

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: November 7, 2022

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

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

Subject: Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2023 purchase of service contracts at a cost of \$4,523,817 from January 1, 2023 through December 31, 2023 to provide services to Milwaukee County's older adult residents

File Type: Action Report

REQUEST

The Director, Department of Health and Human Services (DHHS) is requesting authorization to enter into 2023 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 majority of the programs overseen by the Area Agency on Aging are funded through Purchase of Service contracts granted to community-based organizations that serve Milwaukee County's older adult population by enabling access to a spectrum of services.

All of these contracts were reviewed and approved by the Service Delivery Committee of the Commission on Aging at its meeting on October 18, 2022; and by the full Commission on Aging on October 28, 2022.

Outreach, Advocacy and Transportation Services

The Older Americans Act directs that 5% of funding under Title IIIB be set aside for legal services for older adults. The State of Wisconsin provides a variety of funding, including

the Elder Benefit Specialist Program and various Medicare outreach funding to supplement legal services and Medicare outreach and advocacy. Milwaukee County also manages the Older Adult Transportation Service (under a Fee for Service contract presented separately) as well as funding for other specialized transportation services to help older adults access medical care, food, senior centers, and other social services.

The Neighborhood Outreach Program contract was bid out through a Request for Proposal (RFP) in 2018 and funded annually through 2022 at \$281,232. In response to changes in service delivery during the pandemic and community input collected during the development of the 2022-2024 Area Aging Plan, the contract was split into two distinct volunteer driven services for the same total value: a Volunteer Driver Program on the table below, and volunteer Household & Outdoor Maintenance Engagement services (chore services) which is listed with the Social Support and Caregiver Support Programming services.

Both of these contracts were bid out through a RFP in October, 2022 and the panels recommended that they be granted to Eras Senior Network with approval by the Milwaukee County Commission on Aging.

Service	Provider	2022 Contract	2023 Proposed	2022/2023 Variance
Eras Senior Network	Volunteer Driver Program	\$281,232	\$180,000	-\$101,232
Legal Action of WI	Legal benefit services for older adults	\$405,088	\$405,292	\$204
Milwaukee LGBT Community Center	Outreach and Services to Lesbian, Gay, Bisexual and Transgender Elderly	\$30,000	\$30,000	\$0
Social Development Commission	Medicare Benefits Outreach	\$7,600	\$7,600	\$0
United Community Center	Transportation services	\$129,000	\$129,000	\$0
	Subtotal	\$852,920	\$751,892	-\$101,028

Nutrition Programs & Senior Center Recreation & Socialization

Older Americans Act nutrition programs include the congregate dining program, the home-delivered meal program, and a range of related services including nutrition screening, assessment, education, and counseling. These programs are meant to 1)

reduce hunger and food insecurity, 2) promote socialization, 3) promote health and well-being, and 4) delay adverse health conditions. The intent is to make community-based nutrition services available to older adults who may be at risk of losing their independence and their ability to remain in the community.

Milwaukee County's Area Agency on Aging contracts with caterers, meal sites, and restaurants to prepare meals specially intended to meet the dietary needs of older adults as well a network of meal sites throughout Milwaukee County to distribute these meals to older adults and connect them to additional services. For home delivered meals, the "Meals on Wheels" vendor conducts a social service assessment and delivers more than one thousand meals each weekday, with a friendly wellness check. During the COVID-19 pandemic, congregate dining was deemed unsafe and so a waiver was granted to allow congregate meal funding to support distribution of meals from congregate sites. As of October 2022, the majority of meal sites are still distributing meals through take-out, but six sites have returned to serving meals in-person as congregate sites.

A new nutrition program introduced during the pandemic was the Dine-Out Program pilot. This pilot is intended to allow older adults to eat meals in restaurants and to support restaurants owned by people of color, bringing a broader ethnic variety to the meals served and broadening the appeal of the senior dining program to older adults who might not otherwise be connected to meals and programming offered by Milwaukee County.

Many of the senior dining sites also provide socialization and recreational programming, including the five Milwaukee County owned senior centers. These centers have reopened to in-person participation and serve as focal points for older adults to learn about and access other social services, reduce isolation, engage in wellness and fitness activities and have a safe place to socialize with their peers. Recommended 2023 Senior nutrition and senior center program vendors and contract amounts are listed in the table below:

Service	Provider	2022 Contract	2023 Proposed	2022/2023 Variance
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	\$90,302	\$90,302	\$0
Indian Council for the Elderly	Meals and socialization activities	\$84,572	\$84,572	\$0
Milwaukee Christian Center	Dine-Out Program Supervision	\$43,000	\$48,000	\$5,000

Milwaukee Christian Center	Meal site supervision – 13 meal sites	\$250,000	\$250,000	\$0
Milwaukee Christian Center	Socialization activities and meal program at MCC	\$103,550	\$103,550	\$0
Muslim Community Health Center	Meal site supervision at MCHC	\$20,000	\$20,000	\$0
Serving Older Adults of SE WI	Programming at five county-owned senior centers	\$892,867	\$892,867	\$0
Serving Older Adults of SE WI	Meal site supervision at five county-owned senior centers	\$100,000	\$100,000	\$0
Super Expedite	Meal Delivery		\$15,000	\$15,000
United Community Center	Social Programming and Nutrition Programs at the United Community Center	\$264,189	\$264,189	\$0
Vital Voices	Telephone reassurance program	\$22,662	\$22,662	\$0
	Subtotal	\$3,114,045	\$3,134,045	\$20,000

Social Support and Caregiver Support Programming

The Older Americans Act authorizes a wide range of supportive services to engage older adults that promote social connectedness and reduce negative health effects associated with social isolation, other services necessary for the general welfare of older adults, and services and supports to assist family caregivers. Milwaukee County's Area Agency on Aging provides these services in alignment with its Area Aging Plan, including programs that help address functional limitations, support caregivers, ease the end-of-life transition, and mitigate cultural barriers.

Management of the Family Caregiver Support and Alzheimer's Caregiver Support Services will transition from the Alzheimer's Association of Wisconsin to the Aging Unit in 2023. The hiring process for a new Caregiver Support Coordinator to join the Aging Unit pursuant to the County Board's approval (File No. 22-757) is currently underway. This prorated funding to the Alzheimer's Association will allow for a smooth experience for the families during this transition.

Service	Provider	2022 Contract	2023 Proposed	2022/2023 Variance
Alzheimer's Association	Family Caregiver Support and Alzheimer's Direct Services	\$815,107	\$380,363	-\$434,744
Alzheimer's Association	Alzheimer's Counseling and Community Support	\$50,000	\$50,000	\$0
Eras Senior Network	HOME (Household & Outdoor Maintenance Engagement)	\$0	\$101,232	\$101,232
Jewish Family Services	Late Life Counseling Services for Older Adults	\$30,000	\$30,000	\$0
Hmong American Friendship Association	Social Services and interpretation services for southeast Asian-American older adults	\$36,135	\$46,135	\$10,000
Life Navigators	In-home casework and intervention services for older adults and their adult children with developmental disabilities	\$30,150	\$30,150	\$0
	Subtotal	\$961,392	\$637,880	-\$323,512

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, investing "upstream" to address root causes of health disparities, and working with agencies that partner with special populations to dismantle barriers to serve diverse and inclusive communities .

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 \$4,523,817 from January 1, 2023 through December 31, 2023 to provide services to Milwaukee County's older adult residents.

FISCAL EFFECT

Funding for these programs has been included in the DHHS 2023 Budget. The majority of funding for these programs comes from the Older Americans Act. The contract with Serving Older Adults for oversight of the Milwaukee County owned senior center and the United Community Center senior center contract include county tax levy and the legal

benefits services are supported with additional funds including State Health Insurance Program, Medicare Improvement and Patient Protection Act, and Wisconsin Elder Benefits Specialist and Office of the Commissioner of Insurance funds.

TERMS

These contracts will be in place from January 1, 2023 to December 31, 2023.

VIRTUAL MEETING INVITES

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APPROVED BY:

Shakita LaGrant-McClain

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

ATTACHMENTS:

N/A

cc: County Executive David Crowley

Sup. Liz Sumner, Chair, Finance Committee
Sup. Shawn Rolland, Chair, Health Equity, Human Needs, and Strategic Planning
Mary Jo Meyers, Chief of Staff, County Executive's Office
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County
Steve Cady, Research Director, Comptroller's Office
Lottie Maxwell-Mitchell, Fiscal & Management Analyst, DAS