

**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, October 28, 2009 - 9:00 A.M.

Milwaukee County Courthouse, Room 201-B

### MINUTES

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

#### SCHEDULED ITEMS:

#### DEPARTMENT ON AGING – 1

1. 09-39(a) From the Fiscal and Budget Administrator, submitting an informational report on the fiscal impact to the Department on Aging Care Management Organization (CMO) due to the delay in implementing Family Care expansion in 2009. **(Also considered by the Committee on Finance and Audit.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

#### **APPEARANCES:**

John Ruggini, Assistant Fiscal and Budget Administrator, Department of Administrative Services

Maria Ledger, Director, Care Management Organization (CMO), Aging

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

01:57 Mr. Ruggini stated due to the delay in Family Care, 28 positions (planned to be created) in the CMO were not created. This would have an impact on the countywide deficit. The reason for the impact is the assignment of benefits to each position and the way those benefits are budgeted. When they budgeted for the 28 positions to be created at the CMO, the active and legacy costs associated with those positions were attributed to the CMO. The CMO receives 100% of its funding from external sources. The benefit costs would have been paid through the external sources. Because the positions are not being filled, the benefit costs will not be charged to the CMO, which would be proper accounting. Since the CMO cannot be charged, the general fund will have to absorb the costs.

Mr. Ruggini went on to state that with the active benefits, it could be argued that because those positions were not filled, those costs were not incurred. Part of the reason there is a surplus in the Fringe Budget (1950), which was reported to the Committee on Finance and Audit, was

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in part due to having 28 less people who are incurring claims on behalf of the County. However, legacy costs are fixed costs. No matter what an employee does in regards to their claims, the County still incurs those costs. This makes for a very big hit to the County. In total, it is estimated that the lost revenue/lost reimbursement is about one million dollars. Fiscal projections have been updated to include that loss of reimbursement. In relation to the CMO, a fund transfer was put forward to adjust their revenue and expenditures downward by approximately \$43 million dollars in capitation revenue and approximately \$7 million in obligation revenue for a total of approximately \$51 million, considering funds associated with the clients not being served because of the State's delay of Family Care will not be expended.

Questions and comments ensued.

***The Committee took no action regarding this informational item.***

### ECONOMIC SUPPORT DIVISION – 2

2. 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

- 01:43 Ms. Riley provided an overview of the Department's continued modernization efforts. She reported no major changes since last month's report in the service areas in terms of overall wait times. Customer service, however, is increasing in the service area. The majority of the traffic, at this point, continues to be due to general confusion. Confusion regarding Badger Care Core's suspension has caused the Division to expand the self-service center. Even though Badger Care Core has been suspended, the criteria continues to exist. Individuals are still screened on-site to discern whether they are eligible. If they are found to be eligible, they are moved over to the enrollment service center. The income maintenance process is now at a point where most documents are received through mail or fax. When clients want to drop off documentation, their only avenue is to walk into the Coggs or Robles Centers. These are all issues that add to the confusion in terms of the

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service areas.

The transition with the State continues to move forward with an additional phase. The additional phase consists of moving the entire management of verification processing to the State, in addition to the processing of all six-month reporting forms. This particular phase of the transition resulted in an additional fourteen County staffers moving over to the State bringing the total to 73 Milwaukee County employees that are under State management. Both the Coggs and Robles Centers continue to be face-to-face sites.

Questions and comments ensued at length.

08:32 Ms. Marks stated there has been a backlog in the processing of the Badger Care applications. Milwaukee County, along with a number of other counties, has been a partner in trying to create a solution. Staff has been assigned to work on Saturdays to process applications. This helps assist in getting rid of the application backlog for individuals who applied for Badger Care prior to the cutoff timeline.

***The Committee took no action regarding this informational item.***

3. 09-422 From the Interim Director, Department of Health and Human Services, requesting authorization to enter into a State/County Use Agreement to Lease Space in the Marcia P. Coggs Human Services Center to the Wisconsin Department of Administration in 2010.

### **APPEARANCES:**

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

Dennis Buesing, Contract Administrator, Management Services Division, DHHS

00:22 Ms. Marks stated at this point, a tentative three-month lease agreement now exists between the State and the County. The exact terms of the agreement are still being hashed out. Issues of concern include risk management liability, which is currently being worked out, and the terms for extending the lease after the initial three months expire. The draft lease agreement that was originally submitted to the State did not include a month-to-month extension. However, the return draft received from the State included a month-to-month extension after March 31, 2010. The Department is requesting that the State commit to something more long term than a month-to-month lease agreement. Instead of the month-to-month extension, it is asked that the State commit to at least another

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quarter as they proceed to locate full-time housing. The Department is most interested in securing the Coggs Center as the primary location to provide continued services to the community.

Questions and comments ensued.

***MOTION BY:(Mayo) Approve. 7-0***

**AYES:** Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and West (Chair) - 7

**NOES:** 0

**DELINQUENCY AND COURT SERVICES DIVISION – 2**

4. 09-417 From the Interim Director, Department of Health and Human Services (DHHS), requesting authorization to waive the DHHS Request for Proposal (RFP) requirement and enter into a Professional Service Contract with the Boys and Girls Club of Greater Milwaukee.

**APPEARANCES:**

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)  
Eric Meaux, Administrator, Delinquency and Court Services Division

02:20 ***MOTION BY: (Mayo) Approve. 6-0***

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

**NOES:** 0

**ABSTENTION:** Clark – 1

5. 09-418 From the Interim Director, Department of Health and Human Services (DHHS), requesting authorization to accept grant revenue dollars totaling \$250,000 from the US Department of Justice for planning and implementation of re-entry services serving Milwaukee County youth.

**APPEARANCES:**

Lisa Jo Marks, Interim Director, Department of Health and Human Services (DHHS)  
Eric Meaux, Administrator, Delinquency and Court Services Division

00:43 ***MOTION BY:(Mayo) Approve. 7-0***

**AYES:** Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and West (Chair) - 7

**NOES:** 0

SCHEDULED ITEMS:

BEHAVIORAL HEALTH DIVISION – 3

6. 09-121(a) From the Interim Director, Department of Health and Human Services, submitting an informational status report on the contractual dietary services provided by A'viands, LLC. **(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  
Alex Kotze, Fiscal Management Analyst, BHD, DHHS

00:55 Mr. Chianelli stated the survey alluded to last meeting cycle has been completed. The overall rating regarding the food served was good on a five-point scale. A'viands will do a quarterly consumer satisfaction survey that is more robust to ensure that clients are satisfied with the food. Meetings have been held with A'viands to make certain that there is an adequate system in place to monitor errors. In reviewing all of their logs, errors were minimal. It is the expectation of the Department that if A'viands receives an error reported, that error is corrected immediately. It is not let go or ignored. The system in place is just that. If there is an error, they call the kitchen, and the error is corrected.

Mr. Chianelli went on to state the he has visited the tray line personally to check errors, look at the quality of the food coming off the line, and to talk with staff doing the work. The staff that is doing the work is a lot of the same staff that was under Milwaukee County's employ. Mr. Chianelli indicated a session was held on Monday with management/supervisory staff to get an update on how things are going. All reported that errors are down to a minimum and that the contractor has been very responsive.

Mr. Chianelli stated that A'viands has an upcoming training scheduled for the nurses to go over the new menu as to educate them about what the menus are going to be like and the types of food being served.

Questions and comments ensued.

08:40 Supervisor De Bruin requested information, on a monthly basis, regarding how much cost savings are being realized through the A'viands contract compared to what would have been spent had the County not privatized. She asked that this information be forwarded prior to the

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County Board's adoption of the Budget.

12:43 Madame Chair requested information be furnished to the Committee on an increase, if any, expected in the A'viands contract for 2010 to help provide an idea as to how much the figures will change from this year to next year.

***MOTION BY:(De Bruin) Receive and Place on File the report from the Interim Director, Department of Health and Human Services, dated October 13, 2009. 6-0***

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

**NOES:** 0

**EXCUSED:** Clark – 1

7. 09HN26 From the Interim Director, Department of Health and Human Services, submitting an informational report regarding the award of discretionary treatment grant funds to the Behavioral Health Division from the Substance Abuse and Mental Health Services Administration.

**(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 Mr. Chianelli stated that two grants are forthcoming. The first is Treatment for Homeless, which is an award for five years, and the second is Offender Re-entry, which is an award for three years. The Treatment for Homeless Grant, if received, combined with a grant received through the Housing Division (the Homeless Prevention and Rapid Re-housing Program), will not only provide support services, but in addition, provide housing as well as SSI outreach.

The Offender Re-entry Grant is somewhat of an expansion of the Wiser Choice Grant in that it works in conjunction with the Department of Community Corrections to begin to help inmates by giving them screening, assessment, and enrollment into programs prior to release.

***The Committee took no action regarding this informational item.***

## SCHEDULED ITEMS:

8. 09HN27 From the Interim Director, Department of Health and Human Services, submitting an informational report detailing proposals requested by the Budget Hearing Committee contained in the County Executive's 2010 Recommended Budget for the Behavioral Health Division. **(Also to be considered by the Finance and Audit Budget Hearing Committee.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE) (10/8/09: Reports due from DHHS and County Board Staff).**

### **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 Mr. Chianelli provided a brief explanation of the report detailing the issue regarding outsourcing of Community Support Program/Targeted Case Management, the available capacity in the community, and service level comparisons between division operated programs and contracted programs. He reviewed proposed changes for medical detox, day treatment, and moving the Emergency Medical Services under the administration of BHD.
- 01:34 Supervisor De Bruin requested information regarding how much it would cost to have the slots restored in the community versus in-house. She would like to see value compared to savings. Expanding privatization in this area includes some loss of service. Savings from loss of service could inadvertently be labeled as savings from the privatization, which are two different things. The comparison will show whether the savings is attributed to privatization or the loss of service.
- 33:02 Ms. Collins provided an overview of the two reports submitted by her to the Committee, one of which contained a comparison of services funded in the 2009 Adopted Budget versus services funded in 2010 Recommended Budget and the other provided information requested regarding the 2010 Recommended Capital Budget.

Questions and comments ensued.

***The Committee took no action regarding this informational item.***

**SCHEDULED ITEMS:**

**STAFF PRESENT:**

John Ruggini, Assistant Fiscal and Budget Administrator, Department of Administrative Services

Maria Ledger, Director, Care Management Organization (CMO), Aging

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

Felice Riley, Administrator, Economic Support Division, DHHS

Dennis Buesing, Contract Administrator, Management Services Division, DHHS

Eric Meaux, Administrator, Delinquency and Court Services Division

John Chianelli, Administrator, Behavioral Health Division

Alex Kotze, Fiscal Management Analyst, BHD, DHHS

Jennifer Collins, Research Analyst, County Board

This meeting was recorded. The foregoing items were not necessarily considered in agenda order. 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 11:13 a.m.

Adjourned,

*Jodi Kapp*

Committee Clerk

Committee on Health and Human Needs