

## **CCPAC BI-MONTHLY BOARD MEETING**

**AUGUST 10, 2021**

**10:00 AM – 12:30 PM**

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

Theresa Collins, Senior Services Plus, Inc, IACCPHP; Robert Thieman, CHE Membership Board; Yvette Lyles, Pathway to Living; Cary Crawford, Chicago Commons; Amy Nathan, Northshore Senior Center; Kevin Cosgrave, Guardian Medical Monitoring; Yolanda Curry, Chicago Dept of Family & Support Services; LaShun James, Addus Homecare Chicago; Dary Mien, Chinese Mutual Aid Association; Tammy Tenton, Premier Home Health Services; Sherry Barter-Hamlin, Voyager Senior Living; Marta Pereyra, CLESE; Aaron Fortenbacher, Healthcom; Mary Callahan, Tunstall; Megan Gallegos, VRI; Natasha Belli, Blue Cross & Blue Shield of IL; Peter Valessares, Hellenic Foundation; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; Stephanie Garrigan, Phillips Lifeline; Ella Grays, Gareda; Laura Altenbaumer, Active Day; Gustav Saberbein, HAH Holdings dba Help at Home; William Wheeler, ICCCU; Yvette Holcomb, Premier Health Care Services; Marsha Nelson, Shawnee Health Service

### **BOARD MEMBERS NOT PRESENT**

Courtney Boileau, IL Medicaid Policy; Lori Elliott, Williamson County Programs on Aging; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; Lori Hendren, AARP Illinois; Brycie Kochuyt, Alternatives; John Magee, ADT Health; Beth Menz, SEIU Healthcare Illinois Indiana; Robert Spaulding, Healthcare Plus Senior Care

### **GUESTS ATTENDING VIRTUALLY**

Becky Edwards; Sue Makowski; Nancy Berry; Marsha Johnson; Robin Morgan; Kathy Rhoads; Kelly LaVigni; Jessica Moxey; Thomas Rider; CEM Cunningham; Winnie Lam; Flo Gwinn; Amber Richardson; Lisa Kracht; Tara Russo; Cindy Hardiek; Roxanne Nuttall; Linda Hubbartt; Crissy Castillo; Matt Papol; Nancy Berry; Pam Jones; P. Cash; Sarah Radcliffe; Tomas Gonzalez; Flo Gwinn; Jackie Jennings;

### **IDoA STAFF ATTENDING VIRTUALLY**

Will Salmon; Lora McCurdy, Deputy Director; Paula Basta, Director, Thelma D'Souza, Chief of Staff; Barbara McConnell; Sue DeBoer; Russ Kemple; Mike Berkes; Desirey Ackerman; Kim Flesch; Mary Gilman; Kristin Chi; Lisa Zuurbier; Rhonda Armstead; LaTorya Simons; Sarah Harris; Justin Heggy; John Eckert; Crystal Alexander-Wofford; Rhonda Armstead; Shirley Morley; Jeremy Hostetler; Sarah McCoy; Sophia Gonzalez; Jim Shovlin; Sarah McCoy; Michael Sartorius; Megan Thornton; Meghan Nierhoff

## **AGENDA ITEMS**

### **Opening Statement**

Director Basta welcomed all to the meeting, expressing that they were disappointed that they could not meet in person due to the increase in the Delta Variant. She expressed the opinion that the CCPAC board and guests attending virtually were a resilient group, and very much appreciated by Governor Pritzker and the Department on Aging.

The Illinois State Fair opens on Thursday, August 12, 2021 and runs through Sunday, August 22, 2021. The fair celebrates the seniors and providers on Senior Day (Monday, August 16, 2021) at which the IDoA will have a booth with information and various fun activities. It is a free event, and all seniors are invited to attend.

### **Call to Order:**

The meeting was called to order by Theresa Collins at 10:05 am on August 10, 2021.

### **Approval of May 10, 2021 CCPAC Meeting Minutes**

A motion to accept the May 11, 2021 minutes without alterations was provided by Tammy Tenton and seconded by Dary Mien. The motion carried with no objections.

### **Public Comments**

The invitation for public comments was opened with no comments offered from the attendees.

### **Tribute to Mary Hemp**

**Theresa Collins:** The Board and public attending the meeting virtually were notified of the death of board member, Mary Hemp on July 26, 2021. Mary Hemp was actively involved in Aging network programs for 34 years. An old saying that is appropriate to Mary's contribution to the Aging Network: "People don't remember what you say and people don't remember what you did, but they will always remember how you made them feel".

Mary left this world making people feel good about themselves. They trusted her advice and respected her commitment to serve our seniors.

**Mary Gilman:** Mary Gilman reflected on how Mary Hemp was looking forward to certain things to come. She was a quiet, behind-the-scenes person evidenced by photos she provided to us in 2019 for our face-to-face conference in which she did not appear once (she was busy taking the photos). She had a remarkable career taking care of everyone she served and with whom she served. We express our condolences to her family and co-workers.

## **COVID Pandemic-reflection, lessons learned, ongoing challenges**

Mike Berkes presented Power Point slides “Resilience of the Aging Network during the COVID-19 Pandemic” which reviewed the history of the past 18 months of the pandemic, the achievements of our Aging Network providers in serving the elder citizens of Illinois, and looking to the future for lessons learned. He referred to a statement written by IDoA Director, Paula Basta,

“It’s been so important to have strong partnerships within our Aging Network in order to accomplish the amazing work that’s been done throughout the state because of COVID. It takes continued commitment, trust, compassion, leadership and at times lots of “true grit” to get things done. This is what the Aging Network continues to show us in a resilient way! I am humbled every day by the stories we hear, pictures we see and the way we have helped each other through this (hopefully) once in a lifetime pandemic. I will forever be grateful and thankful for the effort and resilience demonstrated by those caring for our most vulnerable – Thank You!” IDOA Director, Paula Basta

Lora McCurdy asked providers the question, “What have we learned and what should we see as things the providers would like to see in the future?”

Theresa Collins: What are Providers doing to entice seniors to get their COVID-19 shots?

Ella Grays, Gareda: Gareda had face-to-face meetings with their home care aids and hosted their own version of a lottery to get seniors excited about getting their shots. The prizes extended from gift cards to crock pots with the “big” prize being a 65” television. The provider gave out the vaccination cards. The lottery has encouraged participants to come in to receive the cards. The Provider also sent out text message blasts to encourage participants to get their shots.

LaShun James – Addus Homecare - Chicago: Their agency utilized funds from IDoA (ESS, etc) to be able to provide supplies and other needs to Participants. She expressed gratitude to the workers, home health care aids for all their dedication during this time.

Dary Mien, Chinese Mutual Aid Association: Their organization’s takeaway from the COVID-19 pandemic was the ability to prioritize services to participants with whom the Provider could no longer work on a face-to-face basis. They also realized there are numerous various languages within their participants for whom they need to look at translation work that they are missing. Translation to those languages was a large portion of the needs of the Providers. Interpretations to appropriate languages allowed Provider to disseminate materials about COVID-19 and other pertinent information necessary to be able to cope with the pandemic.

Kevin Cosgrave, Guardian Medical Monitoring: We also need to talk about the upcoming 3G conversion within a future meeting. He expressed his appreciation and thanks to all for everything that was done during the Pandemic.

Stephanie Garrigan, Phillips Lifeline: We need to focus on coming together with ideas and learning the needs of the participants, care givers, care coordinators. The providers need to look at future program designs and future solutions. The participants' needs for enhanced technology and connections that can be provided by the EHRS companies. The fact that care coordinators can see the need to enhance technology generates a great dialogue for what participants need now and in the future.

Tammy Tenton, Premier Home Health Care Services, Inc.; The Pandemic has allowed this company's staff to assist the population.

Amy Nathan, North Shore Senior Center; She agrees with all the previous comments and would like to add that NSSC continues to watch communications from IDoA not only for the COVID-19 but also now with the new Delta variant. While her staff are mostly back in their offices serving participants in person, they are dealing with a lot of trepidation and some cases of mental illness for some of our care coordinators.

Marsha Nelson, Shawnee Health Services; She indicated that in her opinion, the network is now stronger than it was prior to the Pandemic. They have found that during the phone calls rather than face-to-face assessments participants may indicate that everything is fine, when the care giver arrives at the home, the participants are dealing with isolation and depression. Everything is not fine.

Paula Basta, IDoA Director; the State of Illinois is the third top state in the country where the 91.1% of older adults 65+ have received the vaccinations.

### **Vaccination resistance participants & staff – identification of barriers & feedback from participants**

What can IDoA do to assist the providers to convince participants and staff to receive the COVID-19 vaccinations? What are the reasons for hesitancy in getting the vaccinations (Feedback from providers)?

**Yvette Lyles, Pathway to Living:** Participants are hearing horror stories from media and others about the vaccinations causing mutilations. It is the fear of the unknown creating the reluctance to getting the vaccinations. The provider pushes the vaccine, run reports daily, and report to corporate office every week. Further, the provider follows up with the Life Enrichment Aides.

**Marsha Nelson, Shawnee Health Service - Southern Illinois:** The older population in our area have received the vaccine at a much higher percentage rate than the middle-aged and younger population. Ninety-five percent of the office staff are vaccinated. The Shawnee Health Service includes flyers on all home delivered meals which list all the locations, phone numbers, etc where the participants can get their vaccinations on the back side of the flyer.

### **Fluid guidance – Masking**

The State of Illinois is aware of the areas of the state that are becoming hot areas for COVID-19 and now as the Delta variant is increasing, the CDC says that we should be masking in certain settings regardless of one's vaccination status. Illinois is currently in Phase 5. IDoA has strongly supported and strongly recommended masking across the board. IDoA is monitoring all memos and broadcasts sent out by Governor Pritzker to ensure the agency will be able to keep the providers apprised of any changes.

### **Pre-service and In-Service Training Update:**

Based on a letter issued June 11, 2021 (for In-Home Providers) through the Illinois Department on Aging (IDoA) and the Department of Healthcare and Family Services (HFS) to movement to Phase 5. The letter encourages face-to-face Pre-Service Training and In-Service Training keeping in mind compliance with current federal, state, and local public health guidelines. There is support from the members encouraging utilizing the Zoom or WebEx for the training.

For the CCUs, September's training will be held remotely. Watch the training tracking for further information.

There is hesitancy of the participants to allow people into their homes – especially persons they were not expecting sent to do checkups on the services provided, as well as new home care aides. Their hesitancy in having new home care aides stems from the fact that the participants are concerned with whether the home health care aide has been fully vaccinated.

## **Workforce Challenges (retaining and recruiting)**

Workforce challenges currently facing the Providers revolve around in-home health care workers who leave their employer providers and become team members at area chain stores (ie: Home Depot, Amazon) because the health care worker is able to receive a better amount of hours (working an 8-hour day in one area rather than having to travel to several participants' homes at a lesser pay than the chain stores and fast-food restaurants are currently offering).

A suggestion was made asking if there is a way to partner Adult Day Care with Homecare to ensure participants are receiving their nutrition, medical services, and whatever assistance Adult Day Care can provide to Homecare participants.

## **Enhanced Federal Medical Assistance Percentage (FMAP) Proposal**

FMAP is a reimbursement of a state's total Medicaid expenditures and is based on a state's per capita income. IDoA submitted their proposal to the Federal CMS on July 12, 2021. CMS has a minimum window of 30 days (August 12, 2021) to evaluate information provided to them under FMAP.

## **One-time bonus payment**

The Federal Administration has allowed IDoA to submit billings from January 1, 2021 through March 31, 2021. All billings from this period must be submitted no later than August 12, 2021. A reminder was sent to the Network on June 29, 2021. Please be sure you have all your information submitted by August 12, 2021 in order to receive your one-time bonus payment.

## **Technology – platforms/tools at IDoA and tools for participants and HCA**

The COVID-19 pandemic has brought to light the need and usability for technology in our field. ECCPIS is being moved to a new server which should not affect the Network Providers. The change will make all our data more secure.

Your administrations are aware of the User Management Portal (UMP) where the Network will be able to register new employees for

all the different applications that we provide to include the User Management Portal, the Aging Cares application, and Training Tracking. These programs will be included in the Aging Cares when it goes live in December.

### **EVV Updates**

HFS has issued a procurement for EVV with a goal of having one centralized data aggregator. IDoA has raised the question of what happens if the client is a non-Medicaid client.

### **Admission, discharge, transfer notification system (ADT) and the role of providers**

ADT is a system that notifies physicians and care management teams on a patient's status when a patient is admitted to a hospital, transferred to another facility, or discharged. The physicians and care management teams are updated on a patient's status improving the patient's discharge care. The transition allows for prompt follow-up care while improving communications among all providers.

**Motion to Adjourn** was made by Cary Crawford ; Motion seconded by Mary Callahan with no objections. Meeting was adjourned at 12:45 PM.

**\*\*\*Next meeting: October 12, 2021 via WebEx\*\*\***