

**MINUTES OF THE  
HEALTH & HUMAN NEEDS COMMITTEE, HUMAN SERVICES BOARD,  
LONG TERM SUPPORT & AREA AGENCY ON AGING  
Tuesday, August 26, 2008  
5:30 p.m.**

**HHN Members Present:** Shelia Stubbs, Barbara Vedder, Eileen Bruskwitz, Dorothy Wheeler, Elaine DeSmidt  
**HHN Members Absent:**

**HSB Members Present:** Addie Pettaway, Nell Mally, Barbara Vedder, Tom Stoebig  
**HSB Members Absent:** Peng Her, Kurt Schlicht

**LTS Members Present:** Dale Bruhn, Deborah Garrett-Thomas, Judith Hunter, Kathleen Nichols, Derick Pearson, Barbara Vedder, Laurine Lusk  
**LTS Members Absent:** Sue Petkovsek

**AAA Members Present:** Elaine DeSmidt, Robert Herbst, Judith Hunter, Shelia Stubbs, Dorothy Wheeler  
**AAA Members Absent:** Ashok Bhargava, Joyce Boggess, Duane Gau, Esther Olson, Judith Wilson

**Staff and Others Present:** Lynn Green, GP Foster, Fran Genter, Liz Green, Jean Kuehn, Doris Knaack, Gordon Knaack, Jennifer Fisher, Linda Keys, Fran Bicknell, Carol Kiemel, Theresa Fishler, Bob Syring, Jim Hennen, Maria Ledger, Barb Thoni, Steve Verriden, Jason Gbzier, Theresa Sanders, Janie Riebe, Kathleen Luedtke, Christine Sarbacker, Barb Wolbea, Mary Pike

**Call to Order:** Sup Stubbs called HHN to order at 5:40 p.m. Herbst called AAA to order as a subcommittee at 5:40 p.m. Mally called HSB to order at 5:40. Bruhn called LTS to order at 5:40 p.m.

**Public Comment:** None

**Chair's Report/Announcements:** None

**Family Care: County Operated CMO – Milwaukee County Staff:** Kuehn introduced Maria Ledger and Jim Hennen of the Milwaukee Family Care program. They reviewed the history and process of forming their Care Management Organization (CMO) and how it is being operated. A 2008 Member Handbook was distributed.

Ledger: Milwaukee county has been operating for ages 60 and over for the past six (6) years. Current enrollment of about 6700 members. There are 691 providers throughout Milwaukee County. We are a county operated operation. Milwaukee has the Department of Health and Human Services and the Aging Department. As people turn 60 they transition into the CMO. There is going to be some additional services as the program expands. Expanding the CMO means the waiting list is going to be eliminated. We have one internal care management team and 26 other outside provider agencies for care management teams. We have a very rich provider network that members are able to make choices from. We also have a best practice team. They serve as a hub for education and training for those care management teams on best practices. They do a lot of troubleshooting and ongoing training.

Governance – within Milwaukee County we have the Commission on Aging as the oversight board. There is a resource center over sight committee. There is a CMO governing board. We have 16 members to reflect the ethnic and diverse backgrounds of clients. Within the CMO there is a quality management team. Member choice does not trump all but it is a very important piece in being able to offer the person the care they want.

Hennen: When a client or provider is dissatisfied, the CMO gets calls. Ledger: We have gone out and had numerous sessions on what Family Care enrollment means and what to expect and who to contact if you have concerns. If no one ever appeals a complaint or decision then we feel that our consumers are being intimidated.

Milwaukee is expanding Family Care to serve all disabilities, not just those over 60. There will be a Disability Resource Center. We have done a very good job of maintaining the firewall with the current Resource Center and the Care Management Center. We have separate administrative staff.

Nichols: How is the liability different for the county in the single county operation? Why does the state want Milwaukee to go to a single county district? Ledger: I'm not sure where the state sees all the inherent advantages of a district model. When the program was just getting off the ground, there were some issues in enrollment and eligibility and other areas that caused deficits. Milwaukee County stepped up and helped the CMO to cover those deficits. The program has been fiscally solvent since 2004.

Stoebig: How many members do you have in your CMO? Ledger: about 6700. Stoebig: Have you done estimates in the amount of growth you will get when you take on the DD? Ledger: 334 people will be rolling in each month for the

first year. The wait list is extremely long. Also there are people that aren't on the wait list that need services. The CMO as it's configured right now enrolls people every month.

DeSmidt – Does Milwaukee have a county health care facility such as the Badger Prairie Health Care Center that Dane County operates? Ledger: The behavioral health division has Hilltop that is a part of the Milwaukee County Department of Health. Milwaukee does not operate a nursing home DeSmidt: On page 34 of your Member Handbook, under the heading of “Can My Benefits Be Stopped”, who is determining this? Ledger: When someone is enrolled in family care they are certified each year as functionally and financially eligible. Hennen: There is also voluntary disenrollment. Involuntary disenrollment must be determined by the state. DeSmidt - Do county board members or the county executive sit on your oversight board? Ledger: two county board members are on the CMO board oversight committee. DeSmidt: Who trains your staff? Hennen: Our contract with the state requires a degree in health services or a social work related field or an RN and a year of minimum experience in a related field.

Wheeler: As a county how were you able to go into this business with all the different things involved? Ledger: When this program started there was a pretty steep learning curve. We were providing services through a different number of agencies. As it rolled into Family Care it was a lot of training with some hard lessons to learn. It's very labor intensive. We brought in a chief financial officer with a lot of health care accounting background. It is complicated from the inside out and less complicated from the outside in. Quality needs to be number one. You need to share information back and forth with other CMO's. Excellent data systems are critical.

Hennen: Family Care is a pilot that started in Wisconsin. There was no prototype at the local, state or federal level. We all learned together and lessons learned would be shared. No one knew what would be needed as this was undertaken. Ledger: We have provided a much longer presentation for Michigan, Minnesota, and Iowa, explaining Family Care to them. They approached us wanting to know what we're doing.

Bruskewitz: How much did it cost to get the system set up for Milwaukee County? Luedtke: It was millions, but we'd have to research to know the exact amount. Bruskewitz - What kind of tools do you use to do the assessments? Ledger: All CMO's use a variation of screens that have to be approved by the state.

Vetter: What is happening to the elderly that have physical disabilities and those with DD? Ledger: As they turn 60 they transition into Family Care. We have existing providers who expanded their services to serve these individuals. Hennen: We have 26 separate agencies that provide services. Of those, four provide primarily services for those with physical disabilities and three of those serve primarily those with DD. Vetter: What existing infrastructure did Milwaukee County build on? Ledger: The service delivery system that was in place to deliver COP waivers. Vetter: What cost saving can be attributed to the system you are using? Ledger: There was an evaluation in 2005 by APS and the Medicaid dollars were down; in other words, Family Care members' costs were lower than those receiving services through Medicaid.

Stubbs: You talked about assigning members to a team. Do you any experience in members requesting a team change and why? Ledger: There is a cascading algorithm that determines how you are assigned to a team. We have specific teams that can meet specific needs such as a Spanish-speaking care management team. Specific needs are taken into consideration when assigning a team. They can also ask to have a different care manager. There is also a limit on the frequency of change. Stubbs: Is there a particular reason that a member has asked to be transferred and have you had a problem honoring those requests? Ledger: We've had members request transfers just because they don't get along with their case manager. Hennen: Some of the care managers think that the consumer is requesting a change because the care manager said “No” to a request.

Mally: You don't have to give the answers now, but how upfront are you about estate recovery; how is ones reserve figured; you get out of the system to go to jail and what about mental health needs; are you under the Department of County Services or Aging? Ledger: Aging. Mally: What is a cascading algorithm?

Pettaway: What is the annual salary for administrators? Ledger: It varies. The Human Resources Department of Milwaukee County establishes the salaries. It's also going to be dependent on the job title of the person. There are about 60-65 county employees.

Lusk: With the district model, there are some concerns as to how county employees would be treated and how their health insurance or retirement would be affected. Luedtke: That was resolved. Ledger: We've sat down with the disability services division and discussed what they will need to operate once clients are moved to Family Care. As the CMO grows and takes on these members, we will need additional staff. Those staff will transition either to the CMO or another county agency.

Herbst: Congratulations on your success. How much of your experience will be portable? Ledger: We have spent a lot of time trying to bring other people up to speed. We've made the mistakes so that you don't have to. There are a lot of

similarities between Milwaukee County and Dane county. We feel strongly that the program works best when it's publicly accountable.

Bruskewitz: What about the development of your reporting system? Ledger: The information system is a big part of what we spent a lot of time developing. It's called MIDAAS. It is specific to Milwaukee County. The CMO uses it to report its' encounter data to the state. It does allow us a certain amount of flexibility. There are constant improvements and enhancements. We've had other CMO's come to look at our system and were fairly impressed. Bruskewitz: Did the state provide any funding? Ledger: The state provided some start-up funds.

Sup Stubbs asked members to submit further questions to Jean Kuehn. Kuehn will do a Question and Answer piece and share with all members.

**Adjournment:** Meeting adjourned at 7:20 p.m.

Prepared by Irma Smith

*Note: These minutes are the notes of the recorder and are subject to change at a subsequent meeting of the committee.*