



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

### Key Metrics

	May-19	YTD	May-18
Records Request	37	182	19
Fully Developed Claims	24	100	29
County ID 's Made	37	139	N/A
Face to Face Contacts	201	1048	188
Phone Contacts	3677	17,185	3,436
Time on Phone	115:52:22	507:17:42	N/A
Federal Monthly Awards to Veterans	\$43,728.08	\$291,176.59	\$18,899.26
Federal Retroactive Awards to Vetrans	\$29,689.34	\$220,782.68	\$7,412.00
SSR Awards (KCVS Budget)	\$13,562.97	\$79,149.44	\$17,726.87
Burials (KCVS Budget)	\$900.00	\$9,600.00	\$2,700.00

### Monthly Outreach Activities

Hidden Wounds of War Conference
Legal Assistance Summit
Michigan Military & Veterans Hall of Fame Honor
Memorial Day Parade