



**VETERANS ASSISTANCE COMMISSION OF COOK COUNTY**  
**2024 ANNUAL REPORT**  
Superintendent Elizabeth D. Soto

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December 31, 2024

The Honorable J.B. Pritzker  
Governor of Illinois  
State Capital Room 207  
Springfield, Illinois 62706-0001

Dear Governor Pritzker,

Pursuant to Section 330 ILCS 45/8 of the Illinois Military Veterans Assistance Act, it is my privilege to submit the Veterans Assistance Commission of Cook County's Fiscal Year 2024 Annual Report for your review.

As the only dedicated Veteran-specific department in Cook County providing direct and immediate financial assistance, our mission is rooted in steadfast support for Veterans and their families. This commitment guides every facet of our work, ensuring the needs of Cook County Veterans are met with compassion and efficacy.

In 2024, our department disbursed \$652,154.00 in direct financial assistance to address the challenges faced by Cook County Veterans experiencing financial hardship. This represents a notable increase of 33.6% compared to the \$488,121.59 provided in 2023, highlighting both the growing demand for support and our enhanced capacity to respond to these needs.

The impact of our efforts reached 2,886 Veteran residents across Cook County, providing critical relief during times of adversity. As we look ahead, this achievement serves as a foundation upon which we aim to build. Through expanded advocacy initiatives and the implementation of targeted programs, we are determined to deepen our reach and amplify our impact in the coming year.

We sincerely appreciate your steadfast support and partnership in this endeavor. Together, we will continue to honor our commitment to those who have served our nation with distinction.

Elizabeth D. Soto  
Superintendent

# I. MISSION STATEMENT



## OUR MISSION

The Veterans Assistance Commission of Cook County is the leading provider of immediate financial and comprehensive services to Cook County Veterans and their families. We pride ourselves on offering a distinct competitive advantage by delivering prompt access to all possible benefits through effective and dynamic advocacy.

With dedication, the Veterans Assistance Commission of Cook County is the trusted partner that Cook County Veterans and their families can rely on for timely, efficient, and compassionate assistance.

In addition to our financial assistance programs, we are committed to delivering non-financial services and identifying other needs the Veteran community may have.

By continuously improving our services and advocating for the rights and well-being of Cook County Veterans and their families, we contribute to the betterment of our Veteran community and honor their service to our nation.



## II. EXECUTIVE SUMMARY

The Veterans Assistance Commission of Cook County (VACCC) is designed to assist and provide immediate financial assistance to eligible Cook County, Illinois Veterans in need, who have served in the United States Armed Forces. The VACCC is committed to efficiently and effectively delivering these services, recognizing the importance of timely support and assistance to meet their needs. The range of services that were provided in Fiscal Year 20234 and the time frames in which they were distributed by the VACCC office to said eligible and qualified Veterans were as follows:

- **Rental/ Mortgage Assistance:** Secure housing is vital for Veterans and their families. To support their housing needs, the VACCC offered immediate financial assistance towards providing eligible and qualified Veterans with up to \$1,400.00 in direct financial assistance. These funds were applied towards past due, market rate rental or mortgage payments, or, as a first month's payment towards a new market rate rental or mortgage.

This benefit can be requested by an eligible and qualified Veteran once every 12-month time period.

- **Utility Assistance:** To provide support in this area, the VACCC offered immediate financial assistance towards Veteran's utility bills. This benefit offered eligible and qualified Veterans up to \$550.00 in financial assistance towards each individual past due electric, gas, and/or water utility bill(s).

This benefit could be requested by an eligible and qualified Veteran once, every 12-month time period.

- **Food Assistance:** To address emergency food assistance needs, the VACCC offered immediate food assistance. Through this benefit, eligible and qualified Veterans received a \$100.00 Aldi store gift card to cover immediate food needs.

In recognition of the importance of supporting the entire household, the VACCC also provided an additional \$100.00 Aldi store gift card to each qualifying dependent of the Veteran. This ensured the needs of the Veteran's family members were also met

during times of food insecurity. While the food assistance provides immediate relief, we also encouraged Veterans and their families to explore other long-term solutions, such as local food banks, community programs, and government assistance programs such as SNAP (Supplemental Nutrition Assistance Program).

This benefit could be requested by a Veteran once, every 6-month time period.

- **Hygiene Assistance:** The VACCC's Emergency Hygiene Cards are designed to assist eligible Cook County Veterans and their qualifying dependents in accessing essential hygienic products. Each Hygiene Card is endowed with a value of \$100.00, aiming to alleviate any potential insecurities regarding access to hygienic necessities.

This benefit could be requested by an eligible and qualified Veteran once, every 12-month time period.

- **Public Transportation Assistance:** Reliable transportation for Veterans to access medical appointments, educational institutions, and workplaces is of utmost importance. To support Veterans transportation needs, the VACCC offered eligible and qualified Veterans free CTA (Chicago Transit Authority) and PACE single or 7-day transportation cards. These cards served as a means of travel, enabling Veterans to secure transportation for their medical, school and/or work-related needs.

By providing these transportation cards, the VACCC aimed to alleviate the financial burden of travel expenses and enable Veterans to reach their destinations safely, while ensuring they have the means to attend crucial appointments.

This benefit could be requested by a Veteran on a weekly basis, or as needed.

- **Funeral/ Burial Assistance:** At the VACCC, we understand the emotional and financial challenges that can arise when a Veteran passes away. To provide support during this difficult time, we offered funeral/burial assistance to the next of kin, immediate family member, or Power of Attorney of a deceased Veteran.

Through this benefit, eligible individuals received up to \$1,500.00 in financial assistance towards the payment of a Veteran's funeral or burial expenses.

- **Work Attire Assistance:** The VACCC recognized the importance of professional attire when pursuing gainful employment. To support Veterans in their job search efforts, we offered work attire assistance. Through this benefit, eligible and qualified Veterans received a \$100.00 Walmart store gift card to assist with the purchase of new clothing for confirmed interviews.

By offering work attire assistance, we aimed to empower Veterans to make a positive first impression during interviews and increase their chances of securing employment.

This benefit could be requested by a Veteran once, every 24-month time period.

- **Records:** There is great significance for Veterans having access to their important records and documents. To assist in obtaining these records, the VACCC provided guidance and support in applying for and obtaining free certified copies of a Veteran's DD214 from the National Personnel Records Center (NPRC). The DD214 is a crucial document that verifies a Veteran's military service and can be used for various purposes, such as accessing additional benefits and services.

Alternatively, the VACCC has established a significant partnership with the Illinois Department of Veterans Affairs (IDVA), which directly assists in providing general copies of Veterans' documents. This process has been most efficient, with a turnaround time for response of less than 24 hours.

The VACCC also assists in obtaining Free certified copies of other essential documents from the Cook County Clerk's office. These documents may include the Veteran's Cook County Birth Certificate, Cook County Marriage Certificate, or a Veterans Cook County Death Certificate.

By offering records assistance, we aimed to assist Veterans and their family's access the necessary documentation to support their legal, administrative, and personal needs.

### III. ORGANIZATIONAL OVERVIEW



The Veterans Assistance Commission of Cook County operates under the legal framework established by the Veterans and Service Members (330 ILCS 45/) Military Veterans Assistance Act (MVAA).

In addition to the MVAA, the VACCC's Executive Board and the Delegates and Alternates from our Membership offer guidance and strategic recommendations to support all VACCC operations.

The VACCC's operations are also governed by various regulatory documents and ordinances. These include the VACCC By-Laws, the VACCC Office Policies and Procedures, and the Cook County's "Ordinance Regarding the Veterans Assistance Commission of Cook County."

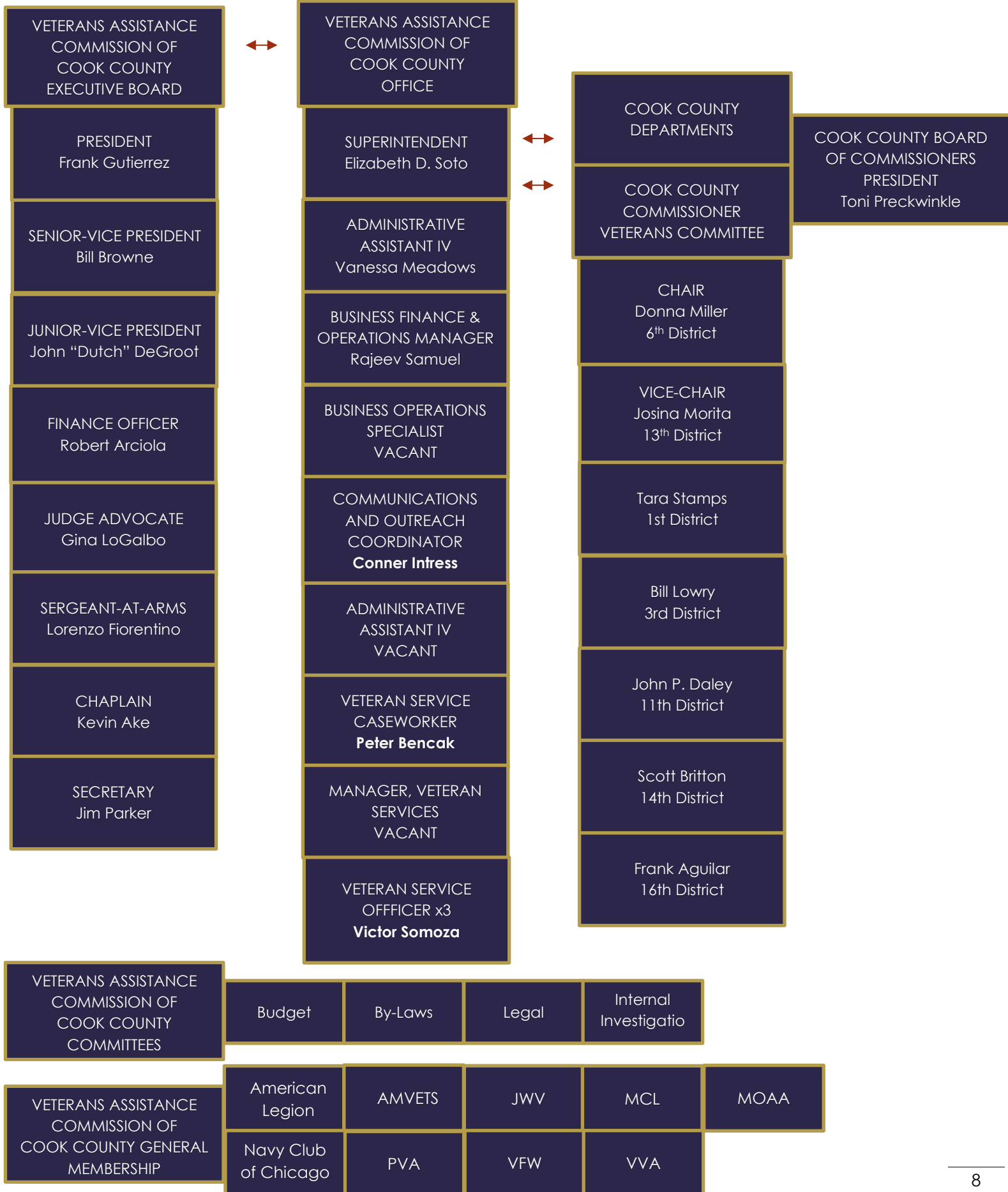
To ensure additional ethical conduct and accountability, the VACCC adheres to the Cook County's Ethics Ordinance and the Office of the Independent Inspector General Ordinance. These ordinances set standards for transparency, integrity, and proper governance.

Furthermore, the VACCC complies with applicable established Cook County policies, which may include policies related to compensation, employee rights, human resources and budget.

By following these legal and regulatory frameworks, the VACCC upholds the highest standards of professionalism, transparency, and ethical behavior in its operations. These guidelines ensure that the VACCC operates within the legal boundaries and maintains the trust and confidence of the Veteran community it serves.



# IV. 2024 ORGANIZATIONAL CHART



# V. EXECUTIVE BOARD & MEMBERSHIP ORGANIZATIONS

## EXECUTIVE BOARD MEMBERS:

<b>PRESIDENT</b>	Frank Gutierrez
<b>SENIOR-VICE PRESIDENT</b>	Bill Browne
<b>JUNIOR-VICE PRESIDENT</b>	John “Dutch” DeGroot
<b>FINANCE OFFICER</b>	Robert Arciola
<b>JUDGE ADVOCATE</b>	Gina Logalbo
<b>SERGEANT-AT-ARMS</b>	Lorenzo Fiorentino
<b>CHAPLAIN</b>	Kevin Ake
<b>SECRETARY</b>	Jim Parker

## MEMBERSHIP ORGANIZATIONS

### CONGRESSIONALLY CHARTERED MEMBERSHIP ORGANIZATIONS:

<b>American Legion Post 36</b>	<b>Delegate</b> – Patrick Flannigan <b>Alternate</b> – Gregory Jacobs
<b>American Legion Post 104</b>	<b>Delegate</b> – Michael F. Tuman <b>Alternate</b> – Dennis Chavez
<b>American Legion Post 183</b>	<b>Delegate</b> – Peter Papuc <b>Alternate</b> – Timothy Bodkin
<b>American Legion Post 208</b>	<b>Delegate</b> – Greg Padovani <b>Alternate</b> – Dale Berg
<b>American Legion Post 216</b>	<b>Delegate</b> – Kevin Ake <b>Alternate</b> – <b>VACANT</b>
<b>American Legion Post 335</b>	<b>Delegate</b> – Lorenzo Fiorentino <b>Alternate</b> – Edward Castaneda

**American Legion Post 525**

**Delegate** – William “Bill” Starr  
**Alternate** – Laura Matuszak

**American Legion Post 615**

**Delegate** – Ken McClory  
**Alternate** – John Kaminecki

**American Legion Post 758**

**Delegate** – Beau D. Butts  
**Alternate** – William M. Szura

**American Legion Post 806**

**Delegate** – Dale Tippet  
**Alternate** – Pete Hirt

**American Legion Post 943**

**Delegate** – John Steciw  
**Alternate** – Adam Bihun

**American Legion Post 973**

**Delegate** – Eden Puente  
**Alternate** – **VACANT**

**American Legion Post 974**

**Delegate** – Anthony Siciliano  
**Alternate** – Thomas Zito

**American Legion Post 1941**

**Delegate** – Mike Maher  
**Alternate** – Carlos Medina

**American Legion Post 1983**

**Delegate** – Mark Kwiatkowski  
**Alternate** – Antony “Tony” Thomas

**AMVETS Post 66**

**Delegate** – James Schultz  
**Alternate** – James “Jim” Parker

**AMVETS Post 268**

**Delegate** – Eddie Brown, Jr.  
**Alternate** – Richard Nielson

**Jewish War Veterans 710**

**Delegate** – Dr. Jerry Field  
**Alternate** – Howard Goldstein

**Marine Corps League Det. 553**

**Delegate – Randall L. Tyner**

**Alternate – Gina Logalbo**

**MOAA Chicago**

**Delegate – Roman Golash**

**Alternate – Warren D. Cuplin**

**Navy League of Chicago Post 69**

**Delegate – Leslie Rodriguez**

**Alternate – Paul J. Bezazian**

**PVA Vaughan Chapter**

**Delegate – Robert Arciola**

**Alternate – Robert Statam**

**VFW Post 311**

**Delegate – Bill Browne**

**Alternate – Aretha Spurlock**

**VFW Post 981**

**Delegate – Stewart Abblink**

**Alternate – Timothy Delaney**

**VFW Post 1337**

**Delegate – Wayne K. Kern**

**Alternate – John “Dutch” DeGroot**

**VFW Post 2202**

**Delegate – John Healy**

**Alternate – Joe Wein**

**VFW Post 2868**

**Delegate – EvaMarie Duff**

**Alternate – Eric Morales**

**VFW Post 3579**

**Delegate – Ramon Prieto**

**Alternate – Keith Renner**

**VFW Post 5979**

**Delegate – Richard Wojewnik**

**Alternate – David Ruiz**

**VFW Post 7186**

**Delegate – Thomas J. Hughes**

**Alternate – Jason Kruger**

**VFW Post 8322**

**Delegate – Frank Gutierrez**

**Alternate – VACANT**

**VFW Post 9284**

**Delegate – Arthur J. Ellingsen**

**Alternate – Wallace Campbell**

**VFW Post 10778**

**Delegate – Chuck Bosko**

**Alternate – VACANT**

**VVA 242**

**Delegate – Kevin Calkins**

**Alternate – John B. Andres Jr.**

## VI. OFFICE SUMMARY



*Veterans Assistance Commission of Cook County Office – 1100 S. Hamilton Ave. Chicago, IL. 60612*

The Veterans Assistance Commission of Cook County office is located in the lower level of the Cook County Temporary Juvenile Detention Center Building.

In 2024 the VACCC was staffed by a team of six full-time members:

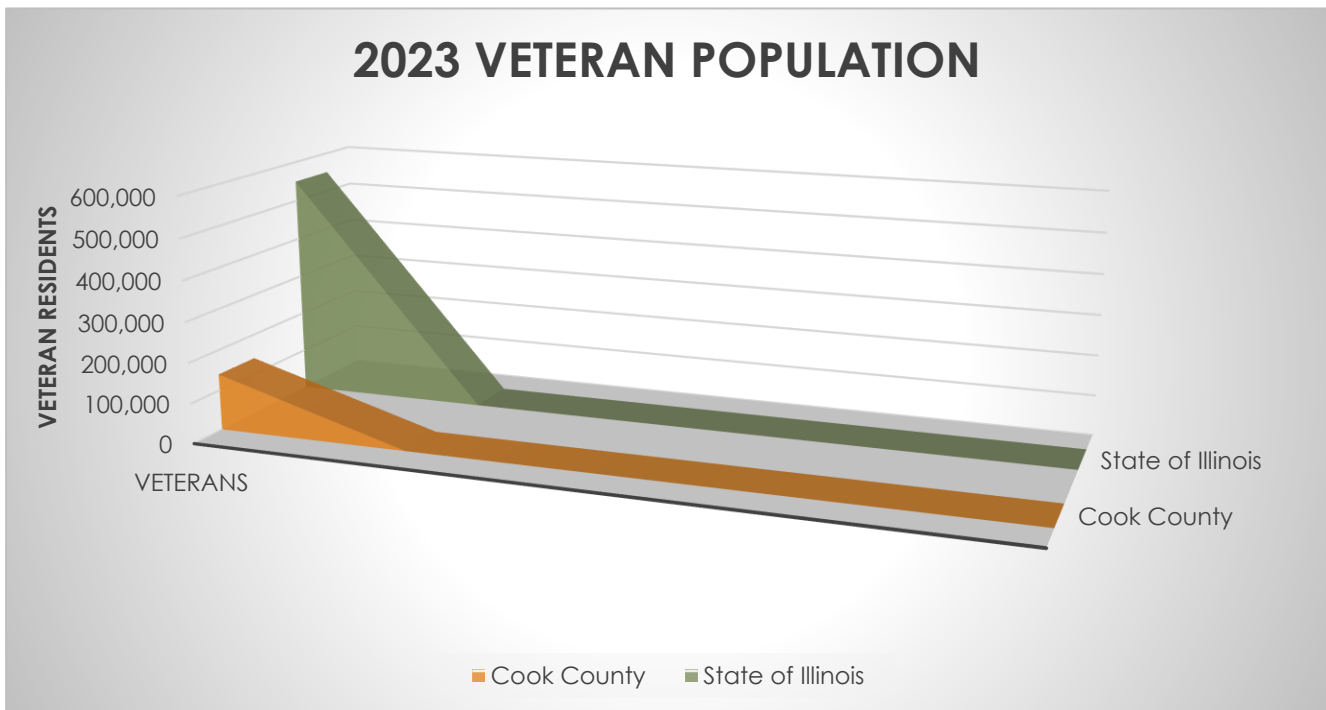
- **Superintendent**  
Elizabeth D. Soto
- **Executive Assistant**  
Vanessa Meadows
- **Manager, Finance and Business Operations**  
Rajeev Samuel
- **Veteran Service Caseworker**  
Peter Bencak
- **Veteran Service Officer**  
Victor Somoza
- **Communications and Outreach Coordinator**  
Conner Intress

These committed professionals served the needs of the Cook County Veteran population with their expertise. Their collective efforts ensured that the VACCC office operated efficiently by providing timely assistance and support to the Veterans and their families who sought out assistance and services.

The six full-time staff members worked collaboratively to fulfill the mission of the VACCC and delivered the essential services that the Cook County Veteran community relied on. With their extensive knowledge and experience in serving Veterans, these dedicated individuals played a vital role in supporting the unique needs of the Cook County Veteran community.

The staff members of the VACCC office were charged and entrusted with the responsibility of delivering direct financial assistance, outreach and VSO claim services to the entire Cook County Veteran population.

As of 2023, the State of Illinois was home to approximately 518,000+ Veterans. Within this population, Cook County accounted for 27% of the entire state's Veteran population, with an estimated 142,000+ identified as Veteran residents. This substantial number highlights the significance of the VACCC's role in serving a significant portion of the Veteran community in Cook County, Illinois.



*Veterans by State 2023.* <https://www.census.gov/quickfacts/fact/table/cookcountyillinois/PST045223>

## VII. PARTNERSHIP ORGANIZATIONS

The Veterans Assistance Commission of Cook County continued to partner with various local/community, state and federal organizations and agencies. Through these partnerships, the VACCC aimed to provide a comprehensive continuum of services to Veterans that extended beyond the existing services provided by the office.

By collaborating with organizations such as the Jesse Brown VA Market Growth Department, Hines VA Outreach, Of Color, Inc., Volunteers of America, and many others, our office ensured that our Cook County Veterans received direct access to vital services conveniently from the VACCC office.

By providing space for our partnership organizations, Veterans were able to access added assistance during their visits, eliminating the need for multiple appointments at different locations. Due to this collaboration, the VACCC office has become a centralized resource hub, offering a “one-stop-shop” for Veterans seeking a wide range of services.

An additional and notable development in our outreach effort was the VACCC's participation in the Intergovernmental Task Force, alongside the Jesse Brown Veterans Affairs Market Growth Department, the City of Chicago's Mayor's Office of Veteran Affairs and others throughout the county.

This collaboration facilitated dedicated space for the VACCC and other VA services within various City of Chicago Alderpersons' offices. This initiative significantly enhanced the VACCC's visibility and expanded our reach into Veteran communities that were previously underserved.

Furthermore, this partnership was instrumental in lowering the siloed barriers between the VACCC, the VA, and the City of Chicago, overcoming challenges that, in previous years, would have seemed insurmountable.

This strategic collaboration reinforced our commitment to empower and support our Cook County Veteran community by providing exemplary care and convenient access to vital resources.



*Additional VACC Partners (2024):*

- Aldi Grocery
- Advocate Health Advisors
- Blue Star Families, Chicago Chapter
- Chicago V.A. Regional Office
- Chicago Volunteer Legal Services
- City of Berwyn Mayor's Office
- City of Berwyn's Park District
- City of Berwyn's Police Department
- City of Chicago Park District
- Cook County Assessor's Office
- Cook County Clerk's Office
- Commonwealth Edison
- Costco
- Edward J. Hines Jr. V.A. Hospital
- Goodman Theatre
- Habitat for Humanity Chicago
- Help Heal Veterans
- IACVAC
- Illinois Department of Veterans Affairs
- Illinois Joining Forces
- InnerVoice
- Intergovernmental Task Force on Veteran Affairs
- Jesse Brown V.A. Hospital
- Legal Aid Chicago
- Marine Corps Toys for Tots Program
- National Personnel Records Center
- Nicor Gas Company
- Of Color, Inc.
- Office of the Chief Judge | Illinois Circuit Court of Cook County | Veterans Treatment Court
- State of Illinois Attorney General's Office
- State of Illinois Department of Employment Security
- Town of Cicero Military Families
- UMAP
- UniteUs
- V.A. Community Resource and Referral Center (CRRC)
- VBC Foundation
- Vet Center – Chicago
- Vet Center – Forest Park
- Ventra CTA/ PACE
- Vietnam War Commemorative Partner
- Volunteers of America

## VIII. OUTREACH

### **Task and Purpose**

In pursuit of continuous improvement through consistent, expanded and targeted outreach efforts, the Veterans Assistance Commission of Cook County (VACCC) established meaningful connections with stakeholders throughout the region and introduced a strategic plan intended to amplify awareness and foster collaborative partnerships. To accomplish our outreach goals, our objectives are three-fold:

- Consistently attend and/or organize outreach events throughout the county.
- Increase the visibility of the organization via social media platforms.
- Engage with elected officials, agencies, and Veteran organizations to build lasting symbiotic partnerships to utilize their networks and spread our message.

### **Outreach Events**

Events are the focal point of the Communications and Outreach team. Before, the organization had to strategically balance the availability and bandwidth of its limited staff with the need to advertise its services to the Veteran community. This often meant the staff had to sometimes sacrifice their administrative and casework efforts to go out and physically engage with stakeholders and Veterans.

With a dedicated Communications and Outreach team we will begin actively seeking opportunities throughout the county, emphasizing the importance of targeting events which will attract Veterans who would most need our services. Regarding this, the goal for fiscal year 2025 will be to attend on average one to two events per week.

With events we organize ourselves, our team will seek to develop on average one event per month per quarter of the new fiscal year. These events will not primarily focus on advertising our particularly niche services, instead they will be tuned towards gathering pertinent stakeholders and partners together to provide key services to our county's Veterans. These events can range from educating Veterans on their benefits, providing support to homeless Veterans, providing Veteran's access to financial assistance, or job fairs hosting government and for-profit organizations seeking to hire Veterans.

## **Social Media**

Social media is the new paradigm for advertising and communicating to any given community in the modern era. While physical media such as pamphlets and posters will always have a place with advertising our services, our team will put a specific effort into enhancing and expanding our social media footprint. This will involve providing personnel dedicated to managing the VACCC's website and Facebook page, while also extending our organization's influence onto X (Twitter), Instagram, and LinkedIn.

Expanding our webpage and increasing our presence on all these platforms will mirror each other in purpose: to create different avenues for our team to advertise events and resources, while at the same time growing the number of Veterans who follow our organization. Whether they are a Veteran non-profit seeking to learn more about our efforts, or everyday Veterans wanting to subscribe to our newsletter, we want to capture their attention through this online media.

## **Developing Partnerships**

Like any unique community, the melting-pot of individuals and groups which comprise the Veteran stakeholders of Cook County is varied and multilayered in scope. It is a patchwork, made up of elected officials who champion Veteran issues, agencies on all levels of government who assist Veterans, dedicated Veteran organizations, and non-profits who fight for specific Veteran causes.

The VACCC does not function in a vacuum, our organization is one voice among these many others, and we support one another to help provide our services to the Veterans who need us most. The Communications and Outreach team's goal will be to target key stakeholders throughout this community to further develop our partnerships which we then can leverage to better achieve our objectives.

Successfully accomplishing this will enhance our network, which will vastly increase the range and diminish the required effort of our advertising campaigns. This will create a symbiotic relationship where these elected officials, agencies, and organizations can use our network to also enhance their voice; in turn, this will allow us all to better help our Cook County Veterans and broaden the assistance we can directly or indirectly provide them through our partners.

## **Key tasks/Quarter Focus**

### **Fiscal Year 2025**

#### **1<sup>st</sup> Quarter (DEC-FEB)**

- Host Veteran Education/Job Training Event
- Host two VA Housing Education Events
- Attend a minimum of 12 to 24 outreach events
- Initiate first weekly/bi-weekly newsletter
- Redesign VACCC primary flyer
- Establish communication and rapport with primary elected officials in Cook County (Commissioners, Alderman, State Elected Officials, Federal Elected Officials)

#### **2<sup>nd</sup> Quarter (MAR-MAY)**

- Host VA Claims Event
- Host two VA Housing Education Events
- Attend a minimum of 12 to 24 outreach events
- Create VACCC X, Instagram, and LinkedIn profiles
- Finalize Standard Operating Procedures for Communications and Outreach Team
- Host Bi-Annual Stakeholders Meeting

#### **3<sup>rd</sup> Quarter (JUN-AUG)**

- Host Veteran Job Fair/Resource Event
- Host two VA Housing Education Events
- Attend a minimum of 12 to 24 outreach events
- Create online Veterans Forum on VACCC website
- Upgrade Website to incorporate casework applications

#### **4<sup>th</sup> Quarter (SEP-NOV)**

- Host VA Claims Event
- Host two VA Housing Education Events
- Attend a minimum of 12 to 24 outreach events
- Host Bi-Annual Stakeholders Meeting

# IX. PROGRAMS

## Veteran Service Officer Program

In 2024, The Veterans Assistance Commission of Cook County was committed to strengthening our support for the Cook County Veteran community by enhancing the accessibility, efficiency, and impact of our services. Central to this effort, our office introduced a comprehensive Veteran Service Officer (VSO) initiative, which aims to strategically expand the VSO team, and establish a highly responsive support network to meet the unique needs of Veterans across Cook County.

### OPERATIONAL PLAN



#### Claims Assistance Program

Cook County military service members returning to civilian life and older veterans alike are strongly encouraged to visit a Veterans Service Officer to review VA benefits. Our Veterans Service Officers are accredited by the VA to prepare, present, and prosecute claims for VA Disability and Pension benefits on behalf of veterans and/or their families. The VACCC is also available to assist with identifying and applying for other benefits or programs offered by the VA such as VA Healthcare and VA Education benefits.

#### VACCC Claims Assistance Program

**01**

##### Location

Establish VSO Teams according to the Cook County Township Map by Triennial Regions

**02**

##### Staff Recruiting

Hire 3 qualified Veterans Service Officers to begin training immediately in Region 1 office

**03**

##### Staff Training

Begin Phase 1 of our 3 phase training program to become a fully Accredited VSO

**04**

##### Continuous Improvement

Develop and regularly evaluate customer service processes, gather feedback, and implement improvements to exceed customer expectations.

To ensure effective local outreach and support, the VACCC proposed dividing the county into three distinct "VSO divisions," each with a dedicated VSO team and manager, fostering consistent, personalized support within designated geographic areas:

- Division 1 will cover the northern and northwestern suburbs.
- Division 2 will encompass the City of Chicago
- Division 3 will serve the southern and southwestern suburbs of Cook County.

# 01 LOCATION

## Division Locations

VACCC Claims Assistance program will implement its pilot office in Division 1, focusing our outreach and training efforts in the North/Northwest suburbs of Chicago. We will establish a permanent office in the Cook County Circuit Court - Rolling Meadows county building, eventually establishing satellite offices within the respective division. The VACCC office in the Cook County JDC will serve as the permanent office for Division 2, which we will start to develop on or about FY26. Training to become an accredited VSO is approximately 1 year. We will look to start planning for Division 3 permanent office on or about FY27.

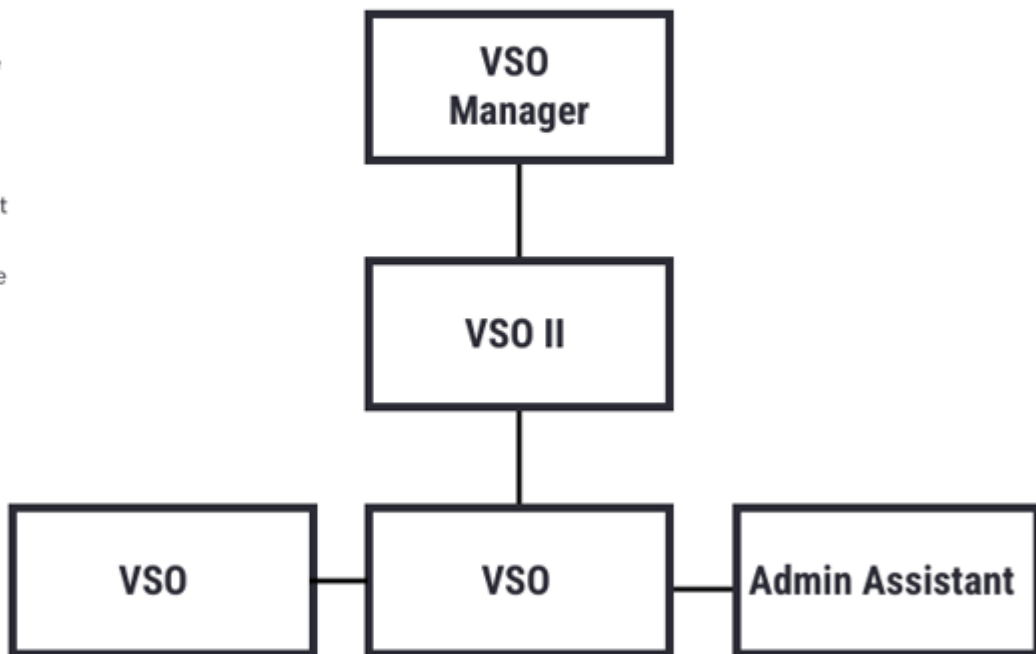


As part of the current structure, the existing 3 VSO's and 1 VSO Manager will lead the development of these VSO divisions across Cook County. By 2026, the VACCC will request additional positions to further strengthen the VSO team. This will include the following:

## 02 STAFF RECRUITING

### VACCC Claims Staff

VACCC will have an initial Claims Assistance staff made up of 1 VSO Manager, 1 VSO II, and 2 VSO trainees. An Administrative Assistant will manage the office calendar and front office operations. The VSO Manager will be responsible for the training of newly hired VSO's, and will oversee the offices within the 3 Divisions of Cook County. The VSO II will handle complex claims, to include Higher Level Reviews and/or Appeals. The entry level VSO's will handle initial claims, new claims, and increases. They will assist Veterans and their families in understanding the many benefits and services available to them.



This model will ensure that Veterans in each area have access to several VSOs who are specifically, familiar with their local needs and resources, allowing for a deeper and more responsive community connection that promotes continuity of care.

VSOs will additionally undergo extensive training in benefits processing, crisis intervention, and VA healthcare navigation to address the range of Veteran needs efficiently, ensuring that Cook County Veterans have access to a knowledgeable, well-rounded team for all inquiries, applications, and urgent needs.

## **03** STAFF TRAINING

### **VACCC Training**

VACCC will prioritize training. For initial accreditation, a 32 hour course and final exam is required. After initial accreditation, a VSO must have 14 hours of CEU's each year to keep his/her accreditation. In addition to National Training with NACVSO, the VACCC VSO's will make every effort to attend State training with IACVAC, and AVECO Training in St Louis, MO.

### **PHASE 1**

- Onboarding
- NVLSP Online Basic Training Course (\$189)
- Intro to VA Benefits (NACVSO Online Course)
- Call VAC's in Illinois to introduce yourself, inquire of their services
- Call local townships in Division 1, introduce yourself, inquire of their services
- OJT (navigate the claims management system, basic forms, etc)

### **PHASE 2**

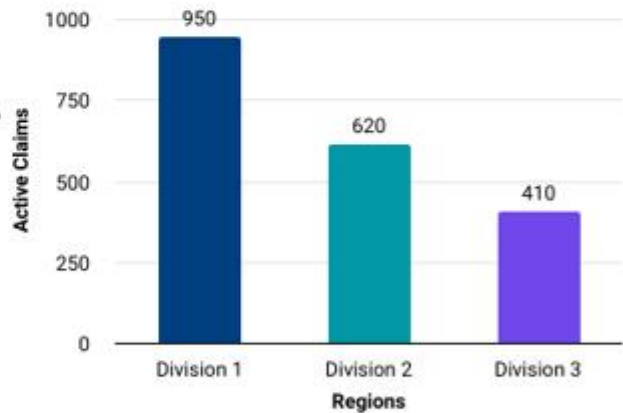
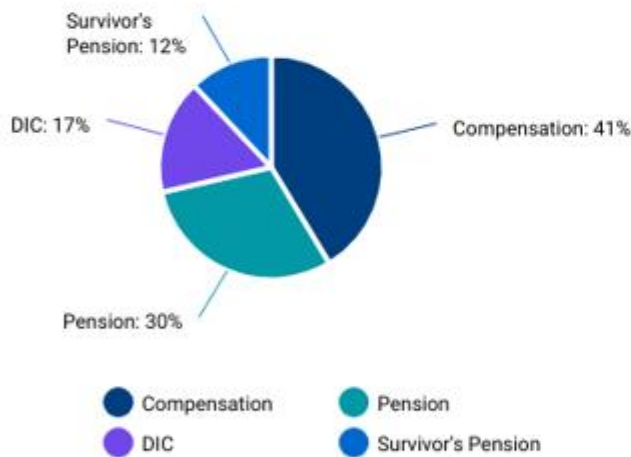
- Familiarize yourself with VA.gov
- Understand PACT Act
- Choose a specific VA Benefit for final presentation
- Identify agency for final presentation
- Meet with Veterans/Families for initial intake interview

### **PHASE 3**

- Enroll for Accreditation training at NCVSO National Conference, Louisville, KY
- Assist Veterans with new claims/increases under the supervision of VSO II
- Give a Final Presentation on chosen VA Benefit topic
- Successfully pass all exams and meet all requirements as an Accredited VSO
- Complete training on TRIPS VA portal
- Complete required training on TMS (HIPPA, Security, etc)
- Submit PIV packet with a required training certificates to Chicago RO



# 04 CONTINUOUS IMPROVEMENT



- Branch of Service
- Characterization of Discharge
- Race/Gender
- Location (District)
- Claim Type (Comp, Pension, DIC, etc.)
- Service Era (Vietnam, Gulf War, OIF/OEF)
- Pact Act
- Homeless Veterans

The VACCC will employ a robust impact measurement framework, tracking key performance indicators (KPIs) such as service reach, client satisfaction, and successful benefit acquisition. This data will guide ongoing improvements, helping us refine our service approach and maximize ROI. The phased rollout of the VSO plan will allow the VACCC to evaluate outcomes and make evidence-based adjustments to ensure sustainable and effective program growth.

To support these efforts, the VACCC will utilize **VetrPro** as the management system selected to process all VA claims. This state-of-the-art platform will streamline claims processing, improve efficiency, and enhance the accuracy of benefit administration.

In addition to quantitative metrics, the VACCC will actively seek qualitative feedback from the community. Regularly engaging with Veterans, their families, and local organizations will provide invaluable insights into the effectiveness of services and areas for improvement. Community forums, focus groups, and open feedback channels will facilitate ongoing dialogue, allowing the VACCC to remain responsive to the needs and concerns of the Veteran community.

The phased rollout of the VSO plan is designed to enable continuous evaluation of outcomes. By implementing the program incrementally, our department can analyze data and feedback at each stage, making evidence-based adjustments to enhance service delivery. This adaptive approach will ensure that the VSO program remains dynamic and can evolve based on real-world performance and community needs.

Through this structured VSO division model, our department is strategically positioned to provide tailored support across Cook County. This phased expansion will demonstrate immediate impact while preparing for long-term program growth. By 2026, the VSO team will not only provide increased accessibility and responsiveness but will also establish a sustainable and data-driven framework that aligns with the VACCC's mission to empower and serve Cook County Veterans and their families.

**COOK**  
**VETERANS ASSISTANCE  
 COMMISSION OF COOK COUNTY**

# SHUTTLE SERVICES

**VACCC ASSISTANCE**

- Rental and Mortgage Assistance ✓
- Transportation Services ✓
- Hygiene Assistance ✓
- Records Request ✓
- Food Assistance ✓
- Burial Costs ✓
- Utilities ✓

SHUTTLE ARRIVAL  
 AND DEPARTURE  
 TIMES

**Contact Us**

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## Transportation Shuttle Service Program

In 2024, the Veterans Assistance Commission of Cook County is committed to addressing the evolving needs of our Veteran community. One of the most pressing challenges faced by Veterans was the lack of reliable and accessible transportation to essential services.

To mitigate this issue, our office proposed the implementation of a transportation program that commenced on December 1, 2024. The program, offered and will continue to offer free, ADA-compliant transportation from the HINES VA to the VACCC office into 2025.

The program aims to ensure that Veterans can access the full range of services provided by the VACCC office.

The program established three daily round trips between HINES VA and the VACCC office, operating at the following times:

- 9:00 a.m.: Initial pick-up at the HINES VA, transporting Veterans directly to the VACCC office.
- 10:00 a.m.: Return trip from the VACCC office to the HINES VA.
- 11:00 a.m.: Second pick-up at the HINES VA, ensuring continued access for Veterans throughout the morning.
- 12:00 p.m.: Midday return trip from the VACCC office to the HINES VA.
- 1:00 p.m.: Final pick-up at HINES VA, providing one last opportunity for Veterans to reach the VACCC office.
- 2:00 p.m.: Final return trip of the day from the VACCC office to HINES VA.

This transportation shuttle service played a critical role in bridging the gap for Veterans who faced challenges in accessing the VACCC office, thereby enhancing their ability to benefit from the financial assistance and on-site Veteran Service Officers (VSOs) available at our office.

The towns and villages surrounding HINES VA, including but not limited to, Maywood, Broadview, Bellwood, Forest Park, Oak Park, and Westchester, will directly benefit from this new transportation service. By providing reliable, ADA-compliant transportation, this program will ensure that Veterans in these communities have the necessary means to reach the VACCC office, thereby enhancing their access to critical resources and support.

Should the program prove successful, the VACCC plans to expand the service in 2025 to reach a broader segment of the Veteran population within Cook County.

The proposed expansion will introduce three additional transportation routes. These routes have been strategically selected to cover underserved regions with significant Veteran populations:

**Northern Suburban Cook County:** This area is home to many Veterans who currently face challenges in accessing VACCC services due to limited public transportation options. Establishing a transportation route here will address these barriers and ensure Veterans can access vital resources.

**Northwestern Suburban Cook County:** This region, which includes several growing suburban communities also has a substantial Veteran population. The addition of a transportation route in this area will provide Veterans with a reliable means of reaching the VACCC office, as well as other service locations.

**Southern Suburban Cook County:** This area has long been identified as a transportation desert, with Veterans in this region often struggling to access services. By establishing a transportation route here, we will bridge this gap and provide much-needed support to Veterans who have been historically underserved.

The expansion will significantly increase the reach of VACCC services, ensuring that Veterans across Cook County can benefit from the comprehensive support we offer.

The successful implementation of the Veterans Assistance Commission of Cook County Transportation Shuttle Program is supported by a strategic partnership with A-List Transportation Services. This female, Veteran-owned company brings 15 years of experience in providing dependable, Veteran-centered transportation across Chicagoland and beyond, making them an ideal partner for this initiative.

A-List's understanding of the unique challenges faced by Veterans ensures that the Transportation shuttle program will meet the highest standards of care and professionalism. Their vehicles are ADA-compliant and thoughtfully outfitted to address the specific needs of Veterans, including those with mobility impairments. The fleet is not only accessible but also provides essential safety features and comfort to accommodate a range of physical needs, allowing for a dignified and secure travel experience.

Furthermore, A-List's commitment to serving underserved communities aligns directly with VACCC's mission.

This partnership goes beyond transportation logistics; it reflects a dedicated, holistic approach to Veteran care. Through thoughtful collaboration, VACCC and A-List will distribute information on VACCC services during transit, gather feedback from riders, and ensure that every Veteran has a positive, supportive experience in their journey to access essential services. A-List's expertise and community-based approach are vital in supporting the program's immediate success and serve as the foundation for its future expansion.

The long-term economic impact of the VACCC Transportation Shuttle Program has the potential to be significant. By providing Veterans with easier access to our services, we anticipate a substantial increase in the number of VA disability claims filed through our office. Approved claims often result in considerable financial compensation, which is reinvested into the local economy. With Cook County being home to one of the largest Veteran populations in the state, the economic benefits of this program will be substantial.

Additionally, the successful expansion of the program could create additional job opportunities within the county, particularly in the transportation and Veteran services sectors.

The VACCC Transportation Shuttle Program represents a forward-thinking and impactful initiative that aligns with our mission to serve the Veteran community of Cook County. By addressing the transportation barriers that many Veterans face, we can significantly improve their access to the vital services they deserve.

## X. FINANCIAL OVERVIEW

This 2024 annual report highlights the increased financial assistance provided to our Cook County Veterans in various categories compared to 2023. The total assistance provided in 2024 shows a significant rise across several key areas, reflecting a stronger commitment to supporting Veterans in need.

- **Veterans Served:** The total number of Veterans served increased by 30%, rising from 2,227 in 2023 to 2,886 in 2024. This growth is driven by expanded outreach and improved support services.
- **Support for Female Veterans:** The number of Female Veterans served increased by 31%, from 291 in 2023 to 382 in 2024. This signifies a more inclusive and targeted effort to address the specific needs of women Veterans.
- **Overall Financial Assistance:** Total assistance for Veterans increased by 34%, from \$488,121.59 in 2023 to \$652,153.69 in 2024. This growth highlights a heightened focus on expanding resources and outreach for Veterans.
- **Personal Hygiene Cards:** In 2024, a new initiative provided \$55,100 in hygiene cards, directly addressing the personal care needs of Veterans and their dependents.
- **Mortgage Assistance:** Mortgage assistance rose by 51%, from \$56,185.68 in 2023 to \$84,998.58 in 2024. This reflects an enhanced effort to prevent housing instability among Veterans.
- **CTA 7-Day Cards:** The provision of CTA 7-Day Cards increased by 38%, from \$19,003.50 to \$26,219.50, demonstrating improved access to transportation for Veterans.
- **Electric Bill Assistance:** Grew by 33%, increasing from \$64,015.01 in 2023 to \$85,333.85 in 2024.

- **Gas Bill Assistance:** Increased by 14%, from \$67,270.26 to \$76,835.15, reflecting a consistent effort to support veterans with essential utility costs.
- **Food and Rent Assistance:** Food card distribution rose by 31%, totaling \$96,600, while rent assistance experienced a 13% increase, reaching \$167,655.89. These enhancements provide a stronger safety net for Veterans facing food insecurity and housing challenges.
- **Burial Assistance:** Burial assistance increased by 13%, reaching \$39,670.97, reflecting a growing recognition of the need to support the dignified burial of Veterans.

The increased assistance in 2024 compared to 2023 reflects a comprehensive effort to enhance support for Veterans across various essential services. The rise in mortgage, utility, food, and rent assistance, along with expanded outreach to a larger number of Veterans, demonstrates a strong commitment to improving their well-being and quality of life. Notably, the inclusion of personal hygiene cards and the increase in assistance for Female Veterans highlight a more holistic approach to addressing the diverse needs of the Cook County Veteran population.

Description	2023	2024	%Increase
Personal Hygiene Card	-	55,100.00	100%
Mortgage Assistance	56,185.68	84,998.58	51%
CTA 7-Day Card	19,003.50	26,219.50	38%
Veterans' Assistance Provided	488,121.59	652,153.69	34%
Electric Bill	64,015.01	85,333.85	33%
Female Veterans	291.00	382.00	31%
Food Card	73,900.00	96,600.00	31%
Total Veterans Served	2,227.00	2,886.00	30%
Male Veterans	1,936.00	2,498.00	29%
Gas Bill	67,270.26	76,835.15	14%
Burial	35,174.75	39,670.97	13%
Rent Assistance	148,672.52	167,655.89	13%
Water Bill	15,853.87	14,773.95	-7%
CTA Single Ride Card	5,874.00	4,466.00	-24%



# XI. FINANCIAL REPORTS

## FY 2024 - YTD OPERATIONAL EXPENSE

Office E1452 Corp.Fund

PERSONNEL SERVICES	DECEMBER 2023	JANUARY 2024	FEBRUARY 2024	MARCH 2024	APRIL 2024	MAY 2024
501010 - Sal/Wag of Reg Employees (F/T Employees)	\$ 10,024.19	\$ 17,574.82	\$ 17,463.21	\$ 26,445.60	\$ 17,499.43	\$ 17,715.98
501164 - Planned Salary Adjustments	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
501511 - Mandatory Medicare Costs	\$ 143.15	\$ 250.94	\$ 249.33	\$ 377.61	\$ 249.84	\$ 253.05
501610 - Group Health Insurance	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55
501640 - Group Dental Insurance	\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20
501690 - Vision Care	\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49
501715 - Group Pharmacy Insurance	\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56
501836 - Transportation and Travel Expense	\$ 206.74	\$ -	\$ 122.96	\$ 31.20	\$ 220.10	\$ -
<b>SUBTOTAL: PERSONNEL SERVICES</b>	<b>\$ 12,422.88</b>	<b>\$ 19,874.56</b>	<b>\$ 19,884.30</b>	<b>\$ 28,903.21</b>	<b>\$ 20,018.17</b>	<b>\$ 20,017.83</b>

CONTRACTUAL SERVICES	DECEMBER 2023	JANUARY 2024	FEBRUARY 2024	MARCH 2024	APRIL 2024	MAY 2024
520260 - POSTAGE	\$ 19.56	\$ 345.00	\$ -	\$ -	\$ -	\$ -
520490 - External Graphics and Reproduction Services	\$ -	\$ -	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ -
521313 - Special or Co Op Programs (Veterans Disbursements - Corp.)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
521313 - Special or Co Op Programs (11286 - American Rescue Plan Act)	\$ 43,423.11	\$ 35,224.81	\$ 39,305.38	\$ 52,335.71	\$ 41,854.58	\$ 58,414.86
521313 - Mandatory Bank Fees - AMALGAMATED BANK	\$ 41.20	\$ 39.88	\$ 97.37	\$ 176.30	\$ 82.09	\$ 52.22
<b>SUBTOTAL: CONTRACTUAL SERVICES</b>	<b>\$ 43,483.87</b>	<b>\$ 35,609.69</b>	<b>\$ 44,402.75</b>	<b>\$ 57,512.01</b>	<b>\$ 46,936.67</b>	<b>\$ 58,467.08</b>

OPERATIONS & MAINTENANCE	DECEMBER 2023	JANUARY 2024	FEBRUARY 2024	MARCH 2024	APRIL 2024	MAY 2024
540130 - Maintenance and Subscription Services (Supplies, Water, IACVAC, Website, Legal Fees, Zoom, Petty Cash, etc.)	\$ 483.62	\$ 163.39	\$ 2,949.46	\$ -	\$ 1,427.07	\$ 500.00
<b>SUBTOTAL: OPERATIONS &amp; MAINTENANCE</b>	<b>\$ 483.62</b>	<b>\$ 163.39</b>	<b>\$ 2,949.46</b>	<b>\$ -</b>	<b>\$ 1,427.07</b>	<b>\$ 500.00</b>
<b>TOTAL</b>	<b>\$ 56,390.37</b>	<b>\$ 55,647.64</b>	<b>\$ 67,236.51</b>	<b>\$ 86,415.22</b>	<b>\$ 68,381.91</b>	<b>\$ 78,984.91</b>

**FY 2024 - YTD OPERATIONAL EXPENSE**

JUNE 2024	JULY 2024	AUGUST 2024	SEPTEMBER 2024	OCTOBER 2024	NOVEMBER 2024	FY 2024 ACTUAL	VS	FY 2024 BUDGET
\$ 17,985.93	\$ 18,269.51	\$ 27,184.19	\$ 18,293.43	\$ 23,142.97	\$ 34,545.91	\$ 246,145.17		\$ 466,450.08
\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,561.53	\$ 3,561.53		\$ -
\$ 256.95	\$ 261.05	\$ 388.39	\$ 261.39	\$ 328.34	\$ 536.66	\$ 3,556.70		\$ 8,574.44
\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 1,451.55	\$ 17,418.60		\$ 17,418.60
\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20	\$ 83.20	\$ 998.40		\$ 998.40
\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49	\$ 19.49	\$ 233.88		\$ 233.88
\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56	\$ 494.56	\$ 5,934.72		\$ 5,934.72
\$ 112.30	\$ 181.95	\$ 76.17	\$ -	\$ -	\$ 232.32	\$ 1,183.74		\$ 3,395.04
\$ 20,403.98	\$ 20,761.31	\$ 29,697.55	\$ 20,603.62	\$ 25,520.11	\$ 40,925.22	\$ 279,032.74		\$ 503,005.16

JUNE 2024	JULY 2024	AUGUST 2024	SEPTEMBER 2024	OCTOBER 2024	NOVEMBER 2024	FY 2024 ACTUAL	VS	FY 2024 BUDGET
\$ -	\$ -	\$ -	\$ 340.00	\$ -	\$ -	\$ 704.56		\$ 727.56
\$ -	\$ -	\$ -	\$ -	\$ 552.95	\$ -	\$ 15,552.95		\$ 1,940.04
\$ -	\$ -	\$ 55,493.02	\$ 75,262.18	\$ 65,905.62	\$ 56,808.87	\$ 253,469.69		\$ 930,136.12
\$ 53,196.38	\$ 55,931.86	\$ 18,997.31	\$ -	\$ -	\$ -	\$ 398,684.00		\$ 398,684.04
\$ 44.00	\$ 332.25	\$ 50.02	\$ 50.73	\$ 45.57	\$ 43.01	\$ 1,054.64		\$ 800.00
\$ 53,240.38	\$ 56,264.11	\$ 74,540.35	\$ 75,652.91	\$ 66,504.14	\$ 56,851.88	\$ 669,465.84		\$ 1,332,287.76

JUNE 2024	JULY 2024	AUGUST 2024	SEPTEMBER 2024	OCTOBER 2024	NOVEMBER 2024	FY 2024 ACTUAL	VS	FY 2024 BUDGET
\$ -	\$ 2,053.64	\$ -	\$ 2,243.65	\$ 10,515.86	\$ 27,765.19	\$ 48,101.88		\$ 12,000.00
\$ -	\$ 2,053.64	\$ -	\$ 2,243.65	\$ 10,515.86	\$ 27,765.19	\$ 48,101.88		\$ 12,000.00
\$ 73,644.36	\$ 79,079.06	\$ 104,237.90	\$ 98,500.18	\$ 102,540.11	\$ 125,542.29	\$ 996,600.46		\$ 1,847,292.92

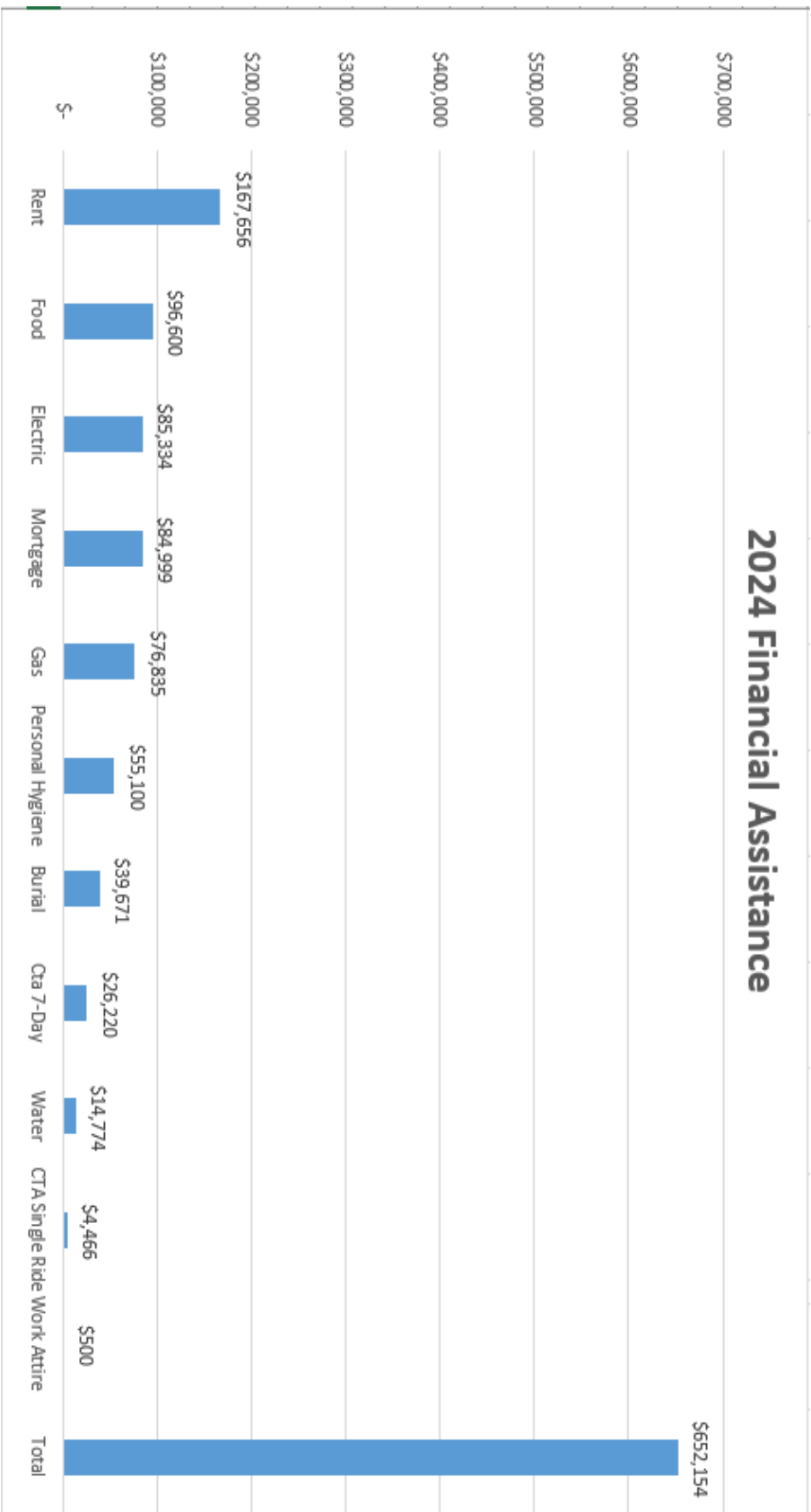
### FY 2024 - YTD DISBURSEMENTS

Month	CTA SINGLE RIDE			CTA 7-DAY			PACE 1-DAY			MORTGAGE		RENT	
	VETS	CARDS	TOTAL	VETS	CARDS	TOTAL	VETS	CARDS	TOTAL	VETS	TOTAL	VETS	TOTAL
Dec-23	26	113	\$ 621.50	55	55	\$ 1,127.50	0	0	\$ -	5	\$ 6,575.52	11	\$ 13,750.00
Jan-24	16	74	\$ 407.00	93	93	\$ 1,906.50	0	0	\$ -	3	\$ 3,864.82	7	\$ 9,169.15
Feb-24	12	54	\$ 297.00	91	91	\$ 1,865.50	0	0	\$ -	7	\$ 8,136.11	8	\$ 10,109.00
Mar-24	10	46	\$ 253.00	110	110	\$ 2,255.00	0	0	\$ -	7	\$ 9,436.12	10	\$ 13,940.00
Apr-24	7	34	\$ 187.00	111	111	\$ 2,275.50	0	0	\$ -	2	\$ 2,800.00	8	\$ 10,600.71
May-24	13	55	\$ 302.50	99	103	\$ 2,111.50	0	0	\$ -	4	\$ 5,672.06	7	\$ 9,342.00
Jun-24	16	76	\$ 418.00	94	94	\$ 1,927.00	0	0	\$ -	4	\$ 5,329.00	13	\$ 14,775.04
Jul-24	21	100	\$ 550.00	117	117	\$ 2,398.50	0	0	\$ -	6	\$ 8,400.00	9	\$ 10,015.00
Aug-24	13	59	\$ 324.50	107	108	\$ 2,214.00	0	0	\$ -	5	\$ 7,000.00	16	\$ 19,936.74
Sep-24	16	80	\$ 440.00	138	138	\$ 2,829.00	0	0	\$ -	8	\$ 11,008.02	16	\$ 21,386.25
Oct-24	15	65	\$ 357.50	137	137	\$ 2,808.50	0	0	\$ -	5	\$ 7,000.00	14	\$ 18,495.00
Nov-24	12	56	\$ 308.00	122	122	\$ 2,501.00	0	0	\$ -	7	\$ 9,776.93	13	\$ 16,137.00
<b>2024 YTD TOTALS</b>	<b>165</b>	<b>812</b>	<b>\$ 4,466.00</b>	<b>1274</b>	<b>1279</b>	<b>\$ 26,219.50</b>	<b>0</b>	<b>0</b>	<b>\$ -</b>	<b>63</b>	<b>\$ 84,998.58</b>	<b>132</b>	<b>\$ 167,655.89</b>

VETS	ELECTRIC		GAS		WATER		ALDI - GIFT CARD		WALRENS - PERSONAL HYGIENE							
	VETS	TOTAL	VETS	TOTAL	VETS	TOTAL	VETS	CARDS	TOTAL	VETS	CARDS	TOTAL				
19	\$	5,181.88	16	\$	5,645.31	5	\$	1,621.40	50	73	\$	7,300.00	0	0	\$	-
13	\$	3,322.44	12	\$	4,885.54	2	\$	769.36	50	63	\$	6,300.00	0	0	\$	-
11	\$	3,322.45	13	\$	5,203.41	3	\$	1,071.91	36	48	\$	4,800.00	0	0	\$	-
20	\$	6,206.68	20	\$	9,219.13	4	\$	1,625.78	65	79	\$	7,900.00	0	0	\$	-
18	\$	6,856.32	19	\$	8,750.13	2	\$	284.92	55	63	\$	6,300.00	0	0	\$	-
23	\$	8,722.97	16	\$	7,802.17	4	\$	1,890.69	56	71	\$	7,100.00	69	80	\$	8,000.00
17	\$	5,550.95	15	\$	6,566.38	3	\$	630.21	49	62	\$	6,200.00	59	72	\$	7,200.00
19	\$	6,963.10	16	\$	6,356.92	5	\$	1,248.34	68	93	\$	9,300.00	68	92	\$	9,200.00
29	\$	11,097.91	21	\$	6,938.70	5	\$	1,378.48	83	122	\$	12,200.00	79	119	\$	11,900.00
29	\$	13,363.17	18	\$	6,689.54	10	\$	2,546.20	79	104	\$	10,400.00	28	36	\$	3,600.00
23	\$	8,571.39	15	\$	5,195.61	2	\$	677.62	87	104	\$	10,400.00	76	93	\$	9,300.00
19	\$	6,174.59	11	\$	3,582.31	5	\$	1,029.04	69	84	\$	8,400.00	51	59	\$	5,900.00
240	\$	85,333.85	192	\$	76,835.15	50	\$	14,773.95	747	966	\$	96,600.00	430	551	\$	55,100.00

SHELL - GAS CARDS			WORK ATTIRE		TELEPHONE		WIFI - INTERNET		BURIAL		TOTAL
VETS	CARDS	TOTAL	VETS	TOTAL	VETS	TOTAL	VETS	TOTAL	VETS	TOTAL	
0	0	\$ -	1	\$ 100.00	0	\$ -	0	\$ -	1	\$ 1,500.00	\$ 43,423.11
0	0	\$ -	1	\$ 100.00	0	\$ -	0	\$ -	3	\$ 4,500.00	\$ 35,224.81
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	3	\$ 4,500.00	\$ 39,305.38
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ 1,500.00	\$ 52,335.71
0	0	\$ -	1	\$ 100.00	0	\$ -	0	\$ -	3	\$ 3,700.00	\$ 41,854.58
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	5	\$ 7,470.97	\$ 58,414.86
0	0	\$ -	1	\$ 100.00	0	\$ -	0	\$ -	3	\$ 4,500.00	\$ 53,196.58
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ 1,500.00	\$ 55,931.86
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ 1,500.00	\$ 74,490.33
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	2	\$ 3,000.00	\$ 75,262.18
0	0	\$ -	1	\$ 100.00	0	\$ -	0	\$ -	2	\$ 3,000.00	\$ 65,905.62
0	0	\$ -	0	\$ -	0	\$ -	0	\$ -	2	\$ 3,000.00	\$ 56,808.87
0	0	\$ -	5	\$ 500.00	0	\$ -	0	\$ -	27	\$ 39,670.97	\$ 652,153.89

## 2024 Financial Assistance



## FY 2024 - YE by DISTRICT

2024 YTD	1st District Stamps		Tara		2nd District Michael Scott Jr.		3rd District Bill Lowry		4th District Stanley Moore		5th District Monica Gordon		6th District Donna Miller	
	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT
Dec-23	7	\$ 3,129.61	47	\$ 7,395.29	40	\$ 7,866.77	17	\$ 5,833.26	19	\$ 1,802.60	3	\$ 578.46		
Jan-24	9	\$ 3,189.07	53	\$ 3,457.98	39	\$ 6,386.95	30	\$ 1,484.28	9	\$ 4,679.60	2	\$ 1,670.50		
Feb-24	5	\$ 3,907.08	49	\$ 7,419.34	35	\$ 4,081.03	23	\$ 4,656.75	17	\$ 9,456.48	2	\$ 1,600.00		
Mar-24	6	\$ 891.00	54	\$ 9,833.97	36	\$ 12,527.14	36	\$ 8,717.75	12	\$ 9,459.36	5	\$ 1,561.50		
Apr-24	3	\$ 2,187.06	46	\$ 4,843.85	56	\$ 9,296.78	22	\$ 5,887.00	18	\$ 6,981.03	9	\$ 1,080.71		
May-24	8	\$ 4,618.77	46	\$ 10,417.67	64	\$ 14,514.02	22	\$ 5,125.73	19	\$ 5,889.50	10	\$ 2,910.96		
Jun-24	7	\$ 1,720.50	46	\$ 6,392.80	42	\$ 8,190.41	34	\$ 5,233.88	11	\$ 3,811.02	6	\$ 461.50		
Jul-24	8	\$ 4,125.61	50	\$ 8,586.50	45	\$ 7,371.15	37	\$ 7,789.59	15	\$ 8,210.44	10	\$ 4,896.74		
Aug-24	8	\$ 3,875.11	44	\$ 9,341.54	59	\$ 20,635.04	23	\$ 5,810.31	18	\$ 11,039.51	6	\$ 3,232.52		
Sep-24	12	\$ 2,941.00	70	\$ 13,014.14	62	\$ 16,186.03	37	\$ 5,858.29	18	\$ 8,858.32	9	\$ 3,136.33		
Oct-24	4	\$ 3,152.72	62	\$ 8,747.83	83	\$ 18,636.37	46	\$ 10,486.14	13	\$ 2,652.50	9	\$ 3,302.50		
Nov-24	4	\$ 2,617.21	52	\$ 6,527.50	53	\$ 12,882.64	21	\$ 2,065.72	19	\$ 6,969.11	7	\$ 1,538.04		
<b>2024</b>														
<b>TOTALS</b>	<b>81</b>	<b>\$ 36,354.74</b>	<b>619</b>	<b>\$ 95,978.41</b>	<b>614</b>	<b>\$ 138,574.33</b>	<b>348</b>	<b>\$ 68,948.70</b>	<b>188</b>	<b>\$ 79,809.47</b>	<b>78</b>	<b>\$ 25,969.76</b>		

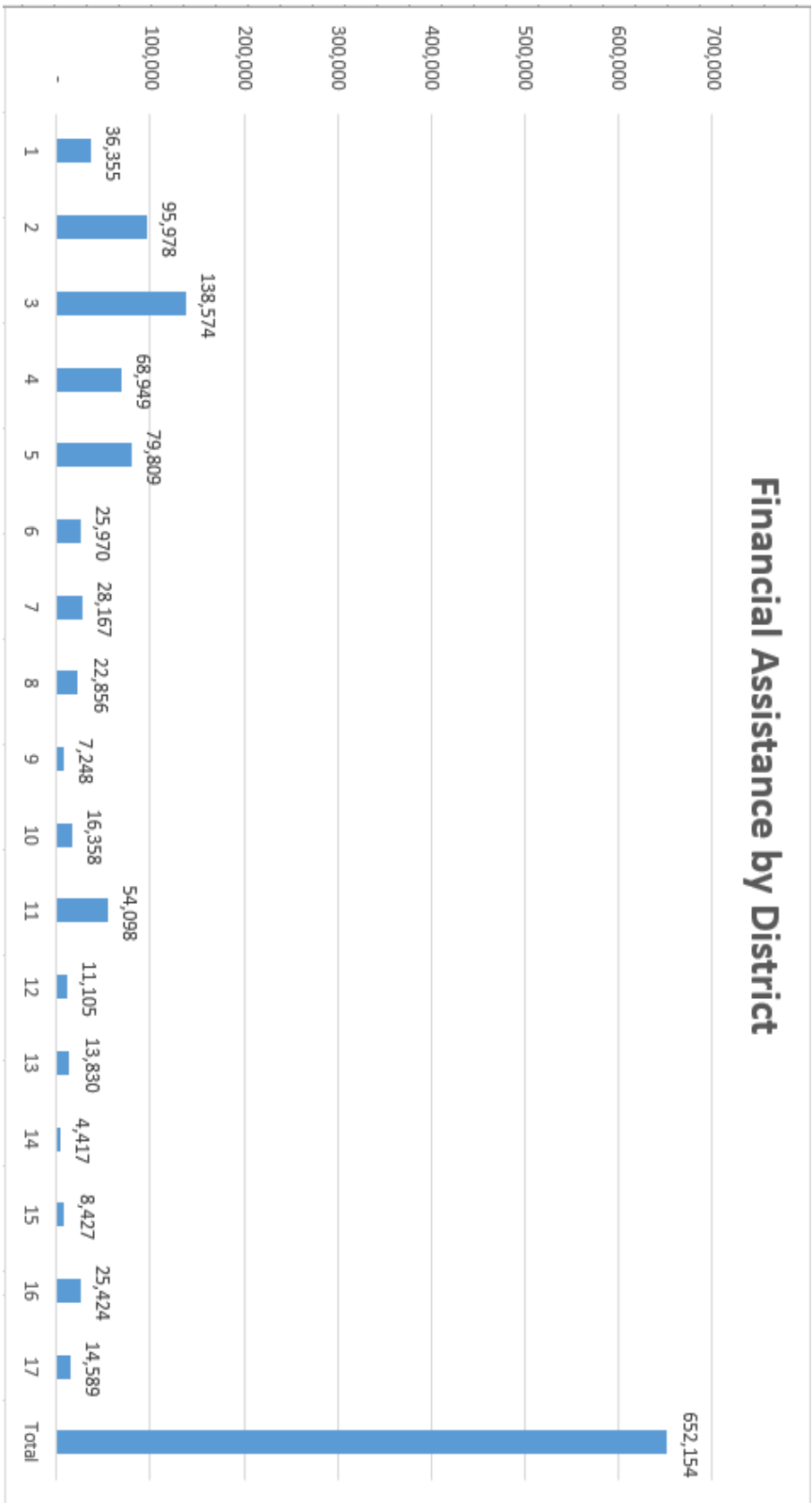
7th District Alma E. Anaya		8th District Anthony Quezada		9th District Maggie Trevor		10th District Bridget Gainer		11th District John P. Daley		12th District Bridget Degnen	
VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT
18	\$ 1,414.96	9	\$ 1,516.32	1	\$ 5.50	6	\$ 1,741.00	15	\$ 7,552.57	7	\$ 105.50
16	\$ 1,505.22	8	\$ 161.50	2	\$ 207.93	14	\$ 2,584.00	5	\$ 248.00	6	\$ 3,190.50
19	\$ 3,143.50	7	\$ 68.50	4	\$ 1,035.54	5	\$ 361.50	9	\$ 884.16	3	\$ 1,520.50
16	\$ 713.65	14	\$ 1,743.50	3	\$ 523.27	1	\$ 385.21	12	\$ 2,920.74	4	\$ 27.50
21	\$ 2,066.00	10	\$ 3,359.89	4	\$ 82.00	3	\$ 20.50	14	\$ 4,533.26	1	\$ -
12	\$ 723.00	21	\$ 5,381.00	0	\$ -	3	\$ 341.00	14	\$ 3,640.06	0	\$ -
17	\$ 4,282.23	9	\$ 2,033.07	4	\$ 161.50	6	\$ 2,395.50	21	\$ 6,144.50	9	\$ 4,821.50
20	\$ 1,355.00	13	\$ 1,984.50	8	\$ 732.33	12	\$ 1,866.74	28	\$ 4,942.80	6	\$ 420.50
24	\$ 5,217.83	6	\$ 161.50	9	\$ 2,730.70	6	\$ 1,233.00	17	\$ 4,180.57	1	\$ 120.50
31	\$ 1,616.68	9	\$ 1,723.00	2	\$ 1,548.40	6	\$ 2,568.08	26	\$ 9,502.74	2	\$ -
31	\$ 3,375.46	13	\$ 2,461.07	1	\$ 220.50	6	\$ 761.50	21	\$ 4,686.25	2	\$ 216.50
20	\$ 2,753.50	13	\$ 2,262.13	0	\$ -	3	\$ 2,100.00	23	\$ 4,862.74	6	\$ 681.94
245	\$ 28,167.03	132	\$ 22,855.98	38	\$ 7,247.67	71	\$ 16,358.03	205	\$ 54,098.39	47	\$ 11,104.94



13th District Josina Morita		14th District Scott R. Britton		15th District Kevin B. Morrison		16th District Frank J. Aguilar		17th District Sean M. Morrison		Monthly Totals
VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	VETS	AMOUNT	
4	\$ 48.00	3	\$ -	1	\$ 100.00	4	\$ 3,897.47	1	\$ 435.80	\$ 43,423.11
7	\$ 4,240.66	5	\$ 1,500.00	0	\$ -	13	\$ 718.62	0	\$ -	\$ 35,224.81
4	\$ 61.50	1	\$ 120.50	0	\$ -	8	\$ 989.00	0	\$ -	\$ 39,305.38
5	\$ 82.00	1	\$ 240.10	1	\$ 20.50	11	\$ 2,688.52	2	\$ -	\$ 52,335.71
5	\$ 261.50	1	\$ 20.50	0	\$ -	12	\$ 934.50	1	\$ 300.00	\$ 41,854.58
5	\$ 2,171.15	0	\$ -	0	\$ -	5	\$ 2,082.00	2	\$ 600.00	\$ 58,414.86
4	\$ 2,026.21	0	\$ -	0	\$ -	12	\$ 5,521.91	2	\$ -	\$ 53,196.53
4	\$ 554.03	0	\$ -	0	\$ -	6	\$ 895.93	5	\$ 2,200.00	\$ 55,931.86
3	\$ 541.00	2	\$ 404.51	1	\$ 1,500.00	8	\$ 2,917.21	5	\$ 1,549.48	\$ 74,490.33
7	\$ 1,982.00	4	\$ 2,031.74	0	\$ -	11	\$ 1,026.61	4	\$ 3,268.82	\$ 75,262.18
6	\$ 1,541.00	0	\$ -	6	\$ 5,006.39	6	\$ 658.89	4	\$ -	\$ 65,905.62
1	\$ 320.50	1	\$ 100.00	2	\$ 1,800.00	8	\$ 3,093.00	6	\$ 6,234.84	\$ 56,808.87
<b>55</b>	<b>\$ 13,829.55</b>	<b>18</b>	<b>\$ 4,417.35</b>	<b>11</b>	<b>\$ 8,426.89</b>	<b>104</b>	<b>\$ 25,423.66</b>	<b>32</b>	<b>\$ 14,588.94</b>	<b>\$ 652,153.84</b>

DISTRICT TOTALS			
FY 2024 - Year End Amount		\$	652,154
FY 2024 - Veterans			2886

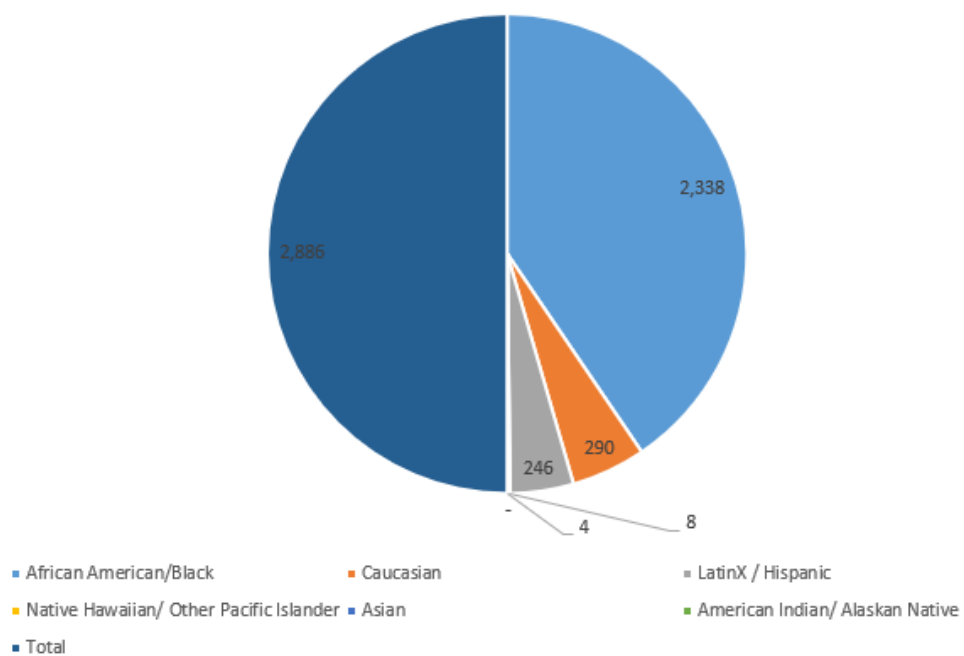
### Financial Assistance by District



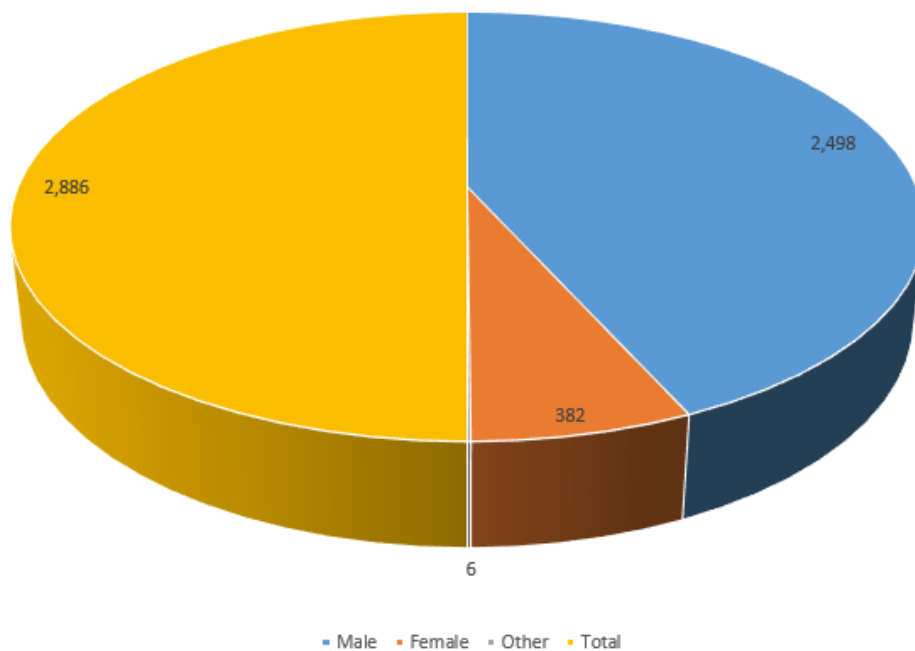
### FY 2024 - YE RACE and GENDER Report

2024 YTD	Caucasian	African American/Black	LatinX / Hispanic	Asian	Native Hawaiian/ Other Pacific Islander	American Indian/ Alaskan Native	Total Race	Male Veterans	Female Veterans	Other Veterans	Total Gender
	Dec-23	20	159	23	0	0	0	202	168	34	0
Jan-24	27	160	31	0	0	0	218	194	24	0	218
Feb-24	14	160	17	0	0	0	191	164	27	0	191
Mar-24	15	182	21	1	0	0	219	200	19	0	219
Apr-24	25	175	26	0	0	0	226	203	23	0	226
May-24	19	195	17	0	0	0	231	207	24	0	231
Jun-24	34	177	19	0	0	0	230	206	24	0	230
Jul-24	27	217	23	0	0	0	267	232	35	0	267
Aug-24	32	193	15	0	0	0	240	192	48	0	240
Sep-24	28	258	18	0	6	0	310	258	46	6	310
Oct-24	29	265	17	2	0	0	313	268	45	0	313
Nov-24	20	197	19	1	2	0	239	206	33	0	239
<b>2024 TOTALS</b>	<b>290</b> 10.05%	<b>2,338</b> 81.01%	<b>246</b> 8.52%	<b>4</b> 0.14%	<b>8</b> 0.28%	<b>-</b> 0.00%	<b>2,886</b> 100.00%	<b>2,498</b> 86.56%	<b>382</b> 13.24%	<b>6</b> #DIV/0!	<b>2,886</b> 100.00%

### Veterans by Race



### Veterans by Gender



## XII. 2025 OUTLOOK

As we close another impactful year, the Veterans Assistance Commission of Cook County (VACCC) reflects on the achievements of 2024 and the critical role our department played in shaping our future. The substantial growth in services, expanded outreach, and enhanced partnerships highlighted our commitment to the Cook County Veteran community.

In 2025, the VACCC aims to build on this momentum by further expanding our programs and improving service delivery. We will implement innovative solutions such as VetrPro, our new management system for processing VA Claims, to increase efficiency and streamline Veteran support. Our phased rollout of the Veteran Service Officer (VSO) initiative will continue, ensuring more accessible, localized support for Veterans across Cook County.

Additionally, our department plans to extend our transportation shuttle program, enabling more Veterans to access essential services. Partnerships with organizations such as A-List Transportation will remain central to our efforts, as we strive to break down barriers and foster a holistic continuum of care.

2025 will also see a renewed emphasis on engaging with the Veteran community. Through targeted outreach, strategic collaborations, and robust feedback mechanisms, our department will remain responsive to the evolving needs of Cook County Veterans and their families.

As we look forward, the VACCC is firm in our mission to empower and uplift Veterans, ensuring they receive the respect, support, and resources they so rightfully deserve. Together, with our partners, stakeholders, and the Cook County community, we will continue to honor the sacrifices of our Veterans and build a brighter, more inclusive future for all.

