

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**DATE:** November 16, 2018

**TO:** Theodore Lipscomb Sr., Chairman, County Board of Supervisors

**FROM:** Mary Jo Meyers, 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 2019 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 2019 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 2019, MSD 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.

In 2017, IMPACT received over 300,000 phone, text and Internet contacts. For the first half of 2018, it received over 63,000 phone contacts from families and individuals in Milwaukee County and the surrounding communities seeking information and assistance on various health and human service needs. In addition, IMPACT received a similar amount of texts and on-line inquiries for service. Although IMPACT still receives text and Internet requests, IMPACT's new system only tracks phone calls. For this reason, specific data on the number of texts and Internet contacts is no longer available.

IMPACT also operates Milwaukee County's Coordinated Entry system which assists in the effort to connect individuals and families to appropriate homeless services.

DHHS is recommending a \$430,000 contract with IMPACT, Inc., for 2-1-1 service, the same as 2018.

### **Recommendation**

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, Department of Health and Human Services, or her designee, to execute a purchase of service contract with IMPACT, Inc. for the 2-1-1 Community Information Line for the period of January 1 through December 31, 2019 in the amount of \$430,000.

### **Fiscal Impact**

The total recommended DHHS contract amount of \$430,000 reflects \$388,162 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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Mary Jo Meyers, Director  
Department of Health and Human Services

cc: County Executive Chris Abele  
Raisa Koltun, County Executive's Office  
County Supervisor James "Luigi" Schmitt  
County Supervisor Supreme Moore-Omokunde  
Teig Whaley-Smith, Director, DAS  
Joseph Lamers, Director – Office of Performance, Strategy & Budget  
Steve Cady, Research Director, Comptroller's Office  
Lisa Wozny, Fiscal & Management Analyst, DAS  
Lottie Maxwell-Mitchell, Research & Policy Analyst, Comptroller's Office