

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

DATE: August 25, 2021

TO: Maria Perez, Chairperson – Milwaukee County Mental Health Board

FROM: Shakita LaGrant-McClain, Director, Department of Health and Human Services
Approved by Michael Lappen, Administrator, Behavioral Health Division

**SUBJECT: Report from the Director, Department of Health and Human Services,
Requesting Authorization to Execute 2021 Professional Services Contract
Amendments for Information Technology and Communications 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 to amend an existing professional services agreement with Netsmart Technologies, Inc. to support the Electronic Health Record (EHR) project.

Background

Approval of the recommended contract allocation will allow BHD 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 Contract

Netsmart Technologies, Inc. - \$750,000

Netsmart Technologies, Inc. provides support for BHD's Electronic Health Record (EHR) system/"myAvatar". BHD is requesting a \$750,000 increase to Netsmart's contract to optimize data systems to allow for enhanced crisis care coordination, more efficient communication between network providers, and to improve the customer experience, outcomes, and efficiencies. This requires upgrading myAvatar to a modern platform and adding interfaces to newer programs like Epic and Now Pow (a community information exchange via an electronic platform recently implemented by Impact, Inc. in the Milwaukee community). These changes will enable significant functionality and efficiency as part of a person-centered case management system of care. The amendment for \$750,000 will increase the contract amount from \$3,961,758 to \$4,711,758.

Kane Communications Group - \$233,331

Kane Communications Group will provide communication services to ensure that BHD employees, community partners and stakeholders are provided input, consistent communication, messaging, and information about BHD's strategic initiatives and activities. Areas of focus

include those specifically identified within the detailed statement of work including but not limited to: hospital transition, employee retention, system improvement agreement progress and communication services/care transitioning to community based locations etc. BHD is asking for an additional \$233,331 for 2021. This increase results in a new contract amount of \$583,331.

Fiscal Summary

The amount of spending requested in this report is summarized below.

Vendor Name	Current Contract	Adjustment	Total 2021 Adjusted Contract Amount
Kane Communications Group*	\$350,000	\$233,331	\$583,331
Netsmart Technologies, Inc.*	\$3,961,758	\$750,000	\$4,711,758
Total	\$4,311,758.00	\$983,331.00	\$5,295,089.00

*Denotes a contract which is supported by a grant.



Shakita LaGrant-McClain, Director
Department of Health and Human Services

Cc: Thomas Lutzow, Finance Chairperson

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

DATE: July 29, 2021

TO: Maria Perez, Chairperson – Milwaukee County Mental Health Board

FROM: Shakita LaGrant-McClain, Director, Department of Health and Human Services
Approved by Michael Lappen, Administrator, Behavioral Health Division

SUBJECT: **Report from the Director, Department of Health and Human Services, Requesting Authorization to Execute 2022 Purchase-of-Service Agreements with a Value in Excess of \$100,000 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/Wraparound/Inpatient Hospital to execute mental health and substance use contracts.

Background

Approval of the recommended contract allocations will allow BHD/CARS/Wraparound/Inpatient Hospital 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.

Purchase of Service Contracts

2021 Contracts for Youth Services

Wisconsin Council on Children and Families DBA Kids Forward, Inc. - \$6,265

The Vendor provides program evaluation, training, and consultation services for the Wraparound Milwaukee Program. The current contract is \$250,000 and BHD is requesting an additional \$6,265 for a total of \$256,265.

2022 Contracts for Adult Services

Community Advocates, Inc. - \$760,000*

The Vendor provides prevention, education, information, and training to individuals, their families, and the public to increase awareness and reduce the stigma related to mental illness, substance abuse, and co-occurring disorders.

Community Relations Social Development Commission- \$225,000*

The Vendor provides prevention, education, information, and training to individuals, their families, and the public to increase awareness and reduce the stigma related to mental illness, substance abuse, and co-occurring disorders.

Grand Avenue Club, Inc. - \$200,000

The Vendor offers pre-vocational, paid employment, and supported education opportunities to its members as well as evening, weekend, and holiday programs involving the arts, writing, film, field trips, and making friends.

Impact, Inc. - \$315,000*

The Vendor provides 211 services to the Milwaukee community and is the central resource access point for people in need. During times of personal crisis or community disaster, the free, confidential helpline and online resource directory make it easy for residents to get connected to information and assistance. Impact Inc. also works in partnership to provide support and resource assistance as a part of the Milwaukee County Crisis Line.

La Causa, Inc. - \$250,000

The Vendor provides crisis mobile services during the third shift hours. This extension of the Crisis Mobile Team (CMT) provides mental health crisis services in the community and decrease involuntary admissions.

Matt Talbot Recovery Services, Inc. - \$5,868,702*

The Vendor provides a residential detoxification center and medical monitoring detox services, crisis stabilization services, and provides residential services in two 5 bed CBRFs for CARS consumers.

Milwaukee Center for Independence, Inc. dba Whole Health Clinical Group - \$4,091,984

The Vendor provides Crisis Resource Centers that serve adults with mental health needs who need crisis intervention and/or short-term crisis stabilization versus hospitalization. The Vendor also provides benefit advocacy and assistance for BHD consumers through the Winged Victory program. The total contract of \$4,091,984 is supported through \$2,551,984 in tax levy and \$1,540,000 in Medicaid passthrough payments for 2022 CRC services.

Outreach Community Health Centers, Inc. - \$150,000*

The Vendor provides outpatient treatment service for consumers to include medication and laboratory tests.

Our Space, Inc. - \$444,142*

The Vendor operates a peer run respite house for individuals who are experiencing an increase in symptoms, life needs, and/or who need support and services to aid in their recovery in a home-like supportive environment. The Vendor also provides peer specialist services to consumers involved in the Family Drug Treatment Court program.

Oxford House, Inc. - \$150,000

The mission of Oxford House, Inc. is to establish Oxford Houses in the Milwaukee community to provide individuals with a substance use disorder the opportunity to live in a home environment with other individuals recovering from substances. Oxford Houses are designed to model and support sober behavior and promote independent, productive lifestyles for those living in the home.

Safe & Sound - \$205,000*

The Vendor provides information, prevention, education, and training to individuals, their families, and the public to increase awareness and reduce the stigma related to mental illness, substance abuse, and co-occurring disorders.

St. Charles Youth & Family Services, Inc. - \$350,000*

The Vendor provides training coordination for the CARS provider network, the Milwaukee Comprehensive Care Collaborative (MC3), and peer specialist training programs.

The House of Kings & Priests, Inc - \$142,800*

The Vendor provides information, prevention, education, and training to individuals, their families, and the public to increase awareness and reduce the stigma related to mental illness, substance abuse, and co-occurring disorders.

Wisconsin Community Services, Inc. - \$529,714

The Vendor provides the Community Linkage and Stabilization Program (CLASP) for BHD. CLASP is a program designed to support consumers' recovery, increase consumers ability to live independently in the community, and reduce incidents of emergency room contacts and re-hospitalizations utilizing person-centered and trauma-informed focus by Certified Peer Specialists (CPS). The total contract amount of \$529,714 is supported through \$279,714 in tax levy and \$250,000 in Medicaid passthrough payments for 2022 CLASP services.

Fiscal Summary

The amount of spending requested in this report is summarized in the tables below:

Vendor Name	2021 Current Contract	Requested Adjustment	Total 2021 Adjusted Contract Amount
Wisconsin Council on Children and Families dba Kids Forward, Inc.	\$250,000	\$6,265	\$256,265
Total	\$250,000	\$6,265	\$256,256

Vendor Name	2022 Amount Requested
Community Advocates, Inc.*	\$760,000
Community Relations Social Development Commission*	\$225,000
Grand Avenue Club, Inc.	\$200,000
Impact, Inc.*	\$315,000
La Causa, Inc.	\$250,000
Matt Talbot Recovery Services, Inc.*	\$5,868,702
Milwaukee Center for Independence, Inc. dba Whole Health Clinical Group	\$4,091,984
Outreach Community Health Centers, Inc.*	\$150,000
Our Space, Inc.*	\$444,142
Oxford House, Inc.	\$150,000
Safe & Sound*	\$205,000
St. Charles Youth & Family Services, Inc*.	\$350,000
The House of Kings & Priests, Inc.*	\$142,800
Wisconsin Community Services, Inc.	\$529,714
Total	\$13,682,342

*Denotes a contract which is supported by a grant.



Shakita LaGrant-McClain, Director
Department of Health and Human Services

cc: Thomas Lutzow, Finance Chairperson

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
Inter-Office Communication

DATE: July 28, 2021

TO: Maria Perez, Chairperson – Milwaukee County Mental Health Board

FROM: Shakita LaGrant-McClain, Director, Department of Health and Human Services
Approved by Michael Lappen, Administrator, Behavioral Health Division

SUBJECT: Report from the Director, Department of Health and Human Services, Requesting Authorization to Execute 2021 Fee-for-Service Agreement Amendments with a Value in Excess of \$100,000 for the Provision of Adult 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 (DHHS) is requesting authorization for BHD Community Access to Recovery Services (CARS) to execute mental health and substance use contract amendments for 2021.

Background

Approval of the recommended contract allocation *projections* will allow BHD CARS to provide a broad range of rehabilitation and support services to adults with mental health and/or substance use disorders with serious emotional disturbances. CARS is a branch of BHD that offers a central access point for Milwaukee County adult residents seeking mental health and/or substance use disorder services through a network of community providers.

The following major services are reimbursed on a fee-for-service basis:

CCS – Comprehensive Community Services: A voluntary, consumer driven, Medicaid benefit that offers a wide variety of supports based on a consumer's needs and desires. CCS services are traditionally less intensive than a CSP but more intensive than an outpatient level of care. To be eligible for CCS, a consumer needs to be diagnosed with a mental health condition, substance use disorder, or both. Services are rehabilitative in nature and can include: peer support, service coordination and linkage to community resources, managing physical health, independent living skill development, psychotherapy, employment and education related skills training, medication management, substance abuse treatment, wellness management and recovery support, and individual and family psychoeducation. Other covered services include personal training, art therapy, yoga, etc.

CSP – Community Support Program: CSP is for adults living with a serious and persistent mental illness (SPMI). CSPs provide coordinated professional care and treatment in the community that includes a broad range of services to meet an individual’s unique personal needs, reduce symptoms, and promote recovery. CSPs are designed to provide services that can be tailored to the individual’s needs at any given time, ranging from minimal to intensive, or a level that might otherwise require care in a hospital setting. In Milwaukee County, all CSPs utilize ACT-IDDT (Assertive Community Treatment and Integrated Dual Disorder Treatment) which are evidenced-based practices.

CM – Case Management: Targeted Case Management (TCM) is a low intensity, co-occurring case management model. TCM includes a primary case manager model with peer specialist services. Crisis Care Management (CCM) is an intensive case management model. CCM utilizes a team approach to stabilize the crisis occurring in the individual’s life. The team may consist of a supervisor, clinician, case manager, peer specialist, and crisis stabilizer.

Co-occurring Biomedically Enhanced or AODA Medically Monitored Residential Treatment Service: This type of treatment encompasses a 24-hour, community-based service that provides observation, monitoring and treatment by a multidisciplinary team under supervision of a physician, with a minimum of 12 hours of counseling provided per week for each patient. Providers of this service must maintain clinic certification from the State of Wisconsin Department of Health Services, which is ‘active’ throughout the entire duration of the agreement with DHHS.

AODA Transitional Residential Treatment: A clinically supervised, peer supported, therapeutic environment with clinical involvement. This service offers three to 12 hours of substance abuse treatment in the form of counseling per consumer per week. Immediate access to peer support and intensive case management is available. Additional services may include education and monitoring in the areas of personal health and hygiene, community socialization, job readiness, problem resolution counseling, housekeeping, and financial planning.

AODA CM – Alcohol and Other Drug Abuse Case Management: For individuals who are in the early stages of recovery and primarily struggling with a substance use disorder, CARS offers a specialized level of CM that meets consumers where they are at and works in a partnership to connect them to resources and services that will assist them in moving further along the recovery process.

AODA Day Treatment: Day Treatment is a medically monitored and non-residential substance abuse treatment service which consists of regularly scheduled sessions of various modalities such as individual and group counseling as well as case management. Services are provided in a scheduled number of sessions with each patient receiving a minimum of 12 hours of counseling per week under the supervision of a physician.

CARS Fee-for-Service Agreements - Fiscal Summary

BHD is requesting an increase to the following 2021 contract amounts for the following vendors as outlined below. The amounts listed below are fee-for-service agreements and represent anticipated not-to-exceed payments to providers for the remainder of 2021. Fee-for-service agreements are not guaranteed payment amounts and are based on the number of units of authorized services provided by the vendor.

The amount of spending requested in this report is summarized for each vendor below.

Vendor Name	Current Contract	Adjustment	Total 2021 Adjusted Contract Amount
Access Recovery Mental Health Services*	\$699,000	\$20,000	\$719,000
Adkins Counseling Services, LLC	\$100,000	\$296,000	\$396,000
Alternatives in Psychological Consultation, S.C.*	\$9,548,000	\$385,000	\$9,933,000
Broadstep - Wisconsin, Inc (fka Bell Therapy, Inc.)*	\$17,636,000	\$236,000	\$17,872,000
Column Rehab Services, Inc.	\$352,000	\$171,000	\$523,000
Creative Counseling of Milwaukee, LLC	\$1,630,000	\$141,000	\$1,771,000
Goodwill Industries of Southeastern Wisconsin, Inc.*	\$599,000	\$11,000	\$610,000
Great Lakes Dryhooch, Inc.	\$542,000	\$48,000	\$590,000
Harmony Social Services CPA, Inc.	\$99,000	\$29,267	\$128,267
Integrity Residential Services, Inc.*	\$1,825,000	\$386,000	\$2,211,000
Jewish Family Services, Inc.	\$950,000	\$268,000	\$1,218,000
Kajsiab Senior Center, Inc.	\$376,000	\$93,000	\$469,000
La Causa, Inc.*	\$4,910,000	\$612,000	\$5,522,000
MCFI Home Care, LLC	\$655,000	\$167,000	\$822,000
Mindstar Counseling, LLC	\$100,000	\$352,000	\$452,000
Navarro Professional Counseling Services, LLC	\$307,000	\$99,000	\$406,000
Our Space, Inc.*	\$592,000	\$25,000	\$617,000
Positive Outlook Clinical Services, LLC.	\$280,000	\$43,000	\$323,000
Professional Services Group, Inc.	\$1,642,000	\$272,000	\$1,914,000
Project Access, Inc.	\$10,350,000	\$629,000	\$10,979,000
Rise Youth and Family Services, LLC	\$50,000	\$97,000	\$147,000

Vendor Name	Current Contract	Adjustment	Total 2021 Adjusted Contract Amount
Sebastian Family Psychology Practice, LLC*	\$1,658,000	\$122,000	\$1,780,000
Sixteenth Street Community Health Centers, Inc.	\$1,748,000	\$263,000	\$2,011,000
Summit Wellness, Inc.	\$1,129,000	\$579,000	\$1,708,000
Milwaukee Center for Independence, Inc. DBA Whole Health Clinical Group*	\$2,517,000	\$904,000	\$3,421,000
Wisconsin Community Services, Inc. *	\$12,638,360	\$1,933,000	\$14,571,360
Total	\$72,932,360	\$8,181,267	\$81,113,627

*Denotes a contract which is supported by a grant.



Shakita LaGrant-McClain, Director
 Department of Health and Human Services

cc: Thomas Lutzow, Finance Chairperson

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
Inter-Office Communication

DATE: July 28, 2021

TO: Maria Perez, Chairperson – Milwaukee County Mental Health Board

FROM: Shakita LaGrant-McClain, Director, Department of Health and Human Services
Approved by Michael Lappen, Administrator, Behavioral Health Division

SUBJECT: **Report from the Director, Department of Health and Human Services, Requesting Authorization to Execute 2022/2023 Fee-for-Service Agreements with a Value in Excess of \$100,000 for the Provision of Adult 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 (DHHS) is requesting authorization for BHD Community Access to Recovery Services (CARS) to execute mental health and substance use contracts for the 2022/2023 contract cycle.

Background

Approval of the recommended contract allocation ***projections*** will allow BHD CARS to provide a broad range of rehabilitation and support services to adults with mental health and/or substance use disorders. The following major services are reimbursed on a fee-for-service basis:

CCS – Comprehensive Community Services: A voluntary, consumer driven, Medicaid benefit that offers a wide variety of supports based on a consumer’s needs and desires. CCS services are traditionally less intensive than a CSP but more intensive than an outpatient level of care. To be eligible for CCS, a consumer needs to be diagnosed with a mental health condition, substance use disorder, or both. Services are rehabilitative in nature and can include: peer support, service coordination and linkage to community resources, managing physical health, independent living skill development, psychotherapy, employment and education related skills training, medication management, substance abuse treatment, wellness management and recovery support, and individual and family psychoeducation. Other covered services include personal training, art therapy, yoga, etc.

CSP – Community Support Program: CSP is for adults living with a serious and persistent mental illness (SPMI). CSPs provide coordinated professional care and treatment in the community that includes a broad range of services to meet an individual’s unique personal needs, reduce symptoms, and promote recovery. CSPs are designed to provide services that can be

tailored to the individual's needs at any given time, ranging from minimal to intensive, or a level that might otherwise require care in a hospital setting. In Milwaukee County, all CSPs utilize ACT-IDDT (Assertive Community Treatment and Integrated Dual Disorder Treatment) which are evidenced-based practices.

CM – Case Management: Targeted Case Management (TCM) is a low intensity, co-occurring case management model. TCM includes a primary case manager model with peer specialist services. Crisis Care Management (CCM) is an intensive case management model. CCM utilizes a team approach to stabilize the crisis occurring in the individual's life. The team may consist of a supervisor, clinician, case manager, peer specialist, and crisis stabilizer.

Co-occurring Biomedically Enhanced or AODA Medically Monitored Residential Treatment Service: This type of treatment encompasses a 24-hour, community-based service that provides observation, monitoring and treatment by a multidisciplinary team under supervision of a physician, with a minimum of 12 hours of counseling provided per week for each patient. Providers of this service must maintain clinic certification from the State of Wisconsin Department of Health Services, which is 'active' throughout the entire duration of the agreement with DHHS.

AODA Transitional Residential Treatment: A clinically supervised, peer supported, therapeutic environment with clinical involvement. This service offers three to 12 hours of substance abuse treatment in the form of counseling per consumer per week. Immediate access to peer support and intensive case management is available. Additional services may include education and monitoring in the areas of personal health and hygiene, community socialization, job readiness, problem resolution counseling, housekeeping, and financial planning.

AODA CM – Alcohol and Other Drug Abuse Case Management: For individuals who are in the early stages of recovery and primarily struggling with a substance use disorder, CARS offers a specialized level of CM that meets consumers where they are at and works in a partnership to connect them to resources and services that will assist them in moving further along the recovery process.

AODA Day Treatment: Day Treatment is a medically monitored and non-residential substance abuse treatment service which consists of regularly scheduled sessions of various modalities such as individual and group counseling as well as case management. Services are provided in a scheduled number of sessions with each patient receiving a minimum of 12 hours of counseling per week under the supervision of a physician.

CARS Fee-for-Service Agreements – Fiscal Summary

BHD is requesting the following 2022 contract amounts for the following vendors as outlined below. The amounts listed below are fee-for-service agreements and represent anticipated not-to-exceed payments to providers for 2022. Please note that as the contract templates for Fee for Service agreements have been updated to reflect the current Federal, State, and County requirements and these will be new contracts with an effective date of January 1, 2022 through

December 31, 2023. If necessary, additional funds will be requested for 2023 after the budget for that fiscal year has been approved.

The amount of spending requested in this report is summarized for each vendor below.

Vendor Name	2022 Amount Requested
Access Recovery Mental Health Services*	\$424,000
Adkins Counseling Services, LLC	\$564,000
Alternative Family Services, LLC	\$141,000
Alternatives in Psychological Consultation, S.C.*	\$5,159,000
Broadstep - Wisconsin, Inc (fka Bell Therapy, Inc.)*	\$9,054,000
Column Rehab Services, Inc.	\$343,000
Creative Counseling of Milwaukee, LLC	\$957,000
Dominion Behavioral Services, LLC	\$149,000
East Point Residential Facility*	\$138,000
Easter Seals Southeast Wisconsin*	\$372,000
Genesis Behavioral Services, Inc.*	\$1,360,000
Goodwill Industries of Southeastern Wisconsin, Inc.*	\$553,000
Great Lakes Dryhooch, Inc.	\$282,000
Guest House Counseling Clinic*	\$1,739,000
Harmony Social Services CPA, Inc.	\$130,000
Integration Healing Alivio Integral, LLC	\$90,000
Integrity Residential Services, Inc.*	\$1,117,000
Jewish Family Services, Inc.	\$743,000
Kajsiab Senior Center, Inc.	\$281,000
La Causa, Inc.*	\$2,796,000
Matt Talbot Recovery Services, Inc.*	\$855,000
MCFI Home Care, LLC	\$498,000
Mindstar Counseling, LLC	\$352,000
Navarro Professional Counseling Services, LLC	\$356,000
Our Safe Place, LLC*	\$174,000
Our Space, Inc.*	\$321,000
Outreach Community Health Centers, Inc.*	\$2,675,000
Positive Outlook Clinical Services, LLC.	\$158,000
Professional Services Group, Inc.	\$1,093,000
Project Access, Inc.	\$6,889,000
Rise Youth and Family Services, LLC	\$97,000
Sebastian Family Psychology Practice, LLC*	\$951,000
Sirona Recovery, Inc.*	\$3,009,000

Vendor Name	2022 Amount Requested
Sixteenth Street Community Health Centers, Inc.	\$263,000
St. Charles Youth & Family Services, Inc.*	\$228,000
Summit Wellness, Inc.	\$1,708,000
Milwaukee Center for Independence, Inc. DBA Whole Health Clinical Group*	\$8,976,000
Wisconsin Community Services, Inc. *	\$8,555,000
Total	\$63,550,000

*Denotes a contract which is supported by a grant.



Shakita LaGrant-McClain, Director
 Department of Health and Human Services

cc: Thomas Lutzow, Finance Chairperson