

# Kent County Veterans Services



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## VETERANS' AFFAIRS COMMITTEE

## Department of Veterans Services Committee

May 4th, 2017 – 8:30a.m.

Paul Potter  
Harold Mast  
Fred Chamber  
Mary Johnson  
Mel Bauman

### Minutes

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

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

Guests: Theresea Robinson

Absent:

#### Open Introduction / Pledge

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

#### Public Comment

#### Approval of Agenda / Minutes

1. Mary Johnson made motion to approve the Minutes from April's meeting. Mel Bauman seconded. Minutes approved

#### Introductions

1. No 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. Tony Moore is leaving Veteran Services. Last day is May 12<sup>th</sup>. Started recruiting process to replace him.

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

2. Will be looking for 2 work study students.
3. Carrie presented on the Fisher House; a place for veterans families to stay while veterans are getting treatments in Ann Arbor

#### Around the Table

1. Mary spent afternoon with Spectrum Inclusion Group, at Grand Rapids Home for Veterans Fundraiser
2. Fred reported about May 19<sup>th</sup> and the changing of the name of the bridge to Veterans Memorial Bridge. Starts at noon.
3. Raising of the Big flag at the Home for Veterans at 10am on Friday May 19<sup>th</sup>
- 4.

#### Adjournment

1. The meeting was adjourned by Mary Johnson at 9:07am, and the next meeting will be on Thursday, June 1st 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-Apr	YTD 17	16-Apr	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact					Objective	
May	Apts					
Carrie	13	98	1	214	71	137%
Ryan	41	252	55	687	229	110%
Rich	53	212	37	659	220	97%
Santiago	48	240	35	760	253	95%
Anthony	24	188	22	449	150	126%
Other	21	32	20		0	
Totals	200	1022		2769	923	111%
Service Connected I	25	137	16	264	88	156%
NSC Pension	39	160	20	319	106	150%
Claims awarded by	26	123	35	310	103	119%
<i>Emergency Relief</i>						
SSRF						
Applications Taken	19	136	21	423	141	96%
Applications Appro	18	128	17	387	129	99%
					0	
					0	
Burials Request	5	64	28	187	62	103%
Scholarship Awards	0	1		12	4	25%
Call Volume	2,234	13,867	2,346	52,362	17454	79%
<i>Quarterly Outreach Activities</i>						
Place				Date		
We Honor Veterans	Rich			4/25/2017		
<hr/> Data reviewed and approved by Carrie Roy <span style="float: right;">Date</span>						