

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: November 13, 2020

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

FROM: Shakita LaGrant McClain, Director, Department of Health and Human Services
Prepared by Dennis Buesing, Administrator, DHHS Contract Services

SUBJECT: **Report from the Director, Department of Health and Human Services, requesting authorization to enter into a 2021 purchase of service contract for community services with IMPACT, Inc.**

Issue

The Director of the Department of Health and Human Services (DHHS) is requesting authorization to enter into a 2021 purchase of service (POS) contract in excess of \$300,000 with IMPACT, Inc. for the Management Services Division (MSD).

Background

DHHS traditionally has sought to maintain a social service delivery system comprised of both County provided and purchased services. Partnerships with community vendors have helped DHHS make use of available community resources and expertise in carrying out its mission.

For 2021, MSD is recommending a purchase of service contract with IMPACT, Inc. for its 2-1-1 community information services. The recommended vendor has been performing the relevant service for Milwaukee County for several years and has met or exceeded contract specifications.

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).

This is done by offering access to a comprehensive database containing over 5,500 community programs for residents seeking social services in Milwaukee County. These round-the-clock services help ensure that no one in our community is without shelter, food or heat.

Under this DHHS contract, for the first half of 2019, IMPACT received over 63,000 phone, text and Internet contacts. At the close of 2019, Impact received over 123,000 phone contacts from families and individuals in Milwaukee County and the surrounding communities seeking information and assistance on various health and human service needs. In addition, IMPACT received a similar amount of texts and on-line inquiries for service. Impact 211's support to Milwaukee County Residents supersedes the DHHS contractual obligations as they also serve Milwaukee County Residents, with over 300,000 contacts annually. This is a number that is inclusive of the contacts made within the DHHS contract.

Additional responsibilities have also been added to IMPACT's scope as the Energy Program shifts to the "No Wrong Door" enhanced customer service model. Full implementation of this concept across DHHS means that internal coordination would occur between divisions at the "front door" through a DHHS intake and enrollment team, system navigators and peer supports. To support this additional work effort, DHHS increased Impact's funding to augment its staffing on June 1, 2020 which provides support for one full-time equivalent position. This increase is continued in the 2021 contract.

IMPACT also operates Milwaukee County's Coordinated Entry System which assists in the effort to connect individuals and families to appropriate homeless services. This reflects an allocation of \$50,000 and is administered by the Housing Division.

DHHS is recommending a \$480,000 contract with IMPACT, Inc., for 2-1-1 service which reflects an increase of \$50,000 over 2020 for the additional No Wrong Door staff support for the Energy Program.

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, Department of Health and Human Services, or her designee, to execute a purchase of service contract with IMPACT, Inc. for the 2-1-1 Community Information Line for the period of January 1 through December 31, 2021 in the amount of \$480,000. The resolution also seeks authorization for any addenda to the contract if additional revenue is received from the State of Wisconsin for the Energy Program.

Fiscal Impact

The total recommended DHHS contract amount of \$480,000 reflects \$388,162 in DHHS tax levy and \$91,838 in Wisconsin Home Energy Assistance Program (WHEAP) funding. A fiscal note form is attached.

Shakita LaGrant-McClain

Shakita LaGrant McClain, 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
Mary Jo Meyers, Chief of Staff, County Executive's Office
Julie Landry, DAS Director
Steve Cady, Research and Policy Director – Comptroller's Office
Kelly Bablitch, Chief of Staff, County Board
Pam Matthews, Budget Analyst – DAS
Lottie Maxwell-Mitchell, Research & Policy Analyst, Comptroller's Office