

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: June 8, 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 creation of 1.0 FTE of Quality Assurance Coordinator and 1.0 FTE of Contract Services Coordinator

File Type: Action Report

REQUEST

A report from the Director, Department of Health and Human Services (DHHS), requesting approval to create 1.0 FTE Quality Assurance Coordinator at pay grade 29M and 1.0 FTE of Contract Services Coordinator at paygrade 27.

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 requests the creation of the position of Contract Services Coordinator to ensure the continuity of support and services funded by awards under the American Rescue Plan Act (ARPA) State and Local Fiscal Recovery Funds for eligible health and human services programs on behalf of DHHS. The positions are anticipated to be effective starting pay period 19.

Quality Assurance Coordinator:

QA Coordinator Purpose and Function-

This position comes as a result of recently ARPA-funded activities and supports a culture and

practice of reliable planning, monitoring, evaluation, accountability and reporting across DHHS. Given the sizeable allocation of ARPA funds to several areas of DHHS this role would help advance a centralized quality management system by developing and implementing department-wide monitoring and evaluation activities. This role exists to ensure the collection of relevant and appropriate impact data needed to monitor strengths, weaknesses and gaps in existing projects/ programs and services and for reporting to various stakeholders.

Tasks include-

1. Identify and analyze public health service performance indicators and outcomes using innovation scientific methodologies and techniques to make recommendations for processes, procedures and/or policies related to programs, practices and research. Plan and conduct program monitoring and evaluation projects to identify areas of improvements and improve the efficiency and effectiveness of programs and policies.
2. Consult with and provide technical advice and assistance to leadership, staff, and County departments and various other stakeholder groups. Facilitate frequent meetings with internal stakeholder to guide development of continuous quality improvement activities.
3. Embed equity principles into project processes and deliverables. Participate in equity-related activities demonstrated in performance outcomes.

Contract Services Coordinator

Contract Services Coordinator Purpose and Function-

This ARPA-funded position would oversee the coordination, execution and tracking of purchase of service, fee for service, and professional contracts. Additionally they would assist in the development and recommendation of revisions in standard contract language for contracts and fee for service agreements for our department areas and assist in provider network development and capacity building efforts.

Tasks Include-

1. Develop and coordinate the execution of contract amendments/addenda and revisions across the dept. for 1 or more department areas and monitor throughout the term.
2. Facilitate risk management functions including insurance requirements. Monitor Targeted Business Enterprise participation goals and assist contractors in becoming TBE certified, meet living wage, B to G Now and compliance with other county requirements.

3. Compile, analyze and summarize contractor reported data; review and evaluate reports of program accomplishment or other program outcome measurement data; Develop, manage and maintain Department-wide contract, audit and compliance databases and agencies proposal master files.
4. Monitor contractor budgets and fiscal reports; Conduct agency site audits and desk reviews; Assist programs and department areas in internal operational process evaluation, program audits and special ad-hoc investigations.
5. Monitor for compliance with state, federal and county ordinances and resolutions and other administrative regulations.
6. Provide technical assistance to DHHS contractors in application/proposal process, budget development, contract and funder reporting requirements, completion of billing reports, federal/state Allowable Cost guidelines and other funder compliance requirements, respond to question and inquiries from contract agencies; Provide training - info sessions.
7. Development and review of application and RFP/RFI materials; review and make recommendation re. proposal evaluation criteria; coordinate and chair proposal Review Panel process; review and make recommendations on program planning documents.
8. Descriptive: Serve as Contract Admin liaison to DHHS Quality Management to enhance contract monitoring coordination and DHHS grant-analyst staff to aid in federal and state claims reporting of ARPA-funded contracts.

Positions requested:

Title	Pay Range	Annual Salary Range
Quality Assurance Coordinator	\$30.13-\$36.10	\$62,911-\$75,377
Contract Services Coordinator	\$29.01-\$34.62	\$60,573-\$72,287

ALIGNMENT TO STRATEGIC PLAN

The request to create these new positions 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, consistent staffing is needed to support the administrative functions associated with the state and federal grant awards that fund critical services.

FISCAL EFFECT

The total annual cost for these position ranges between \$67,724 to \$81,143 for the Quality Assurance Coordinator and \$65,207 to \$77,817 for the Contract Services Coordinator for a

total of between \$132,931 to \$158,960 (including salary and social security) and is 100 percent offset by administrative revenue attached to ARPA.

TERMS

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

VIRTUAL MEETING INVITES

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PREPARED BY:

David Muhammad, Deputy Director, DHHS

APPROVED BY:

Shakita LaGrant-McClain

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

ATTACHMENTS:

None

cc: County Executive David Crowley
Sup. Willie Johnson, Jr., Chairperson, Personnel Committee
Sup. Liz Sumner, Chairperson, Finance 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 – Office of the Comptroller
Shanin Brown, Committee Coordinator, Office of the County Clerk
Pam Matthews, Budget Analyst – DAS
Lottie Maxwell-Mitchell, Research & Policy Analyst, Office of the Comptroller