

VETERAN'S SERVICES (1021) BUDGET

DEPT: VETERAN'S SERVICES

UNIT NO. 1021
FUND: General - 0001

Budget Summary

Category	2016 Actual	2017 Actual	2018 Budget	2019 Budget	2019/2018 Variance
Expenditures					
Personnel Costs	\$187,607	\$117,465	\$115,292	\$128,167	\$12,875
Operation Costs	\$66,538	\$70,993	\$81,662	\$72,037	(\$9,625)
Debt & Depreciation	\$0	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0	\$0
Interdept. Charges	\$45,463	\$52,967	\$69	\$100	\$31
Total Expenditures	\$299,607	\$241,425	\$197,023	\$200,304	\$3,281
Revenues					
Direct Revenue	\$0	\$0	\$0	\$0	\$0
Intergov Revenue	\$6,500	\$3,250	\$0	\$13,000	\$13,000
Indirect Revenue	\$0	\$0	\$0	\$0	\$0
Total Revenues	\$6,500	\$3,250	\$0	\$13,000	\$13,000
Tax Levy	\$293,107	\$238,176	\$197,023	\$187,304	(\$9,719)
Effective Tax Levy*	\$177,987	\$185,209	\$196,954	\$187,204	\$4,995
Personnel					
Full-Time Pos. (FTE)**	2.0	2.0	2.0	1.9	(0.1)
Seas/Hourly/Pool Pos.	3.0	3.0	3.0	3.0	0.0
Overtime \$	\$0	\$0	\$0	\$0	\$0

*This Effective Tax Levy excludes interdepartmental charges and fringe benefit costs.

**The 2018 & 2019 Budget FTEs include Vacancy & Turnover (VANDT) & Overtime (OT). The 2017 Actual, and 2016 Actual FTEs are restated to reflect this change. Program Area tables include these changes as well.

Department Mission: To serve all the veterans of Milwaukee County and their families with dignity and compassion by providing prompt and courteous assistance in the preparation and submission of claims for benefits to which they may be entitled and to serve as their principal advocate on veterans related issues.

Department Description: To assist veterans and their families in determining eligibility for the full range of State and Federal veteran's benefits. As part of this process, employees obtain and screen source documents, identify eligible programs, and facilitate the application process. Complimentary services are regularly provided by supportive governmental and public agencies onsite, such as VA Vet Center, Marquette Volunteer Legal Clinic, WI Department of Workforce Development (DWD), Office of Veterans Employment Services, WI Department of Health Services (DHS), FoodShare/Medicaid Specialists, and Milwaukee Child Support Services. Throughout the year, briefings and seminars are conducted at public venues to increase the awareness of veterans programs and benefits.

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Strategic Program Area 1: Veteran's Services

Service Provision: Mandated

Strategic Outcome: Self-Sufficiency

What We Do: Activity				
Item	2016 Actual	2017 Actual	2018 Target	2019 Target
Number of Information requests handled	12,000	14,500	14,000	12,000
Number of Outreach events conducted	43	57	48	48
Number of People Reached-Office and Outreach	5707	6376	6300	6300
Number of veterans assisted with determining state vet's benefit eligibility	359	878	750	725
Number of Federal applications submitted	386	370	400	400
Number of State applications submitted	906	1438	1200	1150
Dollar amount of approved applications for State Dental Care/Subsistence Aid	\$86,000	\$91,538	\$80,000	\$75,000
County Veteran Population Served per FTE	23,826	23,400	22,400	21,400
Vets/Surv Spouse Property Tax Credit #/\$	816/2.97M	840/\$3.1M	840/\$3.1M	850/\$3.2M

How We Do It: Program Budget Summary					
Category	2016 Actual	2017 Actual	2018 Budget	2019 Budget	2019/2018 Variance
Expenditures	\$299,607	\$241,425	\$197,023	\$200,304	\$3,281
Revenues	\$6,500	\$3,250	\$0	\$13,000	\$13,000
Tax Levy	\$293,107	\$238,176	\$197,023	\$187,304	(\$9,719)
FTE Positions	5	5	5	4.9	(0.1)

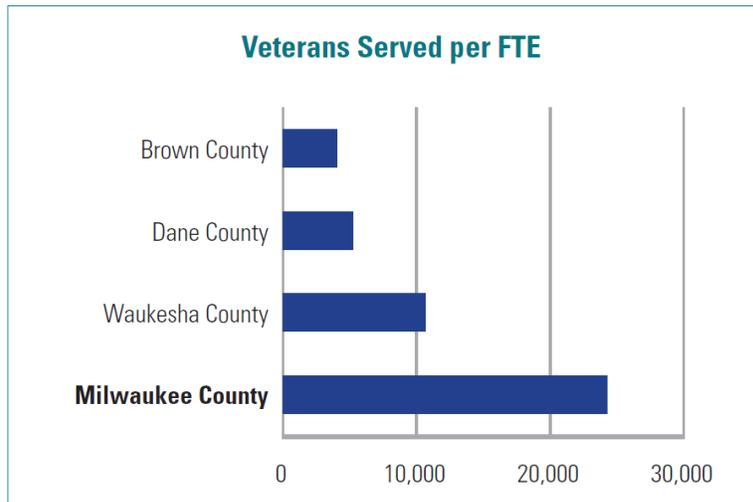
How Well We Do It: Performance Measures				
Performance Measure	2016 Actual	2017 Actual	2018 Target	2019 Target
Number of information requests responded to within 1 business day	95%	95%	95%	95%
Percent of submitted federal applications approved*	80%	80%	80%	80%
Percent of submitted federal application dollars approved	N/A	N/A	N/A	N/A
Percent of submitted state applications approved*	94%	94%	90%	90%
County percentage of submitted state application dollars approved	35%	35%	35%	35%
Number of people reached –walk-ins/outreach	5,707	6376	6,300	6,300

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*Federal applications are approved at a lower rate than state applications because more applications are made by ineligible veterans due to the higher value of the federal benefits (e.g., health care, discharge upgrades). Applicants request assistance in filing even if the likelihood of approval is small or non-existent, because of the value of an approval. For example, most "other than honorable" discharges are never upgraded – the success rate on requests is less than 10%. But, if the discharge is upgraded, the veteran becomes eligible for a wide array of veteran's benefits.



Strategic Overview: The over-arching strategic goal of the department is to create a greater awareness among the county veterans' population and their dependents of potential eligibility for the full range of state and federal benefits. In an era of declining veteran populations, the department strives to reach a larger portion of its target population through increased marketing (e.g., social media, mail and e-mail) and conducting of outreach events (e.g. seminars, speeches and informational booths at public events). Greater population reached translates to more veterans and their families accessing their veteran's benefits.

Strategic Implementation: The Department will continue to provide quality services to Milwaukee County Veterans and their families through outreach programs, which will include briefings and benefit seminars at local military units, veteran's organizations, independent/assisted living facilities and other public venues.

The Needy Veteran's Fund tax levy amount is reduced from \$40,000 to \$30,000 for 2019 to reflect actual spending. This fund provides limited emergency financial aid to veterans and/or their families for rent and utility bill assistance, burial of indigent veterans, and security deposits for homeless veterans moving into independent living. In addition, Veteran's Services will experience no changes to staffing levels for 2019.

Newly gained access to State of Wisconsin data on service members returning from active duty allows the county veterans service office to mail hundreds of post cards each year, notifying returning veterans of eligibility for veteran's benefits.