



AGENDA

Committees on Human Resources

Friday, May 16, 2025, at 9:30 a.m.

Location: 721 Oxford Ave, Eau Claire, WI • Room 3312

Join from the meeting link:

<https://eauclairecounty.webex.com/eauclairecounty/j.php?MTID=m6ecc0df67c7cc503ca37bf36d69116e4>

Join by meeting number:

Meeting number: 2539 652 4604 Password: YNvJDw5fg57

Join by phone:

Dial in: 415-655-0001 Access Code: 2539 652 4604

For those wishing to make public comment, you can submit your request to speak and/or written comment to Samantha Kraegenbrink at samantha.kraegenbrink@eauclairecounty.gov at least 60 minutes prior to the start of the meeting.

1. Call to Order and Confirmation of Meeting Notice
2. Roll call
3. Public Comment
4. Review of meeting minutes for April 11, 2025 – **Discussion/Action**
5. File No. 25-26/026: Resolution authorizing abolishing one (1.0 FTE) Child Support Resource Specialist position in the Eau Claire County Child Support Agency – **Discussion/Action**
6. File No. 25-26/029: Resolution amending Human Resources Policy 209 – Performance Evaluation – **Discussion/Action**
7. Future Agenda Items
8. Announcements
9. Adjournment

Prepared by: Samantha Kraegenbrink – Executive Office Administrator

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters, remote access, or other auxiliary aids. Contact the clerk of the committee or Administration for assistance at (715) 839-5106. For additional information on ADA requests, contact the County ADA Coordinator at (715) 839-7335, (FAX) (715) 839-1669, TTY: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.



MINUTES
Committees on Human Resources
Friday, April 11, 2025, at 9:00 a.m.
Location: 721 Oxford Ave, Eau Claire, WI • Room 3312

Present: Heather DeLuka, Larry Hoekstra, Jim Schumacher, Allen Myren, Nancy Coffey (ex-officio)

Others: Samantha Kraegenbrink – Committee Clerk, Kathryn Schauf, Angela Eckman, Bryan Bessa, Janet Quinn, Jason Szymanski, Sharon McIlquham, Charity Zich (remote), Dawn Edlin (remote), Vickie Gardner (remote)

Call to Order and Confirmation of Meeting Notice

Chair Myren called the meeting to order at 9:00 a.m. and confirmed meeting notice.

Roll call

Indicated above.

Public Comment

None.

Review of meeting minutes for March 14, 2025

Motion by Supervisor Hoekstra. No deletions, corrections, or additions. All in favor, minutes approved.

Exit Evaluation Analysis Presentation

Janet Quinn presented the exit evaluation analysis.

Health Insurance Progress Updates

Director Eckman provided an update on the progress of health insurance.

Vacancy Report

Provided to the committee.

Future Agenda Items

- Human Resources Feedback Survey Results

The meeting was adjourned at 9:58 a.m.

Respectfully submitted by,

Samantha Kraegenbrink – Committee Clerk
Executive Office Administrator

FACT SHEET
To File No. 25-26/026

**RESOLUTION AUTHORIZING ABOLISHING ONE (1.0 FTE) CHILD SUPPORT
RESOURCE SPECIALIST POSITION IN THE EAU CLAIRE COUNTY CHILD SUPPORT
AGENCY**

The Eau Claire County Child Support Agency (CSA) handles a large volume of calls throughout the course of the year. CSA currently manages a high volume of customer phone calls using a combination of a Resource Specialist position and a phone tree system. The Resource Specialist directs calls to appropriate staff and handles front desk reception, mail processing, and other administrative duties. This position has experienced significant turnover, with six different individuals filling the role in the past seven years. Each turnover results in substantial training demands and workflow disruptions, requiring other CSA staff to absorb additional duties which reduces the agency's efficiency.

To address these issues, CSA proposes abolishing the Resource Specialist position to explore contracting with Conduent, a third-party provider of Child Support Call Center services. Under this proposal, Conduent would handle all incoming calls to the agency. The call center would use the state's KIDS system to communicate with CSA staff, ensuring seamless coordination. Once a staff member responds to a customer inquiry, the customer follows up with the call center directly. Counties similar in size to ours, including La Crosse and St. Croix counties, have already implemented this model and report a reduction of approximately two hours per day per of staff member time spent handling calls.

Financially, contracting with Conduent is projected to save the County approximately \$4,000 annually, even after accounting for the cost of services. Both the current Resource Specialist position and the call center contract qualify for 66% reimbursement, making the transition fiscally advantageous. In addition to cost savings, this change would reduce the administrative burden on staff, improve customer service consistency, and allow CSA staff to focus more on program performance and case management.

Given the ongoing turnover in the Resource Specialist role and the demonstrated benefits of call center services in similar size counties, the Child Support Agency is requesting abolishing the Resource Specialist position to allow for entering into a contract with Conduent or other Child Support Call Center provider. This solution offers improved efficiency, long-term stability, financial benefits for the County, and increased ability to meet the performance measures required by the State of Wisconsin.

Fiscal Impact	Resource Specialist	Call Center Contract	Savings*
Cost with Wage/Fringe	\$73,472 per year	\$61,500 per year	\$11,972

*\$11,972 prior to State's 66% reimbursement. County fiscal savings approximately \$4000.

Respectfully Submitted,

Megan Brasch
Child Support Director

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3

4 AUTHORIZING ABOLISHING ONE (1.0 FTE) CHILD SUPPORT RESOURCE SPECIALIST
5 POSITION IN THE EAU CLAIRE COUNTY CHILD SUPPORT AGENCY

6

7 **WHEREAS**, the Eau Claire County Child Support Agency (CSA) is currently
8 responsible for managing a high volume of customer phone calls through the use of a Resource
9 Specialist position, including a phone tree system; and

10

11 **WHEREAS**, the Resource Specialist position has experienced significant turnover,
12 having been staffed by six individuals in the past seven years. The turnover of the Resource
13 Specialist position has caused ongoing disruptions to workflow, increased training demands, and
14 reduced overall program efficiency; and

15

16 **WHEREAS**, the CSA seeks to improve efficiency and stabilize operations by contracting
17 with the Child Support Call Center provider that specializes in handling incoming customer calls
18 and communicating with agency staff through the State KIDS system; and

19

20 **WHEREAS**, counties of comparable size have reported measurable improvements in
21 staff capacity and time management following the implementation of similar contracted services;
22 and

23

24 **WHEREAS**, the proposed contract is eligible for 66% federal reimbursement under
25 existing program guidelines, and the County is projected to save approximately \$4,000 annually
26 by eliminating the Resource Specialist position and outsourcing these duties; and

27

28 **WHEREAS**, the proposed contract would enhance service delivery, reduce the
29 administrative burden on CSA staff, and improve the efficiency and effectiveness of the Child
30 Support Program in Eau Claire County.

31

32 **NOW, THEREFORE, BE IT RESOLVED** that the Eau Claire County Board of
33 Supervisors hereby authorizes the abolishment of the Child Support Resource Specialist position
34 to allow for the Eau Claire County Child Support Agency to enter into a contract for utilizing the
35 Child Support Call Center services, which contract will be subject to final review and approval
36 by the Child Support Agency and Corporation Counsel; and

37

38 **BE IT FURTHER RESOLVED**, the position of Resource Specialist within the Eau
39 Claire County Child Support Agency is hereby abolished.

40

41 ADOPTED

42

43 **Committee on Administration**

44

AYE NAY ABSTAIN ABSENT

45

Nancy Coffey

46

Connie Russell

47

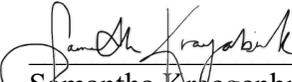
Gerald Wilkie

1 Steve Chilson

2 Katherine Schneider

3 Dated this 13 day of May, 2025.

4 ATTEST:

5
6 
7 Samantha Kraegenbrink – Committee Clerk
8 Resolution 25-26.026
9

10 **Committee on Finance & Budget**

11 AYE NAY ABSTAIN ABSENT

12 Jim Dunning

13 Stella Pagonis

14 Jim Schumacher

15 Bob Swanson

16 Dane Zook

17 Dated this _____ day of _____, 2025.

18 ATTEST:

19
20 Leah Simington – Committee Clerk
21 Resolution 25-26/026
22

23 **Committee on Human Resources**

24 AYE NAY ABSTAIN ABSENT

25 Heather DeLuka

26 Larry Hoekstra

27 Allen Myren

28 Cory Sisk

29 Jim Schumacher

30 Dated this _____ day of _____, 2025.

31 ATTEST:

32
33 Samantha Kraegenbrink – Committee Clerk
34 Resolution 25-26.026
35
36



Human Resources Department

FACT SHEET FOR

POLICY 209- Performance Evaluation

Eau Claire County will be finishing our first year after the introduction of our new Performance Management strategy. Since its implementation, Eau Claire County has conducted over 1,860 employee check-ins and completed over 618 individual performance evaluations. This has been an overall increase from the previous year of 320 completed evaluations.

While the level of participation has significantly increased due to having a more structured process, the results of a recent HR effectiveness survey indicated strong discontentment from employees by not having a dedicated incentive for top performers as proposed in the original model. As reference, it was introduced that those employees identified as exceptional performers would be eligible to receive additional incentives as a retention strategy. However, due to the limited availability of County budget, no funds were available.



In recognizing that ECC needs to continue focusing efforts on retention, particularly with high performers, HR started looking at other creative ways to incent employees. The survey also revealed a desire to increase time off and flexibility, therefore ideas surrounding this commenced.

HR researched metrics associated with top rated performers last year and found that 139 employees or roughly 21% scored 3.5 or higher on their performance evaluation. Of those, the average tenure was 8 years, ranging from employees who were in their first year to those with over 30 years of experience. Additionally, the average PTO (paid time off) bank was 257, where our maximum accumulation is 500. These metrics further demonstrated there was support for increase around paid time off.



Human Resources Department

This kind of incentive would be more sustainable year over year through years of fiscal uncertainty, could be a motivator for incenting top performers and would be an added benefit that employees could plan for. This kind of incentive could also be adaptability should the County wish to expand upon this program in the future and serve as a competitive advantage over other Counties as Eau Claire County would be the first to implement a performance incentive strategy of this kind.

Our proposed changes to this policy would take effect this July based on the final performance evaluation completed at the end of June as well as providing additional accountability measures for employees and supervisors in completing important performance evaluation steps.

Fiscal Impact: Undetermined

Respectfully submitted by,
Angela Eckman, Director of Human Resources

4 - AMENDING HUMAN RESOURCES POLICY 209 – Performance Evaluation

5 WHEREAS, Policy 209 – Performance Evaluations provides additional definitions and
6 employee/supervisor expectations related to the annual performance evaluation process.

7
8 WHEREAS, employees have expressed discontentment with the recent implementation of a
9 merit/pay-for-performance model with no added incentive for top performers.

10
11 WHEREAS, Human Resources researched incentive alternatives that would be sustainable
12 through various financial climates as well as could be adaptable for future growth.

13
14 WHEREAS, Human Resource would like to introduce a Performance Leave Bank that would
15 further incentivize and reward top performers with additional paid time off through a structured
16 review system.

17
18 NOW THEREFORE BE IT RESOLVED the Eau Claire County Board of Supervisors
19 hereby approve the proposed changes to Policy 209 – Performance Evaluation, which is attached
20 to this resolution with an implementation date of July 2025.

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22
23 ADOPTED:

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26 **Committee on Human Resources**

		<u>AYE</u>	<u>NAY</u>	<u>ABSTAIN</u>	<u>ABSENT</u>
27					
28	Heather DeLuka	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Larry Hoekstra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Allen Myren	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Cory Sisk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Jim Schumacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33
34 Dated this _____ day of _____, 2025.

35 ATTEST:

36
37
38 _____
39 Samantha Kraegenbrink – Committee Clerk

40 AE

POLICY 209 PERFORMANCE EVALUATIONS

1. Purpose. To improve employee performance, strengthen supervisor-employee relationships, and recognize employee accomplishments and good work. Employee performance evaluations will be considered in decisions affecting placement, employment, salary adjustment, promotions, transfers, corrective action or discipline, reemployment, and training.

2. Policy.

2.1 It is the policy of Eau Claire County to administer an Employee Performance Evaluation Program that will help to assess employees' work performance and effectiveness; to provide a means to suggest constructive action for improvement and suggest action for employee development; and to provide positive feedback in areas of excellence.

3. Scope.

3.1 All employees of Eau Claire County, regardless of their employment status, are covered by this policy. Elected Officials are not included in this policy.

4. Frequency of Evaluations.

4.1 In general, employees' performance will be formally reviewed on an annual basis.

POLICY 209 PERFORMANCE EVALUATIONS

Effective Date: January 1, 2012

Revised Date:

Eau Claire County
Employee Policy Manual

POLICY 209 PERFORMANCE EVALUATIONS

1. **Purpose.**—To improve employee performance, strengthen supervisor-employee relationships, and recognize employee accomplishments and good work. Employee performance evaluations will be considered in decisions affecting placement, employment, salary adjustment, promotions, transfers, corrective action or discipline, reemployment, and training.

2. Definitions.

2.2.1 Merit Increases. A wage/salary increase that is earned by the employee based on their performance and distributed on an annual basis at the start of the first pay period each July. Merit increases are not guaranteed every year and amounts, and availability are determined by the County budget.

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2.2 Performance Evaluations. An evaluation given to the employee by the supervisor to assess employees’ work performance and effectiveness; to provide a means of constructive feedback for improvement and continued employee development.

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2.3 Unsatisfactory Performer. An employee who has received an overall score on their performance evaluation of less than 1.5 from their supervisor.

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2.4 Performance Leave Bank. A designated time off bank, separate from other earned time, and deposited as a result of an employee’s exemplary performance.

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2.5 Employee Check-ins. A dedicated time, established by HR, where supervisors are required to meet with their direct employees throughout the year.

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3. Policy.

3.1 It is the policy of Eau Claire County to provide a structured evaluation process to employees where there is opportunity for feedback and discussion from all parties. Employees will be given the opportunity to complete a self-evaluation as well as to provide comments on their final evaluation. administer an Employee Performance Evaluation Program that will help to assess employees’ work performance and effectiveness; to provide a means to suggest constructive action for improvement and suggest action for employee development; and to provide positive feedback in areas of excellence.

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4. Performance Incentives

POLICY 209 PERFORMANCE EVALUATIONS

Effective Date: January 1, 2012

Revised Date: [May 2025](#)

4.1 Length of Service Qualification.

4.1.1 Employees must be working at the County for at least 6 months prior to the end of the evaluation period to qualify for a performance incentive. (Employees starting after January 1st of the current evaluation year would not qualify.)

4.1.2 Merit.

4.1.2.1 All employees qualifying for a performance evaluation must receive an overall evaluation score of 1.5 or higher to be eligible for any merit increase.

4.3 Performance Leave Bank (PLB).

4.3.1 All employees qualifying for a performance evaluation must receive an overall evaluation score of 3.5 or higher to be eligible for the Performance Leave Bank (PLB) benefit.

4.1.2.3.2 Qualifying full-time employees will receive 40 hours of paid time that will be deposited into the PLB. Part-time employees working at least 20 hours per week (.50 FTE) will earn a prorated amount based on their percentage of full-time equivalency (FTE).
Example: An eligible .73 FTE employee would earn 29.2 hours.
(.73FTE*40 hours = 29.2 hours)

4.1.2.3.3 Employees must have worked for Eau Claire County at least one year before the start of the evaluation cycle to be eligible for PLB. (Employees starting after July of the current cycle will not be eligible.)

4.1.2.3.4 Employees must have successfully completed all established check-ins and self-evaluations by the deadline provided by HR. Any delays to completion will have to receive advanced approval from the HR Director to maintain eligibility.

4.3.5 All PLB time will be deposited in August and will need to be utilized before the end of the fiscal year (June). Any remaining time will be forfeited. It cannot be rolled over.

4.3.6 PLB time cannot be used as a separation benefit at the time of termination.

4.3.7 PLB time will not be included in the calculation of PTO maximum accrual and is treated as a separate benefit bank.

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POLICY 209 PERFORMANCE EVALUATIONS

Effective Date: January 1, 2012

Revised Date: [May 2025](#)

Eau Claire County
Employee Policy Manual

4.3.8 All PLB time must follow standard time off request policies.

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~~4.3 All employees of Eau Claire County, regardless of their employment status, are covered by this policy. Elected Officials are not included in this policy.~~

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2. **Definitions.**
 - 2.1 **Merit Increases.** A wage/salary increase that is earned by the employee based on their performance and distributed on an annual basis at the start of the first pay period each July. Merit increases are not guaranteed every year and amounts, and availability are determined by the County budget.
 - 2.2 **Performance Evaluations.** An evaluation given to the employee by the supervisor to assess employees' work performance and effectiveness; to provide a means of constructive feedback for improvement and continued employee development.
 - 2.3 **Unsatisfactory Performer.** An employee who has received an overall score on their performance evaluation of less than 1.5 from their supervisor.
 - 2.4 **Performance Leave Bank.** A designated time off bank, separate from other earned time, and deposited as a result of an employee's exemplary performance.
 - 2.5 **Employee Check-ins.** A dedicated time, established by HR, where supervisors are required to meet with their direct employees throughout the year.
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 - 4.1 **Length of Service Qualification.**
 - 4.1.1 Employees must be working for the County for at least 6 months prior to the end of the evaluation period to qualify for a performance incentive.

POLICY 209 PERFORMANCE EVALUATIONS

Effective Date: January 1, 2012

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Employee Policy Manual

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