

**Health Watch Meeting
September 10, 2008**

TOPIC	DISCUSSION
<p>Approval of Minutes</p>	<p>Introductions Approvals of August minutes-please e-mail Kari with any other changes. Announcements:</p> <ul style="list-style-type: none"> • (Julie Dixon-Seidl) <i>Milwaukee Listen Session is December 12th, 2008 from 4:30-6:30</i> ; invitation to other professionals to discuss what you need us to do?– RSVP’s are not needed. • (Tracy Reed) Action Alert-Milwaukee County Budget talking points-handout given. • <i>Multiple focus groups for Childless Adults next Thursday, September 18th from 5-7pm</i>; flyers passed out • (Tanya Atkinson) taking applications for paid canvassers to ask people what issues they care about ; please call Tanya directly @ 289-3749 shifts are typically 7hrs, please note that canvassers are on their feet for 6/7 hrs each shift .
<p>Agency of the Month Julie Dixon-Seidl, Disability Rights Wisconsin Milwaukee office: 773-4646 or 1-800-708-3034 disabilityrightswi.org</p>	<ul style="list-style-type: none"> • 1975 Disability Act passed to ensure an additional layer of protection to individuals with disabilities; different funding streams depending upon client needs; state protection & advocacy agency. • Priority Issues: abuse & neglect (individuals or institutional), community integration, long-term care, special education, discrimination. • 3 offices in WI (Madison, Milwaukee & Rice Lake); over 50 advocates • Attorney back-up (ADRC) if someone has a problem with benefits they can do fair hearings <p>Types of advocacy:</p> <ul style="list-style-type: none"> • School: special education; integration, schools not providing adaptive technology; expulsions; often a child’s behavior is criminalized; systems issues; lawsuits against MPS; schools need to improve the ChildFind system. • DVR/Housing: vocational rehabilitation; how to write a work-plan; employment/housing discrimination (cannot help if rent not paid); landlord education; accessibility with housing continues to be a problem; landlord-tenant trainings in fair-housing law • Employment Discrimination: hard to prove; employers will often make it uncomfortable for the employee; try to negotiate but will file a lawsuit if necessary. • De-institutionalization: teams come in to make sure there is a re-integration plan; we have a staff person on this team; receive complaints from other institutions and try to improve existing situations. • Benefits: SSI/Managed Care ; Family Care; denied eligibility; Milwaukee county/customer service

	<p>problems; service denials/terminations; state funded Family Care Ombudsmen-we have a new contract for this.</p> <ul style="list-style-type: none"> • Voting rights/accessibility issues: Madison office <p>Intake process:</p> <ul style="list-style-type: none"> • Intake specialist takes all information; can refer out if needed; brings to case review meetings on Mondays to determine who will work on it and what they will do; in emergencies, we can respond immediately. • Medicare Part D Rx hotline(under 60):1-800-926-4862 <p>Questions/Ideas:</p> <ol style="list-style-type: none"> 1. Do you train poll workers?-would be a great idea. 2. Curbside voting-poll workers are supposed to come to you 3. Draft a letter to different municipalities to encourage training of workers in disability law 4. MCFI-has a 1-page check list to forward to Julie on voter accessibility 5. There should be Election Protection workers at polling sites 6. Absentee ballot option
AGENCY REPORTS	See Attachment
EDS Report	None Reported
DHHS Report	<p><u>DHHS</u></p> <ul style="list-style-type: none"> • Back-log: 3 ½ weeks for verifications; backlog of 1, 000/day; 5, 000/week; Sept. 8th verification received; Saturday should complete backlog for August dates and beginning of Sept; 24 hr turn around; much of verification part of EC support specialist; 10 ESS outside of verification to process • Pending union grievance, trying to get 24 hour turn-around • Customer Service Unit-3 workers currently; since mid-August 610 emails are outstanding; trying to address critical concerns first. • Fair Hearings question: if no response-what would be the wisest route?; contact unit supervisors Ricardo Gonzales or Triny Perry • Modernization Initiative: July-2600 on-line apps; 40% increase from June; telephone interviews-July-1,500 scheduled 26% increase since June • Confusing walk-in & call interview letters=not enough appt slots for review appointments; working on changing the notice on change of decision-DHS working to update the letter for Oct review appointments. • DHS-urgency in changing letter <p>Contingency Plan</p> <ul style="list-style-type: none"> • If we cannot move forth; need to fill vacancies in the division; outsourcing would triple the staff; double customer service staffing

	<p>Questions:</p> <ul style="list-style-type: none"> • To hire county staff-it would cost more; trying to get the biggest impact for the \$\$\$'s; how many needed to accept current volume of calls? Hard to estimate number of calls received-can't differentiate duplicate calls. IMPACT will be able to increase the number of calls answered. • What skill sets do people need? To approve cases, a bachelor's degree would be needed otherwise a high school diploma like current workers are required to have. • Wages? Milwaukee County has high fringes benefits, 211 would not have to pay the same costs • Quality Assurance?-in contract; UWM, 211 at HW meetings; a corrective action plan would be in place. • Is there Copy of contract available? waiting for County Board approval • Mediation/collaborations?- grievance, disciplinary process; long process to take action against employees; ongoing meetings do take place; Corrective Action Steering committee, policy & procedures committee; however, there continues to be staff that do not do the work. • ESS workers at 2 AGENCIES: the move from W2 regions had nothing to do with performance but w/funding and how TANF dollars could be used; has 1 staff in each W2 region currently; out-stationed ESS worker's positions that those entities pay for; do send work to that staff on an overtime basis. • Where is the loss of jobs coming from? -behavioral health division 170-180 positions; savings impact entire budget • Outsourcing results in no cuts to the current County Budget that we are trying to maintain • Other coalition support? Make It Work Milwaukee-folks testifying at budget meetings. • If outsourcing does not happen? Areas that will impact the # of calls-try to maximize in other ways (i.e: website); few options; other options cost more \$\$; continue w/current initiatives; options are limited w/current staffing patterns • What % of staff is missing daily? 30% per day; again, the process of discipline takes so long
<p>GAMP Report</p>	<p>GAMP/BadgerChoice meeting was today, September 10th –nothing really big to report. As we know BadgerChoice has not passed yet. If it does pass, GAMP application fees COULD be waived-BUT NOTHING HAS BEEN CONFIRMED YET...PLEASE DO NOT TELL CLIENTS THEY CAN APPLY WITHOUT A FEE.</p>
<p>COALITION REPORTS</p>	<p>Mental Health Task Force Hunger Task Force HASSR EPIC SSI Managed Care</p>

	Please see attached report.
ONGOING ISSUES AND ACTION	<p>Legislative Updates (Tanya): starting to wrap up with budgets, do we want to request anything? Policy recommendations; please e-mail us.</p> <p>Call Center Outsourcing Task Force (Kari): has contacted a Union representative, County Fiscal Department representative, Legal Action to attend future meetings.</p> <ul style="list-style-type: none"> • Do we wish to support this? What are Health Watch’s thoughts? • Get Union perspective first; it doesn’t make sense for an advocacy group to oppose a union movement (people’s movement). • Change needs to happen. • Trying to help working people (County workers) but do not want to be forced to keep them if they are not doing their jobs • Do not have enough information yet; many unanswered questions • HW does not have to support or oppose, rather take on a monitoring role as an alternative • Any other coalitions made decisions about this? specific things they are looking for? • Position Paper-what do we want? • Legal Action Co. lawsuit-what is our vision of this system?-help Legal Action at the end of the lawsuit • Safeguards-what tools are there to monitor the effectiveness of the outsourcing? • Monitoring vs. Support/Oppositional Role • Milwaukee Co- past promises w/ new phone system; seems the County is throwing good money after bad. • 211-good reputation; additional costs but overall saving money; how many actual jobs will be affected? • More w/less is the reality; no one wants to fill positions • Union wants to save jobs that no one wants; if Milwaukee Co. cannot fill positions, why do you want to save them? more and more people doing less and less and less... • County & Unions need to come together to discuss solutions- has there been a mediation? • Do we want to put together a committee for recommendations? • Present to EPIC to draft? To Health Watch? • Reach out to other coalitions for input? open-ended offer to any coalition-let them sit on a subcommittee=increase likelihood of them signing on; get a member from each coalition together • Time Constraints? Send notice out to co-chairs w/ timelines; end of Oct. budgets due-send ideas/concerns to Kari
Next Meeting:	Wednesday, October 8, 2008from 9:30-11:30; Location-Aurora Family Services 3200 W. Highland Ave.

