

**Chairperson:** Dr. Maria Perez  
**Vice-Chairperson:** Walter Lanier  
**Secretary:** Mary Neubauer  
**Senior Executive Assistant:** Jodi Mapp, 257-5202

## MILWAUKEE COUNTY MENTAL HEALTH BOARD

Thursday, August 26, 2021 - 9:00 A.M.  
Teleconference Meeting

### MINUTES

**PRESENT:** Shirley Drake, Kathie Eilers, Rachel Forman, Jon Lehrmann, Thomas Lutzow, Mary Neubauer, Maria Perez, Duncan Shrout, James Stevens, and Brenda Wesley

**EXCUSED:** Sheri Johnson and Walter Lanier

#### SCHEDULED ITEMS:

1. **Welcome.**

Chairwoman Perez welcomed everyone to the Milwaukee County Mental Health Board's August 26, 2021, remote/virtual meeting.

2. **Approval of the Minutes from the June 17, 2021, and the July 8, 2021, Milwaukee County Mental Health Board Regular and Budget Meetings.**

**MOTION BY:** (Eilers) *Approve the June 17, 2021, and the July 8, 2021, Regular and Budget Meeting Minutes. 9-0*

**MOTION 2<sup>ND</sup> BY:** (Shrout)

**AYES:** Drake, Eilers, Forman, Lutzow, Neubauer, Perez, Shrout, Stevens, and Wesley – 9

**NOES:** 0

3. **SEA Group Presentation on Behavioral Health Division Contracted Services.**

Chris Shafer, Program Manager for Educational Advocacy, Wraparound Milwaukee/Child Protective Services/Division of Youth and Family Services

Ms. Shafer stated in 2002, Wraparound data indicated more than 95% of families identified school problems as their biggest issue upon entering Wraparound Milwaukee. The work by Educational Advocacy is done Statewide for children who have special education needs or any kind of disability related needs in school. The organization is made up of highly qualified and experienced Education Advocates who are readily available to serve families and youth in need of services.

**SCHEDULED ITEMS (CONTINUED):**

	<p>She went on to explain the features and successes of the program; target group; scope of services; early identification of students in need of special education, 504 plan, and tiered interventions; and collaborative systems.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
4.	<p><b>Corporation Counsel’s Emergency Center Joint Venture (JV) and Crisis Services Update.</b></p> <p>Michael Lappen, Administrator, Behavioral Health Division (BHD)</p> <p>Mr. Lappen stated all documents, including the JV and management service agreements, have been finalized. Concerns and questions raised by the Board were addressed in the final agreements. The administrator position for the Emergency Center has been posted, and construction has started on the facility. The project is moving forward at a fast pace.</p> <p>This item was informational.</p>
5.	<p><b>Administrative Update.</b></p> <p>Michael Lappen, Administrator, Behavioral Health Division (BHD)</p> <p>Mr. Lappen stated BHD is vastly approaching the survey ready date of September 30, 2021, and is in the final stage of the plan. Staff has been asked to embrace a “find it and fix it” mentality to assist in identifying issues possibly overlooked. A three-day mock survey was held on July 12, 2021. There were no official “condition level” findings, however, there were several issues identified and opportunities to fine tune the staff response to surveyors.</p> <p>Other topics discussed include Mental Health Block Grant carryover funding, the beginning of construction on the Mental Health Emergency Center, and Universal Health Services and Aurora’s employee engagement efforts targeting BHD staff.</p> <p>Board Members Neubauer and Wesley provided an update on the City of Milwaukee Police Department Diversion Task Force. Their next meeting is scheduled for August 31, 2021, at 9:00 a.m.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>

**SCHEDULED ITEMS (CONTINUED):**

**6. Finance Committee Professional Services Contracts Recommendation.**

- 2020 Contract Amendment(s)
  - Kane Communications Group
  - Netsmart Technologies, Inc.

Michael Lappen, Administrator, Behavioral Health Division (BHD)  
Matt Fortman, Fiscal Administrator, Department of Health and Human Services

Professional Services Contracts focus on facility-based programming, supports functions critical to patient care, and are necessary to maintain hospital and crisis services licensure. An overview was presented of all hospital/operations services provided.

The Kane Communications Group contract requires additional funding for 2021 for ongoing services related to the hospital transitioning to community-based locations, employee retention, and the Systems Improvement Agreement.

Netsmart is the provider for electronic health record software and the suite of services which supports everything BHD does. BHD received additional supplemental block grant carryover funds from the State of Wisconsin. The intent of the funds was to support infrastructure around crisis care coordination, the expansion of services, and filling gaps. BHD elected to apply this funding to the improvement for the electronic health record. It will be a modern platform eliminating the use of supportive out-of-date software, which slowed the system down. It will assist with long standing challenges related to security and fund the interface between Epic, which will be used by the new Mental Health Emergency Center, and BHD's electronic health record system. This money comes entirely from the block grant carryover funds.

The Board's attention was drawn to the report's inaccurate "total" calculations. The Fiscal Administrator provided the correct amounts. The first column should read \$4,311,758, the second column should read \$983,331, and the third column should read \$5,295,089.

The Board was informed the Finance Committee unanimously agreed to recommend approval of the Professional Services Contract Amendments with the corrections to the corresponding report as stated.

**MOTION BY:** (Lutzow) *Approve the Professional Services Contract Amendments with the Corrections to the Corresponding Report as Stated. 9-0*

**MOTION 2<sup>ND</sup> BY:** (Shrout)

**AYES:** Drake, Eilers, Forman, Lutzow, Neubauer, Perez, Shrout, Stevens, and Wesley – 9

**NOES:** 0

**SCHEDULED ITEMS (CONTINUED):**

**7. Finance Committee Purchase-of-Service Contracts Recommendation.**

- 2021 Agreement Amendment(s)
- 2022 Agreements

Amy Lorenz, Deputy Administrator, Community Access to Recovery Services, Behavioral Health Division

Purchase-of-Service Agreements for the Provision of Adult and Child Mental Health and Substance Use Disorder Services were reviewed. An overview was provided detailing the youth and adult services agreements and agreement amendments.

Concerns were expressed regarding the Impact, Inc., contract and the services provided. Questions were raised surrounding the appropriate phone number to use during a crisis. A report will be provided at the next Board meeting explaining how to properly access assistance when in need.

The Board was informed the Finance Committee unanimously, except for Board Member Neubauer who abstained from making a recommendation on the Grand Avenue Club, Inc., contract, agreed to recommend approval of the Purchase-of-Service Agreements and Agreement Amendments delineated in the corresponding reports.

Board Members Forman and Neubauer requested separate action be taken on the Grand Avenue Club, Inc., agreement.

Board Members Drake and Wesley requested separate action be taken on the Wisconsin Community Services, Inc., agreement.

**MOTION BY:** *(Shrout) Approve the Grand Avenue Club, Inc., Agreement Delineated in the Corresponding Report. 7-0-2*

**MOTION 2<sup>ND</sup> BY:** *(Lutzow)*

**AYES:** Drake, Eilers, Lutzow, Perez, Shrout, Stevens, and Wesley – 7

**NOES:** 0

**ABSTENTIONS:** Forman and Neubauer - 2

**MOTION BY:** *(Shrout) Approve the Wisconsin Community Services, Inc., Agreement Delineated in the Corresponding Report. 7-0-2*

**MOTION 2<sup>ND</sup> BY:** *(Lutzow)*

**AYES:** Eilers, Forman, Lanier, Lutzow, Neubauer, Perez, and Stevens – 7

**NOES:** 0

**ABSTENTIONS:** Drake and Wesley - 2

**SCHEDULED ITEMS (CONTINUED):**

	<p><b>MOTION BY:</b> <i>(Neubauer) Approve the Balance of Purchase-of-Service Agreements Delineated in the Corresponding Report. 9-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Lutzow)</i></p> <p><b>AYES:</b> Drake, Eilers, Forman, Lutzow, Neubauer, Perez, Shrout, Stevens, and Wesley – 9</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> 0</p>
8.	<p><b>Finance Committee Fee-for-Service Agreements Recommendation.</b></p> <ul style="list-style-type: none"><li>• 2021 Agreement Amendments</li><li>• 2022/2023 Agreements</li></ul> <p>Fee-for-Service Agreements are for the Provision of Adult and Child Mental Health Services and Substance Use Disorder Services. An overview was provided detailing the program agreements, which provide a broad range of support services for adults and children with serious emotional disturbances and their families.</p> <p>Chairwoman Perez requested separate action be taken on the Sixteenth Street Community Health Center agreements.</p> <p>Board Members Drake and Wesley requested separate action be taken on the Wisconsin Community Services, Inc., agreements.</p> <p><b>MOTION BY:</b> <i>(Shrout) Approve the Sixteenth Street Community Health Center’s 2021 Agreement Amendment and 2022 Agreement Delineated in the Corresponding Reports. 8-0-1</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Forman)</i></p> <p><b>AYES:</b> Drake, Eilers, Forman, Lutzow, Neubauer, Shrout, Stevens, and Wesley – 8</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> Perez - 1</p> <p><b>MOTION BY:</b> <i>(Lutzow) Approve the Wisconsin Community Services, Inc., 2021 Agreement Amendment and 2022 Agreement Delineated in the Corresponding Reports. 7-0-2</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Shrout)</i></p> <p><b>AYES:</b> Eilers, Forman, Lanier, Lutzow, Neubauer, Perez, and Stevens – 7</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> Drake and Wesley - 2</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p><b>MOTION BY:</b> (Shrout) Approve the Balance of Fee-for-Service Agreements and Agreement Amendments Delineated in the Corresponding Reports. 9-0</p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Neubauer)</p> <p><b>AYES:</b> Drake, Eilers, Forman, Lutzow, Neubauer, Perez, Shrout, Stevens, and Wesley – 9</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> 0</p>
9.	<p><b>Milwaukee County/Department of Health and Human Services Brand Shift.</b></p> <p>Shakita LaGrant, Director, Department of Health and Human Services (DHHS) Jill Lintonen, Communications Manager and Public Information Officer, DHHS Jim Launtenbach, Graphic Communications Coordinator, Department of Administrative Services</p> <p>Ms. LaGrant indicated DHHS is unveiling its evolving brand. This shift is part of a well thought out process which began as part of the integration work being done. The Integration Communications Committee took the current DHHS brand into consideration in the context of the integration. With all the irons DHHS currently has in the fire, it was determined this is would be a good time for a brand shift. It is important to make sure the visual representation of the department reflects the no wrong door motto and breaks down silos in that it embodies how services are delivered.</p> <p>Ms. Lintonen stated the current brand standards were reviewed. As discussions grew related to integrated services, it was determined now was a good time to consider an overall brand shift. It is important the DHHS brand reflects the way business is conducted. The work underway in developing culturally, linguistically, and appropriate services, also known as the class standards and are being developed and implemented across DHHS and embedded in the work currently being done, was taken into consideration.</p> <p>Mr. Lautenbach provided information on what the County is doing to ensure its brand is a representation of the common understanding that by achieving racial equity, Milwaukee will be the healthiest county in Wisconsin and a symbol of the commitment to foster new ways and new systems which are fair and equitable for all neighbors. Mr. Lautenbach presented various logos and described their symbolism.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>

**SCHEDULED ITEMS (CONTINUED):**

10.	<p><b>Guiding Principles for Integrated Adult Services.</b></p> <p>Samaiyah Clark, Enterprise Project Administrator, Department of Health and Human Services</p> <p>Ms. Clark explained the goals to be achieved with the integration of adult services, which will result in better care and outcomes for older adults, people with disabilities, those who live with chronic and severe mental illness, individuals who experience mental and behavioral health challenges, individuals who are incarcerated or have previously been incarcerated, as well as the communities in which they live. Desired results and accomplishments include enhance partnerships with system and community leaders; increase efficiency and the use of County resources; increase the understanding of collaborating between DHHS services and programs, as well as collaboration across the County; and an improved ability to recruit and retain highly skilled staff. The integration will focus on improving the ability to center services around consumers. Ms. Clark went on to discuss all eight of the guiding principles and their purpose.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
11.	<p><b>Reform of the Request for Proposals and Contracting Process Implementation Plan and Final Report.</b></p> <p>David Muhammad, Deputy Director, Department of Health and Human Services (DHHS) Dr. Deborah C. Blanks, Kairo Communications, LLP</p> <p>Mr. Muhammad discussed the four goals identified in the report, which include infusing a norm of racial equity into all aspects of DHHS and Behavioral Health Division contracting, management of a high functioning equitable contracting team, maintenance of racial equity in community engagement and outreach, and collaborations with communities and partnerships to address social determinants of health.</p> <p>The Contract Workgroup continues to meet to address the findings. A commitment has been made institutionally for increased outreach to minority community agencies through additional community media and ethnic newspapers, radio stations, and the use of social media. The plan is to also increase connection to the Community Business Development Partners through the Department of Administrative Services and the Office of African American Affairs, which are all Milwaukee County entities.</p> <p>Mr. Muhammad provided a brief overview of the immediate practices put into place as a result of the evaluation.</p> <p>Dr. Blanks provided a presentation. Highlights include moving from racism to racial equity, institutionalized racism, structural racism, inequities in DHHS' contracting process overall, perceptions, contracting trends, and research findings.</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>Questions and comments ensued.</p> <p>Mr. Muhammad stated implementation of the recommendations is underway, and policy changes are being analyzed. Quarterly progress reports will be presented.</p> <p>This item was informational.</p>
12.	<p><b>Aging and Disability Resource Centers (ADRC) Transformation.</b></p> <p>Shakita LaGrant, Director, Department of Health and Human Services (DHHS)</p> <p>Ms. LaGrant stated Milwaukee County is the only county that has the resource center separated by age. There currently is an aging resource center, which serves the 60 and older population and a disability resource center, which serves the under 60 population. For the 2022 Budget, the Department on Aging and Veterans Services were combined with DHHS. The next step is to combine the resource centers. An application will be submitted to the Wisconsin Department of Health Services to do so effective January 1, 2022. A consultant was brought on board to assist. The integration should not be confused with downsizing. All positions and services will continue to be maintained. Two community engagement sessions have been scheduled to provide a high-level overview of what the new organizational chart will look like for adult services, which includes the combined resource center, adult protective services, and the area agency on aging. A name change is being considered for the new combined structure.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
13.	<p><b>Wraparound Milwaukee Wellness Clinic Project Status Update.</b></p> <p>Michael Lappen, Administrator, Behavioral Health Division (BHD) Heidi Ciske-Schmidt, Director of Operations, Children's Community Mental Health Services and Wraparound Milwaukee, BHD</p> <p>Mr. Lappen stated it was hoped this project would be further along than it is. There were some challenges in finalizing the agreement. It is a great idea and program. It still will be achieved; however, the timeframe has been pushed back a bit. BHD continues to move forward with the children's clinic and continue to take feedback from the community to expand access to child psychiatry and therapy. In addition, it is anticipated to also add substance use services in this new facility. It will be centrally located in the community of the people being served. Further information and recommendations needing approval will be brought forward for consideration ideally by the next Board meeting.</p> <p>This item was informational.</p>



**SCHEDULED ITEMS (CONTINUED):**

14.	<p><b>Executive Committee Update.</b></p> <p>Chairwoman Perez provided an overview of the items discussed at the Executive Committee meeting. She explained how the Behavioral Health Division (BHD) is going through considerable transition and the difficulty experienced with trying to retain staff. This makes it harder for BHD to function as it gets closer to the closure of the hospital. The Board, however, continues to expand with discussions of creating even more committees. As it stands today, the current way of functioning, meaning support for both the Board and BHD Administration, is not sustainable. The transition provides an opportunity to set up a sustainable structure to support both entities.</p> <p>The Board was reminded in its very early stages, it had authority with matters pertaining to personnel but chose to opt out of those affairs. Times are changing, and it warrants a discussion to see if, in fact, the Board wants to entertain reasserting itself. It has proven to be challenging for BHD Administration to obtain positions needed or make staff adjustments. Upon recommendation, the Board would be able to assert some authority, therefore empowering the Administrator, who is more knowledgeable about what resources are needed to properly function and support the work being done, to make the necessary staffing decisions. The Governance Committee will address the issue at their next meeting.</p> <p>Chairwoman Perez stated there were concerns surrounding the appropriateness of having non-contracted vendors appear and present before the Board, which is not to be confused with the presentations by BHD contracted vendors. This topic was part of a discussion had at the last Public Hearing related to highlighting the many innovations and new programming happening in the community of which the Board should be kept abreast. After further discussion, the item was referred to the Community Engagement Committee.</p> <p>This item was informational.</p>
15.	<p><b>Governance Ad Hoc Committee Update.</b></p> <p>Board Member Eilers, Chairwoman of the Governance Committee, stated the Committee addressed the policy and procedure for Mental Health Board sanctioned participation in other boards. The issue came up during the inception of the Joint Venture. Corporation Counsel drafted a policy. The County Executive's Office is in full support of the drafted policy. It should be before the Board for approval at the next meeting. The other topic discussed at the meeting was the Board's most recent self-assessment. The main area requiring attention is Board Members' understanding of the responsibilities and liabilities of the Board. A one-page statement has been drafted by Corporation Counsel. The document will be included for in-servicing of new members and in the materials for the Board's October meeting.</p> <p>This item was informational.</p>

**SCHEDULED ITEMS (CONTINUED):**

16.	<p><b>Community Engagement Committee Update.</b></p> <p>Board Member Wesley, Chairwoman of the Community Engagement Committee, stated the Committee has a meeting scheduled for Monday, August 30, 2021, and is still in the process of finalizing the infographic. Discussions were had related to the Board’s Facebook page. Kane Communications indicated the page is up and running. It just needs an administrator. Work continues with the Grand Avenue Club, which was selected as the pilot agency, and Perceptivity on presenting the Community Engagement Report on the Crisis Redesign Project and the Mental Health Emergency Center at their open house. It will be on September 22, 2021, from 3:30 to 5:30 p.m. Information to be presented will include initiatives with which the Board is involved in an effort to continue to raise its profile and the changes in services being provided in the community.</p> <p>This item was informational.</p>
17.	<p><b>Quality Committee Update.</b></p> <p>Secretary Neubauer, Chairwoman of the Quality Committee, discussed the Community Access to Recovery Services, Children’s community services, and Wraparound Milwaukee dashboards. Changes are being made related to switching outcome reports to an enrollment-based structure. She recommended the Board review the Patient Ping report (Quality Committee Item 5) relative to Community Support Programs. She reviewed community contract vendor quality updates, which includes sanctions, holds, and/or service suspensions imposed and provided a Systems Improvement Agreement update.</p> <p>This item was informational.</p>
18.	<p><b>Medical Executive Credentialing and Privileging Recommendations Report.</b></p> <p>Dr. Shane Moisio, Medical Director, Behavioral Health Division</p> <p><b>MOTION BY:</b> (Neubauer) <i>Adjourn into Closed Session under the provisions of Wisconsin Statutes Section 19.85(1)(c) for the purpose of considering employment or performance evaluation data for public employees over which the Board has jurisdiction and exercises responsibility. Some or all the information discussed may also be subject to confidentiality under Section 146.38, Stats. as it relates to Item 18. At the conclusion of the Closed Session, the Board may reconvene in Open Session to take whatever action(s) it may deem necessary on the aforesaid item. 7-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Eilers)</p> <p><b>AYES:</b> Drake, Eilers, Forman, Neubauer, Perez, Stevens, and Wesley – 7</p> <p><b>NOES:</b> 0</p> <p><b>EXCUSED:</b> Lutzow and Shrout - 2</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>The Board convened into Closed Session at 11:53 a.m. to discuss Item 18 and reconvened back into Open Session at approximately 12:04 p.m. The roll was taken, and all Board Members were present, except Lehrmann, Lutzow, and Shrout who did not rejoin the meeting.</p> <p><b>MOTION BY:</b> (Eilers) Approve the Medical Staff Credentialing Report and Medical Executive Committee Recommendations. 7-0</p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Forman)</p> <p><b>AYES:</b> Drake, Eilers, Forman, Neubauer, Perez, Stevens, and Wesley – 7</p> <p><b>NOES:</b> 0</p> <p><b>EXCUSED:</b> Lutzow and Shrout – 2</p>
19.	<p><b>Changes to the Provider Network Credentialing Program for Community Access to Recovery Services, Children’s Community Mental Health Services and Wraparound Milwaukee.</b></p> <p>Dr. John Schneider, Chief Medical Officer, Behavioral Health Division (BHD)</p> <p>Previously, the Mental Health Board approved the credentialing plan, which includes all the instructions for credentialing licensed independent practitioners who practice within BHD’s network. As part of the plan, it requires a two-year update, which has been completed inclusive of some minor changes to make sure current credentialing standards and best practices were reviewed and included in the document. There were some minor updates and name changes related to Wraparound Milwaukee’s name change and name changes within those services. Alternative sources for primary source verification were added.</p> <p><b>MOTION BY:</b> (Eilers) Approve the Adopted Changes to the Provider Network Credentialing Program for Community Access to Recovery Services, Children’s Community Mental Health Services, and Wraparound Milwaukee. 7-0</p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Forman)</p> <p><b>AYES:</b> Drake, Eilers, Forman, Neubauer, Perez, Stevens, and Wesley – 7</p> <p><b>NOES:</b> 0</p> <p><b>EXCUSED:</b> Lutzow and Shrout – 2</p>
20.	<p><b>Adjournment.</b></p> <p>Chairwoman Perez ordered the meeting adjourned.</p>

**SCHEDULED ITEMS (CONTINUED):**

This meeting was recorded. The aforementioned agenda items were not necessarily considered in agenda order. The official copy of these minutes and subject reports, along with the audio recording of this meeting, is available on the Milwaukee County Behavioral Health Division/Mental Health Board web page.

Length of meeting: 9:04 a.m. to 12:53 p.m.

Adjourned,

*Jodi Mapp*

**Jodi Mapp**

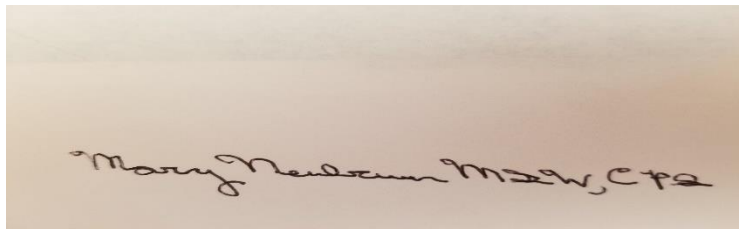
Senior Executive Assistant  
Milwaukee County Mental Health Board

**The next meeting for the Milwaukee County Mental Health Board will be on  
Thursday, September 23, 2021, @ 4:30 p.m.**

**Visit the Milwaukee County Mental Health Board Web Page at:**

**<https://county.milwaukee.gov/EN/DHHS/About/Governance>**

The August 26, 2021, meeting minutes of the Milwaukee County Mental Health Board are hereby submitted for approval at the next scheduled regular meeting of the Milwaukee County Mental Health Board.



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Mary Neubauer, Secretary  
Milwaukee County Mental Health Board