

Chapter PW-PA 10

MERIT SYSTEM RULE FOR COUNTY AGENCIES  
ADMINISTERING SOCIAL SECURITY AIDS,  
JUVENILE COURT SERVICES, CHILD  
WELFARE PROGRAMS

PW-PA 10.01	Definitions	PW-PA 10.14	Attendance and leave
PW-PA 10.02	Organization for county merit system	PW-PA 10.15	Performance reports
PW-PA 10.03	Classification plan	PW-PA 10.16	Politics and religion
PW-PA 10.04	Compensation plan	PW-PA 10.17	Other employment
PW-PA 10.05	Applications and examinations	PW-PA 10.18	Payroll certification
PW-PA 10.06	Registers	PW-PA 10.19	Records and reports
PW-PA 10.07	Certification of eligibles	PW-PA 10.20	Applicability
PW-PA 10.08	Appointments	PW-PA 10.21	Amendments
PW-PA 10.09	Probationary period	PW-PA 10.22	Salary schedules
PW-PA 10.10	Promotions	PW-PA 10.23	Entrance salary
PW-PA 10.11	Transfers and demotions	PW-PA 10.24	Salary adjustments
PW-PA 10.12	Separations, tenure, and reinstatement	PW-PA 10.25	Salary advancements
PW-PA 10.13	Appeals	PW-PA 10.26	Travel allowance
		PW-PA 10.27	Classification of county agencies
		PW-PA 10.28	County merit system classification plan

**History:** Chapter PW-PA 10 as it existed on December 31, 1966 was repealed and a new chapter PW-PA 10 was created effective January 1, 1967.

**PW-PA 10.01 Definitions.** The following definitions apply throughout this rule, unless the context clearly requires another meaning.

- (1) "Department" means the State Department of Public Welfare.
- (2) "Director" means the director of the State Department of Public Welfare.
- (3) "Division" means the Division of Public Assistance of the State Department of Public Welfare of Wisconsin as constituted in section 46.03, Wis. Stats., and which division shall be responsible, with the approval of the director, for performance of the functions of the State Department of Public Welfare with respect to the application of this rule.
- (4) "Bureau" means the Bureau of Personnel of the State Department of Administration, whose duties are described in Wis. Adm. Code section PW-PA 10.02 (1).
- (5) "Personnel Board" means the Wisconsin State Personnel Board.
- (6) "Appointing Authority" means the officer, board, person, or group of persons having authority to make appointments as provided in section PW-PA 10.02 (4).
- (7) "Agency" means either (1) the county agency charged with the administration of the social security aids, or (2) the appropriate court having juvenile court jurisdiction, or (3) a county children's board.
- (8) "Social Security Aids" means old age assistance, aid to dependent children, aid to the blind, and aid to totally and permanently disabled persons as referred to in sections 49.18, 49.19, 49.20 to 49.37, 49.46, and 49.61, Wis. Stats.

(9) "Juvenile Court" is that court(s) of record designated in a particular county as that court(s) in which juvenile matters will be heard pursuant to section 48.03 (1), Wis. Stats.

(10) "Children's Board" means an agency organized under section 48.29 or section 59.08 (9a), Wis. Stats., 1953, made up of a lay citizen and policy board devoted to giving service for children within a county.

(11) "Position" means an office or employment in an agency (whether part-time or full-time, temporary or permanent, occupied or vacant) composed of specific duties.

(12) "Exempt Position" means a position herein designated as a position exempt from the application of this rule. The exempt positions in the agencies are the following:

(a) Assistant district attorneys or corporation counsels serving as legal counsel.

(b) Students of a recognized graduate school of social work engaged in field training.

(c) Student case workers having a minimum of 2 years of college or university may be employed for a period not to exceed 90 days per year. Such workers shall be paid a salary within the range of \$190 to \$275 per month.

(d) Members of county welfare boards paid only for attendance at meetings.

(e) Positions required by department-approved special demonstration projects which cannot be allocated to position classifications within the merit rule. These positions will be considered "Project Series" positions for which appropriate qualifications and salary ranges will be established in the drafting of the project.

(13) "Class" means a group of positions sufficiently similar as to the duties performed, degree of supervision exercised or required, requirements of education, experience or skill, and such other characteristics, that the same title and the same tests of fitness may be applied to each position in the group.

(14) "Minimum Qualifications" means the requirements of education and experience and other qualifications as prescribed for a given class in the classification plan.

(15) "Desirable Qualifications" means the preferred requirements of education and experience and other qualifications as described for a given class in the classification plan.

(16) "Eligible" means any person who is on a register for appointment, promotion, or reinstatement.

(17) "Register" means an officially promulgated list of eligibles for a class of position in the order of their final ratings in a merit examination.

(18) "Employee" means any person in the employ of an agency who is paid a salary or wage.

(19) "Original Appointment" means the first appointment of an individual to any agency through selection from a register in accordance with section PW-PA 10.08 (1) and/or PW-PA 10.06 (1) (c).

(20) "Probationary Period" means the first 6 months of employment beginning with the date of original appointment to a permanent position as described in section PW-PA 10.09 (1) (a) or PW-PA 10.09 (1) (b).

(21) "Permanent Employee" means an employee who has been given permanent status upon the successful completion of a probationary period.

(22) "Provisional Appointment" means an appointment to fill a position pending the establishment of a register for such position as described in section PW-PA 10.08 (2).

(23) "Temporary Appointment" means an appointment from a register for a period not to exceed 6 months as described in section PW-PA 10.08 (4).

(24) "Emergency Appointment" means an appointment required by a state of emergency for not more than 90 working days as described in section PW-PA 10.08 (3) (a) or for the period of Civil Defense Emergency as described in section PW-PA 10.08 (3) (b).

(25) "Promotion" means the movement of an employee, from a position in one class to a position in a higher class having a higher entrance salary as described in sections PW-PA 10.10 and PW-PA 10.25.

(26) "Allocation" means the official act by which a position is initially placed in one of the classes of positions in the classified service.

(27) "Re-allocation" means the reassignment of a position to a different class in the classification plan as described in sections PW-PA 10.03 (4) (a) and (b).

(28) "Reclassification" means the reassignment of a position to a different class because of changes in the duties and responsibilities of the position.

(29) "Salary Advancement" means an increase in salary within the salary range for the class of position.

(30) "Demotion" means a change in status of an employee, from a position in one class to a position in a lower class having a lower entrance salary as described in sections PW-PA 10.11 (2) and PW-PA 10.25.

(31) "Transfer" means a change from one position to another in the same class or in another class on the same level of qualifications within the agency or to another agency as described in section PW-PA 10.11 (1).

(32) "Resignation" means the termination of employment of an employee made at the request of the employee.

(33) "Dismissal" means the termination of employment of an employee for cause.

(34) "Suspension" means an enforced leave of absence for disciplinary purposes or pending investigation of charges made against an employee.

(35) "Lay-off" means the termination of employment because of shortage of funds or curtailment of services.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.02 Organization for county merit system.** (1) BUREAU OF PERSONNEL, STATE DEPARTMENT OF ADMINISTRATION. Within the scope of this rule, it shall be the duty of the bureau:

(a) To establish general policies for the administration of merit examinations;

(b) To review the classification and compensation plans and to advise with the division on their adoption and subsequent revision;

(c) To develop and put into continuous effect procedures for the administration of the merit system as they relate to the preparation, administration, and scoring of examinations, preparation, custody, and maintenance of registers of eligibles, the certification for appointments, and the determination of the adequacy of existing registers;

(d) To review and make written recommendations to the director with respect to any amendments of this rule;

(e) To submit periodically to the director a report of actual expenditures with relation to the administration of merit system operations.

(2) WISCONSIN STATE PERSONNEL BOARD. Within the scope of this rule, it shall be the duty of the personnel board to hear all personnel appeals and render a decision in accordance with the provisions of section PW-PA 10.13 (4).

(3) DIVISION OF PUBLIC ASSISTANCE. Within the scope of this rule, it shall be the duty of the division:

(a) To develop and put into effect the merit system rule and regulations related thereto and be responsible for their application;

(b) To develop general policies in the administration of the merit system;

(c) To make recommendations to agencies relative to their internal personnel practices to assure conformity with this rule;

(d) To confer with agencies on personnel matters including placement problems;

(e) To develop and administer the classification and compensation plans;

(f) To receive requests from the agencies relative to all proposed personnel actions and to transmit such requests to the bureau; when received from the bureau to transmit decisions to the agencies;

(g) To develop and administer a system of performance reports;

(h) To promote understanding of the purposes, policies, and practices of the merit system;

(i) To maintain personnel records of all persons employed in the agencies and records of all personnel actions;

(j) To perform such other duties as may be found to be necessary by the director.

(4) COUNTY APPOINTING AUTHORITY. (a) Each agency, except where the administration is vested in the juvenile court judge or children's board, shall employ a director who shall be selected by the county board of public welfare pursuant to section 46.22 (2) (b) or 49.51 (2) (a), Wis. Stats.

(b) All other employees of the agency shall be selected by the director, juvenile court judge, or children's board, as the case may be, upon proper certification from an appropriate register of eligibles or transfer in accordance with this rule, with the advice and consent of the appointing authority.

(c) The provisions of this section shall not apply to counties having a civil service system provided the standards of qualifications and examinations have been approved and the department has delegated to the civil service agency in such county responsibility for determining qualifications of applicants by merit examination.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

Register, October, 1966, No. 130

**PW-PA 10.03 Classification plan. (1) PREPARATION AND ADOPTION OF PLAN.** (a) The division, in cooperation with the bureau, shall ascertain and record the duties and responsibilities of all positions to which this rule applies, and prepare a comprehensive classification plan. The classification plan shall include for each class of position an appropriate title, a description of the duties and responsibilities, and the requirements of education, experience, and other qualifications.

(b) The classification plan as adopted shall be binding upon all agencies. The class titles contained therein shall be used in all personnel and financial records of the agencies, as well as in all examination procedures.

(2) **ALLOCATION OF POSITIONS.** Every position in the agencies shall be allocated by the division, after consultation with the bureau, to one of the classes established by the classification plan. No person shall be appointed or promoted to any position until it has been properly classified as herein provided. As additional classes are established or existing classes are abolished or changed, such necessary allocation or re-allocation shall be made to new or existing classes as is necessitated thereby.

(3) **REVISION OF PLAN.** Existing classes of positions may be abolished or changed, or new classes added, in the same manner as the classification plan was originally adopted.

(4) **INCUMBENTS OF RE-ALLOCATED OR RECLASSIFIED POSITIONS.** (a) When a position is re-allocated to a different class, not because of a change in duties and responsibilities but because of a re-appraisal of the position in terms of the total classification plan, no examination is necessary for the permanent employee who has been occupying the position and who qualified for it through an examination on the basis of its former classification.

(b) When a position is reclassified to a different class because of a change in duties and responsibilities and because of a subsequent re-survey, an examination may or may not be necessary for the permanent employee who has been occupying the position throughout the change and who originally qualified for it through an examination on the basis of its former classification. Decision as to the need for examination shall then be determined by the bureau on the basis of whether the reclassification represents a transfer, promotion, or demotion in relation to the former classification of the position.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.04 Compensation plan. (1) PREPARATION AND ADOPTION OF PLAN.** (a) The division, in cooperation with the bureau, shall assemble data and develop a comprehensive compensation plan for all classes of positions. The plan shall include salary schedules for the various classes, with the salary of each class consistent with the functions outlined in the class specifications. Initial, intervening, and maximum rates of pay for each class shall be established to provide for steps in salary advancement without change of duty in recognition of meritorious service. In arriving at such salary schedules, prevailing rates in the counties of the state, conditions affecting the supply of competent persons, and other relevant factors shall be taken into consideration. The plan shall also include regulations covering salary increases and adjustments.

(b) The compensation plan as adopted shall be binding upon all the agencies.

(2) ADMINISTRATION OF PLAN. (a) The approved compensation plan shall constitute the official schedules of salaries for all classes of positions in the agencies. No salaries shall be recognized for reimbursement by the division unless they conform to the approved compensation plan. The entrance salary for an employee shall be at the minimum salary for the class to which he is appointed, or as otherwise provided in the plan. Necessary salary adjustments affecting employees at the time of adoption or amendments of the compensation plan, or resulting from promotions, demotions, or transfers, shall be administered in accordance with the requirements of the plan.

(b) Salary advancements shall not be automatic, but shall be based upon quality and length of service, and shall be controlled by the provisions of the compensation plan, providing for fixed times for consideration of increases, for a reasonable distribution among classes, and for increases that an individual employee may receive.

(3) REVISION OF PLAN. Salary ranges for classes of positions shall be amended in the same manner as originally adopted.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.05 Applications and examinations.** (1) CHARACTER OF EXAMINATIONS. (a) State-wide examinations for entrance to the service shall be conducted on an open-competitive basis. Examinations shall be practical in nature, shall be constructed to reveal the capacity of the applicant for the particular position for which he is competing as well as his general background and related knowledge, and shall be rated objectively. A practical written test shall be included, except that where peculiar and exceptional qualifications of a scientific or professional nature are required and competition through an assembled examination is impracticable, an unassembled examination may be held. The bureau shall determine when competition through an assembled examination is impracticable.

(b) Examinations shall also include:

1. A competitive performance test for stenographic and typing positions and other positions involving the operation of office machines;

2. A rating of education and experience for the more responsible positions, including some professional, technical, supervisory and administrative positions;

3. An oral examination when practicable for positions requiring frequent contact with the public, or which involve important supervisory or administrative duties.

(2) NOTICE OF EXAMINATIONS. The bureau shall give public announcement of all entrance examinations at least 2 weeks in advance of the closing date for receipt of applications. The bureau and the division shall make every reasonable effort to attract qualified persons to compete in these examinations. Public announcement of examinations shall specify the title and salary range of the class of position, the duties to be performed, the minimum qualifications required, the final date on which applications will be received, except that for those classes for which there is to be continuous recruitment

as provided in subsection (3) (b), a statement shall be included that applications will be received until further notice is given.

(3) FILING APPLICATIONS. (a) All applications shall be made on forms prescribed by the bureau and must be filed with the bureau on or prior to the closing date specified in the announcement. Such applications shall include a statement from the applicant of all pertinent information regarding his education, experience and any other information which the bureau may deem necessary. All applications shall be signed, and the truth of all statements contained therein certified by such signature.

(b) In those classes of positions in which there is difficulty in securing qualified applicants, the bureau, with the approval of the division, may establish a recruitment program which is both positive and continuous. Under such a plan, applications may be accepted at any time and examinations held whenever applicants have filed in sufficient numbers to assure adequate competition.

(4) DISQUALIFICATION OF APPLICANTS. (a) The bureau may refuse to examine an applicant, or, after examination, to certify any eligible on a register if:

1. He is found to lack any of the preliminary requirements established for the examination for the class of position;

2. He is so disabled as to be rendered unfit for the performance of the duties of the class;

3. He is addicted to the use of narcotics or the habitual use of intoxicating liquors to excess;

4. He has made a false statement of material fact in his application;

5. He has previously been dismissed from any public service for delinquency, misconduct, or other similar cause;

6. He has used or attempted to use political pressure or bribery to secure an advantage in the examination or appointment;

7. He has directly or indirectly obtained information regarding examinations to which as an applicant he was not entitled;

8. He has failed to submit his application correctly or within the prescribed time limits;

9. He has been convicted of any infamous crime or other crime involving moral turpitude;

10. He has taken part in the compilation, administration, or correction of the examination;

11. He has been proven disloyal to the government of the United States of America;

12. He has otherwise violated provisions of this rule.

(b) A disqualified applicant shall be promptly notified of such action, and an applicant who is not admitted to an examination because of failure to meet the preliminary requirements shall be notified in writing to his last known address sufficiently in advance of the examination to allow for an appeal from rejection as provided for in section PW-PA 10.13 (1).

(5) CONDUCT OF WRITTEN EXAMINATIONS. (a) Written tests for the same class of position shall be conducted simultaneously in as many places as are necessary for the convenience of the applicants and as are practicable for proper administration. The bureau may designate such local examiners as may be necessary to conduct examina-

tions under instructions prescribed by it and may also arrange for the use of public buildings in which to conduct the examinations.

(b) The identity of persons taking competitive examinations shall not be disclosed to the examiners. An identification number, which shall be used to identify all papers of each applicant, shall be assigned by the bureau to each applicant.

(6) **RATING EXAMINATIONS.** (a) In all examinations, the minimum grade through which eligibility on a register may be earned shall be fixed by the bureau. The bureau shall determine the final score for each applicant's examination, computed in accordance with the weights for the several parts established by the bureau.

(b) The bureau shall utilize appropriate scientific techniques and procedures rating the results of examinations and in determining the final scores of the competitors. In determining the system for rating results on the examination, the bureau shall give due regard to the number of candidates and to the number of vacancies which may reasonably be expected to occur in the life of the register.

(c) All applicants for the same position shall be accorded uniform and equal treatment in all phases of the examination procedure, except that there shall be no restrictions as to age in the case of veterans and except that other conditions being equal, a preference shall be given in favor of veterans of any wars of the United States. Preference is hereby defined to mean that whenever an honorably discharged veteran competes in any examination, he shall be accorded 5 points, and, if such veteran has a disability which is directly or indirectly traceable to war service, he shall be accorded another 5 points in addition to earned ratings therein. Proof of eligibility for such preference shall be submitted prior to or at the time of examination.

(7) **RATING EDUCATION AND EXPERIENCE.** (a) If education and experience form a part of the total examination, the bureau shall determine a procedure for the evaluation of the education and experience qualifications of the various applicants. The formula used in appraisal shall give due regard to recency and quality as well as quantity of experience and to the pertinency of the education. This procedure shall allow for the substitution of education for experience, and experience for education, within the limits stated in the class specifications.

(b) The bureau may investigate the applicant's education and experience to verify the statements contained in his application form and to adduce evidence regarding his character and fitness.

(8) **ORAL EXAMINATIONS.** When an oral examination forms part of a total examination for a position, the bureau shall appoint one or more oral examination boards as needed. An oral examination board shall consist of 2 or more members who shall be known to be interested in the improvement of public administration and in the selection of efficient government personnel, and at least one of whom shall be technically familiar with the character of work in the position for which the applicant will be examined. If practicable, all applicants qualifying for the oral examinations for the same class shall be rated by the same oral examination board. A member of an oral examination board shall disclose each instance in which he knows the applicant personally and shall not rate such applicant.

(9) **NOTICE OF EXAMINATION RESULTS.** Each applicant passing the examination shall be notified by mail by the bureau of his final grade as soon as the grading of the examination has been completed and the register established. An eligible, upon request and presentation of proper identification, shall be entitled to information concerning his relative position on a register. An applicant who has not achieved a passing grade in the examination shall be notified of his ineligibility.

(10) **SPECIAL EXAMINATIONS.** No applicant shall be given a special examination unless the bureau by formal and recorded action finds that the applicant's failure to take or complete an examination was due to an obvious error for which the bureau is responsible. No claim for a special examination shall be allowed unless it is filed in writing with the bureau within 10 days after the date of the original examination.

(11) **PHYSICAL EXAMINATIONS.** Before appointment, applicants may be required to pass a satisfactory physical examination.

(12) **EXAMINATION RECORDS.** The bureau shall be responsible for the maintenance of all records pertinent to the examination program. Applications and other necessary examination records shall be kept during the life of the register. Examination records of appointees shall be kept permanently, but examinations of other applicants, not appointed, may be destroyed 30 days after the register expires. All notices of changes of address shall be filed, by applicants and eligibles, with the bureau.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.06 Registers.** (1) **ESTABLISHMENT OF REGISTERS.** (a) After each examination, the bureau shall prepare a register of persons with passing grades. The names of such persons shall be placed on the register in the order of their final grades, starting with the highest. If 2 or more eligibles have final grades which are identical, their names shall be arranged on the register in the order of their grades on the written part of the examination or their priority of filing.

(b) If a vacancy exists in a class of position for which there is no appropriate register, the bureau may prepare an appropriate register for the class from one or more existing related registers. For this purpose the bureau shall select registers for classes for which the qualifications and examinations are similar to or higher than those required for the class in which the vacancy exists. The bureau may, if necessary, rerate education and experience in accordance with section PW-PA 10.05 (7), on the basis of the qualifications required for the class in which the vacancy exists.

(c) **Wisconsin career candidate.** The classification has been established whereby college seniors and graduates are recruited and examined to establish eligibility for certification from the "Wisconsin Career Candidate" register. Under the county merit system, Social Worker I positions may be filled from this register. The use of this procedure governing county merit system positions shall be subject to the following provisions:

1. The bureau shall establish and maintain a "Wisconsin Career Candidate" register. Eligibles for appointment to Social Worker I positions may be certified from this register.

2. Examinations shall be conducted at such times as required to meet the needs of the service.

3. The bureau shall establish ranking or category procedures.

4. The bureau shall first certify the names of the available eligibles from this register who are residents of the county in which the vacancy exists.

5. In addition to certification of county residents, category certification will be made. In all cases, at least the highest category shall be certified. Additional categories may be certified at the discretion of the bureau.

(2) DURATION OF REGISTERS. (a) The life of each register shall normally be 6 months from the date of its establishment, but this period may be extended by the bureau for a period not exceeding 3 years. A register may be deemed by the bureau to be exhausted if fewer than 3 available eligibles remain on the register.

(b) The division shall notify the bureau as far in advance as possible of vacancies which may occur in the agencies. The bureau shall be responsible for determining the adequacy of existing registers and for the establishment and maintenance of appropriate registers for all positions in the agencies, exclusive of exempt positions.

(c) The bureau may recognize an appropriate register for a class of position established for state service and may certify from such registers under section PW-PA 10.07 governing certification.

(3) REMOVAL OF NAMES FROM REGISTERS. (a) The bureau may remove the name of an eligible from a register:

1. For any of the causes stipulated in section PW-PA 10.05 (4);

2. On evidence that the eligible cannot be located by the postal authorities;

3. On receipt of a statement from the eligible declining an appointment and stating that he no longer desires consideration for a position;

4. If 3 offers of a probationary appointment to the class for which the register was established have been declined by the eligible;

5. If 3 agencies pass over the name on a register as unsuitable, written request may be made to the bureau by the division that the name of such person be omitted from any subsequent certification from the same register. The name of such eligible shall not be certified thereafter from that register for future vacancies in that class of position unless specifically requested by an agency.

(b) The bureau shall notify the eligible by mail to his last known address of this action and the reasons therefor. An eligible's name shall be reinstated on the register upon showing of cause satisfactory to the bureau as provided in section PW-PA 10.13 (3).

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.07 Certification of eligibles.** (1) REQUEST FOR CERTIFICATION. If a vacancy occurs in any position in any agency, or if new positions are established and new employees are needed, requisition shall be submitted by the agency to the division upon a prescribed form. This requisition shall state the number of positions to be filled in the class and all other pertinent information. After approval by the division the requisition shall be forwarded to the bureau.

(2) **CERTIFICATION METHODS.** (a) The bureau shall certify and submit in writing to the agency, copies to the division, the names of the highest available eligibles from the state-wide register who are residents of the county in which the vacancy exists, provided that when there are no available eligibles or there are an insufficient number of available eligibles who are residents of the county, certification shall be made on a state-wide basis.

(b) Except for positions filled from the "Wisconsin Career Candidate" register as provided under section PW-PA 10.06 (1) (c), certification will be made as follows: if one position is involved, the bureau shall certify and submit the 3 highest available names from the register established as a result of a merit examination for that class of position. If more than one position is involved, it shall, for each class of position, certify and submit 2 more names than the number of positions to be filled in each class. If the register established as a result of a merit examination for a specific class of position is exhausted, then the bureau shall certify and submit names in accordance with the above procedures from the register, or registers, most appropriate.

(c) If, in the exercise of its choice provided under section PW-PA 10.08 (1), the appointing authority passes over the name of an eligible on a register in connection with 3 separate appointments it has made from the register, written request with the reason therefor may be made of the bureau by the division that the name of such eligible be omitted from any subsequent certification from the same register. Upon approval of the bureau, the name of such eligible shall thereafter not be certified from that register for future vacancies in that agency in that class of position.

(d) An eligible may be considered not available by the bureau if he fails to reply to a written inquiry after 5 days in addition to the time required for the transmission of the inquiry to his last-known address and reply thereto, or if he fails to reply to a telegraphic inquiry within 48 hours in addition to the time required for the transmission of the inquiry to his last-known address and reply thereto.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.08 Appointments.** (1) **ORIGINAL APPOINTMENTS.** (a) All appointments to positions in the agency exclusive of exempt positions and positions filled through the "Wisconsin Career Candidate" register shall be made in accordance with the following: selections shall be made for each position from the 3 highest available names on the certification submitted by the bureau in accordance with section PW-PA 10.07, exclusive of the names of persons to whom an objection has been offered in writing based on section PW-PA 10.05 (4), which objection is sustained by the bureau.

(b) In selecting persons from among those certified, the agency shall be permitted to examine their applications and reports of investigations in the office of the bureau, or in accordance with such regulations as the bureau may establish, and to interview them. Final selection shall be reported to the division and the bureau on prescribed forms.

(c) If the eligible selected declines the appointment, evidence of declination and other such data shall be transmitted to the bureau for permanent record. An eligible may be considered by the bureau as having declined appointment if he fails to reply after 5 days in

addition to time allowed for transmission of letter and return of reply, or if he fails to reply to a telegraphic inquiry within 48 hours in addition to the time required for the transmission of the inquiry to his last-known address and reply thereto. If an eligible accepts an appointment and fails to present himself for duty at the time and place specified without giving reasons for the delay satisfactory to the agency and the bureau, he shall be deemed to have declined appointment.

(d) Appointments made necessary by reason of employees leaving to perform active military service in the armed forces of the United States necessitating replacement for a period to exceed 6 months shall be made from appropriate registers, in accordance with this section relating to permanent appointments subject, however, to termination for the purpose of reinstating any agency employee upon his being released from such service.

(2) PROVISIONAL APPOINTMENTS. (a) If, in the opinion of the agency there are urgent reasons for filling a position and there are no eligibles on a register established as a result of an examination for the position, and no other appropriate register exists, the agency may submit to the bureau the name of a person to fill the position pending examination and establishment of a register. If such person's qualifications have been certified by the bureau as meeting the minimum qualifications as to education and experience for the position, such person may be provisionally appointed to fill the existing vacancy until an appropriate register is established and appointment made therefrom. Except as provided below, no provisional appointment shall be continued for more than 30 days after an appropriate register has been established for the class of position or for more than 6 months from the date of appointment. Successive provisional appointments of the same person shall not be permitted and a position shall not be filled by repeated provisional appointments.

(b) Provisional appointments may be extended at the end of the 6 months' period with the approval of the bureau, and successive provisional appointments of the same individual to different positions and successive provisional appointments to the same position may be made in exceptional circumstances subject to the following conditions:

1. That an examination has been publicly announced and the bureau has found that a sufficient number of applicants has not filed to assure adequate competition.

2. That continuous receipt of applications has been provided in accordance with section PW-PA 10.05 (3) (b) and the examination is to be held whenever the bureau finds that enough applicants have filed to assure adequate competition.

(c) The continuous period of service as a provisional employee immediately preceding conversion to a probationary appointment may be considered a part of the probationary period.

(3) EMERGENCY APPOINTMENTS. (a) Whenever an emergency exists which requires the immediate services of one or more persons and it is not possible to secure such persons from appropriate registers, the agency may appoint a person or persons without regard to other provisions of this rule governing appointments. In no case, however, shall the same person be appointed for more than 90 working days during any 12-month period except as otherwise provided in section PW-PA 10.08 (3) (b). Each emergency appointment shall,

when the appointment is made, be reported on prescribed forms to the division.

(b) Civil defense disaster appointments. When a civil defense emergency exists which requires the immediate services of one or more persons, the agency may appoint a person or persons without regard to other provisions of this rule governing appointments. The duration of the appointment shall be limited to the period of the civil defense emergency.

(4) TEMPORARY APPOINTMENTS. If an employee is needed for a temporary period, a certification shall be made by the bureau of the names of those eligibles, in the order of their places on an appropriate register, who have indicated willingness to accept temporary employment. Certification shall be made in the manner as prescribed in section PW-PA 10.07. Appointments shall be made in the same manner as prescribed in this rule for probationary appointments. The duration of a temporary appointment shall be limited to the period of the need and in no event shall a temporary appointment continue for more than 6 months in any 12-month period. The acceptance or refusal of a temporary appointment shall not affect an eligible's standing on a register or his eligibility for a probationary appointment, and the period of temporary service shall not constitute a part of a probationary period. Successive temporary appointments shall not be made nor shall an employee receive continued temporary appointments.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.09 Probationary period.** (1) NATURE, PURPOSE AND DURATION. (a) Except as otherwise provided in section PW-PA 10.09 (1) (b), all original appointments to permanent positions shall be made from officially promulgated registers for a probationary period of 6 calendar months. The probationary period shall be an essential part of the examination process, and shall be utilized for the most effective adjustment of a new employee and for the elimination of any probationary employee whose performance does not meet the required standard of work.

(b) An extended probationary period may be applied to director positions up to a maximum of 12 months provided the certification request stipulates the extended probationary period and the recruitment announcement informs all applicants of such extended probationary period. At any time after the first 6 months of such probationary period has been served by an employee, the appointing authority may reduce the probationary period.

(2) CONDITIONS PRELIMINARY TO PERMANENT APPOINTMENT. Permanent appointment of a probationary employee shall begin with the date ending the probationary period, provided that the division has received from the employee's supervisor prescribed forms showing that the services of the employee during the probationary period have been satisfactory and that the employee is recommended to be continued in the service. A performance report upon a form prescribed by the division must be submitted at this time. It shall be the responsibility of the division to obtain these forms 4 weeks prior to the end of the probationary period. If it is determined by the agency that the services of the employee have been unsatisfactory, the agency shall notify the employee in writing in advance of the date his services are

to be terminated. An employee whose appointment is to be made permanent shall also be notified. The agency shall notify the division of the action taken regarding the services of the employee.

(3) **PROMOTION DURING PROBATION.** The serving of a probationary period shall not, of itself, prevent an employee from being promoted to a position in a higher class, provided he is certified from an appropriate register for such higher class of position in accordance with the provisions of section PW-PA 10.07. If, within the above-mentioned limitations, an employee is promoted in this way during a probationary period, the probationary period for the class of position to which he is promoted shall begin with the date of appointment to such latter class of position.

(4) **TRANSFER DURING PROBATION.** (a) Except as otherwise provided in section PW-PA 10.09 (3), an employee shall not be transferred during his probationary period to a position of another class for which a register exists.

(b) No probationary employee shall be transferred to another agency until the probationary period has been completed.

(5) **TERMINATION DURING PROBATION.** (a) At any time during a probationary period, the services of an employee may be terminated without right of appeal or hearing, but the reasons given for the termination shall be submitted in duplicate in writing to the division, the original to be transmitted to the bureau. Unless an appointment is made permanent by the agency at the close of the probationary period in accordance with the provisions of section PW-PA 10.09 (2), the services of the employee shall be terminated, and no further salary or other compensation shall be payable to him.

(b) The bureau, after consultation with the division, may restore the name of a probationary appointee whose services have been terminated to the register from which he was certified, in accordance with the procedure described in section PW-PA 10.12 (7), but the bureau shall not in the future certify the name of such person to the same agency from the same register if he has been terminated for cause.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.10 Promotions. (1) METHOD OF MAKING PROMOTIONS.**

(a) As far as is practicable and feasible, a vacancy shall be filled by promotion of a qualified permanent employee based upon individual performance, with due consideration for length of service, and upon capacity for the new position. Preference in promotion may be given to employees within an agency, and all inter-agency promotions must be approved by the agencies concerned.

(b) A candidate for promotion must be certified by the bureau to possess the qualifications for the position as set forth in the specifications for the class of position for which he is a candidate, and he may be required by the bureau to qualify for the new position by promotional competitive or non-competitive examination administered by the bureau.

(2) **PROMOTION BY COMPETITIVE EXAMINATION.** If the bureau shall approve filling vacancies in a particular class of position by promotional competitive examination, such examination shall be given under the direction of the bureau. A promotional competitive examination may be limited to employees of the agency concerned or may, with

the approval of the bureau, be open to employees of all the agencies. An employee, to be eligible to compete for promotion, must have permanent status and must meet the qualifications for the class of position. A promotional competitive examination shall consist of any combination of the following: written tests, rating on education and experience, seniority, performance tests, and oral examinations. The combination in each case and procedures for the determination of the passing grade shall be announced by the bureau in advance of the examination, and shall take into consideration generally accepted merit system practices.

(3) **PROMOTION BY NON-COMPETITIVE EXAMINATION.** If the bureau shall approve filling a vacancy by a non-competitive examination, the employee selected for promotion must have permanent status and must meet the qualifications for the class of position to which he is a candidate for promotion. The bureau shall examine him by tests of the same relative difficulty and fairness as used in a competitive promotional examination, and, if found to qualify for the class, he shall be so certified by the bureau.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.11 Transfers and demotions.** (1) **TRANSFERS.** (a) Except as otherwise provided in section PW-PA 10.09 (4), a transfer of an employee from a position in one agency to a position of the same class in another agency may be made at any time by the agencies concerned. All inter-agency transfers must be certified by the bureau and no examination is necessary.

(b) A transfer of a permanent employee from a position in one class to a position in another class on the same level shall be made only upon certification of the bureau with the approval of the agency or agencies concerned. The bureau shall require that the employee have the qualifications for the position in the new class. The bureau shall also require a qualifying examination if the duties, responsibilities, skills and knowledges involved in the new position are dissimilar, either qualitatively or quantitatively, or in both respects, and the original examination cannot be considered appropriate.

(c) A transfer of a permanent employee from a classified position in the state service to a class of position under this rule, of the same or lower level, shall be made only upon certification of the bureau with the approval of the agency concerned. The bureau may require a qualifying examination.

(2) **DEMOTIONS.** A permanent employee may be demoted for inefficiency or for other cause, but in all such cases the employee shall have the same rights of appeal to the personnel board as employees who have been dismissed.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.12 Separations, tenure, and reinstatement.** (1) **RESIGNATIONS.** An employee who resigns shall present the reasons therefor in writing to the agency. Copies of the letter of resignation shall be forwarded to and recorded by the division.

(2) **DISMISSALS.** The appointing authority, after notice in writing to an employee prior to the effective date, stating specific reasons therefor, 2 copies of which notice shall be filed with the division, one of which shall be transmitted to the bureau by the division, may dis-

miss any employee who is negligent or inefficient in his duties, or unfit to perform his duties; who is found to be guilty of gross misconduct; or who is convicted of a felony. When such conviction is final, the employee shall have no recourse to appeal to the personnel board.

(3) **SUSPENSION.** The appointing authority may, after written notice to the employee and the division prior to the effective date, suspend any employee without pay for delinquency, misconduct, or neglect of duty, for a period not to exceed 30 calendar days in any one calendar year.

(4) **REDUCTION OF FORCE.** The appointing authority may separate any employee, without prejudice, because of lack of funds or curtailment of work, or in order to permit reinstatement of employees upon their release from periods of military service in the armed forces of the United States. No permanent employee, however, shall be separated while there are emergency, temporary, provisional or probationary employees serving in the same class of position in the same agency. The order of separations due to reduction of force shall be based upon performance reports and seniority, under a formula to be formally established by the division, and all such separations shall be reported to the division.

(5) **TENURE OF OFFICE.** The tenure of office of every permanent employee shall be during good behavior and the satisfactory performance of his duties as determined by periodic performance reviews. This provision, however, shall not be interpreted to prevent the separation of an employee for cause or the separation of an employee because of lack of funds or curtailment of work, when made in accordance with this rule.

(6) **REINSTATEMENT TO PREVIOUS CLASS OF POSITION IN THE SAME AGENCY.** A permanent employee who has resigned while in good standing, or who has been separated without prejudice, shall be eligible for reinstatement with permanent status at any time within 5 years after the date of separation, provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position to which he is being appointed.

(7) **REINSTATEMENT TO REGISTER.** Upon written request to the bureau, the name of a permanent or probationary employee who has resigned while in good standing or who has been separated without prejudice may be placed on a reinstatement register for the class of position in which he was last employed, provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position. Eligibility for reinstatement to the register shall be for a period of time equivalent to the period of his service under the merit system, but not to exceed 5 years.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.13 Appeals. (1) APPEAL FROM EXAMINATION REJECTION.**

(a) Any applicant whose application for admission to an entrance or promotional examination has been rejected by the bureau may appeal to the bureau for consideration of his qualifications. The bureau shall consider such appeal, if in writing, provided it shall

have been received by the bureau not later than 48 hours prior to the announced time for holding the written examination. The bureau's decision with respect to any such appeal shall be final.

(b) Applicants may be admitted to an examination by the bureau pending a consideration of a written appeal. Admission to a written examination under such circumstances, however, shall not constitute the assurance of a passing grade in education and experience.

(2) REVIEW OF EXAMINATION RATINGS. Any applicant who has taken an examination may appeal to the bureau for review of his grade in any part of such examination to assure that uniform grading procedures have been applied equally and fairly. Such appeal must be filed in writing at the office of the bureau within 30 days after the date on which notification of the results of such examination was mailed to the applicant. A grading in any part of an examination shall not be changed unless compliance with the foregoing conditions has been made and unless it is found by the bureau that a substantial error has been made. The bureau's written decision with respect to a review or change shall be final. A correction in the grading shall not affect a certification or appointment which may have already been made from the register.

(3) APPEAL FROM REMOVAL FROM REGISTER. A person whose name has been removed from a register for any of the reasons specified in section PW-PA 10.06 (3) (a) may appeal to the bureau for reconsideration. Such appeal must be filed in writing with the bureau within 30 days after the date on which notification was mailed. The bureau after investigation shall make its decision, and the appellant shall be notified accordingly.

(4) APPEAL FROM TERMINATION, SUSPENSION, OR DEMOTION. (a) A permanent employee who is terminated for cause, suspended, or demoted shall have the right to appeal to the personnel board. Such appeal shall be submitted in writing not later than 30 calendar days after the effective date of the action, and shall be transmitted to the bureau, which shall arrange for a formal hearing before the personnel board, such hearing to be held within 60 calendar days after receipt of the appeal. The bureau shall furnish the agency concerned with a copy of the appeal in advance of the hearing. Both the employee and the appointing authority shall be notified reasonably in advance of the hearing and shall have the right to present witnesses and give evidence before the personnel board.

(b) The Wisconsin state personnel board shall make a decision based upon the record presented at the hearing, which order shall be binding upon the appointing authority. The order may be appealed to the proper court.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.14 Attendance and leave.** The appropriate appointing authority shall adopt regulations covering attendance, vacation, sick leave, and other types of leave. Such regulations shall be uniformly applicable, insofar as possible, to all employees of an agency. A copy of such regulations shall be filed with the division.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.15 Performance reports.** The division shall have in effect a uniform system of performance standards for each class of position

to be used by county agencies in making evaluations of work performance. Performance reports shall be prepared and recorded for all permanent employees at intervals not to exceed 12 months. Performance reports shall be considered in such personnel actions as salary advancements, and in making promotions, demotions, terminations for cause, and in determining the order of separations due to reduction of force. Performance reports shall be discussed with the employee at the time of evaluation.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.16 Politics and religion.** (1) **NO INTERFERENCE WITH ELECTIONS.** No employee of the agencies shall use his official authority or influence for the purpose of interfering with an election or affecting the results thereof. All persons occupying positions, while retaining the right to vote as they please and to express privately their opinions on all political subjects, shall take no active part in political management or in political campaigns. All prohibitions of political activity provided for agencies administering federal grants-in-aid in the Federal Hatch Act apply to employees of the agencies.

(2) **NO DISCLOSURES OR DISCRIMINATIONS.** No question in any form of application or in any examination shall be so framed as to elicit information concerning the political or religious opinions or affiliations of any applicant, nor shall any inquiry be made concerning such opinions or affiliations, and all disclosures thereof shall be discountenanced. No discriminations shall be exercised, threatened, or promised by any person in the employ of the agencies against or in favor of any applicant, eligible, or employee because of his political or religious opinions or affiliations.

(3) **FAIR EMPLOYMENT.** Pursuant to provisions of sections 111.31-111.37, Wis. Stats., it is declared to be the public policy of the state to encourage and foster to the fullest extent practicable the employment of all properly qualified persons regardless of their age, race, creed, handicap, color, sex, national origin or ancestry. Wisconsin's fair employment practices law makes it unlawful, and subject to penalty to discriminate. The state fair employment practices statute is administered by the Fair Employment Practices Division of the Industrial Commission.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.17 Other employment.** No employee shall hold other conflicting public office or have conflicting employment while in the employ of the agency. Determination of such conflict shall be made by the division.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.18 Payroll certification.** The agencies shall certify the payrolls to the division on prescribed forms within 2 weeks following each payroll period. The division shall check the names, positions, salaries, and appointments which appear thereon and shall certify on each payroll to what extent the payroll conforms to the provisions of this rule and the supplementary regulations adopted pursuant thereto. This post-audit shall be made within a reasonable period

Register, October, 1966, No. 130

after the receipt of the payrolls in the office of the division and shall become a permanent part of the records of the division. Any exceptions to the payroll shall be clearly indicated. The division shall be responsible for notifying any agency of any exception and for securing compliance with this rule.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.19 Records and reports.** The division shall maintain a personnel record for each employee, showing name, title, county, salary, change in status, performance reports, and such other personnel information as may be considered pertinent. Every personnel action shall be submitted on prescribed forms to the division. The bureau shall receive such notice of personnel actions as it may require for carrying out its duties under this rule.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.20 Applicability.** (1) All positions in the agencies, other than those in agencies where the department has delegated to a county civil service agency responsibility for determining qualifications of applicants for merit examinations and those positions hereinbefore exempted in section PW-PA 10.01 (12), shall be filled by persons selected in accordance with this rule.

(2) Counties adopting a civil service system shall submit to the division copies of their classification and compensation plans, class specifications including qualification requirements, and such other material as may be necessary to enable the department to determine acceptability of standards of qualifications and examinations.

(3) The bureau, with the approval of the division, may cooperate with other jurisdictions whose merit systems operate in conformity with standards comparable to those contained in this rule. With the approval of the division, the bureau may announce and administer joint examinations in conformity with this rule and the registers so established shall be given recognition under this rule. With the approval of the division, the bureau may, in the absence of an appropriate register for such a class of position established under another merit system operating in conformity with these standards, accept regular certification from such registers under the article herein governing certification.

(4) An individual who presents evidence that he has received permanent merit status in a given class of position in an agency of another state may within 5 years after separation be appointed upon certification by the bureau to a position similar as to duties and qualifications subject to the probationary period as set forth in section PW-PA 10.09 provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.21 Amendments.** If and when it appears desirable in the interest of good administration, the state board of public welfare may make additions to or amend this rule.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

Register, October, 1966, No. 130

## COUNTY MERIT SYSTEM COMPENSATION PLAN

## PW-PA 10.25 Salary schedules.

(1)

**GROUP I—POSITION CLASS AND SALARY SCHEDULE  
COUNTY WELFARE DEPARTMENTS, JUVENILE  
COURTS, CHILDREN'S BOARDS**

Class Title	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Director, Class IV Agency.....	\$740	\$785	\$830	\$875	\$920	\$965	\$1010	\$1055	\$1100	\$1145
Director, Class III Agency.....	680	725	770	815	860	905	950	995	1040	1085
Director, Class II Agency.....	630	670	710	750	790	830	870	910	950	990
Director, Class I Agency.....	590	625	660	695	730	765	800	835	870	905
Social Work Supv. II.....	620	655	690	725	760	795	830	865	900	935
Social Work Supv. I.....	590	625	660	695	730	765	800	835	870	905
Social Worker V.....	590	625	660	695	730	765	800	835	870	905
Social Worker IV.....	550	580	610	640	670	700	730	760	790	820
Social Worker III.....	550	580	610	640	670	700	730	760	790	820
Social Worker II.....	500	530	560	590	620	650	680	710	740	770
Social Worker I.....	450	480	510	540	570	600	630	660	690	720

**GROUP II—POSITION CLASS AND SALARY SCHEDULE  
JUVENILE COURT ATTACHED STAFF ONLY**

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Juvenile Court Worker.....	\$375	\$400	\$425	\$450	\$475	\$500	\$525	\$550	\$575	\$600

**GROUP III—POSITION CLASS AND SALARY SCHEDULE  
COUNTY WELFARE DEPARTMENTS, JUVENILE  
COURTS, CHILDREN'S BOARDS**

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Administrative Assistant.....	\$400	\$425	\$450	\$475	\$500	\$525	\$550	\$575	\$600	\$625
Clerk III.....	330	350	370	390	410	430	450	470	490	510
Clerk II.....	280	295	310	325	340	355	370	385	400	415
Clerk I.....	240	255	270	285	300	315	330	345	360	375
Stenographer II.....	300	320	340	360	380	400	420	440	460	480
Stenographer I.....	260	275	290	305	320	335	350	365	380	395
Typist II.....	280	295	310	325	340	355	370	385	400	415
Typist I.....	240	255	270	285	300	315	330	345	360	375

**GROUP IV—POSITION CLASS AND SALARY SCHEDULE**

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Case Aid II.....	\$330	\$350	\$370	\$390	\$410	\$430	\$450	\$470	\$490	\$510
Case Aide I.....	280	295	310	325	340	355	370	385	400	415
Homemaker II.....	300	320	340	360	380	400	420	440	460	480
Homemaker I.....	260	275	290	305	320	335	350	365	380	395

(2) Each county must select a 6 consecutive step compensation plan for the welfare department, children's board and juvenile court from the group I schedule, and must also select a 6 consecutive step compensation plan for the welfare department, children's board and juvenile court from the group III schedule (schedule A, 1-6; schedule B, 2-7; schedule C, 3-8; schedule D, 4-9; schedule E, 5-10). Schedules under group II apply only to positions of juvenile court attached staff operating under the merit system. Schedules under group IV apply only to positions in the welfare department. The corresponding 6 salary steps must be used for all position classifications under each group. The consecutive 6 step range used in group I, II or III need not be the same consecutive 6 step range used in group IV. Example: A county may select schedule "D" under group I or group II or group III which would be applicable to all positions classified under these groups, and at the same time select schedule "A" under group IV which would be applicable to the position classified under that group. The juvenile courts and the children's boards operating under the merit system will be deemed to be under the same schedule or schedules adopted by their respective counties for the welfare department unless appropriate action is taken in adopting a different schedule or schedules.

(3) County action in adopting the schedules shall be by formal action by the county board of supervisors or by the county board of public welfare or by the county juvenile judge or children's board if delegated this responsibility for setting salaries of persons subject to the provisions of the county merit system rule. A certified copy of the county's action electing specific schedules shall be filed with the Division of Public Assistance. In the absence of specific action, schedule A shall be deemed to apply to all groups. This plan shall be applicable to all classes of positions in the agency effective January 1, 1967.

(4) A change in one or more salary schedules may be made at any time. Such change shall also be by formal action by the county board of supervisors or by the county board of public welfare or by the county juvenile judge or children's board if delegated this responsibility for setting salaries of persons subject to the provisions of the county merit system rule, and a certified copy of the action taken shall be filed with the division, showing the date of adoption and the effective date of the new salary schedule or schedules.

(5) At least the minimum for the class shall be paid, but no county shall be precluded from paying in excess of the maximum provided in the salary schedule although no reimbursement shall be made on any amount of salary in excess of the maximum provided in the schedule.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.26 Entrance salary.** The entrance salary for an employee on first appointment shall be the minimum rate for the given range except as hereinafter provided.

(1) An agency may request authorization to appoint at any step above the minimum. If approved, such rate then becomes the minimum rate for all employees presently employed or thereafter appointed in the class and no appointments shall be made at that rate until those highest on the register are first offered appointments at the higher rate.

(2) A higher entrance rate, when approved, as indicated above, shall remain in effect as the minimum until the agency requests a further increase or a decrease and such request is approved by the division of public assistance, except that in the case of court attached juvenile court workers and employees of the children's boards, approval must be preceded by the recommendation of the division for children and youth.

(3) The division of public assistance may approve the appointment of an eligible at a rate within the range for the classification of social work supervisor II, social work supervisor I, social worker V, social worker IV, social worker III, social worker II, social worker I, juvenile court worker, homemaker II, and homemaker I, if, in the opinion of the division, the education and experience of the eligible justifies such rate and a recommendation for such payment has been made by the appointing authority, except that in the case of court attached juvenile court workers and employees of the children's boards, approval must be preceded by the recommendation of the division for children and youth. In such instances, a new minimum for all employees in the same class would not be established. Such recommended increase shall be limited to two steps above the established minimum.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.27 Salary adjustments.** (1) **ADJUSTING SALARIES TO THE REVISED SCHEDULES OR NEW SCHEDULES.** (a) The rate of pay of those employees below the minimum in the applicable schedule shall be adjusted to the minimum upon adoption of revised or new higher schedules.

(b) If at the time this compensation plan goes into effect the salary of any employee does not coincide with one of the step intervals, adjustment need not be made and reimbursement will be made on the amount paid in multiples of \$5.

(c) Upon the adoption of a revised schedule or a higher schedule, permanent employees may be paid at a rate of one intermediate step above the minimum for the classification in accordance with section PW-PA 10.27 (8).

(2) **PROMOTIONS; RECLASSIFICATIONS.** An employee who is promoted or reclassified shall have his salary adjusted at least to the minimum rate of pay for the new class if his salary before promotion or reclassification fell below such minimum rate.

(3) **DEMOTIONS.** An employee who is demoted shall have his salary reduced at least to the maximum rate of the new class.

(4) **TRANSFERS.** An employee who is transferring shall be paid a salary within the range of the schedule adopted by the agency to which he is transferring.

(5) **REINSTATEMENTS.** An employee who is certified from a reinstatement register may be paid at the same rate that he last received in the same class of position if it falls within the salary range of the class reinstated to.

(6) **PART-TIME AND OVER-TIME EMPLOYMENT.** The rates prescribed in the salary ranges are the rates payable for full-time employment subject to vacation, sick leave allowances, etc. When employment is

on a part-time basis or for a portion of a month, the proportionate part of the rate for the time actually employed shall be paid. Overtime payments, necessitated by acute labor shortages, may be approved when the hourly rate is straight time computed on the basis of the regular monthly salary.

(7) **COST-OF-LIVING BONUS.** This compensation plan makes no provision for, nor does it recognize, a cost-of-living bonus. Reimbursement will be made exclusively on compensation paid as salary within the established ranges of the schedules under section PW-PA 10.25.

(8) **PERMANENT STATUS IN CLASS MINIMUM (PSICM).** The agency may adjust the salary of an employee with permanent status in the class to one intermediate step above the minimum for the classification.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.28 Salary advancements.** (1) All salary advancements (merit increases) shall be based upon quality and quantity of work as reflected by performance reports, and upon other recorded measures of performance, giving due consideration to length of service.

(2) Salary advancements shall be equitably distributed among the eligible employees of all classes of positions.

(3) Salary advancements may be granted in multiples of \$5 after a full one-step increase up to a maximum of 2 steps in the salary range at one time and shall be limited to intervals of not less than one year except as provided in section PW-PA 10.28 (4), (5), (6) and (7).

(4) Salary advancements may be given upon the completion of the original or promotional 6 month probationary period. Where an extended probation is applied to director positions a probationary increase may be granted at the end of 6 months even though the probation extends beyond that period. Such advancement shall be limited to one step. This provision does not apply to reclassification.

(5) Permanent status employees, upon promotion or reclassification, may be granted an increase of one step or to one step above the minimum of the new classification, whichever is greater.

(6) During a period of emergency when an employee is required to assume responsibilities of a more advanced position, an increase of more than one step and at an interval of less than one year may be granted for the period of the emergency.

(7) When the county board provides for across-the-board increases for all county employees, the welfare board and the director may grant increases in accordance with this provision to employees of the welfare department within the range of their classifications and at intervals of less than one year. Employees of children's boards and juvenile courts under the merit system may be included under provisions of this subsection.

(8) State reimbursement on retroactive salary increases will not be approved. The effective date is either the first of the month within which the county appointing authority takes official action or a future date indicated in a recommendation.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.29 Travel allowance.** Equitable allowance or reimbursement for travel is a part of this compensation plan and shall be granted above and beyond the compensation for personal services.

Employees, including students receiving field training, and welfare board members, shall be granted an allowance or shall be reimbursed for travel required in the performance of their duties. Pursuant to Wis. Adm. Code section PW-PA 20.20, state reimbursement must be based upon allowances not in excess of the rates specified in section 20.941 (1), Wis. Stats. It is herewith also required as a condition for state reimbursement that all employees in a county agency whose duties involve travel shall receive equal treatment with respect to travel allowance rates. All claims for expenses shall be supported by receipts and other satisfactory evidence required by section 16.53, Wis. Stats.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.30 Classification of county agencies.** (1) **BASIS.** County agencies shall be classified by the division in accordance with the number of approved full-time staff positions.

(a) Each agency will be ranked according to the number of positions on July 1 annually.

(b) Allocation of county agencies to the appropriate "classification" will then be determined by a percentile distribution as follows:

<i>Classification</i>	<i>Percentile Distribution<sup>1</sup></i>
Class I Agency	1% to 20%
Class II Agency	21% to 35%
Class III Agency	36% to 80%
Class IV Agency	81% to 100%

<sup>1</sup> Exact percentages may need to be adjusted slightly up or down to allow for one or more agencies having the same number of approved positions.

1. Agencies will be classified on the basis of the above plan.

2. Incumbents in agencies classified on the basis of the new allocation will not be reduced in classification if the agency is later reallocated to a lower class.

3. Directors of county agencies who have qualified for their positions will not be required to further qualify because of any future change in agency allocation.

(2) **MAINTENANCE OF APPROPRIATE CLASSIFICATIONS OF COUNTY AGENCIES.** The division will review approved full-time staff positions for each agency on July 1 of each year. Any indicated change will be made effective as of July 1. If the agency classification is changed upward, the incumbent director's classification will be adjusted upward. If the agency classification is adjusted downward, the incumbent director will not be reduced in classification.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67.

**PW-PA 10.32 County merit system classification plan.** (1) **CLASS TITLE: DIRECTOR—CLASS IV COUNTY DEPARTMENT OF PUBLIC WELFARE ONLY.** (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare approved as class IV. (See section PW-PA 10.30.)

Register, October, 1966, No. 130

(b) *Characteristic duties and responsibilities.*

1. To be responsible for all phases of the public welfare program in a class IV agency and to plan, organize, direct, and coordinate the work of the various units of administration for the efficient and effective operation of the program;
2. In consultation and agreement with the county board of public welfare to be responsible for financial planning, including preparation of budgets, maintenance of fiscal controls, and submission of required reports to the county board;
3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;
4. To organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;
5. To cooperate with representatives of the state department in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state department;
6. To be responsible for obtaining the active participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;
7. To be responsible for the public relations of the county agency and for the interpretation of the public welfare program to the community;
8. To engage in conferences with the supervisory staff and to be responsible for periodic staff evaluations;
9. To cooperate with other agencies, officials and citizens in planning for community services;
10. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;
11. To be responsible for involving clients and other potential participants in the planning for social services;
12. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification requirements.*

1. Minimum education and experience. Five years of full-time paid employment within the last 9 years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. In addition, the applicant must have a certificate issued by the state department of public welfare for completion of 255 hours of in-service training. This requirement is waived for anyone who within the preceding 4 years had at least 3 years of county welfare experience as a director, or who has completed one year of graduate training in an accredited school of social work. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledges. a. Thorough knowledge of organization and functions of the state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Extensive knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Considerable knowledge of human behavior and the basic principles and practices of social work.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. Competency in public relations demonstrated by ability to promote and develop the public interest, understanding, and support in the objectives and benefits of adequate community welfare services.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness; and integrity.

5. Physical characteristics. Good physical condition.

(2) CLASS TITLE: DIRECTOR—CLASS III COUNTY DEPARTMENT OF PUBLIC WELFARE ONLY. (a) *Definition*. Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare approved as class III. (See section PW-PA 10.30.)

(b) *Characteristic duties and responsibilities*. 1. To be responsible for all phases of the public welfare program in a class III agency and to plan, organize, direct, and coordinate the work of the various units of administration for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to be responsible for financial planning, including preparation of budgets, maintenance of fiscal controls, and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

5. To cooperate with representatives of the state department in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state department;

6. To be responsible for obtaining the active participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

7. To be responsible for the public relations of the county agency and for the interpretation of the public welfare program to the community;

8. To engage in conferences with the supervisory staff and to be responsible for periodic staff evaluations;

9. To cooperate with other agencies, officials and citizens in planning for community services;

10. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

11. To be responsible for involving clients and other potential participants in the planning for social services;

12. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification requirements.* 1. Minimum education and experience. Four years of full-time paid employment within the last 9 years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. In addition, the applicant must have a certificate issued by the state department of public welfare for completion of 255 hours of in-service training. This requirement is waived for anyone who within the preceding 3 years had at least 2 years of county welfare experience as a director, or who has completed one year of graduate training in an accredited school of social work. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledge. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Extensive knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Considerable knowledge of human behavior and the basic principles and practices of social work.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. Competency in public relations demonstrated by ability to promote and develop the public interest, understanding, and support in the objectives and benefits of adequate community welfare services.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness; and integrity.

5. Physical characteristics. Good physical condition.

(3) CLASS TITLE: DIRECTOR—CLASS II COUNTY DEPARTMENT OF PUBLIC WELFARE ONLY. (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare approved as class II. (See section PW-PA 10.30.)

(b) *Characteristic duties and responsibilities.* 1. To plan, organize, direct and coordinate the work of the staff members in all phases of public welfare in a class II agency for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to make financial plans including preparation of budgets, maintenance of fiscal control and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

5. To cooperate with representatives of the state department in the operation and development of the county welfare program, and to prepare and submit required reports to the state department;

6. To obtain the participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

7. To maintain good public relations and interpret the public welfare program to the community;

8. To provide social work supervision;

9. To plan for regular staff meetings and conferences; to make periodic staff evaluations;

10. To cooperate with other agencies, officials and citizens in planning for community services;

11. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

12. To be responsible for involving clients and other potential participants in the planning for social services;

13. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification requirements.* 1. Minimum education and experience. Three years of full-time paid employment within the last 8 years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. In addition, the applicant must have a certificate issued by the state department of public welfare for completion of 255 hours of in-service training. This requirement is waived for anyone who within the preceding 2 years had at least one year of county welfare experience as a director, or who has completed one year of graduate training in an accredited school of social work. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal pub-

lic welfare programs and of public and private agencies in the state providing special services.

c. Considerable knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. General knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Considerable knowledge of human behavior and the basic principles and practices of social work.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. To give effective leadership in the development and administration of a county public welfare program.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness, and integrity.

5. Physical characteristics. Good physical condition.

(4) CLASS TITLE: DIRECTOR—CLASS I COUNTY DEPARTMENT OF PUBLIC WELFARE ONLY. (a) *Definition*. Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare approved as class I. (See section PW-PA 10.30.)

(b) *Characteristic duties and responsibilities*. 1. To plan, organize, direct and coordinate the work of the staff members in all phases of public welfare in a class I agency for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to make financial plans including preparation of budgets, maintenance of fiscal control and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

5. To cooperate with representatives of the state department in the operation and development of the county welfare program, and to prepare and submit required reports to the state department;

6. To obtain the participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

7. To maintain good public relations and interpret the public welfare program to the community;

8. To provide social work supervision;

9. To plan for regular staff meetings and conferences, to make periodic staff evaluations;

10. To cooperate with other agencies, officials and citizens in planning for community services;

11. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide

education, health care, housing, training and employment essential to the prevention and reduction of dependency;

12. To be responsible for involving clients and other potential participants in the planning for social services;

13. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification requirements.* 1. Minimum education and experience. Two years of full-time paid employment within the last 7 years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. In addition, the applicant must have a certificate issued by the state department of public welfare for completion of 255 hours of in-service training. One successfully completed year of graduate work in an accredited school of social work may be substituted for one year of qualifying experience and the training certificate.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Familiarity with modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. General knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Knowledge of human behavior and the basic principles and practices of social work.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. To give effective leadership in the development and administration of a county public welfare program.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness; and integrity.

5. Physical characteristics. Good physical condition.

(5) CLASS TITLE: SOCIAL WORK SUPERVISOR II (SEE SECTION III, CHAPTER VI.) (a) *Definition.* Under general direction of the director, judge, or children's board in those agencies designated for this classification, supervises and develops the social service staff, promotes and maintains professional standards of social work practice, reviews and coordinates the work of the staff, interprets agency programs, participates in community planning to meet welfare needs, and performs other work as assigned.

(b) *Characteristic duties and responsibilities.* With considerable latitude for program planning, may do any of the duties of a social work supervisor I, and, in addition:

1. Is responsible for and directs work of agency supervisors.

2. Is chief of social services and/or director of staff development.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university and 2 years of approved graduate work in an accredited school of social

work. Three years of full-time paid employment within the last 7 years in a casework or supervisory capacity in a public or voluntary welfare agency maintaining acceptable standards.

2. Knowledges. a. Extensive knowledge of approved social case work principles and methods in the field of welfare, family inter-relationships, and individual and group behavior.

b. Thorough knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Extensive knowledge of community welfare and health resources and ways in which these resources may be made available to people in need.

e. Familiarity with literature in the field of public welfare and social work.

f. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To direct and supervise the work of others.

b. To stimulate staff growth and development and to give effective casework consultation.

c. To maintain perspective between various demands and to keep balance between the various programs and activities.

d. To communicate ideas effectively.

e. To recognize individual differences in workers and to gauge their learning patterns and potential for independent work.

4. Personal attributes. Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness; initiative; intellectual curiosity; recognition of need for individuals to get satisfaction and recognition from good performance.

5. Physical characteristics. Good physical condition.

(6) CLASS TITLE: SOCIAL WORK SUPERVISOR I. (a) *Definition*. Under general direction of the director, judge, children's board or social work supervisor II supervises and develops assigned social service staff, maintains professional standards of social work practice, reviews and coordinates the work of the staff, interprets agency programs, participates in community planning to meet welfare needs, and performs other work as assigned.

(b) *Characteristic duties and responsibilities*. 1. Plans, organizes and directs the activities of the social service staff for the efficient and effective operation of the program;

2. Guides the professional development and training of the social service staff; is responsible for supervision and evaluates staff performance;

3. Supervises intake and social studies, disposition of requests and inquiries, plans for assistance and casework treatment, review of continuing eligibility and handling of complaints;

4. Reviews selected case records for accuracy and completeness of investigation, validity of decision, soundness of case plan and as a basis for determining staff training needs;

5. Assists the director or judge in developing and implementing policies and procedures to assure effective administration and recommends social work practices and procedures for improving agency services;

6. Assists in interpreting agency programs and services to the community and participates in activities for developing interest in community welfare practices and need.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university and 2 years of approved graduate work in an accredited school of social work. Two years of full-time paid employment within the last 7 years in a casework capacity in a public or voluntary welfare agency maintaining acceptable standards.

2. Knowledges. a. Extensive knowledge of approved social casework principles and methods in the field of welfare, family interrelationships, and individual and group behavior.

b. Thorough knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Extensive knowledge of community welfare and health resources and ways in which these resources may be made available to people in need.

e. Familiarity with literature in the field of public welfare and social work.

f. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To direct and supervise the work of others.

b. To stimulate staff growth and development and to give effective casework consultation.

c. To maintain perspective between different parts of the job and balance between the various programs.

d. To communicate ideas effectively.

e. To read record material diagnostically.

f. To recognize individual differences in workers and to gauge their learning patterns and potential for independent work.

4. Personal attributes. Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness; initiative; intellectual curiosity; leadership qualities.

5. Physical characteristics. Good physical condition.

(7) CLASS TITLE: SOCIAL WORKER V. (a) *Definition.* This is a highly responsible, independent social worker. Employees in this class carry an independent total caseload responsibility for all types of clients including multi-disciplinary and inter-service complexities. Employees in this class speak and act with authority, independently representing the agency in any situation involving their clients, utilizing their own professional judgment and are held individually responsible for their actions. Social work consultation or supervision is not imposed, but is available at the request of the worker.

(b) *Characteristic duties and responsibilities.* 1. Obtains information from clients, members of their families and others to identify social, economic, emotional, health or physical problems and to determine eligibility and the need for case work or other services;

2. Provides casework and counseling services to clients and members of their families to aid them in achieving a more satisfactory adjustment of their specific problems or situation;

3. Provides protective and supportive services for clients who are in situations detrimental to their well-being or that of the community or who are undergoing clinical treatment or hospitalization;

4. Performs in an advisory capacity to other professional staff in specialized areas through participation in conferences and meetings for purposes of diagnosis and plan of treatment;

5. Works in close cooperation with other social agencies, hospitals, clinics, courts, and community resources in planning to meet the needs of clients and assists the clients in utilizing these resources;

6. Interprets the program, policies, and procedures to individuals, groups, and agencies;

7. Prepares case histories, writes letters, makes reports, and keeps records;

8. Performs related work as required.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university and 2 years of approved graduate work in an accredited school of social work. Two years of full-time paid employment within the last 7 years in a casework capacity in a public or voluntary welfare agency maintaining acceptable standards.

2. Knowledges. a. Thorough knowledge of human growth and behavior, and of casework principles and methods.

b. Thorough knowledge of causal factors underlying family breakdown and community disorganization.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Thorough knowledge of welfare and health resources and ways in which these resources should be made available to people in need of them.

e. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To function independently, using knowledge of agency laws and regulations as well as social work knowledge and skills.

b. To make social diagnoses and provide appropriate social case-work treatment.

c. To plan and organize work to achieve most effectively program objectives.

d. To communicate effectively and professionally, both verbally and in writing.

e. To recognize the agency administrative structure, and to accept supervisory and/or consultative help constructively.

f. To work cooperatively and effectively with agency staff, local officials, and with other public or voluntary personnel.

g. To provide skilled social treatment and supervision in accordance with accepted casework principles.

4. Personal attitudes and attributes. Respect for individual differences, capacity to respond to human beings with problems, adaptability, and emotional stability.

5. Physical characteristics. Good physical condition.

(8) CLASS TITLE: SOCIAL WORKER IV. (a) *Definition.* Under supervision, utilizing environmental, supportive and insight treatment techniques provides selected clients with social services centering around the personal and emotional problems of individuals and families. Un-

dertakes diagnostic studies to identify the nature, cause, and extent of the client's difficulties; plans and carries out a program of preventive and rehabilitative treatment to enable clients to marshal inner resources and achieve personal, social and economic adjustment; evaluates effect of policy and procedures; participates in agency and community planning.

(b) *Characteristic duties and responsibilities.* With appropriate supervision and considerable latitude for the use of independent professional judgment, may perform any of the duties of a social worker II and/or one or more of the following:

1. Makes diagnostic studies on assigned cases and, when requested, on those assigned to others to identify nature, cause, and extent of client's problems, and to indicate treatment of choice;
2. Plans for and applies intensive social work treatment in helping clients of all ages toward a solution of problems creating dependency, delinquency and mental illness;
3. Furnishes social work services to children and parents in their own homes as a means of strengthening family life; provides social work services to unmarried mothers; and makes investigations regarding adoptions;
4. Works with schools and other agencies to identify children who are in need of special help and jointly plans how these needs can best be met;
5. Participates in planning conferences with other public and voluntary agencies for jointly considering problems for better use of existing resources and for developing needed resources;
6. Interprets to the community the causal factors in family breakdown and behavior problems as they are related to the agency's program and services;
7. Participates in establishing agency policies and procedures to enable professionally recognized social work practices;
8. As assigned, gives supervisory help to social workers I and II.<sup>1</sup>

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited four-year college or university and two years of approved graduate work in an accredited school of social work.

2. Knowledges. a. Thorough knowledge of human growth and behavior, and of casework principles and methods.

b. Thorough knowledge of causal factors underlying family breakdown and community disorganization.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Thorough knowledge of welfare and health resources and ways in which these resources should be made available to people in need of them.

e. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To make social diagnoses and provide appropriate social casework treatment.

b. To plan and organize work to achieve most effectively program objectives.

<sup>1</sup>No supervisory functions will be permitted until the employee has satisfactorily completed a minimum of one year's experience in a social work position.

c. To communicate effectively and professionally both verbally and in writing.

d. To recognize the agency administrative structure, and to accept supervisory and/or consultative help constructively.

e. To work cooperatively and effectively with agency staff, local officials, and with other public or voluntary personnel.

4. Personal attitudes and attributes. Respect for individual differences, capacity to respond to human beings with problems, adaptability, and physical and emotional stability.

5. Physical characteristics. Good physical condition.

(9) CLASS TITLE: SOCIAL WORKER III. (a) *Definition*. This is a supervising social work position. Under general direction supervises social workers who serve at intake or who carry a general caseload; ensures conformity of worker's practice to agency policies. Participates in staff development, in research, and in the development of policy; interprets agency program and policy to the community, and participates in community planning as assigned; reviews cases and work assignments regularly, in cooperation with social work supervisors; cooperates with other agencies in promoting and developing resources; performs related duties.

(b) *Characteristic duties and responsibilities*. 1. Supervises social workers through regular individual conferences and group meetings, helping them to carry out their duties;

2. Reads and studies groups of cases, identifying those needing further attention, special diagnostic study, consultation, or complementary services, and those needing further information or action to comply with agency requirements;

3. Assists social workers to recognize client's problems, to provide services which are set forth in agency policy, and to refer clients to appropriate resources either within or outside the agency;

4. Maintains qualitative and quantitative standards for workers' performance, ensures that work assignments are carried out, evaluates performances, and recommends personnel action;

5. Participates in the staff development and training program of the agency;

6. Participates in reviews of agency programs and administrative conferences;

7. Cooperates with social work supervisors in arranging for and participating in case conferences, and in coordinating activities of social workers;

8. Takes responsibility for reporting to the director on progress and problems; makes recommendations for change in program policy, procedures, and methods of operation;

9. Participates in interpreting program and policy to the community, in developing resources, and in interpreting inter-agency cooperation;

10. Participates in research and in policy formulation and public interpretation;

11. Represents the agency in meetings relating to the agency program.

(c) *Qualification requirements*. 1. Minimum education and experience. Graduation from an accredited 4-year college or university and 3 years experience as a social worker. In addition applicant must have

a certificate issued by the state department of public welfare for completion of 255 hours of in-service training, including 25 hours of supervisory training.

2. Knowledges. a. Basic knowledge of supervisory principles, methods, and functions.

b. Some knowledge of principles and methods of social work and their application to public welfare.

c. Basic knowledge of the philosophy, history and development of social welfare programs.

d. Basic knowledge of the operation of state and local government.

e. Basic knowledge of human behavior. Some knowledge of the dynamics of group and interpersonal relations and social interaction.

f. Basic knowledge of such social problems as family disorganization, discrimination, disability, poverty, unemployment, and aging, and their effect on the individual.

g. Some knowledge of the living conditions, values, and behavior of the ethnic and subcultural groups served by the agency.

h. Basic knowledge of the role of government and public welfare in providing financial assistance and service.

i. Basic knowledge of the content and range of financial assistance, medical assistance, and social services to the aging.

j. Basic knowledge of community agencies and social programs.

k. Some knowledge of research methods and the use of research findings.

3. Abilities. a. Ability to establish and maintain working relationships.

b. Ability to speak and write clearly and effectively.

c. Ability to assume supervisory responsibility and to work within the agency framework.

4. Personal attributes. Respect for individual differences, adaptability, and physical and emotional stability. A readiness for continuing study and growth.

5. Physical characteristics. Good physical condition.

(10) CLASS TITLE: SOCIAL WORKER II. (a) *Definition*. This is the advance agency trained social worker position. Under supervision, provides clients with environmental and supportive social services designed to overcome financial, personal, health, or family problems; makes social studies to determine services needed; gives agency services when appropriate and refers clients for other community services when needed; gives support and encouragement to clients. Services to clients may take the form of protective actions in their behalf and the development of resources within the community to meet specific needs.

(b) *Characteristic duties and responsibilities*. With appropriate supervision and more latitude for individual judgment may perform any of the duties of a social worker I, and/or one or more of the following:

1. Services a caseload involving personal and social behavior problems which require special study, planning and treatment;

2. Provides social services appropriate to the client's problem, gives consultation, makes referral or takes other action;

3. Is responsible for exploratory and diagnostic intake and appropriate worker referral;

4. For disaster preparedness acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

5. Develops satisfactory plans for casework services in cooperation with available local and state welfare and health agencies;

6. Performs other related work as assigned.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university and completion of 12 graduate credits in an accredited school of social work. Each year of full-time employment as a caseworker in a public or voluntary agency may be substituted for 6 of the above-mentioned graduate credits providing the requirements for an in-service training certificate have been met and such certificate issued by the state department of public welfare. This certificate is awarded upon completion of 180 hours of participation in staff development activities, e.g., orientation, workshops and institutes.

2. Knowledges. a. Considerable understanding of human growth and behavior.

b. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Considerable knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Considerable knowledge of welfare and health resources, and ways in which these resources may be made available to people in need of them.

e. Considerable knowledge of approved social work principles, methods and practices.

3. Abilities. a. To provide environmental and supportive social services adequately and skillfully.

b. To plan and organize work to most effectively achieve program objectives.

c. To relate to people in an unprejudiced and understanding manner with concern for their circumstances and feeling.

d. To prepare and maintain necessary records and reports, and to understand and follow oral or written instructions.

e. To work cooperatively and effectively with local officials and with public and voluntary agencies.

4. Personal attitudes and attributes. Acceptance of individual differences in people, recognition of worth and dignity of individuals, sensitivity to human feelings and needs, recognition of society's responsibility for human welfare; pride and satisfaction in being associated with the governmental agency which provides such services; satisfactory appearance and bearing; energy; emotional maturity; reliability; tact; integrity; good judgment; skill in human relationships; initiative; and resourcefulness.

5. Physical characteristics: Good physical condition.

(11) CLASS TITLE: SOCIAL WORKER I. (a) *Definition.* This is the beginning level social work position. Under appropriate supervision in a county agency makes financial investigations and social studies of persons and families in need of financial assistance and/or other social

service, makes recommendations for administrative decision and performs other related work as assigned. With continuing training the worker develops skill in the use of environmental and supportive treatment techniques to help clients cope with their personal, social and economic problems.

(b) *Characteristic duties and responsibilities.* 1. Accepts requests and referrals for public assistance, child welfare, juvenile court services and related welfare services; determines through interviews, home visits, and collateral investigations the eligibility of these individuals and families;

2. Explains the scope of the agency's services and discusses the client's rights and responsibilities in relation to his use of such services;

3. Secures or arranges to secure verifying evidence pertaining to social history and need, such as records of birth, marriage, income, resources, and property;

4. Determines the extent of need through a budget, and submits for approval plans for financial aid, including the initial payment, subsequent changes and discontinuances;

5. Identifies the client's need for preventive, remedial, or rehabilitative services, and the availability of existing services;

6. Plans with the supervisor for individual or group social services appropriate to the client's problems and for consultation, referral or other action;

7. Gives appropriate services to clients and refers to community resources where appropriate;

8. Continues contacts with clients by reviewing their economic and social situations as necessary, and recommends modification of the original plan as indicated;

9. Maintains case records containing pertinent, accurate and current information, prepares correspondence, reports and other records as required;

10. Acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

11. Performs related duties as assigned.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university.

2. Knowledges. a. Some understanding of human growth and behavior. b. Knowledge of current social and economic problems and the way in which these problems affect families and individuals.

3. Abilities. a. To develop skill in human relationships.

b. To acquire and apply within a few months, a good working knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

c. To acquire, within a few months, a good working knowledge of community welfare and health resources, and ways in which these resources may be used by people in need.

d. To plan and organize work to achieve most effectively program objectives.

e. To relate to people in an unprejudiced and understanding manner with concern for their circumstances and feelings.

f. To prepare and maintain necessary records and reports, and to understand and follow oral or written instructions.

4. Personal attitudes and attributes. Acceptance of individual differences in people, recognition of worth and dignity of individuals, sensitivity to human feelings and needs; recognition of society's responsibility for human welfare; pride and satisfaction in being associated with the governmental agency which provides such services; satisfactory appearance and bearing; energy; emotional maturity; reliability; tact; integrity; good judgment.

5. Physical characteristics. Good physical condition.

(12) CLASS TITLE: JUVENILE COURT WORKER. (a) *Definition*. Under close supervision in a juvenile court makes investigations of matters brought to the court's attention, assists in expediting the court process, provides clearances for the court with the referral sources and other related work as assigned by the court.

(b) *Characteristic duties and responsibilities*. 1. Screens referrals to juvenile court to determine through investigation that general jurisdictional factors are present in the referral;

2. Explains the scope of the court's services;

3. Secures verifying evidence pertaining to jurisdictional factors and gathers social history information when so directed;

4. Plans with the supervisor for appropriate action, consultation, or referral;

5. Continues contacts with youth and family as directed by the court;

6. Maintains records containing pertinent, accurate, and current information; prepares correspondence, reports and other records as required.

(c) *Qualification requirements*. 1. Minimum education and experience. Graduation from a 4-year high school and 5 years of experience in working where there is personal adjustment of, or supervisory work with individuals or groups.

2. Knowledges. a. Some knowledge of juvenile problems.

b. Knowledge of the general functioning of law enforcement agencies and the juvenile court.

3. Abilities. a. To acquire a working knowledge of laws, regulations and practices pertaining to the juvenile court.

b. To acquire a knowledge of community health and welfare resources.

c. To plan and organize work effectively.

d. To work with youth and parents in an unprejudiced and understanding manner.

e. To prepare and maintain necessary records and reports and to understand and follow oral or written instructions.

4. Personal attitudes and attributes. Satisfactory appearance and bearing; energy; emotional maturity; reliability; tact; integrity; good judgment; acceptance of individual differences in people; recognition of worth and dignity of individuals; sensitivity to human feelings and needs.

5. Physical characteristics. Good physical condition.

(13) CLASS TITLE: CASE AIDE II. (a) *Definition*. Performs responsible administrative tasks related to eligibility determination and social services for welfare clients. Receives close supervision on new

assignments but assumes independent responsibility for designated procedures.

(b) *Examples of work performed.* With appropriate supervision and more latitude for individual judgment may perform any of the duties of a case aide I, and/or one or more of the following:

1. In contact with applicants and recipients of one of the social security aids determines factual aspects of eligibility and financial need;
2. Reports a need for information or additional search when information is insufficient, inadequate, or incomplete;
3. Observes and defines client's housing conditions, in response to specific requests, and submits reports on observations;
4. Performs independent records check, such as property or insurance;
5. In contact with applicants and recipients of surplus commodities, food stamps or health assistance payments and similar programs determines factual aspects of eligibility and need but does not assume responsibility for approval or certification;
6. Performs related duties as assigned.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school and completion of 2 years of education at an accredited university, college, or junior college. Three years experience as a case aide I or in a position with similar tasks may be substituted for the college education or applicant may have an equivalent combination of training and experience.

2. Required knowledges, skills, and abilities.
  - a. Ability to relate warmly and sensitively to client's needs.
  - b. Knowledge of social and economic conditions in the community.
  - c. Knowledge of the role of social agencies in the community.
  - d. Knowledge of eligibility factors and standards and procedures of need determination for agency administered social security aid programs.
  - e. Some knowledge of gross symptoms of physical disability.
  - f. Ability to work independently and to exercise judgment.
  - g. Ability to gather facts and report them accurately.
  - h. Ability to communicate orally and in written form.
3. Personal attitudes and attributes. Neatness in appearance and work; emotional maturity; objectivity; resourcefulness; initiative; and reliability.
4. Physical characteristics. Good physical condition.

(14) CLASS TITLE: CASE AIDE I. (a) *Definition.* Performs responsible tasks which are related to client needs but which are of a routine nature. Performs administrative and clerical work related to provision of social services and eligibility determination. Works under close supervision.

(b) *Examples of work performed.* 1. Receives inquiries from clients, provides information, and refers problems to the social worker;

2. Secures from pre-determined sources, and verifies for accuracy and completeness, collateral data used by the social worker;

3. Screens telephone calls received by the direct service worker and handles routine client request, e.g., request for medical authorization, authorization for special need items, etc.;

4. Maintains appointment schedule for the social worker, keeping the worker informed of his appointments and cancellations;
5. Enters information and maintains housing, resource and job opportunity files;
6. Enters factual data in case files;
7. Prepares and expedites agency forms (including statistical reports) as directed by the social worker;
8. Maintains the worker's control system for periodic case review; school, medical, and statistical reports; and medical, psychiatric, and dental appointments and re-examinations;
9. Keeps records of his own activities and observations relating to clients for use by the worker;
10. Assist clients in completing required forms and securing necessary documents;
11. In contact with applicants and recipients of surplus commodities, food stamps or health assistance payments and similar programs determines factual aspects of eligibility and need but does not assume responsibility for approval or certification;
12. Performs related duties as assigned.

(c) *Qualifications*. 1. Desirable training and experience. Graduation from high school and one year of clerical experience.

2. Required knowledges, skills, and abilities. a. Ability to relate warmly and sensitively to client's needs.

b. Some knowledge of social conditions in the community.

c. Some knowledge of the role of social agencies in the community.

d. Ability to gather and report facts accurately.

e. Ability to communicate orally and in written form.

3. Personal attitudes and attributes. Aptitude for handling routine details; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(15) CLASS TITLE: HOMEMAKER II. (a) *Definition*. In county welfare departments which have one or more homemakers I and under the general supervision of a social worker or other professional person assumes full or partial responsibility in the provision of homemaker services in more difficult cases and assists in the training and supervision of the other homemakers.

(b) *Characteristic duties and responsibilities*. 1. Assumes any of the duties of a homemaker I but in situations requiring a higher degree of homemaker skill;

2. Assists in orienting and training other homemakers in relation to the knowledges and skills expected of homemakers;

3. Provides the non-social work supervision for the other homemakers;

4. Completes simple records and reports of homemaker activities.

(c) *Desirable qualifications*. 1. Experience. Two years of successful experience as a homemaker I or its equivalent in a public or private agency.

2. Physical health. Good physical health is required for the protection of families and to carry the responsibilities of a job involving hard physical work, travel in all kinds of weather, long hours, and

emotional strain. (Pre-employment and annual physical examinations are required.)

3. Attitude toward people. Ability to get along with people and to grow in understanding of them; respect for others and ability to accept their differences.

a. To work with children, a homemaker should have warmth of personality and should like children, have patience with them, and be sensitive to their feelings. Should be able to be consistently firm and to deal with behavior that may be different from any previously encountered.

b. To work with the aging, a homemaker should have a position philosophy toward the aging and their continued potentials for a satisfying and useful life. Must be able to give help and sympathetic understanding in a way that enables the aging individual to regain and/or sustain the highest possible degree of independent living.

4. Emotional maturity. Satisfying personal relationships and ability to find satisfaction in caring for other people; capacity to assume responsibility and to perform duties competently; confidence in own ability. It is important to be dependable, particularly in being on the job as agreed. For instance, children already upset by a parent's illness or absence will need uninterrupted care. The homemaker needs to be sufficiently secure to withstand criticism by relatives, neighbors, parents and even children. Flexibility is required in adapting to various situations and in acquiring new attitudes and skills.

5. Respect for confidentiality. Should understand the reasons for confidentiality and for refraining from discussing a family's problems except with the social worker or, where indicated, with other professional workers, such as the physician or nurse coming into the home.

6. Intelligence and capacity to learn through in-service training and supervision. The homemaker must be able and willing to learn through job experience supervision, and the training program of the agency.

7. Abilities. a. To understand agency policies and procedures related to the homemaker function.

b. To complete simple reports and records.

c. To work with others; to exercise reasonable judgment in appraising situations, making decisions, planning and directing work.

(16) CLASS TITLE: HOME MAKER I. (a) *Definition.* Under the general supervision of a social worker or other professional person in a county agency assumes full or partial responsibility in homes threatened with disruption of family life, for child or adult care, for household management, and for maintaining normal functioning of the home.

(b) *Characteristic duties and responsibilities.* 1. Assume homemaking duties on day or hourly assignment or as a resident homemaker, including responsibilities for household management, keeping the house in clean and orderly condition and maintaining normal family living;

2. Provides for the physical and emotional care and upbringing of children. This will vary according to the age and development of the child;

3. Helps with the care of the aged, ill or disabled, encouraging self-care and teaching other members of the family to carry out household tasks within their capabilities;
4. Purchases and prepares food for the family, plans future meals, and helps in working out a budget;
5. Performs some routine household tasks such as daily cleaning, bed making, washing up after meals, doing some light laundry, ironing and mending;
6. Assists with personal services such as help with bathing, dressing, shaving, care of hair and nails;
7. Supervises and assists in carrying out recommendations of physician, nurse, social worker, physical therapist, or nutritionist. Teaches and helps in personal adjustment with the goal of making the person and family as self-sufficient as possible;
8. Encourages family members to participate in appropriate recreational and cultural activities suitable to their ages and needs.

(c) *Desirable qualifications.* 1. Experience. Experience in care of children and adults and in home management is essential, including performance of household duties, and the purchase and preparation of food.

2. Physical health. Good physical health is required for the protection of families and to carry the responsibilities of a job involving hard physical work, travel in all kinds of weather, long hours, and emotional strain. (Pre-employment and annual physical examinations are required.)

3. Attitude toward people. Ability to get along with people and to grow in understanding of them; respect for others and ability to accept their differences.

a. To work with children, a homemaker should have warmth of personality and should like children, have patience with them, and be sensitive to their feelings. Should be able to be consistently firm and to deal with behavior that may be different from any previously encountered.

b. To work with the aging, a homemaker should have a position philosophy toward the aging and their continued potentials for a satisfying and useful life. Must be able to give help and sympathetic understanding in a way that enables the aging individual to regain and/or sustain the highest possible degree of independent living.

4. Emotional maturity. Satisfying personal relationships and ability to find satisfaction in caring for other people; capacity to assume responsibility and to perform duties competently; confidence in own ability. It is important to be dependable, particularly in being on the job as agreed. For instance, children already upset by a parent's illness or absence will need uninterrupted care. The homemaker needs to be sufficiently secure to withstand criticism by relatives, neighbors, parents and even children. Flexibility is required in adapting to various situations and in acquiring new attitudes and skills.

5. Respect for confidentiality. Should understand the reasons for confidentiality and for refraining from discussing a family's problems except with the social worker or, where indicated, with other professional workers, such as the physician or nurse coming into the home.

6. Intelligence and capacity to learn through in-service training and supervision. The homemaker must be able and willing to learn

through her job experience supervision, and the training program of the agency.

7. Ability to work within an agency. The homemaker must be able to understand that an employee of a social agency is different from a household worker employed independently by the family. Must be capable of learning to work with the social worker and other professional workers in carrying out a casework plan in which homemaker duties and role are defined.

(17) CLASS TITLE: ADMINISTRATIVE ASSISTANT. (a) Definition. Under the general supervision of the director of a class III or IV agency, judge or children's board, supervises clerical employees, and/or performs specialized clerical functions of considerable difficulty and responsibility calling for thorough familiarity with agency regulations and procedures; and performs other work as assigned.

(b) *Examples of work performed.* 1. Serves as the chief clerical employee or office manager, and in that capacity may supervise a clerical and stenographic staff;

2. Plans and is responsible for the flow of work; assigns and checks work; and instructs the staff in proper office procedures;

3. Works with the agency administrator in preparing budgets of estimated expenditures, county board reports, and prepares correspondence and reports;

4. Is responsible for the record work involved in the purchase and issuance of supplies and equipment necessary for the operation of the agency, and the maintenance of a perpetual inventory record;

5. Is responsible for the clerical work in the handling of property transactions, including verification of property values, filing and disposition of liens, and property management;

6. Is responsible for the agency's fiscal procedures; including the preparation of payrolls and related financial and statistical reports.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from a college or university of recognized standing; or graduation from high school and 5 years of office experience, 2 years of which were at the clerk III level; or an equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Considerable knowledge of the functions, procedures, organization, and laws and regulations governing the administration of the unit involved.

b. Considerable knowledge of modern office practices, procedures and equipment.

c. Working knowledge of the fundamental practices of public administration.

d. Ability to carry out special and general assignments requiring organization of material and development of procedures without direct supervision.

e. Ability to exercise judgment and discretion in the application and interpretation of departmental policies and regulations.

f. Ability to initiate and install administrative procedures and to evaluate their effectiveness.

g. Ability to establish and maintain effective relationships with the public and other employees.

3. Personal attitudes and attributes. Neatness in appearance and

work; emotional maturity; objectivity; resourcefulness; initiative and reliability.

4. Physical characteristics. Good physical condition.

(18) CLASS TITLE: CLERK III. (a) *Definition.* Under general supervision in a county agency supervises clerical employees, and/or performs specialized clerical functions of considerable difficulty and responsibility calling for thorough familiarity with agency regulations and procedures; and performs other work as assigned.

(b) *Examples of work performed.* 1. Serves as the chief clerical employee or office manager in a class I or II agency, and in that capacity may supervise clerical and stenographic staff;

2. Plans and is responsible for the flow of work; assigns and checks work; and instructs the staff in proper office procedures;

3. Works with the agency administrator in preparing budgets of estimated expenditures, county board reports, and prepares correspondence and reports;

4. Is responsible for the record work involved in the purchase and issuance of supplies and equipment necessary for the operation of the agency, and the maintenance of a perpetual inventory record;

5. Is responsible for clerical work in the handling of property transactions, including verification of property values, filing and disposition of liens, and property management;

6. Is responsible for the agency's fiscal procedures; including the preparation of payrolls and related financial and statistical reports;

7. Assumes a major role as medical clerk keeping medical records, preparing medical reports, and when delegated authorizing medical care.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school, preferably with business courses or additional business school training and 3 years of office experience of which one year shall have been at the clerk II level or equivalent; or an equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Thorough knowledge of office practices, and skill in their application.

b. Considerable knowledge of the departmental programs, operations, and policy with respect to general functions performed.

c. Thorough knowledge of commercial arithmetic and business English.

d. Ability to meet the public and to get along well with others.

e. Ability to lay out work for others and to get results from their efforts.

f. Skill in meeting difficult and complex office situations.

3. Personal attitudes and attributes. Neatness in appearance and work; emotional maturity; objectivity; resourcefulness; initiative; and reliability.

4. Physical characteristics. Good physical condition.

(19) CLASS TITLE: CLERK II. (a) *Definition.* Under supervision or subject to review in a county agency performs general clerical work of a varied nature calling for familiarity with agency procedures and the exercise of independent judgment in carrying out assignments; and performs other work as assigned.

(b) *Examples of work performed.* With appropriate supervision and

more responsibility for planning and carrying out varied clerical assignments, may perform any of the duties listed under clerk I and in addition:

1. Serves as clerical unit or section supervisor, assigns work, and reviews and approves completed work;
2. Prepares requisitions, invoices, and receipts; checks bills against approved schedules, vouchers payments, and posts to ledger accounts from source documents;
3. Under supervision, prepares administrative and assistance pay-rolls and related statistical and financial records and reports;
4. Maintains central control files;
5. Handles clerical detail for purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school and one year of office experience or an equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Considerable knowledge of modern office methods and procedures.

b. Considerable knowledge of business English and spelling.

c. Ability to perform somewhat varied and difficult clerical tasks, and to give instructions to other clerical employees performing routine tasks.

d. Ability to make arithmetical computations and to keep a variety of records.

e. Ability to meet the public and to get along well with others.

f. Ability to understand and carry out oral and written instructions.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(20) CLASS TITLE: CLERK I. (a) *Definition.* Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs general clerical work and other work as assigned.

(b) *Examples of work performed.* 1. Acts as receptionist, answers the telephone; handles routine inquiries; checks master index and refers persons to the appropriate staff members;

2. Opens and distributes incoming mail;

3. Sorts and files material; keeps charge-out records;

4. Performs a variety of routine tasks; e.g., posts financial records; checks and verifies payrolls and reports, and records as directed.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school or an equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Ability to make simple computations and tabulations with reasonable speed and accuracy.

b. Aptitude for clerical operations.

c. Ability to understand and carry out oral and written instructions.

d. Ability to meet the public and to get along well with others.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(21) CLASS TITLE: STENOGRAPHER II. (a) *Definition.* Under supervision or subject to review in a county agency performs general stenographic, secretarial or clerical work of a varied nature calling for familiarity with agency procedures and the exercise of independent judgment in carrying out assignments; and performs other work as assigned.

(b) *Examples of work performed.* With appropriate supervision and more responsibility for planning and carrying out varied clerical assignments, may perform any of the duties listed under stenographer I and in addition:

1. Serves as clerical unit or section supervisor, assigns work and reviews and approves completed work;
2. Prepares requisitions, invoices, and receipts; checks bills against approved schedules; vouchers payments and posts to ledger accounts from source documents;
3. Under supervision prepares administrative and assistance payrolls and related statistical and financial records and reports;
4. Maintains central control files;
5. Handles clerical detail for the purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school including or supplemented by a course in stenography and typing and one year of office experience including stenography and typing; or any equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Considerable knowledge of office practices and appliances.

b. Considerable knowledge of commercial arithmetic, business English and spelling.

c. Ability to take notes from dictation and to transcribe the notes on the typewriter.

d. Ability to type neatly and correctly from plain copy.

e. Ability to perform somewhat varied and difficult clerical tasks.

f. Ability to meet the public and get along well with others.

g. Ability to lay out work for others and to get results from their work.

h. Mental alertness, neatness, accuracy, and dependability.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(22) CLASS TITLE: STENOGRAPHER I. (a) *Definition.* Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs stenographic and clerical work and other work as assigned.

(b) *Examples of work performed.* 1. Takes and transcribes dictation such as letters, case history narrative, reports, or office memoranda;

2. Types variety of material, such as payrolls, statistical and financial reports; cuts stencils;

3. Performs a variety of general clerical tasks such as filing; prepares simple statistical and financial reports; opens and distributes mail;

4. Acts as receptionist; answers the telephone; handles routine inquiries and makes appointments.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school including or supplemented by a course in stenography and typing or any equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Working knowledge of business English and spelling.

b. Ability to take ordinary dictation and to transcribe the notes on the typewriter.

c. Ability to type from clean copy.

d. Ability to make clean and correct copies from corrected manuscript, and to set up and type simple tabular statements.

e. Ability to make simple computations and tabulations with reasonable speed and accuracy.

f. Aptitude for clerical operations.

g. Ability to understand and carry out oral and written instructions.

h. Ability to meet the public and get along well with others.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(23) CLASS TITLE: TYPIST II. (a) *Definition.* Under supervision or subject to general review in a county agency performs typing and clerical work of a varied nature calling for familiarity with agency procedures and the exercise of independent judgment in carrying out assignments, and performs other work as assigned.

(b) *Examples of work performed.* With appropriate supervision and more responsibility for planning and carrying out varied clerical assignments, may perform any of the duties listed under typist I and in addition:

1. Serves as clerical unit or section supervisor; assigns work; and reviews and approves completed work;

2. Prepares requisitions, invoices, and receipts; checks bills against approved schedules; vouchers payments; and posts to ledger accounts from source documents;

3. Under supervision, prepares administrative and assistance payrolls and related statistical and financial records and reports;

4. Maintains central control files;

5. Handles clerical detail for purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Qualifications.* 1. Desirable training and experience. Such training as may have been gained through graduation from high school

including or supplemented by a course in typing and one year of office experience which included typing or any equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Considerable knowledge of modern office methods and procedures.

b. Knowledge of business English and spelling.

c. Ability to type from clean copy, to type copy correctly from rough manuscript, and to set up and type tabular matter neatly and correctly.

d. Ability to perform somewhat varied and difficult clerical tasks and to give instructions to other clerical employees performing routine tasks.

e. Ability to make arithmetical computations and to keep a variety of records.

f. Ability to meet the public and to get along well with others.

g. Ability to understand and carry out oral and written instructions.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

(24) CLASS TITLE: TYPIST I. (a) *Definition*. Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs typing and clerical work and other work as assigned.

(b) *Examples of work performed*. 1. Types administrative and assistance payrolls, award letters, statistical and financial reports; types letters and reports from rough draft; types reports from dictating machines; cuts stencils;

2. Performs a variety of general clerical tasks such as filing; prepares simple statistical and financial reports; opens and distributes mail;

3. Acts as receptionist; answers the telephone; handles routine inquiries and makes appointments.

(c) *Qualifications*. 1. Desirable training and experience. Such training as may have been gained through graduation from high school including or supplemented by a course in typing or any equivalent combination of training and experience.

2. Required knowledges, skills, and abilities. a. Working knowledge of business English and spelling.

b. Ability to type from clean copy and correct copies from corrected manuscript and to set up and type simple tabular statements.

c. Ability to make simple computations and tabulations with reasonable skill and accuracy.

d. Aptitude for clerical operations.

e. Ability to understand and carry out oral and written instructions.

f. Ability to meet the public and to get along well with others.

3. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

4. Physical characteristics. Good physical condition.

**History:** Cr. Register, October, 1966, No. 130, eff. 1-1-67; am. (10) (c) 1., Register, June, 1967, No. 138, eff. 7-1-67.

ords in the office of the register of deeds for any other purpose is hereby prohibited in accordance with the terms of section 49.53, Wis. Stats.

(d) The use or disclosure of information for war related purposes, which concerns applicants and recipients of aid to dependent children, old age assistance, aid to the blind and aid to the disabled, shall be deemed to permit providing pertinent information in accordance with the following provisions:

1. The provision shall be limited to the duration of the war;

2. Assurance shall be available that the information is being released only to duly authorized representatives of an established governmental authority having specific responsibility for making administrative determinations or recommendations with respect to: (a) the loyalty or fitness of persons who may be utilized in the military or naval forces or in essential war activities, or (b) persons who may be suspected of engaging in activities inimical to the prosecution of the war;

3. Such information as is furnished shall be specifically related to the purposes outlined above. Proper assurance that the use of the information shall be limited to the purpose for which it is made available shall be obtained;

4. Case record material which contains personal information that has no direct bearing on the purpose for which the information is sought shall not be made available but an agency representative may present the pertinent factual information known to the agency and make proper interpretation of the total agency record with specific relation to the question at issue, including consideration as to whether the information available is sufficiently current to be relevant.

(4) RESPONSIBILITY FOR USE OF INFORMATION. In the event that information is supplied from the case records or any other source, the person or agency so informed will be held responsible for the proper use of such information.

(5) SUBPOENAS. Subpoenas *duces tecum* for the production of agency records containing information concerning applicants and recipients of aid to dependent children, aid to the blind, aid to the disabled, or old age assistance shall be obeyed except that objection shall be raised that section 49.53, Wis. Stats., prohibits the production of such case records for any purpose not connected with the administration of such aids, pensions or assistance.

(6) HEARINGS. Hearings under section 49.50 (8), Wis. Stats., shall be public or private in the election of the applicant or recipient.

(7) PUBLIC NOTICE. A printed notice containing the pertinent laws and rules relating to the misuse of the index of old age assistance liens shall be posted in plain view in the offices of the register of deeds.

#### PUBLIC NOTICE

Persons using the index to old age assistance liens or other records relating to old age assistance are hereby notified of the legal restrictions relating to the proper use of such information.

**Federal Social Security Act, Title I, Sec. 2 (a):** A state plan for old age assistance must be effective July 1, 1941, provide safeguards

which restrict the use or disclosure of information concerning applicants and recipients to purposes directly connected with the administration of old age assistance.

**Section 49.53, Wisconsin Statutes:** Limitation on giving information; department rules. The use or disclosure of information concerning applicants and recipients for any purpose not connected with the administration of aid to dependent children, blind aid and old age assistance is prohibited. The department shall in conformity with the federal social security act and rules or regulations made pursuant thereto adopt rules and regulations restricting the use and disclosure of information concerning such applicants and recipients to become effective upon publication in the official state paper, and copies thereof shall be filed with the secretary of state and county clerks. Any person violating this section or any rule or regulation promulgated hereunder shall be punished by a fine of not less than twenty-five dollars nor more than five hundred dollars, or by imprisonment not less than ten days nor more than one year, or by both such fine and imprisonment.

**PW-PA 20.17 (4) Responsibility for use.** In the event that information is supplied from the case records *or any other source*, the person or agency so informed will be held responsible for the proper use of such information.

**PW-PA 20.17 (3) (c) paragraph "c".** The use or disclosure of information secured from old age assistance liens filed in the office of the county register of deeds in connection with a proper search of title is deemed to be for a purpose directly connected with the administration of old age assistance within the meaning of section 49.53, Wis. Stats. The use or disclosure of any information secured in the course of any search of such records in the office of the register of deeds for any other purpose is hereby prohibited in accordance with the terms of section 49.53, Wis. Stats.

STATE DEPARTMENT OF PUBLIC WELFARE  
WILBUR J. SCHMIDT, *Director*

**History:** 1-2-56; am. (7), Public Notice, Register, April, 1967, No. 136, eff. 5-1-67.

**PW-PA 20.18 Fair Hearings.** (1) **LEGAL BASIS.** This rule is adopted pursuant to sections 46.015, 46.03 (8), and 49.50 (2), (8) and (9), Wis. Stats., and to conform with the requirements of Titles I, IV, X, XIV and XIX of the U. S. Social Security Act relating to complaints, hearings, and review of public assistance claims.

(2) **DEFINITIONS.** (a) A *claimant* is defined as a person seeking an opportunity to file an application, a person who has filed an application and is awaiting the agency's decision, a person whose application has been approved, a person receiving assistance or whose assistance payment has been suspended, or a person still considering himself entitled to assistance although he has been denied assistance or his payment has been discontinued.

(b) A *hearing* is defined as an orderly, readily available proceeding before an impartial employee of the state agency, in which a dissatisfied claimant of assistance or his representative may present his

Register, April, 1967, No. 136

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case with the help of witnesses to show why action or inaction in his case should be corrected by the state agency; it is not an adversary proceeding, but rather a continuation of the administrative process in which the claimant invokes the responsibility of the state agency through a quasi-judicial hearing in the particular case.

(c) A *request for a hearing* is defined as any clear expression, oral or written, by letter or on special forms, on the part of the claimant to the effect that he wishes to go beyond the usual procedure for adjusting complaints, and that he wants an opportunity to present his case to an authority other than the one with which he would routinely deal; the specific wording of such a request is immaterial.

(d) The *date of the request for a hearing* is defined as the date on which the request was received in either the county or state agency office.

(3) PURPOSES. The major purposes of hearings in public assistance administration are: (a) To provide an opportunity for a dissatisfied claimant to assert his claim to public assistance and secure, in an administrative proceeding, equity of treatment in his case in relation to the assistance law and program.

(b) To enable the county and state agencies and claimants, jointly, to ascertain the factual basis on which, through proper application of the assistance law and agency policy, a just decision may be reached.

(c) To contribute to uniformity in the application of the assistance law and policy by assuring that every claimant is fully informed of his rights, that hearings on any grievance are readily available, and that instances of inequitable treatment are speedily remedied by prompt execution of hearing decisions.

(d) To safeguard claimants from mistaken, negligent, unreasonable or arbitrary action. The hearing process is not a substitute for proper and efficient administration and is not designed to produce any result that could not have been produced through regular administrative processes.

(e) To reveal aspects of agency policy that are inequitable or constitute a misconstruction of law; to submit policy to test and argument, and to place in the hands of policy-making officials evidence indicating the need for modification of policies, and the nature of the needed modification.

(4) REQUIREMENTS. (a) Every claimant shall at the time of his application be informed in writing of his right to a fair hearing if his application is not acted upon with reasonable promptness, or if he is not satisfied with the action taken, and the method by which he may obtain a hearing.

(b) Every claimant may obtain a hearing before the division of public assistance in relation to an application not acted upon with reasonable promptness or if he is dissatisfied with the action taken.

(c) Every claimant requesting review of his case has free choice as to whether such review should be handled through informal complaint and adjustment procedures, or through a hearing before the state agency; once he has chosen the latter, it shall not be delayed or cancelled without his consent because of a review by the county agency.

(5) **REQUEST FOR HEARING.** A complaint may be initiated orally or by letter, and if not adjusted to the satisfaction of the claimant he shall be furnished petition forms. Petitions for hearing shall usually be on the simple form supplied by the state agency, but no written petition shall be rejected for lack of formality. No petition shall be dismissed without hearing unless the petitioner shall remove from the jurisdiction, die, withdraw his petition in writing, or abandon the proceedings. The proceedings may be considered abandoned if neither the claimant nor his representative appears at the time and place set for hearing, and if, within a reasonable time after the mailing of an inquiry as to whether he wishes any further action taken on his request for a hearing, no reply is received by either county or state agency.

(6) **FAIR HEARING.** (a) Hearings shall be held at a time, date and place convenient to the claimant, and adequate preliminary notice shall be given, including information about procedure at the hearing, necessary for his effective preparation for the hearing.

(b) The hearing shall be conducted by an examiner, duly appointed and qualified under the state civil service laws, who has not taken any part in the particular action under consideration.

(c) The claimant shall have the opportunity to examine all documents and records used at the hearing; have the option to present his case, or be represented; have the opportunity to bring witnesses, to establish all pertinent facts and circumstances, to advance any arguments without undue interference, and to question or refute any testimony or evidence.

(d) The claimant may question interpretation of the law, and the reasonableness and equity of policies practiced under the law, if he is aggrieved by their application to his situation.

(e) The hearing is subject to the requirements of due process, but is an informal administrative procedure.

(7) **DECISIONS.** (a) The verbatim transcript of testimony and exhibits, together with all papers and requests filed in the proceeding, constitute the exclusive record for decision and are available to the claimant at any reasonable time.

(b) The decision on the hearing shall be in writing in the name of the division of public assistance by its director.

(c) The decision shall set forth the issue or issues, citation of law or precedents, the reasoning that led to the decision, the principal and relevant facts elicited at the hearing, and the action taken. These factors should be grouped under appropriate headings such as preliminary recitals, findings of fact, conclusions of law, and order. A certified copy of the decision shall be mailed to the claimant (and his attorney, if any), the county clerk, and the county officer charged with the administration of the aid or assistance involved.

(d) If the decision is mandatory upon the county treasurer, a certified copy of the decision shall be mailed to him, and it shall be the duty of the state agency to ascertain from subsequent payrolls and otherwise that there has been compliance with the order.

(8) **ALLOCATION OF RESPONSIBILITY.** The functions relating to fair hearings are allocated to the director of the division of public assistance who shall render all final decisions upon hearings conducted by

examiners duly appointed pursuant to state civil service laws and directly responsible to him; provided that if emergency needs so require the said division director or any other employee duly designated by him may serve as examiner. Such decisions shall be binding upon the state and county agencies involved and shall be enforced by appropriate legal and fiscal sanctions.

**History:** 1-2-56; am. (1), Register, April, 1967, No. 136, eff. 5-1-67.

**PW-PA 20.19 Relief claims proceedings.** (1) **PRACTICE.** Proceedings under this rule shall be considered administrative in character. The rules of practice at hearings will conform generally to the rules of practice before courts of equity. The aim is to secure the facts in as direct and simple a manner as possible.

(2) **PLEADINGS.** (a) Complaints and answers need not be verified.

(b) The proceedings shall be deemed to be at issue when an answer or demurrer is filed or when the time for answering or otherwise pleading to the complaint has expired.

(c) The answers to the complaints shall specifically and particularly set forth in writing a statement of the reasons upon which defendant relies to defeat the proceeding. For this purpose, evidentiary facts may be pleaded. A general denial shall be deemed to be no pleading. Failure to deny an allegation of the complaint shall be deemed to be an admission thereof.

(d) Amendment may be made to any pleading upon application and cause shown. The department may, on its own motion, modify or change its order and findings at any time within 20 days from the date thereof, if it shall discover a mistake therein.

(e) Except upon order of a court, proceedings in which an order has been rendered shall be reopened for reception of further evidence or for further consideration only upon written consent of all parties to the proceedings or in accordance with section 270.50, Wis. Stats. Motions under section 270.50, Wis. Stats., shall not be received after 20 days of the date of the order.

(3) **PROOF OF CLAIM.** (a) The dates when and the amount of relief claimed to have been given to the recipient may be established prima facie by affidavit of the relief official who ordered the relief given or by affidavit of the clerk of the county or municipality which paid for and granted the relief. Such affidavit shall show the expenditures by months, listing separately for each month the total monthly expenditures for food, clothing, fuel, utilities, housing, medicine, medical and surgical treatment, hospital care, hospitalization, nursing, transportation, water, household equipment, other commodities or services, cash, or funeral expenses.

(b) If relief is given only intermittently, the particular dates of the intermittent relief grants shall be stated. In order to show the date of the first and last grant of aid in a continuous series where relief is given continuously over several months, the charge for the month shall run from the date of the first order to the end of the month and the charge for the last month in the series shall run from the first of the last month to the date of the last order in that month.

(c) The opposing party shall have the right to call adversely as a witness the person who made such affidavit or any other person who would otherwise have knowledge of the facts therein stated.