

Dane County Veterans Service Office



Report to Health & Human Needs Committee – Dec 3, 2025

Dan Connery – Veterans Service Director and Natalie Isensee – Veterans Service Commissioner

Office Administered Programs

Vets Ride with Pride



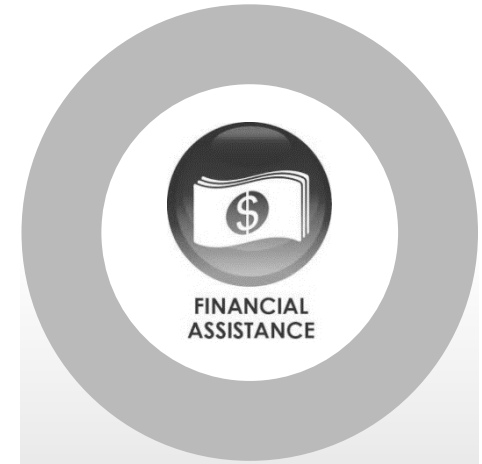
Madison Metro “Fast Fare” cards issued at no cost to VA-rated disabled Veterans and those in receipt of needs-based VA Pension benefits.

Emergency Assistance



Limited funding for partial rent and utility assistance. Dane VSC is overseeing body, though funds are administered by Veterans Service Office.

Donated Aid



Donated funds used for gas cards, grocery cards, and other forms of modest assistance for Veterans in times of need. Funding limited.

Veterans Service Office – 2022 to Present

PACT Act

August 10, 2022. Largest expansion of Veterans legislation (health care and benefits) in history. Multi-layered, impacting Veterans and survivors of many eras.



2022

Workload Expansion

Substantial increase in benefit application submissions into Federal VA system following PACT Act with year-by-year growth. Total increase from 2022 to 2025 is 87.2%.

Fall 2022



Increased demand for services

Immediate surge of business following President Biden's signing of PACT Act. One month of wait time for CVSO appts added almost instantly.



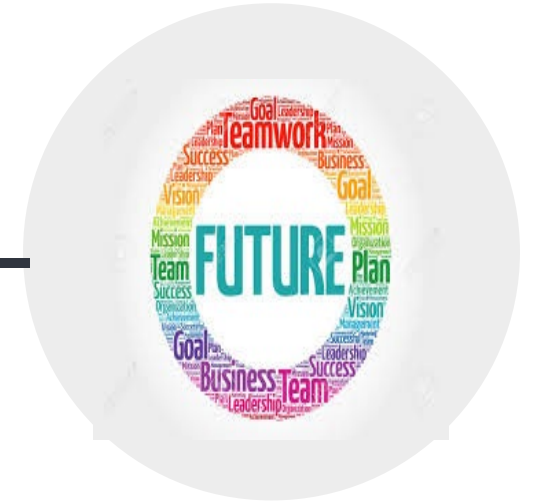
2022-2025

2023 and 2025



County Support

County Executive and County Board approved staffing increases in 2023 (up 2 F.T.E.) and 2025 (up 1 F.T.E.). While now at 9 F.T.E. overall, office remains understaffed compared to counterparts statewide, though we are very grateful for the ongoing support.



By the Numbers at Veterans Service Office

\$ 114.66M FY24)

Annual Disability Compensation,
Pension

\$ 8.02M (FY24)

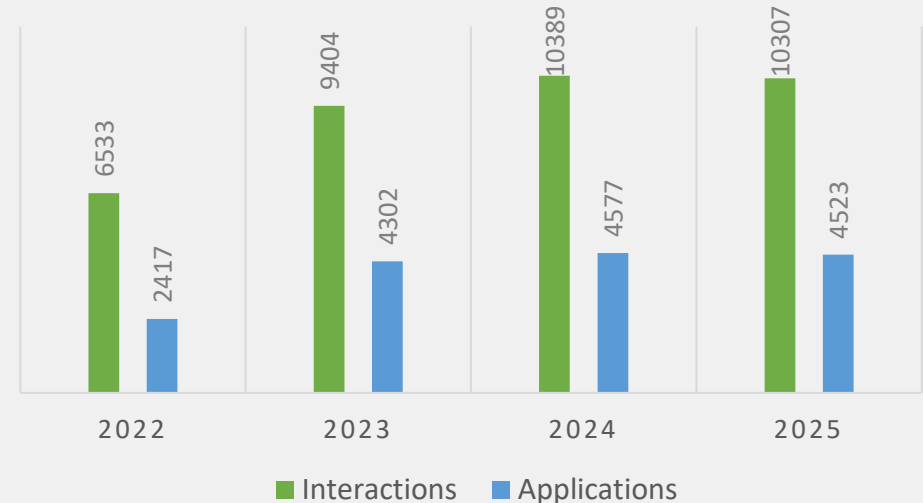
Annual Survivors DIC, Survivors
Pension

Federal VA benefit payments go directly into pockets of beneficiaries which, in turn, impacts the quality of life of those served and stimulates local economic growth here in Dane County.

Federal Benefit Applications

2022 through October 2025,
office-generated VA benefit
application submissions
increased substantially

87.2%



Looking into the Future...

Continued goal of keeping the bar high in being a model CVSO office

Continued emphasis on delivery of high-quality customer service

Continued focus on identifying Veterans and survivors who are eligible for VA benefits through proactive outreach efforts

Continued cross-agency collaboration and connectivity with VBA, VHA, WDVA, etc.

Continued staff training to ensure latest regulations, laws, trends are followed and known



Questions?



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