

Department of Health and Human Services

Disabilities Services Division



# Consumer/Stakeholder Advisory Council Family Care Update

Milwaukee County  
Department of Health and  
Human Services  
Disabilities Services  
Division



# Agenda

1. Welcome and Introductions
2. Communication Plan Update
3. Update on Disability Resource Center (DRC) Application and Implementation
4. Update on Care Management Organization (CMO) Request for proposal (RFP)
5. Discussion on Identification of Strategies for Family Care Implementation
6. Next Meeting: Date, Time, Place



# Family Care Expansion Update





# Family Care Expansion Update

- State of Wisconsin DHS announced results of the RFP to expand Family Care in Milwaukee County
  - Disability Resource Center (DRC) will begin operation August 2009.
  - Begin enrollment of consumers with Waiver-funding into managed care on 11/1/09.



# Family Care Expansion Update (cont.)

- Handout: Family Care Implementation Information Map.
- Handout: Anticipated Implementation – Family Care and Family Care Partnership March 2009 to June 2011.



# Family Care Expansion Update (cont.)

- Care Management Organization expansion.
  - Multiple Managed Care Organizations will be available:
    - MCDA CMO (Family Care).
    - Community Care Inc., (CCI) (Family Care & Family Care Partnership).
    - Independent Care Health Plan (iCare) (Family Care Partnership).
    - Self Directed Supports (IRIS – Include, Respect, I Self Direct).



# Family Care Expansion Update (cont.)

- Implementation Schedule:
  - First 12 months = Convert all consumers with Waiver funding to managed care.
  - Subsequent 24 months = Enroll those on wait list (both original and “new.”)
  - Total = 36-month implementation plan (versus 24-month plan from original assumptions).



# DRC Implementation Plan





# DRC Implementation Plan

- Training has started – plan includes:
  - Overview of DRC.
  - Disability Basics (Communication, people first language, etc.)
  - I & A Basics.
  - Customer Service.
  - New computer systems.
  - Enrollment Plan training.
- Policies and procedures under development.



# DRC Implementation Plan (cont.)

- Transition Plan
  - Occurs over first 36 months of operation.
  - Current consumers with Waiver funding (approx. 2,500) enrolled over first 12 months of operation (200 per month).
  - Approximately 150 persons enrolled per month during second and third years of operation.



Questions?



Thank you!