

**Supervision**  
**New Local Health Officer Orientation**  
**July 25, 2018**

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Public Health Officer/Manager

  
**Public Health**  
Division of Health Services  
**Outagamie County**  
Health and Human Services

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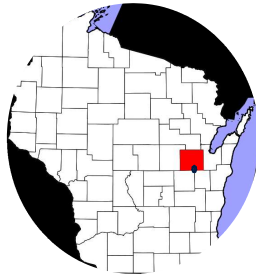
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**Outagamie County**

- ▶ 640 square miles
- ▶ Sixth largest county
- ▶ Features strong agricultural, manufacturing and service sectors.
- ▶ City of Appleton Health Department
- ▶ 117,910 residents in rest of county
- ▶ 20 towns, 10 villages, and 3 cities
- ▶ 36 member board of supervisors
- ▶ Health and Human Services Model



  
Public Health

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**Outagamie Public Health Division**

- ▶ Community Health
  - Public Health Officer, 1 FTE
  - Preparedness Planner, 1 FTE
  - Community Health Educators, 2 FTE
- ▶ Environmental Health
  - EH Supervisor: 1 FTE
  - EH Sanitarians: 4 staff, 3.6 FTE
- ▶ Public Health Nursing
  - PHN Supervisor: 1 FTE
  - PHN's: 8 staff, 7 FTE
- ▶ WIC
  - WIC Supervisor: 1 FTE
  - Nutrition Educators: 4 staff, 3.5 FTE
  - Health Aides: 3 FTE (Hmong, Spanish, & English)
- ▶ Support Staff (HHS Centralized Supervision)
  - 3 staff, 2.5 FTE

  
Public Health

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### Personal and Supervisory Strengths

- Communication
  - clear direction and expectations\*
  - listen more\*
  - inclusive
  - transparent
- Flexible management style\*
- Multi-task vs. do less with more philosophy
- Role model
- Trusting relationships
- Consistency



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### Challenges and Change in Public Health

- Biggest advancement
  
- Biggest struggle
  
- Most significant change



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### Do we need more, less, or different staff?

- Data that supports decision
- Financial considerations
- Staff input
- Other options
- Shared resources



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## Professional Development

- ▶ Accreditation Workforce Development Plan
- ▶ Funding required trainings
  - Preparedness
  - MCH
  - WIC
  - Food & Drug Administration Program Standards
- ▶ Agency requirements
- ▶ Budget limitations




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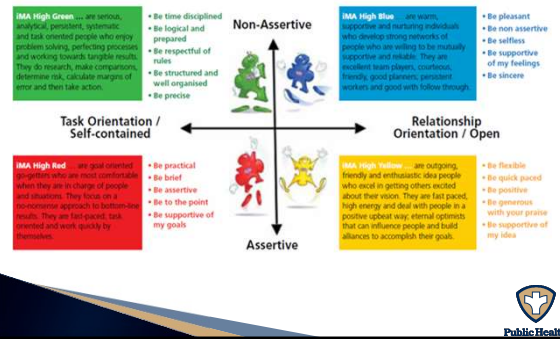
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## Colors




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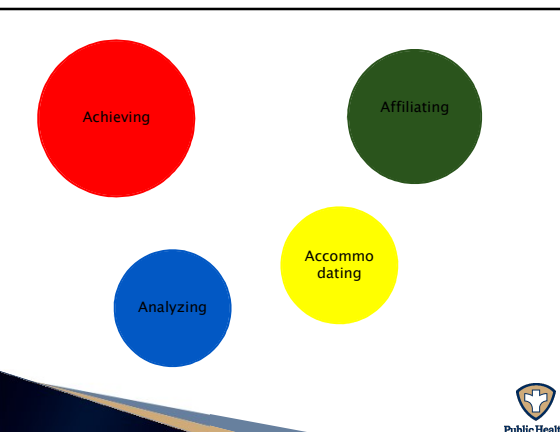
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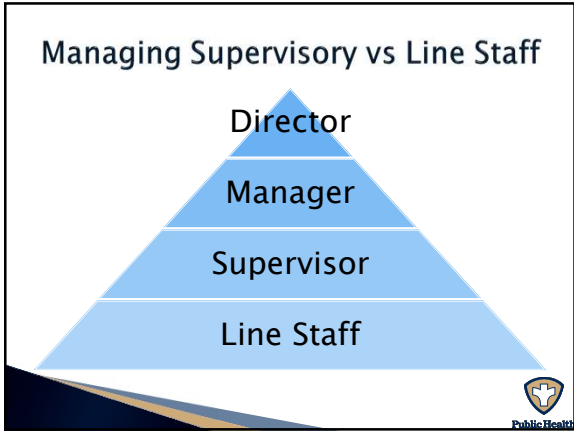
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### Performance Evaluations

- ▶ Agency Policy
- ▶ More than once a year
- ▶ Never a surprise
- ▶ Honest
- ▶ Employee is involved in process actively
- ▶ Utilize standards for evaluation
- ▶ Stay Interviews
- ▶ Continued education on the process
- ▶ Use your resources

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### Evaluation Cautions

- ▶ Comparing staff in similar roles
- ▶ Documentation to support evaluation
- ▶ Giving favorable evaluations in all areas when issues are present
- ▶ Confusing evaluations and discipline

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### Beyond Evaluations.....

- ▶ Generational and individual differences
- ▶ Public recognition of success
- ▶ Staff morale
- ▶ Having fun at work
- ▶ Role model
- ▶ Consistent implementation of the "rules"
- ▶ Employees share more than we know
- ▶ Timely feedback (Good and Bad)
- ▶ Friend
- ▶ **Documentation**



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### Where's the Instruction Manual?

- Termination of long time, loved employee
- Staff person has surgery and does not want co-workers to know
- Budget passed with FTE reduction
- Position tied to grant funding that ends
- Verbal employee is being disciplined
- Staff of varied age, interest, and work ethic
- We succeed in achieving a goal
- Change from individual to population focus



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## Questions

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