

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: August 21, 2020

TO: Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

FROM: Shakita LaGrant McClain, Interim Director, Department of Health and Human Services
Prepared by Cleopatra Echols, Program Manager, Energy Assistance Program

SUBJECT: **Report from the Interim Director, Department of Health and Human Services, requesting authorization to retroactively amend a 2020 purchase of service contract for community services with IMPACT, Inc.**

Issue

In December 2019, the County Board of Supervisors approved Resolution File No. 19-898 authorizing a 2020 contract of \$430,000 with IMPACT, Inc. for its 2-1-1 community information services. The Interim Director of the Department of Health and Human Services (DHHS) is requesting retroactive authorization to amend this purchase of service (POS) contract.

Background

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 as well as 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).

A portion of the existing contract supports the county's Energy Assistance Program. This program season, DHHS reached out to IMPACT for assistance with increasing customer referrals. Throughout the COVID-19 pandemic, Milwaukee County experienced a reduction in its Energy applications compared to previous years. It is assumed that this decrease was the result of the pandemic's widespread impact on both residents and staff. In prior years, the program generally received a rush of customers in April and May, serving between 5,000 to 8,000 residents. In 2020, however, the program served between 2,000 to 5,000 in the same timeframe and calls were down as the community may not have felt the urgency to apply. Impending evictions as well as increased social isolation burdened our residents and may have reduced a sense of urgency around applying for Energy Assistance.

In addition to seeking assistance from IMPACT with customer referrals, DHHS is expanding IMPACT's current contract scope to include proactive scheduling in alignment with the department's "No Wrong Door" model. "No Wrong Door" means that anyone, regardless of age or disability, can and will be served regardless of a person's entry point into the system. It also requires significant internal coordination from a team serving as a "front door" to provide intake and enrollment services.

To support this additional work effort, DHHS is recommending an amendment of \$50,000 to IMPACT to augment its staffing. This amendment would be retroactive to June 1, 2020 and provides support for one full-time equivalent position.

It was incorrectly assumed that the IMPACT contract was structured similarly to the Energy provider contracts. The authorizing resolutions for these contracts allow the program to automatically amend the contracts if additional funding is received from the State. We apologize for the oversight and are respectfully requesting a retroactive amendment to June 1, 2020.

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Interim Director, Department of Health and Human Services, or her designee, to execute a retroactive amendment to a purchase of service contract with IMPACT, Inc. for the 2-1-1 Community Information Line for the period of June 1 through December 31, 2020 in the amount of \$50,000 bringing the total contract amount to \$480,000.

Fiscal Impact

The increase of \$50,000 is supported by additional funds provided by the Wisconsin Home Energy Assistance Program (WHEAP) as a result of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. A fiscal note form is attached.



Shakita LaGrant-McClain, Interim Director
Department of Health and Human Services

cc: County Executive David Crowley
Sup. Jason Haas, Chair, Finance Committee
Sup. Supreme Moore-Omokunde, Chair, Health & Human Needs Committee
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