

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: December 31, 2013

TO: Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors
Kerry Mitchell, Director, Department of Human Resources

FROM: Héctor Colón, Director, Department of Health & Human Services
Prepared by: Susan Gadacz, Director, Community Services Branch - Behavioral Health Division

SUBJECT: From the Director, Department of Health and Human Services, Requesting Authorization to Create One Position for a Program Evaluator within the Community Services Branch at the Behavioral Health Division

Issue

The Director, Department of Health and Human Services (DHHS) is requesting authorization to create one position for a Program Evaluator in the Community Services Branch (CSB) to meet the reporting requirements for the increased number of individuals served, client outcome and satisfaction of services reports that are produced, and requests for data being made of CSB services.

Background

The Community Services Branch (CSB) is composed of community-based services for persons with a serious mental illness, a substance use disorder, or both. The majority of services in the mental health program area are provided through purchase of service contracts with community agencies. The mental health program area is comprised of several major programs for the medical and non-medical care of consumers in the community. These programs include Community Support Programs, Day Treatment, Community Based Residential Facilities, Targeted Case Management, Outpatient Treatment, and Prevention and Early Intervention services. Services are designed to provide for a single mental health delivery system that reduces an individual's time institutionalized by promoting consumer independence and recovery. A primary focus for the upcoming year will be strengthening the continuum of care with the addition of certain psychosocial rehabilitation benefits that have strong emphasis on recovery. Adult Community Services provides all services in the least restrictive and most therapeutically appropriate, cost-effective setting.

Alcohol and Other Drug Abuse (AODA) Services include funds for the third year of the Access to Recovery – 3 (ATR) grant. Along with TANF, AODA Block Grant and other Federal, State & local funds, CSB maintains a voucher network for the AODA system, which is called Wiser Choice. Wiser Choice provides access to a range of services, including clinical treatment, recovery

support coordination and recovery support services. Specifically, AODA funds are directed toward four purposes: (1) Fund priority treatment and support services for individuals without insurance or for whom coverage is terminated for short periods of time; (2) Fund those priority treatment and support services that demonstrate success in improving outcomes and/or support recovery; (3) Fund primary prevention – universal, selective, and indicated prevention strategies for persons not identified as needing treatment; and, (4) Collect performance and outcome data to determine the ongoing effectiveness of behavioral health promotion, treatment, and recovery support services.

On an annual basis CSB serves over 10,400 individuals and on any given day and 7,000 individuals are receiving community based services. The county is required to report episodic service information on all clients served in either the mental health or substance use disorder delivery system. In addition, prevention services are required to be reported based on strategy used, evidence based program delivered, and number of individuals served. CSB receives seven (7) federal grants and two (2) state grants that have different reporting requirements. The frequency of client level reporting occurs on a quarterly, semi-annual, and annual basis with voluminous reports being generated. It is the responsibility of the program evaluator to provide direct research support to Wiser Choice and mental health provider network program areas. This type of support includes research and evaluation conceptualization, design, implementation of data collection methods, data analysis, interpretation, and reporting of results. The evaluator must also conduct statistical analyses, design databases, supervise the management of the data to maintain integrity, manage tracking of data collection, and produce graphical and narrative reports for submission to the program funders. CSB has the annual requirement of completion of a perception of care survey called the MHSIP or Mental Health Statistical Improvement Project and due to the number of individuals being surveyed the analysis can take six-months or longer.

A greater emphasis on data-driven decision making has begun the redesign of the behavioral health system. It is moving the system from an emphasis on sustaining care to a recovery oriented system of care. This has been the main crux of the Mental Health Redesign and Implementation Task Force and has allowed for the development of more recovery focused services such as the implementation of the Community Recovery Services (CRS) Medicaid psychosocial in 2013 and the addition of Comprehensive Community Services (CCS) in 2014. Both of these Medicaid benefits have specific reporting requirements that must be met as a condition of revenue reimbursement. Lastly, over the past three years there has been a 62% increase in referrals for mental health services with 125 referrals received in 2010 and 203 received in 2013. In, 2013 six (6) outside requests for data were made of CSB with four requests from the Milwaukee Journal Sentinel and two from the Public Policy Forum. Often times these are time sensitive data requests that require immediate attention.

Recommendation

To address the increased volume of clients being served, meet the program reporting requirements, monitor and report on the implementation of the CRS program, the addition of

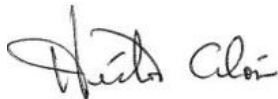
the CCS program, and to fulfill the number of data requests received by CSB, it is recommended that the County Board of Supervisors allow the Director, Department of Health and Human Services, or his designee, to create the following position action beginning on March 1, 2014:

Position Description	Pay Range	FTE	Salary
<i>CREATION</i>			
Program Evaluator	29	1.0	\$55,867.34

Fiscal Impact

The creation of the position as detailed above results in no tax levy impact. The cost of the positions is off-set by Federal grants received by the Community Services Branch and existing budget authority. Therefore no additional tax levy is needed.

Respectfully Submitted:



Héctor Colón, Director
Department of Health & Human Services

- cc: County Executive Chris Abele
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