

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: June 9, 2022

To: Marcelia Nicholson, Chairwoman, County Board of Supervisors

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

Subject: Department of Health and Human Services requests to create 1.0 FTE Quality Assurance Coordinator, Pay Grade 29M and 1.0 FTE Contract Service Coordinator, Pay Grade 27 in the Department of Health and Human Services.

File Type: Action Report

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**REQUEST**

The Director of the Department of Health and Human Services (DHHS) is requesting authorization to create 1.0 (FTE) position of Quality Assurance Coordinator, Pay Grade 29M and create 1.0 (FTE) position of Contract Service Coordinator, Pay Grade 27.

**POLICY**

Milwaukee County Code of General Ordinances:	MCGO 17.28
Specific Adopted Budget:	2022 Adopted Budget

**BACKGROUND**

The DHHS has received several allocations under the American Rescue Plan Act (ARPA) State and Local Fiscal Recovery Funds for eligible health and human services programs. The Credible Messengers and Trauma Response programs (File 22-418), and the Milwaukee Market Match program (22-597) included funding for additional personnel to support these programs.

The Quality Assurance Coordinator (QAC) will support a culture and practice of reliable planning, monitoring, evaluation, accountability and reporting across DHHS. The QAC will also 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.

The Contract Services Coordinator will oversee the coordination, execution and tracking of purchase of service, fee for service, and professional contracts; assist in the development and recommendation of revisions in standard contract language for

contracts and fee for service agreements; and assist in provider network development and capacity building efforts. The position also be responsible for serving 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.

### **ALIGNMENT TO STRATEGIC PLAN**

Describe how the item aligns to the objectives in the [strategic plan](#):

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
- 3A: Invest “upstream” to address root causes of health disparities
- 3B: Enhance the County’s fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

Not applicable in this situation. Please refer to department memo for how this position aligns with the strategic plan.

### **FISCAL EFFECT**

There is no direct cost impact in 2022 to create 1.0 FTE position of Quality Assurance Coordinator and create 1.0 FTE position of Contract Service Coordinator position as additional expenditures are offset by ARPA revenue (File #22-418 & 22-597).

### **POSITION INFORMATION**

<u>Action</u>	<u>Title</u>	<u>Pay Range</u>	<u>Annual Salary Range</u>
Create	Quality Assurance Coordinator	29M	\$62,911 - \$75,377
Create	Contract Service Coordinator	27	\$60,573 - \$72,287

### **PREPARED BY:**

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*JOSEPH LAMERS*

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