



## Winnebago County Veterans Affairs Commissioners Board Meeting

Monday, May 18, 2026 – 10:00 am

### Winnebago Co Courthouse

**1. Call to Order, Roll Call, Pledge**

Present: Commissioners Steve Bosma, Dave Peterson, Troy Thompson and Veteran Service Officer (VSO) Mary Lou Kleveland

**2. Review and Approval of Previous Monthly Meeting Minutes**

The April monthly meeting minutes were reviewed. Bosma motioned, seconded by Thompson to approve the April minutes. All in favor. April minutes are approved.

**3. Veteran Services Officer Report**

- a. Monthly VA numbers: VSO shared the statistics for April 2026 for Winnebago County.
- b. County Outreach Efforts – There were no outreach events in April 2026.
- c. Review Monthly Expenditure Report for Approval - The Commissioners and VSO reviewed the expenditures for April 2026. Thompson motioned and Bosma seconded to approve the expenditures for April. All in favor. The April expenditure report was approved and the Commissioners signed off on the report.

**4. Old Business**

- a. Update on Senate File 2466 – There was nothing new to discuss.
- b. FY 25-26 Budget & \$10,000 State Grant Allocation – VSO advised that she had expenditures coming up this month and in June that would be utilizing the grant allocation.

**5. New Business**

- a. Status of VA office and proposed changes with possible approval – VSO stated that she currently has a high caseload and has been feeling overwhelmed. VSO received many new cases in February and March 2026 which caused a backlog of older cases that now needed to be completed. VSO stated that she currently has a sign on the office door stating that she is not taking walk ins and asking visitors to call and schedule an appointment. VSO stated that she wanted to continue with this practice throughout June as it had been very helpful with not having constant interruptions. VSO is better able to focus on completing claims without interruptions. VSO proposed focusing on the backlog for the next month until mid-June. VSO would not schedule any appointments for new veterans until mid-June. VSO admitted she was feeling burnt out. Bosma expressed support stating he thought these were good actions to take to help VSO to catch up and to decrease the overwhelm. Thompson cautioned that it was important for this to not become a regular practice for the VA office.
- b. Review of Financial Assistance Policy with possible changes/approval – VSO and Commissioners quickly reviewed the policy and made some changes. VSO will bring the policy to a future meeting for any further changes and a vote on approval of the policy.
- c. New & Emerging Information– VSO gave blank annual VSO evaluation forms to each of the Commissioners. VSO also gave postage paid envelopes addressed to Thompson and gave the envelopes to Bosma and Peterson so that they could fill out the evaluations and mail the

evaluations to Thompson. Thompson will average the scores of all three Commissioners for FY 25-26 VSO evaluation. Thompson asked VSO to come to the June Commissioners meeting with three annual goals for herself for FY 26-27. VSO agreed to do so. VSO also reported on IACVS training which took place in the first week of May. VSO stated that the training was practical and applicable to the day-to-day activities for the VSO, especially regarding compensation and pension claims.

- d. Financial Assistance Request(s) with possible closed session – There were no financial assistance requests to discuss.
- e. Next Meeting Date: June 22, 2026, at 10:00 am at the Winnebago County Courthouse.

**Adjournment** – Thompson motioned; Bosma seconded. All in favor. Meeting adjourned.

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