

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: December 28, 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 (DHHS), requesting the creation of 3.0 FTE Human Service Worker, 1.0 FTE Advanced Professional and a paid intern in the Adult Protective Services (APS) Program

File Type: Action Report

REQUEST

DHHS is seeking approval to create 3.0 FTE Human Service Worker, 1.0 FTE Advanced Professional and one paid intern in the Aging and Disabilities Services - APS Program.

Recommended Title	Human Service Worker
High Org. - Department	800 – Department of Health and Human Services (DHHS)
Low Org. - Division	8324 – Adult Protective Services
Number of Positions	3
Pay Grade	16Z4
Min (Annual)	\$47,096
Max (Annual)	\$64,692

Recommended Title	Advanced Professional - APS
High Org. - Department	800 – Department of Health and Human Services (DHHS)
Low Org. - Division	8324 – Adult Protective Services
Number of Positions	1
Pay Grade	27
Min (Annual)	\$64,301
Max (Annual)	\$76,726

Recommended Title	Paid Intern - APS
High Org. - Department	800 – Department of Health and Human Services (DHHS)
Low Org. - Division	8324 – Adult Protective Services
Number of Positions	1
Pay Grade	01IM
Min (Annual)	\$15/hr up to 900 hours
Max (Annual)	\$13,500

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

DHHS contracts with the State of Wisconsin to operate the Adult Protective Services (APS) Program which helps older adults and adults at risk who have been abused, neglected, or financially exploited. The additional positions are needed due to an increase in case referrals and the heightened complexity of each case. The new positions will also support community outreach efforts and further strengthen DHHS's No Wrong Door collaborations.

Specifically, the Advanced Professional will support case investigations as well as partnerships, the internal "warm handoff" process, and manage more urgent cases. And the three Human Service Workers will primarily support case investigations. Currently, team members are responsible for an average 40 to 60 cases. Ideally, caseloads should not exceed 20 cases. The paid intern will support data entry and evaluation, outreach, and assist with extracting data from our risk assessments. This analysis is critical to measuring the impact of the program as well as connecting customers to internal resources as a support to investigations.

ALIGNMENT TO STRATEGIC PLAN

The request for this position action aligns with the county's strategic plan to ensure that we can continue determining what, where, and how we deliver services to advance health equity. To that end, appropriate staffing is needed to support the functions associated with this critical program.

FISCAL EFFECT

The cost of the positions is offset by additional grant revenue included in the State County Social Services contract. A fiscal note is attached.

TERMS

The requested position creates would be effective as of pay period 4, beginning February 4, 2024.

VIRTUAL MEETING INVITES

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PREPARED BY:

Cleopatra Castaneda, Director of Adult Protective Services, DHHS ADS

APPROVED BY:

Shakita LaGrant-McClain

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

ATTACHMENTS:

None

cc: David Crowley, County Executive
Mary Jo Meyers, Chief of Staff, Milwaukee County Executive's Office
Margo Franklin, Chief Human Resources Officer, Department of Human Resources
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk
Shakita LaGrant, Director, Department of Health and Human Services
Lisa Ruiz Garcia, HR Manager, Department of Human Resources