

LIVINGSTON COUNTY VETERANS' COMMITTEE

AGENDA

January 20, 2021

6:00 p.m.

Virtual Meeting Held in Accordance with Public Act 254 of 2020

Zoom Virtual Meeting

Meeting ID: 512-519-6608

<https://us02web.zoom.us/j/5125196608>

1. CALL TO ORDER

2. PLEDGE OF ALLEGIENCE

3. ROLL CALL

4. CONSENT AGENDA

(Agenda, Minutes, Bills and other voted topics that are deemed house keeping)

4.1. December 16, 2020 meeting minutes

5. CALL TO THE PUBLIC

6. APPLICATIONS FOR RELIEF

7. BUSINESS

7.1. Utilizing County Legal

7.2. LCVS Funded Gift Cards

7.3. 2021 Office Priorities

7.4. Office Locations

7.5. Work Project

7.6. Post VSO Position as Grade 5

8. DIRECTOR REPORTS

8.1. Office

8.2. Finance

9. COMMITTEE DISCUSSION

10. ADJOURNMENT

LIVINGSTON COUNTY VETERANS' COMMITTEE

MEETING MINUTES

December 16, 2020

6:00 p.m.

Virtual Meeting Held in Accordance with Public Act 228 of 2020

Zoom Virtual Meeting

Meeting ID: 512-519-6608

<https://us02web.zoom.us/j/5125196608>

Members Present Kevin Nagle – Howell, MI
Joe Riker – Brighton Twp., MI
James Wallace - Putnam Twp., MI
Bruce Hundley – Genoa Twp., MI

Members Absent Robert J. Bezotte

Staff Present Mary Durst
April Townsend

1. CALL TO ORDER

Chairman Joe Riker calls meeting to order at 7:07 P.M.

2. PLEDGE OF ALLEGIENCE

3. ROLL CALL

Roll call by Chairman indicates presence of quorum.

4. CONSENT AGENDA

(Agenda, Minutes, Bills and other voted topics that are deemed housekeeping)

Motion to approve Consent Agenda as presented.

Moved By Kevin Nagle

Seconded By James Wallace

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

- 4.1 **October 21, 2020 Meeting Minutes**
- 4.2 **November 4, 2020 Special Meeting Minutes**
- 4.3 **December 2, 2020 Special Meeting Minutes**
- 4.4 **December 9, 2020 Meeting Minutes**

5. CALL TO THE PUBLIC

Overlooked and moved to end of the meeting.

6. APPLICATIONS FOR RELIEF

6.1 20-109

Motion to approve \$111.25 for phone bill.

Moved By Bruce Hundley

Seconded By Kevin Nagle

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

6.2 20-119

Motion to approve \$780.98 to avoid DTE shut off.

Moved By Bruce Hundley

Seconded By Joe Riker

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

6.3 20-121

Motion to approve up to \$4,000 for well repairs.

Moved By James Wallace

Seconded By Kevin Nagle

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

7. BUSINESS

7.1 2021 Meeting Schedule

Motion to continue current monthly meeting schedule of 3rd Wednesday of the month at 6:00 P.M., in 2021.

Moved By Bruce Hundley

Seconded By James Wallace

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

7.2 Work Project Discussion

Director reported that the unspent 2020 MVAA County Incentive Grant funds were rolled over into a Work Program. Presented potential new office spaces. Committee voiced interest in two locations. Director to follow up once more information is obtained.

8. DIRECTOR REPORTS

8.1 Office Report

Provided to Committee.

8.2 Finance Report

Provided to Committee.

9. COMMITTEE DISCUSSION

None.

10. CALL TO THE PUBLIC

Added during meeting. None.

11. ADJOURNMENT

Motion to adjourn at 7:27 P.M.

Moved By James Wallace

Seconded By Kevin Nagle

Yes (4): Kevin Nagle, Joe Riker, James Wallace, and Bruce Hundley

Absent (1): Robert J. Bezotte

Motion Carried (4 to 0)

Mary Durst, Recorder

Joe Riker, Chairman

Unapproved



**ADVOCACY
COMRADERY
COMPASSION**

DATE: 1/20/2021
TO: LCVS COMMITTEE
FROM: MARY DURST, DIRECTOR
SUBJECT: UTILIZING COUNTY LEGAL PROCEDURE

MEMO

There is no current procedure in place to provide director guidance of when and, at what time in the process, the director should reach out to County Legal. As LCVS pays for all legal services provided on an hourly basis, I am respectfully requesting the following process be put into place:

1. The Director shall have discretion utilizing County Legal for all legal concerns dealing with day to day items. The LCVS Chair will be cc'd on each email as well as the County Administrator.
2. The director shall await the Committee's request for legal counsel on all proposed programs. If concern of legality is voiced by Committee, motion to approve will have the stipulation, "approved upon Legal Counsel review".

The above policy request will prevent the tabling of items which delays action, as well as the prevention of spending funds on non-viable programs.

2300 E. Grand River Ave.
Suite 109
Howell, MI 48843

(833) Liv-Vets or 517-546-6338
veterans@livgov.com
www.livgov.com/veterans



**ADVOCACY
COMRADERY
COMPASSION**

Mary:

To confirm our conversation. There are two here applicable limits on the spending of a. public money generally, and b. restrictions on spending Veteran Services Millage proceeds more particularly.

As to the general issue (a): Const. 1963, Art 9, § 18, provides that the credit of the state shall not be granted to, nor in aid of, any person, association or corporation, public or private, except as permitted by the constitution. This limitation on the grant of credit has been held to apply with equal force to municipalities of the state. *Black Marsh Drainage District v Rowe*, 350 Mich 470 (1958). The Michigan Attorney General has opined that the County, as a municipality, would violate this provision by merely donating monies to private individuals or entities. Municipalities have the power to expend funds only for a public purpose. The Michigan Supreme Court in *Wayne County v Hathcock*, 471 Mich 445, 462 (2004), defined "public purpose" as having "for its objective the promotion of the public health, safety, morals, general welfare, security, prosperity, and contentment of all the inhabitants or residents within the municipal corporation, the sovereign powers of which are used to promote such public purpose."

As to issue b. MCL 35.623 provides, in relevant part:

The committee is authorized to incur such expense as shall be necessary in carrying out the provisions of this act within the budget set up by the board of supervisors.

MCL 35.624 provides a general grant of authority to the VS Committee:

The county department of veterans' affairs shall perform such duties and exercise such powers as shall be necessary in carrying out the provisions of this act and any and all

Because millage funds may only be used for the purposes which are authorized by the voters, it is necessary to also examine the VS Millage. The VS Millage ballot language provides that the millage proceeds shall be used:

For the purpose of providing dedicated services and programs to Livingston County veterans of active United States military service and their dependents, including providing funding for the County Department of Veterans' Services...

Here, as I said on the phone: So long as approved by the Committee as being "for the purpose of providing dedicated services and programs to Livingston County veterans ...and dependents" AND that the money is within the current budget approved by the Board of Commissioners, a gift card incentive program targeted only to veterans to assist the County in getting information to provide or improve dedicated veterans services would be imo within the scope of the VR Millage.

As to issue a.—The purpose you described is a public purpose (i.e. your not just giving away public monies/gift cards (which would clearly be illegal -- Local governments do not have authority to expend money for floral gifts. Attorney General Opinion Number 2346 July 18, 1956) —but targeted veterans are getting the gift cards only as an incentive/in exchange for providing targeted information and participation for the Department of provide (or improve of the provision) of a public service. The Department of Treasury has opined that providing pizza at public meetings to incentive attendance of the public ... which would be permissible:

Providing Coffee, Food, etc.: The purchase of coffee, food, etc., must be for a public, not an individual or private group or purpose. These expenditures for use at a regular or special meeting where the public is also participating in the coffee, food, etc., for fire fighters, volunteer or full-time employees, when working an extended period of time or when dedicating public buildings are normally considered expenditures for a public purpose

https://www.mml.org/resources/publications/one_pagers/x%20FS%20Muni%20Expenditures.pdf which also opines that public money can be spend money to incentivize attending a meeting or building opening. Based on this, my opinion is that the Department can (so long as issue b. requirements are met) can be spend money for gift cards to incentivize/in exchange for providing targeted information from veterans to assist in the provision of the public services because it too has a (arguably superior) compelling public purpose. Moreover, I think this is buttressed because similar incentives (for vaccinations) have proven to be effective in addressing the conduct being fostered and approved in other places. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4927017/>

Please let me know if there are any questions or issues. Thank you.

Richard D McNulty
Cohl, Stoker & Toskey, P.C.

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2300 E. Grand River Ave.

Suite 109

Howell, MI 48843

(833) Liv-Vets or 517-546-6338

veterans@livgov.com

www.livgov.com/veterans



**ADVOCACY
COMRADERY
COMPASSION**

2021 PRIORITIES DISCUSSION

1. Sign lease for new office by end of February.
2. Utilize full \$104,215 of MVAA Work Project by April 30th through office build out and signage.
3. Complete Salesforce database build by March 30th.
4. Complete database transfer by EOY.
5. Develop and implement at least one new initiative on a recurrent basis.
6. Fill second VSO position.
7. Discuss and make a decision on dedicating future MVAA grants to office lease.
8. Develop yearly calendar of events.
9. Develop office rotation for community partners to utilize office space to provide in office veteran services.
10. Complete and approve VAP manual.
11. Begin office policy and procedure manual.

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GENOA SQUARE

Rental Rate	N/A	Year Built	2009
Min. Divisible	2,780 SF	Lot Size	362,419 SF
Max. Contiguous	69,696 SF	Traffic Count	32,000
Property Type	Retail	Cross Streets	Grand River Ave
Property Subtype	Free Standing Bldg	Zoning Description	PUD
Building Size	26,548 SF		

INITIAL DRAFT LOI (unsigned)

1. 5 to 10-year lease on approximately 5,000 sq/ft (\$3,750)
2. \$9 sq/ft
3. 2 months' free rent (\$7,500 value) plus 2% commission credit to be applied as months of free rent (amount TBD)
4. Lease Inclusions:
 - Designated employee veteran parking spaces behind leased space.
 - 5 Designated veteran parking spaces on west side of building.
 - Landlord will be responsible for all exterior maintenance and snow removal
 - Current signage to be removed by Landlord
 - Monument signage on Grand River Ave., front and rear building signage included in lease
 - Signage will be the responsibility of the tenant
 - Occasional use of green space on east side of property. (Approximately 1-2 times a year contingent on availability. Green space use to be approved by landlord in advance.
 - Tenant to pay utilities (gas, water, sewer, trash)
 - Owner to pay property taxes & association dues, if applicable.

SPACE UTILIZATION

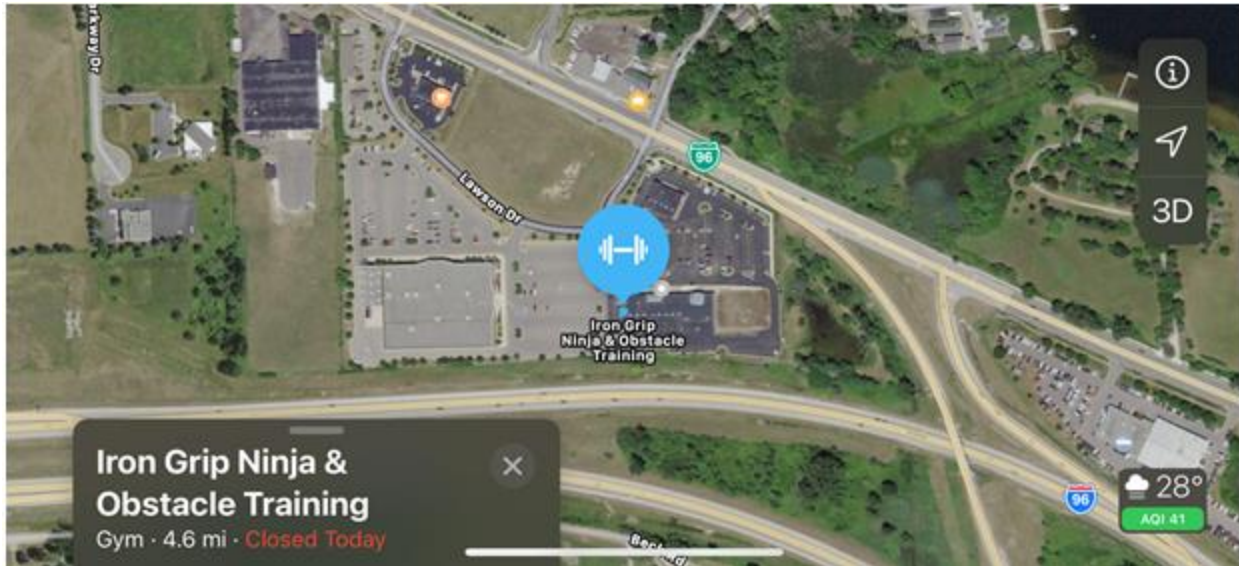
1. Parking bay for Dodge in winter.
2. Utilize bay for veteran BBQ's and outreach in summer.
3. Make all offices slightly larger to accommodate a small table and room to maneuver a wheelchair. (Difficult to have important and sensitive conversations around computer monitors. Also provides activity area for veteran's children during appointment.)
4. Add a classroom for veteran seminars. (Purchasing possible laptops in future for training)
5. Utilize classroom for veteran/local veteran organization meetings.
6. Utilize classroom for exercise groups like yoga.
7. Allot corner of classroom to small veteran library, reading area and display case.
8. Utilize classroom and vehicle bay for Turkey and Christmas give-aways.

9. Slightly enlarge café area in waiting room, possibly providing minor dividers for privacy. (Future initiative is to provide door to door transportation for our elderly veterans to meet up at the office to socialize and have coffee).



Proposed unit #1

FORMER IRON GRIP NINJA – GENOA SQUARE



FORMER IRON GRIP NINJA – GENOA SQUARE



FORMER IRON GRIP NINJA – GENOA SQUARE



FORMER IRON GRIP NINJA – GENOA SQUARE



HOWELL GRAND PLAZA

4173-4207 E GRAND RIVER AVE, HOWELL, MI 48834
1,800-3,120 SF AVAILABLE

1,500-3,120 SF AVAILABLE

FOR LEASE



GREG NEWMAN

248.356.8000 x103
gnewman@keystonecres.com

MATTHEW BERKE

248.356.8000 x101
mberke@keystonecres.com



HOWELL GRAND PLAZA

4173-4207 E GRAND RIVER AVENUE, HOWELL, MI 48843

SITE PLAN



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HOWELL GRAND PLAZA

4173-4207 E GRAND RIVER AVENUE, HOWELL, MI 48843

TRADE AERIAL



Map data ©2020 Imagery ©2020 , CNES / Airbus, Maxar Technologies, U.S. Geological Survey, USDA Farm Service Agency

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HOWELL GRAND PLAZA

4173-4207 E GRAND RIVER AVENUE, HOWELL, MI 48843

DEMOGRAPHICS

POPULATION	1 MILE	3 MILES	5 MILES
Total population	3,008	17,367	36,926
Median age	34.3	38.0	39.6
Median age (Male)	33.0	37.6	38.8
Median age (Female)	35.7	38.2	39.7
HOUSEHOLDS & INCOME	1 MILE	3 MILES	5 MILES
Total households	1,302	6,930	14,605
# of persons per HH	2.3	2.5	2.5
Average HH income	\$66,811	\$81,584	\$80,518
Average house value	\$211,267	\$230,085	\$235,263
ETHNICITY (%)	1 MILE	3 MILES	5 MILES
Hispanic	4.2%	2.9%	2.4%
RACE	1 MILE	3 MILES	5 MILES
Total Population - White	2,918	16,687	35,459
Total Population - Black	8	67	98
Total Population - Asian	36	296	673
Total Population - Hawaiian	0	3	5
Total Population - American Indian	0	48	118
Total Population - Other	0	28	155

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HOWELL GRAND PLAZA

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BROKERS



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FY20 CVSF Grant Agreement Addendum – Work Project CVSF Extension

Livingston County has been authorized to participate in a FY20 County Veteran Service Fund (CVSF) Grant - Work Project.

Work Project (GG)#: 20*1912/21*0492

Terms:

- Unspent FY20 CVSF Grant funds will be made available through the April 30, 2021 for FY20 Work Project prior approved initiatives.
- Funds not expended by April 30, 2021 will be forfeited.
- Repayment will be on a reimbursement basis and subject to all terms and conditions included in the FY20 CVSF Grant Agreement dated 10/01/2019 and fully executed on 04/20/2020.
- Under terms of this Work Project, Livingston county accepts that Project and/or Budget Amendments will NOT be allowed for the approved Work Project.
- Reporting and all required supportive documentation is outlined in the original FY20 CVSF Grant Agreement and will be due no later 5:00 p.m. EST on May 7, 2021.
- Reports must be sent to MVAAGrants@michigan.gov. Reporting templates will be supplied.
- Livingston County is approved to utilize the Work Project funds in support of following initiative(s) as written and budgeted in the FY20 CVSF Grant Agreement:
 - Livingston County Would be eligible for the following: \$104,215.00 for office infrastructure
 - See attached narratives for scope of allowed expenditures

If you have any questions, concerns, or comments regarding your currently approved project, please refer to your FY20 approved grant narrative. If you still require additional guidance or support, please do not hesitate to reach out to us for clarification.

Reporting Schedule for the Work Project

Reporting Period	Due Date
Date of Execution – April 30, 2021	May 7, 2021

Signature of the authorized official is required below acknowledging receipt and agreement of the terms of this addendum:

Signature

Date

Printed Name

PROJECT DETAIL

Project Title	County Veterans Service Fund
Grant Focus Area	Office Relocation and Expansion

PROJECT NARRATIVE

Detailed project narrative must be provided below.

B. Office Build Out of Additional Spaces (1,924 sq/ft x \$50 sq/ft)-

MVAA Grant Alignment Goal #1:
Enhance or increase veteran service provision over past service provisions.

Livingston County Strategic Plan 2015-2020 Visionary Planning Strategic Goal:
Change Negative Perceptions to positive perceptions through collaboration, increased communication and publicly celebrating successes.

Livingston County Strategic Plan 2015-2020 Public Safety:
Use a data driven approach to providing safety.

OFFICE BREAKDOWN

SPACE DESCRIPTION	CURRENT	PROPOSED
Director's office	10 x 9.5	10x15-15x15
VSO offices	8.5 x 11.5 (3)	10x12 (4)
Reception area	15.5 x 10	15 x 25
Administrative space with office supply storage	15.5 x 10	8 x 8
Break Room	8.5 x 11.75	15 x 15
Veteran computer space (2)	None	6 x 10
Child play area	None	6 x 10
Multi-purpose room/Conference room/donation storage	15 x 25	20 x 25
File Storage cabinets (2)	4x4	4 x 4
Bathrooms	None	3 x 4 (2)

Value added

Total: \$96,700

- Moving the office and being able to design from scratch will allow us to have a more secure office. Past "active shooter" training proved that there is no way out of the current VSO rooms if a shooter were to come in. The new office would have higher security access points. There will be a keyed entry to the back offices and a back employee exit to allow for proper egress.
- Larger Director's office allows for more maneuverability and the addition of a small table and four chairs. More intimate meeting spot for small meetings. Ability to speak to veterans with a VSO or other relatives/children at the table. Less formal than speaking from behind a desk. Current office is smaller than a "standard office space".
- Larger VSO rooms will provide more maneuverability and comfort for veterans who are claustrophobic. Will provide more room if veteran has children. Currently there is no room beyond veteran +1. Children are playing on the floor.
- The extra VSO or "flex room" will be used for collaboration with community partners. It will help to better connect veterans to more resources. The extra space can help facilitate visiting VSO's, HUD VASH social workers, SSVF social workers, MI WORKS veteran counselor, finance classes, estate planning specialists, etc. Agreements have been made and are waiting on additional space to start.
- Current reception is smaller than the standard "small reception" area. Minimal maneuverability and quickly over-crowded. Larger, more inclusive reception area to include:
 - Veteran computer area: Two computers on non-secured network allows veterans to print documents, apply for assistance or ability to work on online classes. Currently veterans are not allowed to log onto our computers to print documents or use USB drives. We have to send them to the library to print off then come back to office.
 - Child play area: Currently have none. Proven need for small child area, especially if we are going to attract the younger veteran population.
 - Small coffee station with seating: Encourage veterans to meet and socialize. Help relax before and after appointments.
 - General seating: More user friendly and aesthetically pleasing seating. Current chairs are 20+ years old. They are worn and do not match office décor.
- Administrative space with office supply storage: Currently using our break room as storage. It is inconvenient as it is across the office for the Administrative Specialist and it makes it difficult for break room use. Combining both would increase Administrative Specialist efficiency and create better morale for office staff.
- Break Room: Moving supplies will free up space for a proper break room, encouraging healthy eating from home instead of fast food.
- Multi-purpose room/Conference room/Donations: We currently do not have any of these items in our office. Being able to have a "storefront" in the multi-purpose room would allow veterans to "shop" at designated times. We currently have wheel chairs, walkers, new clothing, shoes, etc. that have been donated, but they are all stored in an area in the far back of the building that veterans are prohibited from going. This inconvenience limits the accessibility to veterans and staff members forget to offer it because it is often forgotten. We can also expand on the store in the future, meeting whatever needs may come up.

The multi-purpose room would also offer a space for veteran seminars/classes such as basic "how to" classes like smartphone use, signing up for ebenefits, signing up for myhealthevet or even finance seminars like GreenPath. It can also be used as a meeting room for local veteran groups.

- Bathrooms: We currently share bathrooms with the rest of the East Complex building. They are often sub-par. Clean bathrooms would be much appreciated by staff and Veterans.

Measurements of Success

Success will be measured in an increase in office appointments made and an increase in new clients. 5%-7% increase would be optimal. We will also be surveying the veterans for opinions about the value of expanded collaboration rooms and multipurpose rooms.

BUDGET NARRATIVE/JUSTIFICATION

Budget Narrative/Justification must be provided below. In addition, an **itemized list** of all expenditures, including salary if applicable, must be provided in the Excel budget templates provided. Add Excel spreadsheets as an attachment for each initiative, titled 'Attachment A'.

Build out estimate for the space is \$50 sq/ft for traditional dry wall or \$357 a linear foot for modular. I am currently getting more exact quotes on both. The drywall is a more economical solution, but the modular walls would allow more light throughout the space. The modular walls can also be taken down and moved to a new location. One move would cover the cost difference. I am currently asking for assistance with the minimum \$50 sq/ft for the square footage above and beyond what we currently have. Veterans Services would cover all additional build out costs, moving costs, furniture and the remaining 5 years of the lease.

Current Funding

- Budget is \$1,010,692.47 with history of not coming close to budget max.
 - o 2017 unspent budget \$430,792
 - o 2018 unspent budget \$719,103
 - o 2019 unspent budget \$680,707
- Current cash and assets are at \$1,481,000, not including 2020 revenue to come.
- 2020 MVAA grant for \$108,015.

Estimated 2021 and Beyond Revenue

- If maximum millage of .1345 levied, \$1,308,731 in 2021
- Yearly MVAA Grant
- Anticipated renewal of millage.
- Account savings and investments.

PROJECT DETAIL

Project Title	County Veterans Service Fund
Grant Focus Area	Office Signs

PROJECT NARRATIVE

Detailed project narrative must be provided below.

A. Signage-

Total: \$11,315

MVAA Grant Alignment Goal #1:

Enhance or increase veteran service provision over past service provisions.

MVAA Grant Alignment Goal #2:

Connect eligible veterans, service members, dependents or survivors to benefits by an accredited service officer to obtain USDVA to health, financial or memorial benefits.

Livingston County Strategic Plan 2015-2020 Visionary Planning Strategic Goal:

Change Negative Perceptions to positive perceptions through collaboration, increased communication and publicly celebrating successes.

Value Added:

Livingston County Veterans' Services is currently planning to move locations. Current location is difficult to find with no roadside signage and very minimal building signage. Proposed location is within one mile of the 96/Latson interchange. It is a stand-alone building with high roadside visibility. It is located in the main hub of Howell, MI with adjacent businesses being Wal-Mart, Meijer, Lowes and a host of restaurants and other local interests.

Proper signage will provide Veterans Services with an easily identifiable space and generate a large amount of foot and drive-by traffic.

Please see attached for current building signs and proposed signs.

Measurements of Success

Success will be measured in an increase in-office appointments made and an increase in new clients. Optimal success would be a 5-7% growth in appointments made.

BUDGET NARRATIVE/JUSTIFICATION

Budget Narrative/Justification must be provided below. In addition, an **itemized list** of all expenditures, including salary if applicable, must be provided in the Excel budget templates provided. Add Excel spreadsheets as an attachment for each initiative, titled 'Attachment A'.

Roadside Pylon Sign 8x10:	\$2,000 for converting florescent to LED and new sign faces.
Front Building Face Signage:	\$7,000 for design and installation of lit sign with logo and lettering.
Side Office Signage:	\$1,500 for design and installation of "Veterans Services" lettering forside of building.
Reception Signage:	\$815 Logo and signage for reception area.

Primary complaint of new clients is that they didn't know we existed/couldn't find us. Proposed building has existing pylon sign in place but will need to be re-purposed. None of the current building signage is salvageable and will need to be designed and built from scratch. Quotes were received from W4 signs and image360 with the latter having the lower estimate.

The signs will be ordered as soon as the lease has been signed and proofs have been approved.

MUNICIPAL CONSULTING SERVICES LLC

August 10, 2020

Ms. Jennifer Palmbos
Director of Human Resources/Labor Relations
Livingston County
304 East Grand River Avenue, Suite 205
Howell, MI 48843

Dear Ms. Palmbos,

This letter is in regard to your request for our firm to conduct classification analyses for developing career ladders for two job classifications in the Department of Veterans Affairs including the Veterans Benefits Counselor – Relief and the Veterans Benefits Counselor – Claims.

In completing the career ladder grade placements for these positions I have performed the following tasks:

- Reviewed job-related information including draft job descriptions submitted by the Veterans Affairs Director.
- Spoke with the Veterans Affairs Director to gain additional information concerning the duties of the positions.
- Reviewed information regarding Livingston County's classification and compensation system including job evaluation totals and the grade structure.
- Point-factored the classifications utilizing the accumulated understanding of the positions, the pay structure and the job evaluation (point factor) plan.
- Developed recommended pay grade level for the classifications.

The results of the classification analyses for the positions are included in the attached Table A. The positions were evaluated based on ten compensable job factors. These are the same factors and values that were utilized to develop Livingston County's existing pay grade structure.

BACKGROUND FOR THE POSITIONS OF VETERANS BENEFITS COUNSELOR - CLAIMS AND VETERANS BENEFITS COUNSELOR - RELIEF

Over time the Department of Veterans Affairs has used different specialty positions to manage the diversity of departmental duties including a specific court liaison assignment, a lead position and others. At present, the Veterans Services Committee has authorized a new alignment that

will consolidate job duties into two classifications. Each classification will have a career ladder that will be achieved through certifications and increased job complexity. The classifications include the positions of Veterans Benefits Counselor – Relief and Veterans Benefits Counselor – Claims.

The position of Veterans Benefits Counselor – Relief will now have two levels and the Veterans Benefits Counselor – Claims will have three; including an entry-level job that will be primarily clerical/administrative in nature with the opportunity to evolve into a certified Veterans Affairs Counselor.

In evaluating the positions, job descriptions were first developed. Using Roman numerals, I have distinguished between the different levels and evaluated each using the point factor system. Grades were then assigned to each of the five positions based on the point totals.

The results of the job evaluations for the positions are summarized below.

POINT FACTOR ANALYSIS AND RESULTS

As noted above, we have evaluated each position using the ten point factors which comprise the County's job evaluation plan. The results of this evaluation are summarized in the attached Table A. In summary, the analysis has resulted in the following point total and assigned grades.

	<u>POINTS</u>	<u>GRADE</u>
• Veterans Benefits Counselor II – Relief:	1,572	6
• Veterans Benefits Counselor III – Relief:	1,685	7
• Veterans Benefits Counselor I – Claims:	1,427	5
• Veterans Benefits Counselor II – Claims:	1,572	6
• Veterans Benefits Counselor III – Claims:	1,685	7

* * * * *

We have appreciated the opportunity to assist Livingston County in these important classification analyses. Please feel free to contact me at 734.904.4632 if you have questions or wish to discuss the findings and conclusions.

Very truly yours,



Mark W. Nottley, Principal
Municipal Consulting Services LLC

TABLE A
LIVINGSTON COUNTY
POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF AUGUST 10, 2020

Classification Reviewed:	1	#	2	3	#	4	#	5	6	#	7	8	9	10	Recommended Total Points:	Recommended Grade:
Veterans Benefits Counselor II - Relief Fund	267	c1	270	260	d1	0		270	90	c1	80	275	40	20	1572	6
Veterans Benefits Counselor III - Relief Fund	295	d1	300	260	d2	0	a1	300	90	c1	80	300	40	20	1685	7
Veterans Benefits Counselor I - Claims	267	b3	240	200	c2	0	b1	240	70	b1	90	250	60	10	1427	5
Veterans Benefits Counselor II - Claims	267	c1	270	260	d1	0		270	90	c1	80	275	40	20	1572	6
Veterans Benefits Counselor III - Claims	295	d1	300	260	d2	0	a1	300	90	c1	80	300	40	20	1685	7

RESOLUTION

NO: 2020-09-122 PC

LIVINGSTON COUNTY

DATE: September 9, 2020

Resolution Authorizing the Reclassification of the Veterans Benefits Counselor – Veterans Services

WHEREAS, over time the Department of Veterans Affairs has used different specialty positions to manage the diversity of departmental duties including a specific court liaison assignment, a lead position and others; and

WHEREAS, at present, the Veterans Services Committee has authorized a new alignment that will consolidate job duties into two classifications. Each classification will have a career ladder that will be achieved through certifications and increased job complexity. The classifications include the positions of Veterans Benefits Counselor – Relief and Veterans Benefits Counselor – Claims. The position of Veterans Benefits Counselor – Relief will now have two levels and the Veterans Benefits Counselor – Claims will have three; including an entry-level job that will be primarily clerical/administrative in nature with the opportunity to evolve into a certified Veterans Affairs Counselor; and

WHEREAS, this positions have been evaluated by Municipal Consulting Services, LLC., who is recommending the following:

	<u>GRADE</u>
Veterans Benefits Counselor II – Relief:	6
Veterans Benefits Counselor III – Relief:	7
Veterans Benefits Counselor I – Claims:	5
Veterans Benefits Counselor II – Claims:	6
Veterans Benefits Counselor III – Claims:	7

WHEREAS, the position changes are part of the 2021 budget request for the Veterans Services Department and has been approved unanimously by the Veterans Services Committee.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby approves the following reclassifications of the Veterans Benefits Counselor, upon inclusion in the 2021 budget.

	<u>GRADE</u>
Veterans Benefits Counselor II – Relief:	6
Veterans Benefits Counselor III – Relief:	7
Veterans Benefits Counselor I – Claims:	5

RESOLUTION NO: #

PAGE: 2

Veterans Benefits Counselor II – Claims: 6

Veterans Benefits Counselor III – Claims: 7

#

#

#

MOVED: Comm Nakagiri

SECONDED: Comm Helzerman

CARRIED: 2-0-1

LIVINGSTON COUNTY JOB DESCRIPTION

VETERANS BENEFITS COUNSELOR I, II, III - CLAIMS

Supervised By: Director of Veterans Affairs

Supervises: No supervisory responsibility

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the Director of Veterans Affairs is responsible for assisting veterans, dependents, and survivors with preparing claims for services and programs to obtain federal, state and local benefits. Assists with administration of the Veterans Relief Fund and assists indigent veterans in securing benefits as warranted. The Veterans Benefits Counselor – Claims position has a career ladder within Livingston County’s pay grade structure. Ideally, but not always, incumbents are hired at the level of Veterans Benefits Counselor I – Claims and progress through the career ladder based on certifications and the assumption of more complex duties at the discretion of the Director of Veterans Affairs.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists clients with reviewing and understanding veterans’ programs and benefits. Assists veterans, dependents, and survivors with preparing and completing claims for benefits, services, and programs. Provides assistants to those who cannot come into the office by conducting visits where the client resides.
2. Performs case management by following up with clients, tracking circumstances and conditions, responding to questions and complaints and preparing related documents.
3. Researches military and medical history, obtains medical and military records, and reviews other documentation to assist veterans in applying for assistance and programs. Corresponds with appropriate agencies to secure affidavits, certificates and other required papers to properly submit necessary documentation for clients to the U.S. Department of Veterans Affairs and other agencies.
4. Interviews clients, families, and medical personnel, and prepares and files claims for veterans and their families.

5. Follows up on denied claims by reviewing decisions and assisting with appeals to the U.S. Department of Veterans Affairs. Represents clients at hearings, and assists supervisors of other agencies with appeals to military boards and courts.
6. Researches changes in veteran laws, regulations, court decisions and U.S. Department of Veterans Affairs procedures, and implements appropriate changes and operations. Assists state and local governments in implementing and understanding changes in the law.
7. Attends annual training conferences needed to earn continuing education credits to obtain or maintain accreditation through the U.S. Department of Veterans Affairs.
8. Assists the Director at committee meetings as needed by attending and providing the more specific information regarding benefit provision.
9. Attends community functions to inform the public of services and programs available.
10. Interacts with other human service providing agencies to provide expanded services for clients.
11. Recommends and prepares applications for county burial and marker foundations for posting and submits payments.
12. Assists clients in obtaining emergency medical treatment and provides related referrals.
13. Assists the Director in administering the Veterans Relief Fund when Veterans' Relief Fund Counselor is not available or at the discretion of the Director. Initiates or investigates benefit requests and maintains all related case files. Develops service plans for successful applicants.
14. Provides assistance at the reception desk.
15. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- **Veterans Benefits Counselor I – Claims:** High school diploma or GED with supplementary vocational or college-level training in secretarial science, office management or similar instruction and four years of progressively more complex experience in providing clerical and administrative support.

- One year of experience working in a Veterans Services office.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Familiarity with military terminology and a basic understanding of medical terminology.
- Amenable to successfully completing TRIP training and state and/or national accreditation as soon as possible.
- Michigan Vehicle Operator's License.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, County applications and federal databases.
- **Veterans Benefits Counselor II – Claims:** All the above qualifications as well as an Associate's Degree in sociology, psychology or a related field and one year of experience in benefits counseling or 3 years of claims processing.
- Successful completion of Training, Responsibility, Involvement and Preparation of Claims (T.R.I.P.) from the U.S. Department of Veterans Affairs.
- Accredited through either NACVSO or MVAA.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Thorough knowledge of the principles and practices of veteran's affairs, social work, counseling, and advocacy for veterans, dependents, and survivors.
- Considerable knowledge of local, state, and federal laws, rules and regulations as they relate to veteran benefits, services and programs, interpreting and applying veterans benefit programs, screening and assessment, conducting investigations, and researching veterans benefit operations.

- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Ability to attend meetings and events scheduled at times other than normal business hours.
- **Veterans Benefits Counselor III – Claims:** All the above qualifications as well as a Bachelor's Degree in sociology, psychology or related field or five years of progressively more responsible claims experience.
- National Veterans Affairs Accreditation.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Expert knowledge of veterans' claim specific programs to include, but not limited to, VetraSpec and VBMS.
- Assists the Director in developing and implementing plans and goals for the department.
- Provides comprehensive reports to the Director as needed.
- Provides claims coaching and mentoring at the discretion of the Director.
- Ability to nurture a team environment for other employees with an open communication culture.
- Ensures compliance with regulations and policies pertaining to veterans' claims.
- Ability to organize team members and lead by example and experience.
- Expert knowledge of veteran claim process that is shared with other employees.
- Director approval required for progression to Veterans Benefit Counselor III – Claims.

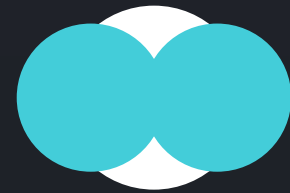
Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs.

without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

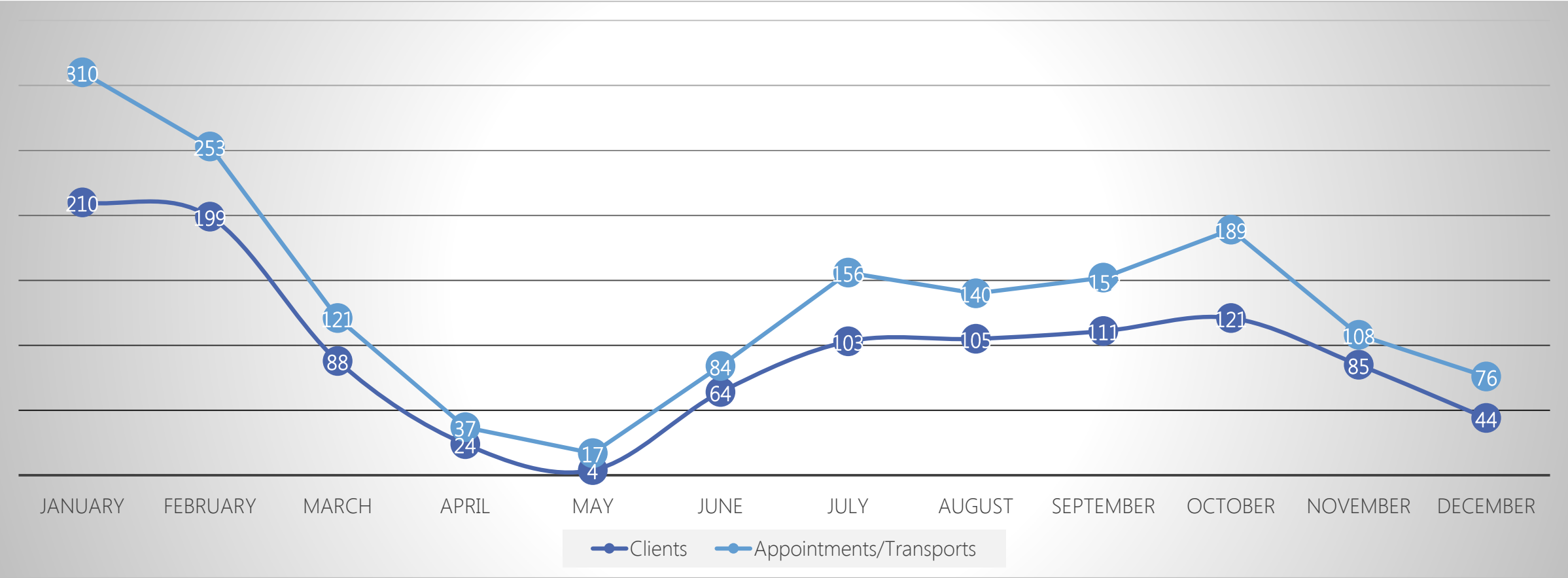
The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate but the employee must also periodically travel to other sites. The employee may be exposed to home situations in which unsanitary or unhygienic materials, individuals and situations are encountered in the course of performing required duties.



December 2020

LCVS Office Report

Appointments Completed and Clients Served



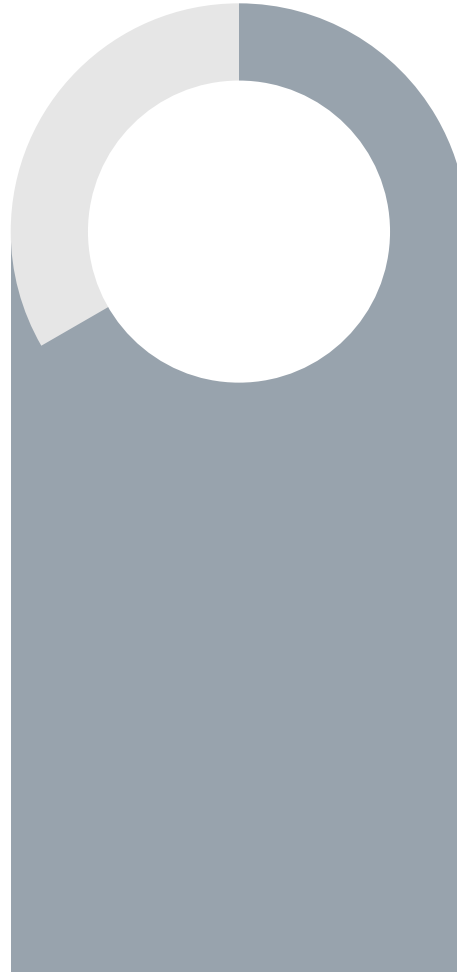
Appointments by Type

In office appointments only if necessary per County

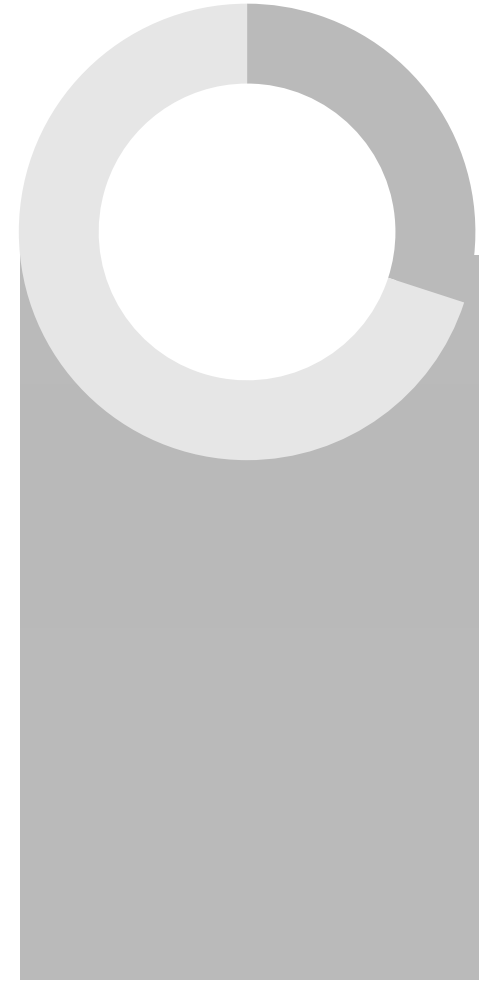
Transportation



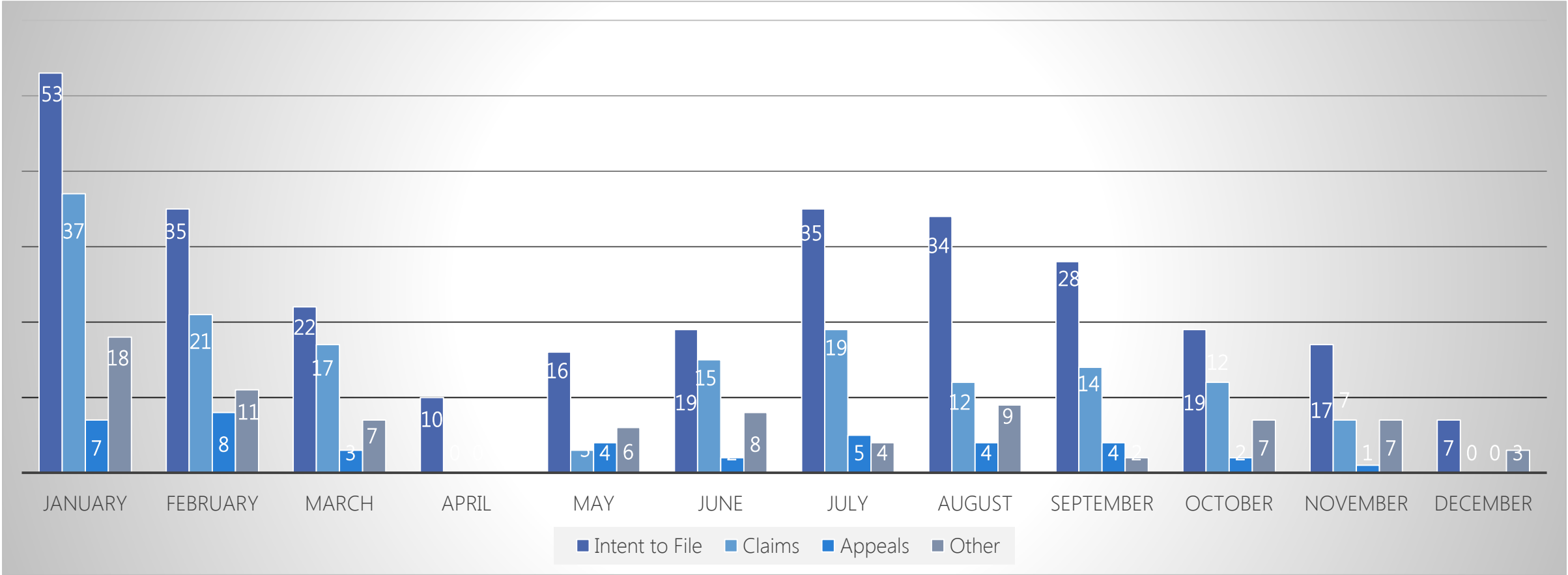
Benefits Counselor - Claims



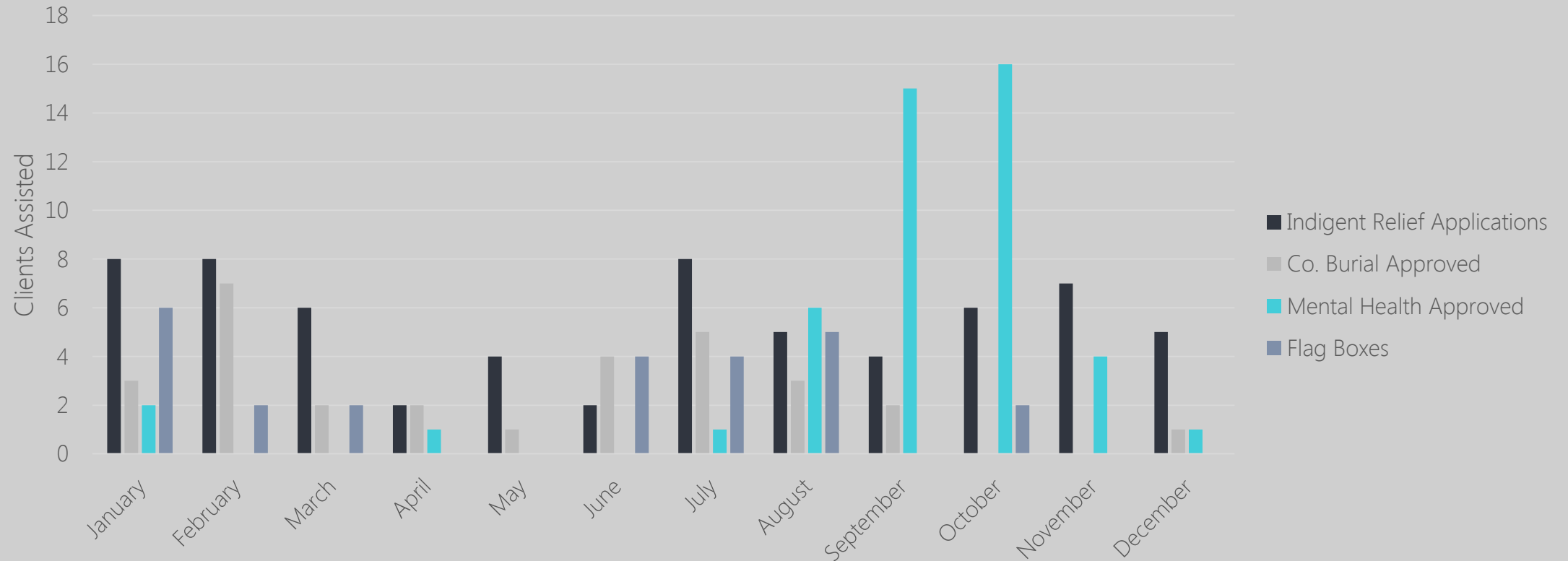
Benefits Counselor - Relief



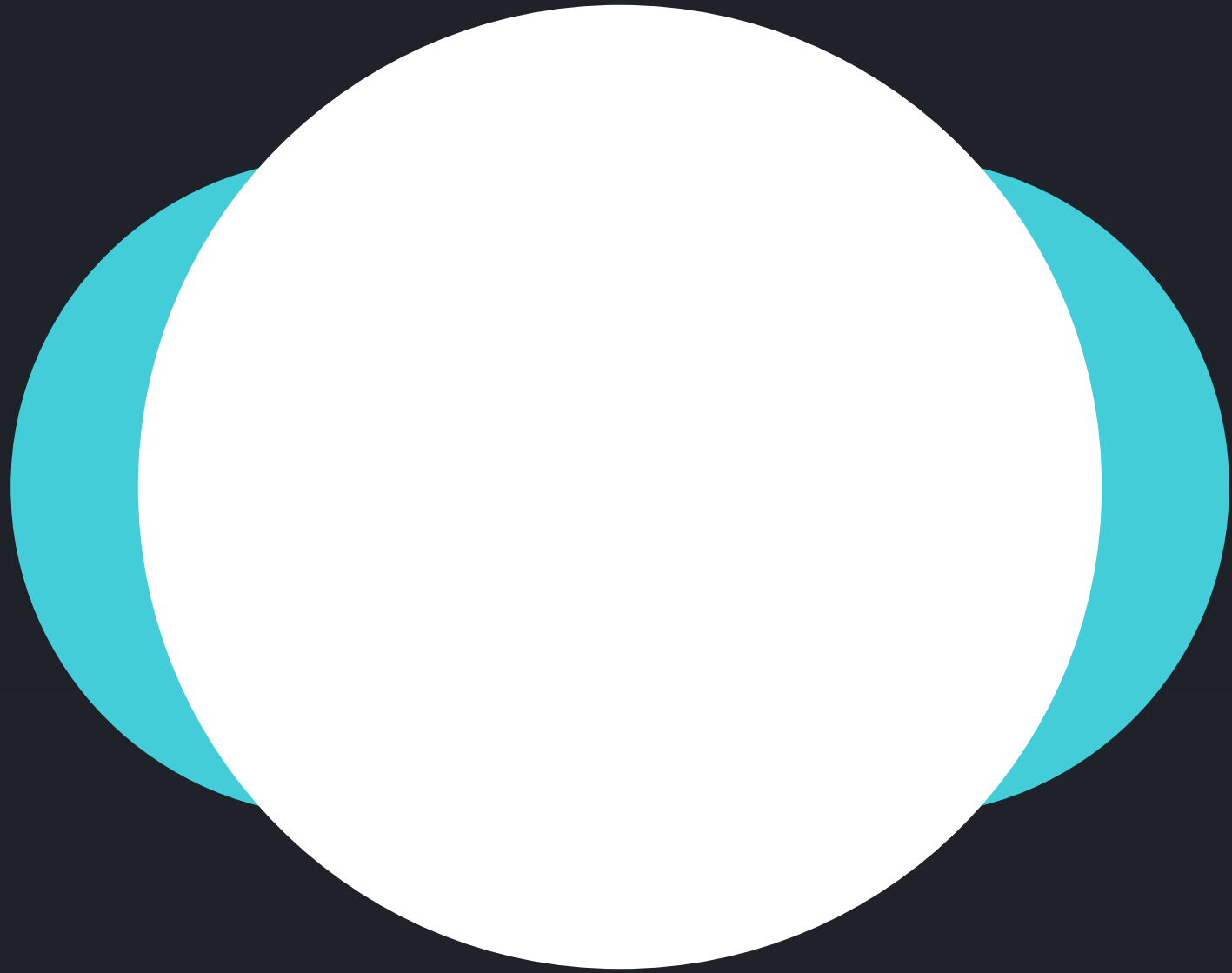
Claims



Veteran Assistance Programs



- Total clients assisted in December: 15
- Total amount of aid approved in December: \$12,864.84
- Actual disbursement amount in December: \$22,784.48



Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13									
ACCOUNTS FOR: 295	VETERANS SERVICES FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL	
404000 CURR YR REAL/PERS PROPERTY TAX									
29568900	404000 REAL PROPERTY T	-1,011,000	0	-1,011,000	.00	.00	-1,011,000.00	.0%	
573000 LOCAL COMM STABILIZATION SHARE									
29568900	573000 LOCAL COMM STAB	-20,000	0	-20,000	.00	.00	-20,000.00	.0%	
665000 INTEREST - INVESTMENT									
29568900	665000 INTEREST - INVE	-22,000	0	-22,000	.00	.00	-22,000.00	.0%	
702000 OTHER PAY/COMPENSATION									
29568900	702000 OTHER PAY/COMPE	1,800	0	1,800	44.31	.00	1,755.69	2.5%	
704000 SALARIES - REGULAR EMPLOYEES									
29568900	704000 SALARIES - REGU	256,545	0	256,545	4,974.52	.00	251,570.48	1.9%	
706001 SALARIES - PT (20 HRS OR LESS)									
29568900	706001 SALARIES - PT (55,907	0	55,907	798.21	.00	55,108.79	1.4%	
707000 SALARIES - OVERTIME									
29568900	707000 SALARIES - OVER	2,000	0	2,000	.00	.00	2,000.00	.0%	
715000 FICA - EMPLOYER SHARE									
29568900	715000 FICA - EMPLOYER	24,041	0	24,041	418.79	.00	23,622.21	1.7%	
716000 HEALTH INSURANCE ER SHARE									
29568900	716000 HEALTH INSURANC	64,885	0	64,885	.00	.00	64,885.00	.0%	

Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13								
ACCOUNTS FOR: 295	VETERANS SERVICES FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
717000 LIFE INSURANCE								
29568900	717000 LIFE INSURANCE	562	0	562	16.54	.00	545.46	2.9%
718000 MERS - EMPLOYER SHARE								
29568900	718000 MERS - EMPLOYER	49,590	0	49,590	961.58	.00	48,628.42	1.9%
719000 WORKERS COMPENSATION								
29568900	719000 WORKERS COMPENS	4,356	0	4,356	121.64	.00	4,234.36	2.8%
723000 LT/ST DISABILITY INSURANCE								
29568900	723000 LT/ST DISABILIT	3,139	0	3,139	93.06	.00	3,045.94	3.0%
726000 SUPPLIES - OFFICE								
29568900	726000 SUPPLIES - OFFI	3,000	0	3,000	.00	.00	3,000.00	.0%
730000 POSTAGE / METER FEES								
29568900	730000 POSTAGE / METER	200	0	200	.00	.00	200.00	.0%
743000 UNIFORMS								
29568900	743000 UNIFORMS	500	0	500	.00	.00	500.00	.0%
800000 BOARD/COMMITTEE PER DIEM								
29568900	800000 BOARD/COMMITTEE	4,140	0	4,140	.00	.00	4,140.00	.0%
803000 LEGAL SERVICES								
29568900	803000 LEGAL SERVICES	5,000	0	5,000	.00	.00	5,000.00	.0%

Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13								
ACCOUNTS FOR: 295	VETERANS SERVICES FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
817000 MEMBERSHIP DUES								
29568900	817000 MEMBERSHIP DUES	425	0	425	.00	.00	425.00	.0%
819000 OTHER CONTRACT SVS								
29568900	819000 OTHER CONTRACT	2,000	0	2,000	.00	.00	2,000.00	.0%
847000 VETERANS EMERGENCY ASSISTANCE								
29568900	847000 VETERANS EMERGE	135,000	0	135,000	.00	.00	135,000.00	.0%
847003 EMERGENCY RELIEF - PEACE TIME								
29568900	847003 EMERGENCY RELIE	10,000	0	10,000	.00	.00	10,000.00	.0%
847004 VET ID CARD								
29568900	847004 VET ID CARD	1,500	0	1,500	.00	.00	1,500.00	.0%
851000 TELEPHONE CHARGES								
29568900	851000 TELEPHONE CHARG	3,846	0	3,846	.00	.00	3,846.00	.0%
860000 IN-STATE TRAVEL								
29568900	860000 IN-STATE TRAVEL	375	0	375	.00	.00	375.00	.0%
860010 MILEAGE REIMB..								
29568900	860010 MILEAGE REIMB	1,000	0	1,000	.00	.00	1,000.00	.0%
860015 DAILY MEAL REIMBURSEMENT								
29568900	860015 DAILY MEAL REIM	125	0	125	.00	.00	125.00	.0%

Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13								
ACCOUNTS FOR: 295 VETERANS SERVICES FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL	
861000 AUTO LEASING								
29568900 861000 AUTO LEASING	26,816	0	26,816	.00	.00	26,816.00	.0%	
880000 COMMUNITY PROJECT / PROMOTIONS								
29568900 880000 COMMUNITY PROJE	44,080	0	44,080	.00	8,000.00	36,080.00	18.1%	
920000 UTILITIES								
29568900 920000 UTILITIES	1,885	0	1,885	.00	.00	1,885.00	.0%	
933000 OFFICE EQUIP R&M								
29568900 933000 OFFICE EQUIPMEN	1,000	0	1,000	.00	.00	1,000.00	.0%	
940000 FACILITY SERVICE CHARGES								
29568900 940000 FACILITY SERVIC	8,919	0	8,919	.00	.00	8,919.00	.0%	
943010 IT HARDWARE MONTHLY CHARGES								
29568900 943010 IT HARDWARE MON	13,890	0	13,890	.00	.00	13,890.00	.0%	
943012 NEW IT HARDWARE/SOFTWARE								
29568900 943012 NEW IT HARDWARE	2,999	0	2,999	.00	.00	2,999.00	.0%	
943020 IT SOFTWARE MONTHLY CHARGES								
29568900 943020 IT SOFTWARE MON	5,461	0	5,461	.00	.00	5,461.00	.0%	
956000 MISCELLANEOUS EXPENSE								
29568900 956000 MISCELLANEOUS E	1,000	0	1,000	.00	.00	1,000.00	.0%	

Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13								
ACCOUNTS FOR: 295	VETERANS SERVICES FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
956002 MISC EXP - DONATED FUNDS								
29568900	956002 MISC EXP - DONA	2,836	0	2,836	.00	.00	2,836.00	.0%
957000 EMPLOYEE PROFESSIONAL DEVELOP								
29568900	957000 EMPLOYEE PROFES	2,000	0	2,000	.00	.00	2,000.00	.0%
963000 MTT CHARGEBACK INTEREST								
29568900	963000 MTT CHARGEBACK	100	0	100	.00	.00	100.00	.0%
964000 COST ALLOCATION								
29568900	964000 COST ALLOCATION	46,834	0	46,834	.00	.00	46,834.00	.0%
TOTAL VETERANS SERVICES FUND		-265,244	0	-265,244	7,428.65	8,000.00	-280,672.65	-5.8%
TOTAL REVENUES		-1,053,000	0	-1,053,000	.00	.00	-1,053,000.00	
TOTAL EXPENSES		787,756	0	787,756	7,428.65	8,000.00	772,327.35	

Livingston County, Michigan



Livingston County YEAR-TO-DATE BUDGET REPORT

FOR 2021 13

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	-265,244	0	-265,244	7,428.65	8,000.00	-280,672.65	-5.8%

** END OF REPORT - Generated by Mary Durst **