


**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: March 28, 2014

TO: Supervisor Peggy Romo-West, Chair, Committee on Health and Human Needs

FROM: Maria Ledger, Director, Department of Family Care 

SUBJECT: Informational report on quarterly audits of community placement facilities 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 Health and Human Needs at its meeting on April 16, 2014.

AMENDMENT 1A021 TO THE COUNTY EXECUTIVE'S 2014 RECOMMENDED BUDGET 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 Milwaukee County Department of Family Care contracts with over 1,100 service providers to serve over 8,000 elders and people with intellectual, developmental and physical disabilities.

Of those 1,100 providers, there are 536 residential service providers:

- 162 residential providers who operate Community Based Residential Facilities (CBRFs) of 8 beds or less
- 41 residential providers who operate Community Based Residential Facilities (CBRFs) of 9-20 beds
- 32 residential providers who operate Community Based Residential Facilities (CBRFs) of 21-100 beds

- 22 residential providers who operate Residential Care Apartment Complexes
- 154 residential providers who operate Adult Family Homes (AFHs) with 3-4 beds
- 72 residential providers who operate Adult Family Homes (AFHs) with 1-2 beds
- 53 licensed Nursing Homes

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.

When an individual enrolls in the Milwaukee County Department of Family Care, they are assigned to an Interdisciplinary Team (IDT), comprised of no less than a care manager and a registered nurse.

The IDT and the member then put together a Member Centered Plan which details the following:

- Member Assessment
- Member's Strengths or Identified Barriers; their Outcomes
- Members' Role in Meeting Outcomes: in Meeting Outcomes
- Identified Risks/Concerns or Clinical/Functional Outcomes
- Member's desire to address this concern at this time
- Interventions, Existing Supports or Supports Needed to Maintain or Achieve Desired Outcomes

An outcome is a desirable situation, condition, or circumstance that maximizes a member's highest level of independence or that a member identifies as important to him/her. For people whose desired outcome is living in a community residential setting, the IDT works with the Department's Placement Team to make that happen.

This Placement Team is comprised of Registered Nurses who assist our IDTs in identifying appropriate community setting for members.

As potential placements are identified, Family Care Contracts Staff meet and inspect the location and request a contract application based on the qualifications and background of the providers. The Family Care Placement Team and IDT also meet the provider and inspect the property.

Upon approval of the contract and acceptance of placement of an individual, a follow-up visit is completed by Contracts staff, the Placement Team, or the IDT.

The State Department of Quality Assurance (DQA) is the State Survey Agency responsible for assuring the safety, welfare and health of persons using health and community care provider services in Wisconsin. DQA conducts both unannounced and announced surveys of community residential facilities to insure that state licensure/certification standards are met. In the absence of a specific complaint,

residential providers are surveyed by the State at best, once every two years. In some instances surveys by the State are even less frequent.

The Department of Family Care also has a Quality Surveyor on staff that monitors the use and quality of services provided by contracted agencies through site visits. This individual receives notices from the when DQA issues a Statement of Deficiency (SOD) for a facility to insure that Family Care follows up on concerns.

In addition, the Quality Surveyor performs annual quality audits for our contracted facilities which include insuring background checks are performed on their staff and documentation of such is on file at their facility. This individual also collaborates with Contracts staff when provider complaints are received so concerns are addressed in a thorough and timely fashion.

Cc:

County Executive Chris Abele
Chairwoman Marina Dimitrijevic, County Board
Amber Moreen, Chief of Staff, Office of the County Executive
Kelly Bablitch, Chief of Staff, County Board
Don Tyler, Director, DAS
Josh Fudge, Director, Office of Performance, Strategy & Budget, DAS
Matthew Fortman, Fiscal & Management Analyst, DAS
Jodi Mapp, Committee Clerk, County Board Staff
Jim Hodson, Chief Financial Officer, MCDFC