

TO: Finance Committee

FROM: Julie Trimbell, Human Resources

DATE: July 21, 2021

SUBJECT: Program Assistant 1 – CDA Housing Operations

Housing Operations Program Manager Larry Kilmer and Housing Operations Analyst Lisa Daniels are requesting one additional 1.0 FTE position to perform administrative and program coordination work for the CDA Housing Operations' Admissions and Eligibility unit. This new position is necessary to restore the unit to full staffing and to handle the increased workload of newly awarded vouchers. Upon reviewing the submitted position description and the position descriptions of similar positions in the work unit, I recommend the position be created as a Program Assistant 1 (CG20-11) due to the nature of the work described.

The City of Madison's CDA Housing Division is responsible for recommending program admissions and eligibility for three different housing programs with 20 waiting lists and over 1800 vouchers, all of which are based on strict HUD guidelines. In 2019, the CDA Housing Operations Admissions and Eligibility unit was supervised by the Housing Operations Analyst with two Program Assistant 2 (leadworker) positions. In December of that year, one of the Program Assistant positions was moved to the Section 8 team due to workload needs, which left only one Program Assistant 2 position to manage the various lists with the support of an Administrative Clerk and two Information Clerks. In March of 2020, the existing Program Assistant 2 position was recreated as an Administrative Supervisor to create more consistency for admissions and eligibility program administration, improve HUD and CDA occupancy goals, streamline the supervision and operations of the customer service unit, and reduce the agency's overtime costs related to the Housing Operations Analyst, so that position could focus more on management level work.

Currently the work unit consists of the Administrative Supervisor, one Program Assistant 1 (previously the Administrative Clerk) who also performs other Division-wide responsibilities, and two Information Clerks who provide customer service to residents seeking to get into the CDA housing programs. The unit had been able to function at this level during the pandemic with the help of other displaced City employees and because the office was closed to the public, however the unit experienced the addition of Section 8 Mainstream vouchers (49) in 2020 and will soon add Section 8 Emergency Housing vouchers (69) in August. With the re-opening of offices to the public, the current workforce level is insufficient for the existing and increasing workload, and therefore a new position of Program Assistant is necessary. This position will perform the same work as the previous Program Assistant 2, but without the leadworker responsibilities and as such should be classified as a Program Assistant 1.

The Program Assistant 1 class specification outlines:

...responsible programmatic support work in a City department, division or other independent program unit. Employees in this class support a particular program or programs by performing or coordinating specialized program functions, interpreting and applying programmatic policies and procedures, and performing administrative tasks in support of the program. The work requires exercising considerable judgment and discretion in the interpretation and application of policies. Employees in this class work under the general supervision of the department, division, or program head and may provide direction to limited numbers of permanent and/or non-permanent staff. Work is distinguished from an Administrative Clerk in that Administrative Clerks perform a wide range of administrative tasks whereas a Program Assistant is responsible for coordinating program functions and related administrative tasks in support of a program and which require more in-depth knowledge of program operations in order to carry out such tasks.

This new position will perform administrative support and program coordination related to federal housing programs, which includes admissions and eligibility work that requires considerable judgment and discretion in the interpretation and application of policies and procedures, and in-depth knowledge of program requirements. Due to these program responsibilities and the related judgment and discretion needed to perform them, I feel the appropriate classification for this position is Program Assistant 1 (CG20, Range 11). This classification appears to be the most comparable in terms of the level and type of responsibility.

As the Program Assistant 1 classification already exists in the City’s classification scheme, creation of a Program Assistant 1 position within the CDA Housing Operations operating budget may be authorized directly by the Finance Committee, according to Mayoral APM 2-4. Therefore, I am recommending creation of a 1.0 FTE Program Assistant 1 position (CG 20-11) within the CDA Housing operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum +12% longevity
20/11	\$50,018	\$55,987	\$62,706

cc: Larry Kilmer – Housing Operations Program Manager
 Lisa Daniels – Housing Operations Analyst
 Kim Kennedy – Administrative Supervisor
 Greg Leifer – Employee and Labor Relations Manager