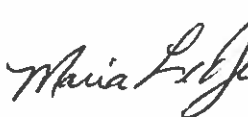


**COUNTY OF MILWAUKEE  
INTEROFFICE COMMUNICATION**

**DATE:** July 2, 2014

**TO:** Supervisor David Cullen, Chair, Committee on Finance, Personnel and Audit  
Supervisor Willie Johnson, Jr., Co-Chair, Committee on Finance, Personnel and Audit  
Supervisor Peggy Romo West, Chair, Committee on Health and Human Needs

**FROM:** Maria Ledger, Director, Department of Family Care 

**SUBJECT:** Informational report as required in AMENDMENT 1A021 TO THE COUNTY EXECUTIVE'S 2014 RECOMMENDED BUDGET

I respectfully request that this informational report be scheduled for consideration by the Committee on Finance, Personnel and Audit at its meeting on July 24th, 2014 and by the Committee on Health and Human Needs on July 23<sup>rd</sup> 2014.

AMENDMENT 1A021 TO THE COUNTY EXECUTIVE'S 2014 RECOMMENDED BUDGET directs the Department of Family Care to provide semi-annual Relocation Reports to the Finance, Personnel and Audit Committee, following Wisconsin Statute 51.06 (8) standards for intermediate care facilities (defined in 42 USC1396d) and nursing homes (Wisconsin Statute 50.01) and quarterly audits of community placement facilities to the Health and Human Health Committee. The amendment also directs the Department of Family Care to perform quarterly audits of community placement facilities and submit informational reports to the Health and Human Needs Committee.

The Department of Family Care is a Managed Care Organization (MCO) serving over 8,100 older adults and people age 18-59 with physical, intellectual and developmental disabilities.

The Department operates the MCO under a contract with the State Department of Health Services and a permit by the State Office of the Commissioner of Insurance.

The Department uses no tax levy and supports all staff and services with Medicaid dollars received from the State of Wisconsin.

The MCO has a very effective process in place to insure that community residential placements for members are as comprehensive and well planned as possible.

Since September of 2012, MCDFC has relocated fifteen (15) individuals from Hilltop, the long term care unit at the Milwaukee County Behavioral Health Division which serves individuals with intellectual disabilities.

1. Impact of relocations on the health and safety of the individuals relocated:
  - a. All MCDFC MCO members have a registered nurse assigned to them as part of their Family Care Interdisciplinary Team. The nurse and care manager coordinate the member's medical care - making doctor's appointments, monitoring medical care, tracking both prescription and over the counter medications to insure there are no negative interactions. The IDT assigned to the members relocating to the community from Hilltop is well aware of Relocation Stress Syndrome/Transfer Trauma (RSS/TT) which is defined as the physiologic and/or psychosocial disturbances that may result for a resident during the process of relocation from one environment to another. The signs and symptoms of RSS/TT can display themselves in a variety of ways including depression, anger, withdrawal, weight change, and falls. The IDT was provided with tools to assist the community service providers in their efforts to prevent RSS/TT.
  
2. Extent of involvement of guardians or family members of the individuals in efforts to relocate or divert the individuals:
  - a. Legal guardians have been involved in every aspect of the Hilltop members' community relocations. The Resident Relocation Planning and Procedure Manual developed by the State of Wisconsin Department of Health Services lays out a very clear set of instructions with regards to the responsibilities all parties have towards the residents and their guardians. Guardians must agree to Options Counseling for their wards, they must voluntarily enroll their ward into a managed long term care program and guardians are given as many options as possible for community placements for their review and approval.
  
3. Nature and duration of relocations that specified the locations of relocated or diverted individuals after home or community placement annually.
  - a. Of the 15 members relocated from Hilltop:
    - i. Two members relocated to 1-2 bed Adult Family Homes
    - ii. Six members relocated to 3-4 bed Adult Family Homes
    - iii. Two members relocated to independent living settings with supportive services
    - iv. Two members went to 7 bed community based residential facilities
    - v. Three members went to 8 bed community based residential facilities

4. Accounting of costs and savings of relocations and the resulting reduction in capacity of services. Accounting shall include savings per individuals as well as the collective savings of relocations and diversions.
  - a. MCDFC can only report to the Board the costs to Family Care for persons relocated to the community. MCDFC does not have financial information from the discharging facility nor what reductions there may be in its capacity. The costs for 13 of the 15 relocated individuals are as follows (2 individuals have moved too recently to have accurate cost data) :

Relocation Date	1 to 2 Bed	3 TO 4 Bed	HOME W/SIL	8 BED	7 BED	Total Costs Paid May 2014 Services	Average Monthly Costs for Hilltop	Difference
9/20/2012					Good Hope Manor	\$ 8,721.33	10,050.82	\$ 1,329.49
10/9/2012			Own Apt with SIL			\$ 5,742.40	10,050.82	\$ 4,308.42
2/21/2013			Own home with SHC			\$ 2,938.54	10,050.82	\$ 7,112.28
3/21/2013					Good Hope Manor	\$ 9,105.71	10,050.82	\$ 945.11
5/8/2013		Shaer Residential -3 bed				\$ 8,675.39	10,050.82	\$ 1,375.43
6/27/2013				Pine Ridge House		\$ 6,522.81	10,050.82	\$ 3,528.01
7/16/2013				CLA South 44th Street		\$ 7,818.86	10,050.82	\$ 2,231.96
8/22/2013				Arbor Pines		\$ 3,975.12	10,050.82	\$ 6,075.70
11/7/2013		Hemlock Residential				\$10,613.83	10,050.82	\$ (563.01)
2/28/2014		HIL Arbor Home -3 bed				\$12,895.46	10,050.82	\$ (2,844.64)
3/10/2014		HIL Arbor Home -3 bed				\$12,778.21	10,050.82	\$ (2,727.39)
4/29/2014	By Faith in Community Living					\$12,844.73	10,050.82	\$ (2,793.91)
5/12/2014	The Right Way					\$ 4,212.70	10,050.82	\$ 5,838.12

5. Costs under the Medical Assistance program administration, housing, and other services, including nursing, personal care, and physical therapy services that are associated with the relocations.
  - a. See the information above.
  
6. Extent of Medical Assistance provided to relocated or diverted individuals that is in addition to Medical Assistance provided under Wisconsin Statute 46.27(11), 46.275, 46.277 or 46.278, as family care benefit under Wisconsin Statute 46.278, as family care benefit under Wisconsin Statute 46.2805 or under any other home-based or community based program for which the department has received a waiver under 42 USC 2396n.
  - a. MCDFC can only report to the Board the costs to Family Care for persons relocated to the community. The MCO does not have cost data relative to expenses that are not paid through the Family Care benefit.

7. Staff turnover rates for nursing homes, intermediate care facilities for the mentally retarded, and centers for the developmentally disabled in communities in which an individual relocated or diverted from a nursing home, intermediate care facility for the mentally retarded, and centers for the developmentally disabled currently resides
  - a. MCDFC has no information about staff turnover rates for nursing homes, intermediate care facilities for the mentally retarded, and centers for the developmentally disabled in communities in which an individual relocated or diverted from a nursing home, intermediate care facility for the mentally retarded, and centers for the developmentally disabled currently resides.

All licensed community based residential facilities in which Hilltop residents reside are in good standing with the State of Wisconsin Division of Quality Assurance and there are no outstanding provider complaints for those provider types which are not under the jurisdiction of the State of Wisconsin Division of Quality Assurance.

Cc: County Executive Chris Abele  
Chairwoman Marina Dimitrijevic, County Board  
Raisa Koltun, Chief of Staff, Office of the County Executive  
Kelly Bablitch, Chief of Staff, County Board  
Don Tyler, Director, DAS  
Janelle Jensen, Senior Committee Coordinator, Milwaukee County Clerk's Office  
Jodi Mapp, Committee Clerk, Milwaukee County Clerk's Office  
Jim Hodson, Chief Financial Officer, MCDFC