

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

| | | | |
|---|----------------------------|--------------------------|--|
| Name of Governmental Body: Wisconsin Long Term Care Advisory Council | | | Attending: Audrey Nelson, Beth Swedeen, Carol Escher, Cathy Ley, Christine Witt, Cynthia Bently, Denise Pommer, John Sauer, Lea Kitz, Mary Frederickson, Maureen Ryan, Robert Kellerman, Roberto Escamilla II, Sam Wilson, Tim Garrity |
| Date: 3/12/2019 | Time Started: 9:30 a.m. | Time Ended: 3:30 p.m. | |
| Location: Clarion Suites at the Alliant Energy Center, Madison | | | Presiding Officer: Heather Bruemmer, Chair |

Minutes

Members absent: none

Others present: Amy Chartier, Andrea Palm, Andy Forsaith, Angela Witt, Anna Benton, Betsy Genz, Brenda Bauer, Carrie Molke, Cathy Klima, Curtis Cunningham, Gail Propsom, Jasmine Bowen, Kevin Coughlin, Maggie Northrop, Suzanne Ziehr

Meeting called to order

Chair welcomed and congratulated Andrea Palm and Anna Benton on their new roles.

The minutes from the January 2019 meeting were unanimously approved on a motion from Roberto Escamilla, seconded by Carol Eschner.

Introduction of Secretary Palm

Andrea Palm, DHS Secretary Designee, introduced herself and discussed her background before DHS

2019-2021 Budget Overview, presented by Andrea Palm

Provided an overview on the budget and responded to questions

- DHS budget is anchored in an expansion of the Medicaid program
- This initiative can save the state money that can be used in the system and draw in additional federal money
- The budget is a policy document; it expresses the views of a government and administration
 - The budget drives a lot of new money into the Medicaid system
 - Our draw on the revenue is only about a 4% increase from the last biennium
 - Increases in provider reimbursement that included funding for improved wages to help attract and maintain workers in communities
 - Investments in Children's LTC such as ending waitlists and being better partners to counties
- There is a DHS budget specific website (<https://www.dhs.wisconsin.gov/budget/index.htm>)
 - DHS is continuing to populate the site with population specific fact sheets
 - Advocates can use this information
 - Trying to put these fact sheets in so everyone can understand them and they are in bite-sized pieces
 - If information you need appears to be missing or something doesn't seem quite right to you, let DHS know.
- It is fundamental that folks living in our care have the greatest independence they can have.
 - Wisconsin drives every day to have people live in the right setting at the right time to meet their needs and provides the most independence we can afford them
- DHS will discuss Tribal LTC with the tribes, how to increase participation, and fully utilize the federal grants
- The administration recognizes that we need skilled nursing facilities to have financial stability in light of the aging population
- Budget items are vaguely written so we can continue to have conversations about how to get the correct services to the people.

- In addition to the provider reimbursements, there is specific, targeted money that is supposed to get to workers through the providers

Governor's Executive Orders, presented by Curtis Cunningham and Carrie Molke

Reviewed Executive Orders 3, 4, and 11 and their possible impact on Long Term Care

- Executive Order #3: Relating to the Creation of a Healthy Communities Initiative
 - Budget is an expression of this order
 - Holistic view of health care across the system
 - Community care pilot to look at social determinations in Medicaid
- Executive Order #4: Relating to the Preservation of Insurance Protections
 - Helping people live healthier lives and have stable housing
- Executive Order #11: Relating to the Creation of the Governor's Taskforce on Caregiving
 - When talking about workforce, need to look at paid and unpaid workers
 - The executive order lays out the make-up and the six charges of the taskforce
 - The taskforce will be staffed by DHS and will receive Technical assistance from DWD
 - To apply, email Govappointments@wisconsin.gov
 - Deadline to apply to be par to the will be confirmed and sent out after council meeting

2019-2020 Charge Discussion and Next Steps, presented by Heather Bruemmer

Reviewed the four charges to the council

- Long path
 - 20 years ago the idea of Family Care started, now we have expanded the program statewide
 - Haven't had discussions about where to go from here
 - Anticipate this as a 2+ year project
 - This is being looked at on the national level, specifically how to do this more holistically
 - Areas to look at:
 - BH integration
 - Look at the whole person
 - What does nursing home access look like, how does that play into AL
 - How many ICAs and MCOs do we need in each GSR, are the GSRs right sized
 - TED talk on long path
 - https://www.ted.com/talks/ari_wallach_3_ways_to_plan_for_the_very_long_term/up-next
 - Engage communities in discussions
 - Want to engage local communities in community conversations with scripted questions include current older adults and people with disabilities today and 2nd group - those in 30-50's and get an understanding of their perspective of their understanding and expectations.
 - Want to have regional meetings, delegates from local groups to come together
 - Delegates from regional meetings to come together with statewide summit to create a vision/goals of where we need to go and how we need to get there
- **Committee Suggestion:**
- Implement something similar to the regional advisory committees that would allow local people to have more input
- Workforce and Transportation
 - Some of what we can do is in our wheelhouse and other things that are not in our wheelhouse.
 - How do we make these two fit within our charge long path?
 - Council will need to look at what we want to do with these two topics and define the charges for the Secretary
- Health Disparity and Equity
 - Look at what we can do within the Medicaid programs
 - Are our programs culturally competent? What are the expectations for providers
 - What can we do with programs and training?
 - Look at current policy and where we can go with it
 - How do we integrate communities of color?

- Why aren't people utilizing the supports and programs we currently have?
- **Committee Suggestions:**
 - Have community involvement in this conversation
 - We should step back and take a look at whole system. Are we meeting the needs of the members
 - It needs to keep improving and adjusting so change and growth isn't stifled
 - Look at substance abuse and mental health issues

Department Updates, presented by Curtis Cunningham and Carrie Molke

DMS updates

- Electronic Visit Verification (EVV)
 - April 10, 2019, the 2nd EVV forum will be held online and in person in Milwaukee (<https://www.dhs.wisconsin.gov/forwardhealth/evv-forums.htm>)
 - Implementation to start January 2020
 - The State can request an extension to delay implementation to January 2021
 - There will be a single EVV system
 - The State is currently working with Sandata
 - The system will allow information from other systems to integrate with the EVV system
- HCBS
 - Non-residential compliance reviews will be starting this month
 - These will be completed by Public Consulting Group (PCG),
 - Still working through Heightened Scrutiny applications and submitting them to CMS
 - CMS is backlogged and we are waiting for them to issue additional guidance
- Employment First Plan
 - Public forum was held a couple weeks ago
 - Currently implementing the plan
- Procurement
 - In process of procuring for Family Care Partnership in Brown and Winnebago Counties

DPH updates

- Caregiver taskforce
 - Redesigning state dementia care system - doing a public survey to seek info and engagement through state, 370 folks expressed interest. Broad representation through the 4 groups looking at implementation of the state plan
 - Workgroups have been selected and will be starting to meet
- ADRCs
 - State has a federal grant to look at ROI on ADRCs
 - Hope to have metrics associated with this at end of the year
 - ADRC reallocation funding
 - Nothing has changed with funding since ADRCs began
 - Workgroups looking at allocation methodology
- Healthy Wisconsin
 - Meetings were held in February focusing on tobacco and alcohol
- SHA
 - Heavily engaged in this now
 - Looking to get a picture of State's health
- APS
 - conference coming up October 10 – 11, 2019 @ Wilderness in Wisconsin Dells
- Facility closures
 - Looking at ways to make processes as smooth as possible for people

Family Care Waiver Renewal and Contract Timelines, presented by Betsy Genz

Discussed timelines related to the Family Care programs

- Family Care Waiver Renewal

- Some suggested items received were more contractual than waiver related
- DHS anticipates a draft for public comment to be posted on May 31
 - It will be posted for 30 days
 - When posted, a GovD messages to those who subscribed
- With Act 370, there are additional steps with waiver renewal involving the Joint Finance Committee.
 - DHS will submit a notice of expiration date and intent to renewal.
 - DHS will then have to submit draft of the waiver.
 - Joint Finance will have to determine if the changes are substantive or not, that affects the subsequent steps
- Family Care Managed Care Contract
 - Next contract will be issued for 2020
 - Reviewed timeline for contract creation
 - August 9 - Input from council on changes is due
 - September 10 - feedback on changes will be discussed at LTCAC meeting
 - Contract changes or suggestions can be submitted to Betsy Genz

Public Comments

Comments were heard from 3 individuals

- Ashely Hesse
 - EVV update was interested in what other states have done to encourage providers to do trial runs, especially in rural areas
 - Consider state plan amendment that allows tribes to include encounter rate for serving non-tribal members as well
 - Advocate for state to look at MFP legislation in senate and house (it would be a 5 year extension)
 - MOM - announcement from CMS - fits into the opioid challenges that state is dealing with, tribes could be a great partner in this
- John Vander Meer
 - Skilled nursing facilities have seen a rash of closures
 - Skilled nursing facilities have issues with reserves of funding from rate inadequacy over many years; facilities are experiencing less and less of operating reserves. The number of facilities with 6 months of operating reserves is limited.
 - Encourage council and administration to be very mindful of this and what happens to residents and communities when facilities close
- Forbes McIntosh
 - Caregiver crisis
 - Part of Family Care is getting as much as we can for a rate. Cuts are passed on to caregivers directly. Look at welfare and future of healthcare

Consumer ScoreCard Introduction, presented by Gail Propsom and Jasmine Bowen

Walked through PowerPoint presentation

- Objectives of ScoreCard
 - Empower consumers to make an informed selection of MCO or ICA based on the factors most important to them.
 - Provide an electronic and printable tool for ADRCs to consistently present information from a single source of truth on high level consumer-centric MCO and ICA measures
- Measures will be tailored based on comparing MCOs, ICAs, or FEAs
- Stakeholder workgroup is evaluating the measures and design of the ScoreCard
 - Want to provide information in an intuitive and accessible format
- DHS is continuing to work on the rating system
 - Currently using 2018 data from survey developed by UW Survey Center
- **Committee Suggestions:**
 - Continue discussion on the ScoreCard and May meeting
 - Consider changing title as there are multiple LTC score cards
 - Have Tribal option on the scorecard
 - Consider listing specialty areas for MCOs

- Additional measures to consider including:
 - Cultural competence rating
 - Responsiveness to substance abuse and mental health issues
 - Competitive Integrated Employment

State Health Assessment, presented by Carrie Molke and Maggie Northrop

State Health Assessment (SHA) is conducted every 5 years and allows DHS to have the State Health Improvement Plan

- There are 4 assessments used to gather information for the SHA:
 - Community Health Status Assessment
 - Community Themes and Strengths Assessment
 - Public Health System Assessment
 - Forces of Change Assessment
- There are 7 sectors of stakeholders that data is gathered from:
 - Government
 - Organization and Coalitions
 - Business and Industry
 - Health Care
 - Education
 - Complementary Service Providers
 - Community Services
- Council participated in the Forces of Change Assessment during the meeting and looked at the following categories:
 - Social
 - Economic
 - Political
 - Technological
 - Environmental
 - Scientific
 - Legal
 - Ethical
- Council members can complete the activity with groups on their own, and provide the results to Carrie Molke
 - Results should be submitted by June 2019
 - For questions related to SHA or to obtain a copy of the Forces of Change Assessment, contact Maggie Northrop (Margarita.Northrop@dhs.wisconsin.gov)

NCI Self-Directed Services, presented by Angela Witt and Amy Chartier

Reviewed results of 2016-17 National Core Indicators survey that focused on Self-Directed Services of IRIS participants

- The majority of IRIS participants:
 - Said that family or friends made budget decisions
 - Said that the people who self-direct do participate in decisions about how to use their budget, hiring staff, or managing services
 - It appears that someone else makes budget decisions, but the individual does participate in other decisions
 - Had proxy respondents for the self-directed services module
 - Have guardians
 - Live with family
- From reviewing the data, the State
 - Hopes to see more self-direction
 - Would like to look into the difference between those that live at home with a guardian versus living at home without a guardian
- Data in the presentation predates the supportive decision making legislation
- 2017-2018 NCI results will be presented in Winter 2019/Spring 2020

- **Council Suggestion:**
 - Indicate on slides that the data only reflects IDD individuals

2019-2021 Budget Q&A, presented by Andy Forsaith

DHS related Budget recommendations can be found here: <https://doa.wi.gov/budget/SBO/2019-21%20435%20DHS%20Executive%20Budget.pdf>

- Reviewed budget items that will impact those received long term care and their caregivers
- The proposed budget expands Medicaid
 - Those between 100% and 138% FPL would be able to access coverage
- The budget was built as a comprehensive package, counting on Medicaid expansion, no Plan B currently
- Budget includes repeal of some items that were passed in the extraordinary session last fall
- Puts IRIS in statue and removes obsolete programs
- Further questions on budget can be sent to Curtis Cunningham or Carrie Molke

Council Business

- EVV forum is on April 10, 2019 from 10:00 - 11:30 am. It will be steamed online and can be attended in person in Milwaukee
- IRIS wavier renewal will be starting. The current waiver expires December 31, 2020. Public solicitation for ideas will be sent out soon
- Link to register for news releases:
https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_01

Adjourn

The meeting was adjourned unanimously.

Prepared by: Suzanne Ziehr on 3/12/2019.

These minutes are in draft form. They will be presented for approval by the governmental body on: 05/14/2019



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2018 Member Satisfaction Survey

Jie Gu
Program and Policy Analyst
4/23/2019

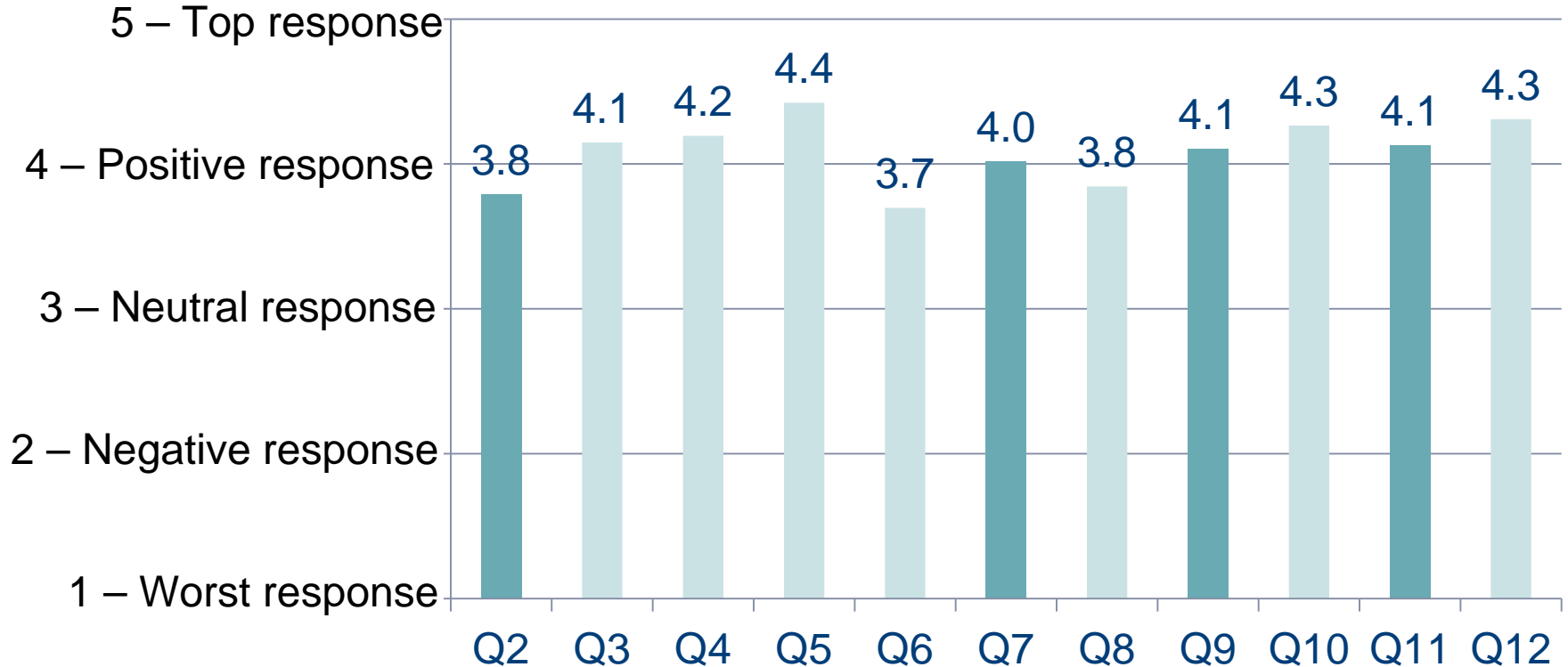
Survey Sample Criteria

Surveys were sent to randomly selected participants meeting the following criteria:

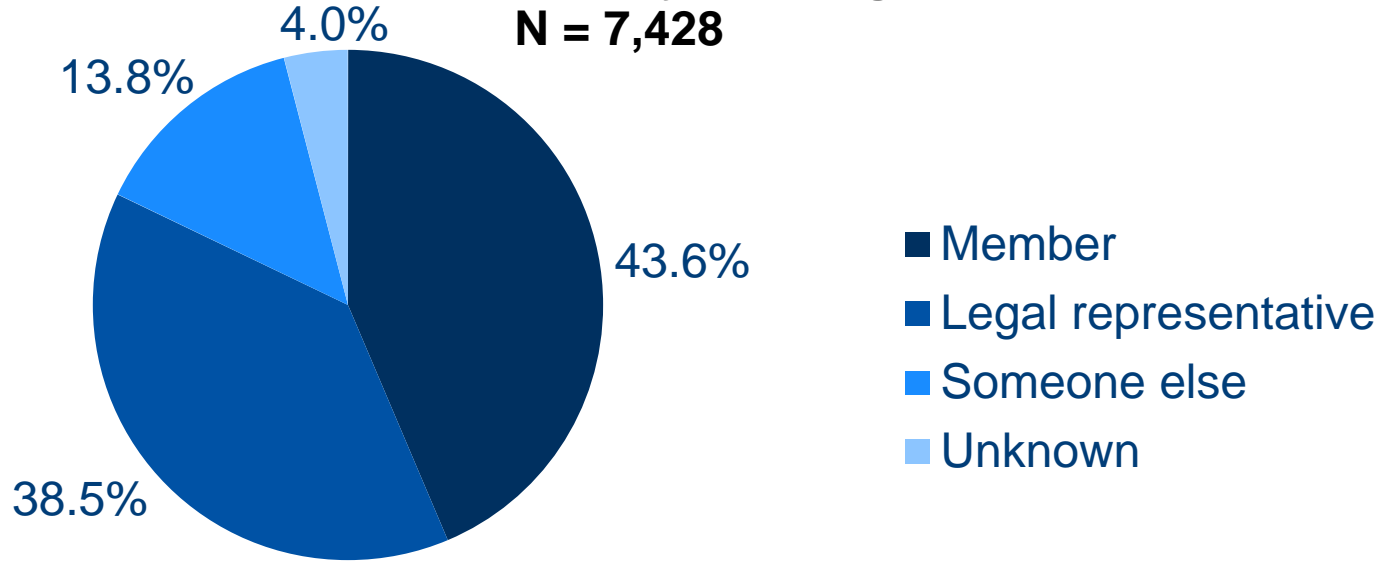
- Current participant
- Having been a participant for 6+ months
- Distributed among all three target groups

2018 Managed Care Member Satisfaction Survey Analysis

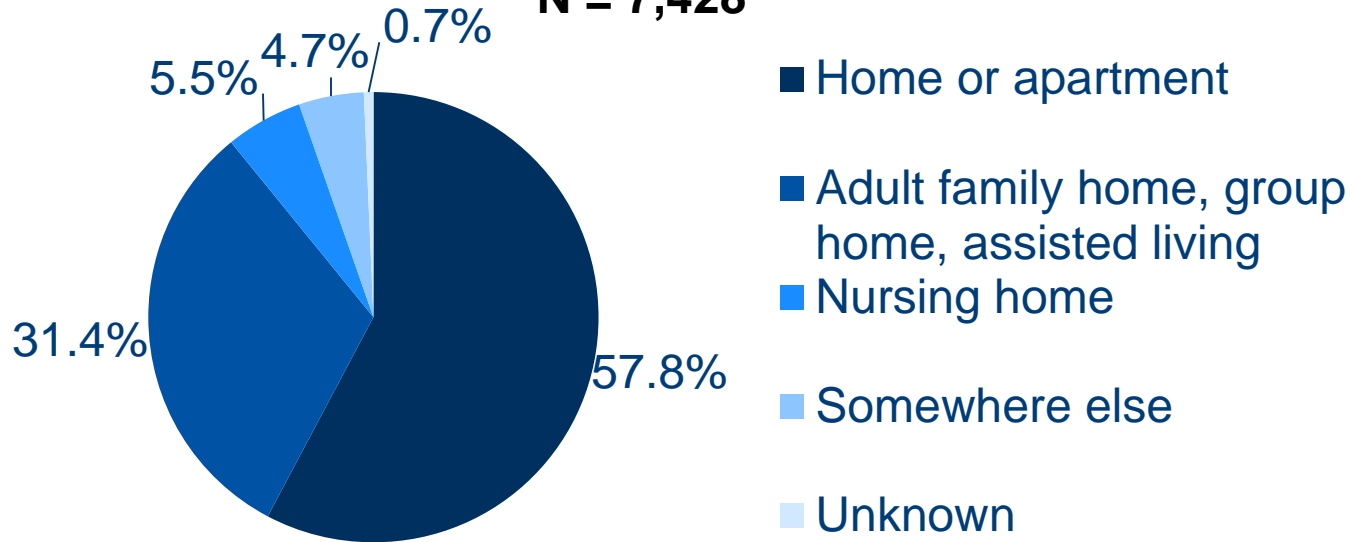
Survey Question Response – Managed Care (P4P questions: Q2, Q7, Q9, and Q11)



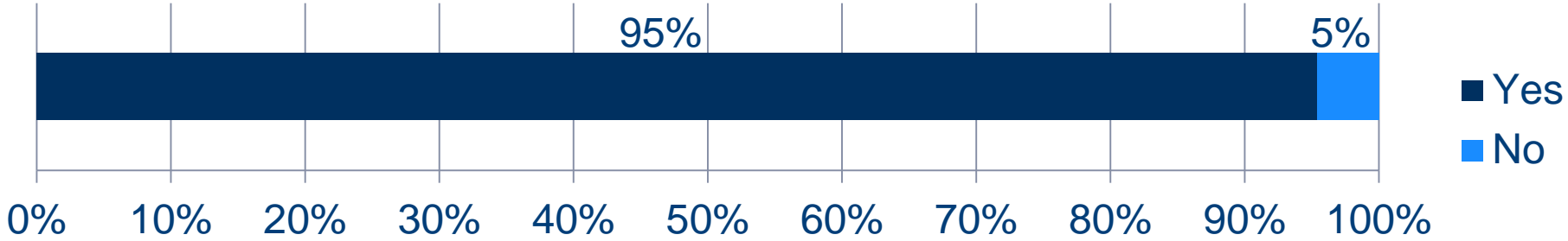
Who Answered Survey – Managed Care N = 7,428



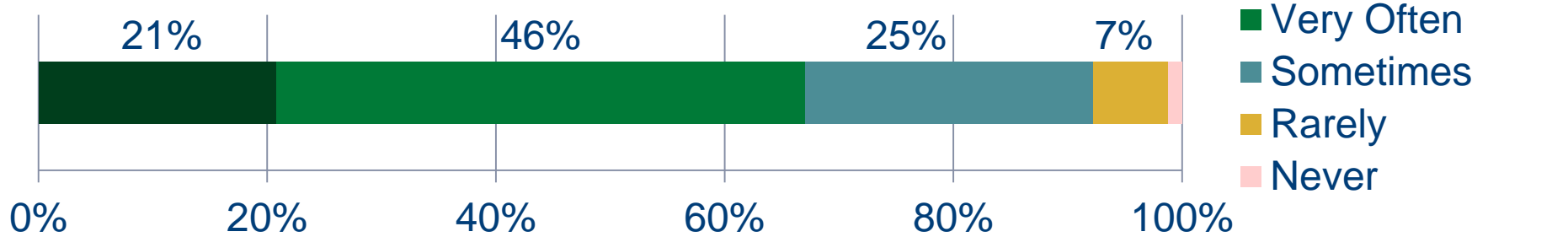
Member Living Situation – Managed Care N = 7,428



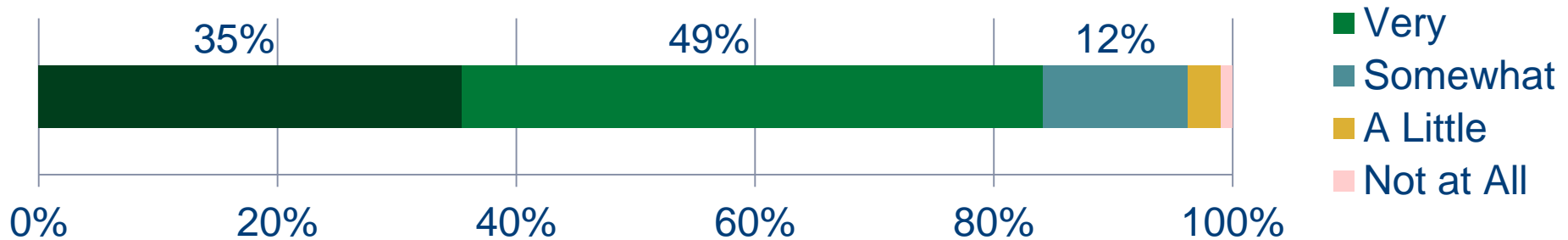
Can you contact your Care Team when you need to?



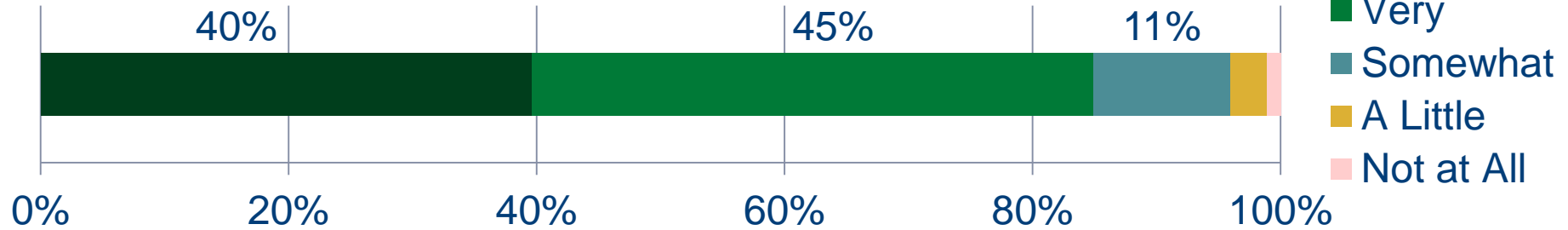
How often do you get the help you need from your Care Team?



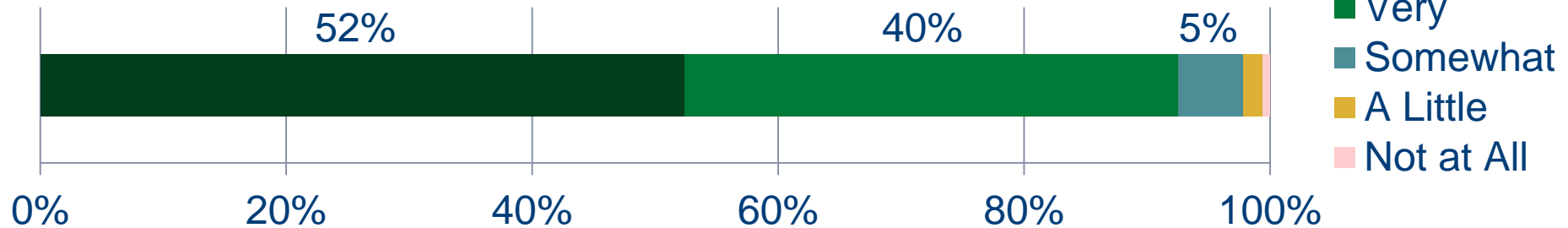
How clearly does your Care Team explain things to you?



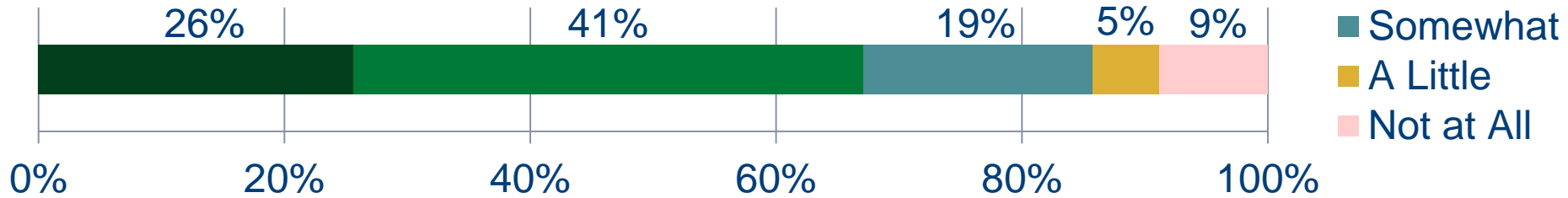
How carefully does your Care Team listen to you?



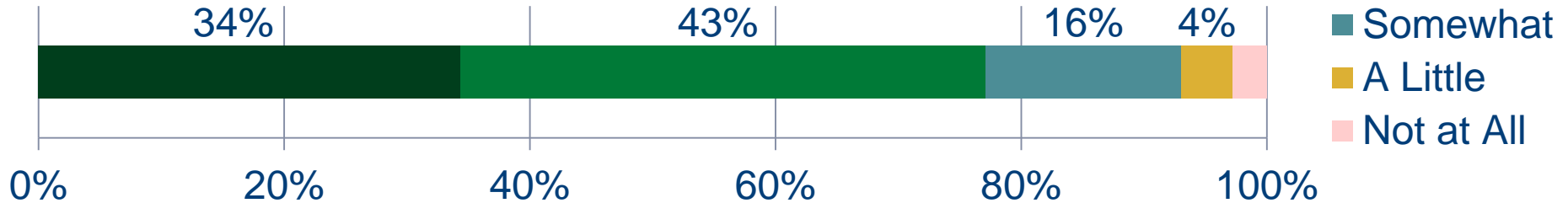
How respectfully does your Care Team treat you?



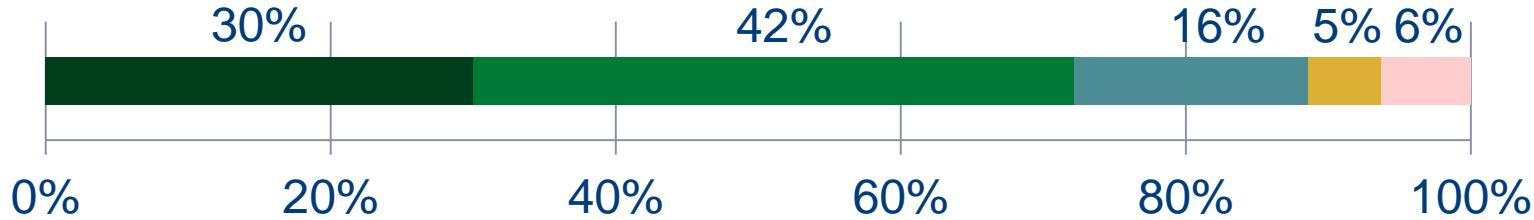
How well did your Care Team explain the Self-Directed Supports option to you?



How involved are you in making decisions about your Care Plan?

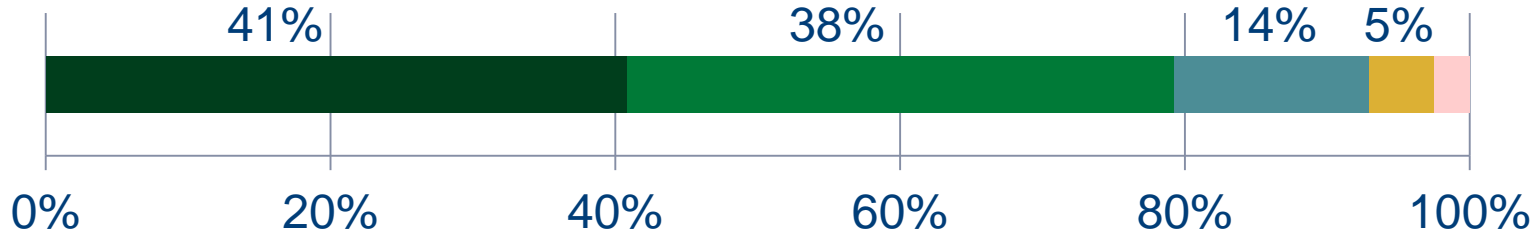


How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



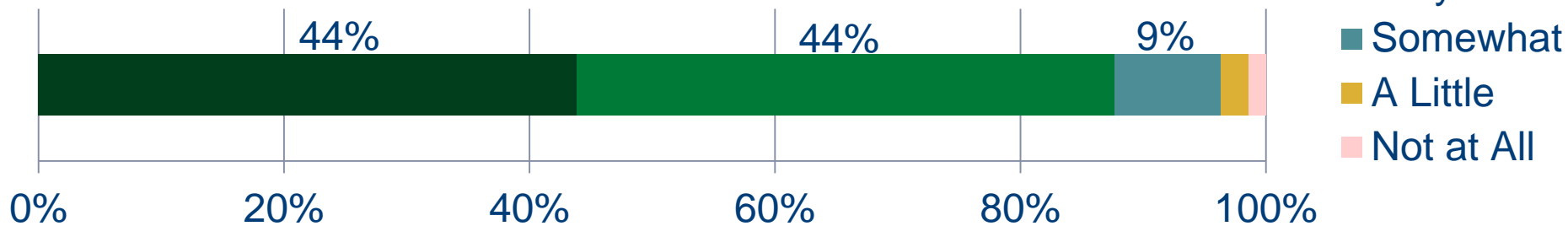
- Extremely
- Very
- Somewhat
- A Little
- Not at All

How much does your Care Plan include the things that are important to you?

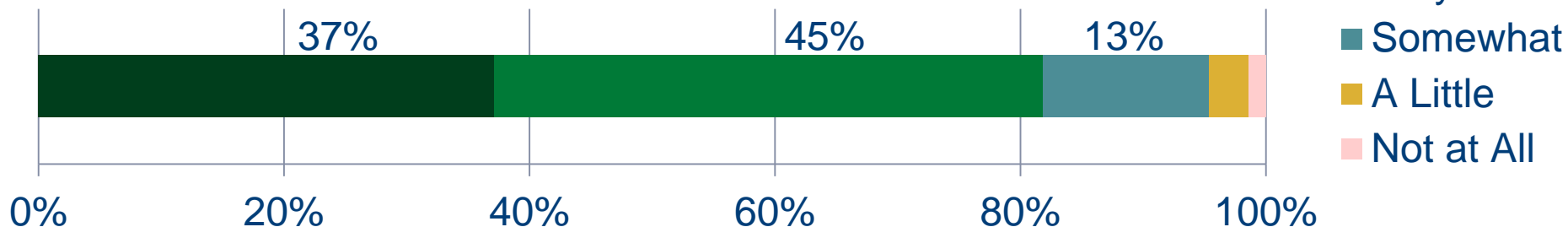


- A Great Deal
- Quite a Bit
- Somewhat
- A Little
- Not at All

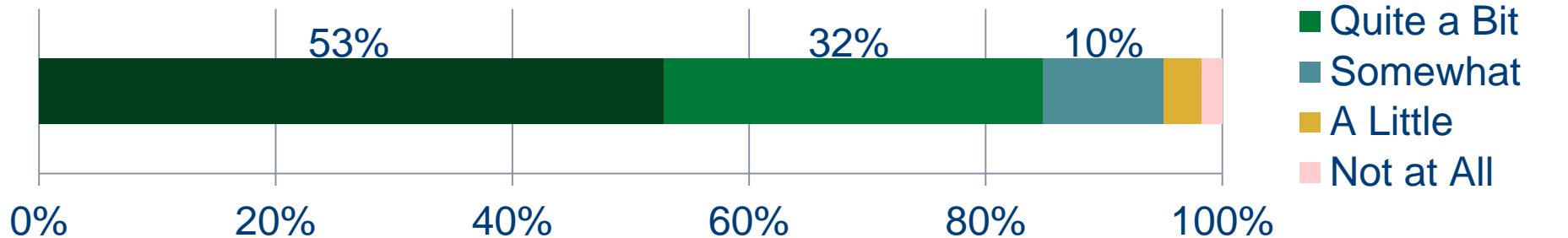
Overall, how respectfully do the people who provide you with supports and services treat you?



How well do the supports and services you receive meet your needs?

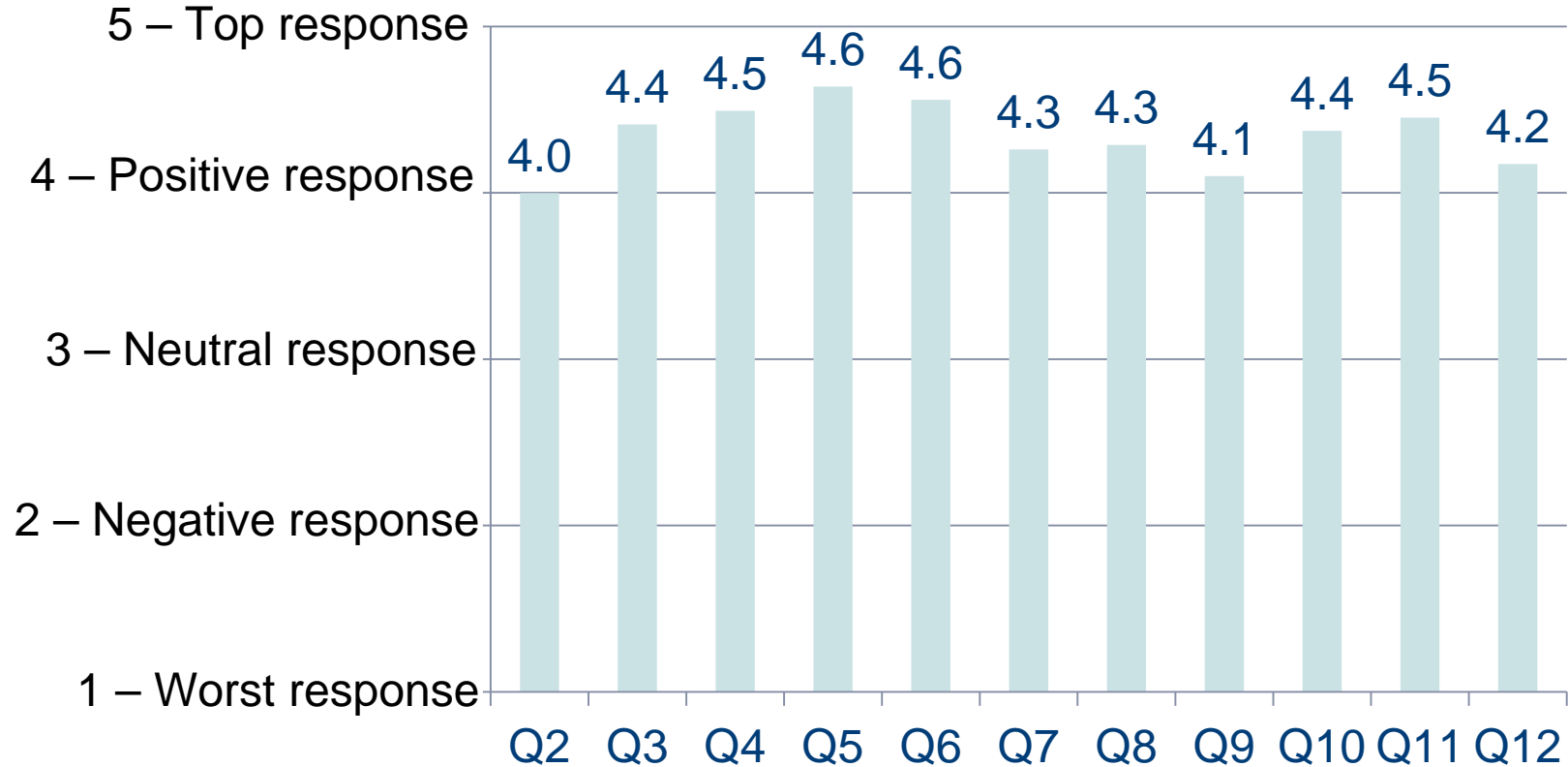


Overall, how much do you like MCO?

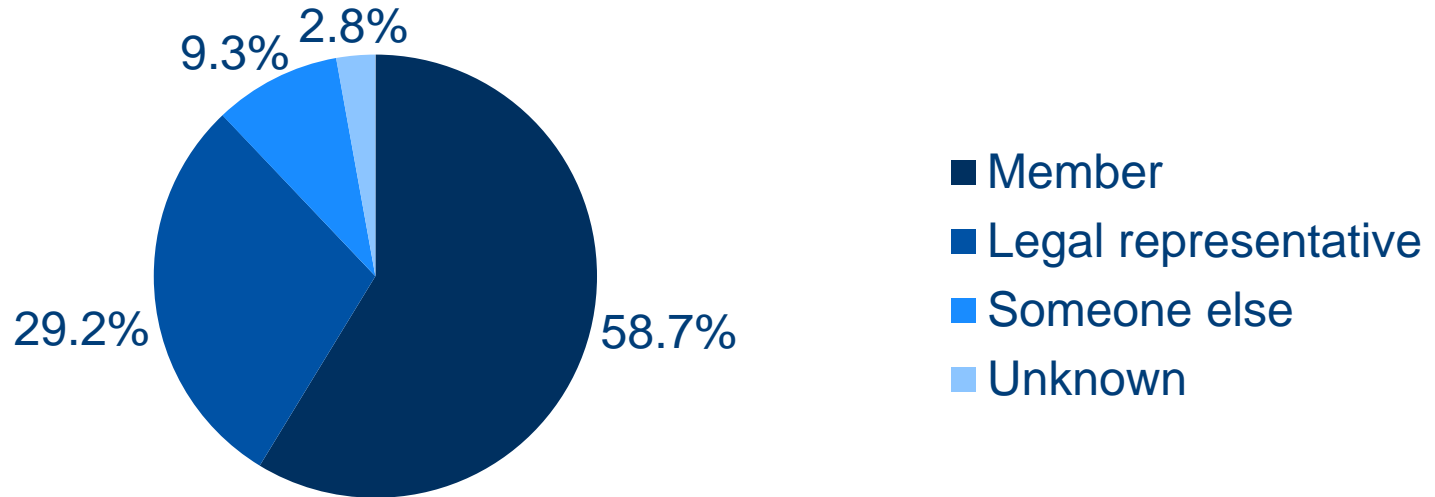


2018 IRIS Consultant Agency Participant Satisfaction Survey Analysis

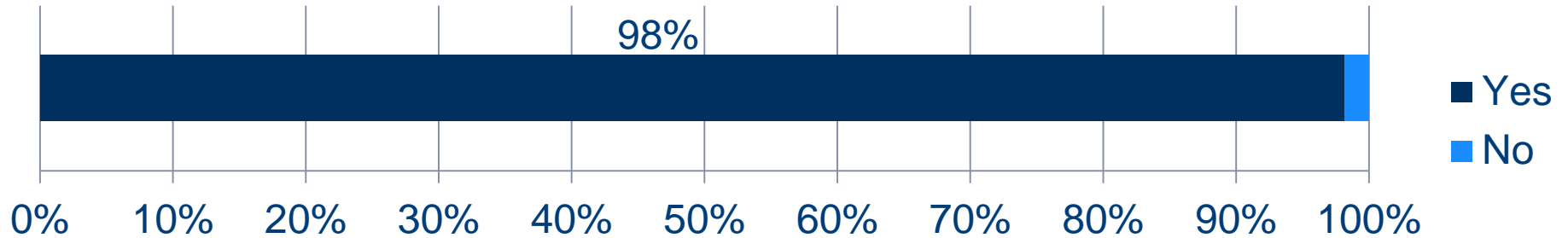
Survey Question Response – IRIS Consultant Agency



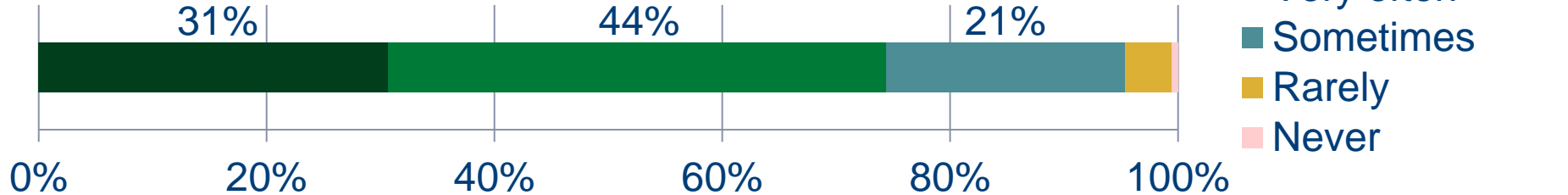
Who Answered Survey – IRIS Consultant Agency N = 2,117



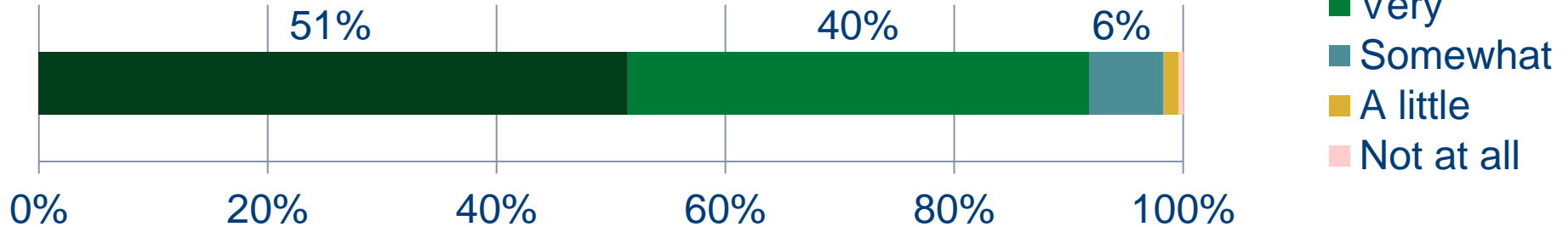
Can you contact your IRIS Consultant when you need to?



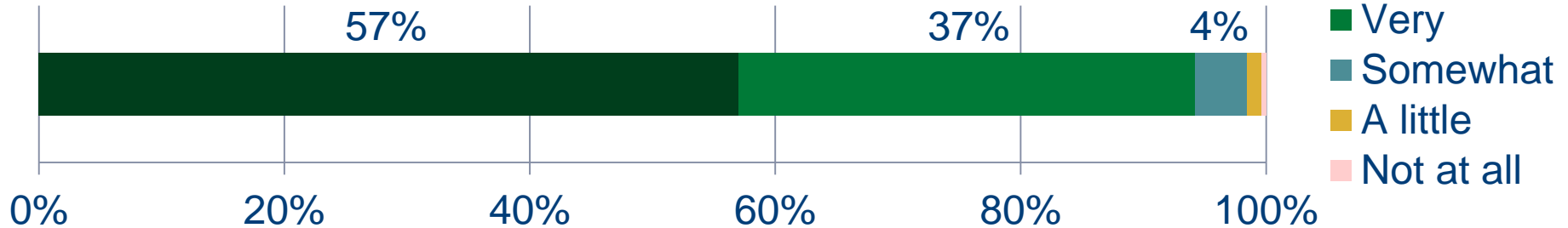
How often do you get the help you need from your IRIS Consultant?



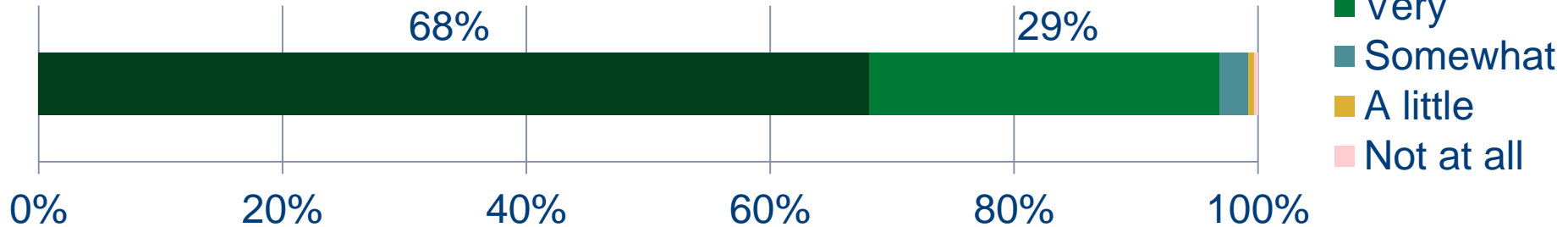
How clearly does your IRIS Consultant explain things to you?



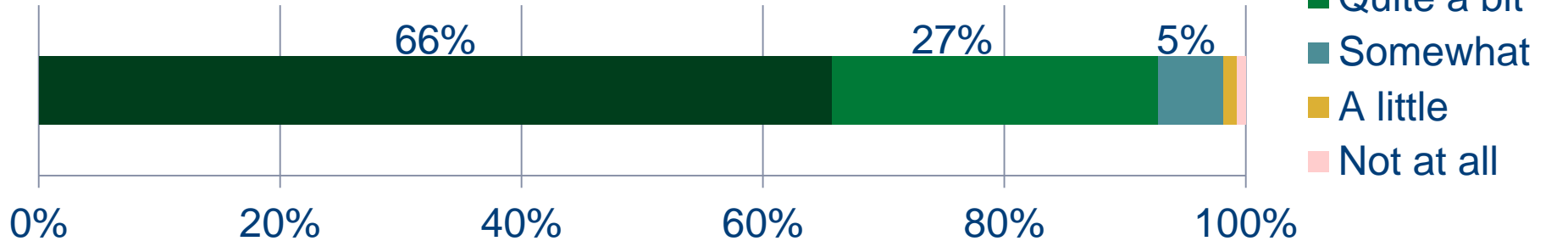
How carefully does your IRIS Consultant listen to you?



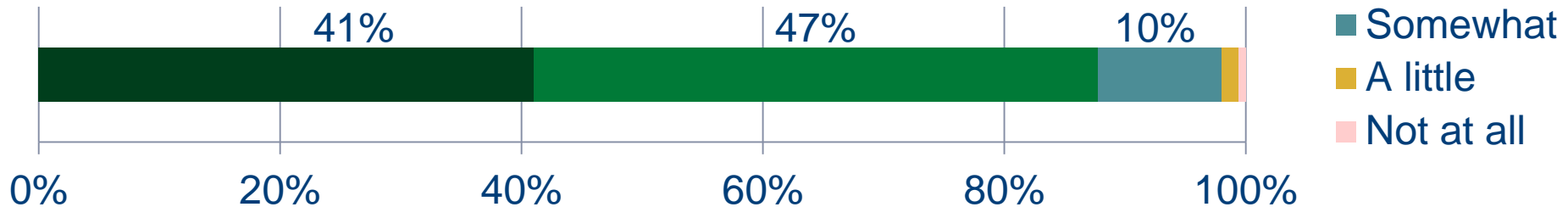
How respectfully does your IRIS Consultant treat you?



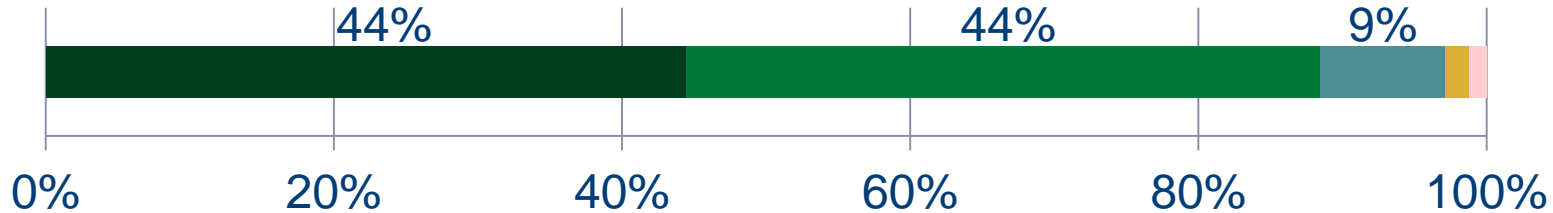
Overall, how much do you like your IRIS Consultant Agency?



Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?

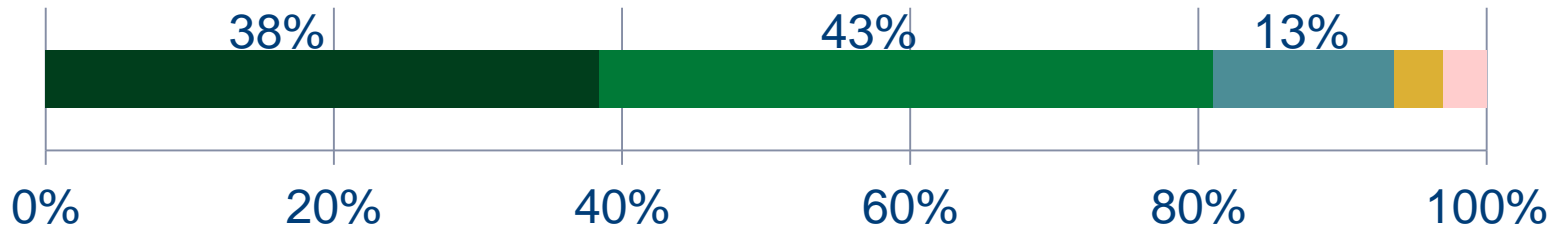


How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?



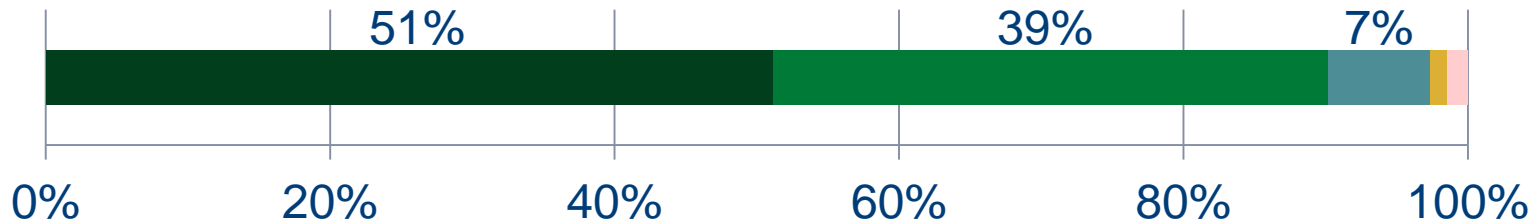
- Extremely
- Very
- Somewhat
- A little
- Not at all

How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and...



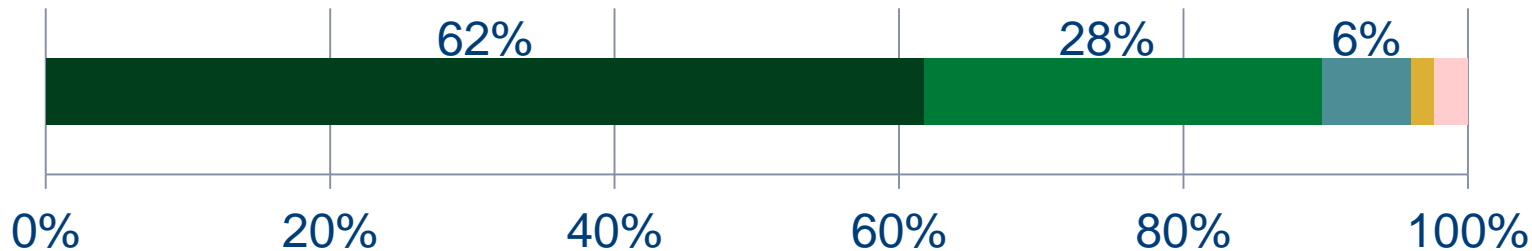
- Extremely
- Very
- Somewhat
- A little
- Not at all

How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).



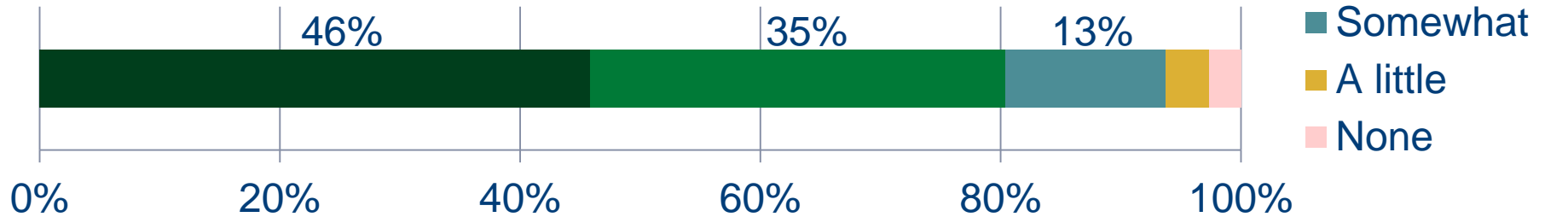
- Extremely
- Very
- Somewhat
- A little
- Not at all

How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?



- A great deal
- Quite a bit
- Somewhat
- A little
- None

How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?

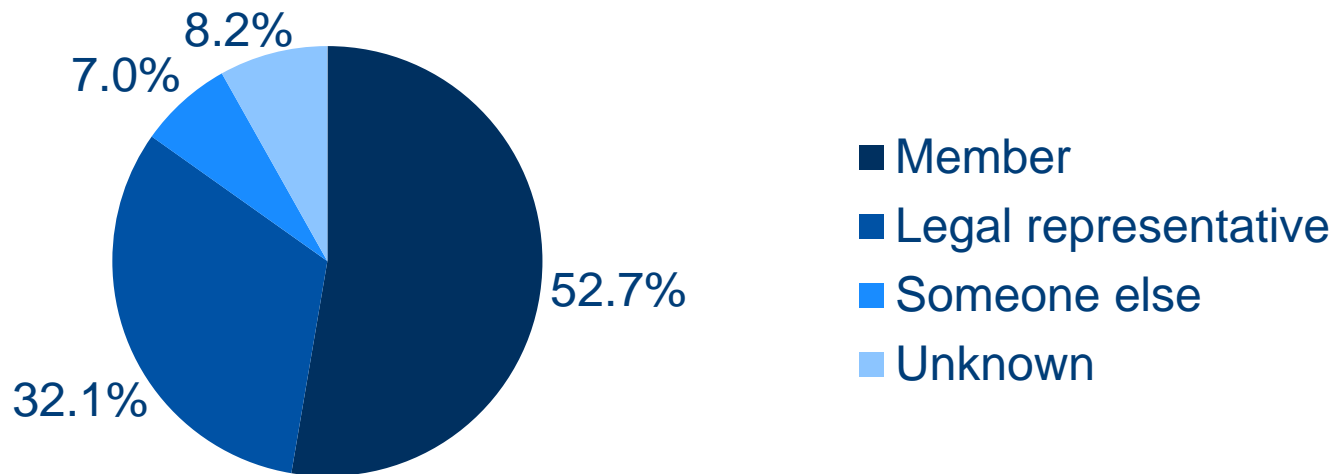


2018 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis

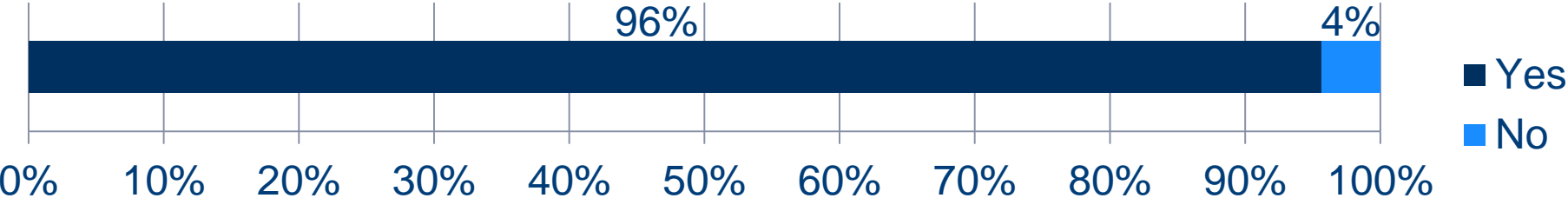
Survey Question Response – Fiscal Employment Agent



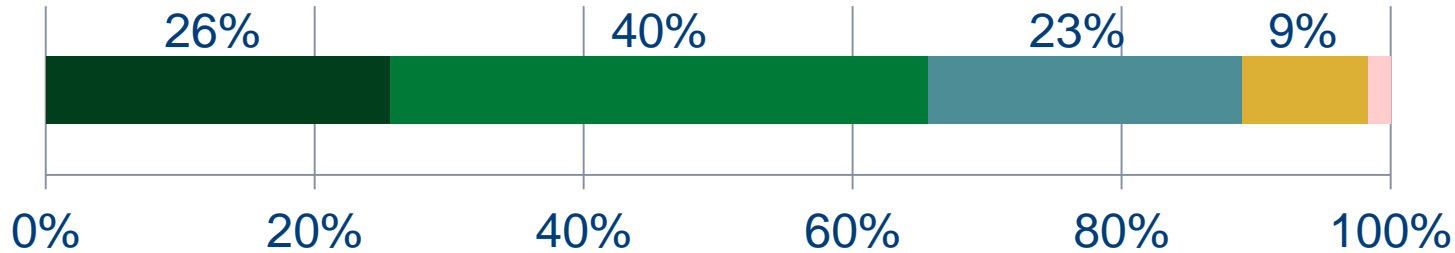
Who Answered Survey – Fiscal Employment Agent N = 2,149



Can you contact your Fiscal Employer Agent when you need to?

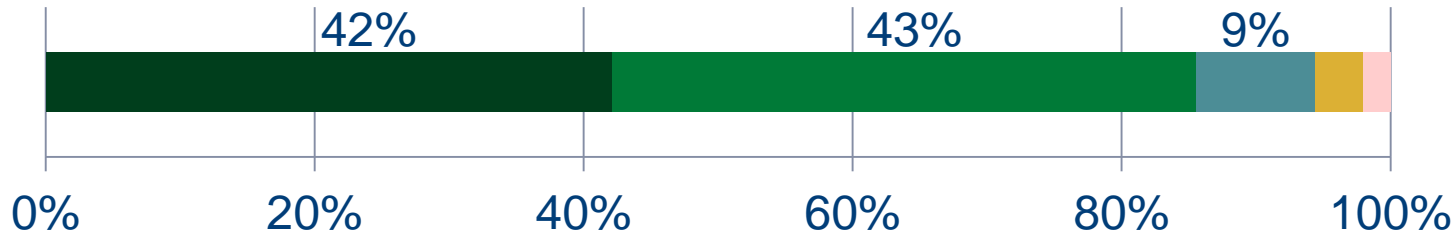


How often do you get the help you need from your Fiscal Employer Agent?



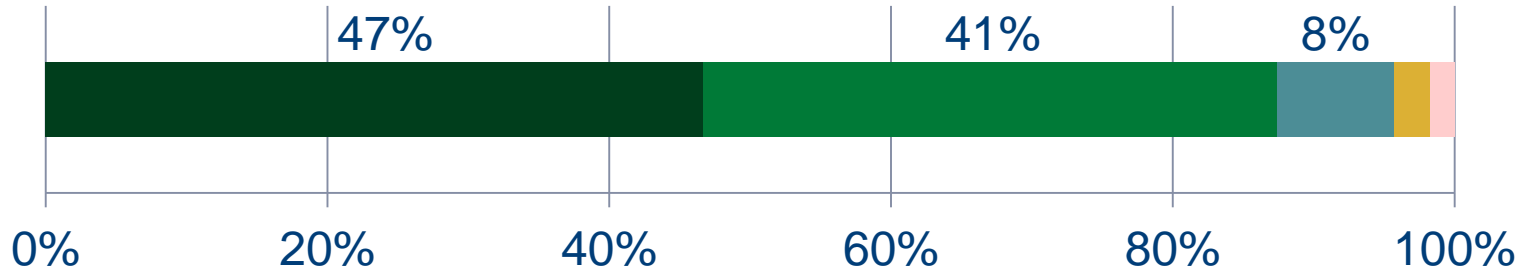
- Extremely often
- Very often
- Sometimes
- Rarely
- Never

How clearly does your Fiscal Employer Agent explain things to you?



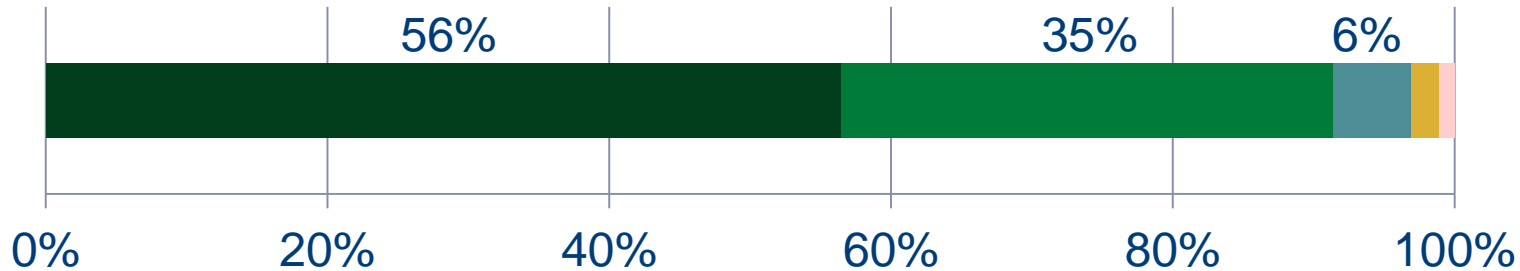
- Extremely
- Very
- Somewhat
- A little
- Not at all

How carefully does your Fiscal Employer Agent listen to you?



- Extremely
- Very
- Somewhat
- A little
- Not at all

How respectfully does your Fiscal Employer Agent treat you?



- Extremely
- Very
- Somewhat
- A little
- Not at all

Overall, how much do you like your Fiscal Employer Agent?

