Good morning/afternoon. My name is Theresa Robinson. I am a proud Navy Veteran and the Commander of the United Veterans Council of Kent County. Our Council represents over fifty Veterans organizations in the county. Kent County has over 32,000 Veterans and is also home to the Grand Rapids Home for Veterans.

I want to thank you for taking the time and expeditiously addressing these concerns for our Veterans. We have noticed there have been positive steps taken and fully support the new leadership that has been put in place. We will be continually monitoring actions and policy being adopted, submit input, and have a watchful eye on behalf of the Veterans.

This Audit has opened many concerns and there is much room for improvement. A couple I would like to mention are as follows… Accountability is needed from a neutral source. …for staff and management, Outside Contractors for some of the staffing positions..means constant staff rotation— resulting in no continuity, and this directly and negatively impacts member care and daily living. We would also like you, to think in terms of long term goals when making and addressing changes. There are immediate changes needed, but in the midst of all these decisions look to the future of what the Veterans Homes will look like in years to come, to best serve our nations HEROES.

We have a wealth of experience and caring in our Veteran population in Kent County and we stand by to assist wherever and whenever possible and in any capacity that is needed.

Our Veterans earned and deserve the best care possible at the Home. We look forward to working with you to provide that safe and caring environment and to support your efforts for change.

As I finish up my comments, I ask each of you sitting here to remember a JFK quote…"Let us not seek the Republican answer or the Democratic answer, but the RIGHT answer."

And finally, I will end with a quote from Albert Einstein……"The world will not be destroyed by those who do evil, but by those who watch and do nothing"……There have been some unacceptable situations at the Home…We the Veterans of Kent County will not just watch and do nothing…We are here to HELP !!!!

Thank you for your time.

Respectfully,

Theresa Robinson

Commander

United Veterans Council of Kent County

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