

**DEPARTMENT OF HEALTH
SERVICES**

F-01922 (03/2018)

STATE OF WISCONSIN

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee			Attending: Committee Members: Julie Burish, Alexa Butzbaugh, Martha Chambers, Dean Choate, John Donnelly, Mitch Hagopian, Angie Kieffer, Kathi Miller, Maureen Ryan, Danielle Smith, Sue Urban DHS Staff: Amy Chartier, Annie Yoveff, Ann Lamberg, Christine See, Jasmine Bowen, Jie Gu, Kimberly Schindler, Kiva Graves, Margaret Anderson, Samantha Ninnemann, Suzanne Ziehr
Date: March 23, 2021	Time Started: 9:30 am	Time Ended: 12:30 pm	
Location: Zoom Webinar			Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy

Minutes

Committee Members Absent

- Rosie Bartel, Fil Clissa, Amy Weiss

Meeting Call to Order

- Motion to approve January minutes by Martha Chambers. Motion seconded by Kathi Miller. Minutes were unanimously approved.

Department Updates, presented by Betsy Genz and Amy Chartier

- Home and Community Based Services (HCBS)
 - Statewide Transition Plan (STP)
 - Plan will be posted for public comment in next few months
 - Link will be sent to committee members once available
- Appendix K
 - This provides flexibility during COVID-19 pandemic
 - Expired at end of February 2021, Department of Health Services (DHS) submitted request for extension and we are waiting for approval to extend
 - Extension would go for six months after public health emergency ends
 - *Committee Suggestion*
 - Would like to provide feedback on Remote Services/Supports policy
- Electronic Visit Verification (EVV)
 - Published 2021-05 in ForwardHealth
 - This relates to EVV procedure for live-in workers and was effective March 1, 2021
 - Newsletter published
 - IRIS EVV webpages have been updated
 - Additional webpage resources have been added
 - Podcasts were released
 - Hard launch paper has been drafted

- Monthly Rate of Services (MROS)
 - Bureau of Rate Setting (BRS) has received cost projections from IRIS Consultant Agencies (ICAs) and Fiscal Employment Agencies (FEAs)
 - Quarter 1 (Q1) financials will be submitted in Mid-May and BRS will determine if changes need to be made to rates
 - This would be an amendment to the current Provider Agreement
 - **Committee Suggestion**
 - Make sure there are not going to be cuts to front facing services
 - The IAC should be involved in decisions about changing the rates
 - Make sure there is no negative impact on IRIS participants
 - Would like to hear from contractors what is being implemented, based on the rate changes
- Monthly Budget Statement
 - Close to completion, had delays due to COVID-19 and EVV
 - Hope to release in July 2021

Ombudsman Update presented by Kathi Miller

- No particular trends since last meeting
- Ombuds are completing outreach to Aging and Disability Research Centers (ADRCs), ICAs and FEAs each week to educate them on who Ombuds are and what they do

FEA Scorecard Survey Questions presented by Jasmine Bowen

- Went through PowerPoint presentation
- Reviewed proposed FEA survey questions
- Document will be sent to group with the proposed questions after today's meeting
- Comments box will be added with the survey
- Name of FEA will be on the survey but the survey will be anonymous
- **Committee Suggestions**
 - How well do you understand your monthly statement from the FEA should be added
 - Would like a running list of what may be included in the future
 - Application for hiring a worker and the ease of completing it
 - Switch order of services and communication, it would make more sense for the participant to discuss services before communication
 - Comment box should be after each question instead of just at the end

COVID-19 presented by Kiva Graves

- Wisconsin is a national leader in vaccine administration (from New York Times)
 - Goal to have 80% of population to complete series
 - 22% of population has received their 1st dose
 - 12.9% have the vaccine series completed
 - Over 700,000 vaccines have gone to those 65 and older
 - 42.5% of those over 65 have completed the series
 - Due to rapid vaccination pace in Wisconsin, we are starting next group sooner than announced, they will be started on March 22nd
- COVID is still spreading and more contagious strains are in Wisconsin
 - Need to continue public health practices: masks, physical distancing, keeping social circles small
 - Guidance for those vaccinated is on DHS website
 - Board for People with Developmental Disabilities (BPDD), Living Well, and DHS have worked together to put informational flyers together
- Call center operational for those needing assistance to schedule vaccine appointments
- Equity grants are out through Division of Public Health

Policy Updates presented by Amy Chartier

- Service Definition Manual
 - In process of completing revisions on Service Definition Manual, then will be reviewed by Bureau and Deputy Directors
 - Still updating service codes due to changes with the waiver renewal and removal of duplicates or codes no longer needed
- Policy and Work Instructions
 - Currently updating items that were impacted by waiver renewal changes
 - Once completed and reviewed, it will be shared with the IRIS Advisory Committee (IAC)
 - Some sections may be sent out to committee for review between meetings
 - **Committee Suggestions:**
 - Would like to be involved earlier on to give participant perspective responses during creation rather than after all management at DHS has reviewed
 - Happy to meet off month in a non-public meeting
 - Breaking down to smaller groups for specific items would be helpful instead of full committee
 - DHS will look at who responded to request for participation on workgroups and will resend invitation to those that didn't respond and those that are new to the IAC.

Geographic Service Regions (GSRs) presented by Betsy Genz and Kimberly Schindler

- This is charge of the Long Term Care Advisory Council (LTCAC), because of its importance, DHS is extending the feedback loop to other stakeholders
- DHS will be meeting with the Managed Care Organizations (MCOs) and IRIS Consultant Agencies (ICAs) in coming months
- Went through PowerPoint
- Presenting new option today
 - The model presented is a hybrid of previous options
- In some GSRs the ICAs may need to expand to cover the entire GSR
 - There isn't a timeline for this to be in effect, DHS will work with ICAs to make is successful
 - There is interest from Leadership to have both programs the same GSRs
 - Having the same GSRs with both programs helps with enrollment counseling
- **Committee Suggestions**
 - Concern about moving Dane County into a larger service region, will it force the one ICA that is only in Dane County out or to expand its capacity
 - An expansion may mean the ICA is not be able to maintain quality
 - Need to look at what makes life easier for the IRIS participants
 - Would like to know what other conversations DHS is having with the ICAs/FEAs
 - Concern that if counties are combined that there will be an increase in knowledge needed
 - Are there quality assurance measures in place to preserve both choice and quality

Public Comment

- Cheryl Burg
 - Lives in Watertown. Have a 28 years old daughter with developmental disabilities. On September 10th, 6 months after moving in, notification was received that Bethesda was to close down in Watertown because the State did not reimburse enough. Daughter was the only IRIS participant living in their homes
 - Brought daughter back home until she can find a comparable home
 - Issues with IRIS:
 - Bethesda had trouble completing forms
 - Participant and family had trouble finding homes, need better way to match

- Not sure how to connect with others that are dealing with issues.
- Ramsey Lee
 - Thank you for helping me
 - Agree with what you said about IRIS
 - Governor's budget, increases to FC need to apply to IRIS too
 - This is very important and very hard to find workers, when they can go to McDonald's and make more
 - Thank you for all you do and for your help
 - I would like to be more involved in this and maybe if I have the opportunity to do so
- Emily Jamar
 - IRIS participant
 - Bring up concerns about COVID and IRIS Consultant (IC) visits
 - During pandemic, participants are forced to have an IC come visit in home for 15 minutes, otherwise the participants have to call the IC each week, like some form of parole
 - This is unnecessary to do virtually or in person
 - Not sure why DHS requires IC to see participant in person, as that is no different than a Zoom call
 - I am high risk, and no history of hospital visits
- Bob and Heidi Sheire
 - Cannot see care team, only when they come in to sign a form
 - We are on Inlusa
 - Other than scorecard or website, there is no one a participant can contact to see how the organization will meet their needs
 - Have more data driven information to improve scorecards
 - Scorecards are currently not valuable

Prepared by: Suzanne Ziehr on 03/23/2021.

These minutes are in final form. They were presented for approval by the governmental body on: 07/27/2021