

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: February 13, 2015

TO: Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

FROM: Héctor Colón, 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 amend a 2015 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 amend a 2015 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 2015, MSD has entered into a purchase of service contract with IMPACT, Inc. for its 2-1-1 community information line services. The recommended vendor has been performing the relevant service for Milwaukee County, first with the Economic Support Division for multiple years and for the past four years for the Management Services Division, and has met or exceeded contract specifications.

The Department of Health and Human Services would like to amend the 2015 contract by \$50,000 for a total contract of \$430,000 to include training and services related to the “Coordinated Entry for the Homeless” program.

The Coordinated Entry program uses a central contact point (211) to assess the immediate needs of homeless callers to direct them to the most appropriate source of assistance. IMPACT maintains a real time inventory of capacity of shelters and other service providers and will be able to refer callers to agencies with capacity.

IMPACT's 2-1-1 community information line 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 and telephonic contact and 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) by offering access to a comprehensive database containing over 5,500 community programs for residents seeking social services in Milwaukee County. In 2013, IMPACT had over 200,000 contacts (an increase of 11.3% from the previous year), providing assistance to Milwaukee County families seeking information on various health and human service needs. DHHS entered into a purchase of service contract in the amount of \$380,000 with IMPACT Inc. on January 1, 2015. DHHS is recommending a \$50,000 increase for a total contract of \$430,000.

Recommendation

It is recommended that the County Board of Supervisors authorize the Director, Department of Health and Human Services, or his designee, to amend the current purchase of service contract with IMPACT, Inc. for the 2-1-1 Community Information Line for the time period of January 1 through December 31, 2015 in the amount of \$50,000 for a total of \$430,000.

Fiscal Impact

The total recommended DHHS contract amount of \$430,000 reflects \$50,000 in Housing Department funding, \$338,162 in DHHS tax levy and \$41,838 in Wisconsin Home Energy Assistance Program (WHEAP) funding. A fiscal note form is attached.



Héctor Colón, Director
Department of Health and Human Services

cc: County Executive Chris Abele
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