



Tammy Etheridge, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972

February 18, 2015

MEMORANDUM

TO: Stockton Whitten, County Manager

RE: Item VIII.E., Additional Full-Time Employee for Veteran Services in Next Year's Budget

The Board of County Commissioners, in regular session on February 17, 2015, directed you to find the funding of \$47,387 in next year's budget for an additional full-time Veteran Service Officer (VSO).

Your continued cooperation is greatly appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Etheridge

Tammy Etheridge, Deputy Clerk

cc: Commissioner Anderson



BOARD OF COUNTY COMMISSIONERS

ANDY ANDERSON, COMMISSIONER, DISTRICT 5

1515 Sarno Road, Bldg. B
Melbourne, FL 32935
Phone: 321.253.6611
Fax: 321.253.6620
D5.Commissioner@brevardcounty.us

David Isnardi, Chief of Staff
Danielle Stern, Public Relations Specialist
Dawn Johnson, Aide to Commissioner

February 17, 2015

Dear Fellow Commissioners,

Following last week's budget workshop, I asked Ian Golden, Director of Housing and Human Services, to provide me with a chart illustrating the increase in claims and other assistance needs in our Veterans Service Office. I have attached that chart for your information in this packet. You will see that total client service, the best indicator of claims and other assistance since it includes all data (total number of contacts), has steadily grown since 2010. Despite this trend, Brevard County has the lowest number of Veteran Service Officers (VSOs) as compared to our total Veteran population. A county-by-county comparison is provided in the second graph.

According to Mr. Golden, the cost for an additional full-time Veteran Service Officer (VSO) is \$47,387. By adding another VSO, Brevard County will be able to decrease wait times for the Veterans and their families and expand hours at the Viera office with the potential to offer services at satellite locations in Palm Bay and Titusville.

For these reasons, I would like to ask the Commission to include an additional full-time employee for Veteran Services in next year's budget. Thank you for your consideration.

Sincerely,

Andy Anderson
Brevard County Board of County Commissioners
District 5

Stern, Danielle

From: Anderson, Andy
Sent: Thursday, February 12, 2015 6:29 PM
To: Johnson, Dawn; Isnardi, David; Stern, Danielle
Cc: Golden, Ian J; Valdengo, Venetta; Whitten, Stockton E
Subject: Fwd: Follow-up on information requested
Attachments: VSO Data.xlsx; ATT00001.htm

Danielle,

Please prepare a cover letter and print the following (attached) emails and data for each commissioner (to be handed out) so I may discuss under my reports at next Tuesday's BOCC meeting. I will ask commission to include an additional FTE for veterans services in next years budget.

Sent from my iPad

Begin forwarded message:

From: "Golden, Ian J" <Ian.Golden@brevardcounty.us>
Date: February 12, 2015 at 5:11:51 PM EST
To: "Anderson, Andy" <andy.anderson@brevardcounty.us>
Cc: "Whitten, Stockton E" <Stockton.Whitten@brevardcounty.us>, "Valdengo, Venetta" <Venetta.Valdengo@brevardcounty.us>, "Scott, Mel" <mel.scott@brevardcounty.us>, "Vannorsdall, Dennis" <Dennis.Vannorsdall@brevardcounty.us>, "Davis, Juanita D" <Juanita.Davis@brevardcounty.us>
Subject: RE: Follow-up on information requested

Commissioner,

The cost to add one full-time Veteran Service Officer (VSO) is \$47,387. In addition to decreasing wait times for Veterans and their families, the addition of another VSO will allow us to expand our hours in the Viera office (currently half days on Wednesday and Friday to meet processing demands) and potentially offer services at satellite locations in Titusville and Palm Bay depending upon the ability to utilize space with partner agencies.

I have attached an excel file with two graphs (and their data). The first graph shows the increase in Client Service as calculated by the Veteran Administration's Veteran Information Management System (VIMS). Client Service reflects the total of all contacts (face to face, email, telephone) with Veterans and their families. Client Service is probably the best indicator of claims and other assistance since it includes all data.

The second graph illustrates the number of VSOs per Veteran population in 11 counties (including Brevard). It shows that we have the lowest number of VSOs as compared to total Veteran population. For example, Volusia county has 11,327 less Veterans than Brevard, but they have 3 times the number of VSOs (Brevard - 3 VSOs and Volusia - 9 VSOs).

Please let me know if you need any additional information.

Sincerely,

Ian

-----Original Message-----

From: Golden, Ian J

Sent: Friday, February 06, 2015 12:45 PM

To: Anderson, Andy

Cc: Whitten, Stockton E; Valdengo, Venetta; Scott, Mel; Vannorsdall, Dennis;
juanita.davis@brevardcounty.us

Subject: RE: Follow-up on information requested

Commissioner,

I met with Dennis Vannorsdall (Veteran Services Office Manager) yesterday after our presentation to discuss the data request, and Juanita will be gathering the FTE cost information. We will get the information to you as soon as possible.

Dennis could oversee a broader volunteer recruitment program if he had another Veteran Service Officer (VSO), as it is now he spends most of his time seeing clients. I do believe that volunteers could be used for support activities (data entry, file digitization, etc.), but am hesitant to have them interact directly with clients as advisors. Our VSOs have specific training, certifications, and a level of consistency that can't be guaranteed through a volunteer.

Have a great weekend,
Ian

-----Original Message-----

From: Anderson, Andy

Sent: Friday, February 06, 2015 11:50 AM

To: Golden, Ian J

Cc: Whitten, Stockton E; Valdengo, Venetta; Scott, Mel

Subject: Follow-up on information requested

Ian -

Can you please ensure that the information I requested yesterday regarding the Veterans Service office is sent to me as soon as possible. The request was:

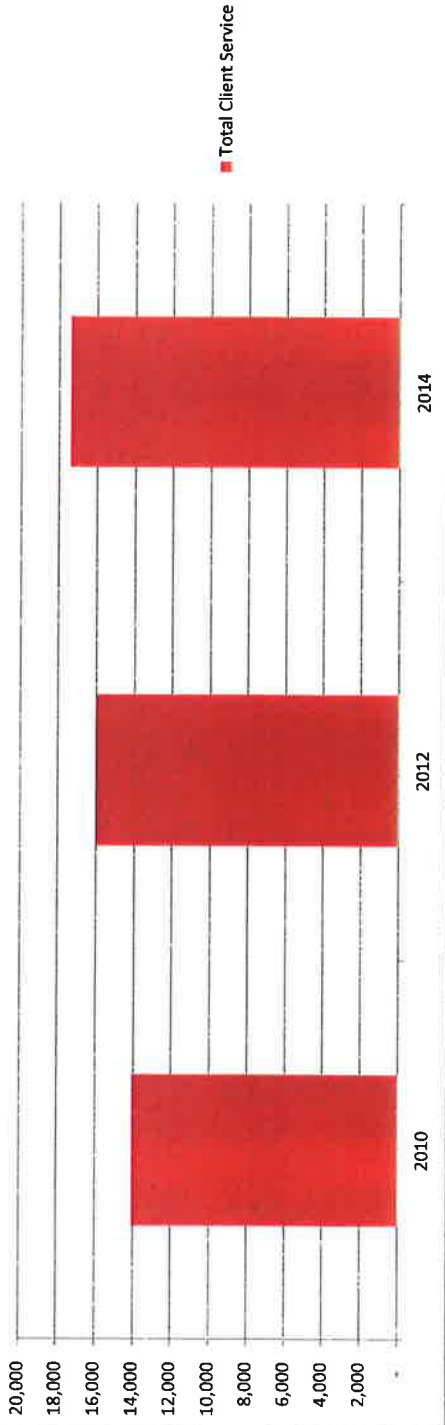
1. Chart and data illustrating the increase in claims and other assistance.
2. Cost associated with adding one (1) FTE.

After the discussion regarding volunteers - could the additional proposed service officer's duties include recruiting and managing volunteers?

Andy

Sent from my iPad

Veteran Information Management System (VIMS) Data - Brevard County



Veteran Population vs. Staff Positions

