



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

SC-VSA

June 27th, 2013

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

Subject: Events and Activities Summary for June 3rd through June 27th, 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. On May 28th, 2013, The team met with Liz Reinhart from the Honor Flight Network in order to map out the application and coordination process. Josie has accepted this task to process the applications and coordination for this quarterly event.
2. On May 29th, 2013, Met with Amy Amoroso, Veterans Business Advisor, Veterans Business Outreach Center (VBOC) Small Business Development Center and Denise J. Romeo, Vice President Member Services, Saratoga County Chamber of Commerce in order to discuss future Veteran entrepreneur initiatives.
3. On May 29th, 2013, Frank attended the Veterans Service Officer Conference at the Stratton VAMC in Albany.
 - a. The Regional office manager talked about the backlog within his office and nationwide as a whole. The NY-VARO currently has an inventory of approx. 12,000 claims. They are expecting to receive 2,000 claims from the San Diego VARO in the next few weeks.
 - b. Also highlighted was the VA initiative to go paperless in their claims submissions process. This will affect our Agency as we will be required to complete additional training.
4. On May 30th, 2013, I met with Amy Clinton from the United Way and Liz Hitt, Executive Director for the Homeless and Travelers Aid Society (HATAS) in order to discuss future initiatives for our Saratoga County Homeless Veterans. We will set up future meetings with HATAS, VETHELP, and the VA in preparation for the September 28th "Stand Down Event."
5. On May 31st, 2013, I attended a meeting facilitated by Congressman Paul Tonko that was attended by other Directors and service providers. We discussed several issues and challenges that the entire group is experiencing with helping our Veterans.
6. On May 31st, 2013, I met with members of the NYS DOL in order to prepare for a meeting with the Saratoga County HR Council. The intent of this meeting is to gauge their interest for a future "Veterans Hiring Conference."

7. Veterans Outreach.

- a. June's 2013 Honor our Deceased Veterans Ceremony will take place on the 18th at 2:30 in the Board Room. The honoree will be Robert A. Fusco Sr. from the Town of Waterford.
- b. The Saratoga County Veterans Service Agency van transported 30 Veterans to the VA hospital this week. Ridership derived from the following towns:
 - a. Saratoga Springs – 8
 - b. Ballston Spa – 4
 - c. Stillwater – 5
 - d. Clifton Park – 6
 - e. Wilton – 1
 - f. Milton – 2
 - g. Hadley – 1
 - h. Mechanicville – 2
 - i. Halfmoon – 1
- c. The Agency is participating in the Leatherstocking Honor Flight this Saturday June 8, 2013. The Honor Flight is a program that transports WWII Veterans to Washington D.C. to see THEIR memorial free of charge. We are providing transportation to Albany International Airport for 5 of Saratoga Counties WWII Veterans and 3 “guardians” to assist them on this memorable day. Our Veterans will be escorted to Albany by the Patriot Guard Riders, a local motorcycle group who volunteer their time to pay tribute to our Veterans. The WWII Veterans will be departing from Exit 13 around 8:15 AM Saturday Morning with their escort, The Patriot Guard Riders.

8. Veterans Service Officer Actions

- a. Frank processed 3 new claims 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. Frank 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 134 phone call inquiries at an average of 8 minutes per inquiry.
- f. The team received 2 referrals from within from County DSS resulting in 1 scheduled appointments for next week

Upcoming Events:

June 3rd, 2013.

- Peer to Peer Collaboration meeting with Amy Clinton, Manager, Public Policy & Grants, United Way of the Greater Capital Region.
- Subcommittee meeting to discuss a memorial service for LCPL Denier on 29 Jun 2013 at 1100.
- Veterans' Committee Meeting

June 4th, 2013.

- Battle of Midway Commemoration at the USS Slater.

June 7th, 2013.

- Internment of unclaimed cremated remains ceremony.

Conclusion: Please remember to attend (Patriot Guard) Internment of Unclaimed Deceased Veterans Ceremony.

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