

## BOARD ON AGING AND LONG-TERM CARE

### GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY23 Adjusted Base	FY24 Recommended	% Change Over FY23	FY25 Recommended	% Change Over FY24
GPR	1,710,500	1,907,300	11.5	1,935,600	1.5
PR-S	2,107,800	2,233,200	5.9	2,263,500	1.4
TOTAL	3,818,300	4,140,500	8.4	4,199,100	1.4

### FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY23 Adjusted Base	FY24 Recommended	FTE Change Over FY23	FY25 Recommended	FTE Change Over FY24
GPR	20.48	21.98	1.50	21.98	0.00
PR-S	24.02	25.52	1.50	25.52	0.00
TOTAL	44.50	47.50	3.00	47.50	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.

## **Aging and Long-Term Care, Board on**

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 older adults and disabled individuals.

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 is 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 valuable services consistent with the spirit and intent of these values.

### **PROGRAMS, GOALS, OBJECTIVES AND ACTIVITIES**

Note: Goals, objectives and activities have been revised.

#### **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 online complaint system and other methods of registering a complaint.

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

Objective/Activity: Review, develop and disseminate informational and educational materials that are inclusive and ensure consumers are represented and informed.

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.

## **Aging and Long-Term Care, Board on**

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

**Goal:** Improve public education and outreach to consumers on issues related to Medicare, Medicare Supplemental insurance, Medicare Advantage plans and 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:** Deploy effectively trained and supervised volunteers to assist with everyday office duties and finding the appropriate plans for Medicare Part D, which will allow the Medigap Helpline and Medigap Part D Helpline staff responsible for increasingly complex Medicare programs to focus on providing accurate and timely counseling.

**Objective/Activity:** Train volunteers to perform referral calls to 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 website 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 older adults and disabled individuals.

## **PERFORMANCE MEASURES**

### **2021 AND 2022 GOALS AND ACTUALS**

<b>Prog. No.</b>	<b>Performance Measure</b>	<b>Goal 2021</b>	<b>Actual 2021</b>	<b>Goal 2022</b>	<b>Actual 2022</b>
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	3,200	3,214	3,250	2,887
1.	Number of education presentations given to long-term care consumers by ombudsman program staff.	100	99	115	76
1.	Number of education presentations given to long-term care providers by ombudsman program staff.	100	67	110	55
1.	Number of times volunteer ombudsmen and volunteer coordinators attend resident councils with facility visits.	200	101	220	141
1.	Number of outreach presentations by Medigap program staff.	55	25	75	30

**Aging and Long-Term Care, Board on**

<b>Prog. No.</b>	<b>Performance Measure</b>	<b>Goal 2021</b>	<b>Actual 2021</b>	<b>Goal 2022</b>	<b>Actual 2022</b>
1.	Number of Medigap program volunteer hours provided.	500	58	1,000	33
1.	Number of hits on the board's website.	310,000	514,742	325,000	353,956

Note: Based on fiscal year.

<sup>1</sup>Actuals were less than projected due to the COVID-19 pandemic.

**2023, 2024 AND 2025 GOALS**

<b>Prog. No.</b>	<b>Performance Measure<sup>1</sup></b>	<b>Goal 2023<sup>1</sup></b>	<b>Goal 2024</b>	<b>Goal 2025</b>
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	3,275	3,285	3,300
1.	Number of education programs given to long-term care consumers by ombudsman program staff.	120	125	130
1.	Number of education programs given to long-term care providers by ombudsman program staff.	85	110	115
1.	Number of consultations given to long-term care providers by ombudsman program staff.	150	155	160
1.	Number of times volunteer ombudsmen and volunteer coordinators attend resident councils with facility visits.	225	230	235
1.	Number of outreach presentations by Medigap program staff.	80	85	90
1.	Number of Medigap program volunteer hours provided.	1,200	1,250	1,300
1.	Number of plan finders run by Medigap Helpline staff for beneficiaries.	650	675	700
1.	Number of closed calls by Medigap Helpline.	10,000	10,200	10,400
1.	Number of hits on the board's website.	40,000	45,000	50,000

Note: Based on fiscal year.

<sup>1</sup>Performance measures and goals have been added or modified for the upcoming biennium. Certain 2023 goals have been reduced due to the COVID-19 pandemic or a change in the reporting mechanism.

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

**GOVERNOR'S BUDGET RECOMMENDATIONS**

**RECOMMENDATIONS**

1. State Long-Term Care Ombudsman and Administrative Staff
2. Standard Budget Adjustments

**Aging and Long-Term Care, Board on**

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

	ACTUAL FY22	ADJUSTED BASE FY23	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY24	FY25	FY24	FY25
GENERAL PURPOSE REVENUE	\$1,698.8	\$1,710.5	\$1,917.0	\$1,945.3	\$1,907.3	\$1,935.6
State Operations	1,698.8	1,710.5	1,917.0	1,945.3	1,907.3	1,935.6
PROGRAM REVENUE (2)	\$2,046.0	\$2,107.8	\$2,252.7	\$2,283.0	\$2,233.2	\$2,263.5
State Operations	2,046.0	2,107.8	2,252.7	2,283.0	2,233.2	2,263.5
TOTALS - ANNUAL	\$3,744.8	\$3,818.3	\$4,169.7	\$4,228.3	\$4,140.5	\$4,199.1
State Operations	3,744.8	3,818.3	4,169.7	4,228.3	4,140.5	4,199.1

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

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

	ADJUSTED BASE FY23	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY24	FY25	FY24	FY25
GENERAL PURPOSE REVENUE	20.48	21.98	21.98	21.98	21.98
State Operations	20.48	21.98	21.98	21.98	21.98
PROGRAM REVENUE (2)	24.02	25.52	25.52	25.52	25.52
State Operations	24.02	25.52	25.52	25.52	25.52
TOTALS - ANNUAL	44.50	47.50	47.50	47.50	47.50
State Operations	44.50	47.50	47.50	47.50	47.50

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

**Aging and Long-Term Care, Board on**

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

	ACTUAL FY22	ADJUSTED BASE FY23	AGENCY REQUEST FY24	AGENCY REQUEST FY25	GOVERNOR'S RECOMMENDATION FY24	GOVERNOR'S RECOMMENDATION FY25
1. Identification of the needs of the aged and disabled	\$3,744.8	\$3,818.3	\$4,169.7	\$4,228.3	\$4,140.5	\$4,199.1
<b>TOTALS</b>	\$3,744.8	\$3,818.3	\$4,169.7	\$4,228.3	\$4,140.5	\$4,199.1

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

	ADJUSTED BASE FY23	AGENCY REQUEST FY24	AGENCY REQUEST FY25	GOVERNOR'S RECOMMENDATION FY24	GOVERNOR'S RECOMMENDATION FY25
1. Identification of the needs of the aged and disabled	44.50	47.50	47.50	47.50	47.50
<b>TOTALS</b>	44.50	47.50	47.50	47.50	47.50

**Aging and Long-Term Care, Board on**

**1. State Long-Term Care Ombudsman and Administrative Staff**

Source of Funds	Agency Request				Governor's Recommendations			
	FY24		FY25		FY24		FY25	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	89,000	1.50	113,600	1.50	89,000	1.50	113,600	1.50
PR-S	86,200	1.50	109,800	1.50	86,200	1.50	109,800	1.50
<b>TOTAL</b>	<b>175,200</b>	<b>3.00</b>	<b>223,400</b>	<b>3.00</b>	<b>175,200</b>	<b>3.00</b>	<b>223,400</b>	<b>3.00</b>

The Governor recommends providing position and expenditure authority to the board to enhance administrative support and program capacity to meet increasing demand for its services. The Governor also recommends authorizing the executive director of the board to employ a state long-term care ombudsman.

**2. Standard Budget Adjustments**

Source of Funds	Agency Request				Governor's Recommendations			
	FY24		FY25		FY24		FY25	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	117,500	0.00	121,200	0.00	107,800	0.00	111,500	0.00
PR-S	58,700	0.00	65,400	0.00	39,200	0.00	45,900	0.00
<b>TOTAL</b>	<b>176,200</b>	<b>0.00</b>	<b>186,600</b>	<b>0.00</b>	<b>147,000</b>	<b>0.00</b>	<b>157,400</b>	<b>0.00</b>

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (\$161,600 in each year); (b) reclassifications and semiautomatic pay progression (\$14,600 in FY24 and \$25,000 in FY25); and (c) full funding of lease and directed moves costs (-\$29,200 in each year).