

September 7, 2023

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 Program Assistant III, Charlicia Brown be extended three (3) months to January 2, 2024. This is the first request for an extension of probation.

### **Background**

The Program Assistant III is assigned to the Human Resources team to provide confidential administrative support to the Human Resources team. May perform a full-range of professional duties relating to the human resources function including but not limited to: investigations, payroll, compliance, audits, employment verifications, unemployment claim submission, HR system audits, recruiting and hiring, and maintenance of confidential records.

### **Current Situation**

Charlicia's probationary period is set to end on October 2, 2023. Charlicia has some areas where improvement is needed, mainly due to a shift in her job duties and the need for additional training (full performance improvement plan is attached). We originally had her doing payroll duties, to ensure she knew how to do those functions within the Milwaukee Health Department. The job she applied for included functioning as the backup to payroll. She is now focusing on the other job duties outlined in her job description (attached).

### **Performance Concerns**

- Initiative - Charlicia does not consistently communicate when she has completed work which has resulted in delays in new assignments being started.
- Productivity - Charlicia is still learning which is resulting in longer time frames to complete work projects. At times she appears distracted by other things.
- Knowledge - At this time, due to lack of training, we have been unable to add additional more complex tasks. We have also talked about enhancing her ability to use the software programs used by the HR team.

### **Action Plan**

- Charlicia will work to improve her attention and focus to meet her work obligations. She has started doing this as of the submission of this letter.
- Charlicia will continue to use standard operating procedures and ask questions when something is unclear. She has started using the SOPs and amending them when they are unclear.
- Charlicia will proactively communicate about her work assignments upon completion or if she needs an extension to complete the project. She has started doing this at the time of submission of this letter.

- Charlicia will engage in online learning to improve her skills in the use of Microsoft office programs, Teams and SharePoint. She and her manager will work together to develop a training plan.

### **What is working**

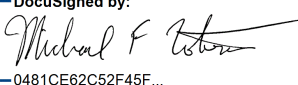
We appreciate many qualities Charlicia brings to the work environment. Charlicia cares deeply about the work the Milwaukee Health Department does in service to the community, is interested in learning new things, brings a fresh and candid perspective to the team and takes time to get to know her team and others within the organization; we hope that three additional months will provide her the time she needs to obtain the training needed and to be successful in her role.

### **Conclusion**

An extension of 3-months probationary period for Program Assistant III, Charlicia Brown, will allow the employee more time to hone in on the skill sets that are currently below job requirements. The categories for additional attention include: productivity, knowledge and initiative. We are confident these categories can be accomplished through the action plan designed by the manager of Charlicia Brown.

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

Sincerely,

DocuSigned by:  
  
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Michael F. Totoraitis, PhD  
Commissioner of Health