



STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
1402 Pankratz Street, Suite 111
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MEMBERS of the BOARD
Dr. Marianne Bloch
Mary Bouche
Jackie Gordon
Abigail Lowery
Dr. Valerie A. Palarski
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR
Jessica L. Trudell

STATE OMBUDSMAN
Jenna Helminski Juve

STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
BOARD MEETING
Wednesday, October 29, 2025
9:30 A.M.

In Person at:

DoubleTree Madison East
Two Lakes Ballroom
4402 E Washington Ave
Madison WI

Join virtually via Teams:

<https://tinyurl.com/yajxxt3j>
Meeting ID: 218 158 139 347
Passcode: Xn3ZY3R4

Join by phone for audio only:

Phone #: 1-608-571-2209
Phone Conference ID: 227 674 528#

1. Welcome and Call to Order

- Introductions

2. Changes to Agenda

3. Approval of Agenda

4. Approval of Minutes from August 13, 2025

5. Overview of the Guardianship Process and Duties of a Guardian – Jessica Trudell, Executive Director.

- 6. Ombudsman Complaint Management and Role in Working with Guardians** –Ericka Sutton, Regional Ombudsman - Milwaukee County and Kim Tassoul, Regional Ombudsman – Northeast region.

Break (10 minutes)

- 7. Public Records Training for Board Members** – Kristen Johnson, Counsel to the Board.
- 8. Comments from the public.** Public comment will be limited to three (3) minutes per person. Your microphone will be muted after three (3) minutes. If you would like to offer a comment during this period, please identify yourself in the messaging function of Teams or wait for instructions if you are appearing via phone or in-person. Please be aware that the Board cannot engage in discussion or take action on any item or topic that is not on this agenda. Because this is a public meeting, please do not disclose personal information or HIPAA protected information. You may also submit public comments to: BOALTC@wisconsin.gov or mail to the Board on Aging and Long Term Care, 1402 Pankratz Street, Suite 111 Madison, WI 53704.

Lunch break (30 minutes)

- 9. Medigap Helpline Program Updates** – Nick Lutes, Medigap Helpline Services Supervisor.
- 10. Volunteer Ombudsman Program Updates** – Liza Morrow, Volunteer Services Supervisor.
- 11. Executive Report: Administrative, Legislative, Long-Term Care and Budget Updates** – Kristen Johnson, Counsel to the Board; Jenna Helminski Juve, State Long Term Care Ombudsman; and Jessica Trudell, Executive Director.
- 12. Board Member Recognition**
- Dr. Dale Taylor, 20 years
 - Tanya Meyer, 22 years (retired)
- 13. Approval of Meeting Dates for 2026 –**
Primary: February 4, May 13, August 12, November 11
(Alternate: February 11, April 29, August 19, October 21)
- 14. Board Business**
- Other topics or presenters Board members would like at future meetings.
 - Other issues to come before the Chair.
- 15. Adjournment**

Reasonable accommodations can be available for qualified individuals with disabilities upon reasonable advance request. This agency, to the extent possible, holds meetings in facilities that are physically accessible to persons with disabilities. For questions about accessibility or to request a reasonable accommodation in advance, please contact us at 800-815-0015.