



Our mission is to deliver innovative support to lead aging agencies as we work together to promote, protect, and enhance the well-being of older people in Wisconsin.

Board Meeting Minutes

Friday, April 12, 2023 | 10:00 a.m.

ADRC of Portage County and

Microsoft Teams Video Conference Call

Members present: *Beth Esser, David Hoberg, Bob Borremans, Wes Martin, Cookie Lough, Rob Wilkinson, John Helling, Mary Wolf, Dave Ostness*

Members excused: *Mary Wolf, Dave Ostness*

Others Present: *John Schnabl, Executive Director; Patrick Metz, Fiscal Manager; Janet Zander, Advocacy & Public Policy Coordinator; Jean Lynch, OAA Consultant- Nutrition Specialist & OAA Consultant Manager; Sky Van Rossum – Special Projects Manager; Kate Schilling, Legal Services Manager; Nick Musson, OAA Consultant -Transportation Specialist; Sara Koenig, Elder Nutrition Program Manager, Program and Policy Analyst; Rosanna Mazzara, Operations Coordinator*

Call to Order

The meeting was called to order at 10:09 a.m.

Review and Approval of February 10, 2023 Draft Meeting Minutes

Motion by John Helling, seconded by Rob Wilkinson, to approve February 10, 2023 Draft Meeting Minutes. Motion unanimously carried.

Public Comment **None**

Comments from Chair **None**



Directors Report

John Schnabl:

- For the first time in several years, the state is going to be doing a Statewide Aging and Disability and Independent Living Center Network Conference April 22-24, 2024 in La Crosse. We'll be getting more information out to you as it becomes available.
- There will be a federal policy briefing from our national organization coming up on April 25th and 26th in Washington, DC. The first half will be spent discussing the issues and educating those in attendance about the issues. The second half of the event is visiting legislators and legislative offices. It's very similar to our own Aging Advocacy Day. Three GWAAR staff and hopefully a board member will be attending.
- GWAAR, in collaboration with WAAN, will be having their own Aging Advocacy Day which will be a one-day event on May 9th at the capitol. The first half of the day is spent learning about the issues and the second half of the day talking with your legislative offices. GWAAR actually sets these meetings up for you, so you don't have to. If you have any further questions, please don't hesitate to ask Janet Zander.
- There was an ACE Meeting on Wednesday, April 12th. These meetings are mostly virtual for our aging directors, and our first in-person meeting is scheduled for July 12th in Wausau at Greenwood Hills Country Club.
- Fiscal has been in contact with another organization called Paychecks and is getting a bid from them to do human resources and payroll services in a similar fashion to what we currently do with QTI. We have met with them on a few occasions, and Patrick and I should be getting a proposal relatively soon on that. Bob Borremans showed some interest in getting an additional bid from one more company. We can look into that as well. We'll be getting one from QTI, Paychecks and ADP.
 - Update: During the board meeting discussion on this topic, it was decided that a formal motion be presented for written RFQ/RFP's be send out to various companies to be the vendor for our HR and payroll needs. It was decided that the vote would take place during

Patrick's fiscal discussion. Please see verbiage for board vote in that section.

Nick:

- The Advisory Council met on February 24th and at the meeting we covered a number of different topics. We had a presentation on caregiving from Bryn Ceman, which was a great presentation packed with important educational information to educate the council on everything that she's working on.
- We also approved two new Advisory Council members.
 - Mark Weisensel - Mark worked for Winnebago County Human Services for 36 years. He is a volunteer in Winnebago County Wellness Committee and volunteers at homeless shelters serving meals. He has a lot of experience with the whole network and we're very excited to have him on board.
 - Doris Bakker- Doris was the second person that was approved, and she has worked as a registered nurse for over 50 years. She is a current chair of the Clark County Board. She also serves on the Board of Health, Transportation and Law Enforcement, so she's very active and very excited to be able to give back to the network. We're very excited to have these two new members on the Advisory Council.
- We started reviewing our draft bylaws, had a great discussion, and are in the process of fine tuning them and making adjustments. We actually made it about halfway through the bylaws. Our plan when we meet in on July 14th is to dive back into the bylaws and continue to review those in hopes that we can have an approved set of bylaws for the Advisory Council in the near future.
- Our next meeting is July 14th and the primary focus on that meeting is going to be reviewing the bylaws and then introducing the two new members. There will be a reintroduction on the aging plan, the process, and where we are with the goals. The meeting will be virtual; however, we will be talking about meeting in person as well.



Finance Committee Report

Dave Hoberg:

- In an effort to provide more information, Patrick and the fiscal team are working on some new formatting on the balance and income statements.
- Patrick is seeking feedback on the newly completed draft version of our fiscal policy and procedure manual. Please feel free to email Patrick with your comments.

Patrick Metz, Fiscal Manager:

- New to this balance sheet, is we now have a sweep account. The sweep account basically is taking a portion of what we have in a checking account and moving it into a sweep account which earns a higher interest rate, so that it actually generates some additional income for GWAAR.
- There is also a separate lobbying banking account because lobbying cannot be paid by state or federal dollars.
- In a previous meeting, Dave Hoberg inquired about clearing balances in liabilities and Denise will be working on that point, so there is no longer a balance.
- We most likely will be creating a separate income statement and balance sheet for the VA Self-Directed Program because it is getting so large. In fact, it will probably be larger than the core of GWAAR itself.
- The income statement now has a bit more detail, as everything is not just lumped into grant revenue. Here you can really see the scope and size of the VA Program. In 2022, there was about \$4.3 million generated.
- You'll see a change in the varied revenues. The increase is primarily due to the 2109 Community Health Worker grant that Sky is running.

- Another question that came up in the finance committee meeting, was that advertising and marketing showed a significant increase. This is primarily due to Senior Medicare Patrol. They do a tremendous amount of advertising and marketing to get the word out about Medicare fraud scams.
- There has been an increase regarding computer maintenance. We have purchased a lot of technology over the last couple of years to get everybody into a more current system, especially when we're looking at a primarily virtual office business model. We want to make sure everyone has an up-to-date system, so this line item will be less in 2023. Replacement models won't need to be purchased for a few years now.
- There is also an increase in travel as many employees are back into traveling and that line item has increased due to that.
- The first draft of the fiscal handbook is complete and feedback from the board via email or phone call is welcomed.
- The 2022 audit will begin in May and the hope is to have it complete by summer. We are currently preparing documentation we know the auditors will be asking of us.
- Casandra Bragg is no longer employed at GWAAR as part of the fiscal team. We will take some time to re-evaluate her position and how we will fill it in the near future.
- The entire fiscal group spent the last three days in Madison organizing and doing a shred project. Denise's office has 70 to 80 banker boxes full of historic garbage that needs to be shredded.

Motion by Wes Martin, seconded by Rob Wilkinson, to accept and place on file financial statements as presented. Motion unanimously carried.

Motion by Bob Borremans, seconded by Dave Hoberg, to have a formal written RFQ/RFP's mailed to various vendors in an effort to find the best fit for GWAAR's HR and payroll needs. Motion unanimously carried.

Changes to Leave Policies



John Schnabl:

- The suggested changes are now highlighted in yellow. These were the potential changes to leaves of absence that we talked about at the previous meeting. The request at that time, was for more specific recommendations in writing. These changes have now been incorporated into GWAAR's Policy Manual. Basically, what it would do, is for each of those types of absences listed, it would require employees to use their remaining paid time off before using leave. Military leave would be the only category not to subject to this policy. Presented changes were sent to QTI for review.

Motion by Wes Martin, seconded by Cookie Lough, to accept presented leave of absence policy with said amendments of typo corrections, and GWAAR designated as company. Motion unanimously carried.

Wrap Plan Document

John Schnabl:

- The Summary of Material Modifications document sent to the board prior to this meeting, is in need of a board signature. This health reimbursement account requires a board signature, due to a few modifications and to correct some typos. This agreement outlines the portion of these various benefit items that GWAAR's HRA is going to pay for our benefits, including health insurance and others. The previous document had an incorrect number in the Quartz major medical area. The reason it says 87% to 92% because we currently pay more of the deductible for those that are not on the HMO plan then we do for those that are on the HMO plan. The PPO's are more expensive, so in order to keep the cost as consistent as possible for all employees, we pay a higher percentage for the more expensive plans than we do for the cheaper plans, which is the HMO, for those living in the Dane County area. That's why there is an 87 to 92%. And as you know, we approved changing the health insurance so that in changing it, we were trying to incentivize people going into the higher deductible plan. We were paying as much as we were for the low deductible plan, to incentivize people to move to the higher deductible plan because of the premiums being that much cheaper for GWAAR.



Motion by Rob Wilkinson, seconded by Dave Hoberg, to approve Summary of Material Modifications Document as presented. Motion unanimously carried.

Manager's Reports

Jean Lynch, OAA Consultant Manager:

- The OAA Consultants are going to be working on the upcoming annual review of the aging units and their aging plans. They will be reaching out to all the aging units to set up time to review their 2023 aging goals. This is a great opportunity to evaluate goals and provide feedback.
- Bryn Ceman, our Caregiver Specialist, is really working hard on getting new training modules into our new training software system that has been up and running for the last year or so. She's created two new ones that are a 101 back to basics for the aging network in regards to the National Family Caregiver Support Program and the Alzheimer's Family Caregiver Support Program. They are being very well received by the aging network. She is also working on statewide caregiver support community webinars. These are held every other month to provide professional resources for not only the aging staff, but also the caregivers.
- The Alzheimer's Association Annual Conference, will be held in Wisconsin Dells on May 21st and the 22nd. Bryn Ceman will be attending, so don't hesitate to reach out to either of us if you have questions.
- We have 927 followers on the Facebook Wisconsin Family Caregiver Support Program, and we think that is fantastic. Bryn has been working very hard on increasing social media attention.
- There is a new recently launched depression and bipolar toolkit on the Trualta portal, a caregiving online portal.
- We are full on with our nutrition assessments that have to be done for every aging plan. We are working hard to get those done by the end of 2024. We

assess every nutrition program that we oversee. One of us will go out, Lori, myself or Pam and do that assessment.

- Lastly, the nutrition team is busy working with nutrition programs and their congregate programs, helping them to get participation up, looking at the areas in their county or tribe that they're not serving. How do we do that and what is the need?

Sky Van Rossum, Special Projects Manager:

- The Veteran Self-directed Home and Community-based Services program continues to expand. We're continuing to see expansion in Milwaukee, Madison and Toma areas. Down the road there may be expansion into the Minneapolis area as well.
- The Elder Abuse Hotline / Victim Liaison Program is also experiencing great growth since we started it in 2020. That's around 45% growth in the number of calls since we started. We're on track right now in 2023 to handle between 1200 and 1400 calls.
- In your packet I shared with you some of the Community Health Worker highlights. We currently have five of them employed through GWAAR. We track engagement on a monthly basis and report that back to the Center for Disease Control who provided the grant. The numbers do not speak to the impact that these individuals are making in the community. These individuals in these communities are in fairly rural communities, except for Sheboygan County. The Community Health Workers reach out to those in Trempealeau, Monroe, Lafayette, and Green counties. There is not a lot of infrastructure in those counties, thus making it hard for people to be reached for help with services. We've asked our Community Health Workers to start providing us examples of their engagement narratives, if you will, what they're doing on a daily basis so that we can give that back to the Center for Disease Control, and our state officials so we can give them real examples of the impact Community Health Workers have on the community.

Kate Schilling, Legal Services Manager:

- Next week is National Healthcare Decisions Day and we actually celebrate it as a whole week now. It's a good reminder to do a healthcare power of attorney if you don't have one yet, and everyone over the age of 18 should have a health care power of attorney. It's not just for older adults, it's not just for people who are sick, it's for everyone. Our Guardianship Support Center works with a lot of people who have questions about powers of attorney, and we are helping to promote national healthcare decisions. You don't need an attorney to fill out a power of attorney. You just need two unbiased witnesses for the health care power of attorney, and we encourage all of you to either look on our website or the state has powers of attorney on their website as well.
- We had our Guardianship Support Center newsletter go out just a little over a week ago. So you should have all received a copy of that. And hopefully you've had some time to review it.
- We're having about a 12% increase in call volume for our Guardianship Support Center. We're already to a point where the calls are more than one person can handle, and so we're having a delay in calling people back unfortunately. We are having a legal intern help us out as well, but it's still difficult to keep up. It would be wonderful to be able to get some additional funds for this program because of the work that we do, the phone calls needing to be kept up, and all the work that goes into it. There's a lot of other things this program does. We do a lot of publications and we do a lot of counseling people on what the options are when they have a son or daughter turning 18 with a disability. It's a really important program. We get a lot of really great feedback, and we also think that we're going to continue to get more and more calls because of the required guardianship training for families and volunteer guardians that went into effect in January of this past year, so now any family or volunteer guardian who's newly appointed has to take this training. It's an online training and the Department of Health Services contracted with UW Green Bay to put it together. Polly, our attorney in charge of our Guardianship Support Center Helpline has been working with DHS and some of our partner agencies to make some edits or to make some clarifications in the training to make sure that it's as good as it can be.
- Our Senior Medicare Patrol grant is a grant that is doing outreach and education to Medicare beneficiaries and caregivers and family members to discuss Medicare fraud and help report, detect, and prevent Medicare fraud. That grant, is currently in the middle of a new cycle. We submitted a proposal to ACL on the

federal level and they will hopefully make a decision about the last week of May. We are hoping and expecting to get another five years of this grant. We should know the last week of May.

- We just had a volunteer retreat and recognition event, which was really well attended. We have volunteers from many different counties around the state, including the northern parts of Wisconsin. We had them come down to Madison for a few days to get up to date information, to do trainings, to talk about what's new, what's changed, and scams that are on the horizon.
- For our Elder Benefit Specialist Legal Services Program, we're gearing up for the unwinding of the continuous Medicaid. During the public health emergency, the federal government said states had to leave people on Medicaid even if they subsequently lost eligibility because they didn't want people going without health insurance during the public health emergency. Then starting in December, they started saying the public health emergency was decoupled from the continuous eligibility of Medicaid. So starting in May and June, DHS is starting the first months of what will be a 12 to 14 month unwinding process. Our elder benefit specialists at ADRC's around the state will be helping with some of these renewals, because our clients will have questions. We are definitely going to see an increase in volume due to that.
- We've been having difficulties working with Social Security recently. Their customer service has been lacking. Customer service is not returning phone calls, not working with people professionally, and hanging up on people. They've yelled at some of our benefits specialists. We're having some real significant issues. One office told us that they hadn't checked their voicemail in two months. They just didn't have the staff to do it. We know that our appeals are taking at least two to three years, if not longer. There's a lot of frustration with the Social Security Administration and some of the field offices around the state are better than others. We've had to work with Social Security to develop what we call an escalation protocol. If someone at the customer service level is not helpful, we go to a local manager, and then we go to a regional. This protocol has helped. Unfortunately, it's just a continuing issue that we struggle with, and a lot of consumers are as well. If we are having difficulty getting through, then we know people who are not reaching out for our help are struggling. Sadly over the last couple of months, we've also had a lot of frustration with CMS, the Center for Medicare, Medicaid Services. Just this week they told me that it was ok for someone to have both a Medicare Advantage Plan and a supplement, and they could pick and choose and use whichever one they wanted whenever they went

to the doctor. And there isn't something that's further from the truth. That's Medicare 101. You can only have an advantage plan or a supplement. You cannot have both. And this was a person who was the victim of a marketing/advertising scam. Someone was taking advantage of him and rolling in him in both. It's actually against the law in the state of Wisconsin to sell an Advantage Plan to someone who already has a supplement. Unfortunately, we are seeing more CMS issues, and in the past have they've been really good about being helpful, looking out for Medicare beneficiaries and trying to help whenever they were taken advantage of, like in this situation.

Advocacy and Public Policy

Janet Zander:

- State budget updates: We have completed three of the four Joint Finance Committee hearings. I attended one this week, on Tuesday. They have been dominated by folks speaking out on education, whether it's K through 12, charter schools, or universities. Three of the of the hearings talked about home delivered meals, Aging and Disability Resource Centers, and a smattering of transportation. I've been really surprised at how little discussion of workforce issues there have been at the hearings, when in the past that has really dominated and we know that there's such a crisis across the state.
- At a hearing in the Dells, the Wheeler Report, which is a political magazine that tracks everything that's going on politically, has been doing interviews with members of Joint Finance at each of the hearings. They picked different people from the committee and then they tally all of the topics that were discussed at that hearing. And in the Dells, they interviewed Representative Kurtz on Joint Finance Committee. Representative Kurtz was talking about how surprising it was to hear so little from Aging and Disability Resource Centers knowing that we have an aging population and all the concerns that brings. So I took that message and I met with the Association for Aging units and Aging and Disability Resource Centers yesterday and I said this is your call out. He's clearly telling you, if you expect a significant increase in funding, you need to show up. So they are trying to rally.
- When I was in Eau Claire, there were 580 ADRC directors, and a few board members were there, and they spoke as a group, and did a great job. Showing

up is so important. For those who absolutely can't make it, we're asking that they submit some written testimony to talk about what their needs are locally.

- To help ADRC's with the needed advocacy effort, I have done a series of trainings with the aging and disability resource centers and aging units in the last month or so. I have traveled around the state, did a lot of virtual trainings, did some lunch and learns for their staff and their board members, trying to continue to put this in front of them about how important it is for them to talk and testify. I'm thinking there is a benefit to doing regional trainings instead of statewide trainings. Having 5-6 counties together, makes meetings very productive. Those meetings have much better conversations where people could say either I think I've messed up and done something I shouldn't have. Ok, so let's talk. So then I can talk to them about, OK, how do you do it differently next time. We talk about roles and responsibilities. What you can do, what you can't do. Understanding your county politics and all of that, and those have been really helpful.
- Aging Advocacy Day is May 9th, in Madison. We have approximately 140 people registered, which I think is really low. We are only about a week and a half out from the registration deadline. The deadline is just a little over a week before the actual day, and that's for a couple of reasons. One, is we're doing a virtual training on May 1st, so only a few days later, for people who can't get to Madison or who are coming to Madison and want to have a little more time to learn about the issues and prepare their story. So, we have to know who those folks are. The other, is we have to make all these appointments with legislators. A great deal of planning and coordinating is needed, and these things take time and can't be done at the last minute. We are going to put on a really hard push this last week. We had 300 people in 2019, but a lot has changed since 2019. I get that. We may not have 300 people interested in all coming together in one spot. But I surely would love to see 200 people. It's our chance to really make a big show. We're talking about transportation. We're talking about home delivered meals. We're talking about ADRC's and we're talking about the combined paid and unpaid workforce. These are huge issues. Please sign up. Get registered if you can make it. We'd love to have you and share it among folks and your county. We have some sponsors again this year. We are really close to covering all the expenses of Aging Advocacy Day with the sponsorship that comes from the one core members, the 11 people groups that make up that, as well as some outside sponsors. AARP is sponsoring us this year, giving us \$2,000.00 for the event.

- Other things that have been going on in addition to Joint Finance Committee hearings, we have had the Office of the Commissioner of Insurance hold hearings this week on the acquisitions of two family care, managed care organizations. INCLUSA and My Choice Wisconsin. Inlusa is being bought by Humana. My Choice is being bought out by Molina. The Department of Health Services has already certified the buyout of Inlusa and Humana, which just means Humana is proven to them that via Inlusa, they'll be able to meet all the contractual requirements. The Molina My Choice is still under review at the department because they look at financial solvency. Are they going to be in business for a while? Do we have to worry about them going belly up? My concern, of course, is it's a picture. It's a snapshot. On any given day, we see these agencies being merged and acquired left and right every day. It seems to be that merging with somebody bigger is constantly in the works and it just makes your head spin in terms of how are you able to keep track of their ability to regulate them and keep them in compliance. We do not have the state staffing to do that.
- I hope you utilize the state bill tracking document that is addition to my advocacy report. It's something I put together monthly for the Wisconsin Aging Advocacy Network, just so that they can keep track of what bills are being introduced that impact older adults or family caregivers, and where are they at in the process. It also has the bill author, so everyone knows where it came from. All in all it's a great resource document for the aging network to have.

Bureau on Aging and Disability Resources

Sara Koenig:

- The Office on Aging is revising their manual of policies, procedures, and technical assistance. The statewide policy manual is being revised and moved to an online version that hopefully will be much more accessible to our aging units and providers across the state, and also just easier to navigate as well. The Caregiver Support Program chapter went out for comment a couple of months ago. The comments came back, and it is working its way through our final approval process to get made into a DHS publication. The Nutrition Services policy is out for comment right now. It's been revised and it's out for comment through April 21st. We've been really encouraging aging units and providers to make some comments. To date I've only received two, but I do know that there's quite a few

aging units who are looking at it. It's a very long chapter, as you might imagine, as the nutrition program is pretty complex, so I have a feeling folks are just kind of working their way through it and we'll get some more comments maybe toward the end. But I'm excited to hear what the feedback is from the network and the next chapters currently being planned, are the supportive services chapters which relates to our 3B funded programs. There is also a chapter on reporting. So those are the two that we in the works right now, that we're expecting to be released next.

- In regard to aging network training, BADR, GWAAR and the Aging and Disability Professionals Association of Wisconsin (ADPAW) are working on a coordinated approach to planning and creating training for all levels of the aging network. These conversations include the content, the format, and the priorities for the trainings. I know Jean was talking earlier about the GWAAR Ed Learning Management System and we're really excited about that being rolled out as a resource to the network. So thanks again to GWAAR for further work on that and we're looking forward to continuing to work with them.
- To follow up on Janet's presentation, I just wanted to acknowledge all of the work that Wisconsin Aging Advocacy Network is doing right now related to the biennial budget at the state level, but also all of their continued work at the federal level. As a Nutrition Program Manager, I'm especially appreciative of all of the advocacy around the state for home delivered meal funding and the need for increasing that funding. As Janet mentioned, we are very small when it comes to our piece of the pie. Home delivered meals funding is so needed right now, especially as we transition out of the federal public health emergency and major disaster declarations in the coming months.
- Neal asked me to just mention that we can always use your help, and the help of advisory councils and boards at the local level, in sharing that need that we have for volunteers across more than just nutrition, but transportation as well. The number one way we get volunteers is through word of mouth, so any little bit that you can do in your community is much appreciated. We can do billboards and other things, but we really need that help at the local level as well, in this very important recruitment process.

Adjournment:



Next Meeting Date: June 9, 2023.

Meeting Dates for 2023:

April 14, 2023

June 9, 2023

August 11, 2023

October 13, 2023

December 8, 2023

Rosanna Mazzara, Operations Coordinator; Recorder