



2015 Accomplishments



Community Relocations

My Choice Family Care believes all members should receive services in the most integrated setting appropriate to their needs.

- 24 individuals relocated from BHD Hilltop to the Community in 2014
- 8 individuals relocated from BHD Rehab Central to the Community in 2015
- 3 individuals will move to the community from BHD Rehab Central before 12/31/2015



Supported Independent Living (SIL)

SIL services are tailored to the needs of members and maximizes their ability to live independently in the community

- In 2014, 573 members utilized this service
- In 2015 (Year to Date), 603 members have used this service (an 8% increase)

External Quality Review

My Choice is audited annually for compliance with State and Federal regulations. In 2014/2015 My Choice achieved:

- Over 90% average across all quality measures
- 11 of 14 measures are 80% or higher
- Nearly 7% improvement overall from last year's care management record review
- Improvement demonstrated in 9 of the 14 measures



2016 Initiatives



Prevention & Wellness Performance Team

My Choice Family Care's Prevention and Wellness performance team will objectively measure and improve processes and outcomes related to member health and wellness.

Issues prioritized include: medication adherence, medication reconciliation, discharge planning and readmission prevention, cold/heat emergency plans, behavioral support, fall prevention & skin integrity preservation.



Maximizing Integrated Community Employment

MCO will be piloting two new employment service models:

Forward Academy: Created by Milwaukee Center for Independence (MCFI) to enhance self-management and work-related competencies and assist members to transition to community employment by delivering a combination of in-house and community-based activities.

Community Connection Services: Designed by Goodwill Industries to allow members to augment part-time work schedules. It supports long-term employment success and increases community integration for members.

Preparation for Integrated Model

The Governor's biennial budget outlines significant changes to the current Family Care model. My Choice will be required to provide acute and primary health care services to members. In order to do so, we must be an Integrated Health Agency, obtain an HMO license from the Office of the Commissioner of Insurance and be able to demonstrate organizational autonomy.

As noted in our previous report to the Board, we are developing a business plan to achieve these goals.



7990 - Family Care

	2015	2016	Change
Expenses	\$284,787,456	\$303,770,461	\$18,983,005
Revenues	\$284,787,456	\$303,770,461	\$18,983,005
Levy	\$0	\$0	\$0
FTE's	73	71	(2.00)