HOW DO I BECOME A MEMBER OF FAMILY CARE?

The Aging and Disability Resource Center listed below will help you understand your options and determine if you qualify for Family Care or another program.

AGING & DISABILITY RESOURCE CENTER OF WASHINGTON COUNTY
333 E. Washington Street, Suite 1000
West Bend, WI 53095
1-877-306-3030
(262) 335-4497
adrc@co.washington.wi.us
HOURS: Mon. 8 a.m. – 7 p.m.
Tues. – Fri. 8 a.m. – 4:30 pm.

Your Local Care Wisconsin Office
2364 West Washington Street
West Bend, WI 53095
1-866-293-0608
TTY: WI Relay 711
HOURS: Mon. – Fri. 8 a.m. – 4:30 p.m.

Interpreter and translation services are available free of charge. This document may be available in other forms upon request. If you have special needs, please call 1-800-963-0035 for help.

Family Care, offered by Care Wisconsin is a public program that provides long-term care services through the Wisconsin Department of Health Services. Care Wisconsin has a contract with Wisconsin Medicaid and is a state-certified care management organization.

Equal Opportunity Service Provider.

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WHAT IS FAMILY CARE?

Family Care helps frail seniors and adults with disabilities manage their long-term care needs.

WHO CAN BE A MEMBER OF FAMILY CARE?

Family Care is for people who need help with long-term care and who are:
- 18 or older with physical disabilities
- 18 or older with intellectual and developmental disabilities
- Frail adults, age 65 or older

Individuals must also meet these requirements:
- Income
- Functional
- Residency – Family Care is offered in certain counties in Wisconsin. Family Care is available in this county.

Membership in Family Care is voluntary and you can sign up or leave the program at any time.
WHO IS PART OF THE CARE TEAM?

Your care team starts with you and includes a care manager and nurse. You may also have other members of your family or support network on the team.

**The Member:** You are the most important part of your care team. You let the team know what your goals are and what you want to achieve. You will work with your care manager and nurse to develop a plan that identifies what you can do to live as independently as possible. You will also discuss how you will contribute to your outcomes. You will participate in continued check-ins with your care team. Together you will make sure things are going well and make changes if something isn’t working or if there is a new need.

**The Care Manager:** Care managers get to know the member, their strengths and abilities and learn what they are hoping to get out of the Family Care program. Care Managers match the member with services in the community that will be part of the care plan.

**The Registered Nurse:** The registered nurse works with the care manager and member to develop the care plan focusing on needed health care providers, preventive care, or identifying potential health concerns. The nurse is the key contact for health-related issues.

**What are Self-Directed Supports (SDS)?**

Family Care members may choose to self-direct some of their long-term care services. When the member meets with their Care Wisconsin care team they will discuss if they would like to choose this option. If the member chooses to self-direct some of their services, they develop a plan to meet their outcomes using people and service providers of their choice.
**HOW DOES FAMILY CARE WORK?**

Family Care helps you coordinate your long-term care needs. All Family Care members are part of a care team. Your care team includes you, a care manager and a registered nurse.  
- Together you will discuss what your goals are, assess your abilities and needs, and name your outcomes.  
- The team creates a plan just for you to support your long-term care needs.  
- The plan includes items in the Family Care benefit plan plus other natural supports that will help you achieve your outcomes.  
- The care manager and registered nurse stay in contact with you to ensure all parts of the care plan are working well, and make changes if necessary.

**WHAT TYPES OF SERVICES MAY BE PART OF MY CARE PLAN?**

Your care plan may include services to help you manage your health. Here are a few examples of services that may be available based on an individual’s long-term care outcomes:
- Personal care  
- Transportation  
- Home health services  
- Medical equipment and supplies  
- Skills training  
- Therapy services  
- Coordination of other Medicaid or Medicare services  

A complete list is available from the Aging and Disability Resource Center. You will access local services that are part of Care Wisconsin’s provider network.

**WHO IS CARE WISCONSIN?**

Care Wisconsin is a nonprofit organization that matches individuals with physical, intellectual/ developmental disabilities, and frail seniors to the health and long-term care services they need. We help our members live as independently as possible. We believe in:

**Member-Centered Care:** We help our members develop their own care plan, using cost-effective services and care coordination.  
**Our Staff:** Our staff, including 250 working in programs, promotes successful and safe living in community-based settings.  
**Our Mission:** To promote the quality of life of our communities by empowering others and working together to creatively solve unique health and long term care needs.

To learn more about us and read stories about our members, visit www.carewisc.org