



Kent County Veterans Services

836 Fuller Ave NE

Grand Rapids, MI 49503

Phone: 616-632-5722 Fax: 616-632-5723

KCVS@kentcountymi.gov

Kent County Veteran Services Committee Meeting

Thursday, October 4th, 2018 8:30am

1. Meeting called to Order
2. Pledge of Allegiance
3. Open Public Comment
4. Approval of Minutes
5. Introductions
6. Director Recruitment
7. Managers, Monthly Operational Update and Budget Reports-
8. Old Business
 - a. Scholarship update
 - b. Report on recent outreach events
9. New Business
 - a. SSR Application(s)
 - b. Customer Service Surveys
10. Around the Table
11. Open Public Comment
12. Adjournment



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DRAFT minutes 10-4-18

Present: Mel Bauman, Mary Johnson, Shane Scherer, Fred Chambers, Harold Mast, John Baxter

Absent: Mary Johnson, Randy Tharp

Guests: Theresa Robinson, Jeff Snyder, Dan Ophoff, Anthony Torress

1. Meeting called to Order – The meeting was called to order by Veterans Services Committee Chair Mel Bauman
2. Pledge of Allegiance – Committee Chair Bauman led those in attendance to recite the Pledge of Allegiance.
3. Public Comment –
 - a. Jeff Snyder is the Government Affairs Manager from Comcast, he went over the low income program they offer.
4. Approval of Minutes – Committee Member Commissioner Harold Mast made a motion to approve the September 6th, 2018 Kent County Veterans Services Committee minutes, Committee Vice Chair Mary Johnson supported. UNANIMOUS.
5. Introductions- Kyle Vanheulen-Seibert is Veterans Services intern on a 6 month contract.
6. Old Business –
 - a. Assistant County Administrator Matthew VanZetten gave the committee an update on the hiring process of the new Director for Kent County Veterans Services. He received approximately 70 applications to review, over 40 met the minimum criteria. He has identified 8 for interviews and he is hoping to extend an offer with in the month.
 - b. Committee Chair Mel Bauman and Elena Bridges have been working on the update, to make it operational, as well and wanting to change the name to Kent County Student Veterans Assistance Program. With the name change, Committee Member John Baxter moved to approve the changes, Commissioner Harold Mast supported. UNANIMOUS.
7. Managers, Monthly Operational Update Reports – Ryan Grams went over the Monthly Activity Report

8. New Business-

- a. Ryan Grams shared with the committee that the VA has added some things for Non-Service Connected Pension (NSCP) that will essentially add more time to each appointment. Notably the amount of assets has increased, and they have added a 3 year lookback.
- b. One Soldier Sailor Relief Application-

9. Survey Responses – attached

10. Around the Table

- a. Committee Member Fred Chambers let the committee know that his term expires in December, but he has put in to be on the committee for another 3 years.
- b. Ryan Grams wanted to remind the committee that the Legislative and Human Resources presentation is next Tuesday at 8:30am
- c. Elena Bridges invited everyone to the West Michigan Veterans Coalition meeting on October 10th, there will be a variety of speakers.
- d. Committee Member John Baxter shared that with the help of Paul Ryan from the United Veterans Council, he met with GVSU to see if we can get some sort of video made for the office.
- e. Commissioner Harold Mast let the committee know that he signed a contract with Degage to assist in increasing housing.

11. Public Comment – Theresa Robinson from the United Veterans Council let the committee know that the Veterans Day Parade will be on November 10th. Line up at 10:30 and step off is at 11:00am.

12. Adjournment – Commissioner Harold Mast moved to adjourn the meeting. Committee Member Fred Chambers supported. UNANIMOUS.

13. The next Veterans Services Committee meeting will be held on Thursday, November 8th at 8:30am



Kent County Veterans Services

Monthly Activity Report

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.

To provide accurate, efficient and timely information and services to ensure delivery of benefits

VSC Members

Mel Bauman
Fred Chambers
Mary Johnson
Harold Mast
Shane Scherer
Randy Tharp
John Baxter

Key Metrics

	Oct-18		YTD	Oct-17
Records Request	26	NA	NA	NA
Fully Developed Claims	32	230	57	57
County ID 's Made	17	NA	NA	NA
Face to Face Contacts	230	1987	194	194
Phone Contacts	3867	NA	5,788	5,788
Time on Phone	112:23:00	NA	NA	NA
Federal Monthly Awards to Veterans	\$6,775.00	\$2,381,911.02	\$30,342.00	\$30,342.00
Federal Retroactive Awards to Vettrans	\$0.00	\$966,265.80	\$113,944	\$113,944
SSR Awards (KCVS Budget)	\$18,011.92	\$122,635.45	\$10,849.00	\$10,849.00
Burials (KCVS Budget)	\$2,100.00	\$19,580.00	\$3,300.00	\$3,300.00

Monthly Outreach Activities

Veterans Treatment Court
AARP Veterans Benefit
GVSU Outreach
West Michigan Veterans Coalition (Employment/ VCAT)
Degage Ministries

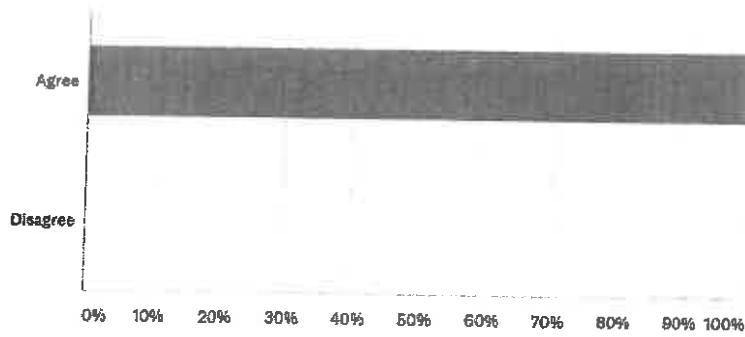
Q1

Customize

Save As

Overall, I am satisfied with the services provided

Answered: 14 Skipped: 0



ANSWER CHOICES

Agree

Disagree

Total Respondents: 14

RESPONSES

100.00%

0.00%

14

0

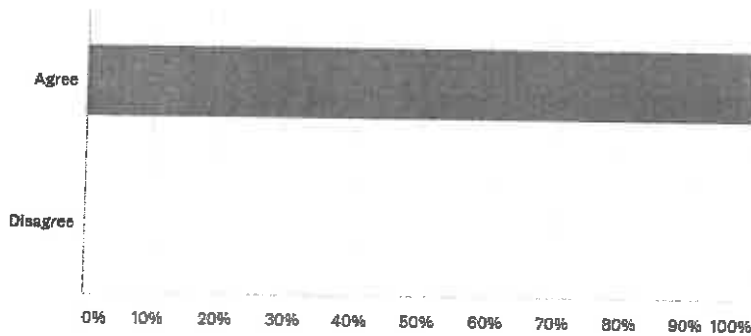
Q2

Customize

Save As

I was treated with courtesy and respect

Answered: 14 Skipped: 0



ANSWER CHOICES

Agree

Disagree

TOTAL

RESPONSES

100.00%

0.00%

14

0

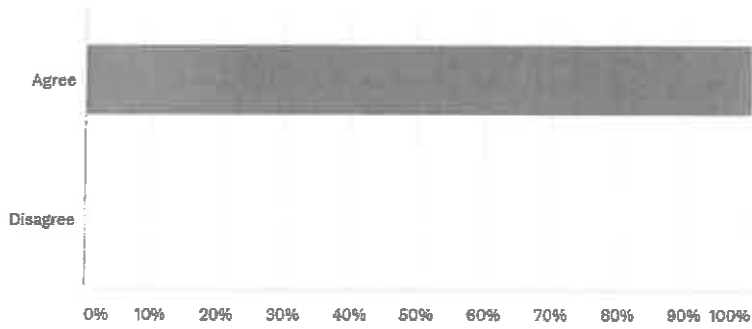
14

Q3

Customize Save As

I feel the person who assisted me was professional

Answered: 14 Skipped: 0



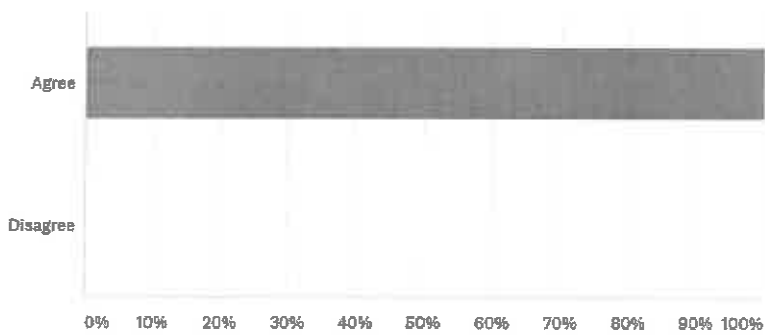
ANSWER CHOICES	RESPONSES
Agree	100.00% 14
Disagree	0.00% 0
Total Respondents: 14	

Q4

Customize Save As

I feel the person who assisted me was knowledgeable

Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	100.00% 14
Disagree	0.00% 0
Total Respondents: 14	

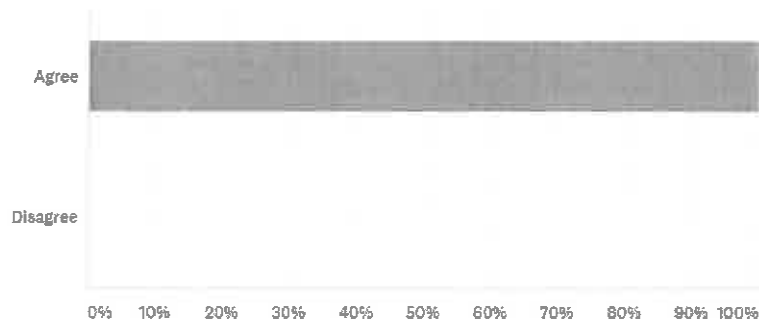
Q5

Customize

Save As

I feel the person who assisted me was acting in my best interest

Answered: 14 Skipped: 0



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Agree	100.00%	14
Disagree	0.00%	0

Total Respondents: 14

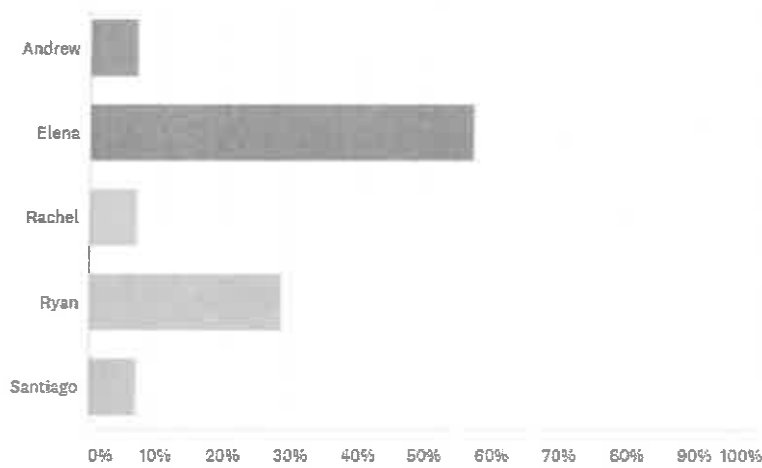
Q6

Customize

Save As

My service provider was

Answered: 14 Skipped: 0



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Andrew	7.14%	1
Elena	57.14%	8
Rachel	7.14%	1
Ryan	28.57%	4
Santiago	7.14%	1

Total Respondents: 14