

**COUNTY OF MILWAUKEE
Inter-office Memorandum**

DATE: December 10, 2019

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

FROM: Mary Jo Meyers, Director, Department of Health and Human Services
Prepared by James Mathy, Administrator, Housing Division

SUBJECT: Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2020 purchase of service contracts for the programs within the Housing Division

The Director, Department of Health and Human Services (DHHS), is requesting authorization for DHHS to execute purchase of service contracts with community agencies for the Housing Division for 2020.

Background

Approval of the recommended contract allocations will allow the Housing Division to provide a broad range of emergency shelter and supportive housing services during 2020.

Discussion

The Department is requesting approval to purchase services with the agencies listed below for the identified service and contract amounts for the time period of January 1 to December 31, 2020. The information that follows describes, by program area, the various services to be purchased and the 2020 recommended contract amount:

Emergency Shelter Care/Rapid Rehousing

Seven contracts for emergency shelter care and related services are recommended for continuation. Traditionally, County funding has been provided to support the agency's general emergency shelter operations. Together, these contracts assist agencies in providing emergency shelter to over 300 persons every night. The 2020 budget includes the following:

- The Cathedral Center, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	The Cathedral Center, Inc.	\$217,997	\$217,997	\$0

The Cathedral Center offers shelter to 65 women and families, as well as comprehensive medical services to assist residents in reaching the goal of independence.

- Community Advocates, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	Community Advocates, Inc.	\$26,777	\$26,777	\$0

Community Advocates meets the basic needs of 24 women and their children for food, shelter and clothing, models and teaches violence-free behaviors and options for managing conflict, encourages healthy bodies and minds and prepares women and children for their return to the community.

- Community Advocates – Family Support Center

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	Community Advocates - Family Support Center	\$79,378	\$79,378	\$0

The Community Advocates Family Support Center Emergency Shelter Program serves 450 homeless individuals and families annually. The Center also serves as an emergency shelter for families who have become homeless for reasons such as a domestic violence crisis, evictions or over-crowding.

- Sojourner Family Peace Center

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	Sojourner Family Peace Center	\$96,968	\$96,968	\$0

Funding is used to support operations of the Sojourner Truth House (STH). The mission is to provide shelter, safety, support, education and advocacy to break the cycle of violence. The Peace Center operates a 37-bed shelter with services for battered women and their children, along with a 24-hour Domestic Violence Hotline.

- The Salvation Army

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	The Salvation Army	\$154,080	\$154,080	\$0

The Salvation Army operates a 24-hour emergency shelter for 120 single adults and families with children. All residents receive housing, meals, healthcare and case management services to end their homelessness and prevent future homelessness. Residents and case management work together to resolve conflicts, secure income, and secure appropriate permanent housing in the community.

- Hope House, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Rapid Rehousing	Hope House, Inc.	\$33,186	\$33,186	\$0

Hope House had formerly operated an emergency shelter and in 2018 transitioned their beds to a rapid rehousing program following Housing First principals. For 2020, funding will go towards rental assistance payments for clients involved in this program.

- Guest House of Milwaukee, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	Guest House of Milwaukee	\$83,134	\$83,134	\$0

The Guest House provides shelter for 70-80 adult men per evening. It is the largest publicly funded emergency shelter in Milwaukee. Guest House also focuses on education, training, case management and treatment aspects associated with eradicating homelessness.

- Pathfinders

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Emergency Shelter Care	Pathfinders	\$30,000	\$30,000	\$0

Pathfinders Youth Shelter Program provides emergency housing resources and supportive services to over 200 youth annually. Nearly 150 additional youth receive counseling and resources to prevent them from running away or becoming homeless.

Permanent Supportive Housing Development Support Services

- Justice Point – United House

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Justice Point	\$113,000	\$113,000	\$0

Justice Point is being recommended for funding for the 24-unit supportive housing development known as United House located at 2500 W. Center St. Cardinal Capital is the developer of United House and manages the property. These funds will allow the provider to provide housing support services on-site.

- Justice Point – St. Anthony’s

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Justice Point	\$50,000	\$50,000	\$0

Justice Point is being recommended for funding for the 60-unit supportive housing development known as St. Anthony’s located at 1004 N. 10th St. Heartland Housing is the developer and manages the property. These funds will allow the provider to provide housing support services on-site.

- Our Space, Inc. – Highland Commons

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Our Space, Inc. - Highland Commons	\$140,000	\$140,000	\$0

Our Space provides on-site housing support services at Highland Commons, a 50-unit permanent supportive housing development in West Allis.

- Our Space, Inc. – Empowerment Village Lincoln and National

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Our Space, Inc.	\$276,529	\$276,529	\$0

Our Space provides on-site housing supportive services at Empowerment Village-National, Empowerment Village-Lincoln, and Farwell Studios. These three permanent supportive housing developments consist of 84 units.

- Guest House of Milwaukee, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Guest House of Milwaukee	\$49,000	\$49,000	\$0

Guest House, Inc. provides on-site housing support services at Prairie Apartments, a joint supportive housing development with Heartland Housing, which opened in 2009. This housing development consists of 24 units.

- Mercy Housing

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Mercy Housing	\$97,142	\$97,142	\$0

This contract provides for on-site supportive services for 103 residents at the Johnston Center Residences.

- United Methodist Children's Services (UMCS)

Service	Provider	2019 Contract	2020 Proposed	2020/2021 Change
Permanent Supportive Housing Development Support Services	UMCS	\$20,000	\$20,000	\$0

UMCS operates 15 units of permanent supportive housing for homeless families. This contract covers housing services at Washington Park Apartments and Grandview Apartments.

- Guest House of Milwaukee, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Housing Development Support Services	Guest House of Milwaukee, Inc.	\$670,000	\$670,000	\$0

Guest House will operate a 27-unit, intensive housing model for 27 chronically homeless individuals. The goal of this program is to quickly transition individuals living on the street or in shelters into permanent housing with services. Guest House was recently awarded this contract in 2020 through a competitive RFP process.

- Wisconsin Community Services Inc. (WCS)

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Guest House of Milwaukee	\$400,000	\$400,000	\$0

Wisconsin Community Services will operate a 35-unit, scattered-site permanent housing model for 40 homeless or at risk of being homeless individuals. This contract covers housing services and rental assistance. WCS was recently awarded this contract in 2020 through a competitive RFP process.

- Wisconsin Community Services, Inc. (WCS)

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Permanent Supportive Housing Development Support Services	Wisconsin Community Services, Inc.	\$300,000	\$300,000	\$0

Wisconsin Community Services is partnering with Cardinal Capital Management to provide housing support services in the harm reduction housing model created by the Housing Division. This will fund services for individuals who are chronically homeless and due to issues, such as

substance abuse, have not been successfully housed at other models. The goal of this development is to decrease the use of expensive public services such as detox, emergency room visits, and police time.

Shelter Plus Care Supportive Services

- Community Advocates, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Shelter Plus Care Supportive Services	Community Advocates, Inc.	\$130,913	\$130,913	\$0

- Guest House of Milwaukee, Inc.

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Shelter Plus Care Supportive Services	Guest House of Milwaukee	\$130,913	\$130,913	\$0

Community Advocates and the Guest House provide homeless case management services for individuals enrolled in Milwaukee County’s Shelter Plus Care program. Milwaukee County receives rental assistance from the U.S. Department of Housing and Urban Development (HUD). It is a HUD requirement that Milwaukee County ensures that clients receive permanent case management in Shelter Plus Care.

- Community Advocates

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Shelter Plus Care Supportive Services - Veterans	Community Advocates, Inc.	\$60,000	\$60,000	\$0

Community Advocates provides outreach and homeless case management services for veterans enrolled in Milwaukee County’s Shelter Plus Care program. Milwaukee County receives rental assistance from the U.S. Department of Housing and Urban Development (HUD). It is a HUD requirement that Milwaukee County ensures clients receive permanent case management in Shelter Plus Care. This contract also covers homeless prevention services. The previous contract with Dry Hootch was terminated and the Division awarded Community Advocates this contract after an RFP resulted in no applicants. The contract was reduced as there was not enough of a demand to fund two case management positions.

Employment

- Grand Avenue Club

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Employment	Grand Avenue	\$15,000	\$15,000	\$0

The Grand Avenue Club provides job coaching services for Grand Avenue Club members. The goal of this service is to provide on the job training for disabled individuals through a partnership with the Housing Division. There was a reduction in this contract due to the low volume of clients being served in this program. The Division will continue to work with community partners to find employment options for homeless individuals.

Coordinated Entry

- Impact

Impact operates the Coordinated Entry system for services in Milwaukee County as a part of the 211 system. These funds assist in the effort to connect individuals and families to appropriate homeless services. The Housing Division has historically contracted with Impact to fund Coordinated Entry. In 2020, funding of \$50,000 will be combined with other 211 funding from DHHS under one contract which is contained in a separate report from the Management Services Division of DHHS.

Homeless Case Management

The Housing Division administers case management contracts that support Milwaukee County’s Plan to End Chronic Homelessness that began in July 2015. These case management contracts provide wraparound case management services for men, women, and families that experience homelessness. Services remain the same as 2019 with the exception of Cathedral Center. This contract was eliminated to meet the 2020 budget target and was identified since services have not been at capacity. The case management contracts include the following:

Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Homeless Case Management	Impact	\$100,000	\$100,000	\$0
	Community Advocates, Inc.	\$170,000	\$170,000	\$0
	Cathedral Center	\$60,000	\$0	(\$60,000)

	Whole Health Clinical Group	\$57,500	\$57,500	\$0
	Pathfinders	\$60,000	\$60,000	\$0
	Hope House	\$60,000	\$60,000	\$0
	Salvation Army	\$57,500	\$57,500	\$0
	Guest House of Milwaukee	\$170,000	\$170,000	\$0

Department of Justice Grant

Under a three-year Department of Justice grant, services are being provided to individuals who are victims of sex trafficking and suffering from an opioid addiction. As part of this grant, the Division is partnering with the Benedict Center to provide community-based substance abuse and mental health treatment, education and support. In addition, the Medical College of Wisconsin is providing the evaluation of the grant.


Service	Provider	2019 Contract	2020 Proposed	2019/2020 Change
Diversion & Advocacy/Education	Benedict Center	\$119,900	\$119,900	\$0
Research Partner	Medical College of Wisconsin	\$51,783	\$51,783	\$0
	Total	\$171,683	\$171,683	\$0

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, Department of Health and Human Services, or her designee, to enter into purchase of service contracts totaling \$4,020,700 for 2020 with the agencies as described above and enumerated in the resolution accompanying this Board report.

Fiscal Effect

The 2020 Budget includes \$4,020,700 in funding to support the 2020 purchase of service contracts for the Housing Division. A fiscal note form is attached.



 Mary Jo Meyers, Director
 Department of Health and Human Services

cc: County Executive Chris Abele
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