

SHEBOYGAN COUNTY PROGRAM EVALUATION QUESTIONNAIRE
February 16, 2005

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: 12 April 2005

DEPARTMENT: Veterans Service Office

DEPARTMENT MISSION STATEMENT:
To serve those who served.

PROGRAM: U.S. Department of Veterans Affairs.

1. Describe the program, its purpose and goals.

A program of various U S Department of Veterans Affairs (USDVA) benefits available to persons who served in the United States Armed Forces. Benefits, include, but may not be limited to compensation, pension, medical care, education, home loan guaranty, vocational rehabilitation, and burial benefits.

2. Who is the program intended to serve? How many are served?

The client base of this program is comprised of veterans and their dependents who reside in Sheboygan County. The veteran population of Sheboygan County is roughly 10,000. The dependent population is not known, however a best guess would probably be about 5500.

3. Are the program benefits long-lasting and essential to the service populations?

For the most part, the programs are intended to last for the life of the veteran, and are to be considered essential in that they provide for a specific need.

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?

Yes, indirectly. During a client interview or needs assessment, the clients believe they may be entitled to a federal benefit, when, in fact their needs would be better addressed by a county or state benefit.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Effective and efficient in that our client base uses programs not available to everyone, there by making other programs more readily available to the general population.

6. How do you determine/measure if this program has been effectively provided and implemented?

The provision and implementation of this program can be measured by the satisfaction level of the clients we serve, and by the County Administrative Coordinator, and the Health and Human Services Board. The Administrative Coordinator and Health and Human Services Board annually review and evaluate the performance of the County Veterans Service Officer. As a point of clarification, the final decision on entitlement to federal benefits is determined by the USDVA, not the County Veterans Service Office.

7. **Could the county cost-effectively subcontract this program?**

Doing so would probably be in violation of Wisconsin Statutes (Chapter 45).

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

It ranks high (1), however, the rank of the importance of the department's programs are all high depending on the needs of the individual client.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

To the best of my knowledge, there are no alternatives available in the community, and I am not aware of any method or manner in which alternative arrangements could be made with other providers.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

The County is required by State Statute to have a County Veterans Service Officer and to maintain a separate Veterans Service Office. The county would be in violation of the State Statute if the program were not offered, and there would be a significant impact on the quality of life for many veterans and their dependents in Sheboygan County.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Data available from 2004 indicates the USDVA monies coming into Sheboygan County as direct cash payments totaled \$ 9,398,870. The cost of providing this program in 2004 was \$ 83,715.00

12. **Is this program currently duplicated by another county department or provider in the community?**

To the best of my knowledge, this program is not duplicated by any other county department, nor is there another provider of this program in the community.

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SCHEDULED REVIEW DATE: 6 April 2005

DEPARTMENT: Veterans Service Office

DEPARTMENT MISSION STATEMENT:
To serve those who served.

PROGRAM: Wisconsin Department of Veterans Affairs.

1. Describe the program, its purpose and goals.
A program of various Wisconsin Department of Veterans Affairs (WDVA) benefits available to persons who served in the United States Armed Forces and meet specific Wisconsin residency requirements. Specific benefits include the primary mortgage home loan program, home improvement loan program, personal loan program, tuition and fee reimbursement program, part time study grant, retraining grant, subsistence aid grant, health care aid grant, veterans assistance program, Wisconsin veterans homes, and state veteran cemeteries.
2. Who is the program intended to serve? How many are served?
The service population consists of the veterans and their dependents of Sheboygan County who meet the WDVA residency requirements. The veteran population of Sheboygan County is estimated to be just over 10,000. The veteran dependent population is unknown, however a best estimate would be about 5,500.
3. Are the program benefits long-lasting and essential to the service populations?
For the most part, the programs are intended to last for the life of the veteran, and are to be considered essential in that they provide for a specific need.
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?
Yes, indirectly. During a client interview or needs assessment, the clients believe they may be entitled to a federal benefit, when, in fact their needs would be better addressed by a county or federal benefit.
5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?
Effective and efficient in that our client base uses programs not available to everyone, there by making other programs more readily available to the general population.

6. How do you determine/measure if this program has been effectively provided and implemented?

The provision and implementation of this program can be measured by the satisfaction level of the clients we serve, and by the County Administrative Coordinator, and the Health and Human Services Board. The Administrative Coordinator and Health and Human Services Board annually review and evaluate the performance of the County Veterans Service Officer. As a point of clarification, the final decision on entitlement to federal benefits is determined by the USDVA, not the County Veterans Service Office.

7. Could the county cost-effectively subcontract this program?

Doing so would probably be in violation of Wisconsin Statutes (Chapter 45).

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

It ranks high (1), however, the rank of the importance of the department's programs are all high depending on the needs of the individual client.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?

To the best of my knowledge, there are no alternatives available in the community, and I am not aware of any method or manner in which alternative arrangements could be made with other providers.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

The County is required by State Statute to have a County Veterans Service Officer and to maintain a separate Veterans Service Office. The county would be in violation of the State Statute if the program were not offered, and there would be a significant impact on the quality of life for many veterans and their dependents in Sheboygan County.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Data available from 2004 indicates the USDVA monies coming into Sheboygan County as direct cash payments totaled \$ 231,081. The cost of providing this program in 2004 was \$ 55,610.

12. Is this program currently duplicated by another county department or provider in the community?

To the best of my knowledge, this program is not duplicated by any other county department, nor is there another provider of this program in the community.

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SCHEDULED REVIEW DATE: 6 April 2005

DEPARTMENT: Veterans Service Office

DEPARTMENT MISSION STATEMENT:
To serve those who served.

PROGRAM: Sheboygan County Veterans Service Commission

1. Describe the program, its purpose and goals.

This program provides temporary financial assistance to relieve want and distress to needy veterans and qualifying dependents in Sheboygan County. The County Veterans Service Officer serves as Executive Secretary to the Veterans Service Commission.

2. Who is the program intended to serve? How many are served?

The service population consists of the veterans and their dependents of Sheboygan County who meet the WDVA residency requirements. The veteran population of Sheboygan County is estimated to be just over 10,000. The veteran dependent population is unknown, however a best estimate would be about 5,500. The commission provides service to about 1% of the population.

3. Are the program benefits long-lasting and essential to the service populations?

While not considered to last for the life time of the veteran, they are to be considered essential to the well being of the veteran in that they provide for a specific need.

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?

Yes, indirectly. During a client interview or needs assessment, it may be determined that the clients needs are long term temporary or permanent in nature, and the client may be better served by a state or federal program.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Effective and efficient in that our client base uses programs not available to everyone, there by making other programs more readily available to the general population.

6. How do you determine/measure if this program has been effectively provided and implemented?

The provision and implementation of this program can be measured by the satisfaction level of the clients we serve. For example, providing rental assistance may keep the veteran from becoming homeless, and providing grocery vouchers will prevent hunger for the applicant. The Administrative Coordinator and Health and Human Services Board annually review and evaluate the performance of the County Veterans Service Commission.

7. **Could the county cost-effectively subcontract this program?**

Doing so would probably be in violation of Wisconsin Statutes (Chapter 45).

8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.**

It ranks high (1), however, the rank of the importance of the department's programs are all high depending on the needs of the individual client.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers?**

To the best of my knowledge, there are no alternatives available in the community, and I am not aware of any method or manner in which alternative arrangements could be made with other providers.

10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

The County is required by State Statute to have a County Veterans Service Officer and to maintain a separate Veterans Service Office. The county would be in violation of the State Statute if the program were not offered, and there would be a significant impact on the quality of life for many veterans and their dependents in Sheboygan County.

11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Data available from 2004 indicates the Veterans Service Commission made direct cash payments totaling \$ 48,111. The cost of providing this program in 2004 was \$ 3,999.

12. **Is this program currently duplicated by another county department or provider in the community?**

To the best of my knowledge, this program is not duplicated by any other county department, nor is there another provider of this program in the community.