

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY15 Adjusted Base	FY16 Recommended	% Change Over FY15	FY17 Recommended	% Change Over FY16
GPR	1,132,800	1,227,700	8.4	1,381,000	12.5
PR-S	1,725,200	1,708,000	-1.0	1,792,100	4.9
TOTAL	2,858,000	2,935,700	2.7	3,173,100	8.1

FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY15 Adjusted Base	FY16 Recommended	FTE Change Over FY15	FY17 Recommended	FTE Change Over FY16
GPR	15.73	16.23	0.50	18.18	1.95
PR-S	21.27	20.77	-0.50	21.82	1.05
TOTAL	37.00	37.00	0.00	40.00	3.00

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. In addition to the required annual reporting, the board sends a comprehensive biennial report to the Governor and Legislature regarding the agency's activities relating to long-term care for the aging and disabled individuals who are aged 60 and over and insurance counseling services provided to Medicare-eligible persons. The board monitors federal, state and local laws and regulations that relate to the provision of services to the clients that it serves, and advocates for passage of legislative and administrative action to correct inadequacies in these laws.

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 public education regarding universal issues affecting long-term care.

Through its Long-Term Care Ombudsman Program, the board investigates complaints relating to the care and treatment of clients receiving long-term care and serves as mediator or advocate in efforts to resolve problems. Ombudsman program staff provides advice and assistance to persons seeking resolution of disputes involving the state's Family Care, Partnership and Community Options programs up to and including assisting clients by providing individual case advocacy services in administrative hearings and legal representation for judicial proceedings regarding Family Care services or benefits.

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The Volunteer Ombudsman Program recruits and trains volunteers to assist the regional ombudsmen, acting 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.

Through the Medigap Helpline Program, the agency provides information and assistance to aging and disabled consumers regarding all forms of government-sponsored and private health insurance. The helpline focuses on Medicare and related private insurance plans, notably Medicare Supplemental policies, Medicare Advantage plans, long-term care insurance, Veterans Administration benefits and other health insurance options 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 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.

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.

The board 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. Its staff and volunteers provide services consistent with the spirit and intent of these values.

PROGRAMS, GOALS, OBJECTIVES AND ACTIVITIES

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

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

Objective/Activity: Consumers and their family members often report a fear of retaliation if they report problems or attempt to assert their rights concerning the receipt of services in skilled nursing facilities. 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 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.

Objective/Activity: Improve public education and outreach to consumers on issues and concerns about evaluating the appropriateness of, accessing and assuring the quality of care and quality of life in long-term care facilities in Wisconsin.

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The board intends to enhance the agency's public outreach efforts, including personal appearances by staff and improved user friendliness of the agency's Web site to achieve the goal of providing accurate and useful information needed by aging and disabled citizens who are seeking long-term care services. The board intends to further augment the agency Web site to provide additional resources to aid consumers in understanding the role and capabilities of Long-Term Care Ombudsman Program advocacy services.

Goal: Improve public education and outreach to consumers on issues related to Medicare Supplemental, Medicare Part D (prescription drug) 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 expand the audience of those who have significant needs but are unaware of the program's services and how to access them.

The board intends to continue to enhance the agency's public outreach efforts, including personal appearances by staff at public forums in order to achieve the goal of making the Medigap Helpline Program a resource that is recognized by Wisconsin seniors as a reliable and trustworthy source of accurate information about Medicare Supplemental, Medicare Advantage, Part D and related insurance products. Greater statewide outreach in the form of in-person contacts with local groups of Medicare-eligible individuals is being used to advance this goal. The board is continually redesigning its Web site to include up-to-date information on insurance for older people and to provide appropriate links to the Web sites of the Office of the Commissioner of Insurance, the federal Centers for Medicare and Medicaid Services and other reliable sites such as the federal Affordable Care Act information site, HealthCare.gov.

Frequent and timely press releases containing pertinent information are regularly sent out to statewide media outlets and are made accessible on the Board on Aging and Long-Term Care Web site.

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PERFORMANCE MEASURES

2013 AND 2014 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2013	Actual 2013	Goal 2014	Actual 2014
1.	Number of volunteer ombudsmen and ombudsmen facility visits with resident councils.	400	302	410	246
1.	Number of outreach presentations by ombudsman program staff.	300	392	325	282
1.	Number of outreach presentations by Medigap program staff.	50	71	55	84
1.	Number of hits on the board's Web site.	84,000	120,755	86,000	115,115

Note: Based on fiscal year

2015, 2016 AND 2017 GOALS

Prog. No.	Performance Measure	Goal 2015¹	Goal 2016	Goal 2017
1.	Number of volunteer ombudsmen and ombudsmen facility visits with resident councils.	325	330	335
1.	Number of outreach presentations by ombudsman program staff.	300	310	320
1.	Number of outreach presentations by Medigap program staff.	72	74	76
1.	Number of hits on the board's Web site.	118,000	120,000	122,000

Note: Based on fiscal year.

¹Goals for 2015 have been revised.

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GOVERNOR'S BUDGET RECOMMENDATIONS

RECOMMENDATIONS

1. Shared Agency Services Pilot Program
2. Ombudsman Specialists
3. Veterans Ombudsman Specialist
4. Broadband Service Expansion
5. Standard Budget Adjustments

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

	ACTUAL FY14	ADJUSTED BASE FY15	AGENCY REQUEST FY16	AGENCY REQUEST FY17	GOVERNOR'S RECOMMENDATION FY16	GOVERNOR'S RECOMMENDATION FY17
GENERAL PURPOSE REVENUE	\$1,139.1	\$1,132.8	\$1,152.5	\$1,152.5	\$1,227.7	\$1,381.0
State Operations	1,139.1	1,132.8	1,152.5	1,152.5	1,227.7	1,381.0
PROGRAM REVENUE (2)	\$1,716.4	\$1,725.2	\$1,708.0	\$1,709.6	\$1,708.0	\$1,792.1
State Operations	1,716.4	1,725.2	1,708.0	1,709.6	1,708.0	1,792.1
TOTALS - ANNUAL	\$2,855.5	\$2,858.0	\$2,860.5	\$2,862.1	\$2,935.7	\$3,173.1
State Operations	2,855.5	2,858.0	2,860.5	2,862.1	2,935.7	3,173.1

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

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

	ADJUSTED BASE FY15	AGENCY REQUEST FY16	AGENCY REQUEST FY17	GOVERNOR'S RECOMMENDATION FY16	GOVERNOR'S RECOMMENDATION FY17
GENERAL PURPOSE REVENUE	15.73	15.73	15.73	16.23	18.18
PROGRAM REVENUE (2)	21.27	21.27	21.27	20.77	21.82
TOTALS - ANNUAL	37.00	37.00	37.00	37.00	40.00

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

(4) All positions are State Operations unless otherwise specified

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

	ACTUAL FY14	ADJUSTED BASE FY15	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY16	FY17	FY16	FY17
1. Identification of the needs of the aged and disabled	\$2,855.5	\$2,858.0	\$2,860.5	\$2,862.1	\$2,935.7	\$3,173.1
TOTALS	\$2,855.5	\$2,858.0	\$2,860.5	\$2,862.1	\$2,935.7	\$3,173.1

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

	ADJUSTED BASE FY15	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY16	FY17	FY16	FY17
1. Identification of the needs of the aged and disabled	37.00	37.00	37.00	37.00	40.00
TOTALS	37.00	37.00	37.00	37.00	40.00

(4) All positions are State Operations unless otherwise specified

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1. Shared Agency Services Pilot Program

Source of Funds	Agency Request				Governor's Recommendations			
	FY16		FY17		FY16		FY17	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
PR-S	0	0.00	0	0.00	0	-0.50	0	-0.50
TOTAL	0	0.00	0	0.00	0	-0.50	0	-0.50

The Governor recommends creating a shared agency services pilot program within the Department of Administration to consolidate administrative functions (including budget, finance, human resources, payroll, procurement and information technology) of agencies with less than 150.0 FTE positions and the Department of Safety and Professional Services and its successor agency. See Department of Administration, Item #9.

2. Ombudsman Specialists

Source of Funds	Agency Request				Governor's Recommendations			
	FY16		FY17		FY16		FY17	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	0	0.00	153,300	1.95
PR-S	0	0.00	0	0.00	0	0.00	82,500	1.05
TOTAL	0	0.00	0	0.00	0	0.00	235,800	3.00

The Governor recommends providing expenditure and position authority for a lead ombudsman specialist and two ombudsman specialists to provide services and assistance to residents of long-term care facilities and consumers of home and community-based services. See Department of Health Services, Item #2.

3. Veterans Ombudsman Specialist

Source of Funds	Agency Request				Governor's Recommendations			
	FY16		FY17		FY16		FY17	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	75,200	0.50	75,200	0.50
TOTAL	0	0.00	0	0.00	75,200	0.50	75,200	0.50

The Governor recommends increasing expenditure and position authority for the board to provide advocacy at the state veterans homes.

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4. Broadband Service Expansion

Source of Funds	Agency Request				Governor's Recommendations			
	FY16		FY17		FY16		FY17	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	8,500	0.00	8,500	0.00	8,500	0.00	8,500	0.00
PR-S	8,500	0.00	8,500	0.00	8,500	0.00	8,500	0.00
TOTAL	17,000	0.00	17,000	0.00	17,000	0.00	17,000	0.00

The Governor recommends providing expenditure authority for additional bandwidth to support the board's information technology operations.

5. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendations			
	FY16		FY17		FY16		FY17	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	11,200	0.00	11,200	0.00	11,200	0.00	11,200	0.00
PR-S	-25,700	0.00	-24,100	0.00	-25,700	0.00	-24,100	0.00
TOTAL	-14,500	0.00	-12,900	0.00	-14,500	0.00	-12,900	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (-\$55,500 in each year); and (b) full funding of lease and directed moves costs (\$41,000 in FY16 and \$42,600 in FY17).

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