

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee		Attending:
Date: 9/24/2019	Time Started: 9:00 AM	Committee Members:
	Time Ended: 3:00 PM	Monica Bear, Julie Burish, Martha Chambers, Dean Choate, Fil Clissa, John Donnelly, Kevin Fech, Mitch Hagopian, Maureen Ryan, Danielle Smith, Sue Urban
Location: Warner Park Community Center, Community Room 1, 1625 Northport Drive, Madison, WI 53704		DHS Staff:
		Amy Chartier, Danny Fossati, Jie Gu, Sheldon Kroning, Dana Raue, Christine See, Angela Witt, Suzanne Ziehr
		Others:
		Kathi Miller, Leslie Stewart
		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 July 2019 meeting
- Motion to approve by Mitch Hagopian, seconded by Kevin Fech, unanimously approved by committee

- **NCI Data**

Angela Witt, Section Chief, Bureau of Fiscal Accountability and Management

- Presented NCI data, reviewed PowerPoint
- Self-determination and self-direction is reported on the state's administrative records. There may be variation in reporting among the state reports
- Counties in the process of transferring from legacy waivers to FC/IRIS were excluded from this survey
- The surveys are conducted through vital research and are independently contracted with researchers in WI
- Numbers in total are not proportionate to total program enrollment because a statistically relevant number was needed
- The 33% of participants that identified receiving self-directed services includes both Family Care members and IRIS participants
- The first section of the survey, only the participant can answer
 - If participant cannot or does not want to answer this section, it is skipped
- The second section of survey, can be answered by a proxy if needed or requested by the participant

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- Questions reviewed in each section are available on the NCI website
 - Wisconsin is able to add up to 10 questions of their choosing to the survey
 - For this survey, Wisconsin added questions about barriers to inclusion and transportation
 - Employment is not required to happen in the community
 - Who has a job is pulled from state records using PPS data
 - For this survey, employment includes enclave and group jobs, but excludes workshops
 - Enclave jobs are a small group of people, working together in the community with one staff supporting multiple people doing the same task
 - Retiring and not wanting to work are valid responses for why an individual is not working
 - In IRIS employment among participants with PD is very low, this is an area DHS is looking into more
 - DHS will look at age breakouts for those that responded they are not working due to health limitations
 - Committee members should send any questions regarding the NCI data to DHSIRIS@dhs.wisconsin.gov and they will be forwarded to Angela

 - **Ombudsman Update**
Kathi Miller, Board on Aging and Long Term Care
Leslie Stewart, Disability Rights Wisconsin
 - DRW data is slightly different than BOALTC due to different reporting requirements
 - Sections marked with an asterisk (*) indicates there may be more than one answer in a category per contact
 - Method of first contact – there are other ways that aren't listed, i.e. text, based on what the participant wants
 - Ombudsmen do provide language translation through contracted services
 - Went through data presented by both DRW and BOALTC
 - Relocation category is very broad, may be from nursing home, corrections, or they just want to change their living situation
 - BOALTC will add IRIS consultant as referral source for future reports
 - More participants are reaching out to the ombudsman. This may be due to the phone number of the ombudsman line, being listed on the fair hearing paperwork
 - In quarter 1, there were several cost share and med remedial concerns, all have been resolved
 - Reported data may have more than one result/outcome per case
 - When a case is not resolved to participant's satisfaction, the participant typically decides to withdraw the concern or they transition to Family Care
 - There have been no specific themes or trends that have been noted by DRW or BOALTC
 - Ombudsman agencies track issues by ICA, do not track by county, but do work with the ICAs and FEAs if trends are noticed
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- **Workgroup Updates**

Maureen Ryan, Wisconsin Coalition of Independent Living Centers, Inc.

- Accessibility Assessments (Maureen): meeting monthly and have been sharing recommendations with the Department.
 - Looking at which can be addressed through work instructions and participant education manual and which need a waiver (which takes time)
 - Looking at how the changes could be effective
 - What are ICs/Participants supposed to submit when they are not using the cheapest bid?
 - Want new policy analysts to address this work
 - Ask Maureen what 2nd point is (related to above bullet is)
 - When should start date for 1 time expense be listed, when does clock start
 - Will bring back recommendations to next monthly meeting about what makes sense for that above one
 - Reduce 3 bid requirement to 2 bid requirement
 - This requires a waiver amendment and update to policy and work instructions
 - Currently do this on case by case basis
 - If assessment is over 365 days, it automatically had to be redone or rechecked.
 - Did not understand why the # days triggered a reassessment
 - Create checklist for what is being reviewed and possibly changed in household
 - Still waiting for DHS to support this
 - ICs will contact ILC staff (assessors) to go back and see if there is a need for change
 - If a new fee-for-service assessment is needed, then you start over, if not then there doesn't need to be a new assessment
 - State vetted contract list
 - Want one central unit to vet the contracts to help with expediting process
 - Full FEA single packet set-up
 - Looking at expediting process for health and safety issues
 - Education for all parties involved in process

Danielle Smith, Outreach Health

- Participant-Hired Worker Paperwork Streamlining
 - Working with WISITS on updates
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- 2020 W4 forms are different, it's a dollar amount of how much you want withheld and there are instructions and FAQs -
 - It's the employee that must complete it and FEA staff are not able to assist them with the completion
 - The new form only needs to be completed by current employees if they want to change amount being withheld
 - If the employees are tax exempt, they must complete annually

Kevin Fech, Connections

- IRIS Service Authorizations
 - Want to have a way if one worker is in a block and one is terminated, how is that handled? – working on this

- **SDPC 10th Anniversary**

Sue Urban, IRIS Self-Directed Personal Care Oversight Agency

- Presented PowerPoint showing what they do around the state
 - Monthly statewide trainings
 - Other trainings throughout the year
- We continue to see growth in the number of participants choosing SDPC

- **Background Checks**

Mitch Hagopian, Disability Rights Wisconsin

- Wisconsin statute requires background checks for various professions
 - Concerns with:
 - The large number of additional crimes IRIS considers relevant
 - The policy includes crimes that are bar able offenses, unless you are working for an agency
 - The non-bar able offenses can be reviewed by IRIS
 - The appendix includes items that are unusual or may not relate to the services they'd provide an IRIS participant
 - Committee would like to participate in the review with the Department and understand why some crimes/offenses were added and which ones can be removed
 - Current practice within IRIS includes those that are not listed in bold are being reviewed by the department, if they are appealed.
 - Fee-for-Service, Family Care and Partnership have a different background check process than IRIS. IRIS does not have the rehabilitation review process that allows PHW's to appeal those bolded offenses.
 - Committee would like to see consistency across programs. There is a concern that the differences could cause individuals to choose service programs based on convictions and ability to employ workers
 - Since IRIS is not included in statute, we aren't able to utilize the Rehabilitation Review process completed by the DHS Office
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of Legal Counsel; however, there is nothing to stop IRIS Management from reviewing bolded convictions.

- It's under 10% of workers from each FEA that receive a denial
 - Some that passed background check in the past have failed recently due to technology updates
 - **Committee Suggestions:**
 - Some of the battery convictions seem excessive
 - Ones that relate to children should not be included, as they are specific to working with children under the age of 18.
 - Crimes against property and against a financial institution should be removed from the list
 - Theft is the main one that DHS is seeing from people that want to be PHW
 - Allow participants to bypass the background check results and assume the risk of hiring someone with a bar able conviction
 - Increase frequency of background checks
 - Have list of bar able crimes that should remain and a list of bar able offenses that could have waivers
 - Similar to what are acceptable for the rehabilitation review process
 - Have a small ad hoc committee review and make recommendations on proposed changes to the IRIS background check policy
 - Provide more information to committee about the laws related to hiring employees
 - **Public Comment**
 - Debra Smith
 - Representing a small group of families in Dane County.
 - Have a group called Third Place, many of the individuals are non-verbal and parents are responsible for most of the self - direction
 - Feedback about IRIS from group
 - An acceptance standard of requests for support brokers is too low. We need to add social community involvement and learning to the mix and bring brokers back
 - The loss of support brokers has created pitfalls for some of the families. This has required families to complete daunting tasks, feels like there is no oversight of providers. Everything has become the parent's responsibility.
 - There is misogyny in the workforce and some moms are getting pushback from staff they hire
 - There should be more IRIS support for families that are doing this work
 - Some families don't have the resources to ensure the quality of life they feel their children deserve
 - There should be training provided for individual workers for individual participants
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- Ann Karch
 - Participated for the first time this year in the IRIS Survey
 - Was dismayed by the question “Can you contact IRIS consultant?”
 - The question is problematic, it’s ambiguous
 - Is it are you able, do you know how, or can you get through to your IC
 - It is the wrong question, what you need to know is when you contact your IC how long does it take for the IC to get back to you?
 - Should not keep a useless question.
 - Look at changing questions to get feedback
 - Have a space to comment at least once at the end of the survey.
 - Love Dane supports IRIS and families by monthly learning circles
 - 4-9 individuals at each gathering
 - Have increase of complaints that IC is not responding, it is not a particular IC
 - Experienced IRIS Consultant staff have been transitioned out of Dane County and new staff added
 - **Consumer Survey Questions**
 - Both the ICA and FEA surveys are treated separately and it is a random sample. Some participants may receive one or both of the surveys.

ICA Survey

- Free text fields make it difficult to analyze data and report on it
 - Would be looking at what seems to be the common responses and use it as part of the summary
 - Would need good justification to include free text fields
 - Purpose of survey is to get a pulse on how participants are feeling on a year to year perspective
 - ICAs or FEAs could do additional surveys or look into data further
 - Some questions are included is to keep the ICA survey similar to the FC survey and to all comparisons of groups of responses
 - Committee should send additional survey suggestions to DHSIRIS@dhs.wisconsin.gov, Jie will review suggestions with survey team
 - **Committee suggestions:**
 - Questions are succinct, but that is not always the best way to get the desired information from the target audience. Consider re-writing (i.e. does your IC explain things in a way you can understand)
 - The phrasing is done at a high school level rather than appropriate level for a person with higher or severe cognitive
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disabilities

- Break up question 11 to smaller parts
- Change rankings to smiles or numbers to make it easier to rank for participants
- Confirm that the UW Survey Center has experience in working with people with disabilities
- Have a focus group with self-advocates to review the survey and see how they interpret the questions

FEA Survey

- DHS will bring back information on why the demographic questions were chosen at the November IAC meeting
- **Committee suggestions:**
 - Main thing you want to know with this survey should be how quickly does the FEA get employees on-boarded and how quickly do they get paid?
 - Should look at why a participant's target group is not listed
 - Preface last question about why/how it's needed and that participants should answer or be consulted on it
 - Add "Is there anything else you'd like to tell us about?"
 - Add "How well do you understand your monthly budget report?"

- **Participant Budget Statement**

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

Ann Karch, Parent of IRIS Participant and Workgroup Member

- Reviewed the finalized monthly budget statement
 - Workgroup held 6 meetings over 2 months for a total of 8 hours
 - Reviewed iterations of the statement as they were developed
 - Began by looking over each FEA's report
 - Wanted the statement generated by WISITS so if you switch FEAs the report looks the same and also so ICs could see the budget statement
 - Tried to keep the length of the document similar to current ones
 - Realize this may be longer than current statement
 - Looking at options for participants to opt out of paper statement and just look at the statement through the FEA online portal
 - Budget areas that are over target will be red
 - SDPC will be populated with spend amount per pay period since SDPC hours can't be flexed.
 - The chart would reflect changes in budget or authorizations
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- One-time expense requests and SDPC are not factored into the chart
 - **Committee suggestion:**
 - Add a disclaimer on the SDPC spent amount
 - Have the graph showing plan year spending before the chart showing plan year spending by month in final document
 - **Waiver Renewal Process**

Betsy Genz, Director, Bureau of Adult Programs and Policy
Amy Chartier, IRIS Section Chief, Bureau of Adult Programs and Policy

 - DHS has begun briefings with leadership
 - At the November meeting we will plan on discussing the waiver, including policy changes and service definitions.
 - At the January meeting we will plan on reviewing waiver recommended changes. We may need to have ad hoc phone conferences between the November and January IAC meetings
 - Joint Finance Committee (JFC) meeting will be closed door or passive passing
 - Public comments will need to be submitted in writing following JFC review
 - Anticipate having the final draft completed by mid-March
 - Due to the timeline, DHS anticipates not being able to address all changes in this renewal process and instead will include some changes through the waiver amendment process
 - **Committee Suggestion:**
 - CMS public comment period for Family Care happened after JFC approval. State should look into having public comment period before JFC process
 - **Critical Incidents**

Sheldon Kroning, Program Oversight Unit Supervisor, Bureau of Adult Programs and Policy

 - The State is under a corrective action plan for the ability to report only substantiated critical incidents specific to abuse/neglect/exploitation
 - Currently talking with CMS regarding the requirement of a technical waiver amendment
 - Working with ICAs on the completion of Memorandum of Understandings (MOUs) with Adult Protective Services (APS) agencies
 - Most APS agencies have been very open and responsive to executing MOUs with the ICAs
 - MOU agreements allow for communication between IRIS and APS agencies regarding the results of the investigation
 - IRIS defines Critical incident (<https://www.dhs.wisconsin.gov/publications/p0/p00708a.pdf> - 4.4B.1)
 - When a referral is sent to APS the IRIS Consultant (IC) must continue to have contact with APS when there are substantiated
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cases. IC is required to enter information in a SharePoint site

- IRIS can provide updated data related to Critical Incidents at the January committee meeting

- **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

- Betsy and Amy presented at the WPSA conference the last week
 - There is a belief that SDPC is taking PCW from agencies
 - There was confusion among those in the room about what IRIS SDPC provides
 - Personal care increase
 - Department is working on identifying the rate increase and what the percentage will be
 - Wage increases for individual workers are up to the participants
 - Current range is \$7.25 to \$12.61/hour
 - The MCOs are changing in GSR 13 (Brown, Door, Kewaunee, Marinette, Menominee, Oconto, and Shawano counties) for Family Care
 - DHS staff held forums in that area for 3 days (6 forums total) to inform members about their options with Family Care and IRIS
 - DHS is tracking the number of referrals that are coming to IRIS as a result of this transition.
 - Staffing update
 - 2 new Policy Analysts, Karina Virrueta-Running and Kyle Novak have joined the policy team working with Leon Creary
 - Electronic Visit Verification (EVV)
 - [One page handout \(https://www.dhs.wisconsin.gov/library/p-02462.htm\)](https://www.dhs.wisconsin.gov/library/p-02462.htm) was created at the recommendation of EVV stakeholder committee and a business card developed to inform the public where to submit questions
 - Service authorizations
 - The State is working with MCOs and HMOs regarding the submission of this information
 - For IRIS, the information will be submitted from WISITS
 - EVV visit data will go back to FEAs, HMOs, and MCOs
 - Forum in Fox Valley area in November, details will be posted on the EVV website
 - Will talk about revised timeline at the forum
 - CMS issued guidance about live in care givers and services received in the community
 - The State is not required to include these, unless they want them included. This is under discussion at the
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department

- Current membership info is on the last page of the meeting packet
 - Julie is from Waukesha County, not Milwaukee County, this will be corrected

Prepared by: Suzanne Ziehr on 9/24/2019.

These minutes are in draft form. They will be presented for approval by the governmental body on: 11/26/2019