

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: January 4, 2016

TO: Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors

FROM: Héctor Colón, Director, Department of Health and Human Services
Prepared by: Dennis Buesing, Administrator, DHHS Contract Services

SUBJECT: **Report from the Director, Department of Health and Human Services, requesting authorization to amend and increase a 2016 professional services contract for the Management Services Division**

Issue

Pursuant to Section 56.30 of the Milwaukee County Code of General Ordinances, the Director of the Department of Health and Human Services (DHHS), is requesting authorization to amend and increase an existing 2016 professional services contract for Management Consulting Services. The proposed amendment is to a contract entered into for the period of January 1, 2016 through January 31, 2016 in the amount of \$11,666 with Kane Communications Group.

Background

DHHS' 2016 budget includes funding for Consulting and Workforce Engagement services to maximize the Department's ability to reach and serve residents. These efforts will help DHHS build public and stakeholder understanding about DHHS programs, services, and resources and increase engagement with DHHS initiatives.

In 2015, DHHS embarked on a strategic planning process to improve operations, strengthen the workplace environment, enhance employee recruitment and retention, and increase workforce engagement and communications. This contract supports continuation of work initiated in 2015 and therefore an RFP was not issued.

Discussion

In order to implement workforce engagement areas of the strategic plan recommendations effectively and develop operational efficiencies to support programming, it was determined that DHHS needed to secure a professional consulting firm with experience and expertise in the areas of workforce engagement, program development and management consulting. Building targeted programs, a sustainable infrastructure and measurable processes with milestones is crucial to the Department's ability to achieve its workforce engagement goals, develop talent and deliver high quality services to the residents we work with.

The need for these services is due to a number of factors including the need to recruit and retain talented employees in an increasingly competitive environment, enhance the skills of employees, improve customer service and the reach of DHHS programs. Professional services include survey development and analysis, strategic program development, streamlined technology and information-sharing, metrics tracking, monitoring and reporting to aid department staff in the management of the programs as well as measures and reports that help evaluate the effectiveness and efficiency of activities.

This professional services contract is necessary to develop this function and a sustainable, ongoing infrastructure. Upon completion and implementation, the contractor will assist DHHS in the transition and training of staff. Approval of this contract recommendation will allow the Department to enhance operations, engage and grow employees and more efficiently deliver services.

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, DHHS, or his designee, to amend the existing professional services agreement with Kane Communications Group, by increasing it in the amount of \$128,334 and extending it for the period of January 1, 2016 through December 31, 2016 for a revised total contract amount of \$140,000.

Fiscal Effect

There is no budgetary impact associated with this request, as funding for this contract is included in the 2016 Budget. A fiscal note form is attached.



Héctor Colón, Director
Department of Health and Human Services

cc: County Executive Chris Abele
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