

COUNTY OF MILWAUKEE  
Behavioral Health Division Administration  
INTER-OFFICE COMMUNICATION

**DATE:** August 16, 2013  
**TO:** Peggy Romo West, Chairwoman, Committee on Health and Human Needs  
**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by Jim Kubicek, 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 reports 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, 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 subsequently contracted with a consultation team comprised of ZiaPartners, Inc., and three subcontractors from September 2012 through July 2013.

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 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 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 July 10 at the Milwaukee County Mental Health Complex. The meeting featured a presentation by Nathan Zeiger (Executive Director, Bell Therapy) on the mission and activities of the Milwaukee Co-Occurring Competency Cadre, as they relate to Redesign Task Force initiatives. The Action Team (AT) co-chairs presented on their progress toward the SMART Goals.

**Goal 1:** A workgroup of the Person-Centered Care AT is drafting a preface for the MHSIP survey tool and revising the survey to be more appealing and user-friendly. Aurora representatives have shared their survey tools with the group for comparison and discussion. The group is also working with BRSS TACS (SAMHSA initiative) to improve the presentation of the MHSIP survey. The AT indicated it would rely on the Quality AT and its workgroups to capture personal stories of change, which they assess the MHSIP as failing to do.

**Goal 2:** A second workgroup of the Person-Centered Care AT met in July to develop a curriculum for public education sessions to be held in each Supervisory District. The AT is working with Rogers InHealth and the Wisconsin Initiative for Stigma Elimination (WISE) to recruit individuals willing to share their personal stories. InHealth has short videos of personal stories that may be used if there is no one available or willing to speak in a particular district. The sessions may feature pieces of art, and the AT co-chairs raised the idea of a partnership with Grand Avenue Club.

**Goal 4:** BHD Community Services worked with Mental Health America to create a Peer Pipeline website, which will be regularly updated with information on training, certification exams, continuing education opportunities, and other resources for current and prospective Peer Specialists. MHA hosts and maintains the site at <http://www.mhawisconsin.org/peerpipeline.aspx>.

**Goal 5:** The County Board authorized BHD to implement the Community Recovery Services psychosocial rehabilitation benefit under 1915(i) (also part of Goal 9). BHD is also utilizing the services of BSG and consultant Peter Garner to look internally at what the County should be doing in preparation for full implementation of the Affordable Care Act and how to create a “business plan” for long-term viability and maximization of resources. BSG has done similar analyses for Aurora, Wheaton Franciscan, and Columbia St. Mary’s.

**Goal 6:** The TriWest Group provided its final deliverable to the Quality AT, including a system dashboard concept, a broad system map, and a dashboard for SMART Goal progress tracking. The AT and three workgroups will now adapt these tools to be useful to the redesign efforts and the system as a whole.

**Goal 12:** Consultant David Lynde continues to work with the agencies committed to implementing the IPS Supported Employment model. The Community Linkages AT assisted in developing an RFP for infrastructure development for the IPS model. The RFP was opened on July 22, and proposals were to be received by August 16. The Community Linkages AT has also compiled a list of local agencies providing employment support for persons with mental illness and substance use disorders. The list is not yet complete but is included on the Mental Health America website and will be updated.

**Goal 13:** Following an RFP for housing for persons aging out of foster care, the Housing Division will work with Journey House to implement a comprehensive plan for the Clarke Square neighborhood, including housing and job training. Pathways to Permanent Housing held an open house on July 25.

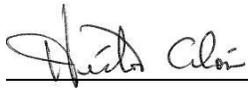
**Goal 16:** The Cultural Intelligence AT established subcommittees to address specific components of its SMART Goal and Tactical Objectives.

The technical assistance contract with Zia Partners concluded in June.

The Redesign Task Force did not meet in August, and its next meetings are September 4 and October 2. County officials and any other interested parties are encouraged to visit the website that hosts 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 david.johnson@milwcnty.com.

**Recommendation**

This is an informational report. No action is necessary.



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Héctor Colón, Director  
Department of Health and Human Services

cc: County Executive Chris Abele  
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Kelly Bablitch, County Board  
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