

**STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
BOARD MEETING**

Tuesday, February 18, 2025

9:30 A.M.

In Person at:

DoubleTree Madison East

Two Lakes Ballroom

4402 E Washington Ave

Madison WI

Members Present:	Dr. Marianne Bloch Abigail Lowery Dr. Dale Taylor	Mary Bouche Tanya Meyer	Jackie Gordon Dr. Valerie Palarski
Staff Present:	Jessica Trudell Nick Lutes Liza Morrow Alyssa Kulpa	Kim Marheine Rachel Selking Becky Mulhern Sarah Schellinger	Kristen Johnson Jenny Novey Sheryl Meyer
Guests Present:	Otis Woods Jessica Holland	Laura Burgardt Chris Peterson	Devon Christianson Travis Martin

1. Welcome and Call to Order

Chair Dr. Valerie Palarski called the meeting to order at 9:31 am. It was noted that this meeting was properly noticed under the Open Meetings Notice Law. Board members and staff completed introductions.

2. Election of Officers

Ms. Meyer nominated Dr. Palarski as Chairperson.
Dr. Palarski nominated Ms. Lowery as Vice Chairperson.
Dr. Palarski nominated Ms. Meyer as Secretary.
The Board approved all nominations unanimously.

3. Change to Agenda

There were no changes to the agenda.

4. Approval of Agenda

The agenda was approved as submitted. M/S/C (Taylor/Meyer)

5. Approval of Minutes from November 6, 2024

The minutes from the November 6, 2024 Board Meeting were approved as presented. M/S/C (Bloch/Gordon)

6. State of Nursing Homes and Assisted Living – *Otis Woods, MBA, Administrator, Wisconsin State Survey Agency Director, Division of Quality Assurance, Wisconsin Department of Health Services*

Mr. Woods presented on the state of nursing homes and assisted living facilities in the State of Wisconsin. He shared nursing home demographics and citing statistics, the current state of assisted living facilities, details about Division of Quality Assurance (DQA) initiatives, and updates on Centers for Medicare and Medicaid (CMS) priorities.

During his presentation, Mr. Woods answered questions about the source of complaints, how complaints are counted, the impact of Covid on staff training and citations, trends for medication aides in facilities, and the complainant's right to review the results of the investigation. He explained that a complaint that is received from multiple sources is still counted as one complaint. Most of the complaints are seen at the professional practitioner level, not the CNA level.

7. 2024 Medicare Annual Enrollment Period – *Sarah Schellinger, Medigap Part D Counselor, and Alyssa Kulpa, Lead Medigap Insurance Specialist*

Ms. Schellinger and Ms. Kulpa presented an update on the 2024 Medicare Annual Enrollment Period. After providing an overview of the Medigap Helpline Program, they highlighted some of the call trends, changes, and challenges during the enrollment period. They also summarized trends and upcoming changes in Medicare Part D, Medicare Advantage, and Dual Eligible Special Needs plans.

Following their presentation, there was a discussion about dual enrollment in SeniorCare and Medicare Part D, the changes in Medicare Part D coverage phases, and considerations in selecting a Medicare Advantage plan. Ms. Schellinger and Ms. Kulpa described some of the considerations that need to be made when speaking with callers about different plan options.

8. Comments from the Public

Chair Dr. Valerie Palarski called for public comments. There were no comments from members of the public.

9. Overview of ADRC Services & Envision Green Bay Training – *Devon Christianson, Director, Aging and Disability Resource Center of Brown County*

Ms. Christianson provided an overview of the services offered by the Aging and Disability Resource Center (ADRC) of Brown County. She presented on ADRC's mission, vision, and values, and she discussed some of their primary functions and services, including those unique to ADRC of Brown County.

Ms. Christianson also presented on Envision Greater Green Bay. She shared the program's mission and vision, and she described the process and what strategic foresight entails. Attorney Johnson reminded the Board that they had previously approved the request for Ms. Trudell, Attorney Johnson, and Ms. Morrow to attend Envision Greater Green Bay, but the program was recently postponed to Fall 2025.

10. Management Program Updates

- **Nick Lutes, Medigap Helpline Services Supervisor**

Mr. Lutes provided an update on the Medigap program, including the status of personnel, Medigap helpline data reporting, education and outreach, and Medicare and related insurance trends.

Following his presentations, Mr. Lutes was asked about recent trends in Medicare. He anticipates having additional information by the time of the next board meeting and continues to communicate with Ms. Trudell and Attorney Johnson.

- **Liza Morrow, Volunteer Services Supervisor; Sheryl Meyer, Volunteer Coordinator; and Laura Burgardt, Volunteer Ombudsman & 2024 Louise Abrahams Yaffe Award Winner**

Ms. Morrow shared updates for the Volunteer Ombudsman Program, including updates on outreach efforts, volunteer recruitment and resignation, the assisted living pilot project, and the Inclusa Foundation grant.

Following her presentation, Ms. Morrow was asked to expand on the Inclusa Foundation grant. She shared an overview of the grant, including more details

about the grant-funded Resident Advocacy Specialist position and which counties that position would serve.

Ms. Sheryl Meyer introduced Ms. Burgardt, who has served as a volunteer with the Board on Aging and Long Term Care since 2014 and was the recipient of last year's Louise Abrahams Yaffe (LAY) award. Ms. Burgardt described how she first became involved as a volunteer and shared some of her experiences serving the residents at her assigned facilities. She discussed some of the benefits and challenges of volunteering and explained how the training that she received as a volunteer has allowed her to better advocate for residents and make an impact in their lives.

- **Kim Marheine, State Long Term Care Ombudsman**

Ms. Marheine presented updates for the Ombudsman Program, including personnel status, issue advocacy work, education and outreach efforts, and the monitoring of rules and regulations/facility monitoring and consultations. She announced that the OAAPS report has been submitted and approved, and she is following any changes with the Older Americans Act, Medicaid, and Next of Kin. She continues to meet with provider association leadership and DQA to discuss trends and solutions.

- **Kristen Johnson, Counsel to the Board**

Attorney Johnson updated the board on her efforts in supporting and advising the programs and the Executive Director. She discussed the creation of a State Fair Hearing workgroup to improve state fair hearing processes and provide training for newer staff. Attorney Johnson also highlighted the key takeaways of a recent staff survey, including requests for additional staff, a social media presence, opportunities for collaboration between programs, program updates with all staff, and a review of workload balances. She provided an update on lawsuits related to the minimum staffing standards rule for nursing homes and summarized potential state and federal legislation that may impact the agency's work.

- **Jessica L. Trudell, Executive Director, Administrative Report**

Ms. Trudell presented an update on agency staffing and staff support, the current and FY25-27 budget, federal updates, and ongoing advocacy work. She recognized Ms. Marheine's upcoming retirement and provided updates on the

recruitment process for her replacement. She also provided updates on the agency's budget advocacy work for the FY25-27 budget.

Following her presentation, there were questions about the percentage of the agency's budget that is federally-funded and whether or not the state may be able to take over some of the funding if federal funds are cut. Ms. Trudell estimated that at least 30% of the budget is federally-funded.

11. Board Business – Dr. Valerie Palarski, Chair

- **Other topics or presenters Board members would like at future meetings**

Dr. Bloch proposed scheduling a future presentation from Ms. Trudell, Ms. Morrow, and Attorney Johnson following their Envision Greater Green Bay training to discuss future planning.

- **Other issues to come before the Chair**

No other issues to report.

- **Next meeting dates**

May 14th, August 13th, and November 5th

12. Adjournment

Meeting adjourned at 2:38 p.m. M/S/C (Meyer/Taylor)

Respectfully submitted,
Jenny Novey, Recorder