

1. Attendance and affiliation of participants

Members in Attendance:

Mr. John V. Doherty– Chair, Combined Community Services Board
Ms. Karen Avery, Independence *First*
Ms. Cynthia D. Bentley, Consumer
Ms. Robin Buchmeier Marrero, MSSW, ARC Milwaukee, Inc.
Reverend Luci L. Gaynor Hunter, Consumer
Mrs. Anne L. Kiekhofer, Consumer
Mr. Thomas A. Nowak, ACSW, LCSW, Milwaukee Area Developmental Disability Service Association
Ms. Melinda J. Vernon, Milwaukee Center for Independence
Ms. Dorothy Wilson, Goodwill Industries of SE Wisconsin, Inc.

Staff Representatives:

Ms. Joyce Binder, iCare
Ms. Debra R. Davis, MSHCM, iCare
Ms. Geri Lyday, Department of Health and Human Services
Mr. Mark Stein, Department of Health and Human Services

Guest Presenters:

Mr. Jim Hennen, Milwaukee County Department on Aging
Ms. Lonna Kruse, Planning Council for Health and Human Services
Dr. Jack Melton, PhD, Milwaukee County Department on Aging
Ms. Leslie Taylor Cooley, Planning Council for Health and Human Services

2. List highlights of discussion from agenda:

Communication Plan Update

- A question was asked whether or not the attendees at the Consumer Community Forums were people who would be affected by Family Care expansion. It was noted that flyers advertising the Forums were sent to people currently receiving services through Disabilities Services Division (DSD), those on the DSD wait list for services and providers currently providing services to DSD clients.
- A question was raised as to whether the Forums reached minority communities. It was noted that the County will consider holding future Forums at non-traditional settings, like churches. Additional Forums will be held in the spring of 2008 and later in 2008 to continue the dialogue between the County and consumers. It was also noted that there will be a Forum for Spanish-speaking persons with disabilities between the ages of 18-59 in Milwaukee County, their families and guardians at United Community Center (UCC).
- A comment was made that the themes raised at the Forums should be taken into consideration during the planning.

Review of Family Care

- Implementation of Family Care expansion for adults with disabilities under age 60 is expected in Milwaukee County in 2009, beginning in January.
- A question was raised as to whether the State has clearly said that Milwaukee County is not in the 2007-2009 budget cycle. It was noted that the State has not planned for Milwaukee County to be in the 2007-2009 budget cycle, but that doesn't mean that it is not possible; some Counties are not implementing as planned and so it is possible that there would be some money for Milwaukee County to expand Family Care prior to 2009.
- It was noted that Milwaukee County had a meeting with the State to discuss Resource Center issues. The State does not believe that Milwaukee County needs more Economic Support

Staff (ESS) to handle Family Care expansion. They say that all the DSD Waiver clients and most of the people on the wait list should already be on Medicaid and therefore already served by the Economic Support Division (ESD). The State was surprised by the number of Full-Time Employees (FTEs) Milwaukee County is proposing for the Disabilities Resource Center and the fringe rate for those workers. The State also thinks that the number of Disability Benefit Specialists needs to be reduced. The State seemed willing to work with Milwaukee County on these, and other, issues related to the Disabilities Resource Center.

- A person looking for long-term care (LTC) options could meet with an Options Counselor in the Resource Center. One of the challenges for Options Counselors is that they will need to be able to spell out all options available. The Options Counselor can help a person determine which of the three proposed Care Management Organizations (CMOs) would be most appropriate for them (the two proposed private CMOs would include acute and primary care, while the County's CMO would not); there may also be a Self-Directed Supports (SDS) Waiver option available in 2008 that consumers could choose from. The County-run CMO is still planned to be in the Department of Administrative Services (DAS), separate from both Milwaukee County Department on Aging (MCDA) and DSD.
- A question was raised as to whether all three proposed CMOs would be available day one of Family Care expansion. It was noted that it is expected that they would all be operational at approximately the same time.
- It was noted that Forums for providers are the next big piece in the planning process.
- A question was raised as to whether the planning is coming along as expected. It was noted that there have been some delays and things have changed over time, but the major concepts of the plan have stayed the same.
- A question was asked whether people on DSD's wait list are educated about available job opportunities. It was noted that most people on the wait list are on SSI Managed Care and therefore, would be referred to Division of Vocational Rehabilitation (DVR) or other appropriate links while waiting for services through DSD.
- The Milliman fiscal analysis is on hold until corrected data can be retrieved. The County expects to get the new data any day and will share it with Milliman as soon as possible. Once Milliman receives the data, the analysis should take approximately 45-60 days.
- A question was raised as to whether the County is trying to make nursing home care more efficient. It was noted that the County is trying to place people in the community rather than nursing homes, but they are not working on creating efficiencies within nursing homes themselves.
- A question was raised regarding what will happen to the Community Integration Program (CIP) Specialists. It was noted that there is a reorganization going on at the State level, and it is speculated that the CIP Specialists will become Family Care Specialists, as Family Care expands Statewide.

Self-Directed Supports (SDS)

- It seems as though many people in the community are interested in directing their own care.

SDS as a Family Care Option within the CMO

- The State requires that SDS is an option included in the Family Care program.
- People can direct some or all of their services. Staff would meet with the consumers to come up with a plan – together, they would figure out a budget and determine who the consumer's providers would be. Consumers get to decide what their budget looks like, but they are not given the money to spend. The State is in the process of developing a budgeting tool.

- Under SDS, a consumer can be an employer, which raises questions about liability, workers compensation, etc. The State says that if a consumer acts as an employer, than he / she is liable.
- A question was raised as to what the Resource Center's involvement would be in SDS. It was noted that the only involvement would be for the Options Counselors, who would explain the SDS option. It was further noted that problems that may arise with SDS would not be handled in the Resource Center, but by an independent consultant.
- A question was raised as to whether a consumer can decide not to utilize the services of the care manager and nurse. It was noted that this is an option under SDS, as long as it is safe to do so.

SDS Waiver

- The State applied to have a Statewide SDS Waiver option; the decision is pending.
- The SDS Waiver would be an option that could be chosen rather than enrolling in one of the three proposed CMOs.

MCDA's Family Care Program

LTC in Milwaukee County: CMO Operations

- A question was raised about what would happen if a client chooses to receive services from a provider that is more expensive than another available provider. It was noted that if a person needs to utilize a provider that is more expensive, then they would be able to do so. However, if the rest of the team (care manager and nurse) agrees that the client's needs would be met by utilizing the less expensive provider, the client's choice would not be approved (the Resource Allocation Decision-Making tool-RAD-is available to the teams to help make these determinations). If the client is unhappy with that decision, he / she has three ways to appeal, including: filing an internal grievance with the CMO, which is determined by the Appeals / Grievance Committee – this Committee is made up of professionals, consumers and other stakeholders; requesting a Fair Hearing from the State; or having MetaStar, an agency that has a contract with the State, perform an informal review. All three processes can be done simultaneously or individually, in any desired order. It was noted that it is very important to MCDA that members know their appeal / grievance options.
- It was noted that any provider that is not currently in MCDA's provider network can be contracted with as long as they accept the CMO's rate and meet the CMO's requirements.
- MCDA noted that provider rates can be renegotiated at any time and this happens on an ongoing basis.
- A question was raised regarding the certification of personal care nursing assistants. It was noted that spouses can now be paid for providing supportive home care services.
- A question was asked regarding what happens if contact with a client is not made within the appropriate amount of time. It was noted that the Care Management Units (CMUs) can be penalized financially and / or contracts can be terminated.
- A question was raised as to what quality indicators would be appropriate for adults with disabilities between the ages of 18-59 in Milwaukee County. It was noted that an assessment would need to be done to examine this population and determine what their health care issues are.
- In looking at MCDA's scorecard, a question was raised as to what is done if a CMU has a low score. It was further asked if pressure is placed on the CMUs to raise their score and if that pressure is transferred from the CMU onto the consumers. It was noted that if a CMU had a low score, MCDA's CMO would urge the CMU to do better. It was also noted that if a

member refuses to do the health screens, etc., or if it doesn't make sense for that member to do them, it is documented in the client's file and is not pursued.

- A question was raised about whether a member can be refused services if they don't comply with the CMUs recommended tests. It was noted that the member cannot be denied services or penalized in any way.
- A question was raised as to whether MCDA's CMO monitors provider performance. It was noted that MCDA is currently working on setting up provider profiles, which would give providers feedback in relation to their peers.
- A question was raised as to how MCDA's CMO tests consumer satisfaction. It was noted that MCDA's Member Liaison sends a survey and gathers written responses; if a member cannot write, they ask the member's representative to do it. It was recommended that MCDA and the expanded CMO look into doing phone surveys. It was noted that in 2008, there will be a set of eight common questions that all CMOs in the State will ask to measure consumer satisfaction.
- Because of time restraints, Advisory Council members and other interested parties were encouraged to send their comments about how to tailor the expanded CMO for persons with disabilities between the ages of 18-59, to the Planning Council staff (1442 North Farwell Avenue, Suite 300, Milwaukee WI 53202, kruse@planningcouncil.org or 414-224-0404 ext 33) or by submitting comments on the "Your Space" page of the LTC planning website at www.planningcouncil.org/longtermcare.

Preliminary Aging and Disabilities Resource Center (ADRC) Governance Proposal

- A question was raised as to what power the proposed ADRC Governing Board would have and who they would report to. It was noted that their responsibilities are listed in State Statute and they would report to the County Board annually and as needed. The proposed ADRC Governing Board would also deal with larger LTC issues throughout the County.

3. Acronyms used:

ADRC	Aging and Disabilities Resource Center
CIP	Community Integration Program
CMO	Care Management Organization
CMU	Care Management Unit
DAS	Department of Administrative Services
DSD	Disabilities Services Division
DVR	Division of Vocational Rehabilitation
ESD	Economic Support Division
ESS	Economic Support Staff
FTE	Full-Time Employee
LTC	Long-Term Care
MCDA	Milwaukee County Department on Aging
RAD	Resource Allocation Decision-making tool
SDS	Self-Directed Supports
UCC	United Community Center

Staff person(s) recording: Lonna Kruse and Leslie Taylor Cooley