

**[Draft title]**

The Milwaukee County Mental Health Board presents  
A Zeidler Center guided Community Conversation on  
Mental Health Services  
Thursday, May 4, 2017, 5:30p to 7:00p (location TBA)

**Zeidler Center Facilitation Services Overview**

- Wide marketing network
- Proven dialogue method utilizing trained facilitators
  - Structured listening circle format encouraging reflection and deep listening to diverse voices (Introduction, structured question rounds, unstructured open conversation, feedback forms)
  - Professional facilitators (communication agreements, equal time, note taking)
- Qualitative and quantitative data reporting (representing all participant voices)

**[Draft Dialogue Components]**

**Communication Agreements**

1. We will speak for ourselves, from our personal experiences.
2. We will share airtime and not interrupt or criticize others' opinions.
3. We will "pass" or "pass for now" if we're not ready to respond to a question.
4. If asked to keep something confidential, we will honor that request.

**Introduction**

1. Review of budget process – forums (online and in person), opportunities
2. Review of community services (handout)
3. Review of misperceptions
4. Introduction of Listening Circles (Dr. Katherine Wilson)

**Structured Question Rounds:**

1. What BHD community services -- services you've seen or experienced in your personal or professional life -- have made an impact in your life or with someone you know? What was the service and what was the impact?
2. What barriers have you heard about or personally experienced in receiving services from BHD?
3. What could BHD do to make access to services and the path the treatment more clear?

**Connected Conversation:** What could BHD or the Mental Health Board do to improve the budget process?

## Participant Feedback Form

BHD believes the path to treatment should be clear to everyone. Thank you for your feedback!

**1. What's your zip code?** \_\_\_\_\_ **2. Gender** \_\_\_\_\_

**3. Age range? (Circle one)** 18-24 / 25-34 / 35-44 / 45-54 / 55-64 / 65-74 / 75+

**4. Race & Ethnicity: (Check all applicable)**

- |   |  |
|---|--|
| <input type="checkbox"/> African-American or Black        | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> White or Caucasian                        |
| <input type="checkbox"/> Asian / Latino or Hispanic       | <input type="checkbox"/> Other: _____                              |

**5. What did you find most beneficial about this experience/format?**

**6. What questions or comments are you leaving with today?**

**7. What community services do you think BHD should be providing that they are currently not?  
What gaps do you see in mental health services?**

**8. What services does BHD provide that they should expand?**

**9. How have you heard about BHD services? (Check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Word of mouth                | <input type="checkbox"/> Personal experience with an adult family member |
| <input type="checkbox"/> Pamphlets                    | <input type="checkbox"/> Personal experience with child or adolescent    |
| <input type="checkbox"/> Another agency               | <input type="checkbox"/> I do not hear about BHD services                |
| <input type="checkbox"/> Personal experience for self | <input type="checkbox"/> Other: _____                                    |

**10. How did you hear about this meeting? (Check one)**

- |  |   |
|--|---|
| <input type="checkbox"/> Newspaper             | <input type="checkbox"/> Word of mouth                            |
| <input type="checkbox"/> Email                 | <input type="checkbox"/> Mental Health Task Force                 |
| <input type="checkbox"/> Website               | <input type="checkbox"/> Other professional agency/advocacy group |
| <input type="checkbox"/> Social media/Facebook |   |

**COUNTY OF MILWAUKEE  
Behavioral Health Division Administration  
Inter-Office Communication**

**DATE:** March 24, 2017

**TO:** Duncan Shrout, Chairperson – Milwaukee County Mental Health Board

**FROM:** Héctor Colón, Director, and Department of Health and Human Services  
*Approved by Mike Lappen, Administrator, Behavioral Health Division*

**SUBJECT:** **Report from the Director, Department of Health and Human Services, Requesting Authorization to Execute Professional Services Contracts to Support a TANF Study, Provide Project Management and Information Technology Services, Residency Training, and Bioethical Consultation; and 2017 Purchase-of-Service Contracts and Fee-for-Service Agreements with a Value in Excess of \$100,000 for the Behavioral Health Division for the Provision of Adult and Child Mental Health Services and Substance Use Disorder Services**

**Issue**

Wisconsin Statute 51.41(10) requires approval for any contract related to mental health (substance use disorder) with a value of at least \$100,000. No contract or contract adjustment shall take effect until approved by the Milwaukee County Mental Health Board. Per the statute, the Director of the Department of Health and Human Services is requesting authorization for BHD/CARS to execute mental health and substance use contracts for 2017.

**Background**

Approval of the recommended contract allocations will allow BHD/CARS/Wraparound to provide a broad range of rehabilitation and support services to adults with mental health and/or substance use disorders and children with serious emotional disturbances.

**Professional Services Contracts**

Patina Solutions Group, Inc.	\$96,000.00
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In June 2016, the Mental Health Board approved \$195,000 for a contract with Patina Solutions Group, Inc., to provide project management costs for the Case Management redesign effort between the Behavioral Health Division (BHD) and the Department of Health and Human Services (DHHS). At that time, there was a misunderstanding that DHHS and BHD would split the costs evenly. Upon further review of the expense allocation agreement and size of BHD compared to DHHS, management noted that DHHS agreed to pay up to \$99,000 of this project. Therefore, to pay Patina for the work already rendered, BHD is requesting an additional \$96,000 to cover the balance of this contract for which BHD is responsible.

UW-Milwaukee TANF Grant \$170,000.00

This is an agreement with UW-Milwaukee to conduct a special project. The project will focus on process (i.e., what was done and how it was accomplished) and outcomes (i.e., results) to evaluate the Milwaukee County TANF-AODA system of care.

Medical College of Wisconsin – Affiliated Hospitals \$654,000.00

BHD contracts with the Medical College of Wisconsin – Affiliated Hospitals (MCWAH) for residency and fellowship stipends as part of BHD’s affiliation and training site designation with the psychiatry training programs. The residents and fellows assigned to BHD serve as house staff and provide medical care within the BHD acute inpatient, crisis and community services, with oversight and direction from BHD psychiatry staff.

BHD is recommending extending the agreement for a two-year contract term for the period of July 1, 2017 through June 30, 2019 in an amount of \$654,000 annually. This is the same amount as in 2015 and 2016.

Medical College of Wisconsin \$69,794.00

BHD is recommending contracts for partial support of the MCW Psychiatry Residency Director (\$59,794) and for MCW bioethics consultation (\$10,000) be extended for the term of July 1, 2017 through June 30, 2019.

#### Netsmart

After an extensive review, Milwaukee County is reinvesting in the Behavioral Health Division’s Electronic Medical Record. BHD will renew its relationship with Netsmart, the vendor of Avatar and related tools, for an additional 3 years. This contract will run from May 1st, 2017 to December 31st 2020 and include two 1 year renewal options beginning in 2021. The following financial terms have been negotiated:

<b>Netsmart Contract Renewal - Recurring Fees</b>				
<b>Solution Category</b>	<b>2017 (remainder)</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Software, Hosting, & Integration	\$541,673.62	\$860,380.46	\$860,380.46	\$860,380.46
HelpDesk IT Services	\$64,000.00	\$96,000.00	\$96,000.00	\$96,000.00
Application Management Services	\$768,000.00	\$810,666.67	\$640,000.00	\$640,000.00
<b>Total</b>	<b>\$1,373,673.62</b>	<b>\$1,767,047.13</b>	<b>\$1,596,380.46</b>	<b>\$1,596,380.46</b>

This includes costs for licenses and remote (cloud) hosting of core applications including Clinical Workstation, Practice Management, Managed Service Organization, ProviderConnect, Pharmacy Management, along with improved features in data exchange, self-service reporting and document management. It includes 24x7 helpdesk to support staff through all shifts, support resources to maintain and update the system, and compliance and reporting needs defined by BHD.

The 2017 amount is in addition to the \$396,160 already approved in February for a new annual total of \$1,769,833.62.

### **Purchase-of-Service Contracts**

SEA Group \$300,000.00

This is an agreement with Sea Group for Educational Advocacy for youth that are enrolled in the Wraparound program.

### **Fee-for-Service Agreements**

Butterflies Home for Teen Girls \$159,075.00

Butterflies Home for Teen Girls is a licensed group home with two locations on Milwaukee's Northside. They serve girls between the ages of 12-17. This vendor specializes in meeting the needs of pregnant teens and teen mothers who are in out of home care.

Willowglen \$100,000.00

This is an agreement with Willowglen, a current CARS provider, for services provided as part of the CCS network.

Outreach Community Health Centers \$450,000.00

Comprehensive Community Services (CCS) provides programming to people of all ages -- youth to elderly -- living with either a mental illness and/or substance use disorder. CCS is for individuals who need ongoing services beyond occasional outpatient care, but less than the intensive care provided in a hospital setting.

### **Fiscal Summary**

The amount of 2017 spending requested in this report is summarized below. These payments will be absorbed within the Behavioral Health Division's 2017 budget.

Vendor	New/Amendment/Renewal	2017 Estimated Amount
UW-Milwaukee TANF	New	\$170,000.00
Butterflies Home for Teen Girls	New	\$159,075.00
Patina Solutions Group	Amendment	\$96,000.00
Willoglen	New	\$100,000.00
SEA Group	New	\$300,000.00
Medical College of Wisconsin - Affiliated Hospitals	Renewal	\$654,000.00
Medical College of Wisconsin	Renewal	\$69,794.00
Netsmart	Renewal	\$1,769,833.62
Outreach Community Health Centers	Renewal	\$450,000.00
Total		\$3,768,702.62

A handwritten signature in black ink, appearing to read "Hector Colon". The signature is fluid and cursive, with the first name "Hector" written in a larger, more prominent script than the last name "Colon".

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Hector Colon, Director  
Department of Health and Human Services

**COUNTY OF MILWAUKEE**  
**Behavioral Health Division Administration**  
**Inter-Office Communication**

**DATE:** March 15, 2017

**TO:** Duncan Shrout, Chairperson, Milwaukee County Mental Health Board

**FROM:** Michael Lappen, BHD Administrator  
*Submitted by John Schneider, MD, FAPA, BHD Chief Medical Officer*

**SUBJECT: Report from the Behavioral Health Division Administrator, Requesting Approval to Implement an "Employment Agreement" As Established Under BHD Personnel Policy for Specific Classified, Unclassified and Exempt Physician County Employees**

**Issue**

Wisconsin Statute 51.41(10) requires approval for any contract related to mental health with a value of at least \$100,000. The contract shall take effect only if the Milwaukee County Mental Health Board votes to approve, or does not vote to reject, the contract within 28 days after the contract is signed or countersigned by the County Executive.

Per the above Statute, the BHD Administrator is requesting authorization to establish one (1) new "Employment Agreement" with a newly recruited physician. The salary specified within the agreement exceeds \$100,000 annually.

It has been determined that "Employment Agreements" fall under BOTH personnel policy AND contract requirements.

**Discussion**

Due to the significant time, effort and expense associated with recruiting and retaining qualified medical staff, the Behavioral Health Division, in collaboration with the Compensation Division and Corporation Counsel, has established a personnel policy that requires employment agreements for specific classified, unclassified and exempt physician classifications within Milwaukee County employ. The purpose of these agreements is to stipulate total compensation including fringe benefits, recruitment/retention incentives and to establish a reasonable and fair "minimum resignation notice" requirement, which does not exist under Civil Service rules.

We submit the table below, with one (1) new personnel transaction that BHD will be requesting the Milwaukee County Chief Human Resources Officer to implement in connection with an Employment Agreement.

ITEM ID	HIGH/ LOW ORG	CURRENT	RECOMMENDED	NO. POSITIONS	CURRENT		RECOMMENDED		INFORMATIONAL: Market equitable alignment based on overall job duties/responsibilities, industry competition, competencies and education/experience requirements.	EFFECTIVE DATE			
		JOB CODE / POSITION #	JOB CODE / POSITION #		PAY RANGE	ANNUAL PAY RATE	PAY RANGE	ANNUAL PAY RATE					
EA2017-04A	6300/ 6412	N/A	NEW CREATE	1	E012	Min		E012	Min	Market Alignment	X	Immediate Recruitment Need.	07/31/17
						Mid			Mid		X	Retention	
						Max			Max		X	Industry shortage / strong competition for profession	
						N/A			\$275,000	X	Other: Training/experience exceed the minimum qualifications.		

The individual physician(s) entering into this agreement shall maintain current status as a benefit-eligible COUNTY EMPLOYEE, or if newly hired shall be established as a benefit-eligible COUNTY EMPLOYEE, including ERS enrollment, and subject to all applicable County and BHD personnel policies and Civil Service rules, where applicable.

Incumbent(s) of above position shall be eligible for recruitment/retention bonus. All bonuses shall be subject to conditions. Amount of bonus shall not exceed \$25,000 annually. In all cases, any funds identified through the Employment Agreement as a retention or other bonus shall not be considered eligible earnings under the Milwaukee County Pension Plan. Therefore, a retention or other bonus shall not affect in any manner any pension benefit under the Employee Retirement System (ERS), including, but not limited to, earnable compensation, final average salary, service credit, eligibility for a benefit or timing of a benefit.

**Recommendation**

It is recommended that the Milwaukee County Mental Health Board approve entering into "Employment Agreement" (contracts) with the incumbent of the above position(s) for the recommended total compensation amount on or after the requested effective date.

**References**

Wis. Stats. [46.19\(4\)](#): the salaries of any superintendent of a mental health institution and the salaries of any visiting physician and necessary additional officers and employees whose duties are related to mental health shall be fixed by the county executive.

Wis. Stats. [51.41\(10\)](#): MENTAL HEALTH CONTRACTS. Any contract related to mental health with a value of at least \$100,000, to which Milwaukee County is a party may take effect only if the Milwaukee County mental health board votes to approve, or does not vote to reject, the contract within 28 days after the contract is signed or countersigned by the county executive.

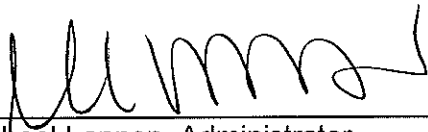
Wis. Stats. [51.42\(6m\)\(i\)](#): Establish salaries and personnel policies of the programs of the county department of community programs subject to approval of the county executive or county administrator and county board of supervisors, except in Milwaukee County, or the Milwaukee County mental health board in Milwaukee County unless the county board of supervisors or the Milwaukee County mental health board elects not to review the salaries and personnel policies.



**Fiscal Effect**

The recommended compensation contained in this report is supported within the Behavioral Health Division's 2017 operating budget. There is no tax levy associated with this request.

Respectfully Submitted,



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Michael Lappen, Administrator  
Behavioral Health Division

cc Thomas Lutzow, Chairperson, Milwaukee County Mental Health Board Finance Committee  
Héctor Colón, Director, Department of Health and Human Services  
John Schneider, MD, BHD Chief Medical Officer  
Lora Dooley, BHD Director of Medical Staff Services  
Jodi Mapp, BHD Senior Executive Assistant