

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: January 20, 2022

TO: Marcelia Nicholson, Chairwoman, County Board of Supervisors

FROM: Joseph Lamers, Director, Office of Strategy, Budget and Performance

SUBJECT: Request to create 1.0 FTE ADRC Professional – Information and Assistance (I&A) in Aging and Disabilities Services within the Department of Health and Human Services.

Request

The Department of Health and Human Services (DHHS) is requesting to create 1.0 FTE ADRC Professional – Information and Assistance (I&A) position in Aging and Disabilities Services in pay period 8.

Background

Aging and Disabilities Services is requesting 1.0 additional ADRC Professional – I/A position to address wait times that have nearly tripled in 2021 over 2020 for calls made to the Aging and Disability Resource Center (ADRC). Contributing to increased wait time is an increase in call volume from 55,000 calls in 2020 to 58,257 calls in 2021. Additional requirements from the state have also resulted in longer calls.

According to DHHS, the ADRC Information and Assistance unit is a No Wrong Door system meaning that for whatever reason customers may contact the ADRC, they connect the customer with resources to meet their specific needs. The ADRC is person-centered and provides equitable services by offering the level of assistance that is needed for each individual. This may range from providing a list of resources to helping customers complete applications to receive services. Providing services in this manner will help the county to achieve its goal of becoming the healthiest county in Wisconsin.

The 1.0 new position of ADRC Professional – I/A will be funded entirely by increased state revenue and therefore will not have any impact on the tax levy.

Fiscal Impact

The annual salary for the 1.0 FTE ADRC Professional – I/A position will be funded from increased state revenues.

Action	Title	No. of Positions	Current Pay Grade
Create	ADRC Professional – I/A	1.0 FTE	16Z4 (\$43,311-59,495 annually)

Recommendation

The Office of Strategy, Budget and Performance recommends that 1.0 FTE ADRC Professional – I/A position be created in the Aging and Disabilities Services of DHHS.

JOSEPH LAMERS

Joseph Lamers, Director
Office of Strategy, Budget and Performance