

Kent County Veterans Services



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VETERANS'
AFFAIRS
COMMITTEE

Department of Veterans Services Committee
May 7, 2015 – 8:30a.m.
Minutes

Paul Potter

Meeting called to order at 8:46 a.m. by Chair Paul Potter.

Present: Mary Johnson, Fred Chambers, Harold Mast, Carrie Roy,
Richard Goodrich, Sawyer Reedy, and Paul Potter.

Absent: Mel Bauman.

SPECIAL ORDER OF BUSINESS

Open Introduction / Pledge

1. Chair Paul Potter led the Committee in the Pledge of Allegiance.

Public Comment

1. Jerry Dennis mentioned he would appreciate help with the Memorial Day Parade on Saturday, May 30. The parade assembly will start at 11:30AM and the march will start at 12:00 PM. Carrie mentioned she would help out and order a banner advertising Kent County Veterans Services.

Approval of Agenda / Minutes

1. April Minutes were approved along with March's.

Directors, Monthly Operational Update Report

1. Performance Measures
 - a. Carrie had completed the report with the format Paul had sent to her. The total appointments with veterans in the month of April were:
 - Carrie: 11
 - Sam: 79
 - Ryan: 36
 - Rich: 48
 - Erin: 36
- Disability claims started were:
- Carrie: 4
 - Sam: 37
- Pension claims started were:
- Rich: 23
 - Erin: 7

"Kent County . . . where diversity and inclusion matter"

Emergency Relief claims were:

Ryan: 44

- b. Claims awarded in April were 9 and year to date for pending issues were 540. Carrie went through the veteran claims, through the letter F, and 45 awards were entered into VetraSpec equally about \$71,000 in monthly payments. Carrie anticipates roughly two weeks to get our back log completed on awards for the rest of 2014. Carrie mentioned the new Work Study that's starting on Monday will be helping her with the back log for 2014.
 - c. In April we spent \$5,100 on burials, \$80 on marker reimbursements, a little over \$8,000 on utilities, \$9,500 in rent and mortgages, \$885 on food, and \$1,185 on other.
 - d. We had 27 walk-ins and our call volume was 5,099 for the month of April.
 - e. We have, as of now, given out one scholarship application. Sawyer will be taking the afternoon on Friday, March 5 to visit a few Veteran Representatives at local Kent County Colleges to talk about our new scholarship opportunity.
 - f. Rich had mentioned that a good portion of our claims don't reveal the maintenance portion of the claims and the calculated total of the monthly claims aren't accurate if you take in account all of the claims that he and the other Service Officers fix. Sawyer is now keeping a log of all of our appointments throughout the day. The log will record the appointments made, the walk-ins, the reasoning for the appointments, times, who the client came to see, along with cancelations and no shows. This will help track the data for the claims.
 - g. Carrie put together a brief summary comparing January 1 – April 28, 2014. In 2014, we spent \$20,406 for emergency relief. In 2015, we spent \$51,285. Burials in 2014 was \$9,460 and in 2015 was \$15,080. Trust Fund stayed consistent. It was \$35,000 and in 2015, it was \$34,000. Our visitors in 2014, for that time period, were 478. It is now 902 for 2015. Scheduled appointments were 500 for 2014 and 815 for 2015. Our call volume went from 5,500 in 2014 to 13,719 in 2015 in that four month time period. Our actual claims only increased by 30; 165 in 2014 to 196 in 2015. This means that we are doing a lot of maintenance claims and communication to the community and veterans.
2. Budget Performance
 - a. We are at 81% unused in our budget. YTD activity is \$234,736 spent. This is a huge increase to our volume compared to last year. We have spent \$8,222 in just outreach alone; signs, radio advertisements, etc.

Old Business / Status Updates

1. Community Outreach

- a. Carrie had asked Lisa to hold off on the outreach until we get more staff to help with the volume increase.

2. Strategic Plan
 - a. Carrie met with Dan, Harold, Paul, and Mel this week to look at our mission statement. Carrie mentioned, that as a committee, we need to adopt our new mission statement. Carrie is meeting with Human Resources this afternoon to look over each job position and the possibility of having a Manager when Carrie is not in.
3. Review / Adoption of Team Performance Measurements 2015
 - a. Paul motioned to approve the new mission statement. Fred seconded the motion. The motion was passed and the new mission statement was approved.

New Business

1. Carrie mentioned she will be getting a list of questions that Community Rebuilders would like to use for the focus group from Vera. Carrie set a finish date for June 30 and asked Vera to let her know if that was too aggressive and is waiting for a response.
2. Tom resigned from his position with Americorps due to personal family issues he had to attend to.
3. Lindrea Hayes will be our new Work Study and will start the following Monday at 9:30 AM. Her main job will be to help Carrie with the back log.

Around the Table

1. Carrie intends to have the back log finished for our next meeting.

Adjournment

1. The meeting was adjourned at 9:27 AM and the next meeting will be on Thursday, June 4 at 8:30 AM.