



State of Wisconsin  
**Department of Health Services**  
Scott Walker, Governor  
Linda Seemeyer, Secretary

Dane County  
**Department of Human Services**  
Joe Parisi, Dane County Executive  
Lynn Green, Director



Tuesday, August 29, 2017

Dear member:

You may have heard that you are going to have different options for receiving your long-term care services and supports when Family Care, IRIS (Include, Respect, I Self-Direct), and Family Care Partnership are expanded to Dane County. Dane County is Wisconsin's 71<sup>st</sup> County to implement these programs.

We recognize that this transition may cause some anxiety among those we serve, as change almost always does. We would like to assure you that both the state and county are committed to preserving and enhancing the long-term care services you value, and we are working together to make sure this transition is as seamless as possible.

Wisconsin has long been a leader in the nation in providing long-term care programs that serve members in the community and avoid nursing home and institutional care. Wisconsin pioneered the community programs, and we are now on the verge of offering these services to **all** who need them, ending the wait list for about 500 people in Dane County. Thank you for being part of this incredible legacy.

Currently, your long-term care needs are delivered through the Community Options Program (COP) or Community Integration Program (CIP), which are state programs coordinated by Dane County. Family Care, IRIS, and Family Care Partnership are also state programs, coordinated by Managed Care Organizations (MCOs) and IRIS Consultant Agencies (ICAs). You will have the opportunity to select the MCO or ICA that best meets your needs. Both Family Care MCOs and IRIS ICAs have high standards of performance and expectations that require them to provide similar services to what you receive today. This includes supported employment, transportation, and supportive home care that allow you to live fulfilling and community-centered lives.

#### Upcoming Consumer Forums

You recently received information from the Dane County Department of Human Services about consumer forums that will be held in September. We encourage you to attend one of the five forums, as this is an opportunity to learn more about the transition. Representatives from the Dane County Aging and Disability Resource Center (ADRC), Wisconsin's Department of

Health Services (DHS), and the state's ombudsman programs, will provide an overview of the process and answer any questions you may have. **Representatives from Managed Care Organizations (MCOs) and IRIS Consultant Agencies (ICAs) will also be attending the member forums** to introduce themselves and provide background material.

If you are unable to arrange transportation to attend a consumer forum, please contact the Dane County Transportation Call Center at (608) 242-6489. All requests for transportation assistance must be made by September 5, 2017.

We recognize how important it is for you to feel comfortable with the process of transitioning your long-term care services, and we want to make sure you have access to all of the information you need. If you have questions or concerns now or in the future, we encourage you to contact:

ADRC of Dane County

Northside Town Center  
2865 N. Sherman Avenue  
Madison, WI 53704

855-417-6892 (toll free)  
608-240-7400 (local Madison)  
Email: [ADRC@countyofdane.com](mailto:ADRC@countyofdane.com)

Website: <http://www.daneadrc.org>

It is also important to note that if you feel the program, MCO, or ICA that you choose is not a good fit for you, you can always make a change. The independent and knowledgeable representatives at the ADRC will help you through that decision.

We look forward to a smooth transition, as we take another step toward ensuring everyone in need of long-term care services has the support to live healthy, strong, and independent lives.

Sincerely,



Secretary Linda Seemeyer  
WI Department of Health Services



Director Lynn Green  
Dane County Department of Human Services

*NOTE: If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least ten businessdays prior to the meeting.*

*NOTA: Si necesita un intérprete, un traductor, materiales en formatos alternativos u otros arreglos para acceder a este servicio, actividad o programa, comuníquese al número de teléfono que figura a continuación tres días hábiles como mínimo antes de la reunión.*

*LUS CIM: Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg txhais ntawv, cov ntawv ua lwm hom ntawv los sis lwm cov kev pab kom siv tau cov kev pab, cov kev ua ub no (activity) los sis qhov kev pab cuam, thov hu rau tus xov tooj hauv qab yam tsawg peb hnuv ua hauj lwm ua ntej yuav tuaj sib tham.*

Jennifer Fischer, ADRC Manager, 608-240-7460 WI Relay: 711