

## OPEN MEETING MINUTES

|                                                                    |                         |                       |                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------|-------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Governmental Body: Long Term Care Advisory Council (LTCAC) |                         |                       | Attending: Chris Witt, Cindy Bentley, Stacy Ellingen, Beth Swedeen, Elsa Diaz Bautista, LaVerne Jaros, Shakita LaGrant, Beth Fields, Michael Bruhn, Jason Glozier, Jessica Trudell, Eric Kostrzak, Joel Gouker, Sara Muhlbauer, Jennifer Jako, LaWanda Calhoun, Linda Bova, Jill Jacklitz, Mike Pochowski, Lisa Davidson, Donna Hawley, Karina Chelsky |
| Date: 3/12/2024                                                    | Time Started:<br>9:30am | Time Ended:<br>2:58pm |                                                                                                                                                                                                                                                                                                                                                        |
| Location: Virtual Zoom Meeting                                     |                         |                       | Presiding Officer: Nicole Schneider, Carrie Molke, Alicia Boehme, Christian Moran                                                                                                                                                                                                                                                                      |
| <b>Minutes</b>                                                     |                         |                       |                                                                                                                                                                                                                                                                                                                                                        |

**Members absent:** Shanna Jensen, John Schnabl, Rosalie Gokee, Don Wigington, Mackenzie Wann

**DHS Staff present:** Nicole Schneider, Carrie Molke, Christian Moran, Alicia Boehme, John Grothjan, Brenda Bauer, Kevin Coughlin, Kaycee Kienast, Otis Woods, Ann Angell, Ken Brotheridge, Angela Miller, Deb Standridge, RaeAnn Fahey, KC Cullinan, Tessa Donaldson, Steve Gress, Shelly Glenn

### Meeting Call to Order – Carrie Molke

- The meeting was called to order at 9:30am
- Carrie provided a brief overview of the agenda and meeting
- Council introductions
  - Nicole Schneider, DHS Assistant Administrator – DMS, Benefits & Service Delivery Function Area was introduced
  - Current council members and DHS staff introduced
- Minutes from January meeting reviewed
  - Motion to approve by Jill Jacklitz. Seconded by Michael Bruhn. Minutes approved.

### Department and ARPA Updates – Carrie Molke, Alicia Boehme, Christian Moran

- Kevin Coughlin provided an update on the Innovation grants and ARPA workforce/WisCaregivers program
    - WisCaregivers will be implementing will be a friend/teacher referral
    - Soft launch of the Spanish version of the website will be in March
    - To date, there have been 364 individuals who have been certified. Of them, 265 are employed.
  - Christian reminded the council of the request for feedback on any requested changes for the 2025 MCO contract. Feedback due 4/11/2024.
  - Alicia addressed the Change Healthcare cyber attack which resulted in major disruptions for Medicaid providers. Wisconsin is tracking much better than other states. State data is secure.
  - Alicia also provided feedback on the unwinding process and shared information regarding disenrollment
  - Carrie reminded council of the Aging, Disability, and Independent Living Network Conference in LaCrosse from April 23 – 25, 2024
  - Two community grants will be made available through ARPA HCBS
    - Social isolation and loneliness
    - Creating livable communities
- There will be a Request for Application (RFA) process, and there will be an informational conference call on April 4<sup>th</sup>
- AARP just released their scorecard report, and in 2023 Wisconsin was #1 in the nation in ADRCs
  - John G provided updates on the modernization projects
    - Statewide 800 number and website
    - Resource database: one stop shop for available services (both in-house and outward facing)
    - Transition tracking system

- Recent change allows POA for Healthcare to sign forms in addition to POA for Finances at ADRCs

### ***Council Feedback***

- If members remained in Medicaid because of the covid rule change and were disenrolled after, they would need to re-enroll to receive benefits
- DHS does not have data on how many people that did not remain in Medicaid were disenrolled due to entering employment
- DHS will report back on IRIS participants not receiving an enrollment decision before the May timeframe is reached and whether or not there will be a grace period
- Members and participants who are disenrolled receive many touch points throughout the process. If they are disenrolled, they are referred to ADRCs for assistance with re-enrollment
- Suggestion was made to “fast-track” individuals for enrollment who have previously been in long term care programs for an extended period of time
- Currently there is a lack of funding and staffing for ADRCs to be able to expedite these re-enrollments
- Trusted resources for ADRC include identification of assisted living facilities and other long term care resources in the area. Mike P offered assistance those resources
- Council is hearing good things regarding The Independent Living Support Pilot. Inquired if the timeline could be extended and if the plan may be rolled out statewide after the pilot.

### **Council Meeting Structure – Additional Discussions – Carrie Molke, Alicia Boehme, Christian Moran**

- Alicia reviewed discussion from last meeting. DHS believes the council should have input in determining the structure moving forward. Would like to have two volunteers from each member group (Advocate, Self-Advocate, Contractor, Expert and Provider) to participate in a short term ad hoc workgroup for the purpose of providing feedback on structure. The May meeting will be shortened meeting with a broad discussion including workgroup feedback. Members should email Shelly Glenn if they are interested in participating. Also made a call for those interested in chairing the LTCAC.

### ***Council Feedback***

- Council expressed appreciation for DHS work on this and appreciates the opportunity to provide input

### **Wisconsin’s Approved HCBS Corrective Action Plan – Kaycee Kienast**

- Remainder of presentation shared from January meeting

### ***Council Feedback***

- Request made for CMS report links. Links were shared in January presentation
- <https://www.medicaid.gov/sites/default/files/2023-09/wi-appvd-cap.pdf>
- <https://www.medicaid.gov/sites/default/files/2022-12/wi-site-visit-rpt-cl.pdf>

### **Public Comment**

- No public comment from attendees.
- The following written comment was received and read at the meeting:  
I am advocating for the consideration of personal care services as a long-term care priority on two fronts in the coming year.
  - 1) Increase the reimbursement rate for agencies to supplement the additional expense incurred by Electronic Visit Verification implementation (EVV). EVV has been a costly expenditure and inadequate rate increases prevent agencies from paying caregivers reasonable wages, especially in the face of record inflation. This causes high turnover of caregivers during a national caregiver shortage. The alternative for our consumers is often an institutional level of care, which is far more costly to the state and diminishes consumer autonomy in decision-making. Agencies must have a reimbursement rate that covers the cost of service delivery and allows caregivers to make a livable wage. We are starting to see agencies faced with closing their doors as due to excruciatingly tight margins and an inability to retain caregivers that need to provide for their families.
  - 2) Reinstate telehealth visits for supervision of personal cares. Telehealth visits implemented during the public health emergency were demonstrated to be an effective use of service delivery. While they do not

eliminate the need for in-home visits, they are an essential option for service supervision that allows services to go uninterrupted. When the public health emergency lifted, we lost the ability to offer this consumer-preferred service delivery option and are urging for expedient reinstatement.

A substantial personal care reimbursement rate increase and reinstatement of telehealth visits are vital to the Wisconsin families using this service.

### **DQA Presentation – Health/Safety and Abuse/Neglect Issues and Trends – Otis Woods, Ann Angell, Ken Brotheridge**

- Presentation shared with council

#### ***Council Feedback***

- When a complaint is made, the family is instructed to speak with the facility first. In cases where the complain is made online, it is more difficult to relay that information.
- In the cases of imminent jeopardies, there was an immediate reduction. Industry outreach has helped. The FOCUS conference is a large annual conference for skilled nursing and assisted living facilities
- Every complaint is important. Good to see that 72% of facilities had no complaints.
- The State of Assisted Living Report may have information regarding the voluntary closures and surveys with enforcement by licensure category. Council will be notified when it is completed.
- Member inquired as to what a responsibility citation is. Ken indicated it is regarding responsibilities outlined in the administrative code. Council requested additional information.
- Relationship between Adult Protective Services (APS) and DQA reviewed. DQA investigations are generally unannounced, and occasionally there are joint investigations. They are working on communicating more effectively with APS colleagues. Each entity's responsibility differs by statute. There is a need to respect privacy issues.
- Member questioned if numbers would be higher if APS data was added to report.
- There was a delay in investigating complaints due to the sheer number coming in. There is not enough staff to do quality investigation for all complaints. They are currently working on a biennial budget, and if the increase in complaints remains, additional resources will be needed.
- Council offered any assistance they could provide
- The timeframe from when a complaint is triaged to investigation is 60 days
- Workers involved in misconduct cannot "hide" in a different setting. Misconducts are part of the registry.
- Member requested a list of facilities about to close or already closed. Ken will follow up with them.

### **Report Out Baker Tilly – Deb Standridge, Angela Miller**

- Presentations shared with council

#### ***Council Feedback***

- The report did not answer what would be needed to fund the increase in demand for beds
- The respondents were chosen by reaching out to WALA and other partners
- Disappointed that not many advocates or participants/members were included. The idea was to take the basic foundations from the study and use that to move forward
- There is a plan to include advocates and consumer voices moving forward, DHS is happy to partner moving forward
- DHS provided a whole list of advocates, and Baker Tilly chose with whom they were going to speak
- Noted that this was a market study, Michael B offered assistance in working with the state moving forward regarding issues on guardianship. Angela indicated that the state has little control over guardianship. It lies with other agencies.
- Report provides an amazing snapshot of the industry, and we can use the information for future planning.
- Regarding the complex patient pilot, it is the point of the report, so DHS could incorporate the hospital to home model
- The study doesn't take into account where people want to be, only where they are located (Assisted Living Facilities). It is a limitation of the study. Council doesn't want the study to become a reason to be justification to have more Assisted Living Facilities
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**LTC Provider Management – RaeAnn Fahey**

- Presentation shared with council

***Council Feedback***

- The billing process for providers will not change
- The site will provide transparency across the state, provides us one place to look for this information
- The 1915 (c) waiver is the guideline for certification and licensure
- The site will help DHS get a full picture of what services providers are offering as well as additional data
- The community is able to access the site and search providers
- One of the goals is to streamline credentialing for providers with MCOs
- Council would like to see this for FFS/HMOs in the future. This is only for managed care
- Providers receive notices for initial enrollment and reverification

**Health Equity Charge Next Steps – KC Cullinan, Tessa Donaldson**

- Questions posted to council
  - Where are we at with our current charges?
  - What will we do with the data we collect?
  - What is our purpose? Our goals?
  - What are our council's assets? What makes it unique?
  - What is the desired outcome?

***Council Feedback***

- Strength of the council is vast knowledge, experience and expertise. There are many ways to build out our capacity.
- Every charge needs to be viewed through an equity lens, but there needs to be equity goals under that charge
- Suggestion made to return to the charge and set some metrics around SMART goals. Start to quantify what it means to embrace and operationalize
- Can a broader group of people be incorporated to determine where equity fits into their practice?
- Member suggested a land acknowledgement statement to open meetings

**Council Business – Carrie Molke**

- Carrie called for any additional council business or requested topics for future meetings

***Council Feedback***

- Request for update on rates proposal and grace period for IRIS determinations
- Suggestion made to work with the Governor's Taskforce
- Request made for update on the kitchen project at the Centers
- Requested the State of Assisted Living Report be distributed when available
- Reminder of Disability Advocacy Day

**Adjourn**

Cindy Bentley motioned to adjourn. Seconded by Lisa Davidson. Meeting adjourned at 2:58pm

Prepared by: Shelly Glenn on 3/14/2024.

These minutes are in draft form. They will be presented for approval by the governmental body on: 5/14/2024