



Department of Employee Relations

Cavalier Johnson
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: January 11, 2022

Health Department

Current	Recommended
New Position	Public Health Compliance Officer PR 2JX (\$62,338 - \$87,270) Recruitment at any rate in the range with DER approval (One Position)

Note: Residents receive a rate that is 3% higher. The rates in this report are as of Pay Period 1, 2022 (December 26, 2021), the effective date of this report, and will change in Pay Period 2, 2022 (January 9, 2022) due to the 2% across the board increase.

The Milwaukee Health Department (MHD) has requested a classification study for a new position authorized in the 2022 budget. It is in the Policy, Innovation and Engagement Division and will work with regulatory compliance. A job description was provided, and discussions were held with Michael Totoraitis, Phd, Data and Evaluation Director; Sonia Allana, Human Resources Officer; and Sarah Wangerin, Human Resources Analyst-Senior.

This new position will perform a full range of professional duties relating to regulatory compliance of the MHD and ensure compliance with internal process and procedure as well as state and federal mandated policies and laws such as HIPPA (Health Insurance Portability and Accountability Act of 1996); lead policy development related to program performance; lead and coordinate evaluations that impact public health systems; support organizational strategic planning; research and develop workforce development training programs to enhance performance outcomes related to priority health concerns; and assist in detecting and lead the analysis and deterrence of programmatic and administrative risks, and communicate the findings to department leadership, elected officials, and community stakeholders. Duties and responsibilities include the following.

50% Performance Management

- Establish a performance monitoring and reporting system and provide frequent progress reports including performance status and quality improvement outcomes.
- Collaboratively design an information technology infrastructure required to support a department-wide performance and quality improvement system and open data sharing with the community.
- Research, develop, and implement performance management processes including a department-wide training to ensure compliance with a program management system reporting tool, and materials to expand the department's capacity related to data.
- Establish and maintain systems for tracking key performance indicators by continuously reviewing and analyzing the alignment of program performance and department goals and

strategies; and incorporate existing indicators and tracking into a new robust system identified and lead by this position.

- Synthesize existing performance tracking into an improved performance monitoring system; serve as the internal expert on performance monitoring and management; and support each branch and respective programs as MHD centralizes the oversight of key performance indicators.
- Support the development of MHD's Annual Report for the Mayor and Common Council and the Community Health Assessment.

30% Compliance Administration

- Lead the development and administration of compliance policies and programs including reviewing, analyzing, and updating state and federal public health statutes and MHD policy under HIPAA.
- Serve as the department expert on HIPAA and privacy regulations; develop and integrate department-wide HIPAA privacy policies and procedures and assure they are up to date for Privacy Regulations; investigate any HIPAA privacy complaints from MHD staff and the public and assure documentation; answer staff questions related to privacy and the release of protected health information; and train, implement, and monitor staff on HIPAA and Privacy Regulations.
- Serve as the Medical Records custodian for patient requests.
- Serve as the Limited English Proficiency Coordinator for the Department; and conduct ongoing efforts to implement policy changes ensuring staff have appropriate resources to provide language assistance.
- Lead MHD staff to maintain compliance through reviews, surveys, and audits related to state and federal mandated regulations (HIPAA, Privacy Regulations, and Civil Rights Compliance); conduct walk-through audits to ensure that state statutes are applied; and discuss and provide guidance to Program Managers on best practices related to compliance.
- Monitor MHD's compliance with contract and grant requirements for all MHD programs and monitor administrative procedures.
- Work with Division and Program Managers to identify potential areas of compliance vulnerability and risk, and direct corrective action for resolution of issues; oversee the timely and accurate reporting for contract requirements; and prepare MHD for audits and other compliance reviews from the federal or state government or grantors and coordinate the organizational response and action plans.
- Act as a contract liaison in the community for Business Associate Agreements and Memorandum of Understandings between MHD and outside agencies including the State Department of Public Health, community-based organizations, Block Grant Administration, private agencies, and other City departments; and maintain and ensure all agreements are up to date.

15% Open Records Processing

- Document and process all open and medical records requests received by MHD; assure that all requestors are communicated with regularly to update the status of their request; and comply with all open and medical records requests by providing information the department has available.
- Provide updates to city attorneys regarding open records requests that are flagged as large requests, law firm and/or litigation requests, and those that will take an unusually large amount of staff time and resources.
- Perform critical analyses of responsive documents and ensure they are reviewed consistently with MHD's and the State of Wisconsin's statutes, regulations, policies, and guidance; and confer and interact with managers and their staff on important open records legal and policy questions that arise in the context of processing requests; and track, maintain and document open records requests with accurate files of information.

5% Other Duties

- Perform other duties as assigned including responding to an emergency or broad band event and providing support to one or several program areas.

Requirements include a bachelor's degree in business, public administration, health administration, or related field and four years of related experience. A master's degree is desirable. Equivalent combinations of education and experience may also be considered.

The MHD has had a position in the past with the classification of Compliance Analyst in Pay Range 2GX (\$51,469 - \$72,063). The position performed a full range of professional duties relating to the compliance function in the MHD such as ensuring compliance with internal processes and procedures as well as state and federal mandated policies and laws. In discussions with the department, it was indicated that this position will have additional duties and responsibilities from when the position previously existed, and the department is requesting a higher-level classification. These additional duties and responsibilities include the following.

- Leading policy development related to program performance.
- Leading and coordinating evaluations that impact public health systems.
- Supporting organizational strategic planning.
- Researching and developing workforce development training programs to enhance performance outcomes related to priority health concerns.
- Assisting in detecting and leading the analysis and deterrence of programmatic and administrative risks; and communicating findings.

Comparisons were made to other City positions and one similar position is Human Resources Compliance Officer in Pay Range 2JX (\$62,338 - \$87,270). The basic function of this position is, under the direction of the Employee Relations Director, be responsible for providing guidance to City managers and staff relative to their rights, roles and responsibilities in the areas of Equal Employment Opportunity, disability accommodation requests, Family Medical Leave Act, labor management disputes and related human resources policies; conduct employee complaint investigations; serve as the City's Americans with Disabilities Act (ADAAA) Coordinator; manage the City's accrued time-off donor program; and review, recommend, and update citywide policies to ensure compliance with local ordinances and state and federal laws. Requirements include a bachelor's degree in human resources, public administration, business administration, social science or closely related field and five years of related experience.

Both positions have a leadership role in ensuring the City's compliance with federal, state, and local laws, statutes, policies and procedures. Although the Human Resources Compliance Officer has more citywide responsibility, this new position under study is working with numerous changing grants and programs that have additional requirements and guidelines to follow. This position also is supporting the implementation of a new health records system and has extensive responsibility for performance management to assist with department compliance. Another classification in this pay range that has compliance responsibilities is Grant Compliance Manager in the Community Development Block Grant Division (CDBG) of the Department of Administration. We recommend this new position also be placed in Pay Range 2JX (\$62,338 - \$87,270). We further recommend recruitment flexibility at any rate in the range with the approval of DER. To reflect the higher-level duties and responsibilities we agree with the requested title of Public Health Compliance Officer.

This report therefore recommends classifying this new position as Public Health Compliance Officer in Pay Range 2JX (\$62,338 - \$87,270) with the ability to recruit at any rate in the range with the approval of DER.

Action Required – Effective Pay Period 1, 2022 (December 26, 2021)

In the Salary Ordinance:

Under Pay Range 2JX:

- Add the title 'Public Health Compliance Officer' and apply footnotes (4) and (11).

In the Positions Ordinance:

Under Health Department, Policy Innovation & Engagement Division, Community Health Planning and Coordination:

- Delete one position 'Compliance Analyst (X)(Y)'
- Add one position 'Public Health Compliance Officer (X)(Y)'

Prepared by: Sarah Trotter
Sarah Trotter, Human Resources Representative

Reviewed by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager



Reviewed by: _____
Makda Fessahaye, Employee Relations Director

