



PERSONNEL COMMITTEE MINUTES

February 21, 2023

8:30 am

301-1 Conference Room

Staff Present: Commissioner Linda Flanders, Commissioner Todd Greseth, Scott Arneson, Briggs Tople, Jessica Ahlbrecht, Tom Day, Mary Priebe, Amanda Holst, Tim Redepenning, Brian Anderson, Lisa Hanni Justin Kent and Lucas Dahling

VETERAN'S SERVICE OFFICE IS REQUESTING THE ADDITION OF A FULLTIME ADMINISTRATIVE ASSISTANT

Veteran's Service Officer, Justin Kent and Land Use Management Director, Lisa Hanni put forth:

“Currently, the ACVSO is doing the administrative assistant work (answering phones, scheduling rides, greeting walk-ins, scanning paperwork, ...) and is getting little training to work with the CVSO to be able to file claims or work with more detailed requests. In essence, the County is paying a higher position to do the work of the Administrative position. With the amount of the traffic in the office, we do not feel that we are providing timely and thorough service to our veterans by utilizing the ACVSO as an administrative assistant instead of the work they are qualified to do.

With a full time administrative assistant to help with the daily phone, email, walk-in traffic, back scanning of files, and ride coordination, the CVSO and ACVSO will have time to meet with more Veteran's, establish an outreach program, and go to mandatory training without leaving the office unattended.”

Justin shared statistics:

Average of 30 calls per day (not including cell phone and text messages)

Average 4 hours of appointments per day (plus time to research)

Currently 2 weeks out for an appointment

Last year \$440,000 awarded in claims- would like to double this

Commissioners Flanders and Greseth agreed with the recommendation and supported the addition of the Administrative Assistant to serve the veterans service office.