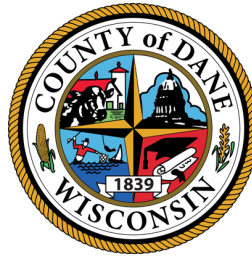


DANE COUNTY VETERANS SERVICE OFFICE



Joseph T. Parisi
Dane County Executive

Daniel A. Connery
Veterans Service Director

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Memo

To: Personnel and Finance Chair and Committee Members

From: Dan Connery – Veteran Service Director

Date: September 13, 2022

Re: Request to fill vacant 1.0 FTE Assistant Veterans Service Officer Supervisor position

County Ordinance 29.52 (15) requires the Personnel and Finance Committee and the County Executive to approve filling positions which are vacant for longer than six (6) months. The Dane County Veterans Service Office is respectfully seeking approval to fill its funded 1.0 FTE Assistant Veterans Service Officer Supervisor position (Position #1484). Through help from the County Board and subsequent adoption by the County Executive, this position remains fully funded through the recent budget process.

1. What is the nature of the work or what is the essential function of the position?

Our office's service officers are frontline advocates for Dane County veterans, their dependents, and their survivors. We conduct daily interviews with clients to help identify benefit entitlements. Service officers assemble claim documents and complete claim applications. Benefit applications include, but are not limited to, the following: VA Health Care enrollment, VA Service-Connected Disability claims, needs-based VA Pension claims, education benefits, and more. We also perform housing and job referrals. Our office works with some of Dane County's most vulnerable citizens. This position provides direct supervision to office staff and, among other things, oversees the office's "Emergency Assistance" program. Serving as "deputy director" to the office's Veterans Service Director, Dan Connery, this position also represents office at various community-based events annually.

2. How has this function been fulfilled without this position?

From March 2021 to present, with this position unfilled, all staff have pitched in to keep the office moving forward. We recruited for this position in late 2021; however, due to unforeseen circumstances, this recruitment had to be halted. Now that our office is fully open, we have seen a dramatic increase in business, so filling this position is vital to our office's mission.

(Note: At the time this position was originally vacated, the office had just hired two new Assistant Veterans Service Officers. With training of the new staff being a priority, posting for this position was temporarily put on the back burner. We are now re-seeking recruitment authority.)

3. What will be the impact on the Department's function and mission if the position remains vacant?

This position being filled is crucial to our day-to-day operations, as the person in this position serves as a direct report to the director and helps with the supervision of staff. We have managed without this position being filled for a while; however, this is not sustainable. For the effective delivery of services to be maintained at the highest level, we need this position filled. This vacancy has contributed to increased wait times for appointments and returning of phone calls/emails, etc. Additionally, having this position vacate limits our community outreach, making our office "less available" (or flexible) to participate in community events, an essential part of our job.