

## OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Caitlin Connelly, Fil Clissa, James Valona, Jason Glozier, Kathi Miller, Kathy Meisner, Melanie Cairns, Ramsey Lee, Rosie Bartel, Sue Urban, Thomas Gierke, Vicky Gunderson
Date: 11/28/2023	Time Started: 9:32am	Time Ended: 2:25pm	
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, DHS, Director, Bureau of Quality and Oversight, Christian Moran, DHS, Director of Programs and Policy

### Minutes

**Members absent:** Martha Chambers

**DHS Staff present:** Shelly Glenn

**Presenters:** Dana Raue, Daniel Bush, Dave Varana, Amy Chartier, Leon Creary

### Meeting Call to Order – Alicia Boehme, Christian Moran

- Meeting was called to order at 9:32am
- Motion to approve minutes by Ramsey Lee. Second by Rosie Bartel. Minutes approved.

### Follow Up Items – Alicia Boehme, Christian Moran

- Alicia and Christian reviewed the IAC workplan and DHS responses

### Committee feedback/discussion

- Regarding unwinding for IRIS, member question regarding retroactive enrollment and expedited reinstatement
  - All qualified participants will have retroactive enrollment and expedited reinstatement
- Question regarding current lag due to WISITS, will it prevent gaps in coverage and who is covered?
  - DHS will investigate and bring a response to committee
- Will participants be able to carry over unused budget dollars month to month within the budget year?
  - FEAs are expected to provide monthly budget statements to participants. There are plans to enhance this in the future.
  - DHS will obtain additional information and bring back to committee

### Department Updates – Alicia Boehme, Christian Moran

- October was the 25 year anniversary of ADRCs
- In and out timesheet implementation postponed
- Update on START initiative
  - Surveys online at <https://www.dhs.wisconsin.gov/dms/start.htm>
- 1-2 Bed AFH Standards will be taking feedback through January
  - Current standards can be found online at <https://www.dhs.wisconsin.gov/regulations/afh/1-2bed/index.htm>
- IAC membership applications received (approximately 15) and are under review
- Update provided on Tribal ADRS grant for 11 tribes
- EVV update provided by Dana Raue
- Wiscaregivers update provided

### Committee feedback/discussion

- Member inquired about how many of the noncompliant EVV participants were over the age of 60
  - DHS will look into that
- Member indicated they had requested DHS contact participants regarding the pause in EVV for IRIS, and that hasn't happened. DHS needs to consider ways of making EVV easier for participants during the

pause; allow averages in compliance rate to reach the 80% threshold; allow FEAs the ability to change data

- DHS is investigating those issues during the pause
- Member expressed concerns about new workers using the system, rural connectivity issues, and FEAs delaying payment to workers
  - Customer care can assist with login issues, there is a grace period for new workers, FEAs are working on streamlining onboarding, issues with worker non-payment can be sent to [DHSIRISQuality@dhs.wisconsin.gov](mailto:DHSIRISQuality@dhs.wisconsin.gov)
- Member expressed hearing ads for the Wiscaregivers program, wondering if there could be more coverage in Northern Wisconsin

### **Fiscal Updates – Dan Bush**

- Targeted IBA update provided. It will be a minor update and will not affect the basic calculation from 2023 to 2024. ICAs will receive the update shortly.
- Mailing will be coming out soon regarding SDPC wage increase. New maximum will be \$18.83/hr. Rate will not be retroactive and will be effective on next pay period.

### ***Committee feedback/discussion***

- Member suggested leveraging SDPC for fliers and mailings

### **Ombudsman Update and Review – Kathi Miller**

- Reporting for both DRW and BOALTC
- Both are hearing the same issue – workers not being paid, no specific ICA or FEA
- Would like a go-to person to address these issues

### ***Committee feedback/discussion***

- SDPC indicated if it is a person care issue, to call the SDPC office directly
- DHS is aware of the issue and has been tracking

### **Public Comment**

- Julie provided comment regarding DHS priorities and policies and her view of the IAC's role in collaborating with DHS
- Margi gave comment on tasks of PCWs, caregivers being allowed to stay with participant while they are hospitalized, and budget to actual reports being disseminated by email or available online in lieu of "snail mail"
- Sheryl expressed concern about delays in approvals for therapeutic and counseling services
- Heidi wished all a happy holiday season

### **NCI Data – Dave Varana**

- Presentation reviewed with committee

### ***Committee feedback/discussion***

- Member asked how interviewees were chosen and if DHS is still able to do a remote survey for people
  - They are chosen by random sample. DHS will take back the recommendation for group remote survey
- Is the NCI data broken down by program, and when will the 2021-2022 numbers be published? Is there an opportunity for stakeholder input on WI questions for the next survey?
  - 2021-2022 should be posted on the website, unsure where they are at in that process. There are different ways of stakeholders providing input. In the past, it has been brought to the Long Term Care Advisory Council. BPP/BQO and the Area Administrator are involved with determining methods of stakeholder input. Feedback will sought for the 2024-2025 survey as the 2023-2024 survey questions have been finalized. Data can be broken out by program, however, it would not be at the same level of confidence due to the enrollment numbers variance in programs.
- What does DHS do with the results?

- Data is used ad hoc internally. Data is brought to the Long Term Care Advisory Council, and it is available for open records requests. If there are significant changes, BQO engages contractors as to why. BPP is open to suggestions on other ways to use the data and requested the committee bring suggestions forward.

### **Equity Presentation – Rosie Bartel**

- Discussed work she has been involved in with CMS regarding DEI issues which also social determinants of health including food insecurity, housing, utilities, interpersonal safety, and transportation needs. Equity is not only about race, religion, ethnicities but also about those with differing abilities – both seen and unseen. Rosie provided numerous examples of challenges faced in daily living for those with differing abilities. She also spoke of her involvement in working with hospitals to ensure facilities are accessible.

### ***Committee feedback/discussion***

- Members thanked Rosie for her advocacy and commended her on her recent award at the Self Determination Conference, thanked Rosie for making the state a better place
- Member inquired about how they could be better advocates
  - Speak up, and let caregivers know how important their jobs are. Rosie advocates every day to ensure she and others are living their lives as they choose.
- Member inquired about how to become involved with CMS.
  - Rosie will touch base offline. Her involvement began with the PFA network

### **Policy Tracker/Update – Amy Chartier**

- Policy tracker reviewed with committee

### ***No Committee feedback***

- Member indicates the tracker was not received prior to meeting, requests it be sent prior to meeting moving forward
  - DHS will make every attempt to provide all meeting materials to members prior to the meeting date
- Referencing the ISSP language, IAC only received the draft language after it was shared with contractors. Would like IAC to receive it as the same time as contractors. Also requested it be shared with comments from contractor feedback.
  - The redline can be provided to the IAC as well as the clean version. DHS will consider the request for earlier participation in the process
- Will the participant handbook revamp be included on the policy tracker? Committee would like to be part of that process
  - The tracker is only through 2023, IAC input will be considered
- Is there a way to streamline the paperwork process for participants
  - DHS will look into that

### **IRIS Provider Agreement – DHS IRIS Policy Team**

- Leon and Amy reviewed the changes to the IRIS Provider Agreement language with the committee

### ***Committee feedback/discussion***

- Is April 1<sup>st</sup> set in stone for hold harmless? With WISITS calculations issues, functionality isn't 100% and don't want participants to have that count against them.
  - DHS heard concerns over the budgets in WISITS. The point of moving the implementation to April 1<sup>st</sup> is to allow three months in addition to the twelve months for implementation to work through those issues. DHS will work in partnership with ICAs to allow everyone to be successful
- Member expressed concerns with FEAs not responding, call centers are confusing. Is there a guarantee that FEAs will call back when they receive a voicemail from a participant?
  - There is a timeline for response reflected in the IRIS Provider Agreement
- Member requested that DHS be flexible and transparent with policy and contracts. ICA and FEA employees are dealing with WISITS issues which takes them away from their jobs of caring for participants

- The accountability is necessary as DHS often sees plans created up to \$88,000 over annual budget. There also needs to be a peer review process at the ICA level as well. Would like participants to receive an accurate and inline plan initially. DHS is trying to find a solution for everyone.

### **Review Topics for 2024**

- Member liked recommendations made during public comment
  - Review of public comments is helpful, will take back to the team
  - Looking specifically for annual topics
  - The ombudsman report in March is a year in review
- Member would like to ensure the items on the timeline are at the appropriate times to allow for IAC comment and input prior to finalization. Would like to be a larger part of the process. Request time to provide feedback in the participant handbook and waiver renewal
  - Waiver work will begin soon as it is a two-year process. The timeline is currently being developed, but will be similar to the Family Care waiver renewal timeline
- Member would like to see things like participant satisfaction survey and ease of program discussed. It's important to have a forum where people can discuss what's working and what isn't working. Should also address technology, WISITS and the participant portal and maximizing their effectiveness. Perhaps alleviating frustrations of filling out documents accurately
  - DHS is trying to find a balance between providing information with presentations and allowing the IAC to provide feedback. Are there areas of conversation we need to ensure are had? Such as technology, equity, public comments?
- Member expressed concerns with 35-64 year old participants who don't have family in the area and what is being done to ensure they can obtain caregivers.

### **Committee Business – Alicia Boehme, Christian Moran**

- Rosie Bartel and Martha Chambers were recognized for receiving the Die Hard Award at the Self Determination conference, videos shown and will appear online this week.
- Former awardees include Sue Urban, Vicky Gunderson, and Ramsey Lee

### **Adjourn**

- Kathi Miller motioned to adjourn, Seconded by Rosie Bartel
- Meeting adjourned at 2:25pm

Prepared by: Shelly Glenn on 11/29/2023.

These minutes are in final form. They were presented for and approval by the governmental body on: 1/23/2024