RICHLAND COUNTY VETERANS SERVICE OFFICE
181 WEST SEMINARY ST. RICHLAND CENTER, WISCONSIN 53581
CVSO Karen Knock

VETERANS SERVICE COMMISSION

Lee Van Landuyt (chair), Don Seep, Sherry Hillesheim, Van Nelson, & Patrick Metz

The meeting of the Veterans Service Commission will be held on Thursday November 18th, 2021 at 9:30 a.m. at the Richland County Courthouse 3rd floor, located at 181 West Seminary St, Richland Center, WI 53581, for the following purposes:

https://richlandcounty.my.webex.com/richlandcounty.my/j.php?MTID=m489f0bef3600fb54d98e2a3b184cf02d
Thursday, Nov 18, 2021 9:30 am | 3 hours | (UTC-05:00) Central Time (US & Canada)
Meeting number: 2551 634 7191 Password: karen

Join by phone +1-408-418-9388 United States Toll Access code: 255 163 47191

AGENDA

1. Call Meeting to Order
2. Pledge of Allegiance
3. Roll Call of Commission Members
4. Approve this Agenda and its Posting
5. Review and Approve the October meeting minutes
6. Suggestion box/survey questions
7. Aid policy
8. Review chapters and respond to Strategic Planning Committee
9. Monthly visitors log
10. VA forms log
11. Budget report
12. Public input
13. Future agenda items
14. Set date for next meeting
15. Motion to adjourn

VETERANS SERVICE OFFICE COMMISSION MINUTES

October 21st, 2021

The Veterans Service Committee met on October 21st, 2021 at 10:00 a.m. in the Richland County Board Room on the third floor, located at 181 W. Seminary St. Richland Center, Wisconsin.

Committee members present included: Lee Van Landuyt, Van Nelson, Patrick Metz, Sherry Hillesheim, and Don Seep (online). All members are present for a quorum.

Others present included: CVSO Karen Knock, MIS John Couey, County Administrator Clinton Langreck, four citizens in person, and five online.

Committee Chair Van Landuyt called the meeting to order at 10:04 a.m.

Roll Call of Committee members: Committee members were present for a quorum.

The CVSO verified that the meeting was properly noticed. Copies of the agenda were emailed to all Veterans Committee members; a copy was posted on the Courthouse Bulletin Board and County web site; a copy was also emailed to the County Clerk, the Richland Observer; and Fruit Broadcasting, LLC.

Hillesheim motioned to approve the September meeting minutes after 4 identified errors were corrected. Nelson seconded. Motion passed.

Committee/Commission structure – The County Administrator spoke to a proposed change to the Committee structure to a 3-person Commission and a separate 3-person Committee. There was discussion and the Committee gave feedback to possible other options that should be considered by the County Administrator.

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Process for aid – The Aid policy was shared with the Committee. Seep named some concerns he had with the policy approved in 2018. Seep motioned that the CVSO cease using the current process for aid policy. Nelson seconded. Discussion by other Committee members sharing their opinions. Chair Van Landuyt called for a roll call vote.

Van Landuyt- nay

Don Seep-aye

Hillesheim-nay

Nelson-aye

Metz- nay.

Motion does not pass. The CVSO will send the policy to the current Corps Counsel for another review.

Veterans ETK software update – CVSO reports that the software program is up and running. It will take some time to fully incorporate it into the office tasks.

Monthly visitors log – The CVSO shared the log with the Committee having no questions.

VA forms log – The CVSO shared the log with the Committee having no questions.

Budget report – The CVSO shared the budget report as it closed the fiscal year. The office finished under budget.

Office space – The CVSO shared a diagram of office space she's requested. Explained the need for the additional space

Public input – A citizen announced that there will be Veterans Day events held this year. For questions contact the American Legion.

Future agenda items – suggestion box/survey questions

Set date for next meeting – The next meeting will be November 18th at 9:30 a.m.

Motion to adjourn – Nelson motioned to adjourn. Seconded by Metz. Motion passed at 11:03 a.m.

Chapter 1: Strategic Plan Framework

Strategic planning is the process by which leaders of an organization determine what it intends to be in the future and how it will get there. A strategic plan serves as a community's guide and is used to prioritize initiatives, resources, goals, and department operations and projects. Strategic planning helps your local government realize its long-term vision by setting up goals and objectives in a systematic, incremental manner. Simply put, it makes you take a look at what's going on today, where you want to be tomorrow and which steps you will need to take to get there.

Melissa Luck 6/24/2021 4:59 PM
Comment [1]: Can/should we see strategic plan for Richland Center, other communities?

During early 2021, the Richland County Board of Supervisors participated in four strategic planning conversations, facilitated by the Southwestern Wisconsin Regional Planning Commission (SWWRPC). Due to the COVID-19 pandemic, all meetings were held via Zoom. Meetings were open to the public, and invitees included all 21 members of the Board of Supervisors and the County Administrator.

The schedule and topics were as follows:

- January 27 – Core values, stakeholders, mission, and vision
- February 10 – Strength, Weakness, Opportunities and Threats (SWOT) and Political, Economical, Social and Technological (PEST) analyses and development of strategic initiatives
- February 24 – Organizational capability and goal development
- March 10 – Capital facility investments and plan implementation

Melissa Luck 6/24/2021 5:10 PM
Comment [2]: Should the SWOT and PEST results be added as an addenda?

SWWRPC also conducted one-on-one interviews with individuals who provided additional input into county issues. Citizen and municipal insight was also acquired through community planning work running concurrent to the strategic planning process. All materials for these meetings are retained in the SWWRPC office and available upon request.

Figure 1. Organizational Chart of Richland County Administration and Government

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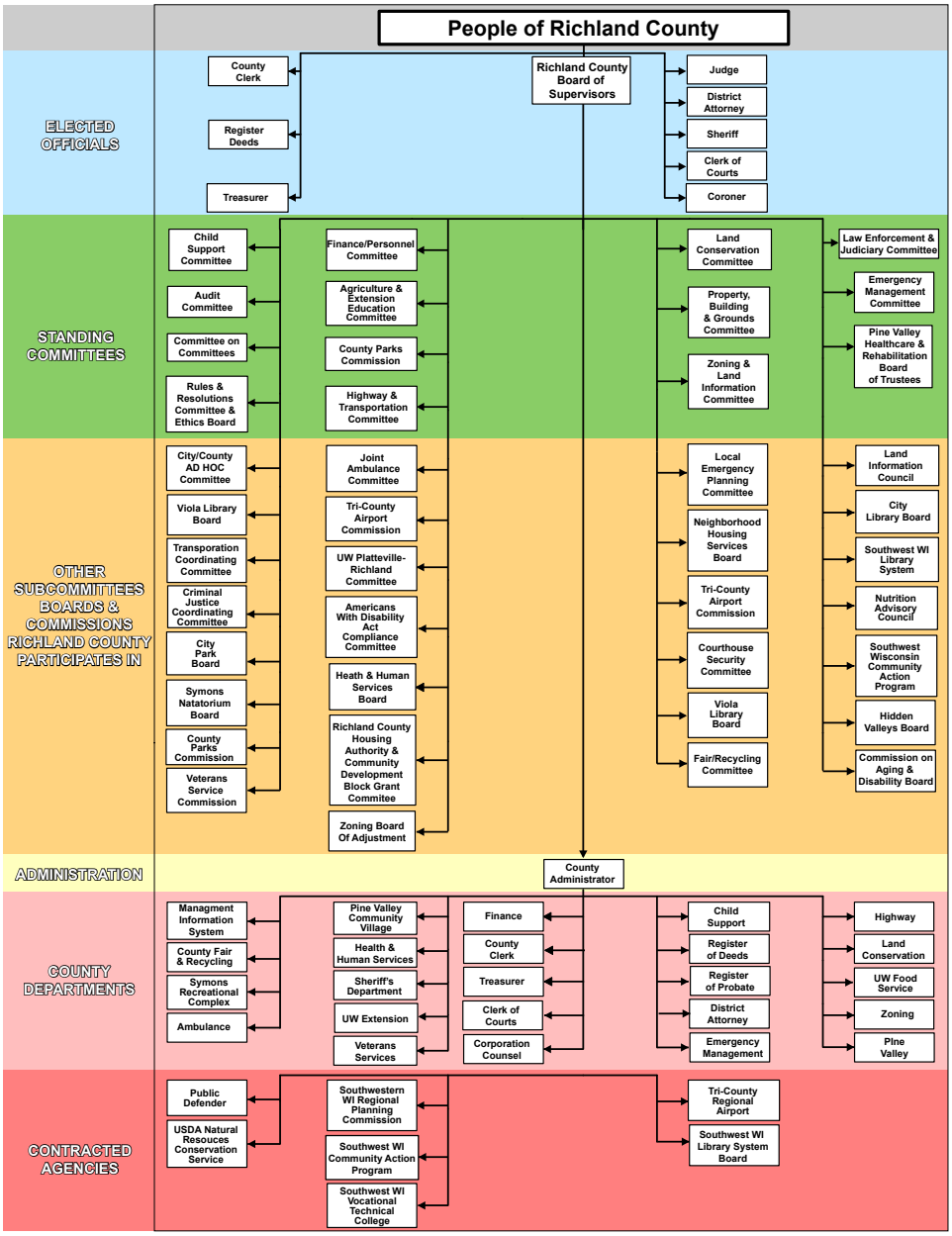
People of Richland County
ELECTED OFFICIALS
County Clerk
Register Deeds
Treasurer
Richland County Board of Supervisors
Judge
District Attorney
Sheriff
Clerk of Courts
Coroner
STANDING COMMITTEES
Child Support Committee
Audit Committee
Committee on Committees
Rules & Resolutions Committee & Ethics Board
Finance/Personnel Committee
Agriculture & Extension Education Committee
County Parks Commission
Highway & Transportation Committee
Land Conservation Committee
Property, Building & Grounds Committee
Zoning & Land Information Committee
Law Enforcement & Judiciary Committee
Emergency Management Committee
Pine Valley Healthcare & Rehabilitation Board of Trustees
OTHER SUBCOMMITTEES BOARDS & COMMISSIONS RICHLAND COUNTY PARTICIPATES IN
City/County AD HOC Committee
Viola Library Board
Transporation Coordinating Committee
Criminal Justice Coordinating Committee
City Park Board
Symons Natatorium Board
County Parks Commission
Veterans Service Commission
Joint Ambulance Committee
Tri-County Airport Commission
UW Platteville-Richland Committee
Americans With Disability Act Compliance Committee
Heath & Human Services Board
Richland County Housing Authority & Community Development Block Grant Commitee
Zoning Board Of Adjustment
Local Emergency Planning Committee
Neighborhood Housing Services Board
Tri-County Airport Commission
Courthouse Security Committee
Viola Library Board
Fair/Recycling Committee
Land Information Council
City Library Board
Southwest WI Library System
Nutrition Advisory Council
Southwest Wisconsin Community Action Program
Hidden Valleys Board
Commission on Aging & Disability Board
ADMINISTRATION
County Administrator
COUNTY DEPARTMENTS
Managment Information System
County Fair & Recycling
Symons Recreational Complex
Ambulance
Pine Valley Community Village
Health & Human Services
Sheriff's Department
UW Extension
Veterans Services
Finance
County Clerk
Treasurer
Clerk of Courts
Corporation Counsel
Child Support
Register of Deeds
Register of Probate
District Attorney
Emergency Management
Highway
Land Conservation
UW Food Service
Zoning
Plne Valley
CONTRACTED AGENCIES
Public Defender
USDA Natural Resouces Conservation Service
Southwestern WI Regional Planning Commission
Southwest WI Community Action Program
Southwest WI Vocational Technical College
Tri-County Regional Airport
Southwest WI Library System Board

Strategic Priorities

The following strategic priorities will address the challenges identified in this plan, and form the basis for recommended actions. .

- **Effectiveness** – Implement operational efficiencies to reduce the costs and free up revenue.
- **Growth** – Work to increase the county's population and tax base fund services in a balanced manner. Richland County must find a balance between infrastructure, workforce, housing, and population.
- **Focus** – Evaluate, prioritize, and scale back or eliminate discretionary services in order to focus resources on providing services with sustainable revenue or which generate measurable community wealth.
- **Improvement** – Create a culture of continual improvement to sustain progress.

Framework for Decision-Making

The county will have to make several hard decisions in the coming years, and it's beyond the ability of this document to detail each step in that process. However, it will serve as a guide during the decision-making process. Prioritizing future investments should be informed by the following criteria.

Core Values

The county's practices must be tethered to its principles if it is to have some coherent strategy moving forward. Core values form the basis for decisions, since they bind decision-makers to their decisions. The County Board provided the following core values during the planning process:

Integrity – Engage in county work with honesty and transparency in all proceedings. Meet commitments. Value the multitude of experiences on the board and the diversity of opinions this brings to decision-making.

Public Service – Serve the county professionally and with competence. Be efficient and objective in decision-making. Focus on doing work that is relevant to both current and future generations of county residents.

Accountability – Assume ownership of decisions. Be diligent and follow-through on projects. Be responsive to the needs of county residents as a whole, while recognizing the intrinsic value of every person. Make decisions that plant seeds of success for the future.

Open-minded – Govern in a collaborative manner, unbiased by personal interest. Listen to the needs of residents, while being aware of future demands on county services

Mission and Vision

Mission: Richland County employees, elected officials, district supervisors, and contracted partners effectively provide mandated and desired non-mandated services and representation to eligible residents, clients, businesses, and organizations with effectiveness, professionalism, and fiscal responsibility to meet the service needs of the community and facilitate prosperity.

Vision: Richland County's ten-year vision is to continue enhancements to the structure of the County organization, ensure the fiscal solvency of operations and develop accepted processes of evaluating and prioritizing services. Through these efforts Richland County hopes to help lead the community in: 1)identifying problems appropriate for government intervention or services, 2)facilitating public discussions and collaborations to solve problems, and 3)engaging with stakeholders on outcomes that benefit future generations. This vision is built on the understanding of balancing the dreams and possibilities of the future with the realities of the present.

Other Mission and Vision Statements considered:

Mission

1. Richland County will think strategically and anticipate the future, ensuring that the decisions made today will have lasting value and provide fiscal solvency. The needs of individuals will be respected while recognizing responsibility to the community as a whole. Vital community involvement in decision-making is encouraged by providing a venue for citizens who care to contribute to the betterment of the county.

2. Richland County will foster a stable and adequate tax base such that services to the community are financially sound. With this base, the county will strive to continually improve its wisest use of tax revenues to provide quality services for the common good.

3. To ensure fiscal solvency and the long-term value of decisions made today, Richland County will embrace a strategic approach and anticipate the future, fostering a stable and adequate tax base. By consistently improving its use of tax revenues for the common good, the county will provide quality services for individuals while recognizing its responsibilities to the community as a whole.

Vision

1. Richland County will be a leader for resilient rural counties and a place where people love life, enjoy work, and are empowered to raise thriving families.

2. To achieve a resilient local economy where housing, jobs and population are in balance, and natural resources and amenities are preserved such that Richland county is a good place to live now and far into the future.

3. To achieve a resilient local economy in which housing, jobs, and population are balanced, natural resources and amenities are preserved, and a place where people love life, enjoy work, and are empowered to raise thriving families.

Melissa Luck 10/20/2021 10:07 AM
Comment [3]: In our last discussion of this we said we would keep the other mission/vision statements we considered around so I've left them here

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Focus

The defining problem for the Richland County Board of Supervisors is the need to choose which services and enterprises it will financially support. Continuing inherited practices and commitments challenge the ability to plan for future commitments and needs. The county must focus its efforts on the needs of the future.

"The essence of strategy is choosing what not to do."

- Michael Porter, "What is Strategy?"

The current challenge stems from several factors outside of the county' control, including:

- Stagnating population growth, evidence for which is found in census data, population projections, school enrollment trends, and reports on the county's bond rating (Appendix B).
- State-imposed levy and debt limits.
- Inherited contractual agreements and investments for discretionary enterprises and services.

The "Business" of the County

The primary causes of the county's financial issues stem from an inability make hard choices and focus its efforts through intentional action. It must choose which discretionary services to abandon, while simultaneously investing in community and economic development efforts to grow its population and tax base.

Failure to focus will result in budget deficits, inability to pay competitive wages, and deferred maintenance of critical functions and facilities.

In addition to its statutory function, Richland County is currently in the "business" of Tri-county Airport, Symons, Pine Valley and UW Platteville-Richland etc. by way of its support or ownership of facilities used in these sectors. Maintenance debt services expenditures associated with discretionary enterprises compete for the same levy funding as statutorily required services, and impact the county's ability to fully fund its core operations.

"At the core, strategy is about focus, and most complex organizations don't focus their resources. Instead, they pursue multiple goals at once, not concentrating enough resources to achieve a breakthrough in any one of them"

- Richard Rumelt, Good Strategy/Bad Strategy

Considerations

When facing difficult decisions, the county will answer the following questions to prioritize investments:

- For each discretionary enterprise, ask the question: *If we weren't already doing this, would we start doing it today?*
- What action or objective is within the county's *sphere of control*?
- What is the next *proximate advantage* that will allow the county to make progress towards a larger goal?
- What is the *economic return to the tax payer* associated with this project?
- What is the *social or public good* associated with this project, and *would it cease to exist* if funding was cut?
- Are services able to be effectively *provided by another* party or organization?
- *Is the service we're providing mandated*, and if so, *is the means of service provision mandated*? If the means of service provision is not mandated, *is there a more effective way of providing the service?*
- Is the project *a lever for creation of additional value or resources*, or *an impediment to service and innovation*?
- How might the county *premeditate actions of other parties* in order to improve its position?
- For discretionary enterprises, *are both the operational and capital outlays affordable over the next 20 years?*

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Chapter 2: Strategic Goals

The County Board made significant strategic decisions in 2019 when they created the positions of County Administrator and Economic Development Director. Recommendations in this chapter build on those initial investments and include projects that were indirectly set in motion as a result of the choice to transition the executive branch of government from an Administrative Coordinator to a County Administrator.

Organizational Structure

The following strategies will enable the county to find operational efficiencies, thereby freeing up revenue and capacity in the form of staff time.

> *Quality of a service or product is not what you put into it, but what the customer gets out of it.*
>
> *- Peter Drucker*

Streamline Organizational Structure (Effectiveness)

Continue the path that began with the creation of the County Administrator, using this position to centralize and coordinate county operations whenever possible.

Tactics:

- Centralize common county-wide processes and systems under the County Administrator.
    - Create finance, HR and maintenance department
- Improve the county's procurement process to be consistent county-wide. Maximize procurement rewards or benefits and identify joint procurement opportunities across departments or with other organizations.
    - Improve purchasing policy
- Evaluate the needs of a new ERP (enterprise resource planning) to update our payroll and finance systems. Pursue with measureable progress the acquisition of a new payroll and finance system.

Improve Financial Practices (Improvement/Effectiveness)

Implement the following tactics to improve the county's financial accountability, strategy, and flexibility. Doing so will yield improvements in financial education and also help create a baseline for performance metrics.

Tactics:

- Improve the county's bond rating by targeting improvement opportunities identified in Moody's Rating Action of February 2020 and Rating Change of March 2018 (Appendix B).
- Improve the budget process to implement flexibility, strategic thinking, accountability, and implementation of the Strategic Plan. Specific actions include:
    - Create budget narratives summarizing how new initiatives or improvements implement the Strategic Plan.
    - Define value that could be added with 20% *more* funding, or lost due to a 20% *reduction* in funding.
    - Identify cuts that would not impact strategic planning goals or statutorily required services.
    - Identify how departments would respond to unexpected cuts or events.
- Develop a capital improvement plan inclusive of facilities, roads, and equipment.
- Analyze the county's indirect rate to capture highest possible amount of grant funding, and establish a metric for productivity and efficiency.
- Increase discretionary and variable revenue source (fines, fees, grants, etc.) as a portion of the overall budget.

Increase Coordination (Effectiveness)

The county and its municipalities have many over-lapping interests, offering a good opportunity for partnerships that may result in improved service delivery or an overall savings to county residents through efficiencies.

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Tactics:

- Evaluate joint procurement of materials and equipment whenever found to be in the best interest of the County.
- Evaluate joint contracting for capital projects to find savings resulting from reduced mobilization fees, increased competitive bidding, etc. (e.g. mowing, paving, road systems, snow plowing),
- Explore opportunities to share or contract staffing services.
- Create additional and modern methods to communicate events and initiatives, and to generate direct input from the community. This could include community engagement via a new website or a social media presence.
- Coordinate community development and land use decision-making in Richland Center among institutional partners such as Richland County, Richland Center, Richland Hospital, and Richland Local School District.

Workforce (Growth)

The county's ability to provide quality services relies entirely on the attraction and retention of knowledgeable, hard-working employees, and the continued acquisition and effective transfer of knowledge.

"We should work to increase the desirability of being a Richland County employee."

- David Turk, Richland County Board Supervisor

Improve employee Pay and HR Policies

The financial cost of turnover is usually minimal compared to the hidden cost of lost productivity during the resulting transition. For this reason, retention of quality employees should be a primary focus to ensure the consistent delivery of high-quality services.

Tactics:

- Obtaining market value for employee wages as determined through the county's current wage study.
- Give annual pay increases in order to reach and maintain market goals.
- Monitor the compensation and classification system for all positions to ensure positions reach and maintain market-competitive wages (public and private sectors).
- Develop a uniform performance evaluation process that includes annual reviews, 6-month check-ins, and exit interviews.
- Develop a uniform set of human resources policies and procedures to improve transparency and accountability throughout the organization, including an update to the employee handbook and other related documents.

Develop a culture of support for employees (Improvement)

Non-monetary compensation is also critical to employee retention, since it builds organizational culture that supports employees. There are several ways the county can support these initiatives.

Tactics:

- Celebrate success and the professional and personal achievements of employees. Recognize new hires, retirements, and year-of-service milestones. Build a culture that supports and celebrates its people.
- Enable and empower departments to develop celebratory or team-building events. Day-long departmental retreats or other benefits can help build culture at a minimal expense.
- Create a total benefits program for employees that highlights total compensation and investment of the county in its employees, inclusive of salary, fringe benefits, wellness, and professional development.
- Increase vacation time for new employees.
- Evaluate flexible work schedules.
- Evaluate and maintain a competitive insurance program

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Prioritize Service over Staffing (Improvement)

Prior to refilling a vacant position, the county should evaluate workforce needs through the lens of the service being delivered, not the means of service delivery, and implement the most effective means of service provision.

Tactics:

- For each unmet existing service or new service being proposed, evaluate staffing needs using the following analysis:
    - Can we *Build*? – invest in learning and development required to train staff to provide the service.
    - Should we *Buy*? – post the position, offering market-rate pay for a competitive application process.
    - Is there opportunity to *Borrow*? – collaborate with other entities on cost-sharing this position, or contract it out to a consultant for a short-period.
    - Can you *Bridge* the gap? –fill a vacant position through an intentional succession planning process.
    - Should we *Stop* providing this service or position?
    - How does current staffing compare to peer counties.

Capacity (Effectiveness)

Capacity, specifically the education and training of the Richland County Board and staff to perform their duties, was a common theme during the planning process. Many newer members wanted further education on various aspects of their job. Staff were commended for their subject-matter knowledge, with further training recommendations focusing on the management and human resource aspects of their job.

Invest in Education of County Board Supervisors (Improvement)

The County Board currently consists of several new Supervisors brought on during the onset of the COVID pandemic, and during the planning process they recognized the need for both initial and on-going education on a variety of topics.

Tactics:

- Formalize an on-boarding process for newly elected Supervisors, including:
    - Creation of a mentor program partnering tenured Supervisors with new Supervisors.
    - Hold informal meetings with outgoing Supervisors and their successors to facilitate knowledge transfer.
    - Fund new Supervisors' attendance at annual Wisconsin Counties Association training or conferences.
    - Create an orientation program for new county board members including expectations with materials available on the iPads.

- Intentional subject area expertise growth. Proactively bring topics to the board to encourage research and learning in individual supervisors who can then bring back information to share with the whole board. Grow institutional knowledge.
- Support the attendance by new Supervisors at major Committee meetings, such as attending Finance Committee meetings during the annual budget development process. Create a mechanism to share agendas with all County Board Supervisors in order to facilitate this.
- Support cross-training, collaboration, and peer learning between County Board Supervisors and their counter parts on the boards of outside partners, such as peer county boards, Neighborhood Services of Southwest Wisconsin, Southwest Wisconsin Community Action Program, Southwestern Wisconsin Regional Planning Commission, and the Southwest Wisconsin Workforce Development Board.
- Conduct bi-annual WCA training covering basic concepts of local government, such as the role of counties, county government finances, the role of county boards, elections, and departmental work.

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Deepen Staff Training in Leadership and Management (Improvement)

County staff frequently have the opportunity to attend conferences specific to their department. However, further training in management, leadership, and process improvement was identified as a potential growth area.

Tactics

- Sponsor department head training targeted at leadership and management, including Lean process training or UW Continuing Education certifications in Public Management or Human Resources.
- Ensure conference attendance and professional development is aligned with the goals of the Strategic Plan.
- On-going training or education targeted at the evaluation, adoption, and implementation of new technology to improve operational efficiency.
- Educate employees on how government works and the need for teamwork and partnership within county departments
- Create a culture of sharing information and learning from peer counties.

Transparency (Improvement)

- All committee/boards that have a majority county board supervisors have folders with all meeting materials on iPads
- Meeting materials listed on county website for all meetings
- Listserv to automatically send agendas to whoever wants to be informed
- All committees/boards are recorded and up on website

Growth

Economic development and population growth must remain a priority if the county is going to reverse the projected population decline and workforce shortages. Maintaining the funding for the Economic Development Director partnership with Richland Center is critical to this effort. The following strategies are intended to reflect the county's community and economic development priorities.

Maintain investment in Workforce and Community Development

Demographic projections and input from county employers reflect a dire need to grow the overall population, with an emphasis on the workforce attraction. Without a growth in workforce population, there will continue to be significant challenges to business attraction and retention. There will also be limitations on the county's school enrollment and tax base.

Tactics:

- Prioritize new home construction, and development of incentives or programs to attract developers using a balanced approach.
- Encourage improvements to existing property to increase attractiveness
- Support workforce development initiatives directed at attracting new residents.
- Support and invest in broadband expansion throughout the county.
- Identify financially sustainable use options for the UW Richland campus
- Continue to invest in community and economic development partnerships with a demonstrated return-on-investment.

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Support Business Attraction and Retention

In addition to the workforce attraction, the county must prioritize tax base growth through business attraction and expansion.

Tactics:

- Develop a portfolio of incentives to support business growth.
- Identify priority areas in the county for future industrial, commercial, or residential development.
- Identify future land uses for county or municipal-owned land informed by economic opportunities and environmental constraints.

Improve County Identity and Marketing

The greatest unrealized potential for Richland County is the ability to capitalize on its distinctive beauty. Leveraging this asset for growth will support many of the strategies and tactics listed elsewhere in this plan.

Tactics:

- Collaborate with county partners in the development of a distinctive brand for Richland County that will serve to build a sense of identity and pride, and help attract new residents and tourists.
- Create a new website that improve the county's digital presence, and serves both an effective governmental function as well as serving as an attractive "front door" to the world for new businesses, residents, and tourists looking to discover the county.
- Capitalize on the county's natural beauty and recreational opportunities through the investment and marketing of county parks, campgrounds, and recreational opportunities.

Operational Performance Metrics

Implementation of the strategies and tactics above will result in measured improvement to county operations. Some of this improvement is already being measured and has existing targets. Other improvements require the development of targets and collection of baseline data. Recommended performance metrics are in the Work Plan.

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VETERANS SERVICE OFFICE COMMISSION MINUTES

October 21st, 2021

The Veterans Service Committee met on October 21st, 2021 at 10:00 a.m. in the Richland County Board Room on the third floor, located at 181 W. Seminary St. Richland Center, Wisconsin.

Committee members present included: Lee Van Landuyt, Van Nelson, Patrick Metz, Sherry Hillesheim, and Don Seep (online). All members are present for a quorum.

Others present included: CVSO Karen Knock, MIS John Couey, County Administrator Clinton Langreck, four citizens in person, and five online.

Committee Chair Van Landuyt called the meeting to order at 10:04 a.m.

Roll Call of Committee members: Committee members were present for a quorum.

The CVSO verified that the meeting was properly noticed. Copies of the agenda were emailed to all Veterans Committee members; a copy was posted on the Courthouse Bulletin Board and County web site; a copy was also emailed to the County Clerk, the Richland Observer; and Fruit Broadcasting, LLC.

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Van Landuyt- nay

Don Seep-aye

Hillesheim-nay

Nelson-aye

Metz- nay.

Motion does not pass. The CVSO will send the policy to the current Corps Counsel for another review.

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Future agenda items – suggestion box/survey questions

Set date for next meeting – The next meeting will be November 18th at 9:30 a.m.

Motion to adjourn – Nelson motioned to adjourn. Seconded by Metz. Motion passed at 11:03 a.m.

Richland County Veterans Service Office Monthly Numbers

2021	January		February		March		April		May		June		July		August		September		October		November		December	
	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins	Calls	Walk-Ins
1											74	2	22	12			10	7	19	3				
2											36	2	27	11	28	1	14	3	6	2				
3									15	3	31	9			21	2	14	4						
4									30	9	19	3			24	3			18	5				
5									10	8					19	1			14	2				
6									18	6			22	7	24	4			12	4				
7									27	9	23	1	19	5			22	7	21	5				
8											8	0	18	7			23	5	20	4				
9											15	0	23	7	19	2	5	23						
10									50	7	16	0			14	2	7	49						
11									16	5	8	0			22	8	2	64	16	1				
12									29	6			20	9	16	5	1	31	19	0				
13									22	7			23	3	19	4	11	7	20	0				
14									24	9	25	9	10	7			36	7	17	0				
15											49	8	7	9			22	5	7	0				
16											23	3	14	5	14	5	27	7						
17									21	8	39	8			17	3	7	7						
18									24	2	36	8			16	2			22	4				
19									26	10			26	6	14	11			31	12				
20									41	10			24	9	9	1	24	8	24	7				
21									22	11	26	14	14	3			16	5	16	6				
22											18	8	16	2			18	5	19	2				
23											19	7	15	2	21	6	15	2	9	0				
24									23	4	16	3			20	8	14	4						
25									29	10	23	5			14	5			14	7				
26									16	12			34	1	14	2			16	8				
27									19	7			23	3	16	5	16	7	23	4				
28									16	6	62	1	31	1			14	3	41	9				
29											31	3	28	4			9	2	14	0				
30											11	4	16	1	27	5	12	4						
31															12	4								
Out of County											5													

calls	visits
Total for Year	

- Weekends Worked
- Conferences
- No Days
- Weekends
- Work from home
- PTO

2021 Forms filed	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
21-22 Veterans Service Org. as Representative	2	2	1	7	2	3	2	
21-0966 Intent to File a Claim			2	4	2	4	4	
21-526ez Application for Disability Comp. and Related Benefits	5	3	5	2	2	3	3	
21-527ez Application for NSC Pension								
21-8940 Application for Individual Unemployability								
21-0845 Authorization to Disclose PII to a Third Party								
21-686C Application Request to Add/ Remove Dependents		2					2	
20-0996 Review Request: Higher Level Review			2			2	2	
20-0995 Review Request: Supplemental Claim	1	3	1		2	2		
21-2680 Housebound or Aid & Attendance	1			2				
21-0972 Alternate Signer Certification								
21-4138 Statement in Support of Claim	8	9	2	3	7	5	3	
10-10d Application for CHAMPVA		1		2			2	
10-10ez Application for VA Health Care	2	2	2	4	3			
10-10ezr Health Benefits Update Form			1					
21p-534ez DIC & Survivors Pension								
21p-530 Burial Benefits Application			4	2	1	2	2	
27-2008 Burial Flag Application	3	6	6	6	4	3	2	
40-1330 Application for Bronze Marker	2	3	5	6	4	7		
40-0247 Presidential Memorial Certificate Request						1		
STATE								
2500-123 State Park Pass			2	1		2	1	
3010 Drivers License Identifier	2	3	3	4	1			
4000 Application for a Wisconsin Veterans Home								
4002 Authorization for Disclosure of Health Information								
2096 CVSO Tax Abatement Verification Form							1	
2097 Certification for Property Tax Credit		1					2	
57 VSO Grant Packet								
other	9	11	17	9	5	12	24	
TOTALS PER MONTH	35	46	48	52	33	46	50	

DEC	**totals**

		REVISED ANNUAL BUDGET	ENCUMBERED	ACT MTD POSTED AND IN PROCESS	ACT YTD POSTED AND IN PROCESS	REMAINING BALANCE	PCT	
10	GENERAL FUND							
5549	VETERANS SERVICE GRANT							
0000	PROJECT							
5111	SALARIES - REGULAR	3,740.80	0.00	0.00	4,962.41	1,221.61-	132	----------!!!
5112	SALARIES - PART TIME	3,135.30	0.00	0.00	2,573.15	562.15	82	--------
5150	SECTION 125 PLAN-CO SHARE	10.76	0.00	0.00	0.00	10.76	0	
5151	FICA - COUNTY SHARE	526.02	0.00	0.00	572.48	46.46-	108	----------
5152	RETIREMENT - COUNTY SHARE	464.13	0.00	0.00	334.96	129.17	72	-------
5153	DENTAL INSURANCE - CO SHARE	49.77	0.00	0.00	52.39	2.62-	105	----------
5154	HEALTH INSURANCE - CO SHARE	405.38	0.00	0.00	0.00	405.38	0	
5155	LIFE INSURANCE-COUNTY SHARE	1.84	0.00	0.00	1.24	0.60	67	------
5161	HEALTH INS REIMBURSEMENT DED	166.00	0.00	0.00	0.00	166.00	0	
5214	TECHNOLOGY	0.00	0.00	0.00	3.37	3.37-	9999	----------!!!!
5336	LODGING	0.00	0.00	0.00	0.00	0.00	0	
5339	MILEAGE	0.00	0.00	0.00	0.00	0.00	0	
5819	NEW EQUIPMENT	0.00	0.00	0.00	0.00	0.00	0	
5972	VETERANS OUTREACH	0.00	0.00	0.00	0.00	0.00	0	
5999	GRAVE MARKERS	0.00	0.00	0.00	0.00	0.00	0	
TOTAL:	PROJECT	8,500.00	0.00	0.00	8,500.00	0.00	100	----------
TOTAL:	VETERANS SERVICE GRANT	8,500.00	0.00	0.00	8,500.00	0.00	100	----------
TOTAL:	GENERAL FUND	8,500.00	0.00	0.00	8,500.00	0.00	100	----------

		REVISED ANNUAL BUDGET	ENCUMBERED	ACT MTD POSTED AND IN PROCESS	ACT YTD POSTED AND IN PROCESS	REMAINING BALANCE	PCT	
10	GENERAL FUND							
5550	VETERAN SERVICE							
0000	PROJECT							
5111	SALARIES - REGULAR	39,231.64	0.00	3,273.20	28,328.54	10,903.10	72	-------
5112	SALARIES - PART-TIME	17,527.77	0.00	1,592.44	15,186.44	2,341.33	86	--------
5113	SALARIES - OVERTIME	0.00	0.00	0.00	218.48	218.48-	9999	----------!!!!
5150	SECTION 125 PLAN-CO SHARE	15.00	0.00	0.00	0.00	15.00	0	
5151	FICA - COUNTY SHARE	4,342.09	0.00	372.24	3,345.76	996.33	77	-------
5152	RETIREMENT - COUNTY SHARE	3,831.26	0.00	220.94	1,907.57	1,923.69	49	----
5153	DENTAL INSURANCE-CO SHARE	576.29	0.00	0.00	0.00	576.29	0	
5154	HEALTH INSURANCE - COUNTY SH	15,708.24	0.00	0.00	0.00	15,708.24	0	
5155	LIFE INSURANCE - COUNTY SHAR	6.86	0.00	0.62	4.96	1.90	72	-------
5161	HEALTH INS REIMBURSEMENT DED	1,833.33	0.00	0.00	352.38	1,480.95	19	-
5212	VET SVC ATTORNEY FEES	0.00	0.00	156.00	156.00	156.00-	9999	----------!!!!
5214	COMPUTER SOFTWARE SUPPORT	150.00	0.00	0.00	900.00	750.00-	600	----------!!!!
5225	TELEPHONE	660.00	0.00	0.16	619.76	40.24	93	---------
5248	SERVICES ON MACHINES	0.00	0.00	0.00	0.00	0.00	0	
5311	POSTAGE AND ENVELOPES	200.00	0.00	0.53	21.08	178.92	10	-
5319	OFFICE SUPPLIES	1,100.00	0.00	0.00	489.50	610.50	44	----
5324	DUES	400.00	0.00	0.00	320.00	80.00	80	--------
5326	ADVERTISING	1,000.00	0.00	58.00	692.30	307.70	69	------
5334	REGISTRATION	500.00	0.00	0.00	120.00	380.00	24	--
5335	MEALS	300.00	0.00	0.00	0.00	300.00	0	
5336	LODGING	0.00	0.00	328.00	656.00	656.00-	9999	----------!!!!
5339	MILEAGE	800.00	0.00	0.00	149.94	650.06	18	-
5341	TRANSPORTATION	0.00	0.00	0.00	0.00	0.00	0	
5819	NEW EQUIPMENT	0.00	0.00	0.00	0.00	0.00	0	
5906	UNEMPLOYMENT INSURANCE	0.00	0.00	0.00	0.00	0.00	0	
5970	CONTRACT SERVICES	0.00	0.00	0.00	0.00	0.00	0	
5972	VETERANS OUTREACH	0.00	0.00	0.00	0.00	0.00	0	
5998	DEFICIENCY APPROPRIATION	0.00	0.00	0.00	0.00	0.00	0	
5999	BILLS-NO-LINE DETAIL	0.00	0.00	0.00	0.00	0.00	0	
TOTAL:	PROJECT	88,182.48	0.00	6,002.13	53,468.71	34,713.77	60	------
TOTAL:	VETERAN SERVICE	88,182.48	0.00	6,002.13	53,468.71	34,713.77	60	------
TOTAL:	GENERAL FUND	88,182.48	0.00	6,002.13	53,468.71	34,713.77	60	------

		REVISED ANNUAL BUDGET	ENCUMBERED	ACT MTD POSTED AND IN PROCESS	ACT YTD POSTED AND IN PROCESS	REMAINING BALANCE	PCT	
10	GENERAL FUND							
5551	SOLDIERS AND SAILORS FUND							
0000	PROJECT							
5141	PER DIEM - COMMISSION	900.00	0.00	60.00	540.00	360.00	60	------
5151	FICA - COUNTY SHARE	69.00	0.00	4.60	41.40	27.60	60	------
5328	FLAGS	500.00	0.00	0.00	1,160.26	660.26-	232	----------!!!!
5331	FLAG HOLDERS	1,500.00	0.00	0.00	424.49	1,075.51	28	--
5339	MILEAGE - COMMISSION	422.28	0.00	12.75	180.09	242.19	42	----
5719	AID	3,000.00	0.00	0.00	0.00	3,000.00	0	
5999	DEFICIENCY APPROPRIATION	0.00	0.00	0.00	0.00	0.00	0	
TOTAL:	PROJECT	6,391.28	0.00	77.35	2,346.24	4,045.04	36	---
TOTAL:	SOLDIERS AND SAILORS FUND	6,391.28	0.00	77.35	2,346.24	4,045.04	36	---
TOTAL:	GENERAL FUND	6,391.28	0.00	77.35	2,346.24	4,045.04	36	---