

TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: March 22, 2024

SUBJECT: Employee Assistance Program Manager – Employee Assistance Program

The Human Resources Department received a request from Mayor Satya Rhodes-Conway on February 14, 2022 to study the 1.0 FTE position #862 of Employee Assistance Program Manager (CG 18, Range 15), currently filled by Arlyn Gonzalez. Upon reviewing the updated and prior position descriptions, the current class specification and other related class specifications, and conducting interviews with Arlyn and Deputy Mayor Katie Crawley, I recommend the following:

- Delete the classification of Employee Assistance Program Manager in CG18, Range 15.
- Create a new classification of EAP Director in CG21, Range 18.
- Recreate position #862 into the new classification.
- Reallocate the employee to the new position.

This position was last studied in 2018 when it was reclassified from CG18, Range 12 to Range 15 and was compared to other high level managerial classifications. The responsibilities of this position have not changed since that time, however the qualifications for the classification have increased similar to those approved in the EAP Specialist classification series (CG18, Ranges 6 to 10) in September of last year. These qualifications now require a Master's degree and licensure as a Clinical Social Worker with the State of Wisconsin in order to fulfill the needs of the position, in addition to Certification as an Employee Assistance Professional (CEAP). These requirements are commonly used in the industry by similar positions.

The Employee Assistance Program Manager class spec describes:

...responsible professional, managerial and supervisory work in developing, directing and delivering the activities and functions of the City's Employee Assistance Program (EAP) and the Critical Incident Stress Management (CISM) Program. The work involves program management, development, oversight and implementation for two separate, but often overlapping programs. In addition, this position is responsible for the development, training and oversight of an EAP Volunteer Facilitator Network and two First Responder Peer Support Teams, and supervision of professional and paraprofessional staff. This position provides confidential EAP services directly and indirectly to employees, supervisors and department heads, and manages and oversees the external EAP contractual services. Under the general supervision of the Mayor's Office, the incumbent provides professional guidance at all levels of the organization, while exercising a high degree of independent judgment and discretion with confidential, sensitive information that includes liability management consultation.

This position serves as an agency head responsible for strategic planning and direction, policy and procedure setting, budget development and management of \$500k, contract management, serving on the Mayor's Management Team, and management of the full scope of personnel actions (hiring,

discipline, termination, etc.). The position directly supervises two professional EAP Specialists and an administrative employee, and reports to the Mayor.

A similar position is the Independent Police Monitor (CG21, Range 18) who also serves as an agency head and oversees a small office. This position supervises a professional Data Analyst and an administrative position, and oversees an operating budget of \$509k. In addition, the Independent Police Monitor handles sensitive and confidential information and provides support to individuals who have encountered traumatic experiences and are in need of assistance. This position serves as staff to and reports directly to the Police Civilian Oversight Board.

The Independent Police Monitor does not require a Master's degree or licensure. The only other City classification that requires a Master's degree and licensure is the Mental Health Specialist (CG18, Range 10). This is a professional position within the Community Development Division that performs assessments and consultations, but does not supervisor other staff or head an agency. The classification of Librarian Supervisor (CG18, Range 10) does require a Master's degree and supervises staff, but performs significantly different work and is not an agency head.

The Employee Assistance Program Manager is comparable to the Independent Police Monitor in terms of supervisory responsibilities, budget management, and the fact that it serves as an agency head who handles sensitive and confidential information and supports individuals who have experienced traumatic events. As such, I recommend deleting the classification of Employee Assistance Program Manager in CG18, Range 15, creating a new classification of EAP Director in CG21, Range 18, recreating position #862 in the new classification, and reallocating the employee to the new position, within the Employee Assistance Program budget. The unique circumstances of this reallocation between compensation groups were discussed with MPSEA leadership, who support this action.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Effective Date: Contract approval date as approved by Common Council

Compensation Group/Range	2024 Annual Minimum (Step 1)	2024 Annual Maximum (Step 5)	2024 Annual Maximum +12% longevity
21/18	\$114,962	\$155,197	n/a
18/15	\$100,055	\$120,469	\$134,925

cc: Satya Rhodes-Conway - Mayor
Katie Crawley – Deputy Mayor
Erin Hillson – Human Resources Director
Dan Rolfs – MPSEA President