

## OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee			Attending:
Date: 7/23/2019	Time Started: 9:00 AM	Time Ended: 3:00 PM	Committee Members:
			Fil Clissa, John Donnelly, Julie Burish, Kevin Fech, Martha Chambers, Mitch Hagopian, Monica Bear, Sue Urban
			DHS Staff:
			Amy Chartier, Betsy Genz, Dana Raue, Danny Fossati, Jasmine Bowen, Leon Creary, Sheldon Kroning, Suzanne Ziehr
			Others:
			Kathi Miller, Sarah Thorsberg
Location: Warner Park Community Center, Community Room 1, 1625 Northport Drive, Madison, WI 53704			Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy
Minutes			

- **Meeting Call to Order**

*Betsy Genz, Director, Bureau of Adult Programs and Policy*

- Reviewed minutes from May 2019 meeting
- Motion to approve by Kevin Fech, seconded by Martha Chambers, unanimously approved by committee

- **Department Updates**

*Betsy Genz, Director, Bureau of Adult Programs and Policy*

*Dana Raue, Deputy Director, Bureau of Adult Programs and Policy*

*Amy Chartier, IRIS Section Chief, Bureau of Adult Programs and Policy*

- Family Care Waiver
  - Public comment period ended July 1, 2019
  - Currently responding to comments and making small edits
  - Plan to submit to CMS on September 2, 2019, and hope to have approved before December 31, 2019
- IAC Charter
  - Approved by Jim Jones and will be sent out and posted online
- IAC membership
  - Secretary's office still looking at how to staff committees
  - We have some subcommittees and will be looking to see if some participants from those committees would want to be part of this committee
  - Looking for reps from areas other than Madison and Milwaukee
  - Once we hear back from the Secretary's Office then we will know if it's an application process or what the process for recruitment will

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- be.
    - Committee members will be presented on final outcomes and be able to provide feedback on subcommittee outputs
  - Staffing
    - Filling open positions and plan to post for Technical Oversight supervisor
  - Electronic Visit Verification (EVV)
    - Preparing for July 24 EVV forum at the Sheraton on John Nolen Drive in Madison
      - Morning session is for members/participants and afternoon is for caregivers/providers
      - No new information, but wanted to have a forum in a different part of the state
    - There will be a 1 page handout that ICA/FEA/MCOs could provide to members/participants about what EVV is and why it is being implemented
    - As of July 1, 2019, CMS is accepting a good faith extension to delay implementation to January 1, 2021
      - DHS submitted a request for the extension on July 1
      - Timeline will be updated for implementation
  - **Workgroup Updates**

*Kevin Fech, Connections*

    - Accessibility Assessments
      - Looking at timeline for home modifications and will be evaluating forms used
      - Current policy has been reviewed and workgroup has asked for clarifications from DHS
      - Workgroup will continue to meet monthly and identify process improvements and send recommendations to DHS
    - Participant-Hired Worker Paperwork Streamlining
      - Defined workgroup scope
      - In process of measuring time between multiple data points from when worker completes paperwork to when they begin working with the participant
      - Determining areas of slowdown and will provide suggestions for improvement to minimize slowdown areas
      - Workgroup has identified data points they would like to measure and some of the constraints
        - Emails that are part of process are not documented in WISITS, this is an issue
        - Some data points are difficult to pull out of WISITS system
      - **Committee suggestion:**
        - Make it so you can transfer workers between FEAs easier and that when entering everything you cannot move on to the next screen until everything is completed fully
    - IRIS Service Authorizations
      - Provided below
  - **372 Report Data**

*Sheldon Krong, Program Oversight Unit Supervisory, Bureau of Adult Programs and Policy*

    - Went through current 372 report data
    - There are 27 measures DHS is reporting on, CMS requires us to measure on 14 of these areas
    - DHS will provide Critical Incidents data at September meeting, as well as the definition of Critical Incidents
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- The report is focused on compliance only, the consumer satisfaction survey shows more about the participant experience with the program
    - **Committee suggestion:**
      - APS says IRIS isn't listed in the dropdown on their form. Having it added would let them identify IRIS participants more easily

- **Multiples on Authorizations**

*Jordan Humpal, IS Business Automation Specialist, Bureau of Adult Programs and Policy*

- Many challenges have risen due to current authorization structure
  - There are instances when you need a secondary caregiver to cover when primary caregiver is not available
- Single authorization for multiple workers is entering production on August 5:
  - Changes are more focused on Participant Hired Workers (PHWs) than vendors
  - Ability to add as many workers as you want and seamlessly end and create new authorizations in WISITS when workers change
  - Keeping expenditure data in a central location in WISITS for participants.
  - Participants can have a pool of PHWs to choose from for the hours
- ICs have been developing their training plans and Job Aids have been developed by the State to assist
- Participants will be moved into the new single authorization for multiple workers at the discretion of the IC
  - At least at their annual review if not sooner (such as during monthly call)
  - There is no deadline for the changes, it is when it works best for the IC and participant to make the changes
  - Not all participants will need it made immediately
- A participant can keep a single provider per authorization if they prefer
- DHS will meet with ICAs and FEAs to talk about the rollout and the training
- A benefit of this will make plans a more clear and shorten the length of the plan

- **Participant Budget Statement**

*Danny Fossati, WISITS System Analyst, Bureau of Adult Programs and Policy*

- Reviewed draft of proposed budget statement
  - Goal is to standardize budget statements, to make them easier for both participants and ICs to review
  - Input was gathered from participants, contractors, and DHS to create the new budget statement
  - Reviewed each FEA's statement with members of the workgroup over the last 8 weeks
    - Created a header and form of the document to be compliant with accessibility requirements
  - For distribution of the statement, participants shouldn't notice a difference, the statement will still come from the FEA
    - The FEAs will generate the statements from WISITS instead of their own system.
  - Items that are not used consistently every month will not have a spend status
  - **Committee suggestions:**
    - Add a column separator to the plan summary section
    - Have a line at says what you spent for the month is in line with the statement date
    - Show what monthly expenses should look like
    - Change colors of statement, dark on dark colors do not photocopy well
    - Top of fourth column should use a different word
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- Make sure ICAs completely understand how the budget works and relates to the functional screen
  - Have a pilot for FEAs and send info on the new statement design out to members
  - Let the IRIS Advisory Committee have another chance to view the budget statement before it starts being used

- **Public Comment**

- Ann Karch
  - Thank you to the workgroups for their work on the issues we have been bringing forward: multiple authorizations, modifications, and budget statement. Thank you for the responsiveness
  - Went to Houston last week for conference where we spent time supporting each other and funding research for 15-C
    - This is only discovered through genetic testing
  - Talking with individuals from around the US made me feel very proud about WI and wide range of benefits offered to adults with IDD, compared to other states
  - The R in IRIS is very important

- **Introduction of new BOALTC Ombudsman**

*Kathi Miller, Lead Ombudsman, Board on Aging and Long Term Care*

*Sarah Thorsberg, Ombudsman, Board on Aging and Long Term Care*

- Sarah introduced herself and shared her background
- Currently BOALTC Ombudsmen are on summer tour visiting ICAs and FEAs

- **Score Card Update**

*Jasmine Bowen, Quality Assurance Program Specialist, Bureau of Adult Programs and Policy*

- The Score Card will be given to participants after they select a program
  - We want individuals to pick a program based on what is right for them and then use the scorecard to pick the agency that is right for them
  - DHS will work with ADRCs to make sure they have a good knowledge base of the programs to help participants make their decisions
- The Score Card will be available online when its use is implemented statewide
- During enrollment process it will be more tailored to the participant's needs
  - The Score Card will only show options available in the participant's county
- There will be a quick guide that will explain what the categories mean on the opposite side of every scorecard
  - Some Quality and Compliance stars are from the 372 report
  - Will change questions on Quality and Compliance section to statements to indicate they are not part of the survey questions
  - A more detailed measure guide will be available to consultants and participants, if they want it
- Email Jasmine Bowen ([Jasmine.Bowen@dhs.wisconsin.gov](mailto:Jasmine.Bowen@dhs.wisconsin.gov)) with ScoreCard questions
- **Committee suggestions:**
  - Change self-direction in family care to be called something else to avoid confusion
  - Put information on quick guide about where data came from

- **Waiver Renewal Process**

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*Betsy Genz, Director, Bureau of Adult Programs and Policy*

*Amy Chartier, IRIS Section Chief, Bureau of Adult Programs and Policy*

*Leon Creary, Program and Policy Analyst, Bureau of Adult Programs and Policy*

- Starting to review waiver related comments received from DHS staff
- Will be providing follow-up on suggestions to the decision makers at DHS
- Making all the suggested changes with the new Act 370 process is not feasible, instead it will be an ongoing process with waiver amendments following the waiver renewal
- Definition of Self-Direction is what was in waiver, there is not a flat statement of what self-direction is
  - It is challenging to come up with a definition that is acceptable to all groups
  - Many states are asking CMS for a definition, CMS is not providing a standard definition of self-direction
  - At this time, not sure if the State will come up with a definition or provide more clarification of budget and employer authority
  - Unsure if self-direction workgroup will come back together or if we will try and achieve some definition during the IAC meetings
  - Lynn Breedlove published a paper on self-direction
    - <https://www.incontrolwi.org/wp-content/uploads/2019/07/sdworldwide.pdf>
- **Committee suggestion:**
  - Have a philosophical definition of self-direction

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Prepared by: Suzanne Ziehr on 7/23/2019.

These minutes were presented for approval by the governmental body on: 9/24/2019