

Mental Health Redesign and Implementation Task Force

Milwaukee County Mental Health Complex – Day Hospital Cafeteria

Wednesday, November 6, 2013

3:00 – 5:00 p.m.

Representatives: Barbara Beckert (Disability Rights Wisconsin); Pete Carlson* (Aurora Behavioral Health); Kristina Finnel (Community Linkages AT); Rachel Forman (Grand Avenue Club); Sue Gadacz* (BHD Community Services); Scott Gelzer (Faye McBeath Foundation); Peter Hoeffel (Person-Centered Care AT); Cheryl Lofton (Wisconsin DHS); Jim Mathy (Community Linkages AT); Mary Neubauer (Continuum of Care AT); Tom Nowak (Midwest Community Services); John Yopps (Quality AT)

Staff/Guests: Colleen Foley; Thomas Harding; Chantil Harris; Bernestine Jeffers; David Johnson; Jim Kubicek; Amy Lorenz; Angie Moran; Michael Nunley; Laura Riggle; Sue Schuler; Tonya Simpson; Chyra Trost; Jan Wilberg; Jennifer Wittwer; Tracy Wymelenberg

Introductions & approval of meeting minutes

The [minutes \(PDF\)](#) of the October 2 meeting were approved.

Presentation on Nursing's Voice initiative

Mr. Gelzer and Ms. Schuler presented on the activities and research of the Nursing's Voice initiative, a joint project of the Faye McBeath and Greater Milwaukee Foundation, Aurora Health Care, Rogers Memorial Hospital Foundation, and United Way of Greater Milwaukee, funded through Partners Invested in Nursing's Future, a collaboration of the Robert Wood Johnson Foundation and Northwest Health Foundation. [Presentation slides \(PDF\)](#) are posted in the *Resources & Research* section of the redesign website. The research presentation was positively received. It was also noted that a recent stigma reduction educational session by Nursing's Voice was attended by 125 nurses.

Follow-up & adjustments to SMART Goals from six-month progress review

The analyses being conducted by the Public Policy Forum and BSG (under contract with BHD, discussed at previous Task Force meetings) address Goal 5 and fulfill the responsibilities previously assigned to the Resource Strategy Team. Those analyses are to examine and make recommendations about BHD's viability with respect to the Affordable Care Act. Both BSG and the Public Policy Forum have recently begun their work, and an initial report is expected in Spring 2014. Mr. Gelzer returned to a suggestion about mapping private sector mental health resources. Ms. Gadacz indicated interest and recommended coordination with BSG and the Public Policy Forum.

The Community Services Branch at BHD has hired a service manager to focus primarily on Community Recovery Services (CRS) implementation and enrollment (Goals 5 & 9) and has conducted trainings for community providers. The first CRS clients are being enrolled, and about three enrollments per week are anticipated in the beginning.

Mr. Carlson announced that a Certified Peer Specialist is beginning employment this month at Aurora Psychiatric Hospital. As of the most recent state examination, there are now 81 Certified Peer Specialists in Milwaukee County, significantly exceeding the Performance Target of Goal 4. There is an upcoming training for bilingual peer specialists, and on November 8 the Community

* Task Force Co-Chair

Services Branch will host the second annual summit on employing certified peer specialists (e.g., hiring, retention, support).

In light of the six-month progress review that was presented and discussed in October, some minor adjustments may be made to certain Performance Targets (PT) within the SMART Goals to correct baseline numbers and ensure that the PTs properly address the Goals. Specifically, the second PT of Goal 1 aims for improvements in satisfaction measured by Vital Voices interviews in Crisis Services. The most recent interviews were conducted this year and showed improvement over 2008, but the next round of interviews would not be conducted prior to the target date of Goal 1. Also, the second PT of Goal 8 needs a revised baseline and clarification of terms regarding voluntary crisis events. The PTs related to employment in Goal 12 also require a revised baseline and clarification of terms. The specific revisions will be brought back to the Task Force.

Action Team updates & work plans

The Continuum of Care AT co-chairs met with Ms. Gadacz and Ms. Wilberg to update its work plan based on the SMART Goals still needing attention. They will conduct targeted outreach to invite community providers with relevant expertise to participate.

Ms. Wittwer reported that the Person-Centered Care AT will finalize its modifications to the MHSIP survey (Goal 1) by the end of 2013.

Mr. Hoeffel reported that the Community Justice Council continues to make progress in its pursuit of a collaboration to better serve high utilizers of the behavioral health, housing, and criminal justice systems (applying principles from Houston's Chronic Consumer Stabilization Initiative). This relates to Goal 14. Mr. Mathy echoed this and noted that the CJC had incorporated recommended language from the Person-Centered Care AT into its draft of "release of information" documents for the proposed partnership.

Mr. Mathy reported that the Community Intervention Specialist has completed ten placements for criminal justice discharges who were not previously connected to services. Forty new units of supportive housing are included in the 2014 budget, and an RFP will be issued soon.

Ms. Finnel reported that Milwaukee Mental Health Associates were awarded the contract for IPS Supported Employment and that the State Assembly will soon consider an IPS-related bill.

December deliverables: Dashboard & progress report to County Board

Ms. Gadacz introduced Mr. Nunley from the Community Services Branch, who reported on utilization and outcomes data from community-based mental health and substance use services. Data shows that people who are able to access services are showing significant improvements. The data is available in a [presentation \(PDF\)](#) on the CSB website.

Ms. Wilberg presented an initial draft of a one-page "progress indicators" document intended as a public information piece that will be easily understood and appreciated by a broad audience, i.e., free of jargon, footnotes, explanation. The data included in the first draft is drawn from presentations previously made to the Task Force by Mr. Kubicek. The goal is to present ten indicators total, balanced between the foci of 1) reducing reliance on institutional care and 2) building a better community system. The document is a simple supplement to the larger dashboard and to the separate assessment of Action Team progress on specific SMART Goals and Performance Targets.

BHD operations update & recent media attention

Mr. Carlson invited discussion of recent media attention to mental health and the redesign process. There were several reactions to perceived inaccuracies and sensationalism in a particular article. A small group will convene to strategize on appropriate responses and consistent messaging from the Task Force in the future. Ms. Beckert was interviewed by Wisconsin Public Radio as a follow-up to a *Journal Sentinel* piece, and the conversation also included the broader topic of redesign efforts. The interview can be accessed online at <http://www.wpr.org/how-fix-mental-health-system>. Task Force members expressed a desire to convey that the redesign efforts involve difficult, detailed work based in years of research, recommendations, and experience; therefore, broad generalizations don't do justice to the complexity of the system and legitimate efforts to redesign and improve it.

Open public comment

Ms. Lofton will no longer participate on the Task Force due to increasing responsibilities as Comprehensive Community Services (CCS) Coordinator. She introduced Bernestine Jeffers, also from the State (DMHSAS), who is already engaged with Action Teams and will fill Ms. Lofton's role on the Task Force going forward.

The next Task Force meeting will be **Wednesday, December 4, 3:00 to 5:00 p.m., in Room 1045** at the Milwaukee County Mental Health Complex.