Continuous Process Improvement



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Since being hired in September 2018, we have made many changes at the VAC. We have had staff changes, moved offices, eliminated programs, established programs, and created processes to better facilitate transparency and accountability.

One of the biggest changes was moving the office from Waukegan to Gurnee. Prior to the move, 1000's of documents had to be reviewed, categorized and saved for future access. An electronic file structure was created and for several months, categorizing both past and present documents was part of day to day operations.

Many processes were discussed, realized, evaluated, re-evaluated, implemented, re-evaluated, re-implemented, scratched, tabled, shelved, circled back to and re-implemented.

Our philosophy of continuous process improvement has become a constant at your VAC. We have had both major and minor changes, but all worth celebrating. We have created intake forms, checklists, policies, and questionnaires. We have grouped information and created forms to disseminate useful information. We can email or mail packets to Veterans and their families to minimize travel to our office. We created an onboarding process that includes in-house training taught by the staff, which also prepares VSO's for their accreditation training. VAC Staff have taught classes at the IACVAC (Illinois Association of County Veterans Assistance Commissions) and taken on additional positions within IACVAC.

Within the last six months we have upgraded our multipurpose copier, eliminated an outdated fax machine, received new phones supported by Microsoft Teams and upgraded our entire network to use Fiber Optic Cabling. The fiber upgrade quadrupled our computer upload speed which decreased lag time and enabled us to become more efficient.

The current VAC Staff embodies transparency and accountability. This mentality and outlook facilitate trust between the staff and facilitates high morale throughout the VAC Team. Your VAC Team is highly motivated, loves the job they perform and is working hard to exceed the standard and provide outstanding support the Veteran Community!

While the VAC team has been making all these improvements, and in spite of the pandemic, we've also increased the level of compensation we're getting for our vets by 17% up to $140 million, and we've provided $81,500 in financial assistance - up 60% from last year.

I want to take this opportunity to say how much I enjoy being part of the VAC Team, share how proud I am of the staff and leadership.