

# VETERANS ASSISTANCE COMMISSION OF COOK COUNTY

**Membership Meeting Minutes**

**23 September 2025 @1900hr**

**Lyons Township**

**6404 Joliet Road Countryside, IL 60525**

**(Executive Board Members):** Frank Gutierrez (*President*), William Browne (*1st Vice President*), Dutch DeGroot (*2nd Vice President*), Robert Arciola (*Treasurer*).

**At Large Board Members:** Greg Jacobs, Chuy Segura, John Steciw. Non voting **Appointees** Jim Parker (*Secretary*), Kevin Ake (*Chaplain*), Peter Hurt (*Judge Advocate*), Lorenzo Fiorentino (*Sargent at Arms*). Elizabeth Soto (*Superintendent*)

## **I. Call to Order – President Gutierrez**

- a. Call to order at 1902hrs.
- b. Roll Call/Quorum – 2nd VP DeGroot announced a quorum is attending per the sign in sheet. A copy of the Attendance Sign In Sheet is attached to and a part of these Minutes.

## **II. Opening Reflection – Chaplain Kevin Ake**

- a. Prayer/Reflection. Jewish High Holidays.
- b. Pledge of Allegiance.

## **III. Consent Agenda – President Gutierrez.**

- a. Approval of Minutes of June 24, 2025 Membership Meeting. The Minutes were not read but were distributed to all members in advance of the meeting. It was pointed out the Chaplain's last name was misspelled – should be Ake. This will be corrected. Treasurer Arciola brought up that the minutes reflect the correct title of the "Deputy Superintendent" but the By-laws do not. He made a couple of other comments about By-laws provisions that require amending. President Gutierrez said that these issues will be addressed by the new By-laws committee and by the EB at its next meeting. A motion to approve the Minutes, as corrected, was made by Art Ellingsen and seconded by Chappy Ferrer. The motion was passed by unanimous voice vote.

## **IV. Public Comment.**

- a. Art Ellingsen announced that VVA Chapter 311 will be dedicating a memorial to remember Agent Orange victims at 11 am on October 11 at Lake Park near the Lake Park Pavilion in Des Plaines. All vets are invited to attend.
- b. Dennis Chavez of AL Post 104 said that the CC Sheriff has an Outpatient and Inpatient Placement Support Service that will help with family crisis situations.
- c. Eric Armstrong said that Brookfield Zoo has a Discovery Center that on October 11 from Noon to 3:00pm will have a Veterans Resource Fair that includes free admission to the Zoo. Also on October 18 free shots for vets & families will be available at the Crestwood Armory on October 18th and 26th beginning at 9:00am.
- d. Jim Schultz of Am Vets Post 66 announced a Job Fair aimed at helping vets by the ESGR, a DOD program that assists National Guard and reserve employees and their interaction with civilian employees. Local employers will be there. Need volunteers to help interview potential employers.
- e. Chaplain Kevin Ake announced his candidacy for US Congressman from the 8th Illinois District in the upcoming Primary Election. He would appreciate support from Republican vets and the signing of his petition.

**V. Governance Report – Treasurer Robert Arciola**

- a.** He reported on a meeting he had with VACCC staff to discuss various matters and to pick up some recent donations. The Membership Corp. account balance of \$5,028.57 is the same as the last report but the donations will be added to that after the deposits are made. A Motion to Approve was deemed not necessary per President Gutierrez. Rather the report will be placed on file with the organization.
- b.** Ratification of certain Executive Board Actions. None Required

**VI. VACCC Office Reports – Superintendent Elizabeth Soto thanked everyone for attending and read the Mission Statement of the VACCC. She and staff members reported the following for the second quarter.**

- a.** Concerning VACCC staff she announced the hiring of Justyna Berry as Manager of Veteran Services. She has a strong background in veterans affairs and brings a wealth of knowledge to the VACCC. We now have a total dedicated staff of ten. Superintendent Soto invited Ms. Berry to say a few words. She gave a brief summary of her military service in the US Army and, later, with the VA. Was a VSO manager but this is the best job she has ever had. Regarding veterans and their families she said, “we will fight for you” with respect to claims and all benefits that they are entitled to receive. Ms. Berry invited all vets to visit her office and give her the opportunity to assist them. President Gutierrez then swore her in as an employee of the VACCC which was followed by enthusiastic applause from the attendees.
- b.** Financial & Disbursement Report. Regarding the new facilities, the Rolling Meadows Court House they are still working with CC Property Management team to finalize the office plans. Also, we are going into final stages of completing improvements the new space on the 14th floor of the 69 West Washington building and working on move-in plans. With respect to the 3rd Quarter Financials, copies of which were made available, she referred us to pages of the report that reported on (1) Personnel Services, that include staff salaries and benefits, (2) Operations and Maintenance, (3) Direct Disbursements, which contain information on recently achieved milestones in disbursements to veterans. Quarter-over-Quarter results were also significant. Moving to the Budget, Superintendent Soto pointed to significant increases in all of the important budget categories,
- c.** VSO Report. Deferred.
- d.** Connor Intrass gave the Outreach Report. He began with a summary of the goals and purposes of the Outreach programs. He then summarized recent data about events, demographics, communities served, and needs. Quarter-over-Quarter increases were significant and dramatic. Going forward in the 4th Quarter, the plans are to increase the number and the focus of Outreach events to the South and East areas of the City which are the most under-served. Connor then introduced two representatives of an organization called “Tomorrow Starts Today” whose mission is to increase computer literacy among senior veterans. They gave an extended presentation of its goals and plans to achieve them while working with the VACCC to benefit the veterans we serve. Superintendent Soto pointed out that VACCC member organization and their comrades will be given the opportunity to work with Tomorrow Starts Today to increase their computer skills at no charge.
- e.** There were no questions from the floor. A motion to approve the Office Report was made by 2nd VP DeGroot and duly seconded. The motion was passed by unanimous voice vote.

**VII.** Bylaws – No report as Chair is vacant. On the By-laws Committee going forward, Treasurer Arciola volunteered to be the Chairman. Evamarie Duff, Ran Tyner, Eric Morales, 2nd VP DeGroot and George Gandara also volunteered to serve on the Committee. All were appointed by President Gutierrez. The announced goal is to have draft amendment recommendations ready by the next membership meeting.

**VIII.** Budget – 1st VP Brown. No report.

**IX.** Services Provided – No report as Chair is vacant. President Gutierrez asked for volunteers to serve on the committee. George Gandara and Chevonne Woodward volunteered and were appointed by President Gutierrez.

**X.** Unfinished Business – President Gutierrez

**a.** Report on the Membership Corporation. Tabled.

**b.** Further discussion about Presidents Gutierrez' decision to have our Counsel attend all future meetings regarding costs. In response to a question from the floor about the cost, Josh said that between \$1,200 and \$1,500/meeting is a good estimate. There were no objections to this estimate by the membership.

**XI.** New Business -- President Gutierrez

**a.** Election of At Large Board Member. 2nd VP DeGroot nominated Interim Member Randall Tyner, seconded by Secretary Parker. George Gandara nominated Evamarie Duff, seconded by Eric Morales.

**b.** Evamarie said she is 4th District VFW Commander and has always supported veterans causes, especially female vets, and wants to help the VACCC in any way she can. Ran Tyner said he has been a VACCC delegate since 2020, is a retired Marine, and was employed by the Ill AG for past five years. The will be happy to serve on the VACCC Board.

**c.** 2nd VP DeGroot conducted a roll call election. The result of the voting was Evamarie, 22 votes and Ran, 14 votes as announced by 2nd VP DeGroot. Evamarie was declared the winner. A copy of the Election Tally Sheet is attached to and is a part of these minutes.

**XII.** Good of the Order – President Gutierrez.

**a.** Paul Bezazian, VFW Post 8322, announced a Stand Down on November 14 from 8:30am until 2:00pm at the Northwest Armory, 1553 N. Kedzie in Humbolt Park. All vets welcome.

**b.** Treasurer Arciola mentioned an email he received from 2nd VP DeGroot regarding a set of Standard Operating Procedures for the VACCC membership. He thought his should be taken up by the By-Laws Committee. There was general agreement on that.

**c.** 2nd VP DeGroot said the next EB meeting will be on September 30 at 1830hrs. at AL Post 36 in Des Plaines. DeGroot said we must have a quorum of elected Board members to transact any business and he made sure Evamarie was aware of this. He also mentioned the possibility of getting office space in the Jesse Brown Building. In October there will be a budget meeting of Cook County Commissioners down town. He said that we can show our interest and support of the VACCC by having a "room full of hats" there.

**d.** Presentation of award to John Steciw by 2nd VP DeGroot. President Guttierrez read a plaque in recognition of John's leadership and guidance that has left a lasting legacy. Standing Ovation! John said the VACCC used to be a real mess. Thanks to our newer members (especially Dutch) we have made a tremendous comeback. Another Standing Ovation! Superintendent Soto made an emotional statement the importance John's contribution to the VACCC and that it would not be where it is today without him. Justyne reiterated her dedication to the VACCC and the veterans it serves.

- e.** Todd Moore of DAV Chapter 33 asked several questions of Superintendent Soto regarding some specifics contained in her report about the use of remaining budgeted funds in the last two months of the Quarter, the certification process for new VSOs, VSO caseloads, and our absence from the October 11 Resource Fair, all of which were answered satisfactorily by the Superintendent, Deputy Superintendent Grant Jacobs and Manager, Veteran Services, Derek Giffin. Moore is also Assistant Deputy Chief Administration for Cook County as well as a delegate for his DAV chapter. He also said more than once that because of his position with the County he felt that he can be a resource for the VACCC and the County to reduce the “historical friction” between the organizations. Superintendent Soto and President Gutierrez addressed the friction issue in a comprehensive manner.
- f.** George Gandara talked about the importance of suicide prevention and his personal concerns with the issue. He said he had some handouts about this.
- g.** A. L. Member Duff announced that on September 26 from 4:00pm to 6:00pm a Women’s Forum will be held in Forrest Park.

**XIII.** Future Meeting Sites Update -- 2nd VP DeGroot

The date will be December 16, 2025 at a time and location TBA.

**XIV.** Adjournment-- President Gutierrez

President Gutierrez closed with a thank you to the Board, Members and guests for their contributions to a very productive meeting. Upon a proper Motion by 2nd VP DeGroot, duly seconded, the meeting was adjourned at 2110 hrs. by unanimous voice vote.

Submitted by *Jim Parker*, Secretary



# VACCC MEMBERSHIP SIGN IN SHEET

## 23 SEPTEMBER 2025 MEETING

Sheet 1 of 2

Organization	X	Delegate	X	Alternate Delegate
American Legion 36	X	Patrick Flannigan		Gregory Jacobs
American Legion 87	X	Willie Mack	X	Ashley Shine
American Legion 104		Dennis Chavez	X	Michael F Tuman
American Legion 183	X	Peter Papuc	X	Timothy Bodkin
American Legion 208		Greg Padovani	X	Walter Parus
American Legion 216	X	Kevin Ake		
American Legion 335		Lorenzo Fiorentino	X	Chuy Segura
American Legion 478	X	Beverly Fitch		Nickola Rogers
American Legion 525	X	William "Bill" Starr	X	Laura Matuszak
American Legion 615	X	Ken McClory	X	John Kaminecki
American Legion 687	X	Eugene Weaver	X	Alejandro Segoviano
American Legion 758		Beau D. Butts	X	Frank Gutierrez
American Legion 806		Al Pizarro	X	Pete Hirt
American Legion 829	X	Chevonne Woodward		Ray Doeksen
American Legion 888	X	Anthony Muro		Andy Anderson
American Legion 923		Clemente E. Rodriguez		
American Legion 943	X	John Steciw		Adam Bihun
American Legion 973		Eden Puente		
American Legion 974	X	Anthony Siciliano	X	Thomas Zito
American Legion 1052		Megan Everett		Brian Phenegar
American Legion 1941	X	Robert Stoltz		Edward Krzeminski
American Legion 1932		Charles Salley		James McGee Jr.
American Legion 1983	X	Frank Kelly	X	Antony (Tony) Thomas
American Legion 1987		Charles Henderson		Ron Bellamy
AMVETS 66	X	James Schultz	X	James (Jim) Parker
AMVETS 268	X	Eddie Brown Jr.	X	Richard Nielson



# VACCC MEMBERSHIP SIGN IN SHEET

## 23 SEPTEMBER 2025 MEETING

Sheet 2 of 2

Organization	X	Delegate	X	Alternate Delegate
DAV Chapter 33	X	Todd Moore		Joseph J. Donovan
DAV Chapter 84		Kenneth Boor		William Byers
Jewish War Veterans 710		Dr. Jerry Field		Dennis Kane
Marine Corps L 553	X	Randall L. Tyner		Paul Zogg
Marine Corps L 1408	X	George Gandara		Alejandro Morales
Mil Order WW		Zhi Cheng Chen		
MOAA		Mike Peck		Roman Golash
Navy League 69		Leo Alicea		
PVA Vaughan	X	Robert Arciola		Robert Statam
Polish Legion 72		David Piecuch		
VFW Post 311	X	Bill Browne		Aretha Spurlock
VFW Post 981	X	Stewart Abbink		Larry Blieski
VFW Post 1337	X	John "Dutch" DeGroot		Wally Beckman
VFW Post 2202		John Healy	X	Joseph Wein
VFW Post 2868	X	Eric Morales	X	Evamarie Duff
VFW Post 2978		Ray Doeksen		Scott Frit
VFW Post 3579		Ramon Prieto	X	Keith Renner
VFW Post 5079		Antonio Munoz IV		
VFW Post 5151	X	Phil "Chappy" Ferrer		
VFW Post 5979		Richard Wojewnik	X	David Ruiz
VFW Post 7186	X	Thomas J. "Jim" Hughes		Elliott Jones
VFW Post 8322	X	Paul J. Bezazian		Paul Knudtson
VFW Post 9284	X	Arthur J. Ellingsen	X	Alexander Brenke
VFW Post 10778	X	Chuck Bosko		
VVA 242	X	Kevin Calkins		John Andres
SFA 37		Patrick Crimmins		Pending State Charter
38 of 51 Organizations		49 Delegates and alternates		





VACCC FY2025  
3<sup>rd</sup> Quarter Report

September 23, 2025  
Superintendent Elizabeth D. Soto

MISSION

VACCC HQ

VACCC  
69 W. WASHINGTON  
& ROLLING  
MEADOWS

FINANCIAL REPORT

FINAL FY26 BUDGET

VSO REPORT

OUTREACH REPORT

SENIOR LITERACY  
PROGRAM



*"...for the just, necessary, and needed assistance  
and services of military Veterans, who served in  
the Armed Forces of the United States..."*

Veterans and Service Members (330 ILCS 45/) Military Veterans Assistance Act





VACCCC HQ  
The  
Office

## Superintendent

Elizabeth D. Soto  
Army National Guard Veteran

## Deputy Superintendent

Grant Jacobson  
Army Veteran

## Manager, Finance and Business Operations

Rajeev Samuel

## Manager, Communications and Outreach

Conner Intress  
Army National Guard Veteran

## Communications and Outreach Coordinator

Julian Calderon  
Marine Corps Veteran

## Manager, Veteran Services

Derek Giffin  
Army Veteran

## Manager, Veteran Services

Justyna Berry  
Army Veteran

## Administrative Assistant IV

Vanessa Meadows  
Spouse of an Army Veteran

## Administrative Assistant IV

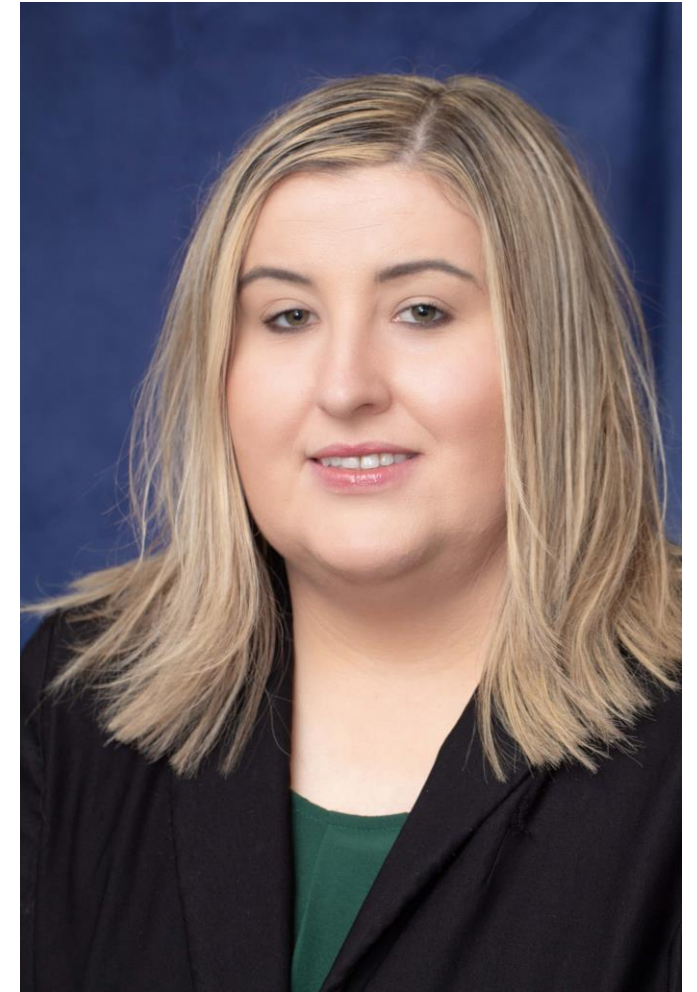
Coral Duarte  
Spouse of an Army Veteran

## Veterans Service Caseworker

Peter Bencak  
Army National Guard Veteran

## Veterans Service Caseworker

Krystal Shaw



## Manager, Veteran Services

Justyna Berry



VACCC  
69 W.  
Washington  
&  
Rolling  
Meadows



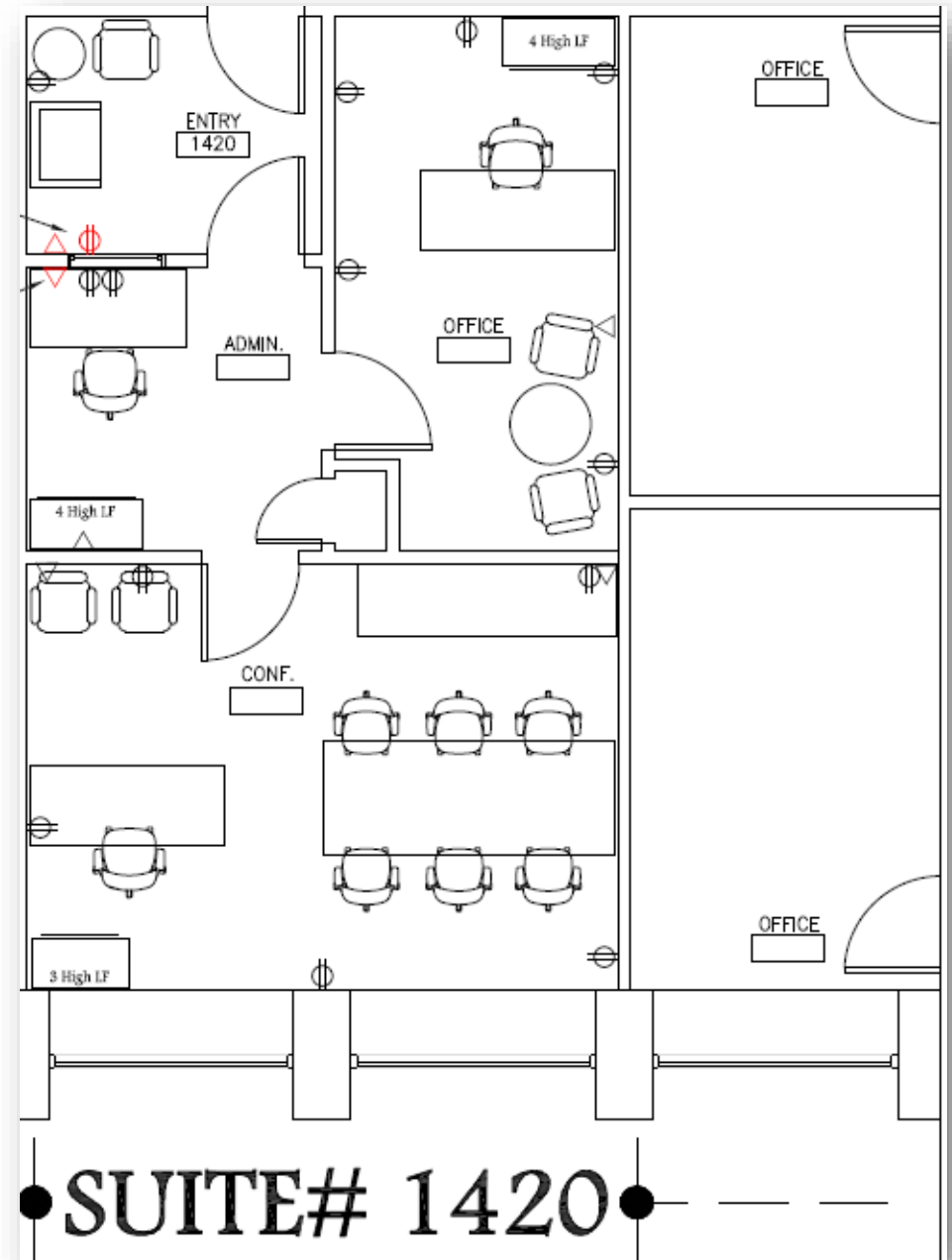
- **The Circuit Court of Cook County's Third Municipal District**  
2121 Euclid Ave.  
Rolling Meadows, IL 60008







- **George W. Dunne Building**  
69 W. Washington St.  
Chicago, IL. 60602
- **Grand Opening: TBD**





Q3

# Financial Report

# PERSONNEL SERVICES

PERSONNEL SERVICES	JUNE 2025	JULY 2025	AUGUST 2025	3RD QTR FY 2025 ACTUAL	VS	3RD QTR FY 2025 BUDGET
501010-Sal-Wag of Reg Employees	\$ 65,387.40	\$ 70,021.42	\$ 110,620.25	\$ 246,029.07		\$ 299,795.12
501030-Salary/Turnover Adjustment				\$ -		\$ -
501511-Mandatory Medicare Cost	\$ 926.14	\$ 990.28	\$ 1,558.30	\$ 3,474.72		\$ 5,234.76
501590-Group Life Insurance	\$ 31.41	\$ 31.41	\$ 31.41	\$ 94.23		\$ 94.20
501610-Group Health Insurance	\$ 1,320.31	\$ 1,320.31	\$ 1,320.31	\$ 3,960.93		\$ 3,960.93
501640-Group Dental Insurance	\$ 111.74	\$ 111.74	\$ 111.74	\$ 335.22		\$ 335.22
501660-Unemployment Compensation	\$ 10.50	\$ 10.50	\$ 10.50	\$ 31.50		\$ 31.50
501690-Vision Care	\$ 19.51	\$ 19.51	\$ 19.51	\$ 58.53		\$ 58.53
501715-Group Pharmacy Insurance	\$ 565.78	\$ 565.78	\$ 565.78	\$ 1,697.34		\$ 1,697.31
<b>SUBTOTAL: PERSONNEL SERVICES</b>	<b>\$ 68,372.79</b>	<b>\$ 73,070.95</b>	<b>\$ 114,237.80</b>	<b>\$ 255,681.54</b>		<b>\$ 311,207.57</b>

Note: The Personnel and Operations expenditures are subject to change as month-end entries may not be posted/processed at the time of the data run.

# OPERATIONS & MAINTENANCE

OPERATIONS & MAINTENANCE	JUNE 2025	JULY 2025	AUGUST 2025	3RD QTR FY 2025 ACTUAL	VS	3RD QTR FY 2025 BUDGET
501790-Prof /Tech Membership Fees			\$ 65.00	\$ 65.00		\$ 500.01
501805-Training Program Staff		\$ 4,300.00	\$ 2,038.00	\$ 6,338.00		\$ 3,124.98
501836-Transportation and Travel Expenses	\$ 358.12	\$ 188.53	\$ 3,751.05	\$ 4,297.70		\$ 4,850.07
520150-Communication Services				\$ -		\$ 1,015.71
520260-Postage		\$ 365.00	\$ (53.00)	\$ 312.00		\$ 485.04
520490-External Graphics and Reproduction Services	\$ 60.00		\$ 2,457.56	\$ 2,517.56		\$ 3,055.56
520830-Professional Services	\$ 4,650.10	\$ 102,160.00	\$ 68,765.00	\$ 175,575.10		\$ 140,099.43
521054-Legal Services		\$ 7,922.20	\$ 4,979.40	\$ 12,901.60		\$ 6,249.99
530605-Office Supplies	\$ 2,054.38	\$ 11,833.81	\$ 3,219.68	\$ 17,107.87		\$ 4,829.97
540130-Maintenance and Subscription Services		\$ 420.00		\$ 420.00		
Bank Fees - Amalgamated Bank	\$ 131.75	\$ 72.03	\$ 195.47	\$ 399.25		
Other	\$ 310.46					
<b>SUBTOTAL: OPERATIONS &amp; MAINTENANCE</b>	<b>\$ 7,564.81</b>	<b>\$ 127,261.57</b>	<b>\$ 85,418.16</b>	<b>\$ 219,934.08</b>		<b>\$ 164,210.76</b>
<b>TOTAL</b>	<b>\$ 125,144.76</b>	<b>\$ 278,709.74</b>	<b>\$ 293,500.28</b>	<b>\$ 697,354.78</b>		<b>\$ 591,785.36</b>

Note: The Personnel and Operations expenditures are subject to change as month-end entries may not be posted/processed at the time of the data run.



# DIRECT DISBURSEMENTS

SPECIAL PROGRAMS	JUNE 2025	JULY 2025	AUGUST 2025	3RD QTR FY 2025 ACTUAL	VS	3RD QTR FY 2025 BUDGET
521313 - Special or Coop Programs (Veteran Disbursements)	\$ 49,207.16	\$ 78,377.22	\$ 93,844.32	\$ 221,428.70		\$ 116,367.03
<b>SUBTOTAL: SPECIAL PROGRAMS</b>	<b>\$ 49,207.16</b>	<b>\$ 78,377.22</b>	<b>\$ 93,844.32</b>	<b>\$ 221,428.70</b>		<b>\$ 116,367.03</b>

AGENCY STATISTICS FY2025	JUNE 2025	JULY 2025	AUGUST 2025	TOTAL
Veterans In Office Visits	278	327	385	990
Calls Handled	199	624	416	1239
Outreach Events	5	23	33	61
New Veterans	41	81	83	205

# QoQ

	FY 2025		
Assistance Description	1st Quarter	2nd Quarter	% QoQ
CTA Single Ride	\$ 1,688.50	\$ 1,144.00	-32.25%
CTA 7-Day	\$ 5,658.00	\$ 5,986.00	5.80%
Mortgage	\$ 11,200.00	\$ 17,185.69	53.44%
Rent	\$ 26,917.25	\$ 37,421.48	39.02%
Electric	\$ 20,044.74	\$ 27,954.58	39.46%
Gas	\$ 11,545.67	\$ 27,341.26	136.81%
Water	\$ 4,587.67	\$ 4,133.97	-9.89%
Food Cards	\$ 21,100.00	\$ 22,900.00	8.53%
Work Attire		\$ 100.00	NA
Personal Hygiene Cards	\$ 12,700.00	\$ 12,100.00	-4.72%
Burial	\$ 13,500.00	\$ 13,617.57	0.87%
<b>Total</b>	<b>\$ 128,941.83</b>	<b>\$ 169,884.55</b>	<b>31.75%</b>

# QoQ

Assistance Description	Q2 (\$)	Q3 (\$)	QoQ %
CTA Single Ride	1,144.00	1,369.50	19.71%
CTA 7-Day	5,986.00	6,355.00	6.16%
Mortgage	17,185.69	29,704.30	72.84%
Rent	37,421.48	28,689.95	-23.33%
Electric	27,954.58	32,447.75	16.07%
Gas	27,341.26	25,782.61	-5.70%
Water	4,133.97	3,823.55	-7.51%
Phone	-	949.47	-
Internet	-	706.57	-
Food Cards	22,900.00	42,800.00	86.90%
Work Attire	100.00	100.00	-
Personal Hygiene Cards	12,100.00	30,200.00	149.59%
Gas Cards	-	500.00	-
Burial	13,617.57	18,000.00	32.18%
<b>Total</b>	<b>169,884.55</b>	<b>221,428.70</b>	<b>30.34%</b>

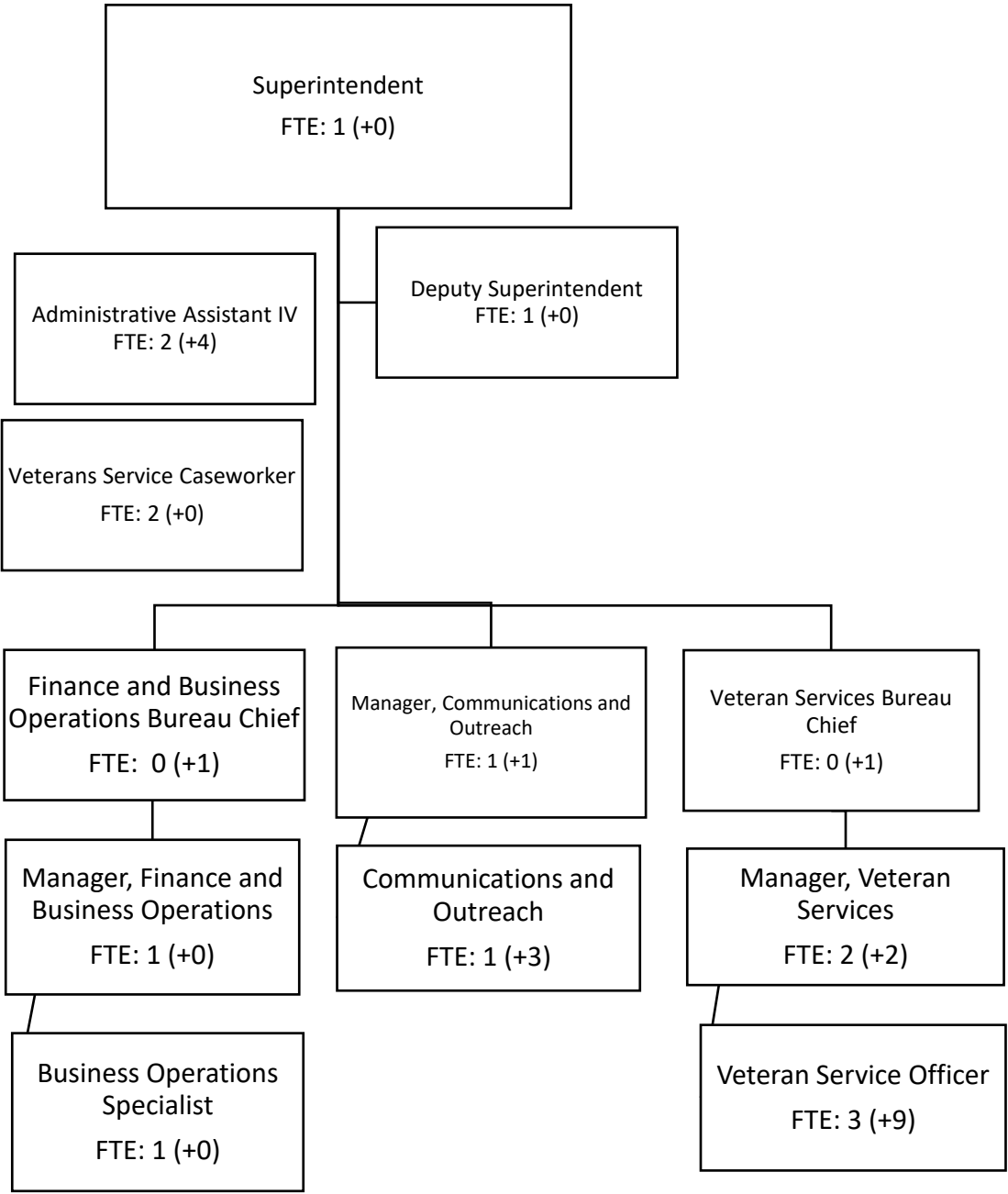
# Final VACCC FY26 Budget Request





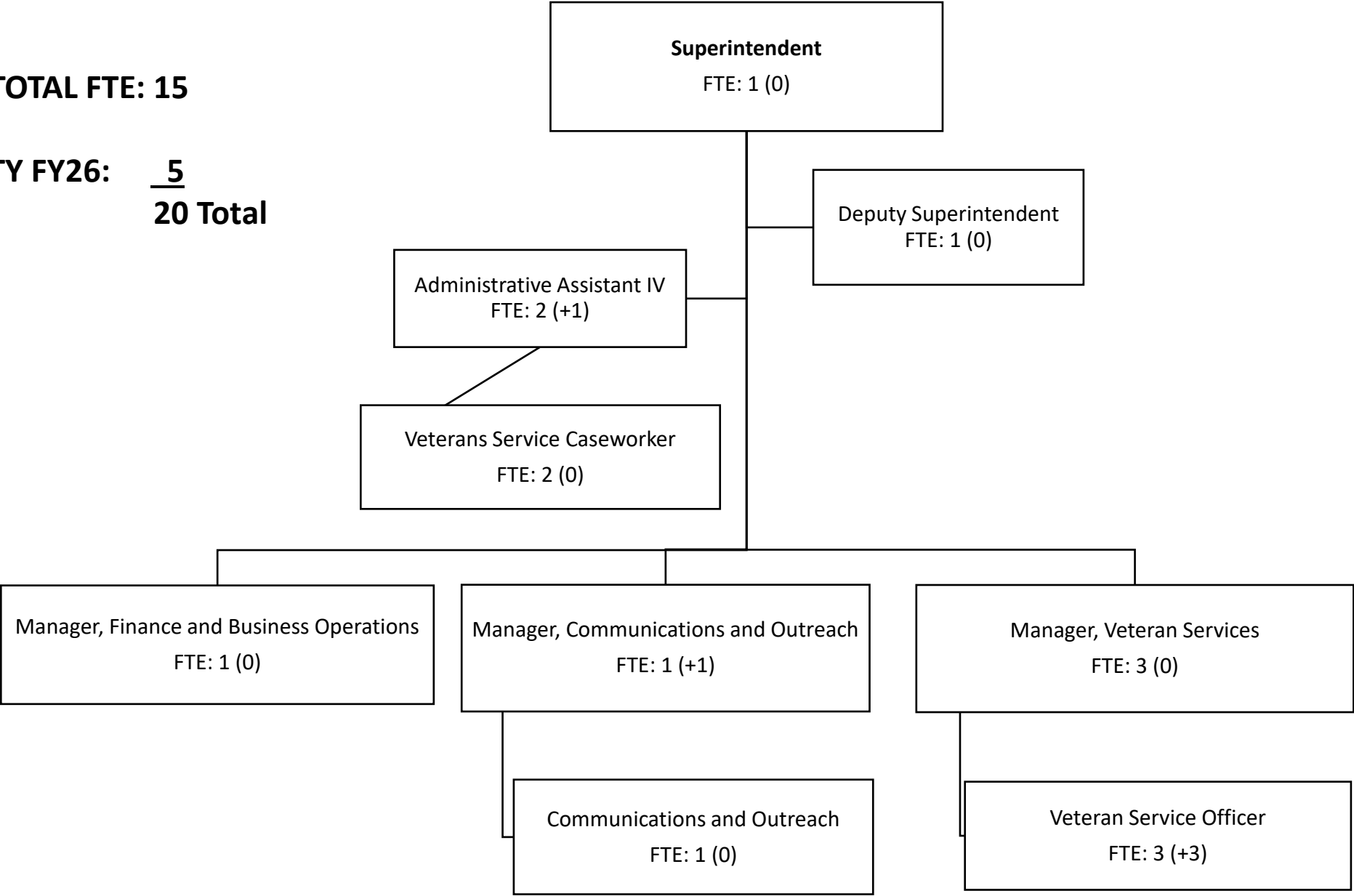
VACCC FY25 TOTAL FTE: 15

VACCC FY26 REQUEST: 21  
36 Total



VACCC FY25 TOTAL FTE: 15

COOK COUNTY FY26: 5  
20 Total



# CURRENT FY25 Budget Snapshot

## Veterans Assistance Commission of Cook County As of August 31, 2025

Account Description	FY 2025 Budget	Expenditure	Funds Available
Salaries and Wages of Employees With Benefits	\$1,089,051.63	\$525,827.96	\$563,223.67
Mandatory Medicare Cost	\$16,972.68	\$7,425.14	\$9,547.54
Insurance Benefits	\$24,710.94	\$18,533.25	\$6,177.69
Professional Develop/Fees	\$31,500.00	\$14,753.95	\$16,746.05
Transportation and Travel Expenses	\$8,400.00	\$6,342.41	\$2,057.59
Communication Services	\$4,062.82	\$4,062.82	\$0.00
Postage	\$440.00	\$0.00	\$440.00
Graphics and Reproduction Services	\$7,722.00	\$4,898.39	\$2,823.61
Professional Services	\$555,400.00	\$388,414.34	\$166,985.66
Professional Legal Expenses	\$36,000.00	\$31,058.60	\$4,941.40
Special or Coop Programs	\$908,936.16	\$517,555.08	\$391,381.08
Office Supplies	\$35,320.00	\$29,746.39	\$5,573.61
Maintenance and Subscription Services	\$674.01	\$594.01	\$80.00
<b>Grand Total</b>	<b>\$2,719,190.24</b>	<b>\$1,549,212.34</b>	<b>\$1,169,977.90</b>

# FINAL FY26 Budget Snapshot

LINE ITEM	VACCC	COOK COUNTY	DIFFERENCE
SAL/ WAG OF REG EMPLOYEES - INCLUDING FRINGE BENEFITS	\$ 3,144,830.00	\$ 1,874,056.00	\$ 1,270,774.00
PROF/ TECH MEMBERSHIP FEES	\$ 19,770.00	\$ 16,520.00	\$ 3,250.00
TRAINING PROGRAM STAFF	\$ 43,930.00	\$ 27,754.00	\$ 16,176.00
TRANSPORTATION AND TRAVEL EXPENSES	\$ 378,060.00	\$ 80,360.00	\$ 297,700.00
COMMUNICATION SERVICES	\$ 57,831.00	\$ 9,686.00	\$ 48,145.00
POSTAGE	\$ 2,000.00	\$ 2,000.00	\$ -
EXTERNAL GRAPHICS AND REPRODUCTION SERVICES	\$ 12,000.00	\$ 12,000.00	\$ -
PROFESSIONAL SERVICES	\$ 200,000.00	\$ 200,000.00	\$ -
LEGAL SERVICES	\$ 75,000.00	\$ 75,000.00	\$ -
SPECIAL OR CO OP PROGRAMS	\$ 1,000,000.00	\$ 1,000,000.00	\$ -
OFFICE SUPPLIES	\$ 120,000.00	\$ 50,000.00	\$ 70,000.00
MAINTENANCE AND SUBSCRIPTION SERVICES	\$ 2,433.52	\$ 2,470.00	\$ (36.48)
<b>TOTAL</b>	<b>\$ 5,055,854.52</b>	<b>\$ 3,349,846.00</b>	<b>\$ 1,706,008.52</b>





Q3

# VSO Report

Q3

# Outreach Report





## Outreach Department Mission Statement

The Veterans Assistance Commission of Cook County (VACCC) is committed to meeting Veterans where they are - delivering accredited services with intention, urgency, and equity. Through strategic, data-driven outreach, we engage Veterans in their own communities, prioritize underserved populations, and ensure timely, inclusive access to the benefits they've earned. Our work is grounded in action, guided by outcomes, and designed to close gaps - not wait for Veterans to navigate them alone.

# Strategic Objectives FY25

## Expand Community-Based Access to Veteran Services

### ***Objective:***

Deliver services directly to Veterans through trusted, accessible locations across Cook County.

### ***Key Strategies:***

- Establish permanent and rotating outreach schedules in underserved areas.
- Prioritize visibility at community events, shelters, churches, and Veteran-focused hubs.
- Eliminate access barriers by bringing services to Veterans instead of waiting for them to come forward.

## Optimize Services Through Data and Responsiveness

### ***Objective:***

Use real-time data and outcome tracking to guide decisions, allocate resources efficiently, and adapt quickly to emerging Veteran needs.

### ***Key Strategies:***

- Make data-informed decisions on staffing, programming, and outreach deployment.
- Maintain responsiveness as a core standard – ensuring Veterans get answers and action, not delays.




# Q3 Data Breakdown


## QR Code Tracking Data

Metrics gathered through a program which tracks how often people use our QR codes. Captures areas scanned from, unique scans, as well as which QR codes they use.


- Intake Form Registration: **348**
- VACCC Web Page: **194**
- VACCC Facebook Page: **116**

*Connect*  
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**VETERANS  
ASSISTANCE  
COMMISSION  
COOK COUNTY**



**Cook County Juvenile  
Temporary Detention Center**  
1100 S. Hamilton Ave, C-011  
(LL)Chicago, IL 60612  
**(312) 433-6010**  
**VACCC@cookcountyil.gov**



To speak to a  
representative and  
learn more about our  
services, please scan  
QR code or visit

<https://hovqr.to/de421623>



# Q3 Data Breakdown

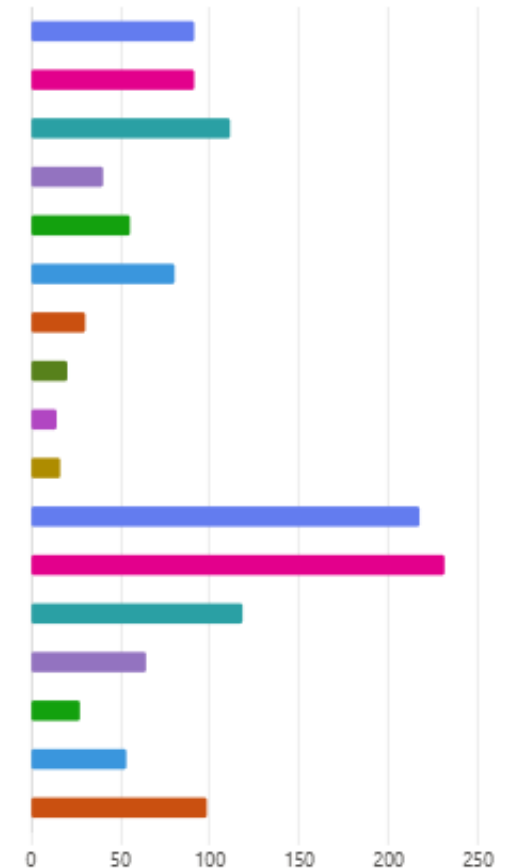
## Intake System Metric Breakdown

Metrics gathered through MS Forms. Form captures name, number, email, and service request, but does not verify identity.

Total Assisted (intake form submissions): **348**

**Note:** May include duplicates. Used as indicator of outreach interest.

Rent/Mortgage Financial Assistance	91
Utilities (Electric/Gas/Water)	91
Food Assistance (Hundred Dollar Gift Cards)	111
Weekly Bus Cards - CTA/PACE	40
Vehicle Gas Cards	55
Hygiene card	80
Funeral/Burial Financial Assistance	30
Phone/Landline Financial Assistance	20
Internet Financial Assistance	14
Records Request (State and Federal)	16
File a claim	217
VA Benefits	231
State and Local Veteran Benefits	118
Veteran Health Services	64
Housing Assistance (Homelessness)	27
Employment Assistance	53
Other	98





# FY25 Q3 Accomplishments

## Direct Outreach Initiative:

- Launched April 7, 2025
- Events at churches, VFWs, elected officials' offices, and community spaces
- Sites selected using district-level Veteran density and underutilization data

## Q3 Engagement Metrics (since program began):

- Events Attended: **29** (non-reoccurring office hours)
- Office Hour Visits: **32**
- Total Outreach Events: **61**
- Total Assisted (intake form submissions): **348**

**Total Interaction of Veterans: 809**

*This includes all Veterans who attended each event*

## Q2 Engagement Metrics (Comparison):

- Events Attended: **35** (non-reoccurring office hours)
- Office Hour Visits: **2**
- Total Outreach Events: **37**
- Total Assisted (intake form submissions): **69**

**Total Interaction of Veterans: 270**

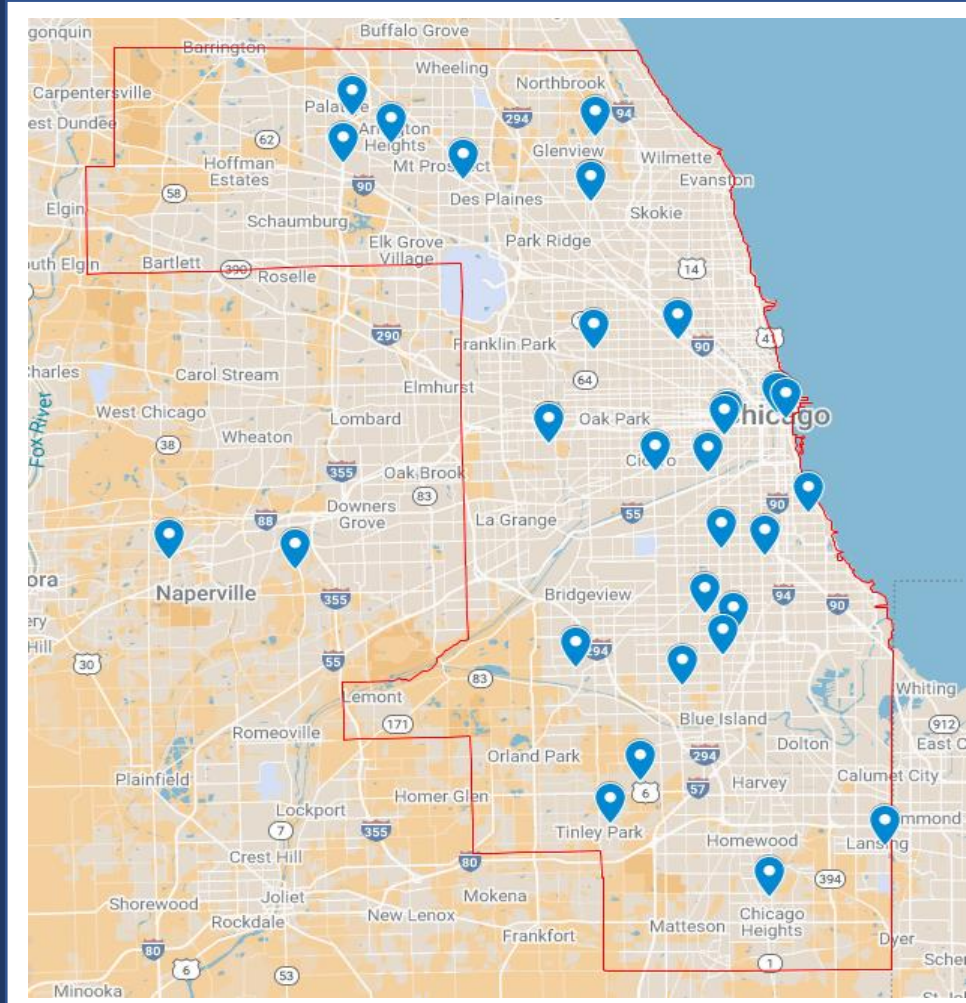
*This includes all Veterans who attended each event*



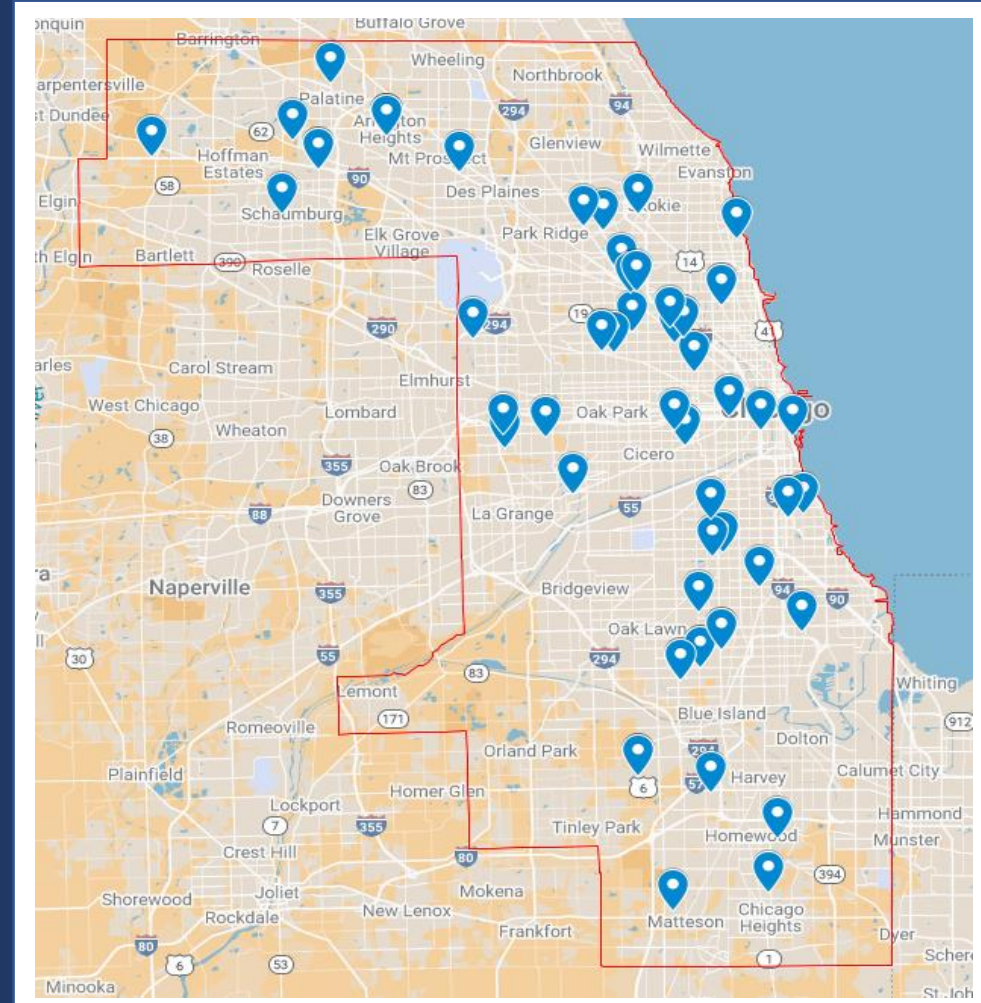


# FY25 Q2 and Q3 Comparison

## Q2 Event Distribution (37 Events)



## Q3 Event Distribution (61 Events)





# FY25 Q3 Event Listings

COUNT	DATE	EVENT	LOCATION
1	6/4/2025	Office Hours, Commissioner Maggie Trevor (9th)	220 W. Campbell St., Arlington Heights
2	6/18/2025	Office Hours, Alderman Matthew O'Shea	10400 S. Western Ave. Chicago, IL 60643
3	6/25/2025	19th Ward - office hours	3207 W. 111th St. Chicago, IL, 60655
4	6/26/2025	Office Hours, Commissioner Kevin Morrison	1325 Wiley Rd, Schaumburg, IL 60173-4310
5	6/27/2025	Chicago VA Standdown	1551 North Kedzie, Chicago, Illinois
6	7/1/2025	Alderman Villegas Resource Event	6560 W Fullerton Ave Unit # C118 - Suite A Chicago, IL 60707
7	7/2/2025	45th Ward office hours	5460 N. Milwaukee, Chicago, IL 60630
8	7/9/2025	Office Hours, Commissioner Maggie Trevor (9th)	220 W. Campbell St., Arlington Heights
9	7/11/2025	Alderman Matt Martin (Office Hours)	4243 N Lincoln Ave, Chicago, IL 60618-2953
10	7/12/2025	Veterans' Health and Wellness Fair	1840 Westchester Blvd, Westchester, IL 60154
11	7/14/2025	Worth Township Vet Presentation - Vet-talk	11601 S Pulaski Rd, Alsip, IL 60803
12	7/14/2025	Commissioner Michael Scott, Jr. (Office Hours)	3600 West Ogden Ave Chicago, IL 60623 United States



# FY25 Q3 Event Listings

COUNT	DATE	EVENT	LOCATION
13	7/15/2025	Commissioner Jessica Vasquez Office (Office Hours)	2934 N. Milwaukee Ave. Unit C Chicago , IL 60618 United States
14	7/16/2025	Commissioner Dr. Kisha E. McCaskill (Office Hours)	3039B West 159th Street Markham, Illinois 60428
15	7/16/2025	Vet-talk Prairie State College	202 S. Halsted Street Chicago Heights, IL 60411
16	7/16/2025	Office Hours, State Representative Kevin Olickal	5215 Oakton Street Skokie Illinois 60077
17	7/17/2025	Commissioner Miller, 6th District (Office Hours)	15440 S. Central Ave. Oak Forest, IL 60452 United States
18	7/17/2025	Alderman Ruth Cruz (Office Hours)	5418 W. Belmont Ave
19	7/17/2025	Reburial of Emilio Aguirre Event	600 Ridge Rd, Homewood, IL 60430
20	7/19/2025	PACT Act Event	6100 W Fullerton Ave, Chicago, IL 60639
21	7/19/2025	Trickster Cultural Center VSO Outreach	190 S. Roselle RD Schaumburg IL 60193 POC
22	7/19/2025	Alderman Moore Community Meeting Event	7901 S Sangamon St, Chicago, IL 60620
23	7/21/2025	Alderman in the Park Event	6441 S. Oakley Ave.
24	7/23/2025	19th Ward - office hours	3207 W. 111th St. Chicago, IL, 60655



# FY25 Q3 Event Listings

COUNT	DATE	EVENT	LOCATION
25	7/24/2025	Alderman in the Park Event	6600 S Talman Ave, Chicago, IL 60629
26	7/29/2025	FISHER HOUSE DEDICATION & RIBBON CUTTING	3001 Green Bay Rd, North Chicago, IL 60064
27	7/30/2025	Rep Meyers-Martin Office Hours	202 S. Halsted Street Chicago Heights, IL 60411
28	7/31/2025	Alderman Lamont Robinson, 4th Ward	5215 Oakton Street Skokie Illinois 60077
29	8/5/2025	Alderman Villegas (Office Hours)	6560 W Fullerton Ave Ste A, Chicago, IL 60707
30	8/5/2025	National Night Out with Hines VA Police and Sheriffs Department	5000 S 5th Ave, Hines, IL 60141
31	8/6/2025	45th Ward office hours	5425 W Lawrence Ave, Chicago, IL 60630
32	8/6/2025	Leyden Township National Night Event	3045 Sandra Ave, Melrose Park, IL 60164-1078
33	8/6/2025	Office Hours, Commissioner Maggie Trevor (9th)	220 W Campbell St Ste A, Arlington Heights, IL 60005
34	8/6/2025	2025 Pathways to Cook County Summit	725 W Roosevelt Rd, Chicago, IL 60608
35	8/7/2025	Commissioner Kevin Morrison, Office Hours	1325 Wiley Rd, Schaumburg, IL 60173
36	8/8/2025	2nd Annual Armed Forces Summer Bash Event	8900 S Kedzie Ave, Evergreen Park, IL 60805



# FY25 Q3 Event Listings

COUNT	DATE	EVENT	LOCATION
37	8/8/2025	Alderman Matt Martin (Office Hours)	4243 N Lincoln Ave, Chicago, IL 60618
38	8/9/2025	2025 Chicago Veterans Family Fest & Softball Tournament	2732 North Avers Avenue Chicago, IL 60647
39	8/10/2025	Resource Fair and Rodeo Event	4930 S Cottage Grove Ave, Chicago, IL 60615
40	8/11/2025	Worth Township Vet Presentation - Vet-talk	11601 S Pulaski Rd, Alsip, IL 60803
41	8/11/2025	Commissioner Michael Scott, Jr. (Office Hours)	3600 West Ogden Ave Chicago, IL 60623
42	8/12/2025	Valor Games	1410 S Museum Campus Dr, Chicago, IL 60605
43	8/12/2025	Alderman Lopez (Office Hours)	2650 West 51st Street Chicago, IL 60632
44	8/12/2025	Veteran Education Housing Seminar (Commissioner Donna Miller)	3936 W Roosevelt Rd, Chicago, IL 60624
45	8/12/2025	Niles VFW Office Hours (VSO)	7255 N Caldwell Ave, Niles, IL 60714
46	8/14/2025	Harper College Office Hours (VSO)	1200 W Algonquin Rd, Palatine, IL 60067
47	8/16/2025	Hoffman Estates VA Clinic Resource Event	4885 Hoffman Blvd, Hoffman Estates, IL 60192
48	8/18/2025	Alderman Anthony Napolitano, 41st Ward Office Hours	7442 N Harlem Ave, Chicago, IL 60631





# FY25 Q3 Event Listings

COUNT	DATE	EVENT	LOCATION
49	8/19/2025	Frisbie Senior Center Office Hours (VSO)	52 E Northwest Hwy, Des Plaines, IL 60016
50	8/19/2025	Women Warriors: Service, Support & Sisterhood Event	1900 W Van Buren St, Chicago, IL 60612
51	8/19/2025	Commissioner Jessica Vasquez Office Hours	2934 N. Milwaukee Ave. Unit C Chicago , IL 60618
52	8/20/2025	State Representative Nabeela Syed Office Hours	700 N North Ct, Palatine, IL 60067
53	8/21/2025	Commissioner Miller, 6th District (Office Hours)	15440 S. Central Ave. Oak Forest, IL 60452 United States
54	8/21/2025	Alderman Ruth Cruz (Office Hours)	3348 N Milwaukee Ave, Chicago, IL 60641
55	8/21/2025	Westchester Village Hall Office Hours (VSO)	10300 W Roosevelt Rd, Westchester, IL 60154-2568
56	8/26/2025	Commissioner Frank Aguilar Office Hours	7833 Ogden Ave. Lyons, IL 60534
57	8/26/2025	VA Education Housing Seminar (Commissioner Gainer)	5216 W Lawrence Ave, Chicago, IL 60630
58	8/27/2025	19th Ward - office hours	10400 S Western Ave, Chicago, IL 60643
59	8/27/2025	Alderwoman Maria Hadden, Office Hours	1447 W Morse Ave, Chicago, IL 60626
60	8/28/2025	Alderman Lamont Robinson, 4th Ward	5050 S Indiana Ave, Chicago, IL 60615



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# FY25 4th Quarter Goals

## Department Updates

- Currently have attended and/or are scheduled to attend 89 events for the 4th Quarter

- Scheduling at least three VET Talk events per week to brief Veterans on our VSO and Emergency Financial Services
- Host two VA Housing Education Events
- Publish second edition of Veteran Resource Guide
- Create and Publish Partner Resource Booklet
- Continue to expand office hours into more districts, wards and municipalities



# Senior Veteran Computer Literacy Program

*Your Today Starts  
Tomorrow*



"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them." - John F. Kennedy





# The Digital Literacy Gap



- Accessing VA benefits and telehealth can feel confusing or overwhelming.
- Technology frustrations sometimes cause stress or lead to isolation.
- Family and friends are more connected than ever through digital platforms.
- Learning digital skills builds online confidence and camaraderie in the Veteran Community.
- Our mission





# VA digital literacy



## VA website VS VA App

An official website of the United States government [Here's how you know](#)

**VA** U.S. Department of Veterans Affairs

Search Contact us Sign in

VA Benefits and Health Care About VA Find a VA Location My VA My HealtheVet

Welcome to VA.gov

### Let us help you get started

Whether you're a Veteran, service member, or family member, we're here to help you get the care and benefits you deserve.

[Get started with VA](#)

Create an account to manage your VA benefits and care in one place — any time, from anywhere.

[Create account](#)

[Learn how an account helps you](#)

### Search

Search

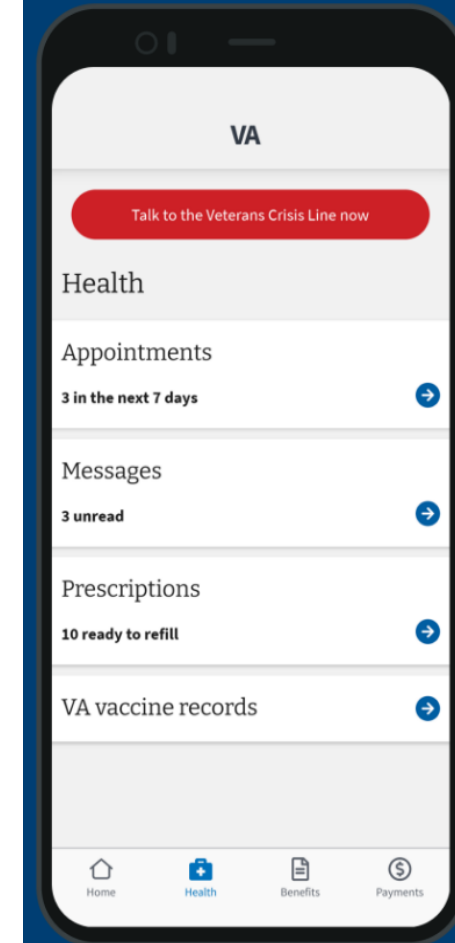
#### Other search tools

- [Find a VA location](#)
- [Find a VA form](#)
- [Find an accredited rep or VSO](#)
- [Find an outreach event](#)

### Top pages

- [Check your claim, decision review, or appeal status](#)
- [Download your benefit letters](#)
- [Manage your health care with My HealtheVet](#)
- [View your disability rating](#)
- [Manage health appointments](#)
- [Review your payment history](#)
- [Get travel pay reimbursement](#)
- [Check your remaining GI Bill benefits](#)
- [Review or update your dependents](#)
- [Manage your debt for overpayments and copays](#)

## Access health care tools







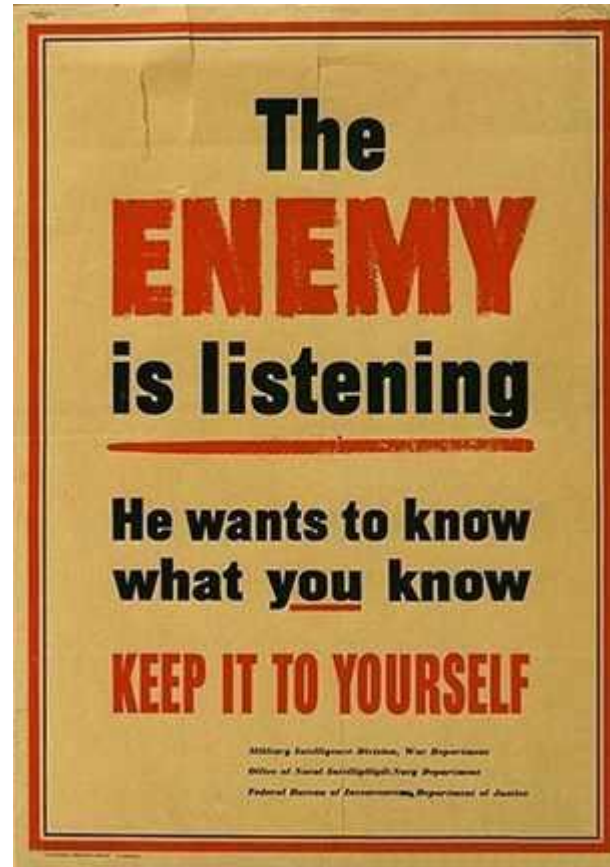
# Family and Social Media



- Stay connected with family, friends, and fellow Veterans.
- Share moments safely without oversharing.
- Learn to manage privacy and security settings.
- Use social media to strengthen camaraderie and support.
- Discover new ways to participate in post and community activities online.



# Questions



Local Communities

Local Government

Local Veterans

Working **together** to serve  
those who served us



## ADDRESS

1100 S. Hamilton Ave.  
Suite, C-O11  
(Lower Level of the JTDC Building)  
Chicago, IL. 60612

## CONTACT

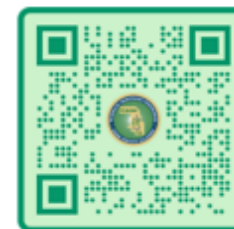
Main Phone: 312. 433. 6010

Fax: 312.433. 6015

EFS Email: [vacc@cookcountyil.gov](mailto:vacc@cookcountyil.gov)

VSO Email: [vacvso@cookcountyil.gov](mailto:vacvso@cookcountyil.gov)

Website: [vaccookcounty.org](http://vaccookcounty.org)



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