



COUNTY OF DANE

DEPARTMENT OF ADMINISTRATION
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GREG BROCKMEYER
Director of Administration

Date: November 4, 2020

To: Members of the Personnel and Finance Committee

From: Greg Brockmeyer
Director of Administration

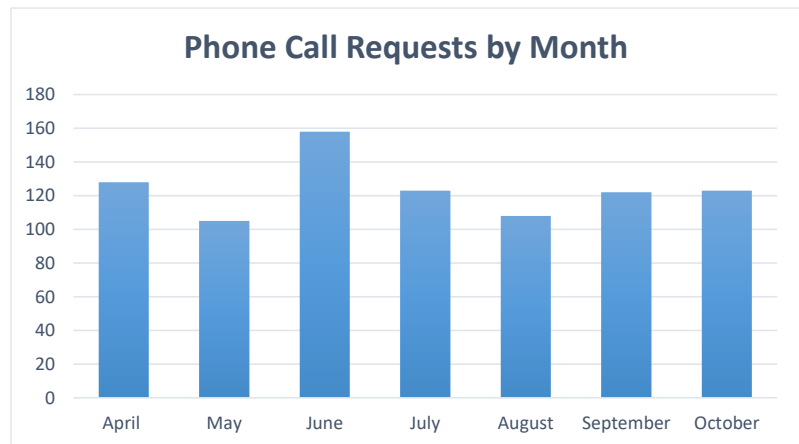
Subject: Requested Reporting on the Employee Advocate Position

Earlier this year, the Personnel and Finance Committee requested several reports about the work the position is doing. This memo summarizes those report requests.

First, the position is responding to hundreds of employee phone calls each month. In addition to these phone calls, the Employee Advocate Manager is also responding to emails and meeting with employees in order to discuss their questions or concerns. Below is a table and chart demonstrating the total number of phone call requests received per month. Email responses and virtual meetings are not included in this data. Follow up or multiple calls to an individual on the same day are treated as one request.

Phone Call Requests by Month

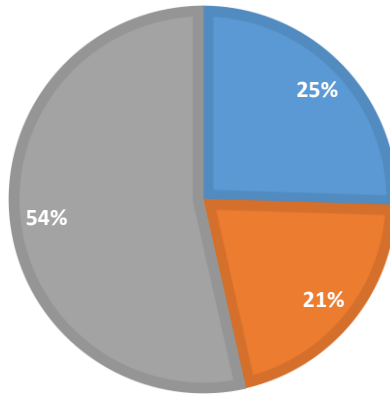
April	128
May	105
June	158
July	123
August	108
September	122
October	123
Totals	867



Second, the nature of the requests is split three ways. A little more than half of the phone call requests (54%) are questions over employee benefits. The County's response to COVID-19 created several different kinds of leave available to employees. These new leaves generated many questions. About 25% of the requests were for recommendations related to the Meet and Confer process and the Employee Benefit Handbook. The remaining 21% of requests cannot be easily categorized. The chart on the next page summarizes the kind of requests.

KINDS OF PHONE CALL REQUESTS

■ Advocate ■ Neither ■ Question



In addition to handling these phone calls, responding to similar questions over email, and conducting virtual meetings with county staff, the Employee Advocate Manager has additional responsibilities. These responsibilities include: advocating on the behalf of individual Dane County employees who have issues or concerns with the County's insurance carriers (health, dental, short/long-term disability); conducting training for County employees on FMLA, EFMLEA, and COVID-19 Emergency leave; assisted employees with the completion of FMLA paperwork; supervised the Payroll Benefit Specialist position; and worked with the Alliant Energy Center on eliminated positions, and assisted with determining where LTE COVID-19 support positions should be placed in the classification schedule.

This position has also been important in working with Dane County employees deciding to retire. With the Payroll Benefit Specialist, the Employee Advocate Manager designs, coordinates, and presents the monthly retirement seminar to employees who intend to retire. These sessions are crucial to help Employees understand their benefits and the retirement process.

The Employee Advocate Manager has also served an important role in developing and implementing administrative policies. This position has offered important insight as the Department of Administration has developed policies around COVID-19 and other issues.

Please let me know if you have any additional questions.