

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Adviosry Committee			Attending: Committee Members: Amy Weiss, Anne Karch, Angela Kieffer, Fil Clissa, Kathi Miller, Martha Chambers, Mitch Hagopian, Rosie Bartel, Sue Urban, Vicky Gunderson, Jill Walter, Leslie Stewart
Date: January 25, 2022	Time Started: 9:30 am	Time Ended: 1:55 pm	DHS Staff: Curtis Cunningham, Krista Willing, Kiva Graves, Amy Chartier, David Albino, Dana Raue, Christine See, Sheldon Kroning, Daniel Bush, Heidi Herziger, Jonathan Claflin, Kim Schindler, Kyle Novak, Shelly Glenn
Location: Zoom Webinar			Presiding Officer: Curtis Cunningham, Assistant Administrator

Minutes

Committee Members Absent

- John Donnelly, Maureen Ryan

Meeting Call to Order

- Introductions
 - All committee members and DHS staff present introduced themselves
 - Curtis introduced new member – Anne Karch. Acknowledged the contributions of Julie Burish to the committee as her term was completed in 2021.
 - Krista introduced David Albino, Deputy Director, Bureau of Rate Setting and Dan Bush, IRIS Fiscal Management Section Manager, Bureau of Rate Setting
- Approval of November minutes
 - Martha Chambers made motion to approve minutes. Kathi Miller seconded the motion. The minutes were approved by members.

Department Updates, presented by Curtis Cunningham

- ARPA 5% in effect (Curtis)
- Grant program being utilized to procure a technology vendor
- Currently evaluating the review proposal
- Independent living pilot
- HCBS Project
- ADRC Outreach strengthening
- Critical incident reporting
- State transition has been submitted to CMS
- Still in soft launch for EVV

Background Check Update presented by Curtis Cunningham

- DHS currently does not have the funding or the staffing to review the process, and it will be moved to the next budget
 - Mitch asked about the review process for excluded workers.
 - Workers and participants can appeal.

- Certain violations allow an agency to be hired and have a rehab review through them.
- Amy Chartier gave an overview of the current process.
- Anne inquired about the current messaging. Participant does not get notice of failure details but they are informed of the decision. Work is being done to adjust that process.
- Background checks need to be done for each participant if a worker provides services to more than one participant.

ARPA Update presented by Sheldon Kroning, Kim Schindler

- Sheldon presented slides on the ARPA update
- Anne inquired about the letter sent to SDPCs and reference to the dollar amounts
 - Kim indicated one letter addressed both
- Martha mentioned that the letter was unclear about budget increases.
 - Any increase in budget will be determined with the IRIS Consultant
- Kiva clarified that the letter was intentionally vague to allow information to be out before the specific process of implementation was determined
- Anne said that the participants needed to be informed of the 5% increase specifically
- Mitch added that the IAC reviewed the letter and provided input
- Rosie mentioned sending a notice or “heads-up” letter

Ombudsman Update presented by Kathi Miller, BOALTC and Leslie Stewart, DRW

- Kathi presented on participants 60 years and older, Leslie presented on participants 18 – 59 years
- Kathi reviewed the following
 - Specific needs “on call”
 - Ombuds are given a “head-up” if letters are sent in error so they are aware of a potential increase in contacts
 - Case trending show increased calls in self direction and issues with provider quality of care
 - Increased issues with clerical issues
 - IC referrals and up which is welcome and shows ICA outreach is working
 - Average days to close increased for the year
- Leslie reviewed the following
 - Also experiencing worker issues
 - Background check cases
 - Processing issues in renewal in the previous 2 weeks
 - Referrals also up in IC contacts
 - Increase participant driven calls which are issue specific (POA, Guardianship)
 - BPDD has been an excellent resource

Committee Discussion:

There was discussion related to questions on SDPC concerns, separating out hours vs. workers, issues with the 4-year background check showing issues that didn't show up on the initial check. People are not hesitating to utilize the grievance procedure. Committee would like to know the number of program consults and the number of partial or withdrawn complaints. Committee would like the ombuds report to continue at each meeting in addition to an annual report out.

Cost Share presented by Kyle Novak, IRIS Program and Policy Analyst

- Kyle reviewed her presentation with the committee
- The following was noted
 - Cost Share was discussed with contractors
 - Bullets were changed to paragraph form

- Clarification was provided in item #2 regarding terminology “disenroll”
- Due dates of the cost share were the largest changes

Service Authorization Requests: Review Guidelines and Tool (SMA Approval Process) presented by Kyle Novak, IRIS Program and Policy Analyst

- Kyle reviewed her presentation with the committee
 - Discussion regarding specialized services
 - Is there a long term care outcome associated with the service
 - Is it coded properly
 - Do providers meet the qualifications
 - BA and OTEs removed as it is a separate process
 - Policy is a draft
 - Expedited requests should be rare
 - Most are with a 5-day turn around
 - Documents to be sent post meeting to include prior draft

Committee Discussion:

Individual budget should be added. Policy needs to be clear and consistent and needs to implement what the workgroup did. There is an ongoing struggle with care workers. Kevin Coughlin to provide an update at the March meeting. There was additional discussion regarding service authorization in the participant training. Question posed if there would be a stakeholder group on the rate band. There was mention made of the National Guard training CNAs. Link to the ARPA HCBS plan career path for personal support was provided:

<https://www.dhs.wisconsin.gov/arpa/hcbs.htm>

Topic Tracker presented by Amy Chartier

- Amy presented current policy and topic tracker

Committee Business

- No new committee business to discuss

Public Comment

- Wendy commented on the difficulty of recruiting and retaining personal care workers. She felt that pay was a factor in workers choosing to work in a different field. Wendy also expressed a concern about participant's care plan being made available to local law enforcement in cases where there is a need for involvement. She noted that currently it is not easily accessible.

Adjourn

- Rosie Bartel motioned to adjourn at 1:55pm.
- Sue Urban/Fil Clissa seconded.
- Meeting unanimously adjourned at 1:55pm

Prepared by: Shelly Glenn on 1/26/2022.

These minutes are in draft form. They will be presented for approval by the governmental body on:
3/25/2022



WISCONSIN DEPARTMENT
of HEALTH SERVICES

American Rescue Plan Act of 2021 (ARPA) Section 9817: Expanding, Enhancing, and Strengthening the Home and Community-Based Services Workforce

Kevin Coughlin

Policy Initiatives Advisor – Executive, Benefits and Service Delivery,
Division of Medicaid Services, Wisconsin Department of Health Services

Caregiver Crisis By the Numbers

1 in 4

direct caregiver
positions are vacant

20,000

additional home care
workers needed by 2024

>50%

Wisconsin's annual
caregiver turnover

Impact if the Current Situation Continues

- The 100,000+ beneficiaries in Wisconsin's long-term care system will not get the care they need and deserve.
- As the demand for LTC services continues to grow, the problem will worsen over time.

Project Goal



- Improve caregiver competencies
- Create a pathway for advancement
- Increase the number of direct care workers
- Improve accountability and sustainability

Opportunity to Address Systemic Issues

- Lack of competency requirements
- No pathway for advancement
- Low retention rates
- Few processes in place to gauge success or how to improve

Desired Outcomes

- More choice for those needing care
- Improved HCBS initiatives
- Decreased reliance on LTC system and institutional care options
- Potential cost savings



Key HCBS Programs

These initiatives will benefit entities and individuals who support these programs:

- Children's Long-Term Support
- Family Care
- Family Care Partnership
- IRIS (Include, Respect, I Self-Direct)
- Program for All-Inclusive Care for the Elderly (PACE)

Staff Stability Survey

Assess the HCBS workforce across Wisconsin

- Direct care workforce participation (FT/PT)
- Turnover
- Worker tenure
- Wages
- Benefits
- Agency recruitment and retention strategies

NCI Staff Stability Survey

- 2022 - Individuals with Intellectual and Developmental Disabilities (IDD).
- Agencies with emails – Personal Care Agencies and Agencies in the Electronic Verification Visits System

<https://content.govdelivery.com/accounts/WIDHS/bulletins/30cdaac>

- Flyer: <https://www.dhs.wisconsin.gov/publications/p03203.pdf>
- Information webinars in March.
- Next up – Elderly, Physically Disabled and Children's

Proposed Classification System

Personal Care Workers (PCW) and Supportive Homecare Workers (SHCW)

Job Tier	Standards
PCW1 or SHCW1	<ul style="list-style-type: none">• Meets current requirements• Work within capacity allowed by Administrative Code
PCW2 or SHCW2	<ul style="list-style-type: none">• Wisconsin-approved• Portable PCW2 and SHCW2 certificate• Public registry listing

WisCaregiver Careers

Expand successful nursing home CNA program to HCBS providers to attract and retain the workforce

- WisCaregiver branding
- Videos and media campaign
- Website connections and resources
- Tracking system and direct care worker evaluation

Site Upgrade

- Home and community-based settings
- Training site
- Participating employer map
- Stakeholder page
- Tracking system
- Satisfaction surveys



Connect Jobseekers to Employers



- Contract with [ConnectToCareJobs](#)
- An upgraded version will become Wisconsin's "go-to" site for all things HCBS workforce

PCW Financial Incentives

- Vouchers for ~7,700 PCW2 certificate programs
- Retention bonus for ~3,800 caregivers
- Eligible recipients:
 - New hires
 - Worked as a PCW for one year
 - Completed a PCW2 certificate

Provider Incentives

- Incentivize providers to hire workers who have completed new certificate programs
- Incorporate value-based Medicaid direct care Worker payment models and wage approaches to encourage improved competencies and career advancement

Questions?



Contact

Kevin Coughlin

Policy Initiatives Advisor – Executive

Benefits and Service Delivery

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Wisconsin Department of Health Services



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608-509-3398

IRIS Policy Tracker

January – June 2022

On Track Warning Complete	<div><div></div><div></div><div></div></div>	Meeting Off Month	<div><div></div><div></div></div>	IRIS Leadership (Policy and Implementation every other month; same month as IAC meeting)			IRIS Advisory Committee (IAC) (Meet every other month; email policy/content in off months)		
Policy / Content		Month	Draft Sent to Contractors	Present at Meeting	Feedback Due (email)	Draft Sent to IAC	Present at Meeting	Feedback Due (email)	
<ul style="list-style-type: none">Cost ShareSMA Review Guidelines		January	1/12/22	1/19/22	2/1/22	1/12/22	1/25/22	2/1/22	
<ul style="list-style-type: none">ISSP Development:<ul style="list-style-type: none">Self-directed Planning ProcessParticipant Service Agreements / Required Providers		March	3/16/22	3/21/22	4/8/22	3/16/22	3/22/22	4/8/22	
<ul style="list-style-type: none">Eligibility and Enrollment		April	4/19/22	Off Month	4/29/22	4/19/22	Off Month	5/3/22	
<ul style="list-style-type: none">ISSP Development: Services OverviewBAs / OTEs		May	5/11/22	5/18/22	6/1/22	5/11/22	5/24/22	6/1/22	
<ul style="list-style-type: none">Participant Safeguards / Health and SafetyEmployment		June	6/20/22	Off Month	7/1/22	6/20/22	Off Month	7/1/22	

Policies and Content Reviewed and Published:

- [Electronic Visit Verification in IRIS \(P-03113\)](#)
- [IRIS Support Services Provider Training Standards \(P-03071\)](#)
- [Fiscal Employer Agent \(FEA\) Enrollments and Transfers \(P-03107\)](#)
- [Remote Services \(P-03081\)](#) (effective January 1, 2022)
- [Vulnerable and High Risk Participants \(P-03128\)](#) (effective January 1, 2022)
- [Reporting and Follow-up for Immediate Reportable and Critical Incidents \(P-03131\)](#) (effective January 1, 2022)

*Schedules are subject to change

YearlyTopic Items*						
	January	March	May	July	September	November
Committee Membership	X (New members)			X (recruiting)		
IRIS Contractor Provider Agreement						X
372 Report						X
Ombudsman Updates	X					
Participant Survey			X			
Enrollment reports			X			
NCI Data						X
Self-Direction NCI Data		X				
Review Topics for Next Year						X

***Schedules are subject to change**

YearlyTopic Items*						
	January	March	May	July	September	November
IBA (Individual Budget Allocation)			X			X
Monthly Rate of Service (MROS) Change Reminder			X			X
ARPA 5%	X				X	

*Schedules are subject to change

Current Reports								Report Links
	Comments	January	March	May	July	September	November	
Enrollment numbers	could send bi-monthly with IRIS agendas	X	X	X	X	X	X	Enrollment Reports
372 reports						X		372 Reports
NCI data						X		NCI Data
Employment Data	from Act 178							Employment Data
Participant Satisfaction				X				Participant Satisfaction Survey

[IRIS Advisory Committee Page](#)
[IRIS Manuals, Resources, Reports](#)

IAC Requested Topics	
Standardized Monthly Budget Statements	Pending - resources not available at this time.
Background Checks	Curtis to address 1/25/2022
Relocations/Transitions	Pending - resources not available at this time.
P4Ps	Pending - resources not available at this time.
Data Requests	See below

Data Requests - Not Yet Implemented		
		Comments
ICA Referral Information		Maureen's email - June 2021
BA Timeliness		Maureen's email - June 2021
OTE Timeliness		Maureen's email - June 2021
Service Utilization by ICA		Maureen's email - June 2021
Service Utilization		Maureen's email - June 2021