



### Statement of 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	2009 Actual	2010 Adopted Budget	2010 Estimate	2011 Budget	Change From 2010 Adopted Budget	
					\$	%
<b>Revenues</b>						
General Government	\$13,000	\$12,870	\$13,000	\$13,000	\$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
<b>County Tax Levy</b>	<b>\$268,167</b>	<b>\$280,847</b>	<b>\$280,847</b>	<b>\$280,847</b>	<b>\$0</b>	<b>0.0%</b>
<b>Total Revenue Sources</b>	<b>\$281,167</b>	<b>\$293,717</b>	<b>\$293,847</b>	<b>\$293,847</b>	<b>\$130</b>	<b>0.0%</b>
<b>Expenditures</b>						
Personnel Costs	\$226,326	\$241,997	\$217,967	\$240,963	(\$1,034)	-0.4%
Operating Expenses	\$26,532	\$33,383	\$29,563	\$34,702	\$1,319	4.0%
Interdept. Charges	\$16,465	\$18,337	\$17,441	\$18,182	(\$155)	-0.8%
Fixed Assets	\$0	\$0	\$0	\$0	\$0	N/A
<b>Total Expenditures</b>	<b>\$269,323</b>	<b>\$293,717</b>	<b>\$264,971</b>	<b>\$293,847</b>	<b>\$130</b>	<b>0.0%</b>
Rev. Over (Under) Exp.	\$11,844	-	\$28,876	-	-	N/A
<b>Position Summary (FTE)</b>						
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	
<b>Total</b>	<b>3.70</b>	<b>3.70</b>	<b>3.70</b>	<b>3.70</b>	<b>0.00</b>	

**Major Departmental Strategic Outcomes and Objectives for 2011****County-Wide Key Strategic Outcome: A county that provides customers with quality programs and services**

**Objective 1:** 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 and Forms 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>	2009 Actual	2010 Target(c)	2010 Estimate	2011 Target
Percentage of Federal applications processed without the need for additional information	97%	97%	97%	97%
Total number of Federal applications filed (a)	3,013	N/A	3,000	2,500
Percentage of State applications processed without the need for additional information	97%	97%	97%	97%
Total number of State applications filed (b)	411	N/A	500	400

- (a) Federal applications include all Federal new claim applications and forms processed to assist veterans in obtaining federal benefits.
- (b) **Last year's target amounts included only loans.** State applications include applications and forms processing for all state benefits including park passes, property tax rebates, education, loans, registrations for state benefits, cemetery pre registrations, and veteran home applications. Under the WI GI Bill, the education dollars have been shifted to the UW and Wisconsin Technical College systems. Significant increases occurred because of the return of the WI National Guard troops this spring and qualification change to property tax rebate program. Previous years statistic for state applications were exclusive to only certain state veterans programs and did not reflect all applications and forms required to obtain state veterans benefits.
- (c) The 2010 target was based on grant application claims for brand new veterans only. The 2009 Actual, 2010 Estimate and 2011 Targets include all forms processed for Veterans and their dependents.

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

**Objective 2:** 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>	2009 Actual	2010 Target	2010 Estimate	2011 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 business days (measures turn-around time)(a)	6 days	5 days	5 days	5 days

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

## Information Assistance

## 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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<b>Staffing (FTE)</b>	<b>3.70</b>	<b>3.70</b>	<b>3.70</b>	<b>3.70</b>	<b>0.00</b>
General Government	\$13,000	\$12,870	\$13,000	\$13,000	\$130
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
County Tax Levy	\$260,267	\$269,954	\$269,954	\$269,954	\$0
<b>Total Revenues</b>	<b>\$273,267</b>	<b>\$282,824</b>	<b>\$282,954</b>	<b>\$282,954</b>	<b>\$130</b>
Personnel Costs	\$225,854	\$241,104	\$217,074	\$240,070	(\$1,034)
Operating Expenses	\$19,448	\$23,383	\$20,063	\$24,702	\$1,319
Interdept. Charges	\$16,465	\$18,337	\$17,441	\$18,182	(\$155)
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$261,767</b>	<b>\$282,824</b>	<b>\$254,578</b>	<b>\$282,954</b>	<b>\$130</b>

Rev. Over (Under) Exp.	\$11,500	-	\$28,376	-	-
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## Program Highlight

The state grant is increased slightly since the state did not reduce the 2010 allocation by 1% and there is no projection of reduction for the next calendar year. The 2011 tax levy for this program is \$269,954, which is unchanged from the 2010 Budget.

Personnel costs decrease slightly reflecting turnover cost savings related to the Veteran Services Officer position. Operating expenses increase slightly mostly for an increase in flags and grave markers and printing supplies. The existing stocks of flags and grave markers have enabled the department to keep new purchases to a minimum.



<b>Activity - Output Indicators</b>	2009 Actual	2010 Budget	2010 Estimate (1)	2011 Budget	Budget Change
Total dollars to Waukesha County veterans (1)	\$71 mil	\$85 mil	\$78 mil	\$82 mil	(\$3 mil)
Veterans referrals to other agencies for assistance	93	120	120	120	0
Clients interviewed and counseled (In Office)	4,813	4,000	4,000	4,000	0
Number of appearances on behalf of veterans (2)	96	100	45	50	(50)
Miles traveled on veterans' affairs (3)	6,142	6,000	3,200	3,500	(2,500)
Incoming phone calls answered (4)	9,929	9,000	9,100	9,000	0
Contacts by E-Mail (requiring a response) (5)	N/A	N/A	3,200	3,400	N/A

- (1) The 2010 Budget estimate included the distribution of loan expenditures. However, the Veteran Administration no longer provides this information by state, county and congressional district levels. Therefore, these dollars are no longer included in the total dollars to Waukesha County veterans. Currently, all "Loan Guaranty" (Home Loan Program) expenditures are attributed to Travis, TX, where all Loan Guaranty payments are processed. The amount last reported for 2008 was \$22 million.
- (2) Current year estimate and the projected 2011 budget is based on the new Veteran Services Officer projections.
- (3) Miles traveled to facilitate the delivery of veterans benefits has decreased. Former Service Officer was assigned to the Wisconsin Dept. of Veterans Affairs Board Committee, which required travel at least six times a year. VA databases are now accessible from CVSO Office requiring less travel to the VA Regional Office.
- (4) The 2011 budget is projected to be lower than the 2009 Actuals due to more Veterans returning (approximately 120 County residents) from service in 2010; therefore, 2011 is expected to have a lower number of incoming calls.
- (5) E-mail contacts were not previously tracked (prior to 2010).

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.

	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
<b>Staffing (FTE) (No Staff Allocated)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Other Revenue	\$0	\$0	\$0	\$0	\$0
Appr. Fund Balance	\$0	\$0	\$0	\$0	\$0
<b>County Tax Levy</b>	<b>\$7,900</b>	<b>\$10,893</b>	<b>\$10,893</b>	<b>\$10,893</b>	<b>\$0</b>
<b>Total Revenues</b>	<b>\$7,900</b>	<b>\$10,893</b>	<b>\$10,893</b>	<b>\$10,893</b>	<b>\$0</b>
Personnel Costs - Per Diem	\$472	\$893	\$893	\$893	\$0
Operating Expenses	\$7,084	\$10,000	\$9,500	\$10,000	\$0
Interdept. Charges	\$0	\$0	\$0	\$0	\$0
Fixed Assets	\$0	\$0	\$0	\$0	\$0
<b>Total Expenditures</b>	<b>\$7,556</b>	<b>\$10,893</b>	<b>\$10,393</b>	<b>\$10,893</b>	<b>\$0</b>
Rev. Over (Under) Exp.	\$344	-	\$500	-	-



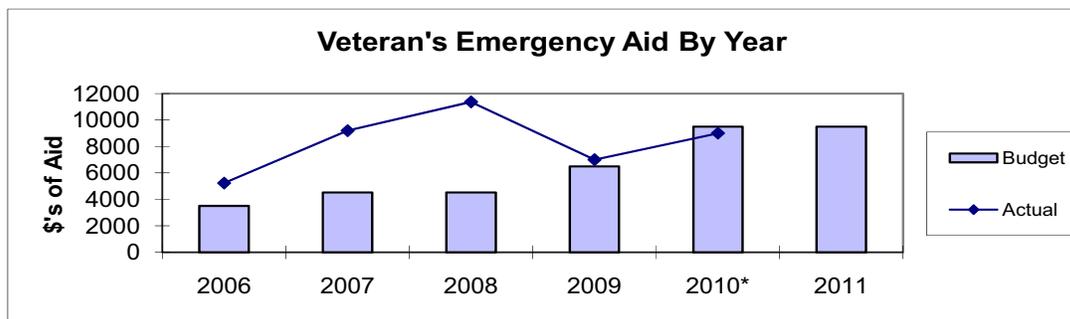
Program Highlights

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 2011 Budget is \$10,893, which is unchanged from the 2010 budget.

The Veterans' Service Commission approves 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. Veterans' Services provided \$12,125 in direct assistance to needy veterans in 2009. This includes \$7,001 of County Commission funding and \$5,124 in funds from local Veterans Service Organizations (private funding sources outside of the County budget) which assisted needy veterans. The Commission will continue to seek out non-government sources of assistance for needy veterans where possible. The majority of assistance is requested between the months of October and March.



Activity	2009 Actual	2010 Budget	2010 Estimate	2011 Budget	Budget Change
Number of commission meetings	4	4	4	4	0



\* The basis of the 2010 actual amount is a departmental estimate and does not represent an actual amount.