

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee			Attending:
Date: 5/22/2018	Time Started: 9:00 AM	Time Ended: 3:00 PM	Committee Members: Monica Bear, Martha Chambers, Dean Choate, Fil Clissa, John Donnelly, Mitch Hagopian, Maureen Ryan
			DHS Staff: Betsy Genz, John O'Keefe, Sheldon Kroning, Chris Sell, Suzanne Ziehr
			Others: Sue Urban, Mary Reed, Katherine Kasabuske, Amanda Cavanaugh, Zoe Nyland, Karrie Knapp, Alexa Butzbaugh, Shanna Jensen, Donna Blend, Lea Kitz, Kim Marheine, Julie Burish, Wendy Kaplan, Kimberly Rux, Jeanne Franzen, Trista Brandt, Kevin Keisling, Kathleen Miller, Sarah O'Neil, Kimberly Rux
Location: Lussier Center, LePine Room, 3101 Lake Farm Road, Madison, WI 53711			Presiding Officer: Betsy Genz, Associate Director, Bureau of Adult Long Term Care Services

Minutes

Meeting Call to Order

Betsy Genz led introductions of participants listed above.

Approval of January minutes

- Postponed until afternoon
- Maureen Ryan moved to approve, Mitch Hagopian seconded the motion, all approved

DHS Updates

Betsy Genz, Associate Director, Bureau of Adult Long Term Care Services

Section Chief

- Amy Chartier has accepted position of IRIS Section Chief and started in the position on April 30, 2018.
 - Previously Amy has worked with the Department as an IRIS quality specialist contractor and in the Bureau of Adult Long Term Care Services as a community integration specialist with a focus on employment.
 - Prior to working with the Department of Health Services, Amy worked in the community in management roles with providers.
 - Amy is presenting at the Employment First Conference today, but will attend the July IRIS Advisory Committee Meeting.

Staffing

- John O'Keefe is retiring effective June 15, 2018.

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- He is the program historian and has been with the IRIS program since the beginning.
 - DHS will be hiring a number of different positions related to contract conversions.
 - 3rd LTEs have recently started in the Quality Section:
 - Kristin Bird;
 - Amy Daniels; and
 - Kyle Novak (started 5/21)

Dane County Expansion

- Last group rolled and there are now 2,172 enrollees:
 - Care Wisconsin--Family Care: 826;
 - My Choice Family Care: 173;
 - Care Wisconsin--Partnership: 167;
 - iCare--Partnership: 14
 - TMG--IRIS: 437;
 - Connections--IRIS: 86
 - First Person--IRIS: 41; and
 - Self-Directed Personal Care Services: 428
 - Enrollment by target group:
 - Family Care
 - Intellectual and Developmental Disability: 555;
 - Frail Elders: 251;
 - Physically Disabled: 181
 - Family Care Partnership:
 - Intellectual and Developmental Disability: 76;
 - Frail Elders: 74;
 - Physically Disabled: 29
 - IRIS (Dane County):
 - Intellectual and Developmental Disability: 770;
 - Frail Elders: 13;
 - Physically Disabled: 76
 - IRIS (Statewide):
 - Total enrollees: 16,782
 - Intellectual and Developmental Disability: 7,295;
 - Frail Elders: 3,367;
 - Physically Disabled: 6,120
 - Going forward, 12 per month will come off the waitlist
 - Waitlist will be eliminated within 36 months
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Adams County Expansion

- Expansion will begin in Adams County
- Contracts with the MCOs are signed for Family Care
- Community and Provider Forums were held at the end of April
- Enrollment counseling began in May
- There are less than 150 individuals to roll-over and they will start on July 1, 2018
 - Currently 70 have completed enrollment counseling
 - So far 10% have enrolled in IRIS
 - CIP/COP waivers will be sunset after the transition
- MCOs for Family Care are Inclusa and CW for MCOs
- IRIS Consultant Agencies are First Person Care Consultants, TMG, Connections, and Advocates4U

GSR 6

- Connections will be expanding to GSR 6, effective June 1, 2018

Tribal

- Menominee and Oneida tribal waiver agencies
 - Going through enrollment counseling
 - Roll to Family Care, Family Care Tribal Option, and IRIS will be effective July 1, 2018
 - FC tribal option, DHS is putting together a tribal option with Tribes and CMS.
 - Enrollment counseling, FC or IRIS available and option to get CM through tribal agencies.
 - Enroll with MCO that tribe is working with if they select that option.
 - 3-way contract has been drafted and FC amendment has been drafted and is open for public comment.
 - The waiver will be submitted on June 29, 2018.
 - Working to make sure no one loses or has interruption in services.
 - 1 or 2 have selected IRIS so far.
 - Other tribes may do this in the future

Bureau of Adult Long Term Care Services priorities for 2018 calendar year:

- Employment initiative
 - Incorporates all long term care programs, someone from team will to come to a future meeting
 - Implementation of Ombudsman over 60
 - SDPC increase
 - Electronic Visit Verification project
 - HCBS Rule Implementation
 - 1-2 Bed AFH certification
 - PCG was awarded the contract and conducting visits for IRIS AFH certification only. PCG will also be conducting HCBS non-residential assessments in the future.
 - Enrollment Streamlining Project
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- This will not be transparent to participants, but will allow State to have our systems talk together related to enrollment
 - Family Care Tribal Option
 - Quality
 - Incorporates all long term care programs
 - Someone from workgroup to present at a future meeting
 - **Committee recommendation:** Obtain best practices from BPDD or similar groups on quality related items
 - IRIS policies (worked on as time allows)
 - background check
 - mismanagement
 - Certification criteria updates for ICAs and FEAs
 - Calendar year 2019 priorities will be worked on this summer
 - **Committee Suggestion:** Should have some uniformity on process for FEA payments to vendors, since most vendors are working with multiple FEAs.
 - Electronic Visit Verification (EVV) Requirement and 21st Century Cures Act.
 - DHS is analyzing the services that are applicable to the federal requirement
 - CMS released additional guidance last Thursday (5/17/18)
 - The guidance appear to exclude residential placements from the EVV requirements
 - All EVV discussions are still just conceptual
 - No vendor has been selected
 - DHS is waiting for guidance from CMS
 - DHS plans to request federal money to fund this project
 - Home and Community Based Services (HCBS)
 - Residential Settings
 - A total of 3,289 letters have been mailed to residential settings that meet the criteria
 - 1,700 more compliance letters were recently mailed out
 - Review of all residential settings plan to be completed by end of July 2017
 - A small number of settings have not meet criteria
 - DHS will be working over next couple months to figure out what will happen with these setting
 - 86 non-compliance letters sent to settings that have had no response or communication with DHS
 - Non-residential
 - Workgroups with stakeholders were held in April
 - DHS team will be creating non-residential benchmarks over next few months.
 - Heightened scrutiny requests
 - DHS is waiting on more guidance from CMS on heightened scrutiny, which should come out this summer. Currently reviewing new facilities (5 of them) that need heightened scrutiny review to receive reimbursements
 - Initial review has been completed
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- Next step is to post DHS's assessment publicly for a 30-day for comment period
 - The 5 facilities are frail elder specific – 2 in St. Croix, 1 in Richland Center, 1 near Eau Claire, 1 in Sister Bay
 - Progressive Community Services (PCS)
 - Has resumed accepting referrals as of May 2, 2018

Participant Satisfaction Surveys

Betsy Genz, Associate Director, Bureau of Adult Long Term Care Services

- Shared questions at last meeting and noted some questions had to go back to survey center for rewording
 - All questions are finalized and are going through approval
 - The Department is not sharing the specific questions publicly at this time
 - Current plan is to survey the adult programs annually
 - This year surveys will be completed in the 3rd quarter
 - In subsequent years it has not determined when administration of the survey will occur
 - Hired UW Survey Center to complete creation, administer survey and collect data
 - Surveys not going to all participants, but will be a statistically valid sample
 - Each ICA/FEA/MCO will have their own valid sample
 - Need about a 33% response rate
 - Survey will be conducted by mail
 - If no response, a postcard will go out as a reminder with contact information
 - If no response after that, another full packet will be sent out
 - Survey will have IRIS or Family Care logo on it
 - First 7 questions of the survey are exactly the same across all adult long term care programs
 - Last set of questions are program specific
 - Minimal tweaks to the questions may occur in subsequent years
 - Definitions were incorporated where appropriate and tried to be as plain language as possible
 - No plan to put in a glossary
 - Electronic versions will not be available, other adaptations will be available
 - There will be translation assistance available for those that do not speak English as primary language
 - Participants receiving the survey will have been enrolled for at least 6 months
 - Data has already been pulled for who will be receiving surveys
 - If a participant changed ICAs or FEAs recently, responses will be linked to one they were previously enrolled with
 - There should be no cost to the person receiving the survey, prepaid envelopes will accompany the survey
 - As part of quality projects, the Department would like to know how the committee would like to use the survey information
 - Current plan to build a scorecard that will be shared at ADRC
 - Data will be shared with individuals ICAs and FEAs so they can make improvements
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- **Committee Suggestions:**
 - Send talking points to ICA/FEAs for participants who have questions
 - Have an adaptation for visually impaired participants
 - Talking points should include the mailing address and phone numbers for where the surveys should end up

IRIS Advisory Committee Composition

Betsy Genz, Associate Director, Bureau of Adult Long Term Care Services

- This item moved to a closed session at end of public meeting

Participant Education Manual

- Shared current draft manual at last meeting
 - Creation of this manual is to try and have less paperwork for the participant to sign and give participants a reference to keep
 - Right now each form is separate
 - It is not expected that the participant will complete this in one sitting
 - ICAs have identified this as a need
 - This is manual goes over the person's responsibilities in the program and the handbook is general in nature about the program
 - IRIS Advisory Committee and ICA/FEAs should send any specific manual feedback to Suzanne and Betsy
 - **Committee Suggestions:**
 - Put an explanation at beginning of goal or purpose of the manual
 - Tasks should be called responsibilities
 - Sections should flow with how consultants go through the program with participants
 - Signing forms can be physically difficult for participants, use e-signature or other method to acknowledge understanding/receipt
 - Have a date that each topic was completed on
 - Review name, this is more acknowledgment then education for the member
 - Since ICAs have limited time with participants, can this just be a reminder after the first year so they do not have to go through it all
 - Have the information online and an acknowledgement that can be printed off
 - Define what your acknowledging receipt of and what you are going over to understand
 - Explain what the consequences are for participants if they acknowledge going over manual items, but then miss doing them, i.e. reporting a critical incident
 - Have this as an addendum to the handbook, separate link from handbook on website
 - Include a statement on the philosophy of self-direction
 - Section 2.0 should be re-written
 - Reading level of document should be 3rd Grade
 - Department should have trainings with ICAs on how to go through the finished document
 - Have a purpose statement at the top of each forma with a required action (sign, keep, other)
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- Add a section on participants rights
 - Review language and terms used to make them participant friendly
 - Determine if the participant needs to go through every form, if not, how will it be indicated what they need/don't need
 - Is the manual the best method of delivery for this information, or is there a different way to inform participants
 - IRIS team will look at the participant manual, review the committee suggestions and bring it to the July meeting
 - IRIS staff will look into what documents are required by CMS and what documents we have due to frequency of questions/issues
 - Suzanne Ziehr will send the Word version to ICA/FEA liaisons

Public Comment

- Donna Blend
 - You are talking about Family Care when we are here to talk about IRIS. Cannot compare the programs. Should not be putting Family Care out there all the time. With the Tribal discussion, you did not say anything about IRIS. Is that going to be in there? Only spoke about Family Care
 - You really should have participant input on surveys and how they should be put together. They are the ones who have to answer the questions
 - I agree that disabled people are disabled people no matter what their conditions are. Everyone should be at this table no matter what happens. They should all be represented at the table. More committee members are needed from the participants and not as many from the outside agencies
- Wendy Kaplan
 - I appreciate being able to be here. It is challenging to hear. Suggest having the meeting held somewhere else or have microphones.
 - Statewide statistics should be shared as percentages in minutes
 - Would like a copy of the manual
 - Need more input from participants
 - Need to hear from participants
 - Need participants to review the survey
 - Like comments on document and procedures
 - Have it broken by chapters
 - Training and education at public meetings vs IRIS Consultant to participant
 - Do this through webinars and on-line training
 - Have a Listserv for participants so that everyone is notified of the meetings

Enrollment Reports

Chris Sell, WISITS System Administrator, Bureau of Adult Long Term Care Services

- Reviewed maps that are available on the IRIS website
 - The maps are updated monthly
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- Reviewed tables with enrollment data over time
 - Enrollment shows about 1% per month increase
 - IRIS staff will coordinate with Family Care on frequency of comparable reports
 - Working on having expenditure data in WISITS so real-time budget availability can be determined
 - Creation of additional reports will become part of our quality discussions
 - **Committee Suggestions:**
 - Reports that show:
 - Enrollment by target group
 - Broken down by county
 - Number of days to complete enrollment
 - One-time expense requests
 - Breakdown of age group for new enrollments and overall enrollments
 - Categories of expenditures
 - Family Care, IRIS, and Partnership enrollment in one report

One Time Expense Requests

Sheldon Kroning, Quality Assurance Program Specials – Team Lead, Bureau of Adult Long-Term Care Services

- This is a topic that the committee requested be discussed
- The one time expense requests are mainly used for home modifications and adaptive aides
- If a participant cannot obtain 3 bids, they can provide 2 bids and indicate why they couldn't get a 3rd in the request
- Any specific instances of losing providers because of the 3 bid requirement should be sent to Sheldon Kroning
- Concern from committee that the process for approval has taken too long that sometimes costs have increased or that the contractors are no longer available to do the work
- **Committee Suggestions:**
 - Consider requiring less than 3 bids
 - Consider a cost threshold for when bids are required
 - Have community norms or customary amounts that can be approved quickly
 - Have a small work committee to go through required forms and process in general

Cash Cards

Betsy Genz, Associate Director, Bureau of Adult Long-Term Care Services

- DHS would like to understand better what concerns with cash cards
 - Feedback from committee members and consultants:
 - All FEAs have similar processes for payments
 - Most FEAs offer pay card or direct deposit
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- There are some instances when fees may be incurred:
 - Inactivity fees if not used for 90 days
 - Ordering a replacement card
 - Fees are explained before workers choose to receive payment by pay card instead of direct deposit

Ombudsman

Kim Marheine, Ombudsman Services Supervisor, State of Wisconsin Board on Aging and Long Term Care

John O'Keefe, IRIS Program and Policy Analyst, Bureau of Adult Long-Term Care Services

- 2 Ombudsman for the IRIS program:
 - Kathy Miller, lead ombudsman
 - Previously worked in Income Maintenance and with the IRIS program
 - Sarah O'Neil, ombudsman
 - Previously work with Adult Protectives Services, ADRCs, and as a Family Care case worker
 - Both cover the entire state and are home-based
- These positions are authorized through the Federal Older American's Act
 - Work with individuals over the age of 60
- The ombudsman are in the process of completing meet and greets with ADRCs, ICAs, and FEAs and consumer education
- Information on the ombudsman options have been sent to the ICAs and FEAs
- Information will be put on the IRIS website and handbooks
- There are 3400 elders in IRIS that are eligible to work with these ombudsman
- Information on the ombudsman will be in the handbook
- **Committee Suggestions:**
 - Create a joint brochure with DRW
 - Send a letter to IRIS participants who are over to inform them of the availability of the ombudsman
 - Include the brochure
 - Send a brochure or 1 page summary of ombudsman options at time of renewal
 - Brochures should be distributed in same locations as DRW brochures
 - Annual reports should be sent, similar to DRW reports (Kim Marheine and Lea Kitz to connect on this)

Walk-on Items

Possible Agenda Items for July Meeting

Betsy Genz, Associate Director, Bureau of Adult Long-Term Care Services

- Add topic of future meeting agenda items to agenda as a standing item
 - Present final National Core Indictors (NCI) Survey results
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Prepared by: Suzanne Ziehr on 5/24/2018.

These minutes are in draft form. They will be presented for approval by the governmental body on: 7/24/2018