

## OPEN MEETING MINUTES

|                                                    |                            |                          |                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------|----------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Governmental Body: IRIS Advisory Committee |                            |                          | Attending: Cindy Bentley, Andy Thain, Stacy Ellingen, Alicia Boehme, Jessica Roum, Dana Raue, Debra Morris, Shelly Glenn, Martha Chambers, Holly Long, Mackenzie Wann, Sheldon Kroning, Ashley Kollross, Gabby Leachmon, Justin Heller, Ramsey Lee, Tiffany Schanno, Amy Chartier, Jason Cram, Jennifer Ruid, Brianna Olson |
| Date: 5/19/2026                                    | Time Started:<br>9:31 a.m. | Time Ended:<br>1:48 p.m. |                                                                                                                                                                                                                                                                                                                             |
| Location: Zoom Webinar                             |                            |                          | Presiding Officer: Alicia Boehme, DHS, Director, Bureau of Quality and Oversight                                                                                                                                                                                                                                            |

### Minutes

**Members absent:** None

**DHS staff present:** Alicia Boehme, Dana Raue, Jessica Roum, Shelly Glenn, Justin Heller, Sheldon Kroning, Ashley Kollross, Tiffany Schanno

**Presenters:** Alicia Boehme, Dana Raue, Amy Chartier, Nichole Hysel, Jennifer Ruid, Christine See, Samantha Ninnemann, Athena Luxem, Brianna Olson, Justin Heller

**Meeting Call to Order** – Alicia Boehme, DHS, Director, Bureau of Quality and Oversight

- Meeting called to order at 10:01am.
- Motion to approve minutes by Debra Morris.
- Motion to approve minutes seconded by Holly Long. All in favor, none opposed, none abstaining, motion approved.
- Review of agenda

**Department Updates** – Alicia Boehme, DHS, Director, Bureau of Quality and Oversight

- FEA Procurement – no updates at this time as it is currently in protest. Will share updates once available.
- Provider Management Project – ongoing project to enroll providers with the state. Andy brought up that some are having difficulty registering on the provider system. Alicia provided email and phone for assistance and the information was added to the chat: 800-947-9627 or [ltcproviderenrollment@dhs.wisconsin.gov](mailto:ltcproviderenrollment@dhs.wisconsin.gov).
- Concerns raised about the process for signing up and onboarding new workers. Feels burdensome to some participants.

**Introduction of DHS Staff** – Alicia Boehme, DHS, Director, Bureau of Quality and Oversight

- New Bureau Director of Bureau of Programs and Policy, Jason Cram, started this week.
  - From Division of Care and Treatment Services with experience in policy and program development.
- Committee members introduced themselves to Jason.

### Committee Redesign

Alicia Boehme, DHS, Director, Bureau of Quality and Oversight

Dana Raue, DHS, Deputy Director, Bureau of Programs and Policy

- Review of survey regarding committee meeting that was sent to committee members.
- Agreement to not change the committee name at the last meeting.
- Co-Facilitating the meeting:
  - Clarified that DHS would still be involved in this process and would be adding committee members to the process. Multiple committee members expressed interest in possibly co-facilitating in the future, once they know what this process looks like.
  - Suggestion made of having sign-up sheet to see who may be interested in co-facilitating. And a presentation on what it would entail.

- Will have 2 people sign up for next meeting and create a presentation from that experience on what this would look like going forward.
  - Mackenzie Wann
  - Debra Morris
- Discussion on use of cameras in the meeting. Will leave to individual discretion.
- Meeting Start Time
  - Variety of responses from survey. No majority response. Department recommending a 10:30 or 11:00 start time, but this also goes over lunch so may require a longer break time. Opening for discussion.
  - 10:00 start time agreed upon by all members.
  - Suggestion raised for longer breaks due to needs.
  - Next meeting will start at 10:00 with a 45-60 minute break at 11:30 and ending about 2:00. Will evaluate at end of next meeting and adjust if needed.
- Agenda Creation
  - Suggestion of having an agenda meeting open to all committee members to join to make suggestions for the agenda and see how DHS creates the agenda.
  - Will invite committee members to an upcoming agenda development meeting with DHS staff.

### **Accessibility Assessment Process**

Amy Chartier, DHS, IRIS Policy Manager, Bureau of Programs and Policy

Nichole Hysel, DPH, IRIS Accessibility Assessor

- Discussed the accessibility assessment process with the committee.
- Presentation will be made available after the meeting.

### **Budget Amendment Policy Updates**

Jennifer Ruid, DHS, Program & Policy Analyst

- Discussed updates to the policy including documenting communication and approval timeframes.
- Presentation will be made available after the meeting.

### **2026 – 2027 NCI Survey**

Christine See, DHS, Program & Policy Analyst

Samantha Ninnemann, DHS, Program & Policy Analyst

- Presentation discussed. Will be made available after the meeting.

### **LTC Satisfaction Survey Results**

Brianna Olson, DHS, Managed Care Quality Specialist

- Presentation shared regarding the satisfaction survey. Will be made available after the meeting.

### **Public Comment:**

- Margaret Fairbanks – nonprofit director. Provider. Families have raised concerns. Training and support services approved, now notified all services have been pulled. Still haven't been approved. TMG saying their services are being paused. Concerned that coding "buckets" are going away. Also being told they're not in the ForwardHealth portal.
- Mickie: Caregiver of participant. Concerned about providers being placed on hold after being previously approved. Referenced additional program attendance like "Pink Umbrella". Agencies are debating categories behind the scenes, and that shouldn't result in loved ones losing services. Requested written guidance from DHS.
- Stephanie Mauck: Compassionate advocates – support broker service. Now they are paper pushers with 6-12 hours year to do benefit renewals. This will be detrimental to clients. They won't get what they need. Working through state senator office. Stated that DHS is not responding. Should have budget authority and self-direction. People will lose services.

- Sandra: Caregiver, provider, advocate. Experiencing disruption due to service definitions. Authorization delays. Similar issues as above. Implementation and collaboration is lacking. No clear operational guidance. Concerned with committee structure as well. Public comment is not collaboration. Provider transparency restructuring and intent.
- Steph Stringer: advocate for 30 yrs. Consider 2 public comment sections. One in the morning and one at the end.
- Patrick Sharp: Support broker. Concerned with arbitrary changes to his service category. Definition of "public service". Reconsider exclusivity clause.
- Kristi Staus: Special Ed teacher and mother of participant. Also contributes to health insurance. Islands of Brilliance. Project Search. Haven't had service disruption yet but understands it may happen. Would have emotional consequences.

**Committee Business** – Alicia Boehme, DHS, Director, Bureau of Quality and Oversight

- Information on changes with support brokers for the next meeting.
- Follow-up from meeting
  - Questions on support brokers and provider concerns
- Additional questions/comments can be emailed to [DHSIRIS@dhs.wisconsin.gov](mailto:DHSIRIS@dhs.wisconsin.gov)
- Will invite committee members to the agenda meeting.

**Adjourn:**

- Motion to adjourn by Andy Thain
- Motion to adjourn seconded by Gabby Leachmon. All in favor, none opposed. Motion approved.
- Meeting adjourned at 1:48.

These minutes are in draft form. They will be presented for approval by the IRIS Advisory Committee on 7/28/2026