



## Kent County Veterans Services

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### KCVS 2020 Draft Spend Plan Rationale

**\$396,234.00**

- **Building renovation, \$127,745.00 :**
  - In keeping with Strategic Plan, KCVS is to increase footprint and expand services available to Kent County Veterans and their families. Service gaps pertaining to female veterans, and veteran specific behavioral health initiatives have been identified, and community stakeholders have indicated interest and support for multiple initiatives to be funded and implemented in 2021. These initiatives require space. KCVS has unused space that is now a storage room. Building renovation would include but not be limited to renovation of this space to create a welcoming multipurpose community room. This space will be used for educational classes (e.g. financial planning, nutrition, resume writing, parenting, etc.) psychoeducational groups, 12 step and other gender specific and co-ed support groups, WINC activities, and alternative therapies (art, music, yoga, etc.) Without the space afforded by the community room KCVS will not be able to create the desired “Veteran’s Resource Hub” to expand its services. As you know, KCVS is now fully staffed, and some minor changes will be made to the building to accommodate the team that will ultimately serve the growing numbers of veterans we hope to attract with our myriad collaborations, outreach and advertising initiatives. These changes will add to the privacy and comfort of the veterans who come for services and will encourage synergy and flow among team members. Without the community room it will be impossible to bring to fruition the creative vision that is detailed in the 2021 Draft spend plan being presented today.
- **Wood Tv Promotional Campaign \$52,600.00 :**
  - With MVAA grant monies, KCVS purchased a 5 month TV and social media advertising package that is due to end on September 30, 2020. Ms. Allison Sirpilla will be presenting data for your review that supports the impact of our advertising in the community. It is proposed that we extend that contract through December 31, 2020. This will allow us to continue, expeditiously, to inform the public impactfully about the good work that we have been and continue doing as well as promote our new programs and initiatives through the end of the year. We have already begun reviewing 2021 proposals from WZZM, WOOD TV 8 and Channel 3, seeking coverage on all three stations to better reach our veterans and their families.
- **IT packages for staff \$13,899.00:** We are looking at outfitting the entire staff with cellphones and laptops to be paid for with KCVS millage funds (for those who do not already have them) so that:
  1. If/when we are locked down again due to COVID or some other unforeseen circumstance we are able to continue **uninterrupted, full service to the veterans of Kent county**. If we are able to make these purchases with Millage funds I can get the staff trained and approved by the VA to process claims from home. During the last lockdown we were unable to start new claims, work on existing claims (all of which are time sensitive with the VA) and provide emergency relief funds for food, etc.

2. Having this technology would afford my team mobility that we do not currently have- we could attend job fairs, etc. and process claims applications for veterans on the spot.
  
3. In the event that a team member has a sick dependent this would allow them to work from home, minimizing the need for rescheduling of veteran appointments and helping to facilitate motion with regard to veteran claims.

The majority of computers currently in use would be returned to IT . The remainder will kept for Veterans to use in the resource center and/or community room.

- **Other IT needs \$2000.00:**

Electronic Kiosk-veterans can sign in upon entering the lobby, identify who they are here to see, what the issues are to be addressed. Can complete electronic customer satisfaction survey upon departure. Can capture data that is then trackable/reportable, and can inform decisions about programming and customer care.

- **Community Involvement \$200,000.00:**

1. Hope Network Veteran Employment \$25,000.00 (see proposal)
2. Community Rebuilders Beautiful Home Veterans Project \$ 25,000: (See request letters)
3. Disability Advocates Veterans Services \$50,000.00: ( See list of services)
4. Senior Neighbors Veteran Home repair \$100,000.00 (See Request letter)