



## President's Message

by Shelley Hansen-Blake



**H**appy New Year from the CAPOW Board! I hope you and your families enjoyed a wonderful Holiday Season. Now, back to the daily grind!

As we enter the second decade of this century, I wonder how it is that time seems to go faster the older I become. It's hard to believe ten years have passed since we were all anxious about Y2K disasters. As it turns out, I spent a

peaceful New Year's Eve in 1999; waiting and ready to respond to the potential chaos of technology failures.

Although the year 2000 started on a quiet note, a fast pace of change set in the following years. Web-based advances have outpaced society's ability to assimilate them into mainstream culture. There were no social networking sites 10 years ago. We used to meet friends in person and chat on the phone. My children now have entire relationships without personal interaction. We have to learn a whole new language. I have to admit, I thought "twitter" was what birds did outside your window on a Spring morning.

And, unfortunately, all our lives have been affected by tragedy, disaster, and distressed circumstances. We were rocked by the events of 9-11, and discovered the United States is not immune from terrorism. Hurricane Katrina and its aftermath caused catastrophic devastation. The housing boom followed by the housing bust, financial institutional failures, loss of vital manufacturing and employment, skyrocketing health care costs, and the rise and fall on Wall Street have left their marks. Let's not forget Avian Flu which pushed us into preparing for a pandemic; and H1N1 which turned the plans into action.

There have been encouraging and promising events that happened, as well. Our first president of African American heritage was elected. Communities all over the country took in refugees from the storm ravaged south and sent crews of volunteers to assist in rebuilding efforts. Many heroes and heroines emerged as a result of the 9-11 tragedy; and a renewed sense of unity evolved. In tough economic times, families and neighbors pulled together. Each of us found our own sense of what really matters.

For most of us, the New Year brings "resolutions". One of mine is to have renewed faith. With that comes a commitment to take action. It does no good to mourn the good old days. If you are really honest, the good old days weren't all they're cracked up to be; and we are all better off due to the advances in technology we enjoy today.

To be sure, there's a lot of work to do. There's not enough money, not enough time, not enough people. Yet, here we are. There is nowhere to go but forward. As a wise friend of mine told me today, "rainbows only appear after a good rain".

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## Lobbyist's Report:

### Working For You "Under the Dome"

by Ramie Zelenkova



**H**appy New Year members of CAPOW! The beginning of 2010 brings us closer to the end of the 2009-10 legislative session, but no further away from the challenges we face as a result of Wisconsin's struggling Medicaid program. On December 17, the Department of Health Services Secretary Karen Timberlake gave members of the Joint Committee on Finance an update on the Department's plan to cut \$207.7 million in state General Purpose Revenue in the Medicaid program. However, the figure actually means the Department

must identify \$633.1 million in cuts because the state will lose \$425.4 million from the Federal Medicaid Assistance Percentage (FMAP) share as a result of the General Purpose Revenue cuts. As part of the plan the Department will reschedule one month of Family Care MCO capitation payments, and will accelerate the January 2011 capitation payments to take advantage of the Wisconsin's increased FMAP share, which was temporarily increased in the American Recovery and Reinvestment Act for the period from October 1, 2008 to December 31, 2010.

CAPOW representatives met with legislators and DHS officials to register our concerns with the proposed plan. In those meetings, board members stressed that delayed Family Care MCO capitation payments will result in delayed payments to providers. DHS expects Family Care MCOs to make timely payments to providers. However, the expectation does not seem feasible considering payments to providers are often delayed and recent rate negotiations have been extremely demanding, which is likely a result of underfunding and lack of accountability of Family Care MCOs. An added concern relative to funding, based on the Department's plan and fiscal estimates presented to the Joint Committee on Finance in December, the Legislative Fiscal Bureau estimates that the Medicaid program could experience an additional shortfall of up to \$150 million in the BadgerCare Plus program, including the new BadgerCare Plus Core Plan for childless adults. As a result, the Department is moving forward with a second round of ForwardHealth Rate Reform meetings to identify additional savings in the Medicaid program. The first meeting is on January 26. CAPOW will be represented at the meeting.

The Department and Family Care MCOs continue to look at ways to reduce the cost of residential services for persons with disabilities. During stakeholder meetings, CAPOW representatives continue to stress the importance that Family Care capitation rates and rates paid to providers for services cover the actual cost of services. CAPOW will work with all stakeholders to reduce costs, where costs can be reduced, but there must be a willingness to acknowledge and pay for the actual cost of services for the most vulnerable populations. Lastly, one positive result of the challenges before us is a proposed audit of the Family Care program, something CAPOW supports. Representative Samantha Kerkman requested the audit. The request is before the Co-Chairs of the Joint Audit Committee, Senator Kathleen Vinehout and Representative Peter Barca.

I look forward to working with CAPOW on these challenging issues in 2010.

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# The Main Ingredient

by Robert Evans Wilson

The Un-Comfort Zone

In 1907, during a Major League Baseball game, second base was stolen 13 times by the winning team. The catcher for the losing team, Branch Rickey, was unable to pick off even a single runner. That record stands to this day. It also spelled the end of Rickey's career as

a baseball player after just two short seasons. With nothing else to do, he went to college and law school.

Six years later, he returned to Major League Baseball. This time as a manager – and what a manager he turned out to be! He created the modern baseball farm system, which enables Major League teams to nurture and develop future stars through their Minor League teams. He was the first to establish a permanent spring training facility in Florida. He changed the way statistical analysis is used in baseball by proving that *on-base percentage* is more important than *batting average*. Branch Rickey is best known, however, for breaking the color barrier by bringing African-American Jackie Robinson into the Major Leagues. It earned him a spot in the Baseball Hall of Fame.

Rickey offers this as his recipe for success, "Success is where preparation meets opportunity." A simple formula that reminds me of the old joke: "How do you get to Carnegie Hall?" The answer: "Practice. Practice. Practice." Obviously, you can't take advantage of an opportunity if you don't have the skills. It's a good recipe for success, but it doesn't reveal the secret main ingredient.

A funny old song from Frank Sinatra gets us little closer to the answer. Do you remember these lyrics from *High Hopes*?

*Just what makes that little old ant*

*Think he'll move that rubber tree plant*

*Anyone knows an ant, can't*

*Move a rubber tree plant!*

I love that song because a stanza later we learn the ant CAN: "Oops there goes another rubber tree plant." Is having "high hopes" the secret ingredient? No, but it gets us closer to it. You see the ant succeeds because he doesn't know that he can fail.

Think about some of the people you know who are successful. What is it that makes them big achievers? What traits do you associate with them?

When I ask this question of my audiences I frequently hear the following ingredients: Courage, Perseverance, Enthusiasm, Discipline, Confidence, Decisiveness, Self-reliance, Responsibility, Focus, Ambition, and Optimism.

All of these are certainly traits of successful people, but which one is the overriding characteristic? Which one is the main ingredient?

None of the above!

That's right – none! Yes, they are all important, but there is one ingredient that makes the cake, and that is simply your *belief* that you will succeed. It's called *Self-Efficacy*. Your belief in your ability



## Upcoming Meetings

### Next Meeting

**Date:** January 27

**Time:** 12:00pm-2:00pm  
MARC in Madison  
901 Post Road  
Madison, WI 53713

**Agenda:** Legislative updates, CAPOW business, Membership, Standing reports from collateral associations and 2010 February Planning Session

### New Officers for 2010

Shelley Hansen-Blake – President  
Bob Glowacki – Vice President  
Julie Nichols-Younes – Treasurer  
Richard Berling – Secretary

to achieve what you seek is the biggest part of actually getting there. The best part is that self-efficacy is a trait that can be acquired at any age.

We acquire a sense of self-efficacy in four ways. The first way is cumulative. With each success we achieve we add a new layer of confidence in ourselves. The second way is through observation. When we see someone similar to ourselves succeed, we realize that we can too. The third way is controlled by our attitude. A positive attitude enhances our belief in our abilities whereas a negative one destroys it. The fourth way is from the encouragement of others who believe in our ability to succeed. This is where you as an effective manager can help your people succeed. Tell them that you believe they can meet their goals and you will help them believe it too.

*Robert Evans Wilson, Jr. is a motivational speaker and humorist. He works with companies that want to be more competitive and with people who want to think like innovators. For more information on Robert's programs please visit [www.jumpstartyourmeeting.com](http://www.jumpstartyourmeeting.com).*