

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	December	YTD 17	16-Dec	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact					Objective	
May	Apts					
Carrie	6	212	15	214	71	297%
Ryan	31	689	57	687	229	301%
Rich	35	538	47	659	220	245%
Santiago	30	506	31	760	253	200%
Elena	35	141	NA	NA	NA	NA
Other	1	243	47	568	189	128%
Totals	138	2329	197	2888	963	242%
Service Connected I	14	308	25	264	88	350%
NSC Pension	34	430	46	319	106	404%
Claims awarded by VA per month	45	405	310	310	103	392%
<i>Emergency Relief</i>						
SSRF						
Applications Taken	25	291	31	423	141	206%
Applications Appro	20	257	24	387	129	199%
					0	
					0	
Burials Request	11	177	20	187	62	284%
Scholarship Awards	3	3	3	12	4	75%
Call Volume			4,123	52,362	17454	0%
<i>Quarterly Outreach Activities</i>						
Employee	Event		Date			
Carrie	WMVC- Pension Presentation		12/5/2017			
Carrie	All About Kent -WGVU Radio		12/5/2017			
<hr/> Data reviewed and approved by Carrie Anderson Date						