

Kent County Veterans Services



836 Fuller Ave NE Grand Rapids, Michigan 49503
Phone: (616) 632-5722 e-mail: Carrie.Anderson@Kentcountymi.gov
www.accesskent.com/SoldiersAndSailorsRelief

VETERANS' AFFAIRS COMMITTEE

Department of Veterans Services Committee

June 5th, 2017 – 8:30a.m.

Minutes

Paul Potter
Harold Mast
Fred Chamber
Mary Johnson
Mel Bauman

Meeting Called to order by Fred Chambers at 8:30am

Present: Carrie Anderson, Fred Chambers, Mel Bauman, Harold Mast, Mary Johnson,

Guests: Theresea Robinson, Jerry, Randy Ritter

Absent: Paul Potter, Richard Goodrich

Open Introduction / Pledge

1. Fred Chambers led the Committee in the Pledge of Allegiance

Public Comment

None.

Approval of Agenda / Minutes

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

Introductions

1. Carrie introduced Randy Ritter from Fisher House- Randy gave a presentation on Fisher House of Michigan's initiative.

Managers, Monthly Operational Update Report for August

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

Old Business

1. Carrie gave a staffing update; Elena Bridges has replaced Tony Moore as Veteran Services Representative. She and Carrie will be flying out to San Diego, for further training and accreditation.

New Business

1. Carrie shared with the group that we are in the beginning steps of gather data and putting steps together for an Employment Empowerment program for veterans.
2. 3 SSR applications to go over:
 - Leonardo is asking for \$2,300 to help with rent- Fred made a motion to approve; Mel 2nd, all of the committee was in favor of paying \$2,300 in rent.
 - Michael is asking for \$3,000 to help with home repairs- Mel motioned to deny, Harold 2nd, all of the committee was in favor of denying.
 - Michael B. is asking for \$3,188.88 in back rent-Fred motioned to deny, Mary 2nd, all of the committee was in favor on denying.

Around the Table

1. Carrie shared that we have 2 new work studies in our office. Xieanne started beginning of May, she is a Navy Veteran. Katelyn will start at the end of June, and she is also a Navy Veteran
- 2.

Adjournment

1. The meeting was adjourned by Fred Chambers at 9:41am, and the next meeting will be on Thursday, July 6th at 8:30 AM

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	1-May	YTD 17	16-May	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact					Objective	
May	Apts					
Carrie	20	118	1	214	71	165%
Ryan	85	337	55	687	229	147%
Rich	51	263	37	659	220	120%
Santiago	34	274	35	760	253	108%
Anthony	0	188	22	449	150	126%
Other	13	32	20	119	40	
Totals	203	1212		2888	963	126%
Service Connected I	37	174	16	264	88	198%
NSC Pension	35	195	20	319	106	183%
Claims awarded by	39	162	35	310	103	157%
<i>Emergency Relief</i>						
SSRF						
Applications Taken	16	152	21	423	141	108%
Applications Appro	16	128	17	387	129	99%
					0	
					0	
Burials Request	23	87	28	187	62	140%
Scholarship Awards	0	1		12	4	25%
Call Volume	3,906	17,773	2,346	52,362	17454	102%
<i>Quarterly Outreach Activities</i>						
Place				Date		
<hr/> <p>Data reviewed and approved by Carrie Roy Date</p>						