



KOOTENAI COUNTY

VETERANS SERVICES



Date: March 31, 2020

To: Veterans Services Organization Leadership,
Veterans, Veteran family members, and Friends of Veterans

Subject: Kootenai County Veterans Services Office Update

As the Veterans Services Officer (VSO) for Kootenai County and on behalf of the County Commissioners, I would like to provide you with an update of our continued efforts and commitment to serving our Veteran population here in Kootenai County during this critical time while also complying with the established COVID-19 guidelines.

Effective Thursday March 26, 2020 at the direction of Governor Little, we discontinued all in-office appointments. We have canceled all in-office appointments and I will conduct claims interviews with Veterans by phone and will work to secure documents and signatures through electronic means. If we are unable to secure documents from the Veteran, I will complete as much of the claim over the phone as possible and then complete the unfinished business once we are able to accept in-office appointments again.

We continue to help Veterans by phone and direct Veterans to resources available to them during this difficult time. We also remind our Veterans to vigorously follow CDC guidelines for avoiding the COVID-19 Virus utilizing social distancing and frequent hand washing.

Thomas (Tom) Freeman

A handwritten signature in black ink, appearing to read "Tom Freeman", with a long, sweeping underline.

Veterans Services Officer
Director

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