



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, May 14, 2025
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_MjAyYWVjOGMtMjMyMC00YmYwLWE2ODAtMmY1NjRjOTZiYjk3%40thead.v2/0?context=%7b%22Tid%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22Oid%22%3a%227f7ec8cf-ec4e-42ca-8cda-d8cbeac07814%22%7d
Meeting ID: 281 379 147 306
Passcode: kp6rP6fV

Join by phone for audio only:

1- 608-571-2209
Phone Conference ID: 647 198 597#

1. **Welcome and Call to Order** – Dr. Valerie Palarski, Chair
 - Introductions
2. **Changes to Agenda**
3. **Approval of Agenda**
4. **Approval of Minutes from February 18, 2025**

5. **Office on Aging Overview** – Cindy Ofstead, Director, Office on Aging, Bureau of Aging and Disability Resources, WI Department of Health Services.
6. **Assisted Living Expansion and Volunteer Ombudsman Program Updates** – Liza Morrow, Volunteer Services Supervisor.
7. **Older Americans Act Performance System (OAAPS) Report**– Kim Marheine, State Long Term Care Ombudsman. **Ombudsman Program Updates** – Becky Mulhern, Ombudsman Services Supervisor, Rachel Selking, Asst. Ombudsman Services Supervisor.

Lunch break (30 minutes)

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.
9. **Medigap Helpline Program Updates** – Nick Lutes, Medigap Helpline Services Supervisor
10. **Executive Report: Administrative and Budget Updates** – Kristen Johnson, Counsel to the Board; Kim Marheine, State Long Term Care Ombudsman; and Jessica Trudell, Executive Director
11. **Action** - Approval of Official Board Messaging and Template Documents related to Program Operations and Budget
12. **Board Business** – Dr. Valerie Palarski, Chair
 - Other topics or presenters Board members would like at future meetings
 - Other issues to come before the Chair
 - Next meeting dates: August 13, November 5

13. 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.