

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: November 12, 2021

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

From: Shakita LaGrant-McClain, Director, Department of Health and Human Services

Subject: Report from the Director, Department of Health and Human Services, requesting authorization to enter into a 2022 purchase of service contract for community services with IMPACT, Inc.

File Type: Action Report

REQUEST

The Director of the Department of Health and Human Services (DHHS) is requesting authorization to enter into a 2022 purchase of service (POS) contract with IMPACT, Inc. in the amount of \$480,000 for the 2-1-1 Community Information Line for the period of January 1 through December 31, 2022.

POLICY

Under Milwaukee County Ordinance 59.52(31), departments must obtain authorization from the County Board in order to execute contracts in excess of \$300,000.

Milwaukee County Code of General Ordinances:	59.52(31)
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BACKGROUND

DHHS traditionally has sought to maintain a social service delivery system comprised of both County provided and purchased services. Partnerships with community vendors have helped DHHS make use of available community resources and expertise in carrying out its mission.

For 2022, the Housing Division is recommending a purchase of service contract with IMPACT, Inc. for its 2-1-1 community information services. The recommended vendor has been performing the relevant service for Milwaukee County for several years and has met or exceeded contract specifications.

IMPACT's 2-1-1 community information service is a centralized access point that offers free,

confidential assessments and referrals for people in need during times of personal crisis or community disaster 24 hours per day, 365 days per year. This contract provides Internet, text, and telephonic contact as well as referral information to all Milwaukee County residents (including services to the hearing-impaired community via a TDD and to non-English speaking either directly, or by use of a telephone translation service). This is done by offering access to a comprehensive database containing over 5,500 community programs for residents seeking social services in Milwaukee County. These round-the-clock services help ensure that no one in our community is without shelter, food, or heat.

Additional responsibilities have also been added to IMPACT's scope as the Energy Program shifts to the "No Wrong Door" enhanced customer service model. Full implementation of this concept across DHHS means that internal coordination would occur between divisions at the "front door" through a DHHS intake and enrollment team, system navigators, and peer supports. To support this additional work effort, DHHS increased IMPACT's funding to augment its staffing in 2020 which provides support for one full-time equivalent position. This increase is continued in the 2022 contract.

IMPACT also operates Milwaukee County's Coordinated Entry System which assists in the effort to connect individuals and families to appropriate homeless services. This reflects an allocation of \$50,000 which is included in the \$480,000 total contract.

ALIGNMENT TO STRATEGIC PLAN

This action item aligns with strategic plan objectives 2A (Determine what, where, and how we deliver services to advance health equity and 3A (Invest "upstream to address root causes of health disparities).

FISCAL EFFECT

There is no fiscal effect as this contract is included in the 2022 Budget.

TERMS

The term of this contract is January 1, 2022 through December 31, 2022.

VIRTUAL MEETING INVITES

James Mathy, Housing Administrator
Emily Kinney, Director of System Change, IMPACT (ekenney@impactinc.org)

PREPARED BY:

James Mathy, Housing Administrator, Department of Health and Human Services

APPROVED BY:

Shakita LaGrant-McClain

Shakita LaGrant-McClain, Director, Department of Health and Human Services

ATTACHMENTS:

N/A

cc: County Executive David Crowley
Sup. Jason Haas, Chair, Finance Committee
Sup. Felesia Martin, Chair, Health Equity, Human Needs, Strategic Planning Committee
Mary Jo Meyers, Chief of Staff, County Executive's Office
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Steve Cady, Research and Policy Director – Comptroller's Office
Allyson Smith, Committee Coordinator, Office of the County Clerk
Pam Matthews, Budget Analyst – DAS
Lottie Maxwell-Mitchell, Research & Policy Analyst, Comptroller's Office