

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: September 3, 2022

To: Dennise Lavrenz, Chairperson – Community Engagement Committee

From: Brenda Wesley, Chairperson – Community Stakeholder Advisory Council

Subject: Council Activities

File Type: Informational Report

BACKGROUND

On behalf of the Mental Health Board Community Stakeholder Advisory Council, I'd like to begin by sharing our appreciation for the opportunity the Council was given to tour the Mental Health Emergency Center (MHEC) and Granite Hills Hospital as part of the launch of the Council over the summer. A sole purpose of the Council is to be able to collaboratively work alongside MHEC and Granite Hills Hospital to not only strategize ways to improve the quality of care but also serve as a source of outreach. I seek to share an update as Council Members are eager to make meaningful contributions to the work of the Mental Health Board.

During both tours, we readily recognized the tremendous amount of hard work and dedication done by the Mental Health Board to establish both facilities as a part of the redesigned continuum of care. The Council is very appreciative of these efforts to meet community needs. Council Members provided valuable feedback based on the tours.

REPORT

See the feedback below shared directly with Site Administrator Kevin Kleusner during the Council's July 25, 2022, MHEC tour:

1. Upon arrival, it's in the patients' best interest to have voluntary and involuntary entrances remain separate from one another. – The current layout has two separate entrances, but they are directly adjacent and within sight of each other thereby limiting the separation effect.
2. When a family is bringing in a loved one during a crisis, familial support throughout the intake process provides a sense of security for both the client and family. – The current layout does not offer enough opportunity for family members to stay with their loved one during the intake process.
3. The environment including the colors of patient rooms, intake and quiet areas should be calming and welcoming. – The current aesthetics are not specifically

connected to mental health design practices needed to create a peaceful environment for individuals in crisis.

The Council has made the following suggestions:

1. A partition could be constructed in between the voluntary and involuntary entrances so that clients coming in voluntarily are not alarmed by a police presence. This also affords greater privacy to individuals who are coming to the facility in police custody.
2. A waiting area or lobby could be developed for families to wait until their loved ones are officially admitted.
3. The overall design scheme could be easily remedied with new paint colors, landscaping/flowers, graphics, etc. to support wellness. Colors like blues and greens might be considered as they help to reduce stress levels and create a sense of tranquility.
4. A peer specialist is needed to work within the facility. Currently Team Connect offers this opportunity, however, that is a program that is utilized after discharge and when additional follow up is needed.

RECOMMENDATION

The hard work invested into building the MHEC facility for our community is apparent. We are pleased to see some of the Council's suggestions and feedback have been taken into consideration as reported by Site Administrator Kevin Kluesner during the August Board Meeting, which reflects a willingness to collaborate with the Council.

A meeting was held between the Chair of the Council; Joy Tapper, Healthcare Partnership; and Kevin Kluesner, Mental Health Emergency Center; to stress the importance of the recommendations as they relate to the community's trust and trauma. In the spirit of collaboration, we respectfully request MHEC establish a timeline for the items with updates to be provided at upcoming Council meetings.

REPORT

See the feedback below shared directly with Site Director Deana Meyer during the Council's August 22, 2022, Granite Hills Hospital tour:

1. The sally port works well to provide privacy for law enforcement conducting involuntary arrivals. This quells discomfort for clients who may be alarmed by police presence.
2. The overall design scheme is very welcoming, including landscaping, murals, and warming colors.

3. The treatment rooms are equipped to provide care and treatment without the use of restraints.

Questions posed include:

1. What's the highest accepting acuity level for a patient?
2. What's the expected opening date for the Children and Adolescents unit?
3. What's the bed capacity?

RECOMMENDATION

The facility is welcoming, comforting, and appears to meet a lot of the needs of the community. The amount of effort put into being receptive of creating a soothing environment for consumers does not go unnoticed and is appreciated. The Council would respectfully request an update related to the above referenced questions.

ATTACHMENTS

Community Stakeholder Advisory Council Volunteer Listing

APPROVED BY:

Brenda Wesley, Chairperson, Community Stakeholder Advisory Council

cc: Maria Perez, Mental Health Board Chairwoman
Shakita LaGrant-McClain, Director, Department of Health and Human Services
Michael Lappen, BHS Administrator
Kevin Kluesner, MHEC Site Administrator
Deanna Meyer, Granite Hills Site Administrator
Jodi Mapp, Senior Executive Assistant/Board Liaison
Kate Flynn Post, Research Analyst

Mental Health Board
Community Stakeholder Advisory Council Members

Current Advisory Council Members	Status
Brenda Wesley	Chairperson
Darnelle Bowles	Faith Community
John Griffith	Aging and LGBTQ Community
Lutrena Johnson	Family Member
Claire Keys	Peer Advocate
Jona Morales	Peer Advocate
William Muhammad	Family Member
Mary Neubauer	Peer Advocate
Sandra Pasch	Peer Advocate and Family Member
Troney Small	Peer Advocate and Family Member
Desilyn Smith	Peer Advocate and Family Member

Milwaukee County Behavioral Health Services**Advisory Council Info Sheet - Consumer Facing**

One-Pager / July 22, 2022

Headline: Your Community Connection to Mental Health Services in Milwaukee County

Subhead: The Mental Health Board Advisory Council

The Milwaukee County Mental Health Board Advisory Council is your real-time connection to Milwaukee County Behavioral Health Services (BHS). Council members partner with BHS to support Milwaukee County's vision of achieving racial and health equity. The Advisory Council includes individuals from a variety of community groups including mental health services, family members, advocates, caregivers, faith leaders and law enforcement.

We are here to serve you in the following ways:

- Offer information about the redesigned BHS community-based mental health care model.
- Provide ongoing communication regarding the range of services offered through the BHS provider network.
- Listen to community member experiences with BHS-supported services, including Granite Hills Hospital and the Mental Health Emergency Center (MHEC).
- Understand the needs of the community with regard to mental health services.
- Bring community comments and concerns to the attention of the Mental Health Board.

Our goal is to be the voice of the consumer and provide valuable support and guidance regarding the spectrum of mental health services offered right in your community.

To learn more about the Advisory Council, visit

<https://county.milwaukee.gov/EN/DHHS/About/Governance>, or use the QR code **[to be added]**.

Milwaukee County Behavioral Health Services

Advisory Council Info Sheet - Provider Facing

One-Pager / July 1, 2022

Milwaukee County Mental Health Board Community Stakeholder Advisory Council (Advisory Council)

Overview

The Milwaukee County Mental Health Board Community Stakeholder Advisory Council (Advisory Council) strategically engages consumers, families and the community-at-large as primary partners in the BHS system planning and delivery, to support Milwaukee County's vision of achieving racial and health equity. The advisory Council seeks to:

- Strengthen the county's overall strategy for addressing behavioral health within the community
- Provide ongoing communication about the services offered through the BHS provider network
- Gather information regarding the quality of the experience mental health care consumers, families and advocates receive when utilizing BHS supported services, including Granite Hills Hospital and the Mental Health Emergency Center (MHEC)
- Provide real-time feedback and consumer connection, supporting BHS' redesigned community-based mental health care model, ushered in with the opening of Granite Hills Hospital and the Mental Health Emergency Center (MHEC).

Advisory Council Membership

The Advisory Council is comprised of 11 to 15 individuals from a variety of community constituencies.

Current members include:

- Brenda Wesley (Chairperson)
- Mary Neubauer (Peer Advocate)
- Sandra Pasch (Peer Advocate and Family Member)
- Desilyn Smith (Peer Advocate and Family Member)
- Jona Morales (Peer Advocate)
- William Muhammad (Family Member)
- Darnelle Bowles (Faith Community)
- Lutrena Johnson (Family Member)
- Troney Small (Peer Advocate and Family Member)

- Claire Keys (Peer Advocate)
- John Griffith (Aging and LGBT

To learn more about the Advisory Council, visit <https://county.milwaukee.gov/EN/DHHS/About/Governance>, or use the QR code **[to be added]**.

Milwaukee County Behavioral Health Services**Advisory Council Website Content**

Content for DHHS Governance Page / May 31, 2022

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

Under "Milwaukee County Mental Health Board" section

Add "Governance" page to BHS drop-down menu on DHHS website

**HEADING: Milwaukee County Mental Health Board Community Stakeholder
Advisory Council (Advisory Council)****Overview**

The Milwaukee County Mental Health Board Community Stakeholder Advisory Council (Advisory Council) seeks to strengthen the county's overall strategy for addressing behavioral health within the community by providing real-time feedback and consumer connection, supporting BHS' redesigned community-based mental health care model. It also serves as a resource to the Mental Health Board by gathering information regarding the quality of the experience mental health care consumers, families and advocates receive when utilizing BHS supported services, including Granite Hills Hospital and the Mental Health Emergency Center (MHEC). To learn more about the Advisory Council, please read our Charter.

[Link to PDF of Charter Document]

[Committee Member Grid; headshots to be added once available]

Current Advisory Council Members	Status
Brenda Wesley	Chairperson
Mary Neubauer	Peer Advocate
Sandra Pasch	Peer Advocate and Family Member
Desilyn Smith	Peer Advocate and Family Member
Jona Morales	Peer Advocate
William Muhammad	Family Member
Darnelle Bowles	Faith Community

Lutrena Johnson	Family Member
Troney Small	Peer Advocate and Family Member
Claire Keys	Peer Advocate
John Griffith	Aging and LGBTQ

2022 Advisory Board Meeting Schedule

Advisory Board meetings are open to the public and take place at 6 p.m. on the fourth Monday of each month through October 2022. Meetings after October 2022 will occur on a bi-monthly basis.

[Meeting Schedule Grid]

Date	Time	Location (Microsoft Teams or in person)

For more information about the Milwaukee County Mental Health Board Community Stakeholder Advisory Council, please click on the appropriate link below or visit our Facebook page. **[Link to Facebook page when developed]**

General information Sheet

Provider Network Information Sheet