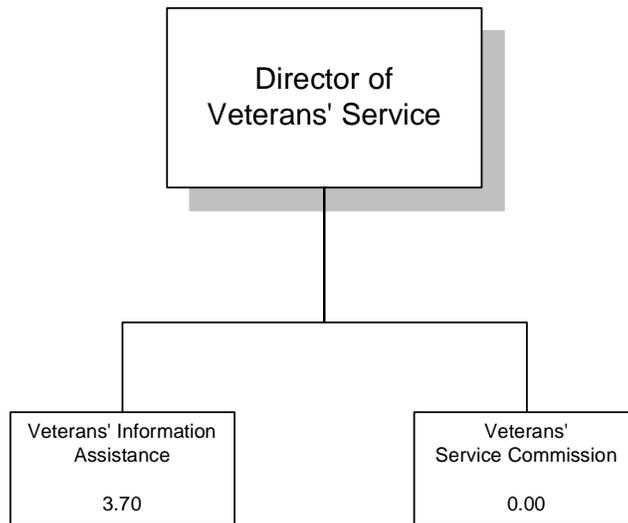


VETERANS' SERVICE

FUNCTION / PROGRAM CHART



3.70 TOTAL FTE'S

1. Position counts stated in terms of budgeted full time equivalent positions (FTE) includes extra help and overtime.
2. See Stats/Trends Section for position detail.

**General Fund Veterans' Services Statement of Purpose/
Summary**

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 | 2007 Actual | 2008 Adopted Budget | 2008 Estimate | 2009 Budget (a) | Change From 2008 | |
|------------------------------|------------------|---------------------------|------------------|--------------------|----------------------|-------------|
| | | | | | Adopted Budget \$ | % |
| Revenues | | | | | | |
| General Government | \$13,000 | \$13,000 | \$13,000 | \$13,000 | \$0 | 0.0% |
| 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) | \$252,255 | \$260,382 | \$260,382 | \$268,167 | \$7,785 | 3.0% |
| Total Revenue Sources | \$265,255 | \$273,382 | \$273,382 | \$281,167 | \$7,785 | 2.8% |
| Expenditures | | | | | | |
| Personnel Costs | \$216,145 | \$227,586 | \$225,177 | \$232,153 | \$4,567 | 2.0% |
| Operating Expenses | \$28,450 | \$30,583 | \$30,102 | \$32,425 | \$1,842 | 6.0% |
| Interdept. Charges (a) | \$16,166 | \$15,213 | \$15,033 | \$16,589 | \$1,376 | 9.0% |
| Fixed Assets | \$0 | \$0 | \$0 | \$0 | \$0 | N/A |
| Total Expenditures | \$260,761 | \$273,382 | \$270,312 | \$281,167 | \$7,785 | 2.8% |
| Rev. Over (Under) Exp. | \$4,494 | - | \$3,070 | - | - | 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 \$1,316 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 2009

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

Objective 1: To improve the Veterans' Services Department'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> | 2007 Actual | 2008 Target | 2008 Estimate | 2009 Target |
|------------------------------------------------------------------------------------------|----------------|----------------|------------------|----------------|
| Percentage of Federal applications processed without the need for additional information | 97% | 97% | 97% | 97% |
| Total number of Federal applications filed | 1,440 | 1,410 | 1,400 | 1,420 |
| Percentage of State applications processed without the need for additional information | 96% | 97% | 97% | 97% |
| Total number of State applications filed (a) | 50 | 60 | 50 | 50 |

(a) State claims, applications, and related dollars to Waukesha County veterans are expected to continue to decrease in 2008 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 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> | 2007 Actual | 2008 Target | 2008 Estimate | 2009 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.

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

Objective 3: The Departments of Health and Human Service, Aging and Disability Resource Center, and Veteran Services will explore organizational and service efficiencies, enhancements, and alignments that might be achieved as a result of their co-location in the Human Services Center. The departments will report their recommendations and findings to the County Executive in the second quarter of 2009, for consideration in developing the 2010 Budget.

Information Assistance

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

Program Description

The Veteran's Service Office 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.

| | 2007 Actual | 2008 Budget | 2008 Estimate | 2009 Budget (a) | Budget Change |
|---------------------------|------------------|------------------|------------------|--------------------|------------------|
| Staffing (FTE) | 3.70 | 3.70 | 3.70 | 3.70 | 0.00 |
| General Government | \$13,000 | \$13,000 | \$13,000 | \$13,000 | \$0 |
| Other Revenue | \$0 | \$0 | \$0 | \$0 | \$0 |
| Appr. Fund Balance | \$0 | \$0 | \$0 | \$0 | \$0 |
| County Tax Levy (a) | \$246,197 | \$254,324 | \$254,324 | \$260,267 | \$5,943 |
| Total Revenues | \$259,197 | \$267,324 | \$267,324 | \$273,267 | \$5,943 |
| Personnel Costs | \$215,712 | \$226,686 | \$224,692 | \$231,253 | \$4,567 |
| Operating Expenses | \$19,205 | \$25,425 | \$24,542 | \$25,425 | \$0 |
| Interdept. Charges (a) | \$16,166 | \$15,213 | \$15,033 | \$16,589 | \$1,376 |
| Fixed Assets | \$0 | \$0 | \$0 | \$0 | \$0 |
| Total Expenditures | \$251,083 | \$267,324 | \$264,267 | \$273,267 | \$5,943 |
| Rev. Over (Under) Exp. | \$8,114 | - | \$3,057 | - | - |

(a) Tax Levy is shifted from the End User Technology Fund to cover the phasing in of cost allocations for the new charging method, as recommended by Internal Audit, for expenditure increases above 3%.

Program Highlights

General Government revenue consists of a \$13,000 state grant that has remained unchanged since 1998. The 2009 tax levy for this program is \$260,267, an increase of \$5,943 or 2.3% over the 2008 Budget.

Overall program expenditures are budgeted at \$273,267, an increase of \$5,943 or 2.2% over the 2008 Budget. Personnel costs increase by \$4,567, mainly due to normal step and merit increases for the existing 3.70 FTE positions. Operating expenses remain stable at \$25,425, with the main expenditures for veterans' gravesite markers, flags and medallions budgeted at \$11,417, a slight increase over the 2008 Budget. Interdepartmental charges increases by \$1,376 primarily due to increases in technology charges for computer maintenance and replacement costs that are funded with additional tax levy provided. The Department is once again forecasting three newsletters in 2009 at a cost of approximately \$1,250. In addition, the number of home and hospital visits continues to increase.



| Activity - Output Indicators | 2007 Actual | 2008 Budget | 2008 Estimate | 2009 Budget | Budget Change |
|-----------------------------------------------------|----------------|----------------|------------------|----------------|------------------|
| Total dollars to Waukesha County veterans | \$69.5 mil | \$63.5 mil | \$63.5 mil | \$63.5 mil | - |
| Veterans referrals to other agencies for assistance | 222 | 180 | 180 | 180 | - |
| Clients interviewed and counseled (In Office) | 3,630 | 3,850 | 3,800 | 3,850 | - |
| Number of appearances on behalf of veterans | 125 | 155 | 155 | 155 | - |
| Miles traveled on veterans' affairs | 6,022 | 6,000 | 6,600 | 6,765 | 765 |
| Incoming phone calls answered | 8,574 | 8,000 | 8,500 | 8,500 | 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.

| | 2007 Actual | 2008 Budget | 2008 Estimate | 2009 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 | \$6,058 | \$6,058 | \$7,900 | \$1,842 |
| Total Revenues | \$6,058 | \$6,058 | \$6,058 | \$7,900 | \$1,842 |
| Personnel Costs - Per Diem | \$433 | \$900 | \$485 | \$900 | \$0 |
| Operating Expenses | \$9,245 | \$5,158 | \$5,560 | \$7,000 | \$1,842 |
| Interdept. Charges | \$0 | \$0 | \$0 | \$0 | \$0 |
| Fixed Assets | \$0 | \$0 | \$0 | \$0 | \$0 |
| Total Expenditures | \$9,678 | \$6,058 | \$6,045 | \$7,900 | \$1,842 |

| | | | | | |
|------------------------|------------------|---|------|---|---|
| Rev. Over (Under) Exp. | (\$3,620) | - | \$13 | - | - |
|------------------------|------------------|---|------|---|---|



Program Highlights

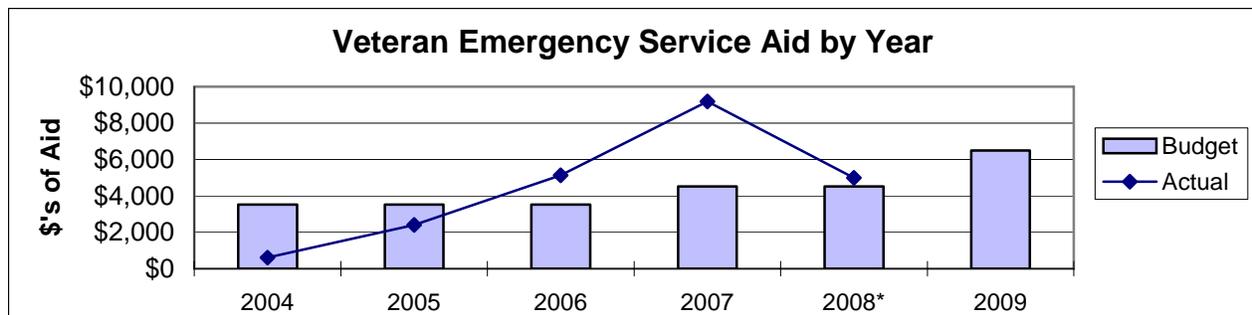
The County Tax Levy supports the entire cost for the Veterans' Service Commission program. The amount of County Tax Levy support for this program in the 2009 Budget is \$7,900, an increase of \$1,842.

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 \$6,500, an increase of \$1,982 over the 2008 Budget. In the last five years (2003-2007), Veterans' Services has provided an average annual assistance payment to needy veterans of nearly \$3,500 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

| | 2007 Actual | 2008 Budget | 2008 Estimate | 2009 Budget | Budget Change |
|-------------------------------|----------------|----------------|------------------|----------------|------------------|
| Number of commission meetings | 3 | 4 | 4 | 4 | 0 |



* The basis of the 2008 actual amount is a departmental estimate and does not represent an actual amount.