



Providing quality, innovative, and cost-effective services that safeguard and enhance well-being.

2024 QUARTER 2 | VETERAN SERVICES

SELECTED PERFORMANCE MEASURES

<i>Customers Served (from Vetra Spec Database)</i>	<ul style="list-style-type: none"> 890 Office Visits. 3,539 phones calls and emails. 184 claims submitted. 26 grants awarded to veterans (Gas/food cards, via veterans service commission) 98% positive customer feedback (2023 data, 2024 still working)
<i>Transported to Mpls VA Medical Center</i>	56 veterans were transported to the Minneapolis VA Medical Center. Van operates 1 – day per week (Tuesday) service.
<i>Presentations/Public Events</i>	8 presentations to local organizations and attendance at public events.
<i>Social Media Presence – Communicate with Veterans</i>	32 social media postings/articles. 753 Followers
<i>Department Staff (100%)</i>	Eric Killen, Adam Kohls, Angela Deutschlander, Beth Risen

SUMMARY OF CURRENT ACTIVITIES

- Customer levels - the total number of office visits and support to veterans has returned to and is exceeding pre-COVID levels.
- Outreach to the Augusta Senior Center for onsite claims continues monthly.
- Benefits Fair Planning and collaborating for upcoming Sep 19th Veterans Benefits Fair at the National Guard Armory. (41 vendors signed up)
- Dental Partnership with CVTC for Dental service for Veterans is underway – the first 6 Veterans have been scheduled for treatment.
- College intern will start in Aug for 10 hrs. a week for 2 semesters – no cost to ECC.
- Marketing - spending the remainder of 2023 WDVA ARPA funds (\$8K) for marketing and advertising to include 3 months radio ads and interview on John Murphy show.
- Volunteer recruiting - ongoing recruiting to fill the need for additional volunteer drivers for the DAV van.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

First ever Veterans Benefits Fair at the Eau Claire National Guard Armory on Sep 19th. This event in collaboration with Chippewa county is scheduled for Sep 19th 11 am – 6 pm and will have more than 40 agencies on site to assist veterans. We anticipate a very successful event based on early response.

STRATEGIC INITIATIVES (GREEN / AMBER / RED)

Strategic Initiative: Identify opportunities to strengthen partnerships and collaboration.

- Dental program in partnership with CVTC to assist Veterans in maintaining dental health. Status: Green
- Veterans Benefits Fair in collaboration with Chippewa county and numerous external agencies: Amber
- Monthly presentations with community groups to improve engagement on Veterans issues. Status: Green

Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

- Lead/facilitate 2 collaboration meetings w/ partner agencies that focus on assisting Veterans. Status: Amber
- Engage state legislators and communicate ECC and Veterans issues as a WCA Ambassador. Status: Red
- Customer feedback surveys to ensure Veterans are satisfied with the services received. Status: Green

STRATEGIC INITIATIVES (GREEN / AMBER / RED) Cont...

Strategic Initiative: Enhance equity and access in service delivery and representation in governance.

Key Initiative: Departments push out to rural areas/offsite locations. Set up shop in rural underserved areas.

- Improve service to underserved rural communities with offsite locations (August Senior Center) Status: Green

Strategic Initiative: Increase information and marketing of county services and programs.

Key Initiative: Dedicate more resources towards communication and marketing plan.

- Obtained an ARPA grant from the state in the amount of \$19,178 and utilized half in 2023 for marketing: Radio ads, billboards, brochures, business cards, hats, glasses, jackets. The remainder will be used in fiscal year 2024. Status: Green
- Post weekly on Facebook current information that is relevant and informative to Veterans community. Status: Green

Strategic Initiative: Enhance employee engagement and resilience.

Key Initiative: Working from home (county staff) and offering a flexible schedule where possible.

- We maintain flexible hybrid hours of being in the office and working from home to meet the needs of our Veterans allowing them access to information and assistance. Status: Green

Strategic Initiative: Individualize mental health services to vulnerable populations.

Key Initiative: Create peer to peer mental health support groups.

Key Initiative: Resources and collaboration to support initiatives for mental health.

- On site Vet Center counselor has increased to three days a month and a mental health support group for Veterans was started in 2023. Status: Amber.

GOALS FOR NEXT QUARTER

- College intern will start 10 hrs. a week in Aug
- First Dental patients will receive treatment and we can review results and effectiveness of program.
- Monthly offsite location at the Augusta Senior Center to better serve the rural and underserved areas.
- Veterans Benefits Fair completed

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