

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 16, 2009 - 9:00 A.M.

Milwaukee County Courthouse, Room 201-B

MINUTES

PRESENT: Supervisors Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb and West (Chair)

EXCUSED: Supervisor Mayo

SCHEDULED ITEMS:

APPOINTMENTS – 2

1. 09-378 From the County Executive, appointing Ms. Gina L. Green-Harris to serve on the Care Management Organization Governing Board for a term expiring August 31, 2012.

APPEARANCE:

Sherry Hill, Director of Community Relations, County Executive's Office

00:50 Ms. Green-Harris provided brief comments.

MOTION BY:(Coggs) Approve. 6-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb
and West (Chair) - 6

NOES: 0

2. 09-379 From the County Executive, appointing Ms. Monica M. Lopez to serve on the Care Management Organization Governing Board for a term expiring August 31, 2012.

APPEARANCE:

Sherry Hill, Director of Community Relations, County Executive's Office

00:57 Ms. Lopez provided brief comments.

MOTION BY:(Clark) Approve. 6-0

AYES: West, Coggs, De Bruin, Clark, Lipscomb
and Dimitrijevic (Chair) - 6

NOES: 0

SCHEDULED ITEMS:

DEPARTMENT ON AGING – 1

3. 09-368 From the Director, Department on Aging, requesting that the Milwaukee County Board of Supervisors adopt a Resolution/Ordinance that dissolves the Local Long Term Care Council (Chapter 75, Milwaukee County General Ordinances) and create an Aging and Disabilities Resource Center (ADRC) Governing Board under Family Care as specified under s. 46.283(6) of Wisconsin Statutes, and authorizing the ADRC Governing Board to assume the duties as specified under s. 46.283.

APPEARANCE:

Stephanie Stein, Director, Department on Aging

- 00:39 Ms. Stein stated the Local Long Term Care Council was established approximately thirty years ago and began as the Community Options Program (COP) Committee. When Family Care became available to Milwaukee County, the COP Committee was dissolved by law and the Local Long Term Care Council was created. Now, with the new configuration of the Aging and Disability Resource Centers, law requires the creation of an Aging and Disability Resource Center Governing Board. This Board will replace the Long Term Care Council and take on more responsibilities.

Questions and comments ensued.

- 04:45 Supervisor De Bruin requested information regarding how much of the information contained in the subsections established under Section 75 of the Milwaukee County General Ordinances is prescribed by the State versus some other measure.

MOTION BY:(Clark) Approve. 6-0

AYES: West, Coggs, De Bruin, Clark, Lipscomb
and Dimitrijevic (Chair) - 6

NOES: 0

DISABILITIES SERVICES DIVISION – 1

4. 09-248(a) From the Fiscal and Budget Administrator, a report on the fiscal impact to the Department on Aging Care Management Organization (CMO) due to the delay in implementing the Family Care expansion in 2009. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

SCHEDULED ITEMS:

00:35 Madame Chair explained that the Committee was expecting a report from the Department of Administrative Services (DAS). However, DAS requested that this item be laid over to the next meeting cycle.

MOTION BY:(Dimitrijevic) Lay over to the October meeting cycle. 6-0

AYES: West, Coggs, De Bruin, Clark, Lipscomb
and Dimitrijevic (Chair) - 6

NOES: 0

BEHAVIORAL HEALTH DIVISION – 5

5. 09-121(a) From the Director, Department of Health and Human Services, requesting authorization to contract with A’viands, LLC, the dietary services vendor selected through the Request for Proposals (RFP) process, for the Behavioral Health Division. **(Report from Administrator regarding the hiring of displaced County Workers and cost savings achieved.) (Also to the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

John Chianelli, Administrator, Behavioral Health Division (BHD), DHHS

00:40 Supervisor Coggs requested that Madame Chair continue this report as a monthly item due to concerns she expressed regarding the dietary services being rendered at BHD.

02:04 Mr. Chianelli stated his administrative team has taken the charge of monitoring the dietary transition to A’viands very seriously. He confirmed that in the initial weeks, there were definitely some typical new start-up errors. However, Mr. Chianelli assured the Committee that he personally oversees a dietary team that comes in daily to monitor complaints and address any issues that are raised. To his knowledge, all issues have been resolved.

Mr. Chianelli went on to state there are three dietitians on staff at BHD that work with all the in-patient units. They determine each individual diet for every patient that is in the facility and monitor, on a daily basis, the individual diets of their patients. They also did a customer survey on a random select group of patients to get their opinions and feelings about the change. The general overall rating has been good. However, some patients are finding it hard to adjust to the type of food now being served.

SCHEDULED ITEMS:

The food is now more contemporary and less institutional. For staff concerns, an immediate call line has been set up that can be utilized during all shifts for errors noticed with patients' meals.

Mr. Chianelli indicated that the transition is still a work in progress. They are working to improve certain areas. To assist with those improvements, A'viands comes in every day at noon to address specific daily concerns. He went on to state that he feels confident that there is a good system in place that keeps the communication open to address all issues that may arise.

Questions and comments ensued at length.

- 21:42 Supervisor Coggs requested that the next report contain an example of what a weekly menu looked like under the old dietary staff versus what a A'viands weekly menu looks like.
- 22:44 Supervisor De Bruin requested a tracking report that compares County dietary staff error rates versus A'viands' current error rates. Mr. Chianelli informed Supervisor De Bruin error rate data was not collected when the County operated the kitchen.
- 25:53 Supervisor Clark requested that a tracking report be kept and provided to the Committee confirming that what is on the menu is what is actually being served.
- 30:51 Supervisor De Bruin requested that the County staffed dieticians provide a written subjective analysis comparing past errors that, in their professional opinion, they recall were made during the County's tenure versus current errors. If they are unable to recall specific past incidences, current error rates should be compared to general standards set within the dietary industry. She would also like to see information on the sampling and monitoring done by BHD dieticians to ensure that what the physician and dietician order for a patient with restrictions is what A'viands delivers. Include occurrences of any major dietary error incidences related to allergies, medical conditions, etc.
- 32:45 Ms. Patty Yunk, AFSCME-DC48, appeared and spoke regarding this item.

SCHEDULED ITEMS:

MOTION BY:(De Bruin) Receive and Place on File the report from the Interim Director, Department of Health and Human Services, dated August 26, 2009. 6-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb and West (Chair) - 6

NOES: 0

6. 09HN21 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding initiating a capital master plan for the Behavioral Health Division – Mental Health Facility. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

John Chianelli, Administrator, Behavioral Health Division (BHD), DHHS
Alex Kotze, Fiscal Management Analyst, BHD, DHHS

00:35 Ms. Marks stated this is a follow-up report supplying additional detail on the Department's solutions to begin addressing issues related to the capital improvement plan for BHD. She indicated policy direction is needed regarding the build new or renovation options. In the meantime, certain updates will still need to be made to this particular facility. This report provides more detail into what the actual plan may look like.

Questions and comments ensued.

32:02 Supervisor De Bruin stated that the report before the Committee does not address downsizing the number of beds at the BHD facility or Hilltop. However, it is something that has been included as part of the budget. During long-term strategic planning for mental health, the Psychiatric Association, the Mental Health Association, the previous administrator, family support groups, and others were very clear that the facility had been downsized to the lowest level sustainable and to further transition patients into the community would not be possible. If that proposal is going to be made part of these plans, she requested something in writing from the groups mentioned, including the current administrator, that their position and view on this issue has changed. She would also like to see a list of providers in this community who, with the adequate resources, have indicated they would contract with Mr. Chianelli, are willing to take care of Hilltop clients, and that all of this can easily be done within the next four months, therefore making budget targets.

SCHEDULED ITEMS:

As to the capital improvement plan that is before the Committee, Supervisor De Bruin requested more specifics that correspond with the price tag on the renovation, including any conceptual drawings or things of that nature.

MOTION BY:(Dimitrijevic) Refer to the Finance and Audit Budget Hearing Committee for consideration in the 2010 budget process. 5-0

AYES: Dimitrijevic, De Bruin, Clark, Lipscomb and West (Chair) - 5

NOES: 0

EXCUSED: Coggs – 1

7. 09HN22 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the status of the Medical College's Community Mental Health Outpatient Services.
(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

John Chianelli, Administrator, Behavioral Health Division (BHD), DHHS

- 00:19 Mr. Chianelli stated the BadgerCare Plus Core (Core) program has expanded to provide psychiatric coverage. The coverage will be minimal but includes visits to a psychiatrist on an outpatient basis as well as psychotropic medications. There are a number of providers, however, that are not willing to accept the reimbursement rate that the State is offering as part of this Core benefit. Therefore, the community is struggling to gain access for people who have Core. There are very few available providers willing to take people into care.

The Medical College of Wisconsin is a great partner with Milwaukee County and has been for many years. With the struggles of the economy and with their own need to stay viable, the Medical College made a business decision earlier this year to consolidate the Metro South clinic into the Wauwatosa clinic. This raised concerns for the Department due to the loss of a good south side location. Ms. Marks and Mr. Chianelli formulated a community task force to address two key issues for mental health outpatients in this community. Those issues are to focus on access for people with serious and persistent mental illness in need of outpatient care who are uninsured and not eligible for the Core benefit and to work with the State on trying to expand access to services for people who do

SCHEDULED ITEMS:

have coverage. The lack of capacity for people who now have coverage through Core is of concern due to the impact that it will have on BHD inpatient units. Coverage, at this point, is not necessarily equaling access for people.

Questions and comments ensued.

16:38 Supervisor Coggs requested that the Department provide the Committee with weekly updates on this issue either by email or in writing.

18:00 Ms. Barbara Beckert, Disability Rights Wisconsin, appeared and spoke regarding this item.

23:46 Supervisor Coggs also requested that departmental staff do an analysis for future projected funding or partnerships we have with the Medical College for 2010; she would like for BHD to begin communicating with the Wisconsin Hospital Association on this issue; and she also requested that Mr. Chianelli have the Medical College submit in writing that they will continue to serve uninsured patients in 2010.

The Committee took no action regarding this informational item.

8. 09HN23 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding a prescription drug formulary. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

John Chianelli, Administrator, Behavioral Health Division (BHD), DHHS

00:22 Ms. Marks stated this is a follow-up report from a 2009 budget directive regarding work with our pharmacy provider regarding a prescription drug formulary.

01:13 Mr. Chianelli stated BHD created a Pharmacy and Therapeutics Committee, which is lead by BHD's medical director. The Committee along with Mr. Chianelli worked with Omni Roeschen to develop a formulary or what is also known as a preferred drug list. Basically, it establishes a set of medications agreed upon by the physicians at the facility that are therapeutic and effective. It also sets several rules into the system. The rules are used as guideposts and whenever possible, therapeutically indicated, and therapeutically effective, the use of generic

SCHEDULED ITEMS:

drugs is encouraged because they are more cost effective. Because it is a formulary, there are set practices. However, it does allow for the ability of any physician in the organization, along with the approval and oversight of the medical director, to change a generic medication to a brand medication or the most effective medication because of a clinical reason or clinical outcome.

Another strategy discussed was the use of a therapeutic interchange, which Mr. Chianelli explained by stating within the industry, there are certain drugs that can be interchanged that have a like effect but have a lower cost.

Mr. Chianelli indicated these options are an attempt to manage costs as best as possible.

Questions and comments ensued.

The Committee took no action regarding this informational item.

9. 09HN24 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the status of the Alcohol and Other Drug Abuse (AODA) system known as Wisser Choice (Wisconsin Supports Everyone's Choice) and implications of funding reductions.
(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)

APPEARANCES:

John Chianelli, Administrator, Behavioral Health Division (BHD), DHHS
Walter Laux, Director, Community Services Branch, BHD

- 00:38 Mr. Chianelli stated under the leadership of Mr. Laux, his team, as well as the many community providers, the Wisser Choice program has been very successful. It has been recognized nationally on multiple occasions throughout this grant term and shared nationally as a model. One of the key components of the Wisser Choice grant was to redesign Milwaukee County's drug and alcohol system and focused on four primary strategic initiatives: 1) to develop a good strategy for central intake, 2) improve client choice, 3) work on better successful treatment outcomes, and 4) have more clients complete treatment.

2009 is the final year of the Access to Recovery (ATR) grant for this term. The last year of the grant always reflects a natural diminishing of funding. Funding is being stretched out as much as possible over this final year to ensure there is no abrupt interruption of services in the program. That

SCHEDULED ITEMS:

translates to inherent decreases in the number of screens that can be done a day and the number of people who can receive residential services. The federal administration has made a commitment to continue the ATR grant.

Questions and comments ensued.

The Committee took no action regarding this informational item.

HOUSING DIVISION - 2

10. 08-457(a)(a) From the Interim Director, Department of Health and Human Services, requesting authorization to allocate \$500,000 of financing from the County Special Needs Housing Trust Fund to Cardinal Capital Management, Inc. for the supportive housing development known as "Empowerment Village." **(Also to the Committee on Economic and Community Development.)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

Jim Mathy, Housing Program Manager, DHHS

Questions and comments ensued.

00:30 ***MOTION BY:(Clark) Concur with the Committee on Economic and Community Development and approve. 6-0***

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb and West (Chair) - 6

NOES: 0

11. 09-38(a)(c) From the Interim Director, Department of Health and Human Services, requesting authorization to enter into a sole-source Purchase of Service Contract with Health Care for the Homeless (HCH) to provide intake, case management, vendor payments, data collection, and other support services in conjunction with the grant from the Department of Housing and Urban Development for Homelessness Prevention and Rapid Re-Housing (HPRP) Assistance.

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

Jim Mathy, Housing Program Manager, DHHS

SCHEDULED ITEMS:

00:36 Supervisor Coggs requested to be provided with information relating to the Disadvantaged Business Enterprise (DBE) component along with HCH's gender and ethnic makeup of their staff.

MOTION BY:(Clark) Approve. 6-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb
and West (Chair) - 6

NOES: 0

ECONOMIC SUPPORT DIVISION – 1

12. 08-484(a) From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the progress of the Economic Support Division's modernization initiative and State takeover transition. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

Felice Riley, Administrator, Economic Support Division, DHHS

00:34 Ms. Riley provided a brief overview of the modernization initiative and State transition by stating they continue to monitor the service areas. Over the last two months, there have been significant increases in customer traffic in the service areas along with decreases in wait times. She continued her report reviewing wait time statistics, the Call/Change Center, the verification center, and additional transition phases that have not been discussed with the Board as well as were not expected in the transition. She indicated they would continue to meet with the State on a regular basis throughout the transition period.

Questions and comments ensued at length.

27:44 Ms. Sherrie Tussler, Hunger Task Force, appeared and spoke regarding this item.

SCHEDULED ITEMS:

MOTION BY:(De Bruin) Refer to County Board staff, the Department, and Corporation Counsel, in coordination with the Hunger Task Force, to review the option of whether or not Milwaukee County could be a party to the Civil Rights Compliance complainant initiated and filed by the Hunger Task Force with the State. 6-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb and West (Chair) - 6

NOES: 0

DELINQUENCY AND COURT SERVICES DIVISION – 1

13. 09-243(a)(a) From the Interim Director, Department of Health and Human Services, requesting authorization to distribute 2009 funds for the Youth Sports Authority.

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

Eric Meaux, Administrator, Delinquency and Court Services Division

Ms. Nurma Brown, Fighting Back Inc., registered for this item but did not speak.

MOTION BY: (De Bruin) Approve King Advisory, Inc. (\$20,976) as contained in the report from the Interim Director, Department of Health and Human Services, dated September 8, 2009. 5-0

AYES: Dimitrijevic, De Bruin, Clark, Lipscomb and West (Chair) - 5

NOES: 0

ABSTENTION: Coggs -1

MOTION BY: (Clark) Approve Kosciuszko Community Center (\$1,800.91) as contained in the report from the Interim Director, Department of Health and Human Services, dated September 8, 2009. 5-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, and Lipscomb - 5

NOES: 0

ABSTENTION: West (Chair) -1

SCHEDULED ITEMS:

MOTION BY: (Coggs) *Approve the balance. 6-0*

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb
and West (Chair) - 6

NOES: 0

DHHS GENERAL – 1

14. 09HN25 From the Interim Director, Department of Health and Human Services, providing a comparison of services funded in the 2009 Adopted Budget versus the 2010 Departmental Requested Budget. **(Follow-up reports from DHS and County Board Staff.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)

Jennifer Collins, Research Analyst, County Board

02:25 Ms. Collins provided the Committee with an update regarding an employee survey conducted at DHHS, which received a good response. Ms. Collins stated that she would review the surveys, analyze the data, and provide a follow-up report. It is hoped that the information collected will contain ideas that can be utilized during the budget process and perhaps be used as a model for other departments.

05:44 Ms. Marks stated this follow-up report is based on a request for a side-by-side comparison of actual services projected to be provided by the end of the budget year 2009. They took their 2009 Adopted Budget, along with how many individuals they expect to serve in different program areas in 2009, and compared that to their 2010 Requested Budget. These are just estimates based on their request that was submitted to the County Executive.

Questions and comments ensued.

24:14 Supervisor De Bruin requested that staff take a look at this in more detail and try to identify the areas that if cut, could potentially further hurt the County in other areas of service.

SCHEDULED ITEMS:

MOTION BY:(Coggs) Receive and Place on File the report from the Interim Director, Department of Health and Human Services, dated September 8, 2009, and refer to the Finance and Audit Budget Hearing Committee for consideration in the 2010 budget process. 6-0

AYES: Dimitrijevic, Coggs, De Bruin, Clark, Lipscomb and West (Chair) - 6

NOES: 0

STAFF PRESENT:

Sherry Hill, Director of Community Relations, County Executive's Office
Stephanie Stein, Director, Department on Aging
Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)
John Chianelli, Administrator, Behavioral Health Division
Alex Kotze, Fiscal Management Analyst, BHD, DHHS
Walter Laux, Director, Community Services Branch, BHD
Jim Mathy, Housing Program Manager, DHHS
Felice Riley, Administrator, Economic Support Division, DHHS
Eric Meaux, Administrator, Delinquency and Court Services Division
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: 9:15 a.m. to 1:27 p.m.

Adjourned,

Jodi Kapp

Committee Clerk

Committee on Health and Human Needs