

# ***RESOLUTION NO.: 90—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:

Eliminate: (21) Full-time and (2) Part-time Support Specialist III  
Create: (21) Full-time and (2) Part-time Senior Support Specialist

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 HEALTH & HUMAN SERVICES DEPARTMENT, COST CENTER, 2065010, by eliminating (21) full-time and (2) part-time Support Specialist III positions and creating (21) full-time and (2) part-time Senior Support Specialist positions effective January 1, 2018, as described in the attached which by reference are made a part hereof, and

BE IT 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 Health & Human Services Director and the Human Resources Department.

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

Respectfully Submitted,

LEGISLATIVE/AUDIT &  
HUMAN RESOURCES COMMITTEE

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Travis Thyssen

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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: Health and Human Services

Department Head: Rosemary Davis

Cost Center: 2065010

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.)

This request involves eliminating 21 full-time and 2 part-time Support Specialist III positions and creating 21 full-time and 2 part-time Senior Support Specialist positions.

The Department of Health and Human Services currently has 35 System Support staff that perform the same type of work; however, they have different titles and are graded differently:

- 21 full-time and 2 part-time Support Specialist III's
- 9 full-time and 3 part-time Senior Support Specialists

The duties and responsibilities, as well as the knowledge, skills, and abilities for both of these titles listed above are very similar in the job descriptions. The Senior Support Specialists actually require less education than the Support Specialist III's but are paid more according to the salary range.

We utilize the same set of standards for test scores for both of these positions.

Reducing the number of titles and having the positions graded the same provide equity. Additionally, all 35 System Support staff are required to cover in every area for vacations, sick leave, meetings, etc. and have the knowledge on how to perform the same duties in that area, no matter if you are a Support Specialist III covering for a Senior Support Specialist.

Duties in these areas continue to increase for all of System Support. As more HHS staff become acclimated with Dictaphone and use additional technology such as tablets and smart phones to dictate, the need for System Support staff to comply with the three-day turn around



## 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*

- ✓ Board of Supervisors Approval – *Required if outside of budget process and if change impacts overall department FTE count or has significant fiscal impact.*

### **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	\$ 796,998
Fringe Benefits	\$ 498,301
Travel/Training	\$
Supplies	\$
Purchased	\$
Capital Outlay	\$
<b>TOTAL</b>	\$ 1,295,299

#### **ANNUAL PROPOSED**

Salary	\$ 835,845
Fringe Benefits	\$ 522,966
Travel/Training	\$
Supplies	\$
Purchased	\$
Capital Outlay	\$
<b>TOTAL</b>	\$ 1,358,811

#### **REVENUES**

Description:

	\$
	\$
<b>TOTAL</b>	\$

#### **COST SAVINGS**

Description:

	\$
	\$
<b>TOTAL</b>	\$

**DEPARTMENT OF HEALTH & HUMAN SERVICES  
NEW POSITION REQUEST - SUMMARY OF EXPENDITURES**

Position Title: Senior Support Specialist  
Unit: Management & Support  
Cost Center:

	Amount Requested
<b>Salary</b>	<b>\$ -</b>
1st position	
2nd Position	

\*Place this total on the Salary line on the New Position Request

<b>Fringe Benefits</b>	<b>\$0</b>
1st position	
2nd Position	

\*Place this total on the Fringe Benefits line on the New Position Request

Travel / Training	Quantity	Unit Cost	Total
Mileage			\$ -
Meals/Lodging/Other			\$ -
Training and Seminars			\$ -
<b>Total Travel / Training</b>			<b>\$ -</b>

\*Place this total on the Travel/Training line on the New Position Request

Supplies	Quantity	Unit Cost	Total
Office Supplies			\$ -
<b>Capital Outlay</b>		<b>Supply Total</b>	<b>\$ -</b>

Office Equipment - Items costing less than \$1,500

Item	Quantity	Unit Cost	Total
Desk		\$ 675	\$ -
Desk chair		\$ 354	\$ -
Side chairs with arms (ordered in pairs)		\$ 422	\$ -
Side chair without arms (ordered in pairs)		\$ 427	\$ -
Bookcase - 4 shelf		\$ 200	\$ -
Bookcase - 6 shelf		\$ 400	\$ -
File cabinet - 2 drawer, locking, letter size		\$ 300	\$ -
File cabinet - 4 drawer, locking, letter size		\$ 400	\$ -
Computer workstation - 36"		\$ 400	\$ -
Computer workstation - 48"		\$ 500	\$ -
Computer workstation - 60"		\$ 500	\$ -
Drawer unit for computer workstation		\$ 350	\$ -
Keyboard adjustable tray		\$ 175	\$ -
Calculator with printout		\$ 100	\$ -
			\$ -
		<b>Office Equipment Total</b>	<b>\$ -</b>

<b>Totalfor Supplies and office Equipment</b>	<b>\$ -</b>
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\*Place this total on the Supplies line on the New Position Request

**Purchased Services****IT Equipment**

	Quantity	Unit Cost	Total
Computer, monitor, keyboard, mouse		\$ 1,200.00	\$ -
Laptop - full size		\$ 1,650.00	\$ -
Laptop - small form factor		\$ 1,550.00	\$ -
Docking station for laptop		\$ 200.00	\$ -
WYSE terminal, monitor			\$ -
Monitor		\$ 145.00	\$ -
Monitor		\$ 145.00	\$ -
Dual monitor stand		\$ 150.00	\$ -
Scanner		\$ 2,000.00	\$ -
Laser Printer ( allowed only for certain positions)		\$ 300.00	\$ -
Telephone		\$ 100.00	\$ -

**Office Equipment**

Headset		\$ 275.00	\$ -
Cell phone (<250 mins/mo = \$200; > 250 mins/mo = \$730)		\$ 200.00	\$ -
Mobile hot spot or air card		\$ 730.00	\$ -
Dues & subscriptions			0

<b>Total Purchased Services</b>			\$ -
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\*Place this total on the Supplies line on the New Position Request

**Capital Outlay - List items costing more than \$1,500**

Item	Quantity	Unit Cost	Total
			\$ -
			\$ -
<b>Total**</b>			\$ -

\*\*Place this total on the Capital Outlay line on the New Position Request

<b>Grand Total</b>			\$ -
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Position will be funded as follows:

Reduction to Purchase of Services Mental Health Provided - Levy  
See Attached Spreadsheet

\$63,512

DHHS 2018 BUDGET  
Possible New Position Requests

Division	Position Title	Pay Group	Start Date	# of Positions	Hours per Week	Grade	Step	2017 Rate	Projected 2018 Rate (+1.5%)	Annual Salary or Hourly Rate	Fringe Benefit %	Fringe Benefit Costs	Total Salary and Fringe per Position	Total Salary - All Positions	Total Fringes - All Positions	Total Salary and Fringe All Positions	Revenue	Net Levy Cost per Position	Total Levy Cost	Cost Savings	Total Net Levy Cost							
Current																												
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	4	40	3	1	\$15,103	\$15,330	\$31,886	66%	\$21,045	\$52,931	127,544	84,180	\$211,724	\$0	\$52,931	\$211,724	\$0	\$211,724							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	4	40	3	2	\$15,979	\$16,219	\$33,736	66%	\$22,266	\$56,002	134,944	89,064	\$224,008	\$0	\$56,002	\$224,008	\$0	\$224,008							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	3	40	3	3	\$16,633	\$16,882	\$35,115	66%	\$23,176	\$58,291	105,345	69,528	\$174,873	\$0	\$58,291	\$174,873	\$0	\$174,873							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	2	40	3	4	\$17,246	\$17,505	\$36,410	66%	\$24,031	\$60,441	72,820	48,062	\$120,882	\$0	\$60,441	\$120,882	\$0	\$120,882							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	5	40	3	5	\$17,756	\$18,022	\$37,486	66%	\$24,741	\$62,227	187,430	123,705	\$311,135	\$0	\$62,227	\$311,135	\$0	\$311,135							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	3	40	3	6	\$18,088	\$18,359	\$38,187	66%	\$25,203	\$63,390	114,561	75,609	\$190,170	\$0	\$63,390	\$190,170	\$0	\$190,170							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	1	30	3	6	\$17,756	\$18,022	\$28,114	15%	\$4,217	\$32,331	28,114	4,217	\$32,331	\$0	\$32,331	\$32,331	\$0	\$32,331							
MS	Support Specialist III (Note 1)	ASP Non Exempt	01/02/2018	1	28	3	5	\$17,756	\$18,022	\$26,240	15%	\$3,936	\$30,176	26,240	3,936	\$30,176	\$0	\$30,176	\$30,176	\$0	\$30,176							
													TOTALS	\$796,998	\$498,301	\$1,295,299	\$0	\$415,789	\$1,295,299	\$0	\$1,295,299							
Proposed																												
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	4	40	2	1	\$16,350	\$16,595	\$34,518	66%	\$22,782	\$57,300	138,072	91,128	\$229,200	\$0	\$57,300	\$229,200	\$0	\$229,200							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	4	40	2	2	\$16,870	\$17,123	\$35,616	66%	\$23,507	\$59,123	142,464	94,028	\$236,492	\$0	\$59,123	\$236,492	\$0	\$236,492							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	3	40	2	3	\$17,350	\$17,610	\$36,629	66%	\$24,175	\$60,804	109,887	72,525	\$182,412	\$0	\$60,804	\$182,412	\$0	\$182,412							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	2	40	2	4	\$17,880	\$18,148	\$37,748	66%	\$24,914	\$62,662	75,496	49,828	\$125,324	\$0	\$62,662	\$125,324	\$0	\$125,324							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	5	40	2	5	\$18,380	\$18,656	\$38,804	66%	\$25,611	\$64,415	194,020	128,055	\$322,075	\$0	\$64,415	\$322,075	\$0	\$322,075							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	3	40	2	6	\$18,890	\$19,173	\$39,880	66%	\$26,321	\$66,201	119,640	78,963	\$198,603	\$0	\$66,201	\$198,603	\$0	\$198,603							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	1	30	2	5	\$18,380	\$18,656	\$29,103	15%	\$4,365	\$33,468	29,103	4,365	\$33,468	\$0	\$33,468	\$33,468	\$0	\$33,468							
MS	Senior Support Specialist (Note 1)	ASP Non Exempt	01/02/2018	1	28	2	5	\$18,380	\$18,656	\$27,163	15%	\$4,074	\$31,237	27,163	4,074	\$31,237	\$0	\$31,237	\$31,237	\$0	\$31,237							
													TOTALS	\$835,845	\$522,966	\$1,358,811	\$0	\$435,210	\$1,358,811	\$0	\$1,358,811							
Net increase between classifications														\$38,847	\$24,665	\$63,512								\$63,512	\$0	\$63,512		
TOTAL INCREASE																\$63,512												
Note 1 -- Existing Support Specialist III positions are being eliminated to create Senior Support Specialist positions. Steps are based on existing staff pay rates.																												

Note 1 -- Existing Support Specialist III positions are being eliminated to create Senior Support Specialist positions. Steps are based on existing staff pay rates.

**POSITION DESCRIPTION**

<b>POSITION TITLE</b>	Senior Support Specialist	<b>POSITION CLASSIFICATION</b>	<input type="checkbox"/> Exempt/Salaried <input checked="" type="checkbox"/> Non-Exempt/Hourly
<b>DEPARTMENT</b>	Health & Human Services	<b>EMPLOYEE GROUP</b>	ASP
<b>REPORTS TO POSITION</b>	Supervisor: System Support	<b>DIRECT REPORT POSITIONS</b>	None
<b>SALARY GRADE</b>	2	<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 checked="" type="checkbox"/> C

**POSITION PURPOSE** The Senior Support Specialist performs a variety of general and specialized administrative functions to assist the Department of Health and Human Services with providing services to the public. System Support staff will be cross trained within other divisions of Health and Human Services.

**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.

- Effectively communicating with the public. Greeting and directing the public, providing program information, answering multi-line telephone, taking messages, making referrals to other services when appropriate, and otherwise assisting the public.
- Gathers and documents information to determine client enrollment into programs. Schedules appointments. Enters data and program specific information into various computer systems, programs, and case files.
- Prepares, edits and revises various documents including correspondence, reports, meeting minutes, questionnaires, etc., from handwritten notes, recorded voice dictation, meeting information, or prior documents, using typewriter or computer and word processing and speech recognition software.
- Opens, maintains, and closes electronic or hard copy files/charts. Performs file maintenance and destruction following applicable policy and procedure. Scans documents into electronic case files.
- Develop and maintain spreadsheets, create charts and tables, or generate reports.
- Process, distribute, and/or scan mail following standard procedures.
- Processes paperwork specific to the assigned division. Prepares legal documents and processes paperwork for court actions. Opens and files court documents as appropriate. Coordinates serving the client with court documents.
- Completes background checks and performs notary duties
- May provide financial assistance functions to Department and/or clientele including depositing checks and allowances, setting up and maintaining payment accounts, preparing bills, handling petty cash and maintaining associated records, preparing billing statements, preparing requisitions or purchase orders.
- Maintains inventory of office and computer supplies, forms, papers, verify bills when received, and arranging for payment.

**EDUCATION/CERTIFICATIONS/WORK EXPERIENCE REQUIREMENTS**

- Minimum of a high school diploma or GED equivalent with at least two years of office experience.
- Experience in Word, Excel, machine transcription, scanning, and public contact preferred.
- Or any combination of education and experience that provides equivalent knowledge, skills, and abilities



**POSITION DESCRIPTION****REQUIRED OR PREFERRED SKILLS**

- Knowledge of and ability to use modern office practices, procedures, and equipment.
- Skill in operation of computers and software programs utilized by the department.
- Demonstrated ability to type a minimum of 50 wpm at 95% accuracy rate.
- Demonstrated ability to score in the 70th percentile on a specified Proofing and Editing test.
- Effectively communicate in English. The ability to understand and follow written and oral instructions.
- Determine priorities, multi-task, plan and organize work schedule to meet deadlines and goals.
- Respect individual and their differences, and work with members of all socioeconomic groups.
- Maintain confidentiality and accountability
- Establish and maintain effective working relationships with co-workers, other county and department employees, and the general public.
- Ability to add, subtract, multiply, divide, and figure simple mathematical calculations.

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

Ability to lift, carry, push, pull or otherwise move up to 20 pounds. Understand and use proper body mechanics.

<b>REVIEWED BY:</b>	<input type="checkbox"/> Janet Gatien <input checked="" type="checkbox"/> Cindy Golden	<b>DATE:</b> 1/14/2017
<b>APPROVED BY:</b> (Manager/Dept Head)	Colleen Hietpas	<b>DATE:</b> 1/12/2017
<b>LAST UPDATED BY:</b>	Colleen Hietpas	<b>DATE:</b> 1/12/2017
<b>EXEMPT POSITION:</b> May be eligible for compensatory time after: <input type="checkbox"/> 40 Hours <input type="checkbox"/> 45 Hours (Grade 12 and above) <input type="checkbox"/> Not Applicable		
<b>POST OFFER PRE-EMPLOYMENT EXAM REQUIRED:</b> No		
<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.