

TO: Personnel Board

FROM: Mike Lipski, Human Resources

DATE: May 1, 2019

SUBJECT: CDA Security Monitor

The 2019 Adopted Operating Budget for CDA Housing Operations includes in the highlights a reference to a “Community Resource Officer.” The adopted budget classified this position as a 0.5 FTE Tenant Services Aide, in CG20, R12. Upon submission of the requisition to fill the position, HR reviewed the position description (attached) and recommended that a new classification be created instead to reflect the actual work of the position, which is more security-focused than a Tenant Services Aide. After review of the position description and discussions with Tom Conrad, Interim Housing Operations Program Manager, I recommend the following:

- Create a new classification of CDA Security Monitor in CG16, R09
- Recreate the 0.5 FTE position #4762 of Tenant Services Aide to a 0.6 FTE CDA Security Monitor in the Housing operating budget.

The class specification for a Tenant Services Aide describes

...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. Under the general supervision of a site Housing Manager, employees must exercise judgment, tact and discretion in providing resident services.

Incumbents in this classification function as a quasi-social worker handling tenant issues at one of the City’s housing sites. This includes interacting with various community agencies to refer tenants to proper resources. It also includes working with service providers to provide programming for residents, all designed to improve the quality of life for the tenants. Minimum qualifications include

Four years of experience in providing related services to low-income individuals and families, e.g.; independent living skills training, nursing home placement, providing consultation and assistance in the resolution of personal and family problems, mental illness, alcoholism and other drug abuse, finances, resident disputes and related crisis intervention. Such experience would normally be supplemented by college level coursework in a field such as social work, sociology, or other related field. Possession of a 4 year degree in a field such as social work, sociology, or a related field may be substituted for the experience requirements.

It is apparent that the focus of the Tenant Services Aide classification is to work with residents to improve their quality of life and help connect the residents to needed community resources and services.

When CDA Housing submitted the position description to fill this new position, it was apparent that the focus was not on social work, but rather on security and addressing problems at the housing sites. The opening paragraph describes

...responsible security and customer service work performed at the CDA Triangle Site, managing individuals and property. The work involves providing security services and enforcing lease requirements, facility rules and policies. The work involves making on-site observations, interacting and communicating with the public, following up on complaints, documenting violations, and maintaining necessary records. In addition, the work includes routine tasks such as providing resource and referral services to residents, mediating disputes, parking enforcement, serving notices and eviction notices, testifying in court as required, creating daily reports and collecting coins from laundry machines. The work is performed under the direction of the Housing Site Manager.

It is clear that instead of providing a variety of services, similar to a Tenant Services Aide, the primary focus of this position is to provide security and enforcement at the housing site. Rather than focusing on providing referrals and linking tenants to resources that can help, this position is tasked with resolving issues, diffusing potentially volatile situations, serving eviction and other notices, etc. In fact, the position is replacing the security contract that the Triangle housing site previously administered. As a result, the training and experience requirements are different. Instead of looking for someone with a social work-type background, Housing is looking for someone with experience in enforcing rules and regulations. Because the duties and minimum qualifications are very different from the Tenant Services Aide, it is appropriate to consider a new classification.

Because this work will be providing security for Housing, I recommend the classification title of CDA Security Monitor. This is parallel to the Library Security Monitor hourly classification that is used at the Library to provide security. However, the Library only uses hourly employees to perform this work. The City does currently has a couple classifications with permanent positions performing security or enforcement-type work. For instance, at Monona Terrace, the Command Center Operator, in CG16, R07, describes

...responsible work involving the staffing and operations of the Monona Terrace Community and Convention Center's centralized security and monitoring center. The work includes monitoring and operating computerized building safety and security systems, executing the Monona Terrace emergency response plan procedures, oversight of the building's shipping and receiving areas, and performing customer service and computer operation functions. Employees in this class are required to work with limited supervision on various shifts, follow established procedures, act calmly and appropriately in emergencies, pay close attention to detail, and provide direction to contracted security staff. The work is performed under the supervision of the Monona Terrace Assistant Operation Managers.

However, incumbents in these positions generally do not have direct interaction with customers engaged in disputes. Rather, they monitor issues and radio for assistance as needed. Police and Parks both have enforcement positions in the Parking Enforcement Officer, CG16, R11, and Park Ranger, CG16, R10, classifications. Both classifications have direct public contact, enforce regulations, and write tickets. Incumbents must interpret City Ordinances in the performance of duties and are expected to testify in court to defend tickets. The instant position has responsibility to enforce Housing policies, but not necessarily interpret City Ordinances to the degree that a Ranger or Parking Enforcement Officer is required, and will not be expected to write tickets. For

these reasons, I recommend placement in CG16, R9, one range below the Park Ranger. Placement in CG16 is appropriate as this position will be working in the field.

Finally, we are recommending that the position be increased from 0.5 FTE to 0.6 FTE to make the position eligible for ETF benefits, including participation in the Wisconsin Retirement System and the health insurance program.

We have prepared the necessary Resolution to implement these recommendations.

Editor's Note:

Compensation Group/Range	2019 Annual Minimum (Step 1)*	2019 Annual Maximum (Step 5)	2019 Annual Maximum +12% longevity
20/12	\$49,637	\$55,664	\$62,344
16/09	\$48,723	\$54,427	\$60,958

*Salaries listed are for a 1.0 FTE position.

cc: Tom Conrad—Interim Housing Operations Program Manager
Greg Leifer—Employee and Labor Relations Manager