

**MILWAUKEE COUNTY**  
**Inter-Office Memorandum**

**DATE:** June 19, 2017

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

**FROM:** Jeanne Dorff, Interim Director, of Department of Health and Human Services  
*Prepared by Geri L. Lyday, Administrator, Disabilities Services Division*

**SUBJECT:** **Report from the Interim Director, Department of Health and Human Services, requesting authorization to retroactively increase the 2017 Disabilities Services Division purchase of service contract with Community Advocates, Inc., in the amount of \$45,560**

**Issue**

The Interim Director, Department of Health and Human Services (DHHS), is requesting authorization to retroactively increase the 2017 contract with Community Advocates, Inc., for the Interim Disabilities Assistance Program (IDAP) in the Disabilities Services Division (DSD).

**Background and Rationale**

In November of 2016, DSD awarded Community Advocates a contract starting January 1 to June 30, 2017 for the administration of the Interim Disabilities Assistance Program (IDAP) in the amount of \$45,560.

The reason for the six-month contract was so the department could analyze whether the program might be more effective if it was administered within DSD as opposed to contracting it out.

The IDAP program provides financial assistance to individuals while their SSI application is pending with the federal Social Security Administration. Individuals receive \$205 per month and Community Advocates assists individuals with this application process.

DSD operates a Disability Benefits Program and individuals applying for SSI may interface with that program as well. In fact, Community Advocates sends individuals to the Disability Benefits Specialists to assist people with their appeal process when the federal Social Security Administration denies them. Almost 85 percent of people applying for SSI are denied on their first request and consequently, need to proceed with an appeal.

The division has not completed its full analysis of this option primarily because the division began administration of the new Go Pass in 2017. The disability benefits staff is critical to that program and has been extremely busy with this new volume of customers and we were not able to do the comprehensive analysis we had hoped.

Therefore, we are recommending extending the contract with Community Advocates through the end of 2017 and considering the option to bring this program within DSD when we have researched it thoroughly.

Community Advocates is doing a good job with responding to IDAP customers but we are always evaluating our process and the flow to achieve maximum efficiency and positive outcomes.

The division may review this again in 2018. However, for the remainder of 2017, the contract with Community Advocates is being recommended for a retroactive extension starting July 1 to December 31, 2017 in the amount of \$45,560 which would increase the total contract to \$91,120. This is the same amount as Community Advocates received in calendar year 2016.

### **Recommendation**

It is recommended that the County Board of Supervisors authorize the Interim Director, DHHS, or her designee, to retroactively increase the 2017 purchase of service contract with Community Advocates, Inc., by \$45,560 from the period of July 1, 2017 to December 31, 2017.

### **Fiscal Effect**

The contract amendment reflects total expenditures of \$45,560 which are included in the DSD 2017 budget. A fiscal note form is attached.



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Jeanne Dorff, Interim Director  
Department of Health and Human Services

### Attachment

cc: County Executive Chris Abele  
Raisa Koltun, County Executive's Office  
Kelly Bablitch, County Board  
County Supervisor Peggy West  
Teig Whaley-Smith, Director, DAS  
Steve Kreklow, Director, Office of Performance, Strategy & Budget  
Steve Cady, Research Director, Comptroller's Office  
Lisa Wozny, Budget Analyst - DAS  
Erica Hayden, Research & Policy Analyst – Comptroller's Office