

**County of Milwaukee  
Inter-Office Communication**

Date: June 19, 2013

To: Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

From: Maria E. Ledger, Department of Family Care Director

Subject: Request for authorization to create One (1) Contract Services Coordinator (CMO),  
Org. No. 7990, job code 00055733.

I respectfully request that the attached resolution be scheduled for consideration by the Committee on Finance, Audit and Personnel at its meeting on July 18, 2013.

**Background/Analysis**

The Managed Care Organization (MCO) was created in response to the Family Care initiative. In accordance with authorization initially granted by the County Board in 1997, under Family Care, the Department's Managed Care Organization coordinates all long term care services, including home and community based services for eligible elders and adults age 18-59 with disabilities. Over 8,000 members are projected to be served for 2013.

Given the increased volume of members and providers, heightened requirements for contract monitoring and the large scope of the responsibilities in the area of contracting and provider relations, the MCO must create an additional Contract Services Coordinator position. There are over 1,000 provider contracts within the Department with additional providers added on a regular basis. This volume makes it increasingly difficult to monitor performance, provide technical assistance and insure quality.

The MCO is continuing to build its network and is in need of additional staff assistance not only for the existing day-to-day operations of the Department, but also to work effectively with service providers in the areas of intellectual disabilities, mental health diagnoses and behavior challenges. As a result of the "Helen E.F." court decision (*In re Helen E.F.*, 2010 AP 2061 Ct. App. April 27, 2011), the State Department of Health Services has mandated all MCOs work toward enhancing their abilities to serve individuals with behavior challenges resulting from diagnoses of Alzheimer's disease and related dementias. This decision concluded that people suffering from dementia and Alzheimer's disease should not be subject to Chapter 51 commitments because such conditions are not "treatable." Rather, persons with permanent disabilities like Alzheimer's need "habilitation," which means, "the maximizing of an individual's functioning and the maintenance of the individual at the maximum level." This initiative will require additional staff resources to build capacity within the network.

The Department also wants to insure that Contract Services Coordinators are able to spend more time in the field, meeting with members and providers to insure quality services are provided.

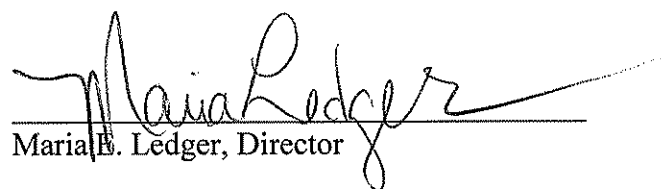
The MCO has an annual budget over \$294 million dollars. The MCO is fiscally solvent and has consistently attained excellent quality scores in its service provision to frail elders and adults with intellectual and physical disabilities. In order to maintain its strength in this area, it must be fully staffed with qualified individuals who have the skills and expertise to work effectively with providers, negotiate cost effective rates for services and monitor contract compliance to insure quality services are provided.

**Fiscal Impact**

No tax levy will be incurred with the approval of this request. The necessary funding will be received through capitation payments received from the Wisconsin Department of Health Services on behalf of our members.

The total salary only cost for this position, anticipating that the position will be filled by September 1<sup>st</sup> is estimated at \$28,558 (including fringe benefits), based on budgeting at the top step in the pay range.

If you have any questions, please contact Maria Ledger, Director Family Care at 287-7620.



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Maria B. Ledger, Director

C: Kerry Mitchell, Director, Human Resources  
Matt Fortman, Fiscal & Budget Analyst  
Josh Fudge, Acting Fiscal & Budget Manager  
Mary Dutkiewicz, Human Resources Coordinator  
HR Compensation  
Departmental File

Enclosures: Job Evaluation Questionnaire