A Regular meeting of the Waushara County Veterans Service Commission was scheduled at 10:00 a.m. on December 19th, 2025, at Room C1149, 380 S. Townline Road, Wautoma, WI 54982

1) Call to Order:
Committee Chair John Bronk called the meeting to order at 10:03 a.m.

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

3) Roll Call:
Members Present: John Bronk, attended by telephone, James Blaszczyk. Barbara Diedrick excused.

Others Present:
William Rosenau, CVSO.

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

5) Approval of the Minutes for Previous Meetings of 26 September 2025
Motion by John Bronk to accept the minutes as presented, 2nd by James Blaszczyk to approve the minutes of the 26 September 2025 meeting. Motion carried.

6) Reports:
a) Quarterly Production Report:

Production - During the period 27 September 2025 – 19 December 2025, the CVSO and the Assistant met with 121 clients in the office. During those three months, we can trace 891 communications with individual veterans (documented phone calls, emails, incoming and outgoing letters). We performed approximately 623 traceable actions (end products such as completed forms, claims actions, records requests, receipts, etc.,). We completed, or closed, 86 tracked items. The office gained 23 new veterans, and lost 19, who deceased or moved out of the County.

Coordination and Outreach – For coordination with other County departments and leadership, the CVSO attended 1 Strategic Planning Committee meeting, 1 Departmental Strategic Planning Committee Meeting, 2 Department Directors Meetings, 1 Transportation Coordinating Committee meetings, 1 budget workgroup meeting, 1 C-Team meeting, 1 Local Emergency Planning Committee meeting, presented the departmental Annual Report to the County Board, and attended 2 County Board meetings.

For outreach, the CVSO presented at the Poy Sippi and Wild Rose meal-sites, MC'd the Rotary Club of Wautoma's Veterans Dinner, was Key-Note speaker at the Redgranite Correctional Institution Veterans Day ceremony, staffed the Wautoma Community Fair and the Light Show at the Waushara County Fairgrounds.

The CVSO met with Redgranite AMVETS Post 13 and Wild Rose American Legion Post 370. He represented the Wisconsin Incarcerated Veterans Committee at the National Association of Mental Health Workers, the National Association of Social Workers, and the County and Tribal Veterans Service Officers Association of Wisconsin Conferences. The CVSO met with DOC leadership and other agency stakeholders to discuss coordinated release planning and its effect on recidivism.

The CVSO held 2 virtual Office Hours events with incarcerated veterans at Redgranite Correctional Institution meeting with 11 veterans. He participated in 2 Incarcerated Veterans Program meetings, and 2 IVP Sub-Group Committee meetings. The ACVSO attended 2 SWCTVSOA WI Meetings, 1 Department Directors meeting in the CVSO's absence, The CVSO placed 3 articles on the county website.

Training – The CVSO attended County and Tribal Veterans Service Officer Association of Wisconsin's fall training conference. Both the CVSO completed the Notary of Public recertification testing, and 2 sessions of the county leadership "Think Tank" training. The ACVSO completed the National Association of County Veteran's Service Officers' Advanced Appeals training.

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Drivers and Detractors – The prime driver of the office continues to be economic impact, i.e., dollars in the pockets of our clients. It appears that we will end the year with approximately $1.6M in retroactive payments to veterans and their dependents, however, we have not yet seen the end of year "adjudication glut" we normally realize at the end of each calendar year. All the records that were out for the On-Q scanning project have been returned to the office, and we continue to enter those digital records into the local claims management system. We are beginning to make progress on the "backlog". We have managed to slow the growth of the backlog by taking a more proactive role in controlling the pace of work. We have fully converted to a "4 / 10's" workweek. This addition of additional un-interrupted work hours is paying dividends in time. Additionally, we are strongly enforcing an appointment only approach, and have been experimenting with voicemail only telephonic response. This is allowing us to control the pace of work, and by placing us in control of the rhythm of communication, we can actually be timelier with our responses.

b) Commission Fund Report:
Currently, we have one application for assistance pending, which will be discussed in a moment. We began the year with $7,000 in Tax Levy, and we have received $13,320.81 in donations. We have expended $10,744.34. This leaves us with $9,576.47 in potential assistance available.

7) Unfinished Business – Budget Discussion from September minutes moved to new business.

8) New Business –
a) 2026 Budget Review – reviewed the Approved Budget, and discussed that the office moved $8,276.00 of expenses to the WDVA CVSO Grant, leaving only a $718 increase in Tax Levy for 2026.
b) Discussion on Departmental Strategic Planning progress – Reviewed progress towards the goals outlined in the 2025 strategic plan. Advised that posting the Departmental Strategic Plans was waiting on County Board direction.

9) Move to Closed Session. Motion by John Bronk, 2nd by James Blaszczyk to move to closed session under 19.85(1)(f), Moved to closed session at 10:29 a.m.

10) Discussion on 1 application for assistance.

11) Reconvene to Open Session. Motion by John Bronk, 2nd by James Blaszczyk to reconvene to Open Session. Reconvened to Open Session at 10:34 a.m.

a) Motion by John Bronk, 2nd by James Blaszczyk to Approve the request for assistance up to the amount of $3,100.00.

12) Schedule Next Meeting – 27 March 2026, 10:00 a.m., Waushara County Government Center, CVSO Office, room C1149, 380 South Townline Road, Wautoma, WI 54982

10) Adjournment There being no further business, the meeting was adjourned at 10:36 a.m.

Respectfully submitted by
William B. Rosenau, CVSO

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John Bronk, Chair, 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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