

Milwaukee County Disabilities Resource Center Planning Overview and Input

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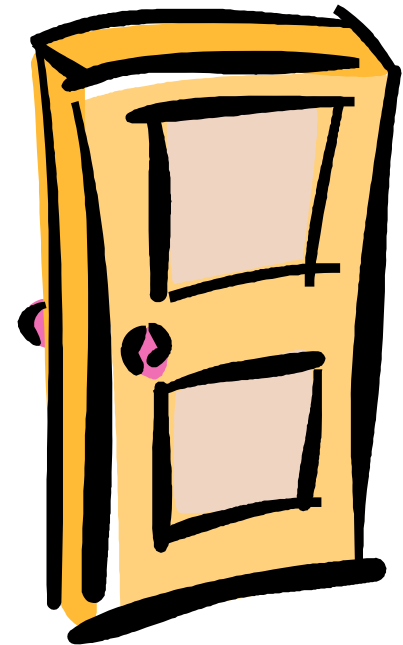
Milwaukee County DHHS Long-Term Care Planning
Consumer / Stakeholder Advisory Council

Milwaukee County Long-Term Care Planning Disabilities Resource Center

As part of its Long-term Care Reform Planning, Milwaukee County Disabilities Services Division is planning to enhance its Resource Center to:

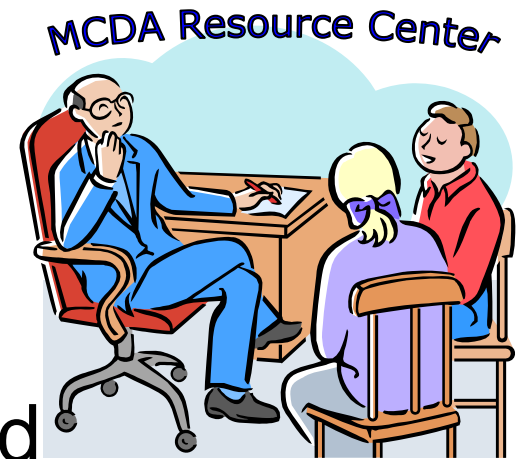
- Provide the public with convenient access to information, community resources and counseling about long-term care services.
- Be the entry point for publicly-funded long-term care services for adults with disabilities under age 60.

Long-Term Care Services



Milwaukee County Long-Term Care Planning Disabilities Resource Center

Milwaukee County Department on Aging already has a Resource Center for Milwaukee County residents age 60 and over to provide services and access to the managed care programs called Family Care and Partnership.



Milwaukee County Long-Term Care Planning Disabilities Resource Center

The Disabilities Services Division currently has a Resource Center that provides many services required of an Aging and Disability Resource Center (ADRC) under the State's Long-Term Care planning guidelines. Some additional services need to be added, which would require additional funding.



Milwaukee County Long-Term Care Planning Disabilities Resource Center

Anyone can contact the Resource Center to learn about community resources or to find out about or request publicly funded long-term care services that are available for people with disabilities.



Milwaukee County Long-Term Care Planning Disabilities Resource Center

The Resource Center must provide the following services:

- Outreach and Marketing
- Information and Assistance
- Disability Benefits Counseling
- Long-Term Care Options Counseling
- Access to publicly-funded long-term care programs and services and other public programs and benefits
- Access to mental health and substance abuse services
- Short-term care coordination and case management and emergency response
- Adult Protective Services
- Transition Services
- Health promotion, Prevention and Early Intervention

Milwaukee County Long-Term Care Planning Disabilities Resource Center

The Disabilities Resource Center already provides many of these services. It does not currently provide:

- Disability Benefits Counseling
- Long-Term Care Options Counseling related to eligibility and enrollment in Family Care or other managed long-term care programs
- Health promotion, Prevention and Early Intervention

Milwaukee County Long-Term Care Planning Disabilities Resource Center

When managed care exists for Long-Term Care services (like it already does for those over 60) the Disabilities Resource Center will have to provide:

- Streamlined, timely eligibility determination
- Options Counseling, functional assessments and screening and managed care choices
- Enrollment assistance
- Dis-enrollment counseling

Milwaukee County Long-Term Care Planning Disabilities Resource Center

We will now tell you a little bit about each of the Resource Center service areas.

Milwaukee County Long-Term Care Planning Disabilities Resource Center

OUTREACH AND MARKETING

Goal: People know about and use the services of the Resource Center.

- Marketing plan, including materials
- Need to reach target populations
- Monitor contacts to Center
- Hopefully people access the Resource Center before a crisis

Milwaukee County Long-Term Care Planning Disabilities Resource Center

INFORMATION AND ASSISTANCE

Goal: People receive information and assistance to get what they need.

- Be conveniently available
- Quickly receive and evaluate phone calls
- Find out what a person wants or needs
- Listen and establish rapport
- Have up-to-date information regarding services, resources and programs
- Have a website
- Refer and link to appropriate services
- Staff must be AIRS certified
- Have after hours coverage
- Provide assistance and referrals to appropriate resources for people not interested in or eligible for publicly-funded long-term care

Milwaukee County Long-Term Care Planning Disabilities Resource Center

DISABILITY BENEFITS COUNSELING

Goal: People receive information about and assistance in obtaining or retaining public and private benefits for which they are eligible.

- Should be located at Resource Center
- May have contract with another organization to provide
- Rely on guidance from Disability Benefit Specialist Program Attorney's at Disability Rights Wisconsin

Milwaukee County Long-Term Care Planning Disabilities Resource Center

LONG-TERM CARE OPTIONS COUNSELING

Goal: People have the information they need to make informed choices about long-term care options.

- Help people figure out the problem
- Explain programs and services and various options
- Explain the costs of various options
- Offer help to make choices
- Assist individuals to use eligibility determination process
- Screen for functional needs and care levels (functional screen)
- Options counseling provided where convenient for person including their home or apartment
- Sometimes it takes multiple contacts

Milwaukee County Long-Term Care Planning Disabilities Resource Center

ACCESS TO PUBLICLY-FUNDED LONG-TERM CARE PROGRAMS AND SERVICES AND OTHER PUBLIC PROGRAMS AND BENEFITS

Goal: People have access to long-term care programs and services they need and are eligible to receive other government programs to which they are entitled and eligible.

- Have process assuring timely access to benefits (such as SSI, SSI-E, Medicaid, FoodShare)
- Access Plan (Roles of Resource Center and Economic Support)
- Process for pre-admission consultation before long-term care admission, for relocation and for discharge

Milwaukee County Long-Term Care Planning Disabilities Resource Center

ACCESS TO MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Goal: People have access to mental health and substance abuse services they need and are eligible to receive.

- Must provide:
 - Information and assistance
 - Disability Benefit Services
 - Emergency Response
- Other services optional

Milwaukee County Long-Term Care Planning Disabilities Resource Center

SHORT-TERM CARE COORDINATION AND CASE MANAGEMENT AND EMERGENCY RESPONSE

Goal: People receive assistance they need to assure their needs are being met to the degree allowed by existing resources and that they receive immediate assistance in a crisis situation.

- People who are functionally eligible for long-term care and need urgent care receive services while their financial eligibility determination is pending

Milwaukee County Long-Term Care Planning Disabilities Resource Center

ADULT PROTECTIVE SERVICES (APS)

Goal: Disabled adults are free from abuse
and neglect.

- May be part of Resource Center or have agreement with the designated adult protective services agency
- The Disabilities Services Division currently provides adult protective services

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TRANSITION SERVICES

Goal: Young adults with disabilities experience seamless entry into the adult long-term care system and adults with disabilities experience seamless transition into aging services.

- Outreach to young adults
- Provide information, assistance and linkages
- Coordinate with Options Counseling
- Work with the Department on Aging to ensure a smooth transition into Family Care

Milwaukee County Long-Term Care Planning Disabilities Resource Center

HEALTH PROMOTION, PREVENTION AND EARLY INTERVENTION

Goal: People are helped, where possible, to retain or improve health and functioning and to delay or prevent the need for comprehensive long-term care services.

- Provide information
- Be alert and respond to potential risk factors in a person's situation
- Establish linkages with existing resources
- Other counties and the Department on Aging provide grant-funded services

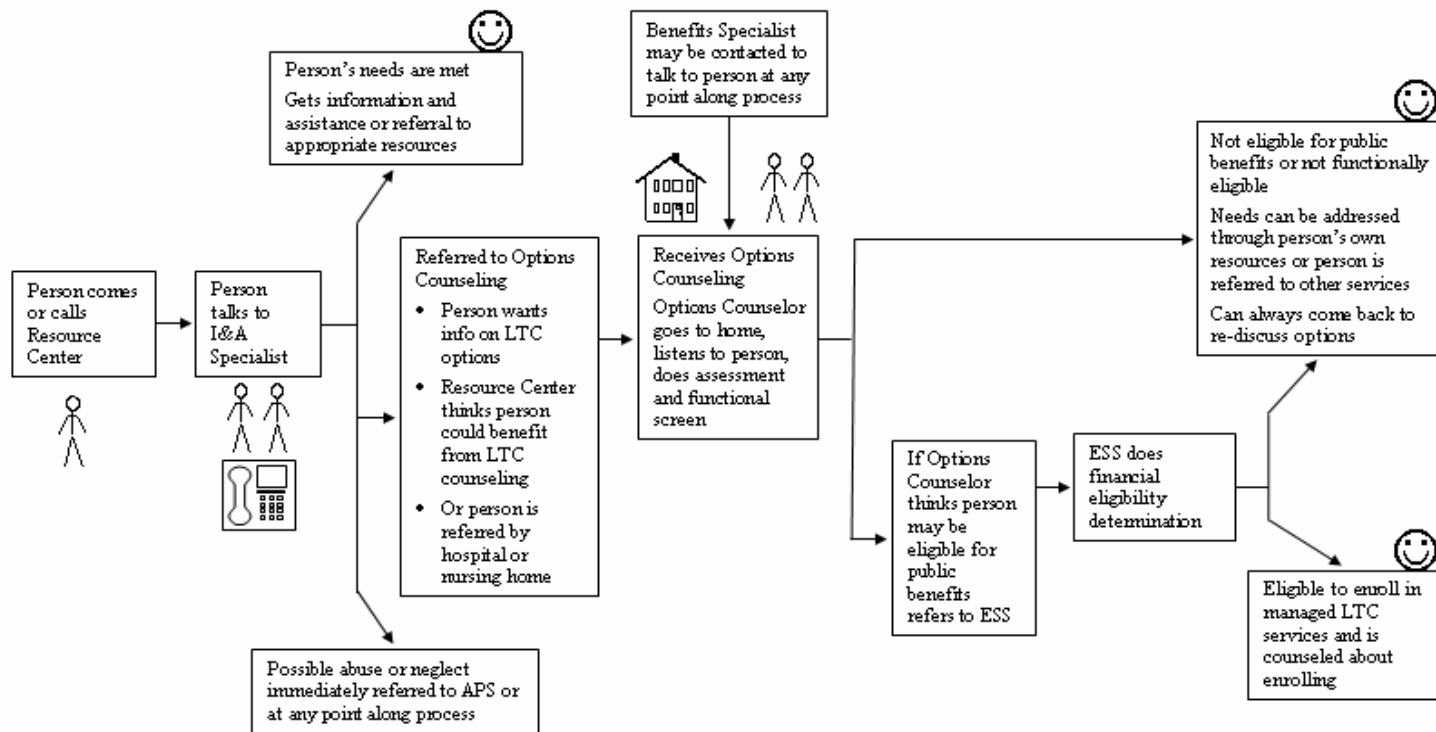
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OTHER RESOURCE CENTER SERVICES

- Provide client advocacy
- Assess unmet needs in the community

Milwaukee County Long-Term Care Planning Disabilities Resource Center

Simple Diagram of Resource Center Services and Entry into Publicly-Funded Long-Term Care Services



Acronyms Used

- APS Adult Protective Services
- ESS Economic Support Services
- I&A Information and Assistance
- LTC Long-Term Care

Milwaukee County Long-Term Care Planning Disabilities Resource Center

Questions for the Consumer / Stakeholder Advisory Council

- What are some specific ideas you have to make sure consumer choice part of the Resource Center processes?
- What advice do you have regarding providing marketing, outreach and public education?
- The Resource Center must have a website which communicates its services and contact information. Where possible it shall contain a “user friendly, searchable resource database” accessible to persons with disabilities. Do you have examples of model databases, especially at other counties’ resource centers? Do you have ideas of existing databases which could be linked to the Resource Center database? Do you have suggestions for this website and its design?
- In addressing health promotion, prevention and early intervention, what the areas where efforts should be focused to the extent resources were available? What else is going on in the community in this service area? What resources are available? With whom could the Resource Center link to provide these services?

Milwaukee County Long-Term Care Planning Disabilities Resource Center

Questions for the Consumer / Stakeholder Advisory Council

- Through Options Counseling people are directed to Economic Support for financial eligibility determination. Understanding that much of financial eligibility determination is not within the scope of this long-term care planning process, what guidance do you have about where improvements might be made related to the role of the Resource Center?
- Resource Centers are identifiable, accessible and welcoming places where all people can come for information and assistance. The State has guidelines for planning a resource center location, any satellite location or evaluating an existing resource center. DHHS DSD's Resource Center is located on the third floor of the Marcia P. Cogg's Human Services Center. To the extent that the physical space of DSD's Resource Center can be changed, what parameters could you suggest for the physical space and location of the Resource Center?
- The Resource Center should provide access to mental health and substance abuse services. What advice do you have regarding how the Resource Center fulfills this role?
- Other questions???