



Board of County Commissioners Agenda Request

3A

Agenda Item #

Requested Meeting Date: 10/24/2017

Title of Item: Personnel Committee Recommendations

<input checked="" type="checkbox"/> REGULAR AGENDA <input type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft)	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing* <small>*provide copy of hearing notice that was published</small>
Submitted by: Bobbie Danielson <i>Bobbie Danielson</i>		Department: Administration/HR
Presenter (Name and Title): Bobbie Danielson, HR Director		Estimated Time Needed: 10-15 mins
Summary of Issue: The Personnel Committee met on October 10, 2017, and recommends the following: *Authorize new full-time Office Support Specialist position in HHS. Funds are in the budget. This position replaces a previously budgeted PHN position. See attached. *Thanks and recognition of employee Veterans at next board meeting. *Restructure in the Sheriff's Office (Jail) to provide a full-time Jail Program Coordinator, utilizing existing STS staff. *Minnesota Life response attached related to our request to extend the \$200k Guarantee Issue to all staff. Will discuss. *Informational only. Individualized performance evaluation forms will be distributed to the Leadership Team in October, for the review period of January 1, 2017 - December 31, 2017. Leadership Team is requested to have 100% completion/return rate by April 1, 2018 (amended from March). *Informational only. The Safety Committee will be requested to meet monthly, instead of quarterly, in 2018.		
Alternatives, Options, Effects on Others/Comments:		
Recommended Action/Motion: Motion(s) to create a new OSS position in HHS effective 10/24/2017, invite employee Veterans to next board meeting, restructure in the Sheriff's Office to provide a full-time Jail Program position by 1/1/2018, and to accept Minnesota Life's bid effective 1/1/2018 w/GI as described in attachment.		
Financial Impact: Is there a cost associated with this request? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No What is the total cost, with tax and shipping? \$ Is this budgeted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Please Explain:		

Memorandum

To: Aitkin County Personnel Committee

From: Cynthia Bennett, HHS Director

CC: Jessica Seibert, Aitkin County Administrator

Introduction and history:

Approved in the 2017 budget is a new Public Health Nurse (PHN) position. Although at the time the rationale for this position was sound, there have been some programmatic changes and shifts in workloads that have led the team to re-evaluate whether this position is necessary. In addition, it has come to our attention that there are other agency functions that are not completed in a timely manner due to lack of support. Employees in the Case Aide (CA) positions are currently being pulled to work out of their scope to assist with coverage in the Office Support Specialist (OSS) area. This might not sound problematic yet the duties conducted by the CA positions are support functions that relate specifically to this agency's ability to collect reimbursement for various tasks completed.

To assure that the needs of the agency are managed in the most efficient manner a Process for Perfection (P4P) was conducted to determine where the gaps existed and discover solutions to eliminate waste and improve workflows. P4P is a *Lean* or *Kaizen* process that is basically an operational excellence strategy that enables you to change for the better. *Kaizen* means incremental improvements.

As part of that process, we looked at all Office Support Staff (OSS) and Case Aide (CA) positions and duties assigned to each person, what was necessary work, who would best do that work, and then developed guidelines for standardized workflows that will increase efficiency. We meticulously looked at how duties might be shifted to help provide coverage upfront with the OSS duties, evaluated whether or not current staff members are managing their time effectively, tried to find creative solutions that did not require an additional position, however, could not find an appropriate solution that would allow for all the work to be completed.

Historically there were 4 OSS positions in the front office area within the agency. 2 positions were moved into a Case Aide (CA) level to maximize billing potential. At the time it was thought that there would be no need for backfilling the 2 OSS positions that were now left vacant. However, this didn't prove sound and the CAs over the past few years have been spending their time backing up the OSS VS tending to the tasks that are assigned to the CA position. If the CAs do not provide assistance with coverage, we do not have enough staff to adequately cover incoming phone calls, the front desk window and other office support duties such as case filing, scanning documents, closing cases, etc. And, when the CAs are doing OSS work it negatively impacts and restricts our ability to generate revenues.

This P4P process has also brought to light other necessary duties to allowed CAs to be doing work in the program area that they are assigned. For instance, a social services case aide would no longer be completing tasks for financial services they would be focused on Social Service. The last very positive outcome from this process with the addition of an OSS staff is that it will allow additional CA tasks to be added to the CA workflows that the agency has not been able to provide in the past. This shift in duties would allow for possible hits on the random time study that would increase revenue reimbursements from the state.

As an end result, we determined that an additional OSS position would allow for maximum use of time for all positions assuring we are drawing down the most revenue possible. Options for part time and temporary positions were considered. The limited time frame that a temporary position allows and the limited hours a part time employee works will not adequately cover our needs as the concerns being addressed by this position are an ongoing issue.

Request:

Our request is to increase our OSS staff by one full time, permanent person instead of filling the full time permanent position of PHN. This position will report to Jessica Schultz and we would like to fill this position immediately.

Additional Information:

This position would replace the PHN position currently in the budget. We did experience a cost saving in this line item as this position has not been filled in 2017 as budgeted. The cost of an OSS position is significantly lower than the cost of a PHN position so there will be a budgetary savings on going as well.

Cost estimates (desired starting wage, PERA, taxes, benefits). Estimates showing Grade 2, Step B start rate. 2 months in 2017 and 12 months in 2018 are shown below. [FT OSS: 2017 \$8611,41 and 2018 \$53,004.04]

FUND NO.	DEPT NO.	LAST NAME	FIRST NAME	JOB TITLE	2017 HOURLY RATE	GRADE	STEP	2018 HOURLY RATE (EST)	2018 LUMP SUM (Or LLC Lodging)	HOURS ESTIMATED IN 2018	2018 ESTIMATE (WAGES + LUMP SUM) DOES NOT INCLUDE OT	PERA	SOCIAL SECURITY (6.2%)	MEDICARE (1.45%)	2018 HEALTH INSURANCE ESTIMATE (5% INCREASE)	2018 LIFE INSURANCE ESTIMATE (5% INCREASE)	2018 LTD CE	2018 HSA CONTRIBUTION	TOTAL EST 2018 SAL/WAGES & BENEFITS	PAYSCALE TO USE
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2 months in 2017, 12 months in 2018:

5 (2017)	HHS	NEW		POSITION OSS	\$ 14.46	2	B	\$ -	346.6667	\$ 5,012.80	\$ 375.96	\$ 310.79	\$ 72.69	\$ 2,285.64	\$ 10.20	\$ -	\$ 543.33	\$ 8,611.41	Afscme HHS	
5 (2018)	HHS	NEW		POSITION OSS	\$ 14.46	2	C	\$ 14.88	=	2080	\$ 30,949.03	\$ 2,321.18	\$ 1,918.84	\$ 448.76	\$ 14,045.04	\$ 61.20	\$ -	\$ 3,260.00	\$ 53,004.04	Afscme HHS

There is no direct revenue reimbursement for this position, however, indirectly this will impact the ability to draw dollars down for reimbursement of particular administrative tasks conducted by CAs and Social Workers/Public Health Nurses.

Thank you for your consideration and support.



OFFICE SUPPORT SPECIALIST

Department Health and Human Services Department
Grade Grade 2
Reports to Assigned Supervisor
FLSA Status Non-exempt
Union Status AFSCME HHS Unit

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To perform moderately difficult office support assignments requiring knowledge of agency programs, procedures and practices, and to serve as liaison between the general public and agency staff.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Provides courteous, high quality service to the public by asking questions to determine client needs and then directing clients to the appropriate staff member, department or meeting or by diffusing and redirecting belligerent clients before hostility escalates.
2. Greets and assists clients in proper completion of forms and applications based on knowledge of agency programs, policies and procedures, and gathers personal medical identification numbers and electronic benefit transfer cards after identity verification.
3. Communicates information to the public or interdepartmental representatives in situations where good judgment and correct interpretation of departmental policies and regulations are required.
4. Photocopies reports, forms, correspondence, and other agency documents.
5. Operates multi line telephones, directing calls, taking accurate messages, and providing agency program information and community resource information to callers.
6. Sorts, screens, prioritizes and distributes incoming mail, interagency correspondence and court documents and collects, prepares and delivers outgoing mail in a timely manner.



Position Description

7. Composes, types, and edits correspondence, memos, forms, reports, and other documents from rough drafts or dictation, proofing for accuracy, completeness, and compliance with applicable regulations using knowledge of procedures to determine the correct format.
8. Creates and maintains filing system, performs data entry, and maintains computer database files.
9. Sorts, files, purges and scans agency records and case files in accordance with state and federal mandates and agency procedures. Pulls files for other staff upon request.
10. Operates all office equipment: computers, typewriters, dictation system, scanning system, calculators, photocopiers, fax machines, postage machines, laminators, and multi-phone lines.
11. Troubleshoots staff problems and issues with computer programs, equipment, and agency policy/procedures.
12. Takes meeting minutes and prepares and enters statistical data such as charts, tables, and graphs from written, typed or verbal instructions.
13. Creates newsletters, brochures, and other printed materials using desktop publishing software.
14. Assembles informational packets, ordering and updating forms and brochures for all divisions, maintaining adequate inventory.
15. Attends training and meetings as needed.
16. Performs other related duties as assigned or apparent.

Minimum Qualifications

Must be eligible for appointment by the MN Merit System.

Administrative Support Diploma or college coursework in administrative support applications, business English, business communications, typing, Microsoft Office software, or closely related field, plus one or more years of general clerical experience.

Valid Minnesota driver's license or access to reliable transportation for infrequent travel that may be required for off-site training or other job-related activities. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Must have the ability to focus and work productively despite frequent interruptions.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position.
3. Business English, spelling, grammar and punctuation.
4. Basic math.
5. Agency programs, procedures and policies.
6. General office practices and equipment.
7. Special computer software.
8. Record keeping systems in order to maintain administrative and fiscal data and to prepare reports.



Position Description

9. Other community resources sufficient to be able to refer clients when needed.
10. County customer service objectives and strategies.
11. Proper telephone technique, office and online etiquette.
12. Current technology and trends in the clerical field.

Skill in:

1. Communication and interpersonal skills as applied to interaction with supervisors, staff, and the general public sufficient to exchange or convey information and to receive work direction.
2. Typing correspondence, preparing a quality product in a timely fashion and in a wide variety of typing layouts and formats.
3. Accessing and utilizing data from a computerized record keeping system.
4. Communicating effectively with a wide variety of individuals representing diverse cultures and backgrounds and to function calmly in challenging situations that require a high degree of sensitivity, tact and diplomacy.
5. Typing skill sufficient to complete 35 net words per minute without errors.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat others with respect, honesty, and consideration.
2. Operate a variety of office machines.
3. Understand and apply oral and written instructions.
4. Organize and prioritize one's own work.
5. Use human relations skills to positively interact with and to work constructively with clients and other employees.
6. Do sustained typing accurately at a satisfactory rate of speed.
7. Maintain the confidentiality of non-public information according to laws, rules and policies.
8. Organize information into written documents and reports.
9. Multi-task and prioritize client needs to ensure a smooth work flow to rest of staff.
10. Select appropriate financial worker by determining type of income and household size through direct questioning or retrieving information from the database.
11. Communicate effectively, both orally and in writing.
12. Assess the client's immediate needs and ensure client's receipt of needed services and to exercise appropriate judgment in answering questions and releasing information and to analyze and project consequences of decisions and/or recommendations.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.



Position Description

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Skills

Intermediate Skills – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should be proficient at using assigned software which may include:

County Payroll Software E-time, Webfusion, Microsoft Word, Excel, Outlook, Access, Publisher, MAXIS, MMIS, SSIS, EDocs, PHAT, MEC2, SIR, PRISM, CATCH3, HuBERT, Application Extender (Scanning system), Internet and other job-related software.

Ability to Travel

Infrequent travel may be required for trainings and meetings in and out of Aitkin County.

For the Public Health Office Support Specialist, travel is required to various WIC clinics and immunization and flu clinics throughout Aitkin County.

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, leadership, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, and innovation.

Work Environment

The noise level in the work environment is usually moderate. Work is performed in an office setting with noise and activity. Requires the ability to be flexible and tolerate numerous interruptions while maintaining a pleasant, personable demeanor.



Position Description

Equipment and Tools

Computer, copier, fax, telephone system, printer, 10-key calculator, shredder, scanner, laminator, emergency weather-alert radios, and other job-related equipment.

County-owned vehicles and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry boxes and children weighing up to 50 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safety is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The 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 and current employees to discuss potential accommodations with the employer.

05/13/2014

“Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County.”

Melissa Woitalla

To: Bobbie Danielson
Subject: RE: Agenda attachment - MN Life item

From: Pals, Amy L. [<mailto:APals@ochsinc.com>]
Sent: Monday, October 02, 2017 4:45 PM
To: Bobbie Danielson
Subject: RE: [External] bids accepted by Aitkin County Board

Bobbie –

After conversations with Minnesota Life, here is what they are willing to offer to the County:

1. For those employees currently at \$100,000 of Voluntary Life Insurance, they would have an one time opportunity this fall to increase to the \$200,000 without EOI (medical questions). (Please note: this offer is for those EE's as long as they never applied for more than \$100,000 and were denied because of medical issues)
2. As you mentioned, the last time an RFP was done, MN Life allowed all employees and spouses to come enroll without EOI
 - a. Here is the verbiage from that 2013 flyer: **For a limited time employees will have the opportunity to enroll for the first time or increase their voluntary life insurance for themselves and their spouses without providing evidence of insurability. Be sure to take advantage of this one-time, Guaranteed Issue enrollment opportunity because enrolling for voluntary life insurance at any other time will require proof of good health. Life insurance includes Accidental Death & Dismemberment. It is not necessary to purchase employee life to be eligible for additional spouse life coverage.**
3. MN Life feels that the best practice is to allow those who took action in 2013, be allowed to increase again, without any medical questions; however, if EE's did not participate then the only reason they would want to come in now is because of a medical issue.

Some current Data:

- 29 Employees have \$100,000 of voluntary life
- 8 employees have more than \$100,000
- 63 employees have voluntary life on themselves (average is \$85,000)

I know this is not the outcome you were looking for, but after many conversations with UW this is what I am able to offer.

We can touch base if you have questions, my direct line is xx and I am usually in before 8:00.

I do need an email approval to move this forward. Amy Coulter is working on the other information, once we finalize this we can send the Life Insurance flyer.

Amy

Amy Pals
Account Manager



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From: Bobbie Danielson [<mailto:Bobbie.Danielson@co.aitkin.mn.us>]
Sent: Tuesday, September 26, 2017 10:21 AM

To: Pals, Amy L. <APals@ochsinc.com>

Cc: 'Kirk Peysar' <kpeysar@co.aitkin.mn.us>; 'Nikki Knutson' <nikki.knutson@co.aitkin.mn.us>; 'Donna Boyer' <DBoyer@co.aitkin.mn.us>

Subject: [External] bids accepted by Aitkin County Board

[External Content] This message is from an external source. Please exercise caution when opening attachments or links.

Good morning, Amy,

9/26/2017: Motion by Aitkin County Commissioner Neimi, seconded by Commissioner Pratt to accept the bid of Minnesota Life (life ins), Dearborn National (short-term disability), Madison National (LTD), and EyeMed (vision plan), effective 1/1/2018, with the expectation that Minnesota Life extends the new guarantee issue from \$100k to \$200k for all employees, not just new hires. The motion carried.

Bobbie Danielson
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