

Chairperson: Dennise Lavrenz
Research Analyst: Kate Flynn Post, (414) 391-7845
Committee Coordinator: Jessica Iggens, (414) 257-7606

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

Monday, March 3, 2025 - 10:00 A.M.
Microsoft Teams Meeting

MINUTES

PRESENT: *Mary Neubauer, Dennise Lavrenz, Rachel Forman, Ken Ginlack*
EXCUSED: *Shirley Drake*

SCHEDULED ITEMS:

NOTE: All Informational Items are Informational Only Unless Otherwise Directed by the Committee.

- | | |
|----|--|
| 1. | Welcome.

Chairwoman Lavrenz welcomed everyone to the March 3, 2025 Quality Committee Meeting. |
| 2. | Minutes from the December 2, 2024, Committee meeting.

No questions, discussion, or corrections.

Minutes approved. |
| 3. | Granite Hills Hospital Q4 2023 - Q3 2024 Quality Reports.
This item was taken out of order and was heard after Item #4

Jennifer Houben, Granite Hills Hospital Director of Risk Management & Performance Improvement & Facility Compliance Officer presented the Q4 2023-Q3 2024 Quality Reports. She highlighted a variety of metrics including patient satisfaction results, demographics of admitted patients, legal status of patients, employee vaccination rates and patient safety. She also spoke about transition record, unplanned readmissions and number of admissions based on referrals from MHEC.

This item was informational. |
| 4. | MHEC Update.
This item was item was taken out of order and heard after Item #2 |

SCHEDULED ITEMS (CONTINUED):

	<p>Chairwoman Lavrenz shared the MHEC report which is available to the public. Discussion and comments ensued. Mary Neubauer, chairperson of the Milwaukee County Mental Health Board indicated Dr. Owens would be appearing at a future board meeting.</p> <p>This item was informational.</p>
5.	<p>Policy and Procedure Quarterly Report.</p> <p>Luci Reyes-Agron, Quality Improvement Coordinator presented the February 2025 Policy and Procedure Report. She indicated that the February report included Wraparound policies that are no longer in use and the numbers for March are closer to previous percentages.</p> <p>This item was informational.</p>
6.	<p>Community Report and Dashboards.</p> <ul style="list-style-type: none">a) 2024 Q3 BHS KPI Report – Wraparound Milwaukee Savannah Olsen, Program Evaluator presented the 2024 Q3 BHS KPI Report for Wraparound Milwaukee. She highlighted the total connections made, demographics of the youth served, average cost per youth, population health metrics, and outcomes.b) BHS Clients’ Rights Dashboard Jenn Pyles, Clients’ Rights Advocate, BHS, presented the BHS Clients’ Rights Dashboard. She spoke about the number of cases, different types of cases, and average time spent on the cases.c) 2024 Q3 BHS Wide Adult Services Dashboard Matt Drymalski, Clinical Program Director of Quality and Compliance, presented the 2024 Q3 BHS Wide Adult Services Dashboard. He spoke about client enrollment, health equity value, enrollment front doors, and client experience scores. He also highlighted the Social Determinates of Health (SDOH) and Quality of Life (QOL) change from initial to last assessment.d) 2024 Q3 CARS Quarterly Report Gary Kraft, Integrated Services Manager presented the Q3 CARS report. He highlighted the NOMS measures by quarter and detox utilization post discharge by selected CARS programs.e) 2024 Q3 BHS Outpatient Treatment (ITEMS 6e and 6f were heard together)f) 2024 Q3 Community Crisis Services Dashboard Updates Ed Warzonek, Quality Assurance Coordinator presented on both the 2024 Q3 BHS Outpatient Treatment dashboard and the 2024 Q3 Community Crisis Dashboard. He highlighted the different zip codes served for both dashboards, client experiences, and demographics.g) 2024 Q3 BHS CARS Prevention Services Dashboard

SCHEDULED ITEMS (CONTINUED):

	<p>Adriana Smith, Public Health Data Analyst, presented the 2024 Q3 BHS CARS Prevention Services Dashboard. She highlighted different community event outcomes and additions to future dashboard presentations.</p> <p>This item was informational.</p>
7.	<p>Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <p>Lolita Williams, Director of Contract Compliance, updated the committee on the suspension of referrals to Broadstep Belwood Community Based Residential Facilities based on a suspension from the State of Wisconsin. Amy Lorenz, Deputy Administrator BHS, clarified that the state is behind in notifications and referrals will resume upon receipt of notification from the state.</p> <p>This item was informational.</p>
8.	<p>Milwaukee County Behavioral Health Services Quality Improvement Policy.</p> <p>Matt Drymalski, Clinical Program Director of Quality and Compliance provided the committee with an update as to the Milwaukee County BHS Quality Improvement Policy. He indicated that this policy will be moving forward and will be implemented.</p> <p>This item was informational.</p>
9.	<p>Adjournment.</p> <p>Chairwoman Lavrenz adjourned the meeting.</p>
<p>This meeting was recorded. The official copy of these minutes and subject reports, along with the audio recording of this meeting, are available on Milwaukee County’s Legislative Information Center website, which can be accessed by clicking the link below. Length of meeting: 10:00 a.m. to 11:33 a.m.</p> <p>Adjourned,</p> <p><i>Jessica Iggens</i> Jessica Iggens Committee Coordinator Milwaukee County Mental Health Board</p> <p>The next meeting for the Milwaukee County Mental Health Board Quality Committee is scheduled for</p>	

Milwaukee County Mental Health Board
Quality Committee
March 3, 2025

SCHEDULED ITEMS (CONTINUED):

June 4, 2025 at 10:00 a.m.

**To View All Associated Meeting Materials,
Visit the Milwaukee County Legislative Information Center at:
[Milwaukee County - Calendar \(legistar.com\)](https://legistar.com)**

**Visit the Milwaukee County Mental Health Board Web Page at:
<https://county.milwaukee.gov/EN/DHHS/About/Governance>**

*ADA accommodation requests should be filed with the Milwaukee County Office for Persons with Disabilities,
278-3932 (voice) or 711 (TRS), upon receipt of this notice.*