



Winnebago County Veterans Affairs Commissioners Board Meeting

Monday, July 27, 2026 – 10:00 am

Winnebago Co Courthouse

1. Call to Order, Roll Call, Pledge

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

2. Review and Approval of Previous Monthly Meeting Minutes

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

3. Veteran Services Officer Report

- a. Monthly VA numbers: VSO shared the statistics for June 2026 for Winnebago County.
- b. County Outreach Efforts – There were no outreach events in June 2026.
- c. Review Monthly Expenditure Report & State Allocation Grant Expenditures & Approval of Reports - The Commissioners and VSO reviewed the regular and state grant allocation expenditures for June 2026. Bosma motioned and Peterson seconded to approve the expenditures for June. All in favor. The June expenditure report was approved and the Commissioners signed off on the report. VSO shared that all of the \$10,000 State Grant Allocation was spent during FY 25-26. VSO advised that she submitted the State Grant Allocation Report for FY 25-26 to the Iowa Department of Veterans Affairs. The report must be submitted and approved to receive the \$10,000 State Grant Allocation for FY 26-27.

4. Old Business

- a. VSO Annual Evaluation – VSO stated that she had made comments on the evaluation. The Commissioners signed the evaluation. VSO will submit the evaluation to the Board of Supervisors.

5. New Business

- a. Notification of VSO vacation for remainder of 2026 – VSO stated that she would be on vacation on August 3rd and will be gone in mid-October for approximately 5 days. Those dates have not been set yet. VSO also advised that she would be out of the office when her second granddaughter is born at the end of October/beginning of November. VSO stated that she would work around Veterans Day on November 11th and will be participating in events that day as usual. VSO will likely take a longer vacation later in November to help her daughter with the baby. VSO advised Commissioners she will put an office closure sign on the door, will update the voicemail greeting and will have an automatic email reply regarding these office closures.
- b. Mentoring of new VSO from Humboldt County – VSO advised that she was helping to mentor the new VSO from Humboldt County. VSO stated that the mentoring she received when she was a new VSO made a huge difference for VSO staying in the job.
- c. New & Emerging Information– VSO shared that she was getting multiple requests from veterans in Worth and Cerro Gordo counties to assist them with submitting a disability compensation claim. VSO stated that the VSOs in Worth and Cerro Gordo were not responsive to the veterans

reaching out to this VSO. VSO also noted that a few of the veterans work in Forest City but live in another county. The Commissioners discussed the issue and stated that VSO was hired to complete claims for Winnebago County veterans, not veterans from other counties. The Commissioners determined that VSO cannot serve veterans from other counties. VSO also stated that she was getting many walk ins (13 walk ins so far in July with VSO working 14 days). The walk ins make it difficult to have time to work on claims due to the constant interruptions. After much discussion, the Commissioners determined that VSO should accept walk ins from 9 am – 3 pm Monday -Thursday and on Fridays, there would be no walk ins so VSO could focus on other responsibilities.

- d. Financial Assistance Request(s) with possible closed session – VSO stated she had denied a request for assistance because the veteran's income was too high. VSO stated she had approved a request for assistance for an electric bill. The electricity was near a shut off. VSO paid the current bill and the veteran stated he thought he could pay the remaining balance. Commissioners and VSO discussed financial assistance. VSO will work on revising the policy and will bring it to the August meeting for possible approval. One of the changes is that Winnebago County VA will only help a veteran one time during the fiscal year. The approval letter should document this information for the upcoming fiscal year (2026-2027).
- e. Next Meeting Date: August 24, 2026, at 10:00 am at the Winnebago County Courthouse.

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

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