

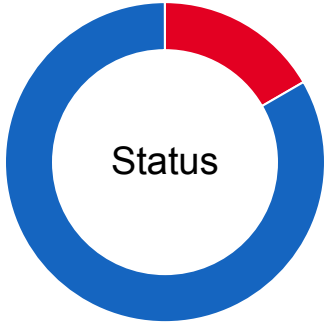


Veterans Services Performance Measures

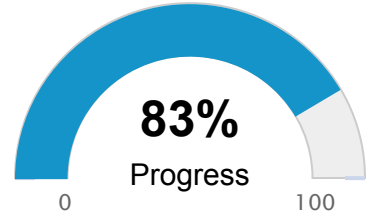
Nov 24, 2020

1 Department	4 Department Goal	6 Objective
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Overall Summary



● Major Disruption	16.67	%
● Completed	83.33	%



Department 22 Progress 83%



Veterans Services

The Kent County Veterans Services provides assistance in applying for federal, state and local veterans' benefits, information, referrals and support services to veterans and their families.

The department provides burial assistance for eligible veterans and their spouses; reimbursement of foundation costs to put a Veterans Administration marker on the graves of eligible veterans; non-recurring, emergency financial assistance for eligible veterans or their surviving spouses; and a contact for both the general public and veterans to receive information and referrals to other veterans' services and programs that are available.

	%	#
Major Disruption	16.67	1
Completed	83.33	5

Department Goal: 4 Objective: 6

Department Goal 22.1 Progress 50%



Increase the numbers of veterans and family members seeking services, and measure satisfaction with those services

	%	#
Major Disruption	50.0	1
Completed	50.0	1

Objective: 2

Objective 22.1.1

Jan 01, 2020 - Ongoing Completed

Create a more visible footprint through the targeted use of social media, advertising, and enhanced community outreach activities

Cloned as Objective 3.2.8 (Kent County Strategic Plan)

- New KCVS Facebook page
- New West Michigan Women Warriors Facebook page
- New Instagram account
- New twitter Account
- Wood TV Eight outreach campaign
- Yellow ribbon art workshops
- Formal Women in Combat "WINC" affiliation
- Women Veterans Strong collaboration

Objective 22.1.2

Jan 01, 2020 - Ongoing Major Disruption

Measure progress via electronic and paper means, implementing electronic and paper customer surveys asking where individuals learned about us, and measuring satisfaction with services

- No face to face contact with clients due to Covid
- Change and updating of technology from Vetraspec to VetPro; New Method of gathering data in development.

Department Goal 22.2 Progress 100%



Increase services available to veterans and their families by establishing cooperative partnerships with multiple key community agencies and measure utility of/satisfaction with those services

	%	#
Completed	100.0	2

Objective: 2

Objective 22.2.1

Jan 01, 2020 - Ongoing

Completed

Continue to forge relationships and plan for programming with MSU extension, Community Action, Health Department, WINC, and others who have an interest in Veterans and their loved ones, and track contacts/efforts

Cloned as Objective 4.1.4 (Kent County Strategic Plan)

Active collaborations with:

- MSU Extension
- Degage Ministries
- Kent County Veterans Treatment Court
- Community Rebuilders
- Disability Advocates of West Michigan
- Senior Neighbors
- 92 for 22
- Jaeger Foundation
- WINC
- Women Veterans Strong
- Vets Center
- Caption Call
- West Michigan Veteran Coalition
- Finish the Mission
- West Michigan Suicide Prevention Coalition

Objective 22.2.2

Jan 01, 2020 - Ongoing

Completed

Develop shared plans, tracking, and evaluation tools for implementation of programming

Cloned as Objective 4.1.5 (Kent County Strategic Plan)

Contracts and Data Sharing in place for:

- Degage Ministries
- Jaeger Foundation
- Kent County Veterans Treatment Court
- Community Rebuilders
- Disability Advocates of West Michigan
- Senior Neighbors
- WINC
-

Plans and Data tracking tools in development:

- 92 for 22
- Women Veterans Strong
- Vets Center
- Caption Call
- West Michigan Veteran Coalition
- Finish the Mission
- West Michigan Suicide Prevention Coalition

Department Goal 22.3

Progress 100%

Ensure that staff completes all state, federal, and county required training specific to task performance

Objective: 1



	%	#
● Completed	100.0	1

Objective 22.3.1

Complete

Jan 01, 2020 - Ongoing

Completed

Send staff to annual required trainings and document attendance

Department Goal 22.4

Progress 100%



Creative Outreach Activities

	%	#
● Completed	100.0	1

Objective: 1

Objective 22.4.1

Jan 01, 2020 - Oct 30, 2020

Completed

Progress 100%

activity #1

- Women Veterans Strong/WINC Picnic
- Women Veterans Strong/ WINC Kayaking trip
- WINC Equine Therapy Retreat
- 12 Yellow Ribbon Art Work Shops for veterans and their families
- Fall Festival
- Veterans Day Parade 2019