

Aitkin County Board of Commissioners
Request for County Board Action/Agenda Item Cover Sheet



To: Chairperson, Aitkin County Board of Commissioners Date: 3-20-12

Via: Patrick Wussow, County Administrator

From: Patrick Wussow, County Administrator

Title of Item:

Personnel Committee

Requested Meeting Date: 3-27-12 Estimated Presentation Time: _____

Presenter: Patrick Wussow, County Administrator

Type of Action Requested (check all that apply)

- For info only, no action requested Approve under Consent Agenda
- For discussion only with possible future action Adopt Ordinance Revision
- Let/Award Bid or Quote (attach copy of basic bid/quote specs or summary of complex specs, each bid/quote received & bid/quote comparison)
- Approve/adopt proposal by motion Approve/adopt proposal by resolution (attach draft resolution)
- Authorize filling vacant staff position
- Request to schedule public hearing or sale Other (please list) _____
- Request by member of the public to be heard
- Item should be addressed in closed session under MN Statute _____

Fiscal Impact (check all that apply)

- Is this item in the current approved budget? Yes _____ No _____ (attach explanation)
- What type of expenditure is this? Operating Capital Other (attach explanation)
- Revenue line account # that funds this item is: _____
- Expenditure line account # for this item is: _____

Staffing Impact (Any yes answer requires a review by Human Resources Manager before going to the board)

- Duties of a department employee(s) may be materially affected. Yes No
- Applicable job description(s) may require revision. Yes No
- Item may impact a bargaining unit agreement or county work policy. Yes No
- Item may change the department's authorized staffing level. Yes No



Supporting Attachment(s)

- Memorandum Summary of Item
- Copy of applicable county policy and/or ordinance (excerpts acceptable)
- Copy of applicable state/federal statute/regulation (excerpts acceptable)
- Copy of applicable contract and/or agreement
- Original bid spec or quote request (excluding complex construction projects)
- Bids/quotes received (excluding complex construction projects, provide comparison worksheet)
- Bid/quote comparison worksheet
- Draft County Board resolution
- Plat approval check-list and supporting documents
- Copy of previous minutes related to this issue
- Other supporting document(s) (please list) Letter of resignation

Provide eleven (11) copies of supporting documentation NO LATER THAN Wednesday at Noon to make the Board's agenda for the following Tuesday. Items WILL NOT be placed on the Board agenda unless complete documentation is provided for mailing in the Board packets. (see reverse side for details)

AITKIN COUNTY ADMINISTRATION

Aitkin County Courthouse
217 Second Street N.W. Room 130
Aitkin, MN 56431
218-927-7276
Fax: 218-927-7374

TO: Aitkin County Board of Commissioners

FROM: Patrick Wussow, County Administrator

RE: Personnel Committee Recommendation for Health and Human Services Office Support Specialist (OSS)

DATE: March 20, 2012

The Personnel Committee met on March 20th and discussed the position listed above. The Personnel Committee is made up of two County Commissioners (Wedel, Niemi), the County Administrator and the Human Resources Manager Bobbie Danielson. Staff has attached the related information that was presented to the Personnel Committee.

Based upon the information provided and the presentation the committee made the following recommendations:

Health and Human Services

1. Office Support Specialist 4 – 0 with everyone supporting filling the position. By filling this position with an entry level employee the County will see a reduction of about \$7,200 from what is budgeted. The Health and Human Service Director is recommending the starting salary.

Staff and committee members will be present to discuss these recommendations and to address questions of the County Board.

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**TO: Personnel Committee and
Tom Burke, Health and Human Services Director**

FROM: Patrick Wussow, County Administrator

RE: Personnel Committee Agenda

DATE: March 16, 2012

The Personnel Committee will meet on Tuesday, March 20th at 2:00 in the County Boardroom. The meeting is scheduled to discuss refilling an open position created with the resignation of Christina Hamdorf.

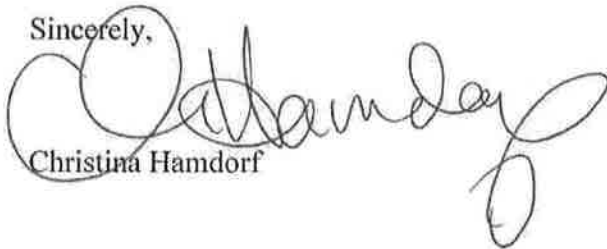
1. Discuss refilling vacant position - Health and Human Services Office Support Specialist (OSS)

March 12, 2012

Tom, Eileen & Julie,

I am writing today to submit my resignation from my position as Office Support Specialist with Aitkin County Health & Human Services. I am anticipating my last day with Aitkin County to be March 23, 2012. I have accepted a position as a social worker with an agency in Brainerd. I have loved being a part of the team here at Aitkin County and hope to one day be a part of the team again. Thank you for all the support you have given me during my time here.

Sincerely,

A handwritten signature in cursive script that reads "Christina Hamdorf". The signature is written in black ink and is positioned to the right of the typed name.

Christina Hamdorf

Aitkin County Health & Human Services

204 First St. NW
AITKIN, MINNESOTA 56431
PHONE 1-800-328-3744 or 1-218-927-7200 - FAX # 927-7210

DATE: March 20, 2012

TO: Patrick Wussow, Aitkin County Administrator
Aitkin County Personnel Committee

FROM: Tom Burke

RE: OSS Vacancy in the Front Office

We are requesting to fill the OSS position vacated by Christine Hamdorf as she has accepted a Social Worker position in Brainerd. Because Chris was on leave for 12 weeks last fall due to schooling, we know we would not be able to fully maintain duties without this position. This includes job responsibilities that go beyond the basics of assisting clients who come into the agency, managing phone calls and completing mail duties. To maintain the efficiency and effectiveness of our office in the long term, we need to continue purging closed case files, scan basement files, thin income maintenance files, all in preparation for the electronic document system.

Face-to-face walk-in traffic not only involves consumer services with or without appointments but directing people to meetings, coordinating delivery services, and matching consumers with the various entities in the building including probation, WIC, child support, and client contact with social workers or income maintenance staff. The nature of the visits may be unpredictable and varied to include one-on-one assistance by OSS in completing forms prior to appointments with staff.

Phone calls require immediate attention in order to direct them to the proper destination. We find we are often a resource for information and referral and assist callers with phone numbers to outside the agency destinations.

Filing, as we know it today, will be changing and we have already begun ramping up for the implementation of the **Electronic Document Management System**. We have implemented a new paper filing system for case information that will be entered into the E-docs system. We manage our closed caseload paper files by prepping each individual file and then **scan** it into a pre-determined electronic data management system (Application Extender) for archiving and retrieval. When e-docs is implemented, we will be transferring all current paper files and any new incoming paperwork directly into the system. This will ultimately eliminate the 3 or 4 file cabinets in each income maintenance office for storage as well as reduce paper costs.

Coverage up front becomes an issue when there are only 3 people available. If staff request time off or need sick time, it negatively impacts the coverage needed to assure work flow and effectiveness. The front office must have coverage 8 hours a day. As it is, -OSS are able to do their best to alternate days off to be assured coverage but with one less person to count on, the challenge increases.

Continuity of coverage in the front office area as well as strong communication skills is essential to manage workflow and in maintaining continuity of service. Consistency in the front office alleviates stress throughout the entire agency. This is interrupted when other staff from the agency is asked to fill in on an itinerant basis. Staff not part of the daily milieu, take extra time getting up to speed on what is happening / changing / on the radar for short periods of time.

The OSS position is an **Entry Level Position** into our agency. Approximately one fifth of our staff began their careers with this agency in OSS. This foundation has been valuable in building working relationships, as well as in assessing areas of our work for improvement.

Financial Information for the OSS position:

Current Full Time Starting Step	\$24,898	Current Full Time 4 Years/Step 5	\$31,221
FICA & Medicare	\$ 1,905	FICA & Medicare	\$ 2,388
PERA	\$ 1,805	PERA	\$ 2,264
Life Insurance	\$ 73	Life Insurance	\$ 73

Health Insurance:

Single = \$ 8,500

Family = \$ 14,918

Single = \$ 8,500

Family = \$ 14,918

Wage with Family Coverage = \$43,599

Wage with Single Coverage = \$37,181

Wage with Family Coverage = \$50,864

Wage with Single Coverage = \$44,446

This position receives direct reimbursement of **50%** through Income Maintenance.