

TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: May 12, 2026

SUBJECT: Supportive Services Program Supervisor – CDA Housing Operations

CDA Housing Director Chad Ruppel is requesting the creation of a 1.0 FTE position to coordinate resident services, foster partnerships with local organizations and collaborate with property management. Based on discussions with Chad and Property Operations Manager Lauren Andersen, and reviews of the position description and other positions/classifications within the CDA Housing Operations Division and throughout the City, I recommend creating a new classification of Supportive Services Program Supervisor with placement in CG 18, Range 7 and creating the new 1.0 FTE position in this classification for the reasons outlined in this memo.

The CDA Housing Operations Division includes a Property Management section overseen by the Property Operations Manager in which property sites are managed by three Housing Site Managers (CG 18, Range 8). The Housing Site Managers currently supervise approximately 10 professional, para-professional, administrative and maintenance employees, which includes Tenant Services Aides (CG20, Range 12). The Tenant Services Aides provide diverse resident services to include: community agency liaison and referral; supportive services (i.e. assistance and information on inter-personal problem resolution, finances, housekeeping, etc.) and crisis intervention; and general assistance related to housing management.

The current reporting structure does not provide adequate supervision and support to the Tenant Services Aides as a whole, which creates inconsistencies in service to residents across the various properties and housing programs as each Housing Site Manager has a different skillset to support this work. This new position, reporting directly to the Property Operations Manager, will supervise the four Tenant Services Aides located throughout the different properties and will:

- Improve coordination and collaboration across properties;
- Expand resources;
- Implement best practices and develop standard operating procedures;
- Focus on professional development of staff;
- Facilitate related work across City agencies; and
- Develop partnerships in the community to build capacity for service coordination at other affordable housing providers.

Additional responsibilities will include program development, oversight and compliance, budget and grant management, and data evaluation and reporting. Because the work of CDA Housing Operations falls under the provisions of the U.S. Housing and Urban Development (HUD) this structure will better align with their regulations and grant compliance and restrictions. The addition of this position will also provide Housing Site Managers with added capacity to focus on building operations and will remove any conflicting factors between the two different roles.

In terms of salary placement, first-line supervisory classifications within the CDA Housing Operations Division were reviewed for comparison, including the following three classifications:

- Housing Site Manager (CG18, Range 8) – As previously stated, these positions supervise a relatively large group of employees within a variety of classifications at various levels with responsibilities related to the management of property and housing programs. This classification has a broader area of responsibility and includes supervision of professional level staff.
- Housing Assistance Program Manager (CG18, Range 8) - This position is responsible for planning, coordinating, supervising, and performing program activities consistent with federal HUD requirements and CDA policies and procedures. The position supervises 11 Section 8 staff members, which includes Housing Specialist Outreach Coordinator (CG16, Range 13), Section 8 Inspectors (CG16, Range 13), Housing Specialists varying levels (CG20, Ranges 11 - 14) and an Information Clerk (CG 20, Range 7). Again, the oversight is broader, and supervision is mostly over higher level staff than that of Tenant Services Aides.
- Admissions & Eligibility Program Supervisor (CG18, Range 5) – This position performs programmatic administration of the admissions and eligibility processes for federally subsidized housing programs. The position supervises 3 administrative staff, including Program Assistant 1 (CG20, Range 11) and Information Clerks. The focus of work is narrow, and supervision is over lower-level staff.

This new position falls between these levels as a result of the narrower focus of responsibility, smaller staff size and level of staff, and therefore a review of other classifications within the City with a similar type of responsibility is appropriate and includes:

- Employee Assistance Specialist 1 (CG 18, Range 6) – These positions provide services and consultation with management, labor relations, training, and related organizational areas in building ongoing support for Employee Assistance Program utilization. The work includes: conducting interviews to assess needs and determining appropriate interventions/services; gathering and evaluating related data; referring individuals to service providers, and/or directly providing intervention; providing for case management and follow-up; serving on threat assessment teams in the context of workplace violence; training Peer Support Team members; and delivering presentations and consultation to other community resources and governmental agencies. Although this classification does not supervise, it provides leadership to all levels in the City, provides direct services to employees and requires a Master's Degree.
- Employee Assistance Specialist 2 (CG 18, Range 8) – This classification performs similar work to the Employee Assistance Program Specialist 1 with a greater degree of skill and independence. The work includes developing training for agencies on a variety of issues of concern and importance and recommending and implementing program improvements.

Based on the review of these classifications, it is appropriate for the new classification to be placed in CG 18, Range 7, which is right below the broader scope of the Housing Site Manager and Housing Assistance Program Manager and between the Employee Assistance Specialist 1 and 2, which have a similar focus.

The training and experience requirements for this position will be three (3) years of social services or case management experience with low income individuals and families involving considerable emphasis on the development and provision of educational programming and other direct services related to personal and community safety, community engagement and community organization/development (e.g.; independent living skills, providing consultation and assistance in the resolution of interpersonal disputes, mental illness, alcoholism and substance abuse, finances, and crisis intervention). Such experience would be supplemented by a Bachelor's degree in Social Work, Counseling, Sociology, Psychology, or other related fields. Possession of a Master's degree in a field such as Social Work, Sociology, or a related field may be substituted for two years of the experience requirements. Other equivalent education and/or experience will also be considered.

Funding for this position in the first three years will be covered by surplus federal program funds/reserves.

Based on the prior analysis, I recommend creating a new classification of Supportive Services Program Supervisor in CG 18, Range 7, and creating the new 1.0 FTE position in this classification within the Housing Operations budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range (Grade)	2026 Annual Minimum (Step 1)	2026 Annual Maximum (Step 5)	2026 Annual Maximum +12% longevity
18/7	\$75,847	\$89,848	\$100,630

cc: Matt Wachter - Department of Planning, Community and Economic Development Director
Chad Ruppel – CDA Housing Director
Lauren Andersen – Property Operations Manager