



**SARATOGA COUNTY**  
VETERANS SERVICE AGENCY  
152 WEST HIGH ST., BALLSTON SPA, NY 12020

SC-VSA

May 5<sup>th</sup>, 2013

Executive Summary, Saratoga County, Veterans' Service Agency (VSA)

Subject: Events and Activities Summary for April 29<sup>th</sup> through May 5<sup>th</sup>, 2013.

Executive Summary Intent: The purpose of this document is to provide situational awareness and understanding to subordinate and adjacent leaders and staff of the Veterans' Service Agency (VSA). This document does not by itself dictate official policy or decision.

Summary:

1. Meeting with Alicea Russo. On April 29<sup>th</sup> 2013, I met with Alicea Russo, MilitaryOneSource. We discussed ways to develop a partnership to serve those newly discharged service members that are away from a major military installation.
2. Saratoga County Veterans Employment Task Force. We have had two great meetings that covered plenty of ground with our initial analysis.
  - a. Dan provided us a nice break down of our prospective target. I want to give Dan an additional week to develop our Veterans Profile. On the 13<sup>th</sup> of May, 2013 at 3:30pm Dan will have a fully developed profile of our Veteran to focus on.
  - b. The next step is to develop the "Veterans Employment Survey." We'll give Dan 15 minutes to confirm his assumptions into facts and then we'll develop our survey. The survey will then be administered to our targeted demographic through Dan NYS DOL Data Base of Contacts. (Dan can you please be prepared to share an actual number of targeted Veterans?)
  - c. The team come prepared with their list of questions that they have for a Veteran regarding how to enable him/her to become self-sufficient. This maybe through an entrepreneur avenue or through employment means.
  - d. The intent of the survey serves many reasons. First, it will notify the Veteran that we are thinking about helping him/her out. Second, we eliciting their "buy in." Third, we are finding out what they want!
3. Meeting with United Way. On April 30<sup>th</sup>, 2013, Amy Clinton confirmed that the United Way will support VSA efforts with marketing, donor outreach, and 211 utilization tracking. We discussed that the 'polling/survey question' should ask the caller if he/she "has served in the military" versus "if they are veteran." There are many definitions and presumptions for the word "veteran" utilized by various government and non-government organizations. This question allows the poll/survey to be more inclusive.
4. Peer to Pear Evaluation. On May 2<sup>nd</sup>, 2013, Amy Hughes and I reviewed the current state of the program. We discussed, "Where are we at?", "What been going on?", "Where should be?", and "How we are going to get there."

- a. Bottom Line Up Front. The program has only achieved to two sets of pairs.
  - b. “What’s been going on?” Amy started working on the program on 18 Jan 2013 with little guidance from the county or assumed guidance from the “Advisory Committee.” She leaned on her experience as spouse of a Naval Officer, volunteer experience as an assistant to the head social worker at Fort Belvoir, and her education.
  - c. “Where should be?” The program 13 Veterans identified to serve as “mentors/leaders.” The 13 have participated in one of two pilot courses. The intent of the program is to have 30 (28 male/2 female) trained “mentors/leaders.”
  - d. “How we are going to get there”
    - 1) No Later than (NLT) 30 May 2013, Recruit a “Peer to Peer Program Volunteer Leader.” This Combat Veteran will be the “Face” of the program and lead the program with the program coordinator under the guidance of the VSA Director.
    - 2) NLT 15 June 2013, Develop a “Peer to Peer Mentor/Leader Certification Process.” This will support the training requirement established by the State.
    - 3) NLT 1 July 2013, Plan, coordinate and conduct monthly “Peer to Peer” social events. The intent will be to promote the program, and our Veterans. The events will encourage or Veterans/Peers to create relationships through a common bound and have fun!
    - 4) NLT 1 August 2013, Develop monthly “Peer to Peer Mentor/Leader” training events. These events can be in support of the certification process or as stand-alone events.
    - 5) NLT 1 January 2014, the program will have 15 sets of pairs.
    - 6) NLT 1 May 2014, the program will have 30 sets of pairs.
5. Meeting with Mrs Mary K. Morgan. On May 3<sup>rd</sup>, 2013, Supervisor Mary Ann Johnson, and I met with the mother of LCPL Anthony J. Denier, who was killed in action (KIA) in Afghanistan on 02 December 2012. The intent of the meeting was to discuss the upcoming memorial service for LCPL Denier that will take place on 29 Jun 2013 at 1100.
  6. Peer to Peer Program. On May 4<sup>th</sup>, 2013, I attended the monthly Peer to Peer Leader training program. We are going to move forward with developing a partnership to share events, information and training ideas.
  7. Veterans Outreach.
    - a. May’s 2013 Honor our Deceased Veterans Ceremony will take place on the 21<sup>st</sup> at 2:30 in the Board Room. The honoree will be Harold Irving Smith from the Town of Corinth. This ceremony was re-scheduled from March due to weather.
    - b. The Saratoga County Veterans Service Agency van transported 28 Veterans to the VA hospital this week. Ridership derived from the following towns:
      - 1) Saratoga Springs – 9
      - 2) Ballston Spa – 5
      - 3) Stillwater – 4
      - 4) Clifton Park – 5
      - 5) Wilton – 4

6) Mechanicville – 1

8. Veterans Service Officer Actions.

- a. Frank processed 8 new claim at an average of 1.5 hours per claim.
- b. Frank conducted 6 open claims follow up engagements at an average of 1.25 hours per engagement.
- c. The team scheduled 4 claim appointments at an average of 1.25 hours per scheduling.
- d. The team served 14 walk-in clients at an average of 25 minutes per visit.
- e. The team processed 61 phone call inquiries at an average of 8 minutes per inquiry.
- f. The team received 4 referrals from within from County DSS resulting in 1 scheduled appointment for next week.

Upcoming Events:

May 6th, 2013.

- Meeting with Bob Nevins, Co-Founder, Saratoga War Horse
- Meeting with SoldierOn, Vet Help, and Military OneSource
- Veterans Committee Meeting

May 7th, 2013.

- Albany County Homeless Veterans Consortium

May 8th, 2013.

- Meeting with Dianna Rios, American Red Cross, Support to the Armed Forces
- Visiting Supervisor Thomas J. Richardson and the City of Mechanicville

June 7th, 2013.

- At 1:00 PM at the National Cemetery; The Patriot Guard Riders of New York and its Veterans Recovery Program will render full military honors interment of unclaimed cremated remains of 14 Veterans.

- RSVP: 13 May 2013 at 1:00pm to Felipe.

Conclusion: We have developed the Team's Mission, Vision, and Priorities of Effort with the assistance of our affiliates and community partners. We will discuss these items in the days to come and how they will add value to the county and benefit our Veterans.

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