



Pottawattamie County Commission of Veterans Affairs  
223 South 6<sup>th</sup> Street, Court House Annex  
Council Bluffs, Iowa 51501  
712-328-5797 FAX 712-328-5726  
Monday –Friday 8:00am to 4:30pm closed  
Avoca Court House Tuesdays 8:00 am – 4:30pm

Commissioners:

Philip Jacobs, Chairman  
Phil Killion, Secretary  
Robert Jorgensen, Member

Office Staff:

Darlene McMartin, B.S.W., Administrator  
Peggy Becker, Case Worker III  
Lori Swisher, Case Worker II  
Pamela Wilke, Case Worker II  
Suzanne Tanner, Receptionist

5/16/2013

**Pottawattamie County Board of Supervisors**

**Loren Knauss, Liaison**  
**Scott Belt, Chairman**

Do to the space needs issues the Pottawattamie County Veteran Affairs office encounters, the Pottawattamie County Commission of Veteran Affairs is submitting a formal request to the Board of Supervisors to provide a Pottawattamie County Veteran Affairs facility that is independent of the County Court House.

The Pottawattamie Commission of Veteran Affairs has concerns with the current facilities as to how they impact the day to day operations of the Pottawattamie County Veteran Affairs within the current location.

The current space issues the VA office faces greatly impacts the services and the accessibility within the office to the veterans currently being served and those that will be served in the future.

The current location lacks handicapped restrooms and adequate parking for the disabled veterans that are requesting services.

The current facilities deter veterans from seeking services that are being offered as they must either obtain the services outside their local area or choose not to participate due to the inconvenience of the location: such as use of the Vet Center. The Federal Vet Center is located in Omaha, many of the veterans do not have adequate transportation to make it to the appointments and will then not seek or discontinue services after the first visit. If these services were provided locally at the Pottawattamie County office, Veteran's would seek or continue to receive care and services. The Vet Center has agreed to provide counseling at the local VA office but due to the lack of private counseling rooms cannot do so without a breach in privacy. A flexibility of hours also needs to be offered beyond the traditional 8:00am to 4:30 pm Monday through Friday workweek. Many of the current era veterans are employed and need less constricted office hours and would greatly benefit from flexible appointment times.

The Veterans of Pottawattamie County need a location in which centralized services can be offered, where they feel safe and it is a familiar location. This commitment to provide services would greatly impact the veterans being served today and would continue to provide services to the veterans of the future.

Sincerely,

Phil Jacobs, Chairman