

## OPEN MEETING MINUTES

Name of Governmental Body: Long Term Care Advisory Council (LTCAC)			Attending: Audrey Nelson, Chris Witt, Jill Jacklitz, Shanna Jensen, Stacy Ellingen, Beth Swedeen, Audra martine, Elsa Diaz Bautista, LaVerne Jaros, Shakita LaGrant, Michael Bruhn, Jason Glozier, Jessica Trudell, Eric Kostrzak, Joel Gouker, Mackenzie Wann, John Schnabl, Sara Muhlbauer, Jennifer Jako, Rosalie Gokee, Linda Bova
Date: 11/14/2023	Time Started: 9:31am	Time Ended: 2:31pm	
Location: Virtual Zoom Meeting			Presiding Officer: Carrie Molke, Alicia Boehme, Christian Moran
<b>Minutes</b>			

**Members absent:** Cindy Bentley, Beth Fields, LaWanda Calhoun,

**DHS Staff present:** Carrie Molke, Christian Moran, Alicia Boehme, Kirsten Johnson, John Grothjan, Brenda Bauer, Kevin Coughlin, Kaycee Kienast, Connor Nikolay, Jackie Neurohr, KC Cullinan, Steve Gress, Shelly Glenn

### Meeting Call to Order – Carrie Molke

- The meeting was called to order at 9:31am
- Carrie provided a brief overview of the agenda and meeting
- Minutes from September meeting reviewed
  - Motion to approve by John Schnabl. Seconded by Chris Witt. Minutes approved.
- Council introductions
  - Elsa requested that the member term “consumer” be replaced by “self-advocate”
- Carrie welcomed and introduced Secretary Johnson

### DHS Secretary Address to Council – DHS Secretary Kirsten Johnson

- Secretary Johnson provided remarks related to ongoing priorities of DHS and Governor Evers

#### ***Council Feedback:***

- Does DHS have any plans or strategies to rebalance and prioritize HCBS over institutions?
  - Secretary has visited all facilities, and addressed gaps in care, however, there still must be a space for those who cannot be at home. It is a high priority.
- How will DHS address people with cognitive impairments and/or dementia in the wrong settings where caregivers are not prepared to deal with those challenges?
  - Dementia care is very important as the Secretary had a family member with dementia. It is important to ensure that people are receiving appropriate care in the correct setting, and if they are not, ensure they are placed appropriately and get back in the community.
- As a self-advocate, how can we do more to leverage the caregiver crisis?
  - The Secretary would like to hear from self-advocates regarding how we can address the crisis, concerns they have, and what can be done to find a sustainable solution.

### DMS Department Updates – Christian Moran

- Dana Raue provided an update on EVV
- Council member applications are under review for the January meeting
- DHS meeting with ICAs on 11/15 regarding overpayment of over authorizations

#### ***Council Feedback***

- Concerned about IRIS participants being disenrolled due to EVV noncompliance. Other states are allowing for manual corrections. Family Care self-directed programs can make changes manually. Feels disproportionately sanctioned in IRIS
- Requested Medicaid renewal updates in January. Many are not getting things in on time as a part of unwinding
- Report referenced on institutions  
[https://docs.legis.wisconsin.gov/misc/lfb/informational\\_papers/january\\_2023/0051\\_services\\_for\\_persons\\_with\\_developmental\\_disabilities\\_informational\\_paper\\_51.pdf](https://docs.legis.wisconsin.gov/misc/lfb/informational_papers/january_2023/0051_services_for_persons_with_developmental_disabilities_informational_paper_51.pdf)
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### **DPH Department Updates – Carrie Molke**

- Updates provided on the following
  - John Grothjan, new ORCD Director
  - National Family Caregiver Month
  - Wisconsin Coalition to End Social Isolation and Loneliness
  - Aging, Disability, and Independent Living Conference (April 23-25, 2024)
  - ADRC 25<sup>th</sup> Anniversary
  - ARPA updates including Tribal ADRS, ADRC Modernization and ILSP Update

#### ***Council Feedback***

- No feedback specific to DMS updates

### **ARPA Updates – Carrie Molke, Christian Moran**

- Updates provided on the following
  - ARPA Workforce project
  - ARPA Grants
  - Topics council would like to see at Fall summit?

#### ***Council Feedback***

- Is WisCaregivers on-target?
  - DHS very pleased with numbers, will do analysis with quarterly data to review more in-depth
  - Over 250 have completed training, half of those have completed the test
  - It is acceptable to watch together with colleagues
  - There are touchpoints throughout the process
  - Average test score is 92%, only 2 have had to retest
  - Spanish version is going to be offered soon
- Member relayed a success story with the Independent Living Support Pilot
- Will the ADRC Modernization system allow ADRCs to have analytics and quality improvement?
  - The system will allow those
- ADRC System will need an 800# contact, one place to people to go
- Will the 211 system partner or merge with the new system?
  - Yes, but details are not known, can obtain that information and report back

### **Public Comment**

- No public comment presented

### **2024 Community Connections MCO Contract Language – Kaycee Kienast**

- Presentation shown to council

#### ***Council Feedback***

- It's somewhat confusing that online activities also include in-person. Community partners and Tribal agencies need to be included in these discussions.
- Council appreciates that the department has prioritized this
- Can user testing be utilized to see what satisfaction survey questions mean to those responding? Hopes the training is evidenced based. The community mapping was very helpful

- Would like to see quantifiable outcomes regarding participants creating community involvement
- Transportation continues to be a significant issue
- There are creative ways to make these connections happen, and it relies on invested staff and family members

### **Health Equity Charge Discussion – KC Cullinan**

#### **Georgetown Cultural Competence Grant Presentation**

- KC shared an example of data source for social determinants of health shared (specific to aging) <https://www.dhs.wisconsin.gov/aging/demographics.htm>
  - Create space for real experiences as that is rich information. Great example on where to start with equity because it is such a large topic
  - There are limitations to all information that is collected, need to be mindful on how it was collected
  - Charge reviewed, focus on three bullet points
  - ILSP was created for people that are not technically eligible but are in need of services
  - Makes sense to see what we can derive from the data and see what aligns with LTC systems and health outcomes
- Beth summarized work of the Georgetown Cultural Competence Grant
  - Goal: that all sub-populations/groups in WI participate in, know about, have access to, and benefit from long-term care programs at the same levels as measured by participation rates, satisfaction surveys, and health/safety/wellness outcomes.
  - Required to come up with a workplan and make it actionable
  - Obtain data on percent of usage
  - Examined data to determine to expand for people at point of entry for lived experience rather than education
  - Diverse vendors
  - Cross walk policies, procedures, and vendor requirements
  - Incorporate cultural and linguistic appropriate services

#### ***Council Feedback***

- As we look at data sources, we need to consider not just that 20% are dissatisfied, but why are they dissatisfied
- Is there the ability to look at national origin as well as race? Race doesn't tell the entirety of the story
  - The questions doesn't tell us about roots and norms
- There are limitations to some of the data as it is based on self-selection of people taking the services. We need to understand the limitations of the data sources we are using
- Significant gaps in disability data. How do we improve the data, who is being served and how well?
- We need to change the beginning of the charge. We don't have equitable representation of the overall population in the programs. Why are people choosing not to participate if eligible? Develop strategies so all older adults and people with disability have access.
  - Focus on eligibility and access
- Would like to see the charge use the goal from Georgetown
- Access is only a part of the equity charge, but all charges need to be evaluated with an equity lens
- It will require collective intentionality. It will take everyone to be successful.
- Will review each of the charges in 2024

### **Unified Voices Summit Report Out – Amber Mullett**

- Presentation shared with Council

#### ***Council Feedback***

- Summit was valuable from an alignment perspective
- Traumatic brain injury council recently formed as well
- Suggested joining forces and rallying around shared goals
- Member stated she is on two of the councils and thought the summit was great. Trying to figure out how to move forward with all of the ideas and how to collaborate
- Council would like Amber to return for further discussion and collaboration

**START Initiative Update – Jacqueline Neurohr**

- Update provided with Council.
- Goal is to get the final report in place with a real push for action. Subcommittees have been asked for both long- and short-term goals

***Council Feedback***

- No council feedback provided

**Council Business – Carrie Molke, Christian Moran**

- Next meeting is January 9, 2024
- Continue equity and Unified Voices Summit discussions
- Beth asked that the employment data be reviewed for trends

**Adjourn**

Michael motioned to adjourn. Seconded by Elsa. Meeting adjourned at 2:31pm

Prepared by: Shelly Glenn on 11/16/2023.

These minutes are in final form. They were approved by the governmental body on: 1/9/2024