

# ***RESOLUTION NO.: 84—2017-18***

TO THE HONORABLE, THE OUTAGAMIE COUNTY BOARD OF SUPERVISORS

LADIES AND GENTLEMEN:

***MAJORITY***

The County Executive has requested the following position, and the same has been included in the 2018 COUNTY EXECUTIVE BUDGET:

Create: (1) Full-time Reception Assistant

NOW THEREFORE, the undersigned members of the Legislative/Audit & Human Resources Committee recommend adoption of the following resolution.

BE IT RESOLVED, that the Outagamie County Board of Supervisors does hereby and herewith authorize and approve of amending the TABLE OF ORGANIZATION FOR THE BREWSTER VILLAGE COST CENTER, 5017665, by creating (1) full-time Reception Assistant position effective January 1, 2018, as described in the attached which by reference are made a part hereof, and

BE IT STILL FURTHER RESOLVED, that the aforementioned budget is hereby confirmed to include the new position(s) and the attendant budget expenditures and revenues as are detailed in the attached, and

BE IT FINALLY RESOLVED, that the Outagamie County Clerk be directed to forward a copy of this resolution to the Brewster Village Director, and the Outagamie County Human Resources Department.

Dated this \_\_\_\_ day of November 2017

Respectfully Submitted,

LEGISLATIVE/AUDIT &  
HUMAN RESOURCES COMMITTEE

\_\_\_\_\_  
Travis Thyssen

\_\_\_\_\_  
Cathy Spears

\_\_\_\_\_  
Shane Griesbach

\_\_\_\_\_  
Patrick Meyer

\_\_\_\_\_  
John Foss

Duly and officially adopted by the County Board on:\_\_\_\_\_

Signed: \_\_\_\_\_

Board Chairperson

\_\_\_\_\_  
County Clerk

Approved: \_\_\_\_\_

Vetoed:\_\_\_\_\_

Signed: \_\_\_\_\_

County Executive



## Organizational Change Request

*Every effort should be made to complete these requests during the annual budget process. Exceptions will be considered outside the budget process when appropriate and necessary*

**This form contains four separate parts. Title Changes require only Part I and Part II to be completed. Forms should be thoroughly completed and submitted to the Human Resources Director. If you have questions when completing this form, please contact the Human Resources Director at 832-1670 or [lisa.lux@outagamie.org](mailto:lisa.lux@outagamie.org).**

### **PART I: GENERAL INFORMATION:**

Change(s) being Requested: Add New Position to TO

Effective Date of Change: 1/1/2018

Department: Brewster Village

Department Head: Morgan Hinkley

Cost Center: 5017665

Employee Group: AS&P

#### **Justification for Change:**

(Include: key benefits of adding position, impact of not adding position, amount of overtime currently being worked, backlog situation, etc... Avoid generalities and provide specific data points.)

**Key Benefits:** As the need for short term rehab has increased, Brewster Village has continued to provide for that need. Additionally, there has been increase of individuals staying at Brewster Village of which the primary payor source is Medicare Advantage (Medicare Part C). The latter coincides with a change in health care as an industry, in which managed payer systems are expecting shorter hospital stays and a great dependence on lower levels of care (i.e. nursing homes). What these changes have compounded is a significant increase in workload related to medical records maintenance and requests for records from managed care companies. Additionally, visitor foot traffic and phone calls have increased. As compared to 2012 and sooner, there is at least a 30% increase in people moving into (and moving out of) Brewster Village. This person would serve as a greeter to visitors and villagers as they come to Brewster Village, but also assist with medical record maintenance (i.e. scanning for purposes of "paperless").

**Impact Denial of Request:** Continued use of temporary workers through the Senior Service Worker program when available. Medical records maintenance will continue to backlog. Visitors and greeters will be faced with continuing to ring a bell to prompt assistance. Business Office staff will continue to be interrupted to answer phones, assist guests, lending to further inefficiencies (overtime).

**Amount of Overtime (other incurred costs):** Senior Service Worker Program, overtime incurred in Business Office staff (in part as a result of interrupted work).

**Backlog:** Medical records scanning, filing, etc. Maintain less interrupted work of other staff



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### Other Alternatives Considered:

☒ Temporary Help      ☒ Part-Time vs. Full-Time      ☒ Help from other depts.  
☒ Use of Overtime      ☒ Process Improvements

### Fiscal Impact of Change:

☒ Cost Neutral      ☐ Cost Reduction      ☐ Cost Increase

### FTE Headcount Impact of Change\*:

☐ Headcount Neutral      ☐ Headcount Reduction      ☒ Headcount Increase

(\*note: any change in FTE count or substantial fiscal impact requires approval by Committee of Jurisdiction, Finance Committee, Leg/Audit/HR Committee, and Board of Supervisors.)

### **PART II: CHANGE DETAILS** - Complete the appropriate section below for the type of change being requested.

#### **POSITION ADDITION** (i.e. addition of entirely new position or one or more of the existing position)

Position Title: Reception Assistant

Type of Addition: ☒ Add completely new position      ☐ Add to existing position in TO

How many? 1

Position is: ☒ Full Time: ☐ Part Time:

#### Additional Communications/Approval Required:

- ☒ Provide updated Job Description to HR
- ☒ Comprehensive Position Questionnaire and Market Analysis completed (as determined by HR Director – for brand new or upgraded positions only)
- ☒ Inform Committee of Jurisdiction
- ☒ Approval from Leg/Audit/HR Committee
- ☒ Board of Supervisors Approval

### **PART III: CURRENT AND FUTURE ORG VISUAL**

Attach a copy of your current Table of Organization and proposed Table of Organization for any change(s) indicated in this document.

### **PART IV: FINANCIAL DATA** - List the total expenditures, revenues and savings pertaining to this request.

#### ANNUAL CURRENT EXPENDITURES

Salary	\$	<input type="text"/>
Fringe Benefits	\$	<input type="text"/>
Travel/Training	\$	<input type="text"/>
Supplies	\$	<input type="text"/>

#### ANNUAL PROPOSED

Salary	\$	<input type="text" value="32218"/>
Fringe Benefits	\$	<input type="text" value="11608"/>
Travel/Training	\$	<input type="text"/>
Supplies	\$	<input type="text" value="3500"/>



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Capital Outlay \$ <input style="width: 150px;" type="text"/>	Capital Outlay \$ <input style="width: 150px;" type="text"/>
TOTAL \$ <input style="width: 150px;" type="text"/>	TOTAL \$ 47,326

### REVENUES

Description:

	\$ <input style="width: 100px;" type="text"/>
	\$ <input style="width: 100px;" type="text"/>
TOTAL	\$ <input style="width: 100px;" type="text"/>

### COST SAVINGS

Description:

Salaries - Administrative Coordinator (combined 2 positions in	\$ <input style="width: 100px;" type="text"/>
Purchased Services - other special obligations/contract	\$ <input style="width: 100px;" type="text"/>
TOTAL	\$ 52076

\* If you are requesting a position that will only be funded initially for a part of a year, please complete the Annual Salary and Annual Fringe Benefits Cost using the annual cost based on the start date of the change.

**NOTE:** If any changes are made in the above budget, please contact Human Resources Department, Lisa Lux, ext. 1670, and Financial Services, Brian Massey, ext. 1675 or Julie Beauchamp, ext. 1674. It is extremely important that the information contained here match the figures shown in the budget.

Reviewed By:	<input type="checkbox"/>	Date: 5/19/2017
Department Head:	<input type="checkbox"/>	Date: 5/19/2017
HR Director:	<input checked="" type="checkbox"/>	Date: 6/15/2017
County Executive:	<input type="checkbox"/>	Date: <a href="#">Click here to enter a date.</a>

### REQUEST:

☐ Approved   ☐ Denied

Resolution Number: [Click here to enter text.](#)

**POSITION DESCRIPTION**

<b>POSITION TITLE</b>	Reception Assistant	<b>POSITION CLASSIFICATION</b>	<input checked="" type="checkbox"/> Exempt/Salaried <input type="checkbox"/> Non-Exempt/Hourly
<b>DEPARTMENT</b>	Brewster Village	<b>EMPLOYEE GROUP</b>	Select from Drop Down Menu
<b>REPORTS TO POSITION</b>	Financial Services Director	<b>DIRECT REPORT POSITIONS</b>	Click here to enter text.
<b>SALARY GRADE</b>	Click here to enter text.	<b>POSITION TYPE</b>	Regular
<b>TYPICAL WORKWEEK</b>	<input checked="" type="checkbox"/> 40 Hours Minimum <input type="checkbox"/> 37.5 Hours Minimum <input type="checkbox"/> Click here to enter text.	<b>BLOOD BOURNE PATHOGENS</b>	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C

**POSITION PURPOSE** Reporting to the Brewster Village Financial Services Director, the Reception Assistant performs a wide range of office support functions including records maintenance and requests and, greets and assists villagers and visitors in person and by phone.

**KEY RESPONSIBILITIES** The following duties are most critical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

*(Include no more than 10 – note: when copying and pasting into this document you must add each responsibility individually)*

- Welcomes and greets visitors and villagers in person or on the telephone; answering or referring inquiries.
  - Maintains the reception and lobby area (including supplies and organization).
  - Assists to maintain villager records, scanning and retaining records into electronic database.
  - Facilitates completion of medical records requests.
  - Assists Medical Records Specialists with villager appointment coordination.
  - Maintains operations by following policies and procedures; reporting needed changes.
  - Contributes to team effort by accomplishing related results as needed.
  - Engages, at least weekly, with villagers in support of the mission of Brewster Village and maintains regular and predictable attendance, works overtime/extra hours as required.
  - Maintains a safe, comfortable and functional environment by assessing for potential hazards, implements practices utilizing appropriate techniques regarding sanitation, infection control, fire safety, disaster preparedness and emergency care, investigates and reports all incidents and accidents, and observes the team for safe work habits.
- Click here to enter text.

**EDUCATION/CERTIFICATIONS/WORK EXPERIENCE REQUIREMENTS** (include no more than 10)

- Associate degree or Technical Diploma of Medical Administrative Professional, Office Assistant, Medical Office Assistant, or a related field, with three to five years reception and/or clerical experience in a health care setting preferred. Or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

**REQUIRED OR PREFERRED SKILLS** (include no more than 10)

- Ability to see person-directed living as an important component in providing residents with a sense of health and well being.
- Ability to operate a variety of office equipment including personal computer, photocopier, telephone, fax machine, audio/visual, and imaging equipment.
- Ability to engage exemplary organizational skills with strong attention to detail while managing time according to deadlines and remaining flexible.

**POSITION DESCRIPTION**

- Ability to comprehend and interpret a variety of documents including medical reports and charts, billing invoices, policy and procedure manuals, etc.
- Ability to proficiently multitask and prioritize while supporting a variety of staff and functions.
- Ability to communicate effectively with a professional and courteous disposition with visitors, Brewster Village team members, villagers, medical affiliates, and others verbally and in writing.
- Ability to assure that federal, state and local laws as well as accepted professional standards and principles of professional organization, boards and councils are followed.
- Ability to understand the importance of modeling positive attitudes and behaviors.
- Click here to enter text.
- Click here to enter text.

**ADDITIONAL NOTES** (*physical requirements, secondary language requirements, etc.*)

Click here to enter text.

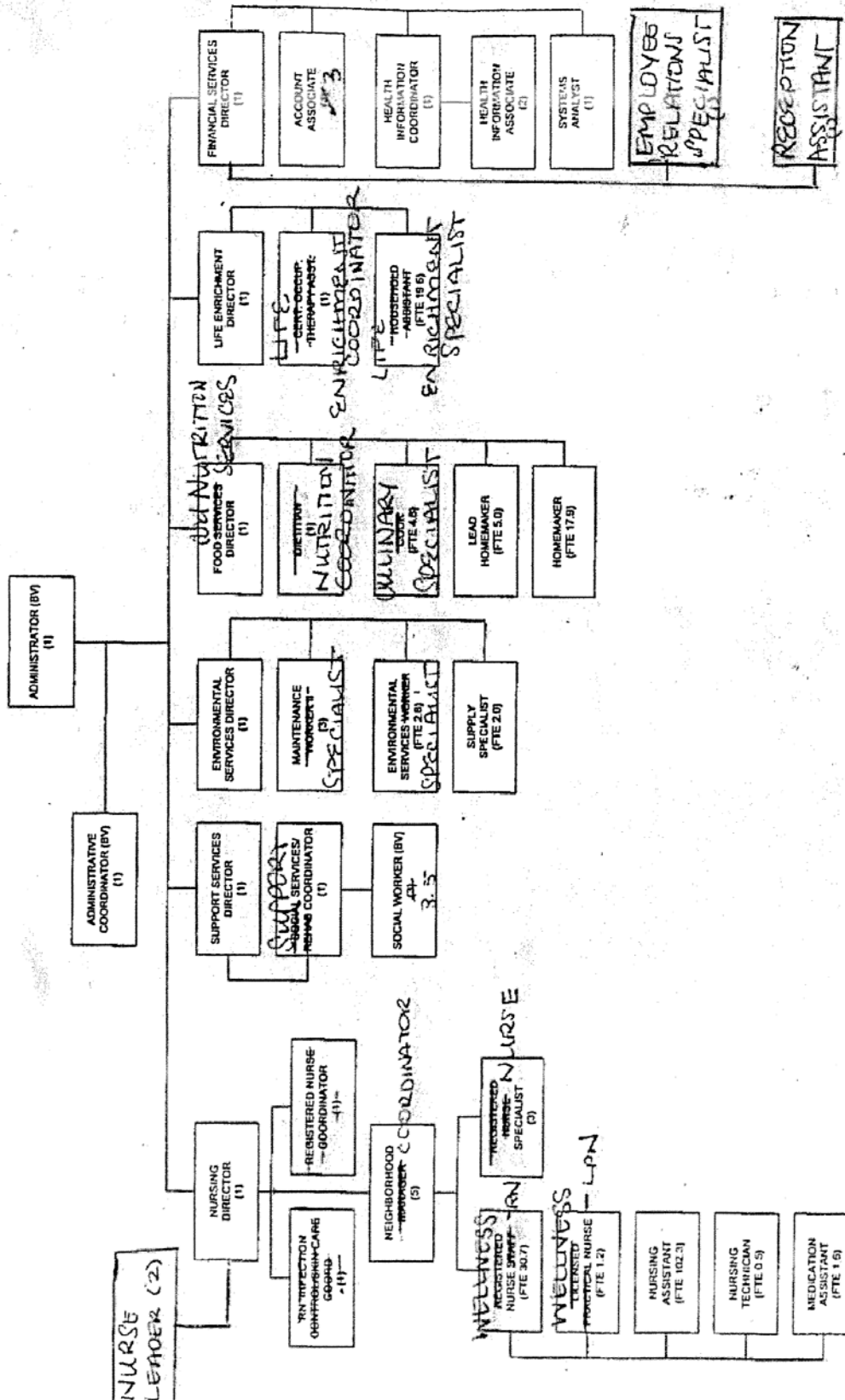
<b>REVIEWED BY:</b>	X Lisa Lux <input type="checkbox"/> Cindy Golden	<b>DATE:</b> 6/21/2017
<b>APPROVED BY:</b> (Manager/Dept Head)	Morgan Hinkley	<b>DATE:</b> Click here to enter a date.
<b>LAST UPDATED BY:</b>	Click here to enter text.	<b>DATE:</b> Click here to enter a date.
<b>EXEMPT POSITION:</b> May be eligible for compensatory time after: X 40 Hours <input type="checkbox"/> 45 Hours (Grade 12 and above) <input checked="" type="checkbox"/> Not Applicable		
<b>POST OFFER PRE-EMPLOYMENT EXAM REQUIRED:</b>		
<b>DRUG TEST REQUIRED:</b> <input type="checkbox"/>		
<b>TYLER-MUNIS POSITION NUMBER:</b> Click here to enter text.		

OUTAGAMIE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE COUNTY WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGES BOTH PROSPECTIVE EMPLOYEES AND INCUMBENTS TO DISCUSS POTENTIAL ACCOMMODATIONS WITH THE EMPLOYER.

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BREWSTER VILLAGE

11/07/2016