



Legislation Text

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191450

ORIGINAL

ALD. COGGS, LEWIS, STAMPER AND KOVAC

Resolution directing the Commissioner of Health to work with the Director of the Department of Employee Relations to provide trauma-informed care training to all City employees routinely assigned to call center-type duties.

This resolution directs the Commissioner of Health to work with the Director of the Department of Employee Relations to provide trauma-informed care training to all City employees routinely assigned to call center-type duties.

Whereas, The 2020 Budget was adopted by Common Council File Number 190001 on November 26, 2019; and

Whereas, Amendment 28A placed a footnote in the Budget stating “The Health Commissioner will coordinate with the Director of Employee Relations to provide Trauma-informed care training to all City employees routinely assigned to call center-type work”; and

Whereas, City employees routinely assigned to call center-type work interact with a large number of residents, many of whom are likely to have a history of trauma; and

Whereas, Trauma-informed care is a human-services approach that recognizes that many people are likely to have had a history of trauma, which impacts those individuals in their ability to access services; and

Whereas, Residents seeking the City’s services are entitled to be treated with dignity and respect; and

Whereas, Trauma-informed care recognizes that people often have many different types of trauma in their lives and that people who have been traumatized need support and understanding from those around them; and

Whereas, Understanding the impact of trauma can lead to an increase in compassionate and supportive interactions, which allow the person seeking assistance to have a more satisfactory experience and outcome with those who are offering services; and

Whereas, The Health Department is trained in the practice of trauma-informed care; and

Whereas, The Department of Employee Relations conducts employee training; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that the Health Commissioner is directed to work with the Director of the Department of Employee Relations to provide trauma-informed care training to all City employees routinely assigned to call center-type duties; and, be it

Further Resolved, That the Health Commissioner and Director of the Department of Employee Relations shall report the progress of the training to the Common Council within 120 days of the adoption of this resolution.

LRB175646
Tea B. Norfolk
12/6/2019