

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: January 3, 2012

TO: Lee Holloway, Chairman – Milwaukee County Board of Supervisors

FROM: Héctor Colón, Director, Department of Health and Human Services
*Prepared By: Paula Lucey and Jim Kubicek, BHD Administration
Dennis Buesing, DHHS Contract Administration*

SUBJECT: From the Director, Department of Health and Human Services, submitting an informational report regarding the status of the Request for Information (RFI) issued to determine community capacity for behavioral health services

BACKGROUND

The adopted resolution issued by the Milwaukee County New Behavioral Health Facility Study Committee authorized and directed the Department of Health and Human Services (DHHS) to issue a Request for Information (RFI) based on planning efforts to determine what capacity presently exists in the community and how it can be successfully incorporated into a new delivery model. The information received in the RFI will inform the Mental Health Redesign and Implementation Task Force (Task Force) as to the need to develop follow-up Request for Proposals (RFPs), contract revisions, and other system changes as recommended by the Task Force and approved by the County Board.

DISCUSSION

Mental Health Redesign Task Force

The Task Force is a partnership between public and private stakeholders, sharing a goal of reducing reliance on emergency mental health services and inpatient care in Milwaukee County. Ultimately, a redesigned mental health system needs to provide for the effective and sustainable delivery of mental health services within Milwaukee County. The Task Force identified a number of key objectives, which served as a template for the RFI design.

Key objectives of the Mental Health Redesign include:

- Improve access to timely and appropriate mental health services
- Expand public and private community-based mental health services
- Reduce unnecessary and costly reliance on inpatient treatment
- Determine and achieve optimal capacities in public and private inpatient facilities and the Hilltop units at the BHD
- Minimize use of emergency detentions

- Improve consumer satisfaction and quality of care
- Achieve system-wide application of principles of recovery and trauma-informed care
- Increase independence, community integration, and quality of life for consumers
- Manage or reduce overall costs within the mental health system
- Achieve and maintain an efficient, well trained workforce through strong recruitment, retention, and continuing education efforts

Request for Information

Behavioral Health Division (BHD) staff drafted the RFI, with input from the Task Force Executive Committee. The RFI was issued on October 3, 2011, with responses due back to the Department on November 4, 2011. The RFI stated that BHD was seeking information from community providers and organizations on each entity's current capacity to provide mental health services, and interest and ability to participate in a redesigned mental health system. It further noted that the overall goal of the redesigned mental health system is to decrease reliance on emergency and inpatient levels of care and increase community-based programming and support. It was anticipated that the RFI would provide baseline data to help the Task Force with its charge of implementing new mental health system design ideas and innovative strategies.

To ensure broad participation, notice of the RFI was posted on the county website and all providers in any of the BHD networks, including Wraparound, WiserChoice, and SAIL were notified of the RFI. In addition, it was posted in the newspaper and members of the Task Force were encouraged to promote the opportunity. Further, a pre-submission meeting was held for potential respondents at Zoofari to answer questions.

The RFI asked respondents to report in four basic areas. First, the Task Force wanted respondents to discuss their philosophy of care. Second, providers were asked to outline current services provided to Milwaukee County and other funders. Third, providers were asked to identify which services they would be able to potentially expand. Lastly, a "suggestion box" was included and respondents could offer any ideas about system redesign. In addition, the RFI collected basic demographic information about each of the respondents.

Summary Data from RFI

A total of fifty-two agencies submitted complete responses to the RFI. The below table includes a summary of some of the information collected as part of the RFI.

Description	# of Agencies	% of Total
New Agencies (not currently BHD, WiserChoice or Wraparound Providers)	22	42%
Agencies with Potential Expansion	32	62%
Agencies with New System Ideas	37	71%
Agencies with New Services	18	35%
Agencies with Language other than English	32	62%

Description	# of Agencies	% of Total
Agencies using Peer Specialist	8	15%
Agencies where at least 51% of the Board of Directors are Minorities	13	25%
Agencies where organization is owned and operated by at least 51% Minorities	10	19%
Agencies where at least 51% of the Board of Directors are Women	16	31%
Agencies where organization is owned and operated by at least 51% Women	11	21%
Agencies are Faith Based Organization	7	13%
Agencies having a Partnership with Milwaukee County	28	54%
Agencies willing to use Milwaukee County Employees	18	35%
Agencies with Milwaukee County Contracts	42	81%

NEXT STEPS

Responses related to agencies' philosophy of care will be sent to the Task Force Patient Centered Care Action Team for review. It is anticipated that they will use these responses to determine community education needs and develop plans to meet those needs. The information about existing services and potential expansion will be shared with the Task Force Continuum of Care and Community Linkages Action Teams for their review and consideration in system redesign.

The process also brought new agencies to the attention of BHD staff, and the list of respondents will be used as a reference for future needs.

RECOMMENDATION

This is an informational report. No action is necessary.



Héctor Colón, Director
Department of Health and Human Services

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