



COMMITTEE OF THE WHOLE AGENDA

COUNTY BOARD ROOM
GOVERNMENT CENTER
RED WING, MN

JANUARY 16, 2024
10:00 A.M.

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 266 673 214 074
Passcode: wknxqK

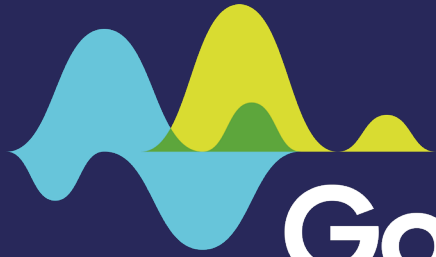
OR CALL IN
[+1 872-240-8960,,925976225#](#)

PHONE CONFERENCE ID: 925 976 225#

Veteran's Year In Review Presentation

Documents:

[Veteran 2023 Report.pdf](#)



**Goodhue
County**
MINNESOTA

2023 Veteran Services Report

CVSO: Justin Kent

ACVSO: Phil Johnson

AA: Andrea Krumwiede

Veterans Served in 2023

VetPro Interactions:

- Phone Calls: 5825
- Emails: 1201
- In-Person: 1028
- Fax: 739
- Mail: 208
- Unspecified: 353
- Total: 9354 interactions

VetPro Interactions:

- Phone Calls: 22/Day
- Emails: 4/Day
- In-Person: 4/day
- Fax: 2.8/Day
- Mail: 0.8/Day
- Unspecified: 1.3/Day
- Total: 36/Day

VA Claims

- 300 Claims Filed
- 172 Claims Decided
 - 121 Claims Awarded
 - 70%
 - 45 Claims Denied
 - 26%
 - 6 Continued
 - 4%
- \$141,829.79 in Mo Awards
 - \$1.7 Million Annually
 - Average Mo. Increase
 - \$1,819.49

Since last report

- Began tracking AMA Claims
 - Supplemental
 - Appeal
 - Higher Level Review
- Will begin tracking
 - VSO
 - Award Date
 - One-time Payments

Outreach

- Began Remote Office Hours:
 - Every 1st Monday; VFW Lake City 2-5pm
 - Every 2nd Monday; AL Pine Island
 - Every 4th Tuesday; VFW Cannon Falls
 - Every 4th Tuesday; VFW Kenyon
 - Every 4th Thursday; VFW Zumbrota
- Attending VSO Meetings
 - 3-month rotation; 1/quarter
- Meetings with county resources
 - Three Rivers CAP
 - MDVA HVR
 - MDVA SOAR
 - Court Services
 - Veteran's Day Services
 - Memorial Day Services
 - CF Veterans Memorial
 - GC Food Access meetings
 - Xcel Power Plant (Vet Employment)
 - Mahn FH Presentations
 - Beyond The Yellow Ribbon Hiawatha Valley

Homeless Veterans

- 8 Veterans Housed
- 3 Veterans in Treatment
- 0 Homeless Veterans
 - **At this moment

State of the VA

- 2,000 Employees have left the VA since 2020.
- VA hired 6,500 in 2023.
- Point system is stifling.
- Mandatory Overtime for 6 years.
- “It is easier to find reasons to deny a claim than to do the work.”
- Over 978,000 PACT Act claims filed since Aug 10, 2022.