

Palm Beach County Veterans Coalition

Meeting Minutes November 8th, 2016

Present: Cindy Sjogren, Greg Dover, Michael Bolduc, Devona Wooten, Claire Eberhart, Sue Smith, Kenita Gordon, Chymayne Woods, Ed Teague, Stacey McWhinnie, Julia Dattolo, Patrice Schroeder, Angela Wilson, Sylvia Bischoff, David Knapp, Julia Spence

TOPIC	DISCUSSION	ACTION
Call to Order and Introductions	Greg Dover, VSO, Veteran Services, called the meeting to order at 9:05 AM. All present introduced themselves and the organization they represent. *Greg Dover shared a veteran's story and how our resources through Veteran Coalition contacts helped him.	
Agenda/Minutes	Minutes of September 13th, 2016 meeting were reviewed. Agenda was reviewed.	Minutes approved as presented. Agenda approved as presented.
<p>Guest Speaker: Angela Wilson Field Consultant, FL Southeast District Veterans Experience Office Department of Veterans Affairs</p> <p>Roundtable Discussion</p>	<p>*Power point presentation on strategies (5 MyVA) *Rebuilding trust and giving every vet an exceptional experience *VE office operating model/ 844-MyVA-311 *VE National Perspectives/Veteran Journey Map/8 Key Journeys *VE - Agency Priority Goal: Brand - "I trust VA to fulfill our Country's commitment to Veterans" *Surveys indicate trends upward in areas of : Effective, Ease, Emotion and Trust"</p> <p>Note: No Congressional representation since today was Voting Day.</p> <p>*Julia Spence: Talked about VHA surveys/Get Well Network for inpatients/Immediate feedback resolution. *Michael Bolduc: NDVBC.ORG working w/City and County on Veteran Affordable Housing Program and Wells Fargo donation toward program. *Patrice Schroeder asked what we can do to help veterans who lose their homes due to inability to pay property taxes. She also mentioned 211 and Help Me Grow and offered to speak at any family day/veteran events. *David Knapp (FHLC) offered information about "Joint Mission" to assist any veterans who have been evicted w/o belongings. They have donated furniture, clothing and household goods. He also informed coalition of needing interns/volunteers for the Missing in America Program (Claiming unclaimed Veteran cremations and giving them proper burials at VA National Cemeteries. *Angie Wilson wondered if there was transportation available to other counties that may have emergency shelters for homeless. And, she would like the criteria for interns/volunteers since it is possible that Americares could be a possible resource.</p> <p>10:30 AM</p>	<p>Contact Information:</p> <p>Cell: 561-596-2227 Angela.Wilson@va.gov</p>
Meeting Adjourned	10:30 AM	
Next Meeting	January 10th, 2017 @ 9:00am / Location: 810 Datura Street., Basement	Room, West Palm Beach, FL.

