

## **Wisconsin Long Term Care Advisory Council**

**Meeting of May 10, 2016**

Clarion Suites at the Alliant Energy Center

**Members present:** Barb LeDuc, Barbara Peterson, Beth Swedeen, Carol Eschner, Christine Witt, Cindy Bentley, Dan Idzikowski, Heather Bruemmer, Jessica Nell, John Sauer, John Vander Meer, Jonette Arms, Ken Grode, Lauri Malnory, Mary Krueger, Maureen Ryan, Roberto Escamilla II, Tom Hlavacek

**Members absent:** Audrey Nelson, Beth Anderson, Denise Pommer, Ginger Reimer, Bob Kellerman, Sam Wilson, Teri Buros

**Others present:** Bill Jensen, Dinah LaCaze, Forbes McIntosh, JoAnna Richard, Pat Enright, Susan Rosa

### **Call to Order and Welcome**

Heather Bruemmer called the meeting to order at 9:30AM and welcomed members and guests. Council members and staff from the Department of Health Services (DHS) introduced themselves. The minutes from the March meeting were unanimously approved on a motion from Christine Witt, seconded by Ken Grode. Roberto Escamilla II asked that there be more time for comments from the public on the agenda.

### **Department Updates**

Curtis Cunningham, Interim Administrator for the Division of Long Term Care (DLTC), provided brief updates on the following Department initiatives:

- **DHS Reorganization:** DHS is addressing Act 55 by introducing the Medicaid Enterprise Model. This Model places all Medicaid administration within a single division, which will be named the Division of Medicaid Services (DMS). This new division will include the current Division of Health Care Access and Accountability (DHCAA) and selected bureaus from DLTC. The administration of the state centers for the developmentally disabled will be moved under the Division of Mental Health and Substance Abuse Services (DMHSAS), which will be renamed. During this process the state centers will establish an electronic health records (EHR) program and system management. Finally, the Bureau of Aging and Disability Resource (BADR) will be incorporated into the Division of Public Health (DPH). The reorganization process will complete implementation by the end of the 2016 calendar year.

Council members made the following observations and raised the following issues in their discussion:

- There is a concern that people are still living in the state centers and a recommendation that individuals be relocated into the community.
  - Many people from the Northern Wisconsin Center have been relocated into the community.
  - People are choosing to live at the centers and are declining to be relocated because they receive support and niche services that are challenging to accommodate in the private sector.
- Employment is currently under the Bureau of Children’s Services but will move to DMS. There will be virtual teams that will provide cross-collaboration between Divisions.
- Community mental health services for youth will be provided under DMHSAS. Employment services for youth will be provided under DMS.
- Leadership for the following Divisions are as follows: Kevin Moore (DHCAA), Curtis Cunningham (DLTC), Pat Cork (DMHSAS), and Karen McKeown (DPH). A division administrator will need to be appointed for DMS.
- The Alzheimer’s Association and Aging and Disability Resource Centers (ADRCs) feel comfortable with the transition to public health.
- Operations funding for DHCAA and DLTC were included in the same appropriation. Internal details including the cost allocation for Medicaid programs are still being discussed.
  
- **Family Care/IRIS 2.0:** DHS posted a “Frequently Asked Questions” page on the Family Care/IRIS 2.0 website and continue to update it with new common questions. The Secretary is meeting with interest groups to get feedback about the concept paper. The Department is in the process of writing waiver language that will be more specific than language used in the concept paper. There will be three Integrated Health Agencies (IHAs) in each of the three zones across the state.

Council members made the following observations and raised the following issues in their discussion:

- IRIS will continue to be part of Family Care/IRIS 2.0.
- The 85% Minimum Medical Loss Ratio (MLR) rule does not apply to Managed Care Organizations (MCOs) but will be used as a guideline.
- A recommendation was made to take into account concerns of self-direction when writing waiver language. The goal is to maintain employer and budget authority for members who are fully self-directing.
- Joint finance must approve budget before we get feedback from public about the waivers.
- A map of the zones is not available yet.

- The Legislative Fiscal Bureau is in communication with the legislature and DHS is answering their questions.
- Make sure that advocates, especially parents, are informed of the changes.
- Council members are concerned about the IHAs and zones.
- Council members thanked DHS staff for approaching the topic of publically-funded long-term care.

## **Council Member Updates**

- **Youth Employment**

- School districts are working with the Division of Vocational Rehabilitation (DVR) to find employment for youth with disabilities.
- Sheltered workshops continue to provide jobs for people with diverse abilities and support informed choice for people with disabilities. Community based employment is another option but concerned about the capacity of DVR. Currently, students need to be referred two years before graduating in order to be placed
- Opportunities, Inc. started a project with the Department of Corrections to provide training and employment for people with disabilities.
- Employment agencies are concerned with regulations from WIOA and working to implement new law.
- Advanced Employment is transitioning ten of the 70 graduates. They are concern about how providers around the state can provide employment. Currently their organization is able to maintain a 97% employment rate but they need to be creative with job creation. They are looking at best practices to help providers increase capacity.

- **Workforce Crisis**

- According to *The Long-Term Care Workforce Crisis: A 2016 Report*, one in seven caregiving positions remain unfilled. There has been unprecedented collaboration between groups of stakeholders to address the issue of caregiver shortage as a crisis. Council member, John Vander Meer asked DHS to consider this issue during the budget process, not just including legislatures, but how the Department planning on addressing this in the budget.
- John Sauer with LeadingAge Wisconsin reported that his agency is working with legislative contacts concerning BadgerCare, FoodShare, and child care for LTC caregivers. The agency is looking at changes to policies related to LTC workforce, creating training programs, and reviewing immigration issues to address the LTC workforce crisis.
- Milwaukee County closed two LTC units at mental health facilities. Disability Rights Wisconsin helped to determine placements for individuals and followed

them for six to twelve months. During this integration project, the organization advocated for funding and resources to insure transition from LTC institutions to the community. A report with their findings will be published.

- The Wisconsin Coalition of Independent Living Centers has seen an increase of 34% of information and referral requests. It has been difficult to establish providers and there has been an underutilization of hours. They continue to work with post-secondary youth, nursing home diversion, and coordinating federally required services.
- Counties are starting to think about 2017 tax levies but are looking to state and federal funding sources for a children's waiver. Children will still need services funded through the county although mental health will be funded through insurance. Due to the workforce crisis, people are not receiving services even though they are eligible.
- Working as a professional caregiver is strenuous, especially when those caregivers do not receive the needed support and compensation.
- The Wisconsin Board for People with Developmental Disabilities (WBPDD) is working on their five year plan. They have received feedback from thirteen different groups and 500 surveys. WBPDD plans to focus on National Core Indicators, quantifying outcomes, transportation, employment, natural supports, and choice making. They are also working on supported decision making in relation to choice-making, guardianship, and conflict-free case management. Innovation project that are in development include partners in business to provide paid caregivers and a full day initiative for wrap around about employment.
- **Dementia Projects**
  - The Alzheimer's Association is merging into one Wisconsin chapter instead of three. They recently held a joint conference with 950 people in attendance. The Alzheimer's Association continues to work with dementia-friendly employers and communities to help people, especially those who are undiagnosed.
  - The Aging and Disability Resource Center (ADRC) of the North has been actively involved in the dementia-capable Wisconsin efforts and serving people with dementia. The area recently lost a large provider that served eleven counties so finding qualified providers is difficult.
- **Transportation**
  - Current transportation programs are fragmented. Council members encouraged DHS to increase dialogue with other departments about transportation system.
  - Volunteers will be forced to purchase specialized insurance for their vehicle in the future. Organizations are trying to figure out how to take advantage of Uber and Lyft.

## **Council Charge**

The current council charge is scheduled to end in June 2016 with a new charge starting in July. Curtis Cunningham asked the Council to provide guidance on the next charge and deliverables. Council members made the following recommendations:

- Workforce is top challenge. Fiscal and non-fiscal strategies to address shortage of front-line caregivers in institutional and non-institutional facilities.
- Discuss needing to increase the median wage for professional caregivers. Median wage is \$10.75. Median wage for unskilled workers is \$12.
- Address policy for training and testing CNAs and personal care workers in cooperation with other LTC agencies.
- Look at public funding for programs through the Department of Public Instruction (DPI), the Department of Workforce Development (DWD), DHS, and technical colleges. DPI is supportive of Certified Nursing Assistant (CNA) training in high schools.
- The Department needs to address the function and scope of the LTC Advisory Council. This group used to review data and outcomes statements. Need for some sort of stakeholder group that is looking at performance that is translatable to LTC participants and creating a performance report card.
- The Department needs to be clear about what they will do with the recommendations provided by the Council.

## **Dementia Crisis Innovation**

Cindy Ofstead, Director of the Office on Aging, gave an introduction to the Dementia Crisis Innovation projects that address issues in the Dementia Crisis Response System. Crisis response is provided at the county-level but there is little standardization among counties. The Department surveyed counties on their capacity for crisis response and developed two reports based on the responses. They found that most counties have a mobile crisis system in place but very few specialize in dementia stabilization. In October 2015 the Department offered a competitive funding opportunity for interested counties or consortia with a goal of building a more dementia-capable crisis response system.

Pat Enright, consultant at the Greater Wisconsin Agency on Aging Resources (GWAAR) and team lead for the Dementia Innovation Grants, reviewed the process of developing the Crisis Intervention Surveys and the Dementia Crisis Innovation grants. The Dementia Crisis Team met with different counties, coalitions, and facilities to learn about effective approaches to mitigating dementia crisis. After learning from local efforts, they surveyed 54 county crisis units and 72 county adult protective service (APS) units and one tribe to learn about capacity for responding to crises and emergency protective placements for people with dementia. The results indicated that dementia-related crisis response varies considerably, with approaches differing in terms of

agency configuration, relationships among partners, and the level of dementia expertise and capacity in the crisis response system. Effective solutions, when found, have been developed locally, and have typically involved cooperation among a variety of stakeholders including county APS and crisis response systems, care facilities, law enforcement, managed care organizations, and others. Also important are adequate training, an understanding that behavior is often a way to communicate needs, and planning with prevention in mind. The findings from both surveys have helped inform continuing local efforts to create collaborative strategies to address problems related to responding to people with dementia in crisis and to emergency protective placements for this population.

The Department offered a competitive funding opportunity for interested counties or consortia with a goal of building a more dementia-capable crisis response system. There were fourteen applicants for the grant but they were only able to fund six, which included twelve counties. Grants were awarded to the following counties and county consortia: Milwaukee County; Dodge County; La Crosse County; Marathon, Lincoln, and Langlade Counties; Kenosha County; and Ashland, Bayfield, Iron, Price, and Sawyer Counties.

Dinah LaCaze, Elder Abuse Chapter 55 Prevention Coordinator at Milwaukee County Department on Aging, presented on the progress of their project. The focus of their project is stabilizing persons with dementia in crisis in place. The Emergency Protective Placement Coalition is developing a dementia-capable Supportive Independent Living (SIL) model of service by creating teams of trained staff to provide short-term care for persons with dementia at risk for or in crisis. One challenge has been engaging caregivers to receive the training. A consulting geriatric psychologist assists the teams in developing behavioral plans for persons in their care to prevent and stabilize crises and works with the teams to implement those plans. The target population is persons with dementia living in the community, but has expanded to smaller community-based residential facilities and adult family homes.

Barb Peterson, Director of the ADRC of the North, presented on the progress of their project in the rural part of the state. The focus of their project is training of those charged with responding to persons with dementia in crisis including: emergency responders, APS, law enforcement, fire departments, and crisis and other mental health personnel—both management and line staff. They have found that finding providers in rural counties is a challenge. Additionally, the ADRC does not have the capacity to carry on the work of Dementia Care Specialists while they are providing crisis stabilization training.

The Dementia Crisis Innovation Grants will record data and report on success. The next step for the Dementia Crisis Team is to find a coalition that is willing to combine APS and crisis response in the same unit. The Team will continue to problem solve in search for best practices.

Council members made the following observations and raised the following issues in their discussion:

- Congratulations to Dinah and Barb for working in very different environments (urban vs. rural).
- Develop capacity and cross-training for mobile crisis units to respond to mental illness, dementia, and Intellectual and Developmental Disabilities (IDD).
- Consider looking into private monies to continue efforts. Also, finding local solutions or funding sources available through Civil Money Penalty (CMP).

Carrie Molke, Director of the Bureau of Aging and Disability Resources, provided a brief introduction to the Dementia Crisis Unit Pilot Program. Wisconsin Act 272 requires the Department to prepare a proposal for one or more pilot programs for coalitions of two or more counties to create dementia crisis units. DLTC, DMHSAS, and the Division of Quality Assurance (DQA) are working together to develop a list of partners to provide critical input in the development of the proposal.

Council members made the following observations and raised the following issues in their discussion:

- Act 272 does not include an appropriation for funding, only a proposal.
- Definition of “Dementia crisis unit” in the law includes providing, “diagnosis, evaluation, and treatment of dementia.” The proposal will need to provide clear guidance as to how to meet these provisions.

### **Employment Initiatives**

Deb Rathermel, Director for the Bureau of Children’s Services provided an overview of the Employment Initiatives Team, which is a divisional resource within DLTC. The Employment Initiatives Team focuses on early intervention with children so that they grow up with the mindset that they will work as an adult. Employment initiatives fit into the mission of long-term care because jobs mean that people can be financially independent, which means that they can have better access to services. Unfortunately, national rates show that only four to fourteen percent of people with disabilities are satisfied with their current employment situation. The Employment Initiatives Team oversees multiple programs including the Medicaid Purchase Plan (MAPP), Project SEARCH, and Wisconsin Promise project. The Team is also working on a National Core Indicators project which is a survey tool for adults with developmental disabilities who receive long-term care services. The Team works in conjunction with the Department of Children and Families (DCF), DPI, Division of Vocational Rehabilitation (DVR), and various councils.

Janet Estervig, Employment Initiatives Section Chief, provided an introduction to the DLTC Employment Steering Committee that works to increase collaboration between stakeholders,

providers, businesses, families, policy makers, legislatures, and other departments including DVR and DPI. The mission of the Employment Steering Committee is to raise the expectation for people with disabilities to have the opportunity to work.

Janet also shared information about other employment programs within DHS including:

- The Wisconsin Senior Employment Program (WISE) is a federally funded program that provides employment training for low-income, unemployed individuals aged 55 years and older.
- The conditional release program for offenders provides rapid engagement for quickly employing offenders after incarceration.
- FoodShare Employment Training (FSET) is a free program that helps FoodShare members build their job skills and find jobs.

Council members made the following observations and raised the following issues in their discussion:

- Increase collaboration with the Department of Transportation (DOT) Council to develop strategies that support transportation options for people with disabilities to get to and from work.
- Recognize that different departments and employers speak different languages depending on the industry. Use collaboration as an opportunity to learn other industry language.
- Develop a skilled trainer network to provide respite care.
- Focus on involving people who are semi-retired and mothers who want to get back into the workforce.
- Be aware that the IDD population has a greater risk for developing dementia and memory loss as they age that may impact their community jobs
- Senior CNA Academy in Merrill, WI is training individuals 55 years of age and older to work as CNAs.
- There is disconnect with the Department of Corrections. As long as offenders are incarcerated, they are great employees. Once they are out, it is difficult to keep them employed due to inappropriate language in the workplace and lack of soft skills.
- Feedback received from participants in the Individualized Placement and Support program (IPS) includes needs for access to personal hygiene, food, and transportation. There seems to be a paradox in that participants need a job to pay for housing and food but need a home and food to keep their job.
- The Department should continue to reach out to other departments and agencies to develop best practices for specific populations. In order to foster job development and placement across the state for special populations, we promote collaboration rather than competing for jobs.
- Soft skills are one of the biggest issues as to why people lose their jobs. Need to focus on soft skills training.

- People with disabilities should have equal opportunities for continual education and training including access to technical colleges. This is fully supported by DVR given the new federal laws (WIOA) establishes benchmarks by the number of people with disabilities receiving post-secondary education credentials.
- Exploring pre-vocational services in community-based settings while assessing provider capacity to find people integrated opportunities in the community.
- Integrated, group supported enclaves provide opportunities to work in the community with greater supervision.

Janet ended the discussion by explaining that the Employment Steering Committee is gathering data on employment that will be provided at the next meeting. There was a request for the data to be divided by Managed Care Organization (MCO).

Jess Smith, Employment and Transition Outreach Specialist, presented on the Wisconsin Promise grant, which is a project for 2000 participating Wisconsin families with 14 to 16 year old teens who receive Supplemental Social Security Income (SSI). The goal of this federal grant is to address systematic barriers for families who have a functional limitation and limited income. The grant will accomplish this goal by increasing education and employment opportunities for low-income teens and their families. DWD the lead agency on the grant but they have partnered with DCF, DPI, and DHS. These departments will take a system-wide approach and will look at vocational rehabilitation, Medicaid, FoodShare, long-term support programs, and schools. Services provided but are not limited to: work incentives benefits counseling, financial capability building, financial coaching, parent training, community conversations, social skills training, youth and family learning communities, case manager learning community, and self-advocacy.

The project includes a randomized control study with a research team located at the Stout Vocational Rehabilitation Institute. They have reached their goal of over 2000 participants and have monthly contact with families. This project is funded until October 2018.

The project website (<https://promisewi.com/>) was displayed for the Council Members.

Council members made the following observations and raised the following issues in their discussion:

- Employment Resources, Inc. and UW-Stout developed the website and data collection.
- Families do not want to lose the benefits in the household. Benefits counseling is provided to families.
- Some students are using this project as their trial work period. They are able to work without loss of their Social Security Disability Income.

- Family advocates for this project are hired through the Wisconsin Board for People with Developmental Disabilities (WBPDD) through UW-Madison Waisman Center. There are a few positions that are still open.
- Do other grant recipients nation-wide look the same as the WI project? All of the projects look a little different. The Wisconsin project is fairly similar to the project in Maryland. California provides their services through the schools.
- Federally Qualified Health Centers (FQHCs) are partners in the connection resource guide. They also assisted with recruitment and enrollment.

Judy Quigley, Project SEARCH Statewide Coordinator, provided a presentation on Project SEARCH, which is a one year transition program that provides training and education leading to integrated employment for young adults with disabilities ages 18-24. The program teaches marketable, transferable, and competitive skills and provides total immersion into the business environment.

Project outcomes include:

- 85% – Project SEARCH graduates who were employed upon program completion (2008-2014)
- 73% – National Project SEARCH Employment Rate
- 328 – Total number of students who will have completed Project SEARCH in 2016 (2008-2016)
- 325 – In 2017 there will be 325 graduate entering the workforce per year

Council members made the following observations and raised the following issues in their discussion:

- The project is limited to people with developmental disabilities because they are replicating the current model in Wisconsin.
- Longitudinal statistics on retention are not yet available; however, will be important to know if graduates were able to retain their jobs.
- Continuing education is being discussed at a national level. Since employment is one piece that contributes to the quality of life, families should set expectations to work at a very young age.

### **Comments from the Public**

Heather Bruemmer asked for any comments from the public. There were none.

### **Council Business**

Council members asked for the following agenda items are considered for the next meeting:

- Include requested items from March meeting in the next agenda
- Send copy of current charge to Council Members

- Determine scope for the new charge

The meeting adjourned at 3:00, motioned by Maureen Ryan and seconded by Dan Idzikowski.

**Handouts**

*DHS – Reorganization of the Medicaid Enterprise*

*Dementia Crisis Innovation Grants: Summaries of Funded Applications*

*2015 Wisconsin Act 272*

*Employment programs within DHS – LTC Council Meeting May 10, 2016*

*Wisconsin Promise slide deck*

*Project SEARCH slide deck*

*Project SEARCH Map*