



SHAWANO COUNTY VETERANS SERVICE OFFICE

311 N. MAIN ST.

715-526-9183

2022 Review and 2023 Moving Forward – As we put 2022 behind us, we would like to share with you our office’s achievements for 2022 and our goals 2023.

2022 Review

Here are the statistics for our office functions/contacts comparing 2021 to 2022. Possible causes for the increase in “traffic” are: changes to VA law (the passing of the PACT Act in particular) newly appointed CVSO and more veterans contacting our office in response to the radio advertisements and outreach events. Thank you all for entrusting us to assist you!

| Year | Mail Ins | Mail Outs | Walk Ins | Phone Calls | Claims Filed | Appointments | Outreach |
|------|----------|-----------|----------|-------------|--------------|--------------|----------|
| 2021 | 248 | 378 | 557 | 1956 | 206 | 67 | 28 |
| 2022 | 171 | 347 | 754 | 2299 | 416 | 207 | 34 |

2023 Moving Forward

Outreach - We will be doing more outreach and are planning on spending a half day at the following locations – Bonduel, Birnamwood, Gresham, Tigerton, and Wittenberg. More information will be forthcoming on date and times. **American Legion or VFW Posts please advise if we could use your facility and internet.** We plan on purchasing a travel printer and will need internet to do claims or claim inquiries.

County Fair Booth – See you at this year’s county fair! Look for more information as fair time gets closer.

Radio Commercials – Updated radio commercials and also be on the Breakfast Club radio talk show Friday January 27th 8:00 AM.

Website –Develop a CVSO Website for you tech savvy veterans.

Office Email – Establish an office email for questions and answers and notifications to go to both Jennifer and I to maximize our response time in responding to you.

DAV van rides – Vans available for the Appleton, Green Bay, and Milwaukee VA runs. **Call 2 weeks before scheduled appointment to make ride reservations.**

We asked for suggestions and you responded...

During outreaches and presentations, a frequent question is “What is the VA Claim Process?”

Great question! Here are the key parts of the claim process...

Type of Claim is identified (Compensation, Pension, Burial Benefit)

Required documentation is collected by veteran/widow and given to CVSO

Required forms are filled out by CVSO and signed by veteran/widow

Claim is sent to VA for their action.

Compensation Claims - A review of Service Treatment Records and Personnel Records are done. Exams are scheduled (applies to Compensation claims only), after exam results are sent to the VA, the VA Rating Team reviews the forms, medical and personnel records, any private medical records and determines appropriate percentage.

Pension claims and Burial Benefits – all required documents are sent to VA and decision is made on provided documentation for eligibility.

****Turn-around time on decisions vary – please be patient as the VA will be experiencing an increase in claims with the PACT ACT claim processing starting this month.**

TRAVEL VOUCHER – VA went to a new paper less procedure for travel vouchers. We can assist you in getting set up with your Travel Pay account. Call the office for more information.

PACT ACT – Claims review and processing was scheduled to take place immediately after January 3, 2022. You can imagine the amount of claims the VA have in the system. PLEASE be patient with the processing, scheduling of exams and decision ratings. We will do our best to keep you advised of the status of your claim. Once it is filed, all we can do is monitor it. We will inquire in the VA system and let you know the most up to date status.

2023 VA Rates - Rates are effective 1 January 2023 for pay purposes. This year’s rate increase is one of the biggest ones recently.

See below links:

- **COMPENSATION LINK**

<https://www.va.gov/disability/compensation-rates/veteran-rates/>

- **DEPENDENT INDEMNITY COMPENSATION (DIC) LINK**

<https://www.va.gov/disability/survivor-dic-rates/>

- **PENSION LINK**

<https://www.va.gov/pension/veterans-pension-rates/>

SUGGESTIONS - Please email either of us directly on what you would like the Veterans Service Office to add to the monthly newsletter or how we can improve our office procedures in 2023.

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REFLECTIONS –

“Ask not what your country can do for you but what you can do for your country”

- President John F. Kennedy

“Your Benefits - our Mission”

- Shawano County Veterans Service Office