

# ***RESOLUTION NO.: 92—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 System Analyst

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 creating (1) full-time System Analyst position 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

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: 1/2/2018

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.)

The Department of Health and Human Services has over 350 staff members who rely upon computerized data systems to perform their daily work responsibilities. Anytime a computer system stops working in the Department, huge productivity losses occur. At the present time, our Department utilizes over 80 different federal, state and local computer systems. The Department also has over 100 information technology projects backlogged due to only consistently having one trained systems analyst on our staff. There is a huge learning curve to these positions (two to three years of training), and the cost of these positions turning over is very significant to the county, easily reaching \$80-\$100K of expense each time we need to hire and train a staff person. We need a third systems analyst to help us write reports and complete projects that our department needs to meet State and Federal data requirements, to help our Department meet grant data reporting requirements, and to help us continue to automate many manual systems still being used in our Department today. In addition to computers, the Department systems analysts also help support smart phones, ipads, telephones, video cameras, headsets (over 170), pagers, and lean management reviews of department operations. Our systems analysts also help support over 128 contracted staff that enter data into our computer systems. Our systems analysts are also helping lead the Department's efforts to get our main Department database and fiscal management system, The Clinical Manager, fully electronic health record (EHR) certified to current standards. There is a tremendous amount of systems and analytical work that must be completed in our Department in order to continue our daily operational activities. While no direct funding is available for these positions, the systems analyst positions provide critical support to allow other staff to bill Medicare, Medicaid and third party insurers for our services. to meet federal and state grant requirements to allow these funds



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to continue to come into our county, and to help us streamline manual processes and help us reduce the rate of growth for other service positions in the Department.

Other Alternatives Considered:

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

Fiscal Impact of Change:

☐ Cost Neutral      ☐ Cost Reduction      X Cost Increase

FTE Headcount Impact of Change\*:

☐ Headcount Neutral      ☐ Headcount Reduction      X 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: Systems Analyst

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

How many? One (1)

Position is: X 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.

See Attached

- \* 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.



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**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: Click here to enter a date.
Department Head:	<input type="checkbox"/>	Date: Click here to enter a date.
HR Director:	X	Date: 6/21/2017
County Executive:	<input type="checkbox"/>	Date: Click here to enter a date.

### REQUEST:

☐ Approved   ☐ Denied

Resolution Number: Click here to enter text.

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

Position Title: Systems Analyst (HHS)  
Unit: Administration  
Cost Center:

		Amount Requested
<b>Salary</b>		<b>\$ 55,630</b>
1st position		\$ 55,630
2nd Position		

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

<b>Fringe Benefits</b>		<b>\$26,146</b>
1st position		\$26,146
2nd Position		

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

Travel / Training	Quantity	Unit Cost	Total
Mileage	1	500	\$ 500
Meals/Lodging/Other			\$ -
Training and Seminars			\$ -
<b>Total Travel / Training</b>			<b>\$ 500</b>

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

Supplies	Quantity	Unit Cost	Total
Office Supplies	1	250	\$ 250
<b>Capital Outlay</b>			<b>Supply Total \$ 250</b>

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

Item	Quantity	Unit Cost	Total
Desk	1	\$ 675	\$ 675
Desk chair	1	\$ 354	\$ 354
Side chairs with arms (ordered in pairs)	1	\$ 422	\$ 422
Side chair without arms (ordered in pairs)		\$ 427	\$ -
Bookcase - 4 shelf	1	\$ 200	\$ 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	1	\$ 175	\$ 175
Calculator with printout	1	\$ 100	\$ 100
			\$ -
<b>Office Equipment Total</b>			<b>\$ 1,926</b>

**Totalfor Supplies and office Equipment** **\$ 2,176**

\*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	\$ 1,650.00	\$ 1,650.00
Laptop - small form factor		\$ 1,550.00	\$ -
Docking station for laptop	\$ 1	\$ 200.00	\$ 200.00
WYSE terminal, monitor			\$ -
Monitor	\$ 1	\$ 145.00	\$ 145.00
Monitor	\$ 1	\$ 145.00	\$ 145.00
Dual monitor stand	\$ 1	\$ 150.00	\$ 150.00
Scanner		\$ 2,000.00	\$ -
Laser Printer ( allowed only for certain positions)	\$ 1	\$ 300.00	\$ 300.00
Telephone	\$ 1	\$ 100.00	\$ 100.00

**Office Equipment**

Headset	\$ 1	\$ 275.00	\$ 275.00
Cell phone (<250 mins/mo = \$200; > 250 mins/mo = \$730)	\$ 1	\$ 200.00	\$ 200.00
Mobile hot spot or air card		\$ 730.00	\$ -
Dues & subscriptions			0

**Total Purchased Services****\$ 3,165.00**

\*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>			<b>\$ -</b>

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

**Grand Total****\$ 87,617**

Position will be funded as follows:

Reduction to Purchase of Services Mental Health Contracted AODA - Levy

**\$87,617**

**POSITION DESCRIPTION**

<b>POSITION TITLE</b>	Systems Analyst	<b>POSITION CLASSIFICATION</b>	<input type="checkbox"/> Exempt/Salaried <input checked="" type="checkbox"/> Non-Exempt/Hourly
<b>DEPARTMENT</b>	Health & Human Services Administration	<b>EMPLOYEE GROUP</b>	ASP
<b>REPORTS TO POSITION</b>	Deputy Director	<b>DIRECT REPORT POSITIONS</b>	None
<b>SALARY GRADE</b>	9	<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 Systems Analyst serves as liaison between IT and Health and Human Services; manages projects; trains staff; creates documentation; implements and assists in the maintenance of software in the Health and Human Services area; and is the primary contact for technical related requests from Health and Human Services to IT.

**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.

- Analyzes and evaluates user's processes and procedures for efficiency; learns and understands user's needs; requests enhancements to data systems, and recommends technology solutions.
- Provides leadership, data, and information for the creation of the department's 3 year Information Technology Plan.
- Coordinates installation, implementation and training of staff on software packages.
- Tests and verifies requested program changes and provides necessary feedback.
- Writes and revises procedures manuals and training material. Documents necessary meetings.
- Assists users with problems or questions relating to computer hardware and software.
- Reviews available software packages and makes recommendations. Reviews new products, procedures, and methods of operation.
- Maintains electronic records; reviews data for accuracy and quality assurance; monitors data to assist in meeting federal, state and local performance standards.
- Develops, maintains and monitors interfaces to other systems.
- Coordinate IT projects with state and regional partners as required. Attends state and regional meetings as needed.

**EDUCATION/CERTIFICATIONS/WORK EXPERIENCE REQUIREMENTS**

- Associates Degree in computer related field with three to five years of experience in computer systems
- Project coordination, system development, and strong communication abilities.
- Or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

**REQUIRED OR PREFERRED SKILLS**

- Analyze software and design information flow; make recommendations as necessary.
- Manage multiple, concurrent projects, activities and tasks under time constraints.
- Exceptional communication, teamwork and influencing skills that foster a collaborative and continuous improvement environment.
- Comprehend and interpret a variety of documents including letters and other correspondence, records, various internal and external reports, policy and procedure manuals, evaluations, logs, statements, etc.



**POSITION DESCRIPTION**

- Prepare a variety of documents including general correspondence, reports, statistical reports, procedures, etc.
- Excellent facilitation and organizational skills.
- Strong critical/analytical thinking and problem-solving skills. Problem solve issues between department and IT, and to resolve conflicts.
- Effectively interface with staff at all levels and train other staff as needed.
- Use and interpret computer related terminology and interpret department needs to programmers.
- May also require ability to make use of descriptive statistics.

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

None.

<b>REVIEWED BY:</b>	<input type="checkbox"/> Janet Gatien <input checked="" type="checkbox"/> Cindy Golden	<b>DATE:</b> 2/8/2017
<b>APPROVED BY:</b> (Manager/Dept Head)	John Rathman	<b>DATE:</b> 2/8/2017
<b>LAST UPDATED BY:</b>	John Rathman	<b>DATE:</b> 2/8/2017
<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 checked="" 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.