

TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: December 14, 2022

SUBJECT: CDA Security Monitor – CDA Housing Operations

The Human Resources Department received a request from Housing Operations Program Manager Larry Kilmer and Housing Site Manager Lauren Andersen on October 17, 2022 to study two 0.6 FTE positions, #4762 and #4851, of CDA Security Monitor (CG 16, Range 9), currently vacant, for possible recreation. CDA Housing Operations has identified a gap in services for those residents who do not qualify for certain services and is in need of a hybrid position to provide more direct, on-site social services so that these residents may age in place and maintain housing. Upon reviewing the updated and prior position descriptions, the current class specifications and other related class specifications, and conducting interviews with Lauren and Employee Assistance Program Manager Tresa Martinez, I recommend the following:

- Create a new classification of Tenant Social Services Coordinator with placement in CG 18, Range 4.
- Recreate the 0.6 FTE CDA Security Monitor position #4762 into the new classification as a 1.0 FTE;
- Delete the 0.6 FTE CDA Security Monitor position #4851.

CDA Housing Operations currently has two vacant part-time positions of CDA Security Monitor responsible for patrol and security, resident support, property management support and administrative work at the Triangle Housing Site. The resident support work includes providing information, resources and referral information to address the various social needs of residents. The work includes providing basic linkages and referrals to residents for available resources within the community. There is also a Tenant Services Aide (CG 20, Range 12) on site who performs:

...responsible para-professional tenant services work within the CDA/Housing Operations Unit of the Department of Planning & Community & Economic Development. Employees provide diverse resident services to include: **community agency liaison and referral; supportive services (e.g., assistance and information on inter-personal problem resolution, finances, housekeeping, etc.)** and crisis intervention; and general assistance related to housing management considerations. [emphasis added]

This work includes providing short-term supportive services, referral and assistance on a wide variety of personal issues. The existing Tenant Services Aide position does not have the capacity to provide the much needed direct short-term case management services and cannot provide property management services as a restriction of the HUD grant that funds it.

In order to address the gap in available services, CDA is requesting the deletion of the two part-time CDA Security Monitor positions and the creation of one full-time social work type position of

Tenant Social Services Coordinator. The new hybrid position would provide higher-level work of direct services and assessments, focus on safety, improve resident engagement, develop educational programming and services, and provide property management related services. It will be able to provide immediate care for residents who have acute, crisis situations or substance abuse needs that cannot wait for availability by outside service providers. This will include short-term case management, coordination of referrals, and monitoring outcome of resources. The position will report directly to the Housing Site Manager in CG18, Range 8.

As this higher level of work requires a bachelor's degree and some years of experience, placement in compensation group 18 is appropriate. In terms of the range, the following classifications were reviewed:

- In CG18, Range 4, the Senior Center Program Coordinator performs responsible professional and administrative work in the development, promotion, coordination, implementation, management, and evaluation of Madison Senior Center services, programs and activities. The work involves responsibility for identifying needs, coordinating program development, and developing and maintaining community relations and marketing activities including newsletter, radio, and cable television program production. This classification requires a bachelor's degree and two years of experience.
- In CG18, Range 4, the Community Relations Specialist is responsible for identifying engagement needs and developing innovative strategies to increase public engagement, generate awareness of department events, programs or related community events and programs. They also develop educational, cultural, and entertainment events programming for the community, and coordinate, facilitate, and promote various community engagement/resource aspects of the Department/Division. This classification requires a degree and one year of professional experience.
- In CG18, Range 6, the Employee Assistance Specialist 1 performs responsible professional work, in conjunction with the EAP Coordinator to maintain the City's EAP/CISM programs for all City Departments and Divisions. Under the supervision of the Employee Assistance Program Manager, employees provide services and consultation with management, labor relations, training, and related organizational areas in building ongoing support for EAP utilization at every operating level. Incumbents provide intervention and direct services to employees at all levels, as well as family members, in addition to counseling services. Currently this classification requires a bachelor's degree, but is currently under review for potential minimum requirement and compensation adjustments.

As the responsibilities of this new position do not rise to the level of work performed by the Employee Assistance Specialist 1, which includes counseling services, placement in CG 18, Range 4 is most appropriate. Therefore, I recommend creating the classification of Tenant Social Services Coordinator in CG18, Range 4, recreating position #4762 in the new classification, and deleting position #4851, all within the Housing Operations budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2023 Annual Minimum (Step 1)	2023 Annual Maximum (Step 5)	2023 Annual Maximum +12% longevity
16/9	\$52,084	\$58,821	\$65,163
20/12	\$53,061	\$59,505	\$66,646
18/4	\$59,245	\$68,320	\$76,519

cc: Matt Wachter - Department of Planning, Community and Economic Development Director
 Larry Kilmer – Housing Operations Program Manager
 Lauren Andersen – Housing Site Manager
 Tory Larson – Interim Employee and Labor Relations Manager
 Rick Marx – Local 6000
 Joe Seifert - Local 6000 representative