

## BOARD ON AGING AND LONG-TERM CARE

### GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY11 Adjusted Base	FY12 Recommended	% Change Over FY11	FY13 Recommended	% Change Over FY12
GPR	1,016,900	1,077,200	5.9	1,077,200	0.0
PR-S	1,563,800	1,467,600	-6.2	1,467,600	0.0
<b>TOTAL</b>	<b>2,580,700</b>	<b>2,544,800</b>	<b>-1.4</b>	<b>2,544,800</b>	<b>0.0</b>

### FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY11 Adjusted Base	FY12 Recommended	FTE Change From FY11	FY13 Recommended	FTE Change From FY12
GPR	15.53	14.73	-0.80	14.73	0.00
PR-S	19.47	18.27	-1.20	18.27	0.00
<b>TOTAL</b>	<b>35.00</b>	<b>33.00</b>	<b>-2.00</b>	<b>33.00</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 to a fixed five-year term. The board reports biennially to the Governor and Legislature regarding the agency'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 advocates for passage of legislation to correct inadequacies in these laws. Through its Long-Term Care Ombudsman Program, the board investigates complaints relating to the care and treatment of aged and disabled persons receiving long-term care, and serves as mediator or advocate to resolve problems. The Volunteer Ombudsman Program recruits and trains volunteers to assist the regional ombudsmen in the role as advocates for long-term care consumers in nursing homes. The board also promotes public education to improve long-term care for the aged and disabled, and, through the Medigap Helpline Program, provides assistance to Medicare beneficiaries regarding health insurance, primarily Medicare Supplemental policies, long-term care insurance and other health plans available to Medicare beneficiaries.

The agency is composed of an executive director and staff who operate the Long-Term Care Ombudsman, Volunteer Ombudsman and Medigap Helpline programs.

### 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**

Note: Goals, objectives and activities have been modified.

### **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 and volunteer ombudsman participation in resident councils is a proven tool for energizing, empowering and providing a sense of self-determination for residents. The board intends to develop effective methods for enhancing ombudsman and volunteer 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 education and outreach to consumers on issues related to Medicare Supplemental and related forms of 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 significant needs, but are unaware of the program's services and how to access them. The board has redesigned its Web site to include up-to-date information on insurance for older people and appropriate links to the Web sites of the insurance commissioner and federal Centers for Medicare and Medicaid Services. Updates to this Web site are ongoing. Press releases containing timely and pertinent information are being sent out regularly. Greater outreach in the form of in-person contacts with local groups of Medicare-eligible individuals is being used to advance this goal.

## PERFORMANCE MEASURES

### 2009 AND 2010 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2009	Actual 2009	Goal 2010	Actual 2010
1.	Percent of volunteer ombudsmen and ombudsmen facility visits with resident councils. <sup>1</sup>	30%	33%	35%	72%
1.	Number of hits on the board's Web site. <sup>2</sup>	36,000	64,983	38,000	76,708

Note: Based on fiscal year.

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

<sup>2</sup>A count of the number of hits from February 2009 through June 2009 was not possible due to a software application change. An average of 5,000 hits per month was used to estimate Web traffic. This is consistent with the numbers for months preceding and following the period without hard data.

### 2011, 2012 AND 2013 GOALS

Prog. No.	Performance Measure	Goal 2011	Goal 2012	Goal 2013
1.	Percent of volunteer ombudsmen and ombudsmen facility visits with resident councils.	75%	80%	82%
1.	Number of hits on the board's Web site.	85,000	90,000	100,000

Note: Based on fiscal year.

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

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

#### **RECOMMENDATIONS**

1. Increase Employee Contributions to Pension and Health Insurance
2. Budget Efficiencies
3. Eliminate Long-Term Vacancies
4. Standard Budget Adjustments

#### **ITEMS NOT APPROVED**

5. Position Realignment
6. Medigap Helpline Program Supervisor
7. Request for a Continuing Appropriation
8. Relocation Ombudsmen Specialist
9. Long-Term Care Ombudsman Specialist

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

	ACTUAL FY10	ADJUSTED BASE FY11	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY12	FY13	FY12	FY13
GENERAL PURPOSE REVENUE	\$1,016.9	\$1,016.9	\$1,075.4	\$1,081.7	\$1,077.2	\$1,077.2
State Operations	1,016.9	1,016.9	1,075.4	1,081.7	1,077.2	1,077.2
PROGRAM REVENUE (2)	\$1,577.1	\$1,563.8	\$1,890.0	\$1,915.6	\$1,467.6	\$1,467.6
State Operations	1,577.1	1,563.8	1,890.0	1,915.6	1,467.6	1,467.6
TOTALS - ANNUAL	\$2,594.0	\$2,580.7	\$2,965.4	\$2,997.3	\$2,544.8	\$2,544.8
State Operations	2,594.0	2,580.7	2,965.4	2,997.3	2,544.8	2,544.8

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

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

	ADJUSTED BASE FY11	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY12	FY13	FY12	FY13
GENERAL PURPOSE REVENUE	15.53	13.87	13.87	14.73	14.73
PROGRAM REVENUE (2)	19.47	23.13	23.13	18.27	18.27
TOTALS - ANNUAL	35.00	37.00	37.00	33.00	33.00

(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 FY10	ADJUSTED BASE FY11	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY12	FY13	FY12	FY13
1. Identification of the needs of the aged and disabled	\$2,594.0	\$2,580.7	\$2,965.4	\$2,997.3	\$2,544.8	\$2,544.8
<b>TOTALS</b>	\$2,594.0	\$2,580.7	\$2,965.4	\$2,997.3	\$2,544.8	\$2,544.8

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

	ADJUSTED BASE FY11	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY12	FY13	FY12	FY13
1. Identification of the needs of the aged and disabled	35.00	37.00	37.00	33.00	33.00
<b>TOTALS</b>	35.00	37.00	37.00	33.00	33.00

(4) All positions are State Operations unless otherwise specified

**1. Increase Employee Contributions to Pension and Health Insurance**

Source of Funds	Agency Request				Governor's Recommendation			
	FY12		FY13		FY12		FY13	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	-54,500	0.00	-54,500	0.00
PR-S	0	0.00	0	0.00	-70,600	0.00	-70,600	0.00
TOTAL	0	0.00	0	0.00	-125,100	0.00	-125,100	0.00

The Governor recommends increasing state employee contributions towards pension and health insurance costs. Employees will generally pay 50 percent of the total required retirement contribution, which for calendar year 2011 equals 5.8 percent of salary. The Governor further recommends increasing employee contributions for health insurance from approximately 6 percent of the premium to 12.6 percent of the premium. These modifications are necessary to bring state employee compensation in line with private sector employment and reduce compensation costs.

**2. Budget Efficiencies**

Source of Funds	Agency Request				Governor's Recommendation			
	FY12		FY13		FY12		FY13	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	-13,000	0.00	-13,000	0.00
PR-S	0	0.00	0	0.00	-23,300	0.00	-23,300	0.00
TOTAL	0	0.00	0	0.00	-36,300	0.00	-36,300	0.00

The Governor recommends reducing funding, excluding salary and fringe benefits, in most GPR and PR appropriations by 10 percent to create additional efficiencies and balance the budget.

**3. Eliminate Long-Term Vacancies**

Source of Funds	Agency Request				Governor's Recommendation			
	FY12		FY13		FY12		FY13	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	-38,800	-0.80	-38,800	-0.80
PR-S	0	0.00	0	0.00	-9,800	-0.20	-9,800	-0.20
TOTAL	0	0.00	0	0.00	-48,600	-1.00	-48,600	-1.00

The Governor recommends eliminating position authority and related funding for positions that have been vacant for longer than 12 months.

## 4. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendation			
	FY12		FY13		FY12		FY13	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	166,600	0.00	166,600	0.00	166,600	0.00	166,600	0.00
PR-S	7,500	-1.00	7,500	-1.00	7,500	-1.00	7,500	-1.00
TOTAL	174,100	-1.00	174,100	-1.00	174,100	-1.00	174,100	-1.00

The Governor recommends adjusting the board's base budget for: (a) removal of noncontinuing elements from the base (-\$67,800 in each year); (b) full funding of continuing position salaries and fringe benefits (\$139,900 in each year); (c) reclassifications and semiautomatic pay progression (\$88,200 in each year); and (d) full funding of lease and directed moves costs (\$13,800 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	FY12		FY13	
		Dollars	Positions	Dollars	Positions
5. Position Realignment	GPR	-133,600	-2.11	-133,600	-2.11
	PR-S	133,600	2.11	133,600	2.11
6. Medigap Helpline Program Supervisor	PR-S	68,000	1.00	85,900	1.00
7. Request for a Continuing Appropriation	PR-S	0	0.00	0	0.00
8. Relocation Ombudsmen Specialist	PR-S	85,800	1.00	85,800	1.00
9. Long-Term Care Ombudsman	GPR	25,500	0.45	31,800	0.45
	PR-S	31,300	0.55	39,000	0.55
TOTAL OF ITEMS NOT APPROVED	GPR	-108,100	-1.66	-101,800	-1.66
	PR-S	318,700	4.66	344,300	4.66