



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE  
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<http://longtermcare.wi.gov>

MEMBERS of the BOARD  
Abigail Lowery  
Tanya L. Meyer  
Dr. Valerie A. Palarski  
James Surprise  
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR  
and  
STATE OMBUDSMAN  
Jessica L. Trudell

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**OPEN MEETING NOTICE**  
**BOARD ON AGING AND LONG TERM CARE**  
**BOARD MEETING**

**Wednesday, August 2, 2023**

In-person at  
DoubleTree Madison East  
Two Lakes Ballroom  
4402 E Washington Ave  
Madison WI

Or join virtually via Microsoft Teams:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MDg3NDE4N2QtNGU5Yy00ZTcwLWFhNGYtZmRhZTFhZjcwOTMw%40thead.v2/0?context=%7b%22Tid%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22Oid%22%3a%22503dab19-c5bb-4434-9f23-fd857caa1ce3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDg3NDE4N2QtNGU5Yy00ZTcwLWFhNGYtZmRhZTFhZjcwOTMw%40thead.v2/0?context=%7b%22Tid%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22Oid%22%3a%22503dab19-c5bb-4434-9f23-fd857caa1ce3%22%7d)

Meeting ID: 244 734 448 659  
Passcode: 63Htge

Or join via phone for audio only:  
1-608-571-2209  
Phone Conference ID: 865 548 228#

Start time 9:30am

**Welcome and Call to Order**, James Surprise, Chair

- Changes to Agenda
- Approval of Agenda
- Approval of Minutes (May 2, 2023)

**Remembrance of Dr. Khyana Pumphrey**

**APS Response in Assisted Living**, Bryce Dorff, Research Analyst, Office of Policy Initiatives and Budget, Department of Health Services

**Break**

**Ombudsman Program Panel:** Regional Ombudsman Sarah Gustin, Regional Ombudsman Kim Tassoul, Veterans Ombudsman Brandie Hanson

**Comments from the Public.** Public comment will be limited to three (3) minutes per person. Your microphone will be muted after three (3) minutes. If you would like to offer a comment during this period, please identify yourself in the messaging function of Teams or wait for instructions if you are appearing via phone or in-person.

**12:00 pm Lunch**

**Bylaw Review and Discussion,** Board Members and Attorney Kristen Johnson

**Management and Program Updates**

- **Vicki Buchholz,** Medigap Helpline Services Supervisor
- **Mary LeMay,** Volunteer Coordinator, Volunteer Ombudsman Program
- **Kim Marheine,** Ombudsman Services Supervisor
- **Kristen Johnson,** Counsel to the Board
- **Jessica L. Trudell,** Executive Director/State Ombudsman

**Board Business, James Surprise, Chair**

- Other issues to come before the Chair
- Meeting dates for 2023
  - Need to change the November 1<sup>st</sup> date (proposed dates October 23, 24, 25 or November 8, 9 or 10)
- Topics or speakers Board wants at future meetings
- Resignation of James Surprise

**Adjournment**

Reasonable accommodations can be available for qualified individuals with disabilities upon reasonable advance request. This agency, to the extent possible, holds meetings in facilities that are physically accessible to persons with disabilities. For questions about accessibility or to request a reasonable accommodation in advance, please contact us at (608) 246-7018.