



Department of Employee Relations

Cavalier Johnson
Mayor

Harper Donahue, IV
Director

Molly King
Employee Benefits Director

Veronica Rudychev
Labor Negotiator

To: City Service Commission

From: Nola M. Nelson, Human Resources Representative

Date: July 26, 2024

Re: Appeal received from Elizabeth Durkin
Minimum requirements – Emergency Response Planning Coordinator-Milwaukee Health Department

Ms. Elizabeth Durkin has appealed the rejection of her application for the position of Emergency Response Planning Coordinator (Milwaukee Health Department). Ms. Durkin's appeal was timely. The job announcement bulletin for the Emergency Response Planning Coordinator position (Attachment #1), a redacted copy of Ms. Durkin's application (Attachment #2), a redacted copy of Ms. Durkin's resume (Attachment #3), the notification relative to her status (Attachment #4), Ms. Durkin's appeal letter (Attachment #5), and the job announcement bulletin for the Emergency Response Planning Coordinator-Plans and Protocol Development (Attachment #6) are attached.

Of note, a parallel version of this position was recently announced with different minimum requirements, reflective of the job duties of what was formerly a different title. The appellant meets these minimum requirements and, if she applies under the new title, will proceed in the selection process.

Background

The position of Emergency Response Planning Coordinator was announced on April 1, 2024 (Attachment #1); the job announcement bulletin closed on April 25, 2024. The posted minimum requirements include:

Emergency Response Planning Coordinator

1. Bachelor's degree in chemistry, physical or natural sciences, public/environmental health or a related field from an accredited college or university including at least two college-level courses in microbiology, biology, or anatomy and physiology.
2. Two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation.
3. Valid driver's license at time of appointment and throughout employment. Private auto allowance may be paid pursuant to Section 350-183 of the Milwaukee Code.

4. Registration as an Environmental Health Professional in the State of Wisconsin within two years of appointment and throughout employment.
5. Certificates of completion of IS-100c, IS-200c, and IS-700b, within six months of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

Twenty-three applications were submitted timely. Ms. Durkin is one of fifteen applicants who did not meet the minimum qualifications.

Discussion

As stated on the job announcement, an Emergency Response Planning Coordinator assigned to the Environmental Health Division of the MHD responds to local public health emergencies, performs environmental health surveillance and investigations and provides mass care and local health and medical needs. The incumbent must have a depth of scientific knowledge related to environmental health and acute communicable and chronic disease epidemiology.

All submitted applications, including Ms. Durkin's (Attachment #2) and her resume (Attachment #3), were carefully evaluated. Ms. Durkin was informed that she did not meet the minimum requirements for the position on May 8, 2024 (Attachment #4). Ms. Durkin's bachelor's degree in history, Master of Arts in Urban Planning and Doctor of Jurisprudence are not related to the degrees listed on the job announcement bulletin. After receiving Ms. Durkin's appeal (Attachment #5), I provided her with the opportunity to explain why she believes her coursework in Topics in Biology-Insects, Child Development, Adolescent Development, Learning and Cognition, Intimate Relationships, and Research Methods met the minimum requirements. After reviewing her response, I determined that Ms. Durkin's coursework was not comparable to the required two college-level courses in microbiology, biology, or anatomy and physiology.

Ms. Durkin possesses two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation. However, she would have had to possess six years of this experience to meet the equivalency requirement.

The decision regarding which applicants were qualified and which were not qualified was based on a fair process that involved comparing each applicant's education and experience to the job requirements. Accepting Ms. Durkin's application would be unfair to the other fourteen applicants who were similarly found not to meet the minimum requirements.

Of note, while assessing Ms. Durkin's situation, I further discussed the role of the Emergency Response Planning Coordinator with MHD management, and it was determined that this position should be split into two separate titles, one with a focus upon the environmental, science-based job functions and the other focused upon planning, reporting and administration. Formerly, the position was separated into two distinct titles and was merged into one title a few years ago. Accordingly, the Emergency Response Planning Coordinator has been re-announced to fill the administrative role (Attachment #5) and the MHD is working with the DER-Classification Division to again create two, separate titles. The new job announcement bulletin has been posted

Accordingly, assuming she applies, Ms. Durkin will have an opportunity to compete for the remaining vacancy.

Recommendation

Based upon the information detailed above, I recommend that Ms. Durkin's appeal be denied. DER staff will work with Ms. Durkin to encourage her to apply for the newly announced Emergency Response Planning Coordinator (Plans and Protocol Development).

Attachments: #1 - Job Announcement Bulletin-Emergency Response Planning Coordinator
#2 - Application of Ms. Durkin
#3 - Resume of Ms. Durkin
#4 - Rejection Notice from DER
#5 - Ms. Durkin's Appeal Letter
#6 - Job Announcement Bulletin-Emergency Response Planning Coordinator-
Plan and Protocol Development

EMERGENCY RESPONSE PLANNING COORDINATOR

Recruitment #2403-5701-001

List Type	Original
Requesting Department	HEALTH-Environmental Health
Open Date	4/1/2024 3:15:00 PM
Filing Deadline	4/25/2024 11:59:00 PM
HR Analyst	Nola Nelson

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed charm with top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Emergency Response Planning Coordinator develops written plans and protocols and facilitates internal and external resources and responses during human-made or naturally occurring community emergencies.

ESSENTIAL FUNCTIONS

Program Coordination

- Oversee development, review and evaluation of public health emergency preparedness and response plans related to the City, County and region.
- Develop protocols for departmental staff responses to emergencies requiring public health intervention.
- Conduct training of departmental staff to ensure effective emergency responses.
- Design, evaluate and/or participate in departmental and outside agency educational outreach and emergency response exercises; identify gaps in public health preparedness and planning.
- Provide technical and operational support for the Milwaukee Health Department (MHD).
- Provide oversight for programs that include environmental review components, including hazardous and toxic materials control, indoor and outdoor air quality, environmental audits and assessments, surface and drinking water quality assurance and vector borne or waterborne illness.

Administration and Reporting

- Provide administrative and technical support in the development of new or assigned grants, contracts and interagency agreements, as directed by the Emergency Response Planning Director.
- Participate in, attend and represent the MHD on various workgroups, committees, and task forces related to emergency preparedness and environmental health.
- Prepare compliance reports and summaries.
- Review and prepare summaries of technical and scientific reports, literature, papers, statistical analyses and tables.

Operations

- Respond to local public health emergencies, including environmental health surveillance and investigations, mass care and local health and medical needs.
- Maintain a calm and focused presence during emergency responses, including full accountability for actions taken.
- Execute administrative and operational tasks in accordance with the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS).

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Must to carry a mobile device for business purposes.
- Must have City laptop readily available to perform duties when an unexpected incident or emergency occurs.
- May be exposed to fumes or airborne particles, toxic or caustic chemicals, and outdoor weather conditions.
- May work outside of regular work hours in conjunction with public health emergencies and investigations and/or be assigned to participate in an MHD Incident Command System during a declared public health emergency.
- The pre-employment medical requirements for this position include:
 - Physical
 - Lift test
 - Audiogram
 - Vision
 - TB Test annually throughout employment
 - Covid 19 Vaccine Confirmation
 - Hep B Vaccine
 - MMR Vaccine
 - Varicella Vaccine
 - Pulmonary Function Test
 - Medical Eval for Resp
 - Respirator Fit Test

MINIMUM REQUIREMENTS

1. Bachelor's degree in chemistry, physical or natural sciences, public/environmental health or a related field from an accredited college or university including at least two college-level courses in microbiology, biology, or anatomy and physiology.
2. Two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation.
3. Valid driver's license at time of appointment and throughout employment. Private auto allowance may be paid pursuant to Section 350-183 of the Milwaukee Code.
4. Registration as an Environmental Health Professional in the State of Wisconsin within two years of appointment and throughout employment.
5. Certificates of completion of IS-100c, IS-200c, and IS-700b, within six months of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process prior to extending any job offers.

DESIRABLE QUALIFICATIONS

- Ability to read, write, and speak Spanish, Hmong or Burmese.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of emergency planning, preparedness and response management at the local, state and federal level.
- Planning and organizing skills to coordinate drills and exercises with MHD personnel and outside agencies.
- Knowledge of acute communicable and chronic disease epidemiology.
- Knowledge of statistical reporting systems and public health informatics.
- Ability to read, analyze and interpret common scientific and technical journals.
- Ability to effectively utilize computer applications, including database, internet, spreadsheet, word processing, presentation, mapping, modeling, and statistical packages.
- Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.

Communication and Interpersonal

- Team building skills, including the ability to support objectives, partner on the completion of assignments, and assist in the training and mentoring of staff.
- Strong verbal communication skills, including the ability to effectively present information to internal and external groups at various levels of expertise.
- Strong written communication skills, including the ability to write speeches and articles for publication.
- Ability to build and maintain effective working relationships with a multi-cultural, multi-disciplinary staff, other agencies and the public.
- Ability to work cooperatively and effectively with coworkers and residents whose backgrounds may differ from one's own.
- Ability to resolve conflict while listening to others and keeping emotions under control.
- Ability to remain objective and open to others' views and contribute to building a positive team spirit.
- Ability to provide services in a culturally sensitive manner.
- Ability to respond to inquiries or complaints from customers, regulatory agencies and/or members of the business community.

Judgment and Project Management

- Project management skills to manage caseloads in various stages of completion.
- Ability to pursue training and development opportunities and strive to continuously build knowledge and skills.
- Ability to exercise sound judgement.
- Ability to analyze complex situations, diagnose problems and formulate solutions.
- Ability to demonstrate accuracy, thoroughness and organization to complete tasks efficiently.
- Honesty, integrity, the ability to maintain confidentiality and responsible stewardship of City resources.

CURRENT SALARY

The current salary range (2HN) is **\$70,165-\$81,507** annually, and the resident incentive salary range for City of Milwaukee residents is **\$72,270-\$83,952** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

BENEFITS

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of education, experience and/or responses to supplemental questions; a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <https://www.jobapscloud.com/MIL/>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202

CONCLUSION

EEO=206

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.

Job Title: EMERGENCY RESPONSE PLANNING COORDINATOR

Job Number: 2403-5701-001

EasyID: DUR-58-6748

EasyID Dur-58-6748

The following materials have been uploaded.

- Elizabeth Durkin Resume

Current or Previous City of Milwaukee Employment

Are you currently, or were you previously, employed by the City of Milwaukee?

Current
 Previous
 Never

Position Title Temporary Disease Intervention Specialist Coordinator

Department HEALTH DEPARTMENT

Employee ID# 034921

Start Date 11/30/2020
 MM/DD/YYYY

End Date
 MM/DD/YYYY

Reason for Leaving Still Employed
 Describe:

Relatives Working for City of Milwaukee

Do you have relatives working for the City of Milwaukee? Yes No
 Due to limitations on employment of relatives, list the names and exact relationships of any relatives who are City of Milwaukee employees. *If Yes, list Names, Relationship and Department/Agency*

Driver's License Information

This information must be provided if a driver's license is a minimum requirement for the position for which you are applying. Please select the license class.

Do you have a valid Driver's license? Yes No

Class D

Issuing State WI

License Number

Expiration Date

Additional Information

Fluent in a Language Other than English

Do you wish us to reveal your identity? Yes No
 The City sometimes receives requests under the Wisconsin Public Records Law for the identity of job applicants and copies of the job applications. However, except for those applicants who are final candidates for positions, the City is prohibited from releasing the identity of applicants who have indicated in writing that they do not wish their identity to be revealed.

Are you able to provide documentation that demonstrates that you are legally authorized to work in the United States? Yes No
 In accordance with the Immigration Reform Control Act of 1986, the City will employ only persons legally authorized to work in the United States. Employment, offered, is conditional upon the individual's ability to establish verification of identity and authorization to work within three business days of commencement of employment.

How did you hear of the opening? www.milwaukee.gov/jobs

Basic Education

Have you graduated from high school? Yes No

If you did not graduate from high school, do you have a General Education Development Certificate (GED) or a High School Proficiency Certificate? Yes No
 If Yes, enter date issued and certificate number.
 GED Date Received
 Certificate #

High School

High School Name Whitefish Bay High School

Address

City and State Whitefish Bay, WI.

College and Graduate School Education

Name, City, & State	Major/Minor Course of Study	Dates of Attendance	Degree Pursued	# of Credits Earned Date Graduated
Cornell College Mt. Vernon, IA.	History -	08/20/2002 - 05/31/2006	Bachelor of Arts Completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	120 June 2006
University of Wisconsin-Milwaukee Milwaukee, WI.	Urban Planning -	09/01/2007 - 05/31/2009	Master of Arts Completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	48 June 2009
Marquette University Milwaukee, WI.	Law -	09/01/2010 - 05/31/2013	Doctor of Jurisprudence Completed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	90 June 2013
	-	-	Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	-	-	Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Licenses & Certifications

Related to or required by the position for which you are applying.

Do you have any current occupational and professional licenses and certificates? Yes No

License/Certificate Type

Issuing Agency/Board

Serial #

Date Issued

Expiration

State of Issue

Seminars

List any other education, training programs, workshops or professional seminars you have successfully completed which may relate to this position. Include name of institution/school and dates.

Completed FEMA Independent Study Courses: IS-100c Intro to Incident Command System (completed 06/28/2023) IS-200c Basics of Incident Command System (completed 06/30/2023) IS-242c Effective Communication (completed 08/23/2023) IS-700b Introduction to the National Incident Management System (completed 06/28/2023) Completed Certifications through TRAIN Wisconsin: HIPAA Awareness (completed December 2020) Contact Tracing (completed November 2020) Introduction to Public Health Series (completed November 2020)

Work Experience

View and print your application.

From (Mo/Yr) To (Mo/Yr)		Total Yrs/Mos Worked	Job Title	Full Time/Hours Per Week
06/2009 11/2020		11 yrs 5 mos	Project Manager	Full-time
Employer's Name		Employer's Address	Employer's Phone	
Durkin Associates		Milwaukee, WI 53211	(414) 967-7000	
Type of Business		Supervisor's Name/Title	Supervisor's Phone	
Consultant for Philanthropy		William Durkin (deceased)/President	(414) 331-7002	
Pandemic		Reason for Leaving		Number You Supervised
				0
Job Duties				
Project Manager for a small consulting firm serving nonprofit organizations. Focused on helping nonprofit agencies develop and advance their programs in philanthropy. Conducted research on potential donors, interviewed stakeholders, and maintained confidential information.				

Job #2

From (Mo/Yr) To (Mo/Yr)	Total Yrs/Mos Worked	Job Title	Full Time/Hours Per Week
11/2020 Present	3 yrs 5 mos	Temporary Disease Intervention Specialist Coordinator	Full-time
Employer's Name		Employer's Address	Employer's Phone
Milwaukee Health Department		Milwaukee, WI	(414) 286-3521
Type of Business		Supervisor's Name/Title	Supervisor's Phone
Public Health Department		Tyler Weber/Deputy Commissioner	
Reason for Leaving			Number You Supervised
N/A			0
Job Duties			
Implement emergency response protocols and provide support for emergency preparedness and planning. Adapt to the changing needs of the department and the community. Provide operational support as required for emergency responses, including communicable disease surveillance and mass care operations. Support administration of direct beneficiary awards. Fulfilled numerous roles as part of the COVID response team based on the changing needs of the department's emergency response efforts. • Transition Coordinator: Navigated changes to communicable disease reporting requirements upon the expiration of the Public Health Emergency Declaration. Developed and documented protocols for responding to cases and outbreaks. Helped ensure a seamless transition of cases to departmental staff. • Team Lead: Oversaw a team of Case Managers responsible for investigating COVID-19 cases. Assigned and managed caseloads, conducted case reviews, and facilitated team meetings and weekly individual check-ins. Trained and mentored new Case Managers. • Public Health Liaison: Communicated public health guidelines to congregate living facilities and K12 schools in accordance with departmental emergency response plans. Promoted compliance with communicable disease reporting requirements and provided education regarding strategies for mitigating transmission of COVID-19. • Case Manager: Conducted case and site investigations. Conducted interviews, assessed client needs, and offered resources and referrals. Collected and reported data related to cases and outbreaks.			

Supplemental Questionnaire

Supplemental Questions and the Selection Process

Your completed application answers to the supplemental questions are an important part of your application for two reasons, as indicated below.

1. Assessing whether you meet the minimum requirements. A Human Resources Representative first determines whether you meet the minimum requirements for the position. An evaluation of your education and experience, based upon your completed application and your responses to the supplemental questions, is used to determine whether you meet the minimum requirements; candidates must meet the minimum requirements in order to proceed in the selection process. In performing this evaluation, your resume, cover letter and other supplemental materials MAY be reviewed in addition to, but not as a substitute for, your completed application and your responses to the supplemental questions.
2. Assessing your qualifications based upon pre-determined rating criteria. If you meet the minimum requirements for the position, you will proceed in the selection process. The next step is an evaluation of your training, education and experience, based upon your completed application and your responses to the supplemental questions. This evaluation, which is performed by a panel of assessors using a pre-determined set of job-related criteria, determines whether you qualify for a structured interview OR comprises 100% of your final score in the selection process. In this portion of the selection process, reviewers will be provided with your application, responses to the supplemental questions and resume (if attached), but will NOT be provided with your cover letter or other materials that you submitted; these materials may, however, be provided to the hiring manager should your name be referred for additional consideration. Therefore, it is critical that you take time to completely and thoughtfully both complete the application and answer the supplemental questions.

Answering the Supplemental Questions

For each question, please identify the source of education, training and/or experience that you discuss. Be specific as to the scope of your job functions, the length of time you performed those job functions, the employers for whom you worked and any relevant training and education.

Your answers to the supplemental questions may be rated based upon the following:

- The level of knowledge, training or experience you describe relative to the subject matter covered by the question(s).
- How independently you would be able to perform the job functions covered in the question(s).
- The relevance of the examples you provide in illustrating your experience and knowledge of the subject matter covered by the question(s).
- The quality of your written communication, including but not limited to content and appropriate use of the conventions of writing.

Questions that are not answered will be rated accordingly.

1) Please describe your experience with emergency preparedness, response, recovery and prevention.

Since 2020, I have worked with Milwaukee Health Department's Communicable Disease and Emergency Preparedness teams to implement emergency response protocols, develop and document emergency preparedness processes, and help evaluate the departmental response to a major public health emergency. In support of the department's pandemic response, I conducted interviews, investigated outbreaks, and educated both individuals and community groups about strategies for preventing the transmission of COVID-19. As a Team Lead for the Covid Response Team, I supervised a team of up to 16 Case Managers and fostered a supportive working environment in the midst of a public health emergency through regular team huddles, weekly individual meetings, and open communication. In support of local and state disease surveillance efforts, I collected and reported data on breakthrough and reinfection cases. When case counts surged, I helped train and mentor new Case Managers to support the pandemic response. I collaborated with the Covid Hotline to streamline case management processes and improve the efficiency of our response protocols. I developed and documented pandemic response protocols and meticulously maintained a spreadsheet of all known cases and outbreaks that occurred at schools within the city. My work toward the evaluation of this emergency response includes conducting key informant interviews, developing and administering surveys, and reviewing emergency preparedness plans and response documents.

Beyond the pandemic response, I have also contributed to the department's Public Health Emergency Response Plan and executed operational tasks for two public health emergencies requiring mass care.

2) Please describe your experience with building community resilience.

In 2022, I began assisting Milwaukee Health Department's Emergency Preparedness team with the administration of American Rescue Plan subawards to build community resilience. In this role, I've helped nurture positive working relationships with community partners, including shelters and Federally Qualified Health Centers. I've participated in a collaborative process to implement an innovative direct beneficiary initiative aimed at helping community partners recover from the pandemic.

Additionally, I served as a liaison to congregate living facilities (including long term care facilities, assisted living centers, and group homes) as well as to K12 schools during the pandemic. In this role, I effectively communicated public health guidelines while promoting compliance with communicable disease reporting requirements.

Building community resilience was also at the center of my previous experience with nonprofit agencies. As a Project Manager for a small consulting firm, I helped nonprofit organizations fulfill their respective missions through thoughtful planning. Selected accomplishments within the nonprofit sector include: developing a succession plan to help a long-term founder-led health and human services organization successfully transition to a new Executive Director; writing a business plan for the establishment of a new 501(c)(3) organization representing a meaningful public-private partnership; and conducting Board development sessions to train a nonprofit's Board of Directors on best practices, resulting in refined organizational by-laws and improved donor management.

My academic experience includes a Master of Urban Planning degree with a concentration in sustainable community development.

3) Please describe both your administrative experience (e.g., accountability, deadlines) and your operational experience (e.g., emergency response or environmental surveillance and/or investigation).

Since 2020, I have conscientiously balanced several roles in support of Milwaukee Health Department's response to a public health emergency. In doing so, I have thoughtfully prioritized my responsibilities and communicated with supervisors to make sure projects stayed on track. At times, my roles have required me to help manage the workloads of other people, as well. As a Team Lead for the Covid response team, I supervised a team of up to 16 Case Managers and was responsible for assigning and reviewing cases in accordance with local and state priorities for public health surveillance. As a Coordinator for the joint work group between case investigators and Covid hotline staff, I managed schedules for Case Managers and Contact Tracers, facilitated meetings, and supported trainings to ensure successful collaboration.

Since 2022, I have provided support for the administration of American Rescue Plan subawards. In this role, I have been responsible for helping subrecipients and direct beneficiaries navigate the subaward process and have been dedicated to maintaining positive working relationships throughout this process.

I draw on prior experience in Project Management to stay organized and meet both short-term and long-term deadlines.

4) Briefly share anything else you feel will assist us in evaluating you for the Emergency Response Planning Coordinator position.

I have a Juris Doctor degree from Marquette University Law School, which has provided a strong foundation for understanding the authority of public health agencies during emergencies. Selected relevant coursework includes Environmental Law, Property Law, and Advanced Legal Research.

I have a Master of Urban Planning degree from the University of Wisconsin-Milwaukee. I completed fieldwork in British Columbia, studying the application of triple bottom line framework for brownfield redevelopment. Selected relevant coursework includes Data Analysis, Planning Law, Urban Sustainability, and Policy Analysis.

Completed FEMA Courses include IS-100c (Intro to Incident Command System), IS-200c (Basic Incident Command System for Initial Response), IS-242c (Effective Communication) and IS-700b (Introduction to the National Incident Management System).

Elizabeth Durkin

CAREER PROFILE

Empathetic and optimistic communicator. Adaptable and creative, able to effectively help people and organizations adjust to changes and find innovative solutions to problems.

PUBLIC HEALTH EXPERIENCE

Milwaukee Health Department, November 2020 – Present

Emergency Preparedness Environmental Health October 2022 – Present

Implement an innovative direct beneficiary initiative aimed at helping community partners recover from the pandemic. Build and maintain positive working relationships with community partners, including shelters and Federally Qualified Health Centers. Provide operational support for local public health emergency responses.

COVID-19 Response Team November 2020 – December 2023

Coordinated and implemented response plans during a public health emergency. Versatile team player. Fulfilled numerous roles based on the changing needs of the department's emergency response efforts.

- *Transition Coordinator*: Navigated changes to communicable disease reporting requirements upon the expiration of the Public Health Emergency Declaration. Developed and documented protocols for responding to cases and outbreaks. Helped ensure a seamless transition of cases to departmental staff.
- *Team Lead*: Oversaw a team of Case Managers responsible for investigating COVID-19 cases. Assigned and managed caseloads, conducted case reviews, and facilitated team meetings and weekly individual check-ins. Trained and mentored new Case Managers.
- *Public Health Liaison*: Communicated public health guidelines to congregate living facilities and K12 schools in accordance with departmental emergency response plans. Promoted compliance with communicable disease reporting requirements and provided education regarding strategies for mitigating transmission of COVID-19.
- *Case Manager*: Conscientious and compassionate case and site investigator. Conducted interviews, assessed client needs, and offered resources and referrals. Collected and reported data related to cases and outbreaks.

NONPROFIT EXPERIENCE

William Durkin & Associates, *Project Manager* 2016 – 2020

Project Manager with a small consulting firm serving nonprofit organizations. Focused on client relations and bringing people, resources, and ideas together to help nonprofit agencies fulfill their respective missions through thoughtful planning.

EDUCATION

Marquette University Law School Juris Doctor, May 2013

University of Wisconsin-Milwaukee Master of Urban Planning, May 2009

Cornell College Bachelor of Arts, Double Major in History and Art, June 2006



Department of Employee Relations
City Hall, Room 706
200 E. Wells Street, Milwaukee, WI 53202-3554
(414) 286-3751 FAX (414) 286-0203 TDD (414) 286-2960

Wednesday, May 8, 2024

Elizabeth Durkin

Dear Elizabeth

Thank you for your interest in employment with the City of Milwaukee. I have carefully considered your application for the position of EMERGENCY RESPONSE PLANNING COORDINATOR. You do not meet the minimum qualifications for this position due to the reason listed below. Therefore, we cannot accept your application at this time.

Education/Experience

The minimum requirements for this position include: 1) A bachelor's degree in chemistry, physical or natural sciences, public/environmental health or a related field from an accredited college or university including at least two college-level courses in microbiology, biology, or anatomy and physiology; And 2) Two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation.

I encourage you to visit our website, [Job Aps](#) for other employment opportunities that may be of interest to you.

Additionally, the City of Milwaukee is always looking to be a resource for our applicants. Though you did not meet the minimum requirements for EMERGENCY RESPONSE PLANNING COORDINATOR, we would like to help. The City of Milwaukee's Department of Workforce Development works with Milwaukee residents to achieve the necessary skills to gain stable, family-sustaining jobs throughout the City of Milwaukee. We would like to refer you to the Workforce Development Department for their assistance in your professional journey.

If you are interested in exploring available resources through the City's Workforce Development Department, visit the DirectConnectMKE website by clicking on the link here: [DirectConnectMKE](#). If you have any additional questions, please reach out to Jason Thompson at 414-286-3357 or email him at jason.thompson@milwaukee.gov

Thank you, again, for your interest in not just working IN Milwaukee, but working ON Milwaukee!

If you have any questions concerning this notice, please call our office at 414-286-3751 or respond to this email for additional assistance.

Sincerely,
Nola Nelson
Human Resources Representative

You may appeal the above action by filing a written appeal, including the basis upon which the appeal is made, to the City Service Commission via email at elmoor@milwaukee.gov or by calling 414.286.3398 or 414.708.8561. The appeal must be received by the Commission no later than ten calendar days after this notification was mailed.

From: [Nelson, Nola](#)
To: [Verfurth, Kathleen](#)
Subject: FW: Request to Appeal
Date: Friday, July 26, 2024 11:59:38 AM
Importance: High

From: Moore, Elizabeth <elmoor@milwaukee.gov>
Sent: Thursday, May 16, 2024 4:38 PM
To: Nelson, Nola <nnelson@milwaukee.gov>
Cc: Moore, Elizabeth <elmoor@milwaukee.gov>
Subject: FW: Request to Appeal
Importance: High

Nola,
Please see the email below. Advise on the outcome of your contact with Ms. Durkin. Thank you.

Respectfully,
Elizabeth Moore
Administrative Support Specialist
Department of Employee Relations
200 E. Wells St., Room 706
Milwaukee, WI 53202
414-708-8561 (C)
elmoor@milwaukee.gov

From: Elizabeth Durkin
Sent: Thursday, May 16, 2024 4:29 PM
To: Moore, Elizabeth <elmoor@milwaukee.gov>
Subject: Request to Appeal

Dear Ms. Moore,

I'm writing in regards to an email I received from Nola Nelson (via staffinginfo@milwaukee.gov) on 05/08/2024 stating I fail to meet minimum qualifications to apply for a position as an Emergency Response Planning Coordinator with the City of Milwaukee. The letter also states: "You may appeal the above action by filing a written appeal, including the basis upon which the appeal is made, to the City Service Commission via email at elmoor@milwaukee.gov. The appeal must be received by the Commission no later than ten calendar days after this notification was mailed."

I am writing to request an opportunity to appeal the determination that I am unqualified for this position and to request clarification regarding the standard that was used to review my application.

The job description listed the minimum requirements for the position as a bachelor's degree and two years of progressively responsible work experience in emergency preparedness and response. I have a Master Degree in a related field and more than three years of progressively responsible experience in emergency preparedness and response. Ms. Nelson's letter stated she disqualified my application based on my education and experience. I am appealing to request clarification about how my application was reviewed and rejected, specifically:

1.) Education: My application was rejected due to insufficient education. I am appealing to understand the criteria used to determine a graduate degree in a related field did not meet the minimum requirement of an undergraduate degree in a related field. The job description also states "equivalent combinations of education and experience may also be considered." I am appealing to understand whether this was the standard of review that was applied to my application.

For reference, part of my response to Question 2, specifically regarding a required degree in a related field:

My academic experience includes a Master of Urban Planning degree with a concentration in sustainable community development.

For reference, the following was my response to Question 4:

I have a Juris Doctor degree from Marquette University Law School, which has provided a strong foundation for understanding the authority of public health agencies during emergencies. Selected relevant coursework includes Environmental Law, Property Law, and Advanced Legal Research.

I have a Master of Urban Planning degree from the University of Wisconsin-Milwaukee. I completed fieldwork in British Columbia, studying the application of triple bottom line framework for brownfield redevelopment. Selected relevant coursework includes Data Analysis, Planning Law, Urban Sustainability, and Policy Analysis.

2.) Work Experience: My application was also rejected for failing to meet the minimum work experience requirements.

For more than three years (November 2020 - present), my roles and responsibilities have progressed in a health-related field (City of Milwaukee Health Department) working in both emergency preparedness and environmental health. I am appealing to request clarification regarding the criteria used to determine this work experience is insufficient to meet the minimum requirement ("*two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation*").

For reference, my response to Question 1:

Since 2020, I have worked with Milwaukee Health Department's Communicable Disease and Emergency Preparedness teams to implement emergency response protocols, develop and document emergency preparedness processes, and help evaluate the departmental response to a major public health emergency. In support of the department's pandemic response, I conducted interviews, investigated outbreaks, and educated both individuals and community groups about strategies for preventing the transmission of COVID-19. As a Team Lead for the Covid Response Team, I supervised a team of up to 16 Case Managers and fostered a supportive working environment in the midst of a public health emergency through regular team huddles, weekly individual meetings, and open communication. In support of local and state disease surveillance efforts, I collected and reported data on breakthrough and reinfection cases. When case counts surged, I helped train and mentor new Case Managers to support the pandemic response. I collaborated with the Covid Hotline to streamline case management processes and improve the efficiency of our response protocols. I developed and documented pandemic response protocols and meticulously maintained a spreadsheet of all known cases and outbreaks that occurred at schools within the city. My work toward the evaluation of this emergency response includes conducting key informant interviews, developing and administering surveys, and reviewing emergency preparedness plans and response documents.

Beyond the pandemic response, I have also contributed to the department's Public Health Emergency Response Plan and executed operational tasks for two public health emergencies requiring mass care.

Question 2:

In 2022, I began assisting Milwaukee Health Department's Emergency Preparedness team with the administration of American Rescue Plan subawards to build community resilience. In this role, I've helped nurture positive working relationships with community partners, including shelters and Federally Qualified Health Centers. I've participated in a collaborative process to implement an innovative direct beneficiary initiative aimed at helping community partners recover from the pandemic.

Additionally, I served as a liaison to congregate living facilities (including long term care facilities, assisted living centers, and group homes) as well as to K12 schools during the pandemic. In this role, I effectively communicated public health guidelines while promoting compliance with communicable disease reporting requirements.

Question 3:

Since 2020, I have conscientiously balanced several roles in support of Milwaukee Health Department's response to a public health emergency. In doing so, I have thoughtfully prioritized my responsibilities and communicated with supervisors to make sure projects stayed on track. At times, my roles have required me to help manage the workloads of other people, as well. As a Team Lead for the Covid response team, I supervised a team of up to 16 Case Managers and was responsible for assigning and reviewing cases in accordance with local and state priorities for public health surveillance. As a Coordinator for the joint work group between case investigators and Covid hotline staff, I managed schedules for Case Managers and

Contact Tracers, facilitated meetings, and supported trainings to ensure successful collaboration.

Since 2022, I have provided support for the administration of American Rescue Plan subawards. In this role, I have been responsible for helping subrecipients and direct beneficiaries navigate the subaward process and have been dedicated to maintaining positive working relationships throughout this process.

Thank you very much for your time and consideration. The determination has impacted both my current work and my future pursuits; I appreciate the opportunity to request an appeal and to seek clarification. My hope is that by better understanding the process that was used to deem me unqualified, I will be better able to assess my skills if I apply for a job at the City of Milwaukee in the future.

Sincerely,

Elizabeth Durkin

EMERGENCY RESPONSE PLANNING COORDINATOR

Plans/Protocol Development Recruitment #2407-5701-002

List Type	Original
Requesting Department	HEALTH-Environmental Health
Open Date	7/25/2024 3:05:00 PM
Filing Deadline	8/16/2024 11:59:00 PM
HR Analyst	Nola Nelson

INTRODUCTION

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Emergency Response Planning Coordinator develops written plans and protocols and facilitates resources and responses during community emergencies.

ESSENTIAL FUNCTIONS

Program Coordination

- Oversee development, review and evaluation of public health emergency preparedness and response plans related to the City, County and region.
- Develop protocols for departmental staff responses to emergencies requiring public health intervention.
- Conduct and/or facilitate training of departmental staff to ensure effective emergency responses.
- Design, evaluate and/or participate in departmental and outside agency educational outreach and emergency response exercises; identify gaps in preparedness and planning.
- Provide organizational and operational support for the Milwaukee Health Department (MHD).

Administration and Reporting

- Provide organizational and technical support in the development of new or assigned grants, contracts and interagency agreements, as directed by the Emergency Response Planning Director.
- Participate in, attend and represent the MHD on various workgroups, committees, and task forces related to emergency preparedness and MHD Environmental Health Division's projects/work.
- Prepare compliance reports and summaries.
- Review and prepare summaries of technical and scientific reports, literature, papers, statistical analyses and tables.

Operations

- Respond to local public health emergencies, including mass care and local health and medical needs.
- Maintain a calm and focused presence during emergency responses, including full accountability for actions taken.

- Execute administrative and operational tasks in accordance with the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS).

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Carry a mobile device for business purposes.
- Must have City laptop readily available to perform duties when an unexpected incident or emergency occurs.
- May be exposed to fumes or airborne particles, toxic or caustic chemicals, and outdoor weather conditions.
- May work outside of regular work hours in conjunction with public health emergencies and investigations and/or be assigned to participate in an MHD Incident Command System during a declared public health emergency.
- The pre-employment medical requirements for this position include:
 - Physical
 - Lift test
 - Audiogram
 - Vision
 - TB Test annually throughout employment
 - Covid 19 Vaccine Confirmation
 - Hep B Vaccine
 - MMR Vaccine
 - Varicella Vaccine
 - Pulmonary Function Test
 - Medical Eval for Resp
 - Respirator Fit Test

MINIMUM REQUIREMENTS

1. Bachelor's degree in business, public administration, emergency management, homeland security, communication, anthropology, psychology, sociology or a related field from an accredited college or university.
2. Three years of experience performing programmatic or project coordination, safety and/or regulatory compliance, administrative leadership and/or team building.
3. Valid driver's license at time of appointment and throughout employment. Private auto allowance may be paid pursuant to Section 350-183 of the Milwaukee Code.
4. Registration as an Environmental Health Professional in the State of Wisconsin within two years of appointment and throughout employment.
5. Certificates of completion of IS-100c, IS-200c, and IS-700b, within six months of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

NOTICE: Please do not attach your academic transcripts to your employment application. The hiring department will verify candidates' education as part of the background screening process prior to extending any job offers.

DESIRABLE QUALIFICATIONS

- Ability to read, write, and speak Spanish, Hmong, Burmese or Rohingya.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Knowledge of emergency planning, preparedness and response management at the local, state and federal level.
- Planning and organizing skills to coordinate drills and exercises with MHD personnel and outside agencies.

- Ability to learn and apply knowledge of acute communicable and chronic disease epidemiology.
- Knowledge of statistical reporting systems and the ability to learn job-related public health informatics.
- Ability to read, analyze and interpret job-related scientific and technical journals.
- Ability to effectively utilize computer applications, including database, internet, spreadsheet, word processing, presentation, mapping, modeling, and statistical packages.
- Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.

Communication and Interpersonal

- Team building skills, including the ability to support objectives, partner on the completion of assignments, and assist in the training and mentoring of staff.
- Strong verbal communication skills, including the ability to effectively present information to internal and external groups at various levels of expertise.
- Strong written communication skills, including the ability to write speeches and articles for publication.
- Ability to build and maintain effective working relationships with a multi-cultural, multi-disciplinary staff, other agencies and the public.
- Ability to work cooperatively and effectively with coworkers and residents whose backgrounds may differ from one's own.
- Ability to resolve conflict while listening to others and keeping emotions under control.
- Ability to remain objective and open to others' views and contribute to building a positive team spirit.
- Ability to provide services in a culturally sensitive manner.
- Ability to respond to inquiries or complaints from customers, regulatory agencies and/or members of the business community.

Judgment and Project Management

- Project management skills to manage caseloads in various stages of completion.
- Ability to pursue training and development opportunities and strive to continuously build knowledge and skills.
- Ability to exercise sound judgement.
- Ability to analyze complex situations, diagnose problems and formulate solutions.
- Ability to demonstrate accuracy, thoroughness and organization to complete tasks efficiently.
- Honesty, integrity, the ability to maintain confidentiality and responsible stewardship of City resources.

CURRENT SALARY

The current salary range (2HN) is **\$70,165-\$81,507** annually, and the resident incentive salary range for City of Milwaukee residents is **\$72,270-\$83,952** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

BENEFITS

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Wisconsin Retirement System (WRS) Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Paid Parental Leave
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance

- Tuition Benefits
- Paid Vacation
- 12 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of education, experience and/or responses to supplemental questions; a written or performance test, a structured interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to structured interviews and performance examinations. Structured interviews may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The selection process will be held as soon as practical after the deadline listed above. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the selection process components. Unless otherwise required by law, the City of Milwaukee will not provide alternative selection process dates or times. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <https://www.jobapscloud.com/MIL/>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202

CONCLUSION

EEO=206

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.



Elizabeth Durkin

Response Required ~ Confirming Required Coursework

Nelson, Nola

Wed, Jun 5, 2024 at 12:13 PM

To: @gmail.com

Hello Elizabeth,

This communication is in response to the appeal you initiated via email message to Elizabeth Moore/City Service Commission dated May 16, 2024, in which you questioned the rejection of application notice you received for the Emergency Response Planning Coordinator position with the City of Milwaukee Health Department.

A second review of your application materials is currently being conducted to determine if your application may re-enter the selection process.

The minimum requirements for the position as posted on the job announcement bulletin include the following:

1. Bachelor's degree in chemistry, physical or natural sciences, public/environmental health or a related field from an accredited college or university including at least two college-level courses in microbiology, biology, or anatomy and physiology.
2. Two years of progressively responsible experience in a health-related field performing duties related to emergency preparedness or environmental health surveillance and/or investigation.
3. Valid driver's license at time of appointment and throughout employment. Private auto allowance may be paid pursuant to Section 350-183 of the Milwaukee Code.
4. Registration as an Environmental Health Professional in the State of Wisconsin within two years of appointment and throughout employment.
5. Certificates of completion of IS-100c, IS-200c, and IS-700b, within six months of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

By reply to this email, please confirm that you have completed at least two college-level courses in microbiology, biology, or anatomy and physiology; Note: The hiring department will verify candidates' education as part of the background screening process prior to extending any job offers.

Thank you,

Nola



Nola M. Nelson (she/her/hers)

Human Resources Representative

City of Milwaukee, Department of Employee Relations

City Hall, [200 E. Wells St., Room 706, Milwaukee, WI 53202](#)

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements.



Elizabeth Durkin

Response Required ~ Confirming Required Coursework

Elizabeth Durkin

Thu, Jun 6, 2024 at 9:15 AM

To: "Nelson, Nola"

Dear Ms. Nelson,

Thank you for the opportunity to explain my undergraduate coursework. I did not know verification of undergraduate classes was expected in the initial application because the job description stated "the hiring department will verify candidates' education as part of the background screening process prior to extending any job offers" but I am happy to provide that information now. I successfully completed the following college-level classes related to biology and anatomy and physiology:

Course: Topics in Biology -- Insects

School: Cornell College

Description: Introduction to entomology. Evolutionary, morphology, physiology, ecology, and biology of insects. Also studied the economic, historical, and literary significance of insects. Included classroom and field components.

Relevance: Biology

Course: Child Development

School: Cornell College

Description: Physiological and cognitive human development from conception through middle childhood. Included classroom, supervised fieldwork, and research components.

Relevance: Anatomy and physiology

Course: Adolescent Development

School: Cornell College

Description: Applied research-based course on the biological and cognitive influences on human development during adolescence, with an introduction to the endocrine system, as well.

Relevance: Anatomy and physiology

Course: Learning and Cognition

School: Cornell College

Description: Behavioral neuroscience (a subdivision of biology) course covering neural processes involved in learning, cognition, and memory. Included classroom and lab components.

Relevance: Biology; Anatomy and physiology

Course: Intimate Relationships

School: Cornell College

Description: Study of the biological, cognitive, theoretical, and experimental psychological research on human relationships. Included classroom, observational research, and lab components.

Relevance: Biology

Course: Research Methods

School: Cornell College

Description: Research methodology for behavioral neuroscience (a subdivision of biology). Experimentation, design, hypothesis development, sampling, and ethics. Execution of all aspects of the research process.

Relevance: Biology

I also completed Physical Geology -- a college-level earth science course, not biology or anatomy and physiology -- which I mention only for the purpose of being comprehensive. The course included classroom and lab components.

For ease of verification, the transcripts that I previously submitted to DER for hiring purposes are still relevant. I have not earned additional degrees since that time. I am also happy to re-submit the transcripts I previously submitted, if needed.

I also want to make sure I address the two issues originally raised in the letter dated 5/8/2024, which stated I did not meet the minimum requirements of a Bachelor's degree and two years of progressively responsible work experience in the field of emergency preparedness. Please let me know if there is any information I can provide that would help clarify my relevant education or experience. Thank you!

Sincerely,

Elizabeth Durkin



Elizabeth Durkin

Response Required ~ Confirming Required Coursework

Elizabeth Durkin

Thu, Jun 13, 2024 at 5:06 PM

To: "Nelson, Nola"

Dear Ms. Nelson,

I'm reaching out to follow up on the email I sent on 6/6/2024 regarding verification of undergraduate science classes for the Department of Employee Relations. Is there anything other than the information provided in that email that I should be submitting at this time in order to verify my undergraduate coursework?

I would also like to follow up again on the appeal I submitted on 5/16/2024, which addressed issues raised in a letter dated 5/8/2024. Is there additional information required from me for that appeal?

Sincerely,

Elizabeth Durkin