



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001

Ombudsman Program (800) 815-0015  
Medigap Helpline (800) 242-1060  
Part D Helpline (855) 677-2783  
Fax (608) 246-7001  
<http://longtermcare.wi.gov>

MEMBERS of the BOARD  
Eva Arnold  
Barbara M. Bechtel  
Michael Brooks  
Tanya L. Meyer  
Dr. Valerie A. Palarski  
James Surprise  
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR  
And  
STATE LONG TERM  
CARE OMBUDSMAN  
Heather A. Bruemmer

---

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

**Wednesday, October 26, 2016**

**AGENDA**

- 9:00am Welcome, Call to Order: **James Surprise**, Chair  
Changes to Agenda  
Approval of Agenda  
Approval of Minutes (August 3, 2016)
- 9:10am **Cindy Ofstead**, Department of Health Services, Aging Director, Bureau of Aging and Disability Resources, Department of Public Health: Aging Updates
- 9:45am Introduction of new Board Member, **Dr. Valerie Palarski**
- 10:00am **Heather A. Bruemmer**, Executive Director/State Ombudsman: Ombudsman Program Rule update
- 10:30am Break
- 10:45am **Dr. David Zimmerman** and **Kate Zimmerman Hester**, discussion about the Elder Justice Foundation and working with the Board on Aging and Long Term Care
- 11:45am Working lunch (Ombudsman Rule continued discussion)
- 12:30pm **Julia Pierstorff**, Volunteer Coordinator and **Dale Sankey**, Volunteer Ombudsman: Program updates
- 12:50pm **Bill Donaldson**, Counsel to the Board: Legislative updates
- 1:10pm **Vicki Buchholz**, Medigap Services Supervisor: Medigap Helpline Program updates
- 1:30pm **Kim Marheine**, Ombudsman 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  
- Next meeting date: February 1, 2017  
- Adjournment