

## **COMMUNITY CARE PROGRAM ADVISORY COUNCIL (CCPAC) MEETING**

**FEBRUARY 08, 2022**

**10:00 AM – 1:00 PM**

### **BOARD MEMBERS IN ATTENDANCE VIRTUALLY**

Theresa Collins, CCPAC Co-Chair, Senior Services Plus, Inc, IACCPHP; LaShun James, Addus Homecare Chicago; Dary Mien, Chinese Mutual Aid Association; Tammy Tenton, Premier Home Health Care Services, Inc; Mary Callahan, American Medical Alert; Megan Gallegos, Healthcom/VRI; Natasha Belli, DuPage County Community Services; Peter Valessares, Hellenic Foundation; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; Stephanie Garrigan, Phillips Lifeline; Ella Grays, Gareda, LLC; Gustavo Saberbein, Help at Home; William Wheeler, ICCCU; Yvette Holcomb, Premier Home Health Care Services, Inc; John Magee, ADT Health; Brycie Kochuyt, Alternatives; Richard Juarez, Solutions for Care; Sherry Barter-Hamlin, Voyager Senior Living; Laura Altenbaumer, Active Day; Yvette Lyles, Pathway to Living; Lori Hendren, AARP Illinois; Amy Nathan, Northshore Senior Center; Kevin Cosgrave, Guardian Medical Monitoring; Courtney Boileau, IL Medicaid Policy, Blue Cross Blue Shield of IL; Grace Schonberg, Lawndale Christian Health Center; Liz Vogt, IL Assoc. of Community Care Program Homecare Providers (IACCPHP); Megan Conway, Hanover Township Dept of Aging Services; Winnie Lam, Chinese American Service League.

### **BOARD MEMBERS NOT PRESENT**

Lori Elliott, Williamson County Programs on Aging; Marta Pereyra, CLESE; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; Cary Crawford, Chicago Commons; Robert Spaulding, Healthcare Plus Senior Care; Marsha Nelson, Shawnee Health Service; Beth Menz, SEIU Healthcare Illinois Indiana; Aaron Fortenbacher, Healthcom/VRI, Yolanda Curry, Chicago Dept of Family & Support Services; Mary Hemp, Community Care Adult Day Services, Inc.

### **GUESTS ATTENDING VIRTUALLY**

Sue Makowski; Amber Richardson; Roxanne Nuttall; Tomas Gonzalez; Linda Hubbartt; Christie Kirchhofer; Mary Killough; Elena Florea; Sherry Barter Hamlin; Nancy Barry; Kaoru Watanabe; Angela Bailey; Kathy Rhoads; Mayra Quinones; Jeanie Moccio; Hallie Lock; Irene Sohn; Teresa Smith; Maritza Trueba; Cindy Hardiek; Cora Taylor; Lisa Kracht; Lola Earley-Cornett; Heather Nutt; Alek Lucic; Amanda Groaning Marks; Topaz Gunderson-Schweska; Kelli Prichard; Max Brito; Tasia Phassos; Na Rae Kim; Marsha Johnson; Kelly Dehlinger; Alma Hernandez; Mary Quinones; John Marrufo, Lisa Gregory, HFS; Jessica Link, IDPF; Janene Brickey, HFS; Cynthia Mester, HFS.

### **IDoA STAFF ATTENDING VIRTUALLY**

Paula Basta, Director; Lora McCurdy, Deputy Director, CCPAC Co-Chair; Selma D'Souza, Chief of Staff; Mike Berkes; Amy Lulich; Lisa Zuurbier; LaRhonda Williams; Mary Gilman; Justin Heggy; Trish Gorda; John Eckert; Kimberly Flesch; Chrystal Wofford; Sophia Gonzalez; Lori Brannan; Sally Lisnek; Meghan Nierhoff; Shirley Morley; Dana Wilkerson; Katherine Ostrowski; Sarah Harris; Theresa McKeon; Sarah McCoy; Jim Shovlin; Chelsey Peters; Kristin Chi; Ticarol Smith; Iris Schweier; Michael Sartorius; Sandy Leith; Latorya Simon; Joe Danner; Kelly Dehlinger; David Lecik; Christian Fletcher; Kimberly Poole; Sergio Mojarro; Beth Skeeters.

## **AGENDA ITEMS**

### **Opening Remarks**

Welcome remarks from IDoA Director Paula Basta, IDoA Deputy Director and CCPAC Co-Chair Lora McCurdy, CCPAC Co-Chair Theresa Collins and IDoA Mike Berkes. Theresa Collins in lieu of individual roll call, asking CCPAC Members to email [beth.a.skeeters@illinois.gov](mailto:beth.a.skeeters@illinois.gov) for attendance record. Also, one change to today's agenda; we are going through approval of minutes from December 7<sup>th</sup> meeting, immediately following Public Comments.

### **Public Comments – Theresa Collins, CCPAC Co-Chair**

The invitation for public comments was opened. No questions or comments.

### **December 7, 2021 CCPAC Meeting Minutes – Theresa Collins, CCPAC Co-Chair**

A motion to approve the December 7th minutes was provided by Tammy Tenton and seconded by LaShun James. No discussion. The motion carried with no objections and minutes approved.

### **Program of All-Inclusive Care for the Elderly (PACE) – Lisa Gregory, HFS**

The PACE slides were provided to all CCPAC Members in advance of the meeting. Our mission statement is that we work daily to try to improve the lives of Illinois citizens. The PACE program is just one more option to add to the Medicaid portfolio of services. Work to assist our citizens in staying healthy and staying in their home and in their community where they are most comfortable. The goals for Illinois are to improve health and wellness for individuals and communities; tailor solutions to meet the unique needs of individual communities; support healthcare deliver models that improve outcomes, decrease disparities and are sustainable over time; and align the PACE program strategy with other HFS initiatives related to healthcare transformation.

Application deadline was January 18, 2022, and are currently in the review process of the 24 applications. Tentative plan to make award announcements on February 22, 2022, and will be posted on the PACE webpage. The PACE Organization Application Process begins with Center for Medicare and Medicaid April of 2022. Anticipate that PACE organizations would be enrolling new clients at the end of 2023 or 2024.

Based on the market analysis the initial target service areas include West Chicago, South Chicago, Southern Cook, Peoria and East St. Louis. PACE is an optional service, and the client will not be automatically enrolled. From the HFS homepage (<https://www2.illinois.gov/hfs/Pages/default.aspx>) and type in PACE it will take you to the PACE page (<https://www2.illinois.gov/hfs/MedicalProviders/pace/Pages/default.aspx>) where there is lots of information and you can sign up there for alerts. Request for the radius as a follow-up to questions. Any questions for Lisa Gregory regarding PACE can be sent to [mike.berkes@illinois.gov](mailto:mike.berkes@illinois.gov).

### **Alzheimer's Disease Physician Early Detection & Alzheimer's Disease Early Detection Awareness Campaign Grants – Jessica Link, LCSW, Dementia Coordinator, IDPH**

The IDPH slides were provided to all CCPAC Members in advance of the meeting. The Illinois Dementia Program promotes dementia capability in the state through the coordination of high-quality statewide service that support the needs of all people with Alzheimer's Disease and related dementias, their families, and caregivers.

The Alzheimer's Disease Awareness of Available Services in IL grant project began October 1, 2021, to develop an online resource portal that serves as a one stop shop for education about ADRD and services that are available throughout IL (Grantee: Rush Alzheimer's Disease Assistance Center). New portal "Next Generation Alzheimer's Service Awareness Platform" will launch in late March or April 2022 at <https://ilbrainhealth.org>

\$1M in General Revenue Funds was allocated to the IDPH Dementia Program for FY22; two competitive grants were identified to support statewide Early Detection in Illinois for Alzheimer's disease and other related dementias (ADRD), applications have been reviewed and are in the approval stage within IDPH

Alzheimer's Disease Early Detection & Awareness Campaign  
<https://www2.illinois.gov/sites/GATA/Grants/SitePages/CSFA.aspx>

Alzheimer's Disease Physician Early Detection Training  
<https://www2.illinois.gov/sites/GATA/Grants/SitePages/CSFA.aspx>

The Alzheimer's Disease Advisory Committee (ADAC) meets bi-annually, meetings are open to stakeholders & the public, next meeting is April 21, 9am-12pm, hybrid format. ADAC Workforce Training & Expansion Work Group meets monthly to review progress and make the state plan recommendations in these areas actionable. "The Core Competencies for Working with or Interacting with Persons Living with Dementia and Their Care Partners" were updated in December 2021 & serve as guidance for the workforce and anyone interacting with persons living with dementia and their care partners. IDPH & IDoA are examining ways that public health can more effectively partner with the Aging network to promote an Age Centered Civil Society in Illinois.

IDPH Alzheimer's Disease webpage:  
<https://dph.illinois.gov/topics-services/diseases-and-conditions/alzheimers.html>

Alzheimer's Disease State Plan 2020-2023  
<https://dph.illinois.gov/content/dam/soi/en/web/idph/files/publications/alzheimers-disease-il-state-plan-2020-2023.pdf>

410 ILCS 410 Alzheimer's Disease Research, Care, and Support Fund Act (PA 101-0588)  
<https://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=1557&ChapterID=35&Print=True>

410 ILCS 405 Alzheimer's Disease Assistance Act (PA 97-0768)  
<https://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=1556&ChapterID=35&Print=True>

Jessica Link, LCSW [Jessica.link@illinois.gov](mailto:Jessica.link@illinois.gov)

### **CCP Rate Increases – Mike Berkes, IDoA Planning, Research Development & Training**

Rate movement for In-Home Providers and Adult Day Services on January 1, 2022. We have provided notification to all of our In-Home and Adult Day Service providers about the FMAP spending area that was taking that January 1, 2022 rate increase and accelerating it through November 1, 2021. If you are a provider that is impacted, you have received the email notification. Billings to be in by March 1, 2022 so that we can calculate your payment. INH or ADS questions regarding the retroactive payment to November 1, 2021, can be directed to [Mike.berkes@illinois.gov](mailto:Mike.berkes@illinois.gov)

We have not received our FMAP Spending Plan approval for assistive technology and environmental modifications. Everything we have submitted to HFS has been submitted to federal, but CMS has not come back yet.

### **FY2023 Budget Update – Sarah Harris, IDoA CFO/Budget Director**

Introduction of Emily Howerton, the new Budget Director at IDoA. There are no budget bill numbers yet for FY23 Governor's Introduced Budget. FY22 Supplemental Bill number is HB5679 and is important as it has some increased appropriations for us to facilitate what Mike Berkes discussed earlier on the FMAP Plan. It also includes some changes for the CCP services line, the CCU case management line, and a couple other things we needed to better line up with some federal grants we received. IDoA funding saw a 13.6% increase overall in our all funds budget. The CCP services line once we make the adjustment for the supplemental, is \$105M. It is important to recognize all of the hard work that all of you have put in as the budget is showing and the Governor's Office has recognized the needs. Case Management \$4.2M increase and a supplemental \$21M for FY22. It looks smaller when you really take the base and adjust it in order to accommodate that supplemental and we also have some one time costs. It is very important to know that the budget

does accommodate the FMAP Plan. There is a very substantial increase in our home delivered meals line. There are some smaller increases that make some adjustments to accommodate some inflationary needs in terms of purchase power for AAA programs. Highlighting that \$4M proposed for caregiver support in the introduced budget

The National Academy and state health policy issued a state collaborative related to caregiving for Medicaid patients, or choosing Medicaid enrollees last March. The department has been participating along with HFS as well as representatives from our AAA's. A small amount of funding that our group decided to fund startup costs for those AAA's who had not previously been utilizing your implementing TCare. We also have created a caregiver support brochure that is meant to be personalized by the AAA, so, they can get more caregivers to utilize and take their care caregiver assessment. (Amy Lulich)

In the ARPA funding we recently received, there was about \$5M for caregiver support programs and so the Area Agencies on Aging (AAA) have been required to write in their plan on how they intended to utilize caregiver funding and there's a variety of different things.

We've been doing regional meetings, to include ARPA funding and what each of the AAAs are doing with their funding, they're giving presentations. It's important that we get the word out what they're going to be doing with these funds. They also through, they've been having legislative meetings and they've been giving presentations also. (Director Basta)

#### **Audit – Direct Worker Submissions – Sarah Harris, IDoA CFO/Budget Director**

Reminder to please submit your audit through the ARM system. If you send directly to the Department and do not put in the ARM system, then you won't be flagged in the system as being compliant. There are some of you already late in submitting. Please make sure you submit your audit through ARMS. When you do your audit, please submit your direct service word certifications. The certifications can be sent directly to the Department via [Aging.Fiscal@illinois.gov](mailto:Aging.Fiscal@illinois.gov). We are working to get additional staff that can assist with audit issues.

#### **Critical Event Reporting Review – Kimberly Flesch, IDoA Planning**

The Critical Events Analysis slides were provided to all CCPAC Members in advance of the meeting. Raise the importance of critical event reporting because it falls right in Appendix G, Health Safety and Welfare. Critical Event Reporting Application (CERA) was implemented on August 8, 2018 (Slide #2). Since then, 75,755 critical incident reports have been entered into CERA (Aug 8, 2018 - Sep 30, 2021). There reports cover 88,608 incidents involving 26,247 individuals. There can be multiple incidents on one report. We know there is a lack of reporting, and we are interested in your ideas on how we can improve reporting. Most of the percentages haven't changed much except for the increase in PSA 13 over the last couple years from 10% to 17%. Another item to note is that the 2 quarters that had the largest number of reports when you look at the overall numbers, the 2 quarters following those 2 quarters had the lowest amount of compliance within 60 days. Obviously, the volume of reports has a big impact on how quickly we can get that follow up accomplished and closed out in the system. This specific metric is not a waiver metric, but the CMS waiver minimum is 86%, so we would like to see that compliance number closer to the 86%. Critical Incident Types, (Slide #7) shows a breakdown for each type of incident for the 3 years of data. Top 4 categories of Critical Incident Types (Slide #8). Most of the falls are included with a hospitalization or ED visit. This is one of the reasons why we are focusing on Emergency Home Response System (EHRS) fall detection. This will not prevent a fall but can limit the amount of recovery that is needed and limit the amount of recovery by getting them help as soon as possible. Demographics: Ethnicity (slide #9), Marital Status (slide #10), Living Stats (slide #11). Service Improvement Program Reports (SIPS) (slide#12) and SIPS follow-up (slide#13).

Question was asked about refresher training for CERA. For providers, the new provider management training that was conducted in November was recorded and the links are on the Partner Portal and an email was sent out a couple weeks about how to access. For CCUs, the CERA training that Mike Berkes did a few years ago is also on the Training Tracking

Portal, with lots of other training materials for new Care Coordinators. For any questions, please email [Aging.Training@illinois.gov](mailto:Aging.Training@illinois.gov)

### **Quality Assurance Survey – Kimberly Flesch, IDoA Planning**

22,886 Participant Satisfaction Surveys were sent out to the participants at the end of 2020 for Federal Fiscal Year (FFY) 2021. We recently just finished logging all the data manually by Department staff. The surveys are very person-centered as they go directly to the participant and asks them how they feel. The chart shown is an overall view statewide of the number of surveys sent out, the number we got back and then the average scores. the maximum score is 5 and what is aimed for, and anything below 3 is something that we would want to address. We are working to break these numbers out by agency and providers so that we can provide each one with the average scores for each question.

**IDoA - FFY 21 Satisfaction Survey Results**

Service	Surveys Sent	Surveys Needed*	Surveys Returned	Percent Returned	Average Score
In-Home	14,678	382	4697	32%	4.15
EHRS	6,956	380	2060	30%	4.18
ADS	1,252	325	339	27%	3.88
AMD	43	12	16	37%	3.64
Total	22,886	1,087	7,096	31%	
Case Management	22,929	382	5782	25%	4.03

At the end of calendar year 2021, another 21,000+ surveys were mailed to participants. This year we are going to move from manual entry to scanning technology and hopefully this will provide us with a lot more data.

### **PASRR Re-Design Update – John Eckert, IDoA Planning, Research Development & Training**

Pre-Admission Screening and Resident Review (PASRR)

Maximus is the lead agency that has the contract with the court monitor in the plaintiffs for the Colbert Williams consent decree. First meeting with a select group of CCU's to learn about the process is later this week. We have been meeting three times a week over the last several weeks with Maximus and other state agency stakeholders. Maximus understands the roles that care coordinators play with this process. There will be an informational notice coming from HFS. A lot of this process will be done through AssessmentPro. Trying to start small because this is a heavy lift. We have received some positive feedback from several CCU managers that this has been a long time coming and will help synergize what has been done with choices consultations and the federal PASRR requirements. March 14, 2022 is the launch date.

### **3G to 4G Conversion – John Eckert, IDoA Planning, Research Development & Training**

Thanks to the EHRS providers stepping up and working so closely with us on this project. AT&T is dropping 3G capability for EHRS and AMD equipment. The PHE has slowed the ability for swap out as participants are not responding to phone calls and emails to schedule replacement equipment installs. EHRS providers are preparing provider lists to identify those individual participants who still need to have equipment swapped out. IDoA will be breaking down the lists by CCU to send a list of names and contacts for assisting to get the equipment swapped out. Some of the participants have had equipment mailed to them, but the unit has yet to be activated. Imperative for the message to get to the

participant that this is not a scam. IDoA has done local news piece to assist with getting the word out and that they can reach out to the Senior Helpline. The AT&T deadline is February 20, 2022, but we are not aware at this time if there will be any extensions.

### **Illinois Care Connections – Amy Lulich, IDoA Senior Policy Advisor**

Illinois Care Connection is our device technology distribution program for older adults who are experiencing social isolation or loneliness. We are working with the Illinois assistive technology program to distribute iPads tablets and Wi-Fi devices for state fiscal year 2022. If you have made referrals, there were some supply chain issues, but they are being distributed. The Illinois Assistive Technology webpage is a source for user guides for iPads and tablets. There is also training available in person or virtually and have recently added a video on how to use Zoom.

### **CCU/Provider Quarterly Meetings – Kristin Chi, IDoA Home & Community Services**

Policy requires you to have quarterly meetings that you schedule and facilitate with your provider groups, creating that interdisciplinary discussion with your planning service area. You do not have wait on IDoA staff to schedule. We really encourage the CCUs to have these provider calls. The calls really help new providers as they can discuss staff shortages, billing issues, CERA reporting, and training. Each CCU has been assigned a Department Liaison. The Department Liaison will not be able to attend the calls, but you are more than welcome to send them any questions that you'd like to discuss prior to the meeting, or you can send them questions after the meeting.

### **Legislative Update & Discussion – Katherine Ostrowski, IDoA Legislative Liaison**

HB4572 was introduced last year and adds suspicious death reporting, clarifies the definition of a user to help our providers and lastly it would add insurance adjusters and investment advisors to the list of mandated reporters. This is carried by the Co-Chairs of the Elder Abuse Task Force from 2019. There hasn't been much movement, but we have been talking with the sponsors in hopes it will be moved to a committee and pass that on to the house floor soon.

In 2013, 2014 there was legislation passed that required some reforms to be made to the Community Care Program through the Smart Act. With those reforms a bi-monthly progress report was also required by the Department and submitted to the general assembly leadership. While the reforms have all been implemented, there is no sunset date for the bi-monthly reports. HB3205 would strike the bi-monthly report requirement and allow us to better allocate our resources, rather than addressing audit findings and compiling reports that are no longer necessary.

SB4024 an initiative of our Ombudsman. It clarifies a label on their website. The intent is to help older adults who are looking for a long term care facility or assisted living, to more easily access that consumer choice search tool. This will actually be going to committee tomorrow.

### **Newly Established CCPAC Subcommittee – Mike Berkes, IDoA Planning, Research Development & Training**

During our last CCPAC meeting it was brought to the Department's attention a request to review marketing and recruitment policies and a discussion of diversity in several forms. There was a motion and a vote to establish a new subcommittee. The new subcommittee does not have a name yet and will be meeting for the first-time following adjournment of today's CCPAC meeting. Members of the subcommittee are Cary Crawford, Ella Grays, Mary Killough, Brycie Kochuyt, Dary Mien, Marsha Nelson, Marta Pereyra, Gustavo Saberbein and Peter Valessares. If you would like to be part of the subcommittee you can reach out to Beth Skeeters and Theresa Collins.

### **Nominations – Mike Berkes, IDoA Planning, Research Development & Training**

Updated nomination form. New members Liz Vogt, Grace Schonberg, Megan Conway and Winnie Lam. Membership renewals for a new term 2022-2025 are Laura Altenbaumer and Peter Valessares. The CCPAC Co-Chair nomination was

received for the renewal of Theresa Collins. The nomination was presented for a motion and vote. A motion was made by Dary Mein with a second by Richard Juarez. No further discussion was entered. The nomination was brought to a vote and the motion carried with no objections. Theresa Collins will remain the CCPAC Co-Chair for 2022.

Meeting adjourned at 1:02 P.M.

**Next meeting: February 8, 2022, hybrid in-person and WebEx**