Kent County Veterans Services



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www.accesskent.com/SoldiersAndSailorsRelief

VETERANS' AFFAIRS COMMITTEE

Department of Veterans Services Committee

July 6th, 2017 - 8:30a.m.

Paul Potter
Harold Mast
Fred Chamber
Mary Johnson
Mel Bauman

Minutes

Meeting Called to order by Paul Potter at 8:30am

Present: Carrie Anderson, Paul Potter, Fred Chambers, Mel Bauman, Harold Mast, Mary Johnson, Santiago Estrada

Guests: Theresa Robinson, Jerry Dennis, Dan Ophoff, Chris Kittman, Paul Ryan, Wayne Lisniki, Ron Roof

Absent:

Open Introduction / Pledge

1. Paul Potter led the Committee in the Pledge of Allegiance

Public Comment-

See point 3. Under Old Business.

Approval of Agenda / Minutes

 Harold Mast made motion to approve the Minutes from May's meeting. Mary Johnson seconded. Minutes approved

Introductions

Guest introduced themselves.

Managers, Monthly Operational Update Report for August

- 1. See attachments
- 2. Team updates- Carrie gave the committee an update on the budget.

Old Business

Carrie gave a staffing update, she let the committee know that Xieanne was doing a great
job and learning quickly at the front desk and that a new work study, Mario Adams started
on Monday. She also informed the committee that Rachel was still on FMLA, Elena Bridges
and Rich Goodrich are on vacation.

"Kent County . . . where diversity and inclusion matter"

- 2. Santiago Estrada gave an update and overview of the Veterans Employment Project. He informed the committee that we are planning a meeting for August 23 and that we are inviting key stakeholders to the meeting to get their input on the project.
- 3. Dan Ophoff gave an update on the Veterans Treatment Court, including a request for funding from the Veterans dedicated millage. Paul Ryan commented that he supports the Veterans Treatment Court and believes that it is necessary and vital for those veterans who find themselves in the justice system. Theresa Robinson commented that, Dan Ophoff, herself and other members of the United Veterans council of Kent County were very supportive and did a lot of work to get the veterans millage passed in 2014. She stated that she is supportive of the Veterans Treatment Court and would have a hard time supporting a future millage proposal if funding for the VTC is not provided through the millage. Chris Kittman gave some statistical information regarding the Veterans treatment Court and suggested to the committee that \$100,000 in funding is needed to support bringing the current VTC Coordinator up to full time, add a probation officer and hire a part-time mentor coordinator.
 - Mel Bauman motioned to grant \$50,000 for the remainder of 2017 and \$100,000 per year for the remainder of the millage, totally a 550,000 grant to the Veterans Treatment Court of Kent County. Motion seconded by Mary Johnson. Motion passed.

New Business

- 1. Carrie gave the committee an update on the 2018 budget process.
- 2. 6 SSR applications:
 - -Anthony R. is requesting \$8,600 for a roof repair. Committee deferred decision to find out if assistance could be provided through Home Repair services to cover at least half of the cost.
 - -Spouse of Millard A. is requesting \$2,281.93 for medical bills. Committee approved application.
 - Alex G. is requesting 2,400 for rent and auto. Committee denied application.
 - Sean M. is requesting \$4,430 for mortgage and auto payment. Committee denied application.
 - -Jimmy G. is requesting \$2,745 for an electric bill. Committee denied application.
 - -Anthony P. is requesting \$5,217 for mortgage assistance. Committee denied application.
- 3. 4 Scholarship Applications:

Nathan Siereveld: Approved

Justin Vos: Approved

Jason Springiloed: Approved

Brenton Holbrook: Approved

Around the Table

<u>Adjournment</u>

1. The meeting was adjourned by Paul Potter at 10:41am, and the next meeting will be on Thursday, August 3rd at 8:30 a.m.

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	June	YTD 17	16-Jun	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact						ective
May	Apts		-			
Carrie	16	134	14	214	71	188%
Ryan	61	398	79	687	229	174%
Rich	51	314	46	659	220	
Santiago	45	319	87	760	253	126%
Elena	3	3	NA	NA	NA	NA
Other	6	226	44	568	189	119%
Totals	182	1394	270	2888	963	145%
Service Connected I	28	202	29	264	88	230%
NSC Pension	41	236	18	319	106	222%
Claims awarded by	VA per month	162	24	310	103	157%
Emergency Relief						
SSRF						
Applications Taken	29	176	41	423	141	125%
Applications Appro	16	144	39	387	129	112%
					0	
Burials Request	16	103	19	187	62	165%
Scholarship Awards	0	1	1	12	4	25%
Call Volume	3,899	21,672	4,431	52,362	17454	124%
Quarterly Outreach .	Activities		_			
Place			i	Date		
Elmcroft Retirement		Rich		6/7/2017		
					_	
						
					4	
-						
C	Data reviewed and ap	proved by Carrle Roy		Date		