

**COUNTY OF MILWAUKEE**  
**Inter-Office Communication**

**Date:** April 18, 2019

**To:** Supervisor James “Luigi” Schmitt, Chair, Committee on Finance and Audit  
Supervisor Anthony Staskunas, Chair, Committee on Judiciary, Safety and General Services

**From:** Jennifer L. Folliard, Director of Audits

**Subject:** Status Report – Audit of Inmate Health Contract (File No. 18-651)

At their meetings in September 2018, the Committees on Finance and Audit and Judiciary, Safety and General Services reviewed our audit report, “Improved Staffing Levels from Armor, Assignment of a Contract Manager with Clinical Expertise along with Contract Revisions Would Improve Inmate Medical Services,” and adopted a resolution indicating County Board concurrence with the report recommendations.

We found issues with the overall staffing level of Armor and that the Armor contract contained, at times, unclear language and it could be strengthened by requiring a staffing plan, deployment information by facility and additional information submitted with invoices. In addition, we found that having a contract manager with clinical expertise would improve areas of medical service provision including: invoice review, peer review, accreditation and various staffing issues.

Attached for your review are status reports on the progress toward implementation of our audit recommendations. As noted by House of Correction and Sheriff’s Office management, each of the 18 recommendations we made in our report have been addressed. According to the responses provided further action is required on numbers 6, 11 and 13.

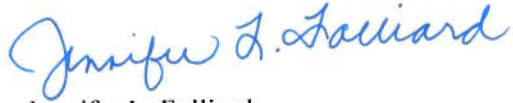
In addition, a contract with a consulting firm with clinical expertise, NCCHS Resources, Inc. was engaged to assist with the RFP and monitor the contract with WellPath. On April 1, 2019 the County entered into a two-year contract after a RFP process with a new vendor, WellPath for the provision of inmate medical care. In addition, on February 7, 2019, the County Board created the Inmate Medical Services Self-Operation (IMSSO) project to assist in the transition of inmate medical care from a contract basis to one of self-operation.

In lieu of our typical ongoing audit follow up reports now that there is a monitor in place with clinical expertise, we believe it would be prudent for the County Board to request semi-annual updates from NCCHS Resources, Inc. on the following areas which we identified as concerns in our audit report:

- Staffing levels overall, by facility, with overtime and paid time off data included
- Penalties applied to WellPath, if any
- Pool and Agency use by WellPath
- Discharge planning
- Booking room (Intake) medical staffing and timeliness

- Grievances
- Pharmacy and specialty services expenses

This status report is informational only.



Jennifer L. Folliard  
Director of Audits

JLF/MRP/cah

Attachment

cc: Scott B. Manske, CPA, Milwaukee County Comptroller  
Finance and Audit and Judiciary, Safety and General Services Committee  
members  
Chris Abele, Milwaukee County Executive  
Sheriff Earnell Lucas, Milwaukee County  
Aaron Dobson, Commander, Milwaukee County Jail  
Mike Hafemann, Superintendent, House of Correction  
Kelly Bablitch, Chief of Staff, Milwaukee County Board Staff  
Steve Cady, Research & Policy Director, Office of the Comptroller  
Janelle Jensen, Legislative Services Division Manager, Office of the  
Milwaukee County Clerk  
Shanin Brown, Committee Coordinator  
Allyson Smith, Committee Coordinator