

T0: Personnel Board  
FROM: Sue DeBolt, Human Resources  
SUBJECT: Administrative Clerk 1 – Housing Operations Unit  
DATE: October 16, 2009

At the request of the Housing Operations Division, a study was conducted of two Administrative Clerk 1 positions (Compensation Group 20, Range 09), held by T. Eudaly and S. Amos. These positions provide a high level of administrative support and programmatic responsibility relating to federal housing assistance programs and activities. After reviewing the duties and responsibilities associated with these positions, as seen in the attached position descriptions, I conclude that the two positions should be recreated as Program Assistant 1 positions (Compensation Group 20, Range 11), and that the incumbents should be reallocated to the new positions.

The class specification for Program Assistant 1 indicates that it is responsible administrative support and advanced-level secretarial and/or programmatic work and that employees

...perform a wide variety of administrative, secretarial, and program support functions including such functions as office management; secretarial services to program head and professional staff; programmatic recordkeeping and reporting; performance and/or coordination of specialized program functions; and direct involvement in budget development and monitoring.

These two positions report directly to the Housing Administrative Coordinator (Comp Group 18, Range 06). The Administrative Clerk 1 positions provided general administrative and clerical support relative to the housing assistance programs. In January 2009, the position of Administrative Clerk 2 (Comp Group 20, Range 11 - working title of Housing Eligibility Coordinator) was vacated. The duties and responsibilities relating to the coordination and final eligibility determination of program applicants were assigned to the two Administrative Clerk 1 positions and out-of-class pay has been paid as appropriate. These duties entail a more substantial and responsible role in the admissions and eligibility process, with direct coordination from start to finish.

These positions must clearly understand, interpret, and implement the Federal Department of Housing and Urban Development (HUD) mandates and the Community Development Authority (CDA) policy requirements. These duties require independent judgment in making final eligibility determinations, to include performing a detailed analysis of applicant information, consistency in application, and ensuring that decisions meet program needs and requirements. A thorough review is required in evaluating and verifying materials obtained from the applicant, employers, landlords, banking institutions, and criminal background checks. These positions independently determine if additional investigation of items are required (reviewing court files, police reports, contact with other housing authorities, etc.) After a review of all information obtained, these positions independently approve or deny applicant eligibility for housing programs. At all steps of the process, these positions are responsible for sending correspondence to applicants advising them of their status and responding to general questions regarding their eligibility. If denied, applicants have a right to appeal the decision at an informal hearing before a hearing examiner. Therefore, these positions must ensure that the documentation on which their decision was based is accurate and complete.

These two positions are also responsible for managing and maintaining multiple program waiting lists. The Housing Division currently has a waiting list of 400-500 applications for Public Housing, and the Section 8 program (which is currently closed for acceptance of applications) has a waiting list of 1,000. In addition, there are separate waiting lists for project based projects, i.e., Allied Drive redevelopment, and community based housing organizations who have been awarded subsidies, i.e., Porchlight, Housing Initiatives, Independent Living. These positions were also responsible for developing a new application and waiting list process for the Multi-Family Housing program, which is monitored on a regular basis by the Wisconsin Housing and Economic Development Authority (WHEDA). These newly created housing site waiting lists serve the City of Madison's low-income disabled and elderly.

These positions must work closely with the multiple Housing Site Managers to determine vacancy needs for public housing and coordinate a timely selection of qualified applicants from the waiting list. These positions must also determine any needed occupancy exceptions and coordinate any special needs cases or reasonable accommodations.

Due to the reporting requirements of these HUD programs, these positions are also responsible for compiling data, maintaining records and preparing various types of reports to include applicant status and eligibility. In addition, they assist the Division Director and Housing Managers in the collection and analysis of data. Accuracy and completeness of reporting determines a Housing Authority's rating with HUD, which in turn can affect the CDA's subsidy levels. T. Eudaly has been responsible for improving and maintaining the reporting data which measures the CDA's management performance for both the Public Housing and the Section 8 Program. This responsibility included monitoring, reviewing and correcting any inaccurate or inconsistent data discovered to ensure the Housing Authority protects its current high HUD rating score which protects and maintains its current subsidy level.

From the above description, the primary function of these positions is to provide direct implementation and coordination of federal housing assistance programs administered by the CDA. These duties had previously been assigned to the position title of Administrative Clerk 2. Due to the programmatic nature of the work performed, I recommend the positions would be more appropriately classified as Program Assistant 1. The classification of Program Assistant is to recognize those positions which provide significant support to a department/division program. These positions require a more in-depth knowledge of the program in question and allow the positions to function with a higher degree of independence.

Examples of duties of the Program Assistant 1 class include

*“Perform specialized program activities such as managing grant or other types of application processes; providing information and assistance to program participants; coordinating complex commission, committee, and/or board activities; performing technical review and evaluation of program documents; collecting technical information on-site for participating agencies; researching information and performing other tasks in connection with special projects.*

*Gather, organize and report administrative data, operational information and/or statistical data. Assist professionals/paraprofessionals in the preparation of comprehensive reports and prepare routine report independently.”*

This is consistent with the Program Assistant 1 description that "...work requires exercising considerable judgment and discretion in the interpretation and application of policies and the development of operating systems and procedures." Because of this, I recommend the Administrative Clerk 1 positions, occupied by T. Eudaly and S. Amos, be recreated as Program Assistant 1 positions and the incumbents be reallocated.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2009 Annual Minimum (Step 1)	2009 Annual Maximum (Step 5)	2009 Annual Maximum +12% longevity
20/09	\$37,766	\$42,463	\$47,554
20/11	\$40,066	\$44,848	\$50,232

cc: Agustin Olvera, Housing Operations Unit Director  
Lisa Daniels, Housing Administrative Coordinator