

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: April 17, 2025

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Shakita LaGrant-McClain, Director, Department of Health and Human Services

Subject: A report from the Director, Department of Health and Human Services, requesting the creation of 5.0 FTE positions to support the Aging and Disability Resource Center (ADRC)

File Type: Action Report

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**REQUEST**

A report from the Director, Department of Health and Human Services, requesting approval to create 2.0 FTE Advanced Options Counselor ADRC Professional in pay grade 27, 1.0 FTE ADRC Professional in pay grade 16Z4, 1.0 FTE ADRC Professional Bilingual in pay grade 16Z4, and 1.0 FTE Elder Benefit Specialist Bilingual in paygrade 16Z4.

**POLICY**

The maximum number of positions and/or the maximum number of employee hours in a given classification are approved as part of the annual adopted budget. Changes to the authorized number of positions outside of the budget process require approval by the Milwaukee County Board of Supervisors.

Milwaukee County Ordinances:		17.28
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**BACKGROUND**

The State of Wisconsin's 2023-2025 Budget included expansion funding for Aging and Disability Resource Centers (ADRCs) in the State of Wisconsin. As a result, Milwaukee County was awarded \$1,599,065 in ongoing State funding for CY2024 with the ability to draw an additional \$1.3 million in federal match based on spending and time reporting.

Utilizing the majority of this funding, an additional 26 FTE positions for the ADRC were created in May of 2024 under File 24-426. The positions were created to support the youth-to-adult transition, options counseling, veteran's benefits, and outreach. Despite these additional positions, the ADRC continues to experience significant increases in community need as demonstrated by call volume, referrals, expedited cases, and insufficient bilingual capacity.

- In 2024, the ADRC received 68,477 calls – an increase of 10,000 calls compared to the prior year.
- There has been a steady increase in Options Counseling referrals. In 2024, the ADRC received 11,678 Options Counseling referrals which is a 10% increase over the prior year.
- In addition, there has been a sharp increase in the number of expedited and complex cases. The two Advanced Options Counselor positions will be part of a newly-formed specialized team to handle expedited cases.
- During the 2024 ADRC Governing Board listening sessions, one of the major themes to surface was the need to expand bilingual capacity and increase access to ADRC services.

The State Department of Health Services (DHS) expects that the ADRC will address this growing demand by increasing its capacity and effectively utilizing its contracted funding. Currently, the ADRC projects underspending its 2025 state contract by about \$900,000. As a result, the current contract is adequate to fund the addition of 5.0 FTE in new positions, with no additional tax levy support anticipated.

The new positions and funding would be included in the DHHS 2026 Budget Request.

**Positions requested:**

FTE	Title	Pay Range	Annual Salary Range
2.0	Advanced Options Counselor	\$31.43-\$37.50	\$65,374.40 - \$78,000.00
1.0	ADRC Professional	\$23.03-\$31.61	\$47,902.40 - \$65,748.80
1.0	ADRC Professional Bilingual	\$23.03-\$31.61	\$47,902.40 - \$65,748.80
1.0	Elder Benefits Specialist Bilingual	\$23.03-\$31.61	\$47,902.40 - \$65,748.80

**ALIGNMENT TO STRATEGIC PLAN**

The request to create these new positions in DHHS aligns with the county’s strategic plan to ensure that we can continue in determining what, where, and how we deliver services to advance health equity.

**FISCAL EFFECT**

Funding is provided through State of Wisconsin ADRC contract and related federal match. No additional county tax levy is required. A fiscal note is attached.

**TERMS**

The requested positions created would be effective upon approval by the Milwaukee County Board of Supervisors.

**VIRTUAL MEETING INVITES**

[Rebecca.schmitt@milwaukeecountywi.gov](mailto:Rebecca.schmitt@milwaukeecountywi.gov)

[Tina.anderson@milwaukeecountywi.gov](mailto:Tina.anderson@milwaukeecountywi.gov)

[Shakita.LaGrant@milwaukeecountywi.gov](mailto:Shakita.LaGrant@milwaukeecountywi.gov)

**PREPARED BY:**

Rebecca Schmitt, ADRC Director, DHHS Aging and Disabilities Services (ADS)

**APPROVED BY:**

*Shakita LaGrant-McClain*

Shakita LaGrant-McClain, Director, Department of Health & Human Services

**ATTACHMENTS:**

None

cc: County Executive David Crowley  
Sup. Patti Logsdon, Chair, Personnel Committee  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors  
Steve Cady, Research Director, Comptroller's Office  
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk  
Madeline Fruehe, Senior Budget & Management Analyst, DAS