A Regular meeting of the Waushara County Veterans Service Commission was scheduled at 10:00 a.m. on March 27th, 2026, at Room C1149, 380 S. Townline Road, Wautoma, WI 54982

1) Call to Order:
Committee Chair Pro Tem, James Blaszczyk called the meeting to order at 10:01 a.m.

2) Pledge of Allegiance & Moment of Silence:
Recited and observed.

3) Roll Call:
Members Present: James Blaszczyk. Barbara Diedrick, Stephen Wiles.

Others Present:
William Rosenau, CVSO.

4) Approval of the Agenda:
Motion by James Blaszczyk, 2nd by Barbara Diedrick to accept the agenda as written. Motion carried.

5) Approval of the Minutes for Previous Meetings of 19 December 2025
Motion by Barbara Diedrick to accept the minutes as presented, 2nd by James Blaszczyk to approve the minutes of the 19 December 2025 meeting. Motion carried.

6) Reports:
a) Quarterly Production Report:

Production - During the period 19 December 2025 – 26 March 2026, the CVSO and the Assistant met with 137 clients in the office. During those three months, we can trace 1182 communications with individual veterans (documented phone calls, emails, incoming and outgoing letters). We performed approximately 1372 traceable actions (end products such as completed forms, claims actions, records requests, receipts, etc.,) (Realizing that I was missing a big part of production, I have now added "Documents Uploaded" to this total.) We completed, or closed, 103 tracked items. The office gained 28 new veterans, and lost 24, who deceased or moved out of the County.

Coordination and Outreach – For coordination with other County departments and leadership, the CVSO attended 1 meeting with the County Administrator, 2 Department Directors Meetings, 2 Transportation Coordinating Committee meetings, 1 TCC Subgroup Meeting, 2 C-Team meetings, 1 I-Team meeting. Additionally, the CVSO assisted the Aging & Disability Resource Center with Hiring Interviews.

Meetings with Groups and Agencies outside of the County Government, the CVSO attended the Wisconsin Incarcerated Veterans Group meeting, as well as the larger Incarcerated Veterans Committee meeting. The ACVSO attended 2 Regional County and Tribal Veterans Service Officers Association meetings.

For outreach, the CVSO presented at the met with the VFW Post 6007 in Plainfield, attended 1 Redgranite Correctional Institution Incarcerated Veterans Peer Support Group meeting. The CVSO held 3 virtual Office Hours events with incarcerated veterans at Redgranite Correctional Institution meeting with 11 veterans. The CVSO posted 1 article to the County Website.

Training – The CVSO and ACVSO attended 3 sessions of the county leadership "Think Tank" training, the County's "All-Staff" training, the County Wellness Fair, and the CVSO participated in the Wisconsin Department of Corrections annual Visitor Orientation training.

Drivers and Detractors – CY 2025 ended with a bit over $1.7M in retroactive Compensation payments to the office's clients. We are already approaching $400K this year. We continue to convert the returned paper files to digital records, a very slow project. We continue to make progress on the "backlog". We are adjusting to the new office schedule and procedures, and these appear to be paying dividends in both timely

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responses to clients and by nearly eliminating the growth of the backlog. For clarification, we have fully converted to a "4 / 10's" workweek, are more strict with the appointment only approach, and are nearly completed with the test phase of the phone handling efforts.

b) Commission Fund Report:
Currently, we have one application for assistance pending, which will be discussed in a moment. We began the year with $10,000 in Tax Levy, and we have received $10,353.20 in donations. We have expended $1,195.56. This leaves us with $19,467.64 in potential assistance available.

7) Unfinished Business – None

8) New Business –
a) 2027 Budget Discussion –
Discussion on Executive Committee and County Administrator direction on the 2027 Budget. Explained that to meet the 0% increase mandamus, the office would have to reduce expenditures, and that the CVSO has been directed to offset the office salary expense by applying money from the WDVA Grant to Counties. The CVSO advised the Commissioner's on mandated services vs. those that could be reduced, noting that those reductions in non-mandated services would impact the benefits extended through this office (specifically in Transportation & Care of Graves). Although the impact on Care of Graves could be absorbed for a few years because of a timely donation from a deceased veteran's trust fund, eventually that impact would be felt, and the CVSO would fully expect some public backlash.

b) Discussion on Departmental Strategic Planning progress
Discussed that the efforts put in place since November/December 2025 were starting to pay dividends. The office has all but eliminated the growth of the backlog and (albeit slowly) is making progress in addressing the most long-lived issues. Although we are still prioritizing issues and contentions based on expiration date, the CVSO fully expects to be through the bulk of the backlog by August, and we can then switch back to a FIFO (First In, First Out) work model. Specifically looking at the Strategic Plan, the office is poised to advertise the switch to a phone handling system. This goal was scheduled for implementation in March 2026 execution, but CVSO would still like to get the Service Organizations knowledgeable about the effort before we fully embrace it. We would expect the Service Org's to be fully appraised by May 2026. Another goal is to implement a "Veteran's Council" in Waushara County. This effort is going to build off of the creation of a Veteran's Coffee Clutch. The CVSO is trying to leverage two separate groups to assist in spreading the word and is reaching out to these groups through the Commissioner's. More to come.

9) Move to Closed Session. Motion by Stephen Wiles, 2nd by Barbara Diedrick to move to closed session under 19.85(1)(f), Considering financial, medical, social, or personal histories, or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific person except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data., or involved in such problems or investigations. Moved to closed session at 10:50 a.m.

10) Discussion on 1 application for assistance.

11) Reconvene to Open Session. Motion by Stephen WIles, 2nd by James Blaszczyk to reconvene to Open Session. Reconvened to Open Session at 10:58 a.m.

a) Motion by Steven Wiles, 2nd by Barbara Diedrick to Approve the request for assistance up to the amount of $3,470.00 payable to FCI Lender Services, Inc.,.

12) Schedule Next Meeting – 26 June 2026, 10:00 a.m., Waushara County Government Center, CVSO Office, room C1149, 380 South Townline Road, Wautoma, WI 54982.

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13) Adjournment There being no further business, the meeting was adjourned at 11:07 a.m.

Respectfully submitted by
William B. Rosenau, CVSO

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James Blaszczyk, Chair Pro Tem,
Waushara County Veterans' Service Committee

The foregoing is an unapproved draft version of these minutes. Therefore, they are subject to amendment or change at subsequent meetings of this committee. Any such changes will be detailed in the minutes of the meeting at which the amendments are proposed.

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