

August 8, 2017

To: Karen Musser, Care Wisconsin – Family Care MCO
Maria Ledger, My Choice Family Care – Family Care MCO
Leadership, Advocates4U – IRIS Consultant Agency
Tara M. Treglowne, Connections – IRIS Consultant Agency
Leadership, First Person Care Consultants – IRIS Consultant Agency
Amie Goldman, TMG – IRIS Consultant Agency

Cc: Secretary Linda, Seemeyer, Wisconsin Department of Health Services
Curtis Cunningham, Deputy Administrator of the Division of Long Term Care

From: Dane County Families and Long-Term Care participants

Re: Transition to IRIS/Family Care in Dane County

As family members and individuals with disabilities who currently depend upon the long-term care system in Dane County to maintain our quality of life, including employment and community participation, we write to express our concerns and pose questions about the transition to the new Family Care/IRIS system.

In the last 6 months, we have attended information sessions and are trying to learn as much as we can to make informed choices about which system we will choose (Family Care or IRIS) and which managed care organization or IRIS consultant agency is best equipped to maintain our trusted relationships with providers, can best meet our needs and goals and guarantee us minimal disruptions in care, including maintaining employment, the critical transportation supports that get people to work, and the supports to remain in our homes without gaps or reduction in supports.

As you may know, change is complicated and stressful for families and individuals who rely upon a system of supports for daily and complex needs. Dane County has remarkable outcomes in comparison to the rest of the state in several key areas, and we/our loved ones have benefited from a model that we hope you commit to continuing. Specific outcomes and innovations include:

- 60% overall integrated employment rate for individuals with intellectual and developmental disabilities; and 92% integrated employment rate for young adults leaving school, regardless of disability severity; working over 15 hours/week in paid employment, earning minimum wage or more;
- \$3.6 to \$3.9 million dollars per year in wages earned for people with intellectual and developmental disabilities, used to contribute to their lives in the community;
- Paratransit program using braided funding that provides nearly 200,000 rides per year, many of which transport people to and from their jobs;

- A culture of community supported living, as opposed to congregant residential supports;
- Tailored supports to meet individualized needs and reduce both costs and crisis, including community nursing, Waisman TIES behavioral supports, the LOV-Dane family support model, Night Owl overnight monitoring system, etc.

Many factors of the Dane County system support these incredible outcomes, including collaborative relationships with schools and the Division of Vocational Rehabilitation (DVR); models of blended and braided funding, cooperative relationships among providers, and a transportation agreement with the city and county public transit, among others.

Even though options counseling has not yet begun in our County, we are seeking answers to basic critical questions and either get no information, or are hearing disturbing responses that do not ease our anxiety.

We appreciate answers to the following:

- Many of us have a support broker who has played a trusted role for our family member, often over years or decades. Some people in our county do not have family members to help them make decisions and rely on the advice of a support broker. No other county system uses support brokers the way we do in Dane County. Can that person attend and participate in options counseling meetings with us?
- As an MCO/ICA, how will you plan to collect information from current providers, including support brokers/case managers, vocational agencies, and supported living agencies, who work with individuals directly once a participant has selected you?
- The integrated employment rates of the two MCOs and the IRIS consultant agencies chosen to serve Dane County are very low. Keeping my/my loved one's job is incredibly important. What investments or changes are you making in your organization to ensure that people's jobs will continue and at the current number of hours per week they are working?
- The transportation system that supports people with disabilities in Dane County has been built over time and includes key relationships with city and county public transit. Without guaranteed maintenance of transportation options, many people with intellectual and developmental disabilities will lose their jobs. Dane County's model for transportation does not exist in any other Wisconsin counties. How will you ensure no one loses their rides that connect them to other key parts of their life and supports, including their job?
- Because Dane County's system is so different than other parts of the state, (we have very few people in sheltered work; we have very few adult family homes and many people in supported living and their own apartments) families need more detailed information about provider networks and implementation plans in order to make

informed choices prior to choosing either Family Care or IRIS or an MCO or ICA. How can we get this information now? What safeguards will you put in place to ensure that residential providers do not move people to more congregate settings, e.g. from apartments to adult family homes?

- As referenced previously, Dane County's current service system is different in several key ways from the services provided in other counties. What plans do you have to adapt your models so that they can better match the services and outcomes desired by consumers in Dane County? This information will be particularly useful to have prior to visiting the ADRC for Options Counseling and prior to the enrollment deadline.

We are glad to have choices in this system and hope that the Dane County model of success is something you are committed to and that ultimately will become the model for delivering long-term supports throughout Wisconsin.

Sincerely,

See attached list of families' and individuals' names and addresses