Older Adult Services Advisory Committee
Services Work Group

Date: June 23, 2008

Attending: Carol Aronson (Co-Chair), Pat Stacy Cohen, Betsy Creamer, Diane Drew, Joyce Gusewelle, Sherry Hamlin, Julie Hess, James Merrill, Robin Morgan (Department Staff) Nancy Nelson, Margaret Niederer, Karen Schainker, Maria Schmidt, and Dave Vinkler (Co-Chair).

Guests: Patrick McConnell (AARP intern), Dan Rappaport (IDoA), Susan Real (ECIAAA)

Discussion Summary:

- Introductions and approval of the April meeting minutes. The May meeting was canceled due to scheduling conflict with the chairs.

- The meeting started with a presentation on the **Outcomes Measurement Groups** activities and the Comprehensive Care Coordination (CCC) update by Susan Real and Carol Aronson. Susan reported that in 2000 their Outcomes measurement group formed and made a voluntary commitment to CCC. The group began after a presentation on Outcomes at the Governor's conference in 1999. Public Act 093-1031 required Comprehensive Case Management and since the Outcomes group had already been working on a Comprehensive tool and process the Department invited them to join the efforts towards CCC. In October 2006 the Department launched the first of a 3 phase plan to have one CCC tool statewide. By April of 2007 all CCUs within the state were using the CCC tool that had been developed by the Outcomes measurement group. The tool is very systematic in looking at needs. The tool was developed & tested by Illinois case managers for Illinois clients. The group reviewed other nationally known tools and borrowed from the MDS. There are attachments that address several different topics such as depression, substance abuse, etc.

    o Members questioned if there were sufficient funds to continue to fund CCC appropriately. It was explained that there was a rate structure developed in April 2007 which included fees for the assessment, intensive case work, and intensive monitoring, but that it is time for that rate structure to be changed. A time study is critical to changing the rate structure and answering the question if funding is sufficient.

    o It was discussed that the services committee needs to stress that the rate study needs to be done and rates need to be able to uphold the case management structure.

    o Also, gaps in the services data needs to be presented to the group so financing can be discussed. The members requested viewing Paul Bennett's report or getting an update from Paul at the next Services meeting.

    o Susan and Carol also discussed how the Department has consolidated the CCP forms so that redundancies are eliminated and the number of times a client has to sign their name is reduced.

    o The Outcomes measurement group will be meeting in Bloomington on July 10, 10 a.m. – 2 p.m. This group will also be looking at nursing home transition issues in the future.

o   Members discussed the need to keep focused on utilization of congregate meals, Adult Day Service (ADS) and other services. Members also asked how the CCC tool interacts with health issues? Susan explained that many of the pages of the tool deal with health issues. Case managers are trained to seek information from various sources to ensure that the information collected is accurate and complete.

- Dave provided a **legislative update** to the group. He announced that the budget was passed by the general assembly but it has not been signed by the Governor. The budget included a $70 million increase for Homemaker rate increase, $25 million for restoring a reduction from last year's budget, $5 million for an ADS rate increase, $16 million for new growth in the program. This results in $117 million additional for CCP. The budget also included $1 million for Elder Abuse and $450,000 for the Ombudsman program and a couple of hundred thousand for the Senior HelpLine. The Governor is stating that the budget passed by the General Assembly is $2 billion out of balance. He can either line item veto or he can outright veto the whole thing. Aging's budget was the same as the Governor's budget expect for $850,000 out of CCP to the Red Tape Cutter's program. It was also announced that the Ombudsman data base legislation did pass but has not been signed by the Governor.

- The workgroup had a discussion on the **Heirarchy of Needs** presented by the Co-Chairs, Carol and Dave. Recommendations for the next report are due soon. Legislators are stating that they are not getting what they want from the report. The report is not telling them what they should be focusing on. July's Services meeting will focus on working on the recommendations. We will finalize the report in August because it must be sent to the Executive committee by the end of August. We will receive the feedback from the OASAC full committee at our October meeting and we will spend that meeting working on making the changes.

  o   The chairs discussed the need to prioritize recommendations and to provide a road map for the legislators. We need a Heirarchy of Needs which will identify what needs need to be addressed first. The group reviewed Maslow's Heirarchy of Need that Frank sent to members.

  o   One priority the group agreed upon was the need to keep the momentum going for CCC. We need to keep moving towards the computer system to get the data on what gaps there are & what our clients look like.

  o   Pat stated that there needs to be a better job done of sharing data and available information. She stated that average Determination of Need (DON) score data for ADS clients is something we do not have. Robin indicated that the Department does have this information now. There was a period of time when the Department was behind in running these reports due to lack of staff but currently they are up to date. The members discussed possibly putting this information on the website so it is easily obtainable to the public.

  o   The group discussed what the next step was after we make the recommendations? It was suggested that we could possibly survey the providers to see what is needed. Maybe they can't expand services because of increase gas prices or increases in the minimum wage etc.

  o   Members discussed the Flexible Senior Services program. It was originated from groups advocating for it, but it is not funded properly. Case Coordination Units (CCUs) run out of funds quickly and clients are restricted to a small dollar amount per calendar year.

  o   Members stated that we have been giving legislators "sound bites" not news stories. More information is needed so they can take the appropriate actions. It was discussed that maybe we should tailor the recommendations into two groups, 1 set of recommendations for the legislators and 1 set for the Department.

  o   We need to focus on services. CCC could be the overriding framework for all the other priorities. Other recommendations included: We may want to add some low cost recommendations that can be easily done. Tunnel vision could be another approach but then you risk putting all your eggs in one basket.

- o The chairs were thinking maybe three recommendations would be a good start. Pat suggested we put our efforts toward where can make the biggest impact (i.e., housing — it's a huge infrastructure, can we really impact this?)
- o It was also recommended that the report serve as a road map with details for the legislature to act. We should use language that would draft the legislation for them. It was suggested that the OASAC report needs to move more towards a planning report versus a responding report.
- o The Executive committee is working on benchmarks and we will be discussing this first thing on next month's meeting.
- o The need for a marketing plan to increase the awareness of the programs was discussed.
- o Concerns were discussed about voting. It was noted that everyone shows up to vote and bigger service providers with more members get more votes than the smaller ones. We need to take our roles seriously and take off our "provider" hats and do what is good for rebalancing long-term care not necessarily what is in the best interest of our specific program.

Next Steps:
- Next meeting will set the priorities/recommendations for the next report.
- Besty will send the Nutrition summit report out to members.
- Members were told to review last years report pages 30-37 for discussion at the next meeting.
- The chairs will request at the next full OASAC meeting that the OASAC review the membership and voting requirements for the workgroups.
- The April meeting minutes will be posted on the Department's website. The website address is www.state.il.us/aging/1athome/oasa/wg-se.htm.

Meeting Schedule:

This committee meets on the third Monday of the month from 10:30 a.m. to 3:00 p.m. at the AARP office in Springfield. The next meeting is scheduled for July 21, 2008.

Future meeting dates are:
- August 18, 2008
- September, 15, 2008
- October 20, 2008
- November 17, 2008