advocate for and assist all veterans of the U.S. Armed Services, their dependents, and survivors. The Department ensures that clients obtain all available and appropriate benefits for which they are entitled. The Department staff is committed to act in a courteous, effective, and fiscally responsible manner to maintain its reputation as one of the top veterans' service departments in the State by providing maximum service to its clientele.

Financial Summary	2008 Actual	2009 Adopted Budget	2009 Estimate	2010 Budget (a)	Change From 2009 Adopted Budget	
					\$	%
Revenues						
General Government	\$13,000	\$13,000	\$13,000	\$12,870	(\$130)	-1.0%
Fine/Licenses	\$0	\$0	\$0	\$0	\$0	N/A
Charges for Services	\$0	\$0	\$0	\$0	\$0	N/A
Interdepartmental	\$0	\$0	\$0	\$0	\$0	N/A
Other Revenue	\$0	\$0	\$0	\$0	\$0	N/A
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0	N/A
County Tax Levy (a)	\$260,382	\$268,167	\$268,167	\$280,847	\$12,680	4.7%
Total Revenue Sources	\$273,382	\$281,167	\$281,167	\$293,717	\$12,550	4.5%
Expenditures						
Personnel Costs	\$222,928	\$232,153	\$231,921	\$241,997	\$9,844	4.2%
Operating Expenses	\$32,642	\$32,425	\$30,058	\$33,383	\$958	3.0%
Interdept. Charges (a)	\$14,574	\$16,589	\$16,439	\$18,337	\$1,748	10.5%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
Total Expenditures	\$270,144	\$281,167	\$278,418	\$293,717	\$12,550	4.5%
Rev. Over (Under) Exp.	\$3,238	-	\$2,749	-	-	N/A

Position Summary (FTE)

Regular Positions	3.70	3.70	3.70	3.70	0.00
Extra Help	0.00	0.00	0.00	0.00	0.00
Overtime	0.00	0.00	0.00	0.00	0.00
Total	3.70	3.70	3.70	3.70	0.00

(a) Tax levy of \$1,680 is being shifted from the End User Technology Fund to cover the phasing in of full cost allocations for the new charging method to better reflect technology resources being used by departments, as recommended by Internal Audit, for expenditure increases above 3%.

Major Departmental Strategic Outcomes and Objectives for 2010

County-Wide Key Strategic Outcome: Cost effective services delivered with competence and skill

Objective 1: Enhance services and respond to our growing population of Veterans and Seniors by merging the departments of Health & Human Services, Aging & Disability Resource Center, and Veterans' Services Office to leverage resources, facilitate even more cooperative teamwork, and take advantage of back office efficiencies. The benefit to Veterans' Services will be additional Administrative Support Services available to provide backup assistance.

Key Outcome Indicator: Department merger will be effective January 1, 2010. The merger will be seamless to consumers.

County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services

Objective 2: To maintain the Veterans' Services Division's ability to ensure that veterans, their dependents, and survivors receive the services to which they are entitled. (Information Assistance)

Key Outcome Indicator: Percentage of Federal and State applications processed without the need for further documentation. This ensures that veterans receive quality services by decreasing the amount of wait time regarding responses and/or benefits.

<u>Performance Measure(s):</u>	2008 Actual	2009 Target	2009 Estimate	2010 Target
Percentage of Federal applications processed without the need for additional information	97%	97%	97%	97%
Total number of Federal applications filed	1,522	1,420	1,500	1,510
Percentage of State applications processed without the need for additional information	97%	97%	97%	97%
Total number of State applications filed (a)	43	50	31	40

(a) State claims, applications, and related dollars to Waukesha County veterans are expected to continue to decrease in 2009 because of lower loan and grant activity. State dollars reported in the future will not reflect education dollars to veterans as the funds for these programs were shifted to the University of Wisconsin Budget.

County-Wide Key Strategic Outcome: A county that assists at-risk citizens

Objective 3: To assess the Waukesha County Veterans' Service Commission's budgetary requirements in determining need. To provide emergency temporary assistance to veterans, their dependents, and survivors. (Veterans Commission)

Key Outcome Indicator: Timely assistance to clients to meet their immediate short-term necessary living expenses.

<u>Performance Measure(s):</u>	2008 Actual	2009 Target	2009 Estimate	2010 Target
Number of applications for emergency assistance for eligible veterans processed and approved	100%	100%	100%	100%
Response time to issue temporary assistance payments, within # of days (measures turn-around time)(a)	6 days	6 days	6 days	6 days

(a) Measures time when the commission meets and makes a decision regarding approval of emergency assistance to the time they issue a check to the eligible veteran.

Information Assistance

County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services

Program Description

The Veteran's Service Division counsels and assists veterans and their dependents in applying for all Federal and State veterans' entitlements. Referrals are made to other Federal, State, and local agencies for benefits from other programs. Information related to veterans' issues is collected, updated, made available on the Internet, and distributed where and when appropriate.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget (a)	Budget Change
Staffing (FTE)	3.70	3.70	3.70	3.70	0.00
General Government	\$13,000	\$13,000	\$13,000	\$12,870	(\$130)
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy (a)	\$254,324	\$260,267	\$260,267	\$269,954	\$9,687
Total Revenues	\$267,324	\$273,267	\$273,267	\$282,824	\$9,557
Personnel Costs	\$222,253	\$231,253	\$231,028	\$241,104	\$9,851
Operating Expenses	\$21,017	\$25,425	\$20,058	\$23,383	(\$2,042)
Interdept. Charges (a)	\$14,574	\$16,589	\$16,439	\$18,337	\$1,748
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$257,844	\$273,267	\$267,525	\$282,824	\$9,557

Rev. Over (Under) Exp.	\$9,480	-	\$5,742	-	-
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(a) Tax Levy is shifted from the End User Technology Fund to cover the phasing in of cost allocations for the new charging method recommended by Internal Audit, for expenditure increases above 3%.



Program Highlights

General Government revenue consists of a \$12,870 state grant that has been reduced 1% in accordance with State across the board budget reductions. The 2010 tax levy for this program is \$269,954, an increase of \$9,687 or 3.7% over the 2009 Budget.

Overall program expenditures are budgeted at \$282,824, an increase of \$9,557 or 3.5% over the 2009 Budget. Personnel costs increase by \$9,851, mainly due to higher health and dental insurance costs partially offset by position turnover savings for the new Veteran's Services Officer. Operating expenses decrease \$2,042, primarily related to a decrease in indigent burials of \$1,700 based on no prior year actual usage. The major expenditures are for veterans' gravesite markers, and flags budgeted at \$11,000, which represents anticipated needs. Interdepartmental charges increases by \$1,748 primarily due to increases in end user technology charges for computer maintenance and replacement costs that are funded with additional tax levy provided of \$1,600. The Department is once again forecasting four newsletters in 2010 at a cost of approximately \$1,200.



Activity - Output Indicators	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Total dollars to Waukesha County veterans	\$91.8 mil	\$63.5 mil	\$85 mil	\$85 mil	\$21.5 mil
Veterans referrals to other agencies for assistance	157	180	140	120	-60
Clients interviewed and counseled (In Office)	3,831	3,850	3,900	4,000	150
Number of appearances on behalf of veterans	133	155	100	100	-55
Miles traveled on veterans' affairs	6,293	6,765	6,500	6,000	-765
Incoming phone calls answered	8,519	8,500	9,000	9,000	500

Veterans' Service Commission

County-Wide Key Strategic Outcome: A county that assists at-risk citizens

Program Description

The County Executive, with the approval of the County Board, appoints three Veterans' Commissioners. The Commission is required to meet at least once a year, and as needed thereafter to estimate and provide the amount of funds required for needy veterans.

	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Staffing (FTE)	0.00	0.00	0.00	0.00	0.00
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$6,058	\$7,900	\$7,900	\$10,893	\$2,993
Total Revenues	\$6,058	\$7,900	\$7,900	\$10,893	\$2,993
Personnel Costs - Per Diem	\$675	\$900	\$893	\$893	(\$7)
Operating Expenses	\$11,625	\$7,000	\$10,000	\$10,000	\$3,000
Interdept. Charges	\$0	\$0	\$0	\$0	\$0
Fixed Assets	\$0	\$0	\$0	\$0	\$0
Total Expenditures	\$12,300	\$7,900	\$10,893	\$10,893	\$2,993
Rev. Over (Under) Exp.	(\$6,242)	-	(\$2,993)	-	-



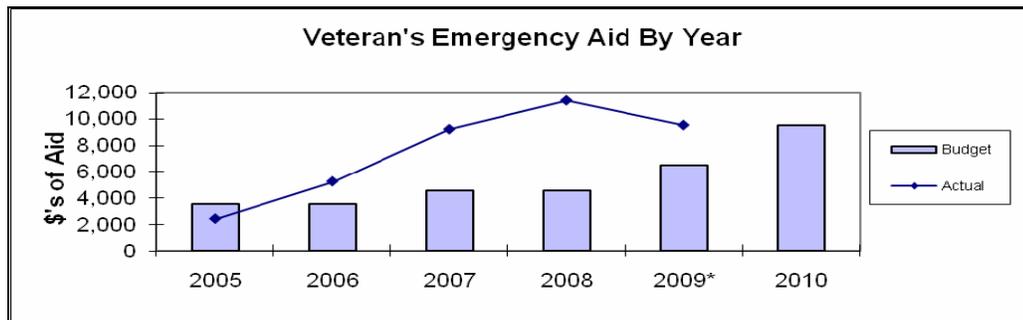
Program Highlights

The County Tax Levy supports the entire cost for the Veterans' Service Commission program. The amount of County Tax Levy support for this program in the 2010 Budget is \$10,893, an increase of \$2,993 or 37.9%.

The appropriation for the Veterans' Service Commission provides funding for eligible veterans and their families that are in need of assistance. The personnel costs are on a per diem basis for Veterans' Service Commissioners, who process veteran emergency service requests. Operating expenses include veteran emergency service aid, which is budgeted at \$9,500, an increase of \$3,000 over the 2009 Budget. In the last five years (2004-2008), Veterans' Services has provided an average annual assistance payment to needy veterans of nearly \$7,538 for veteran emergency service aid to qualified veterans. The previous five (5) year budgeted versus actual spending for veteran emergency service aid payments are in the graph below.



Activity	2008 Actual	2009 Budget	2009 Estimate	2010 Budget	Budget Change
Number of commission meetings	3	4	4	4	0



* The basis of the 2009 actual amount is a departmental estimate and does not represent an actual amount.