

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: October 10, 2018

SUBJECT: Employee Assistance Program Administrator, Employee Assistance Program

At the request of Deputy Mayor Enis Ragland, I have studied the 1.0 FTE position (#862) of Employee Assistance Program Administrator (CG18, Range 12), currently occupied by Tresa Martinez, to determine if the position is properly classified based on the current job responsibilities assigned to the position. Based on meetings with Ms. Martinez and her supervisor Mr. Ragland, and reviews of the position description and other positions/classifications within the City, I recommend the following actions:

- Create the classification of Employee Assistance Program Manager in CG18, Range 15.
- Delete the classification of Employee Assistance Program Administrator in CG18, Range 12.
- Recreate position #862 as an Employee Assistance Program Manager in CG18, Range 15 and reallocate the incumbent to the new position.

Ms. Martinez was hired into the Human Resources Department as an Employee Assistance Program Coordinator (CG18, Range 10) in 2005. She was reclassified as an Employee Assistance Program Administrator (CG18, Range 12) in 2014 when she took on additional responsibilities, including more complex work involving mental health issues, critical incidents and related trauma, and Peer Support Teams within the Police and Fire Departments, as well as supervision, and wellness and engagement related activities.

The current class specification defines the Employee Assistance Program Administrator as:

... responsible professional and administrative work in implementing a comprehensive organizational health and wellness program for all City employees, improving employee performance, culture, and well-being, and directing and coordinating the activities and functions of the City's Employee Assistance Program and the Critical Incident Stress Management Program. The work involves organizational/employee needs assessment; program development and administration; EAP volunteer facilitator training and oversight; contractual service coordination and oversight; and inter/intra-organizational program coordination. This position supervises professional staff and provides confidential EAP services directly and indirectly to employees and supervisors. Under the general supervision of the Organizational Health and Development Manager, the incumbent provides consultation at all levels of the organization and exercises a high degree of independent judgment and discretion with confidential and sensitive information.

In 2016, the Employee Assistance Program (EAP) moved out of the Human Resources Department and became a stand-alone agency under APM 2-12, as it had been many years ago.

As a stand-alone agency, Ms. Martinez acquired the following managerial responsibilities for the EAP Office:

- Financial management – Budget and vendor contracts;
- EAP policy, procedure, and program development, management and oversight; and
- Supervision – Hiring, discipline, professional development, and time off approvals for paraprofessional and professional level staff as an agency head.

These responsibilities fall in line with management level classifications, and as such justifies a new classification of Employee Assistance Program Manager. As far as compensation for the new classification, the classification of Organizational Health and Development Manager in CG18, Range 15 within the Human Resources Department performs the most similar scope of job functions in terms of City-wide responsibilities with some unique differences:

- The Employee Assistance Program Administrator oversees EAP and Critical Incident Stress Management (CISM) services to individual employees, as well as to individual agencies/supervisors/managers. The Organizational Health and Development Manager oversees the following services provided to employees, teams, and agencies/supervisors/managers: Organizational Consultation; Developing Individuals; Process Consultation; Team/Workgroup Development; Workforce Development; and Leadership and Management Development.
- The Employee Assistance Program Administrator has full responsibility for the EAP Operating Budget of approximately \$350,000, which includes three vendor contracts. The Organizational Health and Development Manager does not have full budgetary authority, but is responsible for managing a budget of approximately \$100,000 with the added complexity of incoming revenues around \$30,000, and between 20 and 30 vendor contracts annually.
- The Employee Assistance Program Administrator currently manages one professional position in CG18, Range 6 (with a second professional position proposed in the 2019 operating budget) and one confidential paraprofessional position in CG17, Range 11. The Organizational Health and Development Manager supervises four professional positions in CG18, Range 12 and one paraprofessional position in CG20, Range 11.

Although the Organizational Health and Development Manager classification is not an exact equivalency to the new Employee Assistance Program Manager classification, there are many similarities and most differences tend to offset each other. The CG18, Range 15 compensation also aligns with the Risk Manager, who oversees the City's Risk Management and safety programs. Again, the Risk Manager is providing service to all City employees, and supervises a professional Safety Coordinator and paraprofessional Program Assistant. While the programs are different in nature, they are similar in scope, and the Risk Manager was identified as a comparable when the Organizational Health and Development Manager was classified in Range 15.

Finally, placement in Range 15 aligns with the City Clerk and City Treasurer in CG 21, Range 15. The City Treasurer and City Clerk both oversee comparatively small offices. However, in discussions with the Mayor’s Office, it was determined that this position should not be under an employment contract similar to other CG21 employees. There is no desire at this time to place the position within CG21, which would require City residency and would cause the position to lose civil service protections. The recommended placement in CG18, Range 15 would not place this position higher than any other Director/Division Head position within the City but would provide equivalency with the City Clerk and Treasurer.

Based on the prior analysis, I recommend creating the classification of Employee Assistance Program Manager in CG18, Range 15, deleting the classification of Employee Assistance Program Administrator in CG18, Range 12, recreating the 1.0 FTE Employee Assistance Program Administrator position, #862, to a 1.0 FTE Employee Assistance Program Manager in CG 18, Range 15, and reallocating the incumbent to the new position within the Employee Assistance Program budget.

The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum +12% longevity
18/12	\$73,453	\$88,677	\$99,319
18/15	\$84,609	\$101,871	\$114,096

cc: Enis Ragland – Deputy Mayor