



STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
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MEMBERS of the BOARD
Dr. Marianne Bloch
Mary Bouche
Jackie Gordon
Abigail Lowery
Tanya L. Meyer
Dr. Valerie A. Palarski
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR
Jessica L. Trudell

STATE OMBUDSMAN
Kim Marheine

STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
BOARD MEETING
Wednesday, November 6, 2024
9:30 A.M.

In Person at:

DoubleTree Madison East
Two Lakes Ballroom
4402 E Washington Ave
Madison WI

Join virtually via Teams:

[Click here to join the meeting](#)

https://teams.microsoft.com/l/meetup-join/19%3ameeting_OGUwYmQ3YTAtNTc1Ny00MmRiLThkMDctODg2NjVmNDk1OTQ4%40thread.v2/0?context=%7b%22id%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22oid%22%3a%22503dab19-c5bb-4434-9f23-fd857caa1ce3%22%7d
Meeting ID: 268 652 587 349
Passcode: D9AevL

Join by phone for audio only:

1- 608-571-2209
Phone Conference ID: 792 814 135#

1. **Welcome and Call to Order** – Dr. Valerie Palarski, Chair
 - Introductions
2. **Changes to Agenda**
3. **Approval of Agenda**

4. Approval of Minutes from August 28, 2024

- 5. Aging Demographics in the State of Wisconsin** – Eric Grosso, Demographer, Department of Health Services, Bureau of Aging & Disability Resources

Break (10 minutes)

- 6. Ombudsman complaint management process & referrals** – Becky Mulhern, Ombudsman Services Supervisor, Rachel Selking, Asst. Ombudsman Services Supervisor

- 7. IRIS and Family Care update** – Kathi Miller, IRIS Ombudsman Lead and Kelly Gochenaur, Managed Care Lead

- 8. 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. Please be aware that the Board cannot engage in discussion or take action on any item or topic that is not on this agenda. Because this is a public meeting, please do not disclose personal information or HIPAA protected information. You may also submit public comments to: BOALTC@wisconsin.gov or mail to the Board on Aging and Long Term Care, 1402 Pankratz Street, Suite 111 Madison, WI 53704.

Lunch break (30 minutes)

- 9. Public Records Training for Board Members** – Kristen Johnson, Counsel to the Board

10. Management Program Updates:

- Nick Lutes, Medigap Helpline Services Supervisor
- Liza Morrow, Volunteer Services Supervisor
- Kim Marheine, State Long Term Care Ombudsman
- Kristen Johnson, Counsel to the Board
- Jessica L. Trudell, Executive Director, Executive & Budget Report

11. Approval of budget documents

- 12. Approval of Meeting Dates for 2025** – February 6th, May 7th, August 13th, November 5th (alternate dates: February 18th, May 14th, August 20th, August 27th, November 12th)

13. Board Business – Dr. Valerie Palarski, Chair

- Other topics or presenters Board members would like at future meetings
- Other issues to come before the Chair

14. 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 800-815-0015.