

# DANE COUNTY VETERANS SERVICE OFFICE

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Joseph T. Parisi  
Dane County Executive

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Daniel A. Connery  
Veterans Service Director

## Memo

**To:** Personnel and Finance Chair and Committee Members

**From:** Dan Connery – Veteran Service Director

**Date:** December 10, 2020

**Re:** Request to fill vacant 0.5 FTE Assistant Veterans Service Officer position

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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 0.5 FTE Assistant Veterans Service Officer position (Position #3101). Through help from the County Board and subsequent adoption by the County Executive, this position remain 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 performs all normal functions of a full-time service officer, but on a part-time basis (5 shifts in a two-week pay period).

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

From March 2020 to present, with this position unfilled, we have managed to avoid filling position due to office being closed to the public and other service officers picking up additional workload. With our building closed, we have not seen walk-in clientele; however, this is only temporary. Extra hours have been worked by one other part-time service officer as well, using monies from this vacant position.

*(Note: This position was only vacated due to the unfortunate release of an employee who didn't make it off of probation. We were unable to fill position due to the pandemic. 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 essential to our day-to-day operations. We have survived without this position being filled for a short period of time, as a stopgap, but this is not sustainable. For the effective delivery of services to be maintained at the highest level, we need this position filled. If this position were to remain vacant, we would see increased wait times for appointments and returning of phone calls/emails, etc. Additionally, remaining vacant would also limit our community outreach, making our office "less available" (or flexible) to participate in community events, an essential part of our job.