

A photograph of a woman with long braids blowing bubbles for a young boy with Down syndrome. The woman is holding a pink bubble wand and a small container of bubble solution. The boy is looking at the bubbles with interest. The image is overlaid with a large, semi-transparent purple shape on the right side.

Disability Rights Wisconsin Annual Report 2019

Protection and advocacy for
people with disabilities

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Of many pieces, one vital goal

Protecting the rights of people with disabilities in Wisconsin

What are the many pieces?

- We work alongside amazing people who are living with many types of disabilities
- We assist in a myriad of life's challenges and needs
- We use numerous individual and public policy advocacy strategies
- We do all of it through a number of programs
- We have dedicated, talented staff who work together to make it all happen, and
- We collaborate with advocates across the state to push for change.

These many people, partnerships and resources create a richer life for everyone. In these pages you will read and see how the many pieces fit together. In 2019, we continued to make a difference using individual and public policy advocacy. As the state's designated Protection and Advocacy system, Disability Rights Wisconsin is committed to making sure all people with disabilities are protected from discrimination and have access to what they need to participate in the thriving life of the community. DRW's many programs go beyond the Protection and Advocacy system, enhancing our capacity to reach people dealing with the many aspects of life impacted by living with a disability. We present just one of many examples of the impact of our individual advocacy. The story of Jodi and Rachel describes their need to lead lives of meaning and joy, and what it took to make sure they could.

We invite you to share our journey toward the vital goal of protecting the rights of people with disabilities in Wisconsin!



Peter Sayner
President, Board of Directors

A handwritten signature in black ink that reads "Peter R. Sayner".



Lea Kitz
Executive Director

A handwritten signature in black ink that reads "Lea Kitz".

Fighting for the Greatest Possible Quality of Life

Jodi and Rachel are sisters. They've been together in their own home for what seems like forever and they want to stay together for as long as they can. It makes them happy.

Jodi has a wonderful smile and laughs often. She loves children, babies and dogs, shopping and picking out her own clothes, music, and warm baths. She also enjoys when people take notice of the clothes she is wearing. Jodi is able to communicate choices by looking left and right for approval/disapproval and knows what she likes.

Rachel, Jodi's adopted sister, is very social and loves to be around people. She has a great sense of humor, a warm smile and willingness to try new activities. One of the activities she enjoys most is creating her own artwork. Rachel has even created her own business selling her artwork and greeting cards. Her artwork is amazing.

Both Jodi and Rachel require intensive 24-hour-a-day support from private duty nurses (PDNs), as well as other supportive services, because they are very medically fragile and have multiple developmental, intellectual and physical disabilities. Jodi and Rachel were lucky. Their mother Linda was a licensed practical nurse (LPN) who could coordinate the complex care the sisters required.

The loving, compassionate, person-focused care that Jodi and Rachel were receiving from their care team was the kind of care anyone would want for a loved one. But most people who require 24-hour intensive support from PDNs, don't have a nurse for a

mother; much less one who can serve as a Home Care Coordinator (HCC) for 20 or more PDNs. Rachel and Jodi's care was special, and it ensured self-direction, inclusion and respect.

Unfortunately, in a very short period of time, Rachel and Jodi would lose their mother. The county's long-term support services program – which was currently funding their care – would transition to new programs; one of which is IRIS: Wisconsin's self-directed program for frail elders and adults with disabilities.

The loss of Linda and the transition caused the whole carefully constructed support and care plan to fall apart.

If not for the love and tenacity of their sister and guardian, Dana, and the expertise provided by Attorney Mitch Hagopian at

Disability Rights Wisconsin, that is where Rachel and Jodi's story might have ended.

When Jodi and Rachel were kids, Linda fostered and then adopted Rachel after seeing Rachel repeatedly return, in poor health, to the hospital where Linda worked. Linda already had a daughter, Jodi, at home who had significant medical needs, so Linda knew she could provide the kind of care that Rachel needed most. Over time, Linda would foster two additional medically-fragile daughters.

But in 2014, Linda was diagnosed with cancer. She quickly began planning with her older daughter Dana and taught Dana as much as she could about how to care for Jodi, Rachel, and their younger sister.



Jodi and Rachel enjoying each other's company at home.



When Linda passed on just a short time later, Dana quit her job and tried to fill her mom's shoes by taking on the role of Home Care Coordinator (HCC). It was a lot to handle. "A year after mom died I was exhausted from taking care of all three sisters. I was so busy doing the actual work taking care of them that I was struggling to find the time to interview nurses," Dana says. "There just wasn't enough time in the week to do everything that was needed. So I went to Dane County and said: 'I just can't do this anymore.'"

The county heard Dana's need and told her not to give up. They told her they would find a way to make it work. It took a year to work it all out, but the county pulled together and found a way to hire a full-time registered nurse to help manage the home.

Dana said, "At the same time all of this was happening, we knew the county's long-term supports services program was transitioning to new programs, so all of this work we just did to get approved would have to be repeated with the new program."

After looking at the new options with the county team, they chose to apply for IRIS benefits because, from what the team understood, the same array of services could continue to be provided and Rachel and Jodi would be able to stay where they were healthy and happy.

As the support services funding transitioned, they applied through IRIS to fund a home care coordinator (HCC) so that the current coordinator could continue doing her job. The challenge was that skills of an HCC didn't perfectly match what Rachel and Jodi's full time nurse was doing in this small medical home. A higher level of skill was necessary and therefore a higher pay scale was needed. Because the HCC position was the closest match, they applied for funding for the HCC position and requested approval for a higher level of pay.

Initially, IRIS approved funding. However, three months later, Dana received a call during work and was informed that the IRIS benefits had been retroactively

denied because the pay rate for the HCC position was too high.

Dana remembers the call to this day.

"It was a huge blow to the entire family because this position had already been filled (and compensated) for those three months—and was now being torn out from under us without any warning." She remembers feeling devastated and fearful that the care would not be provided at the level that was necessary. That night Dana ended up in the emergency room of the hospital with exceedingly high blood pressure, feeling overwhelmed, shocked, worried, and angry about how the whole thing had been handled. She had never had high blood pressure before, but now was placed on medicine to control it.

Even so, Dana wouldn't give up. She appealed the decision. However, without a clear understanding of why the request had been denied and without a legal background in fighting for the rights of people with disabilities, her first attempt at appeal was denied. She was told by IRIS staff there was nothing else she could do.

Frustrated and upset, she still wouldn't give up on her sisters. She knew that if she gave up, they would end up in an institution and their health and happiness would suffer. She knew it wasn't what they wanted and she wouldn't let it happen to them.

Like so many guardians of people with disabilities, she did not have the legal expertise to fight this decision. Fortunately, Disability Rights Wisconsin was there to provide their expertise in this extraordinarily challenging situation. DRW's Family Care and IRIS Ombudsman Program had assisted on a prior issue, but this disenrollment was a dispute about rates, which fell outside of the scope of the program. Thankfully, a key partner at the county who was working with Dana approached Attorney Mitch Hagopian and asked, "Can you take a look at this case?"

Fighting for the Greatest Possible Quality of Life

Hagopian, who has decades of experience fighting for the rights of people with disabilities, got down to work. One of the things he noted was that the judge in the appeal process had recognized that what Jodi and Rachel (and Dana) were requesting, “wasn’t Supportive Home Care (SHC), but rather, something different.” Considering this specific comment by the judge, Mitch was able to identify a category of services known as “Customized Goods and Services,” where a position like the one needed could be justified in court.

As Attorney Hagopian began to understand the complexity of care being provided to three medically fragile people in the same home, he realized that what was being done here was that Linda, and eventually Dana, had been running a small medical home.

There were three people on ventilators in the house, all of whom were entitled to 24 hour care and who required supplies, cleaning, nutrition, hydration and medication through feeding tubes. One woman was immunosuppressed, requiring specialized cleaning, sterilization, and additional care. The nurses had to be hired individually, and someone needed to make sure people showed up for their shifts and that there were backups. It was complex, and it took a higher level of expertise than what would fit in the original category of services under which they had originally applied.

Mitch explained, “Customized Goods and Services is a special category that exists for cases like Jodi and Rachel’s where, if you can explain your specific needs and clearly justify the cost, your request can be considered and (hopefully) approved.” He recommended that Dana re-approach IRIS and request the coordination role be recategorized as Customized Goods and Services. Dana knew she would have never figured out how to do this without Mitch’s help. However, this request too, was denied.

As a last resort, Dana filed for a state fair hearing where Attorney Hagopian represented the women. He took the fight to a new level and called the county’s adult Developmental Disabilities Program Manager as a witness, who testified regarding the history of the

service, and the previous acceptance, support and payment for it by the county and state. He also called a state RN as an expert witness to testify on the limits and limitations of the private duty nursing benefit through Medicaid card service.

His work established that what the home coordinator was doing did not duplicate the work of the Private Duty Nurse coordinator. Hagopian also called Dana and a case manager to testify as to the necessity of the home coordinator service and the chaos it replaced when it was first introduced.

After months and months of appeals, Jodi and Rachel finally received a fully favorable decision from the Division of Hearings and Appeals. During the long haul, Dana had spent an extraordinary amount of time and thousands upon thousands of dollars managing the home without outside resources.

Dana said, “I didn’t think I had a chance of getting anywhere with the appeals process because they [IRIS] told me I could NOT appeal the decision any further, which wasn’t even true. Without Mitch we wouldn’t have gotten any support. Without him my sisters would have been institutionalized, which is not what they want or what would be best for them.”

Dana says, “Systems make it so difficult for people to get what they need, and sometimes you need some extra help to get what your loved ones deserve.” She was so grateful for Mitch’s help and encourages others in difficult situations to reach out to Disability Rights Wisconsin. She adds, “My sisters got what they need because we got that extra help.”

The sisters love each other so much. Rachel feels calmest when Jodi is by her side. Both of them want to remain as healthy and mobile as possible so they can enjoy the activities they love most. And they want to stay together and enjoy each other’s company at home for as many years as they can. The eventual approval of services by IRIS ensures they can be happy and have the greatest possible quality of life as they move forward.



Protection and Advocacy System

Protection and Advocacy System

Disability Rights Wisconsin (DRW) is the Governor-designated, federally mandated Protection and Advocacy (P&A) system for people with disabilities in Wisconsin. The P&A system is a national network of P&A agencies throughout the United States and its territories receiving federal funds to address disability-related issues affecting people in Wisconsin through individual and systems advocacy using a variety of tools and remedies.

Systems and Individual Focus

DRW's mission is to challenge systems and society to achieve positive changes in the lives of people with disabilities and their families. To accomplish this, our team of P&A advocacy specialists and attorneys work on issues with individual clients, as well as systemic public policy issues at local, state, and national levels; participate in grassroot initiatives in partnership with self-advocates and other advocacy agencies; conduct investigations; monitor situations; and release reports related to events and situations important to the disability community.

Access to Services

DRW successfully concluded its advocacy with improving prior authorizations for Medicaid services through ongoing quarterly meetings with Department of Health Services (DHS) Division of Medicaid Services (DMS) prior authorization staff and representatives of professional associations of the therapeutic arts (PT, OT and SLT). These meetings focused on ways to streamline the prior authorization process for therapies and durable medical equipment and to ensure that Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) is considered when developing policies related to services for children and young people.

DRW represents the IDD (Intellectual and Developmental Disabilities) consumer perspective. In 2019 this group was able to: 1) eliminate prior authorization for therapy evaluations; 2) increase authorization periods from six months to one year; 3) clarify that school-based therapy should not be considered duplicative of outpatient therapy; and 4) modernize (and make more expansive) the durable medical equipment (DME) coverage policy

for standers. All of these improvements were things DRW has been seeking and working to achieve for many years.

Self-Determination

Advocating to enact a Supported Decision-Making (SDM) Agreement law, DRW provided policy makers with the IDD perspective on the value and benefits of enacting a supported decision-making agreement law. In collaboration with the Board for People with Developmental Disabilities (BPDD), the ARC of Wisconsin and the Greater Wisconsin Agency on Aging Resources (GWAAR), DRW engaged with individual legislators and DHS personnel to explain how SDM works and how it benefits people with IDD, particularly as an alternative to guardianship. DRW testified about the benefits of SDM before the Senate and Assembly Committees tasked with reviewing the SDM Agreement bill. Following enactment of Wisconsin's SDM Agreement law, DRW encouraged DHS to quickly create and make available on-line, the state sanctioned SDM Agreement form.

Individual Services

Our Protection and Advocacy programs provide a variety of services to support individuals with disabilities on a variety of disability related issues. Due to high demand for P&A services, we have to limit the number of cases we can accept. Depending on the nature of the situation and resources available, our team of Intake Specialists take information about the request for help and forwards the intake to our Advocacy Specialists and Attorneys who may provide:

- Information and Referral (I&R) services providing information, resources, or referrals to other agencies that can best help with particular concerns.
- Technical Assistance or short-term help through coaching, advice, sharing resources and tools to support people to advocate for themselves or on behalf of a person with a disability.
- Individual Case Representation providing more substantial support or representation for people with disabilities.
- Legal Representation in court or administrative hearings to resolve a dispute, make an appeal, or protect an individual's rights.

Protection and Advocacy System

School Systems Advocacy

Seclusion and Restraint Bill moves forward. In 2019, a revised bill directed at tracking and reporting the use of restraint and seclusion in schools was introduced. The bill was the result of Disability Rights Wisconsin's efforts, together with other advocacy groups, including FACETS and Wisconsin Family Ties, who worked with school administrators and the Department of Public Instruction. The bill provides for increasing transparency and oversight by requiring that restraint and seclusion data be reported to the Department of Public Instruction (DPI), not just local school boards; requiring schools to provide written incident reports to parents; training that focuses on deescalation techniques; and implementing policies for schools to review each incident and develop strategies to prevent future incidents. The bill passed the assembly in December and moved to the Senate in January 2020. It was signed into law by Governor Tony Evers in March.

Disability Rights Wisconsin continues its work to improve transition services and outcomes for students with disabilities transitioning into the adult world. Our Plan the Possibilities initiative continued with training and outreach on transition services, college and career-ready individual education programs, and supported decision-making. Plan The Possibilities focuses on training under-served populations including training in rural areas in northern Wisconsin, and at Parent University to African American parents in Milwaukee's central city.

DRW staff worked with the disability community and other disability related groups to educate policy makers on the importance and need for various services for children with disabilities. As a result of these efforts, state special education funding got its first increase in 10 years, although significantly less than the amount advocates and the governor asked for.

After filing a group complaint against the Racine Unified School District in December of 2018, Disability Rights

Wisconsin continued its advocacy on behalf of students with disabilities in Racine who were not getting the services they need and were not being served in the most integrated setting. As a result of DRW's complaint, the Department of Public Instruction ordered a corrective action plan for the District that included bringing in outside experts for a review and recommendations and setting up a stakeholder committee to oversee reforms. DRW is a member of the stakeholder committee.

Civil Rights Advocacy

Disability Rights Wisconsin continued to receive numerous calls from people with disabilities who were unable to obtain reasonable accommodations from their landlords, such as the right to have service and emotional support animals. In an effort to deal with this ongoing concern, DRW provided training to a group of landlords regarding their obligations under the Fair Housing Amendments Act of 1988 to ensure they would provide reasonable accommodations. In addition, DRW developed self-advocacy tools for tenants, including sample letters and resources, so that they can advocate for the accommodations they need.

Advocacy efforts to improve accessibility in public places paid off when DRW staff testified about problems with accessibility, especially on the grounds of the Marcus Center for the Performing Arts in Milwaukee. The City Council voted to refrain from a historic preservation designation for the sunken garden area that was difficult to access and traverse for individuals with mobility impairments. The sunken area will be replaced by an accessible garden that can be enjoyed by all.

Employment discrimination continued to be a barrier for many individuals with disabilities. In addition to providing direct representation in employment discrimination matters, DRW staff provided trainings on employment rights to disability groups and provided updates on the law to other attorneys who practice in the area of employment law.



Public Policy

Advocacy on the state budget

2019 was a biennial budget year. DRW, in partnership with BPDD and The Arc Wisconsin, trained over 400 people statewide on disability-specific issues in Governor Evers 2019-21 Biennial Budget to help attendees advocate for their needs. Two trainings were offered in Spanish along with translated materials. DRW staffed resource tables at state budget hearings to support people with disabilities to provide testimony to the Joint Finance Committee.

Speak your name – voting requirement – Act 48—Nov 22, 2019

The November 2018 election brought to light a barrier to voting for deaf voters and other voters who have disabilities that impact their speech. Wisconsin law requires each voter to speak their name and address in order to receive a ballot. DRW worked with our coalition partners to ask policy makers to change the law to address this discriminatory practice. 2019 Wisconsin Act 48 allows voters to have poll workers or assistants of their choosing state their name and address on their behalf prior to receiving a ballot, or voters can provide their information in writing to poll workers or assistants. The bill was passed unanimously by the Legislature and signed into law by Governor Evers in November.

Regulation on Sign Language Interpreters—Act 17—July 1, 2019

Years of advocacy paid off with the passage of AB 250 requiring regulation and oversight of sign language interpreters. The need was validated by significant community input provided through a variety of means and coordinated by a Sign Language Interpreter Task Force convened by the Wisconsin Association for the Deaf (WAD) and the Wisconsin Registry of Interpreters for the Deaf (WisRID). It is essential that people who are deaf or hard of hearing can have confidence in their interpreters, just as it is essential that people communicating with people who are deaf or hard of hearing can have confidence that the information they are sharing is accurately interpreted.

Reduction in CNA training – veto but was entered as trailer bill in 2020—Nov 20, 2019

DRW opposed 2019 SB 103, a bill that would have decreased the training requirements for certified nurse aides (CNAs). DRW argued that, though the goal was to expand the caregiving workforce, it would likely result in unintended consequences and would not necessarily increase the CNA workforce. Of most concern was the need for individuals with disabilities to be comfortable with the skill and quality of people providing their care. DRW also supported Governor Evers's veto of the bill.

R Word in admin code—Apr 30, 2019

SB 19 removes offensive language in Wisconsin administrative code when referring to individuals with intellectual disabilities, who find these terms insulting and derogatory.

Improved Access to State Issued Voter ID—Gov EO #14—Mar 5, 2019

As a lead partner in the Wisconsin Disability Vote Coalition, DRW advocated to improve access to and accessibility of the Department of Motor Vehicles (DMV) offices so more people with disabilities can obtain state IDs for voting. In March 2019, Governor Evers signed Executive Order #14 directing the Department of Transportation to submit a plan to improve accessibility of DMV facilities the issuance of free ID cards for voting. DRW continues to work with the administration to ensure expanded access.

Establishment of Dental Therapists – SB89/AB81—Aug 23, 2019

Lack of access to dental care is a major concern for many Wisconsinites who have a disability, resulting in many preventable extractions, a high incidence of periodontal disease, and other health outcomes. DRW joined with a broad coalition of stakeholders to support SB 89/AB81 which proposed that Wisconsin establish Dental Therapists who could help to address dental care access issues faced by people with disabilities and other under-served populations.

Public Policy

Adoption Task Force—Oct 29, 2019

A Speaker's Task Force on Adoption issued recommendations resulting in multiple bills that had the potential of significant impacts on parents with disabilities and on children with disabilities. Some of the bills were designed to expand criteria to initiate termination of parental rights (TPR), reduce access to due process by parents, and speed up the TPR process. DRW provided informational testimony on these potential impacts and possible options to address concerns.

Seclusion and Restraint SB527—Nov 19, 2019

After years of intense effort from DRW in collaboration with numerous advocacy organizations, legislation was introduced designed to strengthen Wisconsin's law on the use of seclusion and restraint in schools. DRW played a lead role and testified at legislative hearings to advocate for stronger requirements for reporting incidents to parents and to the state, along with prohibitions on prone restraint.

Gov Task Force on Caregiving Workforce—Feb 17, 2019

For years DRW has encouraged state officials to directly address the diminishing numbers of caregivers. Governor Evers' signed an Executive Order to form a Task Force on Caregiving to bring together key stakeholders, including people who receive services, family caregiver, direct care providers, and advocates, to develop policy recommendations.

Expansion of Child Psychiatry Consultation Program SB113— May 7, 2019

Wisconsin, like many states, is experiencing a severe shortage of child psychiatrists; 49 of Wisconsin's 72 counties have no child psychiatrist. DRW testified in support of the Child Psychiatry Consultation Program which provides primary care providers with consultation from a psychiatrist and psychologist on issues such as diagnosis and medication management, as well as referrals to other mental health resources.

Staff Recognition

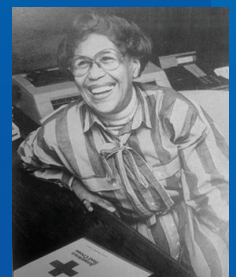
Retiring Attorneys Shirin Cabraal and Lisa Clay Foley were each recognized with the Distinguished Service Award at the annual Howard B. Eisenberg Lifetime Achievement Award Dinner on November 2, 2019. In addition to acknowledging years of dedicated service, the dinner provides funds to the Wisconsin Equal Justice Fund, which supports civil legal service organizations—Legal Action of Wisconsin, Wisconsin Judicare, and Disability Rights Wisconsin. Both attorneys served Disability Rights Wisconsin for decades but had already provided years of legal advocacy for people in need long before joining DRW. We wish them the best in their retirement.

In June 2019, Barbara Beckert, DRW's Director of External Advocacy for Southeast Wisconsin and Milwaukee Office Director, received the Wisconsin Association of the Deaf (WAD) President's Award "in recognition of her commitment and dedication to the Wisconsin Deaf Community." The award was presented at the WAD annual conference, with the premier of a new video on voter registration developed by the Wisconsin Disability Vote Coalition (WDVC), in partnership with WAD, and with support of the Wisconsin Election Commission.

Barbara Beckert was also the recipient of the Mark L. Rohlfsing Memorial Award at the Annual Luncheon of the Interfaith Conference of Greater Milwaukee. She was recognized as a strong policy and systems advocate, working on such issues as mental health, Medicaid, children's services, discrimination, and transportation.

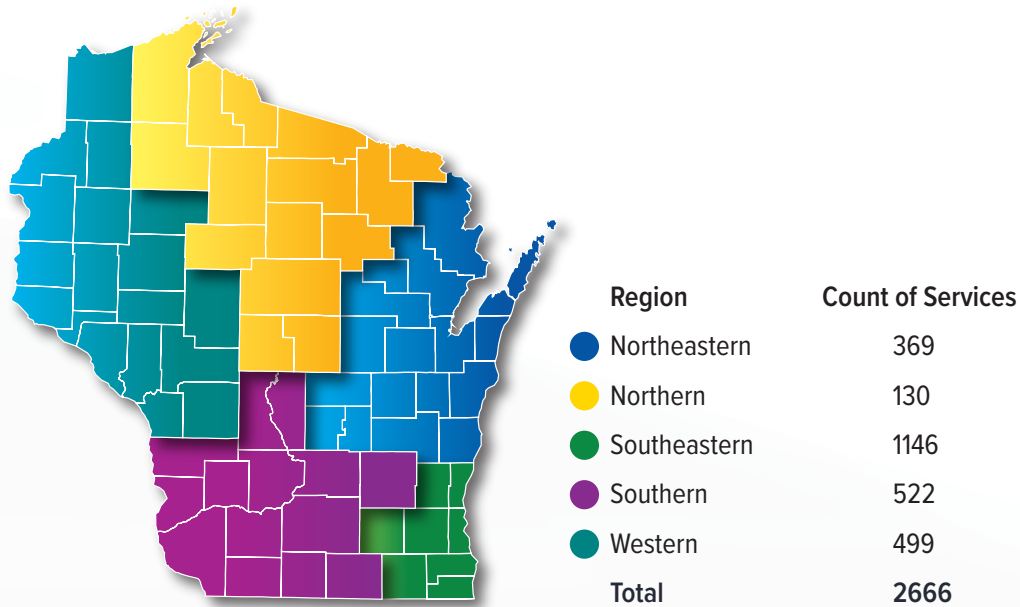
Gwen Jackson

Disability Rights Wisconsin honors the life and legacy of Gwen Jackson, as we mourn her passing. Gwen served as the President of the Disability Rights Wisconsin Board, serving on the DRW Board from 1998 to 2003. Jackson passed away March 20th at the age of 90, after a lifetime of activism and service. We remember Gwen as a champion for the disability rights movement, a tireless leader, and a dear friend who loved to laugh and celebrate. Her connection with DRW remained long after her board service. She was a friend of then DRW Executive Director Lynn Breedlove, and her good friend and fellow activist Vel Phillips. Our heartfelt sympathies go out to her family. We are grateful for this beloved champion for social justice.



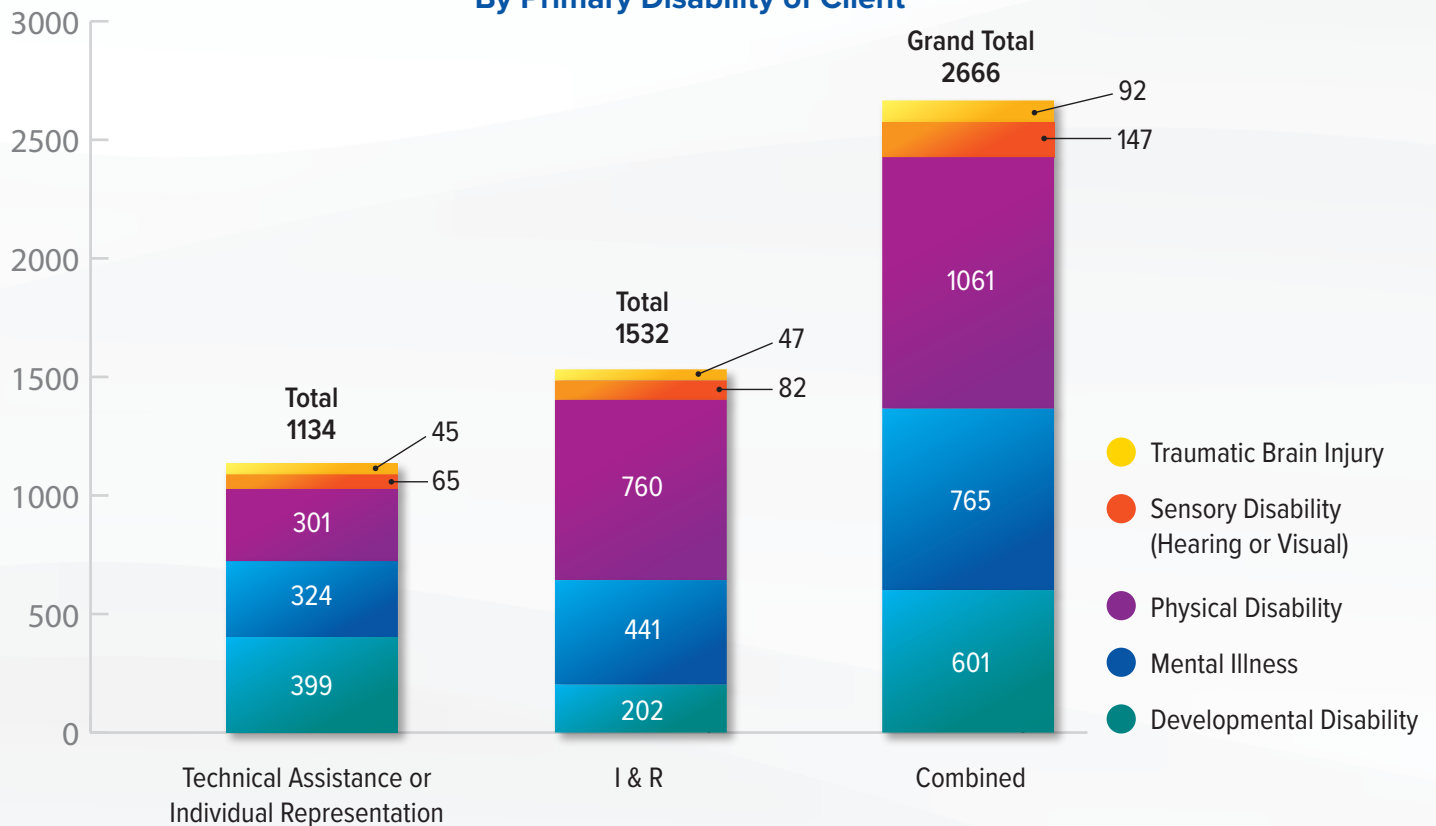
Individual Advocacy Program Data

All P&A Services by Region (CY19)



Total Number of Services Provided

By Primary Disability of Client

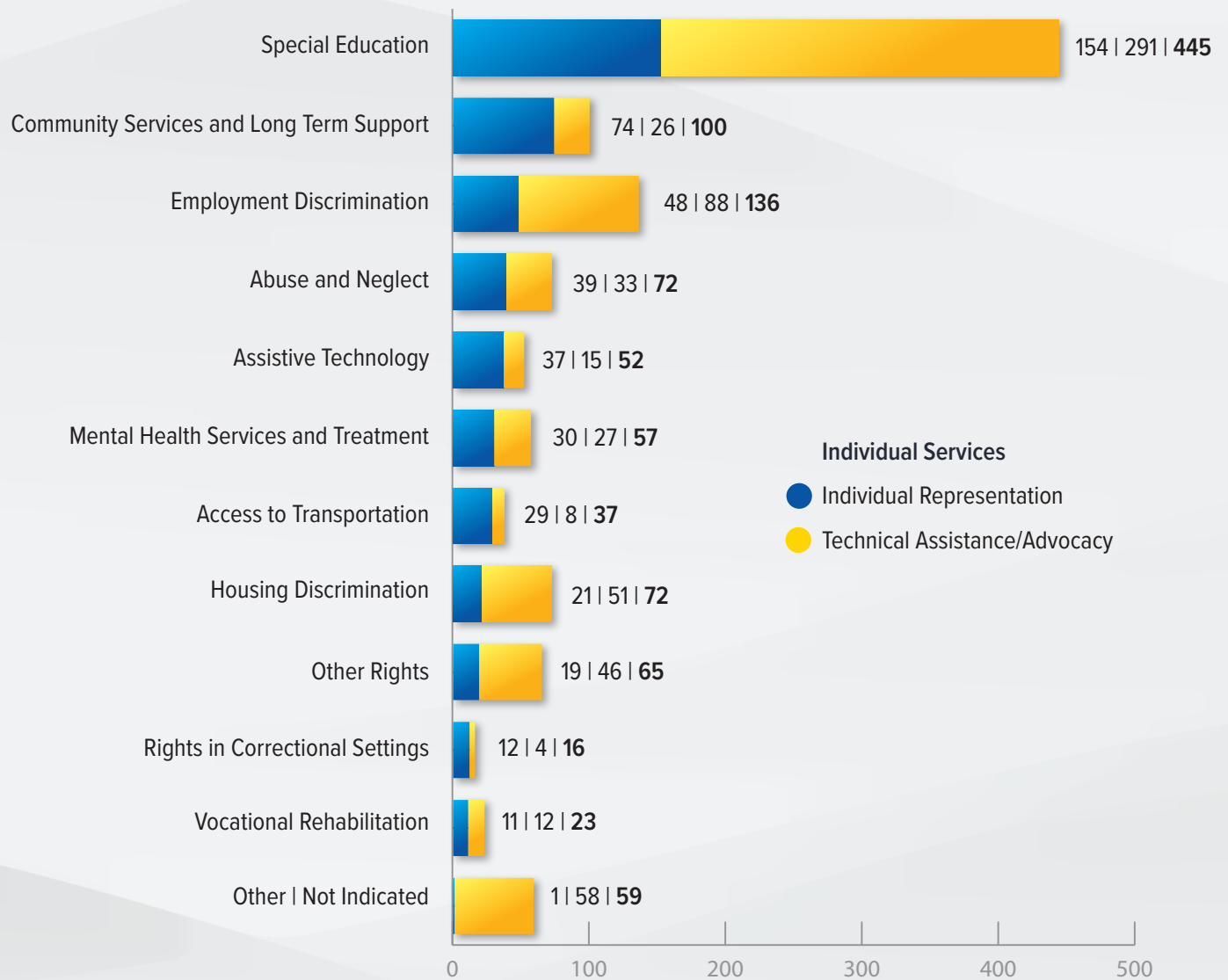


Individual Advocacy Program Data

Information and Referral Topics



Issues for Clients Receiving Services





Protecting Voting Rights

DRW works to protect the voting rights of people with disabilities and to ensure their full participation in the electoral process. Our voting access work is supported by our Protection and Advocacy Voting Access (PAVA) grant and through the Wisconsin Disability Vote Coalition (disabilityvote.org) which DRW coordinates in partnership with the Wisconsin Board for People with Developmental Disabilities (BPDD). DRW also staffs the Disability Rights Wisconsin Voter Hotline which provides advocacy assistance (1-844-DIS-VOTE).

DRW's voting work was informed by the results of two voter surveys conducted with our coalition partners. In 2019, DRW launched a new initiative to educate older youth and young adults with disabilities on everything they need to know about voting. We worked with the Wisconsin Association of the Deaf (WAD) and the Wisconsin Election Commission (WEC) to develop a video featuring deaf voters. Direct assistance was provided to 365 voters and education and training was delivered to 1331 voters. DRW also worked with WEC to address training for election officials and poll workers on accessibility. Coordinated and supported by the WEC, DRW provides polling place audits for accessibility.

365 Voters
Assisted

1331 Voters
Trained



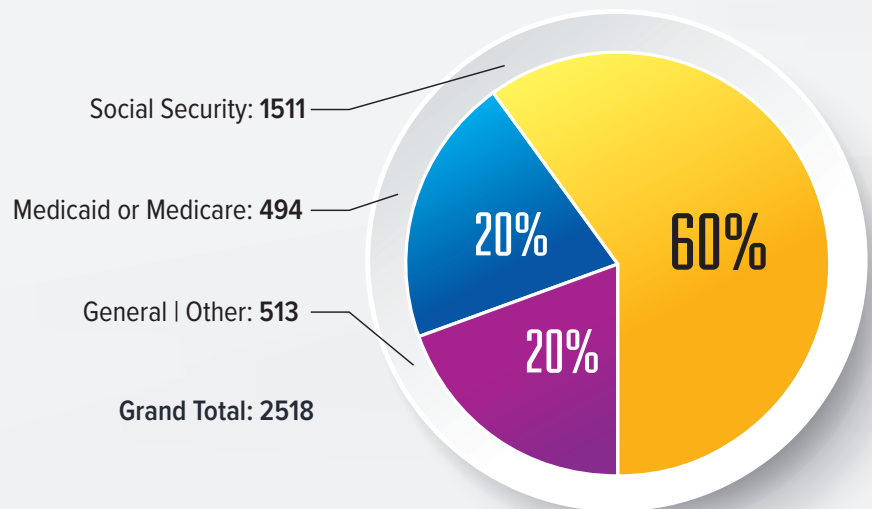
Benefits Team

Technical Assistance and Training for Disability Benefits Specialists

The Department of Health Services contracts with DRW to provide technical assistance support and training for the Disability Benefits Specialists (DBSs) at Aging and Disability Resource Centers. This support ensures that DBSs can best help individuals with disabilities receive the benefits to which they are entitled and that match their needs. When formal legal intervention is required, DBSs can refer their clients to DRW for direct representation.

- **5000** hours of training
- **2518** Technical Assistance Requests from DBSs
- **16** Direct Representation cases

Technical Assistance Requests from DBSs



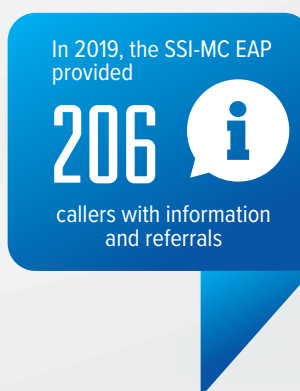
Disability Rights Wisconsin Medicare Part D Helpline

Since 2006, through a contract with Wisconsin Department of Health Services, DRW has had a Medicare Part D helpline for the people of Wisconsin with disabilities, their caregivers and professionals who support and work with them. The helpline provides advocacy, technical assistance, training to professionals, and outreach to Wisconsin Medicare beneficiaries.



SSI Managed Care External Advocacy Project

The Department of Health Services contracts with DRW to provide direct assistance to people with disabilities enrolled in Medicaid HMOs. Information and Advocacy are provided on accessing Medicaid covered services; HMO enrollment, exemption and continuity of care; transportation and billing issues.



Family Care and IRIS Ombudsman Program (FCIOP)

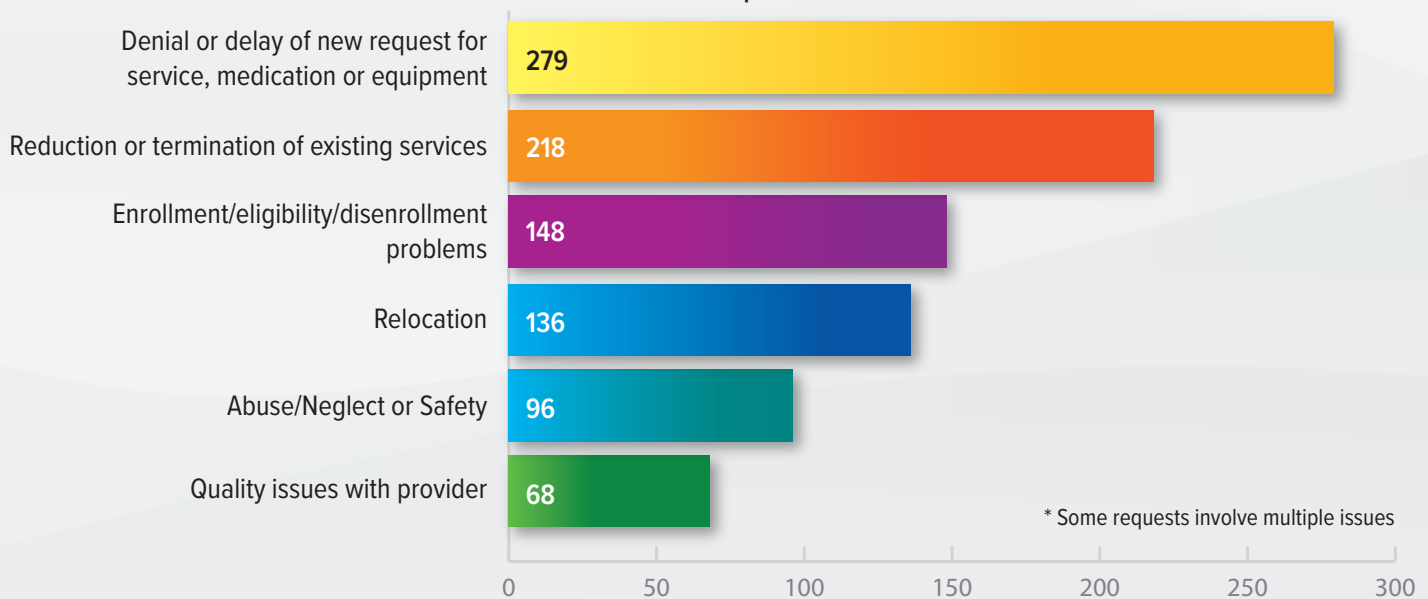
The Department of Health Services (DHS) contracts with DRW to provide Ombudsman (advocacy) services for people between the ages of 18-59 who participate in or are seeking eligibility for Wisconsin's Long-Term Care programs: Family Care, Family Care Partnership, Program for All-Inclusive Care of the Elderly (PACE), and IRIS. People who are enrolled in Family Care/Family Care Partnership and PACE (FC/FCP) or IRIS set up care plans that identify what services or supports they will receive and who will provide them.

At times, some of the 54,209* members in FC/FCP and 20,249* participants in IRIS experience issues with receiving approval for certain things they need, or with eligibility for these programs. When issues arise, program participants can ask DRW for help from an independent ombudsman. Ombudsmen work with individuals to find ways to informally resolve the situation when possible, and they can help with formal appeals.

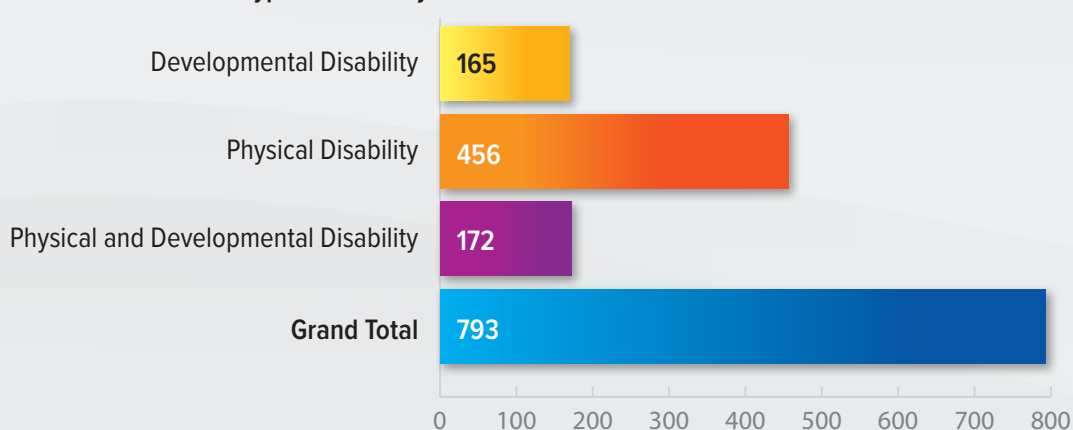
*Numbers of program participants per DHS data as of 1/01/2020

In 2019, FCIOP received a total of 941 requests for help from 793 people.

Most Common Issues | Count of Service Requests*



Type of disability | Count of Clients

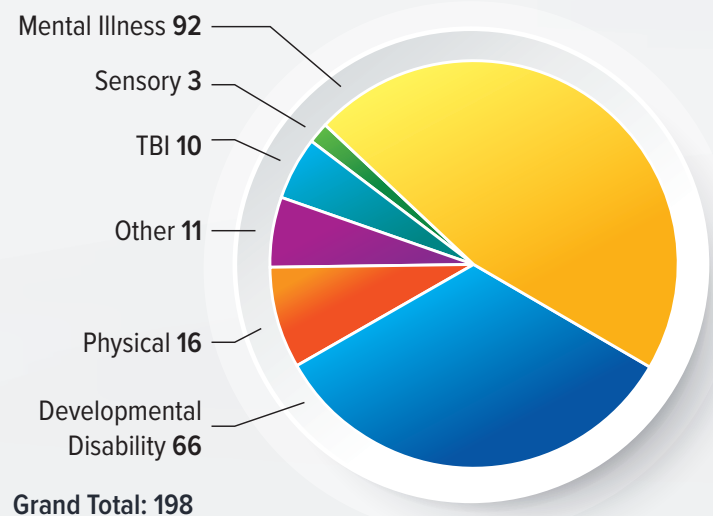


Victim Advocacy Program

Our Victim Advocacy program provides direct services to individuals with disabilities who experience crime, even if the crime has not been reported. Our Victim Advocacy Specialists work to ensure that each eligible person receives the advocacy, services, and support that is desired to move forward, find justice, and obtain safety and stability in whatever form the victim/survivor needs. In October 2019, the program was awarded a much larger grant from the Office of Crime Victim Services that expanded the staff, allowing the program to serve more people.

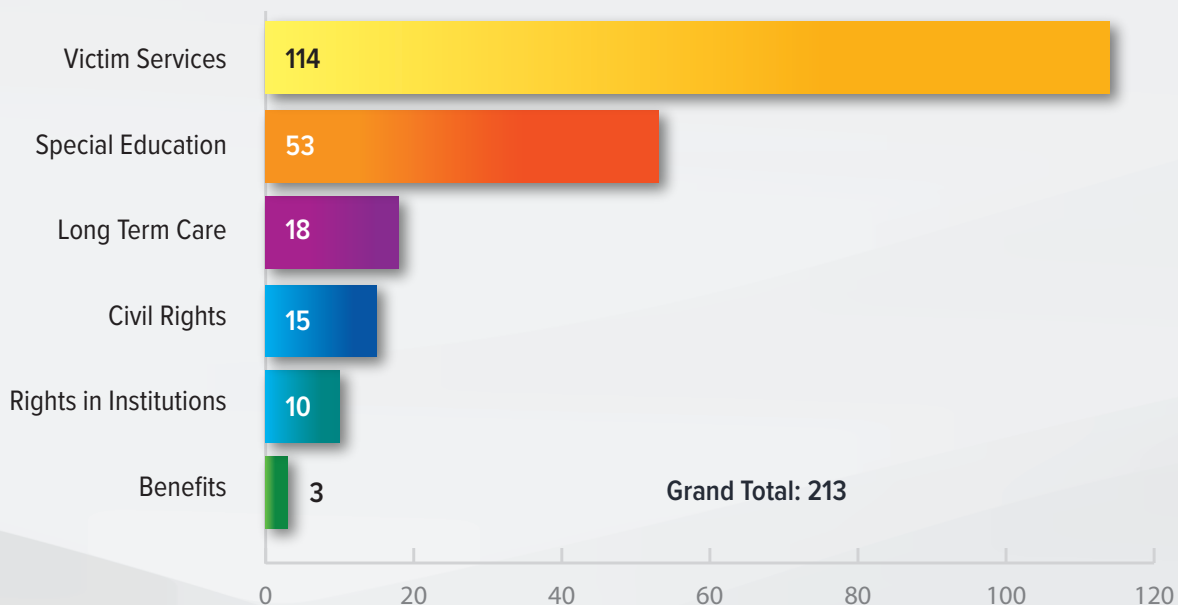
Also in October 2019, the Victim Advocacy Program was awarded a new grant from the US Department of Justice, Office on Violence Against Women. This new grant will enable DRW to create a curriculum and teach a 6-session course geared towards people with intellectual and developmental disabilities learning about healthy and safe relationships. It will also provide leadership opportunities to people with intellectual and developmental disabilities as co-facilitators of the classes with DRW staff and connect survivors to local resources in their area for ongoing support.

Victim Advocacy Program Data by Disability Type

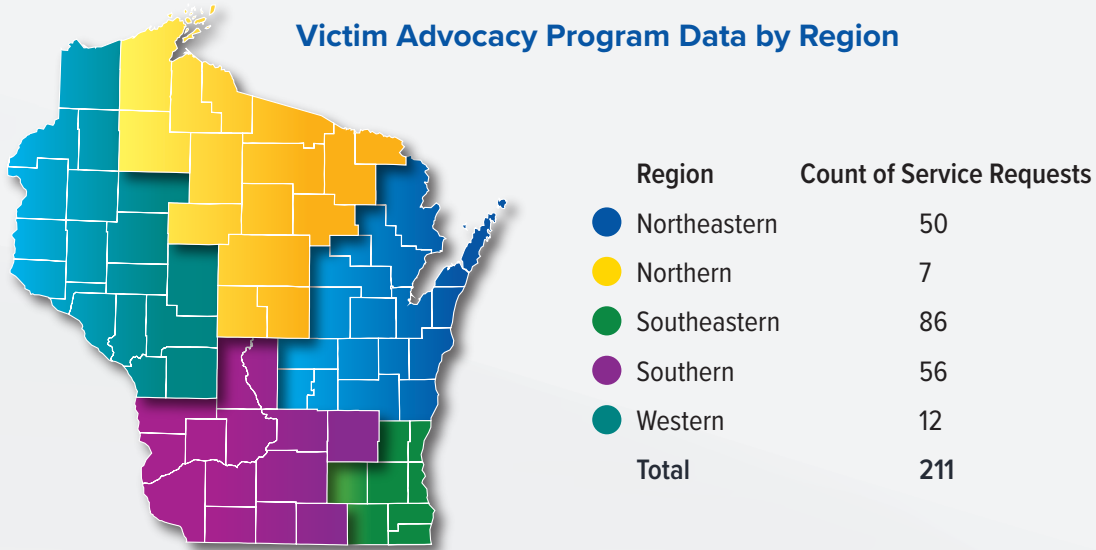


Victim Advocacy Program Data by Issue Area

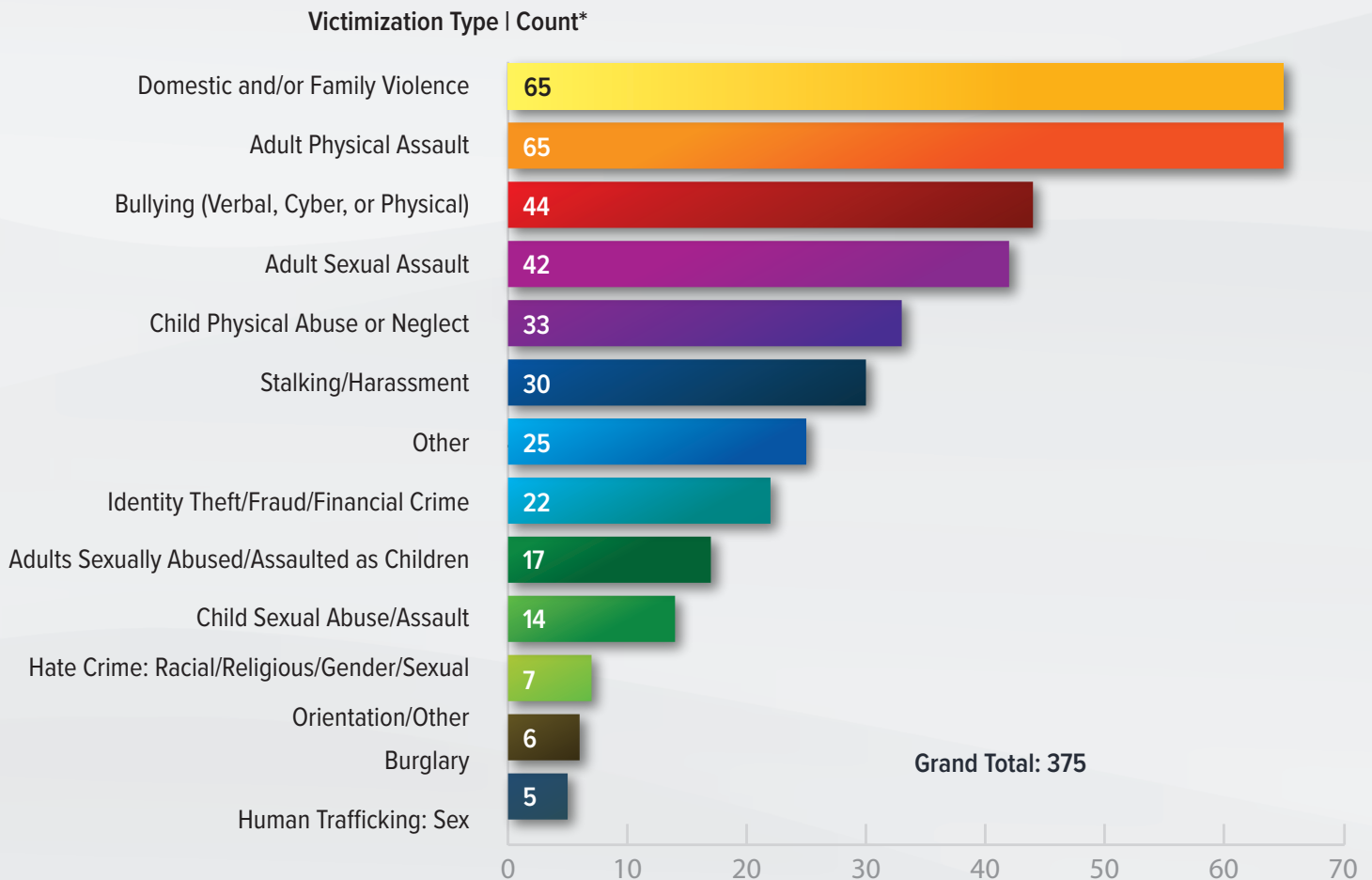
Most Common Issues | Count of Service Requests*



Victim Advocacy Program



Victim Advocacy Program Data by Type of Victimization Experienced



* Each client may identify one or more victimization type

Financials

Summary Statement of 2019 Financial Activity

Total Revenues Without Donor Restrictions:	\$5,783,004
Total Expenses:	\$5,889,562
Net Assets Without Donor Restrictions, beginning of year:	\$362,516
Net Assets Without Donor Restrictions, end of year:	\$398,735
Net Assets With Donor Restrictions, beginning of year:	\$120,752
Net Assets With Donor Restrictions, end of year:	\$107,650
Net Assets Released From Restrictions, purpose satisfied	\$143,102
Change in Net Assets with Donor Restrictions	\$(13,427)
Change in Net Assets:	\$23,117

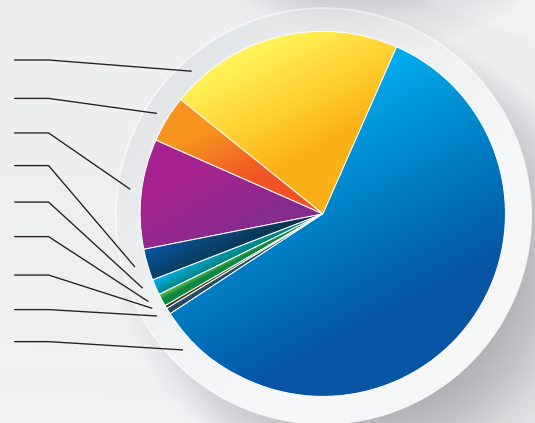
Revenue FY 2019

Federal Awards:	\$1,869,113
Contracts:	\$576,608
Contributions & Foundation Grants:	\$211,735
Legal Fees:	\$28,606
Interest/Other:	\$521
State Awards:	\$3,226,096
Total Revenue FY 2019:	\$5,912,679



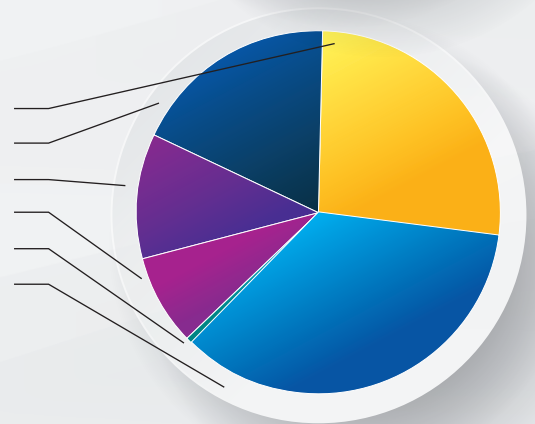
Expenses FY 2019

Fringe Benefits:	\$1,211,770
Fees/Contracts/Dues/Insurance:	\$252,493
Occupancy:	\$568,144
Travel:	\$167,632
Printing & Subscriptions:	\$84,323
Training & Conferences:	\$69,555
Advertising:	\$15,247
Other:	\$21,628
Salaries & Wages:	\$3,498,770
Total:	\$5,889,562



Expenditures by Program

FC/IRIS Ombudsman:	\$1,522,879 - 25.9%
DBS Program Attorney:	\$1,090,517 - 18.5%
SSI-MC & Med D:	\$658,329 - 11.2%
Victim Advocacy:	\$481,480 - 8.1%
Corporate Activities:	\$27,098 - .5%
Protection & Advocacy:	\$2,109,241 - 35.8%
Total:	\$5,889,562





2019 Donors

Allies (\$5.00 to \$49.00)

Anonymous (9)
Daniel Beder
Gerald W Borgwardt
Steven Corfman
Emily Dickmann
Celinda Dyer
Timothy Foley
Aurora Holder
Charles Hogle
Ruth Litovsky
Daniel Reilly
Michelle Roach
Nicole M Rute
Amy Spade
Matthew J Welch
Bruce Whiting

Friends (\$50.00 to \$99.00)

Barbara Beckert
James Benes
Lauren Bishop-Fitzpatrick
Melanie Cairns
Kathryn Dunn
Jolene Elconin
Gail F Gaustad
Linda Halvorson
Tom Hirsch
Katie Kelnhofer
Laura Maki
Johanna Mattern Allen
Richard Redman
Renee Schmill
Joseph Senulis
Barb B Sorensen
Diana M Sullivan III
Terry Tuschen
Teresa Wargo
Wegner CPAs
Barbara Wentzel
Mary Wurzburg
Dean Zemel
Ralf J Zielinski

Advocates (\$100.00 to \$499.00)

Jasmine Bhathena
Jacqueline Boynton
Richard Brigham
Keith Dase
Julie and John Franz
Laura Hanson
Elizabeth Harper
Ellie Jarvie
Karen Kehm-Hefty
Peggy Kirkeeng-Sperling
Thomas Rabeen
Margaret Resan
Gaetan Riopel
David Rolnick
Jane Sadusky
Lawrence Sandler
Theron Schultz
Amy Shapiro and Ruth Irvings
Michael Sperling
Rebecca Stoffel
Mary Sykes
Kenneth Taylor
Robert Theine Pledl
Kristi Thorson
Deborah Weber
Crawford Young
Theresa Zenchenko

Partners (\$500.00 to \$999.00)

Donald Bruessel
Chris L'Heureux
MHS Health Wisconsin
Helene Nelson
Jeffrey Shampo
Eva Shiffrin
Robert P. Wolchuk

Champions (\$1000.00 to \$50,000)

Lea Kitz
Stackner Family Foundation
TASC

DisabilityRights | Wisconsin

131 W. Wilson St., Suite 700
Madison, WI 53703

How to contact us:

Toll Free:
800-928-8778
email: info@drwi.org

SSI-Managed Care External Advocate:
800-708-3034

Disability Voting Rights Helpline:
844-DIS-VOTE/844-347-8683

Disability Drug Benefit Helpline:
800-926-4862

disabilityrightswi.org
Offices: Madison • Menasha
Milwaukee • Rice Lake



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twitter.com/drwisconsin

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