

Kent County Veterans Services



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VETERANS' AFFAIRS COMMITTEE

Department of Veterans Services Committee August 13, 2015 – 8:30a.m. Minutes

Paul Potter
Harold Mast
Fred Chamber
Mary Johnson
Mel Bauman

Meeting called to order at 8:30 a.m. by Chair Paul Potter.

Present: Mary Johnson, Carrie Roy, Mel Bauman, Fred Chambers, and Paul Potter.

Absent: Sawyer Reedy and Richard Goodrich.

SPECIAL ORDER OF BUSINESS

Open Introduction / Pledge

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

Public Comment

1. Public Comment will be opened up towards the end of the meeting if any public decided to show.

Approval of Agenda / Minutes

1. Fred made a motion to approve the Minutes. Mel seconded. Minutes approved.

Introductions

1. The committee introduced themselves.

Managers, Monthly Operational Update Report

1. See attachments.

Old Business

1. Budget Discussion
 - a. Our outgoing dollars have gone up in postage due to the increase in burial letters and outreach.
 - b. Memberships have gone up due to the new employees and their training they will have to have.
 - c. Carrie decreased the outreach budget due to the current expenditures.
 - d. Carrie would like to review our outreach process due to the results of our surveys.
 - e. Carrie anticipates having more outreach opportunities once we have more employees.

- f. The amount for SSR was double due to the increase in need for funds. Adjustments for this fund will be adjusted at the end of the year.
 - g. Harold motioned to recommend this to the board. Fred seconded. Motion approved.
2. Equine Therapy
 - a. Carrie suggested making a motion to adopt the contract if everyone agreed on the program.
 - b. Mel suggested Fred test the program before making the motion to approve the contract.
 - c. Mary made a motion to have Fred test the program. Mel seconded. Motion approved.
 3. Strategic Plan
 - a. Carrie received the Focus Group Report back from Community Rebuilders.
 - b. Paul was disappointed with the report that was put together for the Focus Group. The report was supposed to be for the County, not Federal aspects. Their report was only based on 24 veterans, which isn't a big enough pool of veterans to better assess their current needs.
 - c. Paul suggested reviewing the contract again and talking about it again next committee meeting.
 - d. Dan Wilijen asked us to better define our Strategic Plan, which the team is still working on.
 4. Scholarships
 - a. Paul mentioned that one of the applicants was not a Kent County resident.
 - b. Mary motioned that the applicants need to be a Kent County resident going to a Kent County school, with the acceptance of GVSU. Harold Seconded. Motion passed.
 - c. Mary motioned to approve Brian Wood for the scholarship. Harold seconded. Motion approved.
 - d. Fred motioned to approve Nicholas Trout for the scholarship. Mary seconded. Motion approved.
 - e. The Chair entertained a motioned to approve Omar for the scholarship. Mary seconded. Motion approved.

New Business

1. Carrie reviewed the applicants she received for our new position.
2. Paul mentioned that we need to brainstorm as a team on how to better get the word out on our department.
3. Mary mentioned doing outreach at Unions / Manufacturing Businesses and local churches to reach out to local veterans to let them know about Kent County Benefits.
4. Paul suggested reaching out to Newspapers about the department and Carrie suggested more media outreach; news and radio.
5. Carrie suggested having a "Victory Club" meeting once a month at the office for local veterans.
6. Mel will come out with a plan on how to outreach to local Guard and Reserve units.

Around the Table

1. Deliverable at June meeting
 - a. Fred will report on how his experience went with Saddles for Soldiers.

Adjournment

1. The meeting was adjourned at 9:45 AM and the next meeting will be on Thursday, September 3 at 8:30 AM.

Activity Report



Kent County Veteran Services Performance Measures

Mission Statement: *To provide accurate, efficient and timely service to ensure delivery of benefits to Kent County Veterans and their Families.*

Key Metrics	July '15	YTD 15	July' 14	Year End 2014	2015 YTD	2015 YTD
Team Member Veteran Contact					Objective	
May Apts Walk ins						
Carrie 6 7	13	66	7	89	37	178%
Sam 72 9	81	623	31	370	154	404%
Ryan 70 13	83	401	28	353	147	273%
Rich 58 0	58	502	31	390	163	309%
Erin 17 5	22	125	NA	NA		
Service Connected Disability	21	184	8	218	91	203%
NSC Pension	30	146	25	237	99	148%
Claims awarded by VA per month	23	180	34	217	90	199%
<i>Emergency Relief</i>						
SSRF						
Applications Taken	47	354	30	301	125	282%
Applications Approved	44	329	23	284	118	278%
MVTF						
Applications Taken	1	150	17	191	80	188%
Applications Approved	0	95	9	148	62	154%
Burials Request	13	88	15	192	80	110%
Scholarship Awards			NA	NA		
Call Volumn	3,907	22,687	2,741	20,695	8,623	263%
<i>Quarterly Outreach Activities</i>						
Place				Date		
St. Alfonsus Senior Group	Carrie			7/13/2015		
Veterans Court	Sam			7/10 and 7/31		
VA outpatient Clinic	Rich			7/23/2015		
<hr/> Data reviewed and approved by Carrie Date						



**Kent County Veteran Services
Performance Measures**

Mission Statement: 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.

Key Metrics-Awards to Veterans	July '15	YTD 15	July ' 14	Year End 2014	YTD	
					Objective	Performance
Claims awarded by VA	\$30,761	\$2,571,911	\$20,479	\$2,957,827	\$1,725,399	149%
SSRF	\$26,423	\$132,517	\$6,905	\$68,479	\$39,946	332%
MVTF		\$66,929	\$10,124	\$134,958	\$78,725	85%
Burials	\$980	\$20,860	\$2,840	\$34,400	\$20,067	104%
Scholarship Awards			NA	NA		
Retrocative Awards	\$196,284	\$1,311,678	\$247,838	\$1,654,676	\$965,228	136%
Total Awards	\$254,448	\$4,103,894	\$288,186	\$4,850,340	\$2,829,365	145%
2015 Budget	Total	1,348,064				
Budget YTD (less SSRF and Burial)	July	304,682				
		22.60%				
Operational Efficiency Rating (OER)						
YTD total awards/	\$ 4,103,894					
Divided by YTD total operating costs	304,682					
Operational Efficiency Rating (OER) **	1347%					
Notes						
Cumulative Federal Dollars starting 2010	\$16,823,184					
Number of cumulative years	5.7					
Average per year	\$2,951,436					
Average per Month	\$245,953					
Number of months year-to-date	7					
YTD Objective	\$1,721,671					
Data reviewed and approved by Carrie Roy		Date				

** Awards (Federal and Local) Divided by Operating Cost= Efficiency