



Department of Employee Relations

Tom Barrett
Mayor

Maria Monteagudo
Director

Renee Joos
Employee Benefits Director

Nicole Fleck
Labor Negotiator

May 18, 2018

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

RE: Common Council File Number 180072

Dear Committee Members,

The following classifications and pay recommendations were submitted to the City Service Commission meeting on May 22, 2018.

DOA – ITMD – Unified Call Center

Current	Recommended
UCC Customer Service Representative III PR 6HN (\$37,830 – \$41,863) Two Positions	UCC Customer Service Representative III PR 6HN (\$37,830 – \$41,863) Two Positions Add Bilingual Designation in the Positions Ordinance

Fire & Police Commission

Current	Recommendation
New Position	Program Assistant I PR 5EN (\$40,501 - \$46,724) One Position

Health Department

Current	Recommendation
Public Health Aide – Tuberculosis Control PR 5AN (\$30,865 - \$35,902) One Position	Public Health Aide PR 5AN (\$30,865 - \$35,902) One Position
Health Interpreter Aide PR 5AN (\$29,782 - \$35,902) One Position	Public Health Aide PR 5AN (\$30,865 - \$35,902) One Position Add Bilingual-Hmong Designation in the Positions Ordinance



Sincerely,

Maria Monteagudo
(KCB)

Maria Monteagudo
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Note

C: Sharon Robinson, Nancy Olson, Richard Watt, Ann-Elizabeth Shapera, Eric Pearson, Steve Fronk, Clifton Crump, Renee Keinert, Bryan Rynders, Patricia McManus, Sandra Rotar, Tanz Robertson, Lori Hoffman, Molly King, Dennis Yaccarino, Nicole Fleck, Ken Wischer



JOB EVALUATION REPORT

City Service Commission Meeting: May 22, 2018

DOA – ITMD – Unified Call Center

Current	Recommended
UCC Customer Service Representative III PR 6HN (\$37,830 – \$41,863) Two Positions	UCC Customer Service Representative III PR 6HN (\$37,830 – \$41,863) Two Positions Add Bilingual Designation in the Positions Ordinance

Action Required – Effective Pay Period 12, 2018 (June 3, 2018)

In the Positions Ordinance, under the Department of Administration, Information and Technology Management Division, Unified Call Center, delete two positions of 'Unified Call Center Customer Service Representative III' and add two positions of "Unified Call Center Customer Service Representative III – Bilingual".

Background and Analysis

The Information and Technology Management Division of the Department of Administration has requested a bilingual designation for two of the nine UCC Customer Service Representative III positions within the Unified Call Center (UCC). These positions are responsible for answering calls to the City's Unified Call Center and providing customer service using a variety of communication channels.

Approximately 20% of the calls received by the Unified Call Center on a daily basis require Spanish-speaking operators. To assist in providing good service to all who call the UCC the Department is requesting that two of the UCC Customer Service Representative III positions be designated as bilingual in the Positions Ordinance. This designation will distinguish the positions as bilingual and requirements for the position will include fluency in Spanish. Other City positions that have a bilingual designation in the Positions Ordinance include Office Assistant II, Program Assistant I, Clinic Assistant, Dietetic Technician, and Public Health Educator II.

Recommendation

It is therefore recommended that two positions of UCC Customer Service Representative III in Pay Range 6HN (\$37,830 – \$41,863) of the Unified Call Center be designated as bilingual in the Positions Ordinance.

Prepared by: *Sarah Trotter*
Sarah Trotter, Human Resources Representative

Reviewed by: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: *Maria Monteagudo*
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: May 22, 2018

Fire & Police Commission

Current	Recommendation
New Position	Program Assistant I PR 5EN (\$40,501 - \$46,724) One Position

The basic function of this new position is to prepare for and attend meetings of the Fire & Police Commission (FPC) and its committees, complete post-meeting procedures, and prepare minutes; file all related documents and records; and assist the Paralegal with open records requests, litigation discovery requests, and preparation for citizen complaint and disciplinary appeal hearings. Duties and responsibilities are listed below.

- 50% Prepare for meetings of the Fire & Police Commission and its committees by drafting agendas, organizing and distributing meeting materials and notices via paper and electronic means, and handling meeting logistics; attend and record all commission and committee meetings; complete post-meeting procedures including preparing follow-up correspondence, filing meeting documents, preparing meeting minutes, informing staff of commission business matters to be followed up on, and monitoring pending business; maintain official meeting records of the commission; perform information searches; update the FPC rule book; and serve as a confidential assistant to the Executive Director and the FPC Commissioners, and type confidential correspondence and reports.
- 25% File Commission and Committee meeting documents and other office correspondence and reports; assist in the design and coordination of paper and digital filing systems; and perform record retention duties under the direction of the Program Assistant III.
- 10% Assist the Paralegal with collecting and organizing documents in response to open records requests and litigation discovery requests; and assist with preparations for citizen complaint and disciplinary appeal hearings.
- 10% Serve as a back-up for some of the Program Assistant III functions including coverage of general office functions and telephone, e-mail and in-person contacts with citizens and other City employees.
- 5% Provide office support to other FPC functions as needed and perform other duties as assigned.

Requirements for this position include a minimum of four years of progressively responsible experience performing closely related administrative support work with at least one year of experience at or above the level of an Office Assistant III. Equivalent combinations of education and experience may be considered. These requirements have not yet been assessed by the Staffing Division.


To study this position, comparisons were made to several other classifications including Program Assistant I in Pay Range 5EN (\$40,501 - \$46,724). The job specification for Program Assistant I indicates that these positions perform a variety of office support and administrative work in support of a program or distinct area of operations within a City department, carry out duties and responsibilities independently, and consult with managers and professionals regarding unusual situations regarding the interpretation of policies. Requirements include a good working knowledge of policies and procedures associated with a particular program or area of operations and significant on-the-job experience.

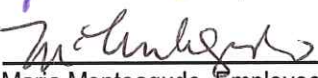
The Program Assistant I classification is a higher level administrative support paraprofessional classification that performs a variety of duties depending on the area of focus. The classification is appropriate for this new position as it will perform a variety of office support and administrative work in support of the Fire & Police Commission including preparation and follow-up for meetings, filing related documents and reports, and assisting with related records requests and preparations for citizen complaint and disciplinary appeal hearings.

We therefore recommend this new position be classified as Program Assistant I in Pay Range 5EN (\$40,501 - \$46,724).

No Ordinance Action Required – Changes listed above effective Pay Period 1, 2018 (December 31, 2017)

Prepared by: 
Sarah Trotter, Human Resources Representative

Reviewed by: 
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Maria Monteagudo, Employee Relations Director

JOB EVALUATION REPORT

City Service Commission Meeting: May 22, 2018

Health Department

Current	Recommendation
Public Health Aide – Tuberculosis Control PR 5AN (\$30,865 - \$35,902) One Position	Public Health Aide PR 5AN (\$30,865 - \$35,902) One Position
Health Interpreter Aide PR 5AN (\$29,782 - \$35,902) One Position	Public Health Aide PR 5AN (\$30,865 - \$35,902) One Position Add Bilingual-Hmong Designation in the Positions Ordinance

The Health Department has requested a review of two vacant positions in the Tuberculosis, Communicable Disease, and Immunizations (TB, CD and IMMS) Program. They indicated that the two positions perform similar duties but have different titles and minimum rates. New job descriptions were provided and discussions were held with Tanz Robertson, Health Personnel Officer.

Current	Public Health Aide – Tuberculosis Control	PR 5AN (\$30,865 - \$35,902)	1 Position
Recommended	Public Health Aide	PR 5AN (\$30,865 - \$35,902)	1 Position

This position assists the TBCC (Tuberculosis Control Clinic) Public Health Nurses with active TB/LTBI (Tuberculosis/Latent Tuberculosis Infections) case management services, the provision of field delivered therapy for TB cases and in the TB clinic; and educates and advocates for culturally competent care. Duties and responsibilities include the following:

- 65% Direct Observed Therapy - Provide TB medication, Directly Observed Therapy (DOT), and incentives in a wide variety of settings; query clients concerning possible medication side effects; provide accurate and timely communication with the PHN (Public Health Nurse) case manager of any expressed client concerns or observations; and motivate clients to continue therapy.
- 25% Case Management - Conduct a health history, identify, locate, and educate contacts of cases; encourage clients to obtain recommended follow-up care; assist with scheduling clients for medical appointments and obtaining health insurance coverage; review client immunization records; ensure continuity of care; and provide patient education.
- 10% Tuberculosis Clinic – Provide assistance in the Tuberculosis Clinic; and perform other duties as assigned.

Minimum requirements include one year of experience in an office performing administrative support duties closely related to the above functions, including six months experience in community outreach, human services, health care services or a related field. Equivalent combinations of education and experience may be considered but the six months of experience in community outreach, human services, health care services, or related field may not be substituted with education.

The department has requested a title change for this position and indicated that they would like to have the more general title of "Public Health Aide" rather than "Public Health Aide – Tuberculosis Clinic". The duties and responsibilities can vary and may also include Hepatitis B/C case management. This general title of Public Health Aide will describe more accurately the duties and responsibilities of the position.

We therefore recommend the position of "Public Health Aide – Tuberculosis Control" in Pay Range 5AN (\$30,865 - \$35,902) be reclassified to "Public Health Aide" in Pay Range 5AN (\$30,865 - \$35,902).

Current	Health Interpreter Aide	PR 5AN (\$29,782 - \$35,902)	1 Position
Recommended	Public Health Aide Bilingual-Hmong Designation in Positions Ordinance	PR 5AN (\$30,865 - \$35,902)	1 Position

This position is responsible for performing Hepatitis B (acute, chronic, perinatal) and Hepatitis C case management, including risk assessment, contact investigation, client education, and coordination of medical services, monitoring and following up; assisting with the provision of field delivered therapy for TB cases and assisting in the TB clinic; educating and advocating for culturally competent care; and communicating effectively both orally and in writing with English and Hmong-speaking clients. Duties and responsibilities include the following:

- 80% Case Management - Conduct a health history, identify, locate, and educate contacts of cases; encourage clients to obtain recommended follow-up care; assist with scheduling clients for medical appointments and obtaining health insurance coverage; review client immunization records; notify birthing units of anticipated Hepatitis B infected mothers delivery; ensure continuity of care; provide patient education; monitor post serology testing on babies born to Hepatitis B infected mothers; advocate for vaccinations at birth to infants at high risk for contracting Hepatitis B; assist in implementation of perinatal Hepatitis B follow-up as outlined by MHD (Milwaukee Health Department) and the WI DPH (Wisconsin Department of Public Health) - Immunization Program; enter data into various case management databases; and communicate effectively both orally and in writing with English and Hmong-speaking clients.
- 10% Direct Observed Therapy - Provide TB medication, Directly Observed Therapy (DOT), and incentives in a wide variety of settings; query clients concerning possible medication side effects; provide accurate and timely communication with the PHN case manager of any expressed client concerns or observations; motivate clients to continue therapy; and communicate effectively both orally and in writing with English and Hmong-speaking clients.
- 10% Tuberculosis Clinic - Provide assistance in the Tuberculosis Clinic, including interpretation services; and perform other duties as assigned.

Minimum requirements include one year of experience in an office performing administrative support duties closely related to the above functions, including six months experience in community outreach, human services, health care services or a related field; and to be bilingual in English and Hmong. Equivalent combinations of education and experience may be considered but the six months of experience in community outreach, human services, health care services, or related field may not be substituted with education.

This position has evolved so that the duties and responsibilities have become more similar to those of the Public Health Aide-Tuberculosis Control position. Although the specific focus of these two positions may vary, both positions assist Public Health Nurses with the provision of public health case management, health advocacy and education. Both positions are in Pay Range 5AN (\$29,782 - \$35,902) but the Public Health Aide-Tuberculosis Control position has a footnote that provides a higher minimum rate of \$1,187.10 (\$30,864.60). The department has requested that this position be reclassified so that it is in the same classification and has the footnote that provides the higher minimum rate. The department has further requested that this position, that has always provided interpretation services for the Hmong language, be designated as Bilingual-Hmong in the Positions Ordinance.

As the work of these two positions have become so similar we recommend that this position of Health Interpreter Aide in Pay Range 5AN (\$29,782 - \$35,902) be reclassified to Public Health Aide in Pay Range 5AN (\$30,865 - \$35,902) with the minimum rate of \$1,187.10 (\$30,864.60). We further recommend that this position be designated as Bilingual-Hmong in the Positions Ordinance.

Action Required – Effective Pay Period 12, 2018 (June 3, 2018)

In the Salary Ordinance

Under Pay Range 5AN:

Delete the title of "Public Health Aide - Tuberculosis Control (1)".

Delete the title of "Health Interpreter Aide".

In the Positions Ordinance

Under the Health Department-Disease Control and Environmental Health Services Division-TB, CD, & IMMS Program:

Delete one position of "Public Health Aide-Tuberculosis Control (MM) (X)".

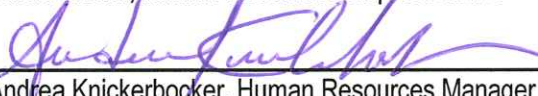
Add one position of "Public Health Aide (MM) (X)".


Under the Health Department-Disease Control and Environmental Health Services Division-TB, CD, & IMMS Program-Hepatitis B Immunization Grant (HH):

Delete one position of "Health Interpreter Aide (X) (HH)".

Add one position of Public Health Aide – Bilingual-Hmong (X) (HH)".

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 Impact Statement

A

Date 5/18/18 **File Number** 180072
Subject Classification and pay recommendations submitted to the City Service Commission for May 22, 2018 meeting.

B

Submitted By (Name/Title/Dept./Ext.) Sarah Trotter, Human Resources Representative
Dept. of Employee Relations/X2398.

C

- This File**
- Increases or decreases previously authorized expenditures.
 - Suspends expenditure authority.
 - Increases or decreases city services.
 - Authorizes a department to administer a program affecting the city's fiscal liability.
 - Increases or decreases revenue.
 - Requests an amendment to the salary or positions ordinance.
 - Authorizes borrowing and related debt service.
 - Authorizes contingent borrowing (authority only).
 - Authorizes the expenditure of funds not authorized in adopted City Budget.

D

- This Note** Was requested by committee chair.

E

- Charge To**
- Department Account
 - Capital Projects Fund
 - Debt Service
 - Other (Specify) _____
 - Contingent Fund
 - Special Purpose Accounts
 - Grant & Aid Accounts

F

Assumptions used in arriving at fiscal estimate.

G

Purpose	Specify Type/Use	Expenditure	Revenue
Salaries/Wages		See attached spreadsheet.	
Supplies/Materials			
Equipment			
Services			
Other			
TOTALS			

H

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.

1-3 Years 3-5 Years

1-3 Years 3-5 Years

1-3 Years 3-5 Years

I

List any costs not included in Sections E and F above.

J

Additional information.

**Department of Employee Relations
Fiscal Note Spreadsheet**

Finance and Personnel Committee Meeting of May 23, 2018
City Service Commission May 22, 2018

NEW COSTS FOR 2018

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
2	DOA-ITMD-Unified Call Center	UCC Customer Service Rep III	6HN	UCC Customer Services Rep III-Bilingual*	6HN	N/A	N/A	N/A	Bilingual Designation Only	
1	Fire and Police Commission	New Position	N/A	Program Assistant I**	5EN	N/A	N/A	N/A	Included in 2018 Budget	
1	Health	Public Health Aide-TC	5AN	Public Health Aide*	5AN	N/A	N/A	N/A	Title Change Only	
1	Health	Health Interpreter Aide	5AN	Public Health Aide-Bilingual-Hmong*	5AN	\$29,782	\$30,865	\$625	\$128	\$753
5								\$625	\$128	\$753

*Assume effective date is Pay Range 12, 2018 (June 3, 2018).

**Assume effective date is Pay Period 1, 2018 (December 31, 2017).

NEW COSTS FOR FULL YEAR

No. Pos.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
2	DOA-ITMD-Unified Call Center	UCC Customer Service Rep III	6HN	UCC Customer Service Rep III	6HN	N/A	N/A	N/A	Bilingual Designation Only	
1	Fire and Police Commission	New Position	N/A	Program Assistant I	5EN	N/A	N/A	N/A	Included in 2018 Budget	
1	Health	Public Health Aide-TC	5AN	Public Health Aide	5AN	N/A	N/A	N/A	Title Change Only	
1	Health	Health Interpreter Aide	5AN	Public Health Aide-Bilingual-Hmong	5AN	\$29,782	\$30,865	\$1,083	\$221	\$1,304
5								\$1,083	\$221	\$1,304

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