

**STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE
BOARD MEETING**

Wednesday, May 13, 2026

9:30 A.M.

In Person at:

DoubleTree Madison East

Two Lakes Ballroom

4402 E Washington Ave

Madison WI

Members Present:	Dr. Marianne Bloch	Mary Bouche	Jackie Gordon
	Dr. Valerie Palarski	Dr. Dale Taylor	
Staff Present:	Jessica Trudell	Kristen Johnson	Jenna Helminski Juve
	Nick Lutes	Rachel Selking	Becky Mulhern
	Liza Morrow	Jenny Novey	Alyssa Kulpa
Guests Present:	Alfred Johnson	Jessica Radtke	Kenneth Brotheridge
	Jessica Holland		

1. Welcome and Call to Order

Chair Dr. Valerie Palarski called the meeting to order at 9:31 am. It was noted that this meeting was properly noticed under the Open Meetings Notice Law. Board members and staff completed introductions.

2. Change to Agenda

There were no changes to the agenda.

3. Approval of Agenda

The agenda was approved as submitted. M/S/C (Taylor/Bouche)

4. Approval of Minutes from February 4, 2026

The minutes from the February 4, 2026 Executive Committee meeting were approved as presented. M/S/C (Bouche/Palarski)

The minutes from the February 4, 2026 Board Meeting were approved as presented.
M/S/C (Taylor/Bloch)

5. Nursing Homes and Assisted Living Regulatory Administration Updates – *Alfred C. Johnson, Division Administrator, State Survey Agency Director; Jessica Radtke, Director, Bureau of Nursing Home Resident Care; and Kenneth Brotheridge, Director, Bureau of Assisted Living*

Mr. Johnson, Ms. Radtke, and Mr. Brotheridge presented regulatory updates related to nursing homes and assisted living facilities. Mr. Johnson began by describing the role of a regulator and providing an overview of the mission of the Division of Quality Assurance (DQA). He then discussed recent initiatives, including the DQA Provider Portal which serves as an online system for licensure/certification, background checks, plan reviews, and other provider applications.

Ms. Radtke provided updates related to Wisconsin nursing homes. She discussed recent trends, including the loss of nursing home beds and DQA's response, and shared how DQA is working with providers who are getting high numbers of citations or having issues with corrections. Ms. Radtke described a new online form that will allow nursing home administrators to submit plans of correction and requested documentation to surveyors. There was a discussion about the increased use of video monitoring in facilities, the increased use of psychotropic drugs in nursing homes, and the launch of the Psychotropic Stewardship Committee. Ms. Radtke also answered questions related to DQA's response to any future pandemic.

Mr. Brotheridge concluded the presentation by sharing updates related to assisted living facilities in Wisconsin. He described recent trends, including an increase in the number of licensed facilities, and discussed DQA's work on process improvement guides, the publication of an assisted living survey guide, and the new DQA Provider Portal. Mr. Brotheridge also provided information on the process with CR 26-026, which is a proposed rule that would repeal and recreate DHS 88, relating to licensed 3-4 bed adult family homes. DHS will hold a public hearing and public comment period on the rule prior to submitting to the Governor's Office and the legislature for approval.

6. 2025 Medicare Annual Open Enrollment Period and Medicare Advantage Open Enrollment Period Report and Medigap Helpline Updates – *Alyssa Kulpa, Lead Medigap Specialist, and Nick Lutes, Medigap Services Supervisor*

Ms. Kulpa and Mr. Lutes presented an update on the 2025 Medicare Annual Enrollment Period (AEP) and the Medicare Advantage Open Enrollment Period (MAOEP). Mr. Lutes began by sharing some program updates related to elevated call volumes, ForwardHealth rollout to counselors, and recent outreach and public education efforts. Mr. Lutes and Ms. Kulpa then highlighted some of the call trends, Medicare and program trends, recently-implemented program improvements, and next steps. They reminded the Board that this was the first AEP following the absorption of the Disability Rights Wisconsin Part D Helpline in January 2025.

Following their presentation, Mr. Lutes and Ms. Kulpa answered questions related to scam calls and reductions in Medicare Advantage Plan offerings and coverage.

7. Comments from the Public

Chair Dr. Valerie Palarski called for public comments. There were no comments from members of the public.

8. National Ombudsman Reporting System (NORS) Data Report – Jenna Helminski Juve, State Long Term Care Ombudsman

Ms. Helminski Juve presented the annual NORS Data Report. After describing federal reporting requirements, she presented an overview of program activities and outreach, emerging case and complaint trends, key insights from FFY 2025 data, systems advocacy/program priorities, and strategic response. During her presentation, she answered questions related to how Wisconsin's aging population and ombudsman program compares to other states. Ms. Helminski Juve clarified the difference between a case and a complaint, and she described verification status and how the program handles unverified complaints.

9. Consideration and Possible Action on BOALTC Policy Platform

The Board reviewed the proposed BOALTC Policy Platform and discussed how it will be used in the agency's advocacy work. The BOALTC Policy Platform was approved as presented. M/S/C (Bloch/Bouche)

10. Long Term Care Ombudsman Program Updates

- *Ombudsman Program, Becky Mulhern, Ombudsman Services Supervisor*

Ms. Mulhern presented updates for the Ombudsman Program, including staffing updates, casework and complaint trends, and facility monitoring. She also informed the board of recent advocacy and systems issues and shared how the Ombudsman Program is responding to the recently-passed Next of Kin / Patient

Representative Bill. During her presentation, Ms. Mulhern answered questions related to managed care organizations and IRIS consulting agencies.

- *Ombudsman Volunteer Program, Liza Morrow, Volunteer Services Supervisor*
Ms. Morrow shared updates for the Ombudsman Volunteer Program, including updates on volunteer placement and outreach, training and education, the 2026 Louise Abrahams Yaffe Volunteer Advocate Award recipient, the new volunteer management system, and the Resident Advocacy Specialist pilot position. During her presentation, she answered questions about equipment provided to volunteers.

11. Legislative and Legal Update – Kristen Johnson, Counsel to the Board

Attorney Johnson updated the Board on her efforts in supporting and advising the programs and the Executive Director. She shared updates on the status of relevant state and federal bills, including Assembly Bill 180/Senate Bill 154, Assembly Bill 418/Senate Bill 417, and Assembly Bill 598/Senate Bill 578. Attorney Johnson also informed the Board of the work being done on the agency's two-year Recruitment & Retention Plan and the new Records Disposition Authorizations (RDAs).

Following her presentation, there was a discussion on the recently-passed Patient Representative Bill related to consent to admissions to certain healthcare facilities by patient representatives without requiring a petition for guardianship or protective placement. Attorney Johnson described some of the concerns and unknowns related to the recently-passed bill, and Ms. Trudell and Ms. Helminski Juve described how BOALTC is monitoring the bill's impact.

12. Administrative & Executive Report – Jessica Trudell, Executive Director

Ms. Trudell presented an update on agency operations, the state and federal budget, and recent advocacy work. She shared that Dr. Palarski was recently reappointed to the Board and described the reappointment process. During her presentation, there was a discussion on the 27-29 state biennial budget. Ms. Trudell explained that the proposed budget will be presented to the Board at the next meeting.

13. Consideration and Possible Action on Request from Executive Director for Conference Attendance

The Board approved Ms. Trudell's request to attend Consumer Voice Advocacy Day on June 4, 2026, in Washington DC. M/S/C (Bouche/Bloch)

The Board approved Ms. Trudell's request to attend the Consumer Voice Conference on September 28-October 1, 2026, in St. Louis, MO. Ms. Trudell serves on the Consumer Voice Leadership Council. M/S/C (Taylor/Gordon)

14. Board Business – Dr. Valerie Palarski, Chair

- **Other topics or presenters Board members would like at future meetings**

Ms. Gordon recommended inviting Eric Grosso from the Department of Health Services to present on Wisconsin's aging demographics.

Dr. Taylor requested that Ms. Morrow share additional details about who the volunteers are and how they are recruited.

Dr. Bloch asked if Ms. Trudell could use the Four Futures framework to explore recent trends regarding co-housing for the aging population.

- **Other issues to come before the Chair**

Ms. Gordon recommended inviting legislators to attend each of the meetings, and Ms. Trudell noted that the meeting agendas are already sent to legislators.

Dr. Taylor shared that UW Eau-Claire will be hosting the Academy for Lifelong Learners Conference on June 2, and Ms. Morrow explained that BOALTC will have a booth at the event.

- **Next meeting dates**

August 12 and November 11

15. Adjournment

Meeting adjourned at 2:31 p.m. M/S/C (Bouche/Gordon)

Respectfully submitted,
Jenny Novey, Recorder