

COUNTY OF MILWAUKEE  
Inter-office Memorandum

**DATE:** November 18, 2016

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

**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by James Mathy, Administrator, Housing Division*

**SUBJECT:** **Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2017 purchase of service contracts for the programs within the Housing Division**

**Issue**

The Director, Department of Health and Human Services (DHHS), is requesting authorization for DHHS to execute purchase of service contracts in excess of \$300,000 with community agencies for the Housing Division for 2017.

**Background**

Approval of the recommended contract allocations will allow the Housing Division to provide a broad range of emergency shelter and supportive housing services during 2017.

**Discussion**

The Department is requesting approval to purchase services with the agencies listed below for the identified service and contract amounts for the time period of January 1 to December 31, 2017. The information that follows describes, by program area, the various services to be purchased and the 2017 recommended contract amount:

***Emergency Shelter Care***

Seven contracts for emergency shelter care and related services are recommended for continuation. Traditionally, County funding has been provided to support the agency's general emergency shelter operations. Together these contracts assist agencies in providing emergency shelter to over 300 persons every night. This service went through a competitive RFP process in 2016 and no new agencies applied. Contract amounts remain the same as in 2016 and include the following:

- The Cathedral Center, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	The Cathedral Center, Inc.	\$217,997	\$217,997	\$0

The Cathedral Center offers shelter to 65 women and families, as well as comprehensive medical services to assist residents in reaching the goal of independence.

- Community Advocates, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	Community Advocates, Inc.	\$26,777	\$26,777	\$0

Community Advocates meets the basic needs of 24 women and their children for food, shelter and clothing, models and teaches violence-free behaviors and options for managing conflict, encourages healthy bodies and minds and prepares women and children for their return to the community.

- Community Advocates – Family Support Center

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	Community Advocates –	\$79,378	\$79,378	\$0

The Community Advocates Family Support Center Emergency Shelter Program serves 450 homeless individuals and families annually. The Center also serves as an emergency shelter for families who have become homeless for reasons such as a domestic violence crisis, evictions or over-crowding. Community Advocates took over the Family Support Center from the Social Development Commission in 2011.

- Sojourner Family Peace Center

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	Sojourner Family Peace Center	\$96,968	\$96,968	\$0

Funding is used to support operations of the Sojourner Truth House (STH). The mission is to provide shelter, safety, support, education and advocacy to break the cycle of violence. The Peace Center operates a 37-bed shelter with services for battered women and their children, along with a 24-hour Domestic Violence Hotline.

- The Salvation Army

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	The Salvation Army	\$154,080	\$154,080	\$0

The Salvation Army operates a 24-hour emergency shelter for 120 single adults and families with children. All residents receive housing, meals, healthcare and case management services in an effort to end their homelessness and prevent future homelessness. Residents and case management work together to resolve conflicts, secure income, and secure appropriate permanent housing in the community.

- Hope House, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	Hope House, Inc.	\$33,186	\$33,186	\$0

Hope House is an emergency and transitional housing facility providing a safe, temporary refuge for 11 people needing a place to sleep. Hope House has evolved into a complete provider of services for homeless and low-income individuals. In addition to residential services, Hope House provides community outreach to individuals needing healthcare, food distribution, financial assistance and educational opportunities for adults and children.

- Guest House of Milwaukee, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Emergency Shelter Care	Guest House of Milwaukee	\$83,134	\$83,134	\$0

The Guest House provides shelter for 70-80 adult men per evening. It is the largest publicly funded emergency shelter in Milwaukee. Guest House also focuses on education, training, case management and treatment aspects associated with eradicating homelessness.

**Peer Support Program-Supported Apartments**

- Our Space, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Peer Support Program-Supported Apartments	Our Space, Inc.	\$97,154	\$97,154	\$0

This funding reflects the cost of peer specialists at the Supported Apartment Program. This program assists consumers in living independently, offering them the individual supports to promote independence and move them forward in their personal journey of recovery. There are currently 38 individuals in the Supported Apartment Program. These funds provide a peer support presence and involvement with the residents of the apartments. This service went through a competitive RFP process in 2016 and there were no other applicants.

**Supported Apartment Program**

- MCFI DBA Whole Health Clinical Group

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Supported Apartment Program	Whole Health Clinical Group	\$264,345	\$264,345	\$0

Whole Health Clinical Group operates supported apartments at three different locations in the County. Main Street Apartments provides housing for 16 individuals, Oklahoma Apartments has a capacity of 12 individuals and Fardale Apartments serves 38 individuals. These apartments provide the needed support for individuals to live semi-independently. Individuals residing in supported apartments typically have impairment in several areas of daily functioning. The supported apartments are considered transitional so the client and their treatment team will identify criteria that align with discharge goals that are contained in their service plan.

***Permanent Supportive Housing Development Support Services***

- MCFI DBA Whole Health Clinical Group – United House

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Whole Health Clinical Group – United House	\$110,000	\$110,000	\$0

Whole Health Clinical Group is being recommended for funding for the 24-unit supportive housing development known as United House, located at 2500 W. Center St. Cardinal Capital is the developer of United House and manages the property. These funds will allow the provider to provide housing support services on-site. This service went through a competitive RFP process in 2016 and there were no other applicants.

- Our Space, Inc. – Highland Commons

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Our Space, Inc. - Highland Commons	\$140,000	\$140,000	\$0

Our Space provides on-site housing support services at Highland Commons, a 50 unit permanent supportive housing development in West Allis.

- Our Space, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Our Space, Inc.	\$266,529	\$266,529	\$0

Our Space provides on-site housing supportive services at Empowerment Village-National, Empowerment Village-Lincoln, and Farwell Studios. These three permanent supportive housing developments consist of 84 units. Services at Farwell Studios went through a competitive RFP process in 2016 and there were no other applicants.

- Guest House of Milwaukee, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Guest House of Milwaukee	\$49,000	\$49,000	\$0

Guest House, Inc. provides on-site housing support services at Prairie Apartments, a joint supportive housing development with Heartland Housing, which opened in 2009. This housing development consists of 24 units.

- Mercy Housing Lakefront

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Mercy Housing Lakefront	\$117,142	\$117,142	\$0

This contract provides for on-site supportive services for Mercy Housing 103 residents at the Johnston Center Residences and Greenwich Apartments for those who are homeless or at risk of being homeless.

- United Methodist Children's Services (UMCS)

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	UMCS	\$20,000	\$20,000	\$0

UMCS operates 15 units of permanent supportive housing for homeless families. This contract covers housing services at Washington Park Apartments and Grandview Apartments.

- Guest House of Milwaukee

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Guest House of Milwaukee	\$670,000	\$670,000	\$0

Guest House of Milwaukee will operate a 27-unit, intensive housing model for 27 chronic homeless individuals. The goal of this program is to move quickly transition individuals living on the street or in shelters into permanent housing with services. This service went through the RFP process in 2016 and Guest House was the successful applicant.

- Guest House of Milwaukee, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Guest House of Milwaukee	\$400,000	\$400,000	\$0

Guest House, Inc. operates a 40-unit, scattered-site permanent housing model for 40 homeless or at risk of being homeless individuals. This contract covers housing services and rental assistance. This service went through a competitive RFP process in 2016 and there were no other applicants.

- Wisconsin Community Services, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Permanent Supportive Housing Development Support Services	Wisconsin Community Services, Inc.	\$300,000	\$300,000	\$0

Wisconsin Community Services is partnering with Cardinal Capital Management to provide housing support services in the harm reduction housing model created by the Housing Division. This will fund services for individuals who are chronically homeless and due to issues such as

substance abuse, have not been successfully housed at other models. The goal of this development is to decrease the use of expensive public services such as detox, emergency room visits, and police time.

***Shelter Plus Care Supportive Services***

- Community Advocates, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Shelter Plus Care Supportive Services	Community Advocates, Inc.	\$130,913	\$130,913	\$0

- Guest House of Milwaukee, Inc.

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Shelter Plus Care Supportive Services	Guest House of Milwaukee	\$130,913	\$130,913	\$0

Community Advocates and The Guest House provide homeless case management services for individuals enrolled in Milwaukee County’s Shelter Plus Care program. Milwaukee County receives rental assistance from the U.S. Department of Housing and Urban Development (HUD). It is a HUD requirement that Milwaukee County ensures that clients receive permanent case management in Shelter Plus Care.

- Dry Hootch of America

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Shelter Plus Care Supportive Services	Dry Hootch of America	\$100,000	\$100,000	\$0

Dry Hootch provides outreach and homeless case management services for veterans enrolled in Milwaukee County’s Shelter Plus Care program. Milwaukee County receives rental assistance from the U.S. Department of Housing and Urban Development (HUD). It is a HUD requirement that Milwaukee County ensures that clients receive permanent case management in Shelter Plus Care. This contract also covers homeless prevention services. This service went through a competitive RFP process in 2016 and there were no other applicants.



***Employment First***

- Grand Avenue Club

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Employment	Grand Avenue	\$65,000	\$65,000	\$0

The Grand Avenue Club provides “Employment First” services for chronically homeless individuals. The goal of this service is to provide on the job training for homeless individuals that participate in the Housing Division’s Housing First Initiative.

***Coordinated Entry***

- Impact

<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Coordinated Entry	Impact	\$50,000	\$50,000	\$0

Impact operates the Coordinated Entry system for services in Milwaukee County as a part of the 211 system. These funds assist in the effort to connect individuals and families to appropriate homeless services.

***Chronic Homeless Case Management***

The Housing Division has case management contracts that support Milwaukee County’s Plan to End Chronic Homelessness that began in July 2015. These case management contracts provide wraparound case management services for men, women, and families that experience chronic homelessness. In June 2016, the County Board approved an increase of \$152,000 for additional case management services. The allocation for the contracts increases by \$124,400 in 2017 to reflect a full year. The contracts include the following:

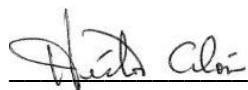
<b>Service</b>	<b>Provider</b>	<b>2016 Allocation</b>	<b>2017 Allocation</b>	<b>2016/2017 Change</b>
Chronic Homeless Case Management	Community Advocates, Inc.	\$145,000	\$170,000	\$25,000
	Cathedral Center	\$67,000	\$81,400	\$14,400
	Pathfinders	\$50,000	\$60,000	\$10,000
	Hope House	\$90,000	\$115,000	\$25,000
	Salvation Army	\$90,000	\$115,000	\$25,000
	Guest House of Milwaukee	\$145,000	\$170,000	\$25,000

**Recommendation**

It is recommended that the County Board of Supervisors authorize the Director, Department of Health and Human Services, or his designee, to enter into purchase of service contracts for 2017 with agencies as described above and enumerated in the resolution accompanying this Board report.

**Fiscal Effect**

The 2017 Budget includes \$4,313,916 in funding to support the 2017 purchase of service contracts for the Housing Division. A fiscal note form is attached.



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Héctor Colón, Director  
Department of Health and Human Services

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