

Chairperson: Supervisor Peggy West, 278-4269

Committee Clerk: Jodi Mapp, 278-4073

Research Analyst: Jennifer Collins, 278-5290

COMMITTEE ON HEALTH AND HUMAN NEEDS

Wednesday, October 27, 2010 - 9:00 a.m.
Milwaukee County Courthouse, Room 201-B

MINUTES

PRESENT: Supervisors Dimitrijevic, Coggs, Rice, Lipscomb, Harris, and West (Chair)

EXCUSED: Supervisor Mayo

SCHEDULED ITEMS:

APPOINTMENTS - 4

1. 10-342 From the County Executive, appointing Mr. Frank Gonzales to the Aging and Disability Resource Center (ADRC) Governing Board to fill a position in the category of "Aging Advocate" for a term expiring on April 30, 2012.

APPEARANCE:

Bob Nenno, Deputy Director of Communications, County Executive's Office

00:22 Mr. Nenno introduced himself to the Committee and stated he represented the County Executive's Office and the appointees.

00:48 Mr. Gonzales provided brief comments.

Comments by Supervisors ensued.

MOTION BY:(Dimitrijevic) Approve. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris,
and West (Chair) - 6

NOES: 0

2. 10-343 From the County Executive, appointing Mr. David Hoffman to the Aging and Disability Resource Center (ADRC) Governing Board to fill a position in the category of "Consumer Advocate" for a term expiring on April 30, 2012.

APPEARANCE:

Bob Nenno, Deputy Director of Communications, County Executive's Office

SCHEDULED ITEMS:

00:30 Mr. Hoffman provided brief comments.

Comments by Supervisors ensued.

MOTION BY:(Coggs) Approve. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris,
and West (Chair) - 6

NOES: 0

3. 10-353 From the County Executive, appointing Mr. Larry Knuth of Paratech Ambulance to serve on the Emergency Medical Services Council replacing Mr. Fred Hornby for a term expiring on August 31, 2012.

APPEARANCE:

Bob Nenno, Deputy Director of Communications, County Executive's Office

00:22 Mr. Knuth provided brief comments.

Comments by Supervisors ensued.

MOTION BY:(Rice) Approve. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris,
and West (Chair) - 6

NOES: 0

4. 10-365 From the County Executive, appointing Mr. James Baker, Jr., of Curtis Ambulance to serve on the Emergency Medical Services Council replacing Ms. Linda Weidmann for a term expiring on August 31, 2012.

APPEARANCE:

Bob Nenno, Deputy Director of Communications, County Executive's Office

00:22 Mr. Baker provided brief comments.

Comments by Supervisors ensued.

MOTION BY:(Dimitrijevic) Approve. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris,
and West (Chair) - 6

NOES: 0

SCHEDULED ITEMS:

BEHAVIORAL HEALTH DIVISION - 7

5. 10HN26 From the President of the Public Policy Forum presenting the report
10-392 titled, "Transforming the Adult Mental Health Care Delivery System in Milwaukee County." **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Rob Henken, President, Public Policy Forum

00:24 Mr. Henken reviewed the Power Point Presentation on Transforming the Adult Mental Health Care Delivery System in Milwaukee County. He discussed the project origin, the project team, goals of a system redesign, Milwaukee-specific project goals, data sources, structure of the report, issues and themes, and recommendations.

Questions and comments ensued.

MOTION BY:(Coggs) Receive and Place on File the Power Point Presentation from the Public Policy Forum along with the Executive Summary from the Human Services Research Institute dated October 2010. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

6. 09-121(a) From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the status of the outsourced dietary services area of the Behavioral Health Division. **(09/22/10: Follow-up report requested.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

00:37 Ms. Lyday reviewed the table included in the report highlighting the total number of complaints year-to-date, including new occurrences and complaints via telephone. She stated that it is important to note that the 194 total for complaints is out of 728,000 meals served. The actual percentage of identified complaints is relatively low. She reviewed the complaint log attached to the report stating that some complaints stem from the Department on Aging and Delinquency and Court Services. Ms. Lyday explained the various types of complaints received and the

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monitoring and corrective action process of said complaints.

Questions and comments ensued.

Madame Chair indicated the next report due on this item will be March of 2011.

The Committee took no action regarding this informational item.

7. 10-290 From the Director of Audits, an Audit: [Savings from BHD Food Service Privatization Fall Short of Expectations but Remain Substantial](#), dated August 2010. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Jerry Heer, Director, Department of Audit

- 00:33 Mr. Heer stated when the decision was made to privatize the food service area at BHD in 2009, the Board directed an audit of three things. They are the projected cost savings, the impact of the employees in the dietary services area, and the impact on service delivery.

As far as projected savings are concerned, they did identify a somewhat significant reduction in the first year of savings that was projected for this privatization. The savings was attributed primarily to the late start that occurred because of a number of issues that came up before the actual contract could be implemented. An adjustment was also made for unemployment compensation, which is an important component of that first year projected savings. There was also a situation where a private company was receiving services, so there were revenues and expenditures that needed to be figured into the projected savings. As it turns out for that first year, the projected savings was approximately \$800,000 less than the amount reported by BHD for the reasons previously stated. However, going forward, the Audit Department projects savings at \$1.2 million.

The audit also includes information regarding the displacement of employees. Mr. Heer explained that there were 68 individuals affected. There were thirty-five who were employed by A'viands and another twenty-four are employed by other County departments. There was a relatively small number of individuals that they were unable to track, one death, and about four retired.

Mr. Heer addressed the impact on service delivery in terms of how the

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professionals in this business including the dieticians, who are union employees, the clients at BHD, Aging, and Delinquency and Court Services Divisions, believe that the quality of food service subsequent to the privatization has been good. He still feels that attention should be paid to significant issues that relate to patient safety, but the general view, in terms of the quality of the food service, is that it has actually been improved.

The State inspectors did find some food safety issues. Those issues have been resolved. The Department of Audit checked with the Wauwatosa Health Department and found that there were no outstanding concerns in terms of food safety. It will be an ongoing challenge given the volume of food services and the sensitive needs of the clients.

Mr. Heer indicated that the Committee on Finance and Audit requested a six-month status report on this issue. He suggested that the Committee on Health and Human Needs follow the Committee on Finance and Audit's lead and also address the six-month status report.

Madame Chair directed that the six-month status report come back before the Committee on Health and Human Needs.

Questions and comments ensued.

The Committee took no action regarding this informational item.

8. 10-284(a) From the Interim Director, Department of Health and Human Services (DHHS), submitting an informational report regarding the 2010 Behavioral Health Division Capital Budget Project and new issues regarding the recent Statement of Deficiency (SOD). **(Also to the Committee on Finance and Audit.) (09/22/10: Follow-up report due from the Department.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

- 00:25 Ms. Lyday stated they continue to make progress in meeting the timeline dates on an ongoing basis. Public Works' internal operations department, as well as the skilled trades and maintenance division of BHD have worked aggressively to meet the timeline dates. BHD continues to work with DAS in identifying items that can be adjusted for capital as opposed to the items that had to be taken out of BHD's operating budget. Ms. Lyday indicated that costs have gone up.

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BHD is currently working on items that have target deadline dates of October 29, 2010, November 1, 2010, as well as items flagged for later dates. Ms. Lyday stated that they continue to be optimistic and emphasized the need to continue to work aggressively and demonstrate progress.

Questions and comments ensued.

The Committee took no action regarding this informational item.

9. 10HN27 An informational report from the Milwaukee County Sheriff's Office discussing the Site Security Survey of the Behavioral Health Complex. **(09/22/10: Report due on implementation of recommendations.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Geri Lyday, Interim Director, Department of Health and Human Services
Jennifer Collins, Research Analyst, County Board
Jim Tietjen, Administration, Behavioral Health Division (BHD), DHHS

00:27 Ms. Lyday stated that over eighty percent of the recommendations identified in the Sheriff's report were already implemented or in the process of being implemented by the time the report was published. She detailed what enhancements were made, which include the installation of cameras; security that has been assigned to survey the parking lot on a daily basis; parking assignments for employees; improved communication within the facility through the deployment of radios to the security, parking, and maintenance and operations staff; full accountability of visitors; improved lighting; and additional security guards.

05:29 Ms. Collins stated she met with BHD staff and was taken through the facility with staff directing her attention to the numerous Sheriff's recommendations that have been implemented. She indicated changes observed during this particular visit, in terms of the Sheriff's recommendations reported, compared to previous tours of the facility were clear and obvious. Ms. Collins stated the security and operations' staff appear to be very sensitive to balancing safety with the need of patients' rights.

Questions and comments ensued.

Madame Chair directed that this item be scheduled to come back before

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the Committee during the December meeting cycle.

The Committee took no action regarding this informational item.

10. 10HN28 From the Interim Director, Department of Health and Human Services, providing an informational report regarding the use of overtime at the Behavioral Health Division. **(Also to be considered by the Committee on Personnel.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Geri Lyday, Interim Director, Department of Health and Human Services
Alex Kotzke, Fiscal Management Analyst, BHD, DHHS

00:40 Ms. Lyday described the information, which expands about a ten-year period regarding their overtime and its use and also identifies some of the major causes for overtime. A significant issue to point out regarding this report is that the overtime for 2010 is projected at around \$4.3 million. Overtime is always budgeted. The actual amount of overtime is really the difference between what is budgeted and what is projected as their actual utilization. Overtime has gone down over the last couple of years due to a number of aggressive overtime efforts that BHD has employed. They continue to work on these efforts.

02:45 Ms. Kotzke discussed in detail the various initiatives put in place in an effort to reduce overtime costs.

00:17 Candice Owley, Wisconsin Federation of Nurses and Health Professionals, appeared and spoke regarding this item.

The Committee took no action regarding this informational item.

11. 10HN29 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the 1915i Medicaid State Plan Amendment. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

00:39 Ms. Lyday indicated that a lengthy discussion ensued at the October 26, 2010, Committee on Finance and Audit budget hearing regarding the 1915i Medicaid State Plan Amendment. She discussed the risks associated by stating the Department has a three-year period to

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implement the program. After the implementation period, 1915i becomes an entitlement program. Adjustments and specification of eligibility requirements will need to be identified by the State.

08:55 Madame Chair requested that Ms. Collins obtain the handouts from BHD and Disability Rights Wisconsin distributed at the October 26, 2010, Committee on Finance and Audit budget hearing and distribute to the Committee on Health and Human Needs.

18:22 Barbara Beckert, Disability Rights Wisconsin, appeared and spoke regarding this item.

The Committee took no action regarding this informational item.

DEPARTMENT ON AGING/DEPARTMENT ON FAMILY CARE - 1

12. 10HN30 From the Director, Department of Transportation and Public Works and the Fiscal and Budget Administrator, Department of Administrative Services, submitting an informational report regarding Space Reallocations for the Department on Aging and the Department on Family Care. **(Also to be considered by the Committee on Transportation, Public Works and Transit.) (10/15/10: Referred to the Committees on Transportation, Public Works and Transit and Health and Human Needs from the Finance and Audit Budget Hearing Committee.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Jack Takerian, Director, Transportation and Public Works (DTPW)
Steve Kreklow, Fiscal and Budget Administrator, DAS
Jim Tietjen, Administration, Behavioral Health Division (BHD), DHHS
Stephanie Stein, Director, Department on Aging
Geri Lyday, Interim Director, Department of Health and Human Services
Maria Ledger, Interim Director, Department of Family Care

01:56 Mr. Takerian stated two years ago, a space study was done to determine whether departments had sufficient space, too much space, or not enough space. Part of this evaluation dealt with Aging and Family Care renting space at the Reuss building. With their lease coming due December 31, 2010, that report was looked at again and a determination was made as to whether or not there was adequate space within Milwaukee County to house these departments or whether their lease option should be renewed.

Consideration would be given to the City Campus Complex for the

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possible relocation of Aging and Family Care. There is adequate space at City Campus to house both agencies. A proper analysis would be done to determine what revenue could be generated for space at City Campus from outside vendors and whether or not the County should continue to lease space at Reuss building.

A Request for Proposals (RFP) was done in June of this year. A Committee was formed consisting of DAS, Audit, County Board, DPW, Aging, and Family Care staff. After evaluation, DAS determined that it would be in the best interest of the County financially to move both Aging and Family Care out of Reuss and into City Campus. However, decisions were made by Aging that the Coggs Center would be a better fit and location for them as an operation while Family Care opted to move into the Courthouse. A variety of different changes had to be made to space at the Courthouse Complex and at the Coggs Center to make such accommodations. Mr. Takerian detailed the various moves and dates by which the moves will take place.

22:40 Andrew Jensen, Boerke Company, appeared and spoke regarding this item.

Discussion, questions, and comments ensued at length.

44:29 Supervisor Coggs requested that Departmental staff look into supportive services to make the County facilities identified, whether that be the Courthouse, City Campus, or the Coggs Center, more accessible and safe and report back by Monday, so that if there are adjustments that needed to be made, they can be done within the 2011 Budget.

The Committee took no action regarding this informational report.

ADDENDUM ITEM

APPOINTMENTS - 1

13. 10-381 From the County Executive, appointing North Shore Fire Department Chief Robert C. Whitaker III to serve on the Emergency Medical Services Council as the suburban Chief ALS Representative replacing Wauwatosa Fire Department Chief Dean Redman for a term expiring on August 31, 2012.

APPEARANCE:

Bob Nenno, Deputy Director of Communications, County Executive's Office

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01:18 Chief Whitaker provided brief comments.

Comments by Supervisors ensued.

MOTION BY:(Lipscomb) Approve. 6-0

AYES: Dimitrijevic, Coggs, Rice Lipscomb, Harris,
and West (Chair) - 6

NOES: 0

STAFF PRESENT:

Bob Nenno, Deputy Director of Communications, County Executive's Office
Geri Lyday, Interim Director, Department of Health and Human Services
Jerry Heer, Director, Department of Audit
Jim Tietjen, Administration, Behavioral Health Division (BHD), DHHS
Alex Kotzke, Fiscal Management Analyst, BHD, DHHS
Jack Takerian, Director, Transportation and Public Works (DTPW)
Steve Kreklow, Fiscal and Budget Administrator, DAS
Stephanie Stein, Director, Department on Aging
Maria Leger, Interim Director, Department on Family Care
Jennifer Collins, Research Analyst, County Board

This meeting was recorded. The foregoing items were not necessarily considered in agenda order. Committee files contain copies of the subject reports, communications, resolutions, and ordinances, which may be reviewed upon request to the Chief Committee Clerk. The official copy of these minutes, along with the audio recording of this meeting, is available in the County Board Committee Services Division.

Length of meeting: 9:10 a.m. to 12:49 p.m.

Adjourned,

Jodi Mapp

Committee Clerk
Committee on Health and Human Needs

**DEADLINE FOR THE HEALTH AND HUMAN NEEDS COMMITTEE:
The next regular meeting of the Health and Human Needs Committee is
Wednesday, December 8, 2010 @ 9:00 a.m.
All items for the agenda must be in the Committee Clerk's possession by the end of the
business day on Wednesday, November 24, 2010.**