

## OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending:
Date: 1/28/2025	Time Started: 9:30 AM	Time Ended: 2:25 PM	Fil Clissa, Gabriella Leachmon, Jason Glozier, Jill Walter, Julie Strenn, Kathy Meisner, Kayla Smith, Lynnea White, Melanie Cairns, Rachel Messenger, Ramsey Lee, Rosie Bartel, Sue Urban
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, DHS, Director of Quality and Oversight Christian Moran, DHS, Director of Programs and Policy
<b>Minutes</b>			

**Members absent:** Andy Thain, James Valona, Martha Chambers, Tom Gierke

**DHS Staff present:** Dan Bush, Sheldon Kroning, Rebecca Frank

**Presenters:** Kathleen Plunkett

### Meeting Call to Order 9:30 am

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

**Christian Moran**, DHS Director Bureau of Programs and Policy

- Meeting overview
- Kathi Miller retirement announcement
- Approval of minutes

### *Committee feedback/discussion*

- Discussion about Uber and Lyft as options. Concern that drivers can cancel without notice, there is no accessibility standard, and drivers are independent contractors.

### Department Updates

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

**Christian Moran**, Director, Bureau of Programs and Policy

**Daniel Bush**, Section Manager, IRIS Fiscal Management, Bureau of Rate Setting

- Participants receive an individual budget allowance (IBA) each month to cover the needs measured by the long-term care functional screen.
  - It is designed to cover at least 80% of costs for at least 90% of participants
  - The details are not released because the functional screen must remain unbiased for the measurement accuracy
- Notification was sent to all participants in 2022 that the calculation in 2023 might be lower due to updated accuracy in determining the IBA. Participants were able to opt for one additional year using the 2022 rate if they desired.
- Updates have been made over time following cost trends, but not to how the functional screen applies or is measured. No IBA can decrease because of an annual cost trend update.
- A participant's IBA is updated every year following the annual functional screen. The result is that a participant might see their functional screen results and IBA change from year to year even if they do not feel that anything has changed.
- Upon review of several 2023 participant IBA concerns, it was found that either the outcome of the functional screen had changed, or the previous IBA had significantly overestimated the participant's needs and costs.
- In 2025, ICAs will be expected to repay spent over-authorizations by IRIS consultants above participant IBAs and approved budget amendments. This resulted in an increased number of budget amendment

requests in 2024. Additionally, 2024 was the first-year participants were held to the new IBA calculation if it was lower than in 2022. It is expected that with these transitions over, there will be a decrease in budget amendment requests which will help clear backlog.

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

- Small trend increases are being built in

### **Ombudsman Update**

**Kayla Smith**, IRIS Ombudsman, Board on Aging and Long-Term Care

- Fewer nonpayment calls.
- More disenrollments for variety of reasons.
- Denials of items which have been on the plan for years.

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

- Is there specific type of item denied? Yes, many over-the-counter medications which then go to appeals.

**LTC Scorecard Kathleen Plunkett**, DHS Quality Information Specialist, Bureau of Programs and Policy

- Reviewed presentation provided before the meeting.

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

- Request for a similar scorecard for provider agencies. We do not have the ability or resources to do this.
- There is a list of provider agencies which is updated monthly. Participants can call and interview them. [Consumer Guide: Finding and Choosing a Personal Care Agency | Wisconsin Department of Health Services](#)
- Committee members are concerned that agencies under corrective action are shown on the scorecard as suppressed without details of the corrective action. If participants want details, they are listed elsewhere. The purpose of the scorecard is to help participants enroll so if an agency is unavailable for enrollment the reason will not impact their enrollment choice.
- Is there a requirement of agencies to maintain a certain number of stars in their rating? No, issues are addressed through other functions of the contract measurements.
- Why are there no specific quality measures listed? The quality measures are based on survey points. Updated lists are being developed.
- How often is the score updated? When the surveys are collected. The only changes are with the annual surveys, if errors are detected, and if an agency is suppressed.
- Are participants involved in developing the survey? Yes, there were. It is done every five years.

### **Break**

### **11:25 am Public Comment**

Commenter 1

- Needs improved transportation access. Participant currently uses Transit Plus has not been reliable and does not meet his needs. His IC has not been helpful for this, and his caregiver is not paid well enough.

Commenter 2

- Add to the FEA survey questions how well they administer support for issues with their timeclock application.

Commenter 3

- DHS should use participants and participant representatives. The changes made without participant input increased the administrative burden and the changes are difficult to navigate.

Commenter 4

- He and wife cannot provide care to their son, so they have participant hired workers. If one calls out, there is no one to fill-in. The agencies they work with are in Milwaukee though they live in Waukesha. They have found that the workers do not want to travel to Waukesha. There should be a list where guardians can look for providers.
- There is a directory of agencies on the DHS website: <https://www.dhs.wisconsin.gov/guide/pca.htm>

Commenter 5

- Caller runs a new care provider agency and would like to be put on a list so people can learn about her staff. She added that they provide care in Waukesha.

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

- A committee member asks if the provider enrollment project will be able to generate a list for participants. A project update will be covered in March.

#### **Follow-Up to Competitive Employment Presentation**

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

- Review PowerPoint that was sent ahead of the meeting.

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

- A member asks if the numbers where we would expect or want them to be and, if not, is there an opportunity for the IAC to identify benchmarks? Updates are coming to the website that will provide information on the trends over time and increased transparency into the data.
- Where is the information pulled from? Multiple data sources from the Wisconsin Departments of Health Services, Public Instruction, and Workforce Development.
- Sometimes income restrictions conflict with qualification for other programs, such as housing. Yes, there are some disincentives with programs including Section 811 Rental Assistance Program, but they might be federal requirements or other funding sources that the state cannot impact.
- What plans are in place to increase the numbers in IRIS? Another member states that the state of Maine's Lifespan Waiver incentivizes community inclusion services and competitive integrated employment each as additional personal budget allocations. If a person chooses to use one of the incentivized programs, an addition to their budget allocation is made to cover those specific services.
- Conversations about this need to be done during the budget renewal conversations because otherwise participants need to file a budget amendment, and it becomes more difficult for them to initiate.

#### **Lunch**

#### **12:40 pm - IRIS Budget Amendment Process Improvement Overview**

**Jennifer Ruid**, Program & Policy Analyst Adv

**John Galetka**, Quality Assurance Program Specialist

- Reviewed presentation sent to members ahead of the meeting.

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

- Is it punitive when a request is referred to the Bureau of Quality and Oversight (BQO)? No. There is policy that talks about the prioritization of cares, so the existing budget needs to be analyzed to see how the funding is being prioritized.
- Is the training that will be online going to be public-facing or only available to ICAs? It will be restricted to ICAs because it will be hosted on SharePoint.
  - Is there a training for participants? No, we are training the consultants, and they are training the participants. The manual will also include updated language.

#### **IRIS Caregiver Background Check Policy Overview**

**Jennifer Ruid**, Program & Policy Analyst Adv, Bureau of Programs and Policy

**John Galetka**, Quality Assurance Program Specialist, Bureau of Programs and Policy

- Reviewed presentation sent to members ahead of the meeting.

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

- Background checks take too long.
- What criteria was used to determine the 13 barring offences on the new list? Statute 50.025 lists 15 "extremely escalated offences". Two are charged when the convicted is under the age of 18, so they were removed from the list of barring offenses leaving 13. The next-to-highest level, below the 13 barrable, are crimes that are severe enough that though they do not require an appeal. The participant will be provided all relevant information to make an informed decision about hiring.
- Is there a list of the current offenses? Yes, page 64 in the policy manual. IRIS Policy Manual: Work Instructions
- Can the start date be pushed back to allow FEAs to train and draft needed communications? The DHS provides the training and letter templates.
- When will the letter templates be available? This is dependent on when the policy work is complete.
- Background checks can be over 100 pages and complex to read; can FEAs share a bullet point list or similar rather than the full report?
- Is there a plan to have documentation from the participant showing they have received the report?
- How do people who were previously barred but now would not be become eligible for hire? After the effective date, they can reapply for the job again and then the background check can be reinitiated.

### **Policy Tracker**

**Amy Chartier**, IRIS Policy Section Manager, Bureau of Programs and Policy

- Background check policy is going to be completed as efficiently as possible.
- Continuing with the ISP development policy. When it is done the IAC will be provided a draft for review and there will be a presentation by one of the policy team members.
- Sue Urban has been assisting with recommendations for updated to the SDPC policy.
- Policy Tracker will likely be brought back soon, but current focus is on the waiver renewal.

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

- None

### **Committee Business**

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

**Christian Moran**, Director, Bureau of Programs and Policy

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

- What is the projected impact of the changes in the federal government on IRIS funding? We are watching this closely and encourage participants to contact their elected officials and tell their stories.

### **Adjourn**

Prepared by: Rebecca Frank on 1/31/2025.

These minutes are in final form. They were approved by the governmental body on: 3/25/2025.