



**DANE COUNTY PROFESSIONALS
Employee Group Representative 1871**

affiliated with
**American Federation of State, County and Municipal Employees
Wisconsin Council of State, County and Municipal Employees -
Council 32**

| | |
|----------------------------------|---------------------------------------|
| Employer: Dane County | Date of alleged infraction: 3/19/2020 |
| Department: Human Services / DOA | Supervisor: Shawn Tessman / Amy Utzig |
| Employees: N/A | Work Location: City-County Building |
| Date: March 31, 2020 | |

Step 3 Grievance

Statement of Circumstances

On March 19, 2020, Director of Administration Greg Brockmeyer sent, by e-mail, a memo (Attachment A) to all county employees announcing the creation of a new Employee Advocate Manager position in the Division of Employee Relations, Department of Administration, and the appointment of Shannon Maier to the position, effective March 29, 2020.

At or around the same time (exact date not specified on associated documents) the Division of Employee Relations promulgated a Classification Specification for the Employee Advocate Manager position (Attachment B) which placed the position in the Managerial category, at an M-10 salary grade.

At no time prior to March 19, 2020 did the Department of Administration and/or the Employee Relations Division contact any of the Employee Group Representatives regarding reclassifications of existing positions or the creation of a new title in an employee group. The Department of Administration did not provide advance notice of the position reclassification to the Dane County Board of Supervisors.

Analysis

In developing the system of Employee Groups and Employee Group’s Representative system and with the recognition that Dane County and its EGRs would no longer have access to the state’s unit clarification procedure, Section 18.06(6) was added to ensure that an Employee Group’s Representative could use the grievance procedure to locate a position in an Employee Group.

- Section 18.06(6), Dane County Code, states, “*An employee group’s representative may grieve the location of a position or positions in an employee group.*”

This novel use of the grievance process was developed as a reasonable substitute for the unit clarification procedure, if a position was located outside of an Employee Group or in the incorrect Employee Group. This ordinance-based provision was in addition to the existing Handbook provision that allows the EGR to grieve the placement of a new position incorrectly in the pay structure.

- Employee Benefit Handbook - Salary, Section 2 a. Salary Plan, reads, in part “...*The County shall notify the Employee Group Representative of the creation of any new job classification within their employee group and provide the job description. The Employee Group Representative shall have the right to grieve the placement of the classification in the pay structure within ten (10) days after receipt of notice.*”

Based on the Classification Specification, the duties and responsibilities of the Employee Advocate Manager does not include managerial or supervisory duties sufficient to exclude it from the Professional Employees Group. With the exception of the Division Director, Human Resources Manager and clerical staff, all other staff of the Employee Relations Division are within the Professional Employee Group. There are already ample supervisors and managers in this department and as an advocate for the County’s employees, the position should be located within an employee group and enjoy the same protections as the employees for which the position advocates.

Similar classifications, with comparable minimum qualifications, duties and responsibilities to that of the Employee Advocate Manager, already exist within the Professional Employees Group (Employee Group 1871). These include:

- Americans with Disabilities Act Coordinator: P11 (Attachment C)
- Community Development Block Grant Coordinator: P10 (Attachment D)
- Health Education Coordinator: P10 (Attachment E)
- Well Woman Program Coordinator: P10 (Attachment F)

Relevant Sections of Dane County Civil Service Ordinance

- Section 18.06(6), Dane County Code, states, “*An employee group’s representative may grieve the location of a position or positions in an employee group.*”
- Section 18.03, Dane County Code states that the purpose of the ordinance, in part, is to “...*Establish conditions of employment for County employees, including uniform provisions in respect to classification of positions and salary ranges...*”
- Section 18.23(1)(b), Dane County Code, states that the purpose of the Classification Plan is to provide for, in part, “...*equality of pay for positions with substantially similar duties, responsibilities or work difficulty, and fair salary differentials between positions of substantially different duties, responsibilities or work difficulty.*”
- Section 18.23(2)(a), Dane County Code, states that, “*Whenever an appointing authority desires that a new position be established or the duties of an existing position be so changed that in effect a new position is created, the appointing authority shall report this fact to the Division. The Division shall investigate and recommend such changes to the committee if deemed advisable, including allocation of the position to its appropriate class subject to the approval of the Dane County Board.*”
- Other provisions that may apply.

Relevant Sections of the Employee Benefit Handbook

- Salary, Section 2 a. Salary Plan, reads, in part “...*The County shall notify the Employee Group Representative of the creation of any new job classification within their employee group and provide the job description. The Employee Group Representative shall have the right to grieve the placement of the classification in the pay structure within ten (10) days after receipt of notice.*”
- Other provisions that may apply.

Request for Settlement of Corrective Action

EGR 1871 requests that:

1. The position “Employee Advocate Manager” be retitled and reclassified to “Employee Advocate”
2. The new position “Employee Advocate” be placed in the Professional Employee Group, at a salary grade of P11, which is comparable to the Americans with Disabilities Act Coordinator.



March 31, 2020

Brian Standing
Vice-President / Chief Steward
EGR 1871

Date



DANE COUNTY PROFESSIONALS
Employee Group Representative 1871

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| Department: Human Services / DOA | Supervisor: Shawn Tessman / Amy Utzig |
| Employees: N/A | Work Location: City-County Building |
| Date: May 4, 2020 | |

Step 3 Grievance
Supplemental Materials to March 31, 2020 Grievance

Statement of Circumstances

Please see original March 31, 2020 grievance for circumstances leading up to the initial filing of this grievance.

On April 27, 2020, Director of Administration Greg Brockmeyer e-mailed EGR 1871 Chief Steward Brian Standing to inform him that he would render a decision on the grievance, and to invite the EGR to submit supplemental materials. Brockmeyer provided no other materials to the EGR submitted by other parties to the grievance.

Later that day, but only in response to a direct request from EGR 1871 Chief Steward Brian Standing, did Greg Brockmeyer then provide additional materials prepared by the Division of Employee Relations. These documents include:

- An April 3, 2020, memorandum (Attachment G) from Human Resources Director Amy Utzig to Greg Brockmeyer describing the rationale for adding “supervisory” duties to the Employee Advocate Manager position.
- A new classification specification, apparently dated 4/6/20, for the Employee Advocate Manager position (Attachment H), which differs from the original classification specification under which the incumbent, Shannon Maier, was hired. (See Attachment A from original Step 3 Grievance).
- A “position description” for the Employee Advocate Manager, internally dated 4-6-20, (Attachment I).
- An “Employee Relations Org Chart” dated 4/30/2020 (Attachment J).

Also on April 27, 2020, Greg Brockmeyer sent an e-mail to Brian Standing stating that, in this particular instance, he would not hold a hearing on the grievance, because he felt a hearing was “not necessary,” technological issues might prevent sharing of documents and because it was not a priority given the COVID-19 epidemic. (See Attachment K for complete e-mail exchange between Brockmeyer and Standing.)

Analysis

The new documents provided by the Department of Administration raise a number of issues regarding the duties, purpose and process of creation of the Employee Advocate Manager position.

1. First of all, each of these apparent revisions occurred *after* EGR 1871 submitted its initial grievance, and *after* the Employee Advocate Manager position was created and filled. Revising the Classification Specification after an incumbent has been hired is in itself, a questionable practice. What if the incumbent did not wish to assume these particular duties, or what if they believed they should be compensated more highly to assume them? Would they have taken the job? In fact, one of the stated purposes of the Civil Service system is to “promote full and open communication between the County and its employees.” Revising the job duties of position in the civil service system immediately after an incumbent has taken a job is an unfair “bait and switch” that violates these principles of open communication.
2. Secondly, the new “position description” document lists the Employee Advocate Manager position as within the “Human Services Department,” but identifies the “First Line Supervisor” as “Amy Utzig, Human Resources Director.” The Human Resources Director is within the Department of Administration, not the Human Services Department. None of the duties described in the position description have any connection to the Human Services Department. There is no reason on the form (see unchecked box in upper righthand corner) why a new position description was generated. It seems the intent (and effect) of this action is to transfer a budgeted position from the Human Services Department to the Department of Administration and to reclassify the position into a new title. Under the county’s civil service and budgeting ordinances, such a transaction should have required county board approval and approval of a reclassification, neither of which were done in this case.
3. The Employee Relations classification of the additional duties assigned to the Employee Advocate Manager, even though identified as “supervisory” in nature, do not rise to the level of what is commonly understood to be supervisory (and therefore ineligible to be represented by an EGR) under labor relations law and practice. For example, the position description states that the Employee Advocate Manager will:
 - a. “Provide supervision to” one staff member (without defining what those “supervisory” duties might be)
 - b. “participate” in the hiring of new staff (rather than making the hiring decision themselves);
 - c. Handle disciplinary issues/concerns (of whom, the PD does not make clear) “in consultation” with the HR director (rather than making disciplinary decisions themselves)
 - d. Such (inaccurately identified) “supervisory” duties account for no more than 10% of the Employee Advocate Manager’s duties.

Without the *independent* authority to hire, fire or discipline, this position is more properly classified as a “lead worker” and not a supervisor. Lead workers are appropriately classified in the Professionals Employee Group, and there are many positions in the Professionals Employee Group with a similar range of responsibilities.

Ms. Utzig's April 3 memo states a desire for a parallel structure between the Human Resources Manager and the Employee Advocate. However, the Human Resources Manager supervises (in every sense of the word) a total of 5.5 Full-Time Equivalents, while the Employee Advocate would provide what amount to "lead-worker" guidance to only one other staff member. The comparison is not apt, and does not make for an efficient or sensible organizational chart. There is already ample supervisory capacity within the Employee Relations Division that another manager can take on direct supervision of the Employee Benefits Specialist position.

4. Finally, in order to be effective as an "advocate" for employees, as stated in the position title, classification specification and position description, it is essential that this position be insulated from reprisals or repercussions if they take up positions that may be antithetical to management directives. Placing the Employee Advocate within the management structure undermines this independence and may make the position ultimately ineffective. Placement in the Professionals Employee Group will also give the incumbent the ability to have the benefit of Employee Group Representation, as described in the Civil Service Ordinance and Employee Benefit Handbook. This, in turn, will allow this position to more effectively advocate for its employee constituents.

Relevant Sections of Dane County Civil Service Ordinance

- Section 18.06(6), Dane County Code, states, "*An employee group's representative may grieve the location of a position or positions in an employee group.*"
- Section 18.03, Dane County Code states that the purpose of the ordinance, in part, is to "*...to promote full and open communication between the County and its employees...*" and to "*...establish conditions of employment for County employees, including uniform provisions in respect to classification of positions and salary ranges...*" and to
- Section 18.23(1)(b), Dane County Code, states that the purpose of the Classification Plan is to provide for, in part, "*...equality of pay for positions with substantially similar duties, responsibilities or work difficulty, and fair salary differentials between positions of substantially different duties, responsibilities or work difficulty.*"
- Section 18.23(2)(a), Dane County Code, states that, "*Whenever an appointing authority desires that a new position be established or the duties of an existing position be so changed that in effect a new position is created, the appointing authority shall report this fact to the Division. The Division shall investigate and recommend such changes to the committee if deemed advisable, including allocation of the position to its appropriate class subject to the approval of the Dane County Board.*"
- Other provisions that may apply.

Relevant Sections of the Employee Benefit Handbook

- *Salary, Section 2 a. Salary Plan, reads, in part “...The County shall notify the Employee Group Representative of the creation of any new job classification within their employee group and provide the job description. The Employee Group Representative shall have the right to grieve the placement of the classification in the pay structure within ten (10) days after receipt of notice.”*
- Other provisions that may apply.

Request for Settlement of Corrective Action

EGR 1871’s original request remains unchanged. We continue to request that:

1. The position “Employee Advocate Manager” be retitled and reclassified to “Employee Advocate”
2. The new position “Employee Advocate” be placed in the Professional Employee Group, at a salary grade of P11, which is comparable to the Americans with Disabilities Act Coordinator.



May 4, 2020

Brian Standing
Vice-President / Chief Steward
EGR 1871

Date



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
Room 362 City-County Building
210 Martin Luther King Jr. Blvd.
Madison, WI 53703-3342
Phone: (608) 266-4941
Fax: (608) 266-4425 TTY WI Relay 711

ATTACHMENT A

GREG BROCKMEYER
DIRECTOR OF ADMINISTRATION

March 19, 2020

To: All Employees

From: Greg Brockmeyer
Director of Administration

Subject: Announcing the New Position of Employee Advocate Manager

There are many different laws that affect County Employees as well as policies that Dane County has developed to provide employees with direction. From Dane County Ordinances to Paid Parental Leave and Disability programs as well as the Employee Benefit Handbook and the Administrative Practices Manual, there are many topics where Employees need guidance on what is best for them. For this reason, I have created the position of Employee Advocate Manager.

This position is a liaison between all County Employees and the benefits available to them. In times of crisis, employees need an independent voice in order to advocate on their behalf. This position is designed to be your point person for all of your questions regarding Employee Benefits.

That is why I am pleased to announce that Shannon Maier has accepted this position. Shannon brings a wealth of experience in county government to the position. She has been with the County for 34 years and has served as the President of Employee Group 720 for the last 13 years. She intimately knows the County's benefits and how to navigate through them.

Shannon will report directly to Amy Utzig, the Director of Employee Relations. Her first day in this position is March 29.

Please join me in welcoming Shannon to this new and much needed role in Dane County. If you should need assistance with any County Benefit, please call her at 608.283.1691 or email Maier@countyofdane.com.



Employee Advocate Manager

Class Code:
259800

Bargaining Unit: Managerial

DANE COUNTY

Established Date: Mar 20, 2020

Revision Date: Mar 20, 2020

SALARY RANGE

\$34.44 - \$44.50 Hourly

JOB OVERVIEW:

CLASS SPECIFICATION DEFINITION AND EXAMPLES OF DUTIES:

Commitment to Equity & Inclusion

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

DEFINITION

Under direction of the Human Resources Director, this position will act as the primary representative/advocate in assisting county employees in navigating insurance benefits, leaves of absence, ADA, employee assistance and crisis services.

EXAMPLE OF DUTIES

Participate with service providers (such as medical providers) as well as department staff to assist employees in navigating benefits, leaves of absence under FMLA/handbook/ordinance, ADA process; assist with completion and timely submission of forms; assist departments in need of crisis or employee assistance services; acts as

liaison between benefit providers and employees to interpret benefit provisions, and to expedite any problems in receiving benefits; review concerns to identify problems of system integration, service provision, potential conflict due to program policies; advocate on behalf of employee and provide outreach as appropriate; formulate, determine, implement modifications in policy and delivery systems to improve accessibility for employees; provide feedback to the Director on unmet needs and concerns in the delivery system and overall operations/system coordination issues; assist with contract renewals; provide training to employees on insurance coverage, policies and processes; other duties as assigned.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

Education and Experience: Any combination of training and experience equivalent to a Bachelor's degree in Human Resources Management, Industrial or Labor Relations, Business or Public Administration or related field and 2 years of progressively responsible experience in providing assistance on insurance, leave, ADA, EAP/crisis programs.

Background Check Statement: Some positions may require a criminal background check which can include fingerprinting due to the nature of the job's responsibilities. Wisconsin's Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. However, Dane County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.) Management reserves the right to make employment contingent upon successful completion of the background check.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge, Skills and Abilities: Ability to communicate effectively both orally and in writing. Ability to identify system issues and recommend responses. Knowledge of relevant laws, statutes, regulations, policies/ordinances and the ability to analyze, interpret, explain, and apply them. Ability to exercise discretion in dealing with sensitive, complex, and confidential issues and situations. Ability to establish and maintain effective working relationships with managers, staff, the public and others; demonstrate tact and diplomacy; gain cooperation through discussion and collaboration. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines



ADA Coordinator

Class Code:
161300

Bargaining Unit: Employee Group
1871

DANE COUNTY
Revision Date: Nov 19, 2018

SALARY RANGE

\$37.24 - \$48.09 Hourly

JOB OVERVIEW:

CLASS SPECIFICATION DEFINITION AND EXAMPLES OF DUTIES:

COMMITMENT TO EQUITY & INCLUSION

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

DEFINITION

Under the direction of the Director of the Office for Equity & Inclusion, this professional level position plans, develops, implements and coordinates the county's ADA compliance program including ADA related dispute and complaint resolution; performs related work as required.

EXAMPLES OF DUTIES

Provides ongoing review of County ADA compliance with Federal and State laws and regulations and develops, provides/coordinates related training to ensure continuing compliance; updates the County ADA Transition Plan document; conducts and/or assists departments in conducting continuing program and facility access evaluation;

participates in evaluation of new facility/program designs as they relate to ADA requirements; maintains/develops appropriate assessment evaluation tools and provides related user training; develops/arranges for and/or provides training and technical assistance to county departments and county purchase of service vendor staff regarding ADA requirements; maintains current working knowledge regarding ADA by researching ADA legislation, laws, and regulations; ensures the county maintains required records and statistics regarding ADA; coordinates resolution of external and internal complaints and grievances regarding ADA; works closely with county management and staff in developing and implementing ADA program activities; performs ergonomic assessments

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

Any combination of education and experience equivalent to a bachelor's degree in rehabilitation psychology, social work or closely related field, and two years work experience in planning and analyzing policies, programs, and facilities for compliance with federal and state laws or regulations dealing with accessibility for persons with disabilities including case management and program development or two years professional work experience in determining physical and programmatic accommodations for individuals seeking accommodations for disabilities and determining if a person qualifies as an individual with a disability under ADA. A master's degree in rehabilitation psychology, social work or a closely related field will be substituted for one year of the required experience.

KNOWLEDGE, SKILLS & ABILITIES:

Extensive knowledge of issues pertaining to persons with disabilities including the ADA, Rehabilitation Act of 1973 and civil rights legislation; knowledge of building codes; familiar with 2010 standards for accessible design; knowledge of local, state and federal resources including various support services for individuals with disabilities; knowledge of general management principles and techniques; ability to exercise sound judgment and discretion in developing, applying, interpreting and enforcing policies and procedures; ability to address potentially adverse or negative situations that may arise from time to time; effective oral and written communication skills; ability to establish and maintain cooperative and effective working relationships; ability to speak in front of small and large groups; ability to handle multiple tasks efficiently and effectively; ability to effectively read and interpret architectural plans in accordance with ADAAG and various state codes; ability to work independently while demonstrating high productivity and good judgment; ability to interact in an effective, positive manner with others, utilize creative problem solving including development of innovative employee and consumer program accommodations, and follow direction of supervisory staff; ability to work effectively with various computer programs (including but not limited to Microsoft Word and Excel).



Community Development Block Grant Program Specialist

Class Code:
299120

Bargaining Unit: Employee Group 1871

DANE COUNTY

Established Date: Apr 12, 2017

Revision Date: Nov 23, 2018

SALARY RANGE

\$34.44 - \$44.50 Hourly

JOB OVERVIEW:

CLASS SPECIFICATION DEFINITION AND EXAMPLES OF DUTIES:

COMMITMENT TO EQUITY & INCLUSION

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

DEFINITION

Under the direction of the Director of Economic and Workforce Development, assist in the management of the county's Community Development Block Grant (CDBG) and related economic and community development grant programs, such as CDBG-EAP (Emergency Assistance Program) and HOME (HOME Investment Partnerships), to achieve program goals and objectives; assist with planning for the use of federal grant funds; monitor the progress of programs and sub-recipients; ensure compliance with funding rules and reporting requirements; and develop new sources of funding.

EXAMPLES OF DUTIES

Provide orientation, training, and technical assistance for subrecipients; Maintain and monitor grants and prepare related reports; evaluate and select project and program proposals; develop housing and community development plans as required by the U.S. Housing and Urban Development (HUD); monitor program and project performance and progress; provide community development program information to the public and stakeholders; and develop county community development policies.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

Requires any combination of training and experience equivalent to a bachelor's degree in planning, public administration, business administration, real estate development or a related field and two years of professional experience in working with federally funded community development programs, such as CDBG (Community Development Block Grant) and/or HOME (HOME Investment Partnerships).

Certifications and licenses: Valid State of Wisconsin driver's license and access to personal transportation.

Special Requirements: Typical office environment. Requires travel to off-site meetings, trainings, and conferences. Must be available for meetings and other activities that may occur outside of normal business hours. .

KNOWLEDGE, SKILLS & ABILITIES:

Thorough knowledge of federal, state, and local rules affecting community development particularly those related to the HUD-funded CDBG program; knowledge of community development loan and grant program principles and processes including grant writing and contract administration; ability to understand and analyze budgets, financial feasibility studies, and pro-formas; possession of strong oral and written communication skills; strong organizational skills; ability to develop positive working relationships; ability to work independently; and ability to use computer office software (word processing, spreadsheet, and e-mail) effectively.



Health Education Coordinator

Class Code:
331000

Bargaining Unit: Employee Group
1871

DANE COUNTY
Established Date: Feb 9, 2017
Revision Date: Jul 25, 2019

SALARY RANGE

\$34.44 - \$44.50 Hourly
\$71,635.20 - \$92,560.00 Annually

JOB OVERVIEW:

CLASS SPECIFICATION DEFINITION AND EXAMPLES OF DUTIES:

COMMITMENT TO EQUITY AND INCLUSION

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

DEFINITION

The Health Education Coordinator provides leadership for public health staff and community partners to assess, develop, implement and evaluate health education programs and services to meet community health priorities, based on the community health improvement process. This position creates effective health messages for the community; increases visibility for public health issues and services through effective health communications and social media; and provides leadership for community collaborations by engaging and mobilizing community partners. The Health Education Coordinator develops, implements and evaluates methods to influence social norms for health-related attitudes, knowledge and related behaviors.

EXAMPLES OF DUTIES

Engage partners to develop, implement and evaluate initiatives and activities that address Public Health priorities identified through community health assessment and community health improvement process. Facilitate collaboration with partners to plan, develop, implement and evaluate local coalition initiatives and campaigns. Develop flyers, brochures, posters, press releases, displays, websites and other tools which inform target audiences about public health issues, priorities and services. As part of department web team, oversee, further develop and maintain department website and other social media initiatives such as Facebook. Respond to department communications needs during public health emergencies. Engage in community health improvement process and strategic planning, and review community assessment data, in order to lead development, implementation and evaluation of informational and educational strategies, tools and activities. Facilitate and coordinate focus groups and community forums. Guide staff in appropriate selection of effective educational materials, tools and techniques for health education, outreach, facilitation and marketing.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

A minimum of a Bachelor's degree in Community Health Education, Public Health or Communications from an accredited college or university.

Three (3) years' experience in Health Education planning or communications in a public health setting, including experience with social media and public health.

Community Health Education Specialist certification preferred but not required.

Special Requirements:

Employees must receive and remain current with required immunizations and vaccinations per Public Health Policy.

A valid Driver's License (or eligibility to obtain one), or access to reliable personal transportation, or equivalent.

Work related to public health emergencies may require availability 24 hours a day, seven days a week.

Conferences or seminars may require travel outside of Dane County.

Work primarily occurs at the Downtown Office of Public Health Madison and Dane County and at a variety of public health offices and community-based settings. Ability to travel between locations is required. During the course of the day, work could involve starting at one location and then traveling to other locations.

Work requires flexibility to work with diverse populations and communities including people of different cultures, values and beliefs, in rural, urban or suburban settings, and with individuals and groups at different levels of learning and with different learning styles.

Flexibility to work with individuals and groups where and when they are available is required.

Background Check Statement: Some positions may require a criminal background check which can include fingerprinting due to the nature of the job's responsibilities. Wisconsin's Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record.? However, Dane County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.) ? Management reserves the right to make employment contingent upon successful completion of the background check.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of public health theory, behavior change theory, social marketing theory including community engagement, and principles of health education; knowledge of community organization and resources; knowledge of social media methods, particularly related to public health. Excellent oral and written communication skills, interpersonal skills, organizational skills, and coalition building and facilitation skills. Ability to assess and analyze community health needs; ability to collect, organize and understand health status and qualitative data, report findings and recommendations, and develop materials and strategies to address findings; ability to conduct effective meetings and facilitate group process; ability to plan, conduct and evaluate effective education, training and marketing programs; ability to manage time and multiple simultaneous tasks effectively; ability to plan, organize, prioritize, implement and evaluate work; ability to work effectively with multidisciplinary personnel, health agencies, community organizations and coalitions, communities, and partners; ability to work effectively with people of different ages, cultures, values, beliefs and learning styles; ability to use the computer and a variety of software programs effectively.



Well Woman Program Coordinator

Class Code:
332210

Bargaining Unit: Employee Group
1871

DANE COUNTY
Established Date: Feb 9, 2017
Revision Date: Feb 9, 2017

SALARY RANGE

\$34.44 - \$44.50 Hourly
\$71,635.20 - \$92,560.00 Annually

JOB OVERVIEW:

CLASS SPECIFICATION DEFINITION AND EXAMPLES OF DUTIES:

COMMITMENT TO EQUITY AND INCLUSION

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women and racial and ethnic minorities are especially encouraged to apply.

DEFINITION

The Wisconsin Well Woman Program (WWWP) Coordinator is responsible for enhancing the health of Dane County women through coordination of breast and cervical cancer screening services with public and private healthcare systems and community-based organizations. The WWWP Coordinator administers the program by identifying funding sources, developing and implementing work plans, facilitating collaboration with partner agencies including reviewing and negotiating agreements with service providers, writing grants, preparing budgets, analyzing health data and trends and responding appropriately, and performing program evaluation; engaging in client case management; participating in local, regional and statewide program-related meetings; representing WWWP and PHMDC at public events; providing trainings to healthcare providers, monitoring performance and providing feedback; managing daily

work and training of program staff; analyzing program functioning to determine staffing needs.

EXAMPLES OF DUTIES

Identify and maintain relationships with funding sources, draft grant proposals including projected program/project budgets; develop and implement work plans, facilitate collaboration with partner agencies, write grants, prepare budgets, perform program evaluation; ensure recruitment, retention and training of WWWP healthcare providers; provide trainings and ongoing assistance to WWWP healthcare providers, and ensure and monitor performance of participating clinics; coordinate process of eligibility determination; determine and coordinate referral processes to healthcare systems and community-based organizations; coordinate case management; review and renew WWWP Participation Agreement with individual clinics; act as liaison between healthcare providers, claims processing agency and State of WI; prepare mid-year and end-of-year contract reports; project and monitor budget and expenditures of WWWP and Treatment Access Fund (TAF); formulate program policy for TAF; implement program policy for WWWP; analyze health trends, health disparity data, and current outreach strategies; prepare reports for bi-annual DHFS audits, and mid-year and end-of-year reports for Susan G. Komen; develop, administer and analyze program evaluation tools; coordinate daily work assignments for WWWP staff; provide ongoing staff trainings in best practices; analyze program functioning to determine staffing needs; directs and coordinate outreach specialists efforts for countywide promotion of WWWP and TAF to underserved populations; determine client eligibility and enroll potential clients, making appropriate referrals; educate clients about role in health screening process; communicate referrals to partnering agencies and work with partner agencies to address special cases or concerns; analyze and evaluate client screening results to determine and put into place additional follow-up; work with clients requiring additional testing to insure follow-through; provide direct support to women recently diagnosed with cancer; advocate with health care systems to ensure participants receive best possible care for covered and non-covered services.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

A minimum of a Bachelors or Masters degree in nursing, health education or other human services field (e.g., psychology, sociology, counseling, communications), and four years work experience, including at least one year lead worker or supervisory experience, in women's health, preferably including experience in cancer prevention.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of preventive healthcare objectives as they relate to under-served women and women's health; knowledge of computer programs, including ACCESS; knowledge of women's health issues and community resources, hospital/clinic protocols with regard to patient relations, confidentiality and medical record keeping. Effective interpersonal skills and time management skills. Proven ability to work with women of different cultures, values and beliefs, and women who partner with women; ability to work flexibility as program needs require; ability to collect, organize and analyze data, including health trends and disparity data; ability to use problem solving skills to effectively resolve program/client issues; ability to manage multiple tasks simultaneously; proven ability to write grants, project and monitor budgets, and

implement policy; demonstrated ability to coordinate daily work and training of other staff.



COUNTY OF DANE

DEPARTMENT OF ADMINISTRATION

EMPLOYEE RELATIONS DIVISION

Room 418, 210 Martin Luther King, Jr. Boulevard, Madison, Wisconsin 53703

Phone/TTY: 608/266-4125 • Fax: 608/266-4409

Web Page: <http://www.countyofdane.com>

GREG BROCKMEYER
Director of Administration

AMY UTZIG
Human Resources Director

DATE: April 3, 2020

TO: Greg Brockmeyer
Director of Administration

FROM: Amy Utzig
Human Resources Director

SUBJECT: Employee Advocate Manager #1884

We had discussed the possibility of this newly created position supervising the Benefit Administration Specialist in Employee Relations. I have decided to add that role to the position at this time so that it can be included as part of our training. This will make the benefits side of Employee Relations mirror the recruitment side by having a manager between myself and the staff as a direct go to for questions. The position description, class specification and organizational chart have been updated. If you have questions, please let me know.

Employee Advocate Manager

COMMITMENT TO EQUITY & INCLUSION

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

DEFINITION

Under direction of the Human Resources Director, this position will act as the primary representative/advocate in assisting county employees in navigating insurance benefits, leaves of absence, ADA, employee assistance and crisis services.

EXAMPLE OF DUTIES

Supervision of Benefit Administration Specialist; formulate, determine, implement modifications in policy and delivery systems to improve accessibility for employees; participate with service providers (such as medical providers) as well as department staff to assist employees in navigating benefits, leaves of absence under FMLA/handbook/ordinance, ADA process; assist with completion and timely submission of forms; assist departments in need of crisis or employee assistance services; acts as liaison between benefit providers and employees to interpret benefit provisions, and to expedite any problems in receiving benefits; review concerns to identify problems of system integration, service provision, potential conflict due to program policies; advocate on behalf of employee and provide outreach as appropriate; provide mediation between managers and employees and between employees as a neutral third party; provide feedback to the Director on unmet needs and concerns in the delivery system and overall operations/system coordination issues; assist with contract renewals; provide training to employees on insurance coverage, policies and processes; other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to a Bachelor's degree in Human Resources Management, Industrial or Labor Relations, Business or Public Administration or related field and 2 years of progressively responsible experience in providing assistance on insurance, leave, ADA, EAP/crisis programs.

Knowledge, Skills and Abilities: Ability to communicate effectively both orally and in writing. Ability to identify system issues and recommend responses. Knowledge of relevant laws, statutes, regulations, policies/ordinances and the ability to analyze,

interpret, explain, and apply them. Ability to exercise discretion in dealing with sensitive, complex, and confidential issues and situations. Ability to establish and maintain effective working relationships with managers, staff, the public and others; demonstrate tact and diplomacy; gain cooperation through discussion and collaboration. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.

Background Check Statement: Some positions may require a criminal background check which can include fingerprinting due to the nature of the job's responsibilities. Wisconsin's Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. However, Dane County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.) Management reserves the right to make employment contingent upon successful completion of the background check.

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primary representative/advocate in assisting county employees in navigating insurance benefits, leaves of absence, ADA, employee assistance and crisis services.

FUNCTIONS

FUNCTION A – 45 % Coordinate with County employees to navigate insurance benefits, leaves, ADA and EAP resources.

- A 1:** Meet with employees to assist with navigation of insurance paperwork.
- A 2:** Assist new employees to make sure insurance forms are submitted on time.
- A 3:** Assist employees with insurance coverage/claims issues.
- A 4:** Assist employees with forms to request leaves of absence and disability benefits.
- A 5:** Explain forms.
- A 6:** Problem solve with internal and external agencies on concerns.
- A 7:** Interpret and comply with employee handbook/union contract language or policies pertaining to county insurance.
- A 8:** Serve as liaison for employees with all insurance providers, as well as M3 Insurance.
- A 9:** Attend Insurance Advisory Committee and provide updates on insurance issues.
- A 10:** Adhere to and provide input pertaining to policy and procedural issues.
- A 11:** Keep Human Resources Director informed of current workload and other related matters.
- A 12:** Explain the intersection of benefits to employees (eg. FMLA/WC/ADA/STD)

FUNCTION B – 10% Supervision

- B 1:** Provides supervision to the Benefits Administration Specialist.
- B 2:** Provide necessary training and consultation to staff.
- B 3:** Conduct performance evaluations.
- B 4:** Participate in the hiring of new staff.
- B 5:** Stay abreast of appropriate training and approve staff training requests.
- B 6:** Handle problems as they arise.
- B 7:** Provide leadership and direction.
- B 8:** Review and assign work to staff.
- B 9:** Handle disciplinary issues/concerns when they arise in consultation with the HR Director.

FUNCTION C - 10% Short Term/Long Term Disability Insurance

- C 1:** Submit all employer statements to disability carrier.
- C 2:** Manage the Workplace Possibilities Program.
- C 3:** Assist employees who need to access Travel Assistance resources.

Function D- 10% Provide Education and Training on County Insurance Plans and Leave, ADA, EAP Processes.

- D 1:** Create training programs.
- D 2:** Schedule training and present to employees.
- D 3:** Set up insurance vendor fairs at county locations.

FUNCTION E – 5% County Insurance Requests for Proposals

- E 1: Participate in the insurance RFP processes.
- E 2: Suggest changes in insurance coverage.
- E 3: Sit on review panels.

FUNCTION F – 10% Perform mediation as a neutral third party.

- F 1: Mediate between employees and managers.
- F 2: Mediate between employees.

FUNCTION G - 5% Perform bumping process

- G 1: Meet with employees returning from disability layoff or those in the reassignment process.
- G 2: Prepare bump lists.

FUNCTION H – 5% Perform Miscellaneous Duties and Special Assignments.

- H 1: Backup for the Benefit Administration Specialist for new hire orientation.

POSITION REQUIREMENTS

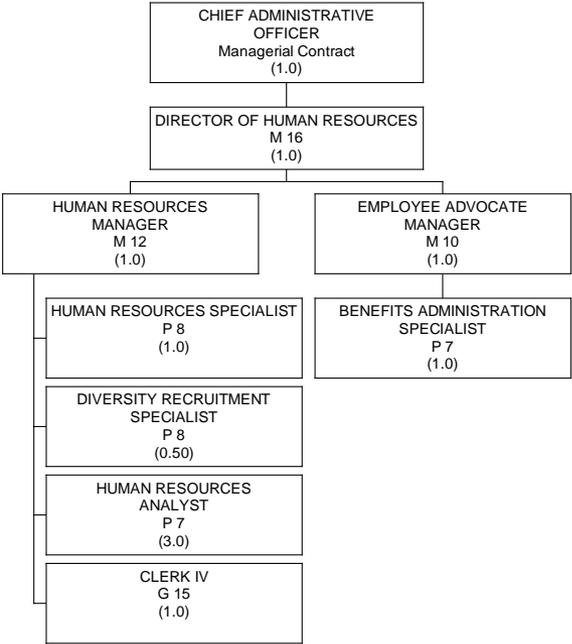
Education and Experience: Any combination of training and experience equivalent to a Bachelors degree in Human Resources Management, Industrial or Labor Relations, Business or Public Administration or related field and 2 years of progressively responsible experience in providing assistance on insurance, leave, ADA, EAP/crisis programs.

Knowledge, Skills and Abilities: Knowledge of laws and regulations affecting departmental operations; knowledge of Federal and State Employment law, Employee Benefit Handbook and county ordinances pertaining to the employment relationship, including FMLA, ADA, etc.; ability to use computer software to perform most tasks; high level of ability to multi-task; ability to exercise judgment in the completion of assignments; ability to communicate effectively both orally and in writing. Ability to identify system issues and recommend responses. Knowledge of relevant laws, statutes, regulations, policies/ordinances and the ability to analyze, interpret, explain, and apply them; ability to exercise discretion in dealing with sensitive, complex, and confidential issues and situations; ability to establish and maintain effective working relationships with managers, staff, the public and others; demonstrate tact and diplomacy; gain cooperation through discussion and collaboration; ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.

PHYSICAL REQUIREMENTS: Ability to sit for long periods of time and quite a bit of phone work; ability to see and hear with or without adaptive devices; and ability to reach, use hand, wrist and finger motion.

WORK ENVIRONMENT: Typical office environment

ADMINISTRATION - EMPLOYEE RELATIONS



From: [Brockmeyer, Greg](#)
To: [Standing, Brian](#)
Subject: RE: Step 3 Grievance: Employee Advocate Manager position
Date: Monday, April 27, 2020 4:56:05 PM
Attachments: [Employee Advocate Manager 3-5-20.doc](#)
[Employee Advocate Manager.doc](#)
[Employee Relations Org chart.ppt](#)
[Employee Advocate Manager supervision memo.docx](#)

Brian,

There won't be a hearing scheduled for the following reasons.

1. The hearing does not appear to be necessary given the fact that the dispute is based mainly on a language interpretation, and you are always welcome to include supporting documents such as statements.
2. A teleconference hearing is difficult to conduct in matters such as these with shared documents, etc.
3. The circumstances of the current COVID-19 outbreak has placed a premium on County resources and time. I recognize that this grievance is important to you, so my hope is that deciding the matter on your grievance and whatever other documents you may want, will allow DOA to provide you with a faster response.

I have included the documentation Employee Relations has submitted in answer to your grievance.

Best,

Greg

Greg Brockmeyer, Director
Dane County Dept. of Administration
Madison, Wis.
City-County Building, Room 425
(608) 266-4519

<https://admin.countyofdane.com/>

From: Standing, Brian <Standing@countyofdane.com>
Sent: Monday, April 27, 2020 3:53 PM
To: Brockmeyer, Greg <Brockmeyer@countyofdane.com>
Cc: 'Neil Rainford' (NRainford@afscme32.org) <NRainford@afscme32.org>; Barak, Ariel <Barak@countyofdane.com>; Burack, Marissa <Burack.Marissa@countyofdane.com>; Carroll, Peggy <Carroll.Peggy@countyofdane.com>; Clow, Carolyn <clow.carolyn@countyofdane.com>; McDonough, Gerald <McDonough@countyofdane.com>; Standing, Brian <Standing@countyofdane.com>; VandeBerg, Marie <VandeBerg.Marie@countyofdane.com>
Subject: RE: Step 3 Grievance: Employee Advocate Manager position

Hello, Greg

Has there been additional information submitted by any other parties? (Employee Relations, for example?) If so, please share that information with me, so we can determine whether or not an additional response is needed.

Will a hearing or teleconference be scheduled for this Step 3?

Thanks.

Brian Standing

Room 116, City County Building
Madison, WI 53703
(608) 267-4115

From: Brockmeyer, Greg <Brockmeyer@countyofdane.com>
Sent: Monday, April 27, 2020 2:47 PM
To: Standing, Brian <Standing@countyofdane.com>
Subject: RE: Step 3 Grievance: Employee Advocate Manager position

Brian – I will be issuing a decision based upon your grievance, but wanted to let you know that you are welcome to supplement it if you have additional information.

Best,

Greg

Greg Brockmeyer, Director
Dane County Dept. of Administration
Madison, Wis.
City-County Building, Room 425
(608) 266-4519

<https://admin.countyofdane.com/>

From: Standing, Brian <Standing@countyofdane.com>
Sent: Tuesday, March 31, 2020 3:16 PM
To: Brockmeyer, Greg <Brockmeyer@countyofdane.com>
Cc: Utzig, Amy <Utzig@countyofdane.com>; Tessmann, Shawn

<Tessmann.Shawn@countyofdane.com>; 'Neil Rainford' (NRainford@afscme32.org)
<NRainford@afscme32.org>

Subject: Step 3 Grievance: Employee Advocate Manager position

Hello, Greg

Please see attached Step 3 grievance associated with the creation and placement of the Employee Advocate Manager position.

Feel free to e-mail or leave a voice mail message if you would like to discuss.

Brian Standing

Room 116, City County Building

Madison, WI 53703

(608) 267-4115