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2 By Supervisors Clancy, Shea, Goodwin Sr., Czarnezki, Johnson Jr., Nicholson and  
3 Rolland  
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6 **AN AMENDED RESOLUTION**  
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8 Requesting and authorizing the Department of Administrative Services, Information  
9 Management Services Division, to establish a cost estimate and strategic timeline to  
10 develop and support a multi-platform mobile app that provides users with access to a  
11 full range of emergency and non-emergency Milwaukee County Services  
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14 WHEREAS, Milwaukee County (“the County”) provides numerous emergency  
15 and non-emergency services to its more than 150,000 residents, including emergency  
16 management, law enforcement, health and human services and many other services;  
17 and  
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19 WHEREAS, mobile apps were downloaded an estimated 240 billion times in  
20 2019 and statistics forecast that the number of downloads will continue to rise as the  
21 shift to online services grows; and  
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23 WHEREAS, County departments have limited resources to promote services  
24 available for residents via a mobile app and few departments have a mobile app to  
25 inform residents about the services of the department; and  
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27 WHEREAS, the Milwaukee County Office of Emergency Management has a  
28 comprehensive mobile app which lists protocols, skills, tools, and resources related to  
29 emergency management services; and  
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31 WHEREAS, the Milwaukee County Sheriff’s Office (MCSO), is also one of the  
32 few County departments with a mobile app that has been active since December 2018;  
33 and  
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35 WHEREAS, the MCSO’s mobile app allows two-way communication between the  
36 Office of the Sheriff and its users, as the mobile app allows residents and non-residents  
37 the ability to submit tips, chat tips, pay citations, access news, view the department  
38 directory, access the Sheriff’s social media accounts and more; and

39 WHEREAS, while the MCSO’s mobile app is a reliable resource for users, it has  
40 limitations: the app only connects users to resources in the MCSO and this at times  
41 burdens the Sheriff’s office to respond to calls outside of their preferred scope of  
42 services; and

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44 WHEREAS, in July 2020, Milwaukee County Sheriff publicly stated on  
45 Milwaukee’s Public Radio, WUWM, that “*despite our best efforts, we’re not trained to*  
46 *deal with persons in mental health crisis. We’re not trained to deal with persons that*  
47 *have... addictive behaviors*”; and

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49 WHEREAS, other states have implemented solutions to help those suffering from  
50 a mental health crisis, including the State of Oregon’s Crisis Assistance Helping Out on  
51 the Street Team (CAHOOTS) which has specialized training to de-escalate people  
52 having a mental health crisis and responds to calls that involve mental help assistance;  
53 and

54  
55 WHEREAS, the CAHOOTS team relies on accessibility to resources for people in  
56 need, such as transportation for mental health care services, free and low-income  
57 medical facilities, wraparound services, and more; and

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59 WHEREAS, in 2019 the CAHOOTS team responded to over 20,000 calls, of  
60 which 20 percent were dispatched by 9-1-1 operators, and backup assistance from law  
61 enforcement was requested only 250 times; and

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63 WHEREAS, in the 2020 Adopted Budget, funding was included to support the  
64 Department of Health and Human Services “No Wrong Door” initiative that links county  
65 residents with resources and services of other county departments which the resident  
66 may be eligible; and

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68 WHEREAS, United Way of Utah County, Utah has a downloadable mobile app  
69 that connects residents with a variety of human services near them and allows them to  
70 connect by phone, text, or email; and

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72 WHEREAS, United Way of Greater Atlanta has a similar mobile app that  
73 connects residents to community resources such as housing, food, and employer  
74 services; and

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76 WHEREAS, residents of Milwaukee County and non-residents of the County can  
77 greatly benefit from a robust mobile app that provides an alternative response to  
78 emergency calls to alleviate the burden of law enforcement responding to such calls  
79 and shift the focus to accessing specialized county resources; and

80           ~~WHEREAS, connecting Milwaukee County residents and non-residents~~  
81 ~~conveniently to services via a mobile app will allow easier access to a wider~~  
82 ~~range of services that the county offers as well as services available within the~~  
83 ~~community; now, therefore,~~

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85           WHEREAS, at its meeting on September 17, 2020, the Committee on  
86 Finance laid this resolution over for further review and refinement based in part  
87 on the testimony from Information Management Services Division (IMSD) staff  
88 regarding the vision for mobile apps to access Milwaukee County programs and  
89 services; and

90  
91           WHEREAS, the creation of a Digital Engagement Information Technology  
92 (IT) team for the development and ongoing support of new and existing mobile  
93 enabled apps would be the most effective course of action to take; and

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95           WHEREAS, a Digital Engagement IT team would help streamline mobile  
96 app(s) within and across county departments and aim to develop expandable  
97 mobile apps available to connect the public to a range of emergency and non-  
98 emergency services; and

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100           WHEREAS, the Committee on Finance, at its meeting of October 30, 2020,  
101 recommended adoption of File No. 20-672 (vote 6-0) as amended; now, therefore,

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103           ~~BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby~~  
104 ~~requests and authorizes the Department of Administrative Services Information~~  
105 ~~Management Services Division develop a cost and timeline estimate for the~~  
106 ~~development and support of a multi-platform app: Milwaukee County's Alternative~~  
107 ~~Response to Emergency Calls (MCARE); and~~

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109           BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby  
110 requests and authorizes the Department of Administrative Services Information  
111 Management Services Division (DAS-IMSD) to provide a cost and timeline  
112 estimate for creation of a Digital Engagement Information Technology (IT) team to  
113 develop, support, and enhance mobile enabled apps for Milwaukee County; and

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115           BE IT FURTHER RESOLVED, the review shall include options that connect  
116 residents directly to county services, including the Office of the Sheriff, Office of  
117 Emergency Management, Homeless Outreach, Behavioral Health, Psychiatric Crisis  
118 Services, as well as one-click access to 2-1-1 and 9-1-1 voice services; and

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120 BE IT FURTHER RESOLVED, the Information Management Services Division  
121 shall furnish a written report, including cost and timeline estimates, to the Milwaukee  
122 County Board of Supervisors no later than the March 2021 cycle.

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125 10/30/2020

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