



WISCONSIN LEGISLATIVE AUDIT BUREAU CONTRACT EVALUATION

November 2001

Wisconsin Family Care Implementation Process Evaluation Report II

Under the terms of a contract with the Legislative Audit Bureau, the Lewin Group has completed its second report on implementation of the Family Care Pilot program. Its first implementation report was released in November 2000. The Legislature authorized the Family Care program—a redesign of Wisconsin’s long-term care system for the elderly and adults with physical and developmental disabilities—in 1999 Wisconsin Act 9. Act 9 also directed the Audit Bureau to contract with an organization other than an agency of the State to evaluate the pilot program. In addition to the enclosed report, the Lewin Group will provide a report on the program’s impact and cost-effectiveness, as well as additional reports on program implementation, in the 2001-03 biennium.

The Family Care program is being piloted in nine counties. Jackson, Kenosha, Marathon, and Trempealeau counties operate Resource Centers, which provide information and referral services to both consumers and providers of long-term care services. Fond du Lac, La Crosse, Milwaukee, Portage, and Richland counties operate both Resource Centers and Care Management Organizations (CMOs), which coordinate care and manage capitated payments for those determined to be eligible for the Family Care benefit. Expenditures for the Resource Centers and CMOs totaled \$32.2 million in calendar year 2000; expenditures are expected to increase in 2001 as enrollment is projected to increase from 2,875 individuals in March 2001, the first quarter in which all five CMOs were operational, to 5,100 individuals by the end of 2001.

The Lewin Group notes that since November 2000, the Department of Health and Family Services and the pilot counties have made considerable progress in implementing Family Care, although the counties are at different stages in terms of program processes, capacity, and enrollment. In January 2002, the counties will implement a final program element, an independent enrollment broker, as proposed by the Department and approved by the federal government. The Lewin report points out a number of areas that need to be addressed as the pilots continue, including outreach, provider relations, care management, quality assurance, and cost.

[full report, PDF file \(599KB\)](#)