

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY21 Adjusted Base	FY22 Recommended	% Change Over FY21	FY23 Recommended	% Change Over FY22
GPR	1,633,200	1,727,100	5.7	1,748,600	1.2
PR-S	2,079,900	2,086,800	0.3	2,099,300	0.6
TOTAL	3,713,100	3,813,900	2.7	3,847,900	0.9

FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY21 Adjusted Base	FY22 Recommended	FTE Change Over FY21	FY23 Recommended	FTE Change Over FY22
GPR	20.48	21.78	1.30	21.78	0.00
PR-S	24.02	24.72	0.70	24.72	0.00
TOTAL	44.50	46.50	2.00	46.50	0.00

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.

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 healthcare 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 protect the rights and promote empowerment, through systems change and self-advocacy, of persons age 60 and older who are recipients of facility-based, managed long-term care or self-directed supports services.

Objective/Activity: Identify and investigate concerns and complaints received via the board intake telephone line, the Ombudsman Program on-line complaint system and other methods of registering a complaint.

Objective/Activity: Educate and empower residents, tenants, members, participants and others regarding rights, ombudsman function and provider responsibilities.

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

Goal: The board's Volunteer Ombudsman Program will encourage resident participation in scheduled resident council meetings in skilled nursing facilities in the program's designated service area.

Objective/Activity: Volunteers will encourage and empower resident participation by inviting residents individually to attend the meetings. Volunteer ombudsmen will attend council meetings with the permission of the residents. A volunteer's role is to advocate for the residents' individual rights.

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

Objective/Activity: The board will educate and empower the public via 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 efforts in the form of in-person contacts with local groups of Medicare-eligible individuals are being used to advance this goal.

Goal: Utilize the Medigap Volunteer Program to improve the ability of the program to provide services to more Medicare beneficiaries.

Objective/Activity: With 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 Medicare Part D 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.

Goal: Refine, simplify, expand and publicize the available information services provided by the board.

Objective/Activity: The board's Web site will include up-to-date information on the agency's programs addressing issues of importance to persons in need of long-term care services or insurance for aging or disabled individuals.

PERFORMANCE MEASURES

2019 AND 2020 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2019	Actual 2019	Goal 2020	Actual 2020
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	3,100	4,448	3,175	3,288
1.	Number of education presentations given to long-term care consumers by ombudsman program staff.	175	184	175	161
1.	Number of education presentations given to long-term care providers by ombudsman program staff.	90	167	95	71
1.	Number of times volunteer ombudsmen and volunteer coordinators attend resident councils with facility visits.	320	298	325	149 ¹

Prog. No.	Performance Measure	Goal 2019	Actual 2019	Goal 2020	Actual 2020
1.	Number of outreach presentations by Medigap program staff.	80	76	82	32 ¹
1.	Number of Medigap program volunteer hours provided.	1,500	1,040	1,600	1,063
1.	Number of hits on the board's Web site.	285,000	264,835	300,000	321,939

Note: Based on fiscal year.

¹Actuals were less than projected due to COVID-19.

2021, 2022 AND 2023 GOALS

Prog. No.	Performance Measure	Goal 2021	Goal 2022	Goal 2023
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	3,200	3,250	3,275
1.	Number of education presentations given to long-term care consumers by ombudsman program staff.	100	115	120
1.	Number of education presentations given to long-term care providers by ombudsman program staff.	100	110	115
1.	Number of times volunteer ombudsmen and volunteer coordinators attend resident councils with facility visits.	200	220	225
1.	Number of outreach presentations by Medigap program staff.	55	75	80
1.	Number of Medigap program volunteer hours provided.	500	1,000	1,200
1.	Number of hits on the board's Web site.	310,000	325,000	330,000

Note: Based on fiscal year.

Note: Certain goals have been reduced due to COVID-19.

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

RECOMMENDATIONS

1. Ombudsman Program Staff
2. Standard Budget Adjustments

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

	ACTUAL FY20	ADJUSTED BASE FY21	AGENCY REQUEST FY22	AGENCY REQUEST FY23	GOVERNOR'S RECOMMENDATION FY22	GOVERNOR'S RECOMMENDATION FY23
GENERAL PURPOSE REVENUE	\$1,563.6	\$1,633.2	\$1,664.4	\$1,665.0	\$1,727.1	\$1,748.6
State Operations	1,563.6	1,633.2	1,664.4	1,665.0	1,727.1	1,748.6
PROGRAM REVENUE (2)	\$1,927.4	\$2,079.9	\$2,053.1	\$2,054.3	\$2,086.8	\$2,099.3
State Operations	1,927.4	2,079.9	2,053.1	2,054.3	2,086.8	2,099.3
TOTALS - ANNUAL	\$3,491.0	\$3,713.1	\$3,717.5	\$3,719.3	\$3,813.9	\$3,847.9
State Operations	3,491.0	3,713.1	3,717.5	3,719.3	3,813.9	3,847.9

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

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

	ADJUSTED BASE FY21	AGENCY REQUEST FY22	AGENCY REQUEST FY23	GOVERNOR'S RECOMMENDATION FY22	GOVERNOR'S RECOMMENDATION FY23
GENERAL PURPOSE REVENUE	20.48	20.48	20.48	21.78	21.78
PROGRAM REVENUE (2)	24.02	24.02	24.02	24.72	24.72
TOTALS - ANNUAL	44.50	44.50	44.50	46.50	46.50

(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 FY20	ADJUSTED BASE FY21	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY22	FY23	FY22	FY23
1. Identification of the needs of the aged and disabled	\$3,491.0	\$3,713.1	\$3,717.5	\$3,719.3	\$3,813.9	\$3,847.9
TOTALS	\$3,491.0	\$3,713.1	\$3,717.5	\$3,719.3	\$3,813.9	\$3,847.9

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

	ADJUSTED BASE FY21	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY22	FY23	FY22	FY23
1. Identification of the needs of the aged and disabled	44.50	44.50	44.50	46.50	46.50
TOTALS	44.50	44.50	44.50	46.50	46.50

(4) All positions are State Operations unless otherwise specified

1. Ombudsman Program Staff

Source of Funds	Agency Request				Governor's Recommendations			
	FY22		FY23		FY22		FY23	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	62,700	1.30	83,600	1.30
PR-S	0	0.00	0	0.00	33,700	0.70	45,000	0.70
TOTAL	0	0.00	0	0.00	96,400	2.00	128,600	2.00

The Governor recommends providing position and expenditure authority in the board's Ombudsman Program to continue to provide quality service to the increasing caseload of persons age 60 and older who are consumers of Wisconsin long-term care programs.

2. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendations			
	FY22		FY23		FY22		FY23	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	31,200	0.00	31,800	0.00	31,200	0.00	31,800	0.00
PR-S	-26,800	0.00	-25,600	0.00	-26,800	0.00	-25,600	0.00
TOTAL	4,400	0.00	6,200	0.00	4,400	0.00	6,200	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (\$1,500 in each year); and (b) full funding of lease and directed moves costs (\$2,900 in FY22 and \$4,700 in FY23).