



November 25, 2024

Harper Donahue, IV
City Service Commission
Department of Employee Relations
City Hall, Room 706

Dear Director Donahue:

Pursuant to Rule VIII, Section 8, we are requesting the probationary period for Doula 1, Brandi Jewell be extended three (3) months to February 26, 2025. This is the first request for an extension of probation.

Background

The Doulas in the Maternal & Child Health Division utilizes a relational approach to improve the lives of Milwaukee residents and work to reduce the infant mortality rate of Black and Brown babies. Services provided by this role are delivered during the prenatal, labor and delivery, and postnatal times. Services may include, but will not be limited to, advocating for Mom and Family throughout pregnancy, through labor and delivery, and during the post-partum period, and providing social support and connection to clients and their families to enhance their safety and quality of life, supporting access to social service benefits and primary medical care, providing ongoing health education and capacity-building around understanding developmental milestones, the parent-child interaction, and the crucial importance of pre and postnatal self-care.

Performance Concerns

Doula Brandi Jewell meets or exceeds job requirements in three areas, Dependability, and Interpersonal Relationships. Areas needing improvement include Knowledge, Initiative and Productivity.

Knowledge: Brandi has worked as a Doula with the program since May 2023. Brandi started as a temporary employee before being hired a year later to regular position. Currently, Brandi is not using her tools (i.e. handbook) to help inform her decisions with clients. She is relying on leadership for all decision making.

Initiative: Brandi takes little initiation to offer solutions to programmatic procedures or tools to assist with doing the job. Brandi requires follow up from leadership to upload client documentation or completion documentation and enter information into Quickbase.

Productivity: Brandi's documentation is delayed and the use of her outlook calendar is inconsistent and does not correctly reflect her client visits. Documentation is a key component of the role of the Doula to ensure proper compliance

Action Plan

- Brandi will enter documentation in the system within 72 hours of interaction with client and ensure her outlook calendar correctly reflects client appointments.
- Brandi will seek information, training and webinars to build her professional capacity to make sound decisions with her care. Leadership will also search for and identify training they deem to



be pertinent to our clientele's need. Leadership will use reflective supervision techniques to allow Brandi to process her thoughts and provide input on her.


- Brandi will utilize the handbook and doula education to help information decision making (i.e. what to do with client prior to asking leadership for assistance with the best way to assist).

Conclusion

An extension of 3-month probationary period for Doula, Brandi Jewell, will allow her to complete additional training, show consistency in her documentation and allow for observation of consistent performance change.

Thank you for your consideration. Please contact Lindsey O'Connor at 414-286-6406 with any questions you may have.

Sincerely,

Signed by:

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Michael F. Totoraitis, PhD
Commissioner of Health