

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**DATE:** November 25, 2013

**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 2014 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 2014 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 2014, MSD is recommending a purchase of service contract with IMPACT, Inc. for its community information line (2-1-1) 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.

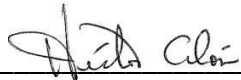
IMPACT 2-1-1 is a centralized access point for people in need during times of personal crisis or community disaster. This contract provides 24-hour contact and referral information by offering access to a comprehensive database containing over 5,500 community programs for residents seeking social services in Milwaukee County. In 2012, IMPACT had over 160,000 contacts, providing assistance to Milwaukee County families seeking information on various health and human service needs. DHHS is recommending a \$480,000 contract with IMPACT, which is the same as 2013.

**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, 2014 in the amount of \$480,000.

**Fiscal Impact**

The total recommended contract amount of \$480,000 reflects \$338,162 in DHHS tax levy, \$41,838 in Wisconsin Home Energy Assistance Program (WHEAP) funding and \$100,000 from AODA funds from the Behavioral Health Division (BHD). 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, Fiscal & Budget Administrator, DAS  
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