

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE
April 2007

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: _____

DEPARTMENT: Veterans

DEPARTMENT MISSION STATEMENT:

Provide compassionate, courteous, efficient, timely and individual services, within the practical constraints of workload demands and limited resources, Counsel and assist Veterans, their dependents and widows, retired military, reservists and National Guard in resolving emotional, family, medical, financial, educational, vocational and retirement problems. Act as an advocate to obtain entitlements. Prepare claims documentation and develop appeal briefs and strategies. Conduct outreach as time allows. Coordinate and facilitate all local, state and federal veteran info,

1. Describe the program, its purpose and goals. (All Programs) services and activities.
2. Who is the program intended to serve? How many are served?
3. Are the program benefits long-lasting and essential to the service populations?
4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?
5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?
6. How do you determine/measure if this program has been effectively provided and implemented?
7. Could the county cost-effectively subcontract this program?
8. State the numerical ranking of this program compared to all programs in your department and briefly explain.
9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?
10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?
11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)
12. Is this program currently duplicated by another county department or provider in the community?
13. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note - this question will not be scored).

1. Provide counseling, guidance, assistance, and explanation to veterans, active duty members, reservist/guard, retirees and their dependents on their entitlements and benefits.
2. There are approximately 15,000 veterans and an unknown number of reservist/guard, active duty members, retirees and dependents.
3. All veteran programs are designed to assist veteran reintegration into society, make up for time and opportunities lost, and treatment for injuries and diseases through various entitlements and benefits.
4. The veteran programs are not related to any other county departments although services of other departments are called upon to provide our services. Ex: documents from ROD, courts, and referral to other county agencies for various non-veteran issues. Our staff works extremely well with other agencies, both government, private, medical, etc. There is always room for an increased awareness, referral and cooperation.
5. Our agencies take care of all veteran issues, entitlement, and problems, benefits that fall within this realm of Federal, State and County Veteran programs and laws.
6. The staff monitors annual caseload. Caseload is increasing both in complicity and numbers, which make it difficult to implement and monitor programs.
7. My professional opinion is no, it could not be subcontracted to private industry. Anyone with some legal knowledge would require more outlay on wages. In the future this cost savings could be accomplished by having regional CVSO's, paid by the state with office and staff money paid by the county, similar to the District Attorney Administrative operation.
8. A. Compensation and pension
 Compensation – injury illness or aggravation developed from service comes medical/legal claims system counseling essentially as a lawyer for victim disabilities in knowledge and professionalism. Subject to re-evaluation and secondary conditions.
 Pension - for wartime veterans and numerous who are disabled from non-service related measures. Income/asset based program. Also different levels of regular, housebound and aid and attendance pension.
- b. Medical – assess veteran medical conditions, particularly PTSD (Post Traumatic Stress Disorder) getting them to recognize their symptoms and obtaining proper medial treatment. Enrollment in VA medical for treatment on service connected conditions and medication. Assist veterans entering veteran homes and other medical care facilities.
- c. Education – Assist veteran in their educational goals, whether retraining because of disability Vocational Rehabilitation, and utilizing GI bill, both state and federal. Frequently have numerous workstudys under these programs to assist in the offices.

- d. Appeals, Notices of Disagreement and Decision Review are a very integral and difficult part of the VA compensation program. While all VA decision are appealable, 90% are in the compensation area. This also is also where hardship and waiver development occurs.
- e. Burial – Assistance in headstones, mausoleum markers, burial in veterans cemetery or indigent burial, plot and burial allowances, service connected deaths. Color Guard and flag coordination.
- f. Grants – to needy veterans for eyeglasses, dental and hearing aids. Emergency relief granted to prevent want and distress from the County Veterans Service Commission. Veteran Assistance Program for homeless, unemployed or social skill assistance.
- g. Loans – State and Federal Home Loans, refinance assumption, qualifications and orientation. Our offices also process Home Improvement and Personal Loan services similar to a loan officer of a financial institution.
- h. Insurance – changing beneficiary, conversions, loans, cash surrender value, dividend options. VGLI options such as special life insurance and waiver of premium
- i. Offices management effort to keep office operations running smoothly, satisfying county, state and federal requirements. Coordinate patient transportation program, prison programs and out-reach programs in addition to various trainings and seminars.
9. Not that I am aware of, veteran can do some things on-line but in the case of a compensation claim, it is somewhat like going into court without an attorney. There are some lay veterans in the veteran organizations that assist with outreach but are usually not qualified nor are they accredited with the Veteran Administration to act in the veterans behalf.
10. If the county eliminated Veterans' Services, I would assume that the Wisconsin Department of Veterans Affairs would do what ever steps necessary when mandated laws are not complied with. I assume veterans could also sue the county for not providing statutory obligations.
11. The cost of Veterans' Services in Winnebago County is approximately \$300,000. Wages, fringes, training, equipment costs. The county receives in return \$25,000,000 to \$30,000,000 in veteran entitlements through compensation, pension, house loans, burial and insurance, educational and vocational rehabilitation and medical benefits to veterans. This does not even take in the compounding effects these dollars have on Winnebago County economy.
12. I do not know of any of our program that are duplicated by another department. A similar program might be the medical transportation of a veteran but our program

operates under Federal Veteran Administration, Disabled American Veterans and County Veteran guidelines.

13. a. Faster technology equipment
- b. More training on use of technology under a regional basis
- c. Community/County/etc. Veteran partnerships and coordinating quarterly meetings for needy or disfunctional individuals.
- d. As time permits, our department always strives for improvements in training, work flow, case management, technology improvements.
- e. Opportunities for reducing duplication resides more in regionalization, state and federal costs and staff sharing.
- d. Without changes in mandates, I do not perceive cost savings in staffing or operations. Consideration should be given to increasing staffing to meet growing needs.

Department	Program or Service	Mandate Y or N	Prior-ity	2006 Actual Expense	2007 Budgeted Expense	2007 Budgeted Grants / Fees Revenue	2007 Net Tax Levy
	OFFICE MANAGEMENT						
Veterans	LOANS Loan Programs including home purchase, improvement, business and consumer.	Y	9		48,800		313,320
Veterans	GRANTS Major programs including educational, subsistence, medical, job retaining and relief.	Y	6		15,250		
Veterans	MEDICAL Coordinating patients using major hospitals, outpatient clinic, short-term nursing homes, retirement/skilled care Veteran Home.	Y	2		54,900		
Veterans	COMPENSATION & PENSION Programs for service connected disabled, totally disabled or retired veterans and spouses.	Y	1		79,300		
Veterans	INSURANCE Insurance programs, life and medical, including conversions and beneficiary processing.	Y	8		12,200		
Veterans	EDUCATION Educational programs, including GI Bill, vocational rehabilitation and retraining.	Y	3		27,450		
Veterans	APPEALS Programs including preparation for court for Board of Veterans Appeals, notice of disagreements, waivers and hearings.	Y	4		24,400		
Veterans	BURIAL Programs including care of veteran's graves, headstones, county markers, burial and plot allowances.	Y	5		27,450		

	Division	Deputy	3 esst. Specialist (2.1)	Per Program C, 24
Salary	54,930	38,061	87,105	
fringe	16,481	11,481	26,131	
Comp Person	20,978 5268	9500 2820	17421 5230	79,300
Medical	11,988 3296	5700 1722	17421 5230	57900
Peaks	11,987 3286	1900 574	-	24,400
Office Manag.	11,987 3296	11419 3444	-	48800
Education	600 165	1900 574	8710 2015	27,450
Medical	600 165	1900 574	17421 5230	27,450
Transf	600 165	1900 574	8210 2619	15250
Loans	600 165	1900 574	8210 2619	15250
ARS	600 165	1900 574	4355 1307	12,200