

by answering more than 80 phone calls per day. Ms. Brook also manages the popular College Fee Waiver Program, generating more than 1,500 Fee Waivers per year. Working alongside Ms. Brook is an honor and a privilege for all VSO employees, our veteran community and everyone who is served by this office. She is a tremendous asset to the County and we are lucky to have her on the VSO team.

ALTERNATIVES:

The Board could elect to name someone else as the Employee of the Month or dissolve the award program; however, these alternatives are not consistent with the Board's "Employee of the Month" parking program or of the process for selection used within the Department of Veteran Services.

OTHER AGENCY INVOLVEMENT:

The County Administrator's Office helped coordinate this nomination and staff report.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION