



# MONROE COUNTY BOARD OF SUPERVISORS

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## NOTICE OF MEETING

### ADMINISTRATION & PERSONNEL COMMITTEE

**DATE:** Tuesday, June 11, 2024  
**TIME:** 9:00 a.m.  
**PLACE:** Monroe County  
County Board Assembly Room  
210 W. Oak Street – Room 1200  
Sparta, WI 54656

### SUBJECT MATTER TO BE CONSIDERED

1. Call to Order/Roll Call
2. Public Comment
3. Next month's Meeting Date/Time
4. Minutes Approval of May 14, 2024 and May 22, 2024
5. Land Information
  - a. Review of Monroe County Policy for Acceptance of Land via Quit Claim Deed in Lieu of Foreclosure for Remnant Parcels and Parcels that are Entirely Public Road Right of Way – Discussion/Action
6. Information Technology
  - a. Log-In Policies - Discussion
  - b. Director Report
7. Human Resources
  - a. New Position Requests – Discussion/Action
    - Resolution Authorizing the Increase in Hours from Half Time to Full Time for the Sanitation & Zoning Administrative Assistant Position
    - Resolution Authorizing the Full-Time Position of Community Deputy Funded Through Opioid Settlement Funds
    - Resolution Authorizing a Full Time Legal Assistant for the Monroe County District Attorney's Office
    - Resolution Authorizing the Increase in Hours from ¾ Time to Full Time for the Monroe County District Attorney's Office Administrative Assistant Position
    - Resolution Authorizing a Part-Time ADRC Administrative Assistant in the Monroe County Human Services Department
    - Resolution Authorizing Six Service Coordinator Positions (CLTS/CCS) in the Monroe County Human Services Department
  - b. Emergency Pay Policy – Discussion/Action
  - c. Health Insurance Plan – Discussion/Action
  - d. Wellness and Self Care RFP Recommendation – Discussion/Action
  - e. Director Report
8. County Administrator
  - a. Authorization for RFP Time Study Analysis Services – Discussion/Action
  - b. Official County Business Hours – Discussion
  - c. Administrator Report

**ADMINISTRATION & PERSONNEL COMMITTEE MEETING  
June 11, 2024**

9. Strategic Plan – Discussion
10. Next Month's Agenda Items
11. Adjournment

Wallace Habegger, Committee Chair  
Date notices mailed: June 6, 2024

**PLEASE NOTE:** *A quorum of the Monroe County Board or other committees may be present at this meeting. No business of the County Board or other committees will be conducted at this meeting, only the business noted above.*

Administration & Personnel Committee  
May 14, 2024

Present: Wallace Habhegger, Todd Sparks, Jason Jandt

Virtual: Toni Wissestad, James Kuhn

Others: Tina Osterberg, Ed Smudde, Richard Folkedahl, Pamela Pipkin, Deb Brandt, Jeremiah Erickson, Tiffany Giesler, Tracy Thorsen, Allison Elliott, Diane Erickson, Chris Weaver, Wes Revels, Lisa Aldinger Hamblin, Adrian Lockington, Hannah Olsen, Adam Balz, and Cedric Schnitzler.

- The meeting was called to order in the Monroe County Board Assembly Room at 9:00 a.m. by Chair Wallace Habhegger.
- Election of Committee Vice-Chair – Motion by Jason Jandt second by Wallace Habhegger to nominate Todd Sparks as Vice-Chair. Carried 3-0.
- Establishment of Monthly Meeting Date/Time – Wallace Habhegger suggested to keep the time the same; monthly every 2<sup>nd</sup> Tuesday at 9:00 am in the Assembly Room. All committee members agreed. A special meeting will also be held May 22<sup>nd</sup> 2024 9:00 a.m. in the Assembly Room.
- Date/Time for Self-Insurance Plan Meeting – Will be discussed at the special meeting, scheduled May 22<sup>nd</sup> 2024 in the Assembly Room.
- Next Month's Meeting Date/Time – The next month's meeting June 11<sup>th</sup> 9:00 a.m. in the Assembly Room.
- Minutes Approval – Motion by Jason Jandt second by Todd Sparks to approve the April 9, 2024 minutes. Carried 3-0.
- No individual's spoke during the public comment period.
- Resolutions
  - a. Resolution in Support of Housing for Homeless Veterans – Motion by Jason Jandt, second by Todd Sparks to adopt resolution. Adam Balz, County Board Supervisor, explained that most counties have these programs and feels that Monroe County should have this to support veterans. Discussion. Carried 3-0.
  - b. Resolution in Support of funding for County Child Support IT Modernization Project – Motion by Todd Sparks, second by Jason Jandt to adopt resolution. Pamela Pipkin, Child Support Director, explained that they are in year 5 out of a 7-year process. Need to make requests to the state so this project will be in the state's budget. This technology will help to make sure the right amount of child support is paid and easier to receive payment. Discussion. Carried 3-0.
  - c. Resolution Authorizing the Establishment of a Full-Time Assistant Corporation Counsel Position – Motion by Jason Jandt, second by Todd Sparks to adopt resolution. Lisa Aldinger Hamblin, Corp Counsel, explained that this position will help with court cases for Human Services and Child Support. The funds to support the new Full-Time Assistant Corp Counsel will come from Human Services (60%) and Child Support (40%). The employee will track their time and code appropriately when turning in their time sheet. Discussion. Carried 3-0.
  - d. Resolution Authorizing the Establishment of Levy Funding for the Land Information Officer/GIS Coordinator Position. Motion Todd Sparks to amend the resolution fiscal note to partially fund with county levy dollars through 2026 seconded by Jason Jandt. Discussion. Todd Sparks, Vice Chair, brought up grammatical issues that will also need to be corrected. Carried 3-0.
  - e. Resolution Authorizing Changes to the Monroe County Personnel Policy Manual Monroe County Administrator Succession Plan – Motion by Todd Sparks to amend the resolution for grammatical errors second by Jason Jandt. Discussion. Carried 3-0.
  - f. Resolution Establishing 2025 Annual Budgeted Allocation for Cost of Living and Pay for Performance Adjustments – Motion by Jason Jandt, second by Todd Sparks to take out

"(score 3.0 or higher)" out of resolution and adopt the resolution as amended. Discussion.  
Carried 3-0.

- RFP Recommendations
  - a. Register of Deeds, On-Site Scanning and Conversion Project RFP – Deb Brandt, Register of Deeds, spoke of the 3 bids that were received for the On-Site and Conversion Project. Fidlar Technologies bid was \$130,060.28, EO Johnson bid was \$116,478.50, and On Q Solutions bid was \$76,880.00. Deb recommended to award the project to On Q Solutions due to budget limits. \$54,530 has been approved in the 2024 budget for the On-Site Scanning and Conversion Project. The remaining portion of the project would be contingent upon the approval of the 2025 budget, which would include \$22,350.00 for completion of the scanning project.
  - b. Information Technology, Permit Tracking, Property Assessment, Tax Collection Software RFP – Richard Folkedahl, IT Director spoke about the 2 bids received. Catalis at \$306,888.31 and TTEch at \$497,793.40. Richard recommended to award the project to Catalis since the county has used them in the past and their bid is lower.
  - c. Human Resources, Wellness and Self Care RFP – Moving to May 22<sup>nd</sup> 2024 special meeting.
  - d. Human Resources, Onsite Clinic RFP – Ed Smudde, Human Resources Director, recommends not to move forward.
- Review of Monroe County Policies for Acceptance of Lands via Quit Claim Deed in Lieu of Foreclosure for Remnant Parcels and Parcels that are Entirely Public Road Right of Way – Jeremiah Erickson, GIS Coordinator, said that the REM process saves during the foreclosure process. The time and effort put into the parcels and with little gain. His recommendation is to suspend the program with potential to pick-up later in the back end. Next month's meeting, Jeremiah will draft a policy that could potentially turn into a resolution later.
- Richard Folkedahl provided the Information Technology Director Report.
  - a. Upgrades in Assembly Room
  - b. RFP's
- Human Resources
  - a. Infectious Disease Personnel Policy Manual (4.61) – Moving to May 22<sup>nd</sup> 2024 special meeting.
  - b. Ed Smudde provided the Human Resources Director Report.
    - Changed name from "Personnel" to "Human Resources."
    - Open Records Requests
    - FMLA
    - Health Insurance claims
- County Administrator
  - a. Official County Business Hours – Tina Osterberg, County Administrator, provided a summary of the employee survey sent out about changing County Business Hours. 196 employees responded to the survey and half were interested in changing hours to experiment, but the biggest reason not to change is due to child care. Tina has spoken to the judges about doing a trial period and the Committee is unsure due to the comments made by staff from the survey. Will be on next month's agenda for discussion/action.
  - b. Tina Osterberg provided the County Administrator Report:
    - Rolling Hills Bus
    - 5-Cell Bid (Today at 2:15 pm)
    - Demolition at the North Complex – Building B
- Wallace Habegger left the meeting early at 11:13 a.m. Cedric Schnitzler, County Board Chair, was present to keep the minimum member requirement for a quorum.
- Next Month's Agenda Items:
  - a. Emergency Pay Policy – Discussion
  - b. Office Hours – Discussion/Action

- c. Strategic Plan – Discussion
- d. Log-In Policies – Discussion

- Cedric Schnitzler adjourned the meeting at 11:21 a.m.

Rachel Kreighbaum, Chief Deputy County Clerk  
Recorder

Administration & Personnel Committee  
May 22, 2024

Present: Wallace Habhegger, Todd Sparks, James Kuhn, Jason Jandt, Toni Wissestad  
Others: Tina Osterberg, Ed Smudde, Pamela Pipkin, Mindy Hemmersbach, Deb Brandt, Cedric Schnitzler, David Pierce, Wes Revels, Chris Weaver, Tracy Thorsen, Members of the Public, Press

The meeting was called to order in the Monroe County Board Assembly Room at 9:00 a.m. by Chair Wallace Habhegger.

- No individual's spoke during the public comment period.
- Human Resources
  - a. Health Insurance Plan – Ed Smudde, Human Resources Director provided members with a health insurance review. Options for health insurance included self-insured, state plan and fully insured. October would be the soonest a plan change could occur. Discussion. The Human Resources Director recommended the self-insured “blue” copay plan. This item will be re-visited at the June meeting.
  - b. Wellness and Self-Care RFP Recommendation – Ed Smudde explained that he is looking to merge wellness within the counties current health plan. The goal is to improve the health and well-being for Monroe County employees. The cost is \$76,000.00. Discussion. This item will be re-visited at the June meeting.
  - c. Onsite Clinic RFP Recommendation – Ed Smudde asked the committee to not move forward on the Onsite Clinic RFP due to the cost.
  - d. Infectious Disease Personnel Policy Manual (4.61) – This item will be re-visited in July.
- Wallace Habhegger adjourned the meeting at 10:50 a.m.

Shelley Bohl, Monroe County Clerk  
Recorder

## **Monroe County Policy on Accepting Land via Quit Claim Deed in Lieu of Foreclosure for Remnant Parcels.**

### BACKGROUND

In Monroe County there are situations that arise in which remnant tax parcels with nominal taxes become tax delinquent and the County Treasurer eventually has to take the parcels via the in rem foreclosure process. The process of foreclosure for such parcels has a cost that is not recouped if the property is not subsequently sold. There are remnant parcels that clearly have no practical value and will not have a buyer if the County forecloses. As it would pertain to this policy a remnant parcel would be defined as a tax parcel that is owned by a party who has no adjacent tax parcels and a portion of that parcel lies under road right-of-way or may be landlocked or is substandard under local zoning.

These parcels typically have nominal annual real estate taxes and there are usually limited reasons, if any, for owners to continue to pay taxes on the parcel aside from keeping their names off the tax delinquent list. Remnant tax parcels subject to these circumstances are, in general, not marketable. In some cases owners in this position have expressed a desire to give their land to Monroe County.

If the owner pays the real estate taxes, the County has no incentive to act. If the owner does not pay the real estate taxes the County will encounter direct and indirect costs when foreclosing. This policy is to address those circumstances.

Regardless of how it came to be, the owners have a parcel with no identified market value. Even if they could find someone to take the parcel, a neighbor perhaps, they face a cost for production of a deed (minimum of \$75 but likely more under this complex set of facts) and a recording fee of \$30. In addition, even if they pay the real estate taxes through their lifetime, the County may eventually get the property as it is unlikely that an heir will accept the parcel and continue to pay the taxes. Often it is only a matter of time before the parcel becomes subject to in rem foreclosure.

When a tax parcel in Monroe County is the subject of delinquent payment of real estate taxes the County may choose to proceed to foreclose on tax liens by an action in rem under WI §75.521. As part of proceeding to foreclosure, Monroe County hires a local title company to do title work on the parcels to identify parties to be notified of the foreclosure. Title work charges are \$75 per parcel at a minimum. In addition to the title work cost there are publication fees, certified mailings and copy charges of at least \$200 per parcel. In addition to direct monetary costs a large amount of employee time is invested in dealing with the foreclosure process.

Due to these costs and ongoing time spent determining how to proceed with parcels it would be advantageous to Monroe County to prepare and accept these parcels via a Quit

claim deed and write off the back taxes rather than incur the costs involved with the In Rem Foreclosure process.

## POLICY

The County shall be passive in implementing this policy and will not seek opportunities to acquire lands but rather use this as an option to save tax payer money when the County would have ended up foreclosing on the property anyway. Upon discussion or inquisition should a property owner with delinquent taxes share that they are not going to continue paying the taxes or would rather just give the property to the County. A County officer or employee may direct the party to the Real Property Coordinator or the designated Land Information Officer who may inform the property owner of this policy and determine the suitability of the delinquent tax parcel in question based on the circumstances.

Monroe County deems the following criteria shall be met before accepting remnant tax parcels via a Quit claim deed.

- The property has nominal taxes.
- The property has no improvements.
- The owner(s) attests that the owners of adjoining properties to the parcel in question are not interested in the property.
- The cost of foreclosing on the property will exceed the costs associated with acquiring it via quit claim deed.
- The owner(s) has or expresses a clear willingness to let payment of real estate taxes go delinquent.

The County Treasurer is in a position to identify parcels with nominal amounts of taxes as they become delinquent. With the assistance of the Real Property Coordinator or designated Land Information Officer, parcels that are true remnants can be identified. The Real Property Coordinator or designated Land Information Officer are also in a unique position to draft a legal description for the parcel by using existing descriptions to describe the parcel. The Real Property Coordinator or designated Land Information Officer will provide a form to the owner and will identify the neighbors and the local municipality for the owner to approach and otherwise gather the information for creating the deed. The County shall accept a quit claim deed without any form of title work.

The Property and Purchasing Committee shall have authority to approve acquisition of the property under this policy. Monroe County will, by its Corporation Counsel, prepare a quit claim deed and the Treasurer shall pay for the recording of said quit claim deed as a cost saving/avoidance mechanism.



**RESOLUTION AUTHORIZING THE INCREASE IN HOURS FROM HALF TIME TO FULL TIME FOR THE SANITATION & ZONING ADMINISTRATIVE ASSISTANT POSITION**

1 **WHEREAS**, the Monroe County Sanitation & Zoning Committee and Administration & Personnel Committee have  
 2 reviewed the attached New Position Analysis and request the increase in hours from half time to full time for the  
 3 Sanitation & Zoning Administrative Assistant position; and  
 4  
 5 **WHEREAS**, the Sanitation & Zoning Administrative Assistant position is currently a half-time position with hours  
 6 divided equally between the Sanitation & Zoning Department and the Animal Control Department; and  
 7  
 8 **WHEREAS**, the population of Monroe County continues to increase as does the number of dogs in the county  
 9 which in turn leads to an increase in the number of dog incidents and dogs that move through the Dog Shelter  
 10 resulting in more paperwork to handle; and  
 11  
 12 **WHEREAS**, having a full time county employee to cover office work is more reliable than utilizing Limited Use  
 13 Employees (LUE);  
 14  
 15 **WHEREAS**, a proposed increase in dog license fees would cover the additional cost for this position.  
 16  
 17 **NOW, THEREFORE BE IT RESOLVED** by the Monroe County Board of Supervisors that it does hereby  
 18 authorize the increase in hours from half time to full time for the Sanitation & Zoning Administrative Assistant  
 19 position starting January 1, 2025.  
 20

Dated this 26th day of June, 2024

Offered by the Sanitation & Zoning Committee

Purpose: To approve the budgeting for an increase of the hours from half time to full time for the Sanitation & Zoning Administrative Assistant position effective January 1, 2025.

Fiscal Note: The increase in the 2025 budget for this position (wages & benefits) would be approximately \$25,157 which will be covered by the proposed increase in dog license fees.

Drafted by: Sanitation & Zoning Director, Alison Elliott

Finance Vote (If required): ____ Yes ____ No ____ Absent
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Committee of Jurisdiction Forwarded on: _____, 20____ ____ Yes ____ No ____ Absent
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Approved as to form on _____ _____ Lisa Aldinger Hamblin, Corporation Counsel
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Committee Chair: _____ _____ _____
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<input type="checkbox"/> ADOPTED <input type="checkbox"/> FAILED <input type="checkbox"/> AMENDED  <input type="checkbox"/> OTHER _____  County Board Vote on: _____ 20____ ____ Yes ____ No ____ Absent
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STATE OF WISCONSIN COUNTY OF MONROE I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution # _____ acted on by the Monroe County Board of Supervisors at the meeting held on _____.  _____ SHELLEY R. BOHL, MONROE COUNTY CLERK <i>A raised seal certifies an official document.</i>
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# New Position Analysis



- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> May 28, 2024	<b>Department:</b> Sanitation & Zoning and Animal Control
<b>Department Head Name:</b> Alison Elliott	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

The population of Monroe County continues to increase as does the number of dogs in the county which in turn leads to an increase in the number of dog incidents and dogs that move through the Dog Shelter. All of which requires more paperwork and more time handling dogs. Currently the work load in the Animal Control Department is split between the existing halftime administrative assistant (only works ¼ time for Animal Control), the Limited Use Employees and the full time Humane Officer/Shelter Manager. In the Shelter Manager relies heavily on LUE for processing most of the paperwork needed for processing dogs that move through the shelter. This has become increasingly difficult as the LUE hours are not consistent and increasing turnover requires constantly training of new staff. Having a full time county employee to cover more of the office work would be more efficient and more reliable than utilizing Limited Use Employees (LUE) as much as they are.

<b>Suggested Title:</b> Administrative Assistant			
<b>Personnel Director's Recommended Classification:</b>		<b>Grade:</b> H	<b>FLSA Class:</b>
<b>Full-time:</b>	<input checked="" type="checkbox"/>	<b>Part-time:</b> /hours	<b>Projected Start Date:</b> January 1, 2025

\*Current or newly created Job Description in current County format must be attached.\*

\*A completed and approved Resolution must also accompany this Position Analysis.\*

## Funding - Annual Costs to include family insurance coverage:

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
20.47	42,741	2,950	2,650	620	439		897	18

1. Where will the funds for this position come from?  
 A proposed increase in dog license fees for 2025 will cover the cost of this increase.

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2. What equipment will need to be purchased for this position (desk, etc.)?  
 none, this position would just continue to utilize the current equipment
  - a. Is office space presently available? yes Where? currently has a desk at both the Zoning Office and Dog Shelter
  - b. Estimated cost of needed equipment? \$0
  - c. Is the cost of needed equipment in the department budget? NA
3. What is the grand total cost of all items this fiscal year? \$25,157
4. What is the annual cost of salary and fringes, thereafter? \$25,157 ( This is the added cost of increase to full time)

**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

None
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2. Number of employees Directly supervised: \_\_\_\_\_ Indirectly: \_\_\_\_\_

List the position titles that will report to this position:


3. What position title will this position report to? Sanitation & Zoning Director and Humane Officer/Shelter Manager

**County Administrator – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>	<input type="checkbox"/>
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**Committee of Jurisdiction:** Sanitation & Zoning – Action:

Date: May 20, 2024	Position Approved:	<input checked="" type="checkbox"/>	Position Denied:	<input type="checkbox"/>	by a vote of: 5-0
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**Administration & Personnel Committee – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>	by a vote of:
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**Finance Committee – Action on Fiscal Note:**

Date:	Funds Approved:	<input type="checkbox"/>	Funds Denied:	<input type="checkbox"/>	by a vote of:
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**County Board – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>
By a vote of:	aye	nay	absent/abstention	

**MONROE COUNTY  
PERSONNEL COSTS  
2024 BUDGET**

DEPARTMENT: Dogs

\*round off all totals to the nearest dollar

JOB TITLE	EMPLOYEE NAME	ANNUAL SALARY	OVERTIME	RETIREMENT	SOCIAL SECURITY	MEDICARE	HEALTH	DENTAL	LIFE	TOTAL FRINGE	WORKERS COMP.	TOTAL
20.47	Cassie - 1/2 time	\$ 21,371		\$ 1,475	\$ 1,325	\$ 310	\$ -	\$ 449	\$ 9	\$ 3,568	\$ 220	\$ 25,158
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20.47	Cassie - Full Time	\$ 42,741		\$ 2,950	\$ 2,650	\$ 620	\$ -	\$ 897	\$ 18	\$ 7,135	\$ 439	\$ 50,316
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Additional cost to FT</b>		\$ 21,371	\$ -	\$ 1,475	\$ 1,325	\$ 310	\$ -	\$ 449	\$ 9	\$ 3,568	\$ 219	\$ 25,157

2024 Wisconsin Retirement

General Employee -  
Protective Employee -

0.0690  
0.1432

2024 Workers Compensation Rate

Street Const. 0.0149  
Protective 0.0080  
Municipal Oper. 0.0103  
Office/Clerical 0.0005

2024 Health Insurance

85% CoShare

	<u>Full-Time Rates</u>		<u>Part-Time Rates</u>	
	<u>CoPay</u>	<u>.HSA</u>	<u>CoPay</u>	<u>.HSA</u>
Single	1,012.86	793.06	691.12	541.14
Family	2,329.56	1,824.02	1,589.58	1,244.62

Social Security  
Medicare

0.062  
0.0145

2024 Dental Insurance

	<u>85% CoShare</u>	<u>Part Time</u>
Single	\$24.06	\$ 16.04
Family	\$74.79	\$ 49.86

Life Insurance

\$1.50

**RESOLUTION AUTHORIZING THE FULL-TIME POSITION OF COMMUNITY DEPUTY FUNDED THROUGH OPIOID SETTLEMENT FUNDS**

1 **WHEREAS**, the Monroe County Sheriff's Office is seeking a new position to serve as a Community Deputy who  
2 would be responsible for drug education programs in county elementary schools and other drug reduction  
3 programs and funded by the Monroe County Opioid Litigation Funds Settlement; and  
4

5 **WHEREAS**, Monroe County's Strategic Plan's Health and Safety section includes "Enhance Access to Substance  
6 Abuse and Mental Health Services" by "partner with school districts to provide education and surveillance to  
7 improve student outcomes" and "Establish partnerships in the community to address the increased use of  
8 substance abuse materials", and  
9

10 **WHEREAS**, Monroe County has received funding from the National Prescription Opiate Litigation Funds which  
11 has limited uses and includes "Strategy 2: Substance Use Prevention Efforts in Education and Community:  
12 Sustain and Grow, which includes "Year after year, DHS receives feedback regarding the dire need to enhance  
13 family and education-based prevention if we ever want to truly make an impact on protective factors and  
14 multigenerational health outcomes. Prevention efforts stop substance use initiation and reduce the prevalence of  
15 people diagnosed with a substance use disorder, continue to be the top request of opioid settlement funds made  
16 by community partners. By investing in upstream prevention efforts, Wisconsin can reduce the number of people  
17 struggling with substance use disorder and dying of unintentional overdoses." and  
18

19 **WHEREAS**, the Monroe County Sheriff's Office has researched the Drug Abuse Resistance and Education  
20 (DARE) curriculum and the DARE curriculum provides Opioid and Over the Counter/Prescription Drug lessons  
21 from Kindergarten through High School and the Sheriff's Office seeks a specially trained deputy to provide  
22 instruction to youth of the county to prevent addiction to prescription drugs and opioids in alignment with the  
23 Monroe County Strategic Plan and National Prescription Opiate Litigation Funds guidance; and  
24

25 **NOW, THEREFORE, BE IT RESOLVED** by the Monroe County Board of Supervisors, that they do hereby  
26 authorize the establishment of a full-time time Community Deputy effective January 1, 2025.  
27

28 Dated this 11<sup>th</sup> day of June, 2024.  
29

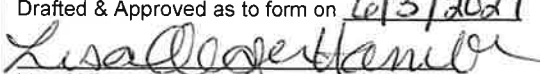
30 Offered by the Administrative & Personnel Committee.  
31

32 Fiscal Note: The first year cost for salary and fringe benefits with equipment and training for a full-time Community  
33 Deputy would be \$186,216 and \$98,561 annually with health insurance. This resolution will require a simple  
34 majority vote of the entire membership of the Monroe County Board of Supervisors for approval.  
35

36 Purpose: To establish a Community Deputy funded through Opioid Settlement funds effective January 1, 2025.

Finance Vote (If required):  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Committee of Jurisdiction Forwarded on: \_\_\_\_\_, 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Drafted & Approved as to form on 6/3/2024  
  
Lisa Aldinger Hamblin, Corporation Counsel

Committee Chair: \_\_\_\_\_  
\_\_\_\_\_

ADOPTED  FAILED  AMENDED  
 OTHER \_\_\_\_\_  
County Board Vote on: \_\_\_\_\_ 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

STATE OF WISCONSIN  
COUNTY OF MONROE  
I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is  
a true and correct copy of Resolution # \_\_\_\_\_ acted on by the Monroe  
County Board of Supervisors at the meeting held on \_\_\_\_\_  
  
SHELLEY R. BOHL, MONROE COUNTY CLERK  
*A raised seal certifies an official document.*

# New Position Analysis



- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> 06/05/2024	<b>Department:</b> Sheriff's Office
<b>Department Head Name:</b> Sheriff Wes Revels	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

New position would be a Community Resource Deputy responsible for providing drug abuse and misuse education at elementary schools and coordinating opioid education events at high schools.

<b>Suggested Title:</b> Community Resource Deputy			
<b>Personnel Director's Recommended Classification:</b>		<b>Grade:</b> Union	<b>FLSA Class:</b> Non-exempt
<b>Full-time:</b>	<input checked="" type="checkbox"/>	<b>Part-time:</b> /hours	<b>Projected Start Date:</b> January 1, 2025

\*Current or newly created Job Description in current County format must be attached.\*  
\*A completed and approved Resolution must also accompany this Position Analysis.\*

## **Funding - Annual Costs to include family insurance coverage:**

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
27.29	56,763	8,129	3,520	824	455	27,955		18.00

1. Where will the funds for this position come from?  
 Suggested funding source would be Opiod Settlement Funds

---

2. What equipment will need to be purchased for this position (desk, etc.)?  
 Yes-vehicle and equipment.
  - a. Is office space presently available? Yes \_\_\_\_\_ Where? Sheriff's Office
  - b. Estimated cost of needed equipment? \$186,216.00 (Includes Training)
  - c. Is the cost of needed equipment in the department budget? No

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3. What is the grand total cost of all items this fiscal year? None

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4. What is the annual cost of salary and fringes, thereafter? \$98,561 00

**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

None.

2. Number of employees Directly supervised: 0 Indirectly: 0

List the position titles that will report to this position:


3. What position title will this position report to? Captain-Patrol

**County Administrator – Action:**

Date: June 4, 2024    Position Approved:     Position Denied:

**Committee of Jurisdiction:** \_\_\_\_\_ – Action:

Date: \_\_\_\_\_    Position Approved:     Position Denied:     by a vote of: \_\_\_\_\_

**Administration & Personnel Committee – Action:**

Date: \_\_\_\_\_    Position Approved:     Position Denied:     by a vote of: \_\_\_\_\_

**Finance Committee – Action on Fiscal Note:**

Date: \_\_\_\_\_    Funds Approved:     Funds Denied:     by a vote of: \_\_\_\_\_

**County Board – Action:**

Date: _____	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	
By a vote of: _____	aye	nay	absent/abstention



## JOB DESCRIPTION

Title:	<b>Patrol Deputy (Community Resources Officer)</b>	Date:	5/2024
Department:	Sheriff	Pay Grade:	Union Contract
Reports To:	Patrol Sergeant/Patrol Captain	FLSA Status:	Non-Exempt

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### POSITION SUMMARY

Under general supervision of the Sergeant, Captain, Chief Deputy and/or Sheriff, the Patrol Deputy performs general duty police work maintaining public safety through enforcement of county, state and federal laws.

### ESSENTIAL FUNCTIONS

*The following duties are typical for this position. However, these are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

1. Patrols area enforcing county, state and federal laws, operates radar equipment and issues citations.
2. Investigates citizen complaints including, but not limited to, suspected criminal activity, stray animals, domestic disturbances and noise.
3. Observes and checks business and other property for unlocked doors or signs of criminal activity.
4. Gives speeches and public presentations on various topics.
5. Investigates accidents and crimes, prepares reports and paperwork.
6. Makes arrests and apprehends suspects.
7. Appears in court.
8. Serves papers and warrants.
9. Transports prisoners
10. Directs and escorts traffic.
11. Operates fingerprint, radar, intoxilyzer, and other special equipment.
12. Renders first aid and other assistance
13. Maintains and checks squad cars, radios, cameras, firearms, and uniforms.
14. Fills in for departmental personnel and assists with their duties.
15. May serve as D.A.R.E. officer.
16. Other duties as assigned.
17. Advise and counsel persons regarding crime issues, as it relates to the community.
18. Exchange information with other law enforcement and human services agencies.
19. Coordinate crime prevention programs and conduct security checks.
20. Make presentations before community groups, civic organizations, school groups, etc.
21. Provide alternatives for safety and security as follow up to criminal investigations.
22. Conduct juvenile-related investigations, complete juvenile referrals and alternatives to arrest.
23. Coordinate, organize and maintain community relations programs.
24. Conduct home and business security surveys.
25. Serve as liaison between the Department and community organizations.
26. Coordinate, maintain, and expand neighborhood watch programs and groups.



27. Serve as department school liaison officer at public, middle, junior high and high school levels, and provide services consistent with that assignment.

#### **MINIMUM REQUIRED QUALIFICATIONS**

- 60 hours college credit in law enforcement.
- Must be Wisconsin LESB Certified. Out of state certifications will be considered. Must obtain Wisconsin Certification required within one (1) year from date of hire.
- No felony or domestic misdemeanor or any offense, which, if committed in Wisconsin, could be punished as felony or domestic misdemeanor unless the applicant has been granted an absolute and unconditional pardon.
- Must successfully pass Post-Offer Testing which includes a drug screen, physical, and psychological examination. Failure to pass these will result in the employment offer being revoked.
- Successfully passes department background check and retains eligibility to provide criminal testimony.
- Must have a Valid Wisconsin driver's license.

#### **PREFERRED QUALIFICATIONS**

- Executive-level training such as Federal Bureau of Investigation National Academy or the Northwestern School of Police Staff and Command.

#### **REQUIRED JOB COMPETENCIES**

- Knowledge of the laws and regulations relating to law enforcement administration.
- Knowledge of office rules and regulations.
- Knowledge of local and State laws and ordinances.
- Skill in the use of firearms, chemical agents, weapons of defense and the operation of a motor vehicle.
- Knowledge of the operations of the criminal justice system.
- Knowledge of the laws applicable to correctional operations.
- Knowledge of Court operations and the administration and execution of civil processes.
- Knowledge of the County and Office's operating requirements, policies, procedures, and practices; and local, State, and Federal regulations related to office programs and operations.
- Knowledge of principles and practices of budgeting, fiscal management, project management principles and techniques.
- Ability to effectively utilize the principles of strategic and long and short-range planning.
- Skill in analyzing complex administrative information and issues, defining problems and evaluating alternatives and recommending methods, procedures and techniques for resolution of issues.
- Ability to research and analyze detailed information and make appropriate recommendations.
- Ability to develop office goals and objectives.
- Ability to plan, develop, implement, and evaluate projects and programs.
- Ability to develop, interpret and implement regulations, policies, procedures, written instructions, general correspondence, and other office-specific documents.
- Ability to prepare, recommend, and monitor an operating budget, including line-item budgeting.
- Knowledge of management and supervisory practices & principles, including the ability to make final employment recommendations, preparing performance evaluations, managing time off, and maintaining personnel records.

- Ability to adapt and take control of situations, dictating subordinate activities in a responsible manner.
- Ability to instruct and train in methods and procedures.
- Ability to organize, assign, and modify the work assignment of others, and (re)-establish priorities to meet deadlines.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits requiring minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to communicate clearly, concisely and effectively in English in both written and verbal form.
- Skill in researching and understanding complex written materials.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to apply sound judgment and discretion in performing duties, resolving problems, and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain professionalism at all times.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports, and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
- Ability to work the allocated hours of the position and respond after hours as needed.
- Ability to testify in court.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as otherwise required by law. Employees needing reasonable accommodation should discuss the request with Human Resources.*

- This work requires the occasional exertion of up to 100 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms. Situations may require physical ability to perform such activities as direct pursuit or wrestling with individuals.
- Work requires operating machines, operating motor vehicles or equipment and observing general surrounding and activities. This may involve driving in inclement weather conditions.
- Work occasionally requires exposure to outdoor weather conditions.
- Work may require working in dangerous, life-threatening situations.
- Work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires wearing specialized personal protective equipment.
- May be subject to exposure to blood/body fluids and infectious and communicable diseases.
- May require dealing with persons who are hostile, aggressive, abusive or violent, posing threatening conditions.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGEMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name

RESOLUTION NO. \_\_\_\_\_

**RESOLUTION AUTHORIZING A FULL TIME LEGAL ASSISTANT FOR THE MONROE COUNTY DISTRICT ATTORNEY'S OFFICE**

1 **WHEREAS**, the Monroe County Public Safety Committee and Administration & Personnel Committee have  
2 reviewed the attached New Position Analysis and request for a full time Legal Assistant position for the Monroe  
3 County District Attorney's Office; and  
4

5 **WHEREAS**, the Monroe County District Attorney's Office is requesting the hiring of a full time Legal Assistant  
6 position; and  
7

8 **WHEREAS**, the number of criminal cases scheduled for jury trial has dramatically increased as well as the  
9 complexity of those criminal cases which in turn leads to a significant increase in the amount of time needed  
10 ensuring witnesses are subpoenaed, preparation meetings for prosecutors with witnesses and law enforcement  
11 are scheduled, court documents are filed timely and trial audio/visual assistance is met; and  
12

13 **WHEREAS**, having a full time county employee to cover the Legal Assistant duties is necessary to timely,  
14 efficiently and accurately complete all tasks as to not cause unnecessary delays for any case party, whether  
15 victim or defendant;  
16

17 **WHEREAS**, this position will be covered by levy dollars but is necessary based on the magnitude of these cases.  
18

19 **NOW, THEREFORE BE IT RESOLVED** by the Monroe County Board of Supervisors that it does hereby  
20 authorize the full time Legal Assistant position for the Monroe County District Attorney's Office starting  
21 January 1, 2025.

Dated this 26th day of June, 2024

Offered by the Monroe County Public Safety Committee

Fiscal Note: The increase in the 2025 budget for this position (wages & benefits) would be approximately \$79,615.

Purpose: To approve the budgeting for a Legal Assistant position for the Monroe County District Attorney's Office effective January 1, 2025.

Drafted by: District Attorney's Office Manager, Lynn Kloety  
Approved by: District Attorney, Kevin Croninger

Finance Vote (If required):  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Approved as to form on \_\_\_\_\_  
\_\_\_\_\_  
Lisa Aldinger Hamblin, Corporation Counsel

Committee of Jurisdiction Forwarded on: \_\_\_\_\_, 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent  
Committee Chair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ADOPTED  FAILED  AMENDED  
 OTHER \_\_\_\_\_  
County Board Vote on: \_\_\_\_\_ 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

STATE OF WISCONSIN  
COUNTY OF MONROE  
I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution # \_\_\_\_\_ acted on by the Monroe County Board of Supervisors at the meeting held on \_\_\_\_\_  
\_\_\_\_\_  
SHELLEY R. BOHL, MONROE COUNTY CLERK  
*A raised seal certifies an official document.*

# New Position Analysis



- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> May 3, 2024	<b>Department:</b> District Attorney's Office
<b>Department Head Name:</b> Kevin D. Croninger	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

Due to increase in trials scheduled we need an additional legal assistant to manage the misdemeanor trial caseload.

This position will conduct case management duties on all misdemeanor cases set for trial by procuring witnesses; scheduling prep meetings; tracking due dates for prosecutors; submitting prosecutor filings with the court.

<b>Suggested Title:</b> Legal Assistant			
<b>Personnel Director's Recommended Classification:</b>		<b>Grade:</b> J	<b>FLSA Class:</b>
<b>Full-time:</b> <input checked="" type="checkbox"/>	<b>Part-time:</b> /hours	<b>Projected Start Date:</b> 1/1/2025	

\*Current or newly created Job Description in current County format must be attached.\*  
\*A completed and approved Resolution must also accompany this Position Analysis.\*

## Funding - Annual Costs to include family insurance coverage:

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
21.00	44,016	3,038	2,729	639	23	27,955	897	18

1. Where will the funds for this position come from?  
 general fund \_\_\_\_\_
2. What equipment will need to be purchased for this position (desk, etc.)?  
 computer monitors; phone \_\_\_\_\_
  - a. Is office space presently available? yes      Where? within the DA's Office
  - b. Estimated cost of needed equipment? \$300.00
  - c. Is the cost of needed equipment in the department budget? yes
3. What is the grand total cost of all items this fiscal year? \$79,615
4. What is the annual cost of salary and fringes, thereafter? \$79,315 + wage/ins increases

**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

none

2. Number of employees Directly supervised: 0 Indirectly: 0

List the position titles that will report to this position:


3. What position title will this position report to? Office Manager

**County Administrator – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>
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**Committee of Jurisdiction:** \_\_\_\_\_ – Action:

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>	by a vote of:
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**Administration & Personnel Committee – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>	by a vote of:
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**Finance Committee – Action on Fiscal Note:**

Date:	Funds Approved:	<input type="checkbox"/>	Funds Denied:	<input type="checkbox"/>	by a vote of:
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**County Board – Action:**

Date:	Position Approved:	<input type="checkbox"/>	Position Denied:	<input type="checkbox"/>
By a vote of:	aye	nay	absent/abstention	



## JOB DESCRIPTION

Title:	<b>Legal Assistant</b>	Date:	9/2023
Department:	District Attorney	Pay Grade:	J
Reports To:	Office Manager	FLSA Status:	Non-Exempt

---

### POSITION SUMMARY

This position provides legal administrative support to the assigned department, including preparing and processing legal documents and schedules; performing preparatory work for trials, hearings and administrative proceedings; and provides courteous and efficient office support and customer service.

### ESSENTIAL FUNCTIONS

*The following duties are typical for this position. However, these are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

1. Addresses and resolves customer questions/concerns as able and refers complex inquiries, requests, or complaints to next level staff/district attorney.
2. Composes general and confidential correspondence and reports; proofreads and edits documents.
3. Enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
4. Maintains electronic, paper filing, and record systems to provide easy access to records and information; provides retention of records as required by Department and County policies.
5. Performs records management duties to ensure statutory timelines are met for all cases.
6. Maintains scheduling calendars and reminder system for appointments, meetings, Court proceedings and deadlines for department attorneys.
7. Sorts, indexes and files correspondence, legal documents, memoranda, reports, minutes, etc.
8. Establishes case files, creates files for trial, and contacts individuals for Court appearances, schedules hearings, trial dates and times.
9. Assists and fills in for any departmental work as workload demands.
10. Runs driver's license and criminal history information.
11. Communicates and schedules with the Courts, dates and times of Court hearings.
12. Organizes and manages Court case files; organizes pleadings, discovery, research and correspondence; prepares lists, exhibits, schedules and other information for Court proceedings.
13. Drafts subpoenas, ensuring subpoenas are returned and witnesses are available by phone if necessary.
14. Provides other administrative support for department attorneys, as requested.
15. Other duties as assigned.

### Additional Victim Witness Responsibilities:

- Prepares restitution documentation/C-31s for Probation and Parole and court file.
- Handles referrals to other agencies and coordinates with agencies for assistance.
- Prepares restitution and victim impact documentation and provides to court.
- Contacts insurance companies regarding restitution and subrogation.
- Prepares domestic abuse cases and prepares reports.
- Sends out initial contact and crime victim compensation information.



- Sends out court notification to victims requesting notification.
- Sends final disposition information to victims.
- Schedules victim conference calls.
- Determines protection services and coordinates with agencies to provide protection.
- Assists in arranging transportation, lodging and security for victims and witnesses.
- Drafts subpoena cancellations and makes phone calls if necessary.
- Provides/assess victim/witness and family needs; prepares them for court experience; provides support including court attendance.

#### **MINIMUM REQUIRED QUALIFICATIONS**

- Associate degree in a paralegal, criminal justice, or closely related field with two (2) year's clerical work experience.

#### **PREFERRED QUALIFICATIONS**

- Previous customer services experience.
- Previous work experience in a law office or legal setting.
- Must successfully pass criminal background check.

#### **REQUIRED JOB COMPETENCIES**

- Knowledge, skill, and ability to understand and use legal terminology, legal format, and processes.
- Knowledge of standard and legal office practices, procedures, and clerical techniques
- Knowledge of Wisconsin Statutes and ongoing statutory changes, procedural changes, and form changes.
- Skill to take notes and accurately incorporate essential details in preparing legal documents.
- Ability and skill to prepare Court documents in a timely and accurate manner.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits requiring minimal direction and supervision.
- Ability to maintain accurate and legible notes.
- Ability to read and accurately interpret statutory language regarding administrative details of the legal process.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Knowledge of computer software including word processing, spreadsheet, and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to communicate clearly, concisely and effectively in English in both written and verbal form.
- Skill in researching and understanding complex written materials.

- Ability to prepare and maintain accurate and concise records and reports.
- Ability to apply sound judgment and discretion in performing duties, resolving problems, and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain professionalism at all times.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports, and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
- Ability to work the allocated hours of the position and respond after hours as needed.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as otherwise required by law. Employees needing reasonable accommodation should discuss the request with Human Resources.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is generally in a moderately noisy office setting.
- May require dealing with persons who are hostile or aggressive, posing threatening conditions.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGEMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

---

Employee Signature

---

Date

---

Employee Printed Name

**RESOLUTION AUTHORIZING THE INCREASE IN HOURS FROM 3/4 TIME TO FULL TIME FOR THE MONROE COUNTY DISTRICT ATTORNEY'S OFFICE ADMINISTRATIVE ASSISTANT POSITION**

1 **WHEREAS**, the Monroe County Public Safety Committee and Administration & Personnel Committee have  
2 reviewed the attached New Position Analysis and request the increase in hours from 3/4 time to full time for the  
3 Monroe County District Attorney's Administrative Assistant position; and  
4

5 **WHEREAS**, the Monroe County District Attorney's Administrative Assistant position is currently a 3/4 time  
6 position; and  
7

8 **WHEREAS**, the criminal activity and complexity of law enforcement referrals within Monroe County continues to  
9 increase which in turn leads to an increase in the number of hours required to complete data inputting, working  
10 with law enforcement agencies and other county departments for appropriate submissions; and  
11

12 **WHEREAS**, having a full time county employee to cover the Administrative Assistant duties is necessary to  
13 efficiently and accurately enter data for timely, complete review and issuance of criminal charges and ensure  
14 public and victim safety concerns are met as quickly as possible;  
15

16 **WHEREAS**, this position will be covered by levy dollars but in necessary based on the volume of complex  
17 referrals and the time consumed coordinating with other agencies and departments.  
18

19 **NOW, THEREFORE BE IT RESOLVED** by the Monroe County Board of Supervisors that it does hereby  
20 authorize the increase in hours from 3/4 time to full time for the Monroe County District Attorney's Administrative  
21 Assistant position starting January 1, 2025.

Dated this 26th day of June, 2024

Offered by the Monroe County Public Safety Committee

Fiscal Note: The increase in the 2025 budget for this position (wages & benefits) would be approximately \$21,411.

Purpose: To approve the budgeting for an increase of the hours from 3/4 to full time for the Monroe County District Attorney Administrative Assistant position effective January 1, 2025.

Drafted by: District Attorney's Office Manager, Lynn Kloety  
Approved by: District Attorney, Kevin Croninger

Finance Vote (If required):  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Approved as to form on \_\_\_\_\_  
\_\_\_\_\_  
Lisa Aldinger Hamblin, Corporation Counsel

Committee of Jurisdiction Forwarded on: \_\_\_\_\_, 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent  
Committee Chair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ADOPTED  FAILED  AMENDED  
 OTHER \_\_\_\_\_  
County Board Vote on: \_\_\_\_\_ 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

STATE OF WISCONSIN  
COUNTY OF MONROE  
I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution # \_\_\_\_\_ acted on by the Monroe County Board of Supervisors at the meeting held on \_\_\_\_\_.  
\_\_\_\_\_  
SHELLEY R. BOHL, MONROE COUNTY CLERK  
*A raised seal certifies an official document.*



# New Position Analysis

- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> May 2, 2024	<b>Department:</b> District Attorney's Office
<b>Department Head Name:</b> Kevin D. Croninger	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

Increase current position from 30hrs/week to 40hrs/wk:

There has been a steady increase in large referrals with multi-agency reports and secondary reports; increase in law enforcement follow up on non-felony referrals leading to secondary reports being processed; increased time reviewing/coordinating/correcting/responding to law enforcement submissions; increase in civil traffic and forfeiture not guilty entry; = more time needed to meet timely completion of data entry.

<b>Suggested Title:</b> Administrative Assistant			
<b>Personnel Director's Recommended Classification:</b>		<b>Grade:</b> H	<b>FLSA Class:</b>
<b>Full-time:</b> <input checked="" type="checkbox"/>	<b>Part-time:</b> /hours	<b>Projected Start Date:</b> 01/01/2025	

\*Current or newly created Job Description in current County format must be attached.\*  
\*A completed and approved Resolution must also accompany this Position Analysis.\*

## Funding - Annual Costs to include family insurance coverage:

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
20.51	10,655	736	662	155	6	8,880	299	8

1. Where will the funds for this position come from?  
 general fund \_\_\_\_\_
2. What equipment will need to be purchased for this position (desk, etc.)?  
 none \_\_\_\_\_
  - a. Is office space presently available? yes Where? current workstation
  - b. Estimated cost of needed equipment? \$0.00
  - c. Is the cost of needed equipment in the department budget? N/A
3. What is the grand total cost of all items this fiscal year? \$21,411
4. What is the annual cost of salary and fringes, thereafter? \$21,411 + wage/ins increases

**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

none
------

2. Number of employees Directly supervised: 0 Indirectly: 0

List the position titles that will report to this position:


3. What position title will this position report to? Office Manager

**County Administrator** – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>
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**Committee of Jurisdiction:** \_\_\_\_\_ – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Administration & Personnel Committee** – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Finance Committee** – Action on Fiscal Note:

Date:	Funds Approved: <input type="checkbox"/>	Funds Denied: <input type="checkbox"/>	by a vote of:
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**County Board** – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	
By a vote of:	aye	nay	absent/abstention



## JOB DESCRIPTION

Title:	<b>Administrative Assistant</b> Clerk of Court District Attorney Health Human Services Human Services – ADRC Justice Programs Rolling Hills Sanitation	Date:	9/2023
Department:	Sheriff	Pay Grade:	H
Reports To:	Assigned Supervisor	FLSA Status:	Non-Exempt

---

### POSITION SUMMARY

This position provides administrative and operational support to the assigned department and provides courteous and efficient customer service to Monroe County residents.

### ESSENTIAL FUNCTIONS

*The following duties are typical for this position. However, these are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

**Not all duties may be assigned to each position. The allocation of duties for this position will be dependent upon the department assigned.**

1. Provides first line customer service to internal and external customers; greets, receives and screens visitors and customers.
2. Addresses and resolves customer questions/concerns as able and refers complex inquiries, requests, or complaints to appropriate staff.
3. Sorts, copies, and distributes a variety of correspondence, deliveries, and mail; opens, logs, and routes office mail; retrieves, delivers, and sends faxes.
4. Composes general and confidential correspondence and reports; proofreads and edits documents.
5. Enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
6. Maintains electronic filing, paper filing, and record systems to provide easy access to records and information; provides retention of records as required by Department and County policies.
7. Handles mail pick-up, deliveries and distribution.
8. Organizes and maintains resource information in a variety of formats.
9. Maintains usage and inventory records; orders department specific supplies.
10. Receives, processes, posts, and distributes receipts, expenditures, encumbrances, cash, money orders, invoices/fees, etc. for assigned department.
11. Assists other department personnel during peak period of work or for absences.
12. Other duties as assigned.

### Clerk of Court Responsibilities:

13. Conducts record searches and certifies documents.

District Attorney Responsibilities:

14. Closes out all criminal and no prosecution files and sends them to Victim Witness for further disposition information.
15. Runs driver's license and criminal history information for files to be opened.
16. Files paperwork for evidence releases.
17. Files civil judgments.
18. Prepares and files non-compliant immunization complaints.
19. Coordinates rental weatherization prosecutions.
20. Files supplemental law library material.
21. Monitors pre-trial/status sign-ups, documents case information and provides information to the courts.
22. Reviews/confirms courts' calendar with DA's calendar daily

Health Responsibilities:

23. Conducts. Quarterly immunization audits.
24. Transcribes medical dictation.
25. Assists in coordination and scheduling of community vaccination clinics.

Human Services Responsibilities:

26. Processes requests for records for each unit, redacting as necessary according to confidentiality and HIPAA policies, completes CPS background checks for foster care and adoption.
27. Enrolls new service recipients in software, updates and changes data as needed, schedules consumer appointments.
28. Build provider schedules within various electronic health systems.
29. Processes discovery demands for attorneys and corporation counsel, redacting as necessary according to confidentiality and HIPAA policies.
30. Enters Law Enforcement Referrals for juveniles, assists youth justice social worker with meeting deadlines, prepares final documentation to submit to DA's office by deadline.
31. Transcribes medical dictation submitted by provider.
32. Complete PPS data forms.
33. Maintain protective placement documentation for the APS unit and assist with petitions and forms for annual reviews of protective placements.
34. Maintains meeting room schedules and on call schedules for staff.

Human Services – ADRC Responsibilities:

35. Prepares for in-office committee/board meetings and ADRC events.
36. Receives and places daily meal site orders.
37. Prepares and edits monthly newsletter in collaboration with manager.
38. Enrolls new riders and ride appointments in software; updates and changes data and appointments as needed; assists drivers with entering payroll and completing paperwork.
39. Collects food share vouchers, collects donations and logs for the accountant.
40. Assists the Vintage Vagabond program volunteer assistant by coordinating reservations, collecting payments, and advertising special events.
41. Collects and documents payments for nutrition and transportation programs.



Justice Programs Responsibilities:

42. Schedules client appointments.
43. Assists with reviewing the court calendar and organizing files for review hearings.
44. Processes participants' materials, monitors compliance records, distributes proper forms, and maintains participant paper and electronic file.
45. Processes confidential information including assessments and drug test results.

Rolling Hills Responsibilities:

46. Assist residents with withdrawal or deposit of funds into their resident trust account
47. Sort and deliver resident mail to households
48. Collect payments for care and services
49. Responds to situations involving resident safety and emergency response.

Sanitation/Zoning/Shelter Responsibilities:

50. Receives payments for services, permits, sales, makes deposits with the County Treasurer, and issues bills.
51. Issues dog licenses.
- 52.
53. Must be able to handle all sizes, energy levels, and temperaments of dogs.
54. Transfers dogs in and out for potty breaks, vet visits, and adoption showings.
55. Use proper sanitation procedures for dog waste cleanup.
56. Assist with cleanup of any dogs condition (bath, haircut, nail trimming)
57. Assist with Humane Officers on any criminal case if available and be able to write up a detailed, factual report.

Sheriff's Office Responsibilities:

58. Enters citations, accidents, and incident reports.
59. Transfers reportable accidents to the Department of Transportation.

**MINIMUM REQUIRED QUALIFICATIONS**

- High School Diploma/equivalent and two (2) years' clerical support work experience; or an equivalent combination of education, skills, knowledge and abilities may be substituted for above-listed requirements.
- Must successfully pass criminal background check per department requirements.
- Successfully passes department background check and retains eligibility to provide criminal testimony (Sheriff's Office)

**PREFERRED QUALIFICATIONS**

**REQUIRED JOB COMPETENCIES**

- Knowledge of administrative policies and procedures of the County.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to establish and maintain accurate records of assigned activities and operations.

- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
- Ability to work the allocated hours of the position.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as otherwise required by law. Employees needing reasonable accommodation should discuss the request with Human Resources.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is generally in a moderately noisy office setting.
- May require dealing with persons who are hostile or verbally aggressive, posing threatening conditions.

#### Sanitation/Zoning/Dog Control Additions

- Must be able to lift 50 pounds with assist.
- Work requires wearing specialized personal protective equipment.

- Work will include outdoors in seasonal weather extremes.
- May be subject to infectious diseases carried by animals.
- Work is in an animal shelter setting.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGEMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

---

Employee Signature

---

Date

---

Employee Printed Name

**RESOLUTION AUTHORIZING A PART-TIME ADRC ADMINISTRATIVE ASSISTANT  
IN THE MONROE COUNTY HUMAN SERVICES DEPARTMENT**

1 **WHEREAS**, the Aging and Disability Resource Center (ADRC) provides a variety of important services to Monroe  
2 County's elder and disabled citizens; and  
3

4 **WHEREAS**, the ADRC has one Administrative Assistant to provide clerical support for all of the ADRC programs  
5 in addition to serving as the receptionist for the ADRC at the Community Services Center; and  
6

7 **WHEREAS**, in the past, in order to meet the clerical workload needs, the ADRC had part time limited term Senior  
8 Employment Program workers funded under Title V of the Older Americans Act in addition to the full time county  
9 employee; and  
10

11 **WHEREAS**, since the pandemic, the ADRC has been without a Senior Employment Program worker and has  
12 been unable to recruit someone who qualifies for this program; and  
13

14 **WHEREAS**, the population in Monroe County continues to age resulting in more people requiring ADRC services  
15 which in turn adds to the clerical support needs; and  
16

17 **WHEREAS**, Historic Courthouse clerical staff and ADRC program staff have had to be pulled from their regular  
18 duties to provide back-up clerical coverage; and  
19

20 **WHEREAS**, there is a need to address the clerical workload in order to allow the program staff to focus on  
21 meeting the increased service needs of our aging and disabled citizens; and  
22

23 **WHEREAS**, the increase to the state ADRC Base General Purpose Revenue Contract as well as the Medicaid  
24 reimbursement claimed through ADRC staff time tracking has the capacity cover the cost of a part-time clerical  
25 position; and  
26

27 **WHEREAS**, the Human Service Board recommends adding a part-time ADRC Administrative Assistant position in  
28 order to meet the clerical support needs of the ADRC programs.  
29

30 **NOW, THEREFORE BE IT RESOLVED** by the Monroe County Board of Supervisors that they do hereby authorize  
31 establishing a part-time ADRC Administrative Assistant positions in the Department of Human Services effective  
32 July 29, 2024. If the funding ceases, the position will be reviewed.  
33

34 **BE IT FURTHER RESOLVED**, that the Monroe County Board of Supervisors approves the following budget  
35 adjustments:  
36

37	Increase Revenue Account Budget	24970595 435603	\$ 20,069.00
38	Increase Expenditure Account Budget	24970595 511000	\$ 20,069.00

Dated this 26<sup>th</sup> day of June, 2024.

Offered by the Administration & Personnel Committee

Fiscal note: The total cost of this position will be \$20,069 in 2024 and \$42,005 annually thereafter. The position cost will be covered by the increase to the state ADRC Base General Purpose Revenue Contract as well as the Medicaid reimbursement claimed through ADRC staff time tracking with no increase to county levy. A two thirds majority vote of the entire membership of the Monroe County Board of Supervisors is required for approval. If the funding ceases, the position will be reviewed.

Purpose: To approve needed part-time ADRC Administrative position in order to meet program support needs.

Drafted by: Tracy Thorsen, Human Services Director

Finance Vote (If required):  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Approved as to form on \_\_\_\_\_  
\_\_\_\_\_  
Lisa Aldinger Hamblin, Corporation Counsel

ADOPTED  FAILED  AMENDED  
 OTHER \_\_\_\_\_  
County Board Vote on: \_\_\_\_\_ 20\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Committee of Jurisdiction Forwarded on: \_\_\_\_\_, 20\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Committee Chair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

STATE OF WISCONSIN  
COUNTY OF MONROE  
I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is  
a true and correct copy of Resolution # \_\_\_\_\_ acted on by the Monroe  
County Board of Supervisors at the meeting held on \_\_\_\_\_.  
  
\_\_\_\_\_  
SHELLEY R. BOHL, MONROE COUNTY CLERK  
*A raised seal certifies an official document.*



# New Position Analysis

- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> 5/20/2024	<b>Department:</b> Human Services
<b>Department Head Name:</b> Tracy Thorsen	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

In the past, in order to meet the clerical workload needs, the ADRC had part time limited term Senior Employment Program workers funded under Title V of the Older Americans Act in addition to the full time county employee. Since the pandemic, the ADRC has been without a Senior Employment Program worker and has been unable to recruit someone who qualifies for this program. In the meantime, Historic Courthouse clerical staff or the ADRC program staff have had to be pulled from their regular duties to provide back-up clerical coverage. As the population continues to age, more people require ADRC services. The number of referrals and service contacts has continued to grow which in turn adds to the clerical support needs. Contacts to counsel individuals on long term care options is up 42% over 2023 and the average monthly caseloads for benefits specialist services is up 24%. We need to address the clerical workload in order to allow the program staff to focus on meeting the increased service needs of our aging and disabled citizens. In 2024 as part of the biennial budget, the state ADRC Base General Purpose Revenue Contract increased by \$47,411. This increased ADRC allocation in addition to the Medicaid reimbursement claimed through ADRC staff time tracking has the capacity to cover the cost of a half-time clerical position.

<b>Suggested Title:</b> Administrative Assistant			
<b>Personnel Director's Recommended Classification:</b>	<b>Grade:</b> H	<b>FLSA Class:</b> Non-Exempt	
<b>Full-time:</b> <input type="checkbox"/>	<b>Part-time:</b> 20 /hours	<b>Projected Start Date:</b> 7/29/2024	

\*Current or newly created Job Description in current County format must be attached.\*  
\*A completed and approved Resolution must also accompany this Position Analysis.\*

## Funding - Annual Costs to include family insurance coverage:

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
18.29	19,477	1,344	1,208	283	10	19,075	598	10

1. Where will the funds for this position come from?  
 In 2024 as part of the biennial budget, the state ADRC Base General Purpose Revenue Contract increased by \$47,411. The increased ADRC allocation in addition to the Medicaid reimbursement claimed through ADRC staff time tracking has the capacity cover the full cost of a half-time clerical position.
2. What equipment will need to be purchased for this position (desk, etc.)?  
 Laptop set-up, office chair and desk set-up
  - a. Is office space presently available? Yes Where? Current ADRC File Room and Reception Area
  - b. Estimated cost of needed equipment? Laptop set-up (\$1,500), office chair & desk set-up (\$975)
  - c. Is the cost of needed equipment in the department budget? Yes, following a budget adjustment for increased ADRC revenue
3. What is the grand total cost of all items this fiscal year? \$17,594 (salary/fringe/wkrcomp) + \$2,475 (laptop & desk set-up) = \$20,069
4. What is the annual cost of salary and fringes, thereafter? \$19,477 (salary) + \$22,529 (fringe/wkrcomp) = \$42,006

**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

Not Applicable
----------------

2. Number of employees Directly supervised: \_\_\_\_\_ Indirectly: \_\_\_\_\_

List the position titles that will report to this position:


3. What position title will this position report to? \_\_\_\_\_

**County Administrator – Action:**

Date: 5/21/2024	Position Approved: <input checked="" type="checkbox"/>	Position Denied: <input type="checkbox"/>
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**Committee of Jurisdiction:** \_\_\_\_\_ – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Administration & Personnel Committee – Action:**

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Finance Committee – Action on Fiscal Note:**

Date:	Funds Approved: <input type="checkbox"/>	Funds Denied: <input type="checkbox"/>	by a vote of:
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**County Board – Action:**

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	
By a vote of:	aye	nay	absent/abstention



## ADRC Administrative Assistant Position Justification Summary

The Aging and Disability Resource Center (ADRC) provides the following programs: Options Counseling for long term care services, Benefit Specialist services for elderly and disabled residents, Dementia Care Specialist services and Family Caregiver Supports, the Nutrition/Meal Program that includes congregate meal sites and home delivered meals and the Transportation Program for elderly and disabled citizens of Monroe County.

The ADRC has one Administrative Assistant to provide clerical support for all of these programs in addition to serving as the receptionist for the ADRC at the Community Services Center. Clerical duties include maintaining all service files, sending and faxing letters/forms, entering authorizations and invoices, creating program packets, entering information into the electronic record system, managing resource guides, managing appointments for and notifying transportation customers of their scheduled rides, and taking daily meal counts orders, ordering supplies, and managing the inventory for the nutrition program's six meal sites.

In the past, in order to meet the clerical workload needs, the ADRC had part time (20 -25 hr/wk) limited-term Senior Employment Program workers funded under Title V of the Older Americans Act in addition to the full time county employee. Since the pandemic, the ADRC has been without a Senior Employment Program worker and has been unable to recruit someone who qualifies for this program. In the meantime, Historic Courthouse clerical staff or the ADRC program staff have had to be pulled from their regular duties to provide back-up clerical coverage.

The following duties that are outlined in the position description are not able to be completed by current Administrative Assistant staff because of not having capacity.

- Composing general and confidential correspondence and reports; proofreading and editing documents.
- Entering, scanning, updating, and maintaining information in spreadsheets, databases, and reports.
- Maintaining electronic filing, paper filing, and record systems to provide easy access to records and information; providing retention of records as required by Department and County policies.
- Organizing and maintaining resource information in a variety of formats.
- Preparing for in-office committee/board meetings and ADRC events.
- Processing requests for records.
- Enrolling new service recipients in software, updates and changes data as needed, schedules consumer appointments.

As the population continues to age, more people require ADRC services. The number of referrals and service contacts has continued to grow which in turn adds to the clerical support needs. Contacts to counsel individuals on long term care options is up 42% over 2023 and the average monthly caseloads for benefits specialist services is up 24%. We need to address the clerical workload in order to allow the program staff to focus on meeting the increased service needs of our aging and disabled citizens.

In 2024 as part of the biennial budget, the state ADRC Base General Purpose Revenue Contract increased by \$47,411. This increased ADRC allocation in addition to the Medicaid reimbursement claimed through ADRC staff time tracking has the capacity cover the cost of a half-time clerical position.



## JOB DESCRIPTION

Title:	<b>Administrative Assistant</b>	Date:	9/2023
Department:	Human Services – ADRC	Pay Grade:	H
Reports To:	Assigned Supervisor	FLSA Status:	Non-Exempt

---

### POSITION SUMMARY

This position provides administrative and operational support to the assigned department and provides courteous and efficient customer service to Monroe County residents.

### ESSENTIAL FUNCTIONS

*The following duties are typical for this position. However, these are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

**Not all duties may be assigned to each position. The allocation of duties for this position will be dependent upon the department assigned.**

1. Provides first line customer service to internal and external customers; greets, receives and screens visitors and customers.
2. Addresses and resolves customer questions/concerns as able and refers complex inquiries, requests, or complaints to appropriate staff.
3. Sorts, copies, and distributes a variety of correspondence, deliveries, and mail; opens, logs, and routes office mail; retrieves, delivers, and sends faxes.
4. Composes general and confidential correspondence and reports; proofreads and edits documents.
5. Enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
6. Maintains electronic filing, paper filing, and record systems to provide easy access to records and information; provides retention of records as required by Department and County policies.
7. Handles mail pick-up, deliveries and distribution.
8. Organizes and maintains resource information in a variety of formats.
9. Maintains usage and inventory records; orders department specific supplies.
10. Receives, processes, posts, and distributes receipts, expenditures, encumbrances, cash, money orders, invoices/fees, etc. for assigned department.
11. Assists other department personnel during peak period of work or for absences.
12. Prepares for in-office committee/board meetings and ADRC events.
13. Receives and places daily meal site orders.
14. Prepares and edits monthly newsletter in collaboration with manager.
15. Enrolls new riders and ride appointments in software; updates and changes data and appointments as needed; assists drivers with entering payroll and completing paperwork.
16. Collects food share vouchers, collects donations and logs for the accountant.
17. Assists the Vintage Vagabond program volunteer assistant by coordinating reservations, collecting payments, and advertising special events.
18. Collects and documents payments for nutrition and transportation programs.
19. Processes requests for records.

20. Enrolls new service recipients in software, updates and changes data as needed, schedules consumer appointments.
21. Other duties as assigned.

#### **MINIMUM REQUIRED QUALIFICATIONS**

- High School Diploma/equivalent and two (2) years' clerical support work experience; or an equivalent combination of education, skills, knowledge and abilities may be substituted for above-listed requirements.
- Must successfully pass criminal background check per department requirements.
- Successfully passes department background check and retains eligibility to provide criminal testimony (Sheriff's Office)

#### **REQUIRED JOB COMPETENCIES**

- Knowledge of administrative policies and procedures of the County.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
- Ability to work the allocated hours of the position.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as otherwise required by law. Employees needing reasonable accommodation should discuss the request with Human Resources.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is generally in a moderately noisy office setting.
- May require dealing with persons who are hostile or verbally aggressive, posing threatening conditions.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGEMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name

**RESOLUTION AUTHORIZING SIX SERVICE COORDINATOR POSITIONS (CLTS/CCS)  
IN THE MONROE COUNTY HUMAN SERVICES DEPARTMENT**

1 **WHEREAS**, Comprehensive Community Services (CCS) provides services to support adults and children with a  
2 serious mental health issue; and  
3

4 **WHEREAS**, the Children's Long Term Support (CLTS) program provides services to support children with a  
5 physical, developmental, or emotional disability; and  
6

7 **WHEREAS**, these programs allow individuals to remain in the community living as independently as they are  
8 able; and  
9

10 **WHEREAS**, without the level of support provided by CLTS and CCS, some of these individuals would need to be  
11 in institutional settings; and  
12

13 **WHEREAS**, much of the cost of institutional care requires county levy funding, so utilizing these programs to help  
14 individuals remain in the community helps to reduce the risk of higher cost institutional placements; and  
15

16 **WHEREAS**, there are 229 individuals on the CCS wait list and 104 on the CLTS waitlist which includes 78  
17 children who are on both waitlists; and  
18

19 **WHEREAS**, a new model is being utilized to better serve youth who are eligible for both the CCS and CLTS  
20 programs by assigning one service coordinator who is trained in both programs to work with these children in  
21 order to increase the number of youth to be served with existing staff; and  
22

23 **WHEREAS**, current staffing with this new model is still only sufficient to enroll 114 of those waiting for services  
24 leaving 142 individuals unserved; and  
25

26 **WHEREAS**, these positions are fully funded by Medicaid billing and waiver revenues as well as reimbursement  
27 through the WIMCR reconciliation with no county levy required; and  
28

29 **WHEREAS**, the Human Service Board recommends adding six Service Coordinator positions in order to meet the  
30 service needs of adults and children in Monroe County.  
31

32 **NOW, THEREFORE BE IT RESOLVED** by the Monroe County Board of Supervisors that they do hereby authorize  
33 establishing three Service Coordinator positions in the Department of Human Services effective July 29, 2024 and  
34 three positions effective January 6, 2025. If the funding ceases, the positions will be reviewed.  
35

36 **BE IT FURTHER RESOLVED**, that the Monroe County Board of Supervisors approves the following budget  
37 adjustments:  
38

39	Increase Revenue Account Budget	24900500 435603	\$ 113,082.00
40	Increase Expenditure Account Budget	24950580 511000	\$ 56,541.00
41	Increase Expenditure Account Budget	24910510 511000	\$ 56,541.00

Dated this 26<sup>th</sup> day of June, 2024.

Offered by the Administration & Personnel Committee

Fiscal note: The total cost of three positions will be \$113,082 in 2024 and \$556,338 annually thereafter for the six positions. The 2024 position cost will be covered by Medicaid billing and Waiver revenues. After 2024, the positions will be fully funded by Medicaid billable and Waiver revenues as well as reimbursement through the Wisconsin Medicaid Cost Reporting (WIMCR) program with no county levy. A two thirds majority vote of the entire membership of the Monroe County Board of Supervisors is required for approval. If the funding ceases, the positions will be reviewed.

Purpose: To approve needed CLTS/CCS Service Coordinator positions for 2024 and 2025 in order to meet service needs.

Drafted by: Tracy Thorsen, Human Services Director

Finance Vote (If required):  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Approved as to form on \_\_\_\_\_  
\_\_\_\_\_  
Lisa Aldinger Hamblin, Corporation Counsel

Committee of Jurisdiction Forwarded on: \_\_\_\_\_, 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

Committee Chair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ADOPTED  FAILED  AMENDED  
 OTHER \_\_\_\_\_  
County Board Vote on: \_\_\_\_\_ 20\_\_\_\_  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Absent

STATE OF WISCONSIN  
COUNTY OF MONROE  
I, SHELLEY R. BOHL, Monroe County Clerk, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution # \_\_\_\_\_ acted on by the Monroe County Board of Supervisors at the meeting held on \_\_\_\_\_.

\_\_\_\_\_  
SHELLEY R. BOHL, MONROE COUNTY CLERK  
*A raised seal certifies an official document.*

# New Position Analysis



- New position
- Increased hours to current position
- Additional existing position

<b>Date:</b> 05/17/2024	<b>Department:</b> Human Services
<b>Department Head Name:</b> Tracy Thorsen	

Explain the necessity of this position (be specific as to the reasons why this position is needed and explain reasons why present staff cannot accomplish tasks):

The Service Coordinator position serves participants in the Comprehensive Community Services (CCS) & Children's Long Term Support (CLTS) programs. There is a significant need in Monroe County for these services. Wait lists continue to increase beyond the programs' capacities. There are 229 individuals on the CCS wait list and 104 on the CLTS wait list. Seventy-eight children are on both wait lists. To improve efficiency, single Service Coordinators are now managing caseloads for dual CCS & CLTS clients instead of assigning one Coordinator from each program. Current staffing will allow us to enroll 114 of those waiting for services, but staffing is not sufficient to serve the remaining 142 individuals. Six additional Service Coordinator positions are necessary to meet the service needs of these two programs. Both programs are fully funded by Medicaid billing and waiver revenues as well as reimbursement through WIMCR reconciliation. Without this level of support, it is possible that some of these individuals would need to be in institutional settings. Much of the cost of institutional care requires county levy funding so utilizing these programs to help individuals remain in the community helps to reduce the risk of higher cost institutional placements.

<b>Suggested Title:</b> Service Coordinator			
<b>Personnel Director's Recommended Classification:</b>		<b>Grade:</b> N	<b>FLSA Class:</b> Exempt
<b>Full-time:</b> <input checked="" type="checkbox"/>	<b>Part-time:</b> /hours	<b>Projected Start Date:</b> 3 positions 7/29/2024; 3 positions 1/6/2025	

\*Current or newly created Job Description in current County format must be attached.\*  
\*A completed and approved Resolution must also accompany this Position Analysis.\*

## Funding - Annual Costs to include family insurance coverage:

Hourly Rate	Annual Salary	Retirement	Social Security	Medicare	Work Comp	Health Ins.	Dental Ins.	Life Ins.
25.94	55,246	3,812	3,426	802	567	27,955	897	18

1. Where will the funds for this position come from?  
 These positions are fully funded through billable Medicaid and MA Waiver revenue as well as reimbursement through WIMCR reconciliation.  
 No County Levy will be required.
2. What equipment will need to be purchased for this position (desk, etc.)?  
 Laptop set-up (\$1,500) will be a one-time purchase and cell phone (\$45/mo) for each position
  - a. Is office space presently available? YES Where? Human Services/Telework
  - b. Estimated cost of needed equipment? Laptop/computer set up \$1,500 x 6 = \$9,000 one time purchase and cell phone \$45/mo x 6 = \$3,240 yearly
  - c. Is the cost of needed equipment in the department budget? Laptops will be purchased using CST Grant Funds, ongoing cell phone costs will be incorporated into 2025 Budget
3. What is the grand total cost of all items this fiscal year? [\$22,205 (salary) + \$15,489 (fringe/wkrcomp) + \$1,725 (laptop & phone)] x 3 positions = \$118,257
4. What is the annual cost of salary and fringes, thereafter? [\$55,246 (salary) + \$37,477 (fringe/wkrcomp) = \$92,723] x 6 positions = \$556,338



**Supervisory Responsibility** (if applicable):

1. In brief detail, explain the supervisory authority this position will have:

Not Applicable
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2. Number of employees Directly supervised: \_\_\_\_\_ Indirectly: \_\_\_\_\_

List the position titles that will report to this position:


3. What position title will this position report to? \_\_\_\_\_

**County Administrator – Action:**

Date: 5/21/2024	Position Approved: <input checked="" type="checkbox"/>	Position Denied: <input type="checkbox"/>
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**Committee of Jurisdiction:** \_\_\_\_\_ – Action:

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Administration & Personnel Committee – Action:**

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	by a vote of:
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**Finance Committee – Action on Fiscal Note:**

Date:	Funds Approved: <input type="checkbox"/>	Funds Denied: <input type="checkbox"/>	by a vote of:
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**County Board – Action:**

Date:	Position Approved: <input type="checkbox"/>	Position Denied: <input type="checkbox"/>	
By a vote of:	aye	nay	absent/abstention

## Service Coordination Position Justification Summary

Comprehensive Community Services (CCS) & Children’s Long Term Support (CLTS) provide services to support individuals with a serious mental health issue or a physical or developmental disability in order to allow them to remain in the community and live as independently as they are able. Both programs are fully funded by Medicaid billing and waiver revenues as well as reimbursement through the WIMCR reconciliation. Without this level of support, some of these individuals would need to be in institutional settings. Much of the cost of institutional care requires county levy funding, so utilizing these programs to help individuals remain in the community helps to reduce the risk of higher cost institutional placements.

There continues to be significant need in Monroe County for these services. Wait lists continue to increase beyond the programs’ capacities. There are 229 individuals on the CCS wait list and 104 on the CLTS waitlist. Seventy-eight children are on both. The State has announced that they will be issuing corrective action plans for counties who do not meet state enrollment timelines. Monroe County will not be in compliance if we do not take action to address the service needs of these children.

In 2024 Human Services implemented a new model to better serve youth who are eligible for both the CCS and CLTS programs by assigning one service coordinator who is trained in both programs to work with these children. Previously there were two service coordinators (one from each program) working with these dually eligible children. This is a much more efficient service model and less complicated for families to have a single service coordinator who manages services for both programs. This model will help increase the number of youth we are able to serve with our existing staff, but it is still not sufficient.

The charts below show the current program caseloads and their maximum capacities as well as the status of the wait lists for CLTS and CCS services as of May 2024.

CURRENT CASELOADS	Current Caseload	Max Caseload Capacity	Capacity to Add New Cases
CCS ONLY SERVICES (4 FTEs ea. with max caseload of 23)	55	92	37
CCS/CLTS DUAL SERVICES (11 FTEs ea. with max caseload of 15)	115	165	50
CLTS ONLY SERVICES (7 FTEs ea. with max caseload of 30)	183	210	27
<b>TOTAL</b>	<b>353</b>	<b>467</b>	<b>114</b>

WAIT LIST FOR SERVICES	Current Wait List	Current Capacity for New Cases	Additional Capacity Needed
CCS REFERRALS TO BE SCREENED	132	18	114
SCREENED AS ELIGIBLE FOR CCS ONLY SERVICES	19	19	x
SCREENED AS ELIGIBLE FOR CCS/CLTS DUAL SERVICES	78	50	28
SCREENED AS ELIGIBLE FOR CLTS ONLY SERVICES	26	27	x
<b>TOTAL</b>	<b>255</b>	<b>114</b>	<b>142</b>

<b>Positions Needed*</b>	<b>6</b>
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*\*based on average caseload of : 23*

Unfortunately, even with this new service model, our current staffing will only allow us to enroll 114 of those waiting for services. Current staffing is not sufficient to serve the remaining 142 individuals. Six (6) additional Service Coordinator positions are necessary to meet the service needs of Monroe County residents who require these supports.



## JOB DESCRIPTION

Title:	<b>Service Coordinator (pre-credentialed / credentialed)</b>	Date:	
Department:	Human Services	Pay Grade:	Pre-credentialed: M Credentialed: N
Reports To:	Human Services Manager	FLSA Status:	Exempt

### POSITION SUMMARY

This position is responsible for providing the following types of services: needs assessments, crisis intervention, case planning, advocacy, and development of community resources; providing services to both children and adults with varying abilities and functioning levels. The position of Service Coordinator will be assigned a designated Unit within the Human Services Department.

### ESSENTIAL FUNCTIONS

*The following duties are typical for this position. However, these are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

1. Works to achieve involvement and participation of the service recipient, their family, and natural support system in resolving problems.
2. Works with service recipients to assess and develop goal-oriented, time-limited service plans to address identified needs.
3. Works to protect children, elderly, and at-risk adults; strives to maintain existing family units and individual autonomy in the community; or helps prevent out-of-home placement.
4. Assesses and evaluates prospective service recipient's immediate situation, determines appropriate response, and assures that response is made. Assesses and intervenes as necessary in crisis situations. Refers to and involves other community resources as needed.
5. Works to achieve active involvement and meaningful participation from schools, Courts, health care providers, law enforcement, and other appropriate community resources in resolving problems.
6. Advises service recipients when services are either not available or inappropriate.
7. Explains the consequences of non-compliance with Court orders to service recipients who are involuntarily referred, monitors utilization of services, and informs the Court of consumer's adherence to Court orders.
8. Coordinates access to services, monitors cases to ensure services are provided in an appropriate and timely manner, reviews progress, and terminates services when goals are attained.
9. Teaches service recipients about available community resources and how to independently gain access to needed services.
10. Advocates and works to coordinate services and support service recipients in achieving treatment objectives without duplication of effort and with maximum effective use of staff time and available resources.
11. Maintains a timely and complete record for all assigned cases; completes required written assessments, reports, and other related paperwork/documentation as necessary.

12. Develops and maintains professional knowledge and skills to enhance the programs and services provided. Attends and participates in staff development programs, including in-service training, staff meetings, and professional training/conferences.
13. Consults with supervisors, interdisciplinary teams, and legal counsel on appropriate case-specific matters, as necessary.
14. May facilitate treatment and/or other related, indicated services with groups of service recipients.
15. May be designated to speak to the community and other organizations to provide public education.
16. Other duties as assigned.

## **MINIMUM REQUIRED QUALIFICATIONS**

### Pre-Credential: Social Worker In Training

- Bachelor's degree in Social Work or related Human Services degree from accredited university.
- Completion of Social Work Training Certification outlined by Wisconsin DSPS within two (2) years from of hire.
- Must successfully pass caregiver and criminal background check.

### Credentialed: Social Worker

- Bachelor's degree in Social Work or approved equivalent Bachelor's degree in a related Human Services program from an accredited university.
- Credentialed as a Certified Social Worker (CSW) in the State of Wisconsin.
- Must successfully pass caregiver and criminal background check.

## **PREFERRED QUALIFICATIONS**

- Substance Abuse Professional certification may be required in some assignments.

## **REQUIRED JOB COMPETENCIES**

- Knowledge of laws and regulations that affect the delivery of services provided by the Department.
- Knowledge of community resources, and alternative care resources.
- Knowledge of applicable State statutes.
- Working knowledge of mental health and substance-use disorders, physical and developmental disabilities, diagnosis, and treatment.
- Working knowledge of client rights, confidentiality, standards of practice, and ethics in the mental health, substance-use, and other helping professions.
- Working knowledge of applicable Wisconsin State Administrative Codes which may include but not limited to, Chapters 34, 37, 46, 48, 51, 54, 55, 56, 58, 75, 938.
- Knowledge of human development and behavior, family, and group dynamics, and mental, physical, and social dysfunctions.
- Knowledge of and sensitivity to cultural differences and special needs of various minority groups, and ability to consult with other staff regarding these.
- Ability and skill to relate to individuals in stressful or crisis situations.

- General knowledge of interviewing and supportive counseling techniques.
- General knowledge of social casework techniques.
- Knowledge of social, economic, and health problems of basic human behavior and of available assistance and rehabilitative services and techniques.
- Knowledge of human service needs assessment methodologies.
- Knowledge of legal requirements including privacy, resident rights, confidentiality, and non-discrimination.
- Knowledge of goals, principles, and practices of human service programs, program administration, and program goals and their intended impacts.
- Knowledge of the County and Department's operating requirements, policies, procedures, and practices; and local, State, and Federal regulations related to department programs and operations.
- Skill in analyzing complex administrative information and issues, defining problems and evaluating alternatives, and recommending methods, procedures, and techniques for resolution of issues.
- Ability to research and analyze detailed information and make appropriate recommendations.
- Ability to develop, interpret and implement regulations, policies, procedures, written instructions, general correspondence, and other department-specific documents.
- Ability to adapt and take control of situations, dictating subordinate activities in a responsible manner.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits requiring minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Knowledge of computer software including word processing, spreadsheet, and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to communicate clearly, concisely, and effectively in English in both written and verbal form.
- Skill in researching and understanding complex written materials.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to apply sound judgment and discretion in performing duties, resolving problems, and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain professionalism at all times.
- Ability to maintain effective working relationships with individuals within and outside the organization.

- Ability to maintain confidentiality and discretion regarding business-related files, reports, and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
- Ability to work the allocated hours of the position and respond after hours as needed.

**PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as otherwise required by law. Employees needing reasonable accommodation should discuss the request with Human Resources.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is generally in a moderately noisy office setting or offsite locations.
- May require communicating with persons who are hostile, aggressive, abusive or violent, posing threatening conditions.

*Nothing in this job description limits management’s right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGEMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name