

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Adviosry Committee		Attending: <b>Committee Members:</b> Monica Bear, Carrie Bublitz-Cardarella, Julie Burish, Martha Chambers, Fil Clissa, John Donnelly, Mitch Hagopian, Karrie Knapp, Kathi Miller, Maureen Ryan, Kim Rux
Date: June 2, 2020	Time Started: 9:30 am	Time Ended: 12:30 pm
Location: Zoom Conference Call		<b>DHS Staff:</b> Amy Chartier, RaeAnn Fahey, Jie Gu, Sam Ninnemann, Kyle Novak, Dana Raue, Christine See, Suzanne Ziehr
		Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy

**Minutes**

**Meeting called to order**

- Motion to approve minutes by Maureen Ryan, seconded by Kathi Miller
- Question from committee if this is an open meeting, response from Department of Health Services (DHS) is that this is an open meeting and the public observing will have an opportunity for public comment. A panelist specific link went to committee members. A general link and call-in number was provided for the public to use if they wanted to observe the meeting

**Department Updates, presented by Betsy Genz**

- IRIS waiver renewal
  - Posted for public comment on May 28, 2020
  - The public comment will be open for 30 days
  - DHS has sent out notices via social media in addition to the normal processes
  - Participants, family, and friends are encouraged to review the waiver and submit comments
- COVID-19
  - Meeting regularly with stakeholder group
  - Testing
    - DHS is in the process of testing all nursing homes in Wisconsin
    - A plan is being formulated to test all assisted living settings, home and community based settings, and day services
    - DHS will be focusing on congregate settings
    - Retesting will also be explored
    - It should be noted that if providers, participants, etc. have symptoms or want to be tested, they should contact their medical provider or go to a free standing testing site
    - With the increased testing, it is important that providers are prepared so DHS is exploring provider webinars to educate them on planning, testing, and follow up

- Funding
  - 100 million dollars from the CARES Act has been allocated to long-term care
  - The providers eligible for this money includes EMS, nursing homes, assisted living facilities, and home and community based service providers (IRIS participant hired workers are not eligible for this funding)
  - There will be up to two (2) payments
  - DHS is in the process of developing a system to accept applications
  - There will be more information available soon and we will share that with the committee
  - This money is for agency providers, not participant hired workers
  - We are currently exploring other options for funding participant hired workers (PHWs)
- Guidance
  - A lot of guidance has been published on the DHS website
  - Provider guidance is for settings such as 1-2, 3-4 bed Adult Family Homes (AFHs), Nursing Homes, etc.
  - DHS is working on Day Service guidance at this time
- 1135 and Appendix K
  - These have been approved by CMS
  - We will post the Appendix K on the ForwardHealth COVID-19 webpage
  - Some of the flexibilities approved in the Appendix K have not and may not be implemented
  - The FAQs on the ForwardHealth COVID-19 webpage is the source for the implemented policy

### **Satisfaction Survey Results, presented by Jie Gu**

- Reviewed Satisfaction Survey PowerPoint
- Response rate of 39% for those that were sent the survey
- Dane County participants were included in the survey this year
- We have the data for all the individual ICAs and FEAs and they have received it
- We have not done any presentations on comparing the agencies, we wanted the agencies to get their results and review them first
- We use much of this data for the scorecards that are created for the public to see
- The ADRCs have the score data also
- For question two (2) on the FEA survey, all the FEAs have similar scores in that area
- Jie will confirm all FEAs received their individual data

### **Telehealth Discussion, presented by RaeAnn Fahey and Kyle Novak**

- Went through PowerPoint
- Email for telehealth questions is [DHStelehealth@dhs.wisconsin.gov](mailto:DHStelehealth@dhs.wisconsin.gov)
  - This will be sent to committee members after the meeting
- DHS is looking for feedback from the committee
  - Determine what will be used for Telehealth, if a participant wants it
  - Looking for elements of the service that need to be met for telehealth
- **Committee Feedback:**
  - Concern a lot of providers have learned how to do telehealth, it's very efficient and cost efficient
  - Want to make sure that telehealth isn't driven by the provider
    - Face to Face is always the best mode
    - Would have concern if this was the only way a provider says they will provide services
  - What are we going to do for the lack of access to telehealth for IRIS participants?
  - Concerns about DHS workloads increasing with telehealth

- Create a workgroup with participants outside of DHS and members of the committee to have ongoing input to how policies are developed
- Need an equitable system, need accessibility built in
- Once providers learn this is a viable option
  - Concern some participants will be pressured into this platform when it will be less beneficial to the participant
  - It is really opening up a can of worms
- Some services could be more efficient completed by telehealth
  - Skilled Nursing Services, if you have a BP cuff in home that can send the reading
  - Vehicle modifications training could be done remotely

## COVID-19 Roundtable

- DHS
  - Trying to track FFCRCA and unemployment requests
  - DHS working with partner agencies to determine what the new normal looks like
  - Looking to provide more info on technical assistance for 1-2 Bed AFHs for precautions that should be taken
    - Reports received back have been very positive, the 1-2 Bed AFHs seem to be well informed and well supported
- Monica Bear
  - Having so many people in community setting is safer than congregate setting
  - Focus on getting back to work, impressed with detail and collaboration
- Julie Burish
  - COVID-19 remains interesting
  - Daughter has remained working as she is considered essential
  - They have lost workers for daughter due to this as it is considered gig work and some of the workers have gone to get other jobs because hours have been cut
  - Have been impressed with what providers have done to keep things going.
- Martha Chambers
  - Same page as Julie
    - Initially, lost 4 workers immediately, they were all college students and travelled out of state and did not want them back and some lived out of state
    - This has been challenging
    - Primary worker is leaving, in process of getting new workers
    - Haven't left the house, except for one (1) doctor appointment to stay safe
    - Feel like in a surreal movie
    - Reached out on social media to some people, they don't understand why they can't do what they are used to doing
- Fil Clissa
  - Third month of quarantine, haven't been out since early March
  - Feel like have been more connected with those with disabilities through reaching out
  - They are experiencing a lot of stress, mental health issues, and concerns
  - People are going to need additional support to alleviate these stress and concerns
  - Confusion about not having stay at home order in place and what rules to follow
  - Seeing things open and seeing numbers going up, so much confusion about what this means
  - Working with leadership in People First with what members should continue to do
  - People are concerned about what providers will be there when things are open and what capacity will there be for the providers and employers

- John Donnelly
  - Once shutdown began had a couple people in pipeline (for work) who bailed out for a variety of reasons
  - Had to begin at point zero again recruiting for new workers
  - There was a period of time where there were no potential candidates
  - The past month or two had a few hits on the UW jobsite
  - In the process of working through those hiring situations
  - One of the ways I cope is being able to move around in the community on my own, I usually have one of my personal assistants (Pas) drive my van and provide communication assistance
    - I'm an older adult so I've been self isolating and it's been making me a bit crazy, but I'm still here, swinging away
- Mitch Hagopian
  - Disability Rights Wisconsin (DRW) has been operating from homes since mid-March
  - Responding to same number of concerns as in the past
  - Been involved in a lot of policy work and the lawsuits related to COVID-19
  - Complaints related to autism treatment providers threatening to dump people if they didn't want providers in their home, this has been stopped.
- Karrie Knapp
  - Seeing a variety of concerns, many have been addressed
  - Some have issues getting food
    - Helping by connecting them with FoodShare and with food pantries
  - Helping to obtain personal protective equipment (PPE), using Telehealth services, getting meds refilled
  - Socialization and isolation
    - Protesting and rioting is causing mental health strain and depression with population
    - Having weekly calls to ensure health and safety
      - Trying to use Skype or videoconferencing for those
- Kathi Miller
  - Seeing about the same as everyone else
  - Geographic Service Region (GSR) meetings during the COVID-19 response were very helpful
    - It was a solid way to pass information to participants and have it about the same through the state.
- Maureen Ryan
  - Extreme variety of reactions to COVID-19
  - Trying to respect participant's with where their beliefs are
  - Trying to get clarity with federal programs
  - COVID-19 testing was difficult with those without transportation
    - Trouble with figuring out who to trust
  - Lost many workers who were college students
  - Working on care packages for people
  - Seeing people drinking more and not eating as healthy
- Kim Rux
  - Echo what Kathi said about the meetings
  - Seen increase in unemployment and overtime hours

### Public Comment

- Wendy Kaplan
  - I have been with you by phone because my internet connection is not strong enough to handle the zoom platform

- Telehealth
  - Even with financial resources, there are some areas of Wisconsin you cannot get high-speed internet
  - Conversation about benefits and concerns about telehealth were spot on, definitely share the concerns in particular
  - It is convenient in a pandemic but could be abused later on
- Page 134 of waiver - will not duplicate services - categories ICA or FEA services
- Page 60 of waiver - participants or legal representatives
- Based on the changes to the support broker's services - what can they provide? Can they assist with medical coordination, can they assist with team meeting, can they assist with benefit renewal (Medicaid and FoodShare)
- Michelle Vaughn
  - Would not allow to participate when went through phone only
  - When COVID-19 hit, family was on spring break
    - Life went crazy and had to change work schedules since all are essential employees.
    - Day respite and schools shutdown
    - Transition guardianship and courts shutdown
    - Employers weren't happy about having to give new schedules.
    - This has been ridiculous
    - There is nothing out there for the people who have to go to work and don't have resources for their loved ones that need assistance
    - Not sure what will happen in fall, may need someone in home to quit their job
- Bob & Heidi Sheire
  - Requested to provide public comment in Q&A pod, but did not speak

## Adjourn

- Public comment period for the IRIS waiver will end at end of June,
  - There may not be information on it to provide by the July meeting.
  - Waiver is planned to be submitted to CMS in September
- IRIS team continues to work on the policy manual
  - Working on communicating with members of the IRIS Advisory Committee (IAC) and contractors on what works and what doesn't work and have meaningful engagement with stakeholders
  - Will provide more information on this at July meeting
- July 28<sup>th</sup> meeting will probably be virtual
  - DHS is looking at what meetings will look like for immediate future
  - Committee members are encouraged to send potential meeting topics to [Suzanne.Ziehr@dhs.wisconsin.gov](mailto:Suzanne.Ziehr@dhs.wisconsin.gov) at any time

Prepared by: Suzanne Ziehr on 06/02/2020.

These minutes are in draft form. They will be presented for approval by the governmental body on: 07/28/2020