



Kent County Veterans Services

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Kent County Veterans Services Committee
February 1st, 2018 – 8:30a.m.
DRAFT Minutes

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

Present: Carrie Anderson, Harold Mast, Mary Johnson, Fred Chambers, Shane Scherer, Mel Bauman

Guests: Dan Ophoff, Jerry Dennis, Theresa Robinson

Absent: Paul Potter, Randy Tharp

Open Introduction / Pledge

Secretary Fred Chambers led the Committee in the Pledge of Allegiance

Public Comment

Dan Ophoff from Veterans Treatment Court shared that this Friday on February 2nd, at 11:30am there will be a showing of a Veterans Treatment Court video promotional video at the court house.

Approval of Agenda / Minutes

Mary Johnson made a motion to approve the Minutes from the January meeting, Secretary Fred Chambers seconded. All so moved, minutes approved

Introductions

No introductions needed

Managers, Monthly Operational Update Report

- Carrie provided an overview of her monthly management reports and budget
- Harold Mast made mention that he liked the Budget vs. Fiscal report that Carrie included this month. Carrie said she would include that from now on.
- Carrie shared that there was an increase in helping Cold War Era Veterans, after last month's meeting where the committee approved of assisting Cold War Era Veterans. Veteran Services' Staff has reached out to community agencies that work in conjunction with our services to let them know that we opened our Soldier and Sailors Relief Grant to cold war veterans. Specifically, ten cold war veterans received assistance in January. Carrie is hopeful that by letting the community know, and by word of mouth from the veterans we helped in January that our number of Cold War Era Veterans helped will increase.

Old Business

- Kent County Veterans Services provided \$50,000.00 was paid to The Veteran's Treatment Court, and came out of 2018 budget. Carrie also received an invoice for the \$100,000.00 for The Veterans Treatment Court, once the contract is finalized. The Kent County Veteran Services Committee approved via email the \$100,000.00 for The Veterans Treatment Court.
- Carrie inquired if the committee wanted to release another request for proposals because there was only one received. Another proposal was received but it was after the deadline. If another request for proposal was released, there would be a bigger window of time to submit.
- Carrie recommended a news release be sent before February 15th, adding that proposals would be accepted from the 15th of February through the 15th of March. This would be for the budget of 2018. Moving forward Harold Mast thought it would be a good idea to do a yearly request for proposals. Therefore, in October of 2018, Veterans Services would be accepting Requests for Proposals for the budget year of 2019. Dan Ophoff wanted to clarify that Veterans Treatment Court would get the initial promised request for proposal that was accepted initially. Carrie confirmed it would, and for the February-March Request for proposals, would just be for housing and transportation.

New Business

- Five Soldier and Sailor Relief Grant Applications were reviewed:
- Surviving Spouse of a veteran asking for financial assistance in veteran's funeral in the amount of \$2,743. Mary Johnson moved to approve, Mel Bauman Seconded, all committee members are in favor of approval. Application approved
- Veteran seeking assistance with energy bill, light bill, and mortgage in the amount of \$1,904.58. Mary Johnson moved to approve, Mel Bauman Seconded, all committee members are in favor of approval. Application approved.

- Surviving Spouse of a veteran asking for financial assistance with security deposit and first month's rent and utility bill, totaling \$2,051. Harold Mast moved to approve, Mary Johnson seconded, all of the committee members are in favor of approval. Application approved
- Veteran seeking assistance in paying for a chair lift, provided two estimates upon request. Shane Scherer thought the Special Housing Grant might be able to assist, as well as some other organizations. Fred Chambers asked for this application to be put on hold to see if any other resources can assist. All Committee members were in favor of that
- Veteran seeking assistance rent, consumers, DTE totaling - \$1736.00. Mary Johnson moved to approve, Secretary Fred Chambers Seconded, Harold Mast opposed, all the rest in favor. Application approved
- Harold requested that a summary page be put together for each SSR application moving forward. Possibly with reasons on recommending approval or denial, with some background of the veteran and situation.
- Carrie gave a reminder for SSR applications that Service Officers can approve requests for up to \$750.00. Carrie herself can approve up to \$1,500.00, and anything above that must be brought to the committee

Around the Table

Carrie shared with the committee that in mid January veteran services started doing a Customer Service Survey, we have received 28 responses with all giving a positive response. Carrie is going to hold them in the employee files. Survey questions are as follows:

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Overall, I am very satisfied with the service provided at Kent County Veterans Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated with courtesy and respect when I came in today.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the person who assisted me was professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the that the person who assisted me was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the person who assisted me is acting in my best interest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My Service Provider was:	Santiago	Carrie Rachel	Ryan	Rich Andrew	Elena
Comments:					

Richard Goodrich is no longer employed at Kent County Veteran Services.

Jerry Dennis wanted to let the committee know that he refers a lot of veteran's here to the office and receives positive feedback from them, Theresa Robinson agreed, stating that if there is a question a service officer doesn't know the answer to; veteran services finds the answer, or finds someone who can help the veteran.

Carrie stated that she prides veteran services on knowledge and finding answers to questions for veterans. Carrie believes that grants through the State has really helped this county, and others grow. Other counties have even approached Carrie to have one of our service officers to their county for a couple days a week. Instead of using dollars to pay for that service officers time; Carrie referred that county to the American Legion, who can help with benefits, but would not charge that county.

Even though we do not initiate claims for veterans that are residents in other counties, every employee at Veteran Services is happy to answer questions on the phone, or even if someone walks in. Veteran Services will never turn someone away with an unanswered question.

Dan Ophoff wanted to let the committee and veteran services know that on the first and third Thursday of every month, he goes to 620 Century Ave and talks to veterans about legal issues.

:::::Closed Session:::::

Mary Johnson so moved for a closed session, Harold Mast seconded

Harold Mast moved to end closed session, Mary Johnson seconded.

Closed session lasted approximately 20 minutes.

Adjournment

The public meeting was adjourned by Secretary Fred Chambers at 9:26, and the next meeting will be on Thursday, March 1st at 8:30 AM