

**GOAL:** Analyze the need to expand the county's Veterans' Service Office (VSO).

**OBJECTIVE:** To discuss the advantages and disadvantages of the current VSO program and any recommended changes.

**FACTS:**

1. DMA #14 was completed in November 2013 and is posted on the county website.
2. The Roane County Commission in regular meeting on November 18, 2013 approved Resolution #11-13-02 to establish a Veterans' Service Office.
3. The establishment of the Veterans' Service Office was primarily to hire a part-time officer to assist veterans in receiving services predominately from the U.S. Veterans Administration.
4. A new Community Outreach Clinic to serve veterans was opened in Roane County on March 6, 2014.
5. The Veterans Service Officer (VSO) is required to be an honorably discharged veteran who is then certified to be a Veterans' Service Officer by the State VA.
6. The training and certification process requires a number of weeks where the veterans are unable to be adequately served by the VSO.
7. The new Community Outreach Clinic allocated office space to Roane County's VSO.

**ISSUES:**

1. With Roane County's Community Outreach Clinic being open five (5) days a week and veterans who use the clinic often desiring to see the VSO while using the clinic services, the county's part-time VSO would not be available five (5) days a week when the clinic is open.
2. With the number of weeks required in training and certification, a succession plan did not include continuation in services in the event of the absence of the VSO.
3. Any new expansion in service would entail additional funding.
4. With the establishment of both the Roane County Veterans' Service Office and the Roane County Community Outreach Clinic, additional veterans have been identified and have not been adequately served.

**RECOMMENDATION:**

Based on the above facts and issues, the County Executive's Office recommends additional funding to allow an additional part-time Veterans' Service Officer which will allow two part-time VSO's the ability to schedule full-time service (40 hours per week) along with a back-up succession plan for continuous service.