

family footnotes NEWSLETTER

Fall 2010

2010 FSRC PICNIC ANOTHER GREAT SUCCESS



Brittany Kasperski

Last year we were pleasantly surprised that 275 people attended the FSRC picnic since we had not had one in a few years. Afterwards I wrote in the FSRC newsletter, "We are already starting to plan for the 2010 picnic, which promises to be even bigger and better." Well it lived up to that expectation this year when over 350 people attended our event. It was another great day. The weather was beautiful, sunny and not too hot. It was just windy enough at McKee Farms Park in Fitchburg to keep the bugs away. As 5 year old Lexie Ganser said as she left the picnic with her mom, Ginger, "This is the best day of my life ever!" Not sure it lived up to that statement for all in attendance, but think it was pretty good for everyone.

This year we again had the pleasure of rides on Joe Herr's 1950's fire truck (with help from his friend Lauren Meyer), and Tami Schroeder, who did face painting last year, was back this year creating balloon characters. Nuria Moffat provided face painting to the delight of all. Tattoos were again a big hit for both children and adults, and many enjoyed creating and spreading large bubbles. It was a fun surprise when a Fitchburg Fire truck pulled up next to the park shelter and members of the Fitchburg Fire Department told us they were there to entertain the kids. All of this plus the park's accessible playground provided something for everyone in terms of entertainment.

In addition to the fun activities there was plenty of food with gracious donations from Gaylord Catering, Schoep's Ice Cream, Millers Market in Verona and wonderful desserts brought by many in attendance. The Allison Smith Foundation again offered funding for door prizes which were exuberantly announced by Greg Smith, who with his wife, Teri, established the Foundation. This year prizes included gift certificates to Target, Marcus Theatres, Playthings toy store and the Baymont Hotel. The FSRC picnic provides the opportunity for families, staff, Board and community members to informally chat and enjoy each other's company. If you missed the event this year, make sure to try and make it in 2011. Thank you to everyone who made this such a great event! - Heidi Rossiter



The Aguilar-Carranza family



Joey Aldrich with Fitchburg firefighter



Dondieneita and Dyshaun Simmons

Look for details about FSRC's November 8th Celebrity Mixer fundraiser at the Brink Lounge on page 3!



HELLOS



Hello! My name is **Michelle Porter** and I began my employ at FSRC in August, 2010. I am honored and eager to be working on behalf of this agency, and the children and families we serve. Prior to

becoming a Case Manager, I worked as a teacher with the Madison Metropolitan School District, where I taught Literacy, Special Education and Theater. I have a Bachelor of Science Degree from Edgewood College and hold two teaching certifications covering ages pre-kindergarten through early adulthood. I have also worked as a Program Coordinator and Case Manager for a residential provider in both Wisconsin and Minnesota. Throughout college, I worked as a lead therapist, supporting families and providing programming for children diagnosed with PDD – NOS. I originally hail from Verona, Wisconsin. I enjoy the Madison area, and believe it's a great place to raise my daughter, Miriam ("Mimi") who is four and just beginning preschool! Thank you for your patience and kindness as I make this transition to a new position. I am committed to providing Case Management that is responsive, thorough and positive.

My name is **Sara Frost** and I am originally from Kenosha, Wisconsin. I will be completing a two semester internship at the Family Support and Resource Center during the upcoming school year. This is my fourth year attending college here at UW Madison, and it is my first year as a student in the School of Social Work. Within the School of Social Work, I am part of the Developmental and Other Disabilities field unit. In addition to social work, I am also majoring in Spanish and Latin American, Caribbean and Iberian studies. I look forward to continuing my education in the field of developmental and other disabilities while continuing to improve my Spanish and meeting new people along the way.


GOODBYES

FSRC said goodbye this summer to two long time FSRC employees, **Chris Williams** and **Norah Boynton**. We wish them both well in the next phase of their lives.

ALICE THORSON

It's hard to believe it's been nine years since I started as a case manager here at FSRC! And it's equally hard to believe that I'll be leaving this wonderful agency soon. I have always imagined that I would continue here for another 20 years, but recently an opportunity too good to pass up presented itself. So, I have accepted an administrative position at The Management Group, which is a consulting firm that contracts with the State of Wisconsin to provide various disability related services. This position will provide me with experience in another aspect of the disability service system. As a single person in this uncertain economy, broadening my professional skills will make me feel more secure in my future.

Working as a case manager at FSRC has provided me with the unique opportunity to get to know countless remarkable people. From all of the amazing children and families who've inspired me with their courage and enduring love, to all of the caring and dedicated professionals, whether here at FSRC or elsewhere in the community, I've learned so much from each of you. You each deserve so much more thanks than I'm able to give. Please know that I truly appreciate the time we've spent together. I will miss each and every one of you.



FSRC's office will be closed
November 25th & 26th for the
Thanksgiving holiday.



STAFF SPOTLIGHT



Mondays and Wednesdays are days to look forward to at FSRC because those are the days that our co-worker Liz Fok is here. Liz has worked at FSRC since June 2006 when she was hired as a student exiting high school. Her teacher at that time, Eric Hartz from Memorial High School, contacted FSRC looking for a job for Liz. It was clear from the start that this was a great match for Liz and we are so fortunate to have her here.

Liz provides administrative support to the entire staff at FSRC. She is responsible for a wide variety of jobs and she not only completes her regular work, but is willing to take on special projects like bulk mailings when the need arises. Her primary responsibilities include: ensuring that our forms library is filled, keeping intake and recertification packets up to date, sorting and filing payment requests and shredding. In addition, Liz keeps our offices looking good by maintaining the kitchen area, dusting and watering our plants. Liz pays great attention to detail and often catches mistakes when she finds them. Her favorite job is filing.

Although Liz is very capable of doing her jobs independently, she appreciates the presence of a job coach during her work shifts. She is supported at work by staff from Successful Work Options, a vocational support provider in Dane County.

Liz is well liked by her co-workers for her positive energy and more than one person explained that she just "lights up the office". She is valued and appreciated for all of the work she does.

When Liz isn't working, she likes to bowl, swim, play piano, watch movies and take walks. She has travelled extensively with her family including trips to Hong Kong, France, London, Vancouver, Toronto, Sydney, Melbourne and numerous locations in the United States. We are fortunate to have such a dedicated person on our staff and don't know what we'd do without her!

AT&T PIONEER GIVING

We are fortunate again this year to have the AT&T Pioneers of Wisconsin supporting our agency by providing new backpacks filled with school supplies to some of the children we serve.

Marnette Voeltz, one of the many retired employees of the telecommunications business who make up the AT&T Pioneers, heads up this volunteer effort each year. We are grateful for her and the rest of the members' commitment to this project and for including our agency every year. The sharing of your resources and time helps in more ways than you'll ever know!

What is one way you can help us raise funds for FSRC families?

It is simple, just let Pick'n Save know that you want our account number 225375 assigned to your card as part of their We Care program. FSRC will benefit from a portion of your total purchases. Thank you in advance for helping us support children with disabilities.

Family Support & Resource Center's "Celebrity Mixer"

A fun, friendly gathering to benefit FSRC families

The Brink Lounge
701 East Washington Ave.
Madison, WI 53703
November 8, 2010
5:30-9:00pm
Tickets: \$15.00 per person

Join us for hors d'oeuvres & cocktails served by Dane County celebrities, music by the Caravan Gypsy Swing Ensemble, raffle prizes and more!



Efficiency and Simplification of Children's Waivers

The Department of Health Services (DHS) is working with counties on a plan to simplify the Children's Long Term Support Waivers. There is agreement that all families feel best supported when their case manager has time to get to know them and are knowledgeable and confident about the waiver process, transitions and changes are smooth and timely, there are clear and reasonable expectations, and resolution of delays or difficulties happen quickly.

DHS summarizes future ways to improve delivery of waiver services by 1) requiring changes in the waivers themselves when the state resubmits for Waiver approval to the Federal Center for Medicare and Medicaid (CMS) next year, 2) implementing revisions to policies that have been previously initiated by DHS, and 3) strengthen the relationship between county and state partners. As stated in a recent document from DHS, "A stronger relationship between the state and local staff forms the foundation of a system that works for children and their families. It is important that local staff feel respected for their role. At their best, state staff presume professionalism, competence, good judgment and good will and acknowledge and build on local commitment, knowledge and experience wherever it is present." These are all positive signs of better collaboration, understanding, trust and efficiency as we enter into our seventh year of managing Children's Waiver services in Dane County.

21st Annual Children Come First Conference

2010 theme: "See My World: New Perspectives on Children's Mental Health"

November 8th & 9th, 2010
Kalahari Resort & Convention Center
Wisconsin Dells

For more details call Deenah or Paula at the Wisconsin Family Ties office at 1-800-422-7145 or visit www.wifamilyties.org

Consumer Satisfaction

We would like to thank all the families who took the time to respond to the consumer satisfaction survey that FSRC distributed this past May. Of the 438 surveys distributed, 52% were returned. The response rate and results were extremely positive:

- 98% found staff to be respectful, supportive and responsive
- 95% of parents knew who to call with questions and concerns, and felt that requested information from their case manager was reasonable and appropriate
- 96% felt that staff took time to listen to their wants and needs
- 88% believed staff usually or always helped to problem solve and advocate

As a result of Family Support services, parents felt positive change in the following ways:

- 96% - Quality of life improved
- 96% - More confident to meet their child's needs
- 93% - Family was more connected and supported
- 91% - Reduced overall family stress, and improved feelings about the future

We are overwhelmingly pleased with the survey results, including the many wonderful comments from parents, such as, "The Family Support Program has been a life saver for our family. It's made an outstanding difference in our lives!"

FSRC DONORS

Thank you for your generosity!

John & Carol Flint
Mary Froemming
First Business Bank
Gordon & Doris Knaack
Dr. Sally Wilmeth

Allison Smith Foundation Donors

Theresa & Dale Judd
Darrell & Shelley Kurtz



Third Party Administrator (TPA) Claims Processing is Coming to Dane County Children's Waiver Program

The Wisconsin Department of Health Services will be implementing a Third Party Administrator (TPA) billing system through WPS Health Insurance Corporation for all Children's Waiver payments in five pilot counties starting on September 1, 2010. Dane County is one of the pilot counties (along with Milwaukee, Lacrosse, Shawano and Waushara) that has had the opportunity to be part of the planning for this new billing process, which will be implemented in every county in the state by spring of 2011.

Most of these changes will be transparent to families. The Family Support and Resource Center will continue to issue CLTS checks directly to vendors. The biggest change is that we will then electronically file all of these payments as claims with WPS who in turn will reimburse us for approved payments. All CLTS funding in the state will be deposited directly at WPS and all counties will submit claims to them. We will no longer be paid CLTS funds as part of our contract with Dane County Department of Human Services.

The most significant impact for case managers and families is that we can not make payment for any waiver service that is not on an approved waiver plan. It will be extremely important for families to work even closer with their case manager to anticipate, discuss and plan for needed items and services. It will be critical to be as responsive as possible in providing information to your case manager for initial applications and annual recertifications, so that everything is completed within appropriate time periods. Please talk with your case manager if you have any questions on how this new process may impact your family. Thank you.

The Sensory Experience Understanding the Sensory Experiences of Individuals on the Autism Spectrum

Friday, October 29, 2010, 8am—12pm
Location: Bishop O'Connor Center
702 S. Highpoint Road, Madison WI 53719
Fee: \$10.00
Sponsored by Catholic Charities, Inc.

For more information contact Katy Barnum at 608-821-3119 or kbarnum@ccmadison.org



A Halloween celebration for children with special needs and their families

THURSDAY, OCTOBER 28TH
4:00 PM TO 6:00 PM

WIN PRIZES **PLAY GAMES**



HAVE TOO MUCH FUN **ENJOY GREAT SNACKS**

400 RIVER PLACE
MADISON
(608) 221-0055

Dress up in your favorite costume then "trick-or-treat" in a safe accessible environment
RSVP by phone or email at sbauer@countryinns.com



J&B Medical Supply: Sole Vendor for Diapers & Incontinence Supplies Paid Through Medicaid or BadgerCare Plus Funds by Tracee Rockow-Vivier

Children and youth with special health care needs and/or disabilities may often require the use of diapers and other incontinence supplies for a longer time than their typically developing peers. Many may require using these supplies throughout their lifetime. For children who do require the use of diapers and other incontinence supplies past the age of 4, Wisconsin Medicaid can be used to cover the costs. Recently, the Department of Health Services (DHS) identified J & B Medical Supply as the sole vendor that can be used to obtain diapers and other incontinence supplies for children with Medicaid or BadgerCare Plus coverage. Therefore, you are not able to go to any pharmacy or other retailer who accepts Medicaid to obtain these supplies anymore like in the past. For those who are enrolled in an HMO or managed care organization (MCO), you will need to work directly with that HMO or MCO to obtain incontinence supplies for your child.

So, how do you start the process of obtaining diapers and other incontinence supplies through J & B Medical Supply? First, it is recommended to contact your child's primary care physician to let them know that you are seeking coverage for these supplies. Then, you will need to contact J & B Medical Supply directly at 1-866-674-5850. Their office is open Monday – Friday, 7:00 am – 5:00 pm. A nurse will work directly with you to acquire intake information, as well as an assessment of your child's needs. Some important information that you will need to have on hand during this initial call include your child's Medicaid card number, the name and address of their doctor, and an estimate of how many diapers your child uses each day. J & B Medical Supply staff will then contact your child's doctor to approve your order. You will also need to fill out some standard paperwork and make a choice of what products work best for your child. Samples can be requested and sent to you by J & B Medical Supply to help you with this decision. Once this process has been completed, J & B Medical Supply can fill your order and send out your child's incontinence supplies. These supplies will be delivered to your home every 30 days via Federal Express.

Overall, if you have any specific concerns about the products that you receive and/or if you need to change the quantity that you receive each month, contact J & B Medical Supply directly. J & B Medical Supply does have several brands and manufacturers to choose from and may be able provide you with another product that meets the needs of your child. If you are not able to resolve your problems with J & B Medical Supply, you can contact the State Medicaid Program or your Regional Center for Children and Youth with Special Health Care Needs. You may be able to receive a different product or brand if your child's doctor completes a prior authorization (PA) and the reason for a different product is determined to be medically necessary. To contact the Southern Regional Center, please call 1-800-532-3321. If you live outside of Dane County and would like to find the Regional Center closest to you, please call 1-800-642-7837.

This information was adapted from Family Voices of Wisconsin 2010 Fact Sheet titled *Diapers/Incontinence Supplies and Medicaid*. For the full article or for more information and resources that might be beneficial for families with children and youth with disabilities and/or special health care needs, please visit the Family Voices of Wisconsin website at www.fvofwi.org.

Do you want to build skills for your child? Check out rethinkautism.com, for a web-based training program on a wide variety of topics. Information is not only specific to autism, but can be helpful to any child with special needs.



Apple Orchards

Visit one (or more!) of the many apple orchards found in Dane County. In addition to the wide variety of apples to choose from, most feature additional attractions. For locations & more info visit: www.waga.org/orc_sc.html

Autumn Harvest Fest (FREE/Small Fee)

Oct. 16th & 17th in downtown Wisconsin Dells. Featuring lots of fun fall activities for the whole family. For more info & event schedule visit: www.wisdells.com/attractions/autumn-harvest-fest.cfm

City of Madison Parks (FREE)

Explore some of the many parks in the Madison area. For park locations and more information visit: www.CityOfMadison.com/parks

Dane County Humane Society (FREE)

Visit cats, dogs, and other animals waiting to be adopted. Location: 5132 Voges Road in Madison. Hours: Mon, Tue, Th, Fri 12-7pm & Sat, Sun 12-5pm www.GiveShelter.org

Dane County Farmers' Market (FREE)

Saturdays through Nov. 6th from 6am—2pm on the square & Wednesdays through Nov. 3rd from 8:30am—2pm on the 200th block of Martin Luther King, Jr. Blvd. For more details visit: www.dcfm.org

Family Music Time (FREE)

Held the first Tuesday of every month from 10-11am at the University Book Store in Hilldale Mall. Bring the family and come play, sing, & dance. For more info visit: www.UWBookStore.com, then select "Upcoming Events"

Great Country Pumpkin Party (FREE)

Thursday, Oct. 28th from 4:00-6:00pm at the Monona Country Inn & Suites located at 400 River Place. This is a Halloween celebration for children with special needs & their families. Come dressed up in your favorite costume and "trick-or-treat" in a safe accessible environment. Please RSVP by calling (608) 221-0055 or email sbauer@countryinns.com

Henry Villas Zoo (FREE)

"The best free place for families." Open daily. Ground hours: 9:30am—5pm; Building hours: 10am—4pm. On Oct. 24th enjoy Halloween at the Zoo. Free Trick-or-Treating, a Fun House, & music! For more info visit: www.VilasZoo.org



Madison Children's Museum

Open 9:30am—5pm everyday (Thursday's until 8pm). NEW location: 100 N. Hamilton Street. For more info visit: www.MadisonChildrensMuseum.org

Museum Admission:

\$6.95 = adults & children
\$5.95 = seniors & grandparents
\$1 = family access admission for adults & children utilizing one of the following: WIC / Head Start / Free or reduced school lunch / Birth to 3 Program / SSDI / Foster Care / Big Brother Big Sisters / Unemployment Insurance / Other public assistance programs
FREE = for museum members & children under 1 yr.

Madison Public Library (FREE)

Lots of programs for children of all ages. Programs take place at various libraries in the Madison area. Registration required for some with limited openings. For more info visit: www.MadisonPublicLibrary.org, then select "Program Calendar" on the left-hand side



Monroe Street Festival (FREE)

Saturday, Oct. 2nd from 10am-5pm on Monroe Street in Madison. Activities for the whole family. For more information visit: www.MonroeStreetFestival.com

Picnic Point (FREE)

Get away from the hustle and bustle and enjoy a fall day while walking down the beautiful Picnic Point, a nearly mile-long peninsula along Lake Mendota's south shore. For more info visit: www.LakeShorePreserve.wisc.edu

Story Time (FREE)

Every Thursday from 9:30-10:30am at The University Book Store in Hilldale Mall. Recommended ages 2-5. For more info visit: www.UWBookStore.com, then select "Upcoming Events"

UW Homecoming Parade (FREE)

Friday, Oct. 8th at 6pm from Gilman Street to State Street in Madison. Wear your red & white clothes and cheer on the UW team! For more info visit: www.uwalumni.com/home/hcparade.aspx



UW-Madison Arboretum (Most are FREE)

Offers a variety of educational activities for families, family walks, and special events. For more details visit: www.UWArboretum.org/events

Family Support & Resource Center
101 Nob Hill Road, Suite 201
Madison, WI 53713
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**Yes, I want to support FSRC's mission to
keep Dane County families together!**

Enclosed is my gift in the amount of:

\$10 \$25 \$50 \$100 \$500 other _____

Please charge my Visa or MasterCard:

Card# _____ Exp date _____

Signature _____

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May we publish your name in campaign materials? Yes No

The Family Support & Resource Center provides respite care, financial assistance, case management and other family support services that give families hope—that their son or daughter with a disability will thrive with in-home care.

Your support is greatly appreciated!