

# Kent County Veterans Services



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## VETERANS' AFFAIRS COMMITTEE

## Department of Veterans Services Committee January 7, 2016 – 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: Carrie Anderson, Richard Goodrich, Fred Chambers, Harold Mast, Mary Johnson, Mel Bauman, and Paul Potter.

Absent: Sawyer Lesnock

### SPECIAL ORDER OF BUSINESS

#### Open Introduction / Pledge

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

#### Public Comment

1. N/A

#### Approval of Agenda / Minutes

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

#### Introductions

1. N/A

#### Managers, Monthly Operational Update Report

1. See attachments.
2. Team Updates
  - a. Sam Haglund is moving onto another position so we will be hiring someone to replace his spot. Carrie will be starting interviews on January 21.
  - b. The office will be closing at 3:00PM on Friday, January 22 for Sam's going away party.
  - c. HR will be posting the supervisor position internally within the next week.

#### Old Business

1. Strategic Plan
  - a. Carrie is still working on the plan and will be done by or before April 1, 2016.
2. ID Cards

- a. Carrie believes the ID cards will be a great outreach tool to use for other veterans who are not in our system yet. It'll be a great tool to educate the veterans about the benefits that they've earned. The veteran would have to bring in their DD214 to get an ID. Mary made a motion to approve the ID's. Harold seconded. Motion approved.

#### New Business

1. Ionia County
  - a. Paul met with the County Administrator and started a contract and plans to implement this contract shortly.
2. Outreach Opportunities
  - a. Carrie is looking into partnering with WZZM for commercials. It would cost \$24,000 a year with 400 commercials.
3. Scholarship Applications
  - a. Mosley Rodrick is studying Business Administration at GRCC and working with Healthcare for Homeless Vets. Mosley handed in an incomplete application. The Chair made a motion to approve the application however, Mosley will have to bring in the missing documents from his application. Mary seconded. Motion approved.

#### Around the Table

1. Carrie will gather more information from WZZM about the commercial ads for our next meeting.

#### Adjournment

1. The meeting was adjourned at 9:00 AM and the next meeting will be on Thursday, February 4 at 8:30 AM.

Recovery Report



**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	Dec' 15	YTD 15	Dec' 14	Year End 2014	YTD	
					Objective	Performance
Claims awarded by VA	\$32,542	\$3,832,190	\$30,241	\$2,957,827	\$1,725,399	222%
SSRF	\$22,048	\$267,873	\$1,544	\$68,479	\$39,946	671%
MVTF	\$450	\$72,294	\$6,136	\$134,958	\$78,725	92%
Burials	\$5,480	\$39,480	\$3,380	\$34,400	\$20,067	197%
Scholarship Awards	\$ 2,800.00	\$ 7,000.00	NA	NA		
Retrocative Awards	\$111,753	\$2,742,636	\$90,430	\$1,654,676	\$965,228	284%
Total Awards	\$175,073	\$6,961,473	\$131,731	\$4,850,340	\$2,829,365	246%
2015 Budget	Total	1,348,064				
Budget YTD (less SSRF and Burial)	Dec	516,574				
		38.32%				
<b>Operational Efficiency Rating ( OER)</b>						
YTD total awards/		\$ 6,961,473				
Divided by YTD total operating costs		381,450				
Return on Community Investment		1825%				
<b>Notes</b>						
Cumulative Federal Dollars starting 2010	\$19,268,840					
Number of cumulative years	6					
Average per year	\$3,211,473					
Average per Month	\$267,623					
Number of months year-to-date	12					
YTD Objective	\$3,211,473					
Data reviewed and approved by Carrie I _____ Date _____						

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

# 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	Dec '15	YTD 15	Dec' 14	Year End 2014	2015 YTD	2015 YTD
Team Member Veteran Contact					Objective	
May Apts Walk ins						
Carrie 3 5	8	113	7	89	37	305%
Sam 54 14	68	1016	58	370	154	659%
Ryan 48 23	71	771	22	353	147	524%
Rich 55 04	39	838	35	390	163	516%
Santiago 39 16	55	100	NA			
Anthony 19 4	23	48	NA			
Totals	264	2886	127	1202		
Service Connected Disability	32	331	23	218	91	364%
NSC Pension	36	295	13	237	99	299%
Claims awarded by VA per month	37	375	30	217	90	415%
<b>Emergency Relief</b>						
SSRF						
Applications Taken	33	520	12	301	125	415%
Applications Approved	30	476	10	284	118	402%
<b>MVTF</b>						
Applications Taken	1	161	17	191	80	202%
Applications Approved	1	101	9	148	62	164%
Burials Request	20	127	15	192	80	159%
Scholarship Awards	1	4	NA	NA		
Call Volume	3,352	45,106	2,144	20,695	8,623	523%
<b>Quarterly Outreach Activities</b>						
Place				Date		
		Data reviewed and approved by Carrie			Date	