

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	January	YTD 18	1-Jan	Year End 2017	2017 YTD	2017 YTD
Team Member Vete	eran Contact				Obje	ctive
May	Apts					
Carrie	28	28	12	212	18	158%
Ryan	58	58	54	689	57	101%
Rich	45	45	39	538	45	100%
Santiago	24	24	51	506	42	57%
Elena	56	56	0	197	16	341%
Andrew	18	18	36	261	22	83%
Totals	229	229	192	2403	200	114%
Service Connected	24	24	23	308	26	94%
NSC Pension	42	42	39	430	36	117%
Claims awarded by						
VA per month	27	27	24	405	34	80%
Emergency Relief						
SSRF						
Applications Taken	34	34	35	291	24	140%
Applications Approv			33	257	21	0%
				207	0	0,0
					0	
Burials Request	11	11	19	177	15	75%
Scholarship Awards		3	0	10	1	360%
Call Volume	3,712	3,712	3,986	45,939	3828	97%
Our met and a Outra and	A					
Quarterly Outreach Activities Employee Event			Date			
Linployee		Lvent		Date		
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Data reviewed and approved by Carrie Anderson