

County of Milwaukee

INTEROFFICE COMMUNICATION

DATE: November 22, 2011

TO: Sup. Lee Holloway, Chairman, Milwaukee County Board of Supervisors
Sup. Peggy Romo West, Chair, Committee on Health and Human Needs

FROM: Stephanie Sue Stein, Director, Department on Aging

RE: Request for authorization to execute 2012 program and service contracts

I respectfully request that the attached resolution be scheduled for consideration by the Committee on Health and Human Needs at its meeting on December 7, 2011.

The resolution authorizes the Director, Department on Aging, to execute 2012 service contracts with the vendors and for the amounts and purposes set forth in the resolution. The Department is purchasing a wide variety of human services and supporting several community programs to sustain the independence and well being of Milwaukee County's older adults during 2012.

County Board Resolution File No. 98-197 (a) (a) authorizes Department's to recommend the renewal of an existing contract without a Request for Proposal when based upon (1) satisfactory performance by the vendor and (2) continued funding within the Department's adopted budget. The Department on Aging puts some programs through an open and competitive Request for Proposals (RFP) ever year, some once every two years, and the remainder once every three years. Before recommended for contract renewal, the vendor is required to submit a complete proposal to assure both sides agree on budget, scope of service, staffing, and other factors.

A proposed vendor for 18 of the 27 awards for 2012 were selected by the Milwaukee County Commission on Aging from among qualified service providers who submitted proposals in response to an open and competitive Request for Proposals issued by the Department on Aging. Each proposal submitted was reviewed by Department staff and members of the Commission on Aging's Service Delivery Committee and evaluated in writing. The Service Delivery Committee, at public meetings to which all applicant providers were invited, approved recommendations for 2012 contracts. The full Commission on Aging, at its meeting on November 11, 2011, adopted the Service Delivery Committee recommendations. The Department on Aging includes action by the Commission in the accompanying resolution.

An additional nine contracts are recommended for renewal for 2012 based upon the satisfactory performance of the vendor during 2011 and consistent with funds included in the Department's Adopted Budget for calendar year 2012. Vendors for eight contracts recommended for renewal are eligible for a one-year renewal option authorized by the County Board on December 16, 2010 [File No. 11-34 (a)(a)]. One other vendor for 2012 (Transit Express, Inc.) is in year one of a two year renewal option authorized by the Board on December 16, 2010 under the same resolution.

One of the vendors recommended for a 2012 contract is Indian Council of the Elderly, Inc., to provide Services to Native American Elderly. The Commission on Aging is recommending that the County Board authorize a three month contract with Indian Council for the period January 1, through March 31, 2012. Several systemic problems have developed in the administration of this program and serves as the reason for the Commission's recommendation.

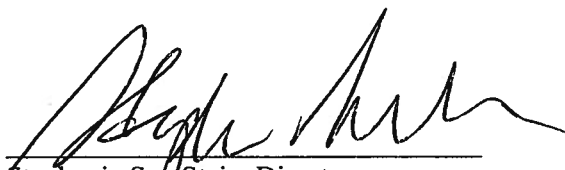
The contract between the Department on Aging and the Indian Council of the Elderly supports a senior center and nutrition site open on Mondays and Fridays. Space for the center is provided by Redeemer Lutheran Church, 631 North 19th Street. When the center is open Indian Council staff prepares congregate meals onsite for center participants. The Indian Council also provides home visits and related services to homebound elders, primarily on days the center is closed.

Indian Council of the Elderly has been struggling to find an effective program administrator for Services to Native American Elderly. Incomplete and inaccurate financial and service reports require revisions that delay reimbursement to the vendor. In addition to staffing and reporting issues, the Department is concerned about food quality, procurement, preparation, and storage at the nutrition site. The Department has developed a corrective action plan and increased monitoring at the center. At this time, the Department is not seeking an off site caterer, but that remains an option should problems continue. Limiting the contract to three months serves as an incentive for the Indian Council to resolve these issues as soon as possible.

Finally, the Department offers two programs budgeted at greater than \$1,000,000 in 2012. The first is the proposed contract totaling \$1,258,867 with Interfaith Older Adult Programs, Inc., to administer Programs in Clinton and Bernice Rose Park, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Seniors Centers. The second is the proposed contract totaling \$1,385,945 with Transit Express, Inc., to provide Specialized Elderly Transportation Services. Interfaith was the only agency to submit a proposal to manage the five county-owned senior centers in 2012. Transit Express is eligible for a contract renewal in 2012 so no open and competitive RFP was issued.

In addition to the 2012 resolution, the attached report summarizes the Commission's process for 2012 contract recommendations. Other than issues relating to Services to Native American Elderly, there are no changes in vendor or contract award amounts between 2011 and 2012.

If you have any questions about the resolution or the report, please call me at 2-6876.



Stephanie Sue Stein, Director
Department on Aging

Attachments

cc: County Executive Chris Abele
Tia Torhorst
Antionette Thomas-Bailey
Jennifer Collins
Jonette Arms
Keith Garland
Mary Proctor Brown

Chet Kuzminski
Nubia Serrano
Jill Knight
Diane Beckley
Beth Monrial Zatarski
Gary Portenier
Pat Rogers