

Veterans Services Ex-Officio Report

Nov. 2024

1. EDC Veteran Services Staffing Updates:

- The new Office Assistant position was posted and has now closed. We have 10 applicants that we will be interviewing shortly. We hope to have someone in the position as soon as possible. I would like to thank everyone that work hard to make this position possible. It will allow the office to assist additional clients and free up other staff to work on special projects as they arise.

2. Train attended Oct. 2024

- All VSR (Veteran Service Rep.) staff attended a virtual training conference via zoom that was held on 3 consecutive Tue. in Oct. beginning on the 15th and ending on the 29th. This training conference covered all continuing education requirements for all VSR staff.

3. Monthly Contact Report Oct. 2024:

- 355- Phone calls
- 119- Scheduled appointments
- 146-Walk-in visitors

4. South Lake Tahoe Veterans Services office changes.

- VSR Tisha Holy has done a great job at assisting the veterans in South Lake Tahoe each month. Unfortunately, due to difficult driving conditions that arise during the winter months, our office will be limited on the amount of in person services we are able to provide to the South Lake Tahoe veterans. However, we will be offering telephone appointments on an as needed basis to ensure they will still receive the services they need.

This concludes my report.