

Milwaukee County Long-Term Care Planning Stakeholder Involvement Plan

Who are the stakeholders?

The Long-Term Care Stakeholders are persons who have an interest in the long-term care needs of Milwaukee County's population, including consumers, their families and informal supports; guardians; service providers and their employees; care managers; program administrators; private non-profit and for-profit social services agencies; health care providers; disability rights advocates; and policy makers. The State's Framework for Stakeholder Involvement says it well: "Any person or entity whose present or future care, support, livelihood, interests or mission may be affected by the initiative is a stakeholder."

How will stakeholders be supported and prepared to participate?

In order to participate in a meaningful way, stakeholders will need to have a baseline of knowledge about the long-term care system and the process that has been created to redesign it. The first meeting of the Consumer/Stakeholder Advisory Council will include a discussion of:

- Background: What this planning process is all about and why we are doing it.
- Planning Process Overview: How we intend to plan and how the Council fits in.
- Proposed Role of the Council: How we would like the Council to help us.

In addition, we are planning to mentor consumer members of the Council. We will pair consumer members with other well-informed members, such as advocates. Education will be ongoing, and stakeholders will have the opportunity to request whatever information they feel they need to fulfill their charge.

How will stakeholders participate?

Stakeholders will have a variety of opportunities to participate in long-term care planning in Milwaukee County.

1. Consumer/Stakeholder Advisory Council: The Long-Term Care Planning Consumer/Stakeholder Advisory Council will be advisory to the long-term care planning process. It will include persons with physical and developmental disabilities, as well as representation from advocacy groups, Milwaukee County Board of Supervisors, Combined Community Services Board (CCSB), labor unions, Milwaukee Area Developmental Disability Service Association (MADDSA), Milwaukee Alzheimer's Association, the Mental Health Task Force, Wisconsin Hospital Association, Milwaukee County Medical Society, Wisconsin Council on Developmental Disabilities, Wisconsin Federation of Nurses and Healthcare Professionals, Milwaukee County Department of Health & Human Services, and any others deemed appropriate.

The Advisory Council will meet at four to six-week intervals, or as determined by the Council. They will have an opportunity to advise on the planning process itself, on specific

issues posed to them, and on consumer/stakeholder participation in the redesigned managed care system. There will be no votes taken, but meeting minutes will note areas where consensus exists among group members and areas where opinions are divided. Stakeholders will receive regular updates at these meetings on the progress being made in long-term care planning. Meetings will be open to the public and time will be allotted at the end of each meeting for guests to speak. Meetings will be held in accessible locations, and accommodations will be made for those who need translation or materials in Braille. Transportation will be arranged for those who need it.

2. Connection to other planning groups: Stakeholders will be kept informed of the activities of all of the long-term care planning groups, and there will be regular communication flow between the Council and these groups.
3. Listening sessions: Listening sessions will be convened with representatives of the different target populations in order to hear about and be responsive to their specific issues.
4. Long-Term Care Planning Website: A website is being created that will be accessible at the Planning Council website, and through a link from the DHHS home page. The site will contain the following pages:
 - Background: This section will contain a brief history of long-term care; rationale for the current long-term care planning process; and the long-term care model that is being pursued.
 - Long-Term Care Planning Process Overview: Overview of the planning process being employed to redesign the long-term care system.
 - Long-Term Care Planning Updates: This is the section where website visitors will be able to learn how the long-term care planning process is progressing. Activities of the various planning groups, including the Leadership Committee, Resource Committee Design Teams, and Consumer/Stakeholder Advisory Council will be summarized. There could also be updates on statewide and regional developments in long-term care planning. Those who have difficulty accessing the information electronically can sign up to receive updates in hard copy.
 - Stakeholder Advisory Council: Meeting dates and times will be posted here.
 - Frequently Asked Questions (FAQs): This will start with a list of basic questions that are already being raised frequently, and will be expanded as new questions arise.
 - Feedback Forum: This section will contain specific issues for which input is being sought, as well as a form for submitting relevant comments.
 - Share Your Story: This will serve as an opportunity for consumers to share their personal long-term care experiences. Information such as this will be valuable to the planning groups as they seek to understand what works and what needs to be fixed.
 - Contact Us: This will be an opportunity for website visitors to submit any questions or comments.
5. Status reports to oversight boards: Each of the Partners will be expected to provide reports on the status of the long-term care planning process to their governance boards and advisory committees, and to solicit feedback and input from these groups (which will be brought back to the planning process). This will include the Milwaukee County Board of Supervisors, Combined Community Services Board, Commission on Aging, Long-Term Care Council, and the boards of Community Care and iCare.
6. Participation of partner organization staff: Staff from the three Partner organizations will participate by serving on the various committees formed as part of the planning process.