ADRC of Wisconsin

Tell Me More about...

Family Care

FAMILY CARE
Options for Long-Term Care

What is Family Care?

Family Care is an innovative program that provides a full range of long-term care services, all through one flexible benefit program. To understand Family Care, it helps to know what "long-term care" is. Long-term care is any service or support that a person may need as a result of a disability, getting older, or having a chronic illness that limits their ability to do the things that are part of their daily routine. This includes things such as bathing, getting dressed, making meals, going to work, and paying bills.

There are a variety of services and supports available in Family Care that can help people to remain independent with their daily activities or to provide supports to help someone complete these tasks.

How Does Family Care Work?

People Receive Interdisciplinary Care Management.

Sometimes people do not know the exact services that they need, the types of services available, and how to get care and services. Coordinating your own services can be overwhelming. If you participate in a Family Care program, then a team of people come together to help you identify the sort of assistance you might need and work with you to arrange your long-term care services. You are an active participant on the team that also includes, at a minimum, a care manager and a registered nurse. You can choose to include a family member or loved one on your team. Sometimes people choose other professionals, such as a personal care worker, to participate as team members. In Family Care, this team is called an "interdisciplinary team."

People Receive Services to Live in Their Own Home Whenever Possible.

Helping people stay at home is at the heart of the Family Care program. Whether you live in a house, apartment, condominium or mobile home, your Family Care team will work with you so that you can remain in your own home. Most services can be provided at home for many people. If you already reside in an assisted living facility or nursing home that is not affordable for you, then Family Care can help you find another place to live that meets your needs at a more affordable rate. Family Care works with you to find and secure the best living situation.

People Participate in Determining the Services They Receive.

The first step in planning Family Care services is for you to discuss with your team the kind of life you want to live, whether you want to live where you live now or in a different place, and the kind of support you need to live the kind of life you want. This step is called the assessment.

The services that you will receive are then outlined in a care plan. Team members support you in developing your plan by providing information that you need to make informed choices about the care you receive. Your care plan will help you move toward the personal outcomes that you and your team identified in the assessment.

People Choose Service Providers from a Comprehensive Network.

Members of Family Care select their long-term care providers from a provider network. Managed Care Organizations (MCOs), are the agencies that provide the Family Care benefit to people. MCOs are required to have providers for all of the services covered by the program and have enough providers and settings to give members a choice.

You define your outcomes for your life.

People Receive the Services They Need Through One Program.

Sorting through multiple funding programs to determine your possible benefits can be confusing. The good news is that Family Care pays for the long-term care services, individualized for you in your care plan, through one program.

People Receive Services that Best Achieve the Results They Desire.

The success of the Family Care program is measured by your real-life results, or the outcomes that you get from the services you receive. "Quality of Life Outcomes" in Family Care represents important parts of people's lives.

The following statements are the "Quality of Life Outcomes" that the Family Care team strives for when you participate in the program. You define your outcomes for your life. Helping you meet your long-term care needs to achieve your personal outcomes is the goal of Family Care:

- I decide where and with whom I live.
- I make decisions regarding my supports and services.
- I decide how I spend my day.
- I have relationships with family and friends.
- I work or do other things that are important to me.
- I am involved in my community.
- My life is stable.
- I am respected and treated fairly.
- I have privacy.
- I have the best possible health.
- I feel safe.
- I am free from abuse and neglect.