

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

Source of Funds	FY19 Adjusted Base	FY20 Recommended	% Change Over FY19	FY21 Recommended	% Change Over FY20
GPR	1,471,600	1,549,400	5.3	1,570,600	1.4
PR-S	1,969,600	2,088,400	6.0	2,130,400	2.0
TOTAL	3,441,200	3,637,800	5.7	3,701,000	1.7

FULL-TIME EQUIVALENT POSITION SUMMARY

Source of Funds	FY19 Adjusted Base	FY20 Recommended	FTE Change Over FY19	FY21 Recommended	FTE Change Over FY20
GPR	19.18	20.23	1.05	20.23	0.00
PR-S	23.32	25.27	1.95	25.27	0.00
TOTAL	42.50	45.50	3.00	45.50	0.00

AGENCY DESCRIPTION

The board was created by Chapter 20, Laws of 1981. The board consists of seven citizen members who are appointed by the Governor with the advice and consent of the Senate to a fixed five-year term. In addition to the required annual reporting, the board sends a comprehensive biennial report to the Governor and Legislature regarding the agency's activities relating to long-term care for the aging and disabled individuals who are aged 60 and over and insurance counseling services provided to Medicare-eligible persons. The board monitors federal, state and local laws and regulations that relate to the provision of services to the clients that it serves, and advocates for passage of legislative and administrative action to correct inadequacies in these laws.

The board promotes a coordinated and comprehensive long-term care system. The board serves the individual; monitors the development, implementation and outcome of long-term care policy; makes recommendations to the Governor, Legislature and Wisconsin congressional delegation; stimulates public interest; and provides public education regarding universal issues affecting long-term care.

Through its Long-Term Care Ombudsman Program, the board investigates complaints relating to the care and treatment of clients receiving long-term care and serves as mediator or advocate in efforts to resolve problems. Ombudsman program staff provides advice and assistance to persons seeking resolution of disputes involving the state's Family Care, Partnership and Community Options programs up to and including assisting clients by providing individual case advocacy services in administrative hearings and legal representation for judicial proceedings regarding Family Care services or benefits.

Board on Aging and Long-Term Care

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.

Through the Medigap Helpline Program, the agency provides information and assistance to aging and disabled consumers regarding all forms of government-sponsored and private health insurance. The helpline focuses on Medicare and related private insurance plans, notably Medicare Supplemental policies, Medicare Advantage plans, long-term care insurance, Veterans Administration benefits and other health insurance options available to Medicare beneficiaries.

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

MISSION

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

The board is the premier resource for information and advocacy for our client population, and 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.

The board subscribes to and defends the values of: respect and dignity for the individual; protection of the right of the individual to be free from threats to health, safety and quality of life; fairness and transparency; and open, clear and consistent communication. Its staff and volunteers provide services consistent with the spirit and intent of these values.

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: To protect the rights and promote empowerment, through systems change and self-advocacy, of persons age 60 and older who are recipients of facility-based, managed long-term care or self-directed supports services.

Objective/Activity: Identify and investigate concerns and complaints received via the board intake telephone line, the Ombudsman Program on-line complaint system and other methods of registering a complaint.

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

Board on Aging and Long-Term Care

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: Volunteers will encourage and empower resident participation by inviting residents individually to attend the meetings. Volunteer ombudsmen will attend council meetings with the permission of the residents. A volunteer's role is to advocate for the residents' individual rights.

Goal: Improve public education and outreach to consumers on issues related to Medicare, Medicare Supplemental insurance, Medicare Advantage plans, 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: The increasing complexity of the Medicare programs and the higher demand for accurate and timely counseling from both the Medigap Helpline and Medigap Part D Helpline staff, a group of effectively trained and supervised volunteers assisting with everyday office duties including data entry, completing Medicare Part D plan-finders and assisting in the mailroom has proven to be a way to increase the time that staff are available to provide the more complex counseling that is becoming the norm. Training volunteers to be able to perform referral calls will also 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 Web site 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 aging or disabled individuals.

PERFORMANCE MEASURES

2017 AND 2018 GOALS AND ACTUALS

Prog. No.	Performance Measure	Goal 2017	Actual 2017	Goal 2018	Actual 2018
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	2,500	2,540	2,650	3,003
1.	Number of education presentations given to long-term care consumers by ombudsman program staff.	200	179	210	188
1.	Number of education presentations given to long-term care providers by ombudsman program staff.	105	92	110	80
1.	Number of volunteer ombudsmen and ombudsmen facility visits with resident councils.	210	252	215	316

Board on Aging and Long-Term Care

Prog. No.	Performance Measure	Goal 2017	Actual 2017	Goal 2018	Actual 2018
1.	Number of outreach presentations by Medigap program staff.	76	85	78	80
1.	Number of Medigap program volunteer hours provided.	1,400	1,737	1,500	1,175
1.	Number of hits on the board's Web site.	193,000	198,892	194,000	283,215

Note: Based on fiscal year.

2019, 2020 AND 2021 GOALS

Prog. No.	Performance Measure	Goal 2019 ¹	Goal 2020	Goal 2021
1.	Number of complaints investigated by ombudsmen on behalf of long-term care consumers.	3,100	3,175	3,200
1.	Number of education presentations given to long-term care consumers by ombudsman program staff.	175	175	175
1.	Number of education presentations given to long-term care providers by ombudsman program staff.	90	95	100
1.	Number of times volunteer ombudsmen and ombudsmen attend resident councils with facility visits.	320	325	330
1.	Number of outreach presentations by Medigap program staff.	80	82	84
1.	Number of Medigap program volunteer hours provided.	1,500	1,600	1,700
1.	Number of hits on the board's Web site.	285,000	300,000	310,000

Note: Based on fiscal year.

¹Goals for 2019 have been revised.

BOARD ON AGING AND LONG-TERM CARE

GOVERNOR'S BUDGET RECOMMENDATIONS

RECOMMENDATIONS

1. Ombudsman Supervisors
2. Standard Budget Adjustments

Board on Aging and Long-Term Care

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

	ACTUAL FY18	ADJUSTED BASE FY19	AGENCY REQUEST FY20	AGENCY REQUEST FY21	GOVERNOR'S RECOMMENDATION FY20	GOVERNOR'S RECOMMENDATION FY21
GENERAL PURPOSE REVENUE	\$1,418.8	\$1,471.6	\$1,485.6	\$1,485.6	\$1,549.4	\$1,570.6
State Operations	1,418.8	1,471.6	1,485.6	1,485.6	1,549.4	1,570.6
PROGRAM REVENUE (2)	\$1,840.4	\$1,969.6	\$1,970.0	\$1,972.5	\$2,088.4	\$2,130.4
State Operations	1,840.4	1,969.6	1,970.0	1,972.5	2,088.4	2,130.4
TOTALS - ANNUAL	\$3,259.1	\$3,441.2	\$3,455.6	\$3,458.1	\$3,637.8	\$3,701.0
State Operations	3,259.1	3,441.2	3,455.6	3,458.1	3,637.8	3,701.0

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

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

	ADJUSTED BASE FY19	AGENCY REQUEST FY20	AGENCY REQUEST FY21	GOVERNOR'S RECOMMENDATION FY20	GOVERNOR'S RECOMMENDATION FY21
GENERAL PURPOSE REVENUE	19.18	19.18	19.18	20.23	20.23
PROGRAM REVENUE (2)	23.32	23.32	23.32	25.27	25.27
TOTALS - ANNUAL	42.50	42.50	42.50	45.50	45.50

(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 FY18	ADJUSTED BASE FY19	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
			FY20	FY21	FY20	FY21
1. Identification of the needs of the aged and disabled	\$3,259.1	\$3,441.2	\$3,455.6	\$3,458.1	\$3,637.8	\$3,701.0
TOTALS	\$3,259.1	\$3,441.2	\$3,455.6	\$3,458.1	\$3,637.8	\$3,701.0

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

	ADJUSTED BASE FY19	AGENCY REQUEST		GOVERNOR'S RECOMMENDATION	
		FY20	FY21	FY20	FY21
1. Identification of the needs of the aged and disabled	42.50	42.50	42.50	45.50	45.50
TOTALS	42.50	42.50	42.50	45.50	45.50

(4) All positions are State Operations unless otherwise specified

Board on Aging and Long-Term Care

1. Ombudsman Supervisors

Source of Funds	Agency Request				Governor's Recommendations			
	FY20		FY21		FY20		FY21	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	0	0.00	0	0.00	63,800	1.05	85,000	1.05
PR-S	0	0.00	0	0.00	118,400	1.95	157,900	1.95
TOTAL	0	0.00	0	0.00	182,200	3.00	242,900	3.00

The Governor recommends providing position and expenditure authority for supervisory staff in the board's ombudsman program due to the increasing caseload of persons age 60 and older who are consumers of Wisconsin long-term care programs.

2. Standard Budget Adjustments

Source of Funds	Agency Request				Governor's Recommendations			
	FY20		FY21		FY20		FY21	
	Dollars	Positions	Dollars	Positions	Dollars	Positions	Dollars	Positions
GPR	14,000	0.00	14,000	0.00	14,000	0.00	14,000	0.00
PR-S	400	0.00	2,900	0.00	400	0.00	2,900	0.00
TOTAL	14,400	0.00	16,900	0.00	14,400	0.00	16,900	0.00

The Governor recommends adjusting the board's base budget for: (a) full funding of continuing position salaries and fringe benefits (\$27,800 in each year); and (b) full funding of lease and directed moves costs (-\$13,400 in FY20 and -\$10,900 in FY21).