

**Chairperson:** Kimberly Walker  
**Vice-Chairman:** Peter Carlson  
**Secretary:** Dr. Robert Chayer  
**Senior Executive Assistant:** Jodi Mapp, 257-5202

## MILWAUKEE COUNTY MENTAL HEALTH BOARD

Thursday, December 17, 2015 - 8:00 A.M.  
Milwaukee County Mental Health Complex Auditorium

### MINUTES

**PRESENT:** Robert Chayer, Ronald Diamond, Jon Lehrmann, Jeffrey Miller, \*Mary Neubauer, Duncan Shrout, Kimberly Walker, and Brenda Wesley  
**EXCUSED:** Peter Carlson, Thomas, Lutzow, and Maria Perez

\*Board Member Neubauer was not present at the time the roll was called but appeared shortly thereafter.

#### SCHEDULED ITEMS:

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| 1. | Welcome.<br><br>Madame Chair opened the meeting by greeting Board Members and the audience.   |
| 2. | Approval of the Minutes from the October 22, 2015, Milwaukee County Mental Health Board Meeting.<br><br>After the October 22, 2015, Mental Health Board meeting, Deputy Corporation Counsel Foley provided the Board with information correcting her statement made and the statute cited at the meeting regarding Ms. Malofsky's vacant seat on the Board. The October 22, 2015, Board meeting minutes reflect this correction.<br><br><b>MOTION BY:</b> (Shrout) <i>Approve the Minutes, AS CORRECTED by Corporation Counsel, from the October 22, 2015, Milwaukee County Mental Health Board Meeting. 6-0</i><br><b>MOTION 2<sup>ND</sup> BY:</b> (Miller)<br><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6<br><b>NOES:</b> 0<br><br><b>A voice vote was taken on this item.</b> |
| 3. | A Presentation by the Public Policy Forum on the Outpatient Capacity Study.<br><br><b>APPEARANCES:</b><br>Rob Henken, President, Public Policy Forum<br>Joy Tapper, Executive Director, Behavioral Health Provider Workgroup  |

**SCHEDULED ITEMS (CONTINUED):**

	<p>Mr. Henken provided a high-level overview of the Milwaukee County Outpatient Behavioral Health Capacity Assessment (OCA) report prepared by the Public Policy Forum. The report focuses on behavioral health services provided outside of inpatient settings. Highlights included a review of the scope of services, overarching research, provider volume policy implications, trends in Medicaid enrollment, Medicaid utilization, service gaps and barriers, Behavioral Health Division leadership and facilitator functions, processes and policies to improve access to outpatient care, strategies to increase outpatient service capacity, and suggested recommendations.</p> <p>Ms. Tapper provided conclusions and next steps for the OCA. She addressed expanding access and improving coordination of outpatient mental health and substance abuse services for low-income populations, multi-stakeholder responsibility, the need for an implementation plan, determinants of behavioral health, and suggested recommendations.</p> <p>Questions and comments ensued.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>
4.	<p>Board Positions Update.</p> <p>Chairwoman Walker addressed vacancies left by Board Members Malofsky and Landingham. Board Member Malofsky's seat is that of the consumer and is nominated by the Milwaukee County Board of Supervisors. Nominations for this seat have been submitted to the County Executive. Board Member Landingham's seat is appointed by the County Executive. It is anticipated the vacancies will be filled by the February 2016 Mental Health Board meeting.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>
5.	<p>Local Public/Private Partnership and National Entity Partnership Joint Task Force Update.</p> <p>Board Member Shrout stated the Mental Health Board Joint Task Force had its first meeting November 30, 2015. From that meeting, additional January 2016 meeting dates were derived to interview groups that have been identified both locally and nationally. The Joint Task Force understands the future of acute care services is extremely important to the organization and the community. At the first meeting in January, the Joint Task Force will finalize questions that will be utilized for the interviews with providers. He emphasized that both Task Forces continue to meet jointly, which allows for the ability to capture the expertise needed for this search. This may change in the future.</p> <p>Questions and comments ensued.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>

**SCHEDULED ITEMS (CONTINUED):**

<p>6.</p>	<p>Mental Health Board Sub-Committee Update.</p> <ul style="list-style-type: none"><li>• Finance Committee</li></ul> <p>Board Member Lehrmann, Finance Committee member, provided the update stating the Finance Committee addressed the redesign of the entire contract process, both management and coordination of such, and 2016 contracts for the organization. The Finance Committee recommended the Board approve all 2016 contracts.</p> <ul style="list-style-type: none"><li>• Quality Committee</li></ul> <p>Board Member Chayer, Chairman of the Quality Committee, discussed the dashboard, consumer satisfaction data, the Joint Commission, mock survey, performance improvement projects, quality education, the role of quality leadership, and the overall quality process.</p> <p>Questions and comments ensued.</p> <p>Board Member Neubauer requested that a Committee/Task Force membership list be provided to Board Members.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>
<p>7.</p>	<p>Contract Redesign Processes Presentation.</p> <p><b>APPEARANCE:</b> Alicia Modjeska, Chief Administrative Officer, Behavioral Health Division, Department of Health and Human Services</p> <p>Ms. Modjeska stated the existing contract process requires significant revision to be performance-based and value-based purchasing oriented. Internal discussions culminated in a decision to redesign the entire process, including creating a contract report card for all providers. The contract report card will include compliance requirements and a menu of key performance measures/indicators; some of which are process, some are structure, and some are outcomes based. Planning is underway regarding how to integrate quality, patient experience, and grievance information into contracts to build a robust system of data that can be evaluated on an on-going basis. The redesign also includes internal restructuring that dedicates staff strictly to reviewing and monitoring contracts, including announced and unannounced visits. The intent is to ensure accountability, quality services are being provided, and fiscal viability.</p> <p>Questions and comments ensued.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>

**SCHEDULED ITEMS (CONTINUED):**

8. 2016 Purchase of Service Contracts.

**APPEARANCES:**

Amy Lorenz, Director, Community Access to Recovery Services, Behavioral Health Division (BHD), Department of Health and Human Services (DHHS)  
Mary Jo Meyers, Director, Wraparound Milwaukee, BHD, DHHS

Ms. Lorenz provided an overview detailing the various program contracts for Adult Mental Health and Alcohol and Other Drug Abuse (AODA); Community Based Crisis Services, which included the Community Linkages and Stabilization Program (CLASP), Access Clinic – South, the Crisis Mobile Team, Crisis Stabilization, the Crisis Resource Center (CRC), and the Community Consultation Team; Mental Health Services; and Substance Abuse Services.

Ms. Meyers stated Wraparound Milwaukee contract allocations for 2016 vary slightly from 2015. Contracts for care coordination and other services that support the operation of the Wraparound Milwaukee Program include Reaching, Engaging, and Assisting Children and Families (REACH); Family Intervention and Support Services (FISS); Project O-YEAH (Young Emerging Adult Heroes); and the Mobile Urgent Treatment Team (MUTT). All remaining services are purchased on a fee-for-service basis through agencies participating in the Wraparound Milwaukee Provider Network.

Contract performance data are tracked by conducting agency reviews twice a year, with financial incentives and disincentives built in and agency improvement plans required. This information is included with Requests for Proposals to ensure the evaluating committee can make the proper decision as to which agencies' contracts will be renewed. Contracted agencies have gone from eight to six due to performance indicators and for better quality control.

**MOTION BY:** *(Miller) Approve the Families Moving Forward, Grand Avenue Club, Office of Consumer Affairs, and Mental Health America Purchase of Service Contracts. 5-0-1*

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

**AYES:** Chayer, Miller, Shrout, Walker, and Wesley – 5

**NOES:** 0

**ABSTENTIONS:** Neubauer – 1

**MOTION BY:** *(Miller) Approve the Community Advocates Purchase of Service Contract. 4-0-2*

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

**AYES:** Chayer, Miller, Shrout, and Wesley – 4

**NOES:** 0

**ABSTENTIONS:** Neubauer and Walker – 2

**SCHEDULED ITEMS (CONTINUED):**

	<p><b>MOTION BY:</b> <i>(Miller) Approve the Balance of 2016 Purchase of Service Contract Recommendations. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Shrout)</i></p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley – 6</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> 0</p> <p style="text-align: center;"><b>Voice votes were taken on this item.</b></p> <p style="text-align: center;"><b>The Board took a break after Item 8 at 10:30 a.m. and reconvened at approximately 10:42 a.m. The roll was taken, and all Board Members were present.</b></p>
9.	<p>2016 Professional Services Contracts.</p> <p><b>APPEARANCE:</b> Alicia Modjeska, Chief Administrative Officer, Behavioral Health Division, Department of Health and Human Services</p> <p>Ms. Modjeska explained Professional Services Contracts focus on facility-based programming, support functions that are critical to patient care, and are necessary to maintain hospital and crisis services licensure. Background information was provided on services the contracted agencies provide, which include cleaning, laboratory, and pharmacy.</p> <p><b>MOTION BY:</b> <i>(Neubauer) Approve the CleanPower Professional Services Contract. 5-0-1</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Miller)</i></p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, and Wesley – 5</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> Walker – 1</p> <p><b>MOTION BY:</b> <i>(Neubauer) Approve the Balance of 2016 Professional Services Contract Recommendations. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> <i>(Miller)</i></p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley – 6</p> <p><b>NOES:</b> 0</p> <p><b>ABSTENTIONS:</b> 0</p> <p style="text-align: center;"><b>Voice votes were taken on this item.</b></p>
10.	<p>2016 Social Services Contract.</p> <p><b>APPEARANCE:</b> Randy Oleszak, Chief Financial Officer, Behavioral Health Division, Department of Health and Human Services</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>Mr. Oleszak stated 2016 contracts with the State Department of Health and Human Services and Children and Families with the State are mandated by state law. Authorization is needed to receive Community Aids Basic County allocation reimbursement that is included in the Behavioral Health Division (BHD) Budget. The funding identified pertains only to revenues associated with services within BHD.</p> <p><b>MOTION BY:</b> (Shrout) <i>Approve the 2016 Contracts with the State of Wisconsin for Social Services and Community Programs. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Miller)</p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6</p> <p><b>NOES:</b> 0</p> <p style="text-align: center;"><b>A voice vote was taken on this item.</b></p>
11.	<p>2015 Information Management Services Division Funds.</p> <p><b>APPEARANCE:</b> Alicia Modjeska, Chief Administrative Officer, Behavioral Health Division, Department of Health and Human Services</p> <p>Ms. Modjeska indicated there have been previous discussions around the issues with information technology and the lack of internal staff for the electronic medical records system at the Behavioral Health Division (BHD). Currently, those services are being outsourced. Estimations have been made as to the amount of internal support needed to implement a number of modules that will support care coordination and treatment plans across the system and eventually having a community-based impact. Work has begun with the Information Management Services Division and consulting staff to create a structure to be available on-site, dedicated solely to BHD. When issues are encountered with the system, the problem can be addressed immediately by instituting a help desk, which will be a mechanism to support the many web-based products that are used in-house.</p> <p><b>MOTION BY:</b> (Shrout) <i>Approve the Use of 2015 Information Management Services Division Funds. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Miller)</p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6</p> <p><b>NOES:</b> 0</p> <p style="text-align: center;"><b>A voice vote was taken on this item.</b></p>
12.	<p>Administrative Update.</p> <p><b>APPEARANCES:</b> Amy Lorenz, Director, Community Access to Recovery Services, Behavioral Health Division (BHD), Department of Health and Human Services (DHHS) Patricia Schroeder, Administrator, BHD, DHHS</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>Ms. Lorenz provided the Comprehensive Community Services (CCS) update discussing enrollment, the ancillary provider network CCS for youth, CCS for the elderly, the Statement of Deficiency, and North Side Place planning.</p> <p>Ms. Schroeder highlighted key activities and issues related to BHD operations. She addressed psychiatry staffing in acute services, Deloitte State Audit findings, 2016 Board meetings location, which the Board recommended the Sojourner Family Peace Center, and Mental Health Complex roof repairs.</p> <p>Questions and comments ensued.</p> <p>It was announced that this would be Ms. Schroeder's last Board meeting as Administrator. Mr. Colon took time to thank Ms. Schroeder for all of her hard work and stated she performed with rigor, accountability, and structure providing a sound platform to move forward. The County Executive will present Ms. Schroeder with a proclamation for her County service.</p> <p>Mr. Colon stated he has had conversations with other BHD leaders and is beginning to explore options on how to move forward. More information will be provided to the Board once Mr. Colon has the opportunity to fully vet the circumstance.</p> <p><b><i>The Board took no action regarding this informational item.</i></b></p>
13.	<p>Joint Commission on Accreditation.</p> <p><b>APPEARANCE:</b> Patricia Schroeder, Administrator, Behavioral Health Division (BHD), Department of Health and Human Services</p> <p>Ms. Schroeder provided background information on BHD's road to re-accreditation, which reflects use of nationally recognized processes for care and operations. Joint Commission standards have specific expectations for Board practices and policies. The standards are listed below:</p> <ul style="list-style-type: none"><li>• Responsibilities of the Board</li><li>• Scope of Services Description</li><li>• Conflict of Interest Policy</li><li>• Conflict Management Policy</li><li>• Code of Conduct Policy</li></ul> <p>Ms. Schroeder also discussed the Board's annual self-evaluation process, a process required by the Joint Commission.</p>

**SCHEDULED ITEMS (CONTINUED):**

<p><b>MOTION BY:</b> (Miller) <i>Accept and Approve all Policies Delineated in the Associated Report while Continually Moving Toward Accreditation. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Shrout)</p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6</p> <p><b>NOES:</b> 0</p> <p style="text-align: center;"><b>A voice vote was taken on this item.</b></p>
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***Pursuant to Wisconsin Statutes Section 19.85(1)(c), the Board may adjourn into Closed Session 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 of the information discussed may also be subject to confidentiality under Section 146.38, Stats. as they relate to the following matter(s):***

14. Medical Executive Report and Credentialing and Privileging Recommendations.

**APPEARANCE:**

Dr. Clarence Chou, President, Medical Staff Organization, Behavioral Health Division, Department of Health and Human Services

**MOTION BY:** (Chayer) *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 of the information discussed may also be subject to confidentiality under Section 146.38, Stats. as it relates to Item #14. 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. 6-0*

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

**AYES:** Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6

**NOES:** 0

**A voice vote was taken on this item.**

The Committee convened into Closed Session at 11:38 a.m. and reconvened back into Open Session at approximately 11:45 a.m. The roll was taken, and all Board Members were present.

**MOTION BY:** (Neubauer) *Approve the Medical Staff Credentialing Report and Executive Committee Recommendations. 6-0*

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

**AYES:** Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6

**NOES:** 0

**SCHEDULED ITEMS (CONTINUED):**

	<b>A voice vote was taken on this item.</b>
15.	<p>Talbot Contract Update.</p> <p><b>APPEARANCES:</b> Hector Colon, Director, Department of Health and Human Services Collen Foley, Deputy, Corporation Counsel</p> <p>Madame Chair provided background information indicating this item generated from discussions at a County Board meeting where questions were raised.</p> <p>Mr. Colon began by explaining planning for community placement was completed with support of a team of about twenty people representing local and state government meeting every-other-week for more than two years. This issue relates to the Behavioral Health Division's long-term care closure and the importance of treating individuals in the least restrictive setting. This provides an opportunity to live in a community of their choice and to be close to loved ones and family, which research shows results in better outcomes. He acknowledged the opposition encountered by some constituency groups, but stated a comprehensive approach has been taken to ensure the safety and protection of individuals being treated, as well as the community. Because of that comprehensive approach, transitions have been successful, with all local, state, and federal laws being followed.</p> <p>Ms. Foley indicated this is a very sensitive topic and strict confidentiality provisions regarding mental health laws, Chapter 51 as well as the Health Insurance Portability and Accountability Act (HIPAA), make it complicated in terms of someone's health treatment. Ms. Foley supported Mr. Colon's statements indicating the law has been followed. There are prohibitions and restrictions under the City of Milwaukee Residency Ordinance, but none the individuals fall under those restrictions.</p> <p>Questions and comments ensued.</p> <p>Due to a disruption by an audience member, Board discussions turned to the public's access to communicate their opinions, concerns, and thoughts with Board Members on the various topics discussed at non-public comment Board meetings.</p> <p><b>MOTION BY:</b>            <i>(Neubauer) Open the Floor to Discussions Regarding Board Members Obtaining County Email Addresses. 6-0</i></p> <p><b>MOTION 2<sup>ND</sup> BY:</b>    <i>(Shrout)</i></p> <p><b>AYES:</b>                 Chayer, Miller, Neubauer, Shrout, Walker and Wesley - 6</p> <p><b>NOES:</b>                 0</p> <p>Ms. Foley provided the Board with the financials of Board Members obtaining County email addresses and the Information Management Services Division (IMSD) process of creating the email addresses.</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>Questions and comments ensued.</p> <p><b>MOTION BY:</b> (Shrout) Approve the Establishment of Milwaukee County Email Addresses for Milwaukee County Mental Health Board Members. 6-0</p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Wesley)</p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker and Wesley - 6</p> <p><b>NOES:</b> 0</p> <p style="text-align: center;"><b>Voice votes were taken on this item.</b></p>
16.	<p>Adjournment.</p> <p><b>MOTION BY:</b> (Chayer) Adjourn. 6-0</p> <p><b>MOTION 2<sup>ND</sup> BY:</b> (Miller)</p> <p><b>AYES:</b> Chayer, Miller, Neubauer, Shrout, Walker, and Wesley - 6</p> <p><b>NOES:</b> 0</p> <p style="text-align: center;"><b>A voice vote was taken on this item.</b></p>
<p>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.</p> <p>Length of meeting: 8:10 a.m. to 11:48 a.m.</p> <p>Adjourned,</p>  <p><b>Jodi Mapp</b> Senior Executive Assistant Milwaukee County Mental Health Board</p>	
<p><b>The next meeting for the Milwaukee County Mental Health Board will be on Thursday, February 25, 2016, @ 8:00 a.m.</b></p>	

**SCHEDULED ITEMS (CONTINUED):**

The December 17, 2015, meeting minutes of the Milwaukee County Mental Health Board are hereby submitted for approval at the next scheduled meeting of the Milwaukee County Mental Health Board.



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Dr. Robert Chayer, Secretary  
Milwaukee County Mental Health Board