

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 21, 2023

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 1.0 FTE ADRC Supervisor Information and Assistance (I&A) in Aging and Disabilities Services

File Type: Action Report

REQUEST

A report from the Director, Department of Health and Human Services, requesting approval to create 1.0 FTE ADRC Supervisor Information and Assistance (I&A) in paygrade 31M.

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 ADRC Supervisor Information and Assistance (I&A) position is being requested for Aging and Disabilities Services within DHHS. Specifically, the ADRC Supervisor I&A will manage all aspects of the Aging and Disability Resource Center (ADRC) Information and Assistance Call Center, ensuring that staff have capacity to effectively respond to approximately 5,000 calls per month from customers of the ADRC. Tasks include collaborating with community partners, supervising/evaluating professional staff, compiling/analyzing statistics to improve team performance, and overseeing resource database maintenance. Information and Assistance services are statutorily required of ADRCs.

Position requested:

Title	Pay Range	Annual Salary Range
ADRC Supervisor Information & Assistance	\$33.62-\$40.03	\$69,930-\$83,262

ALIGNMENT TO STRATEGIC PLAN

The request to create a new position in the 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

A fiscal note is attached.

TERMS

The requested position create would be effective upon approval by the Milwaukee County Board of Supervisors.

VIRTUAL MEETING INVITES

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PREPARED BY:

Marietta Luster, Administrator, 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. Willie Johnson, Jr., 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
Lottie Maxwell-Mitchell, Senior Budget & Management Analyst, DAS