



MILWAUKEE COUNTY CLERK OF CIRCUIT COURT

ANNA MARIA HODGES
Clerk of Circuit Court/Director of Court Services

ADMINISTRATIVE OFFICE

THEODORE F. CHISHOLM
Senior Administrator

SAMOTRIA MATTHEWS
Senior Administrator

DONYA SAFFOLD
Senior Financial Manager

JASON J. JONES
Executive Assistant

DATE: MARCH 3, 2022
TO: SUPERVISOR LIZ SUMNER, CHAIR, COMMITTEE ON FINANCE
FROM: ANNA MARIA HODGES, CLERK OF CIRCUIT COURT
RE: REQUESTED WAIVER OF MCGO 9.05 (3)(A)

Dear Chair Sumner and Committee Members:

I am writing to respectfully request the waiver of Milwaukee County General Ordinance 9.05 (3)(a) to retain the contractual services of Cheryl Landry-Boatman, a former Milwaukee County employee who retired from County service within twelve months of April 30, 2023. With the assistance of this waiver, I intend to hire Ms. Landry-Boatman as a temporary employee contracted through Knowledge Services, Milwaukee County's established vendor for the provision of temporary staffing solutions, for a period of six (6) months.

Currently, the Civil Division of the Clerk of Circuit Court's Office is in significant need of management, supervisory, and operational training services, ideally conducted by an individual with extensive experience in Civil Division administration. The Civil Division is the largest division of the Clerk of Circuit Court's Office, employing nearly 90 employees and responsible for administering eviction, small claims, large claims, divorce, paternity, and restraining order proceedings.

Within the past twelve months, there has been significant employee turnover in management, supervisory, and entry-level positions in the division, resulting in significant knowledge gaps and training deficits at all levels. Due to the high volume of customer interaction associated with this division, its intense workload, and the critical nature of the services it provides, it is critical that the Civil Division receives support from a qualified expert who can concentrate his or her efforts on training services.

To address this critical situation, I intend to hire Ms. Landry-Boatman into a temporary role as a Senior Training Coordinator, compensated at a rate (to be determined in conjunction with Knowledge Services) within Pay Grade 33M. This pay grade also houses Court Coordinator and Division Administrator positions, which are hierarchically equivalent to the position that Ms. Landry-Boatman will hold.



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In her temporary role, Ms. Landry-Boatman will report to the Senior Administrator for Professional Services and provide Civil Division-specific management and supervisory training to the Civil Division Administrator, Deputy Administrators, and Court Operations Supervisors. Additionally, she will work day-to-day with deputy court clerks, clerical specialists, and cash-handling personnel in the division to develop written operating procedures, improve reporting protocols, strengthen customer service, and achieve greater efficiency in workflow management.

Ms. Landry-Boatman is eminently qualified for this much-needed role. She retired in July 2023 following over 30 years of service in the Clerk of Circuit Court's Office, which included distinguished service as a Deputy Court Clerk and culminated in her tenure as Deputy Administrator of the Civil Division. In this capacity, Ms. Landry-Boatman supervised one of the busiest components of the Clerk of Circuit Court's Office – the office support functions of the Civil Division, including customer service, intake and records – and earned acclaim from her peers, supervisors, and subordinates for her mastery of the subject matter. Ms. Landry-Boatman is respected by county judges, local attorneys, and court support professionals alike for her work ethic, rigorous attention to detail, and demonstrated ability to train personnel.

The appointment of Ms. Landry-Boatman will come at no cost to Milwaukee County. Funds associated with vacant positions in the Clerk of Circuit Court's Office will be repurposed during the length of Ms. Landry-Boatman's tenure to fund her temporary contract.

The appointment of Ms. Landry-Boatman will serve a clear benefit to Milwaukee County by improving the efficiency of a busy, public-facing division of county government and ensuring its resilience following her departure. I respectfully ask that this Committee afford Ms. Landry-Boatman the waiver necessary to pursue the above-described contractual agreement with Milwaukee County.

Sincerely,


ANNA MARIA HODGES
CLERK OF CIRCUIT COURT