

MILWAUKEE COUNTY
Inter-Office Memorandum

DATE: November 21, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

FROM: Héctor Colón, Director, and Department of Health and Human Services
Prepared by Geri L. Lyday, Administrator, Disabilities Services Division

SUBJECT: Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2015 Disabilities Services Division purchase of service contracts for adult and children's programs

Issue

The Director, Department of Health and Human Services (DHHS), is requesting authorization for DHHS to execute Disability Resource Center, Children's Programs and Adults with Disabilities purchase of service contracts for 2015.

Background and Rationale

The contract amounts shown on Attachment 1 reflect 2015 proposed DSD contracts. Recommended contract allocations will allow DSD to provide rehabilitation, treatment and support services to adults and children with disabilities in Milwaukee County during 2015. The Disabilities Services Division (DSD) always utilizes the Family Care option prior to accessing purchase of service contracts for individuals requesting services when they are eligible for that program.

The DSD contracts will be used to purchase services that are identified as having a high priority in assisting persons with disabilities to achieve their maximum independence. Services will also be utilized to augment the long-term support system with services that are not typically funded through the managed care organizations such as recreational programming that allows for true community integration.

The following is a detailed description of the allocations being recommended for the adult and children's POS contracts in 2015. DSD continues to maintain the integrity of the existing service delivery system to ensure that a safety net for those who need community-based supports can continue to live independently and not be forced to utilize crisis or institutional-based services including nursing homes.

The information that follows includes highlights of 2015 POS contract recommendations and program changes for DSD by disability and program areas.

Children's Programs

Birth-To-Three/Early Intervention

The Birth-To-Three program is invaluable to families who have a child with a developmental delay. These programs are critical to the identification of early intervention strategies that can assist children to reach their maximum potential and actively participate in their communities. Wisconsin has a long-standing history and commitment to quality services for young children and their families. Provider agencies are key partners in the process through the delivery of effective early intervention services in partnership with families and Milwaukee County.

The DSD State Birth-To-Three funding will remain at the same level in CY 2015. Several contracted agencies that provide these critical services, continue to report costs in excess of the available funding while State revenues have remained unchanged. The Division continues to work with the State to examine ways of increasing revenue for this critical and highly effective program. The Division has redirected over \$100,000 of additional funding to the Birth To Three program over the last three years to assist with the increase in demand for services. While it has not completely closed the gap, it has assisted agencies with increased costs.

One of the providers, Next Door Foundation, notified DSD in late 2013 that they were terminating their contract to provide Birth-To-Three services. A Request for Proposals (RFP) for the services provided by this agency was issued in 2014 and a new provider was selected. Curative Care Network was the successful bidder and is being awarded a new contract for 2015 to provide the services formerly provided by Next Door Foundation.

The following providers are recommended for new contracts in 2015 at the 2014 level:

- Vision Forward
- Center for Communication, Hearing and Deafness
- Curative Care Network
- Curative Care Network (Screening and Evaluation)
- Easter Seals
- Lutheran Social Services
- Milwaukee Center for Independence
- Penfield Children's Center
- St. Francis Children's Center

Adult Programs

Family Care entitlement provides for immediate enrollment for eligible individuals with disabilities under age 60 who are seeking long-term support services in Milwaukee County. The dollars recommended for allocation to the following agencies are only for individuals who are not financially and/or functionally eligible for Family Care or for services that the Managed Care Organizations typically do not fund.

Work Services

Three agencies, Goodwill Industries, Milwaukee Center for Independence and Broadscope Disability Services (aka United Cerebral Palsy), are recommended for a new contract in 2015 at the same funding level as 2014. Work Services continues to be a priority for the Division in 2015. The identification of new models of integrated, community employment are essential to support individuals living in the community.

Respite

Broadscope Disability Services is recommended for a new contract in 2015 at a reduced funding level compared to 2014. During CY 2014, DSD was able to identify individuals receiving respite services from Broadscope Disability Services who were eligible for funding through the Children's Long Term Support (CLTS) Medicaid Waiver program and/or the Family Support Program (FSP). Given the number of individuals whose funding was able to be transferred to CLTS/FSP, the Division was able to reduce reliance on Community Aids funding and reduce the contract by \$100,000. This change will not result in any service reductions nor a decrease of funding being provided to this vendor. The change reflects a different mix of funding received by the provider. More of their funding will now come from the Children's Waiver program.

Respite continues to be a highly demanded service by families. These services support both adults and families with children who have disabilities.

Advocacy/Outreach

DSD is recommending six agencies for funding in 2015 at the same level as 2014 for the provision of advocacy services. The agencies are:

- Alianza Latina Aplicando Soluciones
- Easter Seals Southeast Wisconsin, Inc.
- Hmong American Friendship Association, Inc.
- Life Navigators, Inc.
- WI FACETS
- Epilepsy Foundation of SE Wisconsin

These agencies will work in conjunction with the DSD Disability Resource Center to identify individuals eligible for Family Care and refer them to the DRC for assistance including Family Care enrollment when requested. This continued function will help support the DRC's outreach and marketing efforts to the community and help to provide access to long term care services for individuals with disabilities in the various ethnic communities.

Employment Options

Three agencies are recommended for new 2015 contracts at the same level as in 2014. They are as follows:

- Goodwill Industries, Inc.
- Milwaukee Center for Independence
- Broadscope Disability Services (aka United Cerebral Palsy)

The Division has made employment for individuals with disabilities a high priority which is consistent with new rules being implemented by the Federal Centers for Medicare and Medicaid Services (CMS). More information is detailed below relative to the increased emphasis on this program area.

Disabilities Solutions Collaborative – Employment Initiative

DSD has partnered with the Disabilities Solutions Collaborative to promote employment for individuals with disabilities in Milwaukee. This program unites a coordinated collaborative of key disability agencies in Milwaukee for the sole purpose of increasing options for employment by engaging the business community.

History of Collaborative - Northwestern Mutual Foundation and United Way of Greater Milwaukee brought together disability providers and advocates to improve access and address service issues for persons with disabilities. Objectives included, determine key issue to be addressed by disability community and identify a small steering committee dedicated to moving identified issues forward. As determined by collaborative key identified issues included public awareness and workforce outcomes.

The Steering Committee developed in 2013 consisting of five lead organizations working to improve the quality of life for individuals with disabilities. The goal of the Steering Committee is to increase the visibility of "disability" to greater Milwaukee Community and promote positive workforce outcomes. Efforts will improve the quality of lives for those who live with a disability and the community at large. In an effort to demonstrate positive outcomes, the committee will work to leverage and facilitate existing relationships with board, donors and business community. This effort will develop new opportunities to expand the role and presence of individuals with disabilities in our community and

workforce. Moving away from internal disability community networking, the collaborative will focus on the following goals:

- Raise awareness on the impact persons with disabilities have as contributors to our community
- Results driven initiative leading to sustainability efforts among disability organizations
- Expansion outside of the traditional disability community targeting outreach to business, foundation, civic thought leaders
- Advance disability thought leaders participation in community boards, initiatives and planning efforts
- Increase visibility with business and civic sector by serving as a resource to facilitate efforts to expand inclusion of disability

Mission -Collaborating as a community to improve the quality of life for individuals with disabilities and promote the positive impact persons have when they live, work and contribute.

Vision – Utilizing the wealth of knowledge and experience of steering committee, develop a universal message in order for persons with disabilities to be recognized as respected contributing members of our community through workforce participation.

Key Initiatives

Public Awareness- Defining our Collective Voice

Developing a unified message to raise awareness on the positive impact persons with disabilities have on the community and workforce.

- Messaging focused on positive outcomes
- Highlight consumers living, working and contributing in our community
- Mixed media approach, multiple disability organization can promote with their stakeholders

Workforce - Expanding our Presence

Promoting workplaces, market places and supply chains for persons with disabilities.

- Focus on larger issues related to employment beyond specific job placement
- Facilitate Business Leaders Network to incorporate disability community
- Serve as resource to business community to expand formation of Disability Affinity Networks
- Collaborate with Society of Human Resource Management (SHRM)

DSD is funding a key position to assist the collaborative in creating those relationships with the business community that are necessary to help facilitate the goal of increasing employment options for individuals with disabilities. The Division is therefore recommending a new 2015 contract with DSC (Easter Seals is the Collaborative representative) at the same level as 2015. The Division is excited about this new partnership and the opportunities for expanded employment initiatives.

Recreation

Easter Seals is recommended for a new contract in 2015 at a slightly higher level than the 2014 funding level. This agency provides recreational services to more than 500 children and adults with disabilities at the Wil-O-Way sites in conjunction with the Office of Persons with Disabilities and at integrated community events and outings. This program area is recommended for funding at a slightly higher level due to increased costs being experienced for building maintenance from the Milwaukee County Parks Department. The increase will help to provide these important services which have been invaluable to families who depend on it as respite and consumers who enjoy the opportunity for fun and relaxation with their friends. In addition, because it currently is not a covered service under the Family Care benefit, DSD will continue to explore how recreation services can be covered for consumers who desire to continue participation in recreation activities.

Assertive Case Management (Intervention)

The Milwaukee Center for Independence is recommended for a new contract in 2015 at the same level as 2014. Assertive case management/intervention services provides short and long-term intervention for adults who are experiencing behavioral/mental health challenges in the community. Professional assistance with health care or social programming is available to reduce the risk for an acute admission to the BHD or loss of community living residence due to instability. This service currently assists individuals on a monthly basis and is closely linked to community programs, therapies or counseling services. It has proven to be a very successful and effective model to support persons with intellectual disabilities and mental health issues.

Supported Living Options

Five agencies are recommended for contracts in 2015 for supported living option services. These agencies currently provide vital daily living skills training and community living assistance to individuals with disabilities. These services provide a critical support to certain individuals with significant disabilities who live independently in the community. The agencies recommended for 2015 contracts are as follows:

- Center for Communication, Hearing & Deafness, Inc.
- Dungarvin-Wisconsin
- Milwaukee Center for Independence (Supported Parenting)

- Phoenix Care Systems (Bell Therapy)
- Broadscope Disability Services (aka United Cerebral Palsy)

Disability Resource Center (DRC)

The DRC provides Information and Assistance, Options/Enrollment Counseling to individuals with disabilities including Disability Benefits Specialist services. The DRC also acts as the front door to all publicly-funded long-term care program options, i.e., Family Care, in Milwaukee County for individuals under age 60.

DSD is recommending continued support for professional services to be provided by Life Navigators to help to provide youth transition services, Disability Resource Room management and enrollment system support. Youth Transition services are critical in assisting young adults graduating from high school explore options available in the adult system. The Division has agreements with all 14 school districts in the county. Given Life Navigator's experience and past history of providing quality services and assisting with these functions, DSD is recommending a 2015 contract with Life Navigators to provide these critical consulting services at a funding level projected to meet the continued DRC needs.

Disabilities Services Division

Milwaukee Area Time Exchange

The Milwaukee Area Time Exchange provides the opportunity for individuals to exchange services provided by its members including individuals with disabilities. This may include transportation, help around the home, walking the dog, etc. Members meet monthly for introduction and orientation meetings, followed by a potluck and member meeting. In addition, there are periodic community building events and work projects. This provides a unique opportunity for individuals to establish new friends, relationships and share their talents with others.

DSD is recommending a new contract for 2015 at the same level as 2014 to continue to enhance the program's services for individuals with disabilities and to provide an additional resource to individuals who contact the DRC in need of support.

Best Buddies International - Wisconsin Program

Best Buddies Wisconsin (BBWI) enhances the lives of people with intellectual and developmental disabilities (IDD) by fostering social inclusion by facilitating friendships between those with disabilities and their typical peers. The programs enhance the quality of life for everyone by integrating people with IDD into the community, thereby meeting a currently unmet human need.

The Best Buddies Citizens program pairs adults with IDD with typical adult peer volunteers in Milwaukee County for mutually enriching, one-to-one friendships. Citizen pairs include a buddy, a person with IDD who volunteers to be a friend; a citizen buddy, a person without a disability who volunteers to be a friend; and a sponsor, someone who knows the buddy and supports the friendship. BBWI matches individuals in one-to-one friendships based on common interest and geographic proximity to ensure that members of each match have relative ease of access to one another.

DSD is recommending a new contract for 2015 at the same level as 2014 to fund this innovative program and enhance the services being offered to individuals who contact DSD and are in need of support.

Interim Disability Assistance Program (IDAP)

DSD continues to operate the IDAP program since 2012 after the State of Wisconsin Department of Health Services discontinued its support for this function. DSD is recommending a new contract with Community Advocates to continue to assist Supplemental Security Income/Social Security Disability (SSI/SSD) applicants who are applying for or currently receiving IDAP, which provides financial assistance to disabled persons while their SSI application is pending. This contract is being recommended for the same funding in 2015 as in 2014.

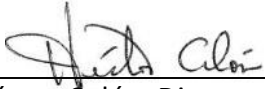
The Division is also working with Community Advocates to assume a greater role in overseeing the day-to-day operations of the program. With a higher degree of involvement in representing individuals who are receiving IDAP, it is anticipated that Community Advocates can bring efficiencies and decrease the overall costs to operate this important gap funding program for individuals with disabilities.

Recommendation

It is recommended that the County Board of Supervisors authorize the Director, DHHS, or his designee, to enter into 2015 purchase of service contracts with community-based provider agencies per the narrative above and in the amounts specified in Attachment 1 and the accompanying resolution.

Fiscal Effect

The contracts reflect total expenditures of \$5,951,075 which are included in the DHHS 2015 Budget. A fiscal note form is attached.



Héctor Colón, Director
Department of Health and Human Services

Attachment

cc: County Executive Chris Abele
Raisa Koltun, County Executive's Office
Kelly Bablitch, County Board
Don Tyler, Director, DAS
Josh Fudge, Director, Office of Performance, Strategy & Budget
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