

## Executive Summary Form

### **Agenda Number:**

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#### **Recommendation:**

Approve a permanent schedule change for Suzie East, WIC Program, Health Educator – Lead, from a 9/80 Flex schedule to a 4/10 schedule. This change will allow Ms. East to effectively meet her ongoing job duties, without incurring comp time.

#### **Background (Brief):**

Justification for Schedule Change to 4/10s for Suzie East, Health Educator Lead, DUTY STATION: BENSON

Effective April 12, 2015, we are requesting a permanent schedule change for Ms. East from a 9/80 Flex schedule to a 4/10 schedule. **PROPOSED SCHEDULE: Monday through Thursday – 7:00 am -5:30 pm (1/2 hour unpaid for lunch).** This change will allow Ms. East to effectively meet her ongoing job duties, without incurring comp time.

#### **JOB DUTIES**

As a Health Educator Lead: All WIC clinics are required by ADHS to provide direct service to clients outside of regular clinic hours (8-5 hrs), to allow for better customer service through longer access to the WIC Program:

- Ms. East currently travels to Willcox every Wednesday to serve clients from 7:30 am to 5:30p.m
- Ms. East frequently arrives at the Benson site at 6:30 am to accommodate clients who must be at work or school by 7:30. Also, many of her families at the Benson site are foster parents with children who are medically fragile and/or have developmental delays. These families frequently travel to specialists in Tucson. They request to be seen for their WIC appt early in the morning on the same day as their doctor appts to cut down on unnecessary additional travel.
- Many families at the Willcox and Benson sites live in outlying areas such as Bowie and San Simon and have transportation difficulties, often depending on other family members or friends to take them to their appointments. Thus, these clients must make their appts very early or late in the day to accommodate family/friends transportation and work/school schedules.

As Health Educator Lead: She is responsible to travel to all sites to provide new staff training, and ongoing observation and ratings for all staff:

- As our lead trainer she is responsible for training all new employees in our HANDS software system. Effective April, for example, she will be training three new employees; two at the Sierra Vista site and one at our Douglas location. This will take up to 6 months of regular travel to and from Benson until new staff is fully trained and ready to see clients on their own. (Training requirements per ADHS for face-to-face observation and rating of all WIC procedures & skills.)

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- Ms. East's responsibilities also include ongoing quarterly observations of all other staff (also per ADHS requirements) at all other CHSS WIC clinic sites.

### **RATIONALE**

Currently Ms. East tries to adjust her schedule so as not to go over her 36/44 hr flex schedule (9/80) but often ends up earning comp time due to extended travel time and/or extended clinic hours. A 4/10 schedule would provide enough travel time daily to travel to and from the various WIC sites throughout the County as needed and curtail the need to work overtime.

We believe this new schedule works in the best interest of our WIC program, providing better customer service to those participants who cannot come to the clinic between 8 and 5pm. It will also help us meet continuous quality improvement deliverables for our WIC Grant by keeping up to date on all ADHS required training and observations of staff. Thank you for considering our request.

### Fiscal Impact & Funding Sources:

This action has no fiscal impact.

### Next Steps/Action Items/Follow-up:

Your approval is respectfully requested.

### Impact of Not Approving:

Ms. East will not be able to begin a 4/10 schedule allowing her to effectively meet her ongoing job duties, without incurring comp time.