

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY17 Adjusted Base	FY18 Recommended	% Change Over FY17	FY19 Recommended	% Change Over FY18
GPR	1,366,700	1,360,100	-0.5	1,360,200	0.0
PR-S	1,787,800	2,073,100	16.0	2,137,300	3.1
TOTAL	3,154,500	3,433,200	8.8	3,497,500	1.9

FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY17 Adjusted Base	FY18 Recommended	FTE Change Over FY17	FY19 Recommended	FTE Change Over FY18
GPR	18.18	18.18	0.00	18.18	0.00
PR-S	22.32	25.32	3.00	26.32	1.00
TOTAL	40.50	43.50	3.00	44.50	1.00

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

Note: Goals, objectives and activities have been modified.

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

Goal: To protect the rights and improve the quality of life of recipients of facility-based and managed long-term care services.

Objective/Activity: Consumers and their family members often express a fear of retaliation if they report problems or attempt to assert their rights concerning the receipt of services. The resident council is a proven tool for energizing, empowering and providing a sense of self-determination for residents. The board intends to develop effective methods for encouraging resident participation in resident councils, as well as enhancing ombudsman and volunteer ombudsman participation, with the permission of residents, in the state's skilled nursing and assisted living facilities.

Objective/Activity: Improve outreach to consumers on issues and concerns about evaluating the appropriateness of, and accessing and assuring the quality of care and quality of life in long-term care facilities in Wisconsin. 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 resident rights, provider responsibilities, and the role and capabilities of Long-Term Care Ombudsman Program advocacy services.

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Objective/Activity: Advise current and new providers regarding ombudsman authority, role and function and provider responsibilities related to resident, tenant and member rights.

Objective/Activity: Identify and investigate concerns and complaints received from all methods of registering a complaint, preserving confidentiality when required and requested.

Goal: Improve public education and outreach to consumers on issues related to Medicare, Medicare Supplemental, Medicare Advantage, Medicare Part D (prescription drug), and transitional issues from Marketplace or Medicaid programs to Medicare 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 options, more must 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. 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.

Objective/Activity: Utilize the Medigap Volunteer Program to improve the ability of the program to provide services to more Medicare beneficiaries. The increasing complexity of the Medicare programs and the higher demand for accurate and timely counseling from both the Medigap Helpline and Medigap Part D Helpline staff, a group of effectively trained and supervised volunteers assisting with everyday office duties including data entry, completing plan-finders and assisting in the mailroom has proven to be a way to increase the time that staff are available to provide the more complex counseling that is becoming the norm. Training volunteers to be able to perform referral calls will also allow additional time for counselors to assist callers with Medicare issues.

Objective/Activity: Publish frequent and timely press releases containing pertinent information to statewide media outlets and make them accessible on the board's Web site.

PERFORMANCE MEASURES

2015 AND 2016 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2015	Actual 2015	Goal 2016	Actual 2016
1.	Number of volunteer ombudsmen and ombudsmen facility visits with resident councils.	325	340	330	335
1.	Number of outreach presentations by ombudsman program staff.	300	292	310	303
1.	Number of outreach presentations by Medigap program staff.	72	68	74	89
1.	Number of hits on the board's Web site.	118,000	161,812	120,000	192,097

Note: Based on fiscal year

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2017, 2018 AND 2019 GOALS

Prog. No.	Performance Measure	Goal 2017	Goal 2018	Goal 2019
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers. ¹	2,500	2,650	2,800
1.	Number of outreach presentations given to long-term care consumers by ombudsman program staff. ¹	200	210	220
1.	Number of outreach presentations given to long-term care providers by ombudsman program staff. ¹	105	110	120
1.	Number of volunteer ombudsmen and ombudsmen facility visits with resident councils.	210 ²	215	220
1.	Number of outreach presentations by Medigap program staff.	76	78	80
1.	Number of Medigap program volunteer hours provided. ¹	1,400	1,500	1,600
1.	Number of hits on the board's Web site.	193,000 ²	194,000	195,000

Note: Based on fiscal year.

¹New performance measure for 2017.

²Goal for 2017 revised.

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GOVERNOR'S BUDGET RECOMMENDATIONS

RECOMMENDATIONS

1. IRIS Ombudsman Services
2. State Ombudsman Program
3. Standard Budget Adjustments

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

	ACTUAL FY16	ADJUSTED BASE FY17	AGENCY REQUEST FY18	AGENCY REQUEST FY19	GOVERNOR'S RECOMMENDATION FY18	GOVERNOR'S RECOMMENDATION FY19
GENERAL PURPOSE REVENUE	\$1,213.4	\$1,366.7	\$1,360.1	\$1,360.2	\$1,360.1	\$1,360.2
State Operations	1,213.4	1,366.7	1,360.1	1,360.2	1,360.1	1,360.2
PROGRAM REVENUE (2)	\$1,615.2	\$1,787.8	\$1,847.2	\$1,846.3	\$2,073.1	\$2,137.3
State Operations	1,615.2	1,787.8	1,847.2	1,846.3	2,073.1	2,137.3
TOTALS - ANNUAL	\$2,828.6	\$3,154.5	\$3,207.3	\$3,206.5	\$3,433.2	\$3,497.5
State Operations	2,828.6	3,154.5	3,207.3	3,206.5	3,433.2	3,497.5

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

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

	ADJUSTED BASE FY17	AGENCY REQUEST FY18	AGENCY REQUEST FY19	GOVERNOR'S RECOMMENDATION FY18	GOVERNOR'S RECOMMENDATION FY19
GENERAL PURPOSE REVENUE	18.18	18.18	18.18	18.18	18.18
PROGRAM REVENUE (2)	22.32	22.32	22.32	25.32	26.32
TOTALS - ANNUAL	40.50	40.50	40.50	43.50	44.50

(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 FY16	ADJUSTED BASE FY17	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY18	FY19	FY18	FY19
1. Identification of the needs of the aged and disabled	\$2,828.6	\$3,154.5	\$3,207.3	\$3,206.5	\$3,433.2	\$3,497.5
TOTALS	\$2,828.6	\$3,154.5	\$3,207.3	\$3,206.5	\$3,433.2	\$3,497.5

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

	ADJUSTED BASE FY17	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY18	FY19	FY18	FY19
1. Identification of the needs of the aged and disabled	40.50	40.50	40.50	43.50	44.50
TOTALS	40.50	40.50	40.50	43.50	44.50

(4) All positions are State Operations unless otherwise specified

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1. IRIS Ombudsman Services

Source of Funds	Agency Request				Governor's Recommendations			
	FY18		FY19		FY18		FY19	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
PR-S	0	0.00	0	0.00	225,900	3.00	291,000	4.00
TOTAL	0	0.00	0	0.00	225,900	3.00	291,000	4.00

The Governor recommends increasing expenditure and position authority for the board to provide services and assistance to participants of the Include, Respect, I Self-Direct program.

2. State Ombudsman Program

The Governor recommends modifying the State Ombudsman Program statutes to ensure full compliance with recent changes to federal law.

3. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendations			
	FY18		FY19		FY18		FY19	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	-6,600	0.00	-6,500	0.00	-6,600	0.00	-6,500	0.00
PR-S	59,400	0.00	58,500	0.00	59,400	0.00	58,500	0.00
TOTAL	52,800	0.00	52,000	0.00	52,800	0.00	52,000	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (\$47,300 in each year); and (b) full funding of lease and directed moves costs (\$5,500 in FY18 and \$4,700 in FY19).