

**COUNTY OF MILWAUKEE  
INTEROFFICE COMMUNICATION**

**Date:** November 12, 2012

**To:** Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors

**FROM:** Chris Lindberg, Director of Information Management Services

**Subject:** Request for Authorization to execute a Professional Services Contract Amendment with the Joxel Group, LLC for Information Technology support of the Community Mental Health Care application for the Department of Health and Human Services - Behavioral Health Division

**REQUEST**

The Director of the Information Management Services Division is requesting authorization to amend the professional service contract with the Joxel Group, LLC for information technology support service of the Community Mental Health Care application, the Department of Health and Human Services - Behavioral Health Division's current core business system.

**BACKGROUND**

In January 2012, the Information Management Services Division (IMSD) was granted authorization to execute a contract with the Joxel Group (TJG), a certified DBE vendor, to provide support services and technical assistance for the Department of Health and Human Services (DHHS) - Behavioral Health Division's (BHD) current core business system, Community Mental Health Care (CMHC). IMSD is now returning to the Board to request an amendment to extend the current professional services contract to cover 2013 core functions and support of the CMHC system. It is anticipated that CMHC will be retired at the end of 2013 or early 2014.

BHD, with assistance from IMSD and TJG, is in the second year of implementing a new Electronic Medical Record (EMR) system, which will provide comprehensive EMR services and ultimately replace CMHC. TJG, in managing the CMHC contract as well as the new EMR implementation, is able to provide efficiencies and cost savings through critical knowledge transfer of the current CMHC IT staff and cross functional support for both projects by the EMR and CMHC teams.

CMHC provides critical services and information to BHD including billing and patient data and it must be supported and maintained until the new EMR is substantially complete. Due to efforts of the staff at BHD, and through the new EMR initiative, the technical support cost of CMHC was reduced from \$2.2 million in 2010 to \$1.4 million in 2011. Ultimately, when the contract was transitioned from Accenture, to TJG in 2012, TJG was able to provide quality support services of CMHC at a cost of \$700,000. This report is requesting the authority to increase the existing TJG professional services agreement by

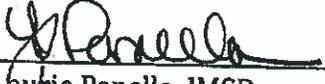
\$600,000 for support services in 2013. The requested funds are included in the 2013 BHD Budget.

**RECOMMENDATION**

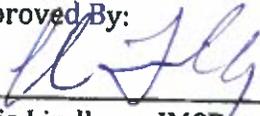
The Director of the Information Management Services Division respectfully requests approval to execute a professional services amendment in the amount of \$600,000 with the Joxel Group, LLC for information technology support service of the Community Mental Health Care application, the Department of Health and Human Services - Behavioral Health Division's current core business system.

A resolution and fiscal note are attached for your review and referral to the appropriate committee of the County Board of Supervisors.

Prepared By:

  
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Laurie Panella, IMSD  
Deputy Chief Information Officer

Approved By:

  
\_\_\_\_\_  
Chris Lindberg, IMSD  
IT Director, Chief Information Officer

cc: County Executive Chris Abele  
Amber Moreen, Chief of Staff, County Executive's Office  
Peggy Romo West, Chairperson, Health and Human Needs Committee  
Nikiya Harris, Vice Chairperson, Health and Human Needs Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Patrick Farley, Director, Department of Administrative Services  
Hector Colon, Director, Health and Human Services  
Jeanne Dorff, Deputy Director, Health and Human Services  
Paula Lucey, Director, Behavioral Health Division  
Jim Kubicek, Deputy Director, Behavioral Health Division  
Jennifer Collins, Health and Human Services Research Analyst  
Jodi Mapp, Health and Human Services Committee Clerk  
Alexandra Kotze, Fiscal and Policy Administrator, Health and Human Services  
Antionette Thomas-Bailey, Fiscal and Budget Analyst, Dept of Admin Services  
Sushil Pillai, The Joxel Group, LLC