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State of Wisconsin

Council on Physical Disabilities

WCPD Quarterly meeting minutes 4/24/2014

Crowne Plaza

Chairperson Barrett called the meeting to order at 9:13 AM

Welcome and Introductions

Members and liaisons: Ben Barrett, Maureen Ryan, Heather Bruemmer, John Meissner, Noah Herschkowitz, Barbara Belling, Karen Secor, Craig Wehner, Joanne Zimmerman, Roberto Escamilla, Charles Vandenplas (phone)

Staff: Dan Johnson, Sarah Lincoln, Molly Michels

Guests: Dave Steppen, Shawn Thomas, Dee Benar *check spelling on all*

Motion to approve agenda: *Escamilla/Herschkowitz—carried*

Motion to approve minutes: *Escamilla/Secor – carried*

Additions to the agenda:

ERI Outreach for Youth with Physical Disabilities

Maintaining the Coordinator of People with Physical Disabilities position

Video from Roberto Escamilla

Updates:

Discussion of photos of some of the members at two bill signings. One bill concerned parking for people with disabilities and the other concerned mental health reporting changes. The parking bill does not include all issues that the Council has discussed, including signage.

Non-Emergency Medicaid Transportation (NEMT) Update:

Dave Stepien—Section Chief, Bureau of Benefits Management, DHCAA

Shawn Thomas—Program and Policy Analysis, Bureau of Benefits Management, DHCAA

- PowerPoint presentation
- First implemented in 2011.

- LogistiCare was the first transportation manager
- A new RFP with open bid was put out by DHS and won by MTM
- MTM implemented in August 2013
- Focus on reasonable and timely access to transportation to covered services; appropriate and economical mode of transportation; robust statewide transportation network; reduction in waste, fraud and abuse
- Transportation covers any Medicaid covered services.
- WCPD Members asked about complaints from people trying to get rides that are then cancelled
- 99% success rate for rides according to the data that is collected by DHS
- WCPD Members discussed the process for complaints and resolution
- Most complaints can be resolved at the manager level and do not escalate to DHS or Office of Inspector General
- Shawn Thomas reviews the denials of services cases
- Contract manager is a DHS employee who is onsite at MTM two days a week. Monitors call center operations and complaints. Ensures compliance with the RFP and contract requirements.
- Online complaint submission system
- Statistics are available online
- June 24, 2014 RFP release for NEMT advocate function
- WCPD Members discussed the determination if someone is able to utilize public transportation. Level of need must be analyzed prior to being given authorization for a ride.
- If something inhibits a client from taking public transportation, they are given a 2 week grace period while a new level of need analysis is conducted.
- Clients have a member profile that will give the specific needs of the client
- WCPD Members shared anecdotes about experiences with the ride process
- WCPD Members discussed the number of providers, the recruitment process for new providers and statistics regarding providers who have left the system due to requirements.
- Transportation providers must meet standards set by DHS
- Providers must cover 120% of the county area to ensure adequate capacity
- MTM is looking for providers that both meet the requirements and perform well.
- WCPD Members suggested that prior to this transportation system, there were significantly more providers around the state.
- 185 transportation providers in WI, 23 fixed route providers in Wisconsin
- DHS monitors the number of people who are actually receiving rides as the provider are contractually obligated to provide.
- The member must sign off on each ride, including the time of arrival. DHS tracks late rides through these forms.
- MTM tracks the data, which is monitored by the Contract Monitor.
- WCPD Members questioned why MTM was tracking their own data
- Contract Monitor assures that work flow and process is correct.
- WCPD Members asked how timeliness is being defined. RFP indicates that there is a 15 minute period.
- DHS may assess fees to MTM based on lost services.
- MTM is implementing corrective action plans for turning rides back at the last minute—"no vehicle available" category. Transportation provider is assigned when they receive the call. They should turn back rides within 24 hours of receiving the call and request, not within 24 hours of the ride.
- WCPD Members discussed the issue of ride clients being afraid to ride public transportation as well as the length of time that it takes to get places via public transportation.
- There is a requirement that they would not have to transfer more than once.

- WCPD Members asked if providers charge different amounts for providing the ride.
- The arrangement for payment is done with MTM, not with DHS.
- WCPD Members indicated that providers are charging different amounts and the lower cost providers are chosen. When they are unable to provide a ride, the higher cost provider is not called as a back-up.
- There is a Transportation Advisory Council. Disability Rights Wisconsin is also a big player on the committee.
- WCPD Members discussed the data collection and complaint resolution systems.

WCPD Members will send questions to Ben who will forward them to the NEMT folks – Make motion

*Motion to assign a member of the WCPD to attend the Transportation Advisory Council—
Secor/Herschkowitz-passed*

Division of Long Term Care Update:

Brian Shoup, DHS Division Administrator

Carrie Molke, DHS Bureau Director

- Governor announced the expansion of Family Care into 7 counties in NE Wisconsin
- Effort to create a new MCO has been going on for many years
- Governor wants the RFP out in 4-5 weeks
- Anticipated enrollment starting in the first half of 2015.
- DLTC is very happy about the expansion. It will remove people from the wait list and provide an opportunity for people to have Family Care statewide.
- Expansion for the remaining 8 counties is under discussion.
- The new 7 county district will likely be the last multi-county district that comes into Family Care. Dane County may end up having its own district, but remaining counties will append to existing districts.
- Brian Shoup thanked the Council for the advocacy to make this expansion happen.
- Brian Shoup congratulated the Council on the parking legislation being signed in to law yesterday.
- The Council worked diligently on working to develop this legislation. Two bills that the Council developed are now law. A third bill that the Council questions was also signed. Two bills that the Council helped develop were not passed.
- Parking fines have been increased. Municipal authorities may now ticket parking violations. The third bill uses language of “lift van” which is problematic. Council will work with the Governor’s Office to try to clean up the language.
- Council will continue to develop the bills around signage and striping in parking lots.
- WCPD members discussed the opposition of small businesses to the proposed bill to make parking lots that are re-striped comply with current standards.
- Governor has signed nine bills regarding people with disabilities.
- Employment is a big initiative for the Governor and the DLTC. DVR and DPI and Children and Families are key partners with DHS.
- Project SEARCH expansion. The Governor has enabled an expansion to 20 more sites around the state. The Request for Applications was released last week. A Memorandum of Understanding will transfer the legislated funding from DWD to DHS. The RFA will provide training and technical assistance that is required for all new Project SEARCH sites.

- WCPD Members asked about the employment rates for Project SEARCH and the number of graduates who are employed in the host business. 30% of graduates are typically employed by the host business. Interns learn core, transferrable skills that will apply to their chosen career paths. It is not expected that the graduates all will choose to work in the same field as the host business.
- Dementia Care redesign. DLTC is developing partnerships to implement this plan. Events will be planned in June around the state to gather input.
- WCPD Members asked if there will be one or more MCOs in the new region.
- There has been no decision about the number of MCOs at this point.
- DLTC supports integrated employment and is prioritizing these programs throughout the Division.
- WCPD Members asked about the provider networks and MCO finances.
- DLTC is committed to a market based model and the capitation model. Will the business practice be aligned with the capitation model?
- MCO bankruptcy: DLTC does not want to go through that again. Issues may include that capitation rates are not high enough or that costs are too high, including administrative and overhead costs.
- An MCO must manage overhead, know clientele, know members, etc. in order to be successful.
- DLTC is examining rate structures.
- DLTC wants strong, well run, well managed MCOs to ensure sustainability of the Family Care model.
- WCPD Members asked about the plans for Dane County.
- Dane County is willing to put tax levy dollars into Long Term Care services. Not all counties are able to inject that kind of funding into services. Dane County is keeping its options open and there will be discussions about Family Care.
- CMS' position is that Wisconsin has secured the waiver and has two streams of program options. One is Managed Care (FC, Partnership and Pace) and the other is IRIS. Those are the two fundamental choices to give to consumers. CMS expects that WI follow through on providing those choices to all consumers.
- DLTC cannot be successful without strong advocacy.
- DLTC staffs six statutory councils: Council for Deaf and Hard of Hearing, Wisconsin Council on Physical Disabilities, Statutory Council on Blindness, Governor's Committee for People with Disabilities, Aging Advisory Council, Long Term Care Council.
- Carrie Molke indicated that the Councils all have similar areas of interest and concern. DHS has not had a good level of representation at the meetings. They should have representatives at meetings in order to share information, gather input and to answer questions.
- Increase communication, collaboration and efficiency in the processes for staffing the Councils.
- WCPD Members discussed the issues with participation on individual councils, lack of updating plans. The Governor's Committee is supposed to represent the other Councils and is a reflection of the issues with other Councils.
- There used to be a summit of the Councils, where they got together so share information and discuss common themes. This was supported by the Independent Living Council.
- AODA and Mental Health Councils are not currently represented on the Governor's Committee for People with Disabilities.
- DLTC will continue to work on streamlining the staffing and management of the Councils.
- WCPD Members indicated that the different Councils seem to be active and inactive at different times, depending on what is happening internally.
- There could be a workgroup with representatives of the different Councils to develop plans to improve collaboration and communication.
- WCPD Members used to have business cards.

- WCPD is continually updating their state plan.
- Councils could have co-meetings in the same time and place.
- ILC and Rehabilitation Councils are planning a joint meeting.

Liaison updates:

Insurance Commissioner's Office – Barb Belling

- Open enrollment under the Affordable Care Act has ended. There was a lot of confusion and problems with communications especially those that signed up through the exchange. The Council asked for some information on how WI did compared to other states. That information is not available at this point.
- As a regulatory agency we do education and outreach on Insurance issues that may fall under our sub-committees. They would be willing to do further education to the Council if asked. The Commissioner's Office also has some advisory committees on specific issues – Council members are invited to participate if interested.

Heather Breummer – WI Board on Aging and LTC

- Medigap Part D and Prescription Drug Helpline and Medigap SHIP Volunteer Program Brochures were handed out.
- Increased staff support is really needed on the Ombudsman Program for Family Care – they are serving a huge population on a very small budget.
- Vacant position on the Western side of the State. They are trying to get that position back into the biennial budget.
- LTC Council is working hard on Dementia Care redesign plan and Employment. Their charge is to oversee the expansion of FC/IRIS and the ADRC's and a huge focus moving forward will be on the expansion effort. The Council is charged with overseeing all Adult Long Term Care programs including all Waiver Groups. They also look at Transportation issues for those in the LTC programs as well.
- ADRC Staff are still really struggling with disability issues because so many of them are aging experts.

DVR: Craig Wehner

- GPR funds for 9 new positions
- Wait list of 4,571 is down to 3000, down 26%.
- Category 2 wait list may go away by the end of 2014.
- As people come off DVR services and get jobs, more people can come in to services.
- 3,850 was the goal, currently at 2,539 or 65% of goal for FFY 2015.
- The two biggest initiatives are Project SEARCH and PROMISE.
- Project SEARCH goal is not to get a job at the host business, but to use the transferrable skills. Model includes a placement component to explore jobs in the community and in the business.
- PROMISE Grant: \$32.5 million to break the cycle of poverty and disability benefit dependence for youth on SSI ages 14-16 and their families, statewide.
- PROMISE is a research demonstration project. 2000 individuals will be enrolled. 1000 will be in the control group and 1000 will receive services. There will be random assignment.
- UW Stout is doing the research component.

- The intervention group will go on the wait list, but will receive immediate services because the funding is through the grant. When the individual comes off the wait list, then DVR will assume the funding.
- The wraparound services will include asset development, job exploration, benefits counseling and other services to increase financial and educational attainment for the whole family.
- DVR is looking at increasing the number of providers around the state. Some areas have many and some have few. Rural communities have a lower volume of clients with needs, but need to have a choice of providers.
- Business Services Consultants are throughout the state to increase contact with businesses.

Public Comment:

Dee Bernard, Director of Access to Independence

- Focus on youth transition
- Many programs for students who are eligible for long term supports
- Not many for students who have physical disabilities.
- People with disabilities need to understand disability history, culture and how their disabilities affect them. How do they ask for accommodations and how do they know what accommodations they need?
- There is a huge gap in how to support people with physical disabilities to have meaningful employment for a long time.
- Employment after graduation falls apart after a year or two. They are often on a wait list for DVR or other programs. They then flounder.
- There is a wide spectrum of people with physical disabilities, not just those with mobility issues.
- There are states that require within their school systems that students are taught about disability history, culture, the ADA, how to ask for an accommodation and to be proud of who they are.
- The Independent Living Centers can be a strong partner for the Council to work on these programs to help people with physical disabilities to be employed.

Maureen Ryan, Executive Director, Wisconsin Coalition of Independent Living Centers

- WCPD is a strong, active council and does a tremendous amount to advocate for people with physical disabilities.
- The website does not reflect the volume of work of the Council.
- The charter stipulates that only 6 of the 14 members of the Council have physical disabilities. The majority of members should have people with physical disabilities. The current required make up does not adequately represent the constituency that the Council is supposed to represent.
- Thank you for your good work and membership in Survival Coalition and the Governor's Committee for People with Disabilities.
- 51% of the Independent Living Council, board and staff must be people with disabilities.
- ILC would like to see term limits added to every Council's statutory language.

Long Term Care and Employment Committee:

MAPP Legislation:

- Representative Jacque introduced a bill to make changes to MAPP.
- Governor's Committee for People with Disabilities had an ad-hoc committee work with DHS and the legislature to develop the bill.
- There is an ongoing controversy about the issue of unpaid work.
- The loudest voices against the paid work requirement were representing the Mental Health consumers who work in unpaid jobs at drop in centers.
- To support people with mental illness to get into private sector jobs, the quality of providers and IPS must be in place before the in-kind work exception is removed.
- People with physical disabilities are also affected by the in-kind work allowance. They currently have a 3% employment rate.
- Why are people not being paid to do the in-kind work?
- Difficult to call it a work incentive program if people are having unpaid work experiences.

Transportation Committee:

- Senator Petrowski and his staff were instrumental in getting the bills passed and signed on 4/23/14.
- This move started at the legislative breakfast last year.
- John Meissner suggests that the Senator and his office be recognized somehow by the WCPD.
- There could be a presentation at the Capitol at the next meeting in July.
- Include a press release to the Wheeler report and to local district newspapers.
- Present a plaque to the Senator and his staffer who worked on the legislation.
- *Motion to recognize Senator Petrowski, Assembly Person Ripp with plaques, a letter to Tim Fiocchi, and a press release to local district papers in thanks for their work on the parking legislation. Include a photo of the signing of the bill. Meissner/Zimmerman—passed*
- *Motion to send a letter to NEMT supporting the full audit of their program Zimmerman/Secor – Passed. (Maureen Ryan will send sample letters for the Council to use).*

Housing Committee:

- Joanne was not able to attend the last Housing Committee meeting.
- They are looking for pictures of visitable homes for the State Housing Committee can use the pictures on the website www.visitablewisconsin.org for the public to see some examples. It would also be helpful to add resources to the website that gives existing homeowners resources for making their homes more accessible.
- Looking for organizational endorsements for visitability that says that you support visitable homes for all people.
- WHEDA is encouraging more places to provide services to Vets who need to maintain their housing.
- New money has been added to the Housing State Budget and the focus is on homeless and vets.

Emergency Preparedness:

- The Committee is now meeting bi-monthly.
- The FAST training Karen attended was associated with Sheltering with the Red Cross but there was a lot of other information shared.
- Hospital Preparedness Group has lost a big piece of their funding – up to 30%.

- There are still some issues around shelters having the capacity to help people with disabilities.
- There is a large public health component to all of these plans as well.
- Bayfield Ice Caves were a huge draw for the population in Bayfield however it was a huge issue for the city because they didn't have the infrastructure to deal with cold weather issues. It turned into an emergency preparedness issues for the city!
- The next meeting for the committee is June 10, 2014.

Old Business:

- New Members – Molly has followed up with the Rep. from the Gov's office to follow-up on the appointment of new members. Hopefully we will have new members for the July meeting.
- **Audit of NEMT Update from Carrie Border – GVAR/Sandy Popp-Options on the hearing at the Capitol on the NEMT Audit:**
 - The hearing went well today and there was a lot of testimony around issues that consumers are experiencing.
 - The members of the Legislative Committee listened very well to all the consumers. They really seemed to understand the issues and were responsive.
 - There will be a stakeholder committee meeting with the legislative audit bureau.
 - The unanimous response was that the LAB wanted a comprehensive audit not just a complaint audit.
- ADA Legacy Update – Dan Johnson
 - More meetings this week in Madison, Milwaukee and Racine.
 - Looking to move in June up north to visit DRW Rice Lake Office to join them in their public hearing. NCIL in June as well to bring in a lot of people as well.
 - ILC's will be the hosts to reach out to consumers for these public meetings to collect the stories of all those involved in the advocacy work in the 70's, 80's and 90's.
 - Ongoing meetings to discuss funding for the event in WI. We are trying to get access to the materials from the National Tour to WI to be part of our celebration.
 - ERI is doing research on doing an App in order to gain more interest from youth and non-disabled populations.
 - WI Historical Museum is helping the efforts as well and we are hopeful that we can join in on some of Civil Rights displays they are working on this summer.

New Business:

- Biennial Budget Initiatives – Dan has submitted a biennial budget request for more support for the Council as well as to restore the funding for The Office of Physical Disabilities.
 - *Motion for the Executive Committee to have a meeting to discuss how we can move forward on the Biennial Budget Initiatives that will allow us to better address the State Plan Initiative as well as the 25th Anniversary. Barrett/Secor – carried.*
- Discussion around recognizing the Council's 25th Anniversary in 2015.
 - Governor's proclamation on the celebration of the Council.
 - Invite some of the original members to the July 2015 meeting.
- Staff will send out the most recent version of the State Plan to review so that by the July meeting we can review and make changes.
- ERI has a contract from DHS to do a PD Campaign statewide to do outreach on PD issues. We will do outreach to the public for focus groups.

Next meeting July 24, 2014 in Madison – at the Capital:

- Invite NEMT Ombudsman
- Heather suggested that we meet with the Gov's office now and not wait until the July meeting. Talk about the proclamation during that meeting as well. She is willing to participate in those meetings.
- State Plan review
- Governor's Office representative
- Brian Shoup
- Project SEARCH
- Lunch time speaker Damian Buchmann – Milwaukee Area Rec. Program

Motion to Adjourn – Zimmerman/Escamilla – carried