

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
INTER-OFFICE COMMUNICATION

DATE: February 21, 2014

TO: Sup. Peggy Romo West, Chairwoman, Committee on Health and Human Needs

FROM: Héctor Colón, Director, Department of Health and Human Services
Prepared by Susan Gadacz, Administrator, Community Access to Recovery Services Division, on behalf of the Mental Health Redesign and Implementation Task Force

SUBJECT: **From the Director, Department of Health and Human Services, submitting an informational report on the current activities of the Mental Health Redesign and Implementation Task Force**

Issue

In April 2011, the County Board of Supervisors passed a resolution (File No. 11-173) supporting efforts to redesign the Milwaukee County mental health system and creating a Mental Health Redesign and Implementation Task Force (Redesign Task Force) to provide the Board with data-driven implementation and planning initiatives based on the recommendations of various public and private entities.

The Chairwoman of the Committee on Health and Human Needs requested monthly informational reporting on the activities of the Redesign Task Force.

Background

The Redesign Task Force first convened in 2011, delegating Action Teams (AT) to prioritize recommendations for system enhancements within the key areas of Person-Centered Care, Continuum of Care, Community Linkages, Workforce, and Quality. The AT co-chairs presented their initial prioritized recommendations to the Committee on Health and Human Needs in January 2012 and at a public summit in February 2012, during which consultants from the Human Service Research Institute (HSRI) provided feedback and guidance. The Redesign Task Force and DHHS and BHD leadership resolved to issue a Request for Proposals (RFP) for technical assistance in implementing the affirmed recommendations, and DHHS subsequently contracted with a consultation team from September 2012 through July 2013.

In December 2012, the DHHS Director presented an informational report to the Committee on Health and Human Needs on the progress and activities of the Redesign Task Force, including a framework for planning, tracking, and recording progress on all redesign implementation activities, including those already accomplished or underway. The implementation activities were then framed within SMART Goals – Specific, Measurable, Attainable, Realistic, and Timebound – to promote greater accountability and clearer reporting. In March 2013, the County Board of Supervisors passed a resolution (File No. 13-266) authorizing the DHHS

Director to implement the initiatives outlined in the SMART Goals in collaboration with the Redesign Task Force and community stakeholders. With that authorization, the Redesign Task Force, ATs, and their Staff Partners continue to work on the numerous Tactical Objectives of the SMART Goals in pursuit of specific Performance Targets for 2013 and 2014.

Discussion

The Redesign Task Force held its first full meeting of 2014 on February 12 at the Helen Carey Cafeteria in the Behavioral Health Division (BHD).

The data dashboard, previously presented and discussed, went “live” on the County website in January. It is located at <http://county.milwaukee.gov/MHRedesign/Dashboard.htm> and also linked from the Redesign Initiatives page and the main BHD page. The dashboard relates to SMART Goal 6 as well as the HSRI recommendation to enhance quality assessment and improvement programs. The initial iteration of the dashboard is comprised of seven data slides and one explanatory slide, which can be downloaded as a PDF or PPTX file in addition to being viewable directly on the website. Data will be refreshed quarterly (or as new information becomes available), and new indicators will likely be added over time based on further discussion among the Task Force and the Quality Action Team.

On SMART Goal 9, the Community Access to Recovery Services Division continues to move toward implementation of Comprehensive Community Services (CCS), a Medicaid psychosocial rehabilitation benefit for individuals with mental health or substance use disorders. The Division established and regularly convenes a meeting of a Recovery Advisory Committee to provide oversight to the implementation process, and a Policies and Procedures Subcommittee is tasked with submitting the required application by April 2014 to the State Divisions of Quality Assurance and Health Care Access and Accountability. Implementation is anticipated approximately August 2014.

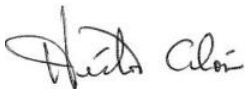
On SMART Goal 16, the Cultural Intelligence Action Team is working with the SMB Group to develop a cultural intelligence training curriculum, adapting corporate models into content that is more relevant and targeted toward the behavioral health and social service fields.

The Task Force will host a Mental Health Redesign Working Forum on Wednesday, March 5 at the UW-M School of Public Health. The purpose is to provide a one-year progress update on the 2013-14 SMART Goals, to organize new action and expertise to address cross-cutting issues and strategies, and to facilitate the development of second-year scopes of work for Action Teams. The cross-cutting strategy sessions will address four topic areas: prevention and early intervention; service and system flexibility to better respond to people in place; enhanced community response through multi-system involvement; and how to assure the sustainability and continuity of gains/improvements. Attendees will include persons who have actively participated in redesign initiatives thus far, as well as many key stakeholders and content experts whose new or increased involvement will aid our progress through the SMART Goals and beyond. The full Committee on Health and Human Needs has also been invited to attend.

On SMART Goal 2, the Person-Centered Care Action Team has collaborated with DHHS and County Supervisors to schedule the first two of many public education and stigma reduction sessions. The initial sessions are targeted toward Districts 5 and 10 and will take place on Thursday, March 27 from 11:30 a.m. to 1:00 p.m. and 6:00 p.m. to 7:30 p.m. at the Washington Park Senior Center. The Action Team has worked with Sue McKenzie (Rogers InHealth/WISE) and many others to develop a curriculum for the sessions, which will be adapted for future sessions in other supervisory districts. The Task Force thanks Tonya Simpson, Supervisor Russell Stamper II, and Supervisor David Bowen for their assistance in scheduling and publicizing these events.

Recommendation

This is an informational report. No action is necessary.



Héctor Colón, Director
Department of Health and Human Services

cc: County Executive Chris Abele
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