

## BOARD ON AGING AND LONG-TERM CARE

### GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY09 Adjusted Base	FY10 Recommended	% Change Over FY09	FY11 Recommended	% Change Over FY10
GPR	1,095,200	1,110,600	1.4	1,110,600	0.0
PR-S	1,391,600	1,663,600	19.5	1,677,700	0.8
<b>TOTAL</b>	<b>2,486,800</b>	<b>2,774,200</b>	<b>11.6</b>	<b>2,788,300</b>	<b>0.5</b>

### FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY09 Adjusted Base	FY10 Recommended	FTE Change From FY09	FY11 Recommended	FTE Change From FY10
GPR	15.53	15.53	0.00	15.53	0.00
PR-S	18.47	19.47	1.00	19.47	0.00
<b>TOTAL</b>	<b>34.00</b>	<b>35.00</b>	<b>1.00</b>	<b>35.00</b>	<b>0.00</b>

### AGENCY DESCRIPTION

The board was created by Chapter 20, Laws of 1981. The board consists of seven citizen members who are appointed by the Governor with the advice and consent of the Senate. The board hires an executive director who in turn hires staff who operate the Long-Term Care Ombudsman, Volunteer Ombudsman and Medigap Helpline Programs. The board reports biennially to the Governor and Legislature regarding the state's activities relating to long-term care for the aging and disabled. The board monitors federal, state and local laws and regulations that relate to long-term care facilities, and initiates legislation to correct inadequacies in these laws. Through its Long-Term Care Ombudsman Program, the board investigates complaints of improper treatment of aged and disabled persons receiving long-term care, and serves as mediator or advocate to resolve problems. The board also promotes public education to improve long-term care for the aged and disabled, and, through the Medigap Helpline Program, provides information to consumers regarding insurance policies available to supplement federal Medicare insurance coverage, including long-term care insurance.

### MISSION

The mission of the board is to advocate for the interests of the state's aging and disabled populations, to inform consumers of their rights, and to educate the public at large about health care systems and long-term care.

In pursuit of this mission, the board promotes a coordinated and comprehensive long-term care system. The board serves the individual; monitors the development, implementation and outcome of long-term care policy; makes recommendations to the Governor, Legislature and the Wisconsin congressional delegation; stimulates public interest; and provides education regarding universal issues affecting long-term care.

The board subscribes to the values of: respect for the individual; protection of the right of the individual to be free from threats to health, safety and quality of life; fairness in relationships with others; and clear and

consistent communication with our clients. We respect our staff and volunteers and their ability to provide services consistent with the spirit and intent of these values.

The board is the premier resource for information and advocacy for our client population, and will continue as an integral part of the ever-changing system for long-term care delivery in Wisconsin. The board will increase its visibility by expanding its role and recognition as a leader and model of advocacy on the state and national stage.

## PROGRAMS, GOALS, OBJECTIVES AND ACTIVITIES

Goals, objectives and activities have been modified to more accurately reflect the composition, purpose and focus of the agency.

### Program 1: Identification of the Needs of the Aged and Disabled

Goal: Improve the quality of life for nursing home and assisted living facility residents and consumers of long-term care funded by the Community Options Program and Family Care.

Objective/Activity: Consumers and their family members often report a fear of retaliation if they report problems or attempt to assert their rights. Ombudsman participation in resident councils is a proven tool for energizing and providing a sense of well-being for residents. The board intends to redouble its efforts to develop effective methods for enhancing ombudsman participation in resident councils in a majority of the state's nursing homes.

The board's Long-Term Care Ombudsman Program intends to work diligently to encourage the development and effective operation of resident councils in assisted living facilities throughout the state.

Goal: Improve public knowledge of consumer issues related to supplemental insurance.

Objective/Activity: While the board's Medigap Helpline has proven to be an extremely effective program to counsel individuals regarding their insurance needs and options, more needs to be done to reach a much larger audience of those who have similar needs but fail to call the program. The board is in the process of redesigning its Web site to include up-to-date information on insurance for older people and to develop appropriate links to the Web sites of the insurance commissioner and federal Centers for Medicare and Medicaid Services. Press releases containing timely and pertinent information are being sent out monthly. Greater outreach in the form of in-person contacts with local senior groups is being used to advance this goal.

## PERFORMANCE MEASURES

### 2007 AND 2008 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2007	Actual 2007	Goal 2008	Actual 2008
1.	Percent of nursing facilities with family councils.	30%	14%	32%	12%
1.	Number of hits on the board's Web site.	17,000	25,634	19,000	34,038

Note: Based on fiscal year.

**2009, 2010 AND 2011 GOALS**

<b>Prog. No.</b>	<b>Performance Measure</b>	<b>Goal 2009</b>	<b>Goal 2010</b>	<b>Goal 2011</b>
1.	Percent of ombudsmen facility visits with resident councils. <sup>1</sup>	30%	35%	40%
1.	Number of hits on the board's Web site.	36,000	38,000	40,000

Note: Based on fiscal year.

<sup>1</sup>The performance measure has been changed to better reflect the current focus of the program.

## **BOARD ON AGING AND LONG-TERM CARE**

### **GOVERNOR'S BUDGET RECOMMENDATIONS**

#### **RECOMMENDATIONS**

1. Government Efficiency Measures
2. Across-the-Board 1 Percent Reductions
3. Relocation Ombudsmen Specialist
4. Services to Residential Care Apartment Complexes
5. Medigap Helpline
6. Standard Budget Adjustments

#### **ITEMS NOT APPROVED**

7. Cost of Business Increase

**Table 1**  
**Department Budget Summary by Funding Source (in thousands of dollars)**

	ACTUAL FY08	ADJUSTED BASE FY09	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY10	FY11	FY10	FY11
GENERAL PURPOSE REVENUE	\$894.3	\$1,095.2	\$1,191.8	\$1,198.0	\$1,110.6	\$1,110.6
State Operations	894.3	1,095.2	1,191.8	1,198.0	1,110.6	1,110.6
PROGRAM REVENUE (2)	1,288.9	1,391.6	1,716.3	1,734.6	1,663.6	1,677.7
State Operations	1,288.9	1,391.6	1,716.3	1,734.6	1,663.6	1,677.7
TOTALS-ANNUAL	2,183.2	2,486.8	2,908.1	2,932.6	2,774.2	2,788.3
State Operations	2,183.2	2,486.8	2,908.1	2,932.6	2,774.2	2,788.3

(2) Includes Program Revenue-Service and Program Revenue-Other

**Table 2**  
**Department Position Summary by Funding Source (in FTE positions) (4)**

	ADJUSTED BASE FY09	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY10	FY11	FY10	FY11
GENERAL PURPOSE REVENUE	15.53	16.13	16.13	15.53	15.53
PROGRAM REVENUE (2)	18.47	20.87	20.87	19.47	19.47
TOTALS-ANNUAL	34.00	37.00	37.00	35.00	35.00

(2) Includes Program Revenue-Service and Program Revenue-Other

(4) All positions are State Operations unless otherwise specified

**Table 3**  
**Department Budget Summary by Program (in thousands of dollars)**

	ACTUAL FY08	ADJUSTED BASE FY09	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY10	FY11	FY10	FY11
1. Identification of the needs of the aged and disabled	\$2,183.2	\$2,486.8	\$2,908.1	\$2,932.6	\$2,774.2	\$2,788.3
TOTALS	2,183.2	2,486.8	2,908.1	2,932.6	2,774.2	2,788.3

**Table 4**  
**Department Position Summary by Program (in FTE positions) (4)**

	ADJUSTED BASE FY09	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY10	FY11	FY10	FY11
1. Identification of the needs of the aged and disabled	34.00	37.00	37.00	35.00	35.00
TOTALS	34.00	37.00	37.00	35.00	35.00

(4) All positions are State Operations unless otherwise specified

**1. Government Efficiency Measures**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	-18,000	0.00	-18,000	0.00
TOTAL	0	0.00	0	0.00	-18,000	0.00	-18,000	0.00

The Governor recommends reducing funding in the board's general program operations appropriation in the amounts shown to create additional operation efficiencies and balance the budget.

**2. Across-the-Board 1 Percent Reductions**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	-11,000	0.00	-11,000	0.00
PR-S	0	0.00	0	0.00	-13,900	0.00	-13,900	0.00
TOTAL	0	0.00	0	0.00	-24,900	0.00	-24,900	0.00

The Governor recommends reducing most nonfederal appropriations by 1 percent to create additional efficiencies and balance the budget.

**3. Relocation Ombudsmen Specialist**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
PR-S	79,600	1.00	79,600	1.00	79,600	1.00	79,600	1.00
TOTAL	79,600	1.00	79,600	1.00	79,600	1.00	79,600	1.00

The Governor recommends providing expenditure and position authority for a relocation ombudsman to provide services and assistance to seniors in long-term care facilities which are in the process of downsizing or closing.

**4. Services to Residential Care Apartment Complexes**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	30,600	0.60	36,800	0.60	0	0.00	0	0.00
PR-S	20,400	0.40	24,600	0.40	0	0.00	0	0.00
TOTAL	51,000	1.00	61,400	1.00	0	0.00	0	0.00

The Governor recommends expanding ombudsman services to seniors living in residential care apartment complexes.

**5. Medigap Helpline**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
PR-S	62,100	1.00	76,200	1.00	62,100	0.00	76,200	0.00
TOTAL	62,100	1.00	76,200	1.00	62,100	0.00	76,200	0.00

The Governor recommends increasing expenditure authority for the Medigap Helpline to assist seniors making complex insurance choices. The Office of the Commissioner of Insurance provides funding to the board for operation of the Medigap Helpline. See Office of the Commissioner of Insurance, Item #8.

**6. Standard Budget Adjustments**

Source of Funds	Agency Request				Governor's Recommendation			
	FY10		FY11		FY10		FY11	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	44,400	0.00	44,400	0.00	44,400	0.00	44,400	0.00
PR-S	144,200	0.00	144,200	0.00	144,200	0.00	144,200	0.00
TOTAL	188,600	0.00	188,600	0.00	188,600	0.00	188,600	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (\$138,500 in each year); (b) reclassifications and semiautomatic pay progression (\$81,500 in each year); and (c) full funding of lease and directed moves costs (-\$31,400 in each year).

**ITEMS NOT APPROVED**

The following requests are not included in the Governor's budget recommendations for the Board on Aging and Long-Term Care.

Decision Item	Source of Funds	FY10		FY11	
		Dollars	Positions	Dollars	Positions
7. Cost of Business Increase	GPR	21,600	0.00	21,600	0.00
	PR-S	18,400	0.00	18,400	0.00
TOTAL OF ITEMS NOT APPROVED	GPR	21,600	0.00	21,600	0.00
	PR-S	18,400	0.00	18,400	0.00