



WAUKESHA COUNTY DEPARTMENT OF VETERANS'
SERVICES
STRATEGIC PLAN 2007 – 2010
(revised) 02/12/2009

WAUKESHA COUNTY DEPARTMENT OF VETERANS' SERVICES
STRATEGIC PLAN 2007 - 2010

DEPARTMENT STATEMENT OF PURPOSE

Department Statement of Purpose: The Waukesha County Department of Veterans Services' will be a leader in providing high quality, customer oriented, cost effective services to all veterans, their dependents and their survivors in applying for all benefits to which they have entitlement.

DEPARTMENT CRITICAL ISSUES

By statute, the State of Wisconsin has created advocates in the form of County Veterans Services Offices throughout the state. As advocates, our job is to ensure that all eligible applicants receive maximum assistance in obtaining all of their benefits in a cost effective, efficient, and expeditious manner.

The Waukesha County Department of Veterans Services will face an increasing challenge to meet the needs of a significant number of new veterans resulting from the Persian Gulf War including Operation Enduring Freedom and Operation Iraqi Freedom.

These veterans are returning with significant health care needs, compensation benefits and education needs, and are challenged by the complexity of the Veterans' Administration system, which is charged with meeting those needs. In addition to meeting the needs of these new veterans, we continue to serve the needs of those veterans who served in other conflicts or in times of peace and provide services to dependents and survivors of all veterans. The Department assists veterans, their dependents, and survivors with applications for a variety of Federal benefits, which include Compensation, Dependency and Indemnity Compensation, Non-Service Connected Pension, and applications for Health Care. We also advocate for our claimants by helping them through the VA Appeals Process for cases where the initial decision on benefits sought was incorrect.

The State of Wisconsin Department of Veterans Affairs also offers a range of benefits and our office assists veterans and their dependents with the application process for these benefits. These benefits include several loan programs, education programs; needy veterans aid programs, an assisted living facility, and two nursing home facilities.

We also provide temporary assistance to needy veterans and their families through our Veterans' Service Commission; and we ensure that deceased veterans who are eligible receive an honorable burial

Department Environmental Scan: The following current and future trends were considered in the development of the Waukesha County Department of Veterans' Services Strategic Plan.

The Waukesha County Department of Veterans' Services will continue to see an increase in the veteran population in the upcoming years. In previous years, Waukesha County has been identified as one of the fastest growing counties in the nation. This trend continues. New business growth still continues for Waukesha and its surrounding counties. This expansion brings with it new employees which increases the population base. It is anticipated that one third of those individuals are veterans. Another factor is that the federal Persian Gulf War period is still open including Operation Iraqi Freedom and Operation Enduring Freedom. Many individuals serve in the National Guard or the Reserves, which now make up a large portion of current activated military forces. More veterans are returning to the community.

There is an ever-present probability that more classes of veterans will be identified due to future conflicts as America continues its humanitarian and military efforts in numerous foreign countries.

Another consideration is health care reform in federal government. This has a direct effect and impact on the health care needs of the veteran population. Current health care reform guidelines indicate that availability of health care from the U. S. Department of Veterans Affairs will be an on again off again situation each fiscal year. This will result in Waukesha County veterans seeking alternative sources for health care such as programs through the State of Wisconsin Department of Veterans' Affairs programs, Waukesha County Health and Humans Services or possibly the Waukesha County Department of Senior Services.

Many older veterans can no longer transport themselves to U. S. Department of Veterans' Affairs facilities. Public transportation, with the exception of taxi service, will not meet this need. Alternatives for transportation of these individuals continues to be a priority need. Waukesha County has a specialized transportation providers' network to which our Department belongs that meets on an ongoing basis to address this issue.

The U.S. Department of Veterans' Affairs and the Wisconsin Department of Veterans' Affairs are continuing to identify and address the changing needs of the veteran community. A large segment of the veteran population is aging. There is a shift in needs from education and job training to health care. Both short and long term health care needs issues have been identified. Recently separating veterans are experiencing long delays in claims processing. They have many health care needs - the most important being the need for psychological counseling and medical treatment for their combat injuries. Recently discharged veterans also need employment, training, and education... The Waukesha County Department of Veterans' Services is, and will continue to be, a major source of assistance in the initiation, development, and appeal of claims for entitlement and services on behalf of Waukesha County veterans.

The Wisconsin State Department of Veterans' Affairs has implemented a Veterans' Rehabilitation Program. Wisconsin is a leader, nationally, in addressing the needs of a large homeless veterans' population, which crosses all age groups and includes veterans and their families. America is lagging drastically in meeting these individuals' needs. The Wisconsin program houses these individuals, meets medical needs, provides training to upgrade job skills, and assists with finding

permanent employment. This program is a complete coordination of services to reintegrate these individuals back into society as productive citizens. The Waukesha County Department of Veterans' Services will be the primary referral source for Waukesha County veterans to access this program.

The Wisconsin Department of Veterans Affairs has recently modified and limited eligibility for its various programs. The Waukesha County Department of Veterans Services is any entry point for Waukesha County veterans to determine eligibility and the qualifications for benefits.

As various programs at the federal and state levels change to meet the needs of the veteran community, the Waukesha County Department of Veterans' Services must continue to provide public service announcements, news articles, and presentations to groups as well as a Department newsletter to keep Waukesha County veterans and their dependents informed of entitlements.

DEPARTMENT CRITICAL ISSUES

By statute, the State of Wisconsin has created advocates in the form of County Veterans Services Offices throughout the state. As advocates, our job is to ensure that all eligible applicants receive maximum assistance in obtaining all of their benefits in a cost effective, efficient, and expeditious manner.

The Waukesha County Department of Veterans Services will face an increasing challenge to meet the needs of a significant number of new veterans resulting from the Persian Gulf War including Operation Enduring Freedom and Operation Iraqi Freedom.

These veterans are returning with significant health care needs, compensation benefits and education needs, and are challenged by the complexity of the Veterans' Administration system, which is charged with meeting those needs. In addition to meeting the needs of these new veterans, we continue to serve the needs of those veterans who served in other conflicts or in times of peace and provide services to dependents and survivors of all veterans. The Department assists veterans, their dependents, and survivors with applications for a variety of Federal benefits, which include Compensation, Dependency and Indemnity Compensation, Non-Service Connected Pension, and applications for Health Care. We also advocate for our claimants by helping them through the VA Appeals Process for cases where the initial decision on benefits sought was incorrect.

The State of Wisconsin Department of Veterans Affairs also offers a range of benefits and our office assists veterans and their dependents with the application process for these benefits. These benefits include several loan programs, education programs, needy veterans aid programs, an assisted living facility, and two nursing home facilities.

We also provide temporary assistance to needy veterans and their families through our Veterans' Service Commission; and we ensure that deceased veterans who are eligible receive an honorable burial.

Strategic Outcome – Objective Worksheet 1

Strategic Outcome: A County that provides customers with quality programs and services.

Objective: To ensure veterans, their dependents and survivors get the services to which they are entitled.

Objective Owner: Director of Veterans Services

Action Steps To Complete This Objective:	Individuals Involved:	Target Date To Complete:
1. Attend appropriate training.	All Department Staff	Ongoing
2. Attend advanced training on federal VA Benefits regarding client counseling.	Director Veterans Service Aide	Ongoing
3. Utilize VIMS and Lexus Nexus for Application Completion.	All Department Staff	Ongoing
4. Attend all training to stay current and trained on State Programs.	All Department Staff	Ongoing
5. Utilize Internet and WI Dept of Veterans Affairs Website for processing of State Benefits Applications.	All Department Staff	Ongoing
6.		

Evidence of Success (KOI, Target Indicator and Thresholds):

Percentage of Federal applications that are 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.

Target: Federal: 97%
 State: 97%

Strategic Outcome – Objective Worksheet 2

Strategic Outcome: A County that assists at-risk citizens.

Objective: To provide temporary assistance to veterans, survivors, and dependents.

Objective Owner: Veteran Service Commission, Director, Veterans’ Service Aide

Action Steps To Complete This Objective:	Individuals Involved:	Target Date To Complete:
1. Hold statutorily required annual meeting to determine need.	Director/Vet Service Aid One Clerical Staff Commissioners	1 st WK Each Yr
2. Convene future commission meetings as required to meet client needs.	Director/Vet Service Aid Commissioners	As Needed
3.		
4.		
5.		
6.		

Evidence of Success (KOI, Target Indicator and Thresholds):

Timely assistance to clients and meet immediate short-term necessary living expenses.

Target: Emergency assistance for eligible vets – 100%

Turnaround time measured in days: 6 Days

Strategic Outcome – Objective Worksheet 3

Strategic Outcome: Cost effective services delivered with competence and skill.

Objective: Utilize automation to deliver services as cost effectively as possible.

Objective Owner: Director of Veterans Services

Action Steps To Complete This Objective:	Individuals Involved:	Target Date To Complete:
1. E-mail as many Dept. Newsletters as possible.	Clerical Staff	Ongoing
2. Utilize VIMS for Veterans' Grave Registration & for grave flag & marker distribution	Clerical Staff	Ongoing
3. Use Waukesha Co. Dept. of Veterans Services Web Page as a resource for current benefits "hot" issues.	Clerical Staff	Ongoing
4.		
5.		
6.		

Evidence of Success (KOI, Target Indicator and Thresholds):

Percentage of E-mailed Newsletters 75%
 Accurate Flag Distribution Count 95%

Strategic Outcome – Objective Worksheet 4

Strategic Outcome: Cost effective services delivered with competence and skill.

Objective: 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.

Objective Owner: Director of Veterans Services

Action Steps To Complete This Objective:	Individuals Involved:	Target Date To Complete:
1. The departments will report their recommendations and findings to the County Executive in the second quarter for 2009 consideration in developing the 2010 Budget.	Department Heads	2 nd Quarter 2009
2.		
3.		
4.		
5.		
6.		

Evidence of Success (KOI, Target Indicator and Thresholds):

Percentage of E-mailed Newsletters 75%
 Accurate Flag Distribution Count 95%

