

ATTACHMENT B

Definitions

**Contract/
Agreement Definitions**

DEFINITIONS

As used in this Agreement, the following terms shall have the meanings set forth herein, except where the context is clear that such meanings are not intended:

- A. **“Appeal”**- is the process of a contractor who submits a request to Milwaukee County’s higher authority to challenge a previously made decision as to whether mistakes were made in the initial decision. The higher authority would have the ability to affirm, vary, or reverse the original decision.
- B. **“Behavioral Health Services” (BHD)** - A division of County administering programs to enhance the quality of life for individuals with mental health and substance abuse problems, assisting in their recovery and providing individualized opportunities to participate in the community.
- C. **“Care Coordination Agency”** or “Care Management/Support and Service Coordination Agency” or “Case Management Agency” or “Recovery Support Coordinator” – Mental health, substance abuse or social service agency which has entered into an Agreement with Purchaser to provide or arrange for the provision of Covered Services to Participants by Care Coordinators in the Wraparound Milwaukee Program (defined below), Care Management/support and Service Coordination for Aging & Disabilities Services Programs, Case Managers in the Family Intervention Support and Services (FISS) Program, Recovery Support Coordinators in the CARS Program, or Case Management/Care Coordinators in the Community Access to Recovery Services [CARS] of the Behavioral Health Services.
- D. **“Care Coordinator”** or “Care Management/Support and Service Coordinator (CM/SSC)” or “Case Manager” or “Recovery Support Coordinator” or “Human Service Worker” - Person responsible for providing, coordinating and managing the provision of services in the Behavioral Health Services, Aging & Disabilities Services, Housing Services, Children, Youth & Family Services or Veterans’ Services.
- E. **“Case Notes”** – Logs and/or sign-in sheets, progress notes, monthly reports, summary notes and/or any other written or electronic documentation completed by the Direct Service Provider to support that the covered service was provided to the Service Recipient. Case Notes must include the following minimum elements: service code or name; name(s) of the direct service provider(s); client and service recipient name; the date, actual start time, actual end time, duration, location of the service; intervention; summary of the activity engaged in; Service Recipient’s response to the Covered Service; Direct Service Providers signature and signature date and any other elements as required by Purchaser Policy or Procedure. System and other

requirements for electronic Case Notes and other electronic service documentation are listed elsewhere in this Agreement.

- F. **“Critical Incidents”** - Any actual or alleged event or situation that jeopardize the health or safety of Service Recipients, Provider or DHHS staff, or visitors, including, but not limited to, any instance of abuse, injury, or neglect of Service Recipient by any person including another Service Recipient.
- G. **“Children’s Community Mental Health Services & Wraparound Milwaukee”** hereby known as Wraparound Milwaukee (WM) - Behavioral Health Services entity that manages the public sector, community-based mental health system for Medicaid eligible children, adolescents and young adults through age 22 in Milwaukee County who have serious mental health or emotional needs. Serving as the umbrella body for a number of programs, all programs rely on care coordination, offer a range of support services, and promotes parental and youth choice, family independence, and provides trauma informed care for children and youth in the context of their family and community.
- H. **“Community Access to Recovery Services” (CARS)** - A department of the Behavioral Health Services that specializes in helping Milwaukee County adult residents get connected with the community-based resources needed to guide and support their journey to recovery. CARS has five main areas of focus that put individuals at the center of care, while following best practices to achieve the most positive outcomes. The areas include: Prevention, Access, Treatment, Care Management, and Recovery Support Services. The department has strong partnerships with a network of diverse, committed, local providers that provide high quality services for mental health and/or substance use treatment needs. A broad range of supportive services that help individuals achieve independence are also offered.
- I. **“Complaint/Grievance”** - Complaint means any formal written or oral expression of grievance or dissatisfaction with a particular situation and/or decision, or allegation against a party that can be resolved either formally or informally as deemed appropriate.
- J. **“Conditional Status”** - Period of time for two years or more when a Provider will be closely monitored and or reviewed by Purchaser for compliance with related policies and procedures and the provisions of this Agreement.
- K. **“Contract”** - This document with summary page, all attachments, exhibits, schedules, references and amendments. The Milwaukee County Department of Health and Human Services Administrative Probation Policy for Non-Compliance with Contract and Fee-for-Service Requirement, DHHS Payor Of Last Resort Policy, other purchaser’s policies and procedures and Provider’s current application, Request for Information (RFI) submissions, representations and Request for Proposal(s) (RFP) are incorporated herein by reference and made a part of this Agreement as if physically attached hereto and Provider shall comply herewith. Referenced policies are available at: <https://county.milwaukee.gov/EN/DHHS/Provider-Portal> Words

Contract and Agreement have been used interchangeably throughout this document both refer to this Contract wherever applicable.

- L. **“County”**– Milwaukee County (hereinafter called County) a Wisconsin municipal body corporation represented by the Milwaukee County Department of Health and Human Services (DHHS) and its respective services, the Milwaukee County Audit Services Division and any other applicable departments or offices of County and its designees.
- M. **“Covered Services”** - Services identified in this Agreement that are rendered by the Provider, and are subject to the terms, and conditions of this Agreement, for which the provider may request payment and/or services for which the Purchaser provides the service referral.
- N. **“Direct Service Provider” (DSP)** – Provider employee, volunteer, paid or unpaid intern, trainee or Independent Service Provider, who provides direct care and/or Covered Services to a Participant/Service Recipient on behalf of a Provider, for which the Provider receives compensation from the Purchaser under the agreement or Purchaser provided the service referral.
- O. **“Aging & Disabilities Services”** Formerly “Disabilities Services Division” (DSD & Aging Division)) as of January 1, 2022– A service of DHHS administering programs to enhance the quality of life for individuals over the age of 18 and individuals with physical, sensory, cognitive, or developmental disabilities and their support networks living in Milwaukee County by addressing the participant’s identified needs and meeting her/his desired individual outcomes and providing individualized opportunities to participate in the community. This is the single point of access to services for people aged 18 and over. We offer a wide range of programs and services to meet the diverse needs of the older adults in Milwaukee County and ensure they have the resources to live as independently as possible in their communities. Aging & Disabilities Services includes the Area Agency on Aging (AAA), Aging and Disabilities Resource Center (ADRC), Adult Protective Services, (APS) and the Office on Persons with Disabilities (OPD).
- P. **“Children, Youth & Family Services” (CYFS)** – Children, Youth & Families Services (CYFS) facilitates a children’s system of care (SOC) which aims to enhance community wellbeing. It is a county-wide integrated network of resources which require shared responsibility and accountability to assure that Milwaukee families have access to the services, programs and supports they need. Children, youth and their families will have support to thrive, actively participate in community and experience life in an inclusive way which is meaningful to them. While partnering with families, the local SOC integrates the work of education, youth justice, health, mental health, child welfare, family and treatment courts, disability services and other community organizations through team decision- making and addressing inequities.
- Q. **“Emergency Management Plan” (Disaster Plan)** - the procedures, developed by the Provider organization, to manage an epidemic, pandemic, public emergency, or other natural or man-made disasters internal or external hazard that threatens Residents/Service Recipients, DSP and

other staff, and/or visitor life and safety. These threats could potentially affect current operations or site directly and indirectly within a particular area or location.

- R. **“Employee”** – a person under direction or supervision of Provider employed for wages or salary.
- S. **“Fraud”** – Involves an intentional deception and/or representation that an individual either knows is false or does not believe to be true and is related to a material fact. Examples of Fraud include, but are not limited to: embezzlement; misappropriation, misapplication, destruction, removal, or concealment of property; forgery, alteration or falsification of documents, including pre-signing logs or falsification of signatures; authorizing or receiving compensation for services not performed, authorizing or receiving compensation for hours not worked.
- T. **“Government”** means the government of the United States of America.
- U. **“Housing Services”** - The Milwaukee County DHHS Housing Services provides housing, utility assistance and services that support the well-being of individuals and families who need safe and affordable housing.
- V. **“Independent Service Provider”** - An individual independent contractor with a contractual relationship with Provider, who is not an employee of the Provider.
- W. **“Indirect Staff”**- An employee or individual independent contractor who is not a Direct Service Provider, but is associated with Covered Services as a supervisor, billing staff, case records and/or quality assurance worker, and/or is someone (i.e.: volunteer) who has access to clients, client property, and/or client information. Agency owner, President, CEO, Executive Director, and/or Senior Staff are considered Indirect Staff if reporting to work at a site where Covered Services are provided or have access to client’s information or property.
- X. **“Milwaukee County Department of Health and Human Services” (DHHS)** – A governmental subunit of Milwaukee County created by action of the Milwaukee County Board of Supervisors as authorized by state statute to provide or purchase care or treatment services for residents of Milwaukee County. The Milwaukee County Department of Health & Human Services exists to serve those in need. We know that sometimes people need support, especially during the most difficult times in their lives, whether it be experiencing homelessness, a mental health crisis, interacting with law enforcement as a youth or caring for a child with disabilities. . Department of Health & Human Services is comprised of: Milwaukee County Aging and Disabilities Services, Milwaukee County Behavioral Health Services, Milwaukee County Housing Services, Milwaukee County Veterans’ Services, and Milwaukee County Children, Youth & Family Services..
- Y. **“Milwaukee County Mental Health Board (MHB)”** - Is a statutorily created board constituted under 2013 Wisconsin Act 203. The Act includes a transfer of control of all mental health

functions, programs, and services in Milwaukee County, including those relating to alcohol and other substance abuse, to the MHB.

Z. **“Participant”** - Individual who is mandated, referred to or enrolled in the Purchaser’s Program (refer to definition under Service Recipient).

AA. **“Policies and Procedures”** – Purchaser policies and procedures, program/service descriptions, scopes of works, notices, this Agreement, and/or other program specific written (including email) requirements and all applicable federal, state and county statutes, regulations, and administrative codes which are in effect at the time of the delivery of Covered Services.

BB. **“Provider/Contractor/Vendor/Agency”** - Entity or individual with whom this Agreement has been executed. Provider and Contractor/Vendor/Agency have been used interchangeably throughout this document both refer entity or individual with whom this Agreement has been executed.

CC. **“Provider Network”** – A network of community agencies and individual providers who deliver mental health, substance use/abuse, social and supportive services with whom an Agreement has been executed.

DD. **“Quality Assurance/Quality Management/Utilization Review”** - A system that provides ongoing monitoring activities related to the quality, appropriateness, necessity, effectiveness, efficiency, cost, and utilization including implementation of corrective actions determined and authorized by the Purchaser or County to be appropriate, including recoupment of monies if deemed necessary.

EE. **“Scope of Work/Statement of Work (SOW)”** - Document outlining the work that is to be carried out under a contract, identified by specific tasks, timelines, procedures, schedule of deliverables, and regulatory requirements. SOW includes Scope of Services.

FF. **“Service Documentation”** – Consents, screening/assessments, service plans/treatment plans, reviews, clinical notes, case notes, progress notes, provider notes, health records, monthly reports, dosage data, ledgers, budgets, and all other written or electronic program and/or fiscal records relating to Covered Services.

GG. **“Service Plan”** - Written document that describes the type, frequency and/or duration of the Covered Services that are to be provided to enrolled Participant and/or Participant's family. For CARS, Service Plan refers to a Single Coordinated Care Plan and Individualized Recovery Plan. For Wraparound Milwaukee, Service Plan refers to the Plan of Care. For Children, Youth & Family Services, Service Plan refers to the Service Plan Authorization Form and/or the Service Plan Amendment. For the Aging & Disabilities Services and Housing Services, Service Plan refers to an Individualized Service Plan and Individual Family Service Plan.

HH. **“Service Recipient”** - Person or persons identified in a service authorization or service plan as the recipient of Covered Services provided by the Direct Service Provider. Also referred to as participant, consumer, client, patient, enrollee, or resident.

II. **“Site Review/Audit”** – Also referred to as Administrative Review, Compliance Review, or Desk Review is a physical inspection of Provider’s premise, and/or visual inspection (on-site/off-site) of records and service documentation which may include interviews of appropriate persons or individuals including but not limited to: employee(s), Independent Contractor(s), volunteer(s), intern(s), owner(s), officer(s) and/or director(s), participants, service recipients, parent/guardians, individuals with knowledge of the services recipient’s receipt of the Covered Service. The above may be conducted by Purchaser representatives, the Milwaukee County Audit Services Division and representatives of appropriate federal, state or local agencies.

JJ. **“State”** - The word State when used in this Agreement shall mean the State of Wisconsin.

KK. **“Targeted Business Enterprise” – (TBE)** A TBE business is a for profit entity as a DBE, minority, women or small business and must be certified or registered with at least one of the following:

- ACDBE/DBE certified by the WisUCP
- MBE certified as a minority-owned business with the State of Wisconsin DOA
- WBE certified as a women-owned business with the State of Wisconsin DOA
- SBE registered as a small business concern (by federal size standards, NAICS and registered in SAM)
- SBE certified as a small business with Milwaukee County

LL. **“Veterans’ Services”** – Assists Veterans and their families in accessing a broad spectrum of Federal, State and local benefits and services that include VA guaranteed home loans, property tax credit, burial assistance, survivors' benefits, education and retraining grants, disability compensation, Veteran ID cards, military records, discharge upgrades, emergency assistance grants, legal services, employment assistance, VA health care, vital records, etc. Our staff is here to help Veterans navigate the complex system of Veterans' benefits, services, and resources. Our mission is to serve all veterans and their families, with dignity and compassion, by providing prompt and courteous assistance in the preparation and submission of claims for benefits for which they may be eligible, and to serve as their principal advocate on veterans' related issues."

MM. **“Wisconsin Home Energy Assistance Program” - (WHEAP)** Is a service provided by the Housing Services due to funding received from The State of Wisconsin Division of Administration. The WHEAP is an income eligible program that provides qualified Milwaukee

County residents with a one-time annual regular benefit payment to make heating and electric bills more affordable. Milwaukee County Residents that qualify for the regular annual benefit will become eligible for the following discretionary additional services: Weatherization, Crisis benefits, furnace repair and replacement at no additional cost to the resident. An eligibility interview is required to determine if an individual qualifies for this service.

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