

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 Family Coverage =	\$50,864
Wage with Single Coverage =	\$37,181	Wage with Single Coverage =	\$44,446

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