

# Kent County Veterans Services

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## VETERANS' AFFAIRS COMMITTEE

## Department of Veterans Services Committee February 4, 2016 – 8:30a.m. Minutes

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Paul Potter  
Harold Mast  
Fred Chamber  
Mary Johnson  
Mel Bauman

Meeting called to order at 8:30 a.m. by Secretary Chambers.

Present: Carrie Anderson, Richard Goodrich, Fred Chambers, Harold Mast, Mary Johnson, Mel Bauman.

Guests: Jerry Dennis

Absent: Paul Potter

### Open Introduction / Pledge

1. Secretary Chambers led the Committee in the Pledge of Allegiance.

### Public Comment

1. None.

### Approval of Agenda / Minutes

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

### Introductions

1. N/A

### Managers, Monthly Operational Update Report

1. See attachments.
2. Team Updates
  - a. Carrie has hired Chelsie Jones, her first day will be February 8th. Training is going very well with Tony Moore and Santiago Estrada. The administrative assistant position is posted and will be posted until February 18, Carrie said that there is a very good pool of candidates already.

### Old Business

1. Strategic Plan
  - a. Ionia County: Carrie followed up with Stephanie Fox with no response.
  - b. WZZM 13. Mary made a motion to move forward with outreach program utilizing WZZM 13, Harold seconded the motion. Motion passed.

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

### New Business

1. Staffing Changes: Under Manager's Report.
2. Housing Specialist: Carrie introduced the idea of having someone on sight who is an expert in Veterans housing resources, for example utilizing VA Home loan guarantee or other VA housing grants in conjunction with local resources.

### Around the Table

1. Harold spoke about the Four Chaplains Ceremony that he attended. He stated that it was very glad and that he was happy that he attended the event.  
Fred mentioned that he knows an artist who could work on the art for the conference room.

### Adjournment

1. The meeting was adjourned at 9:16 AM and the next meeting will be on Thursday, March 10th 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	Jan' 16	YTD 16	Jan'15	Year End 2015	YTD Objective	YTD Performance
Claims awarded by VA	\$8,221	\$8,221	\$30,241	\$3,832,190	\$319,349.17	3%
SSRF	\$17,545	\$17,545	\$1,544	\$268,886	\$22,407.17	78%
MVTF	\$1,495	\$1,495	\$6,136	\$37,506	\$3,125.50	48%
Burials	\$1,580	\$1,580	\$3,380	\$34,400	\$2,866.67	55%
Scholarship Awards	\$ -	\$ -		\$ 7,000.00		
Retrocative Awards	\$304,693	\$304,693	\$90,430	\$1,654,676	\$137,889.69	221%
Total Awards	\$333,534	\$333,534	\$131,731	\$5,834,658	\$486,221.52	69%
2016 Budget	Total	1,355,447				
Budget YTD (less SSRF and Burial)	Jan	44,275				
		3.27%				
<b>Operational Efficiency Rating ( OER )</b>						
YTD total awards/		\$ 332,039				
Divided by YTD total operating costs		44,275				
Return on Community Investment		750%				
<b>Notes</b>						
Cumulative Federal Dollars starting 2010	\$20,333,485					
Number of cumulative years	6					
Average per year	\$3,388,914					
Average per Month	\$282,410					
Number of months year-to-date	12					
YTD Objective	\$3,388,914					

*Carrie Anderson* 2-3-16

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	Jan '16	YTD 16	Jan '15	Year End 2015	2016 YTD	2016 YTD
Team Member Veteran Contact					Objective	
May      Apts      Walk ins						
Carrie      10      4	14	14	3	113	47	30%
Sam      24      10	34	34	67	1016	423	8%
Ryan      52      14	66	66	41	771	321	21%
Rich      46      6	52	52	60	838	349	15%
Santiago      32      15	47	47	NA	100	42	113%
Anthony      16      6	22	22	NA	48	20	110%
Totals	235	235	171	2886		
Service Connected Disability	30	30	16	331	138	22%
NSC Pension	40	40	21	295	123	33%
Claims awarded by VA per month	5	5	17	375	156	3%
<b>Emergency Relief</b>						
<b>SSRF</b>						
Applications Taken	29	29	26	520	217	13%
Applications Approved	26	26	26	476	198	13%
<b>MVTF</b>						
Applications Taken	3	3	31	161	67	4%
Applications Approved	1	1	19	101	42	2%
Burials Request	10	10		127	53	19%
Scholarship Awards	0	0		4		
Call Volume	2,212	2,212	1,903	45,106	18,794	12%
<b>Quarterly Outreach Activities</b>						
Place				Date		
Mary Free Bed- Carrie				1/5/2016		
Investment Firm				1/25/2016		
Cross Raods Eldercare- Rich				1/29/2016		
 Data reviewed and approved by Carrie      Date						