

# Kent County Veterans Services



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## VETERANS' AFFAIRS COMMITTEE

## Department of Veterans Services Committee June 4, 2015 – 8:30a.m. Minutes

Paul Potter  
Harold Mast  
Fred Chamber  
Mary Johnson  
Mel Bauman

Meeting called to order at 8:32 a.m. by Chair Paul Potter.

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

Absent: Fred Chambers.

### SPECIAL ORDER OF BUSINESS

#### Open Introduction / Pledge

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

#### Public Comment

1. No public comment.

#### Approval of Agenda / Minutes

1. Paul entertained a motion to approve May's Minute Report. Harold seconded the motion. Minutes were approved.

#### Directors, Monthly Operational Update Report

1. Budget
  - a. Carrie mentioned that we are at 20% of our budget, meaning 80% is unused.
  - b. Carrie and Paul put together Activity and Dollar Recovery Reports. This will clarify where money is being spent and where money is coming in.
  - c. Paul mentioned that we are doing 42% more than last year in our Service Connection Disabilities and Pensions, claims awarded by the VA per month is up 56%, we are taking in 38% more SSR Applications than we did last year, 33% more applications have been approved, we have processed 88% more applications for MVTF than last year, and our call volume is up 90%.
2. Cash Flow
  - a. Claims awarded by VA: \$45,000. YTD: \$2,038,000
  - b. SSR: \$15,000. YTD: \$65,000
  - c. Burials: \$3,600. YTD: \$17,004
  - d. Scholarships: \$0
  - e. Total: \$2,188,000. 67% above last year's performance.

## Old Business / Status Updates

### 1. Strategic Plan

- a. Carrie and Harold have a meeting set up on the 16<sup>th</sup> with Community Rebuilders. Community Rebuilders have a date set for their focus group; the 15<sup>th</sup> and 17<sup>th</sup>. Carrie put together information from the 2014 subcommittee report, transportation report, and our survey results into a report to use for our strategic plan.

## New Business

### 1. Time Study

- a. Carrie put together information on how long each service officer spends time with a veteran to use that in comparison to our veteran population. Her calculations show that we are only serving 6% of Kent Counties Veterans. Mary mentioned the possibility of getting a list of Kent County Veterans that are coming home and send them a letter stating what we do and how we can help them. Mary had also mentioned that we need another staff member considering our staff is working overtime in order to properly give the veterans the time they deserve.

### 2. Survey Results

- a. We had a 13.7% response rate for our surveys that we sent out last January. Of that 13.7%;
  - i. 450 were veterans
  - ii. 12 Spouses
  - iii. 22 Widows
  - iv. 63 other family members
  - v. 1 friend
- b. Out of those responses;
  - i. 240 received help with compensation
  - ii. 86 received help with pension claims
  - iii. 24 received spousal benefits
  - iv. 56 healthcare enrollments
  - v. 4 educational benefits
  - vi. 16 record requests
  - vii. 22 SSR
  - viii. 39 didn't answer
- c. Sawyer will start keeping track of how many Cold War Era veterans come in the office to help track how many we have to turn away.
- d. Carrie intends to send out surveys to our local veterans every 6 months.

## Around the Table

1. Carrie and Harold intend to have an update up the Community Rebuilders Focus Group by our next meeting.
2. Carrie intends to complete her time study that she has started.

Adjournment

1. The meeting was adjourned at 9:22 AM and the next meeting will be on Thursday, July 2<sup>nd</sup> at 8:30 AM.