



## BOARD OF SUPERVISORS COUNTY OF MADERA

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April 7, 2015

The Honorable Ernest J. LiCalsi  
Presiding Judge  
Madera, County Superior Court  
209 W. Yosemite Avenue  
Madera, CA 93637



**Subject: Response to the 2014-15 Grand Jury Report entitled "Veterans Service Office Final Report."**

Honorable Judge LiCalsi:

Pursuant to the California Penal Code 933.05, the Madera County Board of Supervisors submits this response to the findings and recommendations in the 2014-15 Madera County Grand Jury Report entitled, "Veterans Service Office Final Report." See Attachment #1.

The following are the Grand Jury's findings and recommendations and the Board of Supervisors' responses:

Finding 1:

The Madera County Veterans Service Office administrative staff is knowledgeable, experienced, professional and courteous.

Response

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding 2:

Newly hired extra help staff has reduced the clerical burden of the Veterans Service Representative. Effectiveness of the clerical personnel should further improve with experience in the position.

Response

Agree with the finding per California Penal Code 933.05 (a) (1).

Finding 3:

Delays in claims processing are a result of the bureaucracy of the United States Veterans Administration and are beyond the scope of the local Veterans Service Office.

Response

Agree with the finding per California Penal Code 933.05 (a) (1).

Recommendation 1:

The Madera County Grand Jury recommends that the Madera County Board of Supervisors allocate funding to reclassify the current temporary extra help clerical position to permanent full time status. This would reduce the clerical burden for the Veterans Service Representative.

Response

The recommendation requires further analysis. Requests for additional or augmented staffing will be reviewed during the preparation and consideration of the fiscal year 2015-2016 budget.

Sincerely,

A handwritten signature in cursive script that reads "David B. Rogers".

David Rogers, Chairman  
Madera County Board of Supervisors  
Attachments