

Chairperson: Supervisor Peggy West, 278-4269

Committee Clerk: Jodi Mapp, 278-4073

Research Analyst: Jennifer Collins, 278-5290

COMMITTEE ON HEALTH AND HUMAN NEEDS

Wednesday, September 22, 2010 - 9:00 a.m.

Milwaukee County Courthouse, Room 201-B

MINUTES

PRESENT: Supervisors Coggs, Mayo, Rice, Lipscomb, Harris, and West (Chair)

EXCUSED: Supervisor Dimitrijevic

SCHEDULED ITEMS:

DEPARTMENT ON AGING - 1

1. 10HN19 From the Director, Department on Aging, providing an overview of Aging's 2011 Requested Departmental Budget. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Stephanie Stein, Director, Department on Aging

Jeanne Dorff, Assistant Director, Fiscal and Support Services, Department on Aging

- 00:01 Ms. Stein provided the Committee with highlights of Aging's 2011 Requested Budget, which included information on Adult Protective Services, Medicaid time reporting, the Alzheimer's Family Caregiver Support Program, and positions transferred from Aging to the Department of Family Care.

Questions and comments ensued.

MOTION BY:(Mayo) RECEIVE AND PLACE ON FILE the report from the Director of the Department on Aging, dated September 13, 2010, providing an overview of Aging's 2011 Requested Departmental Budget. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

DEPARTMENT OF FAMILY CARE – 4

2. 10-323 From the Interim Director, Department of Family Care, requesting authorization to enter into a Professional Services Contract with Superior Support Resources, Inc. (SSR) for a period of three (3) years to (1) provide

SCHEDULED ITEMS:

MIDAS hosting, support, and maintenance services and (2) for hardware upgrades that are required for the installation, formatting, and maintenance of the servers to support the MIDAS program for the Milwaukee County Department of Family Care.

APPEARANCES:

Maria Ledger, Interim Director, Department of Family Care
James Hodson, Chief Financial Officer, Department of Family Care

00:29 Ms. Ledger stated the resolution attached to the report would allow the Department to work with Superior Support Resources (SSR) to maintain internet servers for the MIDAS application and to do the upgrades necessary to the servers that will run the MIDAS application for Milwaukee County. SSR has been the agency that supports the MIDAS application for Family Care for both Milwaukee County and the Southwest Family Care Alliance

Questions and comments ensued.

MOTION BY:(Rice) Approve. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

3. 10-39(a) From the Interim Director, Department of Family Care, submitting an informational report on the Income Statement for the period January 1, through June 30, 2010, of the Care Management Organization (CMO) under Family Care. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Maria Ledger, Interim Director, Department of Family Care
James Hodson, Chief Financial Officer, Department of Family Care

00:34 Mr. Hodson stated the report represents the results of operations for the Department of Family Care for the first six months of 2010. He summarized the report detailing revenues, expenditures, and surplus. Mr. Hodson went on to state there will be an adjustment made that will lower the results reflected. There is a provider that is in receivership who has some outstanding bills that go back as far as 2008. Arrangements have been made, and therefore payment in full is required. Due to federal requirements, it will be settled. Also, because of Family Care expansion, there have been a number of providers whose contracts have yet to be established.

SCHEDULED ITEMS:

Questions and comments ensued.

The Committee took no action regarding this informational item.

4. 10HN20 From the Interim Director, Department of Family Care, submitting an informational report on the effects of multiple Care Management Organizations (CMOs) operating Family Care in Milwaukee County. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Maria Ledger, Interim Director, Department of Family Care
James Hodson, Chief Financial Officer, Department of Family Care

00:19 Ms. Ledger detailed where members are opting to go when provided with options for managed care organizations. Enrollment is continually monitored both for individuals age 60 and over, as well as individuals 18-59 with physical and developmental disabilities. Disenrollments are also being monitored. Guardians have reported that providers have encouraged them to disenroll from Milwaukee County and enroll in other care management organizations. She recommended that they begin to market the Milwaukee County Department of Family Care very aggressively.

03:14 Supervisor Cogg requested an email be sent from the Department to Committee members identifying what some of the inequities are and what needs to be done to ensure we are all on equal playing field as we provide these services.

Questions and comments ensued.

The Committee took no action regarding this informational item.

5. 10HN21 From the Interim Director, Department of Family Care, providing an overview of Family Care's 2011 Requested Departmental Budget. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Maria Ledger, Interim Director, Department of Family Care
James Hodson, Chief Financial Officer, Department of Family Care

SCHEDULED ITEMS:

00:19 Ms. Ledger stated while the Department of Family Care and the Care Management Organization have been very cautious in terms of filling positions within the program, it is still very important to continue to provide the best services. She discussed staffing changes, including the addition of an Information and Outreach Coordinator position, which will be responsible for such things as print ads and the website to try and increase the market share for Family Care.

01:51 Mr. Hodson reviewed the budget summary. The highlights include a forthcoming request to access their reserves (this is due to the Milwaukee County Transit System's Paratransit services increasing the van rides from \$10.80 to \$15.80 and the taxi rides from \$10.80 to \$13.25); not budgeting for a capitation rate increase; and the State's proposal to create a standardized residential rate payment model throughout the state, which will likely increase the cost of operations. Mr. Hodson indicated that the Department is currently doing an impact analysis.

Questions and comments ensued.

The Committee took no action regarding this informational item.

DHHS GENERAL - 1

6. 10HN22 From the Interim Director, Department of Health and Human Services (DHHS), providing an overview of DHHS's and the Behavioral Health Division's 2011 Requested Departmental Budgets. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Geri Lyday, Interim Director, Department of Health and Human Services
Pat Walslager, Fiscal Manager, Behavioral Health Division (BHD)

00:18 Ms. Lyday provided an overview of the Department's and BHD's 2011 Requested Budget. She indicated it reflects a recommendation to maintain a good portion of the programs at the same level as currently offered within the actual divisions. It also includes a request for additional levy to support some of the challenges in BHD. She broke down the programmatic details by division.

Questions and comments ensued.

The Committee took no action regarding this informational item.

SCHEDULED ITEMS:

HOUSING DIVISION - 1

7. 10-318 From the Interim Director, Department of Health and Human Services, requesting authorization to contract with Community Advocates on behalf of the Continuum of Care.

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

MOTION BY:(Mayo) Approve. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

DISABILITIES SERVICES DIVISION - 1

8. 10HN23 From the Interim Director, Department of Health and Human Services, submitting an informational report that provides an update on the Disability Resource Center implementation and Family Care expansion. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Geri Lyday, Interim Director, Department of Health and Human Services
Mark Stein, Interim Administrator, Disabilities Services

00:20 Ms. Lyday provided an overview of the activities of the Disability Resource Center since the transitioning of individuals from 18-59 began in November of 2009. Areas highlighted include the Disability Resource Center Governing Board; changes in staffing, which included a complete divisional reorganization within the Resource Center; the identification of options counselors; putting the information assistance staff in place; the newly added feature of disability benefits services; enhanced quality assurance efforts; and outreach and community education. She also discussed the operational challenges due to the expansion.

MOTION BY:(Mayo) RECEIVE AND PLACE ON FILE the report from the Interim Director of the Department of Health and Human Services, dated September 8, 2010, providing an update on the Disability Resource Center Implementation and Family Care Expansion. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

Items #s 9 and 10 were considered together.

SCHEDULED ITEMS:

MANAGEMENT SERVICES DIVISION - 2

9. 10-320 From the Interim Director, Department of Health and Human Services, requesting authorization to enter into a 2011 Contract with the State of Wisconsin for operation of the Wisconsin Home Energy Assistance Program (WHEAP).

SEE ITEM #10 FOR COMMITTEE ACTION

10. 10-35(a)(e) From the Interim Director, Department of Health and Human Services, requesting authorization to enter into Purchase of Service Contracts for the Operation of the Management Services Division Wisconsin Home Energy Assistance Program (WHEAP).

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

MOTION BY:(Mayo) Approve Item #s 9 and 10. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

BEHAVIORAL HEALTH DIVISION - 5

11. 10-284(a) From the Interim Director, Department of health and Human Services (DHHS), and the Fiscal and Budget Administrator, Department of Administrative Services (DAS), requesting the release of \$1,825,890 from the 2010 Behavioral Health Division (BHD) allocated contingency fund within capital funds to address issues related to the Statement of Deficiency (SOD). **(Also to the Committee on Finance and Audit.) (07/22/10: Follow-up report due from the Department.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

00:37 Ms. Lyday stated they continue to work on the items identified for immediate corrective action by October. State surveyors were in to review those items. There has been an increase in dollars spent out of the operating budget since the last report. They are continuing to work with the Department of Administrative Services (DAS) on items that can be funded through bonding, as well as those things that are paid for with cash. The Department of Transportation and Public Works as well as

SCHEDULED ITEMS:

BHD's own operations maintenance staff have been working together to ensure compliance in a timely manner and to demonstrate progress with reference to meeting the items addressed in the Statement of Deficiency. Ms. Lyday emphasized that this is a continuing work in progress.

The Committee took no action regarding this informational item.

12. 09-121(a) From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the status of the outsourced dietary services area of the Behavioral Health Division. **(03/05/10: Quarterly report due from the Department.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

00:21 Ms. Lyday discussed the types of complaints received since last quarter's report. She reviewed dietary errors, food issues, challenges in the tray line, portion size, late and missing meals, and administrative errors. She indicated the Department is compiling information to identify the types of issues that were most serious in nature.

Questions and comments ensued.

03:12 Supervisor Lipscomb requested that the breakdown for the previous period be included in the quarterly reports.

04:52 The following people appeared and spoke regarding this item:
Patty Yunk, DC 48, AFSCME
Michele Griffin, RN, BHD

The Committee took no action regarding this informational item.

13. 10-65(a) From the Interim Director, Department of Health and Human Services (DHHS), submitting a report addressing a change in policy regarding the use of the Day Hospital space at the Behavioral Health Division (BHD). **(03/05/10: Per adoption of the resolution, a report is due on the status of occupancy and an analysis of actual costs.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Geri Lyday, Interim Director, Department of Health and Human Services
Jim Tietjen, Administration, Behavioral Health Division (BHD), DHHS

SCHEDULED ITEMS:

00:28 Ms. Lyday stated this report is a response to a request for follow-up information regarding the new arrangements made for St. Charles to occupy space at BHD.

Questions and comments ensued.

03:07 Patty Yunk, DC 48, AFSCME, appeared and spoke regarding this item.

The Committee took no action regarding this informational item.

14. 10HN24 From the Interim Director, Department of Health and Human Services (DHHS), submitting an informational report that provides an update from the Behavioral Health Division (BHD) Workgroup regarding mixed-gender acute inpatient units at BHD. **(06/16/10: Follow up report due from the Department.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Geri Lyday, Interim Director, Department of Health and Human Services

00:57 Ms. Lyday stated there are a number of initiatives underway to help compile information. These initiatives include the development and circulation of surveys; listening sessions with consumers, advocates, and families; and a comprehensive review of the literature. She mentioned that there are a number of other strategies in place to ensure the report produced will be thorough, comprehensive, and contain good solid information. It is anticipated that recommendations will be available within the next quarter, and a report will be available for the December meeting cycle.

The Committee took no action regarding this informational item.

15. 10HN24 An informational report from the Milwaukee County Sheriff's Office discussing the Site Security Survey of the Behavioral Health Complex. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Edward Bailey, Deputy Inspector, Office of the Sheriff

00:20 Deputy Inspector Bailey stated in early 2010, a site security survey was ordered by the Sheriff primarily in relation to complaints of contraband characterized as weapons being brought on the premises. The purpose of the survey was initially to do a review of calls for service and

SCHEDULED ITEMS:

documentation of incidents at BHD. The next step was to look at the actual facility itself. Policy was addressed to see if it is set up in such a way to prevent incidents. Deputy Inspector Bailey reviewed the Site Security Survey in detail along with recommendations to secure the facility.

15:36 Barbara Beckert, Disability Rights Wisconsin, appeared and spoke regarding this item.

MOTION BY:(Rice) Refer to County Board staff, the Office of the Sheriff, BHD Maintenance Operations' staff, DHHS, and the Community Advisory Board for a follow-up report on implementing recommendations for the October meeting cycle. 6-0

AYES: Coggs, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6

NOES: 0

16. 10-213(a) An adopted Resolution by Supervisor West directing the Administrator of the Behavioral Health Division (BHD) to continue collaborative strategies with the District Attorney and the Sheriff to create, where possible, enhanced policies and procedures addressing the safety of patients within County BHD facilities. **(Report from the Community Advisory Board for Mental Health.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Barbara Beckert, Co-Chair, Community Advisory Board for Mental Health
Paula Lucey, Co-Chair, Community Advisory Board for Mental Health
Supervisor Joe Sanfelippo, 17th District

00:55 Ms. Beckert explained the Board's very diverse and dynamic makeup, which contributes to a vast wealth of knowledge and perspectives. She discussed a workgroup structure that was set up, which consists of the Safety Workgroup, the Patient Centered Care Workgroup, and the Community Linkages Work Group. Ms. Beckert provided the Committee with preliminary recommendations made by the Board.

09:51 Ms. Lucey stated the report that is before the Committee is very preliminary. The Board has only been meeting for a short period of time. The workgroups are working very hard and in that short period of time, have already come up with excellent recommendations. She indicated that BHD has been very helpful in terms of providing data and information, doing presentations, and helping everyone work together.

SCHEDULED ITEMS:

- 11:34 Supervisor Sanfelippo highlighted some of the issues discussed at Board meetings that he felt were important such as inpatient lengths of stay and readmission rates.
- 24:26 Candice Owley, Wisconsin Federation of Nurses and Health Professionals, appeared and spoke regarding this item.

MOTION BY:(Mayo) RECEIVE AND PLACE ON FILE a report from the Community Advisory Board for Mental Health dated September 1, 2010, regarding the initial activities of the Board and their initial recommendations and a report from the President of the Wisconsin Federation of Nurses and Health Professionals entitled "Milwaukee County Behavioral Health Division Staffing Survey Results June 2010." 6-0

AYES: Cogg, Mayo, Rice Lipscomb, Harris, and West (Chair) - 6
NOES: 0

RESOLUTIONS - 1

17. 10-322 A Resolution by Supervisors Holloway, Dimitrijevic, Schmitt, Lipscomb, Weishan, Broderick, De Bruin, Thomas, Larson, Harris, Johnson and Borkowski to utilize the balance of funds available in the allocated contingency fund within Capital Improvement Project WE033 Behavioral Health Facility to construct a new behavioral health hospital on the Milwaukee County grounds. **(Also to the Committee on Finance and Audit.)**

APPEARANCE:

Terrence Cooley, Chief of Staff, County Board

- 00:47 Mr. Cooley stated this resolution calls for the utilization of the balance of funds in the current Capital Improvement account for the Behavioral Health facility, which is in an allocated contingency fund, to construct a new Behavioral Health hospital. The resolution creates a special committee consisting of five County Supervisors who would have the charge of examining current and potential operating revenues at BHD and evaluating the merits of possibly locating some functions, as deemed appropriate, to other sites that might be more integrated in the community. The intent of the resolution is to utilize, reassess, and update some of the previous information that has been gathered relating to space needs at BHD with the intent of putting together a preliminary cost analysis for a new facility; look at and provide potential locations on the County grounds for a new facility; recommend any other potential

SCHEDULED ITEMS:

funding sources that might be out there; identify a timeline for the project; and obtain and analyze any other information that might be requested during this process. The goal is to have a final report from the special committee by June 1, 2011. If there is a need for special consulting or other professional services, an appropriation transfer would be done. The Capital account would be utilized for that purpose.

Questions and comments ensued at length.

MOTION BY:(West) Refer this item to the 2011 Budget process. 4-2

12:12 Supervisor Rice introduced and offered an amendment and explained the intent of said amendment (copy attached to original minutes).

MOTION BY:(Rice) AMEND the resolution as reflected in the attached written amendment.

MOTION BY:(Mayo) Lay the item over.

Supervisor West withdrew her motion but reinstated her motion shortly thereafter.

Supervisor Mayo withdrew his motion to lay the item over.

Supervisor West's motion to refer to the budget process took precedence over Supervisor Rice's motion to amend. The vote is as follows:

AYES: West, Mayo, Rice, and Coggs (Chair) - 4

NOES: Lipscomb and Harris - 2

SCHEDULED ITEMS:

STAFF PRESENT:

Stephanie Stein, Director, Department on Aging
Jeanne Dorff, Assistant Director, Fiscal and Support Services, Department on Aging
Maria Leger, Director, CMO, Department on Aging
James Hodson, Chief Financial Officer (CMO), Department on Aging
Geri Lyday, Interim Director, Department of Health and Human Services
Pat Walslager, Fiscal Manager, Behavioral Health Division (BHD)
Mark Stein, Interim Administrator, Disabilities Services
Jim Tietjen, Administration, Behavioral Health Division (BHD), DHHS
Edward Bailey, Deputy Inspector, Office of the Sheriff
Supervisor Joe Sanfelippo, 17th District
Terrence Cooley, Chief of Staff, County Board
Jennifer Collins, Research Analyst, County Board

This meeting was recorded. Committee files contain copies of the subject reports, communications, resolutions, and ordinances, which may be reviewed upon request to the Chief Committee Clerk. The official copy of these minutes, along with the audio recording of this meeting, is available in the County Board Committee Services Division.

Length of meeting: 9:13 a.m. to 12:19 p.m.

Adjourned,

Jodi Mapp

Committee Clerk
Committee on Health and Human Needs

**DEADLINE FOR THE HEALTH AND HUMAN NEEDS COMMITTEE:
The next regular meeting of the Health and Human Needs Committee is
Wednesday, October 27, 2010 @ 9:00 a.m.
All items for the agenda must be in the Committee Clerk's possession by the end of the
business day on Wednesday, October 13, 2010.**