



“It’s so wonderful that ARC of Greater Milwaukee has come into my life. My care manager has eliminated the emotional strain involved in wondering whether or not my disposable medical supplies will arrive. She is fantastic!”

Holly, CMU Member

Care Management Unit Services



Leading the way in
long-term care service delivery
for individuals with disabilities

A·R·C
OF GREATER MILWAUKEE

ADVOCACY RESOURCES COMMITMENT

Serving individuals with disabilities and their families.

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A·R·C
OF GREATER MILWAUKEE

ADVOCACY RESOURCES COMMITMENT

Serving individuals with disabilities and their families.

Including individuals with disabilities in their long-term care needs.



ARC stands for *Advocacy, Resources and Commitment*. Our goal is to ensure that individuals with developmental and related disabilities have the resources they need to live happy, healthy and active lives.

ARC OF GREATER MILWAUKEE CARE MANAGEMENT UNIT (CMU) SERVICES

As a partner in the State of Wisconsin Family Care Program, ARC's Care Management Unit (CMU) assesses, connects and monitors each member's long-term care needs. The CMU makes sure that members receive the most effective services and care possible to meet each member's individual needs.

WHAT IS FAMILY CARE?

Family Care is the State of Wisconsin's comprehensive long-term care service system. The goals of Family Care are to provide choice, improve access, deliver quality care and create a cost-effective system. Family Care is available to serve:

- Frail older adults 65 and over
- Persons with physical disabilities 18 and over
- Persons with developmental disabilities 18 and over

HOW DOES FAMILY CARE WORK?

Family Care in Milwaukee County has three major service components.

1. Aging and Disability Resource Centers

To be eligible for Family Care, individuals must contact either the Milwaukee County Aging Resource Center or the Milwaukee County Disability Resource Center to receive options counseling. Once an individual qualifies for long-term care services, an options counselor assists in determining the best service option for you or your loved one with a disability.

- Individuals with disabilities should contact the Milwaukee County Disability Resource Center at 414-289-6660.
- Older adults should contact the Milwaukee County Aging Resource Center at 414-289-6874.

2. Care Management Organization (CMO)

When a person chooses to enroll in Family Care, they become a member of a managed care organization. The CMO is in charge of managing Family Care Benefits for each member.

3. Care Management Unit (CMU)

In addition to choosing a CMO, members select a CMU to deliver their Family Care services. This CMU works directly with members and their support networks to assess, develop and monitor services. During options counseling, let your options counselor know if you would like to receive CMU services from a specific provider. *Individuals may choose to receive CMU services from ARC of Greater Milwaukee!*

A TRUSTED LEADER, DELIVERING QUALITY SERVICES

ARC is at the forefront of care to ensure that individuals with disabilities are able to live, work and contribute to their communities. In partnership with Milwaukee County's Care Management Organization (CMO), ARC began providing Care Management Unit (CMU) services in 2009.

Each Family Care member that works with ARC is part of an Interdisciplinary Team (IDT). ARC's IDT consists of the member, a Care Manager (social worker) and a Registered Nurse who:

- Work with the member and the member's family and support networks to develop a Member Centered Care Plan
- Authorize services to meet each member's individual goals/needs
- Coordinate services with providers
- Provide on-going monitoring and support

Working with members to develop individualized plans is critical to ARC's mission to improve the quality of life for persons with disabilities.

ARC has over 60 years of experience in developing, implementing and coordinating service programs that support persons with disabilities and their families in the community. ARC staff have extensive experience working with individuals and families and a strong understanding of the service system, public benefits and community based services.

A FULL SPECTRUM OF SUPPORT

In addition to CMU Services, ARC of Greater Milwaukee offers a lifetime of support to individuals and their families through:

- Targeted Case Management
- Trust Program
- Corporate Guardianship
- Advocacy
- Information and Assistance
- Community Training Services

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