

**Chairperson:** Mary Neubauer  
**Research Analyst:** Kate Flynn Post, 257-7473  
**Committee Coordinator:** Dairionne Washington, 257-7606

## **MILWAUKEE COUNTY MENTAL HEALTH BOARD QUALITY COMMITTEE**

**Monday, June 5, 2023 - 10:00 A.M.**  
**Microsoft Teams Meeting**

### **MINUTES**

**PRESENT:** Mary Neubauer and Dennise Lavrenz

**EXCUSED:** Shirley Drake and Rachel Form

#### **SCHEDULED ITEMS:**

**1. Welcome.**

Chairwoman Neubauer welcomed everyone to the Milwaukee County Mental Health Board Quality Committee's June 5, 2023, remote/virtual meeting.

#### **COMMUNITY SERVICES**

**2. Mental Health Emergency Center (MHEC) 2023 Q1 Updates.**

The Mental Health Emergency Center (MHEC) Interim Chief Executive Officer (CEO) shared data from April 2023 to June 2023. There's been an average of 600 patients seen per month, with the majority being adults. The number admitted voluntarily and involuntarily breaks close to 50% on average. In April, there was a total of 436 patients who returned home after discharge. This data is consistent with what was seen at Psychiatric Crisis Services (PCS). Over the months, there hasn't been a major change in legal status at intake. The average length of stay is roughly 13 hours. For adults, more patients were transferred to other hospitals involuntarily as opposed to voluntarily. Legal status holds the same for youth; however, Granite Hills is currently only accepting 12 youths at a time. Satisfaction surveys are recommended after discharge. Feedback from those surveys were included in the presentation.

Committee Member Lavrenz recommended a zip code analysis be collected, and the survey results be quantitative instead of qualitative. This information is available and reported to the MHEC Board regularly and should be included in the reports to this Committee moving forward.

Questions and comments ensued.

This item was informational.

**SCHEDULED ITEMS (CONTINUED):**

3.	<p><b>Granite Hills Hospital 2023 Q1 Quality Reports.</b></p> <p>The representative from Granite Hills Hospital was unable to give a full overview of the quarter 1 data due to a scheduling conflict. Data can be found inside the meeting packet for review.</p> <p>This item was informational.</p>
4.	<p><b>Community Access to Recovery Services (CARS) Bi-Annual Quality Plan.</b></p> <p>Roughly four years ago, Community Access to Recovery Services (CARS) had been administering an assessment that reviewed co-occurring disorder capabilities. The team felt it was a good initiative, but it wasn't broad enough, which is where the CARS Quality Plan (QP) would be useful. This is the second iteration of the QP. This plan outlines the 2023-2024 strategic goals for CARS. The goals included are self-guided and aligned to the mission and strategic goals of Milwaukee County Behavioral Health Services (BHS) and the Department of Human and Health Services. The framework is based on the Quadruple Aim for healthcare, which includes client experience of care, population health, cost of care, and staff quality of work life. One key area highlighted as an outcome of this plan is the harm reduction vending machines distribution project. There's also currently a system-wide project to sustain focus on opportunities to increase equity within the BHS-CARS system of care. The objective of each aim can be found in the plan included in the packet.</p> <p>The Quality Committee unanimously agreed to recommend approval of the CARS Bi-Annual Plan to the full Board.</p>
5.	<p><b>Scope of Services Policy.</b></p> <p>During the last Committee meeting, this item was recommended to the Board for approval. In presenting this item to the Board, Chairwoman Neubauer suggested several edits regarding verbiage. At the Board's April meeting, this item was referred back to Committee for further revisions. Unfortunately, Chairwoman Neubauer was unable to access the notes taken from the Board. Once the notes are pulled, they will be forwarded to the owner of the policy for updates.</p> <p>The Quality Committee unanimously agreed to recommend approval of the policy inclusive of changes made at the Board level.</p>
6.	<p><b>Readiness Audit by a Third-Party Vendor Update.</b></p> <p>The Committee made a recommendation for a Readiness Audit by a Third-Party Vendor to the Board on April 27, 2023, to augment and validate the work of the quality team. The Board unanimously approved this effort. The next steps will be for Administrator Lappen and his team to determine the timing. Before finalizing vendors, this will go through the request for proposals (RFP) process and is expected to be included in the 2024 budget. The goal is to establish a</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>work plan. One of the possible challenges throughout the process may be finding the resources specific to certain needs or questions.</p> <p>This item was informational.</p>
7.	<p><b>Policy and Procedure Quarterly Reports.</b></p> <p>A very brief overview of what the policy itself consists of was provided. The overall progress seen the last several months averaged around 94% with a goal of 96%.</p> <p>Chairwoman Neubauer requested this item be moved up on the agenda to ensure more time is spent reviewing the data. Members in attendance were randomly asked for feedback on their understanding of the dashboard, as well as how it could be improved. From a viewer's point, the section titled 'Number of Policies Reviewed Within a Scheduled Period' is policies with an upcoming expiration date in need of review within their correct timeframe. The section simply displays policies that are currently active. Suggestions were made to either remove the word review from the section or include definitions. The other area discussed was the overall average. Swapping the baseline percentage with the overall progress will ensure the dashboard reflects from start to finish.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
8.	<p><b>2023 Q1 Community Reports and Dashboards: Community Access to Recovery Services (CARS) and Children's Mental Health Services and Wraparound Milwaukee.</b></p> <p><b>a) Comprehensive Community Services (CCS) Presentation</b></p> <p>Community Access to Recovery Services (CARS) Comprehensive Community Services (CCS) is a voluntary, customer-driven, Medicaid benefit offering a wide variety of supports based on a consumer's needs and desires. CCS services are traditionally less intensive than a community support program, but more intensive than an outpatient level of care. The CCS leadership team shared a presentation that included eligibility requirements, specific services, and information about the consumers. The eligibility for CCS will need to be re-established annually. Currently, the adult CCS program is serving more than 1600 consumers. Every CCS consumer is assigned to a Care Coordinator. There are ten adult and seven youth branch offices that are contracted by Milwaukee County and certified by the State of Wisconsin to be CCS Care Coordination teams. The CCS teams work to monitor the contracted Care Coordination teams closely. CCS has a large variety of ancillary service providers. There are over 60 different ancillary provider agencies and over 800 individual service providers. The presentation included a link to learn more about the services offered. The presentation went on to show data over time. Since the beginning of the program, there has been a significant increase in clients. Outcomes show within six months in the program, clients tend to increase their quality of life,</p>

## **SCHEDULED ITEMS (CONTINUED):**

employment, and change their residency status by at least 10%. There have been challenges with workforce shortages; however, it hasn't made a big effect on how clients are served. The team is currently working on a CCS Quality Improvement Plan that will cover training and technical assistance, quality assurance, and customer focus. In conclusion of the presentation, the effort of obtaining direct feedback through the Recovery Advisory Committee, made up of service consumers and created by CCS, was discussed.

### **b) CARS Quarterly Report with Narrative Summary**

Brief updates were given on the report. As with previous reports, the quality of life data suggests although black clients enter services with lower quality of life relative to white clients, they ultimately improve to a greater degree than white clients by their last assessments. There continues to be high participation in the client experience survey implementation and evaluation process. The team is currently looking into expanding the surveys to outpatient services as well. As noted last quarter, CARS is also exploring leveraging funds to expand services related to the social determinants of health including employment, transportation, and childcare services. Additional updates on the new efforts will be provided during the next Committee meeting.

### **c) BHS KPI Report – Children's Community Mental Health Services and Wraparound Milwaukee**

In 2023 Quarter 1 there was a total of 1,577 youth served. As mentioned in the past, this data point was expected to decrease due to the change in how it's collected. Overall costs remain consistent throughout the quarters. The average number of youths who moved from an in-home to an out-of-home setting in quarter 1 was 24. The overall goal per quarter is 30 or under. Unfortunately, natural supports percentages remain under the targeted goal. Permanency at discharge exceeded its average goal at 79.3%. Although the goal was not met for youth and caregiver perceptions, the average was close with a 3.7.

Questions and comments ensued.

This item was informational.

## **9. Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.**

### **a) Broadstep – Community Based Residential Facility (CBRF) Referral Suspension – Verbal Update**

Updates were provided during the last two Committee meetings on the referral suspension made to Broadstep officially in October of 2022 due to quality concerns, staffing patterns, and critical incidents. Shortly after, the State of Wisconsin also suspended services, specifically at the Bellwood property, due to the same concerns. Behavioral Health Services (BHS) reviewed the statement of deficiency and sent another notification to Broadstep stating the suspension will continue at a minimum until the State resumed its services. On April 17, 2023, notice was

**SCHEDULED ITEMS (CONTINUED):**

	<p>received that Broadstep completed an on-site survey by the State where services were approved to continue. BHS began working with Broadstep's leadership team to establish a plan to resume its services. A letter was submitted on the morning of June 5, 2023, to move forward with services at the Sherman property. The next locations will be Oklahoma, Calumet, and Thurston.</p> <p><b>b) Creative Counseling of Milwaukee, LLC – Notice of Referral Suspension</b></p> <p>Creative Counseling of Milwaukee, LLC, is an outpatient behavioral health care provider that began working with BHS Comprehensive Community Services (CCS) in 2021. Over time, several deficiencies in standards, quality of care, and upholding client rights caused concern. On March 10, 2023, CCS submitted a notice suspending all new referrals to Creative Counseling of Milwaukee, LLC. After suspending referrals, CCS began working with the agency on a plan of care. However, on May 11, 2023, the agency decided to terminate its contract effective July 1, 2023. The CCS team has been in collaboration with the agency's clinic team to help transition those clients who were being served.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
10.	<p><b>2023 Q1 Community Crisis Services Dashboard Updates.</b></p> <p>The table included on the first page of the dashboard gives a visual of the annual changes of unique clients served in high-need zip codes across the community. There was a decrease of 8.3% in clients served from 2021 to 2022. The last page of the dashboard includes a more in-depth breakdown of the actual number of clients for each zip code per quarter. Other data included in the dashboard reveals clients served by race and gender. There's a trend of primarily black men and women served most. Client experience surveys are being collected by the Office of Consumer Affairs, the Access Clinics, as well as Milwaukee Mobile Crisis. Unfortunately, there have been some challenges obtaining the surveys through Milwaukee Mobile Crisis. The Quality team is working to explore ways to increase responses. Additional data recently added to the dashboard reflects information from the Access Clinics and Team Connect derived from using the Columbia suicide and severity rating scale to assess for suicide and risk. The data shows a great reduction from the first assessment to the last.</p> <p>This item was informational.</p> <p>Questions and comments ensued.</p>
11.	<p><b>Adjournment.</b></p> <p>Chairwoman Neubauer ordered the meeting adjourned.</p>

**SCHEDULED ITEMS (CONTINUED):**

This meeting was recorded. The official copy of these minutes and subject reports, along with the audio recording of this meeting, is available on the Milwaukee County Legislative Information Center web page.

Length of meeting: 10:01 a.m. – 11:59 a.m.

Adjourned,

*Dairionne Washington*

Committee Coordinator  
Milwaukee County Mental Health Board

**The next meeting for the Milwaukee County Mental Health Board  
Quality Committee is scheduled for  
September 11, 2023**

**To View All Associated Meeting Materials,  
Visit the Milwaukee County Legislative Information Center at:  
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