

*Report to the Legislature:  
Fiscal Year 2009 Appropriations*



January 15, 2009

## **Minnesota Department of Veterans Affairs**

### ***Report to the Legislature: Fiscal Year 2009 Appropriations***

The Minnesota Department of Veterans Affairs (MDVA) is a cabinet level agency and is a separate and distinct organization from the United States Department of Veterans Affairs (USDVA). The Department is lead by a commissioner who is appointed by the governor, and two deputy commissioners who are appointed by and serve at the pleasure of the commissioner.

The Department of Veterans Affairs' mission and purpose is to serve the veterans of Minnesota. The Department accomplishes its mission by focusing on the needs of veterans and functioning as a single comprehensive provider of services to the men and women who have served in the military.

The Department of Veterans Affairs provides overall leadership and direction to the veteran community through collaboration with public and private service providers. The core functions of the Department of Veterans Affairs are to:

- Promote self-sufficiency and personal responsibility through a temporary safety net of benefits and services;
- Supply representation to clients pursuing claims for federal veterans benefits;
- Ensure a smooth transition for veterans from active military service to civilian life;
- Provide dignified and compassionate committal services at the Minnesota State Veterans Cemetery; and
- Provide the highest quality program for housing, health care, and supportive services to residents of the five state run Veterans Homes.

The Department has office locations around the state. The Central Office is located in the Veterans Service Building; the Claims and Outreach divisions are located at the VA Regional Office in St. Paul and in the VA Regional Office in Fargo, ND. The Department's Higher Education Assistance Program has a presence on 54 higher education campuses around the state while the Tribal Veteran Service Officers are located on the seven northern Minnesota Indian Reservations. The Department also has oversight of the five state-run Veterans Homes. The Homes are located in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay.

#### **Operations**

The Department serves over 410,000 Minnesota veterans as well as their dependents and survivors with assistance from the 87 County Veteran Service Officers (CVSOs) and representatives from Minnesota's Congressionally Chartered Veterans' Service Organizations. The Department budget activities are divided between Programs and Services and Veterans Health Care.

The Programs and Services division includes Veterans Administrative Services, Benefits and Services, and Claims and Outreach. The Veterans Health Care division includes the Veterans Health Care Administration and the operation of the five state run Veterans Homes.

The Department of Veterans Affairs' FY08-09 biennial budget is approximately \$196.2 million. The current biennial budget consists of state general fund dollars, miscellaneous special revenue, federal funds, miscellaneous agency funds, and gifts.

As previously noted, the Department has two core program areas – Veterans Services and Veterans Health Care. The Veterans Services FY08-09 biennial budget is approximately \$38.3 million. The Veterans Service program activities are funded through state general fund appropriations, miscellaneous special revenue generated by State Cemetery burial fees and license plate fees; State Approving Agency federal program funds; and gifts.

The Veterans Health Care program budget for the FY08-09 biennial budget is \$157.9 million. The Veterans Health Care activities are funded through state general fund appropriations; Departmental earnings generated by patient pay amounts; U.S. Department of Veterans Affairs per diems and gifts. The revenue from the per diem payments and resident maintenance charges, when combined with the general fund appropriation, finance the operations of the program's facilities.

### **Report to the Legislature**

*"By January 15, 2009, the commissioner shall report to the chairs and ranking minority members of the legislative committees and divisions with jurisdiction over veterans affairs policy and finance regarding activities and expenditures in programs receiving an appropriation in this article." 2008 Minn Laws, Chapter 363, Art. 8, Sec. 3*

\$500,000 in 2009 is added to the base for grants to counties for veterans service offices as provided under Laws 2007, chapter 45, article 2, section 1, paragraph (b). This is a onetime appropriation.

\$2,500,000 in 2009 is for state soldiers assistance under Minnesota Statutes, section 197.05. Of this amount, \$1,500,000 is added to the base for this activity. This appropriation is available until spent. The appropriation for state soldiers assistance for 2009 in Laws 2007, chapter 45, article 2, section 1, is available in 2008 if the appropriation for 2008 is insufficient.

\$500,000 in 2009 is for casework services for veterans. The commissioner, in consultation with the Department of Administration, shall use the request for proposal process in Minnesota Statutes, chapter 16C, to solicit bids for the provision of these services. The casework services provided should be community-based, available statewide, and include in-home counseling.

\$220,000 in 2009 is added to the base for operations of the LinkVET telephone line service for veterans. For purposes of efficiency, the commissioner must combine the services

available through the toll-free higher education call center for veterans with those available through LinkVET.

\$250,000 in 2009 is for a grant to the Minnesota Assistance Council for Veterans for their work in helping veterans and their families affected by homelessness.

\$250,000 in 2009 is for the Veterans Claims Office for outreach and training to improve services and benefits to veterans. This appropriation includes money to add veterans service officer/coordinator positions, including one to assist female veterans.

\$25,000 in 2009 is to develop a pilot program for peer-to-peer counseling among combat veterans. This is a onetime appropriation.

## **Veterans Affairs Programs**

### **County Veteran Service Officer Enhancement Grant Program**

- *\$500,000 in 2009 is added to the base for grants to counties*

The Department worked with the Office of Grants Management in the Department of Administration to implement changes to the Enhancement Grant program for the FY09 grant cycle, which began on July 2, 2008 (see appendix #1 for FY09 Enhancement Grant recipients). The Enhancement Grant is an annual competitive grant process where every county as well as the Minnesota Association of County Veterans Service Officers is eligible to apply.

In the first two years of the grant program, the Department had the following programmatic goals under which counties could apply: Outreach; Reintegration; Collaboration with social service agencies, educational institutions, and other relevant community resources; and/or Reduction of homelessness among veterans.

With the additional monies, the programmatic goals for the FY09 grant cycle were expanded in response to both current CVSO needs and past grant cycle requests. The programmatic goals under which counties could apply: Outreach to veterans; Reintegration of combat veterans; Collaboration with social service agencies, educational institutions, and other relevant community resources; Reduction of homelessness among veterans; Digital Records Management; Transportation program; Marketing/Advertising; and/or Staff management and training.

Also, before the launch of the FY09 grant cycle, the Department implemented best practices guidelines. The best practices guidelines were established by the same committee that reviews all the grant applications. To meet the "best practices" requirement, each County Veterans Service Office must: Conduct an annual town hall meeting; Submit a fully developed claim for state and federal benefits; Assist subordinates in fully developing claims before submission; Host an annual Veterans Benefits Seminar; Attend and update all

Veterans Service Organizations in each county at least once annually; Implement a Management Information System to develop a veteran database to collect and report on key performance information; Provide county specific performance information to their respective county boards twice yearly; Work with MAC-V on programs directed towards the reduction of homeless veterans; and Must work with local businesses on advertising and marketing.

The Department alerted CVSOs to the changes regarding the programmatic goals and best practices before the launch of the grant cycle. The Department conveyed to CVSOs that best practices guidelines are procedures and policies that allow organizations to improve performance of self, colleagues and staff, and business practices.

For each grant cycle, CVSOs have been expected to report on Measurable Outcomes (see appendix #2 for Outcome Evaluation Guide). When reviewing grant applications and subsequent reports, the Department noted measurable outcomes were hard for CVSOs to report since many do not have baseline information from which to measure their outcomes. Therefore, for the FY09 grant cycle, the Department, with the assistance of the Office of Grants Management in the Department of Administration, gave a one-sheet guide/explanation of an outcome evaluation system to help CVSOs describe the benefits they provide to the veterans of their county that are a result of their program.

### State Soldiers Assistance Program

- *\$2,500,000 in 2009 is for state soldiers assistance under Minnesota Statutes, section 197.05. Of this amount, \$1,500,000 is added to the base for this activity*

The State Soldiers Assistance Program (SSAP) provides direct, emergency financial assistance to veterans, their dependents and survivors. Provisions are for shelter and utilities, optical and dental benefits, and cash grants for food and personal needs. Within this activity, the homeless veterans' initiative and rehabilitation services assist veterans and their families in attempts to regain self-sufficiency by providing incentives for desirable behavior and by assisting them in taking personal responsibility for their lives. Educational benefits are provided in the form of one-time grants to veterans who have exhausted their federal benefits.

To be eligible for the State Soldiers Assistance Program, veterans must have a disability statement of at least 30 days and meet strict financial guidelines based on a "schedule of allowance." The "schedule of allowance" rates are similar to the Minnesota Family Investment Programs (MFIP) rates.

Veterans who qualify under the above eligibility requirements may receive assistance for a maximum of six months or, by exception, longer if waiting for permanent disability benefits from the USDVA or Social Security Administration. Assistance may include Housing (mortgage or rent), Personal Needs Allowance, Utilities, Dental (routine, extractions, and dentures) and Optical (exams, glasses, and contacts).

Based on the “schedule of allowance”, the veteran does not need to have a disability statement. The program simply helps lower-income veterans and their families with Dental (routine extractions, and dentures) and Optical (exams, glasses, and contacts) needs.

Another benefit to veterans is the “Special Needs Allowance”. This program provides “once in a lifetime” financial assistance, on a case by case basis, for veterans and their families who are experiencing an unexpected financial crisis, but do not qualify under the other programs. MDVA can help individuals make a mortgage, rent, utility, insurance, car, medical and dental payment, or help with vehicle, furnace, hot water heater, well and other home repairs.

The State Soldiers Assistance Program also offers Surviving Spouse / Dependent Education Benefits. This benefit is completely state funded and can only be used by a Minnesota resident who is the child/spouse of a deceased veteran. The deceased veteran must have been a Minnesota resident within six months of the time of the person’s entry into the United States Armed Forces, and the veteran must have died while on active duty, or as a result of a service-connected condition. The Department provides verification of eligibility status, and the survivor is entitled to receive free tuition from MN State Colleges and Universities along with a \$750 grant once per year. War Survivors may receive this benefit until they receive a Bachelors degree.

Furthermore, to help veterans complete their degree programs there is also a one-time grant of \$750 for those who have exhausted all their other Federal GI Education Benefits.

**SSAP 1<sup>st</sup> Quarter of FY09**

For the months of July 1, 2008 – September 30, 2008, SSAP received 799 new applications for benefits. The breakdown is shown on the chart below:

	July 2008	August 2008	September 2008
Subsistence	24	32	28
Dental	178	183	160
Optical	169	139	128
Special Needs	91	57	74
War Survivor	15	13	6

The program provided benefits to 1,297 veterans; 2,412 dependents; 1,414 new Dental Optical Vouchers were issued for Veterans and Dependents; and, the average family size receiving assistance was 1.88 persons.

Overall for the first quarter of FY09, SSAP dispersed \$1, 325,769.27 in benefits for veterans. This included 1,888 vendor payments totaling \$1,285,971.90 and 116 Cash Grants totaling \$28, 771.49.

During the three month period, the SSAP was able to keep 110 veteran families in their homes through Special Needs grants.

The lists below breakdown the monthly vendor orders and cash grants dispersed. For a more detailed breakdown of vendor orders and cash grants for the first quarter of FY09 for other parts of the program, see Appendix #3.

**July 2008 Vendor Orders & Cash Grants Paid**

SSAP Bills Paid 671	Total Amount Paid Out \$477,632.06
Cash Grants 36	Total awarded \$12,861.20
Total 707	Total Issued \$490,493.26

**August Vendor Orders & Cash Grants Paid**

SSAP Bills Paid 626	Total Amount Paid Out \$428,650.40
Cash Grants 41	Total awarded \$7,747.29
Total 667	Total Issued \$448,564.77

**September Vendor Orders & Cash Grants Paid**

SSAP Bills Paid 626	Total Amount Paid Out \$428,650.40
Cash Grants 41	Total awarded \$7,747.29
Total 667	Total Issued \$448,564.77

**SSAP 2nd Quarter of FY09**

For the months of October 1, 2008 through December 31, 2008, SSAP received 744 new applications for benefits. The breakdown is shown on the chart below:

	October 2008	November 2008	December 2008
Subsistence	25	16	22
Dental	170	136	142
Optical	133	111	101
Special Needs	87	78	99
War Survivor	4	4	2

The program provided benefits to 1,312 veterans; 3,134 dependents; 1,158 new Dental Optical Vouchers issued for Veterans and Dependents; and, the average family size was 1.70.

Overall for the second quarter of FY09, SSAP dispersed \$1,408,830.10 in benefits for veterans. This included 2,137 vendor payments totaling \$1, 374,702.80 and 137 Cash Grants totaling \$34,037.35.

During the three month period, the SSAP was able to keep 150 veteran families in their homes through Special Needs grants.

The lists below breakdown the monthly vendor orders and cash grants dispersed. For a more detailed breakdown of vendor orders and cash grants for the first quarter of FY09 for other parts of the program, see Appendix #4.

**October 2008 Vendor Orders & Cash Grants Paid**

SSAP Bills Paid	Total Amount Paid Out
688	\$441,409.94
Cash Grants	Total Awarded
40	\$9,155.98
Total	Total Issued
728	\$450,565.92

**November 2008 Vendor Orders & Cash Grants Paid**

SSAP Bills Paid	Total Amount Paid Out
670	\$408,939.33
Cash Grants	Total Awarded
50	\$15,206.27
Total	Total Issued
720	\$424,145.60

**December 2008 Vendor Orders & Cash Grants Paid**

SSAP Bills Paid	Total Amount Paid Out
779	\$524,353.53
Cash Grants	Total Awarded
47	\$9,765.10
Total	Total Issued
826	\$534,118.63



The average time to process a Special Needs application once all the required information is received from the County Veteran Service Officer, is 10 working days. The average time to process a subsistence application once all the required information is received from the County Veteran Service Officer is three working days. The average time to process a Dental and Optical application once all the required information is received from the County Veteran Service Officer, is 10 working days.

### Minnesota Service C.O.R.E. (Case Management, Outreach, Referral & Education)

- \$500,000 in 2009 is for casework services for veterans

Minnesota Service C.O.R.E. was the name given to the casework program within MDVA. This program is nation-leading and has been designed to bring essential, community-based services directly to veterans, military members and families across Minnesota at no cost to them. This program provides resources to underserved rural areas around the state.

After submitting an RFP, the Department chose Lutheran Social Services (LSS) to partner with to carry out this program. Minnesota Service C.O.R.E. provides comprehensive assistance through the existing statewide network of resources LSS already has in place.

The scope of services includes individual and family counseling, financial counseling, debt management, addiction counseling, disability services and in-home counseling. The goal is to help all family members develop skills and draw on their own strengths to bring about successful reunions and lasting family stability. LSS case workers will be based in field offices located around the state, including the Twin Cities metro area, Alexandria, Brainerd, Detroit Lakes, Duluth, Fergus Falls, Mankato, Moorhead, St. Cloud and Willmar. The program officially kicked off in November 2008.

County Veteran Service Officers and designated staff at MDVA (including both Programs and Services and the Minnesota Veterans Homes) have authorization to refer cases to this program. Eligibility for case management and subsequent services is determined by MDVA in collaboration with LSS. Referrals to this program are handled in the same manner as referrals to the State Soldiers Assistance Program (SSAP):

- County Veterans Service Officers make referrals to LSS only after they have determined a need and have verified honorable service.
- Referrals must be made by phone from the CVSO to the designated LSS intake representative.
- MDVA staff making referrals will be required to share information with CVSOs. MDVA staff must also make referrals by calling LSS.
- MDVA LinkVet staff can send veterans back to their CVSO for referral to LSS if they feel it is appropriate.
- The referral and verification of honorable service form must be completed by the individual making the referral and sent along with the veteran or family member to be presented to LSS. The referral and verification of the honorable service form also includes the appropriate release of information requirements.

After referral and acceptance into the program, an assigned case manager contacts the client directly and begins work coordinating local resources. Contact between the case managers and clients are primarily face to face and may include in-home consultations. LSS will manage the direct interventions, referrals and follow-up for each client. Currently, no limit is set on the number of counseling sessions or assistance clients can receive. In an effort to offset the costs associated with the program and to maximize the limited resources, LSS will use third-party billing to recoup any costs from private insurance companies when possible. Ongoing evaluation and benchmarks are an important part of this program. Results based on key evaluation measurements will be shared with team members, outpatient clinical and inpatient clinical staff, referring clinicians, internal review teams, financial supporters and others as applicable.

LSS reported the following numbers for the first month of this program:

- 19 veterans have been served.
- 12 referrals were yet to be seen

Of the 19 veterans referred, all have received case management services. Six received financial counseling services; two of the six were recommended to participate in a debt management program; and, three have received mental health services.

The following counties have been served: Anoka, Carlton, Carver, Dakota, Goodhue, Itasca, Kandiyohi, Kittson, LeSeuer, McLeod, Nicollet, Polk, Rice, and St. Louis.

Of the \$500,000, appropriated for the program, approximately \$18,000 has been encumbered for payment of services.

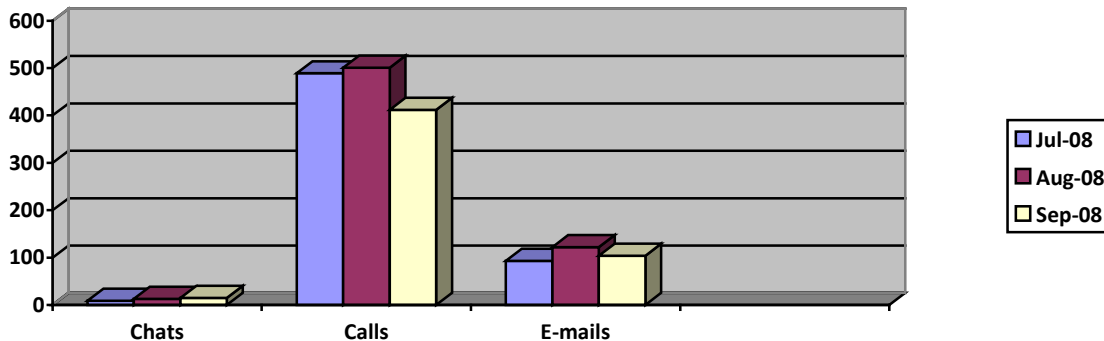
### LinkVet

- *\$220,000 in 2009 is added to the base for operations of the LinkVET telephone line service for veterans. For purposes of efficiency, the commissioner must combine the services available through the toll-free higher education call center for veterans with those available through LinkVET.*

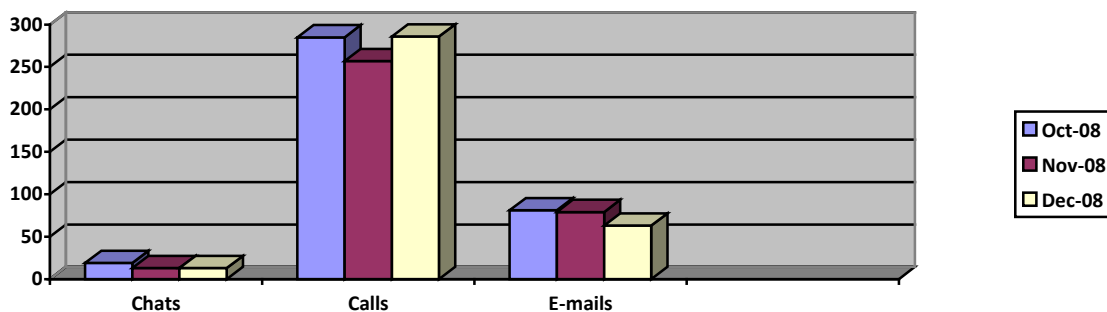
The Benefits and Services division offers the LinkVet call center managed by trained staff. During business hours, MDVA staff will provide information on veterans' benefits, healthcare, education, and reintegration. The line will roll to Crisis Connection counselors for 24-hour, seven days a week coverage (including holidays) for immediate crisis intervention and psychological counseling.

Since the start of LinkVet, the program has received 1,615 emails; 6,048 calls; and 250 live chats. MDVA has referred three clients to Crisis Connection for further assistance.

For the first quarter of FY09, LinkVet received 319 emails; 1402 calls; and 37 live chats. MDVA has referred 0 clients to Crisis Connection for further assistance.



For the second quarter of FY09, 144 emails; 828 calls; and 32 live chats. MDVA has referred 0 clients to Crisis Connection for further assistance.



Regarding the progress of combining LinkVet/Phone Link Project, the goal of the project is to consolidate several MDVA call centers, web pages and other electronic information portals into one integrated system. When completed, the service will provide veterans, military personnel, their family members and other interested parties with expanded hours of support through phone and web chat, and a self-service bank of questions and answers that is available 24 hours a day, seven days a week.

The redesign and consolidation of the MDVA sites began in August 2008 when MDVA contracted with Minnesota On-line in Perham, MN. Minnesota On-line successfully developed and implemented the MDVA's Veterans Higher Education Call Center named MyMilitaryEducation.org. MDVA decided to develop the consolidated Call Center utilizing the expertise and experience about the issues faced by veterans and their families that Minnesota On-line had gained through the Higher Education Call Center.

### Progress to Date

1. Site designs have been developed by Minnesota On-line incorporating input from MDVA personnel.

2. A support center for LinkVet (as the home page); Benefits; Claims and Outreach, and Minnesota Veterans Homes has been developed.
3. Content (answers, supporting documents, links, graphics, etc) has been loaded to three of the four sites - LinkVet (home); Benefits; and Claims and Outreach – see the Draft Sites below to review the content.
4. A page design has been developed and approved for two other key functions (County Veterans Service Officers and Media).
5. Provisions are in place to activate the programming that will include LinkVet in the Minnesota On-line interactive voice routing system.

Steps to be taken during January and February 2009:

1. Minnesota On-line will continue to work with the MDVA to develop content for the Veterans Homes site.
2. Load content to the County Veterans Service Officer page, Media pages and Newsletter link.
3. Work with key MDVA staff to prepare and train the support center personnel to take calls and respond to online inquiries.
  - To prepare for supporting the MDVA Claims office scope of responsibility, MnOnline information/advising team will complete training similar to that provided to CVSOs.
  - To prepare for supporting the MDVA Benefits office scope of responsibility, MnOnline information/advising team will participate in a mentoring activity planned in collaboration with the Director of the Benefits office.
4. Work with the MDVA telephone coordinator to provide the Office of Enterprise Technology with the information needed to make the LinkVet number ring to the support center in Perham.

### **Summary**

Provided that training is completed prior to February 15, 2009 and that MDVA telephone coordination is available to MnOnline, the new LinkVet Call Center can be ready to take calls and respond to online inquiries March 1, 2009.

Draft sites are available at the following links:

Link Vet: [www.MinnesotaVeteran.org](http://www.MinnesotaVeteran.org) (includes all content)

Benefits: [www.MNVeteranBenefits.org](http://www.MNVeteranBenefits.org) (includes benefits content)

Claims and Outreach: [www.MNVeteranClaims.org](http://www.MNVeteranClaims.org) (includes claims and outreach content)

Nursing Homes: [www.mvh.state.mn.us](http://www.mvh.state.mn.us) (design in place; content to be loaded)

County Veterans Service Officers: (under construction)

Media: content/links to be loaded in February 2009

### **Minnesota Assistance Council for Veterans (MACV)**

- *\$250,000 in 2009 is for a grant to the Minnesota Assistance Council for Veterans for their work in helping veterans and their families affected by homelessness.*

Minnesota Assistance Council for Veterans (MACV) is a 501(c)3 non-profit organization serving veterans and their families in crisis throughout Minnesota for over 17 years, including those experiencing homelessness. With offices throughout the state, MACV provides critical, non-duplicated services in the areas of housing, employment and legal assistance to veterans and their families. In 2008, an estimated 4,000 veterans experienced an episode of homelessness, or struggled with other life crises edging them toward homelessness. MACV was there to support them.

MACV provides comprehensive programs and supportive services to homeless veterans and those in crisis in three primary focus areas: housing, employment and civil legal concerns. Supportive services for all MACV programs provide for and coordinate chemical dependency treatment, mental health treatment, crisis intervention during acute emotional and/or physical distress, life skills training, educational services, family support, transportation, money management training and/or counseling, re-establishment of socialization skills, and training to increase basic living skills and/or income to prepare for obtaining and retaining permanent housing.

The base amount awarded to MACV from the state through the Department of Veterans Affairs for grant period July 1, 2008 through June 30, 2009 has been fully utilized. The monies were expended by mid-October of the reporting period.

For the reporting period, 444 new clients' cases were opened and roughly 15% of the veterans seeking assistance were OEF/OIF. Statistics are reported for the grant period July 1, 2008 through December 31, 2008, along with a calendar year overview for 2008, in order to provide a more comprehensive overview (see appendix #5).

In 2008, MACV directly assisted veterans in over 62 counties. During the reporting period, veterans in over 40 counties were assisted. In 2008, MACV served 870 veteran clients which is an increase of 58% over the 2007 total of 550 veterans. MACV's increased numbers are primarily due to two factors: an increase in veterans needing assistance and increased outreach efforts. Two positions were added; a Community Outreach Coordinator in late 2007, which has expanded MACV's visibility of services and programs in the northern half of the state, and an Outreach Case Manager, who focuses on the metro counties. Other reasons MACV's numbers increased 58% over 2007 is the aging population of Vietnam Veterans, the increased numbers of OEF/OIF veterans, and our ability to provide additional direct outreach. The numbers substantiate what MACV has always known: more outreach equates to more veterans served. The key to more outreach is having the funding available to assist the veterans. In the past, outreach efforts were not increased because MACV did not have the funds. The state appropriation leveraged over \$500,000 in federal funding that comes from departments such as Labor, Housing and Urban Development and Federal Emergency Management Agency.

### **Keys to MACV success**

When a veteran comes to MACV for services, he/she is assessed for medical and mental health needs, and if necessary, connected with the VAMC or the closest outpatient clinic to

establish benefits and health care. MACV's Metro Regional office is located on the VAMC campus in Minneapolis -- proximity to the facility allows access to VA services and makes for a close relationship with key staff. Supportive services in all MACV programs assist with the coordination of key life changing services. This includes case management with specific planned activities that bring services, agencies, resources and veterans together with a planned framework of action to achieve established goals.

MACV aims to set a national standard for meeting the housing and supportive needs of Minnesota's veterans. The key to outcomes is veteran self-sustainability. Approximately 30% of the veterans who come to MACV are homeless; homelessness was prevented in 70% of the cases. MACV forestalls imminent homelessness for those families on the verge of becoming homeless due to the impact of a one-time, non-repetitive - but consequential - event such as an illness, unemployment or an accident. The precipitating cause of the problem must be determined to be a one-time or short-term, non-repetitive tractable event or circumstance, such as an accident, loss of job, or temporary illness, that a case manager determines can be effectively mitigated with short-term corrective action if the candidate or family can remain in current housing. In many cases, MACV steps in while a veteran's claim for benefits are pending.

The veteran must be willing to provide information sufficient for the case manager to verify facts and circumstances and to prevent fraud, scamming, or double dipping, and to confirm employment or sufficient income to meet other normal needs. The intent is that one-time/short-term assistance of this type will have a higher probability of achieving the intended result of successfully maintaining the veteran/family in housing. Assistance amounts average \$1,000 and for accountability, checks are made payable only to landlords, mortgage companies, medical providers, auto shops - never to the applicant directly.

MACV staff is skilled at evaluating needs and circumstances. Applicants are interviewed and evaluated for assistance, and facts are investigated and confirmed with landlords, mortgage companies, hospitals or medical providers, and employers. Funds are then distributed to qualified eligible veterans (see appendix #6).

#### **MACV helps veterans achieve self-sufficiency through**

- Stabilized Living through rent/mortgage assistance and temporary housing;
- Improved health/quality of life;
- Access to services;
- Sustainable, living wage employment through training and placement programs;
- Assistance and referral with civil legal issues affecting housing or employment; and
- Life skills education.
- Money management skills training and financial planning development

Creative collaborations with other service providers enable MACV to connect veterans to a full range of services to meet a wide variety of needs. A key funding source includes the

Department of Labor Veterans Employment & Training Service Homeless Veterans Reintegration Program Grant which is an employment grant in the metro area for homeless veterans. MACV is able to stabilize veterans' housing with the state grant and then secure employment through resources from the above named federal grant. In 2008, MACV placed approximately 148 homeless veterans into full-time employment with an average hourly wage of \$11.65. These veterans went from homeless to stable and employed within one year. The follow-up at 90, 180, and 270 day intervals resulted in an 85% retention rate. These veterans represented gross wages during this time period totaling approximately \$3,500,000. This is an example of only one specific employment program that MACV has established in the metro area for 148 of the 870 veteran clients served in 2008. Employment is a program outcome for all regions.

In 2008, 76% of MACV clients reported a disability – either physical, mental (to include chemical dependency and TBI) or both. Forty-one percent of the clients (all regions of the state) reported physical health issues. MACV is able to assist many veterans through direct referral in order to increase their income either through SSI/SSDI and/or veteran service connected disability benefits. Another statistic MACV tracks is the number of Long-Term Homeless served. During this reporting period, 45 or 10% of the veterans were considered long-term homeless meaning they had more than three episodes of homelessness in the last three years, or one year of continuous homelessness. These veterans represent the hardest to serve population.

Another key to success is MACV's ability to leverage federal, county, corporate, foundation and individual contributions to support core state funding. The average veteran MACV serves has a very complicated set of circumstances that need addressing. In order to obtain an outcome of self-sustainability, all areas must be identified during the intake process to include not only immediate needs, but also a plan for ongoing stability. In 2008, MACV leveraged funding from sources such as Veterans 4 Veterans (V4V), National DAV Charitable Trust, Target, Wells Fargo, Donaldson's, Wal-Mart, TCF Bank, Highland Bank, Open Your Heart, Help America, Securian, Andersen Windows, numerous VSO donations from Veteran of Foreign Wars, Disabled American Veterans Chapters, American Legion Posts, Military Order of the Purple Heart Chapters, and hundreds of individual contributors. The leveraged contributions from foundations and corporate entities in 2008 approximated \$350,000.

In summary, MACV's strategic success is due to increased outreach, statewide coverage, reaction time, focus on prevention of homelessness, strong partners and collaborative relationships, non-duplication of services, and leveraged funding from federal, corporate, foundations as well as individual contributors.

### **2008 Activities and Programs in Review**

MACV provides assistance to all veterans throughout the state. In 2008, more than 10,000 veterans contacted MACV, and over 800 veterans (and their families) became clients, receiving various direct services. The following is the overall demographic breakout for MACV clients:

- Men – 93%

- Women – 7%
- Veterans with families assisted – 30%
- Single – 38%
- Divorced – 27%
- Veterans from conflicts in Afghanistan and Iraq: 17 percent of the total although the number is on the increase, up from 10% in 2007
- Veterans with a Disability – 76%

MACV provides a structured assistance program giving a homeless veteran support to become a productive member of the community, confidence to rebuild relationships and knowledge that the community recognizes and cares about them and their service to our country.

MACV assists homeless veterans and provides supportive services to prevent homelessness (for veterans and their families). Those services include direct payments to assist with:

- rental/mortgage assistance
- transportation
- utilities
- food/clothing
- other - car repairs, etc.

### **Criteria for Selection for Assistance**

To be eligible for services, clients must be a veteran with an honorable discharge and 181 days of active duty service. For most programs, MACV follows the same eligibility criteria as the Minnesota Department of Veterans Affairs. The veteran must be a Minnesota resident (30 days) and homeless or at imminent risk of becoming homeless and must be motivated to make positive change. To be eligible for housing assistance, the veteran should pay no more than 30% of their income toward monthly housing expenses.

Once a case file has been opened and income and eligibility verified, payments are made directly to the service provider (i.e. utility company, landlord, Mortgage Company) on the client's behalf. Generally, emergency assistance is provided on behalf of clients on a one-time basis in which the payment is considered to resolve the current crisis. All services are confidential, and release of information for any purpose requires formal written consent by the client.

### **MACV 2008 Programs Statistics**

#### Transitional Housing

- 15 Veterans housed in Building 47
- 24 Veterans in Structured Independent Living Houses – 7 houses in Minneapolis and 1 in St. Cloud
- 11 Veterans with disabilities in Permanent Housing – Radichel Townhomes in Mankato

#### Homeless Veteran Reintegration Program - Employment



- 148 veterans obtained employment; average hourly wage of \$11.65
- Employment Retention Rate: 85+% at 90, 180, 270 day (Twin Cities Metropolitan Area)

#### VETLAW Program

Legal issues identified as barriers to housing or employment such as criminal backgrounds, child support, taxes, credit issues, evictions and Driver's License issues

- 42 clients served resulting in 91 separate case files
- Number of Tax Returns filed: 49

#### StandDown Events

- 4 events provided services to 900+ veterans
- 65 agencies/organizations provided more than 400 staff 250+ volunteers

### **MACV-Duluth Discharge Planning Pilot Program**

Another program MACV has been able to provide due to increased outreach is the Discharge Planning Pilot Program. The program opened as a pilot project in partnership with St. Louis County in February 2008. The plan was to work with ten veterans in a preventative effort. If the program could prevent ten veterans from going to jail, it would help move their lives forward in a positive and productive manner. The goal was to save the taxpayers an estimated \$325,000.00 in the first year. This program has been in operation for ten months and has exceeded all expectations.

The pilot program opened and assisted 37 veterans that were either incarcerated, on probation or parole. Potential clients requesting the service are also in North East Regional Corrections Center (NERCC) and the St Louis County Jail. In total, this program has talked with and attempted to assist over 50 clients. Some of those requesting assistance were not eligible due to unfavorable military discharges, but were given the information to attempt to have them upgraded and possibly changed, or were referred to the other agencies to provide assistance. Others did not qualify for services and were sent to agencies that could provide assistance.

The Mankato Radichel Town homes, permanent housing for disabled veterans, continues to be an extremely successful program, with all 11 units filled. The new housing project in Duluth, Duluth Veterans Place, continues to move forward, with funding secured through MN Housing, Greater MN Housing Fund, Federal Home Loan Bank, St. Louis County, City of Duluth and several corporate funders, such as Wells Fargo. In partnership with the Northern Communities Land Trust, two buildings are being renovated to provide five transitional housing beds and office space for MACV-Duluth, and 12 permanent housing one bedroom apartments for veterans. This will truly be a collaborative community project. It is estimated this project will be complete by the end of 2009.

MACV has once again exceeded work placement goals in the metro area for the Department of Labor Employment grant, reaching 45 placements this past quarter. MACV has also acquired a grant from both the Partner's Fund in the Twin Cities and the Minneapolis Foundation that funds a street outreach worker, which has really enhanced the ability to reach more homeless veterans in the metro area.

### **Relationships to Other Organizations Working To Meet Same Needs or Similar Services**

While homeless veterans are able to seek limited assistance at various homeless shelters or domestic violence shelters, these providers are not able to focus on the key factors that affect many veterans, including alcoholism, drug addiction and mental illness. MACV provides a structured program giving the homeless veteran support needed to become a productive member of the community. MACV excels at providing veterans with supportive assistance to address housing, employment and legal issues and chemical addiction/mental health recovery concerns.

### **Collaborations and Partnerships**

As a non-profit working exclusively with veterans, MACV does not duplicate services or dollars, nor does it overlap from agency to agency. MACV is very effective in its application and understanding of government systems and its ability to address service gaps to the benefit of veterans.

MACV collaborates with various organizations and government agencies to serve the needs of the homeless veteran. MACV is a member of the Continuum of Care Networks which links service providers on an ongoing basis. The Continuum of Care approach in Minnesota helps communities plan for and provide a full range of emergency, transitional and permanent housing and service resources to address the various needs of homeless persons at the time they need them.

The Continuum of Care approach is based on the understanding that homelessness is not merely because there is no "shelter". Rather it involves a variety of underlying, unmet needs — physical, economic and social. Designed to encourage localities to develop a comprehensive long-term approach to homelessness, the Continuum of Care consolidates the planning, application and reporting documents for the U.S. Department of Housing and Urban Development's Shelter Plus Care, Section 8 Moderate Rehabilitation Single-Room Occupancy Dwellings (SRO) Program and the Supportive Housing Program.

Some of the members and collaborating groups include the Salvation Army, Catholic Charities Outreach, Legal Services, Goodwill Industries, County Homeless Response Teams, Housing Redevelopment Authority, Housing Providers, Workforce Centers, Minnesota Department of Human Services and Community Action Agencies.

MACV has an active partnership with the Disabled Veterans' Outreach Program (DVOP) and the Local Veterans' Employment Representatives (LVER). These relationships are important as they provide career explorations (interest and skills testing) and employment opportunities. The County Veteran Service Officers are also an important link for MACV

clients (veterans) in receiving their benefits. Additionally, MACV works closely with Veterans Service Organizations such as the VFW, American Legion and Vietnam Veterans of America, the Compensated Work Therapy Program at the VA Medical Center, the VA Homeless Outreach Program, Regional Office Vocational Counselors (utilizing the VA Chapter 31 program) and Vet Centers across the state.

### Claims and Outreach Divisions

- *\$250,000 in 2009 is for the Veterans Claims Office for outreach and training to improve services and benefits to veterans. This appropriation includes money to add veterans service officer/coordinator positions, including one to assist female veterans.*

The Claims and Outreach offices, located at Fort Snelling and Fargo/Moorhead, provide direct claims representation before the U.S. Department of Veterans Affairs (USDVA) and the Board of Veterans Appeals to help Minnesota veterans and their families obtain federal benefits and services. The Claims office at Fort Snelling also provides environmental hazards information and assistance. Claims office services are free of charge. The Claims and Outreach staff represent veterans and their family members by acting as their advocate in matters pertaining to USDVA benefits and entitlements. As a veteran's representative, the Claims and Outreach offices help identify the evidence needed to support the claim, monitor the progress of the claim through the adjudication process, and intercede on the claimant's behalf if problems arise, and explain and clarify USDVA procedures and regulations that apply to the claim. The Claims and Outreach offices work closely with County Veteran Service Officers to facilitate important services, such as the following:

- disability compensation – payments to veterans who are disabled by injury or disease incurred or aggravated during military service;
- pension – assist veterans with pension benefits;
- vocational rehabilitation – employment assistance, training and education for veterans with service-connected disabilities who have an employment handicap due to their service-connected disability;
- health-care benefits – medical treatment and hospital care for veterans with service-connected disabilities and others who meet USDVA eligibility criteria;
- education benefits – Montgomery G.I. Bill benefits for former active-duty service members and eligible members of the reserve components; and
- burial benefits – burial in state or federal veterans cemeteries. Headstones and markers may be provided for burials in private cemeteries. Burial allowances may help pay for burial services and a burial plot.

The focus of the Outreach office is to be a visible presence in communities throughout the state. This is done through attendance at veteran specific gatherings such as the annual homeless veterans stand-down events in Minneapolis, St. Cloud, Mankato, International Falls, and Duluth.

The Claims and Outreach office host town-hall meetings throughout the state and sponsor a state-fair booth. Additional outreach efforts are aimed at reintegration of newly returning veterans to inform them of their eligibility for benefits, programs, and services. This division also provides leadership and coordination for community-based efforts that support Minnesota's newest veterans and encourage them to become fully integrated into their communities upon return from active military service.

The \$250,000 allotted to the Claims office was for the hiring of three additional staff members. The hiring of staff was completed by November 2008.

**2008 Claims, Outreach, and TVSO Activity Totals**

**St. Paul Claims**

Powers of Attorney	8,416
Processed mail	19,196
Phone Calls	30,352
Walk-ins	4,300
Ratings	13,324

**Fargo Claims**

Powers of Attorney	551
Phone calls in/out	12,972
Processed Mail	3,336
Walk-ins	1,656
Ratings	1,932
Training Hours	1,308
CVSO Training Days	19.5

**Outreach**

Phone Calls	2,820
Walk-ins	480
Vet Appoint	354
Claims Actions	882
Contacts (providers)	588
SSAP Applications	156
Women Vet Contact	294

**TVSO**

TVSO/Reservation	Federal Claims Filed	State Claims Filed	Veteran Visits	Events Attended	Hours of Training
Bois Forte	13	4	113	15	112
Grand Portage	23	2	219	6	128
Red Lake	17	3	250	14	128
Upper Sioux	16	0	310	16	112
White Earth	102	21	404	30	128
Mille Lacs	6	4	146	14	124
Metro	23	8	360	46	240
Metro	<u>27</u>	<u>4</u>	<u>309</u>	<u>36</u>	<u>216</u>
Total	227	46	2111	177	1188

Events Staffed: 487 minimum (not including outreach contacts)  
Training: 2,759 hours  
CVSOs provided training: 23 (see appendix #7 & #8 for training details)

Claims Total for July 2008-December 2008:

Powers of Attorney	9,240
Processed mail	23,687
Phone Calls	46,417
Walk-ins	7,063
Ratings	10,319
Community contacts	1,369

### **Minnesota Women Veterans Program**

The mission of the Minnesota Women Veterans program is to ensure women veterans have equitable access to federal and state benefits and services. The program ensures the gender specific needs of women veterans are addressed and that women veterans are treated with dignity and respect. It provides outreach events to improve awareness of available benefits, services, and eligibility criteria for the women who served in the United States Armed Forces under other than dishonorable conditions.

The Women Veterans Coordinator collaborates with federal, state and local agencies pertinent to women veterans; coordinates and performs outreach events to improve benefits and services available; assesses the needs of Minnesota women veterans and provides recommendations for benefits and service improvements to the Commissioner of Veterans Affairs.

The Women Veterans Coordinator has conducted the following duties:

Actions taken for Women Veterans – 150  
Women veteran clients – 30  
Number of service providers in network – 100

The Women Veterans Coordinator has participated in the following events:

MCF Shakopee Transition Fair	Radio interviews
WWII Women’s Luncheon	WCCO
MN Lynx Recognition Game	KMOJ
Bootcamp	McLeod
McLeod County Women’s Expo	Women’s Press Article
Mille Lacs County Veteran Luncheon	Ongoing Projects and Upcoming Events
Sioux Falls VA Women Veteran Conference	Women Veterans Group to identify needs of
American Association of University Women	MN’s women veterans
10 <sup>th</sup> District American Legion Conference	Initiate new outreach to women veterans
Presentation to Washington County	“Coffee Talk”
Homeless Working Group	Bootcamp to Veteran IV
Presentation to CVSO Secretary Conference	Women Veterans Conference

### Peer to Peer Counseling

- *\$25,000 in 2009 is to develop a pilot program for peer-to-peer counseling among combat veterans. This is a onetime appropriation.*

The Department is collaborating with NAMI-MN in the development of this pilot program. The program will be named Vet-to-Vet. The allocated funds will be used to create three support groups for veterans living with mental illness and/or experiencing readjustment difficulties.

Vet-to-Vet is a support group for veterans living with a mental illness such as PTSD, anxiety, or depression. The Vet-to-Vet support groups will use the NAMI Connection model, an established peer-based, mutual support group model. Two groups will be located in the Twin Cities' metro area, one of which will be for women veterans, and a third group will be located near Camp Ripley. These groups will provide a place that offers respect, understanding, encouragement, and hope.

NAMI-MN is still in the process of finding volunteers to facilitate the support groups. All facilitators will make a weekly commitment to facilitate the 90 minute group for a minimum of one year. NAMI-MN will hold a three-day facilitator training in March 2009.

### Minnesota Veterans Homes Studies

- *\$200,000 in 2009 is a onetime appropriation for: (1) an intergovernmental and veterans strategic planning study for the Minnesota veterans homes, with special emphasis on exploring alternative models for the Minneapolis veterans home; (2) a study of the feasibility of partnering for home-based services for veterans with nongovernmental, nonprofit, or faith-based social service and health care delivery organizations, as a means of enabling veterans to live more independently, as an alternative to the projected sharply increasing needs for domiciliary and skilled nursing beds in state veterans homes. This is a onetime appropriation; and (3) designing a treatment program for veterans with traumatic brain injuries within the state veterans homes.*

The details on the spending and status of the appropriation under this section, is contained in a separate report, entitled "*Minnesota State Veterans Homes: Strategic Planning, Service Partners & Long-Range Planning*". The report can be found at: <http://www.mdva.state.mn.us/reports/legislative/index.htm>

## **Appendix**

Appendix 1 – Fiscal Year 2009 County Veteran Service Officer Enhancement Grant Recipients

Appendix 2 – Fiscal Year 2009 County Veteran Service Officer Enhancement Grant Program Outcome Introduction

Appendix 3 - Fiscal Year 2009 State Soldiers Assistance Program 1<sup>st</sup> Quarter Spending

Appendix 4 - Fiscal Year 2009 State Soldiers Assistance Program 2<sup>nd</sup> Quarter Spending

Appendix 5 – Minnesota Assistance Council for Veterans 2008 Client Statistics

Appendix 6 – Minnesota Assistance Council for Veterans 2008 Client Assistance Chart

Appendix 7 – County Veteran Service Officer Training Classes

Appendix 8 – County Veteran Service Officer Training Course Work

**Appendix #1**

**FY2009 CVSO Enhancement Grant Requests**

	<b>Grant Category</b>	<b>Length of Grant</b>	<b>Amount Requested</b>	<b>Amount Granted</b>
Aitkin	DRM	2 years	\$ 6,341.22	\$ 5,972.00
Aitkin	Outreach	1 year	\$ 1,500.00	\$ 1,500.00
<b>Aitkin Total</b>			<b>\$ 7,841.22</b>	<b>\$ 7,472.00</b>
Anoka	Outreach	2 years	\$ 15,000.00	\$ -
Anoka	Collaboration with Community Resources	2 years	\$ 5,000.00	\$ 5,000.00
Anoka	Transportation	2 years	\$ 25,000.00	\$ -
Anoka	Staff Management & Training	1 year	\$ 9,000.00	\$ 9,000.00
<b>Anoka Total</b>			<b>\$ 54,000.00</b>	<b>\$ 14,000.00</b>
Becker	Collaboration with Community Resources	1 year	\$ 35,000.00	\$ 35,000.00
Becker	Staff Management & Training	1 year	\$ 3,500.00	\$ 3,500.00
Becker	Staff Management & Training	1 year	\$ 2,500.00	\$ -
Becker	DRM	1 year	\$ 950.00	\$ 950.00
Becker	Reintegration	2 years	\$ 2,000.00	\$ 2,000.00
Becker	Staff Management & Training	2 years	\$ 34,000.00	\$ -
Becker	DRM	1 year	\$ 1,100.00	\$ 1,100.00
<b>Becker Total</b>			<b>\$ 79,050.00</b>	<b>\$ 42,550.00</b>
Blue Earth	Homelessness & Collaboration with Community	1 year	\$ 200,000.00	\$ 100,000.00
<b>Blue Earth Total</b>			<b>\$ 200,000.00</b>	<b>\$ 100,000.00</b>
Brown & Redwood	Outreach	1 year	\$ 8,000.00	\$ -
<b>Brown &amp; Redwood Total</b>			<b>\$ 8,000.00</b>	<b>\$ -</b>
Brown	Outreach	1 year	\$ 7,000.00	\$ 1,500.00
Brown	Outreach & Collaboration with Community Res	1 year	\$ 2,000.00	\$ 2,000.00
Brown	Staff Management & Training	1 year	\$ 2,500.00	\$ 2,500.00
Brown	Transportation	2 years	\$ 2,400.00	\$ 2,400.00
Brown	Marketing	2 years	\$ 17,000.00	\$ 17,000.00
<b>Brown Total</b>			<b>\$ 30,900.00</b>	<b>\$ 25,400.00</b>
Carlton	Marketing	1 year	\$ 7,987.50	\$ 7,987.00
Carlton	Marketing	2 years	\$ 15,000.00	\$ 15,000.00



Carlton	Staff Management & Training	1 year	\$	3,695.36	\$	3,695.00
Carlton	Transportation	1 year	\$	48,858.56	\$	-
	<b>Carlton Total</b>		<b>\$</b>	<b>75,541.42</b>	<b>\$</b>	<b>26,682.00</b>
Carver	Homelessness	1 year	\$	20,000.00	\$	10,000.00
Carver	DRM	1 year	\$	7,581.81	\$	6,581.00
	<b>Carver Total</b>		<b>\$</b>	<b>27,581.81</b>	<b>\$</b>	<b>16,581.00</b>
Cass	Staff Management & Training	1 year	\$	2,025.50	\$	2,025.00
Cass	DRM	1 year	\$	5,355.00	\$	1,000.00
	<b>Cass Total</b>		<b>\$</b>	<b>7,380.50</b>	<b>\$</b>	<b>3,025.00</b>
Chippewa	Outreach	1 year	\$	8,000.00	\$	4,000.00
	<b>Chippewa Total</b>		<b>\$</b>	<b>8,000.00</b>	<b>\$</b>	<b>4,000.00</b>
Clay	Outreach, DRM and Marketing	1 year	\$	19,066.14	\$	19,066.00
	<b>Clay Total</b>		<b>\$</b>	<b>19,066.14</b>	<b>\$</b>	<b>19,066.00</b>
Clearwater	DRM	1 year	\$	3,915.00	\$	3,915.00
Clearwater	Staff Management & Training	1 year	\$	2,476.00	\$	2,476.00
	<b>Clearwater Total</b>		<b>\$</b>	<b>6,391.00</b>	<b>\$</b>	<b>6,391.00</b>
Cook	Outreach, Collaboration, Transportation & Marketing	18 months	\$	15,900.00	\$	13,900.00
	<b>Cook Total</b>		<b>\$</b>	<b>15,900.00</b>	<b>\$</b>	<b>13,900.00</b>
Dakota	Staff Management & Training	1 year	\$	40,000.00	\$	40,000.00
	<b>Dakota Total</b>		<b>\$</b>	<b>40,000.00</b>	<b>\$</b>	<b>40,000.00</b>
Dodge	Outreach & DRM	1 year	\$	3,921.00	\$	3,921.00
Dodge	Collaboration with Community Resources	1 year	\$	5,000.00	\$	2,500.00
	<b>Dodge Total</b>		<b>\$</b>	<b>8,921.00</b>	<b>\$</b>	<b>6,421.00</b>
Faribault	Transportation	2 years	\$	50,000.00	\$	50,000.00
	<b>Faribault Total</b>		<b>\$</b>	<b>50,000.00</b>	<b>\$</b>	<b>50,000.00</b>
Fillmore	Reintegration, Marketing & Transportation	1 year	\$	38,000.00	\$	-
Fillmore	Staff Management & Training	1 year	\$	15,000.00	\$	15,000.00

	<b>Fillmore Total</b>			\$	<b>53,000.00</b>	\$	<b>15,000.00</b>
Freeborn	Transportation	2 years		\$	7,200.00	\$	7,200.00
	<b>Freeborn Total</b>			\$	<b>7,200.00</b>	\$	<b>7,200.00</b>
Grant	All categories under Programmatic Goals	2 years		\$	100,000.00	\$	16,250.00
	<b>Grant Total</b>			\$	<b>100,000.00</b>	\$	<b>16,250.00</b>
Hennepin	Outreach	2 years		\$	40,000.00	\$	-
Hennepin	Staff Management & Training	2 years		\$	14,000.00	\$	12,000.00
Hennepin	Collaboration with Community Resources	2 years		\$	190,000.00	\$	-
Hennepin	Homelessness	2 years		\$	70,000.00	\$	-
Hennepin	Marketing	2 years		\$	30,000.00	\$	30,000.00
	<b>Hennepin Total</b>			\$	<b>344,000.00</b>	\$	<b>42,000.00</b>
Houston	Marketing	2 years		\$	15,000.00	\$	15,000.00
	<b>Houston Total</b>			\$	<b>15,000.00</b>	\$	<b>15,000.00</b>
Hubbard	Transportation	1 year		\$	17,640.00	\$	17,640.00
Hubbard	DRM	1 year		\$	6,209.00	\$	6,209.00
Hubbard	Outreach	1 year		\$	500.00	\$	500.00
	<b>Hubbard Total</b>			\$	<b>24,349.00</b>	\$	<b>24,349.00</b>
Isanti	Collaboration with Community Agencies	2 years		\$	15,540.00	\$	-
Isanti	Outreach, Reintegration & Collaboration	2 years		\$	10,317.10	\$	10,317.00
Isanti	Staff Management & Training	1 year		\$	3,069.18	\$	2,205.00
Isanti	DRM	6 months		\$	5,710.70	\$	5,710.00
Isanti	Staff Management & Training	1 year		\$	43,000.00	\$	21,500.00
	<b>Isanti Total</b>			\$	<b>77,636.98</b>	\$	<b>39,732.00</b>
Itasca	DRM, Marketing & Outreach	2 years		\$	20,000.00	\$	20,000.00
	<b>Itasca Total</b>			\$	<b>20,000.00</b>	\$	<b>20,000.00</b>
Kanabec	Outreach & Reintegration	2 years		\$	183,190.00	\$	-
Kanabec	Transportation	1 year		\$	26,000.00	\$	26,000.00
Kanabec	Staff Management & Training	1 year		\$	76,000.00	\$	38,000.00
	<b>Kanabec Total</b>			\$	<b>285,190.00</b>	\$	<b>64,000.00</b>

Kandiyohi	Transportation	1 year	\$	57,000.00	\$	57,000.00
Kandiyohi	Outreach & Collaboration with Community Res	2 years	\$	7,000.00	\$	7,000.00
Kandiyohi	Outreach & Marketing	1 year	\$	3,000.00	\$	3,000.00
	<b>Kandiyohi Total</b>		<b>\$</b>	<b>67,000.00</b>	<b>\$</b>	<b>67,000.00</b>
Kittson	Transportation	2 years	\$	3,000.00	\$	3,000.00
	<b>Kittson Total</b>		<b>\$</b>	<b>3,000.00</b>	<b>\$</b>	<b>3,000.00</b>
Koochiching	DRM	1 year	\$	5,400.00	\$	5,400.00
Koochiching	Outreach & Marketing	1 year	\$	10,380.00	\$	10,380.00
	<b>Koochiching Total</b>		<b>\$</b>	<b>15,780.00</b>	<b>\$</b>	<b>15,780.00</b>
Lac Qui Parle	Transportation	1 year	\$	4,000.00	\$	4,000.00
Lac Qui Parle	Outreach	1 year	\$	3,000.00	\$	3,000.00
Lac Qui Parle	Outreach	1 year	\$	5,000.00	\$	5,000.00
	<b>Lac Qui Parle Total</b>		<b>\$</b>	<b>12,000.00</b>	<b>\$</b>	<b>12,000.00</b>
LeSueur	Staff Management & Training for MACVSO	2 years	\$	228,080.00	\$	150,000.00
	<b>LeSueur Total</b>		<b>\$</b>	<b>228,080.00</b>	<b>\$</b>	<b>150,000.00</b>
Lincoln	DRM	1 year	\$	5,386.15	\$	5,386.00
	<b>Lincoln Total</b>		<b>\$</b>	<b>5,386.15</b>	<b>\$</b>	<b>5,386.00</b>
Marshall	Outreach, Reinteration, Collaboration, Transpo	2 years	\$	13,500.00	\$	8,500.00
	<b>Marshall Total</b>		<b>\$</b>	<b>13,500.00</b>	<b>\$</b>	<b>8,500.00</b>
Martin	Staff Management & Training	1 year	\$	2,679.00	\$	2,679.00
Martin	DRM	2 years	\$	16,981.00	\$	16,981.00
Martin	Marketing	2 years	\$	5,390.00	\$	5,390.00
	<b>Martin Total</b>		<b>\$</b>	<b>25,050.00</b>	<b>\$</b>	<b>25,050.00</b>
McLeod	DRM	1 year	\$	5,700.00	\$	5,700.00
McLeod	Staff Management & Training	2 years	\$	56,820.00	\$	-
	<b>McLeod Total</b>		<b>\$</b>	<b>62,520.00</b>	<b>\$</b>	<b>5,700.00</b>
Mille Lacs	DRM	1 year	\$	8,000.00	\$	8,000.00

Mille Lacs	Marketing	2 years	\$	5,000.00	\$	5,000.00
Mille Lacs	Outreach	1 year	\$	17,500.00	\$	8,750.00
Mille Lacs	Staff Management & Training	1 year	\$	19,000.00	\$	9,500.00
Mille Lacs	Transportation	1 year	\$	45,000.00	\$	45,000.00
	<b>Mille Lacs Total</b>		<b>\$</b>	<b>94,500.00</b>	<b>\$</b>	<b>76,250.00</b>
Murray	DMR	1 year	\$	3,210.18	\$	3,210.00
	<b>Murray Total</b>		<b>\$</b>	<b>3,210.18</b>	<b>\$</b>	<b>3,210.00</b>
Nobles	Outreach, Reintegration, Collaboration, DRM &	1 year	\$	10,760.00	\$	6,810.00
	<b>Nobles Total</b>		<b>\$</b>	<b>10,760.00</b>	<b>\$</b>	<b>6,810.00</b>
Norman	DRM	1 year	\$	4,200.00	\$	4,200.00
	<b>Norman Total</b>		<b>\$</b>	<b>4,200.00</b>	<b>\$</b>	<b>4,200.00</b>
Pennington	Transportation	1 year	\$	30,000.00	\$	25,000.00
	<b>Pennington Total</b>		<b>\$</b>	<b>30,000.00</b>	<b>\$</b>	<b>25,000.00</b>
Pine	Outreach, DRM, Transportation & Staffing	2 years	\$	21,086.00	\$	9,270.00
	<b>Pine Total</b>		<b>\$</b>	<b>21,086.00</b>	<b>\$</b>	<b>9,270.00</b>
Pipestone	Outreach	2 years	\$	2,191.20	\$	2,191.00
Pipestone	DRM	1 year	\$	3,415.00	\$	3,415.00
	<b>Pipestone Total</b>		<b>\$</b>	<b>5,606.20</b>	<b>\$</b>	<b>5,606.00</b>
Polk	Outreach	2 years	\$	7,017.00	\$	6,500.00
	<b>Polk Total</b>		<b>\$</b>	<b>7,017.00</b>	<b>\$</b>	<b>6,500.00</b>
Pope	Outreach & Marketing	2 years	\$	6,000.00	\$	4,000.00
	<b>Pope Total</b>		<b>\$</b>	<b>6,000.00</b>	<b>\$</b>	<b>4,000.00</b>
Ramsey	DRM	1 year	\$	55,035.00	\$	55,035.00
	<b>Ramsey Total</b>		<b>\$</b>	<b>55,035.00</b>	<b>\$</b>	<b>55,035.00</b>
Redwood	DRM	1 year	\$	3,435.00	\$	3,435.00
Redwood	Outreach	2 years	\$	6,000.00	\$	6,000.00
Redwood	Outreach & Marketing	2 years	\$	10,000.00	\$	-

Redwood	Reintegration	1 year	\$	5,000.00	\$	5,000.00
	<b>Redwood Total</b>		<b>\$</b>	<b>24,435.00</b>	<b>\$</b>	<b>14,435.00</b>
Renville	Marketing	2 years	\$	5,000.00	\$	5,000.00
Renville	Reintegration	2 years	\$	5,000.00	\$	5,000.00
Renville	Outreach	2 years	\$	1,750.00	\$	1,750.00
	<b>Renville Total</b>		<b>\$</b>	<b>11,750.00</b>	<b>\$</b>	<b>11,750.00</b>
Roseau	Outreach	2 years	\$	1,500.00	\$	1,500.00
Roseau	Transportation	1 year	\$	7,500.00	\$	7,500.00
	<b>Roseau Total</b>		<b>\$</b>	<b>9,000.00</b>	<b>\$</b>	<b>9,000.00</b>
Saint Louis	Outreach & Transportation	2 years	\$	2,000.00	\$	2,000.00
Saint Louis	DRM	1 year	\$	1,317.06	\$	-
Saint Louis	Marketing	2 years	\$	34,306.00	\$	28,447.00
Saint Louis	DRM	1 year	\$	15,847.20	\$	-
Saint Louis	Outreach & Marketing	1 year	\$	3,060.00	\$	-
Saint Louis	DRM	2 years	\$	16,352.00	\$	16,352.00
Saint Louis	Staff Management & Training	1 year	\$	87,818.00	\$	43,909.00
Saint Louis	DRM	1 year	\$	2,400.00	\$	2,400.00
Saint Louis	Outreach	2 years	\$	1,600.00	\$	1,600.00
Saint Louis	Staff Management & Training (NACVSO)	1 year	\$	2,500.00	\$	2,500.00
	<b>Saint Louis Total</b>		<b>\$</b>	<b>167,200.26</b>	<b>\$</b>	<b>97,208.00</b>
Scott	Collaboration with Community Resources	2 years	\$	10,000.00	\$	10,000.00
Scott	DRM	2 years	\$	8,000.00	\$	5,595.00
	<b>Scott Total</b>		<b>\$</b>	<b>18,000.00</b>	<b>\$</b>	<b>15,595.00</b>
Sherburne	Outreach	1 year	\$	2,386.00	\$	2,386.00
Sherburne	Marketing	1 year	\$	6,523.60	\$	6,523.00
Sherburne	Transportation	2 years	\$	909.00	\$	909.00
	<b>Sherburne Total</b>		<b>\$</b>	<b>9,818.60</b>	<b>\$</b>	<b>9,818.00</b>
Sibley	Staff Training & Management	1 year	\$	2,800.00	\$	2,800.00
Sibley	Marketing	2 years	\$	25,190.00	\$	25,190.00
	<b>Sibley Total</b>		<b>\$</b>	<b>27,990.00</b>	<b>\$</b>	<b>27,990.00</b>

Stearns	Collaboration with Community Resources	2 years	\$	10,000.00	\$	10,000.00
Stearns	Staff Training & Management	1 year	\$	3,075.00	\$	-
	<b>Stearns Total</b>		<b>\$</b>	<b>13,075.00</b>	<b>\$</b>	<b>10,000.00</b>
Steele	DRM	1 year	\$	4,600.00	\$	4,600.00
	<b>Steele Total</b>		<b>\$</b>	<b>4,600.00</b>	<b>\$</b>	<b>4,600.00</b>
Stevens	Outreach & Marketing	2 years	\$	6,000.00	\$	6,000.00
Stevens	Transportation	1 year	\$	15,000.00	\$	15,000.00
Stevens	Marketing	2 years	\$	8,000.00	\$	6,000.00
	<b>Stevens Total</b>		<b>\$</b>	<b>29,000.00</b>	<b>\$</b>	<b>27,000.00</b>
Swift	Outreach	1 year	\$	2,000.00	\$	2,000.00
Swift	Transportation	1 year	\$	800.00	\$	800.00
Swift	Marketing	1 year	\$	1,800.00	\$	-
Swift	Marketing	2 years	\$	7,600.00	\$	7,600.00
	<b>Swift Total</b>		<b>\$</b>	<b>12,200.00</b>	<b>\$</b>	<b>10,400.00</b>
Todd	Staff Training & Management	1 year	\$	54,000.00	\$	27,000.00
	<b>Todd Total</b>		<b>\$</b>	<b>54,000.00</b>	<b>\$</b>	<b>27,000.00</b>
Wabasha	Outreach	2 years	\$	5,000.00	\$	-
Wabasha	Transportation	1 year	\$	10,000.00	\$	5,000.00
Wabasha	DRM	1 year	\$	7,700.00	\$	7,700.00
Wabasha	Staff Management & Training	1 year	\$	3,657.62	\$	3,657.00
Wabasha	Training for MACVSO	1 year	\$	8,500.00	\$	8,500.00
	<b>Wabasha Total</b>		<b>\$</b>	<b>34,857.62</b>	<b>\$</b>	<b>24,857.00</b>
Wadena	DRM	1 year	\$	3,435.00	\$	3,435.00
	<b>Wadena Total</b>		<b>\$</b>	<b>3,435.00</b>	<b>\$</b>	<b>3,435.00</b>
Waseca	Staff Management & Training	1 year	\$	3,000.00	\$	3,000.00
	<b>Waseca Total</b>		<b>\$</b>	<b>3,000.00</b>	<b>\$</b>	<b>3,000.00</b>
Washington	Outreach, Marketing & Staffing	1 year	\$	45,717.00	\$	17,717.00
	<b>Washington Total</b>		<b>\$</b>	<b>45,717.00</b>	<b>\$</b>	<b>17,717.00</b>

Watowan	Staff Management & Training	1 year	\$	4,000.00	\$	3,000.00
Watowan	Transportation	2 years	\$	6,000.00	\$	6,000.00
	<b>Watowan Total</b>		<b>\$</b>	<b>10,000.00</b>	<b>\$</b>	<b>9,000.00</b>
Wilkin	Outreach & Staff Management and Training	1 year	\$	4,500.00	\$	3,000.00
	<b>Wilkin Total</b>		<b>\$</b>	<b>4,500.00</b>	<b>\$</b>	<b>3,000.00</b>
Winona	Marketing	2 years	\$	15,668.00	\$	-
Winona	Transportation	1 year	\$	8,500.00	\$	8,500.00
Winona	Outreach	2 years	\$	2,389.00	\$	-
	<b>Winona Total</b>		<b>\$</b>	<b>26,557.00</b>	<b>\$</b>	<b>8,500.00</b>
Yellow Medicine	Training	1 year	\$	2,000.00	\$	-
Yellow Medicine	DRM	1 year	\$	3,435.00	\$	3,435.00
Yellow Medicine	Outreach & Reintegration	2 years	\$	12,820.00	\$	-
	<b>Yellow Medicine Total</b>		<b>\$</b>	<b>18,255.00</b>	<b>\$</b>	<b>3,435.00</b>
			<b>\$</b>	<b>2,761,570.08</b>	<b>\$</b>	<b>1,445,056.00</b>

**Introduction to Program Outcomes  
Grant Programs for Veterans – FY2009  
Department of Veterans Affairs**

The FY2009 grants request for proposals will require that grant applicants provide measurable outcomes in their grant applications.

An outcome evaluation system will help you describe the benefits to veterans that are a result of your program and is relatively easy to implement. The main reason to implement an outcome evaluation program is to help you learn what works well in your program and what could be improved. Implementing an outcome evaluation system and using it regularly will help you make your program more effective over time.

To establish an effective outcome evaluation system, you will need to be able to identify the following things about your program:

- **Inputs-** Any resources that are used in your program, like staff and volunteers, equipment, money, etc.
- **Activities-** What you will do with and for the veterans with whom you work. Activities are described using words like “teaching, counseling, assisting, managing,” etc.
- **Outputs-** The units of service created by your program. For example, the number of veterans who received help with finding housing. Outputs are often measured by what your program staff or volunteers do for and with the people you serve.
- **Outcomes-** The changes in the lives of veterans that are a result of your program. For example, the number of veterans who actually found housing (as opposed to the number who received help finding housing).
- **Outcome targets-** The numeric goal attached to a particular outcome. For example, “20 veterans will find housing between September 1, 2008 and August 31, 2009”. Another example of an outcome target would be, “80% (16) of the veterans who found housing will maintain their housing for at least one year.”
- **Outcome indicators-** Outcome indicators help you measure progress toward your outcome targets. Indicators are things that can be seen, heard or read. They provide “proof” to you that the outcome has been achieved. Questionnaires and surveys can be useful outcome indicators. Data, from a variety of potential sources, is a very common outcome indicator.



**State Soldiers Assistance Program 1<sup>st</sup> Quarter of FY09**July 2008

Payment Breakdowns:	VO's	Amount
Dental	206	\$81,277.89
Extractions	36	\$36,317.58
Dentures	36	\$68,788.33
Optical	140	\$46,583.40
Subsistence Shelter	52	\$24,526.77
Special Needs Shelter	33	\$64,388.97
<b>Total Special Needs paid</b>	<b>124</b>	<b>\$132,108.13</b>

August 2008

Payment Breakdowns:	VO's	Amount
Dental	215	\$85,841.43
Extractions	31	\$35,938.00
Dentures	46	\$97,018.00
Optical	101	\$32,419.26
Subsistence Shelter	45	\$19,519.75
Special Needs Shelter	39	\$67,885.65
<b>Total Special Needs paid</b>	<b>148</b>	<b>\$165,520.18</b>

September 2008

Payment Breakdowns:	VO's	Amount
Dental	216	\$80,306.24
Extractions	28	\$31,403.02
Dentures	58	\$128,082.80
Optical	140	\$46,583.40
Subsistence Shelter	39	\$18,346.45
Special Needs Shelter	44	\$93,807.27
<b>Total Special Needs paid</b>	<b>151</b>	<b>\$164,301.34</b>

**State Soldiers Assistance Program 2<sup>nd</sup> Quarter of FY09****October 2008**

Payment Breakdowns:	VO's	Amount
Dental	218	\$73,302.53
Extractions	24	\$24,054.26
Dentures	34	\$72,155.54
Optical	129	\$40,124.56
Subsistence Shelter	42	\$20,315.97
Special Needs Shelter	55	\$91,991.01
<b>Total Special Needs paid</b>	<b>188</b>	<b>\$199,926.00</b>

**November 2008**

Payment Breakdowns:	VO's	Amount
Dental	209	\$76,569.40
Extractions	30	\$25,680.22
Dentures	37	\$75,762.42
Optical	114	\$36,901.72
Subsistence Shelter	34	\$18,865.17
Special Needs Shelter	43	\$72,699.72
<b>Total Special Needs paid</b>	<b>114</b>	<b>\$158,858.78</b>

**December 2008**

Payment Breakdowns:	VO's	Amount
Dental	242	\$84,451.22
Extractions	32	\$31,219.00
Dentures	55	\$116,700.15
Optical	148	\$47,489.39
Subsistence Shelter	51	\$25,761.23
Special Needs Shelter	74	\$114,444.26
<b>Total Special Needs paid</b>	<b>205</b>	<b>\$211,112.23</b>

**MACV 2008 Client Statistics**  
**7/01/08 - 12/31/08**

Total clients entered – 444 (duplicates included)

Duluth

Total Clients Entered	229
Male	214
Female	15
OIF/OEF Male	41
OIF/OEF Female	4

Mankato

Total Clients Entered	50
Radichel Townhomes	-
Male	49
Female	1
OIF/OEF Male	10
OIF/OEF Female	-

Metro

Total Clients Entered	165
Building 47	8
SIL Houses	9
Metro Community	148
Male	156
Female	9
OIF/OEF Male	9
OIF/OEF Female	-

Service Period – all regions

WWII	<1%
Korea	<1%
Vietnam	35%
Gulf	10%
OIF/OEF	14%
Other (peacetime)	40%

**County - 48 Counties Represented (55% of total MN Counties)**

County/Veterans Served

Aitkin	Hennepin	Olmsted
Anoka	Houston	Ottertail
Becker	Hubbard	Pennington
Beltrami	Isanti	Polk
Benton	Itasca	Ramsey
Blue Earth	Kanabec	Redwood
Brown	Kandiyohi	Roseau
Carlton	Koochiching	St Louis
Carver	Lake	Stearns
Cass	Mahnomen	Steele
Chisago	Martin	Todd
Clay	Mille Lacs	Wadena
Cottonwood	Morrison	Washington
Crow Wing	Mower	Watonwan
Dakota	Nicollet	
Douglas	Nobles	
Grant	Norman	

Client Age - All Regions

18-25	6%
26-35	7%
36-45	18%
46-55	36%
56-65	28%
66-75	3%
76+	2%

Client Race/Ethnicity - All Regions

Caucasian	73%
African American	18%
American Indian	6%
Hispanic	2%
Asian/Pacific Islander	
Other	1%

### Client Marital Status – All Regions

Single	36%
Married	39%
Divorced	27%
Separated	6%
Widowed	2%

\*\*21% of Clients (all regions) report dependent children (minors, same household).

### Physical/Mental Health Issues Chemical Dependency/Mental Illness

Chemically Dependent	18%
Mental Illness	13%
Dual CD/MI	7%
TBI	2%
None	60%

\*\*38% of Clients (all regions) report physical health issues

### Housing Status at Intake – All Regions

Streets	4%
Shelter	11%
Transitional	4%
Permanent	65%
Dept. of Corrections	3%
Living with friends/family	9%
VAMC/treatment program	4%

### Criminal Background

\*\*12% of Clients (all regions) report a felony conviction.

Region	Purpose	Amount	Description
Duluth	Telephone	\$125.52	Chris is a Disabled Iraqi Freedom Veteran with a TBI due to IED explosions. He was awarded 2 Purple Hearts. He is working with the St Louis County CVSO for an increase in Service Connection. The family was living in a shack on his grandparents property with no heat or hot water. We have placed the family into the NECoC transitional housing program.
Duluth	Electric Bill	\$194.64	Veteran with a disability is a single mother. Work hours were cut this past month and help is requested to help her remain stable. Coordinating with CVSO. Veteran is receiving some assistance from Clay County Social Services in the form of food stamps.
Duluth	Damage Deposit	\$500.00	Veteran (10% Service Connected PTSD) and family evicted by court following foreclosure of mortgage due to inability to pay. Income now stabilized in more affordable housing. Vet also working with Vet Center for counseling and the MN Workforce Center Vet Rep. for better employment.
Duluth	Mortgage	\$393.42	Veteran is fighting a medical condition (cancer) that requires treatment 5 days a week and is unable to work during this period. They are trying to work with their bills and get set up on budgets so not to fall too far behind. Both the wife and stepson are getting SSDI but is tough without him working. Should be able to return to work after treatments.
Duluth	Damage Deposit	\$475.00	Homeless 10% Service Connected veteran has in a short amount of time, found employment and moved from the homeless shelter into his own place that will afford stable independent living once again for him. Help has been received from St Louis Cty Veteran social worker and Aitkin CVSO.
Metro	Rent	\$700.00	Jennifer is a single gulf war veteran who's job was terminated after three months with a temp service. Because of unemployment, she was given notice to vacate the home. She has now found another job with ADECCO that starts in one week after which she will be able to maintain her household.
Duluth	Damage Deposit	\$326.00	Robert is a Disabled Gulf War Vet who has been living in substandard housing for the past 3 years. He must vacate his mother's home or she will lose her Section 8. This payment will allow him to move into housing in Duluth. (Required by property Mgt Co.) Referrals also given to Energy Assistance program for future needs. Vet now has established VA non-serviced connected disability.
Duluth	Car Repair	\$238.26	Daniel is a 56y/o honorably discharged Navy veteran dealing with MI. He is on a fixed income VA Pension. Daniel needed a new starter installed on his car so that he may attend frequent medical appointments dealing with his mental health. Daniel has been assigned a financial counselor to help him with his financial obligations.
Mankato	Utility Assistance	\$204.52	To prevent disconnection pending service connection and Social Security claims.
Mankato	Rent	\$445.00	OIF veteran with a spouse and three children. Veteran was recently granted a 20% service connection and his spouse now has a full-time job. Therefore, they should be stable going forward.
Duluth	Propane	\$497.47	Veteran and his wife are both disabled and in need of fuel assistance help. Their fuel tank for their house is empty and Fuel assistance does not start yet from the state. They did not qualify for Lutheran Social services - income was above guidelines but still not enough for bills. CVSO is working with them on other assistance also.
Duluth	Damage Deposit	\$425.00	Veteran is disabled and receiving SSDI but CVSO is applying for a non service connected pension. Veteran needs to move to affordable housing and is asking for help with the damage deposit. With this and a Pension, he will be able live a stable life. CVSO is coordinating services for this veteran.

Duluth	Rent	\$220.00	Veteran was living in a basement at a friend's house. Conditions were substandard and it was a volatile situation to to MI issues of the friend. Veteran needs assistance for permanent housing.
Duluth	Damage Deposit	\$200.00	Veteran was living in a basement at a friend's house. Conditions were substandard and it was a volatile situation to to MI issues of the friend. Veteran needs assistance for permanent housing.
Metro	Rent	\$625.00	Client is a Vietnam veteran who was referred by Carver county CVSO. The veteran has been out work for a year and has exhausted his inheritance and savings. He has received assistance from his church and now David Prium is working for client to receive VA disability, after which carver county will assist.
Metro	Rent	\$484.00	Client is a Iraqi war veteran who is working now and was living in a tent behind his job. His pregnant wife was living in Wisconsin and is now here. They have paid all Lot and trailer fees. He will be able to keep household after this month.
Duluth	Gas Utility	\$376.94	Veteran is going to school and was caught off guard by a fee for equipment needed for school and the fact his wife was not working until this fall has created hardship at home. CVSO is coordinating services with Mahube CaC, MACV, and the county.
Duluth	1/2 Mtg. Payment	\$462.21	Veteran is going to school and was caught off guard by a fee for equipment needed for school and the fact his wife was not working until this fall has created hardship at home. CVSO is coordinating services with Mahube CaC, MACV, and the county.
Duluth	Gas Disconnect	\$500.00	Veteran, his wife and his disabled daughter, need help getting gas reconnected. CVSO is asking for help with Gas disconnect and community action has not began heat assistance yet. Gas company is willing to work with veteran to prevent this from happening in the future. Still filing for fuel assistance this winter.
Duluth	Propane	\$385.00	Reopen Client. Korean War Silver-Star recipient and family of 7 in home are in need of a minimum propane delivery for heat. Current tank level less than 10%. Past due amount \$1290. Client has set up payment plan and has recently made first \$200/month payment. Propane company wouldn't deliver without prepayment from us. Lakes & Pines dollars not available until November. Family has applied.
Duluth	Electrical Disconnect	\$166.85	Rick is a disabled Vet on limited income of social security. His parents recently purchased him a newer trailer home. Prior trailer was in very poor condition. Utility costs should be going down significantly. Vet given referrals to Kootasca Energy Assistance program, Salvation Army Energy Assistance, and local Community Sharing funds for future needs this season. Working with CVSO on a special needs grant for a \$1200 past due propane bill. This is a reopen from last year.
Duluth	Propane	\$482.25	Disabled veteran is in need of fuel assistance and local fuel assistance has not begun yet. CVSO is working with veteran to apply for a Pension but that is still pending so he is trying to make ends meet with just his small comp check and since his injuries are back relate times have been very hard on him.
Duluth	Propane	\$496.84	Vietnam veteran and his wife are in need of fuel assistance - state program has not started yet so Lutheran Social Services referred to MACV who with the help of the CVSO in Crow Wing have coordinated to help this family. The wife is not well and her health is failing and complicating the situation.
Metro	Rent	\$650.00	Client had injured shoulder and his employer allowed him to continue work at reduced hours. This made his rent payments slowly fall behind. He was served with a notice to vacate. He will be helped for October and his employer has agreed to help next month and increase his hours as his shoulder heals.
Duluth	Propane	\$380.19	Veteran and his wife are struggling to keep things together - he had several surgeries and needs to make many trips to the VA and has incurred many cost including a car accident on one trip that was not their fault but has added expenses they had not planned for. They are on budget plans with all utilities and are planning ahead for winter but need one time assistance.

Duluth	Electrical Disconnect	\$209.73	Veteran and his wife are struggling to keep things together - he had several surgeries and needs to make many trips to the VA and has incurred many cost including a car accident on one trip that was not their fault but has added expenses they had not planned for. They are on budget plans with all utilities and are planning ahead for winter but need one time assistance.
Duluth	Electrical Disconnect	\$363.49	Veteran was out of work and fell behind on bill around the house, he is now working again and trying to re-stablize his family - CVSO and Sal. Army are also assisting with the needs of this veteran.
Metro	Union Gospel Mission	\$62.00	Richard will be help with 8 days at the UGM from 10/24/thru 11/01/2008
Metro	Rent	\$975.00	Client is a 37 year old single parent Gulf war veteran. She works were public transportation runs once a day. After her vehical was impounded, she fell behind in rent. As she was catching up with rent, she was given notice to vacate this month. We will assist after which she is able to maintain on her own.
Duluth	Electrical Disconnect	\$707.89	Female veteran and her 2 children had their electricity disconnected due to bills getting carried away while she is battling treatment for cancer. Treatment has caused missed work and increased travel costs. Being rural the electricity controls the water also. It is being reconnected today!
Duluth	Propane	\$410.74	Veteran has applied for a Special Needs Grant. Currently in a divorce process from a spouse that depleted the household incme due to a gambling addiction. Coordinating with CVSO, Hope Housing, and LSS. Hope Housing ans LSS are paying the remainder of the balance for a complete fill of the propane tank.
Duluth	Fuel Oil	\$317.00	Veteran is having a hard time preparing for winter with the hight costs incurred this summer. Also AEOA fuel assistance has not started yet. Veteran is making payments and should not run out per fuel company agreement but was starting out behind - this assistance should sdtabilize him for the coming winter.
Mankato	Rent	\$350.00	Did receive Section # 8 that will pay Dec rent and forward
Mankato	Rent	\$325.00	OIF/OEF veteran honorable d/c was going to school in South Texas under GI bill. His mother passed away, he moved back to MN with family, was going to attend school in Willmar, has a hold on GI funding due to previous debt in Texas. VSO is applying for waiver of previous debt. This is prevention of eviction until GI funds are back in place. Food assistance provided as well. Veteran is FT student at Ridgewater College at htis time.
Mankato	Rent	\$750.00	Katrina Victim was getting help from HUD program under disaster program, MACV will partner for eviction prevention at this time!
Mankato	Mortgage	\$372.54	To prevent foreclosure. Veteran is unable to work due to health issues and is currently undergoing chemotherapy.
Duluth	Electrical Disconnect	\$361.46	veteran is disable and unable to do the skind of work he was use to, he is seeking employment that is more applicable to his disability. He is working with Veteran's workforce center rep for this and is talking to CVSO about other assistance thatmay apply to him.
Mankato	Mortgage	\$665.31	Iraq veteran, w spouse, 3 children, having difficulty with readjustment issues, va claim pending, collaboration with Brown County VSO and Family Assistance Center
Mankato	Rent	\$650.00	VA claims pending, partnership with MNDVA outreach
Mankato	Rent	\$600.00	partnership with Olmsted County VSO for this chronically homeless veteran
Mankato	Transportation	\$132.00	Iraq Veteran referred by and partnership w Watonwan County VSO
Mankato	Rent	\$400.00	Iraq veteran was attending school at Minnesota State, had to leave school due to readjustment issues. Is in process of VA claims for s/c disability, and working parttime. This is to help with stability while readjustments issues are being addressed. He hopes to return to school in Jan. 09
Metro	Rent	\$700.00	Client is a Vietnam veteran that was in treatment for cancer for fourteen months. He was living off a pension from another job. The veteran has recently started receiving social security and will be able to maintain his home and recuperate.



Metro	Electric	\$56.77	Korena veteran and his wife are facing struggling times and are using all assistance we can find in the community - at present CVSO, MACV, St Louis city Social worker are helping. Veteran and his wife are both facing health issues that are causing financial problems.
Duluth	Rent	\$313.00	US Navy Honorably Discharged Veteran was living in a tent on a mine dump on the Iron Range with his dog. Vet receives a VA Pension (non-service connected) He has recently filed with the St Louis CVSO for a Disability Compensation for PTSD due to his Naval Service. Case Pending. Vet also sees a counselor at the Vet Center in Duluth. This new housing is govt. Subsidized and Vet now in stable housing.
Duluth	Damage Deposit	\$200.00	US Navy Honorably Discharged Veteran was living in a tent on a mine dump on the Iron Range with his dog. Vet receives a VA Pension (non-service connected) He has recently filed with the St Louis CVSO for a Disability Compensation for PTSD due to his Naval Service. Case Pending. Vet also sees a counselor at the Vet Center in Duluth. This new housing is govt. Subsidized and Vet now in stable housing.
Duluth	Rent	\$425.00	US Army Vet and family having difficulty with bills and behind on rent. Vet has been layed off from job as a carpet-layer. Family's only income is Unemployment at this time. Vet working with Aitkin County CVSO and has applied for Dis. Comp. Referral given to Lakes & Pines CAP for Energy Assistance and the Vet Rep. at the MN Workforce Center for employment assistance.
Duluth	Water & Gas	\$77.28	Veteran is out of work and struggling to make ends meet. He is working with Work force rep and we are hopefully he will be employed soon. This assistance will help prevent him and his live-in girlfriend from experiencing further struggles with their current housing.
Duluth	Rent	\$155.00	Veteran has terminal cancer and is on a feeding tube. Coordinating with CVSO and Lakes and Prairies. This is a partial payment on the rent with Lakes and Prairies providing the balance..
Duluth	Electric	\$139.08	Veteran has terminal cancer and is on a feeding tube. Coordinating with CVSO and Lakes and Prairies. .
Duluth	Rent	\$500.00	Veteran is in imminent danger of becoming homeless. The veteran's service connected condition of chronic schizoaffective disorder makes it difficult for him to manage his funds. Working with the CVSO he has requested a VA appointed fiduciary.
Duluth	Electric	\$44.28	Veteran is in imminent danger of becoming homeless. The veteran's service connected condition of chronic schizoaffective disorder makes it difficult for him to manage his funds. Working with the CVSO he has requested a VA appointed fiduciary.
Duluth	Fuel Oil	\$285.00	Native American Veteran is in need of emergency fuel assistance. The house this veteran lives in is part of a tribal refurbishing program but is not funding the heating. Living on a fixed income and working on the house has added increased costs for him. TVSO is asking for assistance with min. fill fuel oil.
Duluth	Rent	\$300.00	Disabled OIF Veteran is struggling to keep his house and with this assistance it will show he is making attempts to maintain some stability. He is seeking work and presently receiving unemployment. Just this month was awarded 40 disability relating to PTSD issues from his service. CVSO is assisting along with Lakes and Pines Special needs.
Duluth	Rent	\$700.00	Army veteran is trying to make a joint custody child situation work and has been commuting until now. He has attained fulltime work and can now afford to move which will greatly help him and his daughter spend more quality time together. CVSO and MACV are assisting to stabilize this veteran.
Metro	Rent	\$844.00	Ed is a 55 year old Veteran who is unemployed and has applied for disability. Ed will become a member of our job club.
Duluth	Rent	\$310.00	Veteran just began new employment following layoff from previous job. Total Rent is \$410, but veteran could only afford \$100 now. This payment will prevent eviction from housing.

Duluth	Rent	\$500.00	Veteran has loss of income due to missed work for medical treatments for thyroid cancer. Veteran has a service connected disability. Rent payment will prevent eviction from home for her and family. Will plan on entering into NECoC rent assistance program next month.
Duluth	Damage Deposit	\$400.00	Vietnam era veteran is homeless and in need of help with housing. With the help of Lakes and Pines and CVSO, veteran has found an apartment, gotten a job, and just needs help getting placed in housing. He will be able to stabilize after he gets moved in.
Duluth	Rental Application	\$35.00	Vietnam era veteran is homeless and in need of help with housing. With the help of Lakes and Pines and CVSO, veteran has found an apartment, gotten a job, and just needs help getting placed in housing. He will be able to stabilize after he gets moved in.
Metro	Rent	\$562.00	Veteran has a 50% disability award. 40% for his back and 10% for stomach reflux. He has an appeal pending and is working with Stearns county CVSO for an upgrade and upcoming rental help.
Metro	Rent	\$720.00	Client is a 25 year old OIF veteran who was living with his parents when their divorce was finalized and forced to move out. He is receiving 50% VA disability after electrocution in a fence in Iraq. He is also receiving SSDI for depression and anxiety. He has paid all fees and deposits.
Metro	Rent	\$560.00	Debra is a single Air Force veteran seeking assistance waiting for her unemployment to start. She has also joined our job club.
Metro	Rent	\$550.00	Client is a Navy veteran single parent with one minor son. John and his son were living with a friend when Hennepin county CVSO helped him with his security deposit. His unemployment insurance has started now and is also looking for steady work.
Metro	Rent	\$550.00	Client is a Army veteran who was living with friends. He just started a job 10-31-2008 and has not received his first paycheck. He has paid all fees and deposits with help from friends.
Duluth	Mortgage	\$446.82	Vietnam and Gulf one Veteran is going through some family issues and dealing with a divorce that is not going well. Veteran is service connected for PTSD issues experienced during his service. Veteran is working and trying to make an honest living and do the right thing. This assistance will ease the burden of the divorce and the costs incurring from this event. CVSO is asking for any assistance for this veteran.
Duluth	Damage Deposit	\$450.00	Veteran recently left treatment at St. Cloud VAMC. Deposit is needed to provide permanent housing. Coordinating with St. Louis County Veterans Social Worker. County is paying for first month's rent
Mankato	Rent	\$600.00	First month's rent for longterm homeless veteran. Veteran is employed and will pay security deposit. He should be stable going forward.
Mankato	Mortgage	\$808.00	Prevention of foreclosure veteran is temporarily out of work due to back surgery, provided proof of medical evidence, collaboration with Redwood County VSO
Duluth	Lot Rent	\$130.00	10 % disabled veteran(Bi polar) is struggling with rent for his home and in need of one month of assistance. CVSO is working on claim increase and employment with this veteran so not to fall behind again.
Duluth	Damage Deposit	\$200.00	Veteran is homeless after his house was foreclosed. Needs assistance to get safe shelter. Coordinating with CVSO.
Duluth	Rent	\$450.00	Veteran is homeless after his house was foreclosed. Needs assistance to get safe shelter. Coordinating with CVSO.
Duluth	Rent	\$500.00	Veteran has a service connected disability for PTSD. He is undergoing treatment at the VA.
Duluth	Rent	\$500.00	Veteran is suffering from congestive Heart Failure and combined with a reduction in his wife's pension, is creating difficulties at home. CVSO is requesting one month assistance in order for them to straighten out the changing in pension and Social Security.

Duluth	Rent	\$495.00	Disabled Service connected veteran ( Degenerated discs) is in need of rental assistance for 1 month. CVSO is working with him to get his benefits reinstated and should be back within a month. Special needs was used in 2005 and veterans fund is out for the month.
Duluth	Mortgage	\$500.00	Disabled service connected veteran ( celiac disease) is experiencing difficulties with his benefits and is in need of some emergency assistance. His income is normally too high to qualify with Mahube or the county but that is not the case with the problems he is going through with his rating - CVSO is helping fix and should be back to normal within the month.
Duluth	Electric	\$50.00	Chris is a Service-connected Disabled Marine Iraq Vet who is awaiting an increase in his compensation. Application sent in for Lakes & Pines for Energy Assistance.
Duluth	Fuel Oil	\$347.50	Chris is a Service-connected Disabled Marine Iraq Vet who is awaiting an increase in his compensation. Minimum fill of 125 gallons. Application sent in for Lakes & Pines for Energy Assistance.
Duluth	Damage Deposit	\$700.00	US Army Vet and family having difficulty with bills. Family living in unsuitable housing. Will enter NECoC program on Dec 1, 2008. Vet has been laid off from job as a carpet-layer. Family's only income is Unemployment at this time. Vet working with Aitkin County CVSO and has applied for Dis. Comp. Referral given to Lakes & Pines CAP for Energy Assistance and the Vet Rep. at the MN Workforce Center for employment assistance. Deposit will hold new home until Dec 1st.
Metro	Union Gospel Mission	\$212.00	Once again Walter is homeless and has lost his job because of his use of alcohol. Walter will be put into our job club and will be told he must attend a treatment at the VA prior to his being help with finding employment. His stay at the UGM will be from 11/10/2008 thru 12/10/2008/
Metro	Union Gospel Mission	\$120.00	Jeffrey will be helped with a 18 day stay at the UGM from 11/13/2008 thru 12/01/2008
Metro	Union Gospel Mission	\$212.00	James will be a member of our job club and will be helped with a 30 day stay at the UGM from 11/13/2008 thru 12/13/2008
Duluth	Mortgage	\$201.68	Veteran is hurt and not able to work, CVSO said he does not qualify for SSAP due to Wife's income, but it is not enough to void hardships. He is hopeful with treatment to be back to work by the first of the year. This assistance will prevent any additional hardships.
Duluth	Electric	\$140.12	Veteran is hurt and not able to work, CVSO said he does not qualify for SSAP due to Wife's income, but it is not enough to void hardships. He is hopeful with treatment to be back to work by the first of the year. This assistance will prevent any additional hardships.
Mankato	Rent	\$400.00	Veteran lost his job due to the company closing down. He has also applied for Unemployment and Energy Assistance through Blue Earth County.
Metro	Rent	\$400.00	Client was recently released from treatment facility at the VAMC at St. Cloud. The veteran was staying with friends until he was able to find an apartment and pay his security deposit and connection fees. He is getting VA disability and will be able to maintain his home.
Metro	Rent	\$575.00	Client was in VAMC at St. Cloud when his VA disability check was stopped. When he was released, he was living with friends. He has paid his security deposit with what he had in savings. After adjustments for his hospital stay, his VA will sustain his home.
Duluth	Rent	\$125.00	Veteran has had a significant drop in income due to loss of work hours at employer. She continues to work. Application for benefits also filed with local Community Sharing Fund in Grand Rapids for other bills. The work hours are expected to pick up soon.

Duluth	Telephone	\$167.14	Veteran has had a significant drop in income due to loss of work hours at employer. She continues to work. Application for benefits also filed with local Community Sharing Fund in Grand Rapids for other bills. The work hours are expected to pick up soon. Vet is court ordered to have telephone service in order to maintain custody of her children!
Duluth	Fuel Oil	\$441.81	Vietnam veteran is disabled and dealing with severe PTSD issues and is in need of immediate fuel assistance. Veteran is receiving General assistance and food stamps but has never sought help in the past. Veteran has been homeless on several occasions both in Duluth and Mpls. He has stable housing at present but no heat.
Duluth	Mortgage	\$450.00	Disabled OIF/OEF veteran is struggling to support his family and is working with CVSO to increase his rating and deal with his disabilities ( PTSD, back injury, knees). He is unable to work with his current disabilities and his wife has lost here job and is currently seeking new employment.
Duluth	Rent	\$325.00	Veteran is out of work and looking, he is working with WFC and CVSO to get back to work as soon as possible. He has 2 sons living with him and one shares in rent and utilities as he can. This assistance will stabilize them while he searches for a new job.
Duluth	Electric	\$48.00	Veteran is out of work and struggling to make ends meet. He is working with Work force rep and we are hopefully he will be employed soon. This assistance will help prevent him and his live-in girlfriend from experiencing further struggles with their current housing.
Metro	Rent	\$1,050.00	Client is a single veteran with a 5 year old son. MFIP was cut and he was given a notice to vacate. He has TBI and is working with a advocate to receive his disability. He is also seeking assistance from CVSO for further assistance.
Duluth	Rent	\$400.00	Vietnam Veteran os only working Part time with a claim pending and is at risk of losing his housing. SSAP has been approved for Dec -Mar and for some other items but he is in need of November Rent. CVSO has been assisting with this case and has a pending claim filed for this veteran.
Duluth	Damage Deposit	\$145.00	Vietnam era veteran is homeless and in need of help with housing. With the help of Lakes and Pines and CVSO, veteran has found an apartment, gotten a job, and just needs help getting placed in housing. He will be able to stabilize after he gets moved in.
Duluth	Rent	\$181.67	Vietnam era veteran is homeless and in need of help with housing. With the help of Lakes and Pines and CVSO, veteran has found an apartment, gotten a job, and just needs help getting placed in housing. He will be able to stabilize after he gets moved in.
Metro	Union Gospel Mission	\$212.00	Matthew is a DOC recent release and will be come a member of our job club he will also be help with a 30 days stay at the UGM from period 11/17/2008 thur 12/17/2008
Duluth	Electric	\$203.93	Vietnam veteran is disabled and dealing with severe PTSD issues and is in need of immediate fuel assistance. Veteran is receiving General assistance and food stamps but has never sought help in the past. Veteran has been homeless on several occasions both in Duluth and Mpls. He has stable housing at present but no heat.
Duluth	Water & Gas	\$111.86	Vietnam veteran is disabled and dealing with severe PTSD issues and is in need of immediate fuel assistance. Veteran is receiving General assistance and food stamps but has never sought help in the past. Veteran has been homeless on several occasions both in Duluth and Mpls. He has stable housing at present but no heat.
Metro	Computer Class	\$800.00	John is a vet who has started back to school to complete his computer training at ST Paul College. He will be helped with funds from Well Fargo.
Mankato	Mortgage	\$628.88	One time assistance for a disabled Vietnam veteran in order to prevent foreclosure. Collaboration with the Noble County Veteran Service Office.
Mankato	Mortgage	\$828.11	Disabled veteran just lost job in process of VA s/c disability. Partnership with MNDVA.
Mankato	Rent	\$500.00	Disabled OIF veteran whose income was reduced following his deployment. Collaboration with the Family Assistance Center. Service Connection is pending.

Mankato	Rent & Damage Dep.	\$856.00	First month rent \$428.00 deposit \$428.00 veteran provided proof of utility bills paid current. Collaboration with Steele County CVSO
Mankato	Rent	\$580.00	IOF veteran who was recently laid off from work. Unemployment was denied but he's working with a Disabled Veteran Representative to appeal the decision in hopes of getting on the dislocated worker's program. He is a full time student and has a wife and a child with another one on the way.
Duluth	Rent	\$515.00	Veteran recently lost his job due to cut backs. He begins a new job on December 1. Coordinating with CVSO and Benton County Human Services.
Duluth	Rent	\$274.16	Elderly veteran fell behind in his rent due to medical issues. Coordinating with CVSO.
Duluth	Utility Assistance	\$83.30	Elderly veteran fell behind in his rent due to medical issues. Coordinating with CVSO.
Duluth	Rent	\$600.00	Veteran is seperated and raising his 2 kids, he has had many struggles to overcome and is working again but got behind when he was not and has not bee able to catch up, special needs has been used and CVSO is helping.
Metro	Union Gospel Mission	\$212.00	Thomas is a member of our job club and will be helped with a 30 day stay at the UGM from 11/26/08 thru 12/26/2008
Duluth	Mortgage	\$393.42	Veteran is fighting a medical condition( cancer) that requires treatment 5 days a week and is unable to work during this period. They are trying to work with their bills and get set up on budgets so not to fall too far behind. Both the wife and stepson are getting SSDI but is tough without him working. Should be able to return to work after treatments.
Duluth	Propane	\$215.00	Disabled veteran ( knee replacement) is raising 2 kids with his wife and going to school. Things are tight and they do not qualify for fuel assistance with the temp 100% rating. Trying to use veterans fund and state resource. Special needs has been applied for also for other bills.
Duluth	Rent	\$782.41	Veteran recently laid off from work and has received eviction letter for inability to pay rent. Referrals given to Lakes & Pines Energy Assistance, Carlton CVSO, Vet Center, and the Vet Rep. at the MN Workforce Center. This payment will prevent veteran from becoming homeless.
Metro	Rent	\$600.00	Paullo has just moved into a house with his wife and two kids. Veterans will be helped with one month rental assistance.
Metro	Mortgage	\$608.53	Glen was a member of our job club and has found full-time employment with G-2 secure. Veterans does not get a pay check for another two weeks. He will be helped with one month mortgage payment.
Metro	Rent	\$450.00	Veteran came to MACV seeking assistance with rent because he had been found by the police unconsciousness, a victim of robbery. He receives a VA non-service connected pension.
Metro	Mortgage	\$1,200.00	Aaron is a Desert Storm veteran, married with three minor children. His daughter was hospitalized at the Mayo Clinic for brain issues. While home for recovery, the childs mother, the primary source of income, had to cut time from work for care of the girl while SSDI was being processed. The mother will be going back to work full time and SSDI has been approved.
Metro	Rent	\$529.00	Client is a Vietnam veteran, single with no children. His job is a childrens caretaker. The family were on vaction and he was not working. They are back now and want him to continue.
Metro	Rent	\$575.00	Alvon is a 62 year old Vietnam era veteran who has had several physical and medical issues within the past year. He is receiving a VA pension and had a overpayment which the VA is taking out of two checks. His regular payments are to start January 1st. 2009
Duluth	Rent	\$268.56	Elderly veteran fell behind in his rent due to medical issues. Coordinating with CVSO.

Duluth	Propane	\$358.50	Veteran and his family - wife and daughter, are struggling to make ends meet. Veteran and wife are now both working but vet just got hired and is trying to stabilize while wife works 3/4 tim. They help support their daughter as she goes to school. They are out of Propane and trying to stay warm with wood. TVSO is helping seek tribal assistance also.
Duluth	Mortgage	\$607.77	Veteran and his wife are trying to stay afloat after several heart condition issues for veteran - most recently a stroke. Veteran is receiving SSDI and Wife is working part time but is not able to work more due to care needed for him. CVSO is asking for assistance. Income is too much to get help elsewhere but not enough to make ends meet.
Duluth	Electric	\$50.26	Korena veteran and his wife are facing struggling times and are using all assistance we can find in the community - at present CVSO, MACV, St Louis city Social worker are helping. Veteran and his wife are both facing health issues that are causing financial problems.
Mankato	Rent	\$750.00	Katrina Victim was getting help from HUD program under disaster program, MACV will partner for eviction prevention at this time!
Mankato	Rent	\$500.00	VA claims pending, partnership with MNDVA outreach
Mankato	Rent	\$1,200.00	Collaboration with MNDVA, OIF OEF just out of treatment. Prevention of homelessness during claims process and treatment. Pay out of MN Valley EFSP \$600.00( Dec rent) and MNDVA \$600.00( eviction prevention)
Mankato	Mortgage	\$600.00	OIF veteran lost work has now starting another job, va claims still pending post 2 surgeries.
Duluth	Rent	\$350.00	Iraq Veteran referred by and partnership w Watonwan County VSO
Duluth	Propane	\$517.80	Veteran is requesting a one time assistance for fuel. As with many the economy is affecting savings and bills and he does not qualify for any other assistance. CVSO supports the request and is asking MACV to assist with the payment.
Metro	Mortgage	\$1,000.00	Client is a Vietnam era veteran who was receiving 100% disability for depression that the V.A. has dropped to 30% He has other physical disabilities, such as back problems and is awaiting upgrade for a service connected knee injury.
Duluth	Rent	\$318.00	Veterans VA pension check was returned to the VA due to a mailing error. Veteran needs assistance with one month of rent.
Duluth	Rent	\$375.00	Pension vet got behind on rent and is only one month behind but is struggling to catch up. CVSO is guiding here and she has been denied assistance from LSS, county social services, and Bridges of Hope. This assistance will catch her up and stabilize her again.
Duluth	Mortgage	\$191.31	Vietnam era veteran and his wife are experiencing hard times, both are on SSDI and he receives a 40 % disability(diabetes, tinitus, neuropathy). Some unexpected expenses have put them in a position where they are short for the house payment this month and CVSO is asking for 1 month of assistance to stabilize them again.
Metro	Rent	\$575.00	Client is a Vietnam era veteran, single with no children. He works at the Minneapolis Convention Center and his work hours was cut from 40 hours to 2 days a week in November until January 1, 2009.
Duluth	Electric	\$52.60	Veteran is in imminent danger of becoming homeless. The veteran's service connected condition of chronic schizoaffective disorder makes it difficult for him to manage his funds. Working with the CVSO he has requested a VA appointed fiduciary.
Duluth	Rent	\$500.00	Veteran is in imminent danger of becoming homeless. The veteran's service connected condition of chronic schizoaffective disorder makes it difficult for him to manage his funds. Working with the CVSO he has requested a VA appointed fiduciary.
Duluth	Electric	\$415.43	Veteran was recently laid off from work. Unemployment compensation has not started yet. Unable to receive funds from energy assistance because income for last three months exceed guidelines. Coordinating with CVSO to keep family stable.

Duluth	Water & Gas	\$202.26	Vet recently terminated from employment due to issues surrounding her PTSD and employer relations. She is fighting for unemployment benefits now and is actively seeking employment. She will meet Vet Rep. at the MN Workforce Center and is undergoing counseling at the Vet Center in Duluth.
Duluth	Mortgage	\$201.68	Veteran is hurt and not able to work, CVSO said he does not qualify for SSAP due to Wife's income, but it is not enough to void hardships. He is hopeful with treatment to be back to work by the first of the year. This assistance will prevent any additional hardships.
Duluth	Telephone	\$137.17	Vet recently terminated from employment due to issues surrounding her PTSD and employer relations. She is fighting for unemployment benefits now and is actively seeking employment. She will meet Vet Rep. at the MN Workforce Center and is undergoing counseling at the Vet Center in Duluth. Vet needs phones for appointments and this is their only phone to arrange their schedule.
Duluth	Electric	\$388.79	Iraqi veteran returned to his home to find his father was missing and none of the house bills have been paid. He has managed to control most of them but needs some help with the electric to prevent a disconnect. He has a full time job now and should be stable once caught up.
Duluth	Water & Gas	\$147.30	Veteran is out of work and struggling to make ends meet. He is working with Work force rep and we are hopeful he will be employed soon. This assistance will help prevent him and his live-in girlfriend from experiencing further struggles with their current housing.
Duluth	Electric	\$273.02	Veteran lost 2nd job and is trying to get another one and not fall behind too far. He is struggling with Mortgage and utilities. CVSO and MACV are helping client stabilize as well as Workforce center rep.
Duluth	Mortgage	\$599.92	Veteran lost 2nd job and is trying to get another one and not fall behind too far. He is struggling with Mortgage and utilities. CVSO and MACV are helping client stabilize as well as Workforce center rep.
Mankato	Rent	\$450.00	IOF Veteran and family in need of rental assistance due to medical expenses. Collaboration with the Yellow Medicine VSO and the Family Assistance Center.
Mankato	Rent	\$365.00	Vietnam Veteran in need of rental assistance pending service connected and/or nonservice connected disability rating. Collaboration with the Redwood Falls VSO.
Metro	Rent	\$290.00	Vietnam era veteran is unemployed looking for work and applying for VA pension. Was facing eviction. Assisted to maintain his housing and entering job club.
Duluth	Fuel Oil	\$330.00	Veteran was recently laid off from work. Unemployment compensation has not started yet. Unable to receive funds from energy assistance because income for last three months exceed guidelines. Coordinating with CVSO to keep family stable.
Mankato	Utility Assistance	\$385.39	partnership with Yellow Medicine County VSO OIF/OEF veteran pending surgery
Mankato	Utility Assistance	\$374.12	Disabled Vietnam Veteran in need of one time utility assistance while waiting for his Social Security retro pay check. Collaboration with the Watonwan County VSO Office.
Duluth	Mortgage	\$500.00	Vietnam veteran is trying to keep his house out of foreclosure long enough to sell it. He is a disabled veteran (back) is able to work part time but not more. There is an offer on his house and he is hopeful to sell and be stable again. Veteran is working with CVSO to reopen claim.
Duluth	Propane	\$447.13	Vietnam veteran is struggling with medical bills for his wife and falling behind with bills. CVSO is requesting min fill gas assistance from MACV and is submitting rental assistance with special needs grant through MNDVA for 3-4 month of assistance. household income is too high to qualify for Lakes and Pines.
Duluth	Propane	\$449.80	Veteran is in need of emergency fuel assistance. He has applied for Fuel assistance but is waiting for it to process. Vet is going through a divorce and his disability checks are not getting to him - his wife is intercepting them. CVSO is assisting with other issues also but is asking for this one time propane assistance.

Metro	Union Gospel Mission	\$90.00	Thomas is a member of our job club and has been hired by G-2 Secure but he cannot start to work until he received his MN I.D. Dates are from 12/19/2008 thur 01/02/209
Metro	Union Gospel Mission	\$212.00	Stuart was being released form treatment at Bldg 10 and would have been homeless without our help with a thirty stay at the Union Gospel Mission dates are from 12/16/08 thru 1/16/09.
Duluth	Fuel Oil	\$88.81	Vietnam veteran and his wife are struggling to keep stable - he is self employed but now faced with looking for another job since the economy has slowed so much, and she is looking for work. CVSO is asking for assistance with utilities for them so to prevent and risk of disconnect. both are using workforce center for help seeking employment.
Duluth	Electric	\$258.64	Vietnam veteran and his wife are struggling to keep stable - he is self employed but now faced with looking for another job since the economy has slowed so much, and she is looking for work. CVSO is asking for assistance with utilities for them so to prevent and risk of disconnect. both are using workforce center for help seeking employment.
Metro	Rent	\$170.00	Client is a Iraqi veteran, married with four minor children. He is receiving unemployment benefits and his wife's work hours were cut. He is going into regular army soon and will be able to keep home.
Metro	Rent	\$425.00	Client is a single Vietnam era veteran who needed assistance while VA benefits were pending. Veteran is able to maintain home there after.
Metro	Rent	\$1,495.00	Thomas is a Desert Storm vet who lost his well-paying job for the railroad following an injury and he received short term disability. His disability ran out and his wife lost her job. He is receiving from us rental help to maintain his apartment. He is enrolled in job club to obtain employment as he is now able to work. He is living with his wife.
Duluth	Rent	\$900.00	Veteran is being assisted with rent while county VSO and Social worker assess a better housing situation. Wife is terminal and may not make it through the winter. Medical bills are the reason they are in trouble and many agencies aer working diligently to find a solution for them.
Duluth	Damage Deposit	\$150.00	Iraqi Veteran is raising his child without the help of the mother and is asking for assistance getting established in stable house for the both of them. He is asking for damage deposit and electricity deposit.
Metro	Rent	\$464.00	Client has just started a new job and has not received his first paycheck as of yet.
Metro	Electric Deposit	\$155.00	Iraqi Veteran is raising his child without the help of the mother and is asking for assistance getting established in stable house for the both of them. He is asking for damage deposit and electricity deposit.
Mankato	Rent/Deposit	\$350.00	Vietnam Veteran who was laid off from work for the winter is in need of first month's rent (\$260.00) and deposit (\$90.00) pending a claim for service connection. Collaboration with the Redwood County VSO Office.
Duluth	Rent	\$700.00	Veteran and his family of 4 are struggling to keep rent and bills current as he prepares to deploy to Iraq for a second tour. CVSO, MACV and Family assistance center are coordinating to help him and his family remain stable until he deploys and is on active duty again. Nobody will hire him since he is leaving in 2 months.
Duluth	Electric	\$60.00	Veteran is out of work and struggling to make ends meet. He is working with Work force rep and we are hopefully he will be employed soon. This assistance will help prevent him and his live-in girlfriend from experiencing further struggles with their current housing.
Duluth	Mortgage	\$407.01	Veteran and his wfe are at risk of losing their home. Community action and CVSO and MACV are coordinating to prevent this and guide them as to how to refinance home to be able to afford their payment.
Mankato	Rent	\$500.00	OIF Disabled Veteran provided proof of car repairs, partnership with County CVSO and Family Assistance. MACV assistance to prevent eviction



Mankato	Rent	\$280.00	A disabled veteran in need of rental assistance due to being laid off from work. Unemployment extention pending. Collaboration with Blue Earth County Human Services Office.
Mankato	Rent	\$460.00	Disabled Veteran collaboration with Willmar VSO
Duluth	Utility Assistance	\$13.49	Disabled veteran is retired and living on SSI. He has fallen behind on his bill and is seeking a one time assistance through the CVSO. We are also helping look at his situation and address his disability and what else he might be eligible for.
Duluth	Electric	\$181.01	Veteran is out of work and at risk of losing his housing and all utilities. At present is seeking help form MACV, Lakes and Pines and county services. This assistance will help prevent the electricity from being disconnected while we figure out his other needs. CVSO is also assisting.
Duluth	Utility Assistance	\$718.78	Veteran is a single mother with three dependent children. She is employed fulltime but can not work due to medical issues that require surgery. Mortgage payments are current but family needs assistance to keep the heat, electric, and water in the home. CVSO is applying for
Duluth	Utility Assistance	\$130.00	Veteran is 50% service connected for PTSD. Work has been limited due to anxiety attacks. Coordinating with CVSO and VA Contract Clinic.
Duluth	Utility Assistance	\$61.09	Veteran is 50% service connected for PTSD. Work has been limited due to anxiety attacks. Coordinating with CVSO and VA Contract Clinic.
Duluth	Car Repair	\$361.07	Veteran is currently limited in work hours due to physical difficulties. Transportation is needed for medical reasons

## CVSO Training FY09 Basics Stage I, II & III/Advanced Basics/Spring Training

The following lists provide details on the course work covered during basic training for Minnesota County Veteran Service Officers by the Claims and Outreach offices. The list below covers the basic training events as well as the materials provided during each stage, preceded by a course outline of Advanced Basic Training and Spring Training.

- Stage I is provided in the CVSO office within the first week of employment and is two days in length. It includes:
  - Director of Claims and Outreach Division or Supervisor of Claims on location
  - Basic Training manual and discussion by power point presentation
  - CFR (Code of Federal Regulation) 38 part III & IV
  - Resource folder and phone book
  - VA handbook
  - Departmental OIF/OEF/Vietnam Veteran folders/ Benefits packages
  - Variety of benefits handouts and literature on State and Federal benefits
- Stage II is scheduled one – two months post Stage I and includes:
  - All day training with the Claims Division Supervisor and Outreach Division Supervisor located at the Regional Office in St. Paul
  - Tour of the MDVA Central Office and introduction to the Commissioner, Deputy Commissioner and Senior Director of Veterans Benefits and Services
  - Tour of the St. Paul Regional Office
  - Tour of the Accredited Representative offices
  - Tour of VAMC - Minneapolis
  - Additional supplies/ handouts/ needs for CVSO office
- Stage III is scheduled within three to four months of Stage I and is conducted at the CVSO office by a Division Staff member usually
  - Follow up on needs
  - Specific claims assistance
  - Handouts information delivery

Historically, the Department has provided, “Advanced Basic Training” annually and held it at the Regional Office in St. Paul. In calendar year 2008, the Claims and Outreach Division hosted three Advanced Basic Trainings due to the number of new CVSOs.

Additionally, the Department Training Program added a “Get to know Claims and Outreach Day,” which is an interoffice one day training in which CVSOs and any other persons interested in knowing how the Divisions operates is invited for an all day training.

### **Advanced Basic Training Curriculum:**

Commissioner's Address	State Benefits
Deputy Commissioners' Address	Vietnam Veterans
Senior Directors Address from Programs and Services & Veteran Health Care	Media Interactions
VA Regional Office Director	Pension Center
VA Service Center Administration	Education
Pension Maintenance Center	Service Connection Compensation
VAMC- Director	MDVA Outreach
VAMC Patient Advocacy	MDVA Women Veterans Program
Director State Benefits	Legislation & Grants
Claim Development	MDVA Veterans Homes
	Vocational Rehabilitation
	Debt Management
	Federal Appeals

### **State CVSO BASICS**

The following topics are covered during CVSO Basic Training for State Benefits:

1. State Soldiers Assistance Program purpose and background
2. SSAP Minimum Qualifications
  - a) Definition of a Veteran per MN Statute 197.447
  - b) Residency Requirements
  - c) Income and Assets (MDVA Schedule of Maximum Monthly Allowances)
3. SSAP Benefit Areas
  - a) Subsistence
  - b) Dental
  - c) Optical
  - d) Special Needs
  - e) Veteran Education
  - f) MDVA Surviving Spouse/Dependent Education Benefit
4. SSAP Forms
  - a) CVSO Checklist
  - b) MDVA-1 Application for Financial Assistance
  - c) MDVA -2 Application for Minnesota Veteran Education Benefit
  - d) MDVA-3 and 3A Surviving Spouse/Dependent Education Benefit
  - e) MDVA-4 Medical Report Form
  - f) MDVA-5 Shelter Expense Form
  - g) MDVA-6 Termination of Benefits Notice
  - h) Dental and Optical Authorization Letters
  - i) Cash grant and Authorization for Shelter Letters
  - j) 274-V's and denial Letters
  - k) Appeal procedures
5. SSAP Web site
6. Liberty Net for obtaining DD-214's

MDVA Spring Conference is a three day training specifically developed to provide CVSOs with an adequate amount of continuing education points to satisfy Certification with the State system and ultimately qualify them for State Grants.

**MDVA CVSO Spring Conference:**

Commissioner's Address	MDVA Outreach
Deputy Commissioners' Address	MDVA Women Veterans Program
Senior Directors Address from Programs and Services & Veteran Health Care	Legislation & Grants
VA Regional Office Director	MDVA Veterans Homes
VA Service Center Administration	Vocational Rehabilitation
Pension Maintenance Center	Debt Management
VAMC- Director	Federal Appeals
VAMC Patient Advocacy	Hepatitis C
Director State Benefits	Department of Employee Relations
Claim Development	Resource Inc.
State Benefits	Military One Source
Vietnam Veterans	Data Privacy and HIPPA Regulations
Media Interactions	MN Dept of Health
Pension Center	Cemetery & Bronze Markers
Education	Twin Cities Community Voice Mail
Introduction of Service Organizations	Quilts of Valor
Introduction of Staff	Clear and Unmistakable Errors- St. Paul
Service Connection Compensation	Regional Office Staff
	Digital Records Management and Virtual
	Veteran

## CVSO Training - Basics Stage I, II & III Course Work

### **Chapter 1: Powers Of Attorney**

- POA, ROI, Completing VA Form 21-22 **(1)**
- POA's in Minnesota **(2-3)**
- VA Form 21-22, ROI, ROI to TSO **(4-6)**

### **Chapter 2: DD 214's**

- Certified Copy, Character of Separation **(7)**
- Examples of DD 214's **(8-11)**

### **Chapter 3: Wartime Service**

- Wartime Periods **(12)**

### **Chapter 4: Informal Claims**

- Ways to Establish Informal Claim, Formalizing Informal Claim **(13)**

### **Chapter 5: Compensation**

- Form Checklist **(14)**
- Five Ways to Establish Compensation **(15-16)**
- Guidelines for Compensation Paperwork **(17-18)**
- Points to Remember, Reasons for Denial **(19)**
- Former POW's **(20-22)**
- Compensation for Sexual or Personal Trauma **(23-24)**
- Basic Training, Development Tips **(25-28)**
- Individual Unemployability (IU) **(29)**

### **Chapter 6: Supporting Statements**

- Certified, Buddy, Lay, and Doctors Statements **(30-32)**
- Example Statements **(33-35)**

### **Chapter 7: PARDS**

- Partner Assisted Rating and Development System **(36-37)**

### **Chapter 8: Reopened Claims**

- Form Checklist **(38)**

### **Chapter 9: Combined Ratings**

- Combined Ratings **(39)**
- Combined Ratings Table **(40-42)**

### **Chapter 10: Ancillary Benefits**

- Benefits available to Service Connected Veterans **(43-47)**
- RH Insurance **(48)**
- Vocational Rehabilitation **(49-50)**
- Survivors and Dependents Educational Assistance (DEA) **(51-52)**

### **Chapter 11: SMC/AA/HB**

- SMC Codes **(53-54)**
- A&A and Housebound **(55)**
- Nursing Home Certification, Physician's Statement **(56-58)**

## **Chapter 12: Death Benefits**

- Form Checklist **(59)**
- Guidelines and Other Paperwork **(60)**
- Death Pension **(61)**
- Dependency and Indemnity Compensation (DIC) **(62-63)**
- Burial and Plot-Interment, Burial Flags, Headstones and Markers, Bronze Star Grave Markers **(64-71)**

## **Chapter 13: Appeals**

- Filing an NOD, Initiating Appeals, Perfecting Appeals **(72)**
- VA Form 9 **(73)**

## **Chapter 14: Waiver/Overpayment**

- Form Checklist **(74)**
- Waiver of Overpayment **(75)**
- VA Form 5655 **(76)**

## **Chapter 15: Education**

- Montgomery GI Bill – Active Duty – Chapter 30 **(78-79)**
- Vocational Rehabilitation Benefits – Chapter 31 **(80-81)**
- VEAP – Chapter 32 **(82-83)**
- DEA – Chapter 35 **(84-85)**
- Montgomery GI Bill – Selected Reserve – Chapter 1606 **(86-87)**

## **Chapter 16: ChampVA**

- ChampVA Program **(88-89)**

## **Chapter 17: Pension**

- Form Checklist **(90)**
- Guidelines for Pension Paperwork **(91-92)**
- Pension and EVR's **(93)**
- VA Form 21-0516-1 **(94-95)**
- Income for Pension **(96-98)**

## **Chapter 18: Website**

- Website Links/Laws & Regulations **(99-100)**