



STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE

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MEMBERS of the BOARD

Eva Arnold
Barbara M. Bechtel
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Tanya L. Meyer
Dr. Valerie A. Palarski
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Dr. Dale B. Taylor

EXECUTIVE DIRECTOR

And
STATE LONG TERM
CARE OMBUDSMAN
Heather A. Bruemmer

October 16, 2017

Governor Scott Walker
Office of the Governor
115 East, State Capitol
Madison, WI 53702

Members of the Wisconsin Legislature
State Capitol Building
Madison, WI 53702

Dear Governor Walker and Legislators,

On behalf of the Wisconsin Board on Aging and Long Term Care (BOALTC), I am honored to provide you the Board's report for the biennium ending June 30, 2017. The BOALTC views this report as a means to display the positive impact of our programs on the public, our plans for the immediate and long-term future, and the progress that we have made toward meeting our stated goals.

In the past biennium, the seven Governor appointed members of the Board have served as zealous advocates for consumers of long term care in Wisconsin. The Board is ever mindful of the issues facing today's long-term care consumer, but also takes a forward-thinking approach toward considering those issues most likely to impact the future quality of life and quality of care provided to the state's long term care consumers. Together with the BOALTC Executive Director, the Board provides the strategic compass for all advocacy efforts and educational programs carried out by BOALTC employees.

The mission of the BOALTC is to advocate for the interests of the state's long term care consumers, to inform those consumers of their rights, and to educate the public at large about health care systems and long term care. To carry out this mandate the Board operates three distinct programs:

- Long Term Care Ombudsman Program
- Volunteer Ombudsman Program
- Medigap Helpline

As shown in the data displayed in this report, the BOALTC continues to see a steady rise in the number of consumer contacts. As the healthcare landscape has become more complex and uncertain, elder consumers have increasingly looked to the BOALTC as the premier

resource to receive effective advocacy and to assist in resolving questions and issues arising from the use of private and government-funded long-term care services. Long-term care consumers rely on the BOALTC to receive accurate and timely information and assistance with understanding their health care options.

BOALTC programs are an enduring example of government programs that work. The programs reflect the dedication of a fiscally responsible and effectively managed group of motivated and competent professionals who do their work very well and produce extraordinary results for our consumers.

The BOALTC is pleased to know that you will be reviewing our report and we look forward to talking with you and with members of your staff about its contents and the future of the Board's programs. I also encourage you to view the Board's website for more information about the BOALTC and the services we offer.

<http://longtermcare.wi.gov>

Sincerely,

A handwritten signature in black ink, reading "Heather A. Bruemmer". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Heather A. Bruemmer

Executive Director and State Long Term Care Ombudsman

Advocacy: An Investment for the Future

The Board on Aging and Long Term Care has adopted the following principles:

Mission

The mission of the Board on Aging and Long Term Care is to advocate for the interests of the state's long term care consumers, to inform those consumers of their rights, and to educate the public at large about health care systems and long term care.

Vision

The Board on Aging and Long Term Care is the premier resource for information and advocacy. The Board will increase its visibility and accessibility by expanding its role and recognition as an advocacy leader.

Values

The Wisconsin Board on Aging and Long Term Care subscribes to and defends the values of: respect and dignity for the individual; protection of the right of the individual to be free from threats to health, safety and quality of life; fairness and transparency; and open, clear and consistent communication. Our staff and volunteers provide services consistent with the spirit and intent of these values.