



**Department of Employee Relations**

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Troy M. Hamblin**  
Labor Negotiator

November 19, 2009

To the Honorable  
The Committee on Finance and Personnel  
Common Council  
City of Milwaukee

Dear Committee Members:

Re: Common Council File Number 090830

The following classification and pay recommendations were approved by the City Service Commission on November 18, 2009.

In the Health Department:

One new position was recommended for classification to Office Assistant III, PR 425.

One new position was recommended for classification to Health Project Coordinator – WIC, SG 004.

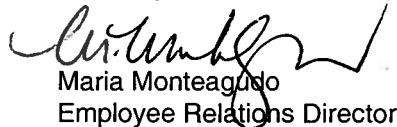
The following classification and pay recommendations were approved by the City Service Commission on November 17, 2009.

In the Health Department:

One position of Compliance Analyst, SG 004 currently vacant was reallocated to SG 006.

The job evaluation report covering the above positions, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,



Maria Monteagudo  
Employee Relations Director

MM:fcw

Attachments: 3 Job Evaluation Reports  
2 Fiscal Notes

C: Mark Nicolini, Renee Joos, Marianne Walsh, Troy Hamblin, Nicole Fleck, Joe Alvarado, Bevan Baker, Ray Weitz, Raquel Filmanowicz, Yvette Rowe, Anna Benton, Nancy Castro, Eric Gass, Richard Abelson, John English, Kenneth Wischer, Bill Mollenhauer, James Fields and Calvin Lee (DC48)

## JOB EVALUATION REPORT

City Service Commission Meeting Date: November 10, 2009

Department: Health

Present	Request	Recommendation
New Position	Office Assistant III PR 425 (\$33,865 - \$37,464)	Office Assistant III PR 425 (\$33,865 – \$37,464)
<p><b>Rationale:</b></p> <p>This new position will perform duties and responsibilities that are beyond what would be required of an Office Assistant II, at any of the Health Department's three Women Infants and Children's Nutrition Program (WIC) clinics such as training WIC staff in registration procedures, reviewing time sheets, and working at any of the Health Department's three WIC clinics as needed. This new position will consequently function as the most knowledgeable and skilled office assistant for the City's WIC program and we recommend classification of this position to Office Assistant III, Pay Range 425.</p>		

### **No Action Required**

### **Background**

On September 30, 2009, the Milwaukee Health Department requested that a new position of "Office Assistant III" in the Women Infants and Children's Nutrition Program (WIC) be studied for proper classification and salary range allocation. This is a grant-funded position, which will replace a vacant Clinic Assistant position.

### **Duties and Responsibilities**

This position will report to the WIC Program Manager or Health Project Coordinator – WIC. The basic function of the position is to perform a variety of office duties and responsibilities that support the WIC program and its clients. The employee filling this position will be expected to report to any of the City's three WIC clinics as assigned, on an as-needed basis. Specific duties of this job will include:

- Verifying client eligibility for the program
- Scheduling WIC appointments with clients
- Answering calls from clients
- Recording, tracking, and issuing food vouchers
- Training WIC staff in client registration procedures
- Processing reports and correspondence
- Attending meetings as assigned, including WIC clinic team meetings
- Reviewing information submitted on time sheets
- Maintaining WIC files and information
- Maintaining an adequate inventory of supplies and equipment
- Entering data into the state's database

The minimum requirements for this position, as stated on the description drafted by the Health Department, are a high school diploma and four years of clerical experience, at least one year of which must have been at the level of an Office Assistant II or above. Equivalent combinations of education and experience are acceptable.

The most noteworthy knowledge, skills, abilities, and attributes required for successful job performance are as follows:

- Ability to travel to and between WIC clinics located on the north and south sides of the city.
- Skill in interacting sensitively, effectively, and professionally with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyle preferences.
- Ability to use standard office software, hardware, and web applications.
- Ability to work in a fast paced setting
- Ability to develop and maintain good working relationships with a multicultural and multidisciplinary staff, other agencies, and the public
- Ability to maintain confidentiality
- Ability to work with minimal supervision
- Ability to respond positively to flexible and changing work schedules and environments
- Ability to work with detailed information

It should be noted that neither the minimum requirements nor KSAs stated above have been validated for staffing purposes.

### **Analysis / Comparison to Other Positions**

In the City service, positions assigned to the Office Assistant series perform general office duties in any number of City functions. The Office Assistant series consists of:

Office Assistant I  
Office Assistant II  
Office Assistant III  
Office Assistant IV

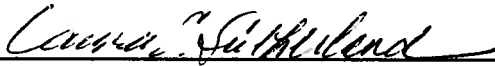
Office Assistants begin employment at the "I" level and progress to the "II" level, without competition, after successfully completing a total of two years of office experience, including a minimum of 6 months at the "I" level with the City. The "I" level of this series is consequently considered the "beginning" level and the "II" level is considered the "fully experienced" or journey level of the Office Assistant series. Positions assigned to the "III" level exercise a higher level of responsibility or require a greater degree of knowledge and skill than positions at the "II" level. One of the indicators of an "III" level Office Assistant position is a requirement that the individual performing the work possess an in-depth knowledge of rules, regulations, and procedures associated with a specific area, function, or program. Other indications of "III" level positions are lead worker responsibilities such as training others and monitoring work flow for a small work group. Ultimately, however, one must consider the entire job, including the impact of potential errors, scope of responsibility, impact of errors, and knowledge and skill required.

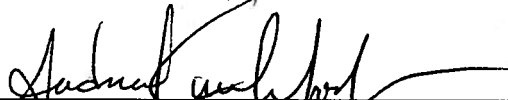
The job analysis indicates that the position under consideration will indeed perform duties and responsibilities that are somewhat beyond what would normally be required of an Office Assistant II, such as training WIC staff in registration procedures, reviewing time sheets, and working at any of the Health Department's three WIC clinics as needed. This last requirement implies that the employee performing the work will be required to have an in-depth knowledge of the rules and procedures associated with Program. From an organizational standpoint, the highest level of office support position that currently exists in the WIC Program, at all three clinics, is an Office Assistant II. This new position will consequently function as the most knowledgeable and skilled office assistant for the City's WIC program.

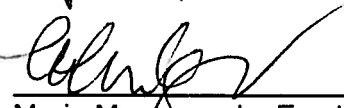
The level responsibility and knowledge and skill associated with this position indicate that it is appropriate to recommend classification of this position to Office Assistant III, Pay Range 425.

### **Recommendation**

It is recommended that this new grant-funded position in the Health Department be classified as an Office Assistant III, Pay Range 425.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting Date: November 10, 2009

Department: Health

Present	Request	Recommendation
New Position	Health Project Coordinator - WIC SG 04 (\$44,194 - \$61,871)	Health Project Coordinator - WIC SG 04 (\$44,194 - \$61,871)
Rationale:  The nature of work, level of responsibility, and knowledge/skill required for this job are comparable to that of other Health Project Coordinators in the Health Department allocated to Salary Grade 04.		

### Action Required

In the Salary Ordinance, under Salary Grade 04, add the title "Health Project Coordinator – WIC".

### Background

On October 5, 2009, the Milwaukee Health Department requested that a new position of "WIC Health Project Coordinator" be studied for proper job classification and salary grade allocation. In studying this request, the job description submitted for the job was reviewed and compared with other like positions.

This position will provide day-to-day coordination of the Women, Infants, and Children Program Clinic operations. The WIC Program is a supplemental nutrition program for women, infants, and children. Its mission is to safeguard the health of low-income women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

The following benefits are provided to WIC participants:

- Supplemental nutritious foods
- Nutrition education and counseling at WIC clinics
- Screening and referrals to other health, welfare and social services

### Duties & Responsibilities

Reporting to the WIC Program Manager, the "WIC Health Project Coordinator" will play a critical role in managing the day-to-day operations of the program as well as provide leadership in meeting goals and objectives. Daily program administration will include such duties as ensuring that clinics have all necessary equipment, supplies, and materials needed; assuring that data is collected and maintained according to prescribed standards and entered into WIC's state-wide system; and training, supervising, and coaching Clinical Assistants and Office Assistants.

The minimum requirements for the job, as stated on the description drafted by the Health Department, include status as a Registered Dietitian (RD) and a minimum of two years of experience managing a WIC program.

The most notable knowledge, skills, abilities, and attributes (KSAs) required for successful job performance are as follows:

- Thorough knowledge of the principles, practices and theory of public health nutrition, especially in the areas of maternal, infant and child nutrition.
- Working knowledge of community nutrition programs and related health and social agency functions.
- Ability to supervise, coach, and train staff.
- Ability to establish and maintain effective working relationships.
- Skill in interacting sensitively, effectively, and professionally with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyle preferences.
- Ability to communicate effectively both orally and in writing.
- Ability to use standard office hardware, software, and web applications.
- Ability to plan and prioritize work for self and others.

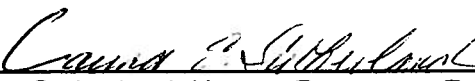
It should be noted that neither the minimum requirements nor KSAs listed above have been validated for staffing purposes.

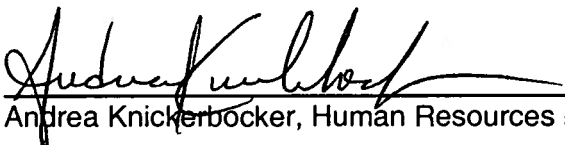
### **Analysis / Comparison to Other Positions**

The nature of work, scope of responsibility, and knowledge/skill required for this job are very similar to a number of other Project Coordinator positions in the Milwaukee Health department, including Health Project Coordinator – Emergency Preparedness, Health Project Coordinator – Immunizations, and Health Project Coordinator – Plain Talk, all of which are allocated to Salary Grade 04.

### **Recommendation**

Due to the fact that this position is very similar to other Project Coordinators in the Health Department allocated to SG 04, we recommend that this position be classified as a Health Project Coordinator – WIC in SG 04.

Prepared by:   
Laura Sutherland, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director

## JOB EVALUATION REPORT

City Service Commission Meeting Date: November 17, 2009

Department: Health

Present	Request	Recommendation
Compliance Analyst SG 004 (\$44,194 - \$61,871)	Compliance Analyst SG 006 (\$50,206 - \$70,295)	Compliance Analyst SG 006 (\$50,206 - \$70,295)

### Action Required

In the Salary Ordinance, under Salary Grade 006, add the title "Compliance Analyst" and under Salary Grade 004, delete the title "Compliance Analyst."

### Background

The Department of Employee Relations received a letter on August 27, 2009 from Bevan Baker, Commissioner of Health, requesting a classification study of the vacant Compliance Analyst position in Salary Grade 04. To study this position, job descriptions were reviewed and discussions were held with Ray Weitz, Health Personnel Officer.

### Duties & Responsibilities

The basic function of this position is to perform a full range of professional duties relating to the compliance function in the Milwaukee Health Department (MHD) such as ensuring compliance with internal process and procedure as well as State and Federal mandated policies and laws. Duties and responsibilities include the following;

30% Compliance Administration

Assist in the development and administration of compliance policies and programs including reviewing, analyzing and updating State and Federal Public Health Statutes, MHD policy under the Health Insurance Portability and Accountability Act 1996 (HIPAA), annual Civil Rights Plan, and internal policies relating to grant monitoring.

30% Grant and Contract Monitoring

Monitor and maintain internal Grants and Contracts Database; ensure contract reporting compliance by Program Managers through monthly reminders and tracking the timeliness of reporting; review contracts for reporting requirements and notify Senior Staff of any issues or questions about contract language; and act as a liaison between the MHD and the Community Development Block Grant Administration to monitor the annual multi-million dollar CDBG contract including assurance of timely and accurate reporting.

25% Internal Auditing of Programs

Work with Health Center Managers to conduct audits of Centers regarding State and Federal mandated regulations (HIPPA and Civil Rights Compliance); conduct walk-through audits with nurses, food inspectors, and other MHD staff to ensure that state statutes are applied; and discuss and provide guidance to Program Managers on best practices related to compliance.

15% HIPPA/Limited English Proficiency Coordination

Administer HIPPA for the MHD; develop and integrate department-wide HIPPA privacy policies and procedures; train and monitor staff on privacy regulations and maintain compliance through reviews, surveys, and audits; provide leadership as the Limited English Proficiency Coordinator for MHD; conduct ongoing efforts to implement policy changes ensuring staff have appropriate resources to provide language assistance to clients; and perform other duties as assigned.

The job description provided by the department lists the requirements for this position as a Bachelor's Degree in Business, Public Administration, Health Administration or related field or one to two years of related experience and/or training. Equivalent combinations of education and experience may also be considered.

### **Changes to the Position**

This position will have the new duty of administering the HIPPA law for the MHD and acting as the English Proficiency Coordinator. Further this position will act in a much more independent capacity than was the case when the position was created several years ago. When first created, this position served as an assistant to the Compliance Officer position in Salary Grade 07. The Compliance Officer position was later reclassified to Chief Compliance Officer in Salary Grade 10. That position has been eliminated in the 2010 budget and the duties and responsibilities have been distributed among other positions including this position under study.

### **Comparison to Other Positions and Analysis**

To study this position we made comparisons to numerous management positions, including the following:

Ecocultural Family Interview Program Coordinator in Salary Grade 05 (Health Department)

Provide overall leadership, oversight, coordination, and implementation of objectives for the Ecocultural Family Interview Project. This includes providing oversight for achievement of all grant goals and objectives, overseeing the interviews with project families, collecting and analyzing data, writing regular reports on project goals and objectives, providing oversight and consultation to the project team, managing the budget, developing contracts, identifying training needs, and ensuring the assessment tool does not duplicate existing home visiting data collection activities and that protocols are coordinated, effective, and standardized.

Grant Monitor in SG 06 (Department of Administration - CDGA)

Responsible for the monitoring and evaluation of assigned Community Development projects, assists project operators on an on-going basis in the implementation of their approved activities, ensures that Community Development Grant Administration (CDGA) funded activities conform to all program requirements, and evaluates the effectiveness of project activities and the performance of project operators. The time is divided up as 25% for technical assistance, 25% for monitoring, 25% for evaluations, and 25% for preparation of report findings, data collection and processing, and other duties.

WIC Program Manager in SG 07 (Health Department)

Manages the Women's, Infants, and Children Supplemental Nutrition Program which includes managing a staff of professional, paraprofessional, technical, and office support personnel;

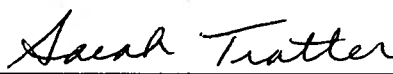



preparing and managing a large budget; developing, implementing and evaluating program policies and procedures; and monitoring compliance with state and federal regulations and policies.


A review of these and other positions indicate that the closest match is Grant Monitor in Salary Grade 06. The Ecocultural Family Interview Program Coordinator position has more extensive program responsibilities for that particular program but the position under study oversees compliance throughout the department which requires broad and detailed knowledge of all Health department programs. The WIC Program Manager in Salary Grade 07 is stronger as it has extensive supervisory and program responsibilities. The Grant Monitor in Salary Grade 06 is most similar to the position under study as it also works independently and oversees compliance with policies and procedures for various grants.

**Recommendation:**

Based on the above analysis we recommend the position of Compliance Analyst in Salary Grade 04 be reallocated to Compliance Analyst in Salary Grade 06.

Prepared by:   
Sarah Trotter, Human Resources Representative

Reviewed by:   
Andrea Knickerbocker, Human Resources Manager

Reviewed by:   
Maria Monteagudo, Employee Relations Director

## CITY OF MILWAUKEE FISCAL NOTE

A) Date: 11/19/09

File Number: 090830  
Orig Fiscal Note ☒ Substitute ☐

Subject: Classification and pay recommendations approved by the City Service Commission on November 10 & 17, 2009

B) Submitted By (name/title/dept/ext.): Sarah Trotter, Human Resources Representative/Dept. of Employee Relations/X2398

- C) Check One: ☒ Adoption of this file authorizes expenditures  
☐ Adoption of this file does not authorize expenditures; further Common Council action needed. List anticipated costs in Section G below.  
☐ Not applicable / no fiscal impact.

- D) Charge to: ☒ Departmental Account (DA) ☐ Contingent Fund (CF)  
☐ Capital Projects Fund (CPF) ☐ Special Purpose Accounts (SPA)  
☐ Perm. Improvement Funds (PIF) ☐ Grant & Aid Accounts (G & AA)  
☐ Other (Specify)

E) Purpose	Specify Type/Use	Account	Expenditure	Revenue	Savings
Salaries/Wages:	Classification and pay recommendations for new or changed positions in the Health Department.  (See attached spreadsheet for details)		(See attached spreadsheet)		
Supplies:					
Materials:					
New Equip:					
Equip Repair:					
Rollups (.2045):					
Totals					

F) For expenditures and revenues which will occur on an **annual** basis over several years check the appropriate box below and then list each item and dollar amount **separately**.

<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	
<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	
<input type="checkbox"/> 1-3 Years	<input type="checkbox"/> 3-5 Years	

G) List any anticipated future costs this project will require for completion:

H) Computations used in arriving at fiscal estimate:

(See attached spreadsheet for details)

Please list any comments on reverse side or attachment and check here ☒ (See attached)

**Department of Employee Relations  
Fiscal Note Spreadsheet**

Finance & Personnel Committee Meeting of November 24, 2009  
City Service Commission Meeting of November 10, 2009

NEW COST FOR 2009									
No. Pos.	Dept	From	PR/SG	To	PR/SG	Present Annual	New Annual	New Cost	Total Rollup+ Sal
1	Health	New Position	N/A	Health Project Coordinator - WIC	4	N/A	N/A	N/A Grant Funded Position	
1	Health	New Position	N/A	Office Assistant III	425	N/A	N/A	N/A Grant Funded Position	
1									

Assume changes are effective Pay Period 1 (December 27, 2009)

**PROJECTED NEW COST FOR FULL YEAR**

No. Pos.	Dept	From	PR/SG	To	PR/SG	Present Annual	New Annual	New Cost	Total Rollup+ Sal
1	Health	New Position	N/A	Health Project Coordinator - WIC	4	N/A	N/A	N/A Grant Funded Position	
1	Health	New Position	N/A	Office Assistant III	425	N/A	N/A	N/A Grant Funded Position	
1									

**Department of Employee Relations  
Fiscal Note Spreadsheet**

Finance & Personnel Committee Meeting of November 24, 2009  
City Service Commission Meeting of November 17, 2009

NEW COST FOR 2010									
No. Pos.	Dept	From	PR/SG	To	PR/SG	Present Annual	New Annual	New Cost	Total Rollup+ Sal
1	Health	Compliance Analyst	4	Compliance Analyst	6	\$44,194	\$50,206	\$6,012	\$7,034
1								\$6,012	\$7,034

Assume changes are effective Pay Period 1 (December 27, 2009)

**PROJECTED NEW COST FOR FULL YEAR**

No. Pos.	Dept	From	PR/SG	To	PR/SG	Present Annual	New Annual	New Cost	Total Rollup+ Sal
1	Health	Compliance Analyst	4	Compliance Analyst	6	\$44,194	\$50,206	\$6,012	\$7,241
1								\$6,012	\$7,241

Totals may not be to the exact dollar due to rounding.