

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: November 18, 2016

TO: Theodore Lipscomb Sr., Chairman, 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 enter into a 2017 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 2017 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 2017, 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, first with the Economic Support Division for multiple years and for the past five years for the Management Services Division, 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 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). This is done by offering access to a comprehensive database containing over 5,500 community programs for residents seeking social services in Milwaukee County.

In 2015, IMPACT had over 141,000 contacts, by phone or Internet, from families and individuals in Milwaukee County and the surrounding communities seeking information and assistance on various health and human service needs. These round the clock services help ensure that no one in our community is without shelter, food or heat.

Impact has also helped Milwaukee County be a national model for responding to widespread community problems such as the Flu on Call® demonstration in January and February 2016, in which two communities in the nation simulated a response to a flu pandemic. Impact has added the ability to text in a request to find the closest food pantry. These and other technological improvements have Impact on pace to processing a record number of requests in 2016.

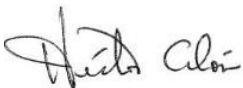
DHHS is recommending a \$430,000 contract with IMPACT, Inc., for 2-1-1 service, the same as 2016.

Recommendation

It is recommended that the County Board of Supervisors authorize the Director, Department of Health and Human Services, or his designee, to execute a 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, 2017 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.



Héctor Colón, Director
Department of Health and Human Services

cc: County Executive Chris Abele
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