



## **Kent County Veterans Services**

836 Fuller Ave NE

Grand Rapids, MI 49503

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

[KCVS@kentcountymi.gov](mailto:KCVS@kentcountymi.gov)

**Kent County Veteran Services Committee Meeting**

**Thursday, November 8th, 2018 8:30am**

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





## **Kent County Veterans Services**

836 Fuller Ave NE  
Grand Rapids, MI 49503  
Phone: 616-632-5722 Fax: 616-632-5723  
[KCVS@kentcountymi.gov](mailto:KCVS@kentcountymi.gov)  
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 10<sup>th</sup>, 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 10<sup>th</sup>. 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 8<sup>th</sup> 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

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

### Monthly Outreach Activities

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



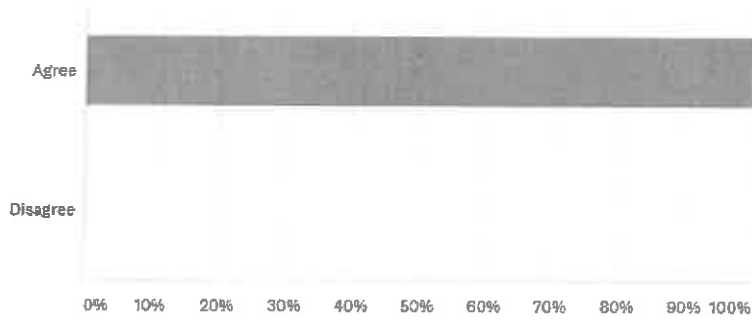
Q1

Customize

Save As

Overall, I am satisfied with the services provided

Answered: 14 Skipped: 0



ANSWER CHOICES

RESPONSES

Agree

100.00%

14

Disagree

0.00%

0

Total Respondents: 14

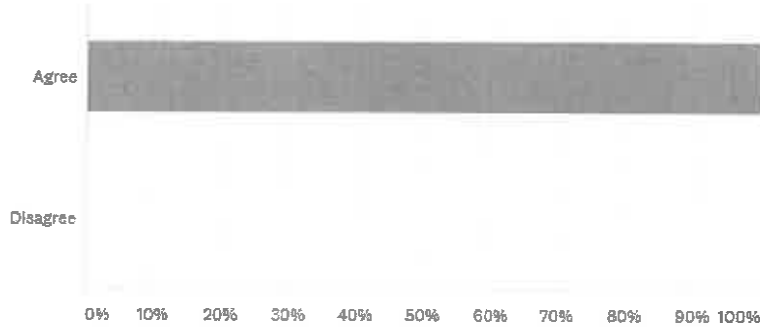
Q2

Customize

Save As

I was treated with courtesy and respect

Answered: 14 Skipped: 0



ANSWER CHOICES

RESPONSES

Agree

100.00%

14

Disagree

0.00%

0

TOTAL

14

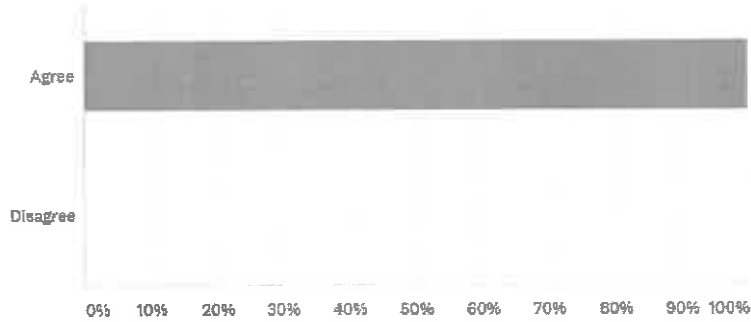
Q3

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

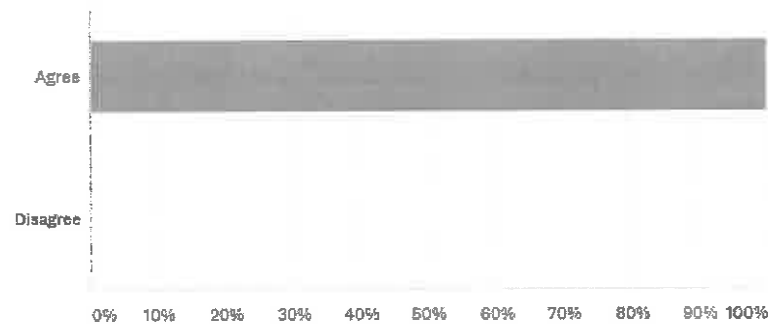
Q4

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

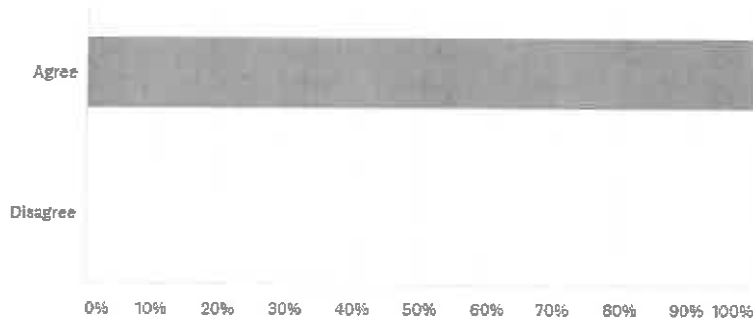


Q5

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  |

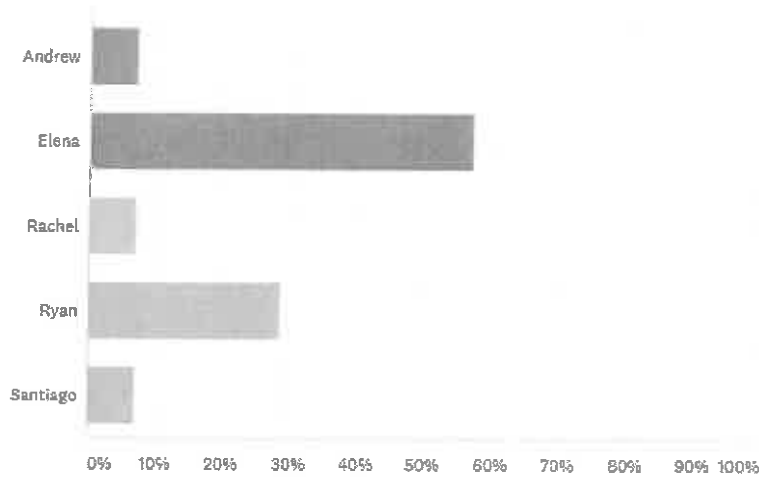
Total Respondents: 14

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%    | 3 |
| Santiago       | 7.14%     | 1 |

Total Respondents: 14



# KENT COUNTY VETERANS TREATMENT COURT

62-A District Court, 2650 DeHoop SW, Wyoming, MI 49509-1893



*Nullum In Bello Qui Post Veteran—“Leave No Veteran Behind”*

## TEAM MEMBERS

- The Honorable Pablo Cortes—Presiding Judge, KCVTC
- Christopher Kittmann—62-A District Court Administrator
- Anthony Torres\*\* (USA)—Program Director, KCVTC
- Lisa Bykerk—Probation Officer, KCVTC
- Samantha Rose\*\* (USA)—Probation Officer, KCVTC
- John Koch\*\* (USA)—Veterans Justice Outreach, US Department of Veterans Affairs
- Danielle Castillo—Pre-Trial Investigation Supervisor, Kent County Court Services
- David Nakfoor—Community Treatment Provider, Reality Counseling Services
- SPA Gerry Faber\*\* (USMC), APA Rachel Wustman—Kent County Prosecutor’s Office
- Roland Lindh\*\* (USMC), Clayton Wittman\*\* (USAF), Brent Geers\*\* (USA) and Richard Szymanski\*\* (USMC)—Volunteer Veteran Defense Attorney’s (Rotating Basis)

\*\* *Veteran*

## 2019 STATUS REVIEW SCHEDULE (ALL FRIDAYS) @ 10:30 AM

### TEAM MEETINGS ARE 9:15 AM ON DAY OF REVIEW

January 11 [B.G.]    January 25 [R.L.]    February 8 [R.S.]    February 22 [C.W.]  
March 8 [B.G.]    March 22 [R.L.]    April 12 [R.S.]    April 26 [C.W.]    May 3 [B.G.]  
May 17 [R.L.]    June 7^ [R.S.]    June 21^ [C.W.]    July 12 [B.G.]    July 26 [R.L.]    August 9 [R.S.]  
August 23 [C.W.]    September 6 [B.G.]    September 20 [R.L.]    October 4 [R.S.]  
October 18 [C.W.]    November 1 [B.G.]    November 15 [R.L.]    December 6 [R.S.]    December 20 [C.W.]

^ = Judge Michael J. Nolan (Retired) –Muskegon VTC, Presiding

## KCVTC STAFF CONTACTS:

EMAIL: [torresa@wyomingmi.gov](mailto:torresa@wyomingmi.gov)    OFFICE: 616.257.9836

EMAIL: [bykerkl@wyomingmi.gov](mailto:bykerkl@wyomingmi.gov)    OFFICE: 616.257.9815

EMAIL: [roses@wyomingmi.gov](mailto:roses@wyomingmi.gov)    OFFICE: 616.228.6464

FACSIMILE: 616.530.3160

**DEFENSE ATTORNEY ROTATING COVERAGE IN GREEN**



Dégagé Ministries Report  
 144 Division Ave. S. Grand Rapids, MI 49503  
 October 1 – 31, 2018

| <b>Service</b>  | <b>June</b>        | <b>July</b>        | <b>August</b>      | <b>September</b>   | <b>October</b>     | <b>Totals</b>      |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Showers   | 3                  | 114                | 104                | 92                 | 83                 | 313                |
| Laundry   | 13                 | 16                 | 23                 | 15                 | 18                 | 67                 |
| Locker  | 41                 | 77                 | 55                 | 55                 | 43                 | 228                |
| Haircut   | 5                  | 9                  | 4                  | 5                  | 6                  | 23                 |
| Personal care items                                   | 32                 | 0                  | 13                 | 9                  |                    | 54                 |
| Visit to ID Office                                    | 0                  | 30                 | 18                 | 9                  | 10                 | 57                 |
| Visit to Resource Office                              | 17                 | 27                 | 12                 | 25                 | 7                  | 81                 |
| Bus Ticket  | 5                  | 6                  | 8                  | 1                  | 15                 | 20                 |
| Referrals made  | 7                  | 10                 | 2                  | 4                  | 2                  | 23                 |
| Sub total   | 123                | 289                | 239                | 215                | 184                | 866                |
| Other Need Identified and Met<br>(see detail listing) | 239                | 319                | 286                | 273                | 280                | 1117               |
| <b>TOTAL UNITS</b>                                    | <b>362</b>         | <b>608</b>         | <b>525</b>         | <b>488</b>         | <b>464</b>         | <b>1983</b>        |
| <b>TOTAL REIMBURSEMENT<br/>REQUEST</b>                | <b>\$ 1,810.00</b> | <b>\$ 3,040.00</b> | <b>\$ 2,625.00</b> | <b>\$ 2,440.00</b> | <b>\$ 2,320.00</b> | <b>\$ 9,915.00</b> |
| Less \$30,000 Grant                                   |                    |                    |                    |                    |                    | \$ (30,000.00)     |
| Total Remaining on Grant                              |                    |                    |                    |                    |                    | \$ (20,085.00)     |
| <b>Total Unduplicated Veterans<br/>Served</b>         | <b>56</b>          | <b>65</b>          | <b>75</b>          | <b>75</b>          | <b>80</b>          |                    |

Dégagé Ministries Report  
 144 Division Ave. S. Grand Rapids, MI 49503  
 October 1 – 31, 2018

| Service                            | June               | July               | August             | September          | October            | Totals                |
|------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-----------------------|
| Application Fees                   | 1                  | 1                  | 0                  | 0                  |                    | 2                     |
| Backpacks                          | 0                  | 0                  | 0                  | 1                  |                    | 1                     |
| Birth certificate                  | 2                  | 0                  | 1                  | 2                  | 3                  | 5                     |
| Birthday Lunch                     | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Bus Ticket                         | 5                  | 6                  | 8                  | 1                  | 15                 | 20                    |
| Coat Sale                          | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Copies of Vital Records            | 2                  | 4                  | 1                  | 0                  | 3                  | 7                     |
| Dining Room                        | 13                 | 3                  | 52                 | 67                 | 85                 | 135                   |
| General Information - RO           | 0                  | 0                  | 0                  | 2                  | 9                  | 2                     |
| Haircut                            | 5                  | 9                  | 4                  | 5                  | 6                  | 23                    |
| Housing Appl Fee                   | 0                  | 2                  | 2                  | 0                  |                    | 4                     |
| Hygiene Care Bag                   | 5                  | 17                 | 13                 | 9                  | 7                  | 44                    |
| Jubilee Tuesday                    | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Laundry (wash/dry)                 | 13                 | 16                 | 23                 | 15                 | 18                 | 67                    |
| Legal Services                     | 1                  | 0                  | 1                  | 1                  |                    | 3                     |
| Locker                             | 41                 | 77                 | 55                 | 55                 | 43                 | 228                   |
| Mail Services                      | 109                | 168                | 133                | 147                | 121                | 557                   |
| Met with Patron Advocate           | 0                  | 2                  | 0                  |                    | 1                  | 2                     |
| Military Records                   | 0                  | 4                  | 0                  | 0                  |                    | 4                     |
| Open Door Overnight                | 1                  | 16                 | 9                  | 0                  | 2                  | 26                    |
| Patron Outing                      | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Personal Purchase Items            | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Phone Charging Station             | 32                 | 64                 | 57                 | 29                 | 38                 | 182                   |
| Phone Usage                        | 21                 | 23                 | 25                 | 13                 | 7                  | 82                    |
| Record Check                       | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Referrals Made                     |                    | 10                 | 2                  | 4                  | 2                  | 16                    |
| Removal of Vital Records           | 0                  | 1                  | 1                  | 5                  |                    | 7                     |
| Sec of State Visit                 | 7                  | 3                  | 1                  | 1                  | 3                  | 12                    |
| Social Security Office             | 1                  | 5                  | 2                  | 2                  | 1                  | 10                    |
| Shower                             | 60                 | 114                | 104                | 92                 | 83                 | 370                   |
| Sign up for Sec of State           | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Support Group                      | 3                  | 6                  | 1                  | 2                  |                    | 12                    |
| Suspension                         | 0                  | 0                  | 0                  | 0                  |                    | -                     |
| Visit to ID Office                 | 23                 | 30                 | 18                 | 9                  | 10                 | 80                    |
| Visit to Resource Office           | 17                 | 27                 | 12                 | 25                 | 7                  | 81                    |
| Welcome Baskets                    | 0                  | 0                  | 0                  | 1                  |                    | 1                     |
|                                    |                    |                    |                    |                    |                    |                       |
| <b>TOTAL UNITS</b>                 | <b>362</b>         | <b>608</b>         | <b>525</b>         | <b>488</b>         | <b>464</b>         | <b>1,983</b>          |
| <b>TOTAL REINBURSEMENT REQUEST</b> | <b>\$ 1,810.00</b> | <b>\$ 3,040.00</b> | <b>\$ 2,625.00</b> | <b>\$ 2,440.00</b> | <b>\$ 2,320.00</b> | <b>\$ 9,915.00</b>    |
| <b>Less \$30,000 Grant</b>         |                    |                    |                    |                    |                    | <b>\$ (30,000.00)</b> |
| <b>Total Remaining on Grant</b>    |                    |                    |                    |                    |                    | <b>\$ (20,085.00)</b> |
| Unduplicated Vets                  | 68                 | 67                 | 75                 | 75                 | 80                 |                       |