

Memorandum of support for Lisa Robinson's Job Change from Clerk II to CVSO

From: Loni Kuhlmann Executive Director

To: Board of Supervisors

Board of Supervisors,

During the past two years that I have worked in the Tri View VA office Lisa Robinson has assisted in helping me learn the position dealing with claims, assistance, burial, and budget. Lisa always goes above and beyond what is asked of her at the office simply because of her passion for the veterans of Woodbury County.

During the past two years the number of claims and service members have increased to the point where the two current CVSO's (Myself and Sasha Downs) have appointments every day of the week except for Wed for either walk ins or to work on current paperwork. During the rest of the week we rely on Lisa to help with other service members that come into the office while we are in meetings with other service members. This helps with setting up appointments to completing intent to file forms and even the initial POA that we need to start working on their claim.

Lisa knows the process now as she is fully accredited with NAVSCO over this past summer, we did this so that she could have access to the system Vetpro account and be able to file everything she was doing in Vetpro to help lower the timeframe the Veteran has to resign or complete paperwork again when they are put into the system.

This request from Clerk II to CVSO is a simple add on to our office which once had 3 CVSO and a clerk, however at this time our office is working with just two CVSO and a clerk, both Sasha and I feel that this would improve our timeline in claims, appeals, assistance and responses to Veterans of Woodbury County.



Loni Kuhlmann, Executive Director

Woodbury County Commission of Veteran Affairs

August 11, 2023

Memorandum of support for Lisa Robinson's job change from Clerk to CVSO

From: Majority Board of County Commissioners,

To: Board of Supervisors,

Board of Supervisors, good afternoon.

We are aware that Lisa Robinson's position is an agenda item for this Board of Supervisors meeting. We are aware that Lisa's position is being requested a job change from Clerk to CVSO, a unionized to a non-unionized position.

We are mindful that there has been month over month, and year over year increases in services provided at the Tri View office.

Further, we are mindful that the PACT act legislation, and time frames have accelerated claim requests and services.

We the Board of VA Commissioners are mindful that the cost involved in this change request is such that there is sufficient/significant value in having this position changed from Clerk to CVSO.

Thank you for your consideration in this matter.

Respectfully,

Joe Donovan, Kathy Moreno, John Mansfield, & TJ Fennell

Woodbury County VA Commissioners