



**Kent County Veterans Services**

836 Fuller Ave NE

Grand Rapids, MI 49503

Phone: 616-632-5722 Fax: 616-632-5723

[KCVS@kentcountymi.gov](mailto:KCVS@kentcountymi.gov)

**Kent County Veteran Services Committee Meeting**

**Thursday, January 3rd, 2019 8:30am**

1. Meeting called to Order
2. Pledge of Allegiance
3. Open Public Comment
4. Approval of Minutes
5. Introductions
6. Managers, Monthly Operational Update and Budget Reports-
7. Old Business
  - a. MVAA Grant
  - b. Report on recent outreach events
  - c. Update on Degage Contract
  - d. Update on Digital Short from John Baxter
8. New Business
  - a. Customer Service Surveys (92 responses)
9. Around the Table
10. Open Public Comment
11. Adjournment



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DRAFT minutes 12-20-18

**Present:** Mel Bauman, Mary Johnson, John Baxter

**Absent:** Shane Scherer, Harold Mast, Randy Tharp

**Guests:** Theresa Robinson, Dan Ophoff, Dave Kennedy, Anthony Torres, Jerry Dennis

1. Meeting called to Order – The meeting was called to order by Veterans Services Committee Chair Mel Bauman at 8:30am
2. Pledge of Allegiance – Committee Chair Mel Bauman led those in attendance to recite the Pledge of Allegiance.
3. Public Comment –
  - a. No Public Comment
4. Approval of Minutes – Committee Member John Baxter made a motion to approve the November 8th, 2018 Kent County Veterans Services Committee DRAFT minutes, Committee Vice Chair Mary Johnson supported. UNANIMOUS.
5. Introductions- Committee Chair Mel Bauman introduced the Veterans Services new manager, Martha Burkett. Martha went on to tell the committee a little bit about herself, and in turn everyone in attendance told Martha a little bit about themselves.
6. Old Business –
  - a. Veterans Services Committee Member John Baxter gave an update on the short digital he has been gathering information on. He has invited the student from he has been speaking with to the committee meeting, they have spoke in regard to a thirty second to a one minute interviews on the office to help with promotion of the department. Committee member Baxter also met with the president of the Wyoming VA Clinic to possibly set up a table for a Veterans Service Officer.
    - i. Veterans Services staff member Elena Bridges wanted to add on that WOODTV wood do a video for free, but it would cost to market it.
  - b. Staff member Bridges also gave an update on the Grant from the MVAA; Veterans Services applied for the 81 thousand dollar grant, to hire a new VSO, staff member Bridges was told the money would be dispensed in January.

7. Managers, Monthly Operational Update Reports – Veterans Services staff member Ryan Grams went over the Monthly Activity Report
8. New Business-
  - a. Veterans Services staff member Elena Bridges gave a brief update on the outreach efforts she participated in, with in the past month, she always wanted the committee to know that she has taken quite a large step back from her outreach efforts. She feels her time is better spent in the office as the Veterans Services department is running with a skeleton crew.
  - b. Committee Member John Baxter has been reaching out to local firms who do social media and marketing to come up with proposals to work with the Veterans Services Department. Committee Chair Mel Bauman wondered if maybe placing placard by registers at stores, or using on community bulletin boards would be good for free advertising.
  - c. Committee Member Baxter also wanted to share that he had a meeting with Elena Bridges in the past month about some questions about services for veterans and he was so impressed with her knowledge and just had great service while in his meeting.
9. Survey Responses – attached
10. Around the Table
  - a. Veterans Treatment Court Legal Council Dan Ophoff wanted to make sure everyone knew that the Friends of the Veterans Treatment Court is sponsoring the United Veterans Council golf outing on June 6<sup>th</sup>, and it is \$100 per person.
  - b. Dan also shared that he had referred a veteran to our offices for assistance with Elena. The veteran had reached back out to Dan to let him know what great service he received.
  - c. Theresa Robinson inquired to Veterans Services Staff Member Elena Bridges if Degage Ministries, an outreach effort that Elena has stayed on with, kept track of female veterans and how many stay at their facilities.
  - d. Veterans Services staff member Elena Bridges wanted to bring to the table to possibly form a sub committee in the future to discuss transportation options for veterans in unique situations.
11. Public Comment – Theresa Robinson wanted to give input that when utilizing free marketing, to reach out to Spartan Nash, and also make sure to have something that the consumers can take with them.
12. Adjournment –Veterans Services Committee Vice Chair Mary Johnson moved to adjourn the meeting. Committee Member John Baxter supported. UNANIMOUS. The meeting was dismissed at 9:30am
13. The next Veterans Services Committee meeting will be held on Thursday, January 3<sup>rd</sup> at 8:30am in the Veterans Services front conference room.



# Kent County Veterans Services

## Monthly Activity Report

### MISSION STATEMENT

To provide accurate, efficient and timely information and services to ensure delivery of benefits to enhance the quality of life for Kent County veterans and their families. To provide accurate, efficient and timely information and services to ensure delivery of

### VSC Members

Mel Bauman  
John Baxter  
Mary Johnson  
Harold Mast  
Shane Scherer  
Randy Tharp

### Key Metrics

	Dec-18	YTD	Dec-17
Records Request	25	N/A	N/A
Fully Developed Claims	34	289	48
County ID 's Made	30	N/A	N/A
Face to Face Contacts	222	2439	138
Phone Contacts			
Time on Phone			
Federal Monthly Awards to Veterans	\$66,162.91	\$2,534,556.59	\$49,954.00
Federal Retroactive Awards to Veterans	\$49,770.96	\$1,067,508.45	\$88,233.00
SSR Awards (KCVS Budget)	\$19,942.20	\$167,516.64	\$17,354.00
Burials (KCVS Budget)	\$1,200.00	\$22,280.00	\$2,700.00

### Monthly Outreach Activities

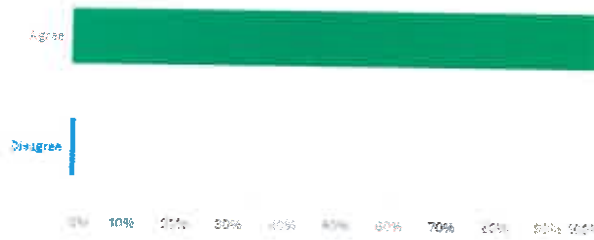
Veterans Treatment Court
West Michigan Veterans Coalition
Degage Ministries

Q1

Customize Save As

Overall, I am very satisfied with the service provided at Kent County Veterans Services

Answered: 92 Skipped: 0



ANSWER CHOICES

- Agree
- Disagree

Total Respondents: 92

RESPONSES

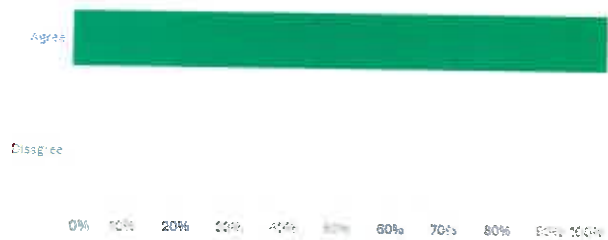
Agree	98.91%	91
Disagree	1.09%	1

Q2

Customize Save As

I was treated with courtesy and respect when I came in today

Answered: 92 Skipped: 0



ANSWER CHOICES

- Agree
- Disagree

Total Respondents: 92

RESPONSES

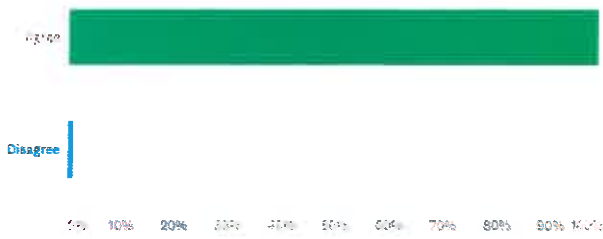
Agree	100.00%	92
Disagree	0.00%	0

Q3

CUSTOMIZE Save As

I feel that the person who assisted me was professional

Answered: 31 Skipped: 0



ANSWER CHOICES

- Agree
- Disagree

RESPONSES

Response	Percentage	Count
Agree	88.91%	31
Disagree	11.09%	4

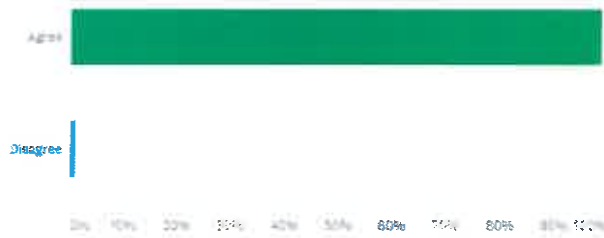
Total Respondents: 35

Q4

CUSTOMIZE Save As

I feel that the person who assisted me was knowledgeable

Answered: 31 Skipped: 0



ANSWER CHOICES

- Agree
- Disagree

RESPONSES

Response	Percentage	Count
Agree	86.81%	31
Disagree	13.19%	5

Total Respondents: 35

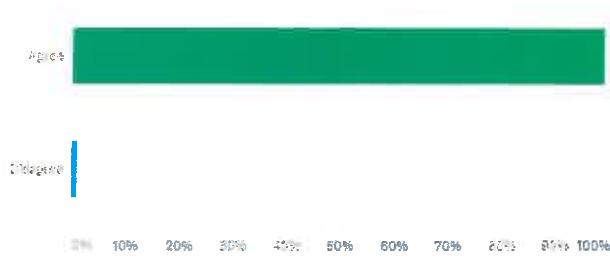
Q5

Customize

Save As

I feel that the person who assisted me is acting in my best interest

Answered: 92 Skipped: 0



ANSWER CHOICES

RESPONSES

Agree

90.0%

92

Disagree

10.0%

10

Total Respondents: 92

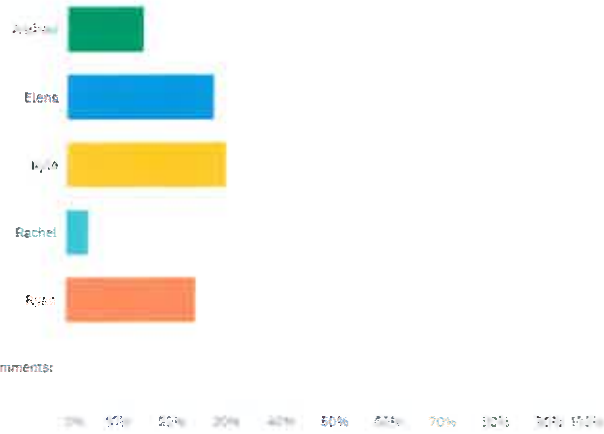
Q6

Customize

Save As

The person who assisted me today was

Answered: 91 Skipped: 1



ANSWER CHOICES

RESPONSES

Andrew	14.17%	13
Elena	27.47%	25
Lynn	29.87%	27
Rachel	4.40%	4
Ryan	14.00%	13
Comments:	Responses	0
TOTAL		91



## Andrew Comments:

- Very helpful and sympathetic to our situation and had lots of information for me, thank you. - Andrew  
12/31/2018 9:45 AM [View respondent's answers](#) [Add tags](#) ▼
- Thank you for your service! - Andrew  
12/31/2018 10:41 AM [View respondent's answers](#) [Add tags](#) ▼
- Thank you for your service! - Andrew  
12/31/2018 10:53 AM [View respondent's answers](#) [Add tags](#) ▼
- Excellent service, thank you so much for your help. I couldn't have done it without your assistance and knowledge. - Andrew  
12/31/2018 11:01 AM [View respondent's answers](#) [Add tags](#) ▼
- Great service! - Andrew  
12/31/2018 11:03 AM [View respondent's answers](#) [Add tags](#) ▼
- Most helpful in my problems. - Andrew  
12/31/2018 11:14 AM [View respondent's answers](#) [Add tags](#) ▼
- Very Helpful - Andrew  
12/31/2018 11:16 AM [View respondent's answers](#) [Add tags](#) ▼
- He is very good and helpful. - Andrew  
12/31/2018 11:18 AM [View respondent's answers](#) [Add tags](#) ▼
- Thanks for the help - Andrew  
12/31/2018 11:31 AM [View respondent's answers](#) [Add tags](#) ▼
- Treated with respect and dignity, obtained valuable literature of different programs. - Andrew  
12/31/2018 11:32 AM [View respondent's answers](#) [Add tags](#) ▼
- Very nice young man. - Andrew  
12/31/2018 11:33 AM [View respondent's answers](#) [Add tags](#) ▼

## Elena Comments:

Thank you so much for helping! Elena is courteous, knowledgeable and a true professional. - Elena

12/31/2018 11:28 AM

[View respondent's answers](#) [Add tags](#) ▼

Elena did a great job and is a pleasure to work with. - Elena

12/31/2018 11:30 AM

[View respondent's answers](#) [Add tags](#) ▼

Thank you for the help! - Elena

12/31/2018 9:00 AM

[View respondent's answers](#) [Add tags](#) ▼

Was very helpful. Thank you so much. - Elena

12/31/2018 9:00 AM

[View respondent's answers](#) [Add tags](#) ▼

Such a pleasant and help person - Elena

12/31/2018 9:39 AM

[View respondent's answers](#) [Add tags](#) ▼

Professional yet personable. I would recommend her to anyone. - Elena

12/31/2018 9:40 AM

[View respondent's answers](#) [Add tags](#) ▼

Great! - Elena

12/31/2018 9:43 AM

[View respondent's answers](#) [Add tags](#) ▼

Wonderful! Thanks so much! - Elena

12/31/2018 9:50 AM

[View respondent's answers](#) [Add tags](#) ▼

Very helpful, thank you! - Elena

12/31/2018 9:00 AM

[View respondent's answers](#) [Add tags](#) ▼

I called to book an appointment and was greeted graciously. - Elena

12/31/2018 10:00 AM

[View respondent's answers](#) [Add tags](#) ▼

Very informative, respectful and welcoming! - Elina

12/31/2018 10:00 AM

[View respondent's answers](#) [Add tags](#) ▼

Friendly and knowledgeable. - Elena

12/31/2018 10:03 AM

[View respondent's answers](#) [Add tags](#) ▼

Waited 20-25 mins - It was ok. - Elena

12/31/2018 10:42 AM

[View respondent's answers](#) [Add tags](#) ▼

Thank you! - Elena

12/31/2018 11:00 AM

[View respondent's answers](#) [Add tags](#) ▼

Most helpful in my profession. - Elena

12/31/2018 11:14 AM

[View respondent's answers](#) [Add tags](#) ▼

She was so helpful. - Elena

12/31/2018 11:16 AM

[View respondent's answers](#) [Add tags](#) ▼

## Kyle Comments:

Kyle was very helpful! - Kyle

12/31/2018 11:22 AM

[View respondent's answers](#) [Add tags](#) ▼

Outstanding - Kyle

12/31/2018 9:28 AM

[View respondent's answers](#) [Add tags](#) ▼

Overall, would recommend, k.o. vets services to any one who needs help. - Kyle

12/31/2018 9:34 AM

[View respondent's answers](#) [Add tags](#) ▼

Superb service, Semper Par - Kyle

12/31/2018 9:36 AM

[View respondent's answers](#) [Add tags](#) ▼

Both were very helpful - Kyle

12/31/2018 9:47 AM

[View respondent's answers](#) [Add tags](#) ▼

Did an awesome job! - Kyle

12/31/2018 9:50 AM

[View respondent's answers](#) [Add tags](#) ▼

Excellent! - Kyle

12/31/2018 10:01 AM

[View respondent's answers](#) [Add tags](#) ▼

Thank You! - Kyle

12/31/2018 10:02 AM

[View respondent's answers](#) [Add tags](#) ▼

Very Helpful!!! Thank! - Kyle

12/31/2018 10:02 AM

[View respondent's answers](#) [Add tags](#) ▼

Great Help!! - Kyle

12/31/2018 10:46 AM

[View respondent's answers](#) [Add tags](#) ▼

Great Service!! - Kyle

12/31/2018 11:10 AM

[View respondent's answers](#) [Add tags](#) ▼

Very good experience - Kyle

12/31/2018 11:11 AM

[View respondent's answers](#) [Add tags](#) ▼

Great job performance. - **Kyle**

12/31/2018 11:43 AM

[View respondent's answers](#) [Add tags](#) ▾

He was very helpful and polite. - **Kyle**

12/31/2018 11:47 AM

[View respondent's answers](#) [Add tags](#) ▾

They are great, we need more staff for these guys so we can get their more frequently. - **Kyle**

12/31/2018 11:26 AM

[View respondent's answers](#) [Add tags](#) ▾

Thank you so much - **Kyle**

12/31/2018 11:26 AM

[View respondent's answers](#) [Add tags](#) ▾

Good team - **Kyle**

12/31/2018 11:33 AM

[View respondent's answers](#) [Add tags](#) ▾

Thank you - **Kyle**

12/31/2018 11:34 AM

[View respondent's answers](#) [Add tags](#) ▾

### Rachel Comments:

Looking for military ID (federal) and **Rachel** was very helpful. Thanks - **Rachel**

12/31/2018 10:48 AM

[View respondent's answers](#) [Add tags](#) ▾

Thank you so much - **Rachel**

12/31/2018 11:27 AM

[View respondent's answers](#) [Add tags](#) ▾

### Ryan Comments:

Ryan is a yes! - Ryan

12/31/2018 9:31 AM

[View respondent's answers](#) [Add tags](#) ▼

Ryan is the best! - Ryan

12/31/2018 9:46 AM

[View respondent's answers](#) [Add tags](#) ▼

Everything was great as expected, I was dealing with military men! - Ryan

12/31/2018 9:42 AM

[View respondent's answers](#) [Add tags](#) ▼

Both were very helpful. - Ryan

12/31/2018 9:47 AM

[View respondent's answers](#) [Add tags](#) ▼

Excellent - Ryan

12/31/2018 10:01 AM

[View respondent's answers](#) [Add tags](#) ▼

Everything went fine. It was a knowledgeable experience. - Ryan

12/31/2018 10:01 AM

[View respondent's answers](#) [Add tags](#) ▼

Everything's great! Thanks! - Ryan

12/31/2018 10:43 AM

[View respondent's answers](#) [Add tags](#) ▼

I was return with packet - Ryan

12/31/2018 11:00 AM

[View respondent's answers](#) [Add tags](#) ▼

The family friend staff in this office. Service, courtesy, greetings, questions, someone attention should be the norm, should be friendly. They are not, from my experience - Ryan

12/31/2018 11:13 AM

[View respondent's answers](#) [Add tags](#) ▼

Incredibly helpful and knowledgeable. Thank you so much for all you do for our veterans and their families. - Ryan

12/31/2018 11:13 AM

[View respondent's answers](#) [Add tags](#) ▼

Better than the VA! - Ryan

12/31/2018 11:14 AM

[View respondent's answers](#) [Add tags](#) ▼

Outstanding service, Thank You! - Ryan

12/31/2018 11:14 AM

[View respondent's answers](#) [Add tags](#) ▼

Good team - 

12/31/2018 11:34 AM

[View respondent's answers](#) [Add tags](#) 