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COMMUNITY-RELATIONS  
SOCIAL DEVELOPMENT COMMISSION  
IN MILWAUKEE COUNTY,  
Petitioner,

vs.

Chapter 110 Appeal No. 15-444

MILWAUKEE COUNTY DHHS,  
Respondent.

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**AFFIDAVIT OF DENNIS BUESING**

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STATE OF WISCONSIN }  
                                  } ss.  
MILWAUKEE COUNTY }

DENNIS BUESING, being duly sworn on oath, deposes and states the following:

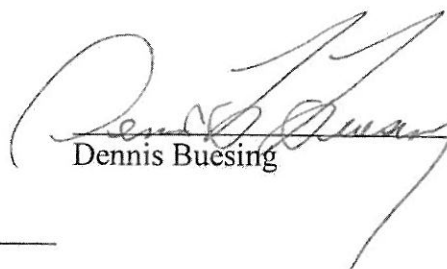
1. I am a Director of Contract Administration for the Milwaukee County Department of Health and Human Services (DHHS).
2. I am familiar with the 2015-2016 energy assistance RFP. This affidavit is offered in support of Respondents' Position Statement in Response to SDC's Request for a Chapter 110 Appeal under the Milwaukee County General Ordinances (MCGO).
3. Milwaukee County DHHS purchases human care services pursuant to MCGO section 46.09. That process requires approval of such contracts by the appropriate Milwaukee County Board committee and the Milwaukee County Board as a whole.
4. Upon the recommendation of the Milwaukee County Audit Division in approximately 2007, DHHS introduced Requests for Proposals (RFPs) to the Energy Assistance contract process to enhance competition and bidder diversity.

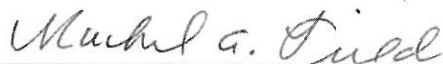
5. Accordingly, DHHS division administrators established RFP uniform scoring criteria, including items to be weighted, for review panel scoring purposes.

6. DHHS had this process evaluated and approved by an independent Certified Public Accountant (CPA).

7. By "issuance" of an RFP, DHHS means posting the RFP to Milwaukee County's web portal. Interested parties are notified of an RFP by an emailed letter sent out on E-notify, so that anyone can sign up to receive notification of RFP posting.

Dated this 26th day of June 2015.

  
Dennis Buesing



Subscribed and sworn before me  
this 26th day of June 2015.  
Rachel Field, Notary Public, State of Wisconsin  
My commission expires: January 29, 2017

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**AFFIDAVIT OF DIANE GALLEGOS ZETTELMEIER**

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STATE OF WISCONSIN }  
  } ss.  
MILWAUKEE COUNTY }

DIANE GALLEGOS ZETTELMEIER, being duly sworn on oath, deposes and states the following:

1. I am a Contract Services Coordinator with the Milwaukee County Department of Health and Human Services (DHHS) Management Services Division (MSD) and the Program Coordinator for the Milwaukee County administration of the Wisconsin Home Energy Assistance Program (WHEAP).
2. Milwaukee County is contractually obligated to administer WHEAP within the guidelines, policies set forth in the current year WHEAP Operations Manual and current year WHEAP Contract with the Department of Administration, Division of Energy Service (DES). Sub-contracting does not remove or diminish Milwaukee County's responsibility for the operation of the program.
3. This affidavit is offered in support of Respondents' Position Statement in Response to SDC's Request for a Chapter 110 Appeal under the Milwaukee County General Ordinances (MCGO).

4. I am familiar with the FFY 2015-2016 Energy Assistance RFP. I have provided the program description and worked with DHHS Management Services Division (MSD) staff to compile and publish all elements of this RFP per MSD department protocols. I have handled communications between the department and the proposers on behalf of the RFP administrator, Dennis Buesing. In addition, while not a reviewer, I have overseen the review panel, assessed all proposer submissions for completeness and compiled the scores of both the pre-calculated elements and reviewers using the forms and procedures adopted by MSD for all DHHS programs and divisions with Purchase of Service contracts.

5. On April 22, 2015 SDC was asked to put its question in writing because it was asked outside of the question submission period and was not of a technical nature on the budget forms. Corporation Counsel and Procurement were contacted for directions. MSD was advised that we were not required to provide a response to questions outside of the Q and A period nor was the question relevant to providing a revised budget.

6. As the Program Coordinator, I addressed technical questions for the RFP. An acceptable technical question relevant to the budget submission would be "Are you aware there is a different unit price for each zone?" to alert us to a potential math error. Technical questions would also include, for example, where to place an item on a form or clarifying a program or service description.

7. When I began in my Program Coordinator position in 2012, the State Department of Energy Services (DES) staff met with me to voice problems and concerns they saw with the business practices of Milwaukee County WHEAP (such as the type and volume of customer complaints to the Help Desk, different practices by the two agencies and problems identifying who to contact in Milwaukee). Milwaukee County comprises approximately 25% of WHEAP

recipients and benefits for the state and therefore, has a significant impact on the funding and quality measures for the state. This initial discussion was the basis for continued collaboration between Milwaukee County and DES.

8. I also sought and received suggestions from the Milwaukee County Energy Assistance Steering Committee, which is a consortium of entities and individuals involved in the program. The committee includes Milwaukee County staff from other departments, community agencies, We Energies, and WHEAP and weatherization sub-contractors. Both Community Advocates and SDC staff participate on the Steering Committee and in the monthly work group I hold. Several of the changes in the RFP come from suggestions made by SDC staff.

9. Although Milwaukee County DHHS is ultimately charged with the responsibility of administering WHEAP, I invited all Milwaukee County departments and community agencies that deal with or refer customers to WHEAP to be stakeholders on the committee to ensure that multiple viewpoints were taken into consideration,

10. The steering committee essentially acts as an advisory committee. Each year, the committee evaluates the Energy Assistance Program, its services and outcomes, and suggest improvements. Each year we have taken on several process improvement projects to be implemented in the next energy year. All changes are submitted as part of the Milwaukee County Outreach, Crisis or Coordination Plan and are approved by the state DES.

11. The new service delivery model, including the provision of services in six (6) zones, concentrated outreach efforts and multiple service options resulted from the Steering Committee's collaborative efforts and recommendations on how best to serve energy constituents. The state DES staff not only participate in the Steering Committee, but were consulted prior to the publishing of the RFP.

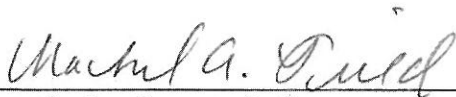
12. The goal of the new service delivery model is to allow customers access to and information about WHEAP in a timely, consistent, professional manner and in a method and location of their choosing.

13. The intent with the new model is to expand access across Milwaukee County (including five (5) major home sites, six (6) satellite sites, and seventy-seven (77) mobile/seasonal sites), do concentrated outreach in under-served areas of the county, and reduce crowds, long waits and early morning lines for services with alternate applications methods (home visits, a mix of appointments and walk-in services, and phone applications).

14. DHHS's implementation of the Steering Committee's recommendations for service delivery centralization and a standardized business model as put forth in the 2015-2016 RFP, as well as revised reporting, accountability, and technology requirements, have been well received by the State, the community, and WE energies.

Dated this 26th day of June 2015.

  
Diane Gallegos Zettelmeier



Subscribed and sworn before me  
this 26th day of June 2015.  
Rachel Field, Notary Public, State of Wisconsin  
My commission expires: January 29, 2017