

VETERANS COMMISSION MEETING AGENDA



City of Lake Stevens Vision Statement

*By 2030, we are a sustainable community around the lake with a vibrant economy,
unsurpassed infrastructure and exceptional quality of life.*

December 5, 2022 - 7:00 PM

TWO WAYS TO PARTICIPATE:

Via In Person: The Mill, Sawyers Room, 1808 Main Street, Lake Stevens.

OR Join Zoom Meeting: <https://us02web.zoom.us/j/87626664739>

or call in at: 253-215-8782 Meeting ID: 876 2666 4739

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Roll Call**
- 4. Public Comment**
- 5. Approval of Minutes**
 - A. October 3, 2022
 - B. November 7, 2022
- 6. Discussion / Action Items**
 - A. Adopt a Highway (Samara & Vern)
 - B. Business Recognition (Kevin)
 - C. Community Survey (Debbie, Kevin and Gene)
 - D. Newsletter (Kevin and Debbie)
 - E. Partner Network (Kevin and Kurt)
 - F. Purple Heart City (Kevin)
- 7. Activities on Hold**
 - A. Coffee Klatch (Debbie and Kim)
 - B. Community Events (All)
 - C. Emergency Response Planning (Dennis)
 - D. Veterans Service Office (VSO) Support (Open)
- 8. New Business**

9. Upcoming Agenda Items

10. Adjourn

THE PUBLIC IS INVITED TO ATTEND

The City of Lake Stevens strives to provide accessible opportunities for individuals with disabilities. Please contact Human Resources, City of Lake Stevens ADA Coordinator, (425) 622-9400, at least five business days prior to any City meeting or event if any accommodations are needed. For TDD users, please use the state's toll-free relay service, (800) 833-6384, and ask the operator to dial the City of Lake Stevens City Hall number.

**CITY OF LAKE STEVENS
VETERANS COMMISSION MEETING MINUTES**

Monday, November 7, 2022

HYBRID MEETING – The Mill, Sawyers Room or Via Zoom

CALL TO ORDER: 7:00 p.m.

COMMISSIONERS PRESENT: Kim Daughtry, Dennis Ives (arrived at 7:12 p.m.), Kevin McLarnon, Debbie Welch, Marcus Tageant, Shawn Frederick, Eugene Gabrys, Samara Heydon, Kurt Hilt and Gayle McCurdy

COMMISSIONERS ABSENT: Vern Rasmussen

STAFF MEMBERS PRESENT: Kelly Chelin, City Clerk

Call to Order: The meeting was called together at 7:00 p.m.

Pledge of Allegiance.

MOTION. Commissioner Daughtry made a motion, seconded by Commissioner McCurdy, to excuse the absent members. The motion passed 9-0-0-2.

Oath of Office

City Clerk Chelin swore in new Commission member Eugene Gabrys.

Public Comment: None.

Minutes from June 7, 2022

MOTION. Commissioner Daughtry made a motion, seconded by Commissioner Welch, to approve the meeting minutes of June 7, 2022. The motion passed 9-0-0-2.

Note: Commission Ives arrived at 7:12 p.m.

Discussion – Current Activities:

Adopt a Highway – new date coming soon.

Business Recognition – ongoing.

Coffee Klatch – on hold for now.

Community Survey – The Commission discussed the survey.

MOTION. Commissioner Welch made a motion, seconded by Commissioner Daughtry, to accept the survey subject to finalizing the exact words. The motion passed 10-0-0-1.

MOTION. Commissioner Welch made a motion, seconded by Commissioner Daughtry, to authorize expenditures for the survey not to exceed \$1300. The motion passed 10-0-0-1.

Newsletter – Commissioner McLarnon will get a draft to the group soon.

Partner Network – on hold for now.

Purple Heart Sign – Public Works is working on installing the signs.

Job Fair – Commission will partner with the Chamber.

Veterans Service Officer (VSO) Support – still working on.

War Memorial – The Commission held a discussion.

MOTION. Commissioner Tageant made a motion, seconded by Commissioner Welch, to take the War Memorial off the list of agenda items. The motion passed 10-0-0-1.

Discussion – Activities On Hold:

Community Events

Emergency Response Planning

New Business:

City Clerk Chelin stated there was still 1 vacancy on the Veterans Commission.

Veterans Foundation – no new updates.

Adjourn: It was moved by Commissioner Daughtry, seconded by Commissioner McCurdy, to adjourn the meeting. On motion the vote carried (10-0-0-1). There being no further business, Commissioner McLarnon adjourned the meeting at 7:10 p.m.

Kelly Chelin, City Clerk

**CITY OF LAKE STEVENS
VETERANS COMMISSION MEETING MINUTES**

Monday, November 7, 2022

HYBRID MEETING – The Mill, Sawyers Room or Via Zoom

CALL TO ORDER: 7:00 p.m.

COMMISSIONERS PRESENT: Kim Daughtry, Dennis Ives, Kevin McLarnon, Debbie Welch, Marcus Tageant (joined at 7:08 p.m.), Shawn Frederick, Eugene Gabrys, Samara Heydon, Kurt Hilt and Gayle McCurdy

COMMISSIONERS ABSENT: Vern Rasmussen

STAFF MEMBERS PRESENT: Kelly Chelin, City Clerk

Call to Order: The meeting was called together at 7:00 p.m.

Pledge of Allegiance.

MOTION. Commissioner Daughtry made a motion, seconded by Commissioner Ives, to excuse the absent members. The motion passed 9-0-0-2.

Public Comment: None.

Note: Commissioner Tageant joined at 7:08 p.m.

Discussion – Current Activities:
Business Recognition – ongoing.

Community Survey – ongoing.

Newsletter – will be going out soon.

Partner Network/Veterans Service Officer (VSO) – ongoing. Commissioner McLarnon stated that he would provide a link to the Snohomish VSO Directory.
(<https://snohomishcountywa.gov/Directory.aspx?DID=173>)

Purple Heart Sign – ongoing.

Discussion – Activities On Hold:
Community Events
Emergency Response Planning
Coffee Klatch

Adjourn: It was moved by Commissioner Welch, seconded by Commissioner Daughtry, to adjourn the meeting. On motion the vote carried (10-0-0-1). There being no further business, Commissioner McLarnon adjourned the meeting at 6:27 p.m.

Kelly Chelin, City Clerk

Lake Stevens Veterans Commission 2022 Veterans Community Survey Results



Summary of Interim Results	2
Demographics	2
Respondents' Primary Concerns and Support Priorities	3
Focus Group Results	7
Known Limitations	10

DRAFT

Summary of Interim Results

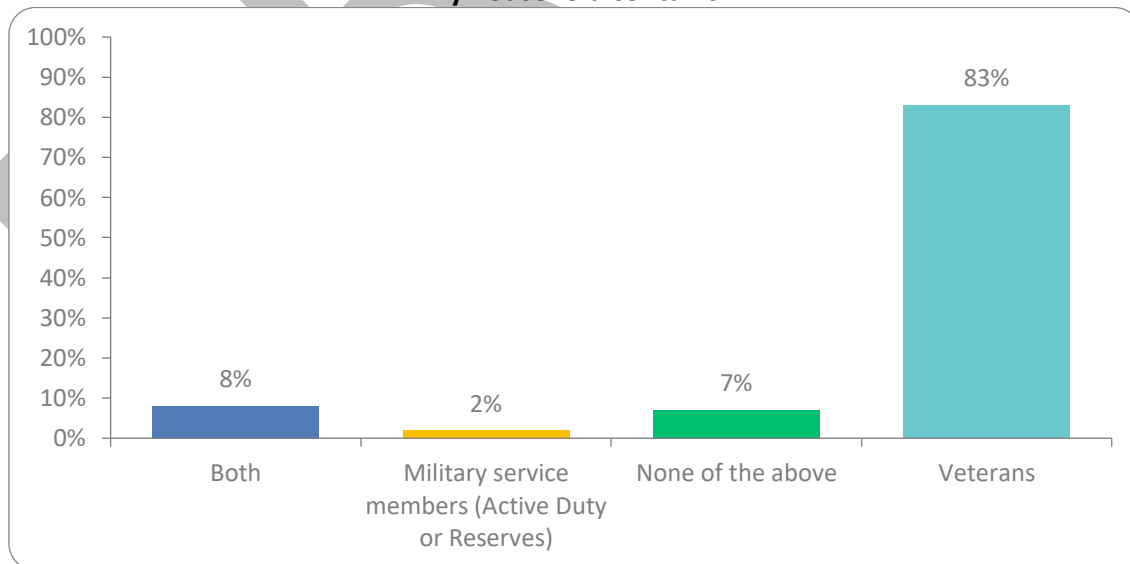
This summary is being offered for review at the December 2022 Lake Stevens Veterans Commission meeting. A final report is expected at the Commission's regular January 2023 meeting. A total of sixty surveys have been completed over the 4-week survey period from November 3, 2022 through December 1, 2022. There are two weeks remaining in the survey period. While caution is required when extrapolating from small data samples, several interesting trends can be found within these interim results. Of significant note, a number of respondents indicated an interest in learning more or volunteering to assist the Commission. Additionally, a number of respondents provided suggestions for specific activities and events that could help the Commission get deeper Veteran community engagement moving forward.

Demographics

All survey respondents identified as being from Lake Stevens or a surrounding community. Eighty-five percent of respondents reported living either in Lake Stevens (77%) or having a Lake Stevens zip code (8%). Fifteen percent identified as living in a surrounding community.

The majority of respondents (91%) came from households containing Veterans. (See Chart 1 below.) Only four respondents stated that their household did not contain a Veteran, Active-Duty Member or Reservist. These respondents answered questions 3-6 in line with the Veteran community and their responses have been included in the overall total. The final report will contain a breakout of these households so that any impacts on the overall survey response will clearly be seen.

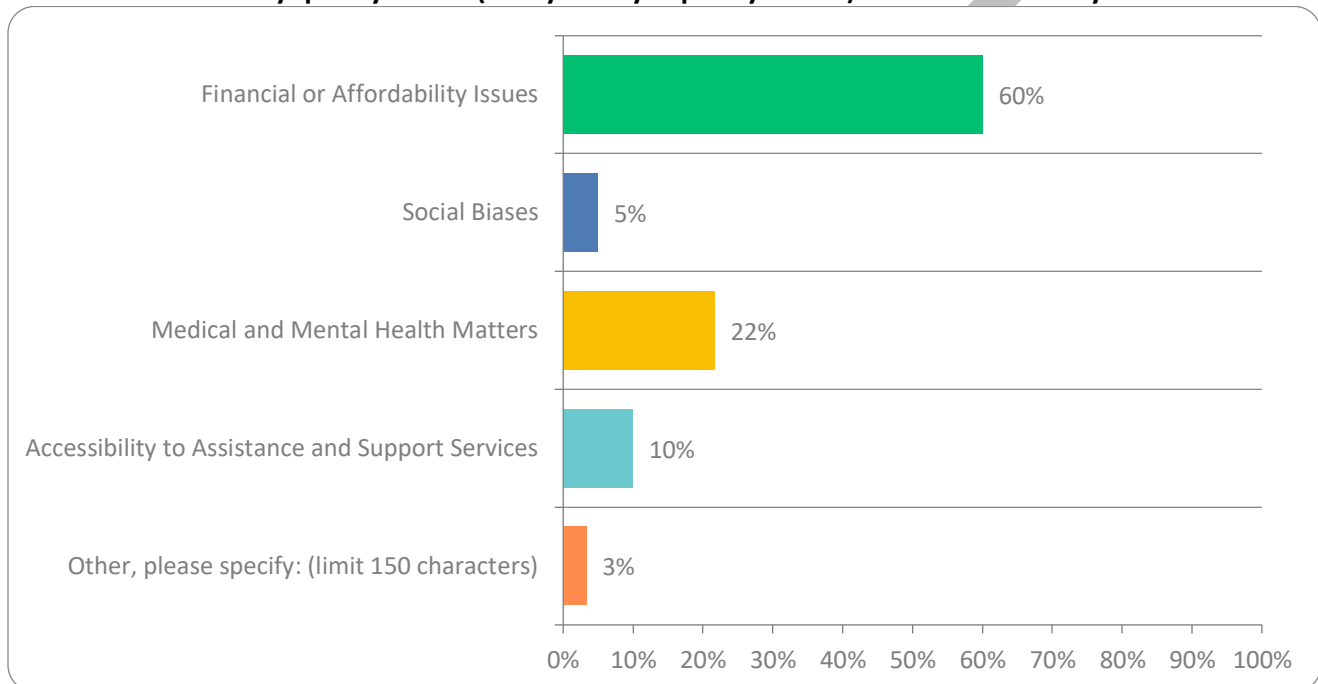
Chart 1 – Completed responses to Question 2
My household contains:



Respondents' Primary Concerns and Support Priorities

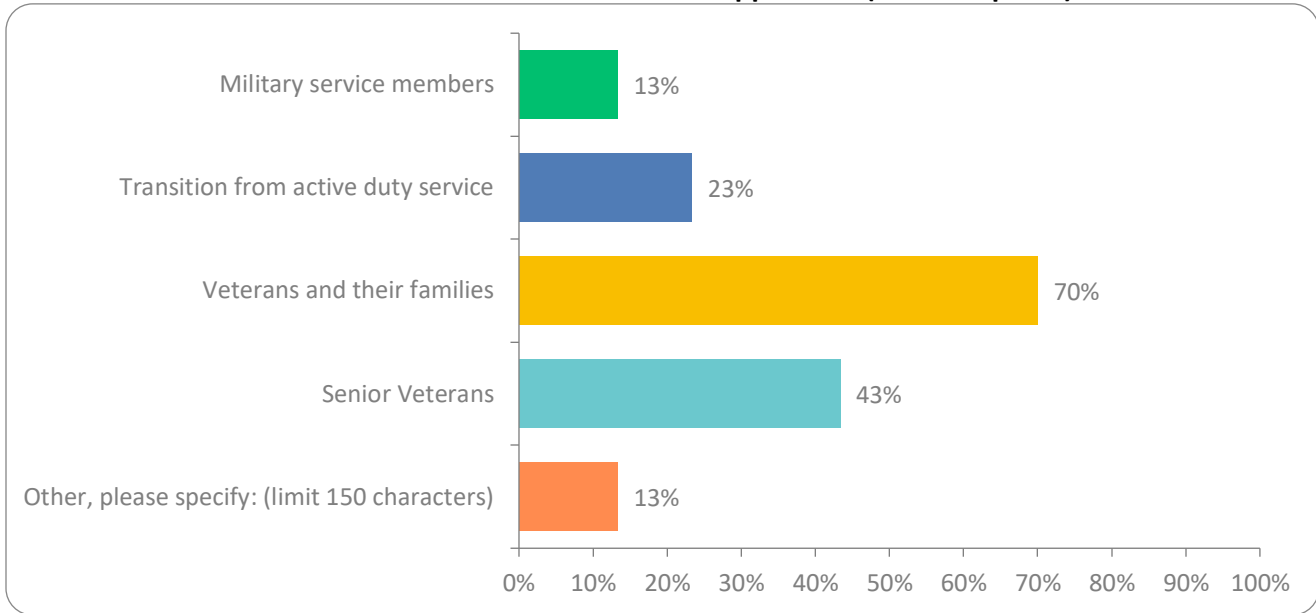
Financial or Affordability issues were identified by the majority of respondents as the top item currently affecting their quality-of-life. While the initial scoring was at 50%, six of the responses provided "Other" answers that belonged in this category, bringing the actual percentage to 60%. Medical and mental health matters were identified by 22% of respondents as the major issue affecting their quality-of-life. (See Chart 2.)

Chart 2 – Completed Responses to Question 3
My quality-of-life (or my family's quality-of-life) is most affected by:



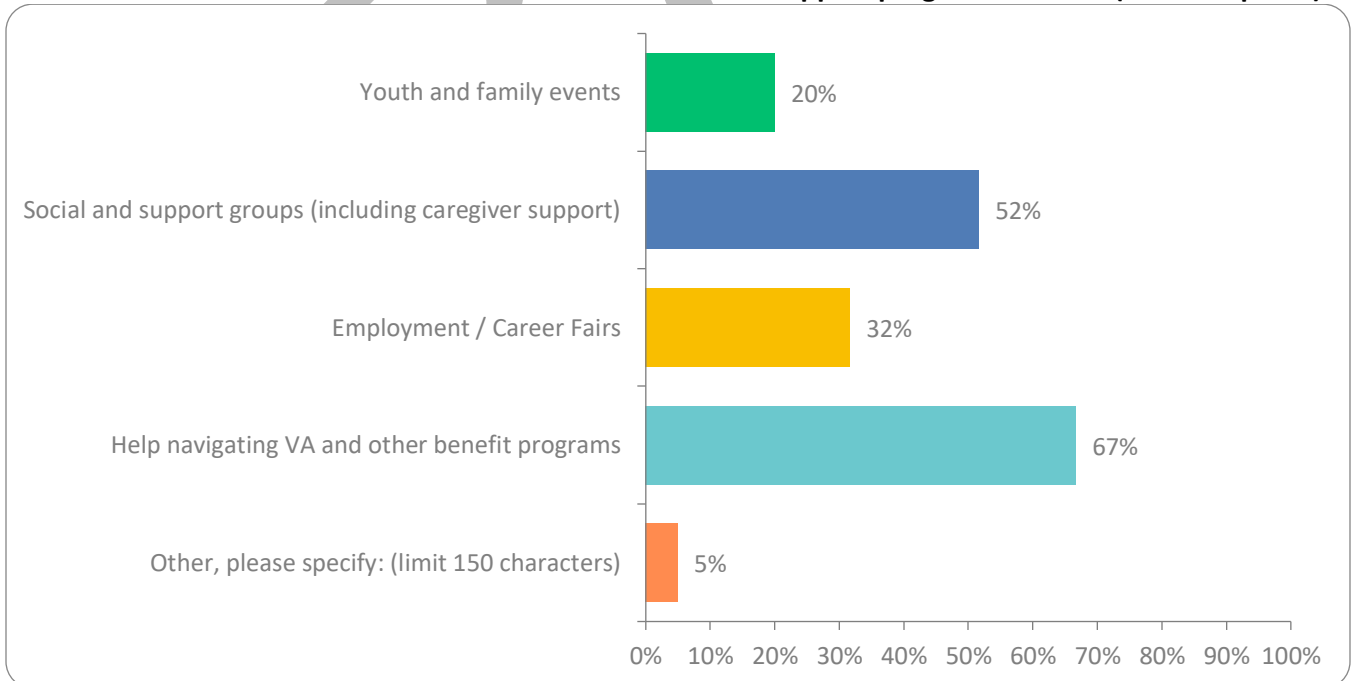
Seventy percent of respondents indicated that they would like to see more support for Veterans and their families. Support activities for Senior Veterans was next at 43%. It is also worth noting that the question seems to have been somewhat confusing to a number of respondents in that several of the "Other" responses describe specific programs more in line with Question #5. (See Chart 3.)

Chart 3 – Completed Responses to Question 4
I would like to see more focus on support for: (Choose up to 2)



Question #5 asked the respondents to identify the specific types of support programs that they would like to see. Two thirds (67%) of respondents prioritized “Help navigating VA and other benefit programs” and 52% identified “Social and Support Groups (including caregiver support)”. (See chart 4.)

Chart 4 – Completed Responses to Question 5
I would like to see the Lake Stevens Veterans Commission support programs such as: (Choose up to 2)



Twenty respondents (33%) responded to Question 6 with specific program suggestions for the Commission to consider. While some of these ideas, such as establishing a nearby VA medical center, are beyond the Commission's ability to deliver in the short term, others are reasonable and achievable. For example, there are a number of suggestions for activities that would engage Veterans and their children. As with question 6, when asked in question 7, a significant percentage of respondents (30%) provided additional ideas for the Commission to consider. The following is an excerpt of responses from questions 6 and 7:

- Programs to help navigate VA community care
- Help and support for caregivers of disabled veterans
- Activities for children of Veterans, specifically hunting and fishing
- 4H camps or something for veterans and their sons
- Community outreach programs and pipeline career fairs would be beneficial for the community
- VA Prescription and clinic in Lake Stevens
- Seminars or guest speakers that present on topics such as sleep issues, household budget management, and post-military service education programs
- Get together soon, potlucks, get to know the vets in the area

The full list of additional comments will be included in the final report.

Other Findings of Interest

Contact Details

32% of respondents (22) expressed an interest in learning more about the Commission or volunteering to help. This is a positive result and leveraging this group should help the Commission going forward. Response details are not shown for privacy reasons however all 22 respondents have been contacted and advised that the Commission will be in contact with them in the near future.

Completion Rate

Overall survey completion rate stands at 90%, indicating that the question format was not an issue for respondents. Only seven of the sixty-seven total responses received thus far were abandoned prior to answering all questions. These responses are not included in the review of interim results. They break down as:

- Three respondents answered only the demographic questions 1&2
- One respondent answered through question 3
- Two respondents answered through question 4
- One respondent answered through question 5

Direct Mail campaign

Twenty-one respondents indicated that they found out about the survey from the postcard mailer. This represents 35% of the completed surveys received thus far and just over 2% of the total postcards mailed. Available industry specifics vary widely for postcard direct mail return rates but low single-digit response rates appear to be the norm¹. Interestingly, while the direct mail effort resulted in only 21 respondents, the quality of the responses was higher than average indicating that we reached an important subgroup. Completion rate among them was 100% and detailed input rates consistently exceeded the norm. For example, 62% responded to question #6 with specific comments, almost double the response rate for all submissions.

Efforts to reduce unintentional survey bias

In order to reduce the potential for unintended bias impacting survey results, the multiple-choice options for questions 3 and question 5 were presented to survey participants in a random order. So, while the first respondent might see option A to the question, “My quality-of-life (or my family’s quality-of-life) is most affected by”, as “Financial or Affordability Issues”, the next respondent would be presented with option A as something different, for example, “Social Biases”. This avoids concerns that users were more likely to choose any specific response because of the order in which it was presented.

¹ The [posgrid.com website](https://posgrid.com) claims that “According to the [data and marketing association](https://dataandmarketingassociation.org), postcards receive the highest response rate of 4.25%, and letters get the lowest response at 3.5%.” The referenced data is paywalled by the Association of National Advertisers (ANA). Several other websites reference an average 0.5-2% response rate for direct mail marketing campaigns and cite a source of “JWM Business Services”. However, this source was not able to be located.

Focus Group Results

In preparing survey questions, Commissioners decided to conduct a focus group survey in October in order to validate the choices being offered in Question 5 ("I would like to see the Lake Stevens Veterans Commission support programs such as"). Twelve Veterans from Lake Stevens and surrounding communities participated in the online focus group, responding to the open-ended survey question: "What programs or events would you like to see the Lake Stevens Veterans Commission focus their efforts on to help support our local Veterans, Active-Duty Military, and their families?".

Participant feedback supported the program direction that the Veterans Commission had already been pursuing. The number one requested item was help with benefits, both VA benefits and local programs (5 participants). Several other types of programs were mentioned more than once:

- Assisting homeless veterans and affordable housing
- Caregiver support
- Veteran appreciation events
- Job fair / Training / Mentoring events and programs

These suggestions were incorporated into the survey. Also of note, three posts mentioned a lack of awareness of the Veterans Commission. There were several suggestions to partner with local Veterans groups in Monroe and Snohomish to help increase awareness of the Commission.

Below are the unedited responses from the twelve focus group participants.

	What programs or events would you like to see the Lake Stevens Veterans Commission focus their efforts on to help support our local Veterans, Active Duty Military, and their families?	Do you have any additional comments or suggestions to help the Commission improve support for this community?
1	Job, Training, Benefits and Counseling	Excellent initiative and appreciated, some don't know where to turn?
2	Veterans benefits. Tax breaks for disabled veteran home owners. Notify parents LSHS is verified for CH 35 benefits. Support military families in our school systems.	Yes I am sure I do but hadn't heard of this till now.
3	Filing a VA Claim	
4	Affordable housing. So many of our vets, and others are priced out of the local markets, even if they have grown up here and returned after serving.	A shelter or tiny houses in the Lake Stevens or Marysville area would be great, but the nimbys will never let it happen, even for vets. Yes, I work in the field, in particular with homeless vets.

	What programs or events would you like to see the Lake Stevens Veterans Commission focus their efforts on to help support our local Veterans, Active Duty Military, and their families?	Do you have any additional comments or suggestions to help the Commission improve support for this community?
5	I am currently active duty at JBLM, I'm two years away from retirement so I don't have much insight on what support veterans require. But, I think promoting the Facebook page is a great start, I didn't know there was one until I saw this post. I am a part of a few pages with people I have served with and they keep people connected and help promote events. The biggest issue I have seen with my friends who get out is suicide. I have lost multiple friends to suicide so anything to address this issue is important. An active Facebook page that promotes meet-ups and or events helps.	
6	Caregiver support	Becoming a Hidden Hero City
7	I wish there were options already to select from. I think a annual 5k and fair with military sources would be best appreciated. That's what Monroe does in conjunction with the VFW. The Snohomish Army National Guard unit has 170+ people in it and many live in lake stevens. Getting them involved in a 5k and annual fair would be incredible since they are involved with the VFW and can provide equipment and people. Every year they respond to wildfires, covid response, snow storms etc. Showing appreciation for them will help show that lake stevens supports active military. A lot of military kids attend LSHS so more volunteers could be recruited from there and I'm positive the Navy base family readiness would have great ideas as well.	No that's all.
8	Holding events to assist Veterans in obtaining their VA benefits and assist w/ other VA opportunities.	
9	Stop focusing on only active duty! You have more honorable retirees that need help in this community. A veteran is for life and should be honored as such. When you single out our disabled and retired vets that gave everything to serve and now deal with disabilities from serving your disrespecting them. Veteran focus should mean ALL veterans active or honorably retired.	I think my previous response says it all.
10	Build a home for a veteran. Provide a service dog for a vet. Help veterans who are homeless. Help active troops talk to loved ones.	No thank you

	What programs or events would you like to see the Lake Stevens Veterans Commission focus their efforts on to help support our local Veterans, Active Duty Military, and their families?	Do you have any additional comments or suggestions to help the Commission improve support for this community?
11	Veteran hiring events. Active duty to civilian workplace transition or mentorship for veterans joining the current workplace environments and navigating the job hunt, interview, and acceptance/rejection. Highlight veterans in the community as we approach Veterans Day. Veterans Day celebration in our public schools again	
12	Refer only on the DD214 and VA disability letter when considering or processing property tax exemption.	More circulation/promotion. I've never heard of you and lived here over 8 years.

Known Limitations

The concept of “ballot stuffing”, when a person takes the survey more than once in order to affect the outcome, is always a concern when evaluating survey data. While there are no ways absolutely limit each person to a single response when conducting an anonymous survey, the Survey Monkey platform provides a combination of tools that help administrators identify the potential scope of problems due to ballot stuffing.

First, the Survey Monkey platform utilizes browser cookies to prevent a device from submitting multiple survey responses. This control can be bypassed by clearing cookies from the device’s browser cache. However, Survey Monkey also records the IP address of the device associated with each survey response. This log acts as a secondary control. As an example, there are no controls in place to prevent a person from responding to the survey once from their mobile phone and a second time from a laptop computer. However, it would be obvious if a person repeatedly submitted survey responses from the same device by clearing the browser cache because the same IP address would be associated with multiple survey responses. It should also be noted that there are legitimate instances when the same IP address would appear more than once in the survey data, for example, when people are sharing the same Wi-Fi network. This could be the result of more than one Veteran living in the same household or frequenting the same coffee shop.

A review of the IP address log of all survey submissions identified only two instances where the same IP address appears more than once and, in both cases, the duplicate IP address is only associated with one other survey submission. Further, in both cases, the individual responses vary between the submissions, reducing the impact of ballot stuffing if, in fact, that was the intent.

The use of browser cookies combined with the low frequency of duplicate IP address submissions supports a finding of confidence in the integrity of the survey data.

Method Barricade & Construction Supply

1822 Bickford Ave Ste E

Snohomish, WA 98290 US

methodbarricade@outlook.com

Invoice**BILL TO**

Accounts Payable
Lake Stevens Public Works
PO Box 257
Lake Stevens, WA 98258
United States

SHIP TO

Accounts Payable
Lake Stevens Public Works
2306 131st Ave NE
Lake Stevens, WA 98258

INVOICE #	DATE	TOTAL DUE	DUE DATE	TERMS	ENCLOSED
15507	12/01/2022	\$186.17	12/31/2022	Net 30	

SHIP DATE

12/01/2022

SHIP VIA

Method

P.O./S.O. NO

LK Stevens Veterans
Commision

ORDERED BY

Kevin McLarnon

ONSITE CONTACT

425-394-2026

DATE	ITEM NO	DESCRIPTION	QTY	UNIT PRICE	AMOUNT
	Sign	12" x 18", Purple Heart Signs, .080 Alum, Type IV HIP, w/ Anti-Graffiti Overlay, Purple/White Background	5	34.128	170.64

SUBTOTAL	170.64
TAX	15.53
TOTAL	186.17
BALANCE DUE	\$186.17