

Warren County Veterans Service Officer's Report

January 2010



Happy New Year to Everyone...this issue of my report is focusing on "Embracing the Change". A lot has happened since Mr. Bill McGarr decided to retire. My hopes are that in time as I become older & wiser (like Bill) that this office will be highly regarded by Veterans in New York. I would like to keep things simple but with adding more efficient technology means of communication and productivity. Below is a beginning of changes already set in place, some areas may need to be adjusted as new information is presented. I ask for your patience and your feedback as well.



Outreach Program...

I will no longer be in Hague, Chestertown & North Creek every Thursday as previously scheduled. However, on Thursday I will go to these locations by appointment ONLY. I decided that I could be available to many more Veterans in many other locations if I made this change to the Outreach Program. The **New Outreach Program** will still be set for Thursday but I will be available to Veterans at locations such as skilled nursing facilities, assisted living facilities, senior centers or your organizations. And when I have no scheduled appointments I can focus on additional claims outstanding or preserving veterans' records at our office.



Reorganization within...

Some of you may not know but **Deanna Payne's** last day was December 18th. We are not hiring a replacement due to this position being cut to hopefully help with the budget gap. I will do my very best to answer all your questions and assist with your needs in a timely manner. If you are a client of **Harry Candee**, NYS Division of Veterans Affairs Counselor, he is scheduled in this office on Tuesday & Thursday 8am - 4pm, otherwise he is at Adirondack Community College, Washington Bldg., room 110 on Monday, Wednesday & Friday 8am - 4pm.



We have moved to a new location...

As of Monday, December 21st, our new office is open for business. The address, phone and fax numbers are the same. We are now located in the NEW **Human Services Building** across the parking lot from the Department of Motor Vehicles. Enter the building from the front entrance; go to the 2nd floor via elevator, once you are on 2nd floor our office is just to the right. I do plan to have an open house one night during the new year. **Note:** If you are taking the Veteran Transportation to the VAMC you will need to meet the driver at 8am in the front of the building at the new location.



Warren County Veterans Web-site...

Well, finally the web-site is up and running. I have received very good feedback and suggestions. Those updates are being worked on as I write this report. I have also been contacted by Veterans & dependents since the site went live a couple of weeks ago. I think this resource is going to work out well for all of us. Thank you to everyone who has helped make this a reality.