

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: April 17, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors
Supervisor Willie Johnson Jr., Co-Chair, Committee on Finance, Personnel and Audit
Supervisor David Cullen, Co-Chair, Committee on Finance, Personnel and Audit

FROM: Maria Ledger, Director, Department of Family Care

SUBJECT: Request authorization to abolish the position of "Training Program Coordinator" and create a new position of "Quality Assurance Coordinator (Enrollment and Eligibility)."

Background

The Milwaukee County Department of Family Care has been providing Managed Long Term Care services for frail elders in the Milwaukee community since 2000. We expanded to serve adults age 18-59 with intellectual, developmental and physical disabilities in 2009. We expanded our service area to include Kenosha and Racine counties in 2012 and to include Sheboygan, Washington, Ozaukee, Waukesha and Walworth counties in 2013. During this period of growth, concerted efforts were made to enhance and standardize our training program for care managers and nurses and ensure that our Care Management Units meet all regulatory and professional standards as well as our own internal quality standards.

The Department is creating training videos and web based modules so care management staff can access them whenever or wherever they need to. The Department is also in the midst of re-configuring its "Best Practices Team" which will focus not only on continuous quality improvement but on training and education as well.

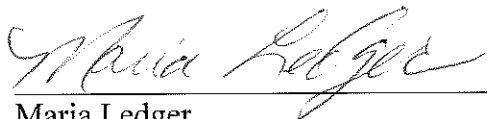
The Department has one funded, vacant position in Training and Education that is no longer necessary because of these improvements and refinements in our training and education area. The Department does however have a need for additional staff in its Enrollment and Eligibility Division. Currently, the Department of Family Care serves over 8,000 members, all of whom must be monitored for functional and financial eligibility on an ongoing basis. This growth in our membership has created the necessity for an additional employee in the Enrollment and Eligibility Division dedicated to

ensuring that the Milwaukee County Department of Family Care is meeting the requirements in this area in as timely and comprehensive manner as possible to insure appropriate capitation payments are received from the State. This new position of Quality Assurance (Enrollment and Eligibility) will be responsible for collecting, organizing, analyzing, monitoring and distributing information and reports related to each member's initial enrollment and continued eligibility.

For these reasons, the Milwaukee County Department of Family Care is requesting to abolish one Training Program Coordinator position and create one Quality Assurance Coordinator (Enrollment and Eligibility).

Fiscal Impact

This action will be budget neutral for the Department as the new position is at the same pay range as the previous position.



Maria Ledger
Director, Milwaukee County Department of Family Care
Attachment

Cc:

County Executive Chris Abele
Amber Moreen, Chief of Staff, Office of the County Executive
Raisa Koltun, Office of County Executive
Kelly Bablitch, Chief of Staff, County Board
Janelle Jensen, Chief Committee Clerk, County Board Staff
Don Tyler, Director, DAS
Mathew Fortmann, Fiscal & Management Analyst, DAS
Molly Pahl, Budget and Management Coordinator, Office of the Comptroller
Kerry Mitchell, Director, Department of Human Resources
Bonica Voss, Human Resources
Jim Hodson, Chief Financial Officer, MCDFC