

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, by recommending adoption of the following:

**A RESOLUTION**

WHEREAS, the Information and Assistance Unit, Aging and Disability Resource Center (ADRC), 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; and

WHEREAS, call volume has increased from 55,000 calls in 2020, to 58,257 calls in 2021; and

WHEREAS, additional requirements from the State of Wisconsin (the State) have resulted in longer calls; and

WHEREAS, wait times for calls to the ADRC have nearly tripled in 2021 over 2020; and

WHEREAS, the position will respond to increased demand allowing the ADRC call line to continue to provide the best customer experience; and

WHEREAS, additional State revenue will fully fund the cost of the new position; and

WHEREAS, there will be no tax levy impact for these positions; and

WHEREAS, the Committee on Finance, at its meeting of March 17, 2022, recommended adoption of File No. 22-319 (vote 7-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby authorizes and approves the creation of one, Full-Time Equivalent (FTE) Aging and Disability Resource Center (ADRC) Professional – Information Assistance (I/A) position to be filled beginning in Pay Period 8:

Action	Title	Number of Positions	Current Pay Grade
Create	ADRC Professional – I/A	1.0 FTE	16Z4 (\$43,311-59,495 annually)