

# Kent County Veterans Services



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## VETERANS' AFFAIRS COMMITTEE

## Department of Veterans Services Committee

April 6, 2017 – 8:30a.m.

### Minutes

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Paul Potter  
Harold Mast  
Fred Chamber  
Mary Johnson  
Mel Bauman

Meeting Called to order by Fred Chambers at 8:30am

Present: Carrie Anderson, Fred Chambers, Mel Bauman, Harold Mast, Wayman Britt

Guests: Jerry

Absent: Mary Johnson

#### Open Introduction / Pledge

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

#### Public Comment

1. No public Comment

#### Approval of Agenda / Minutes

1. Fred Chambers made motion to approve the Minutes from December's meeting. Mel Bauman seconded. Minutes approved

#### Introductions

#### Managers, Monthly Operational Update Report for August

1. See attachments
2. Team updates- Carrie gave the committee an update on the budget.

#### Old Business

1. None.

#### New Business

1. 2 SSR application where reviewed and approve.

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

2. Paul Potter mentioned his non-profit is hosting an out for combat veterans in May at Rockwell Lake. He has openings for this outing.
3. Fred Chambers mentioned the Veterans Memorial Bridge ceremony on May 19<sup>th</sup>.

#### Around the Table

#### Adjournment

1. The meeting was adjourned by Paul Potter at 9:20 am, and the next meeting will be on Thursday, May 4, 2017 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	1-Mar	YTD 17	16-Mar	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact					Objective	
May	Apts					
Carrie	50	85	24	214	36	238%
Ryan	88	211	57	687	115	184%
Rich	78	159	71	659	110	145%
Santiago	78	192	87	760	127	152%
Anthony	64	164	37	449	75	219%
Other	5	11	18			
Totals	363	822		2769	462	178%
Service Connected I	43	112	26	264	44	255%
NSC Pension	52	121	32	319	53	228%
Claims awarded by	37	97	12	310	52	188%
<i>Emergency Relief</i>						
<i>SSRF</i>						
Applications Taken	29	86	40	423	71	122%
Applications Appro	28	79	32	387	65	122%
					0	
					0	
Burials Request	19	59	18	187	31	189%
Scholarship Awards	0	1		12	2	50%
Call Volume	3,896	11,633	4,189	52,362	8727	133%
<i>Quarterly Outreach Activities</i>						
Place				Date		
Vista Springs		Rich		3/9/2017		
Amway		Rich		3/14/2017		
Crossroads		Rich		3/23/2017		
Ada- Honor Vets		Rich		3/28/201		
Kentwood Roatry		Carrie		3/8/2017		
<hr/> Data reviewed and approved by Carrie Roy <span style="float: right;">Date</span>						