

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

March 2nd, 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

Guests: Theresa and Jerry

Absent: Paul Potter, Mary Johnson, Richard Goodrich

Open Introduction / Pledge

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

Public Comment

1. Jerry told the committee about an upcoming Fundraiser at VFW post at 557 11st from 11am-5pm

Approval of Agenda / Minutes

1. Harold Mast made motion to approve the Minutes from February's meeting. Mel Bauman seconded. Minutes approved

Introductions

1. Rebecca Lindgren was introduced; she is an intern through Ferris State studying social work.

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. None.

New Business

1. 1 SSR application to review- Gary had applied for assistance with rent, electric, car payment, and auto insurance. Mel moved to deny application, Harold seconded. Application denied
2. There will be a series of budgeting classes coming to Veteran Services being put on by the West Michigan Veterans Coalition and 5/3rd bank.

Around the Table

1. The Spring Conference will take place in Lansing from April 18th-April 21st. All of the Veteran Service Officers will attend. Andrew and Rachel will be the staff in the office.
2. Carrie and Tony will be attending the National Conference this year in June, it takes place in San Diego, CA
3. Jerry and Theresa shared about the Memorial Day Parade, taking place here in Grand Rapids on Monday, May 30th at 6:00pm. There will be a place for KCVS.
4. Fred wanted to remind everyone that the North Park Bridge will be changed to Veteran Memorial Bridge on May 19th.
5. Carrie brought up taking a break from ValPak for a few months. With our new commercial coming out; we will revisit in about 6 months.

Adjournment

1. The meeting was adjourned by Fred Chambers at 9:34am, and the next meeting will be on Thursday, April 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-Feb	YTD 17	16-Feb	Year End 2016	2017 YTD	2017 YTD
Team Member Veteran Contact					Objective	
May	Apts					
Carrie	12	12	16	214	36	34%
Ryan	54	54	56	687	115	47%
Rich	39	39	59	659	110	36%
Santiago	51	51	58	760	127	40%
Anthony	36	36	43	449	75	48%
Totals	192	192	232	2769	462	42%
Service Connected I	46	69	23	264	44	157%
NSC Pension	30	69	35	319	53	130%
Claims awarded by	24	24	40	310	52	46%
<i>Emergency Relief</i>						
SSRF						
Applications Taken	22	57	34	423	71	81%
Applications Appro	18	51	30	387	65	79%
					0	
					0	
Burials Request	20	19	26	187	31	61%
Scholarship Awards	1	0		12	2	0%
Call Volume	3,730	7,737	4,841	52,362	8727	89%
<i>Quarterly Outreach Activities</i>						
Place				Date		
Tandum 365	Rich			2/16/2017		
Steelcase	Rich			2/21/201		
Cross Roads	Rich			2/23/2017		
<hr/> Data reviewed and approved by Carrie Roy Date						