



May 24, 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 that the probationary period for WIC Client Services Assistant I, Sharon Goodman be extended three (3) months to August 26, 2024. This is the first request for an extension of probation.

Background

The WIC Client Services Assistant I is responsible for providing high-quality customer service support to WIC participants, administrative support to the WIC Program, and conduct health screening testing in accordance to State WIC policy. The WIC Client Services Assistant I assures all clinic rooms are stocked and set up appropriate for efficient and effective health screening. The role ensures necessary documentation is received and signed to follow program standards.

Performance Concerns

- Clinic Services Assistant Goodman's areas of needed improvement include:
 - Knowledge/Initiative** - Demonstration of understanding job procedures, methods, facts and information related to assigned work. Ability to complete all tasks listed on clinic check list independently. Clinic Services Assistant Goodman frequently forgets policy/procedures and relies on coworkers, instead of guidance in WICShare or WIC Common drive for knowledge. Clinic Services Assistant Goodman inconsistently completes tasks on check list independently. Work output should match expectations within established timelines.
 - Productivity**- Clinic Services Assistant Goodman is currently completing eligibility assessments for about 8% of completed enrollment appointment. Ms. Goodman is often seeing 50% less volume of families than her coworkers in same clinic.
 - Dependability**- Reliably completing assignments on time with minimal follow-up from supervisor. Completing tasks on checklist for lead position when designated, without a reminder. Assistant Goodman generally requires multiple reminders from supervisor and coworkers to complete assigned tasks or respond to needed trainings and emails.

Action Plan

- The three (3) month extension should allow Ms. Goodman to work with her supervisor to utilize outlook calendar for meetings and tasks. It will also allow for Ms. Goodman to work with her supervisor to create processes to successfully acknowledge Teams announcements within an appropriate timeframe, participate in meetings with the camera on, appropriately divide tasks between peers when assigned to lead position and help her set up reminders for tasks needed



to complete. It will also set up weekly meetings with Ms. Goodman and her supervisor, to discuss progress on functions such as completing 6+ activities on the daily checklist.

Conclusion

An extension of 3-months probationary period for WIC Client Services Assistant I, Sharon Goodman, will allow the employee more time to focus on current deficiencies and correct areas that need improvement. We are confident this can be accomplished.

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

Sincerely,

DocuSigned by:

Michael F Totoraitis

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Michael F. Totoraitis, PhD
Commissioner of Health