

**STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
BOARD MEETING
Wednesday, May 8, 2024
9:30 A.M.**

In Person at:

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

Members Present:	Jackie Gordon Abigail Lowery	Dr. Dale Taylor Mary Bouche	Dr. Valerie Palarski Tanya Meyer
Staff Present:	Jessica Trudell Vicki Buchholz Liza Morrow Joan Schmitz Julia Walters Kim Verstegen	Kim Marheine Rachel Selking Kathi Miller Sarah Gustin Linda Dobbratz	Kristen Johnson Vicki Tiedeman Becky Mulhern Cheryl Zautcke Stacey Carlson

1. Welcome and Call to Order

Chair Dr. Valerie Palarski called the meeting to order at 9:30 am. It was noted that this meeting was properly noticed under the Open Meetings Notice Law.

2. Changes to Agenda

There were no changes to the agenda.

3. Agenda

Approval of the agenda as submitted. M/S/C (Taylor/Gordon)

4. Minutes

Approval of the Minutes of the February 7, 2024, Board Meeting as presented. M/S/C (Taylor/ Gordon)

5. Ombudsman and VOP panel -Kim Verstegen, VOP Assisted Living Project Lead, Linda Dobbratz and Stacey Carlson, Regional Ombudsmen

Kim Verstegen provided an update to the Board on the VOP Assisted Living Project. Volunteers are being recruited in Outagamie, Winnebago, Fond du Lac, and Dodge counties. Volunteers go through an initial training and are then placed at assigned assisted living communities.

Linda Dobbratz and Stacey Carlson provided updates on trends in their casework and areas of focus for resident advocacy.

6. Older Americans Act System (OAAPS) Report - Kim Marheine, State Long Term Ombudsman
Kim Marheine reported on the annual Older Americans Act Systems Report, otherwise known as OAAPS. Ms. Marheine described trends in ombudsman and volunteer program data, describing specific areas of systems advocacy that were also described in the program's data.

7. Comments from the Public

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

8. DQA Nursing Home Updates

Ann Angell, Bureau Director and Jessica Radtke, Deputy Bureau Director, Bureau of Nursing Home Resident Care, Division of Quality Assurance, Wisconsin Department of Health Services.

Ann Angell and Jessica Radtke provided information to the Board related to complaint trends and citations issued to nursing home facilities across the state.

9. Management Program Updates

Vicki Buchholz, Medigap Helpline Services Supervisor

Vicki Buchholz provided updates to the Board on the Medigap Helpline Program.

- The Medigap Data Report shows an increase in callers from the same time period last year.
- An update was provided on the Unwinding Task Force.
- So far, the Medigap Helpline Program has 37 outreach events scheduled or identified to attend.
- Vicki provided an update on complaint tracking modules.
- The program filed 3 complaints regarding Medicare drug plans and all were resolved in the beneficiary's favor.
- Vicki provided an update on trends received from callers, including low income subsidy notices and increased to marketing regulations for agents.

Liza Morrow, Volunteer Services Supervisor and Kim Verstegen, Volunteer Coordinator

Liza Morrow provided updates to the Board on the Volunteer Ombudsman Program, along with Kim Verstegen who provided updates on the Assisted Living Project.

- Liza provided information on the number of volunteers – 64 volunteers in 21 counties. Recruitment is ongoing and additional potential volunteers are being considered.
- Updates on VOP outreach events.
- 2024 is the 30th Anniversary of the VOP.
- 2024 Louise Abrahams Yaffe Award was awarded to volunteer Laura B.
- Liza indicated Volunteer Appreciation Month was in April.
- An update was provided on monthly volunteer trainings.
- Kim V. provided information on the new Assisted Living Pilot Project.
 - o Currently 8 volunteers with a focus on growth and recruitment.

Kim Marheine, State Long Term Care Ombudsman and Becky Mulhern, Ombudsman Services Supervisor

Kim Marheine and Becky Mulhern provided updates on the Ombudsman Program, highlighting updates regarding ombudsman program staffing, and planned outreach and education activities. Ms. Marheine

also noted current trends in ombudsman casework, and briefly discussed advocacy related to facility monitoring, citations issued to facilities, and coordination meetings with other advocacy agencies working to address long-term care advocacy issues.

Kristen Johnson, Counsel to the Board

Attorney Kristen Johnson provided program and legislative updates.

- Working on press releases related to voting rights of residents in nursing homes.
- Joint Legislative Audit Committee ordered an audit on DEI efforts throughout the state.
- Updates from State Ombudsman conference.
- Attorney Johnson provided Wisconsin legislative updates of relevance and notable federal developments.
 - o Several pieces of legislation that advocacy groups have been monitoring in Wisconsin failed to pass pursuant to Senate Joint Resolution 1. It is anticipated some of this legislation will appear again in the next legislative session, specifically the next-of-kin legislation, which BOALTC and other advocacy agencies will continue to monitor and provide feedback on.
 - o Ombudsman/Elder Abuse funding remained at level funding in the HHS Appropriations.
 - o The SSA announced it will decrease the default overpayment withholding rate to 10% or \$10, whichever is greater.
 - o ACL announced final rule to establish the first federal regulations for Adult Protective Services.
- Attorney Johnson reported on submissions provided by BOALTC.
 - o Proposed amendments to the 2025 MCO Contract.

Jessica L. Trudell, Executive Director

Ms. Trudell provided agencywide information:

Staffing

- The ED has started preliminary planning for the FY25-27 agency budget which is due to be submitted in Fall 2024.

Federal Budget

- Continuing resolution passed for federal budget. Funds at current levels through March 1st.
- The ED secured some additional one-time MIPPA and SPAP funds for the work of the Medigap Helpline program.
- Elder Justice funds were fully spent. Continued plans to use the remaining ARPA funds which expire in September 2025.
- Quarterly meetings continue to occur with the DOA Bureau of Fiscal Management (BFM) who does our budget analysis and accounting.

Advocacy

- The ED continues her involvement in: DHS Long Term Care Advisory Council, WAAN (Wisconsin Aging Advocacy Network), Storytelling Community of Practice, Consumer Voice Leadership Council and DHS Council on Physical Disabilities.

10. Board Business – Dr. Valerie Palarski, Chair

- Other issues to come before the Chair:

- Request for ED to attend National Association of State Long Term Care Ombudsman (NASOP) conference and the Consumer Voice conference in San Francisco was approved. M/S/C (Bouche/Palarski)
- Next meeting dates: August 28th, November 6th

11. Adjournment

Meeting adjourned at 2:30 pm. M/S/C (Bouche/Taylor)

Respectfully submitted,
Vicki Tiedeman, Recorder
Kristen Johnson, Counsel to the Board