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From the Director, Department on Aging, requesting authorization to execute Program and Service Contracts with: Legal Action of Wisconsin, Inc., in the amount of \$376,714; United Community Center, Inc., in the amount of \$373,189; Unison in the total amount of \$1,875,348; Goodwill Industries of Southeastern Wisconsin, Inc., in the amount of \$1,162,903; Able Access Transportation, Inc., in the amount of \$1,410,460; and Serving Older Adults, Inc., in the amount of \$450,000 for supportive social services and community programs serving Milwaukee County seniors age 60 or older, for the period effective January 1, 2019, through December 31, 2019, by recommending adoption of the following:

AN ENGROSSED RESOLUTION

WHEREAS, the 2019 Adopted Budget for the Department on Aging (the Department) allocated revenues and expenditures for the purchase of a variety of supportive services and community programs for Milwaukee County (the County) older persons; and

WHEREAS, the Milwaukee County Commission on Aging (the Commission) was created by Chapter 53 of the Milwaukee County Code of General Ordinances as the designated Area Agency on Aging for the County under the Older Americans Act; and

WHEREAS, consistent with Section 59.52(31)(c), Wisconsin State Statutes, the Department must, on behalf of the Commission, bring contracts of \$300,000 or more to the Milwaukee County Board of Supervisors (County Board) for authorization; and

WHEREAS, the following vendors performed satisfactorily under prior contracts, and with sufficient funds included in the Department’s 2019 Adopted Budget, the Department and Commission recommend awarding the following contracts for the period effective January 1, 2019, through December 31, 2019:

	<u>Provider Agency</u>	<u>Program/Service</u>	<u>Contract Award</u>
1.	Legal Action of Wisconsin, Inc.	Benefit Specialist/ Legal Services	\$376, 714
2.	United Community Center, Inc.	Programs at United Community Center Senior Center	\$373,189
3.	Goodwill Industries of Southeastern Wisconsin, Inc.	Case Management and Delivery Services for Home Delivered Meals	\$1,162,903

; and

47 WHEREAS, the following vendor performed services to older adults under the
 48 2018 contract, and with sufficient funds included in the Department's 2019 Adopted
 49 Budget, the Department and Commission recommend extending the contract, on a
 50 month-to-month basis, contingent upon the Department receiving 1) Pay stubs for each
 51 staff and grant allocation of personnel costs including both wages and fringe benefit
 52 costs 2) Proof of rental expenses 3) Proof of payment and receivership for other
 53 operating and indirect charges 4) Proof of consumable supply charges validating
 54 purchase of receipt of goods and services 5) Any and all other information and
 55 documents requested by the County to validate and support any expenditures relating
 56 to this program, for the period effective January 1, 2019, through December 31, 2019:

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	<u>Provider Agency</u>	<u>Program/Service</u>	<u>Contract Award</u>
58	4. UNISON, Inc.	Family Caregiver Support	\$571,249
59		and Alzheimer's Disease	
60		Direct Services	

61
62 ; and

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65 WHEREAS, at its meetings on November 9 and 16, 2018, the Commission
 66 recommended awarding the following Purchase of Service Contracts, that went through
 67 a competitive solicitation, for the period effective January 1, 2019, through
 68 December 31, 2019, with the provision that, contingent upon satisfactory performance
 69 by the vendor and inclusion of sufficient funds in the annual Adopted Budget, the vendor
 70 may be awarded up to two additional one-year contracts without a Request for
 71 Proposals [File No. 98-197(a)(a)]:

72

	<u>Provider Agency</u>	<u>Program/Service</u>	<u>Contract Award</u>
73	5. 4. Able Access, Inc.	Specialized Elderly	\$1,410,460
74		Transportation Services	
75			
76	6. 5. Serving Older	Services in Kelly and	\$450,000
77	Adults, Inc.	Clinton Rose Senior	
78		Centers	

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81 ; and

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83 WHEREAS, at its meetings on November 9 and 16, 2018, following competitive
 84 solicitations, the Commission recommended awarding the following Purchase of Service
 85 Contracts, with sufficient funds included in the Department's 2019 Adopted Budget, the
 86 Department requests that the contract be on a month-to-month basis, contingent upon
 87 the Department receiving 1) Pay stubs for each staff and grant allocation of personnel
 88 costs including both wages and fringe benefit costs 2) Proof of rental expenses 3) Proof
 89 of payment and receivership for other operating and indirect charges 4) Proof of
 90 consumable supply charges validating purchase of receipt of goods and services 5) Any
 91 and all other information and documents requested by the County to validate and

92 support any expenditures relating to this program, for the period effective January 1,
93 2019, through December 31, 2019:

94	<u>Provider Agency</u>	<u>Program/Service</u>	<u>Contract Award</u>
95	7. UNISON, Inc.	Services in Washington,	\$672,867
96		McGovern, Wilson	
97		Senior Centers	
98			
99			
100	8. UNISON, Inc.	Meal Site Supervision	\$360,000

101
102 ; and

103
104 WHEREAS, the following vendor has an aggregate funded amount of more than
105 \$300,000, and with sufficient funds included in the Department's 2019 Adopted Budget,
106 the Commission recommend awarding the following contract, and the Department
107 requests that the contract be on a month-to-month basis, contingent upon the
108 Department receiving 1) Pay stubs for each staff and grant allocation of personnel costs
109 including both wages and fringe benefit costs 2) Proof of rental expenses 3) Proof of
110 payment and receivership for other operating and indirect charges 4) Proof of
111 consumable supply charges validating purchase of receipt of goods and services 5) Any
112 and all other information and documents requested by the County to validate and
113 support any expenditures relating to this program, for the period effective January 1,
114 2019, through December 31, 2019:

115	<u>Provider Agency</u>	<u>Program/Service</u>	<u>Contract Award</u>
116	9. UNISON, Inc.	Coordination of	\$ 271,232
117		Neighborhood Services	
118			
119			

120 ; and

121
122 WHEREAS, the contracts listed above require authorization by the County
123 Board; and

124
125 WHEREAS, the Department originally proposed that UNISON, Inc., provide the
126 following contractual services and related costs in 2019:

- 127
- 128 • Family Caregiver Support and Alzheimer's Disease Direct Services -
- 129 \$571,249
- 130 • Services in Washington, McGovern, and Wilson Senior Centers -
- 131 \$672,867
- 132 • Meal Site Supervision - \$360,000
- 133 • Coordination of Neighborhood Services - \$271,232

134
135 ; and

136

137 WHEREAS, as reported by the *Milwaukee Journal Sentinel*, the Chief Executive
138 Officer (CEO) of UNISON, Inc., was arrested on November 20, 2018, and based on a
139 search warrant by Milwaukee County Sheriff’s Office, an investigation found probable
140 cause that the CEO had committed theft by fraud by taking County grant money for
141 computers that were never purchased; and

142
143 WHEREAS, the fraud investigation involving the former CEO of UNISON, Inc.,
144 casts serious doubt on the ability of the organization to provide effective services to
145 seniors; and

146
147 WHEREAS, at its meeting on December 6, 2018, the Committee on Finance and
148 Audit considered, but failed to adopt, an amendment that would reject the proposed
149 contracts with UNISON, Inc., and instead pursue providing these services through other
150 contractual staff, agencies, or with County employees; and

151
152 WHEREAS, the Department’s testimony to the Committee on Finance and Audit
153 highlighted their supplemental report dated December 4, 2018, (attached to file) that
154 would change all proposed 2019 UNISON, Inc., annual contracts to month-to-month
155 and said “It is our belief that, at this time, moving forward with UNISON contracts is the
156 only way to avoid a disruption of services to the older adults in Milwaukee County”; and

157
158 WHEREAS, on December 5, 2018, a day prior to the Department’s testimony to
159 the Committee on Finance and Audit, the Department provided a “Notification of non-
160 compliance of contract agreement with the Department on Aging” to the CEO of
161 UNISON, Inc., but did not report their action to policymakers during a lengthy discussion
162 of UNISON, Inc.’s performance and ability to provide quality services going forward; and

163
164 WHEREAS, in an email to the County Board on December 11, 2018, the
165 Department shared a draft audit provided by UNISON, Inc., three days earlier that
166 further details the deficiencies related to the ongoing investigation and the Director
167 concluded, “Given the gravity of the situation, I am recommending that we not move
168 forward with any UNISON contracts”; and

169
170 WHEREAS, in October 2018, the Department entered into a Purchase of Service
171 Contract with Wisconsin Policy Forum, Inc., in the amount of \$15,600, “to research the
172 future of Senior Centers in Milwaukee County”; and

173
174 WHEREAS, the Committee on Finance and Audit, at its meeting of December 6,
175 2018, recommended adoption of File No. 18-897 (vote 7-0); now, therefore,

176
177 BE IT RESOLVED, the Director, Department on Aging (the Department), is
178 hereby authorized to enter into contracts for 2019 with the above-named providers and
179 for the programs, services, and award amounts indicated-; and

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BE IT FURTHER RESOLVED, the Department is authorized and directed to use the \$1,875,348 in funding that has been provided to the Department in the 2019 Adopted Budget for Family Caregiver Support and Alzheimer’s Disease Direct services, Washington, McGovern, and Wilson Senior Centers services, Meal Site Supervision, and Coordination of Neighborhood Services to procure or contract for these services from another provider or directly provide the services; and

BE IT FURTHER RESOLVED, it is the policy of Milwaukee County (the County) that these services not be provided by UNISON, Inc., in 2019 unless authorized by a subsequent action by the Milwaukee County Board of Supervisors (County Board); and

BE IT FURTHER RESOLVED, the Department of Human Resources, working in conjunction with the Department, is authorized to create comparable County positions, if needed, for the purposes of providing the aforementioned services and shall submit the new position creates to the County Board for approval as soon as practical; and

BE IT FURTHER RESOLVED, the Department can hire temporary staff, including individuals that may already be providing the services to seniors, with the funds that have been allocated to the Department; and

BE IT FURTHER RESOLVED, the Department shall provide monthly updates to the County Board on the progress to replace UNISON, Inc., as the provider of the services outlined in this resolution to ensure the delivery of high-quality services to seniors with minimal disruption.

kae
12/13/18
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