



**Department of Veteran Services**  
 294 Main Street • Greenfield, MA 01301  
 Phone 413-772-1571 • Fax 413-772-1401  
[www.greenfield-ma.gov](http://www.greenfield-ma.gov)

**Timothy Niejadlik, Director**  
**Laura Thorne, Assistant**  
**Mark Fitzpatrick, VSO**  
**Brian Brooks, VSO**

**UPPER PIONEER VALLEY VETERANS' SERVICES DISTRICT**

*Veteran Resource and Referral Center located in Greenfield, satellite locations throughout the district*

Member Towns

- Ashfield
- Bernardston
- Buckland
- Charlemont
- Colrain
- Conway
- Deerfield
- Erving
- Gill
- Greenfield
- Hawley
- Heath
- Leverett
- Leyden
- Monroe
- Montague
- New Salem
- Northfield
- Plainfield
- Rowe
- Shelburne
- Shutesbury
- Sunderland
- Warwick
- Wendell
- Whately

**Meeting Notice**  
**Upper Pioneer Valley Veterans' Services District**  
**Wednesday October 18, 2017**  
**6:00 P.M.**

Location: District Office  
**294 Main Street, Greenfield, MA 01301**

Agenda

1. Call to Order
2. Approval of Prior Meeting Minutes
3. Old Business
  - Financial & Operations update
4. New Business
  - Hiring of Mark F. replacement
  - Final assessments to be billed to towns
  - Vote to re-apply to state for continued operation
  - Vet Tax work off project for towns
  - Set next meeting date / time (Apr/May 2018) and location
5. Executive Session, if desired

**\*Please note that the list of topics in this notice was comprehensive at the time of posting, however the public body may consider and take action on unforeseen matters not specifically named in this notice.**

## **Upper Pioneer Valley Veterans' Services District Advisory Board**

### **Meeting Minutes, 17 May 2017**

-Meeting called to order at 1800

-Motion by Charlie Loven to accept previous meetings minutes, second by Joanne Carney. Motion carried.

#### **Old Business**

-Tim Niejadlik discussed financials and operations.

-Brian Brooks is back on a part-time basis and Charlie Loven has been helping in Brian's absence.

-Mark Fitzpatrick will fully retire as of December 2017. Replacement would be offered \$25 per hour at 25 hours per week with no benefits, or \$17.85 per hour at 27.5 hours per week with benefits. Preference would be to find the right candidate willing to put Veterans needs above salary. Job to be advertised and name to be presented at next Advisory board meeting.

#### **New Business**

-Nomination of election of officers... Motion by Mike Hastings, second by Wayne Farrell to keep slate of officers as comprised. Motion carried.

-Tim Niejadlik discussed current status of lease as old lease ended 3/31/17 and new lease is for 5 years. Rent is up slightly, but will not change assessments.

-Van is accumulating 8,000 miles per year and is expected to have 8 to 10 year life.

-Upcoming events and initiatives within the District discussed

-Project 351

-Camp Legeune water born illnesses

-District cemetery project

-Bone Frog Challenge

-Fall meeting date set at 18 October 2017, 1800

-Motion to adjourn by Charlie Loven, second by Mike Hastings. Motion carried. Meeting adjourned at 1827.

Respectfully submitted,

Denis Brennan, Secretary

**District Assessments FY 19 with \$51K Credit Applied**  
**FY19 Upper Pioneer Valley Veterans' Services District budget less Greenfield portion (56%)**

		Greenfield	District	Total		Retiree Ins.	Total District	Grand Total	District Credit	Total CF Credit	Final Assessment
		\$122,836	\$96,514	\$219,350		\$7,325	\$96,514.00	\$103,839.00		\$51,017.67	\$103,839.00
	EQV 2016	50%	Population	50%	Total %					per year 5 years	
Ashfield	241,758,400	1.8%	1,733	1.9%	3.7%	\$252.04	\$3,573.86	\$3,825.90	\$-	\$374.47	\$3,451.43
Bernardston	216,985,900	1.7%	2,123	2.3%	3.9%	\$265.24	\$3,795.13	\$4,060.36	\$-	\$359.16	\$3,701.20
Buckland	222,381,700	1.7%	1,889	2.0%	3.7%	\$252.11	\$3,592.66	\$3,844.77	\$-	\$345.90	\$3,498.87
Charlemont	137,142,200	1.0%	1,251	1.3%	2.4%	\$161.40	\$2,304.66	\$2,466.05	\$-	\$212.23	\$2,253.82
Colrain	177,586,600	1.4%	1,661	1.8%	3.1%	\$211.82	\$3,026.83	\$3,238.64	\$-	\$274.48	\$2,964.17
Conway	251,373,100	1.9%	1,902	2.0%	4.0%	\$268.94	\$3,819.58	\$4,088.53	\$-	\$408.14	\$3,680.38
Deerfield	701,406,100	5.4%	5,089	5.5%	10.8%	\$735.43	\$10,431.98	\$11,167.41	\$-	\$1,105.04	\$10,062.37
Erving	887,378,000	6.8%	1,796	1.9%	8.7%	\$611.22	\$8,392.93	\$9,004.16	\$-	\$1,082.59	\$7,921.56
Gill	159,051,900	1.2%	1,491	1.6%	2.8%	\$189.94	\$2,714.39	\$2,904.33	\$-	\$239.78	\$2,664.55
Hawley	52,222,400	0.4%	335	0.4%	0.8%	\$51.74	\$731.27	\$783.00	\$-	\$79.59	\$703.42
Heath	96,911,500	0.7%	703	0.8%	1.5%	\$101.60	\$1,441.22	\$1,542.83	\$-	\$141.83	\$1,401.00
Leverett	263,543,700	2.0%	1,861	2.0%	4.0%	\$272.81	\$3,866.76	\$4,139.57	\$-	\$443.85	\$3,695.72
Leyden	84,406,000	0.6%	721	0.8%	1.4%	\$-	\$1,367.77	\$1,367.77	\$-	\$-	\$1,367.77
Monroe	26,041,800	0.2%	121	0.1%	0.3%	\$22.63	\$316.99	\$339.63	\$-	\$38.77	\$300.85
Montague	819,151,800	6.2%	8,377	9.0%	15.2%	\$1,026.22	\$14,702.21	\$15,728.44	\$-	\$1,271.36	\$14,457.07
New Salem	107,358,200	0.8%	1,002	1.1%	1.9%	\$127.90	\$1,827.62	\$1,955.53	\$-	\$177.54	\$1,777.99
Northfield	459,130,600	3.5%	3,023	3.2%	6.7%	\$460.21	\$6,509.64	\$6,969.85	\$-	\$676.49	\$6,293.36
Orange	-				0.0%	\$803.69	\$-	\$803.69	\$-	\$816.28	-\$12.59
Plainfield	86,493,600	0.7%	650	0.7%	1.4%	\$92.23	\$1,309.65	\$1,401.89	\$-	\$141.83	\$1,260.06
Rowe	297,787,500	2.3%	392	0.4%	2.7%	\$-	\$2,598.42	\$2,598.42	\$-	\$-	\$2,598.42
Shelburne	243,225,400	1.9%	1,893	2.0%	3.9%	\$263.84	\$3,750.27	\$4,014.12	\$-	\$387.73	\$3,626.38
Shutesbury	226,950,300	1.7%	1,773	1.9%	3.6%	\$246.65	\$3,506.23	\$3,752.88	\$-	\$351.00	\$3,401.88
Sunderland	345,157,100	2.6%	3,690	4.0%	6.6%	\$443.43	\$6,360.80	\$6,804.23	\$-	\$570.38	\$6,233.85
Warwick	76,200,800	0.6%	774	0.8%	1.4%	\$95.10	\$1,362.21	\$1,457.31	\$-	\$132.65	\$1,324.67
Wendell	94,983,200	0.7%	868	0.9%	1.7%	\$111.89	\$1,597.81	\$1,709.69	\$-	\$154.07	\$1,555.62
Whately	279,133,700	2.1%	1,505	1.6%	3.7%	\$256.90	\$3,613.08	\$3,869.98	\$-	\$418.34	\$3,451.64
Totals:	6,553,761,500	50.0%	46,623	50.0%	100.0%	\$7,325.00	\$96,514.00	\$103,839.00	\$0.00	\$10,203.53	\$93,635.47

District Budget FY 19

Account Number	Account Description	FY 19Req All Franklin County
0100.543.5111.0000	Perm Sal Wages Full Time	145,000.00
0100.543.5111.0000	Perm Wages, Part-Time	24,050.00
0100.543.5122.0000	Temp Wages Partime	0.00
	<b>Indirect</b>	<b>23,000.00</b>
	<b>Total Wages</b>	<b><u>169,050.00</u></b>
	<b>Total Wages</b>	<b>192,050.00</b>
0100.543.5243.0000	Repairs/maint Off Equip.	500.00
0100.543.5343.0000	Printing	150.00
0100.543.5344.0000	Postage-Veterans	350.00
0100.543.5453.0000	Various Paper Products	500.00
0100.543.5711.0000	Meetings Seminars Conf Vets	150.00
0100.543.5712.0000	Mileage Reimb Vets	300.00
0100.543.5733.0000	Dues Memberships Vets	250.00
	Vehicle Depreciation	4,250.00
	Rent per year	18,600.00
	Utilities	1,800.00
	Telephone	450.00
	<b>Total Office &amp; Mileage</b>	<b><u>27,300.00</u></b>
	<b><u>Total Veterans</u></b>	<b>219,350.00</b>
	<b><u>Veterans footnotes:</u></b>	<b>Includes portable wifi</b>

**\*Wages: FY 2019**  
**Director \$61000.00**  
**VSA \$46000.00**  
**Full- Time Staff (1) \$38000.00 each**  
**Part-Time Staff (1) \$24050.00 each**



**UPPER PIONEER VALLEY VETERANS' SERVICES DISTRICT**

*Veteran Resource and Referral Center located in Greenfield, satellite locations throughout the district*

Final FY17 Operation/Financial Report

Member Towns

- Ashfield*
- Bernardston*
- Buckland*
- Charlemont*
- Colrain*
- Conway*
- Deerfield*
- Erving*
- Gill*
- Greenfield*
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- Leverett*
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- Wendell*
- Whately*

- 1-District continues to be in full compliance with MGL laws for staffing levels and outreach for clients.
- 2-Chapter 115 payments are at the lowest levels for district since 2012, earlier for some towns (Greenfield/Montague). We continue to investigate all clients fully, ensure alternative source of income are sought, and utilize other non-profits to keep financial burden off towns when feasible.
- 3-District processed over 115 claims for VA benefits for FY17, 35 of these were from the April 2017 Agent Orange Town Hall Event
- 4-District van now has roughly 12,000 miles; we predict a ten year life out of van, resulting in minimal assessments for its use in years 6-10(if any)
- 5-We have phased out the older printers in office to an all inclusive lease in conjunction with Greenfields IT updates. Result is lower maintenance/supplies costs for district
- 6-Based on FY17 outlays, and final FY18 assessments, we will see minimal increase for FY19 (approx 2%)



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- Whately*

Evan Makrinikolas  
 Compliance Director  
 Department of Veterans' Services  
 600 Washington Street, 7<sup>th</sup> Floor  
 Boston, MA 02111

Evan Makrinikolas,

In July of 2016, the Massachusetts Department of Veterans' Services granted a two year approval for continued operation of the Upper Pioneer Valley Veterans' Services District. This district is comprised of the towns of Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Plainfield, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whately, and the City of Greenfield.

As instructed in your approval letter, the district board members, by a unanimous vote, agreed to re-apply for continued operation for the district for another two years (FY19 & FY20).

It is further understood this district must be reapply every two years thereafter.

Please accept this letter as our district's formal request for continued operation. A reply is requested by April 1, 2018. This is the date of our next district board meeting.

Sincerely,

William Martin  
 Mayor, Greenfield



William F. Martin  
Mayor

City known as the Town of  
**GREENFIELD, MASSACHUSETTS**

**DEPARTMENT OF VETERANS SERVICES**

**TIMOTHY NIEJADLIK, Director**

294 Main Street • Greenfield, MA 01301  
Phone 413-772-1571 • Fax 413-772-1401  
TimothyN@greenfield-ma.gov • www.greenfield-ma.gov

**UPPER PIONEER VALLEY VETERANS' SERVICES DISTRICT**

**District Composition:**

The Upper Pioneer Valley Veterans' Services District (the District) is comprised of one city, 25 Franklin County towns, and one Hampshire County town with a total district population of 72056 (2010 census). (See Appendix A)

Ref: M.G.L. c. 115, §§ 2, 10, and 14; 1972 Mass. Acts c. 471, §§ 1-3 *et seq.*

**Reasonable Geographical Proximity of Municipalities Within the District:**

As a whole, all municipalities within the district adjoin one another. The district is divided basically along geographical lines with an Eastern County and Western County divided by the I-91/Connecticut River corridor.

Ref: M.G.L. c. 115, §§ 2, 10, and 14; 1972 Mass. Acts c. 471, §§ 1-3, *et seq.*; 108 CMR 12.00. 14.

**Personnel Staffing for the District:**

The Upper Pioneer Valley Veterans' Services District employs three veterans' services officers and an adequate number of clerical support staff. Specifically, the district employs one full-time director of the veterans' services district, two full-time veterans' agents, and one full-time clerical support worker. The district's staffing reflects the Massachusetts Department of Veteran Services guidelines for the minimum personnel staffing requirements for veterans' services districts.

Ref: M.G.L. c. 4, § 7(43); M.G.L. c. 115, §§ 1, 3, 10, 11, and 14; 1972 Mass. Acts c. 471, §§ 1-3, *et seq.*; 108 CMR 2.02; 108 CMR 12.00.

**Business Hours and Locations within the District:**

The Upper Pioneer Valley Veterans' Services District's main office is located at the Greenfield Veterans' Resource and Referral Center, 294 Main Street, Greenfield, separate and apart from other city offices, and maintains regular business hours from 8:30 a.m. to 5:00 p.m., five days per week (Monday through Friday). The main office is staffed by the district's one full-time clerical support member and the District Director. The District will maintain satellite offices, with space provided by member communities at no cost to the district, with the two full-time VSOs setting schedules as needed in their respective eastern and western municipalities.

Ref: M.G.L. c. 115, §§ 10, 11, and 14; 1972 Mass. Acts c. 471, §§ 1-3, *et seq.*; 108 CMR 12.00.

**Upper Pioneer Valley Veterans' Services Inter-Municipal Agreement**

Pursuant to c.40, sec 4A, this Agreement, approved by the Mayor and Greenfield Town Council and the Select Boards of the participating Towns, is hereby entered into and is effective from this first day of July 2018, by and between the City of Greenfield and the participating towns. This agreement contractually enables the Director of Greenfield's Veterans' Resource and Referral Center, and such other Veterans' Service Officers as shall be on the staff of such office, to perform the duties of such office for all of the towns which are party to

this agreement. The terms of this contract shall be for Fiscal Years 2019, 2020 and 2021, namely July 1, 2018 through June 30, 2021.

1. Such duties will be performed in the Greenfield office of the Town's Veterans' Services Officer during regularly scheduled business hours or in the member towns during weekly office hours there or during normal office hours.
2. It is understood and agreed that the distribution of benefits payable to Veterans in the member towns under the provisions of Chapter 115 of the Massachusetts General Laws shall be paid by the Treasurer of the member Town in which that Veteran resides or by such method that the Commonwealth sees fit as determined by the Massachusetts Legislature or the Massachusetts Department of Veterans' Services.
3. It is understood and agreed that the reimbursement of Veterans' benefits from the Commonwealth of Massachusetts will be credited to the member Town in which that Veteran resides.
4. All District employees shall be employees of the City of Greenfield. The City of Greenfield shall pay all reasonable and customary salaries and District operating expenses with assessments collected from all District member towns. The Veterans' Service Officer of Greenfield shall serve as the Director of the District and will supervise all staff in their duties as related to the office in the various towns. These duties shall include the application of M.G.L. Ch 115, filing for federal benefits, assistance with housing, employment, health insurance, and burial benefits. The Director may assign other duties as required by M.G.L. Ch 115 in the performance of the office to include work schedules and appointments as needed.
5. A Member Board shall be created with one primary representative and one alternate representative from each member community. Each community shall have only one vote in matters that come before the Board. The Board shall meet as needed but no less than twice a year and shall address all issues related to the implementation of this District.
6. The Greenfield office shall work with local Veterans Councils from the member communities to assist the Councils in coordinating all ceremonies and parades in all member communities, so long as it does not interfere with the VSO's primary duties.
7. The Greenfield office shall comply with the DVS Directive, dated June 8, 2009, to utilize a paperless Web-VSMIS system which will allow for the submission of member communities' benefit reimbursement requests to the Commonwealth of Massachusetts. Examples of such technology include but are not limited to Internet access, fax access, photocopier access and office space.
8. For the term of this agreement, annually by February 1<sup>st</sup>, each member town will provide a quantity of cemetery flags needed to the district. The District will order the flags, bill the towns, and process reimbursement for each member town.

9. Assessments to the District shall be made payable to the Town of Greenfield and mailed to the Upper Pioneer Valley Veterans' Services District c/o Town Hall, 14 Court Square, Greenfield, MA 01301 no later than July 15<sup>th</sup> of each year.
10. Any budget surplus at the end of each fiscal year will be refunded to each member town according to the EQV/Population model used in the initial assessment. Each fiscal year the District will present a new assessment schedule for the member towns based on any budget increases/decreases incurred or expected based on normal costs of doing business such as indirect employee costs and negotiated union contracts.
11. A member municipality may withdraw from a veterans' services district by vote of its legislative body (selectmen or city council) at the end of a fiscal year if such withdrawal is voted on not less than sixty (60) days prior to the end of the municipality's fiscal year and notice of such vote is filed with the other municipalities comprising the district. The parties shall equitably adjust any payments made or due relating to the unexpired portion of the Term following such termination.
12. If towns opt to join or leave the District, it is understood that the annual assessments of the other member towns will change.

The new Upper Pioneer Valley Veterans' Services District will base assessments on 50% Equalized Valuation (EQV) and 50% US Census population. EQV will use the most recent "Final" figures as published by the Massachusetts Department of Revenue and population will use figures from the most recent decennial census conducted by the US Census Bureau. Submitted assessments are based on the cities/towns listed below (see Appendix B for assessments based on EQV and Population).

In the fall of 2017, the Upper Pioneer Valley Veterans' Services District will provide assessments to the member communities based on the 50% EQV-50% Population model. This will provide member communities time to consider membership in the district for FY 2019 within the guidelines in accordance with MGL Ch 115 District formation. Towns not wishing to join must notify MA DVS and submit their own plan for compliance of their municipality with MGL Ch 115. The remaining district assessments would be recalculated and resubmitted to the remaining communities for approval. **Fiscal Year 2016 will serve as the base year in establishing**



**the district budget. The City of Greenfield will assume 56% of the district budget. The balance of the budget will be assessed to all remaining signatory communities listed below.**

All remaining costs associated with the operation of the Upper Pioneer Valley Veterans' Services District shall be paid by the City of Greenfield.

This agreement may be renewed on a tri-annual basis by mutual written agreement of all the parties.

**City of Greenfield:**

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
date

**Town of Ashfield:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Bernardston:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Buckland:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Charlemont:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Colrain:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Conway:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Deerfield:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date



*The Town of Greenfield is an Affirmative Action/Equal Opportunity Employer,  
a designated Green Community and a recipient of the "Leading by Example" Award*

**Town of Erving:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Gill:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Hawley:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Heath:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Leverett:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Leyden:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Monroe:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Montague:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of New Salem:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Northfield:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Orange:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Plainfield:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date



**Town of Rowe:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Shelburne:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Shutesbury:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Sunderland:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Warwick:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Wendell:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date

**Town of Whately:**

\_\_\_\_\_  
Select Board Chair

\_\_\_\_\_  
date



## Draft VETERANS' SERVICES OFFICER 2

*Department:* Veterans' Services  
*Division:* None  
*Appointing Authority:* District Director

*Grade:* 1  
*Revision Date:* 10/14  
*Bargaining Unit:* S

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### Definition:

Provide comprehensive professional Veterans services and social welfare work for the benefit of Town veterans and their dependents in compliance with M.G.L. Ch. 115; accountable for the administration and delivery of Veterans Services, all other related work that is logical to the position.

### Supervision:

Works under the direction of the Veterans Services District Director and within policies established by the Town and state and federal Veterans agencies in conformance with applicable provisions of the General Laws.

As assigned, may supervise volunteers or interns.

### Environment:

Varied work in a multi-task environment. Duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled events. Field work involves marking of graves, veterans' parade participation, and other associative duties with exposure to weather and the elements in all seasons,

Performs varied and responsible administrative, technical and clerical duties ranging in nature from routine to complex, requiring strict adherence to state and federal laws; exercises independent judgment in the administration of benefits and other assistance services to veterans and their dependents; ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation, or policy about veterans and their families including psychological, social, medical, financial, and legal matters.

Makes frequent contacts with veterans and their dependents requiring considerable persuasiveness, perception, resourcefulness and discretion. Makes frequent contact with social service agencies, state agencies and representatives of other governmental bodies, civic groups and various city departments concerning services related to veterans and the reporting of activities and transactions which, at times, requires negotiating skills to influence behavior employees.

Errors in judgment and administration may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion or cause adverse relations with public/private agencies; cause legal and financial repercussions, lower standards of service to veterans and their families; errors could endanger the well-being of veterans and their dependents, cause loss of 75% state reimbursement for benefits or assessment by the Commonwealth for full amount of benefits denied and withholding of local aid funds (M.G.L. Ch. 628).

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Provides counseling to veterans and their dependents; refers veterans to appropriate agencies or service providers; advises, advocates for and assists veterans by providing informational material and advice concerning assistance and benefit opportunities; assists veterans in completing necessary applications and forms, and in acquiring documentation needed to prove eligibility.

Participates in the administration of various veterans' benefits available to veterans and their dependents including compensation, housing, education, medical (including hospitalization and outpatient treatment), pensions and burial and other benefits available under the General Laws and through Veterans' Administration programs; refers veterans to appropriate agencies or service providers.

Processes applications for veterans' benefits such as benefits for disabilities, burial allowances, hospitalization, pensions, compensations and home loans through Veterans Administration; may assist as assigned in an investigation of the necessities and qualifications of claimants; may perform follow-up activities to confirm appropriate use of benefits and assistance.

As assigned, may assist to help organize and/or coordinate memorial activities of veterans and Memorial and Veterans' day parades or events.

Works with veterans on community projects to find housing, furniture, food, transportation, and other needs; serves as a district liaison to related organizations and governmental institutions. May assist in the investigation of cases including making or arranging for home visits as necessary to determine need and ongoing eligibility. Corresponds with appropriate local, state and federal agencies.

As assigned attends and participates in departmental or other meetings.

**Minimum Qualifications:**

**Education and Experience:** Associates degree in business administration, social work, human services, or closely related field; Bachelor's Degree desirable; plus three (3) years experience working with diverse populations preferably in the public sector in veterans benefits administration; or any equivalent combination of experience, training and education demonstrating the ability to perform the duties.

**Special Requirements:** Must be a honorably discharged veteran as defined by M.G.L. Ch.115 and Ch. 4(7)(43), including wartime service. Must obtain and maintain certification by the Department of Veteran Services within six (6) months of appointment. Massachusetts Class D driver license required.

**Knowledge, Ability and Skill:**

Perform varied duties of a complex nature on a self-supervising basis requiring a high degree of judgment and initiative. Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with supervisors, employees and the general public; ability to treat individuals with dignity, fairness, sensitivity and compassion; the ability to prepare and analyze comprehensive reports and data. Skill in management, analysis, organization, program coordination, advocating and planning activities or events. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to obtain and apply a thorough knowledge of state and federal laws pertaining to veterans and their dependents. Develop a good working knowledge of the methods and principles of veterans benefits assistance, case work, administration, and available resources. Requires complete and frequent updating of knowledge of federal and state laws regarding veteran's benefits, wartime service and awards, and alternative public assistance laws.

Ability to plan, negotiate, and assume leadership in relations with community and governmental agencies, and in establishing and coordinating programs for veterans.

**Physical Requirements:** Hand-eye coordination is necessary to operate computers and various pieces of office equipment; employee is frequently required to talk or hear; sit; use hands and fingers; handle, feel or operate objects, tools, or controls; reach with hands and arms; to stand, sit or walk; ability to lift and or move up to 25 lbs. Vision abilities require close vision distance vision, peripheral vision, depth perception, and the ability to adjust focus.

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**Approved:**

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Human Resources Director

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DateRevision History: 10/72, 12/78, 2/84, 11/87, 3/96, 11/09,  
10/14

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Veterans Services District Director

[SSEA Review \_\_\_\_\_]