

**1. Attendance and affiliation of participants:**

Members in attendance

Mr. John V. Doherty – Chair, Combined Community Services Board  
Ms. Karen Avery, Independence *First*  
Mr. Bill Bazan, Wisconsin Hospital Association  
Mr. Palmer H. Bell, Disability Rights Wisconsin  
Ms. Cynthia D. Bentley, Consumer  
Ms. Dorothy W. Buckhanan, Goodwill Industries of Southeastern Wisconsin, Inc.  
Reverend Luci L. Gaynor Hunter, Consumer  
Ms. Ann Jefferson, Consumer  
Mr. Tom Kiekhofer (representing his wife, Anne)  
Ms. Betty McCullum, Consumer Guardian  
Mr. Thomas A. Nowak, ACSW, LCSW, MADDSA (replacing Perry Mueller)  
Ms. Cathy Simpson, Combined Community Services Board  
Ms. Deanna J. Tapio, Consumer  
Ms. Melinda J. Vernon, Milwaukee Center for Independence  
Supervisor Peggy A. West, Milwaukee County Board of Supervisors

Staff Representatives

Mr. Robert H. Alm, Community Care  
Ms. Joyce Binder, iCare  
Ms. Debra R. Davis, MSHCM, iCare  
Mr. Rob Henken, Department of Health and Human Services  
Ms. Geri Lyday, Department of Health and Human Services  
Mr. Mark Stein, Department of Health and Human Services

Guest Presenters

Rosalie Sample, Milwaukee County Department on Aging  
Jill Olson, Milwaukee County Department on Aging  
Barbara Wisniewski, Milwaukee County Department on Aging

**2. Highlights of discussion from agenda:**

Milwaukee County Department on Aging's (MCDA's) Family Care presentation:

- MCDA's Family Care program in Milwaukee County is available for persons age 60 and older who are functionally and financially eligible (the other four Family Care programs in Wisconsin serve elderly, developmentally disabled and physically disabled populations).
- Individuals enrolled in Family Care receive care in their communities as long as possible; the program can also follow people into nursing homes if that is what is needed.
- The Resource Center is the key to Family Care; however, the Resource Center serves many more people than those who choose to enroll in Family Care (10% or less of Resource Center contacts enroll in Family Care).
- MCDA's Family Care program has 30 Care Management Units (CMUs); 2 are in-house and the rest are contracted out. CMU care teams work with clients to develop individual care plans.
- Family Care utilizes a Resource Allocation Decision-Making (RAD) system, which examines what services a person and / or their family wants as well as the cost effectiveness of these services.

- A person must be eligible for Title 19 to be financially eligible for the Family Care program.
- Rosalie Sample, a MCDA Family Care consumer, said that Family Care would be “a good thing for people who are disabled.” She felt it was a “change for the better though there are still some issues.”
- There is no wait list for individuals age 60 and over in Milwaukee County who are eligible for Family Care services.

Family Care in General:

- Five counties in Wisconsin currently have Family Care which includes an Aging and Disability Resource Center (ADRC<sup>1</sup>), operated by counties and a Care Management Organization (CMO<sup>2</sup>).
- Milwaukee County Department on Aging (MCDA) acts as the CMO for Milwaukee County’s Family Care program.
- The CMO takes eligible individuals and works with them to create a care plan that meets that individual’s needs.
- A person must be functionally and financially eligible to receive managed care services.
- Family Care must work within the existing financial eligibility rules.
- A comment was made that although Family Care is an improvement from past programs, there are still issues with Economic Support and eligibility determination delays.
- A comment was made that the functional screen does not deal with a primary disability or mental illness.
- A concern was raised that disabled people who are receiving services will be told that they must move from their homes upon turning 60 and transitioning into MCDA’s Family Care program. The response given was that the person being served has some choice regarding their living arrangement; for instance, Family Care offers a “menu” of service choices from which a person can choose. The goal of Family Care is for people to stay in their homes as long as possible. Some Family Care clients pay rent or room and board, depending on their resources and where they live.
- Family Care’s payment system allows more people to be served.

Long-Term Care Planning in Milwaukee County:

- The State has awarded Milwaukee County, in partnership with iCare and Community Care, a 9 month planning grant to plan a managed care system for persons with developmental disabilities and physical disabilities in Milwaukee County under the age of 60.

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<sup>1</sup> Aging and Disability Resource Centers (ADRCs) are places offering information, assistance and access to services for older people and people with disabilities, as well as their families, friends, caregivers, physicians, hospital discharge planners and other professionals. Personalized assistance is available at the resource center, over the telephone, or in visits to an individual’s home.

<sup>2</sup> A Care Management Organization (CMO) coordinates and provides the services needed by each of its members. The CMO attempts to tailor care to each individual’s needs, circumstances and preferences. The CMO receives a per person per month payment to manage care for their members, who may be living in their own homes, group living situations, or nursing facilities.

- The State is asking that Milwaukee County design a system that meets local needs.
- Since Milwaukee County Department on Aging (MCDA) has Family Care, Milwaukee County Disabilities Services Division (DSD) is trying to look at their Family Care program and design a managed care system for the disabled population, transition folks into Family Care and eliminate wait lists.
- There is risk involved for Milwaukee County in planning a system of managed care. If the County cannot handle the risk, the State will look to the private sector. The County has to make sure that there is enough money to develop this system. Money for this new system will be taken from County waiver programs and combined with State managed care funds (this has to be accomplished without limiting current services provided to people and also serving individuals on the wait list).
- The Advisory Council (and other planning groups) will plan for a managed care system, the County Board will decide whether to implement the proposed plan and the State will (depending on the County Board's decision) then negotiate a rate with the County (Family Care uses Medicaid-Federal / State money).
- The purpose of this Advisory Council is to look at what currently exists for people who have long-term care needs and provide input into the design of a managed care system for persons with developmental disabilities and physical disabilities under the age of 60 in Milwaukee County.
- The role of this Advisory Council will be to provide suggestions to other Committees and give the Partners input into how the system should work.

Updates on planning process:

- The Resource Center Development Committee (this group includes consumers) met last week (the State gave an overview of their expectations and there was a good discussion). Information & Assistance (I&A) will be discussed and planning will begin at the next meeting (11/29) using the planning matrix. As this Committee begins its work, questions will be raised and these questions will be brought to the Advisory Council.
- A comment was made that the Design Teams should include consumers, emphasizing that the planning process needs to work from the bottom up. The response given was that there has been an attempt to have communication flow back and forth to the Advisory Council to avoid working top down or bottom up.
- The Financial Management and Administration / Operations Design Teams (two Design Teams that have met) need more information about the population before they can proceed (raw data has been requested from the State).
- An organizational structure for planning has been proposed by the Governance / Organizational Structure Design Team and it will be presented to the Committee on Health and Human Needs in December.
- All groups are in their preliminary stages, trying to work internally to get a handle on technical issues.
- Rob Henken, Director of the Department of Health and Human Services (DHHS) will be presenting an update on the planning process at the December Committee on Health and Human Needs meeting; Advisory Council members are welcome to attend.

Other LTC-related Groups:

- Karen Avery, Associate Director of IndependenceFirst, is on the State Council on Long-Term Care Reform, a stakeholder subcommittee which has input in all long-term care planning processes. She is also a member of the County Long-Term Care Council which is an oversight board for Family Care. Ms. Avery encouraged information sharing between the many long-term care groups.
- Coalition of Wisconsin Aging Groups (CWAG) is kicking-off of the Consumer Training Corps program (related to Family Care). Groups of consumers (40-50 people in each group) will be trained about Family Care; the statewide expansion effort; what is at stake; opportunities as well as big players and their roles. The Consumer Training Corps program is a day-long training (it is essentially a civics lesson based on the Senior Statesman Program). Information about how to get involved will be disseminated to advocacy agencies and other aging groups. People interested in joining must apply and be accepted; there will be 10 Consumer Training Corp groups in Wisconsin.

**3. Acronyms Used:**

ADRC	Aging and Disability Resource Center
CMO	Care Management Organization
CMU	Care Management Unit
CWAG	Coalition of Wisconsin Aging Groups
DHHS	Department of Health and Human Services
DSD	Disabilities Services Division
I&A	Information & Assistance
MCDA	Milwaukee County Department on Aging
RAD	Resource Allocation Decision-Making

**4. Next steps:**

Next meeting date, time, location

Tuesday, January 16th 2007 from 10 a.m.-12 p.m. at the Marcia P. Coggs Human Services Center, 1220 West Vliet Street 53205

Staff persons recording: Lonna Kruse, Leslie Taylor Cooley and Janice Weeden