



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

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BOARD OF DIRECTORS

Eva Arnold  
Barbara M. Bechtel  
Michael Brooks  
Terry Lynch  
Tanya L. Meyer  
James Surprise  
Dale B. Taylor

EXECUTIVE DIRECTOR

Heather A. Bruemmer

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Board of Directors Meeting  
1402 Pankratz Street, Room 100  
Madison, Wisconsin 53704

**Wednesday, November 12, 2014**

**AGENDA**

- 9:00am Welcome, Call to Order: **James Surprise**, Chair  
Changes to Agenda  
Approval of Agenda  
Approval of Minutes (August 6, 2014)
- 9:15am Remarks from a Board Member, **Eva Arnold**
- 9:30am Office of the Commissioner of Insurance agency updates: **Gina Frank**, Administrator, Division of Regulation and Enforcement, **Cari Lee**, Director, Bureau of Market Regulation, **Diane Dambach**, Chief, Accident & Health Insurance Section, Bureau of Market Regulation
- 10:45am Break
- 11:00am **Kim Marheine**, Ombudsman Services Supervisor: Program updates
- 11:45am Working lunch
- 12:20pm **Kellie Miller**, Volunteer Services Supervisor: Program updates
- 12:50pm **Bill Donaldson**, Counsel to the Board: Legislative updates
- 1:20pm **Vicki Buchholz**, Medigap Helpline Services Supervisor: Program Updates
- 1:50pm Comments from the public
- 2:00pm **Heather A. Bruemmer**, Executive Director: Administrative Report
- 2:30pm Other issues to come before the Board, **James Surprise**, Chair
- Next meeting date: 2015 dates to be determined
  - Adjournment