

5/6/08 Meeting Notes

Milwaukee County Long-Term Care Planning

1. Attendance and affiliation of participants

Members in Attendance:

- Mr. John V. Doherty– Chair, Combined Community Services Board
- Ms. Karen Avery, IndependenceFirst
- Ms. Cynthia D. Bentley, Consumer
- Ms. Liz Ford, Disability Rights Wisconsin
- Mr. Barry Kress, Consumer
- Ms. Tess Maier, MS, RN, Division Leader of Case Management
- Mr. Thomas A. Nowak, ACSW, LCSW, Milwaukee Area Developmental Disability Service Association
- Mr. Joseph O'Grady, Jr. M.D., Phoenix Care Systems, Inc. / Medical College of Wisconsin
- Ms. Nealy Rothe, Consumer
- Mr. Bob Schneeberg sitting in for Dorothy Wilson, Goodwill Industries of Southeastern Wisconsin, Inc.
- Ms. Cathy Simpson, Combined Community Services Board
- Ms. Deanna Tapio, Consumer
- Supervisor Peggy A. West, Milwaukee County Board of Supervisors

Staff Representatives:

- Mr. Corey Hoze, Department of Health and Human Services
- Ms. Lonna Kruse, Planning Council for Health and Human Services
- Ms. Geri Lyday, Department of Health and Human Services
- Ms. Angela Perez, iCare
- Mr. Mark Stein, Department of Health and Human Services

Guest Presenters:

- Ms. Karin Bachman, Department of Health and Human Services
- Ms. Diane Baumbach, Milwaukee County Department on Aging
- Dr. Jack Melton, Milwaukee County Department on Aging
- Ms. Sharon Murphy, Milwaukee County Department on Aging
- Mr. Rock Pleedel, attorney

2. List highlights of discussion from agenda:

Communication Plan Update

Update on Provider Forums

- It was noted that, in total, four provider forums have been scheduled; two of which have already occurred. These forums are structured much like the consumer forums were, but these are targeted to providers and their concerns. Forums have been planned for the following groups of providers: in-home, home health aide, homemaking, personal care, and respite service providers; Disabilities Services Division (DSD) work and day, employment and recreation service providers; DSD residential service providers; DSD in-home service providers paid through M.L. Tharps and ANW.
- It was noted that Advisory Council members are welcome to attend the remaining two forums, if they are interested. A document, highlighting frequently asked questions from these forums, will be put together and shared with the Advisory Council.
- A question was asked regarding the number of consumers currently self-directing their services through DSD. It was noted that between 400 and 500, out of a total of 900, are probably doing so.

Update on Health and Human Needs Committee meeting

- It was noted that the County Board Report, which was shared with the Advisory Council at its last meeting, was taken to the Health and Human Needs Committee. The Committee had concerns about fiscal challenges and short falls in Resource Center funding. The Committee approved the Department of Health and Human Services' (DHHS) request to submit an Aging and Disability Resource Center (ADRC) Application to the State Department of Health and Family Services (DHFS) and to begin negotiating with DHFS to close the funding gap. It was noted that in order to

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respond to a Request for Proposals (RFP) for the Care Management Organization (CMO), the County must first have an approved Disability Resource Center.

- It was noted that the number of Economic Support staff needed for Family Care expansion has been reworked and reduced and is now more realistic. A comment was made that according to the Lessons Learned from Racine and Kenosha counties worksheet, it will be very important to have Economic Support staff in place prior to implementation.
- A comment was made that Milwaukee County might want to contact Washington County, as it just began implementing Family Care. Though the transition process is going smoothly, staff are overworked. Options Counselors are working on the weekends because it is the only time that some folks, especially guardians and family members, can meet. A further comment was made that Milwaukee County will need to keep this in mind when expanding Family Care.
- A question was asked regarding whether or not guardians need to be involved in the Family Care application process. It was noted that if a person has a court-appointed guardian, that guardian should be present to sign any necessary papers; otherwise, it is optional to include a guardian in the process.
- A comment was made that Family Care may work in other counties, but because of Milwaukee's size and diversity, it could not work here. It was noted that the Advisory Council is supposed to advise on ways to make Family Care work in Milwaukee County, so that it doesn't fail.
- A comment was made that Milwaukee County should be sure that doctors will work the Family Care program. In Washington County, Aurora Health Care has stopped taking patients on Title 19.
- A comment was made that if there is no waiting list for services under Family Care, there will be many more consumers coming into the system with a lot of needs; not only people with disabilities, but people with mental challenges. A question was asked as to how the County will be able to take care of all of these people, as this would be very expensive. It was noted that this will be further explored in the actuarial analysis discussion; however, Family Care would not be implemented if the County could not be sure that providers would be given adequate rates to make sure that consumers' needs are met.
- A comment was made that people need supportive care and personal care in order to go places and do things. Not a lot of people are out and about because it is hard to get a ride. It was noted that it will be important for consumers to talk with their Interdisciplinary Team (IDT) about what kinds of services they are interested in, so that these services can be included in their Individual Service Plan (ISP). Services in Family Care are based on an individual's desired outcomes and needs.
- A question was raised as to whether or not people will be phased-in to the Family Care program. It was noted that there is a very detailed plan on how people in the current Waiver system, people on the DSD wait list, and new people coming into the system will be enrolled into the Family Care program, if expanded. A comment was made that the most costly and vulnerable consumers in Washington County will not be enrolled until July because there are currently no funds for them to be enrolled sooner.
- A question was asked about whether or not people that make a lot of money would be eligible for Family Care. It was noted that financial eligibility would be determined on a case by case basis.

Update on 2008 Long-Term Care Conference

- It was noted that the Conference in La Crosse was an opportunity to hear what other counties are doing in terms of Family Care. A comment was made that it is important to learn from others, rather than going down the same road and making the same mistakes.

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- It was noted that there was a presentation given by a Chief Executive Officer (CEO) from Michigan. They had a goal to eliminate group homes in favor of independent living arrangements. They had tremendous support and were very successful. She also spoke about their Self-Directed Support (SDS) model. A comment was made that the Michigan presentation was very impressive and hopefully Milwaukee County can get there, too. A further comment was made that Milwaukee County Department on Aging (MCDA) and DSD should embrace the SDS model.
- A comment was made that IndependenceFirst is trying to bring one of the speakers, who addressed negotiating risk, to Milwaukee. It was noted that it is important for consumers to be independent, but they must also be safe.
- It was noted that it is difficult for Milwaukee County to compare itself with others, due to its size; however, Milwaukee County could take the core values of Family Care and figure out how to make it work here. The County will need all Advisory Council members to help with that.
- A comment was made that the price of medication and transportation will go up, because gas prices are going up.

Overview of “Online Means No Lines” campaign / Modernization Initiative

- It was noted that under the Modernization Initiative, consumers can apply for benefits, like FoodShare, BadgerCare Plus, and Medicaid (MA) either online, by phone, mail, or face-to-face, with emphasis on utilizing the online and phone options. The County is urging people to call during weekend and evening hours. The County will set up community access points where people can go and use computers to apply for benefits; some community locations may also provide assistance with the application process. The County wants to have as many access points as possible. A question was asked regarding who agencies should contact if they are interested in being an access point. It was noted that DSD has a list of agencies that work with people with disabilities that may be interested in being access points. It was noted that potential access points could be shared with Corey Hoze.
- A question was asked regarding what the web address is to apply for benefits online. It was noted that people should go to www.access.wisconsin.gov.
- A question was asked regarding whether or not this new system will accommodate persons that are deaf or hard of hearing. It was noted that this initiative is in compliance with all regulations.
- It was noted that this new system will also have a verification scanning system and electronic routing system. All verification documents will be scanned and entered electronically into the system, which will reduce the need for customers to submit their documents numerous times. This will also allow Economic Support Division (ESD) to expedite the verification process. There will also be a new routing system, which would allow a person to enter their case number or Social Security number and be routed appropriately throughout the building.
- A question was raised concerning how confidentiality will be ensured with this new process. It was noted that in order to have access to information, you would need some identifiers, either a case number or social security number. It was further noted that this system is not impenetrable, but it there is only minimal risk.
- A question was asked regarding whether or not information can be faxed into the County. It was noted that faxing documents is something that can currently be done and will continue to be done.
- A question was asked regarding whether or not MCDA would have access to all of these systems for its Family Care program. It was noted that this would be available for persons that need to fill out a MA Application form for the Family Care program. However, persons interested in enrolling in the Family Care program would need additional documentation and verification of eligibility, prior to enrollment.

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- A question was asked regarding whether or not all Family Care paper work would be scanned. It was noted that all information that comes to the central office would be scanned; however, how this system would work for Family Care, should be explored further.
- A question was raised regarding what happens if a person loses their Supplemental Security Income (SSI) benefit. It noted that people who are no longer receiving SSI can still apply for other benefits, and this can now be done online.
- A comment was made that there are no concerns when calling DSD or Adult Protective Services (APS), but there are many problems when calling the main DHHS phone line. For example, some people who have speech problems are being hung up on. It was further commented that people at the front desk at the Coggs Center are very rude. Neither the worker nor the customer has the right to be unpleasant. It was noted that the Modernization Initiative will address customer service issues by recording all calls. Staff persons with poor customer service will be disciplined.
- A question was asked regarding whether or not this system could benefit the Family Care program. It was noted that it was not designed to, but there is potential.
- A question was asked regarding how this system would impact Family Care. It was noted that this system will indirectly impact the Family Care program. As ESD workers have less face-to-face contact with clients, they will be able to help with work elsewhere; this will be particularly helpful in getting Family Care up and running.
- A comment was made that this initiative seems to be a good move in the right direction.

Update on actuarial analysis

- It was noted that Milliman was hired to do the actuarial analysis for Milwaukee County. The numbers that Milliman came up with are an estimate of the average cost of everyone that is assumed will enroll in the Family Care program. A comment was made that these estimates are inaccurate and would not cover costs. It was noted that the County will begin negotiations with the State to come up with a rate that will.
- A question was asked regarding whether everyone in Family Care has a Waiver. It was noted that people in Family Care will not be on Waivers like Community Integration Program (CIP) and Community Options Program (COP); however, Family Care is a Federal waiver program. Family Care, unlike CIP and COP, is an entitlement program, which means there are no waiting lists for services; there is also a different way to pay for services under Family Care. Under Family Care's capitated rate, the State will pay one rate based on an average of all cases. The Family Care CMO will then use this money to pay providers accordingly.
- A question was asked about how DSD will track the people that would be enrolled in Family Care and the associated costs. It was noted that DSD would utilize the tracking systems that MCDA's CMO already has in place.
- A question was asked about how Milwaukee County's rate compares to other counties' rates. It was noted that Milwaukee County's current CMO has one of the lowest rates, at \$2,300 Per Member Per Month (PMPM). Racine / Kenosha receives \$2,900 PMPM. It was further noted that most counties are finding gaps between their costs and revenues. A comment was made that it doesn't make sense that the State would think Milwaukee County's services would be cheaper than Racine and Kenosha's.
- It was noted that when the State came up with the methodology for determining rates, they looked at the Waiver costs and assumed that there would be a cost savings when moving to Family Care, not taking into account that providers were not happy with the Waiver rates, or the rising cost of housing and living.

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- It was noted that the State may move to separate capitated rates for persons with physical disabilities (PD), developmental disabilities (DD), and frail elderly.

Discuss Milwaukee County and Wisconsin Department of Health and Family Services Family Care Settlement Agreement

- It was noted that the DHFS and Milwaukee County were sued because Adult Family Home (AFH) and Community Based Residential Facility (CBRF) provider rates were not sufficient. There were two main outcomes of the lawsuit. The first was that there were revised policies and procedures related to Notice of Actions (NOA). People are now made aware of what avenues they can take if they want to file a complaint / grievance. All service decisions are now based on a person's desired outcomes. Secondly, there was a requirement for all residential providers to submit audits, so that rates could be based on providers' costs.
- A question was asked regarding whether Family Care offers respite programs. It was noted that respite is a service offered under Family Care.
- A comment was made that in order to have people stay out of institutional settings, providers that offer community supports need to be paid a sufficient rate.

3. Acronyms used:

ADRC	Aging and Disability Resource Center
AFH	Adult Family Home
APS	Adult Protective Services
CBRF	Community Based Residential Facility
CEO	Chief Executive Officer
CIP	Community Integration Program
CMO	Care Management Organization
COP	Community Options Program
DD	developmental disabilities
DHFS	Department of Health and Family Services
DHHS	Department of Health and Human Services
DSD	Disabilities Services Division
ESD	Economic Support Division
IDT	Interdisciplinary Team
ISP	Individual Service Plan
MA	Medicaid
MCDA	Milwaukee County Department on Aging
NOA	Notice of Action
PD	physical disabilities
PMPM	Per Member Per Month
RFP	Request for Proposals
SDS	Self-Directed Supports
SSI	Supplemental Security Income

Staff person(s) recording: Janice Weeden, Joyce Winfrey, Lonna Kruse and Pat Linnane