

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., by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Interim Director, Department of Health and Human Services (DHHS) is requesting retroactive authorization to enter into an amendment to a 2020 Purchase of Service Contract for community services with IMPACT, Inc.; and

WHEREAS, the 2020 contract, originally authorized under Adopted File No. 19-898, supports IMPACT's Information Line 2-1-1 Program, which provides free and confidential 24-hour contact and referral information for all Milwaukee County (the County) residents seeking critical services; and

WHEREAS, this program season, DHHS reached out to IMPACT for assistance with customer referrals as the County experienced a reduction in its applications compared to previous years due to the widespread impact of Coronavirus disease on both residents and staff; and

WHEREAS, the amendment would also expand IMPACT's current contract scope to include proactive scheduling in alignment with the "No Wrong Door" enhanced customer service model; and

WHEREAS, the increase of \$50,000 allows IMPACT to increase its staff capacity by one full time equivalent position, and is supported by additional funds provided by the Wisconsin Home Energy Assistance Program as a result of the Coronavirus Aid, Relief, and Economic Security Act; and

WHEREAS, the Committee on Finance, at its meeting of September 17, 2020, recommended adoption of File No. 20-635 (vote 7-0); now, therefore,

BE IT RESOLVED, the Interim Director, Department of Health and Human Services, or her designee, is hereby authorized to enter into a retroactive amendment with IMPACT, Inc., for the period of June 1, 2020, through December 31, 2020, in the amount of \$50,000 bringing the total adjusted contract amount to \$480,000.

srb
09/17/2020

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