

# The Hitchhikers Guide to the Most Complex LTC System Reform in the Galaxy



**Welcome to  
Wisconsin**

Dennis Harkins  
In Control Wisconsin

# Our Laboratories

## Dane County



## Family Care



## IRIS



## Dane County



Darn Good  
1915(c)  
Waiver

DD Only  
SDS Only

\*# People  
7/1/2010

1200

\*Estimated  
Annualized \$

\*\$50,000,000

## Family Care



Managed  
LTC  
1915(b)(c)  
Waiver

DD  
Phys Dis  
Elderly

11,000  
5,000  
17,000

\*\$900,000,000

(5000 SDS)

## IRIS



1915(c)  
"SDS"  
Waiver

DD  
Phys Dis  
Elderly

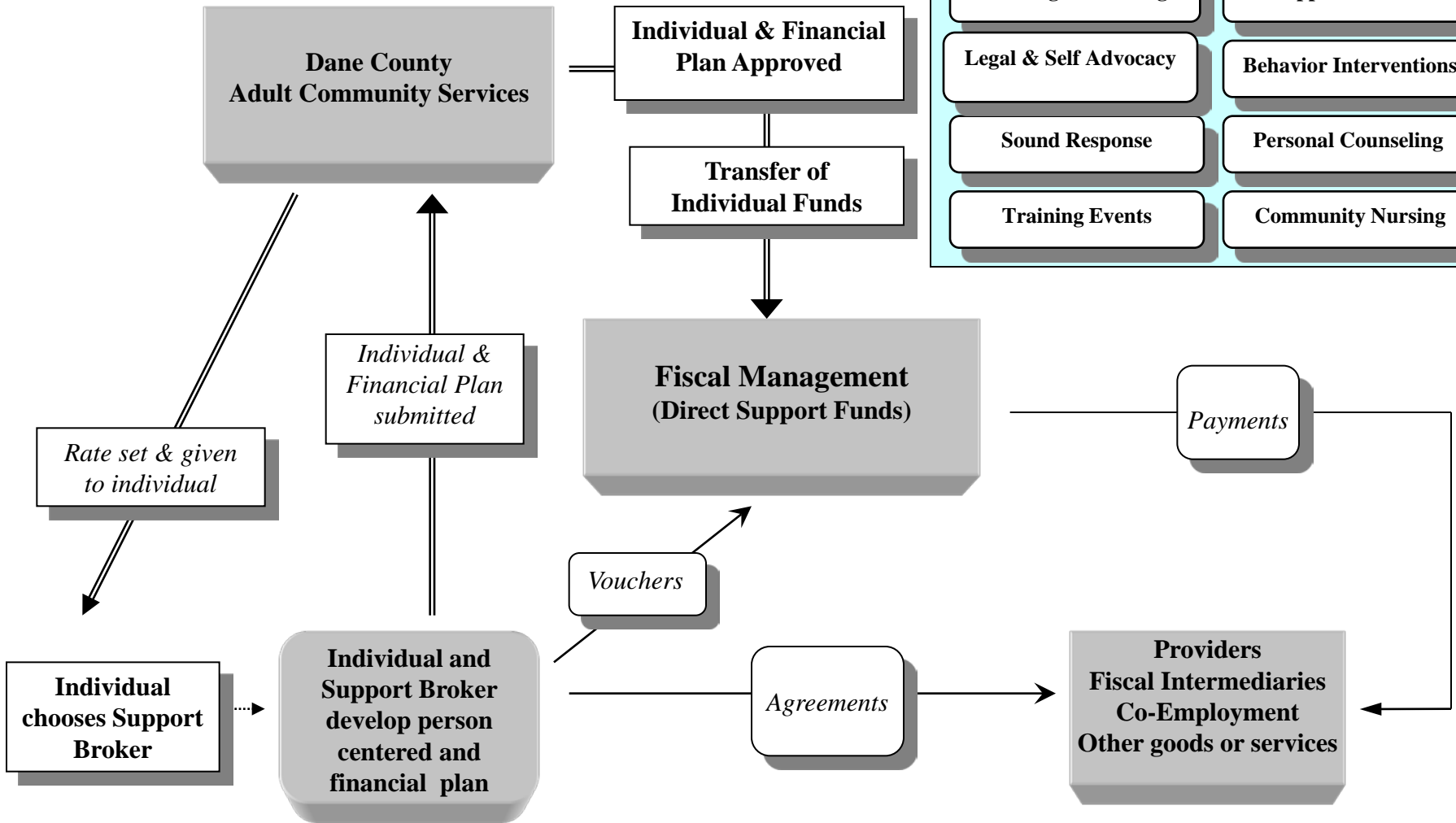
1100  
700  
425

\*\$67,000,000

1915(j) PC



# Self Directed Support Flow Chart





## How People are Supported

<b>Living arrangements</b>	<b>Number Served</b>	<b>Number of Providers</b>	<b>Number Waiting</b>
Live with roommate (s)	670	14	
Living alone, in cluster	59		
Living alone, come-in support	97		
Living alone with behavioral support	51		
AFH Corporate 3-4	42		
AFH Private	42		
Out of County	4		
<b>Total</b>	<b>965</b>	<b>16</b>	<b>350</b>

<b>Day Support</b>	<b>Number Served</b>	<b>Number of Providers</b>	<b>Number Waiting</b>
Supported Employment/Self-Employed	909	13	
Facility-Based (Sheltered/Adult Day Care)	305	3	
<b>Total</b>	<b>1214</b>	<b>14</b>	<b>88</b>



# Family Care

– Being phased-in as the foundation of Long-Term Care Reform, replacing State/County LTC System

- Capitated, managed long-term support and health care management program
- Serves adults with developmental disabilities, adults with physical disabilities, and frail elders
- Built upon:
  - Aging and Disability Resource Centers (ADRCs)
  - Managed Care Organizations (CMOs)



# ADRCs Offer

- Disability-related information and assistance for the general public about help that is available
- LTC options counseling to help people make the best choices
- Elderly and disability benefits counseling to help people apply for or keep their Medicare, Social Security, or other benefits
- And much more ... a very popular addition to the LTC system





# Managed Care Organizations

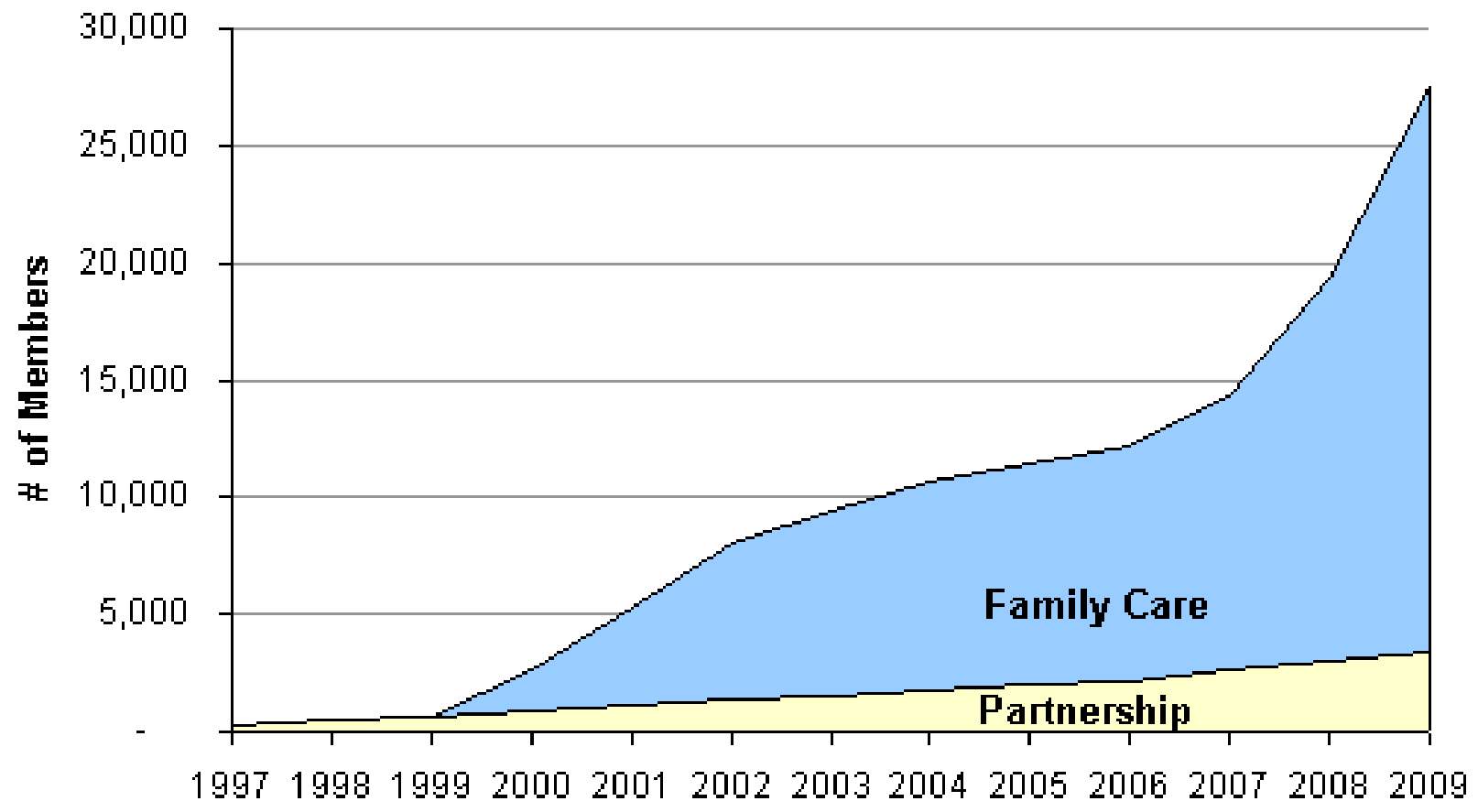
- **Manage and deliver Family Care services;**
- **Combine funding and services from existing programs into one flexible long-term support benefit package;**
- **Have various organizational options. To date, Wisconsin-based, various governing structures, typically multi-county;**
- **Some areas include full integration of LTC and acute care;**
- **Rely extensively on Care Management and Provider "management"**





## Wisconsin Family Care and Partnership Program

Number of Members Enrolled as of  
September 30th of Each Year



# How Do MCOs Work?



- Inter-disciplinary care management team (IDT)
  - Member, social worker, and nurse
- Service plans based on individually defined member outcomes
  - Not what *services* members want
  - How members want to live their lives
- Coordinates all health care and long-term supports
- Offers SDS option



# Focus on Member Outcomes



I decide where and with whom I live

- I make decisions regarding my supports and services
- I decide how I spend my day
- I have relationships with family and friends I care about
- I do things that are important to me
- I am involved in my community
- My life is stable
- I am respected and treated fairly
- I have privacy
- I have the best possible health
- I feel safe
- I am free from abuse and neglect

# Family Care Learning



- Most members meeting desired outcomes;
- Overall, per person Medicaid costs (LTC & acute) are decreasing compared to previous system;
- Is eliminating waiting lists
- Nursing home and ICF-MR usage decreasing;
- Rapid expansion over past 3 years has led to growing pains;
- Independent Ombudsman program is an important systems component



# Design Overview



- **CMS required alternative to Family Care**
- **Available where Family Care is offered**
  - Began 7/1/2008
- **Comprehensive, creative "SDS" waiver**
- **State-Administered with two primary contracts**
  - IRIS Independent Consultant Agency
  - Fiscal Services Agency
- **Self-Directed PC (1915 j) added 10/09**

# Using IRIS



- Begins with an Individual Budget Allocation (obtained through ADRC, using Wisconsin LTC Functional Screen)
- Plan developed and approved with the assistance of an IRIS Consultant and the IRIS Consultant Agency
- Ongoing support through an IRIS Consultant
- “Bills paid” by Financial Services Agency

# IRIS Services List

- Adaptive Aids
- Adult Day Care
- Adult Family Home
- Certified Residential Care Apartment Complex
- Communication Aids/Interpreter Services
- Community-Based Residential Facility (CBRF/Group Home)
- Consumer Education and Training
- Counseling and Therapeutic Resources
- **Customized Goods and Services**
- Daily Living Skills Training
- Day Services
- Home Delivered Meals
- Home Modifications
- Housing Counseling
- Personal Emergency Response Services
- Prevocational services
- Relocation Services
- Respite
- Support broker
- Skilled Nursing Services
- Specialized Medical Equipment and Supplies
- Supported Employment
- Supportive Home Care
- Transportation
- Vocational Futures Planning
- **Self-Directed Personal Care**



# IRIS Participants



- Make their own decisions within their allocated budget about the goods, supports and services they will receive;
- Make their own decisions about who provides these supports and services;
- Make their own decisions about when and where supports and services are received;
- Infrequent supports (e.g. housing modification, adaptive equipment) are funded through a separate exceptional expense fund on an as-needed basis.

# IRIS Learning



- Has expanded much more rapidly than anticipated, and continues to do so;
- Members hire support staff directly significantly more than in other programs;
- Costs are similar to Family Care ... slightly higher on average, though it appears IRIS participants on average have higher needs;
- IRIS Consultant roles are being modified to increase support for participants with higher needs



# Overall Learning



- All three laboratories, *in general*:
  - Have maintained or increased quality;
  - Have increased choice, empowerment and inclusion through SDS;
  - Have been cost-effective;
  - Are eliminating (Family Care & IRIS) or have reduced (Dane County SDS) waiting lists
- People have disenrolled from IRIS and Family Care, moving to the other program;
- Challenges remain ... And there is no reason they cannot be successfully addressed.

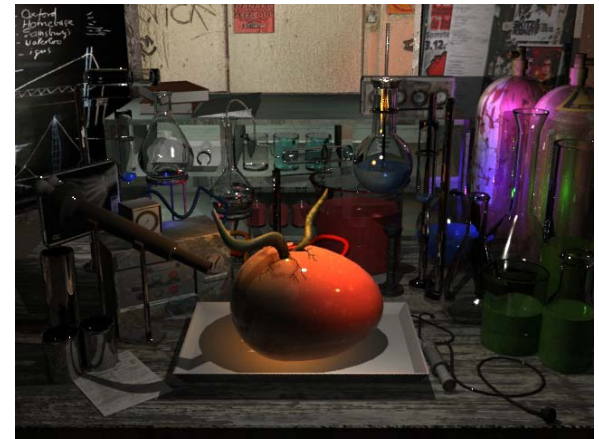


# Overall Learning



- There are many “outcome-related” differences among the programs that would benefit from further exploration. A few are
  - Dane County has the highest proportion of participants in supported living and integrated employment
  - Family Care has the most evidence for cost-effectiveness, and a tendency to use more traditional service settings
  - IRIS has the highest proportion of members hiring staff directly rather than service providers

# For More Information ...



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- Dane County:  
[www.danecountyhumanservices.org/dd\\_adult.shtm](http://www.danecountyhumanservices.org/dd_adult.shtm)
- Family Care: <http://www.dhs.wisconsin.gov/lc/lc.htm>
- IRIS: <http://wisconsin-iris.com/>
- IRIS/Family Care Comparison:  
<http://www.lafollette.wisc.edu/publications/workshops/2010/iris.pdf>