

2017 RES-043
**AUTHORIZING REALLOCATION OF POSITION AUTHORITY FOR AN ASSISTANT
COUNTY VETERANS SERVICE OFFICER POSITION IN THE DANE COUNTY
VETERANS SERVICE OFFICE.**

As currently staffed, the Veterans Service Office consists of six staff members: one Clerk-Typist III and five Service Officers (a Veterans Service Officer, an Assistant Veterans Service Officer- Supervisor, and three Assistant Service Officers).

Given the relatively small number of staff available, the office has encountered challenges in balancing the need to keep the office open to the public with the increasing demand for outreach services to underserved populations in the county. Historically the office has conducted outreach services at the VA Hospital, the Stoughton Area Senior Center, the Oregon Area Senior Center, as well as during events such as Yellow Ribbon National Guard Pre-Deployment and Reintegration Conferences, Mental Health Summits, Education Fairs, and Homeless Stand-Downs. The demand for support to community outreach activities is steadily increasing, and the office recently began providing consistent support to the Dane County Veterans Treatment Court. Additionally, the office is currently investigating the possibility of offering outreach hours at additional sites such as the Madison Vet Center.

With a staff of six personnel, it is becoming increasingly difficult to provide adequate coverage during key outreach events and to maintain adequate staffing in the office. Another factor that affects this staffing challenge is the policy to maintain at least two personnel in the office at all times, a policy driven by customer service and safety concerns.

Splitting one of the 1.0 FTE Assistant Service Officer positions into two .50 FTE Assistant Service Officer positions will give the office increased flexibility and “surge capacity.” Having seven staff members available to provide coverage during high-demand periods of time will allow the office to better serve the community, both in the office and during outreach activities.

NOW, THEREFORE, BE IT RESOLVED that position #1486 1.0 FTE Assistant Veterans Service Officer be split into two .50 FTE Assistant Service Officer positions.