

WISCONSIN FAMILY CARE PROGRAM RESOURCE ALLOCATION DECISION METHOD

1. What is the need, goal, or problem?

- The member and team staff together identify the core issue. To do so, keep asking, “Why?”
- Whose problem is it? Does the member see it as a problem, or do (some) staff?
- If the member/family is asking for an item or service, explore the reasons for the request.

2. Does it relate to the person’s assessment, service plan and desired outcomes?

- “Desired outcomes” are those in FC’s mission and the person’s assessment and service plan.
- Is it essential to the person’s health or safety? (What would happen if the need weren’t met?)
- How does it relate to ADLs or IADLs, independence and other desired outcomes in the plan?
- Whose responsibility is it to address this particular need or problem?

3. How could the need be met?

- What’s been tried in the past? How do people usually address similar needs?
- How could the member help solve this need/problem? What ideas does s/he have? Could adaptations in people, environment, or equipment help member meet this need? Can s/he afford to pay for this, or share cost if appropriate?
- What informal resources (family, friends, volunteers) might be able to help?
- What other community resources (e.g., thrift stores, senior center, organizations) could be sought?
- What options could CMO consider (e.g., loaner program, rental vs. purchase, incremental goals)?

4. Are there policy guidelines to guide the choice of option?

- If yes, those should be followed.¹

5. Which option does the member (and/or family) prefer?

6. Which option(s) is/ are the most effective and cost-effective in meeting the desired outcome(s)?

- “Effective” means it works to achieve a desired outcome.² Consider both short-term and longterm outcomes.
- “Cost effective ” means “effectively achieving a desired outcome (meeting a need) at reasonable cost and effort.”
- “Reasonable” alternatives are those that:
 - Would probably solve the problem, i.e., are effective in meeting the desired outcome for peers (persons with similar needs).
 - Would not have significant negative impact on desired outcomes.
- Note that “cost effective” is always tied to outcomes, and that it does not always mean “least expensive” or “inexpensive.”
- How will we measure success/ outcomes in order to gauge cost-efficiency?
- Is member committed to using the suggested service/product?

7. Explain, Dialogue, Negotiate Consumer can appeal CMO’s decision.