



## 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.

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### VSC Members

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

#### Key Metrics

	Jan-19	YTD	Jan-18
<b>Records Request</b>	27	27	N/A
<b>Fully Developed Claims</b>	21	21	66
<b>County ID 's Made</b>	24	24	N/A
<b>Face to Face Contacts</b>	222	222	229
<b>Phone Contacts</b>	3463	3463	3,712
<b>Time on Phone</b>	99:10:00	99:10:00	N/A
<b>Federal Monthly Awards to Veterans</b>	\$44,055.15	\$44,055.15	\$34,484.00
<b>Federal Retroactive Awards to Vetrans</b>	\$34,445.62	\$34,445.62	\$162,449.00
<b>SSR Awards (KCVS Budget)</b>	\$22,405.17	\$22,405.17	\$29,280.00
<b>Burials (KCVS Budget)</b>	\$1,800.00	\$1,800.00	\$1,580.00

#### Monthly Outreach Activities

Veterans Treatment Court
West Michigan Veterans Coalition
Degage Ministries