

State of Wisconsin

Board on Aging and Long-Term Care



Agency Budget Request

2025 – 2027 Biennium

September 16, 2024

Table of Contents

Cover Letter	3
Description	4
Mission	5
Goals	6
Performance Measures	7
Organization Chart	9
Agency Total by Fund Source	10
Agency Total by Program	11
Agency Total by Decision Item (DIN)	13
Program Revenue and Balances Statement	14
Decision Items	17



September 16, 2024

Brian Pahnke, Budget Director
Department of Administration
101 E. Wilson
Madison, WI 53703

Dear Mr. Pahnke:

Enclosed is the FY2025-27 budget request for the Board on Aging and Long Term Care (BOALTC). This request addresses the urgent needs of the 125,000 older adult long-term care residents and HCBS consumers, and our state's 1.3 million Medicare beneficiaries. By this submission, BOALTC efficiently and effectively uses budgeted resources and requests a necessary increase to fund the state's priorities and Board's statutory mandate to address health, safety, welfare and human rights.

BOALTC has not received a significant increase in resources since 2016, making it impossible to meet **minimum** national standards of one Ombudsman for every 2,000 clients and quarterly visitation at each of Wisconsin's 6,000 long-term care facilities. Already unsustainable, without staff increases, it is impossible to meet the current and projected population of older adults with critically complex needs.

Our seventeen existing Regional Ombudsmen face difficult decisions daily to prioritize and protect the rights of 125,000 older adult long-term care consumers. The pandemic highlighted known issues, which have grown in significance, with new and serious threats to health, safety and well-being arising daily.

The state must allocate resources now to keep up with continuing growth and to have a dynamic impact in mitigating life-threatening abuse, neglect and exploitation. Increasing BOALTC resources will enable Ombudsmen to be preventative vs. reactive, resulting in the best consumer outcomes and contributing to the statewide stabilization of long-term care services.

BOALTC leadership conducted an intra-agency needs assessment examining Ombudsman case data to determine service gaps, successes and consumer needs trends. This budget request reflects a strategic, consumer-centered and cost-effective approach to building the agency's current lack of infrastructure needed to meet our clients' needs and our statutory mandates. Resources to build and support infrastructure enable BOALTC to support essential staff work and matches other state agencies' ability to communicate effectively with the public. Building both our consumer-facing Ombudsmen ranks and support positions ensures BOALTC can fully meet its obligations under Wis. Stat. § 16.009 to monitor, evaluate and make recommendations about laws and regulations to the legislature and to the public at large, while serving each individual consumer, family member and provider who seeks our services.

Respectfully and thoughtfully submitted, this request enables BOALTC to meet the needs of Wisconsin citizens, continuing its exemplary advocacy for the highest quality of care for which Wisconsin is known.

Sincerely,

Jessica L. Trudell
Executive Director

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.

The agency is composed of an executive director, leadership team and staff who operate the Long-Term Care Ombudsman, Volunteer Ombudsman and Medigap Helpline programs.

The Long-Term Care Ombudsman Program investigates complaints relating to the health, safety, 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, IRIS, Partnership and PACE programs up to and including assisting clients by providing individual case advocacy services in administrative hearings regarding Family Care and IRIS services or benefits. The program also provides education to the public and training to long-term care providers to improve long-term care for older adults and individuals with disabilities.

The Volunteer Ombudsman Program recruits and trains volunteers to assist the regional ombudsmen, acting as advocates for long-term care consumers in nursing homes. Volunteers conduct weekly unannounced visits to their assigned nursing home and report resident concerns to the facility administration and regional ombudsmen for investigation and resolution.

The Medigap Helpline Program provides information and assistance to older adults and individuals with disabilities 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.

MISSION

The mission of the board is to advocate for the interests of the state's long-term care consumers and Medicare beneficiaries, to inform those consumers of their rights and to educate the public at large about Medicare, 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. Agency staff and volunteers provide valuable services consistent with the spirit and intent of these values.

PROGRAMS, GOALS, OBJECTIVES AND ACTIVITIES

Program 1: Identification of the Needs of Older Adults and Individuals with Disabilities

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 program 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.

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 individuals with disabilities.

PERFORMANCE MEASURES

2023 AND 2024 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2023	Actual 2023	Goal 2024	Actual 2024
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers	3,275	2,091	3,285	Data not available until September 2024
1.	Number of education programs given to long-term care consumers by ombudsman program staff	120	36	125	Data not available until September 2024
1.	Number of education programs given to long-term care providers by ombudsman program staff	85	56	110	Data not available until September 2024
1.	Number of consultations given to long-term care providers by ombudsman program staff	150	2,626	155	Data not available until September 2024
1.	Number of times volunteer ombudsmen and volunteer coordinators attend resident councils with facility visits	225	102	230	Data not available until September 2024
1.	Number of outreach presentations by Medigap program staff	80	36	85	64
1.	Number of Medigap program volunteer hours provided	1,200	104	1,250	153
1.	Number of plan finders run by Medigap Helpline staff for beneficiaries	650	665	675	359
1.	Number of closed calls by Medigap Helpline	10,000	8,829	10,200	8,982
1.	Number of hits on the board's website ¹	40,000	14,570	45,000	24,901

Note: Based on state fiscal year.

Note: Some actuals were less than projected due to continued impacts of COVID-19, including program staffing.

¹ In 2022, BOALTC transitioned to a new traffic analytics platform (Google) which differs from the previous platform (Splunk). The current metrics align with typical benchmarks, indicating the previous numbers may have reflected indexing bots and internal traffic.

2025, 2026 AND 2027 GOALS

Prog. No.	Performance Measure	Goal 2025¹	Goal 2026	Goal 2027
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers	2,600	2,650	2,700
1.	Number of education programs given to long-term care consumers by ombudsman program staff	120	120	120
1.	Number of education programs given to long-term care providers by ombudsman program staff	100	100	100
1.	Number of consultations given to long-term care providers by ombudsman program staff	1,700	1,750	1,775
1.	Number of resident council visits made by volunteer program	175	200	225
1.	Number of facility visits made by volunteer program	1,000	1,100	1,200
1.	Number of outreach events by Medigap program staff	85	90	95
1.	Number of Medigap program volunteer hours provided ²	200	250	300
1.	Number of Medicare beneficiaries helped with prescription drug coverage ³	675	700	725
1.	Number of closed calls by Medigap Helpline	10,200	10,400	10,600
1.	Minutes of insurance counseling by Medigap Helpline ⁴	325,000	350,000	375,000

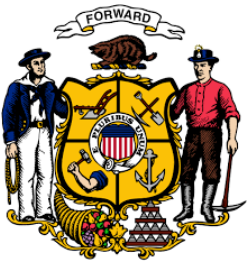
Note: Based on state fiscal year.

¹Goals have been revised for the 2025-27 biennium.

² Goal has been reduced due to program staffing changes and challenges recruiting volunteers, resulting in part from changes to UW pharmacy school timelines for volunteer hours and program needs.

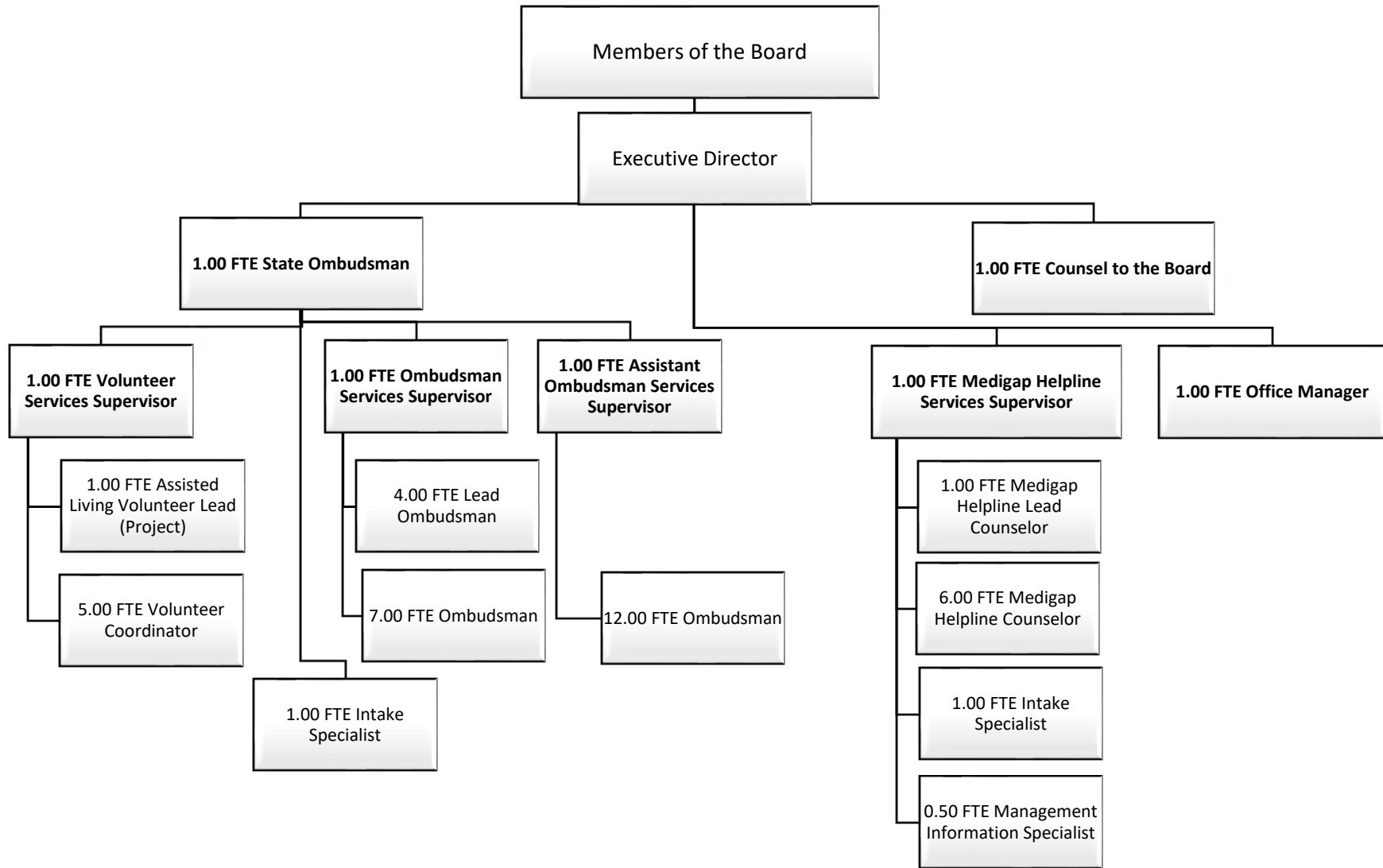
³ Reflects updated language to explain Medigap Part D Helpline counseling for prescription drug coverage, including PlanFinder analysis.

⁴ Reflects a new objective and corresponding performance measure for the 2025-27 biennium.



Board on Aging and Long Term Care

Organization Chart



Agency Total by Fund Source

Board on Aging and Long-Term Care

2527 Biennial Budget

Source of Funds		ANNUAL SUMMARY						BIENNIAL SUMMARY			
		Prior Year Total	Adjusted Base	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE	Base Year Doubled (BYD)	Biennial Request	Change From (BYD)	Change From BYD %
GPR	S	\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.90%
Total		\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.90%
PR	S	\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.80%
Total		\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.80%
Grand Total		\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.00%

Agency Total by Program

Board on Aging and Long-Term Care

2527 Biennial Budget

Source of Funds	Prior Year Total	ANNUAL SUMMARY					BIENNIAL SUMMARY			
		Adjusted Base	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE	Base Year Doubled (BYD)	Biennial Request	Change From (BYD)	Change From BYD %
01 Identification of the needs of the aged and disabled										
Non Federal										
GPR	\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.91%
S	\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.91%
PR	\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.79%
S	\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.79%
Total - Non Federal	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%
S	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%
PGM 01 Total	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%
GPR	\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.91%
S	\$1,990,972	\$1,967,300	\$2,546,600	\$2,643,400	26.88	26.88	\$3,934,600	\$5,190,000	\$1,255,400	31.91%
PR	\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.79%
S	\$2,891,575	\$2,277,200	\$2,782,100	\$2,810,200	27.62	27.62	\$4,554,400	\$5,592,300	\$1,037,900	22.79%
TOTAL 01	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%
S	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%

Agency Total by Program

Board on Aging and Long-Term Care

2527 Biennial Budget

AGENCY TOTAL	\$4,882,547	\$4,244,500	\$5,328,700	\$5,453,600	54.50	54.50	\$8,489,000	\$10,782,300	\$2,293,300	27.01%
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Agency Total by Decision Item

Board on Aging and Long-Term Care

2527 Biennial Budget

Decision Item	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
2000 Adjusted Base Funding Level	\$4,244,500	\$4,244,500	46.50	46.50
3002 Removal of Noncontinuing Elements from the Base	(\$76,300)	(\$101,800)	(1.00)	(1.00)
3003 Full Funding of Continuing Position Salaries and Fringe Benefits	\$597,100	\$597,100	0.00	0.00
3005 Reclassifications and Semiautomatic Pay Progression	\$3,400	\$6,600	0.00	0.00
3010 Full Funding of Lease and Directed Moves Costs	\$13,200	\$14,700	0.00	0.00
4000 Board on Aging and Long Term Care Staffing Request	\$546,800	\$692,500	9.00	9.00
TOTAL	\$5,328,700	\$5,453,600	54.50	54.50

Program Revenue

2527 Biennial Budget

	CODES	TITLES
DEPARTMENT	432	Board on Aging and Long-Term Care
PROGRAM	01	Identification of the needs of the aged and disabled
SUBPROGRAM		
NUMERIC APPROPRIATION	21	Gifts and grants

Revenue and Expenditures	Prior Year Actuals	Base Year Estimate	1st Year Estimate	2nd Year Estimate
Opening Balance	\$33,700	\$33,700	\$33,700	\$33,700
Collected Revenued	\$800	\$0	\$0	\$0
Total Revenue	\$34,500	\$33,700	\$33,700	\$33,700
Expenditures	\$800	\$0	\$0	\$0
Total Expenditures	\$800	\$0	\$0	\$0
Closing Balance	\$33,700	\$33,700	\$33,700	\$33,700

Program Revenue

2527 Biennial Budget

	CODES	TITLES
DEPARTMENT	432	Board on Aging and Long-Term Care
PROGRAM	01	Identification of the needs of the aged and disabled
SUBPROGRAM		
NUMERIC APPROPRIATION	31	Contracts with other state agencies

Revenue and Expenditures	Prior Year Actuals	Base Year Estimate	1st Year Estimate	2nd Year Estimate
Opening Balance	(\$708,100)	(\$462,700)	(\$462,700)	(\$462,700)
Collected Revenue	\$2,510,100	\$1,644,000	\$2,233,700	\$2,324,700
Total Revenue	\$1,802,000	\$1,181,300	\$1,771,000	\$1,862,000
Expenditures	\$2,264,700	\$1,644,000	\$0	\$0
2000 Adjusted Base Funding Level	\$0	\$0	\$1,711,000	\$1,711,000
3002 Removal of Noncontinuing Elements from the Base	\$0	\$0	(\$76,300)	(\$101,800)
3003 Full Funding of Continuing Position Salaries and Fringe Benefits	\$0	\$0	\$340,700	\$340,700
3010 Full Funding of Lease and Directed Moves Costs	\$0	\$0	\$3,600	\$4,200
4000 Board on Aging and Long Term Care Staffing Request	\$0	\$0	\$173,500	\$219,700
Compensation Reserve	\$0	\$0	\$28,500	\$57,500
Health Insurance Reserves	\$0	\$0	\$52,500	\$92,900
Wisconsin Retirement System	\$0	\$0	\$200	\$500
Total Expenditures	\$2,264,700	\$1,644,000	\$2,233,700	\$2,324,700
Closing Balance	(\$462,700)	(\$462,700)	(\$462,700)	(\$462,700)

Program Revenue

2527 Biennial Budget

	CODES	TITLES
DEPARTMENT	432	Board on Aging and Long-Term Care
PROGRAM	01	Identification of the needs of the aged and disabled
SUBPROGRAM		
NUMERIC APPROPRIATION	32	Insurance and other information, counseling and assistance

Revenue and Expenditures	Prior Year Actuals	Base Year Estimate	1st Year Estimate	2nd Year Estimate
Opening Balance	\$0	\$0	\$0	\$0
Collected Revenue	\$626,900	\$545,400	\$646,000	\$667,400
Total Revenue	\$626,900	\$545,400	\$646,000	\$667,400
Expenditures	\$626,900	\$545,400	\$0	\$0
2000 Adjusted Base Funding Level	\$0	\$0	\$566,200	\$566,200
3003 Full Funding of Continuing Position Salaries and Fringe Benefits	\$0	\$0	\$36,500	\$36,500
3010 Full Funding of Lease and Directed Moves Costs	\$0	\$0	\$3,000	\$3,400
4000 Board on Aging and Long Term Care Staffing Request	\$0	\$0	\$23,900	\$30,300
Compensation Reserve	\$0	\$0	\$7,800	\$15,700
Health Insurance Reservesl	\$0	\$0	\$8,600	\$15,200
Wisconsin Retirement System	\$0	\$0	\$0	\$100
Total Expenditures	\$626,900	\$545,400	\$646,000	\$667,400
Closing Balance	\$0	\$0	\$0	\$0

Decision Item (DIN) - 2000

Decision Item (DIN) Title - Adjusted Base Funding Level

NARRATIVE

Adjusted Base Funding Level

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care
DECISION ITEM	CODES	TITLES
	2000	Adjusted Base Funding Level

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$2,520,200	\$2,520,200
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$1,167,000	\$1,167,000
06	Supplies and Services	\$557,300	\$557,300
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$4,244,500	\$4,244,500
18	Project Positions Authorized	1.00	1.00
19	Classified Positions Authorized	45.50	45.50
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	2000 Adjusted Base Funding Level				
01	Identification of the needs of the aged and disabled				
	01 General program operations	\$1,967,300	\$1,967,300	21.13	21.13
	31 Contracts with other state agencies	\$1,711,000	\$1,711,000	19.39	19.39
	32 Insurance and other information, counseling and assistance	\$566,200	\$566,200	5.98	5.98
	Identification of the needs of the aged and disabled Sub Total	\$4,244,500	\$4,244,500	46.50	46.50
	Adjusted Base Funding Level Sub Total	\$4,244,500	\$4,244,500	46.50	46.50
	Agency Total	\$4,244,500	\$4,244,500	46.50	46.50

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
2000 Adjusted Base Funding Level					
GPR	S	\$1,967,300	\$1,967,300	21.13	21.13
PR	S	\$2,277,200	\$2,277,200	25.37	25.37
Adjusted Base Funding Level Total		\$4,244,500	\$4,244,500	46.50	46.50
Agency Total		\$4,244,500	\$4,244,500	46.50	46.50

Decision Item (DIN) - 3002

Decision Item (DIN) Title - Removal of Noncontinuing Elements from the Base

NARRATIVE

Standard Budget Adjustment - Removal of Noncontinuing Elements from the Base

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care
DECISION ITEM	CODES	TITLES
	3002	Removal of Noncontinuing Elements from the Base

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	(\$51,700)	(\$69,000)
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	(\$24,600)	(\$32,800)
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	(\$76,300)	(\$101,800)
18	Project Positions Authorized	(1.00)	(1.00)
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	3002 Removal of Noncontinuing Elements from the Base				
01	Identification of the needs of the aged and disabled				
	31 Contracts with other state agencies	(\$76,300)	(\$101,800)	(1.00)	(1.00)
	Identification of the needs of the aged and disabled Sub Total	(\$76,300)	(\$101,800)	(1.00)	(1.00)
	Removal of Noncontinuing Elements from the Base Sub Total	(\$76,300)	(\$101,800)	(1.00)	(1.00)
	Agency Total	(\$76,300)	(\$101,800)	(1.00)	(1.00)

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
3002 Removal of Noncontinuing Elements from the Base					
PR	S	(\$76,300)	(\$101,800)	(1.00)	(1.00)
Removal of Noncontinuing Elements from the Base Total		(\$76,300)	(\$101,800)	(1.00)	(1.00)
Agency Total		(\$76,300)	(\$101,800)	(1.00)	(1.00)

Decision Item (DIN) - 3003

Decision Item (DIN) Title - Full Funding of Continuing Position Salaries and Fringe Benefits

NARRATIVE

Standard Budget Adjustment - Full Funding of Continuing Position Salaries and Fringe Benefits

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care
DECISION ITEM	CODES	TITLES
	3003	Full Funding of Continuing Position Salaries and Fringe Benefits

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$383,300	\$383,300
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$213,800	\$213,800
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$597,100	\$597,100
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	3003 Full Funding of Continuing Position Salaries and Fringe Benefits				
01	Identification of the needs of the aged and disabled				
	01 General program operations	\$219,900	\$219,900	0.00	0.00
	31 Contracts with other state agencies	\$340,700	\$340,700	0.00	0.00
	32 Insurance and other information, counseling and assistance	\$36,500	\$36,500	0.00	0.00
	Identification of the needs of the aged and disabled Sub Total	\$597,100	\$597,100	0.00	0.00
	Full Funding of Continuing Position Salaries and Fringe Benefits Sub Total	\$597,100	\$597,100	0.00	0.00
	Agency Total	\$597,100	\$597,100	0.00	0.00

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
3003 Full Funding of Continuing Position Salaries and Fringe Benefits					
PR	S	\$377,200	\$377,200	0.00	0.00
GPR	S	\$219,900	\$219,900	0.00	0.00
Full Funding of Continuing Position Salaries and Fringe Benefits Total		\$597,100	\$597,100	0.00	0.00
Agency Total		\$597,100	\$597,100	0.00	0.00

Decision Item (DIN) - 3005

Decision Item (DIN) Title - Reclassifications and Semiautomatic Pay Progression

NARRATIVE

Standard Budget Adjustment - Reclassifications and Semiautomatic Pay Progression

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care
DECISION ITEM	CODES	TITLES
	3005	Reclassifications and Semiautomatic Pay Progression

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$2,900	\$5,700
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$500	\$900
06	Supplies and Services	\$0	\$0
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$3,400	\$6,600
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	3005 Reclassifications and Semiautomatic Pay Progression				
01	Identification of the needs of the aged and disabled				
	01 General program operations	\$3,400	\$6,600	0.00	0.00
	Identification of the needs of the aged and disabled Sub Total	\$3,400	\$6,600	0.00	0.00
	Reclassifications and Semiautomatic Pay Progression Sub Total	\$3,400	\$6,600	0.00	0.00
	Agency Total	\$3,400	\$6,600	0.00	0.00

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
3005 Reclassifications and Semiautomatic Pay Progression					
GPR	S	\$3,400	\$6,600	0.00	0.00
Reclassifications and Semiautomatic Pay Progression Total		\$3,400	\$6,600	0.00	0.00
Agency Total		\$3,400	\$6,600	0.00	0.00

Decision Item (DIN) - 3010

Decision Item (DIN) Title - Full Funding of Lease and Directed Moves Costs

NARRATIVE

Standard Budget Adjustment - Full Funding of Lease and Directed Moves Costs

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care
DECISION ITEM	CODES	TITLES
	3010	Full Funding of Lease and Directed Moves Costs

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$0	\$0
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$0	\$0
06	Supplies and Services	\$13,200	\$14,700
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$13,200	\$14,700
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	0.00	0.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	3010 Full Funding of Lease and Directed Moves Costs				
01	Identification of the needs of the aged and disabled				
	01 General program operations	\$6,600	\$7,100	0.00	0.00
	31 Contracts with other state agencies	\$3,600	\$4,200	0.00	0.00
	32 Insurance and other information, counseling and assistance	\$3,000	\$3,400	0.00	0.00
	Identification of the needs of the aged and disabled Sub Total	\$13,200	\$14,700	0.00	0.00
	Full Funding of Lease and Directed Moves Costs Sub Total	\$13,200	\$14,700	0.00	0.00
	Agency Total	\$13,200	\$14,700	0.00	0.00

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
3010 Full Funding of Lease and Directed Moves Costs					
GPR	S	\$6,600	\$7,100	0.00	0.00
PR	S	\$6,600	\$7,600	0.00	0.00
Full Funding of Lease and Directed Moves Costs Total		\$13,200	\$14,700	0.00	0.00
Agency Total		\$13,200	\$14,700	0.00	0.00

Decision Item (DIN) - 4000

Decision Item (DIN) Title - Board on Aging and Long Term Care Staffing Request

NARRATIVE

The Board on Aging and Long Term Care (BOALTC or Board) requests to create 9.00 FTE positions: 4.00 FTE Ombudsman Services Specialists - Entry, 1.00 FTE Ombudsman Services Specialist - Advanced, 1.00 FTE Communications Specialist - Senior, 1.00 FTE Executive Assistant, 1.00 FTE Operations Program Associate, and 1.00 FTE Program & Policy Analyst - Advanced.

These positions are critical for building and sustaining program capacity and administrative infrastructure to meet increasing consumer rights and public demands for service excellence. These positions will significantly impact and improve the lives of vulnerable older adults in the state, even having a lifesaving impact. These key infrastructure positions will ensure the agency's public presence is relevant, accessible and up to state and national standards, while also supporting staff as they adapt to a rapidly changing landscape and continue to deliver essential services to Wisconsin citizens.

BOALTC Capacity

The Board is mandated by state and federal statutes to advocate for long-term care facility residents aged 60 and older, and recipients of long-term care services under the Medicaid waiver programs known as Family Care, Family Care Partnership, PACE, (Program for All-Inclusive Care for the Elderly), and IRIS (Include, Respect, I Self-Direct).

BOALTC currently has 45.50 permanent staff positions, with an average program supervisor to staff ratio of 1:9, with two of the supervisors managing more than 10 staff each. Due to the current volume and intensity of needs for support, a continued growth in the older adult population, and the increasing complexity of consumer and stakeholder issues, BOALTC no longer has sufficient capacity to meet the needs of those who it is mandated to serve. Requests for position authority in previous biennia have focused on modestly increasing the capacity of frontline staff. The last significant increase in ombudsman staff was in 2016, despite steady demographic growth in the numbers of persons and facilities served. There are 6,600 clients to every 1 ombudsman¹, which is over triple the National Institutes of Medicine recommended minimum ratio of clients to ombudsmen. BOALTC has reached a critical point where additional ombudsman and infrastructure staff are essential to ensure the health, safety and well-being of current and future older Wisconsin citizens.

BOALTC Long-Term Care Ombudsman Services Staffing

BOALTC requests to create 5.00 FTE positions assigned to the Long Term Care Ombudsman Program, consisting of 4.00 FTE Ombudsman Services Specialists - Entry (Regional Ombudsman) and 1.00 FTE Ombudsman Services Specialist - Advanced (Training Lead). The positions would be split funded by general purpose revenue (GPR) under s. 20.432 (1) (a), Wis. Stats., general program operations, appropriation numeric 10100, and program revenue (PR-S), under s. 20.432 (1) (k), Wis. Stats., contracts with other state agencies, appropriation numeric 13100.

The Ombudsman Services Specialists - Entry (Regional Ombudsman) are needed to address the increasing aging demographics and respond to issues of increasing complexity promptly. There are 125,608 clients across the state currently directly served by just 16 Regional ombudsmen, 1

¹ Department of Health Services; Bureau of Nursing Home Resident Care; Bureau of Assisted Living. Managed Care enrollment data is provided for members and participants aged 65 and older; BOALTC Ombudsmen serve persons aged 60 and older.

Veterans' ombudsman, 2 Family Care ombudsmen and 2 IRIS ombudsmen. This client number does not account for care partners and providers, also mandated to be served through the ombudsmen program.

Ombudsman program advocacy includes: investigating concerns; mediating disputes; providing public education; training long-term care providers; educating on resident rights and regulations; addressing systemic issues through collaboration and legislative or policy recommendations; stimulating resident councils; and providing representation in legal proceedings.

Ombudsman increasingly encounter complex (high acuity) clients due to:

- Allegations of abuse, neglect or exploitation.
- Compounded dementia, mental health and/or substance use disorder.
- Provider consultations of urgency regarding client safety, risk and rights.
- Timeline requirements for representation in legal proceedings.

This results in pausing active, ongoing cases to attend to new, complex clients in crisis. Crises are frequent and becoming routine and result in an inability to regularly:

- Make quarterly visits to all licensed long-term care settings, as required under federal standards.
- Make pre-emptive visits to providers in need of consultations.
- Provide training to avoid concerns from becoming crises.
- Provide public education about resident rights, dementia care and abuse.
- Follow up with clients to ensure resolution effectiveness, and that no retaliation occurred.
- Provide active inputs into discharge planning and preventing evictions.

The Ombudsman Training Lead (Ombudsman Services Specialist - Adv) is crucial to meet statutory² requirements to provide and promote public education, train Ombudsman representatives and volunteers, promote development of citizen organizations and provide technical support for resident and family councils. This role addresses gaps in visibility and timely program access, which are currently unmet due to the high volume of calls, complexity of investigations, increased acuity of clients and competing priorities. This position will assist the Regional Ombudsman in relieving the burden of provider, public and community-based education and outreach, thus allowing additional capacity for field staff to conduct facility visits and investigate allegations related to abuse, neglect and exploitation.

BOALTC Policy and Administrative Infrastructure Staffing

BOALTC also requests 4.00 FTE positions, comprised of the following: 1.00 FTE Executive Assistant; 1.00 FTE Communications Specialist - Senior; 1.00 FTE Program & Policy Analyst - Advanced; and 1.00 FTE Operations Program Associate (intake). These positions will build a currently non-existent infrastructure to support the agency's current and future staff and client demands. These positions will enable supervisors to more fully devote their time to their essential supervisory, technical assistance and management duties.

The Executive Assistant fills a functional gap to support the current single staff managing all the agency, volunteer and Board's administrative, technology and purchasing needs. By delegating administrative tasks to an Executive Assistant, the Executive Director and executive team can focus on high-level strategic initiatives and decision-making critical to organizational success. By transferring administrative responsibilities to a lower-cost Executive Assistant, the organization ensures that the executive team is dedicated to activities that drive greater systemic impact. This

² Wis. Stat. § 16.009(2)(d), 42 USC § 3058g(a)(3)(H)

strategic reallocation of tasks results in a more efficient use of the Executive Director's higher salary, ultimately benefiting the organization by implementing efficiencies, improving overall performance and achieving long-term cost savings.

The Executive Assistant and Communications positions will enable the Board's attorney to focus on the legal consultations and representation for increasingly complex legal issues, fulfilling federal and state responsibilities that are challenging to manage due to the lack of administrative support. The Older Americans Act per 42 USC § 3058g provides that the State agency "shall ensure" there is "adequate legal counsel" to advise and consult with Ombudsmen to protect the "health, safety, welfare and rights of residents" and to assist the Ombudsmen with performance of their duties. Wis. Stat. § 16.009(3)(bm) reflects the federal requirement for the Board to employ an attorney to provide legal services in accordance with the requirements of the Ombudsman program.

The current attorney position includes the following titles and responsibilities: Records Officer, Records Custodian, Equity and Inclusion Officer and Board Parliamentarian. Without appropriate administrative support for the Executive or management team, the Attorney position handles many administrative tasks and duties, including: assisting with all agency publications, communications, website updates, equity and inclusion plan and monitoring, and managing all responses to media inquiries.

The Communications Specialist will increase BOALTC's ability and capacity to reach citizens, providers and communities across the state and to respond to media inquiries. BOALTC, like all state agencies, must enhance its expertise with technology, and the accompanying efficiencies to reach a broader audience. BOALTC has no social media and struggles to keep its website up to date with essential consumer and citizen-focused information. BOALTC is statutorily charged with being the voice for older adults and is limited in its ability to communicate with the public, clients and providers.

The need for a Program & Policy Analyst to partner with other state agencies for citizen advocacy has never been more apparent. The ability to monitor legislation, policies and regulations and make recommendations to other state agencies and decision-makers would enable BOALTC to fulfill statutory³ requirements. BOALTC has seen an increase in consumer complaints about their Medicare coverage, as well as rights issues in long-term care. This position would enable BOALTC to be proactive which plays a critical role in improving quality of life for older adults by ensuring that policies, legislation and programs are effectively addressing their unique challenges and needs. This position would assist with strategic forward-thinking initiatives to effectively use resources to meet current and future needs.

The Operations Program Associate (intake triage) is crucial for addressing the volume and complexity of requests to the Ombudsman program intake line. The solo intake staff currently is often overwhelmed with call volumes and e-mails, which can cause delays. Calls have also increased in length due to the increased complexity of consumer needs. When intake is not able to manage the volume, or is unavailable, a Lead or supervisor is pulled in, creating a backlog in other service and technical assistance.

The creation of these positions aids in fulfilling the state and federal statutory mandates requiring BOALTC to serve as the state's primary source of advocacy for older adults, long-term care service users aged 60+ and Medicare beneficiaries.

Demographic Impact

Current demographic projections indicate a substantial increase to the aging population of Wisconsin in coming years, particularly in the state's most rural and underserved counties. The state's

³ Wis. Stats. § 16.009(2)(e) -(em), 42 USC § 3058g(h)(1)(F)

population aged 65+ is expected to grow by 72% between 2015 and 2040, reaching 1,535,500 in the next 15 years. The rate is 6 times higher than the overall Wisconsin population growth projection of 12% for the same period.⁴

The Ombudsman Program serves 125,608 clients including: 90,123 persons living in licensed or certified long-term care settings, 26,150 persons enrolled in managed care and 9,335 persons enrolled in the IRIS program⁵. There are a total of 6,249 nursing homes and assisted living facilities, with new licensures occurring daily in assisted living. To meet a federal standard of visiting each facility on a quarterly basis, 16 ombudsmen would be responsible for conducting 24,996 visits per year or 2,083 visits per month - on top of other duties.

From a client services standpoint, Wisconsin has been far behind the Institute of Medicine's recommendation of an Ombudsman to client ratio of 1:2,000. Wisconsin's ratio is 1 Ombudsman for every 6,600 constituents they are mandated to serve. This is only 1/3 of the national standard. This ratio is based on client data only and does not include other stakeholders who receive Ombudsman services, including family members and friends, legal representatives, providers, and legislative representatives. This ratio has continued to be impacted by the aging demographic trends statewide relative to older adults and the increasingly complex nature of issues involving trauma, neglect, abuse, financial misappropriation, unstable mental health and substance use disorder.

Conclusion

BOALTC recognizes the fiscal impact of this request. BOALTC also respectfully encourages this request to be seen from a vantage point of having the capacity to work with other advocates and entities to pre-empt the negative outcomes for clients such as lapsed or unnecessarily expensive insurance coverage, the emotional and financial costs of substandard care in nursing home and assisted living communities, unplanned closures of long-term care settings, Medicare and Medicaid fraud and financial misappropriation such has been experienced in recent years.

The Long Term Care Ombudsman Program, as the public voice for long-term care consumers, and the Medigap Program, as a voice for Medicare beneficiaries, have an obligation to respond to all consumer and public requests with accuracy, efficiency and a mind toward consumer-directed rights and issue resolution. BOALTC seeks each day to positively impact outcomes in ways that both protect and support Wisconsin's older adult citizens, while utilizing the state's resources thoughtfully and effectively.

⁴ Governor's Task Force on Caregiving Report, <https://www.dhs.wisconsin.gov/gtfc/gtfc-report.pdf>

⁵Department of Health Services; Bureau of Nursing Home Resident Care; Bureau of Assisted Living. Managed Care enrollment data is provided for members and participants aged 65 and older; BOALTC Ombudsmen serve persons aged 60 and older.

Decision Item by Line

2527 Biennial Budget

DEPARTMENT	CODES	TITLES
	432	Board on Aging and Long-Term Care

DECISION ITEM	CODES	TITLES
	4000	Board on Aging and Long Term Care Staffing Request

	Expenditure Items	1st Year Cost	2nd Year Cost
01	Permanent Position Salaries	\$296,100	\$394,800
02	Turnover	\$0	\$0
03	Project Position Salaries	\$0	\$0
04	LTE/Misc. Salaries	\$0	\$0
05	Fringe Benefits	\$140,800	\$187,800
06	Supplies and Services	\$109,900	\$109,900
07	Permanent Property	\$0	\$0
08	Unallotted Reserve	\$0	\$0
09	Aids to Individuals & Organizations	\$0	\$0
10	Local Assistance	\$0	\$0
11	One-time Financing	\$0	\$0
12	Debt service	\$0	\$0
13		\$0	\$0
14		\$0	\$0
15		\$0	\$0
16		\$0	\$0
17	TOTAL	\$546,800	\$692,500
18	Project Positions Authorized	0.00	0.00
19	Classified Positions Authorized	9.00	9.00
20	Unclassified Positions Authorized	0.00	0.00

Decision Item by Numeric

2527 Biennial Budget

Board on Aging and Long-Term Care

Program	Decision Item/Numeric	1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
	4000 Board on Aging and Long Term Care Staffing Request				
01	Identification of the needs of the aged and disabled				
	01 General program operations	\$349,400	\$442,500	5.75	5.75
	31 Contracts with other state agencies	\$173,500	\$219,700	2.85	2.85
	32 Insurance and other information, counseling and assistance	\$23,900	\$30,300	0.40	0.40
	Identification of the needs of the aged and disabled Sub Total	\$546,800	\$692,500	9.00	9.00
	Board on Aging and Long Term Care Staffing Request Sub Total	\$546,800	\$692,500	9.00	9.00
	Agency Total	\$546,800	\$692,500	9.00	9.00

Decision Item by Fund Source

2527 Biennial Budget

Board on Aging and Long-Term Care

Decision Item/Source of Funds		1st Year Total	2nd Year Total	1st Year FTE	2nd Year FTE
4000 Board on Aging and Long Term Care Staffing Request					
GPR	S	\$349,400	\$442,500	5.75	5.75
PR	S	\$197,400	\$250,000	3.25	3.25
Board on Aging and Long Term Care Staffing Request Total		\$546,800	\$692,500	9.00	9.00
Agency Total		\$546,800	\$692,500	9.00	9.00

ACT 201

Proposal under s. 16.42(4)(b): **0% change in each fiscal year**

FY: **FY26 AND 27**

Agency: **BOALTC - 432**

Agency	Appropriation		Fund Source	\$	FTE	(See Note 1) 0% Change Target	Proposed Budget 2025-27		Item Ref	Change from Adj Base		(See Note 2) Remove SBAs		Change from Adj Base after Removal of SBAs	
	Alpha	Numeric					Proposed \$	Proposed FTE		\$	FTE	\$	FTE	\$	FTE
432	1a	101	GPR	\$1,967,300.00	21.13	\$0	\$2,197,200	21.13	1	\$229,900	0.00	(\$229,900)	0.00	\$0	0.00
432	1k	131	PR	\$1,711,000.00	19.39	\$0	\$1,979,000	19.39	1	\$268,000	0.00	(\$268,000)	0.00	\$0	0.00
432	1kb	132	PR	\$566,200.00	5.98	\$0	\$605,700	5.98	1	\$39,500	0.00	(\$39,500)	0.00	\$0	0.00
Totals				\$4,244,500.00	46.50	\$0	\$4,781,900	46.50		\$537,400	0.00	(\$537,400)	0.00	\$0	0.00

Note 1: Reduction target must be met within state operations appropriations, but may be allocated across those appropriations and fund sources.

Note 2: Amounts should be SBAs (DINs 3001 - 3011) from agency request multiplied by -1.

Target Reduction = \$0

Difference = \$0
Should equal \$0

Items - Describe proposed changes (excl. SBAs) to reach target or other priorities of agency

- 1 Eliminate the requested BOALTC staffing increase (DIN 4000).

ACT 201

Proposal under s. 16.42(4)(b): **5% change in each fiscal year**

FY: **FY26 AND 27**

Agency: **BOALTC - 432**

Agency	Appropriation		Fund Source	\$	FTE	(See Note 1)	Proposed Budget 2025-27		Item Ref	Change from Adj Base		(See Note 2)		Change from Adj Base after Removal of SBAs	
	Alpha	Numeric				5% Change Target	Proposed \$	Proposed FTE		\$	FTE	\$	FTE	\$	FTE
432	1a	101	GPR	\$1,967,300.00	21.13	(\$98,400)	\$2,197,200	21.13		\$229,900	0.00	(\$229,900)	0.00	\$0	0.00
432	1k	131	PR	\$1,711,000.00	19.39	(\$85,600)	\$1,766,700	19.39	1	\$55,700	0.00	(\$268,000)	0.00	(\$212,300)	0.00
432	1kb	132	PR	\$566,200.00	5.98	(\$28,300)	\$605,700	5.98		\$39,500	0.00	(\$39,500)	0.00	\$0	0.00
Totals				\$4,244,500.00	46.50	(\$212,300)	\$4,569,600	46.50		\$325,100	0.00	(\$537,400)	0.00	(\$212,300)	0.00

Note 1: Reduction target must be met within state operations appropriations, but may be allocated across those appropriations and fund sources.

Note 2: Amounts should be SBAs (DINs 3001 - 3011) from agency request multiplied by -1.

Target Reduction = (\$212,300)

Difference = \$0
Should equal \$0

Items - Describe proposed changes (excl. SBAs) to reach target or other priorities of agency

- The advocacy and counseling services of the Board's programs are mandated by state and federal law and recognized by citizens as a valuable resource to assure that consumers of long-term care services and Medicare-related insurance products are provided with effective advocacy and reliable information. A reduction of this magnitude will significantly increase waiting times for receipt of services provided by the Board's staff and decrease the number of persons who can be directly served by the advocacy and information programs of the Board.