

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: November 12, 2021

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Shakita LaGrant-McClain, Director, Department of Health and Human Services

Subject: Report from Director, Department of Health and Human Services, requesting approval to enter into 2022 purchase of service contracts at a total cost of \$5,020,357 from January 1, 2022 through December 31, 2022 to provide services to Milwaukee County's older adult residents

File Type: Action Report

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**REQUEST**

The Director, Department of Health and Human Services (DHHS) is requesting authorization to enter into 2022 purchase of service contracts to provide services to Milwaukee County's older adult residents.

**POLICY**

Per Wisconsin Statutes, the Director of DHHS is requesting authorization to execute these purchase of service contracts.

Wisconsin State Statutes:	59.52(31)
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**BACKGROUND**

The following purchase of service contracts represent the majority of the efforts administered by DHHS Division on Aging staff and implemented by community partners to provide services. These programs improve the lives of older adult residents in many ways including making delicious, nutritious meals available; maintaining safe and inviting spaces for recreation and enrichment; offering transportation to access services, medical appointments and more; subsidizing access to legal services; and supporting caregivers.

***Nutrition Programs***

Supporting senior nutrition is one of the mandated services under the Older Americans Act (OAA), and meals and nutrition services are the largest allocation of OAA funds. During the COVID pandemic, Goodwill has maintained Meals on Wheels programing which ensures that isolated adults receive daily meals and a wellness check on a daily

basis.

The Dine-Out Program pilot was intended to allow older adults to eat meals in restaurants and was coordinated by VIA dba LBWN, although meals have been served via carry out to accommodate COVID safety protocols. VIA has indicated that they are only interested in continuing supervision of this pilot through June 2022, and a new supervising vendor will be announced in the second quarter of 2022.

Congregate meal dining is hosted by the five county-owned senior centers and an additional 17 community-based sites. Meals served at these locations also provide opportunities for socialization, education, and connection to additional services. The congregate meal sites have maintained carry-out meals for their clients with one site, the United Community Center, returning to serve in-person meals.

In 2020, at the onset of the COVID pandemic, these meal sites managed to quickly change the congregate dining experience into a COVID-safe activity by implementing a take-out and delivery system, while remaining abreast of the changing safety guidelines during the pandemic. Without missing a single day of service, these providers helped coordinate 707,956 meals to 6,903 older adult diners in 2020. In 2021, in light of COVID-19 safety guidelines, the Division on Aging reduced the delivery of congregate meals, and the meal site supervisors were able to refine take-out and meal distribution methods. From January to September 2021, these providers have helped distribute 427,327 meals to 5,168 older adult diners.

Note on the funding variances in the table below:

Congregate meal sites which remained open in 2021 received a \$5,000 per site contract increase to account for higher administrative costs. Funding for these contract increases came from the federal Consolidated Appropriations Act that was passed by Congress in December 2020. These contract amendments were one-time increases which utilized funding that will not be available in 2022. Also, the Greater Galilee reduction is a result of the Commission on Aging recommendation that this organization only continue as a meal site in 2022.

All of the 2022 contract amounts below were reviewed and recommended by the Commission on Aging at its meeting on October 29.

<b>Service</b>	<b>Provider</b>	<b>2021 Contract</b>	<b>2022 Proposed</b>	<b>2021/2022 Variance</b>
American United Transportation (AUT)	Meal deliveries	\$250,000	\$125,000	(\$125,000)
Goodwill of Southeastern WI	Case Management and Delivery of Home-delivered meals	\$1,242,903	\$1,242,903	\$0
Greater Galilee Community Development	Senior Center programing and dining site in 53206	\$101,000	\$90,302	(\$10,698)
Milwaukee Christian Center	Meal site supervision – 13 meal sites	\$305,000	\$250,000	(\$55,000)
Milwaukee Christian Center	Socialization activities and meal program at MCC	\$108,550	\$103,550	(\$5,000)
Muslim Community Health Center	Meal site supervision at MCHC	\$20,000	\$20,000	\$0
Indian Council for the Elderly	Meals and socialization activities	\$89,572	\$84,572	(\$5,000)
Serving Older Adults of SE WI	Meal site supervision at five county-owned senior centers	\$125,000	\$100,000	(\$25,000)
United Community Center	Social Programming and Nutrition Programs at the United Community Center	\$269,189	\$264,189	(\$5,000)
VIA dba LBWN	Dine-Out Meal Site Supervision for Minority Owned Restaurants	\$20,000	\$10,000	(\$10,000)
	<b>Subtotal</b>	<b>\$2,531,214</b>	<b>\$2,290,516</b>	<b>(\$240,698)</b>

### ***Socialization and Outreach***

The Older Americans Act recognizes that isolation and loneliness are serious concerns for older adults, particularly during the COVID-19 pandemic and allocates funding to support socialization and outreach services. During the COVID-19 pandemic, contracted vendors primarily served their clientele by making wellness calls, encouraging

engagement in online events, sending increased mailings, and even mailing kits with arts and craft projects.

All of the 2022 contract amounts below were reviewed and recommended by the Commission on Aging at its October 29 meeting.

<b>Service</b>	<b>Provider</b>	<b>2021 Contract</b>	<b>2022 Proposed</b>	<b>2021/2022 Variance</b>
Milwaukee LGBT Community Center	Outreach and Services to Lesbian, Gay, Bisexual and Transgender Elderly	\$30,000	\$30,000	\$0
Serving Older Adults of SE WI	Programming at five county-owned senior centers	\$892,867	\$892,867	\$0
Vital Voices	Telephone reassurance program	\$22,662	\$22,662	\$0
	<b>Subtotal</b>	<b>\$945,529</b>	<b>\$945,529</b>	<b>\$0</b>

### ***Supportive Services***

In some cases, older adult residents may have a particular service need, but may not be able to access services without additional help. Services including transportation, legal assistance, and Medicare-access assistance are examples of supportive services that are funded by the Older Americans Act and assist older adults with meeting vital needs.

Note on the 2021/2022 variance for meal delivery services: Due to the uncertainties of the COVID-19 pandemic, the DHHS Division on Aging is recommending a six-month contract extension (from January 2022 through June 2022) with AUT to coordinate and provide home-delivered meals to senior dining program participants who are unable to pick up meals at carry-out sites.

All of the 2022 contract amounts below were reviewed and recommended by the Commission on Aging at its October 29 meeting.

<b>Service</b>	<b>Provider</b>	<b>2021 Contract</b>	<b>2022 Proposed</b>	<b>2021/2022 Variance</b>
Legal Action of WI	Legal benefit services for older adults	\$405,077	\$405,088	\$11
Social Development Commission	Medicare Benefits Outreach	\$7,600	\$7,600	\$0
United Community Center	Transportation services	\$129,000	\$129,000	\$0
	<b>Subtotal</b>	<b>\$541,677</b>	<b>\$541,688</b>	<b>\$11</b>

### ***Social services Programming***

In order to maintain the well-being of older adult residents, there are additional social service programs which support more focused needs. These programs provide services that help address functional limitations, support caregivers provide assistance to their family members, ease the end-of-life transition, and mitigate cultural barriers. All of the 2022 contract amounts below were reviewed and recommended by the Commission on Aging at its October 29 meeting.

<b>Service</b>	<b>Provider</b>	<b>2020 Contract</b>	<b>2021 Proposed</b>	<b>2020/2021 Variance</b>
Alzheimer's Association	Family Caregiver Support and Alzheimer's Direct Services	\$815,107	\$815,107	\$0
Alzheimer's Association	Alzheimer's Counseling and Community Support	\$50,000	\$50,000	\$0
Eras Senior Network	Coordination of Neighborhood Services	\$281,232	\$281,232	\$0
Jewish Family Services	Late Life Counseling Services for Older Adults	\$30,000	\$30,000	\$0
Hmong American Friendship Association	Translation and interpretation services for Asian-American older adults	\$36,135	\$36,135	\$0
Life Navigators	In-home casework and intervention services for older adults with developmental disabilities	\$30,150	\$30,150	\$0
	<b>Subtotal</b>	<b>\$1,242,624</b>	<b>\$1,242,624</b>	<b>\$0</b>

### **ALIGNMENT TO STRATEGIC PLAN**

This item is aligned to Milwaukee County's strategic plan with particular emphasis on increasing the number of County contracts awarded to minority and women-owned businesses (1C), investing "upstream" to address root causes of health disparities (3A), and working with agencies that partner with special populations dismantles barriers to diverse and inclusive communities (3C).

### **RECOMMENDATION**

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, Department of Health and Human Services, to execute purchase of service contracts at a total cost of \$5,020,357 from January 1, 2022 through December 31, 2022 to provide services to Milwaukee County's older adult residents.

### **FISCAL EFFECT**

Funding for these programs has been included in the DHHS Division on Aging's 2022 Budget. The majority of these programs are funded by the Older Americans Act. The contract with Serving Older Adults to provide social programming at five county-owned senior centers is the only contract funded through County tax levy, and the legal benefits services are supported with additional funds including SHIP, MIPPA, EBS and OCI. Support for the contract with American United Transportation for meal delivery anticipates the use of Older American Act ARPA funds pending formal award letter from the State.

### **TERMS**

These contracts will be in place from January 1, 2022 to December 31, 2022

### **VIRTUAL MEETING INVITES**

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**APPROVED BY:**

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Shakita LaGrant-McClain, Director, Department of Health & Human Services

**ATTACHMENTS:**

N/A

cc: County Executive David Crowley  
Sup. Felesia Martin, Chair, Health Equity, Human Needs, Strategic Planning Committee  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors  
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