



Milwaukee County
Department of Human Resources

Date: July 10, 2018

To: Theodore Lipscomb, Sr., Chairman, Board of Supervisors
Eddie Cullen, Chairman, Personnel Committee

From: Kerry Mitchell, Chief Human Resources Officer *KM*
Lisa Ruiz, HR Manager

Subject: **Recent Employee Handbook Updates (Informational Report)**

The Department of Human Resources recently made updates to the Employee Handbook, and rolled out the communications and acknowledgement process via the County Learning Management System (LMS). Below is a summary of these updates.

Background

In 2012, the County did not have a plain-language Employee Handbook in place. Instead, employees were left to search through State statutes, County Ordinances, Civil Service Rules, and old e-mails to find the basic employment information they needed. In an effort to enhance overall service to County employees, our HR team decided to launch a project to develop the County's first Employee Handbook. A project team was formed, which gathered pertinent information from statutes, ordinances, civil service rules, and various other places this type of information could be found (such as payroll practices), and assembled the information into the new handbook. The team also fortified the handbook with additional information that did not exist anywhere before, such as a Nepotism policy. Next, we facilitated employee focus groups including more than 200 employees to provide feedback on the draft handbook, before finalizing it and releasing it to County employees in June 2013. It has served as a useful resource since that time, but some of the information became outdated or otherwise needed revision.

Recent Handbook Updates

Below is a summary of the recent updates that are included in the 2018 handbook.

Section	What Changed	Page
County Highlights	Enhanced this section and added links to Civil Service Rules, Wisconsin Statute 63.01-63.17, County Ordinances, and AMOP	9
Diversity & Inclusion	A section about the County's focus on D&I was added, including expectations for all employees	14
Ethics Code	A section about the County Ethics Code was added	15
Workplace Harassment	A section about workplace harassment was added	16
Sexual Harassment	The old handbook had a link to the Sexual Harassment policy; this handbook includes details about the policy in addition to the link	17

Reporting Process	Added; encourages employees to report harassment and the various ways it can be reported	16
Fraud Hotline	Added and included Fraud hotline phone number	17
Consensual Relationships	Information added about the importance of reporting	18
Nepotism	Enhanced to include more detailed definition of who are considered to be “family members” as well as the importance of reporting	18
Workplace Safety	Added Find It/Fix It Program, and more detail about safety rules & procedures, including responsibility to report unsafe potential hazards	19
Workers’ Compensation: Workplace Injuries & Accidents	Included information about the new procedures and how to report work related injuries	20
Reasonable Suspicion	Updated section to include a link that spells out the procedures	22
Hazardous Weather	Updated section to include payroll information	21
Emergency Alerts	Added this section to make employees aware of their ability to select how they’d like to be notified of emergencies	21
Performance Evaluations	Added information about Probationary Performance Evals	24
Performance & Conduct	Added reference to Civil Service Rule VII(4) – discharge, plus a link to the PRB process	24
Corrective Action Policy	Addition; explains to employees the processes involved with handling performance, conduct or attendance issues at the County	25
Business Appearance	Enhanced to include reference to not wearing clothing with phrases, slogans, or words others may find offensive	25
Acceptable Use of Technology	Added to clarify expectations around internet usage, etc	25
Pay and Time Reporting	Explained employee FLSA status and categories (FT, PT, etc); added Pay Period section; clarified Time Reporting section (complete timecard on a daily basis and clock in and out where required and approved by manager); included Unauthorized Overtime section, to inform employees that overtime must be authorized in advance; added Employee Self Service section	27-28
Attendance & Time Off	Added language to provide clarity and point to departmental guidelines	29
Sick Time Accrual	Enhanced to include clarification about sick time usage and FML	29
Accrued Time-Off Donor Program	Added contact information for FML/ADA needs	30
Work Breaks & Meal Periods	Change the title from “Breaks” to this title, and clarified varying needs by dept	30
Break Time for Nursing Mothers	New section – rights and employer obligations are outlined	30
Jury Duty	Added language explaining the compensation process	31
Substitution of Paid Leave Time	Added information on how time will be paid when federal FMLA is approved	33
Other Leaves	Changed title from “Funeral/Bereavement Leave” and broadened the information to include wedding leave and Civil Service leave; provided link to ordinance	33
Career Development & Advancement	Added information about promotions after probationary period; added an L&D section with information about online learning	35
Employee Benefits	Added Cesar Chavez minor holiday; change MLK Day to a major holiday; added info about Wellness, gym reimbursement, and Perkspot benefits; replaced Tuition Loan Fund with Tuition Reimbursement Program	36-37
Separation from Employment	Section added to provide info to exiting employees about last paycheck, benefits, paid time off balances, layoffs, resignation in absentia	39-40

Next Steps

County employees are in the process of viewing a brief learning session online that reviews the updates to the employee handbook outlined above, and providing an electronic acknowledgement of the updated handbook. All new hires are receiving a physical copy at their New Employee Orientation sessions.

cc: *Chris Abele, County Executive*
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