



President's Message

by Shelley Hansen-Blake



The membership of **CAPOW** knows that a quality workforce is the backbone of quality services. We understand the critical role the men and women who work in this field play in the lives of consumers. **CAPOW's** mission has never been as critical as it is now.

"To improve the wages, benefits, recruitment, retention, and public awareness of direct service professionals to enhance the quality of community-based services for people with developmental disabilities."

As rapid change continues through the expansion of Family Care statewide, it is human nature to hunker down and cling to whatever you can hold on to. This is an urge we need to curb. We need a call to action to successfully represent the best interest of the workforce who compassionately assists vulnerable people to have full lives in their communities. Who is going to make Family Care successful?

Direct Support Professionals! How will the goals of Family Care be accomplished? **By Direct Support Professionals!** Consider the goals of Family Care.

Choice of where and with whom to live and work; what community activities to engage in; and who provides the care and assistance a person needs.

Access to an array of necessary services to meet individual needs and outcomes in their communities.

Quality of individual health and social outcomes that improve the overall long-term care system.

Cost Efficiency to create savings that meet the growing demand for long-term care services in the future.

In order for any of these goals to be met, a dedicated **Direct Support Professional** must be in the lead. People we support need assistance in carrying out their **choices**. DSPs are active in the home, community and work lives of individuals with Intellectual and Developmental Disabilities. DSPs are the **access** point for individuals to achieve personal outcomes. The positive, consistent relationship between a consumer and DSP is **quality**. Without the supportive, caring and knowledgeable **Direct Support Professional** quality is not achieved. And finally, as the demand for long-term support in the community grows, so does the demand for DSPs. In order to achieve **cost efficiency** we need a stable, reliable, well trained workforce who deserves to earn the respect of the community and a livable wage for the extremely sensitive work they perform.

*My home is not just a house. My family is not just other people. My helpers are not random strangers. **Why does it seem the standard is different for people in Family Care?***

One home is *not* like another. One housemate is *not* like another. One DSP is *not* like another. **No Substitutions Allowed!**

CAPOW will keep its pledge to stand up for the **Direct Support Professionals** who stand behind each of the consumers of Family Care services.

Shelley Hansen-Blake

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Lobbyist's Report:

Working For You "Under the Dome"

by Ramie Zelenkova



With spring upon us funding for the Wisconsin Medicaid Program remains a priority for the State Legislature and Doyle Administration; however, everyone is still looking for that "silver bullet" to address the shortfall in the program in order to maintain quality essential services for the most vulnerable populations. As reported in a previous update, the Joint Audit Committee met in January to consider an audit of the Medicaid Program. Our president,

Shelley Hansen-Blake testified in support of the proposed audit, emphasizing the need for a separate audit, or a special focus on the Family Care Program. Many organizations that represent long-term care providers support a separate audit of the Family Care Program and, like CAPOW, continue to communicate support to members of the Joint Audit Committee. To date, the committee has not scheduled action on the proposed audit.

Perhaps in response to the proposed Medicaid audit, or in response to consistent complaints and concerns from the long-term care provider community; the Division of Long-Term Care, led by Susan Crowley in the Department of Health Services, recently convened a group of providers and advocates to discuss concerns regarding Family Care Managed Care Organizations and a lack of communication among long-term care stakeholders. The goal of the provider forum is to identify more effective strategies and better communication among stakeholders as Family Care expansion continues. CAPOW participated in meetings on February 22 and 26. Providers and advocates echoed comments that have been shared with DHS and the legislature over the past several years, but with more intensity as Medicaid cuts continue while programs and eligibility expand.

The Department of Health Services convened a second round of Medicaid provider meetings earlier this year after fiscal estimates showed an additional \$325 million (all funds) shortfall in the Medicaid Program. CAPOW attended a meeting on January 26 for a presentation on ForwardHealth Rate Reform Project, Version 2.0. The Department's full presentation is available on our website (www.capow.org). Providers will receive an update on March 8. It is assumed that the Department will announce additional Medicaid cuts during the meetings. A positive spin, Congress is set to consider a six-month extension of the American Recovery and Reinvestment Act (ARRA) enhanced Federal Medical Assistance Percentage (FMAP), which is set to expire at the end of this year. Extension of the enhanced FMAP will greatly reduce the need to cut an additional \$325 million (all funds) from the State Medicaid Program. The Department drafted a letter to the Wisconsin Congressional Delegation urging support for the six-month extension of the enhanced FMAP. There are 30,000 Medicaid providers in Wisconsin and CAPOW, as a leading representative of Medicaid providers, was asked to sign the letter in support. The letter is available on our website.

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Be a Copy Cat by Robert Evans Wilson

The Un-Comfort Zone

In the last issue I wrote about *Self-Efficacy* which is our belief in our ability to achieve what we set out to accomplish. I wrote about how it is the biggest part of achievement, and that we acquire a sense of self-efficacy in four ways: personal experience, observation of others, a positive mental attitude, and from the encouragement

of others. This month I'd like to expand on how observing other people achieve motivates us to accomplish more.

Some of our goals require us to reach a mental threshold; some are more physical; while others are a combination of the two. One of my favorite forms of exercise and recreation is mountain biking. I get out once a week and hit the trails. Some of the trails have obstacle course-like obstructions called technical features; they are basically log and rock piles you ride over for an additional skill challenge. One trail has several advanced features including a *seesaw*. I rode past this particular challenge for weeks; wanting to do it, but frankly too scared to try.

Then one day I encountered another rider who rode across it. He went up to the center; it tipped and he rode down the other side. It looked easy enough, and so I asked him about it. He told me there was one trick to it. You needed to brake slightly when you hit the center, so that your weight would cause the 'up' end to tip down. If you didn't; it would function like a big ramp and you would fly off the end five feet off the ground. Hmm, good advice, because that was definitely what I didn't want to do.

Having seen someone do it; I was ready to tackle it. I rode across perfectly on the very first try. All I needed was to see it done.

We do this all the time – sometimes consciously and sometimes unconsciously.

Last summer I was shopping at Dick's Sporting Goods in Atlanta where they have a three-story in-door climbing wall. My nine year old son was with me and asked to climb it. I bought him a ticket and the rock wall staff strapped him into the safety ropes. He went up about 12 feet and said he couldn't go any further. I was surprised because he is very athletic and picks up most sports immediately and effortlessly. I tried all sorts of encouragement, but he had made up his mind. The staff lowered him to the ground.

Then he asked me to climb it. I looked up and grimaced... it was not what I wanted to do that day, but I had done it once before with my older son, so I paid my way and started to climb. I climbed to the top and rang the bell, then enjoyed the real fun of repelling back down. Once I was down, my son wanted to try it again. I was skeptical and didn't want to waste another two bucks. But, I gave in, and this time he scrambled like a lizard all the way to the top and rang the bell. Just like me and the bicycle seesaw, all he needed was to see that it could be done. Then he was on his way. Of course I'm totally refusing to acknowledge the unstated thought in his mind... "Hey, if my wimpy Daddy can do it – it's gotta be easy!"



Upcoming Meetings

Next Meeting

Date: March 31
Time: 12:00pm-2:00pm
MARC in Madison
901 Post Road
Madison, WI 53713

Officers for 2010

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

Think of the occasions where you found a role model to show you "how it's done."

I remember the night I decided to become a professional speaker. I was serving as a counselor to a group of teenagers attending a Hugh O'Brian Youth Foundation leadership seminar. Patty Kitching was the dinner keynote speaker. She was warm and funny and told wonderful stories to illustrate her points. Most of all she looked like she was having the time of her life. I turned to my wife and said, "I could do that. I want to do that!" Three years later, I was.

Go out and find someone who is already doing what you want to do. Watch them, talk to them, then get started!

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.