



GOODHUE COUNTY MINNESOTA

TO EFFECTIVELY PROMOTE THE SAFETY, HEALTH, AND WELL-BEING OF OUR RESIDENTS

GOODHUE COUNTY PERSONNEL COMMITTEE

ADMINISTRATION CONFERENCE ROOM
GOVERNMENT CENTER, RED WING

AUGUST 13, 2019
8:30 A.M.

1. Selection Of Communications Captain

Documents:

[COMMUNICATIONS CAPTAIN SELECTION.PDF](#)

2. Request Job Description Evaluation - Assistant County Veteran Service Officer

Documents:

[ACVSO LETTER.PDF](#)



Office of the

Goodhue County Sheriff

430 West 6th Street • Red Wing, MN 55066

Marty Kelly

Adult Detention Center
651-267-2804

Law Enforcement Center
Business Hours 651-267-2600
After Hours 651-385-3155

Fax Number
651-267-2679

Date: August 1, 2019

To: Goodhue County Board of Commissioners

From: Sheriff Marty Kelly

Subject: Communications Captain Selection

On July 20, 2019, an interview panel held interviews for the Communications Captain position. The panel interviewed five candidates from a wide variety of backgrounds. The panel recommended Chad Steffen and that is my selection for Communications Captain.

Chad started his career as a dispatcher for Cannon Falls. He was Chief of Police for a year with the Lower Sioux Indian community. He is currently an officer with the Red Wing Police Department.

Chad is very familiar with Goodhue County's radio system. He has managed Goodhue County's radio system alongside ANCOM Communications for the past 6 years. Chad is state certified as a Communications Unit Leader (COML), Communications Unit Technician (COMT) and Incident Communications Center Manager in training (INCM-T). He currently approves all communications plans for Goodhue County dispatch center. Chad has already built relationships with some of the local law enforcement, EMS and Fire Departments. Chad possesses the following communications memberships:

- MN Statewide Emergency Communications Board – Interoperable Data/Wireless Applications
- MN Statewide Emergency Communications Board – Interoperable Committee & COMU Subcommittee
- MN Metro Region Communications Response Task Force (CRTF)
- MN Indian Affairs Council – Public Safety Emergency Communications Representative
- US DHS – Emergency Communications Division – SAFECOM Public Safety At-Large Member
- US DHS – Emergency Communications Division – SAFECOM Education & Outreach Committee

Chad is already trained in all areas of immediate need. He knows detailed information of the county's communication infrastructure and the immediate projects that need to be addressed. Chad would truly be able to step in to this position and hit the ground running without having to send him to trainings.

Chad's 2018 salary was \$76,296.00. I am requesting board approval to hire Chad Steffen at Grade 85 Step 7 which is \$37.06/hour or \$77,084 annually.

Respectfully,

<u>2019 Rates</u>	Police & Fire PERA
	Grade 85 Step 7
Hourly Rate - <i>insert here --></i>	\$37.06
Annual Salary/ Wages	\$77,084.80
PERA	\$13,065.87
Social Security	n/a
Medicare	\$1,117.73
Life Insurance	\$62.40
TOTAL salary, PERA, SS, Medicare & Life:	\$91,330.80
Single Medical, Plan 1	\$9,288.00
Single HSA, Plan 1	\$1,350.00
TOTAL single medical insurance + HSA	\$10,638.00
ANNUAL wages, benefits, single medical	\$101,968.80

Currently Budgeted:

Current Investigator Position Pay Budgeted for 2019 – Salary & Benefits	\$99,937.00
Ancom Service Contract-System Admin (signed when patrol supervisor left)	\$19,400.00
Ancom Service Contract – Alarm Monitoring (signed when patrol supervisor left)	\$5,092.50
Total:	\$124,429.50

GOODHUE COUNTY VETERAN SERVICE OFFICE

Goodhue County Government Center | 509 West Fifth Street | Red Wing MN 55066

Nathan Pelz | Veteran Service Officer | Extension Director

Phone: 651-385-3256 | Fax: 651-267-4881

To: Personnel Committee
Melissa Cushing, HR Director

From: Nathan Pelz, County Veteran Service Officer

Date: 8AUG19

RE: Request Job Description Evaluation (Assistant County Veteran Service Officer)

Staff is requesting the County Board approve a job evaluation through the County's consultant (Hay Group) for a new position in the Veteran Service Office.

An Assistant County Veteran Service Officer (ACVSO) will bring many things to the table. The office will be able to build a more robust and comprehensive outreach program while still having a service officer in the office to file claims and assist with questions. The office will have the ability to go out into the county and meet with veterans closer to home and at home, without sacrificing service in the office. An ACVSO is a key component to the Veteran Service Office in a county the size of Goodhue. Currently, the Minnesota Department of Veteran Affairs (MDVA) is sending staff down to help with the case-load twice a week. The MDVA will not be able to do this on a permanent basis.

According to the VA, there are ~3,500 veterans. I firmly believe that the number is much higher. I believe if the office had an ACVSO and did more outreach that number would rise to ~5,000 over 3-5 years. The ~3,500 veterans using the VA for services and receiving compensation, indirectly bring in \$25,059,000. Compensation and pension is \$10,712,000 and Medical Expenditures are \$13,285,000.

In the state of Minnesota, there are 15 offices with a veteran population of 2,700-4,500. Out of the 15 offices 10 of them have a CVSO and an ACVSO.

The veterans of Goodhue County would benefit immensely having a CVSO and an ACVSO.



Goodhue County, Minnesota Position Description

Position Title: Assistant Veteran's Service Officer
Department: Veteran's Services
Reports To: County Veteran's Service Officer
Date: 8AUG19

PURPOSE OF POSITION:

The purpose of the Assistant Veteran's Service Officer position is to assist the Veteran's Service Officer in providing enhanced services to County Veterans. The Officer and Assistant Officer assist Veterans and their families in obtaining Federal and State benefits, as well as connect veterans with local resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this type of employment. These duties are not all inclusive; other duties may be required and assigned.

Assist Veterans / Dependents in applying for available Federal Benefits from the U.S. Department of Veteran's Affairs Regional Office (VARO), by initiating or re-opening claims.

- Complete initial application, or re-open existing claims, for compensation (Service Connected Disabilities) or pension (non-service connected disabilities).
- Research medical conditions and work with the local health care physicians and Medical Records Departments to obtain necessary documents to support claims.
- Obtain financial information from Veterans and local banks and obtain documentation from Veterans family, friends etc... to corroborate claims.
- File applications for Home Loan Benefits and Educational Benefits: Vocational Rehabilitation and MGI Bill.
- Contact and assist survivors of deceased Veterans in obtaining Burial Benefits, Grave Markers, and life insurance and survivor benefits.
- Assist Veterans and family with all stages of life insurance benefits.
- Ensure all claims are filed by the last week of each month (timely) so that Veteran's do not lose potential benefits.
- Enter all claims information onto the computer and into different software programs like VIMS and Microsoft Access.
- Maintain contact and work with Veteran's Power of Attorney (POA) and VA staff concerning status of claims.

Assist Veterans and Dependents in Appeals Process. This can include local appeals with Review Officers, or the Board of Veteran's Appeals in Washington D.C.

- Assist in gathering medical, financial and other information to corroborate the appeals process.
- Assist Veterans in preparing for hearings and accompany them to hearings.
- Meet deadlines to ensure the Veteran does not lose potential Benefits.

Assist Veterans in obtaining inpatient and outpatient care from the VA Medical Center and Community Based Outreach clinics.

- File the enrollment paperwork
- Make necessary phone calls to the VAMC to schedule appointments, check on enrollment, coordinate rides, and obtain information.
- Speak with physicians and nurses on patient status.
- Work with the VA in obtaining public health services, home health care, and nursing home care.
- Work with bank and tax staff.

Assist Veterans in obtaining State Benefits from the Minnesota Department of Veteran's Affairs opening and re-opening claims.

- Complete initial application or re-open existing claims (Veterans and Dependents).
- Assist with the Dental Program, Optical Program, Subsistence Program, and War Orphans Education Program.
- Appeal claims
- Work with State Officials

Assist military retirees and dependants or survivors in obtaining Department of Defense Benefits.

- Apply for benefits, advise of benefits, troubleshoot and aid in I.D. card process.

Assist Veterans in claims and proceedings involving military service.

- Aid in application of correction of military records, upgrade character of discharge, and character of separation, and apply for awards not included on their discharge paperwork.
- Work with County Social Services Departments, Social Security, Medicaid, Medicare, in maximization of all potential benefits, and decrease fraudulent acts.
- Work with local hospitals, police departments, and nursing homes, housing authorities to aid Veterans.
- Maintain confidential records and information in accordance with all HIPPA and Privacy Act Regulations.

Attend workshops, conferences, and Service Organization meetings, and training. Work with Officials accordingly.

- Keep informed and current of all federal and state legislative actions concerning Veterans and their dependants.
- Maintain and gain Certification by the Minnesota Department of Veteran's Affairs. (nine credits of annual certification training, plus take and pass the annual Certification test).

Assist members of the National Guard and Reserves in obtaining appropriate benefits and assistance.

- Provide military members and Dependants information about assistance programs
- Attend meetings to provide information to families and service members about their benefits and also speak at these deployments. Take and file claims for returning deployments.
- Work with Family Assistance Centers and Red Cross as well as local organizations to support military deployments.

Maintain relationships

- With clients, many of who have mental and physical disabilities and diverse economic backgrounds.
- With Veterans Administration to organize Guardianship and Fiduciary relationships.
- With employees of the U.S. Department of Veteran's Affairs and Minnesota Department of Veteran's Affairs.
- With other Federal and State Agencies.
- With other County Veteran's Service Officers and veteran service organizations
- With agencies and departments: Funeral directors, medical staff, county officials and staff, banks, service organizations, DOD, military service departments, State Employment offices, Public Health, Social Services, Law Enforcement, legal professionals, media, and the general public.

MINIMUM REQUIRED SKILLS:

- Extensive Knowledge of Federal, and State Law and VA and MNDVA Statutes.
- Knowledge of etiology and the relationship of medical conditions, medical terminology, human anatomy, and physiology.
- Knowledge of Social Security, Medicare, and all other need based Federal and State Programs.
- Ability to read and comprehend scientific and technical journals, financial reports, and legal documents, and laws.
- Ability to respond to common inquiries, and complaints by client, agencies and community
- Ability to effectively present information to reporting officials, clients and organizations
- Ability to work with and apply mathematical concepts such as fractions, proportions, percentages and ratios to practical situations.
- Ability to define problems and attempt to solve them. Establish facts, gather information and draw and interpret VA conclusions.
- Interpret an extensive variety of technical instruction and deal with abstract and concrete variables.
- Deal with Veterans' mental and physical disabilities.
- Understand, interpret, and apply State, Federal and Case Law.

- Ability to understand and Interpret medical records and statements.
- Ability to prepare written statements on behalf of Veterans.
- Ability to fill out and file State and Federal forms.
- Ability to assist in preparation of oral and written statements of claimants.
- Ability to communicate effectively orally and in writing.
- Ability to counsel and advise distraught claimants, also those mentally, physically and chemically ill.
- Ability to provide and maintain a professional environment and relationship with staff, clients, co-workers, superiors and other personnel.
- Extensive computer, word-processing and software use, as well as use of other office equipment.
- Problem Solving is essential: determine the best course of action, use individual strategy and judgment, inquire into, troubleshoot and expedite necessary claims, problem solve complex issues, not be arbitrary, utilize all pertinent laws and regulations, and review work and decisions for correctness and accuracy.

MINIMUM TRAINING AND EXPERIENCE REQUIRED:

- Residence in the State of Minnesota
- United States citizen
- Must be a Veteran as defined in Minnesota Statutes, Section 197.447, a Veteran is a person who has been separated under honorable conditions from any military branch of the United States armed forces after having served on active duty for at least 181 consecutive days, or by reason of disability incurred while serving on active duty.
- High School education, or equivalent required, with a two year Associate's Degree. Bachelor Degree Preferred.
- Two years of related experience, any combination of education and experience.
- An equivalent combination of education and experience is acceptable.
- Must become certified by the Minnesota Department of Veteran's Affairs and maintain certification and training requirements.
- Must complete a six month county probationary period and a one year State of Minnesota probationary period.

PHYSICAL REQUIREMENTS:

- Must be physically able to operate a variety of office equipment.
- Must be able to push open and close a five high file cabinet.
- Must be able to carry job related objects up to 25 pounds regularly and 50 pounds occasionally.
- Must be able to sit for long periods of time.
- Must be able to look at a computer monitor for long periods of time.
- Physical demand requirements are at levels of those for a sedentary or office environment.

ENVIRONMENTAL ADAPTABILITY:

- Must be able to communicate effectively with all professional and non professional levels.
- Must be able to work in office environment. Headaches, backaches, eyestrain, carpal tunnel syndrome and related occupational hazards associated with office and computer work reflects common potential for injury and discomfort.

CONSEQUENCES OF ERROR:

- It is very important that the Assistant Veteran's Service Officer be accurate and timely. Failure to do so will result in loss of Federal or State Benefits for a Veteran or Dependant, which could result in legal action against the County.
- Breach in Confidentiality could also create the potential for legal action against the County.

SUPERVISION OF OTHERS:

Assistant Service Officer will assign tasks to Administrative Assistant and will fill in during the Veteran Service Director's absence

CONFIDENTIALITY:

- The Veteran's Service Office requires strict confidentiality. The office deals with social security numbers, health and medical Records, serious illness, employee files and other confidential matters. Confidentiality can be a liability to the county if breached. Responsible for maintaining and using confidential material every day.