

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: May 12, 2016

TO: Theodore Lipscomb, Sr., Chairman, and Milwaukee County Board of Supervisors
Kerry Mitchell, Director, Department of Human Resources

FROM: Héctor Colón, Director, and Department of Health & Human Services
Prepared by: Geri Lyday, Administrator, Disabilities Services Division

SUBJECT: **From the Director, Department of Health and Human Services, requesting authorization to create one Human Service Worker (HSW)-Bilingual Spanish full-time equivalent (FTE) position in the Disabilities Services Division**

Issue

The Director, Department of Health and Human Services (DHHS), is requesting authorization to create one Full-Time Equivalent (FTE) position of Human Service Worker-Bilingual Spanish in the Disabilities Services Division (DSD). The position would support DSD's Disability Resource Center (DRC).

Background

The newly-created position would be responsible for providing information and referral for customers in the DRC. The DRC is part of a statewide Aging and Disability Resource Center system and calls must be answered in a timely and professional manner by staff who are knowledgeable about community resource options and long-term care services for persons with disabilities.

This person will respond to all calls on the Nortel Phone Line from customers who speak Spanish. There is an initial prompt on the Nortel phone line asking DRC customers if they want to continue the call in English or Spanish. This staff person will also serve Spanish speaking customers who "walk-in" to the Marcia P. Coggs Center for assistance with a disability-related issue. DSD is serving an increasing number of bilingual customers and increasing the number of staff will ensure improved overall service delivery and timeliness. Since 2013, Spanish-speaking callers to the DRC phone line have increased by 18 percent.

Recommendation

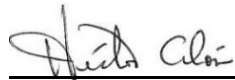
To assist DSD in improving the service delivery system for the Disability Resource Center, DHHS recommends the County Board authorize the Director, Department of Health and Human Services, or his designee, to create the following position:

Position Description	Pay Range	FTE	2016 Fiscal Impact	Annual Impact
Create				
Human Service Worker Bilingual Spanish	16C	1.00	\$15,779 (salary & SS) \$ \$8,276 (health & pension)	\$56,856
Total		1.00	\$24,055	\$56,856

Fiscal Impact

There is no tax levy impact associated with approval of this request. The HSW-Bilingual Spanish position being requested for the DRC would be funded by Medical Assistance match revenue of 48 percent as well as anticipated underspending in salaries due to vacancies. The fiscal impact assumes placement at the first step as of August 1, 2016.

Respectfully Submitted:



Héctor Colón, Director
Department of Health & Human Services

cc: County Executive Chris Abele
Raisa Koltun, County Executive's Office
Kelly Bablitch, County Board
Teig Whaley-Smith, Director, DAS
Steve Kreklow, Director, Office of Performance, Strategy & Budget
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