

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: 11/14/2025

To: Marcelia Nicholson, Chair, Milwaukee County Board of Supervisors

From: Chantell Jewell, Superintendent, Milwaukee County Community Reintegration Center (CRC)

Subject: The Superintendent of the Community Reintegration Center (CRC) respectfully requests approval to enter into a five-year Professional Service Agreement with the First Responders Psychological Services, LLC (First Responders). Under this agreement, the First Responders will deliver comprehensive mental health services for the CRC Correctional Staff. The purpose of this program is to support and improve staff mental wellness, resilience, and overall mental fitness. The initial contract term will run from January 1, 2026, through December 31, 2030, contingent upon mutual agreement and satisfactory performance.

File Type: Action Report

POLICY

Milwaukee County Code of General Ordinances:	MCCO 56.30
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BACKGROUND

On August 1, 2025, Milwaukee County Request for Proposals (RFP) #2025-014: CRC Correctional Staff Mental Health Services – Reissue.

On August 4, 2025, First Responders Psychological Services, LLC submitted a Proposal (the “Proposal”) which included the cost proposal in accordance with the requirements of the RFP and following a comprehensive and competitive evaluation process, the proposal submitted by First Responders Psychological Services was determined to fully satisfy all requirements and evaluation criteria set forth in the RFP.

On October 17, 2025, the evaluation panel formally recommended awarding the new contract to First Responders Psychological Services, LLC, based on their experience, strong alignment with the criteria and requirements outlined in the RFP, and their overall value to the County.

First Responders Psychological Services, LLC has agreed to the terms of a new Professional Service Contract beginning January 1, 2026, through December 31, 2030, contingent upon mutual agreement and satisfactory performance.

DETAILS OF THE NEW CONTRACT

The 2026 Professional Service Agreement engages First Responders Psychological Services, LLC to deliver comprehensive mental health services for Community Reintegration Center (CRC) correctional staff. Under this contract, First Responders will actively partner with CRC to strengthen staff mental wellness, resilience, and overall mental fitness. The provider will design services that address the specific needs of correctional employees and promote a positive organizational culture that values mental health, reduces stigma around seeking care, and enhances staff effectiveness in serving residents and the community. Through education, support, and direct mental health services, First Responders will work to improve staff well-being, lessen stress-related impacts, and cultivate a healthy, empathetic, and supportive workplace. The Agreement takes effect January 1, 2026, and remains in force until December 31, 2030.

RECOMMENDATION

The Superintendent of the Community Reintegration Center respectfully requests the authority to enter into a contract with the First Responders Psychological Services, LLC beginning on January 1, 2026, through December 31, 2030, contingent upon mutual agreement and satisfactory performance.

FISCAL EFFECT

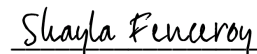
A fiscal note form is attached.

VIRTUAL MEETING INVITES

Chantell Jewell, Superintendent, Community Reintegration Center
Brenda Smith, Contract Administrator, Community Reintegration Center

PREPARED BY:

Veronica McClain, Interim Public Safety Fiscal Administrator (CRC)



Shayla Fenceroy, Assistant Superintendent, Community Reintegration Center
C/o Chantell Jewell, Superintendent, Milwaukee County Community Reintegration Center

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk