

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: January 19, 2022

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

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

Subject: From the Director, Department of Health and Human Services, requesting the creation of 1.0 FTE ADRC Professional – 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 Professional – Information and Assistance (I&A) at 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
------------------------------	--	-------

**BACKGROUND**

ADRC Professionals in the Information and Assistance (I&A) unit are responsible for answering incoming calls to the Aging and Disability Resource Center (ADRC). I&As work to explore callers' needs and provide information on services and referrals to resources to get their needs met. Callers' needs vary from transportation to financial assistance to assisted living and everything in between.

The ADRC received 55,000 calls in 2020 and 58,257 calls in 2021. We currently have just 12 people in the I&A unit answering those calls. Additional requirements from the State have also resulted in longer calls and consequently, longer wait times for callers in queue. The average wait time in 2020 was 2 minutes 38 seconds. In 2021, the average wait time was 6 minutes 38 seconds. To respond to increased demand and continue to provide the best customer experience, we are requesting to add 1 FTE to this unit.

The ADRC I&A unit is a No Wrong Door system meaning that for whatever reason customers may contact us, we connect them with resources to meet their specific needs. We are person-centered and provide 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 us achieve our goal of becoming the healthiest county in Wisconsin.

This position was not included in the 2022 Adopted Budget because the ADRC was notified by the State of additional revenue after the budget was adopted.

**Position requested:**

<b>Title</b>	<b>Pay Range</b>	<b>Annual Salary Range</b>
ADRC Professional – I&A	\$21.25-\$29.18	\$44,193 - \$60,699

**ALIGNMENT TO STRATEGIC PLAN**

The request to create a new position in the ADRC 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. To that end, consistent staffing is critical to ensuring quality customer service and responsiveness.

**FISCAL EFFECT**

The total annual cost for this position ranges between \$47,574 and \$65,342 (including salary and social security) and is 100 percent offset by additional revenue contained in the 2022 ADRC contract with the State Department of Health Services.

**TERMS**

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

**VIRTUAL MEETING INVITES**

- [Shakita.LaGrant@milwaukeecountywi.gov](mailto:Shakita.LaGrant@milwaukeecountywi.gov)
- [Marietta.Luster@milwaukeecountywi.gov](mailto:Marietta.Luster@milwaukeecountywi.gov)
- [Rachel.kaehnyfrank@milwaukeecountywi.gov](mailto:Rachel.kaehnyfrank@milwaukeecountywi.gov)

**PREPARED BY:**

Rachel Kaehny-Frank, ADRC Director

**APPROVED BY:**

*Shakita LaGrant-McClain*

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

**ATTACHMENTS:**

None

cc: County Executive David Crowley  
Sup. Eddie Cullen, 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 and Policy Director – Comptroller's Office  
Shanin Brown, Committee Coordinator, Office of the County Clerk  
Pam Matthews, Budget Analyst – DAS  
Lottie Maxwell-Mitchell, Research & Policy Analyst, Comptroller's Office