

Chairperson: Mary Neubauer

Research Analyst: Kate Flynn Post, (414) 391-7845

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MILWAUKEE COUNTY MENTAL HEALTH BOARD QUALITY COMMITTEE

Monday, September 11, 2023 - 10:00 A.M.

Microsoft Teams Meeting

MINUTES

PRESENT: Mary Neubauer, Shirley Drake, and Dennise Lavrenz

EXCUSED: Rachel Forman and Kenneth Ginlack

SCHEDULED ITEMS:

1. Welcome.

Chairwoman Neubauer welcomed everyone to the Milwaukee County Mental Health Board Quality Committee's September 11, 2023, remote/virtual meeting.

COMMUNITY SERVICES

2. Minutes from the June 5, 2023, Committee Meeting.

The minutes from the June 5, 2023, Committee meeting were reviewed, acknowledged, and accepted.

This item was informational.

3. Granite Hills Hospital 2023 Q2 Quality Reports.

Granite Hills Hospital continues to track and review client satisfaction surveys after discharge. In Quarter 2, 85% of clients reported feeling better at discharge in comparison to when being admitted, 82% reported being satisfied with treatment, and 80% reported their treatment goals and needs were met. There was a total of 144 patients based on referrals from the Mental Health Emergency Center. The length of stay averaged 8.75 days. Granite Hills currently has thirty-six adult beds and has now begun outpatient services. The projection is to open another twelve beds by the next quarter. The Committee was informed there are still discussions and efforts being made to utilize peer specialists.

Questions and comments ensued.

This item was informational.

SCHEDULED ITEMS (CONTINUED):

4.	<p>Homeless Outreach and Supportive Housing Presentation.</p> <p>After the Housing First presentation at the June 15, 2023, Board meeting, Chairwoman Neubauer had additional questions about how funding from the County was being utilized for the program. A little over half of the funding covered the cost of five community intervention specialists. Three of which handle street outreach and two handle housing navigation and case management. In addition, supportive housing case management contracts with community providers. The many different services and providers contracted can be found in the report included in the packet. Since the initial investment, the street homeless population in Milwaukee County has been reduced by 91%. The total homeless population was reduced by 41%.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
5.	<p>Wraparound Milwaukee 2022 Performance Improvement Project Outcomes.</p> <p>The 2022 Wraparound Milwaukee performance improvement project focused on enhancing the literacy of Wraparound youth. Education is a critical factor contributing to the social determinants of health for youth and families. The goal was to increase the reading literacy of those who had been identified as having significant reading recognition problems based on the outcomes of phonics assessments by launching a phonics reading program. A baseline study revealed that approximately 73% of Wraparound youth had significant reading problems. The research model utilized and the outcomes are detailed in the presentation included in the packet. Feedback from some of the families were highlighted. Overall, families understood the purpose of the project and felt it was worthwhile as it relates to both their child's confidence and skill development in reading.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
6.	<p>2022 Community Comprehensive Services (CCS) Satisfaction Results.</p> <p>The Mental Health Statistics Improvement Program (MHSIP) survey is a nationally used survey that measures concerns important to consumers of publicly funded mental health services. The Community Access to Recovery Services (CARS) team surveyed those who were enrolled in Comprehensive Community Services (CCS) within a three-month period in 2022. The results were reviewed in comparison to the state, the year prior, race and ethnicity, as well as gender.</p> <p>In 2022, there was an increase in the adult response rate in comparison to 2021. The majority of the results in comparison to the state's average were the same for each domain except for the perception of access. The overall year comparison rates remained consistent with the prior year.</p>

SCHEDULED ITEMS (CONTINUED):

	<p>Questions and comments ensued.</p> <p>This item was informational.</p>
7.	<p>Milwaukee County Mobile Crisis and Community Linkages and Stabilization Program Updates.</p> <p>In September 2022, work began to combine both adult and children mobile crisis teams into one. Since efforts began, the two separate phone lines have been integrated into one, as well as the documentation systems. The teams are now co-located and have started to rebrand. The different reasonings behind this initiative were expressed. One specifically is to promote the No Wrong Door approach. The next steps include Team Connect integration and hiring for certified peer specialists. There have been no changes to the services offered throughout the integration. Services will remain the same but more effective.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
8.	<p>2023 Q2 Community Reports and Dashboards: Community Access to Recovery Services (CARS) and Children’s Mental Health Services and Wraparound Milwaukee.</p> <p>a) CARS Quarterly Report with Narrative Summary</p> <p>In February of the first quarter, as noted in the previous CARS quarterly report, CARS launched a new program participation system assessment, which includes a new set of questions on the social determinants of health (SDOH). That data is being used to develop an all Behavioral Health Services (BHS) adult services dashboard. The dashboard will display the proportion of clients with SDOH by race. This is anticipated to be released at the December Committee meeting. Also, the Research and Quality Team is working on a white paper focusing on the clinical and financial aspects of BHS services.</p> <p>b) 2023 Q2 Community Crisis Services Dashboard Updates</p> <p>The number of clients served slightly increased in the first two quarters of this year. The dashboard includes clients served by zip code from 2021 until year-to-date. Those zip codes are under continuous evaluation to better understand the causes of the trends. Client experience surveys continue to average a 4 or above for all ethnicities. Lastly, the percentage of clients endorsing suicide ideation at the initial and last assessment declined between 72% and 89% in each of the past four quarters.</p>

SCHEDULED ITEMS (CONTINUED):

	<p>c) BHS KPI Report – Children’s Community Mental Health Services and Wraparound Milwaukee</p> <p>In Quarter 2 of 2023, there was a total of 1,524 youth served. Overall costs remain consistent throughout the quarters. The average number of youths who moved from an in-home to an out-of-home setting was 19 for the quarter. Permanency at discharge averaged 81% and family satisfaction scores averaged around 4.6. As challenges with natural supports continue, there have been discussions regarding exploring this for the 2024 improvement project.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
9.	<p>Policy and Procedure Quarterly Report.</p> <p>Reports from June 2023 through September 2023 can be found in the meeting packet. Updates were shared from the September 2023 report. The overall progress as of September 1, 2023, was 97.3% with a goal of 96.1%. There was a total of 13 past-due policies. There are currently 475 active policies in PolicyStat.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
10.	<p>Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <p>a) Broadstep – Community Based Residential Facility (CBRF) Referral Suspension Lift</p> <p>During the June 5, 2023, meeting, the Committee was verbally informed of the notice submitted to resume Broadstep services. The notice submitted on June 5, 2023, stated referral services to the Sherman Broadstep home would resume immediately, and following completion of compliance surveys on June 12, the Oklahoma, Calumet, and Thurston homes would resume as well. On August 23, 2023, another notice was submitted resuming referrals to the Manitoba, Kinnickinnic, Nash, Lisbon, Silver Spring, Underwood, and Belwood CBRFs effective August 25, 2023. Both notices can be found in the meeting packet.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>

SCHEDULED ITEMS (CONTINUED):

11.	<p>Department of Health and Human Services Quality Management Update.</p> <p>The team previously known as Enterprise Quality, is now being introduced as the Measurement and Evaluation team. The purpose of the team is to ensure data is meaningful, accessible, and actionable throughout all the Departments of Health and Human Services (DHHS). Some of the history and past projects of the team were highlighted. Since the last update at the March Committee meeting, the team has expanded. Data management plans are in development and there's been close collaboration with the County on evaluation strategies.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
12.	<p>Behavioral Health Services Mission, Vision, and Scope of Services Policy.</p> <p>The Scope of Services policy was presented during the March Committee Meeting. The Committee unanimously recommended approval of the policy to the Board. Once presented at the Board's April meeting, it was referred back to the Committee. The Committee then discussed the recommendations from the Board at the June 5, Quality meeting. Chairwoman Neubauer wanted to ensure all notes and recommendations from the April Board meeting were addressed. Unfortunately, Chairwoman Neubauer was unable to access the notes during the time of the meeting, so the Committee agreed to recommend approval of the policy inclusive of changes made at the Board level. Since then, the changes have been made and are included in the corresponding document.</p> <p>The Quality Committee unanimously agreed to recommend approval of the Behavioral Health Services Mission, Vision, and Scope of Services Policy to the Board.</p>
13.	<p>Mental Health Emergency Center (MHEC) Updates.</p> <p>The Mental Health Emergency Center (MHEC) recently announced they hired an administrator; however, the position is now vacant again. Behavioral Health Services Administrator Lappen provided brief verbal updates on MHEC. Overall MHEC averages 583 clients per month. Specifically, in June and July, admissions increased. In June there were 644 admissions and in July there were 731. Those were the highest volumes seen thus far at MHEC. The voluntary and in-voluntary rates upon admission remain the same. An annual report will be shared at the December Quality Committee meeting.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>

SCHEDULED ITEMS (CONTINUED):

14. Adjournment.

Chairwoman Neubauer ordered the meeting adjourned.

This meeting was recorded. The official copy of these minutes and subject reports, along with the audio recording of this meeting, is available on the Milwaukee County Legislative Information Center web page.

Length of meeting: 10:03 a.m. – 12:46 p.m.

Adjourned,

Dairionne Washington

Committee Coordinator
Milwaukee County Mental Health Board

**The next meeting for the Milwaukee County Mental Health Board
Quality Committee is scheduled for
December 4, 2023**

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Visit the Milwaukee County Legislative Information Center at:**

[Milwaukee County - Calendar \(legistar.com\)](https://legistar.com/locations/milwaukee-county-legislative-information-center/)

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