

**COUNTY OF MILWAUKEE**  
**Behavioral Health Division Administration**  
**INTER-OFFICE COMMUNICATION**

**DATE:** August 31, 2012

**TO:** Supervisor Marina Dimitrijevic, Chairperson – Milwaukee County Board

**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by Paula Lucey, Administrator, Behavioral Health Division*

**SUBJECT:** Report from the Director, Department of Health and Human Services, Requesting Authorization to Increase the 2012 Purchase of Service Contract with various providers for the Behavioral Health Division

**Issue**

Section 46.09 of the Milwaukee County Code of General Ordinances requires County Board approval for the purchase of human services from nongovernmental vendors. No contract or contract adjustment shall take effect until approved by resolution of the County Board. Per Section 46.09, the Director of the Department of Health and Human Services (DHHS) is requesting authorization to increase the 2012 purchase of service (POS) contracts with St. Charles Youth and Family Services, Vital Voices, Transitional Living Services (TLS) and Grand Avenue Club related to various initiatives at the Behavioral Health Division (BHD).

**Background**

During 2012, BHD has worked diligently to move forward on a number of initiatives including the Mental Health Redesign Task Force work, Joint Commission accreditation, implementation of the \$3 million investment in community resources, and initiation of the Electronic Medical Record. Due to these many large initiatives and a continued focus on quality assurance, client satisfaction and education has resulted in the need to add some resources. Therefore, BHD is requesting to increase three purchase of service contracts to address some needs that have arisen this year.

**St. Charles Youth and Family Services**

St. Charles has been a partner with the Community Services and AODA BHD areas in providing training and other administrative support through their purchase of service contract. In 2012, BHD asked St. Charles to provide a resource to assist with multiple projects at BHD including staffing the Mental Health Redesign Task Force, working with the Planning Council on the Mental Health Summit, working on various grant applications and assisting in implementation of the various initiatives related to the \$3 million investment. St. Charles has provided one full-time person to BHD throughout 2012 and this was not an anticipated cost last year when the contract was originally established. Therefore BHD is requesting to increase the St. Charles POS

contract by \$65,000, to a total of \$468,126 for 2012. BHD does not anticipate needing this resource beyond 2012.

### Vital Voices

BHD has a renewed focus on quality improvement in 2012 and has invested in training and new positions to achieve this goal. As part of this, and to assist in moving towards a continuous quality improvement program, the BHD Crisis Services has increased quality improvement projects and audits in 2012. Through this assessment, BHD identified a need for additional consumer satisfaction surveys in the Crisis Services area. They were last completed in 2008.

The completion on the consumer satisfaction surveys will:

1. Provide direct consumer feedback that will aid Crisis Services in making decisions for improvements in customer satisfaction, programming, utilization of Peer Specialists, access to service providers, etc.
2. Allow Crisis Services to identify the areas where services are not excelling, which will provide information that can assist in identifying areas to focus on both for immediate improvement and for continued quality improvement projects.
3. Give feedback to staff to re-enforce best practices and improve any needed direct care and customer service practices.

BHD is requesting to increase the Vital Voices POS contract by \$2,750, to a total of \$133,711 for 2012. Vital Voices will be tasked with completing 20-30 consumer surveys with consumers on the Observation Unit at BHD and 20-30 consumers residing at the BHD Stabilization Houses (previously called Respite Houses). Vital Voices will be expected to complete these surveys over a 2-3 month period with consumers who volunteer to give their opinions on issues such as location of services, accessing services, assistance with crisis resolution, helpfulness of staff, utilization of peer specialists, etc. BHD plans to add this to the annual contract amount in future years to consistently conduct surveys of existing programs and some of the newly created programs.

### Transitional Living Services (TLS)

The adult Mental Health system has many contracts with TLS for a variety of services including targeted case management, community support programs and crisis respite. In addition, as part of the \$3 million mental health initiative, BHD is dedicating funding to assist Housing in providing supportive services to clients in 2012. Due to the mild winter, a 50 unit permanent supportive housing project for BHD consumers was able to open sooner than anticipated. Therefore, BHD and Housing worked together to dedicate funding for the provision of on-site support services at Highland Commons in West Allis. With this funding, TLS will be providing peer support services and other housing supports such as facilitation of groups and interaction with case management. Funds for these supportive services are included in the 2013 Housing budget, therefore this is a one-time expense. BHD is requesting to increase the TLS POS contract by \$50,000, to a total of \$1,973,378 for 2012.

### Grand Avenue Club

The Grand Avenue Club provides community living support services to BHD clients through a mental health purchase of service contract. In addition, they champion the use of a tool called the Wellness Recovery Action Plan (WRAP), which empowers consumers to make decisions about their own care in advance of any crisis situation. BHD would like to contract with Grand Avenue to recruit and select three certified Peer Specialists to attend the educational program at the Copeland Center and become Certified WRAP facilitators. BHD will then work with the three now certified WRAP facilitators to develop a plan to offer WRAP development to clients in various agencies throughout the Milwaukee Area. Finally, BHD and the Grand Ave Club will establish a program to evaluate the quality of WRAP plans developed and effectiveness of this program. BHD is requesting to increase the Grand Avenue Club POS contract by \$30,000, to a total of \$165,000 for 2012 to invest in this initiative.

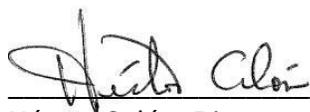
### Fiscal Effect

BHD has identified underspending in other purchase of service contracts in the community services and AODA areas that will off-set the \$67,750 increase related to the St. Charles and Vital Voices contracts. The \$80,000 for TLS and Grand Avenue Club initiatives will be funded within remaining Mental Health Investment funds. There is no tax levy effect. A fiscal note form is attached. If necessary, a fund transfer will be submitted later in 2012.

### Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, DHHS, or his designee, to increase the St. Charles Youth and Family Services purchase of service contract by \$65,000 to a total of \$468,126, the Vital Voices purchase of service contract by \$2,750 to a total of \$133,711, the Transitional Living Services purchase of service contract by \$50,000, to a total of \$1,973,378 and the Grand Avenue Club purchase of service contract by \$30,000 to a total of \$165,000 for the time frame of October 1, 2012 through December 31, 2012.

Respectfully Submitted,



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Héctor Colón, Director  
Department of Health and Human Services

cc: County Executive Chris Abele  
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