

1. Attendance and affiliation of participants

Members in Attendance:

Mr. John V. Doherty– Chair, Combined Community Services Board
Ms. Cynthia D. Bentley, Consumer
Reverend Luci L. Gaynor Hunter, Consumer
Ms. Ann Jefferson, Consumer
Mrs. Anne L. Kiekhofer, Consumer
Mr. Thomas A. Nowak, ACSW, LCSW, Milwaukee Area Developmental Disability Service Association
Ms. Cathy Simpson, Consumer guardian
Ms. Melinda J. Vernon, Milwaukee Center for Independence

Staff Representatives:

Mr. Robert Alm, Community Care
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. Beatrice Hicks, CMO Governing Board Member
Ms. Lonna Kruse, Planning Council for Health and Human Services
Mr. Chester Kuzminski, Milwaukee County Department on Aging
Dr. Jack Melton, PhD, Milwaukee County Department on Aging

2. List highlights of discussion from agenda:

Communication Plan Update

- A question was asked regarding how many participants attended the three Consumer Listening Sessions. It was noted that the first session had about 10 participants, the second had about 20 and the last session had about 6 participants.
- A question was raised about where the Consumer Listening Sessions were located and if they were representative of the community. It was noted that two sessions were held at ARC Milwaukee, which is in Wauwatosa, and the other session was held at Highland Gardens, which is on Juneau Avenue and 18th Street. It was further noted that two of the sessions were held with ready-made groups of self-advocates and, therefore, were not representative of the general developmentally disabled / physically disabled population within Milwaukee County. It was further noted that Community Forums are currently being planned as a way to hear from additional consumers, their families and guardians; demographic information will be taken into account when setting up the forums. A comment was made that parents of persons with disabilities should be notified of the upcoming Forums.
- A comment was made that most people in the community are unaware of the plan to expand Family Care in Milwaukee County to adults with disabilities under the age of 60. Strategies were recommended as to how to spread the word about the potential expansion and suggestions were also made regarding how to get additional consumer input on the planning process. Council members were encouraged to call or write to the Planning Council or visit the planning website if they had any additional suggestions or comments about Long-Term Care (LTC) Planning.

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

- People who enroll in Family Care come to the program through the Resource Center (RC); however, only a small fraction of people that come to the RC enroll in Family Care. It was noted that the RC is a one-stop shop for all information about LTC services, not just publicly-funded services; anyone interested in obtaining information about LTC services, regardless of financial standing, is encouraged to use the RC.
- A question was asked regarding where RC referrals come from. It was noted that there are about 3,000 RC contacts a month, mostly by phone. Sometimes it is consumers that contact the RC and other times it is their family members, neighbors or professionals. It was noted that a lot of people learn about Family Care by word-of-mouth.
- A question was raised as to whether MCDA has 24 hour service. It was noted that they do.
- A question was raised as to whether consumers are informed about what they should do if they have a grievance and / or complaint. It was noted that MCDA has a Member Liaison who contacts every member within 60 days of enrollment in the County's Family Care Care Management Organization (CMO) to see if they are satisfied with their services. All enrollees are also given a member handbook and are told, prior to enrollment, what they should do if they have a complaint or grievance. It was noted that Family Care members can file a complaint and / or grievance with the CMO, Metastar and they can have a fair hearing; all of these avenues can be pursued simultaneously.
- A question was asked about how the County is able to provide desired services to persons who are unable to communicate their preferences, noting that the person's parents or guardian may not know or agree with his / her preferences. It was noted that the consumer is part of the interdisciplinary team and is therefore part of the decision-making process.
- A comment was made that self-determination is important and should be part of Family Care Expansion. It was noted that feedback is always important and welcomed in order to improve the program.
- Beatrice Hicks, CMO Governing Board Member and Family Care consumer, noted that Family Care in Milwaukee is good and efficient; she said that it doesn't take too long to get services and you get the services you want. She said that she would recommend Family Care to anyone.
- A question was raised as to whether implementation of Family Care Expansion could be accelerated. It was noted that planning is still being done and, after planning has been completed, the County Board would still need to see the proposed plans and fiscal analysis before they could approve the expansion.
- It was noted that the concern most often raised when discussing the expansion of Family Care in Milwaukee County is in regards to consumers losing their providers. It was also noted that if the provider network was too large, it would be hard for Care Managers to be knowledgeable enough about each provider to determine which one would be best suited for the consumer. It was further noted that Family Care members are able to see providers that are not in the network.

7/17/07 Meeting Notes

Milwaukee County Long-Term Care Planning

- A question was raised as to whether there is a fixed rate for common provider services. It was noted that MCDA has tried to standardize rates for common provider services even though some providers feel that doing so is not fair. MCDA needs provider input in order to establish rates.
- A question was asked whether a client would be allowed to see a provider of their choice even if there is another available provider that would be less costly. It was noted that the Placement Team looks at the level of support necessary and determines, with the client, which provider is most appropriate for their needs; the Team also tries to find services that are most appropriate for both MCDA's and the client's available resources. Negotiation skills are key for care managers. It was noted that there is a difference between want and need and it is a struggle to balance the two.
- A comment was made that Racine County has just recently implemented the Family Care Program and it seems to be working well.
- Beatrice Hicks noted that there are quirks in every situation, but, even so, she would not make any major changes to MCDA's Family Care Program.
- It was noted that there are a lot of concerns regarding transportation issues; therefore, MCDA's Family Care Quality Management Team will be performing a targeted survey on transportation issues.
- A comment was made that there needs to be an improvement in financial eligibility criteria for services. It was noted that although the County does determine eligibility for Family Care, it does not establish the criteria for Medicaid eligibility.
- For more information about MCDA's Family Care Program, see the PowerPoint Presentation that was presented at this meeting, titled "Family Care: Long Term Care in Milwaukee County" (July 17, 2007).

3. Acronyms used:

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| CMO | Care Management Organization |
| LTC | Long-Term Care |
| MCDA | Milwaukee County Department on Aging |
| RC | Resource Center |

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