



JOE PARISI  
DANE COUNTY EXECUTIVE

## **Dane County Department of Human Services Division of Adult Community Services**

---

Interim Director – Astra Iheukumere

1202 Northport Drive, Madison, Wisconsin 53704  
(608) 242-6200 FAX (608) 242-6531

### MEMORANDUM

DATE: August 12, 2022

TO: Chair and Members of the Personnel and Finance Committee

FROM: Astra Iheukumere, Interim Director

RE: Information & Assistance Specialist - Vacant for More Than Six Months, Position # 2872

County Ordinance 29.52(15) requires the Personnel and Finance Committee and the County Executive to approve filling positions that are vacant longer than six (6) months. An Information and Assistance Specialist, Position # 2872 in the Department of Human Services, has not been filled for longer than six (6) months. This position is authorized in the 2022 budget. This position has been vacant since November 8, 2021 when the person in this position passed away. The position was not initially filled as the ADRC was working remotely during the public health emergency and some of the functions of the ADRC were adjusted due to the public health emergency.

#### **What is the nature of the work or what is the essential function of the position?**

The Information & Assistance Specialist is the first contact for people seeking resources related to aging or living with a disability. This position takes calls, walk-ins and has email contact with older adults, people with disabilities, caregivers, families and other professionals to provide information on community resources and services. This position also assesses and enrolls Dane County residents into publically funded Long Term Care.

#### **How has this function been fulfilled without his position?**

Due to the pandemic and public health emergency some of the duties of Information and Assistance Specialists at the Aging & Disability Resource Center (ADRC) duties changed. A waiver was granted to the ADRC for enrollments to occur with verbal signatures and the qualifying functional screens could be completed virtually. There was also a halt on disenrollment from Long Term Care programs. As the public health emergency ends, the exceptions to the job duties will change/end and revert back to higher pre-pandemic levels, creating an increased workload necessitating the support previously provided by this position.

**What will be the impact on the Department's function and mission if the position remains vacant?**

If the position remains vacant the workload for the other Information and Assistance Specialists at the ADRC will increase beyond their capacity. It may also mean a wait for consumers to receive services in a timely manner as workers will have to prioritize their workload.