

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
INTER-OFFICE COMMUNICATION

DATE: July 1, 2013
TO: Peggy Romo West, Chairwoman, Committee on Health and Human Needs
FROM: Héctor Colón, Director, Department of Health and Human Services
Prepared by Kathie Eilers, Interim Administrator, Behavioral Health 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 to prioritize recommendations for system enhancements within the key areas of Person-Centered Care, Continuum of Care, Community Linkages, Workforce, and Quality. The co-chairs of the Action Teams presented their initial prioritized recommendations to the Committee on Health and Human Needs in January 2012 and at a public summit in February 2012, where consultants from the Human Service Research Institute (HSRI) provided feedback and guidance. The Redesign Task Force, its Executive Committee, and DHHS and BHD leadership resolved in March 2012 to issue a Request for Proposals for technical assistance in implementing the affirmed recommendations. DHHS entered into a professional services contract in September 2012 with a consultation team comprised of ZiaPartners, Inc., and three subcontractors.

In December 2012, the DHHS Director and BHD Administrator 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 thereafter 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, Action Teams, and their Staff Partners are presently at work on the numerous Tactical Objectives of the SMART Goals, in pursuit of the specific Performance Targets to be achieved in 2013 and 2014.

Discussion

The Redesign Task Force convened its monthly meeting on June 5 at the Milwaukee County Mental Health Complex. The meeting featured a presentation by Mike Davis and John Hyatt on IMPACT 2-1-1 and its application to system mapping efforts by the Quality Action Team. Rob Henken also presented on the Public Policy Forum's assessment of the financial outlook for the Behavioral Health Division. Action Team leaders and their staff partners then presented updates on their respective SMART Goals.

Goal 1: A workgroup of the Person-Centered Care Action Team has reviewed the MHSIP and other widely used survey tools, discussed strengths and weaknesses of the MHSIP, consulted with Zia Partners about future satisfaction survey plans, and considered how other localities measure satisfaction and recovery outcomes. The workgroup achieved consensus that the MHSIP survey should remain in use so as not to lose the historical comparative data, but some questions may be replaced relating to key areas that are currently missing. The workgroup will also receive guidance from SAMHSA through an initiative called Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS).

Goal 3: The Workforce Action Team will reconvene in conjunction with a briefing from the Nursing's Voice project on survey results related to mental health nursing and the attitudes and interests of nursing students. The briefing was postponed from June and is expected to take place in July.

Goal 5: The Continuum of Care Action Team was designated as the Planning Workgroup for Community Recovery Services under 1915(i), and CRS implementation is being considered for approval in June by the Board of Supervisors. (This also applies to Goal 9.)

Goal 6: The System Map and Dashboard Workgroups of the Quality Action Team will receive deliverables from the TriWest Group (Zia Partners subcontractor) in June that will thereafter be adapted and improved for use by the Task Force and community partners.

Goal 8: Milwaukee County and the Milwaukee Police Department established the MPD Crisis Mobile Team. The police officer assigned to this team began orientation at BHD on June 3, and the plan is to have this interdisciplinary team begin to serve as first responders to calls for individuals who may need involuntary treatment in the month of July. This team will be able to intervene in crises in the community and help to stabilize individuals without having to complete as many Emergency Detentions. BHD Crisis Services also met with MPD on May 23 to request a renewed and increased involvement in CIT trainings. This partnership will facilitate professional relationships, spread public information on accessing crisis intervention services, and improve responses to crisis events. Also within BHD Crisis Services, there are now crisis plans on file for 350 individuals, an increase of 157% over 2012.

Goal 11: The Continuum of Care Action Team is establishing a workgroup on disability benefits advocacy to advance this goal. The group will meet June 20 and is trying to recruit more participants appropriate to the charge.

Goal 12: Four agencies received consultation from David Lynde on implementation of IPS Supported Employment: Southside Community Support Program (CSP), Easter Seals, Milwaukee Mental Health Associates (CSP), and St. Charles Youth and Family Services, a Recovery Support Coordination agency.

Goal 13: Pathways To Permanent Housing officially opened on June 3. This transitional housing options will allow individuals to transition out of more restrictive settings and will also add a housing option for those who may be at risk of being homeless. The Housing Division is also in the process of proposing a new scattered site permanent housing program for 2014. These units will be seen as an alternative to CBRF placements as well as the project-based permanent supportive housing developments. The Housing Division has published the application for Housing For Healthy Initiatives. The deadline to respond for agencies is June 24, and funds will be committed in July. These funds can be used for

acquisition and/or rehabilitation of housing units for individuals aging out of the foster care system and participating through Wraparound's O-YEAH program.

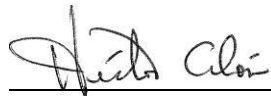
After being established at the May 8 Task Force meeting, the Cultural Intelligence Action Team met for the first time on June 11 and will subsequently focus on a Cultural Intelligence Action Plan, cultural intelligence training, mapping cultural diversity data and statistics, and growing and sustaining an interpreter/translator network.

The technical assistance contract with Zia Partners will conclude at the end of June, about one month ahead of schedule. The decision to end the contract was made in light of the recent progress of the Redesign Task Force, which is now well equipped to carry out the implementation of the SMART Goals and related initiatives. Staff and stakeholders are grateful to Zia Partners and their subcontracted consultants for the assistance they have provided since September 2012.

The next meetings of the Redesign Task Force are July 10 and August 7. County officials and any other interested parties are encouraged to visit the website that has been designed to house resources and updates related to redesign activities, including a meeting schedule for the Redesign Task Force and Action Teams. The site is <http://county.milwaukee.gov/MHRedesign.htm>. Comments or inquiries about redesign activities may be directed to David Johnson at 414-257-5255 or david.johnson@milwcnty.com).

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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