GOODHUE COUNTY PERSONNEL COMMITTEE
ADMINISTRATION CONFERENCE ROOM
GOVERNMENT CENTER, RED WING
JULY 7, 2020
8:00 A.M.

1. VIRTUAL MEETING NOTICE

VIRTUAL MEETING NOTICE “Due to concerns surrounding the spread of COVID-19, it has been determined that in-person meetings or meetings conducted under Minn. Stat. 13D.02 are not practical or prudent. Therefore, meetings that are governed by Open Meeting Law will temporarily be conducted by telephone or other electronic means pursuant to Minn. Stat. 13D.021.” “The Goodhue County Personnel Committee will be conducting a meeting pursuant to this section on July 7, 2020 at 8:00 a.m. The Personnel Committee members and presenters attending will appear by telephone or other electronic means. The public may monitor the meeting from a remote site by logging into HTTPS://GLOBAL.GOTOMEETING.COM/JOIN/175493565 or calling 1 866 899 4679 beginning at 7:50 a.m. or any time during the meeting.” Access code: 175-493-565.

2. Administrative Assistant Request Update
   Documents:
   ZONINGASST.PDF

3. Request To Hire: Veterans Services.
   Documents:
   ADMIN ASSISTANT - PC REPORT - 7.7.2020.PDF

4. HHS Organizational Change Requests
   Documents:
   STAFFING SOLUTIONS - NEEDS AND RETIREMENTS.PDF

5. Request For Reconsideration: Court Services Director Compensation.
   Documents:
   7.7.20 BOARD REPORT - COURT SERVICES DIRECTOR.PDF
TO: Goodhue County Board of Commissioners  
      Melissa Cushing, HR Director
FROM: Lisa M. Hanni, Director / County Surveyor / County Recorder
DATE: July 3, 2020
RE: Administrative Assistant Request

We are withdrawing our request to replace the vacant Zoning Assistant position with a new Administrative Assistant position.

We will follow the existing process the County Board approved for filling vacancies.
TO: Goodhue County Commissioners

FROM: Melissa Cushing, Human Resource Director

DATE: July 7, 2020

RE: Veteran Service Office
Administrative Assistant

The Veteran Service Officer has asked to refill the Administrative Assistant position that was vacated on July 1, 2020. This position description was recently rewritten to reflect the current duties of the position. The position was previously a grade 81 and is now a grade 80.

<table>
<thead>
<tr>
<th>Position</th>
<th>2020 Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant (grade 81)</td>
<td>$21.24 - $30.28</td>
</tr>
<tr>
<td>Administrative Assistant (grade 80)</td>
<td>$19.12 - $27.32</td>
</tr>
<tr>
<td>Assistant CVSO (grade 83)</td>
<td>$26.04 - $37.21</td>
</tr>
</tbody>
</table>

There was an Assistant CVSO job description created in August, 2019 and is attached to this report. The position was evaluated and came in at a grade 83. Based on the Board’s decision, the position may need to be updated.

"To effectively promote the safety, health, and well-being of our residents"
GOODHUE COUNTY POSITION DESCRIPTION

Position Title: Assistant Veteran’s Service Officer  Date: 2019
Department: Veterans Service Office
Location: Administration Building

Supervisor: Veteran Service Officer

PRIMARY OBJECTIVES OF POSITION:
Assist the Veteran Service Officer with the overall direction and management of the Veteran’s Service Department, all Legislative matters affecting the county. Assist the Veteran Services Officer with the planning, coordination, and delivery of a variety of County, State and Federal Veteran services and programs.

JOB TASK AREAS OF RESPONSIBILITY:

**ESTIMATED PERCENTAGE OF TIME:**

<table>
<thead>
<tr>
<th>% OF TIME</th>
<th>TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td><strong>Assistant County Veterans Service Officer</strong>&lt;br&gt; Assist the VSO with managing services to a significantly diverse client base which presents a variety of needs attributable to age, medical problems (physical and mental), as well as financial. To recognize and respond to their needs in a timely and effective manner. To maintain working knowledge of the Board of Veteran’s Appeals, as well as the Court of Veteran’s Appeals and the precedent setting rulings that are made each year.&lt;br&gt; Ensure employees are well trained in the technical aspects of their position and are motivated to respond to clients quickly, accurately and professionally.&lt;br&gt; Deliver and coordinate a multitude of services to the veterans and dependents of Goodhue County, while at the same time limiting the liability of the county.&lt;br&gt; Process veteran claim and benefit requests&lt;br&gt; Work pro-actively with the VSO to establish contact with numerous veteran and community organizations and to provide outreach services.&lt;br&gt; Provide crisis intervention services with veterans and dependents when requested by the County Attorney, County Human Services or the County Sheriff.</td>
</tr>
<tr>
<td>15%</td>
<td><strong>Transportation Services</strong>&lt;br&gt; Coordinate all aspects of the veteran transportation service including, but not limited to: scheduling volunteer drivers, working with the Finance department with the driver payment vouchers and account reporting.</td>
</tr>
</tbody>
</table>

“To effectively promote the safety, health, and well-being of our residents”
To effectively promote the safety, health, and well-being of our residents

5%

**Legislative Liaison**

- Assist the VSO with the county legislative initiatives
- Establish a working relationship with the federal and state legislative delegation and their staff.

The essential functions of this position are listed above, in addition to other tasks as assigned. Regular attendance at work is also required in order to carry out the duties listed above.

**BUDGET RESPONSIBILITIES:**
Assist the VSO with preparing and managing the department budget.

**RESPONSIBILITY FOR RELATIONSHIPS:**

**Internal**
- Provide professional advice to administration and other county departments dealing with veteran’s entitlements, benefits and insurance.

**External**
- Frequent contact with federal, state and local officials concerning pending legislation concerning the county and its citizens.
- Frequent contact on the federal and state levels on veteran’s benefits and similar concerns or exchange of information. Maintain a communications network with all veterans programs, medical providers and veteran service organizations. Provide professional advocacy for clients on all levels.

**SUPERVISORY AUTHORITY:**

**Scope**

<table>
<thead>
<tr>
<th>Effectively Recommend</th>
<th>Take Action</th>
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<tbody>
<tr>
<td>Hire</td>
<td>Hire</td>
</tr>
<tr>
<td>Assign</td>
<td>Assign</td>
</tr>
<tr>
<td>Direct</td>
<td>Direct</td>
</tr>
<tr>
<td>Reward</td>
<td>Reward</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfer</td>
</tr>
<tr>
<td>Promote</td>
<td>Promote</td>
</tr>
<tr>
<td>Adjust Grievances</td>
<td>Adjust Grievances</td>
</tr>
<tr>
<td>Suspend (over 3 days)</td>
<td>Suspend (over 3 days)</td>
</tr>
<tr>
<td>Discharge</td>
<td>Discharge</td>
</tr>
<tr>
<td>Discipline-Oral</td>
<td>Discipline-Oral</td>
</tr>
<tr>
<td>Discipline-Written</td>
<td>Discipline-Written</td>
</tr>
<tr>
<td>Evaluate</td>
<td>Evaluate</td>
</tr>
<tr>
<td>Train</td>
<td>Train</td>
</tr>
<tr>
<td>Demote</td>
<td>Demote</td>
</tr>
</tbody>
</table>

**SUPERVISION OF EMPLOYEES:**
Volunteer drivers

**EXTENT OF SUPERVISION PROVIDED:**
This position is under the supervision of the VSO.

**MINIMUM REQUIREMENTS:**

“To effectively promote the safety, health, and well-being of our residents”
• Requires education equivalent to completion of a Bachelor’s degree and a minimum of three years of related work experience.
• Active Military Reservist or an Honorably Discharged Veteran
• The ability to maintain annual Certification by the Minnesota Department of Veterans Affairs per Minnesota Statute.
• If not currently certified, the ability to become certified as an Accredited Representative before the United States Department of Veterans Affairs within six months of start of employment

KNOWLEDGE AND SKILL REQUIREMENTS:
• Ability to prepare and assist in the presentation of appeals before the U.S. Court of Veterans Appeals, and the U.S. Board of Veterans Appeals.
• Ability to effectively plan, organize, motivate and direct staff to create and maintain a high quality of service.
• Ability to identify problems and exercise independent judgment, creativity and discretion in developing procedures and/or immediate resolution.
• Skilled in the areas of public speaking, advance written and oral communication.
• Ability to counsel applicants, clients, and employees.
• Knowledge of federal and state data privacy laws.
• Knowledge of Minnesota State Statutes and rules related to veterans benefits and county government.
• Knowledge of and ability to utilize and apply information relative to veteran/dependent entitlements contained in the Code of Federal Regulations Title 38 and M21-1
• Ability to solicit donated funds.
• Ability to work independently.

WORK ENVIRONMENT:
Normally it is a standard office environment with public contact which may, and often does, include difficult clients, at times clients using abusive language.

PHYSICAL REQUIREMENTS:
Some physical agility is required, but the ability to handle mental stress is necessary.

"To effectively promote the safety, health, and well-being of our residents"
DATE: July 1, 2020

TO: Goodhue County Personnel Committee

FROM: Nina Arneson, GCHHS Director

RE: NEW – Staffing Solutions: Needs and Retirements to be County Levy Neutral

BACKGROUND:

As with any position(s) including retiring and resigning positions, GCHHS reviews our agency’s needs and looks to see if our needs are the same and/or if they have changed over time when deciding whether to replace/change/re-classify or not to replace that position(s).

Our plan was to bring forward at the April 7, 2020 Personnel Committee our HHS succession planning and organizational changes that were related to anticipated retirements, but due to the COVID-19 emergency that was not the time to bring forward our other recommendations. Now three months later we are still in a COVID-19 peacetime emergency and now, we need to act on it, and we are bringing forward our other organizational change recommendations.

Thus far with these organizational change recommendations, we have replaced a retiring Deputy Director with an internal promotion and replaced a retiring Information Technology Specialist Sr. with a lower classification of HHS Systems Application Specialist (Information Systems Specialist Sr.). These two positions were reviewed and approved by the Goodhue County Personnel Committee and Goodhue County Health and Human Services Board.

SUMMARY OF ADDITIONAL HHS ORGANIZATIONAL CHANGES:

New Position – 1 FTE (HHS Team Lead, Social Services Division – Adult Services)

Our proposal is to promote within HHS Department to fill a new HHS Team Lead position for our Social Services Division - Adult Services Team and then backfill this position.

This classification under general supervision, provides social work services to customers involving social services and treatment plans; provides work direction, technical guidance, and performs limited supervisory duties for other social workers and support staff; performs responsible and difficult casework; directs service programs; provides technical expertise for program areas; ensures quality control for social work practices within a program areas, and performs related work as assigned like social services intake.

Social Services HHS Team Lead would go to the next step on the HHS Team Lead scale as long as it’s at least a 2% increase per county practice.
The maximum increase for this position would be $3,545.00 if the promoted employee was at the top of the County Agency Social Worker scale and $63,702 for replacement of County Agency Social Worker.

The HHS Team Lead would be replaced with a County Agency Social Worker.

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Agency Social Worker</td>
<td>step 1</td>
<td>step 1</td>
</tr>
<tr>
<td>Rate</td>
<td>$26.57</td>
<td>$26.57</td>
</tr>
<tr>
<td>Gross</td>
<td>$55,266.00</td>
<td>$55,266.00</td>
</tr>
<tr>
<td>PERA/FICA/Medicare/Life</td>
<td>$8,436.00</td>
<td>$8,436.00</td>
</tr>
<tr>
<td>Wages + Benefits</td>
<td>$63,702.00</td>
<td>$63,702.00</td>
</tr>
<tr>
<td>Health Coverage/H.S.A.</td>
<td>$11,054.00</td>
<td>$24,169.00</td>
</tr>
</tbody>
</table>

CLASSIFICATION REALLOCATION – 1 FTE (Office Services Supervisor)

Our proposal is to reallocate an Information Systems Specialist Sr. (ISSS) position to an Office Services Supervisor (OSS).

As we became an integrated Health & Human Services agency we integrated our 5 separate front desks into one HHS Front Desk. This has helped us recognize the benefits of having support staff unified under one supervisor. Coordinating efforts under one Office Services Supervisor would result in valuable efficiencies throughout the agency.

- Eliminating duplication of duties resulting in efficiencies crossing all departments.
- Creates a better sense of belonging & rapport with staff who are under the same/similar classifications.
- Training and cross training is better as staff know what other support staff are doing from attending the same unit meetings and having one go to person.
- Transferring supervisory duties from the various divisions to the Office Services Supervisor would alleviate the extra learning curve/duties needed to supervise them.

This classification directs the support functions and support work of a county health and human services agency; establishes support policies and procedures; coordinates work of clerical support unit with other units in the agency; and performs related work as assigned. This position would be a part of the HHS Leadership Team. This position is responsible for supervising all HHS support staff.

The cost to reallocate this classification from ISSS (step 10 top) to OSS step 8 (out of a 9 step classification) is $3,329.00.

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Systems Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialist Sr. Supervisor</td>
<td>step 10 Top</td>
<td>step 8</td>
</tr>
<tr>
<td>Rate</td>
<td>$29.83</td>
<td>$31.22</td>
</tr>
<tr>
<td>Gross</td>
<td>$62,047.00</td>
<td>$64,938.00</td>
</tr>
<tr>
<td>PERA/FICA/Medicare/Life</td>
<td>$9,463.00</td>
<td>$9,901.00</td>
</tr>
</tbody>
</table>
| Wages + Benefits     | $71,510.00    | $74,839.00    | $3,329.00
HHS TRENDS:
- Our supervisors and staff need help to keep up with the changes and increased demands.
- In some areas of our business, we are not keeping up with the work, missing deadlines, missing revenue opportunities and not meeting outcomes.
- We have seen great increases with customer numbers, demand for services, complexity, response, and reporting expectations.
- The unfortunate reality is that our budget drivers are the legislative changes from State to County cost shifts – not our business or operational practices.
- These are mandated services and we want to do them even better and cost effectively.
- The need is here, and the HHS needs these classification reorganization to do the work to meet the growth, demand and outcome expectations.

FINANCIAL SUMMARY:

<table>
<thead>
<tr>
<th>Promotion</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>SS HHS Team Lead</td>
<td>3,545.00</td>
</tr>
<tr>
<td>Replacement County Agency Social Worker (HHS Team Lead)</td>
<td>63,702.00</td>
</tr>
<tr>
<td>Reallocation Classification Office Services Supervisor</td>
<td>3,329.00</td>
</tr>
<tr>
<td>Retiring Information Technology Specialist Sr. (savings)</td>
<td>($49,028.00)</td>
</tr>
<tr>
<td>Retiring Deputy Director (savings)</td>
<td>($19,041.00)</td>
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<tr>
<td><strong>Net effect of changes</strong></td>
<td><strong>$2,507.00</strong></td>
</tr>
</tbody>
</table>

Additional revenue sources and/or cost reductions for these position are:
- Federal Social Services Time Study (SSTS)
- State/Federal Long Term Services and Supports (LTSS)
- Some reduction in over-time associated with SS HHS Team Lead.
- Additional State/Federal Revenue that staff have already been generating since 2018.
- Replacing a higher classification with a lower classification and still meeting the need.

Staffing Revenues generated since HHS Board approved adding additional staff

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual Revenue</th>
<th>Budget</th>
<th>Surplus/Deficit</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$4,757,522</td>
<td>$4,027,109</td>
<td>$730,413</td>
</tr>
<tr>
<td>2019</td>
<td>$5,005,687</td>
<td>$4,037,399</td>
<td>$968,288</td>
</tr>
</tbody>
</table>

HHS Revenue & Expenditure Budget Report

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual Revenue</th>
<th>Actual Expenditures</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$17,892,636</td>
<td>$16,452,257</td>
<td>$1,440,379</td>
</tr>
<tr>
<td>2019</td>
<td>$18,605,873</td>
<td>$16,968,272</td>
<td>$1,637,601</td>
</tr>
</tbody>
</table>

With a combination of the above revenues, these recommendations would continue to be County Levy Neutral.

RECOMMENDATION:

The HHS Department recommends approving the following:

1) Moving forward immediately to post for a Social Services HHS Team Lead utilizing the Minnesota Merit System. This would be for internal candidates, then move forward immediately to post for a County Agency Social Worker to fill the position vacated by the internal promotion.
2) Moving forward immediately to reallocate a HHS Office Lead classification (Information Systems Specialist Sr.) to an Office Services Supervisor Classification.
3) Hire after GCHHS Board’s review and approval.
Attached – Updated HHS Organizational Chart, additional background information on Social Services Team Lead, backfill, and Office Services Supervisor positions.
Goodhue County
Health and Human Services (GCHHS)

GOVERNANCE

HEALTH AND HUMAN SERVICES BOARD

HHS Director
1 FTE

HHS Deputy Director
1 FTE

HHS Deputy Director
1 FTE

HHS Finance, Front Desk & Support Operations*

ADMINISTRATION

Supervision
2-Social Services Supervisors
2-HHS Lead Workers
3-Public Health Supervisors
1-HHS Lead Worker
2-Financial Assistance Supervisors
1-Office Services Supervisor

FTE
31
28.50
28
18.9

Staff
31
31
28
19

SERVICE DIVISIONS

Social Services
- Child & Adult Protection
- Foster Care
- Adoption
- Mental Health
- Chemical Dependency
- Child Care Licensing

Public Health
- Healthy Communities
- Disease Prevention & Control
- Emergency Preparedness
- Maternal Child Health
- WIC
- Waiver Management

Economic Assistance
- Child Support
- Income Maintenance
- Medical Assistance
- Food Support
- Cash Assistance
- Emergency Assistance
- Child Care Assistance

Promote, Strengthen and Protect the Health of Individuals, Families, and Communities!
ADDITIONAL BACKGROUND

**New Lead County Agency Social Worker – Social Services – Adult Services**

In January 2018 Social Services was able to add a lead worker position. This person was promoted internally from a child protection social worker position, and a new child protection social worker was hired. The lead worker supports 32 Social Services staff, and responsibilities include:

- **Primary intake** every day, including taking intake calls and ensuring thorough review of reported concerns
- Coordinating daily child protection and adult protection screening teams
- Completing dispositions and assignments for assessments
- Attending and co-facilitating child protection and adult staff meetings
- Setting up intake and on-call calendars
- Child Protection after hours on-call designee 12 weeks/year
- Responding to staff questions
- Some lead worker responsibilities for entire agency, including special projects, ongoing leadership, etc.

Social Services intake responsibilities continue to grow as state and federal mandates increase. Social Services receives approximately 2300 intakes/year, or on average 10-11 new reports/day. Response times are mandated, including weekends. Reports must be screened within mandatory response times—some immediately, some within 24 hours. Each report should include:

- Review of prior Social Services history
- Review of criminal/court history
- Collateral phone calls

The demands of the lead position have been difficult to meet during regular work hours, resulting in $40,557 in 2019 and $12,612 through June 2020 of overtime among Social Services staff. The lead worker and some intake staff have worked the large majority of these hours.

We have been working on a Quality Improvement (QI) project about Intake in the Social Services area with the goal to decrease overtime for the Lead Worker and to provide even better service to Goodhue County residents. What we have found through data gathering is the Lead Worker spends the majority of her time with Intake and has little time for Lead responsibilities. The backup intake staff, which is a group of 7 Social Workers, have difficult time fitting intake into their already full caseloads. The results of the QI assessment was to add another Lead Worker so the Leads could do the entire intake and be able to do their Lead responsibilities also.

In addition, the Social Services supervisors also spend a large amount of time monitoring the daily reports and responding to individual worker needs. This leaves less time to pursue and monitor projects that could prevent maltreatment or mental health crisis.

Promote, Strengthen and Protect the Health of Individuals, Families and Communities!
Equal Opportunity Employer
[www.co.goodhue.mn.us/HHS](http://www.co.goodhue.mn.us/HHS)
The Minnesota Governor’s Task Force on Mental Health emphasized Continuum of Care, which defines the spectrum of prevention and intervention activities that exist to support mental health. 


For children’s services, health promotion/early, intervention efforts include local programs such as:

- Parent Support Outreach Program
- ACEs training and support of trauma informed systems
- Comprehensive Intensive Bridging Services/Systems of Care grant
- Expanded Youth Outreach services/mentoring

For adult services, health promotion/early, intervention efforts include local programs such as:

- Treatment Court
- Health Pathways
- Bridging
- Mental Health Service Array Committee
- CREST regional initiative

The cost of failing to prevent child maltreatment or a mental health crisis is large:

- Cost for emergency room visit is $2264 (NAMI: Minnesota&AspireMN, 2017)
- The CDC estimates that each case non-fatal case of child maltreatment will cost the U.S. economy $830,928 over the life of the child

One example of a cost savings approach is CIBS (Comprehensive Intensive Bridging Services). Goodhue County was one of 33 counties to participate in SAMHSA’s Systems of Care grant to expand children’s mental health services. The CIBS program would have been difficult, if not impossible, to pursue and implement in Goodhue County without adequate supervisor time to devote to the program.

Another program that has been very beneficial for Goodhue County citizens is the Goodhue County Treatment Court. Treatment Court is a nationally proven system that is successful in rehabbing chemically dependent individuals. It saves counties dollars supporting its participants to stay sober, find employment, and become healthy productive citizens. Goodhue County Treatment Court just celebrated its first graduate.

Revenue sources for this position is Federal Social Services Time Study (SSTS); State/Federal Long Term Services and Supports (LTSS); Children’s Mental Health Case Management; Increase Client IV-E revenue and increased additional billable revenue coming from Adult Services unit.
ADDITIONAL BACKGROUND

**HHS Support Lead reallocation position to an Office Services Supervisor (OSS)**

Since the Health and Human Services integration in 2010, GCHHS has experienced significant changes, some gradual and some immediate with our operations, systems, job duties, responsibilities etc. These changes have also required some staff to perform different work duties based on the department’s changing needs. A supervisor and an employee review an employee’s position description each year as a part of the performance evaluation in order to come to one of the following conclusions:

- An accurate reflection of the current responsibilities and performance standards
- Revised to reflect changes in position
- Rewritten because it is three years old

If there is a change that has taken place then the HHS department may request a review, which may result to a Minnesota Merit System’s recommendation of reclassification/reallocation or a confirmation that the job description and classification are still in the scope of the duties the employee is performing. With our Department’s continued integration work, this is something we have done numerous times, and is something that we are expecting to continue and may result in additional Minnesota Merit System reclassification/reallocation recommendations.

Since Goodhue County Social Services and Goodhue County Public Health Services integrated, the HHS Administration has continued to review how to operate and provide Health and Human Services even more efficiently. Our Support Staff is the backbone of our organization and have worked hard to integrate these dedicated individuals to support all of HHS, not just the division or a program, they were initially hired to support.

In 2010, we began with the 5 Fronts Desks with 2 different agencies and in a number of ways of doing business. In 2016, with our new building, we were able to integrate, streamline, and provide consistent guidance and leadership for all, with the centralized Front Desk that serves all HHS customers who walk in, call in, and provide clerical assistance to all of our HHS Staff. The next area that was changed with a Quality Improvement (QI) project, was the HHS mail process. Our agency mail was going to many different areas in our buildings, many staff “touching” it and the process needed to be improved. Today, we have centralized mail that has decreased the number of staff touches, work errors and staff time to complete the mail tasks.

As we integrated, multiple supervisors were supervising the front desk and mail staff, total of 11 support staff. It was clear to us that our support staff needed one person to oversee and supervise all areas of support staff. Mary Heckman, Deputy Director, took on that role along with supervising the supervisors from Public Health, Social Services and HHS Administration Case Aide.
The Information Systems Specialist Sr. who performed various other support duties for the agency needed to take on additional lead responsibilities of the newly formed support staff team to assist the deputy director to manage this critical team for the agency.

In May of 2016, Personnel Committee and GCHHS Board approved changing the Information Systems Specialist Senior job title to HHS Support Lead to more accurately reflect the work that was being conducted. As Mary Heckman nears retirement, a succession plan with the Merit System’s approval, to reallocate the HHS Support Lead classification to an Office Services Supervisor. This way a consistent leadership and guidance can continue for the HHS Front Desk and Support staff and our new Deputy Director can focus on deputy director work with Public Health, Economic Assistance and Social Services which we know for any new professional would be a huge learning curve. This will also allow our agency to continue to focus building authentic community relationships, improving outcomes, managing, improving and supervising HHS internal operations.
TO:        Goodhue County Commissioners  
FROM:      Melissa Cushing, Human Resource Director  
DATE:      July 7, 2020  
RE:        Court Services Director  
Request for Reconsideration  

The Court Services Director’s request for reconsideration is coming before the Personnel Committee and the County Board on July 7th. Here are some facts for the Board to consider when making a decision about this issue.

1. In 2019, the First Judicial District set the wages for the Probation Officers and the Court Services Director.  
   a. The order was signed on December 13, 2018 and effective January 1, 2019.  
   b. Per the order, Mr. Jaeger would be making $43.65 per hour as a Court Services Agent III.  
2. Mr. Jaeger was promoted to Court Services Director by the Chief Judge on March 15, 2019. His wage increased to $49.30 per hour.  
3. Effective July 1, 2019, the Chief Judge signed Policy 325 Delegation Order which assigned the authority to the County to set wages for the Probation Officers and Court Services Director.  
4. In order to set wages pursuant to Policy 325, the Court Services Director created job descriptions for the Probation Officers and the Director positions. These positions were evaluated by the County’s compensation consultant. The Probation Officers have been ranked a grade 84 (318 pay equity points) and the Court Services Director has been ranked a grade 86 (481 pay equity points).  
5. Because of the Policy 325 Delegation Order, there were discussions about whether the Court Services department should be placed under Health and Human Services and therefore, putting the employees on the Merit System wage scales. The wages under the County’s compensation system versus the Merit System for 2020 are listed below.

<table>
<thead>
<tr>
<th></th>
<th>2020 Wages</th>
<th></th>
<th>2020 Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Probation Officers</td>
<td>Court Services Director</td>
<td></td>
</tr>
<tr>
<td>County</td>
<td>$26.96 - $38.57</td>
<td>$32.04 - $45.84</td>
<td></td>
</tr>
<tr>
<td>Merit System</td>
<td>$25.01 – $40.87</td>
<td>$33.43 - $54.28</td>
<td></td>
</tr>
</tbody>
</table>

"To effectively promote the safety, health, and well-being of our residents"
6. Mr. Jaeger decided his department would remain under the County’s compensation plan and not move into HHS.

7. January, 2020, Mr. Jaeger submits a Request for Reconsideration for the Court Services Director position per County policy. In this request, Mr. Jaeger compares the Court Services Director to the Assistant County Attorney II (grade 88 – 677 pay equity points) and the Deputy Director/Assistant County Engineer (grade 88 - 702 pay equity points).

8. Once again the evaluator reviewed the job description along with his Request for Reconsideration. She confirmed the placement should be a grade 86.

9. April, 2020 Mr. Jaeger submits a request for the Personnel Committee to re-evaluate his grade placement. In this request, Mr. Jaeger is asking to be placed on grade 88. He includes a comparison to the CVSO (grade 88 – 614 points). Mr. Jaeger also asked for a report from the consultant detailing her evaluation.

10. May, 2020, we received a report from the consultant, which Mr. Jaeger attached to his Personnel Committee report, detailing why the Director position should be a grade 86 and not a grade 88 as proposed.

11. Since that time, Mr. Jaeger has submitted his request for the Personnel Committee to review.

We agree with the evaluation and analysis provided by the compensation consultant and recommend the position be placed on grade 86. Mr. Jaeger’s wage rate was frozen effective January 1, 2020. His wages remain consistent where the Chief Judge placed him in March, 2019.

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