

KENT COUNTY VETERANS' SERVICES COMMITTEE AGENDA

December 7, 2017: 8:30 am

836 Fuller Ave NE

Grand Rapids, MI 49503

1. Meeting called to Order:
2. Pledge of Allegiance
3. Open Public Comment
4. Approval of Minutes
5. Introductions
6. Managers, Monthly Operational Update Reports-
7. Old Business
 - a. RFP
8. New Business
 - a. Emergency Relief Applications
 - b. Scholarship applications
9. Around the Table
10. Adjournment

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 | November | YTD 17 | 16-Nov | Year End 2016 | 2017 YTD | 2017 YTD |
|---|----------|--------|--------|---------------|-----------|----------|
| Team Member Veteran Contact | | | | | Objective | |
| May | Apts | | | | | |
| Carrie | 10 | 206 | 41 | 214 | 71 | 289% |
| Ryan | 54 | 658 | 58 | 687 | 229 | 287% |
| Rich | 48 | 503 | 40 | 659 | 220 | 229% |
| Santiago | 21 | 476 | 62 | 760 | 253 | 188% |
| Elena | 39 | 106 | NA | NA | NA | NA |
| Other | 10 | 242 | 39 | 568 | 189 | 128% |
| Totals | 182 | 2236 | 240 | 2888 | 963 | 232% |
| Service Connected I | 21 | 294 | 33 | 264 | 88 | 334% |
| NSC Pension | 33 | 396 | 29 | 319 | 106 | 372% |
| Claims awarded by VA per month | 26 | 360 | 19 | 310 | 103 | 348% |
| <i>Emergency Relief</i> | | | | | | |
| SSRF | | | | | | |
| Applications Taken | 18 | 266 | 44 | 423 | 141 | 189% |
| Applications Appro | 15 | 237 | 43 | 387 | 129 | 184% |
| | | | | | 0 | |
| | | | | | 0 | |
| Burials Request | 12 | 166 | 16 | 187 | 62 | 266% |
| Scholarship Awards | 0 | 3 | 2 | 12 | 4 | 75% |
| Call Volume | 3,741 | 43,006 | 4,604 | 52,362 | 17454 | 246% |
| <i>Quarterly Outreach Activities</i> | | | | | | |
| Place | | | | Date | | |
| wzzm | Carrie | | | 11/10/2017 | | |
| Cryetal Springs | Rich | | | 11/9/2017 | | |
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| <hr/> Data reviewed and approved by Carrie Anderson Date | | | | | | |