

2022 DHHS Aging Unit Vendor Report



Legal Services/Benefit Specialist

- Individuals age 60+, residents of Milwaukee County.
- Legal assistance and benefits counseling.
 - Public benefits.
 - Housing.
- Clients: 40-50% are people of color, 30% have incomes at or below 100% FPL.
- COVID and continuity.



Please share a success from the first six months of 2022.

- A client with dementia suffered a stroke and was taken to the hospital. After several days, the client was transferred to a nursing facility for rehab services. Although the client's private Medicare plan provided coverage for 100 days of skilled nursing facility care, the plan ended coverage after a few weeks based on their contention that the client could go home. Legal Action filed an appeal for the client and provided representation at a hearing before the Office of Medicare Hearings and Appeals. The appeal resulted in a fully favorable decision for the client and the insurance plan was ordered to pay over \$20,000, in nursing facility costs for the client.



Please share a challenge from the first six months of 2022.

- 75 year old man living in an assisted living facility runs out of money to pay the \$8,000, monthly assisted living fees. He applies for Medicaid through the Family Care program but coverage starts two months after he runs out of money. The assisted living facility bills him \$16,000, and gives him a involuntary discharge notice.
- 68 year old woman lives in an apartment and in June, the AC breaks. She asks LL to fix it but he does not. She withholds rent in order to get the LL to fix the AC. The landlord serves her with a 5-day notice, and then files an eviction action in court.



Please tell us about your plans for the rest of the year.

- An 85 year old resident of Milwaukee lives at home and is looking for help with tasks such as cleaning her home, grocery shopping, getting dressed, and managing her medications. She has lived in her home for 40 years and it is her only asset. The home is worth about \$95,000. It is titled in her name only. She always planned that the home would go to her daughter when she died.
- The client contacts ADS in order to apply for Family Care and is told that if she receives Family Care benefits the value of her home will go to the State of Wisconsin, not to her daughter, when she dies.



Progress on 2021 Performance Objectives

	Satisfactory Progress?
Objective 1: 850 Unduplicated clients	285
Objective 2: 75 Cases closed/obtain or retain benefits	46
Objective 3: \$550,000, Value of benefits obtained/retained	\$240,389.75



Funding Summary: Legal Services/Benefit Specialist

- Total Agency Budget: **\$15,938,463.**
- ADS funding amount, and percentage of agency budget: **\$405,088, 2.5%.**
- Contract spending: **\$283,905**, through May.

