



SARATOGA COUNTY
VETERANS SERVICE AGENCY
152 West High St., Ballston Spa, NY 12020

SC-VSA

April 13th, 2013

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

Subject: Events and Activities Summary for April 7th through April 13th, 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.

Mission: To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's veterans.

Vision: We will accomplish this by providing quality service, advocacy and counseling for the Veterans of Saratoga County Veteran and their families. In coordination with, other Saratoga county departments, non-government organizations, community based partners and affiliates will make sure our Veterans receive the right services, external assistance and benefits through outreach. The most essential portion of our charter is to ensure that our Veterans, especially those we come in contact with, are treated professionally with dignity and respect.

Summary:

1. Veteran Service Office Training. I am continuing to review the online courses prescribed by the New York State Division of Veterans Affairs. I and Frank attended an eight hour training session introducing a new software program that will provide us with more access to which Veterans are receiving attention by the VA surrogates.
2. Proposed Name Change. "Veterans Service Agency" will stay as is. Although the counties all have the same name that narrows their scope of work towards their Veterans most are beginning to conduct outreach initiatives along with Saratoga County.
3. Peer to Peer. On April 12th, 2013, Amy Hughes conducted her first "Peer to Peer" Seminar. This is the second seminar conducted for the program. The seminar brought broad range of expertise from the clinical and religious profession. Future seminars will involve Veterans as speakers to ensure we make the long term impact that we need in order for this program to succeed.
4. Saratoga County Veterans Employment Task Force. At the direction of the Economic and Development Committee and Veterans Committee a cross functional Task Force was created. The first working group meeting was conducted on April 10th, 2013 at 3:30pm. The Task Force is comprised of the following representatives and organizations:
 - Daniel Perkins, Veterans Employment Specialist (DVOP), New York State Department of Labor
 - Pete Bardunias, President/CEO, the Chamber of Southern Saratoga County
 - Todd L. Shimkus, CCE, President, Saratoga County Chamber of Commerce
 - Amy Amoroso, Veterans Business Advisor, Veterans Business Outreach Center (VBOC)
 - Bill May, Veterans Employment Specialist, Saratoga County Rural Preservation Company
 - Lisa Scaccia, Director, Saratoga County Employment and Training

- Denise Romeo, Vice President of Member Services, the Saratoga County Chamber
- Liz Roggenbuck, Manager of Member Services, the Chamber of Southern Saratoga County
- Josie DeLong, Account Clerk Typist, Saratoga County Veterans Service Agency
- Felipe Moon, Director, Saratoga County Veterans Service Agency

a. The group adopted to the following charter:

“ To identify and provide the right resource for the right Veteran at the right time in order to enable Saratoga County Veterans to succeed in obtaining meaningful employment.”

b. The group agreed to meet bi-weekly, every other Monday at 3:30 pm.

c. The group developed a series of questions related to the current conditions our Veterans are facing regarding becoming self-sufficient. Select members left the meeting to research and provide the answers at the next meeting.

5. Naval Support Activity. On April 10th, 2013 we met with CDR Vince D. Garcia, Commanding Officer, Naval Support Activity and Tom Galliher, Fleet and Family Support Center here, in Saratoga Springs.

a. CDR Garcia expressed an interest in attending the Veterans Committee Meeting and provide an overview of his operations and welcomed the idea of conducted bi-lateral outreach activities in support of our veterans.

b. During our visit we were provided their most current data on the number of Saratoga County military retiree and family members. TO date there are 37,670 military retiree and family members residing in Saratoga County from all branches. One branch of service does not outweigh any of the other branches.

c. The Navy’s economic presence is the most obvious in terms of installation facilities and uniformed and civilian personnel.

6. Town of Chalton, Town Hall Meeting. On April 13th, 2013, I attended the Town Hall Meetin/Open House at the invitation of Mr. Alan Grattidge; in attendance was Congressman Paul D. Tonko. Congressman Tonko expressed his willingness to assist Saratoga with serving our Veterans. His staff was very amiable and offered to set up an office call with the Congressman.

7. Veterans Outreach.

a. Honor our Deceased Veterans Ceremony. City of Mechanicville will honor Dominick A. DePaul on Tuesday, April 16th, 2013 at 2:30 in the Board Room.

b. Saratoga County Veterans Service Agency Facebook Page.

1) Currently has 193 likes.

2) The office shared a brief military history from Lou Cook (American Legion Post 234) as an article and over 200 people read it.

8. Veterans Service Officer Actions. New York State Division of Veterans Affairs System training. Mandatory Training on NYESS contact management system. NYSDVA will be transitioning from the current system (VETCOP) to this system in the coming months. This system is shared by multiple state agencies to include the

Department of labor, Office of Mental Health and others. For Veterans Service Officers, this system will allow for increased data capture as well as more flexible report capabilities.

- a. Frank processed 6 new claims at an average of 2.0 hours per claim.
- b. Frank conducted 15 open claims follow up engagements at an average of 1.25 hours per engagement.
- c. The team scheduled 10 claim appointments at average of 1.10 hours per scheduling.
- d. The team served 17 walk-in clients at an average of 24.70 minutes per visit.
- e. The team processed 62 phone call inquiries at an average of 6.77 minutes per inquiry.
- f. The team received 2 referrals from within from County DSS resulting in 1 scheduled appointments for next week.

9. Upcoming Events:

April 16th, 2013.

- Honor our Deceased Veterans Ceremony

April 17th, 2013.

- Meeting with Todd L. Shimkus, CCE, President, Saratoga County Chamber of Commerce
- Meeting with Dianna Rios, American Red Cross, Support to the Armed Forces

April 18th, 2013.

- Visit and tour Maplewood Retirement Home
- Meeting with the United Way.

Conclusion: In the days to come I will reach out to the County Supervisors in order to arrange for me to visit their Town Hall Meetings.

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