

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

**Date:** November 25, 2013

**To:** Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors

**FROM:** Hector Colon, Director, Department of Health and Human Services  
Chris Lindberg, Director of Information Management Services

**Subject:** **Request for authorization to execute a professional services contract amendment with the Joxel Group, LLC for information technology support of the Community Mental Health Care application for the Department of Health and Human Services – Behavioral Health Division**

**Issue**

The Director of the Department of Health and Human Services and the Director of the Information Management Services Division are requesting authorization to amend the professional service contract with the Joxel Group, LLC for information technology support service of the Community Mental Health Care application, the Department of Health and Human Services - Behavioral Health Division's current core business system.

**Background**

In January 2012, the Information Management Services Division (IMSD) was granted authorization to execute a contract with the Joxel Group (TJG), a certified DBE vendor, to provide support services and technical assistance for the Department of Health and Human Services (DHHS) - Behavioral Health Division's (BHD) current core business system, Community Mental Health Care (CMHC). IMSD is now returning to the Board to request an amendment to extend the current professional services contract to cover 2014 core functions and support of the CMHC system. Currently, processing of the Community-based services program work is being done in CMHC which is scheduled to be phased out when the new Avatar Electronic Medical Records (EMR) System goes "Live". CMHC is a system that will require support services as the County continues to provide long-term care. The need for CMHC will go away if the long-term care program is closed.

BHD, with assistance from IMSD and TJG, is implementing a new Electronic Medical Record (EMR) system, which will provide comprehensive EMR services and ultimately replace CMHC. TJG, as part of its management of the CMHC contract as well as the new EMR implementation, is able to provide efficiencies and cost savings through critical knowledge transfer of the current CMHC IT staff and cross functional support for both projects by the EMR and CMHC teams.

CMHC provides critical services and information to BHD's Community Based Services programs including billing and patient data. In addition, the billing for the long-term care is being done in CMHC. As a result, the support of CMHC needs to be maintained and support until the EMR system and the closure of long-term care is complete. Due to efforts of the staff at BHD, and through the new EMR initiative, the technical support cost of CMHC was reduced from \$2.2 million in 2010 to \$600,000 in 2013, and finally to \$317,000 in 2014. This report is requesting the authority to increase the existing TJG professional services agreement by \$317,000 for support services in 2014. The requested funds are included in the BHD's 2014 operating budget.

**Recommendation**

The Director of Health and Human Services and the Director of the Information Management Services Division, or their designees, respectfully request approval to execute a professional services amendment with the Joxel Group, LLC for information technology support service of the Community Mental Health Care application, the Department of Health and Human Services - Behavioral Health Division's current core business system.

A fiscal note is attached.

Prepared By:

*Laurie Panella*

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Laurie Panella, IMSD  
Deputy Chief Information Officer

Approved By:

*Hector Colon*

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Hector Colon, Director  
Department of Health and Human Needs

Approved By:

*Chris Lindberg*

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Chris Lindberg, IMSD  
IT Director, Chief Information Officer

cc: County Executive Chris Abele  
Amber Moreen, Chief of Staff, County Executive's Office  
Peggy Romo West, Chairperson, Health and Human Needs Committee  
Russell W. Stamper II, Vice Chairperson, Health and Human Needs Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Don Tyler, Director, Department of Administrative Services

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Jody Mapp, Committee Clerk, County Board Staff