

## BOARD ON AGING AND LONG-TERM CARE

### GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY13 Adjusted Base	FY14 Recommended	% Change Over FY13	FY15 Recommended	% Change Over FY14
GPR	1,077,200	1,126,300	4.6	1,126,300	0.0
PR-S	1,770,800	1,725,400	-2.6	1,703,000	-1.3
TOTAL	2,848,000	2,851,700	0.1	2,829,300	-0.8

### FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY13 Adjusted Base	FY14 Recommended	FTE Change Over FY13	FY15 Recommended	FTE Change Over FY14
GPR	14.73	15.73	1.00	15.73	0.00
PR-S	22.27	21.27	-1.00	21.27	0.00
TOTAL	37.00	37.00	0.00	37.00	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. The board monitors federal, state and local laws and regulations that relate to providing long-term care services to the aging and disabled, and advocates for passage of legislative and administrative action to correct inadequacies in these laws.

Through its Long-Term Care Ombudsman Program, the board investigates complaints relating to the care and treatment of aged and disabled persons 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 program up to and including assisting complainants in administrative hearings. 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, and, through the Medigap Helpline Program, provides information and assistance to aging and disabled consumers regarding all forms of government-sponsored and private health insurance, primarily Medicare Supplemental policies, long-term care insurance 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.

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

### **MISSION**

The mission of the board is to advocate for the interests of the state's aging and disabled populations, to inform consumers of their rights, and to educate the public at large about health care systems and long-term care.

In pursuit of this mission, 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 Wisconsin congressional delegation; stimulates public interest; and provides education regarding universal issues affecting long-term care.

The board subscribes to the values of: respect for the individual; protection of the right of the individual to be autonomous and free from threats to health, safety and quality of life; fairness in relationships with others; and clear and consistent communication with our clients. We respect our staff and volunteers and their ability to provide services consistent with the spirit and intent of these values.

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.

### **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: 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. 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 a majority of 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 long-term care facilities in Wisconsin and assuring the quality of care and quality of life in those facilities.

The board intends to enhance the agency's public outreach efforts, including personal appearances by staff and improved usability 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.

Goal: Improve public education and outreach to consumers on issues related to Medicare Supplemental, Medicare Part D (prescription drug) and related forms of insurance.

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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 reach a much larger audience of those who have significant needs but are unaware of the program's services and how to access them. The board is continually redesigning its Web site to include timely information on insurance for older people and appropriate links to the Web sites of the Office of the Commissioner of Insurance and federal Centers for Medicare & Medicaid Services. Frequent and timely press releases containing pertinent information are being sent out regularly. Greater outreach in the form of in-person contacts with local groups of Medicare-eligible individuals is being used to advance this goal.

The board intends to continue enhancing the agency's public outreach efforts, including personal appearances by staff and improved usability of the agency's Web site to achieve the goal of making the Medigap Helpline Program a resource that is recognized by the majority of Wisconsin seniors as the primary source of timely and accurate information about Medicare Supplemental, Part D and related insurance products.

**PERFORMANCE MEASURES**

**2011 AND 2012 GOALS AND ACTUALS**

<b>Prog. No.</b>	<b>Performance Measure</b>	<b>Goal 2011</b>	<b>Actual 2011</b>	<b>Goal 2012</b>	<b>Actual 2012</b>
1.	Number of skilled nursing facility visits by ombudsmen and volunteer ombudsmen with resident councils. <sup>1</sup>	250	303	350	388
1.	Number of hits on the board's Web site.	85,000	78,319	90,000	82,498

Note: Based on fiscal year

<sup>1</sup>This number was previously measured as a percentage and is now converted to a real number.

**2013, 2014 AND 2015 GOALS**

<b>Prog. No.</b>	<b>Performance Measure</b>	<b>Goal 2013</b>	<b>Goal 2014</b>	<b>Goal 2015</b>
1.	Number of skilled nursing facility visits by ombudsmen and volunteer ombudsmen with resident councils.	400	410	420
1.	Number of outreach presentations by ombudsman program staff. <sup>1</sup>	300	325	350
1.	Number of outreach presentations by Medigap program staff. <sup>1</sup>	50	55	60
1.	Number of hits on the board's Web site.	84,000	86,000	90,000

Note: Based on fiscal year.

<sup>1</sup>New objective for this biennium.

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

**GOVERNOR'S BUDGET RECOMMENDATIONS**

**RECOMMENDATIONS**

1. Medigap Helpline Database
2. Ombudsman Relocation Specialist
3. Permanent GPR Reductions
4. Standard Budget Adjustments

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

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

	ACTUAL FY12	ADJUSTED BASE FY13	AGENCY REQUEST FY14	AGENCY REQUEST FY15	GOVERNOR'S RECOMMENDATION FY14	GOVERNOR'S RECOMMENDATION FY15
GENERAL PURPOSE REVENUE	\$1,120.7	\$1,077.2	\$1,044.8	\$1,044.8	\$1,126.3	\$1,126.3
State Operations	1,120.7	1,077.2	1,044.8	1,044.8	1,126.3	1,126.3
PROGRAM REVENUE (2)	\$1,417.0	\$1,770.8	\$1,790.2	\$1,767.8	\$1,725.4	\$1,703.0
State Operations	1,417.0	1,770.8	1,790.2	1,767.8	1,725.4	1,703.0
TOTALS - ANNUAL	\$2,537.7	\$2,848.0	\$2,835.0	\$2,812.6	\$2,851.7	\$2,829.3
State Operations	2,537.7	2,848.0	2,835.0	2,812.6	2,851.7	2,829.3

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

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

	ADJUSTED BASE FY13	AGENCY REQUEST FY14	AGENCY REQUEST FY15	GOVERNOR'S RECOMMENDATION FY14	GOVERNOR'S RECOMMENDATION FY15
GENERAL PURPOSE REVENUE	14.73	14.73	14.73	15.73	15.73
PROGRAM REVENUE (2)	22.27	22.27	22.27	21.27	21.27
TOTALS - ANNUAL	37.00	37.00	37.00	37.00	37.00

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

(4) All positions are State Operations unless otherwise specified

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

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

	ACTUAL FY12	ADJUSTED BASE FY13	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY14	FY15	FY14	FY15
1. Identification of the needs of the aged and disabled	\$2,537.7	\$2,848.0	\$2,835.0	\$2,812.6	\$2,851.7	\$2,829.3
<b>TOTALS</b>	<b>\$2,537.7</b>	<b>\$2,848.0</b>	<b>\$2,835.0</b>	<b>\$2,812.6</b>	<b>\$2,851.7</b>	<b>\$2,829.3</b>

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

	ADJUSTED BASE FY13	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY14	FY15	FY14	FY15
1. Identification of the needs of the aged and disabled	37.00	37.00	37.00	37.00	37.00
<b>TOTALS</b>	<b>37.00</b>	<b>37.00</b>	<b>37.00</b>	<b>37.00</b>	<b>37.00</b>

(4) All positions are State Operations unless otherwise specified

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

**1. Medigap Helpline Database**

Source of Funds	Agency Request				Governor's Recommendations			
	FY14		FY15		FY14		FY15	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
PR-S	37,100	0.00	13,100	0.00	37,100	0.00	13,100	0.00
TOTAL	37,100	0.00	13,100	0.00	37,100	0.00	13,100	0.00

The Governor recommends increasing expenditure authority to create a Medigap Helpline database to replace the current obsolete system and improve the efficiency of Helpline operations. The Medigap Helpline provides assistance to the elderly with questions about all types of health coverage, including Medicaid, Medicare and private health insurance. See Office of the Commissioner of Insurance, Item #1.

**2. Ombudsman Relocation Specialist**

Source of Funds	Agency Request				Governor's Recommendations			
	FY14		FY15		FY14		FY15	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	81,500	1.00	81,500	1.00
PR-S	0	0.00	0	0.00	-64,800	-1.00	-64,800	-1.00
TOTAL	0	0.00	0	0.00	16,700	0.00	16,700	0.00

The Governor recommends funding the relocation ombudsman position with general purpose revenues to replace program revenues, which are no longer available for this purpose. See Department of Health Services, Item #26.

**3. Permanent GPR Reductions**

Source of Funds	Agency Request				Governor's Recommendations			
	FY14		FY15		FY14		FY15	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	-11,300	0.00	-11,300	0.00	-11,300	0.00	-11,300	0.00
TOTAL	-11,300	0.00	-11,300	0.00	-11,300	0.00	-11,300	0.00

The Governor recommends reducing funding to create additional efficiencies and balance the budget.

## Board on Aging and Long-Term Care

### 4. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendations			
	FY14		FY15		FY14		FY15	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	-21,100	0.00	-21,100	0.00	-21,100	0.00	-21,100	0.00
PR-S	-17,700	0.00	-16,100	0.00	-17,700	0.00	-16,100	0.00
TOTAL	-38,800	0.00	-37,200	0.00	-38,800	0.00	-37,200	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (-\$35,400 in each year); (b) reclassifications and semiautomatic pay progression (\$4,700 in each year); and (c) full funding of lease and directed moves costs (-\$8,100 in FY14 and -\$6,500 in FY15).