PROCEEDINGS OF THE BROWN COUNTY
HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the **Brown County Human Services Committee** was held on Wednesday, December 13, 2023 in Room 200, Northern Building, 305 E. Walnut St., Green Bay, WI.

Present: Chair Emily Jacobson, Vice-Chair Megan Borchardt, Supervisor Pat Hopkins
Excused: Supervisor Pat Evans
Also Present: ADRC Director Devon Christianson, County Veterans Service Officer Joe Aulik, HHS Director Jeremy Kral, Public Health Officer Anna Nick, CTC Hospital and Nursing Home Administrator Kara Gruber, Community Services Administrator Jenny Hoffman, Children Youth & Family Mgr., HHS Finance Manager Eric Johnson, Director of Administration Chad Weininger, Internal Auditor Dan Process, and other interested parties

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I. **Call Meeting to Order.**

The meeting was called to order by Chair Emily Jacobson at 5:30 p.m.

II. **Approve/Modify Agenda.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

III. **Approve/Modify Minutes of July 26 and Special August 16, 2023.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

Comments from the Public:

Eric Drzewiecki – 632 S. Roosevelt., Green Bay – Not a lobbyist
Drzewiecki serves on the Mental Health Subcommittee and a few things have come before them that were potential inefficiencies or poor use of current resources. They were under the impression that other counties route 911 calls that relate to mental health to the 988 Suicide and Crisis Lifeline. Brown County presently does not do that and sending officers out can be counterproductive or even escalate the situation. It's generally not the most efficient use of our great law enforcement in the county. Their hope is there can be a quick path towards moving 911 calls that are mental health related and that are not a public threat to the 988 hotline. If there is a liability concern, they would hope that the county may advocate for making a state statute amendment that could allow for the release of liability.

Officer Sheila Carlson – 307 S. Adams St., Green Bay – Not a lobbyist
Carlson noted they were missing a piece of trauma informed care when it came to responses to crisis related situations. They had tried to implement a transfer for nonviolent, noncriminal, maybe suicidal, people just requesting services or requesting to speak to someone and end up making direct contact due to policies and procedures in place, and then at that point, they can request they call 988. Regardless of how CIT trained, or trauma informed officers were, they are a trauma inducing entity. There are concerns about what their legal purpose is there. If there was a continuation of transport, such as if a person is suicidal and needs transportation to the Crisis Center, and they're voluntary, what does that look like for officers putting someone in the back of a locked squad car, in handcuffs? It puts law enforcement in a very challenging position and does not do favors to the person in crisis.

Drzewiecki believed the current definition of mobile response team does not meet what a common person's reasonable understanding of mobile means. In practice, they have phones, they will not show up but send police. Reviewing the numbers and interactions, it ends up being an escalating factor and often results in maximum restraint procedures being used, often sending people out of the county, which they pay more for. They never enter the system again, a 24-hour involuntary stay at a county cost, which was entirely unnecessary and a poor usage of funds. This happening because that definition of mobile doesn't meet what they thought they were getting when they signed up for it. They feel their issues of mental health crisis response ought to involve people who are specific professionals in that field, being the first wave of onsite defense, rather than automatically invoking law enforcement.

Carlson added these situations were very specific, and even as a behavior health officer, she has very limited opportunities and tends to just do the referral to CTC but then it's another handoff referral from an entity that is not necessarily super versed in that.

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to open the floor for questions. Vote taken. MOTION CARRIED UNANIMOUSLY

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to return to regular order of business. Vote taken. MOTION CARRIED UNANIMOUSLY

1. **Review Minutes of:**
   a. **Aging & Disability Resource Center of Brown County Board – Nominations and Human Resources Committee of November 17, 2022.**
   b. **Aging & Disability Resource Center of Brown County Board of August 24 and September 28, 2023.**
   c. **Board of Health of September 12, 2023.**
   d. **Human Services Board of September 14 and October 12, 2023.**
   e. **Mental Health Subcommittee of September 25, October 26 and November 30, 2023.**

Motion made by Supervisor Hopkins, seconded by Supervisor Jacobson to suspend the rules to take Items 1a-e together and receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

ADRC

2. **Director's Report.**

Devon Christianson referenced the ADRC Human Service Committee December 2023 report and Grounded Café Menu (both attached) and went through the New Initiatives and Central Kitchen Updates.

Christianson also provided the January 2024 ADRC Magazine which can be viewed here: https://adrcofbrowncounty.org/adrc-magazine/.

No action necessary.

Syble Hopp School

3. **Director's Report.**

No report, no action necessary.

Veterans

4. **Director's Report.**

County Veterans Service Officer Joe Aulik provided a copy of the Brown County Veterans Service Office 2023 Annual Report (attached) and briefly hit the highlights of the report.

The committee applauded Aulik for their claim services and being ranked #1 for their claim work.

No action necessary.

Health & Human Services

5. **Executive Director Report.**
   a. **November 2023.**
   b. **December 2023.**

HHS Director Jeremy Kral hit the highlights of his written reports; November's report was provided in the agenda packet; December's report was provided (attached).

No action necessary.

6. **Financial Report for Community Treatment Center and Community Services.**
   a. **November 2023.**
   b. **December 2023.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

7. **Statistical Reports:**
   a) **Monthly CTC Data – September, October and November 2023.**
      i. **Bay Haven Crisis Diversion.**
      ii. **Nicolet Psychiatric Center.**
      iii. **Bayshore Village (Nursing Home).**
      iv. **CTC Double Shifts.**
   b) **Child Protective Services – Child Abuse/Neglect Report – September and October 2023.**
   c) **Monthly Contract Update – October, November and December 2023.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to suspend the rules to take Items 7a-c together and receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

8. **Request for New Non-Contracted and Contracted Providers – October, November and December 2023.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Action Items Including Proposed Resolutions, Ordinances and Budget Adjustments

9. **Veterans – Budget Adjustment Request (23-156): Any increase in expenses with an offsetting increase in revenue.**

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

10. **Veterans – Budget Adjustment Request (23-159): Any increase in expenses with an offsetting increase in revenue.**

Motion made by Supervisor Hopkins, seconded by Supervisor Borchardt to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

11. **Discussion with possible action re: Community Treatment Center (CTC) Petty Cash Audit Request.** ***Action at October Executive Committee: To approve Items 2, 3, 4 and 5. Friendly Amendment to approve Items 2, 3, 4 and 5 and forward Items 2, 3, and 4 to the appropriate oversight committee and bring back for follow up.***

Internal Auditor Dan Process informed it was directed at Executive Committee to bring this report to the parent committee and go over the findings and responses from management. A copy of the report was in the

agenda packet, Process went through the three findings and two observations while providing the background information regarding each of them. He's going to create a spreadsheet of the findings, recommendations, and response and report back to the Executive Committee. He will work with departments if they want to create a separate petty cash and creating new policies for that.

HHS Finance Manager Eric Johnson stated from a financial management standpoint they understood all of the findings and losing track of the details of the policy and managing it from more of a practical standpoint but they rarely had any issues with cash over and short but it absolutely could happen and totally understand the reasons for the policies and guidelines, etc. One thing that has been favorable is they have a regular coverage person for the breaks and for days off that people may have at the reception desk, so not multiple people covering breaks as it has in the past. The new policy that they want to develop would be very similar to Brown County's policy but a separate one that can be slightly different because it won't be funded with county funds.

Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to approve. Vote taken. MOTION CARRIED UNANIMOUSLY

Communications

12. **Communication from Supervisor Evans re: Discussion and possible action as it relates to an Outreach and Resources Opioid Program in Brown County. *Standing Item.***

    Motion made by Supervisor Hopkins, seconded by Supervisor Borchardt to hold for one month. Vote taken. MOTION CARRIED UNANIMOUSLY

Other

13. **Audit of the Bills.**

    Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to acknowledge receipt of the bills. Vote taken. MOTION CARRIED UNANIMOUSLY

14. **Such other matters as authorized by law.**

15. **Adjourn.**

    Motion made by Supervisor Borchardt, seconded by Supervisor Hopkins to adjourn at 6:25 p.m. Vote taken. MOTION CARRIED UNANIMOUSLY

Respectfully submitted,

Alicia Loehlein
Legislative Specialist

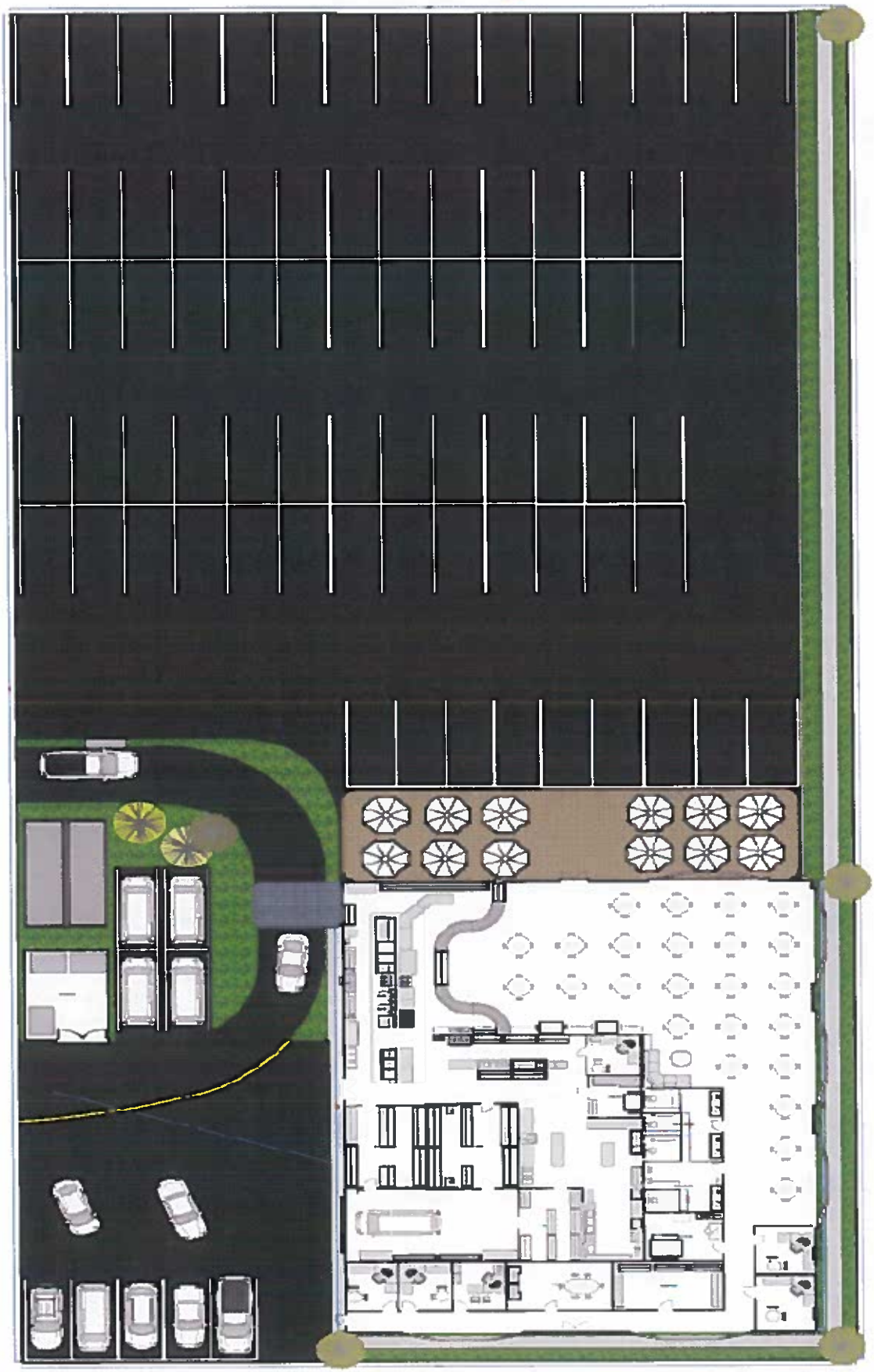
ADRC Human Service Committee December 2023

Monday, December 11, 2023 2:43 PM

- New Initiatives:
  - Independent Living Grant in full swing
  - Received Packer Grant for 2024-
  - Applied for Give big Green Bay
  - Food Truck now located at Paradise North on Thursday and Saturdays from 5-8 pm
  - New Menu Launch for Grounded 12.11.2023 https://groundedcafegb.org/menu/ Back by popular demand- Henrietta chicken Salal, Muffaletta and soup of day with Nancy back offering local splendor
  - All Agency Meeting Held for all staff 12.12.23 on Anger and the positive things it can do for us
  - 2 New Supervisors on board this week- Communications-Kelly Schwartz and Caregiver & Prevention- Michell Erdman
- Central Kitchen Updates:
  - 10,000 square foot building with Grounded Café, Dining location/programing and process kitchen
  - Conceptual Design and RFP being developed for release in January as a goal
  - RFQ out for architect to explore ADRC/Library opportunity
  - RFI released for Developers- meetings next week to explore further for housing and retail to compliment the parcel
  - City meeting to discuss zoning and options occurred 12.11.23 Site approval and Zoning requests will be part the RFP moving forward for architects.

Data	Prior Year (2022)	YTD (2023)	Sep	Oct
Welcome Center				
Call Volume	29,746	26,920	2,801	2,813
Answer Rate	99.83%	99.82%	99.82%	99.68%
Social/Recreational				
# of Programs offered	1,543	1,479	144	157
Total Attendance	10,948	12,501	1,326	1,653
Benefits and Information & Assistance				
Contacts	37,240	33260	3384	3759
Home Visits	1,641	1530	144	208
Office Visits	3,161	1857	199	106
Top 5 Call Topics	-	-	-	-
1	Public Benefits	Public Benefits LTC Programs	Public Benefits LTC Programs	Public Benefits LTC Programs
2	In-Home Services	Home Services	Public Benefits, Other	Public Benefits, Other
3	Housing	Public Benefits, Other	Home Services	Home Services
4	Health	Housing	ILSP Information	ILSP Information
5	Food	Referral for Private Pay Options	Housing	Caregiving - Adult CG of Elder or Prsn w/ Dementia
Dementia				
Completed Memory Screens	187	154	15	10
Caregiver				
New Caregivers	133	158	23	22
Top 5 Reimbursement Categories	-	-	-	-
1	In Home - General Respite	In Home - General Respite	In Home - Homemaker	In Home - General Respite
2	In Home - Homemaker	In Home - Homemaker	Consumable Supplies	Consumable Supplies
3	Consumable Supplies	Consumable Supplies	In Home - General Respite	In Home - Homemaker
4	Facility - Respite	In Home - Chore	In Home - Chore	Assistive Devices/Technology
5	Assistive Devices/Technology	Assistive Devices/Technology	Assistive Devices/Technology	Transportation
Nutrition - Home Delivered & Congregate				
Average Daily Meal Count	618	591	557	590
Meal Count	155,633	125,742	11,691	12,986
Volunteers				
Total Volunteers YTD / New by month	301	341	4	5
Hours of Service (Updated Qtrly)	25,461	25,999	2351	2078.75
Grounded Café				
Total Café Sales	$ 179,616.23	$ 137,759.28	$14,216.56	$ 18,066.94
Café Net Income	$ (68,216.85)	$ (121,823.30)	$ (15,781.70)	
Food Trailer Events	n/a	24	6	12
Donations (*not program income)				
Donations Received	$77,056.00	$135,065.07	$ 858.20	$ 6,780.23

Pine Street



Cherry Street

Drinks

12 OZ || 16 OZ

COFFEE — 12 OZ || $1.00

Bold Ambition (Dark)
Inspiration Overflow (Med)
Decaf Devotion

ESPRESSO — HOT OR ICED

Americano	$3.00 || $3.75
Breve	$4.50 || $5.50
Cappuccino	$3.75 || $4.50
Chai Latte	$3.75 || $4.50
Latte	$3.75 || $4.50
Macchiato	$4.00 || $5.00
Mocha	$4.00 || $5.00

OTHER FAVORITES

Tea *(hot)*	12 oz only || $2.00
Assorted Soda	$1.50
Bottled Water	$1.50
Lotus Energy Refresher	16 oz only || $5.00 *Ask us about Skinny Lotus!*

BRANCH OUT +$0.50

Add flavor to your favorite drink!

- Blue Raspberry
- Caramel*
- Desert Pear
- Dragon Fruit
- Granny Smith Apple
- Hazelnut*
- Mocha
- Vanilla*

**Available in Sugar Free*

Shot of Espresso +$0.75
Alt. Milk: Almond | Oat *No Charge*

CHECK OUT OUR DAILY BAKERY!

2

Support Us

300 S. Adams Street,
Downtown Green Bay
(920) 448-4303

Breakfast: 7 - 10 a.m.
Lunch: 10 a.m. - 2 p.m.

Monday - Friday
7 a.m. - 2 p.m.

Farmers Market
Saturdays
7 a.m. - 12 p.m.

Grounded Café is a nonprofit program of ADRC. While we cannot accept tips, donations are used to expand job training for persons with disabilities and to sustain ADRC programming.

Our Mission

Grounded Café was built on the belief that all people have value. Within everyone are possibilities, given the right opportunities to succeed. Partnering with local agencies, school districts, and volunteers, Grounded Café was born to break down stereotypes and ageism. To shine a light on the strengths and abilities of seniors and persons with disabilities.

Thank You

for supporting this little downtown café with a big heart!

Grounded Café

Menu

Everyone Welcome

ALL AGES - ALL ABILITIES

GROUNDEDCAFEGB.ORG

Breakfast

SERVED 7 - 10 AM

BREAKFAST SANDWICH - $6
Fresh egg, choice of ham, bacon, or sausage, & cheddar, pepperjack, or provolone. Served on a bagel or English muffin with seasonal fruit.

BREAKFAST FLATBREAD - $7
Scrambled eggs with a 3-cheese blend and your choice of ham, sausage, or bacon and add your favorite veggies: onion, green pepper, tomato, spinach, roasted portobello.

GROUNDED SCRAMBLER - $9

BREAKFAST BURRITO - $8
3 eggs scrambled with your choice of:
- Ham, sausage, or bacon
- Cheddar, provolone, or pepperjack
- Onion, green pepper, tomato, spinach, roasted portobello

Scrambler served with toast or seasonal fruit
Burrito served with salsa and seasonal fruit

Soups
$3.50 Cup || $5 Bowl

CHICKEN & DUMPLING
Roasted chicken & vegetable soup with housemade dumplings.

SOUP DU JOUR
Ask about our daily offerings!

1/2 SOUP & SANDWICH - $8
Choose 1/2 BLT, Henrietta, or Ham & Provolone with a cup of soup.

Café Creations

SERVED 10 AM - 2 PM

All sandwiches, paninis, & wraps served with choice of chips, seasonal veggies or fruit, & a pickle.
Sub cup of soup +$1
**G/F wraps & flatbread available +$1.50*

Sandwiches

BLT - $10
Bacon, lettuce, & tomato with lemon pepper aioli on sourdough or 9-grain.

HENRIETTA - $10
Oven-roasted chicken, onion, celery, & craisins mixed with mayo and Dijon mustard. Served on sourdough, 9-grain, or Ciabatta.

HAM & PROVOLONE - $11
Ham, oven-dried tomatoes, arugula tossed in lemon pepper aioli, smoky tomato spread, & provolone on Ciabatta.

Paninis

CAPRESE - $10
Choice of oven-roasted chicken or portobello, tomato, fresh mozzarella, basil pesto, & balsamic glaze on sourdough.

CHICKEN PORTOBELLO PESTO - $9
Pulled adobo chicken, portobello, pesto, smoky tomato spread, & provolone on sourdough.

MUFFULETTA - $10
Salami, ham, olive relish, & 3-cheese blend on Ciabatta.

GRILLED CHEESE - $7
Cheddar cheese melted on your choice of sourdough or 9-grain.

Hungry yet? ORDER NOW!

Wraps

CHIPOTLE CHICKEN - $9.50
Pulled adobo chicken, green pepper, red onion, red cabbage, chipotle crema, & cheddar on a whole grain tortilla.

CHICKEN BACON RANCH - $9.50
Oven-roasted chicken, bacon, cheddar, & greens tossed in ranch. Served on a whole grain tortilla.

HENRIETTA - $9.50
Oven-roasted chicken, onion, celery, & craisins mixed with mayo and Dijon mustard. Served on a whole grain tortilla.

Salads

CHICKEN CAESAR - $9
Oven-roasted chicken, romaine lettuce, tomato, parmesan, croutons, & house-made Caesar.

WINTER SALAD - $9
Roasted chickpeas & sweet potatoes sauteed with chicken. Served over salad mix with almonds, craisins, green onion, blue cheese crumbles, & parmesan.

GARDEN SALAD - $7
Salad mix, tomato, cucumber, green pepper, & croutons. *Add oven-roasted chicken or Henrietta chicken salad +$2*

Flatbreads

BBQ CHICKEN FLATBREAD - $8
Oven-roasted chicken, red onion, & 3-cheese blend with a BBQ drizzle.

GROUNDED FLATBREAD - $8
Salami, oven-dried tomato, basil pesto, olive relish, & 3-cheese blend with a balsamic drizzle.

CHIPOTLE FLATBREAD - $8
Adobo chicken, green peppers, onions, & 3-cheese blend with a chipotle crème.

2023 Annual Report

Brown County Veterans Service Office

"Connecting Veterans With Their Benefits"

Joseph G. Aulik, Director
JOE.AULIK@BROWNCOUNTYWI.GOV
(920) 448-4450

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CVSO Staff & Accreditations

Director, Brown County Veterans Service Office:
Joseph G. Aulik- Accredited with National Association of County Veterans Service Officers (NACVSO), Veterans of Foreign Wars (VFW), American Legion (AL), Wisconsin Department of Veteran Affairs (WDVA), American Veterans (AMVETS), and Disabled American Veterans (DAV).

Assistant Brown County Veterans Service Officer:
Matthew Franklin - Accredited with NACVSO, VFW, AL, and WDVA.

Veterans Benefit Specialists:
Nathan Thomas - Accredited with NACVSO, AL, WDVA.
Mike Keon – Accredited with NACVSO, AL, and WDVA.
Melisa Young – Accredited with NACVSO, DAV, AL, VFW, and WDVA.

Accreditations:

The Veteran Administration (VA) accreditation by the VA Office of General Counsel is for the sole purpose of providing representation services to claimants. Yearly training and education requirements are required by the VA to maintain accreditation. The accreditation also allows our staff with full access to federal databases and files to further assist our veterans, dependents, and widows and allows the staff to file claims and appeals up to the Board of Veterans Appeals in Washington D.C.

- Formal Studies prove veterans receive 50% more benefits and larger awards by using professional veterans service representation (i.e., Brown County Department of Veterans Services) than if he or she file independently or with a non-professional.

Brown County Veteran Service Office Mission Statement:

"We believe in strengthening the lives of our veterans and their families by connecting them with their earned benefits."

Our Vision:

"Improving the quality of life for Brown County Veterans and their dependents through assessing all available benefits that were earned by the sacrifice and service to their country."

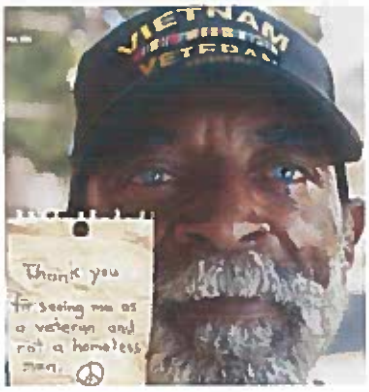
County Veterans Service Office History

The first County Veterans Service Offices were self-appointed concerned veterans of the Grand Army of the Republic (GAR) who took it upon themselves to aid and assist the veterans, dependents, and survivors of their counties.

- The first CVSO, Leo Promen, appointed in Fond du Lac County in 1932.
- The first meeting of 18 CVSO was in Fond Du Lac County on December 30, 1935.
- The WI CVSO Association was established in December 29, 1936 in Brown County WI.
- Legislation was passed in 1946 requiring each county to have a CVSO and required each CVSO to have served in a branch of the Armed Forces (State Statute 45.80).
- Legislation was passed in 1973 authorizing a state grant for the CVSO office.

Why we do what we do: Pure numbers cannot quantify the value of what Brown County Veterans Service Office does, although we do bring a great deal of additional federal funding to the county every year. There is a real, human value, to the service we provide, which is seen and felt by the Brown County veterans and families we help. **Behind the numbers are real lives that have sacrificed mentally and physically to serve their country.**

1. **This is just one of the many stories.** This is a stressor statement from a veteran that we are using to apply for a PTSD Claim: "I WAS THE COMMANDER OF THIS UNIT. WHILE IN COMMAND I HAD MADE THE DECISION TO SEPARATE A SOLDIER FROM THE ARMY. BECAUSE OF THE ACTION I TOOK, HE ATTEMPTED SUICIDE WHICH LEFT HIM IN A BRAIN-DEAD STATE. I HAD TO CONVINCE THE FAMILY TO TAKE HIM OFF LIFE SUPPORT. IT WAS A BATTLE BETWEEN THE MOTHER AND THE WIFE OF THE SOLDIER. IT HAUNTS ME TO THIS DAY BECAUSE I FEEL SOME SORT OF RESPONSIBILITY FOR HIS SUICIDE BECAUSE I WAS THE ONE WHO ORDERED HIS SEPARATION FROM THE ARMY." We share this to give you an insight what some suffer from due to their service and decisions they had to make.



Our Impact:

Brown County veterans and their dependents have received a total disbursement of Federal VA benefits of $163.3 million in 2023, this is an increase of $28.3 million over 2022.

Furthermore, Compensation and Pension increased over $15.5 million from $65.4 million in 2022 to $79.9 million in 2023. Retroactive cash payouts (tax free) amounted to $5.0 million in 2023. Veterans and their dependents use these non-taxable payouts to pay taxes and purchase goods and services within Brown County.

CVSO Measure of Efficiency in Delivering Federal VA Benefits		
Brown County Total CVSO Budget Investment	**Projected Twelve Month VA Benefits Payout**	**Return on Investment**
$407,603	$36,278,768	8,800%

STATE BENEFITS
WISCONSIN DEPARTMENT OF VETERANS AFFAIRS

The office assists veterans and dependents in applying for Wisconsin Department of Veterans Affairs provides benefits. Application for various benefits are received, adjudicated and awarded or denied based on eligibility requirements.

Type of Benefit	Amount
▪ Aid to Needy Veterans Grant	$9,000
▪ WI Property Tax Credit (566)	$2,073,073
Total State Benefits	**$1,651,516**

In 2023 our office received a $14,300 CVSO Grant from the WDVA. This money was used to enhance services to our veterans.

FEDERAL BENEFITS
US DEPARTMENT OF VETERANS AFFAIRS

Type of Benefit	Amount
▪ Compensation & Pension ($15 mil. Inc.)	$79,923,000
▪ Education & Vocational Rehabilitation	$4,827,000
▪ Insurance & Indemnities	$555,000
▪ Grave Markers & Flags	$140,000
▪ VA Health Care	$68,089,000
▪ Federal VA Home Loans (399 Loans)	$103,922,169
Total Federal Benefits	**$257,456,169**
Total of Federal and State Combined Benefits	**$259,529,242**

The University of Wisconsin-Madison office performed an analysis of the economic impact Veterans Administration expenditures had on the economy of Brown County for 2019. UW-Madison used the following economic metrics (e.g., jobs, labor income, etc.) and nature of the multipliers (direct, indirect, induced, and total) to determine totals. The impacts are summarized as follows:

Brown County VA 2023 Economic Impact

Impact	Employment	Labor Income	Total Income	Industry Sales
Direct Effect	391	$450,592,000	$54,272,300	$71,508,000
Indirect Effect	94	$5,014,300	$7,493,800	$14,209,000
Induced Effect	940	$44,270,400	$138,218,600	$134,656,400
Total Effect	**1,424**	**$99,876,700**	**$138,218,600**	**$223,373,300**

State & Local Government Revenues: **$10,451,700**

TOTAL ECONOMIC IMPACT: $461,461,600.00 ($41,706,800 INCREASE OVER 2022)

- Employment: Jobs, *not* full-time equivalent
- Labor Income: Wages, salaries, proprietor income
- Total Income: Labor income plus all other sources of income (e.g., social security, pensions, etc)
- Industry Sales: Industry revenues
- Direct effect: VA spending
- Indirect effect: Multiplier effect from business-to-business expenditures
- Induced effect: People (labor) spending income.
- Total effect: Direct plus Indirect plus Induced

5 Year Trends

The current CVSO, Joe Aulik, started in January 2019. Under his leadership, implementing the "Skip the Trip" service model to allow veterans and family members to file VA benefits by phone along with increased community engagement and staff training, the results have been unprecedented. Following are the improved metrics:

	2019	2023	INCREASE
VA BENEFITS	$182.5 million	$259.5 million	$77 million
COMPENSATION AND PENSION	$50.4 million	$79.9 million	$29.5 million
CLAIMS FILED	1,000 per yr	1,500 per yr	500 per year
CLAIMS FILED	3.0 per day	5.7 per day	2.7 per day
PHONE CALLS IN/OUT	na	20,000 per yr 76 per day	na
EMAILS IN/OUT	na	25,000 per yr 96 per day	na

With the passage of the PACT ACT in 2022 the VA estimated over 4 million additional claims will be filed. Current backlog is 600,000.

Brown County is ranked #1 with comparable size offices and those offices are scheduling appointments two months out. With our model, we have same day/same week claim services and only schedule in-office appointments when needed. We able to process more claims faster.

The average claim load for the Brown County Veterans Service office is 900 claims pending at the VA. The office is directly responsible for managing 700 of those claims. That means over 77% of the claim work going to the VA is coming from the Brown County Veterans Service Office. The CVSO and staff average claims loads of 150 each.

Feedback from those we have Served

Our passion is driven from the feedback we received from those we serve because what we do not only improves the quality of life for the veteran, but their families and those affects are felt for many generations.

Following are just a few testimonials we received this year:

"Brown County has an amazing Veterans Services Office. My Dad, a Navy veteran, passed a year ago, but because I was estranged from him, I did not receive a flag. I reached out by suggestion to the Green Bay Veterans Service Office, and they got me a flag and my dad's military records. If you know a veteran, please give them a hug, and let them know military blood runs deep. My 15-year-old daughter was crying tears of pride and happiness getting to hold her grandfather's flag."

"This was a thank you card sent to one of your newest members to our TEAM, Melisa Young, Veterans Benefits Specialist, who just passed six months on the job. "My spouse and I want to thank you for your help and advice with the VA disability application and filing process. You were there for us – we couldn't have done this without you! You listened to what we had to say, and we always felt that you were looking out for our best interest. Thank you again for everything. We wish you all the best in your personal and professional life." A happy veteran!

"This week I received my new disability rating from the VA going from 505 to 80%. My sincere appreciation for all that you did on my behalf for this to happen. I salute and thank you for all your great efforts – A Veteran.

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Jeremy Kral, *Executive Director*

December 13, 2023

Executive Director's Report to the Brown County Human Services Committee

ARPA-funded projects continue to advance. The Family Center Expansion project in collaboration with Friends of PALS and Neighborworks is moving along well and expected to be completed in 2024. The modifications to air handling and filtration to provide enhanced infection control at Bayshore Village Skilled Nursing Facility is also moving ahead in the process and on track for 2024 completion, assuming there are no more than moderate delays in acquiring or installing equipment.

There has been significant growth in children participating in the Children's Long Term Services waiver program and Comprehensive Community Services program over the past several years. These programs are funded by the state and federal governments, and it is a requirement that eligible children who wish to participate are enrolled as timely as possible. The growth of these programs and subsequently in staff will result in the youth justice team moving from first floor to second floor in the Sophie Beaumont building to effectively use the space available. We thank the youth justice team for their understanding and flexibility in making the change. The move will be happening in early 2024, after the 2nd floor area has been prepared.

The Wisconsin DHS-organized START Initiative to improve systems and services for people who have co-occurring intellectual/developmental disabilities and mental health needs remains on track to have a draft report prepared for the Department of Health Services in Q1 2024. This writer is serving on the steering committee as well as the subcommittee working on recommendations to address availability of outpatient and preventative mental health services. Each workgroup has put out surveys to the voluntary statewide "workgroup at large" comprised of over 800 people who signed up to provide input on this vital issue. As we know, people with disabilities are a historically underserved group in many ways, mental health being one of them. This workgroup will make action-oriented recommendations to improve access to and functioning of mental health supports provided to people with disabilities.

A candidate has been selected and later this month will begin working on the federal Substance Abuse and Mental Health Services Administration (SAMHSA) grant project to conduct behavioral health outreach to underserved populations. For this project, the definition of underserved is broad. Members of groups that are often underserved would include members of racial, ethnic, cultural, socioeconomic or other groups that often do not have adequate access to mental health care. The leaders of various elements of this project have been meeting regularly to prepare for implementation of the grant activities, and to successfully conduct reporting and other requirements of the grant. Data regarding participation and outcomes of people served under this pilot program will be evaluated to determine results and help inform future decisions.

Respectfully submitted by:

Jeremy Kral
Executive Director