



DISCIPLINARY REDUCTION NOTICE (Demotion)

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| DER REPORT NO. |

CS-113 r. 06/5/19

Distribute a copy to:

- Employee
- Department
- Employees' Retirement System
- Dept. of Employee Relations – send within 48 hours to DERpersonnelforms@milwaukee.gov

Date: **02/08/2024**

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|-----------------------|-------------------|--|-----------------------------|
| Employee: | Jeanette McKnight | Pension No. | Employee ID. No.: 017964 |
| Department/Bureau: | Health | Race: BLACK | |
| | | Gender: <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female | |
| Division: | Clinical Services | Div. No.: 3814 | |
| | | Loc. No.: | |
| Immediate Supervisor: | Lindsey Page | | |

In accordance with City Service Commission Rule XIV, Section 12, you are hereby reduced effective at 02/19/2024 at 8am (am / pm) on _____ (date) from Program Assistant II (Job Title) to Office Assistance II (Job Title) for the following cause(s).

I. Description of Situation (provide specifics including prior discipline, if any):

On November 10, 2023 Infectious Disease Program Manager, Lindsey Page, brought forth concerns to Human Resources regarding the accuracy of Ms. McKnight's telework logs. After further review of her telework schedule logs, many discrepancies were found between what she had logged in her telework schedule and documented in the various systems.

Some of the most egregious discrepancies include 11/30/2023, where 2 hours were logged to Answer/Return phone calls and 4 hours were logged to school callbacks. After reviewing her Verizon call logs, it was discovered that 47 minutes of calls were logged on her phone. After reviewing Ms. McKnight's Outlook for 11/30/2023, she had received 12 emails and sent 1 email out. None of the emails received were from schools and the email sent out was her telework log to her supervisor. On 11/16/2023, Ms. McKnight logged 2 hours to Answer/Return phone calls. According to her Verizon call log, 28 minutes of calls were logged on her phone. After reviewing Ms. McKnight's Outlook for 11/16/2023, she had received 20 emails and sent 4 emails out. Of the 20 emails received 11/16/2023, 14 were general (Health All, Dept Specific, etc.) or voicemails. Of the 4 sent emails, 3 were in connection with an individual's vaccine history, and the last email sent out was her telework log to her supervisor. On 11/09/2023, 1 hour and 30 minutes were logged to Answer/Return phone calls and 4 hours were logged to Immunization Assessment Calls. After reviewing her Verizon call logs, it was discovered that 73 minutes of calls were logged to her phone. After reviewing Ms. McKnight's Outlook for 11/09/2023, she had received 15 emails and sent 4 emails out. Of the emails received, 12 were general emails, and the of emails sent out, 2 were related to Immunization Assessments and the last email sent out was her telework log to her supervisor.

Discrepancies were also found regarding TB Billing. On Ms. McKnight's 9/28/23 telework log, 2 hours were logged for TB Billing. An audit in Patagonia Health electronic records showed that she was viewing in the system at 2:38pm on 9/28/23, but no edits were made. On 10/12/2023 Ms. McKnight logged 1 hour and 30 minutes for TB Billing. The audit showed user views from 10:44am -10:51am along with edits completed from 10:48am – 10:51am. On Ms. McKnight's 11/30/2023 telework log, 1 hour was logged for TB Billing. The audit showed user views from 3:04pm – 3:18pm with an additional view at 4:05pm. Edits were shown from 3:16pm – 3:18pm, and again at 4:05pm.

Additionally, on 11/16/2023, Ms. McKnight had logged 2 hours of time to Vaccine usage report. There were



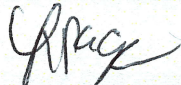
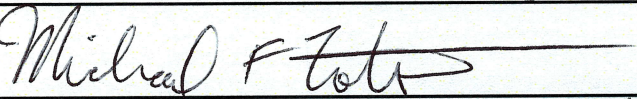
4 reports that were saved beginning at 9:05am, with the last report saved at 9:14am.

Lastly, a predischarge meeting was held on January 8, 2024. During this meeting you denied having outside employment and you stated you had evidence to prove you were working during the times in which your records appear to conflict with the systems in which your phone calls are tracked. You were asked to provide the additional documentation you said was in your possession and you did not provide the documentation to support your assertion.

The discrepancies listed are in violation of the City's Time Entry and Approval Policy as well as City Service Rule XIV, Section 12, paragraph Q, Has refused or failed to comply with departmental work rules, policies or procedures, and paragraph S, has falsified, or made unauthorized modification or alteration of any city record or report. To impress upon the seriousness of Ms. McKnight's violations we are imposing a disciplinary demotion. Please be advise that any further violation of MHD Rules of Conduct may result in more severe disciplinary action, up to and including discharge from civil service employment.

RIGHT OF APPEAL must be exercised within three days of receipt of the notice:

- 1) A regularly appointed Civil Service employee (*one who has completed his/her probationary period*) may appeal in writing to the City Service Commission within three days of receipt of this notice.
- 2) Employees in a department under the supervision of a board or commission of three or more members must appeal to that board or commission.

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| Date: 2/8/2024 | Reporting Authority Signature:  |
| Date provided to Employee | Title: Infectious Disease Program Manager |
| | Department Head Signature:  |
| | Title: Commissioner of Health |