

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**DATE:** December 2, 2014

**TO:** Marina Dimitrijevic, Chairwoman, 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 enter into a 2015 purchase of service contract for community services with IMPACT, Inc.

**Issue**

The Director of the Department of Health and Human Services (DHHS) is requesting authorization to enter into a 2015 purchase of service (POS) contract in excess of \$300,000 with IMPACT, Inc. for the Management Services Division (MSD).

**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 2015, MSD is recommending a purchase of service contract with IMPACT, Inc. for its 2-1-1 community information line services. The recommended vendor has been performing the relevant service for Milwaukee County, first with the Economic Support Division for multiple years and for the past four years for the Management Services Division, and has met or exceeded contract specifications.

IMPACT's 2-1-1 community information line 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 and telephonic contact and 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.

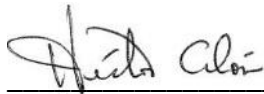
In 2013, IMPACT had over 200,000 contacts (an increase of 11.3% from the previous year) from Milwaukee County families seeking information and assistance on various health and human service needs. DHHS is recommending a \$380,000 contract with IMPACT, Inc., the same as 2014.

### **Recommendation**

It is recommended that the County Board of Supervisors authorize the Director, Department of Health and Human Services, or his designee, to execute a purchase of service contract with IMPACT, Inc. for the 2-1-1 Community Information Line for the time period of January 1 through December 31, 2015 in the amount of \$380,000.

### **Fiscal Impact**

The total recommended DHHS contract amount of \$380,000 reflects \$338,162 in DHHS tax levy and \$41,838 in Wisconsin Home Energy Assistance Program (WHEAP) funding. A fiscal note form is attached.



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Héctor Colón, Director  
Department of Health and Human Services

cc: County Executive Chris Abele  
Raisa Koltun, County Executive's Office  
Kelly Bablitch, County Board  
Don Tyler, Director, DAS  
Josh Fudge, Director, Office of Performance, Strategy & Budget  
Steve Cady, Research Director, Comptroller's Office  
Matt Fortman, Fiscal & Management Analyst, DAS  
Erica Hayden, Research & Policy Analyst – Comptroller's Office