

Veterans Services

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Mission

The mission of the Kent County Veterans Services Department is to provide accurate, efficient and timely service to ensure delivery of benefits to Kent County veterans and their families.

Overview

The Kent County Veterans Services Department provides assistance in applying for federal, state and local veterans' benefits, information, referrals and support services to veterans and their families. The department provides burial assistance for eligible veterans and their spouses; reimbursement of foundation costs to put a Veterans Administration marker on the graves of eligible veterans; non-recurring, emergency financial assistance for eligible veterans or their surviving spouses; and a contact for both the general public and veterans to receive information and referrals to other veterans' services and programs that are available.



Strategic Goals

- Ensure every veteran in Kent County who is entitled to Federal, State or Local veterans' benefits is aware of what they've earned and is receiving their benefits. (Stable Revenues, Efficient Use of Resources)
- Create partnerships with organizations that will benefit Kent County veterans through easier access to housing, employment, transportation and healthcare resources. (High Quality of Life)
- Ensure Staff is well trained and providing personalized services while being proactively engaged in the department's mission, vision and goals. (Proactive and Innovative Government)

Significant Accomplishments

- Kent County Veterans Services was an instrumental part of our community's success in ending veterans homelessness as identified by the United States Interagency Council on Homelessness. Kent County was the first county in the State of Michigan to receive this prestigious recognition that ensures when a veteran is identified as homeless there is a process that limits its duration, and resources are available to provide housing.
- The Kent County Veterans Treatment Court was expanded and its caseload capacity increased through additional funding provided by the Veterans Millage. This partnership with the Wyoming District Court, led by Judge Pablo Cortes, has been an effective way to support veterans who are involved with courts across the County, and have substance use and/or behavior health issues.

DEPARTMENT: VETERANS SERVICES

Department Mission Statement:

The mission of the Kent County Veterans Services Department is to provide accurate, efficient and timely information and services to ensure delivery of benefits to enhance the quality of life for Kent County veterans and their families.

Goals

- Ensure staff is well trained and providing personalized services while being proactively engaged in the department's Mission, Vision and Goals.
- Create partnerships with organizations that will benefit Kent County veterans through better access to housing, employment, transportation and healthcare resources.
- Ensure every veteran in Kent County who is eligible for Federal, State or Local veterans' benefits is aware of what they've earned and is receiving their benefits.

Objectives

- Participate in 4 outreach activities per quarter.
- Ensure 100% of VSOs receive 16 continuing education units annually.
- Initiate a minimum of two partnerships annually with community organizations.
- Receive \$5,500,000 of federal awards annually for Kent County veterans through Veterans Services Officers.

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Outcomes				
Recieve \$5,500,000 annually of Federal Awards by Kent County Veterans through Veterans Services.	\$6,574,826	\$5,500,000/ \$4,874,935	\$5,500,000/ \$5,955,767	\$5,500,000

	2015 Actual	2016 Expected/ Actual	2017 Expected/ Actual	2018 Expected/ Actual
Indicators				
Outputs				
Number of outreach activities participated in.	32	16/ 39	16/ 80	16
Ensure 100% of accredited VSOs receive 16 continuing education units annually.	4	7/ 7	5/ 5	4
Number of new partnerships.	NA	2/ 3	2/ 2	2
Number of veterans served	NA	NA	2,750/ 2,194	2,750