

Milwaukee County
Inter-Office
MEMORANDUM

Date: March 28, 2013
To: Supervisor Peggy Romo West, Chair, Committee on Health and Human Needs
From: Maria Ledger, Director, Department of Family Care
Subject: Potential Impact of the Governor's Recommended Budget on the Department of Family Care

I respectfully request that the attached informational report be scheduled for review by the Committee on Health and Human Needs at its meeting on April 17, 2013.

The Family Care program integrates home and community-based services, institutional care services (i.e., nursing homes), Medicaid personal care, home health, and other services that were previously funded separately. The Milwaukee County Department of Family Care (MCDFC) Managed Care Organization (MCO) currently serves more than 7,945 members.

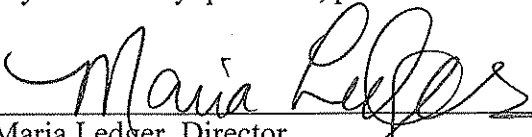
The Governor's proposed budget includes as a performance measure the following: "Triple number of individuals self-directing services in the IRIS program." IRIS (Include, Respect, I Self-Direct) is a Wisconsin program where participants self-direct their publicly funded, community-based, long-term care supports and services.

Expecting new enrollments to triple only for one program will impact not only the Department of Family Care but also the State Medicaid budget. The State Department of Health Services has noted on several occasions that Family Care is more cost effective than either IRIS or the Legacy Waiver programs.

The Department of Family Care recognizes that while remaining cost effective, we must also provide high quality services for members. We know that we are succeeding, because our members themselves report high levels of satisfaction with the care and services they receive. In 2012:

- 93% of members surveyed are happy with the quality of the services they receive
- 91% of members surveyed would recommend the MCDFC MCO to a friend
- 95% and 91% of members surveyed receive help from their Care Manager (CM) and RN when they need it
- 95% and 94% of members surveyed report their CM and RN listen to their concerns

If you have any questions, please call me at 287-7610.



Maria Ledger, Director
Milwaukee County Department of Family Care

cc: County Executive Chris Abele
Chairwoman Marina Dimitrijevic, Milwaukee County Board of Supervisors
Amber Moreen, Chief of Staff, Office of the County Executive
Raisa Koltun, Director of Legislative Affairs, Office of the County Executive
Jodi Mapp, Committee Clerk, Milwaukee County Board of Supervisors
Jim Hodson, Chief Financial Officer, MCDFC