

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

**October 11, 2022**

**10:00 AM – 12:20 PM**

## **BOARD MEMBERS IN ATTENDANCE**

Theresa Collins, CCPAC Co-Chair, Senior Services Plus, Inc, IACCPHP; Cary Crawford, Addus; Marsha Nelson, Shawnee Health Service; Liz Vogt, IL Assoc. of Community Care Program Homecare Providers, IACCPHP.

## **BOARD MEMBERS IN ATTENDANCE VIRTUALLY**

Laura Altenbaumer, Active Day; Sherry Barter-Hamlin, Voyager Senior Living; Natasha Belli, DuPage County Community Services; Mary Callahan, American Medical Alert; Megan Conway, Hanover Township Dept of Aging Services; Megan Gallegos, Healthcom/VRI; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; Ella Grays, Accent Care; Lori Hendren, AARP Illinois; Yvette Holcomb, Premier Home Health Care Services, Inc; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; Brycie Kochuyt, Alternatives; Dary Mien, Chinese Mutual Aid Association; Marta Pereyra, CLESE; Tammy Tenton, Premier Home Health Care Services, Inc; Peter Valessares, Hellenic Foundation; Liz Vogt, IL Assoc. of Community Care Program Homecare Providers, IACCPHP.

## **BOARD MEMBERS NOT PRESENT**

Courtney Boileau, IL Medicaid Policy, Blue Cross Blue Shield of IL; Kevin Cosgrave, Guardian Medical Monitoring; Yolanda Curry, Chicago Dept of Family & Support Services (Margaret Laraviere designated substitute); Kim Evans, Help at Home; Lori Elliott, Williamson County Programs on Aging; Aaron Fortenbacher, Healthcom/VRI; \*Stephanie Garrigan, Lifeline; LaShun James, Addus Homecare Chicago; Richard Juarez, Solutions for Care; Winnie Lam, Chinese American Service League; Yvette Lyles, Pathway to Living; John Magee, ADT Health; Beth Menz, SEIU Healthcare Illinois Indiana; Amy Nathan, Northshore Senior Center; ; Grace Schonberg, Lawndale Christian Health Center; Robert Spaulding, Healthcare Plus Senior Care; William Wheeler, ICCCU.

\*Advance notice of absence communicated prior to meeting.

## **GUESTS IN ATTENDANCE**

Linda Hubbartt, Senior Services of Effingham County; Marsha Johnson, CCSI-Case Coordination, LLC; Suzanne Kinsey, Fox Valley Community Services; Andrea Cashbroom, Betty DeGroot, Jessica Dotzert, CCMH.

## **GUESTS ATTENDING VIRTUALLY**

Pam Winsel HFS; Lauren Tomko, HFS; Teresa Smith; Cora Taylor; Topaz Gunderson-Schweska; Elena Florea; Lisa Kracht.

## **IDoA STAFF IN ATTENDANCE**

Lora McCurdy, Deputy Director, CCPAC Co-Chair; Mike Berkes; Mary Gilman; Sandra Pastor; Amy Brown; Jennifer Hebel; LaRhonda Williams; Beth Skeeters.

## **IDoA STAFF ATTENDING VIRTUALLY**

Selma D'Souza, Chief of Staff; Glenda Corbett; Amy Lulich; Chelsey Peters; Kristin Chi; Kimberly Flesch; Sophia Gonzalez; Trish Gorda; Meghan Nierhoff; Lori Brannan; Katherine Ostrowski; Sarah McCoy; Ticarol Smith; Joe Danner; Rhonda Armstead.

## **AGENDA ITEMS**

### **Opening Remarks**

Welcome remarks from IDoA Deputy Director CCPAC Co-Chair Lora McCurdy, IDoA Mike Berkes. Quality Sub-Committee will not be meeting today. Roll call and introductions was conducted for those in attendance with a request for those attending virtually to post their attendance in the chat (WebEx did not record, therefore no attendance roster was generated).

### **August 9, 2022, CCPAC Meeting Minutes – Theresa Collins, CCPAC Co-Chair**

A motion to approve the August 9<sup>th</sup> minutes was provided by Liz Vogt and seconded by Marsha Nelson. No discussion. The motion carried with no objections and minutes approved.

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

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

### **Communication with Medicaid Enrollees ahead of PHE conclusion – Amy Lulich, IDoA Senior Policy Advisor**

HFS is partnering with state agencies like Aging to remind Medicaid medical benefits members to update the contact information, address, phone number and email address. Since members haven't been asked for this information recently this will assist when HFS is sending out re-determination notices. There is a Renewal Form on the HFS website, or they can call 877-805-5312 and select Option 8 to report a change. Requesting providers to continue reach out via social media, flyers, and the HFS Toolkit. The HFS Toolkit is for Medicaid medical benefits and is available in multiple languages.

**Online form:** <https://www2.illinois.gov/hfs/MedicalClients/Pages/addresschange.aspx>

1-877-805-5312 and select Option 8

**HFS Toolkit** focused on outreaching Medicaid enrollees ahead of the sunseting Public Health Emergency

<https://www2.illinois.gov/hfs/Pages/AddressUpdateMessagingToolkit.aspx>

### **Workforce Shortage Survey Results, CCU & INH Surveys – Sandra Pastore, Home & Community Services**

The survey on hiring FHCA's was emailed out on September 23<sup>rd</sup>. Ninety-five (95) surveys were received.

Results were briefed at the meeting. A breakout discussion was facilitated to address the following questions:

1. What short-term solutions to recruiting and retaining the CCP workforce should be the state's top priority?

- a. In-Home Providers
- b. Care Coordination Units

- Competition with larger employers
- Increased hourly wages, benefits
- Incentive funds
- Appeals process
- Partner or utilize the National Able (Title 5)
- Working conditions (treatment by caregivers)
- Quick interview/Quick pay
- Leapfrogging vs staying longer

2. What long-term solutions to recruiting and retaining the CCP workforce should be the state's top priority?

- a. In-Home Providers
- b. Care Coordination Units

- Recruitment and awareness at the high school level and other programs
- State organized incentive or benefit package
- Social Work interns
- Developing respect for the field of work, title changes with wage bumps
- Credentials
- Career path, skill set
- FMAP Funding
- Remote work, flex care
- Alternative transportation methods
- Child care
- More hours without losing benefits
- Leverage HS students, career path (STEM doesn't touch CCP)
- Growth of the network
- Leverage technology

3. How do we increase the visibility of the CCP and Aging Network workforce?

- a. Career path
- b. Credentials and/or Certifications
- c. Other ideas

- Speaking and visibility on behalf of IDoA Community Cares Program
- IDoA marketing
- Closing the loophole in benefits (SS benefits, Medicaid)
- Raise awareness for "IDoA"
- AARP

For anyone interested in participating in a Workforce Stabilization Workgroup please identify your desire your participation in the chat.

Please send your ideas for future Quality Webinars to Mike Berkes at [mike.berkes@illinois.gov](mailto:mike.berkes@illinois.gov)

**Aging Cares Status Update & Live Demonstration – IDoA Mary Gilman, Planning, Research, Development and Training**

A live demonstration of Aging Cares was presented.

The Aging Cares security function is being handled internally by the IDoA Benefits, Eligibility, Assistance and Monitoring (BEAM) Unit. For any questions specifically about Aging Cares user access forms 1309 and 1310 please use the general email: [Aging.ACUserAccess@illinois.gov](mailto:Aging.ACUserAccess@illinois.gov)

**Emergency Home Response System (EHRS) Fall Detection/GPS Service Expansion – Mike Berkes, IDoA Planning, Research, Development and Training**

Set new timelines and looking at November to have Aging's part of the submission amendment done.

A new draft service definition has been composed and will be sent out with a request your feedback. Thank you to the EHRS providers for the feedback.

**6-month Face to Face Visits & Policy Review – Kimberly Flesch, Data Analyst, IDoA Planning, Research, Development & Training**

There are 2 new reports: 6-Month Overdue Participant List and a Utilization Report. An email will be going out later today that explains how to access and how to read them, along with a revised checklist. There are a couple improvements that are needed, for example we noticed the Utilization Report does not contain the Client ID, therefore we will be making some changes and welcome feedback on what may be beneficial to you.

**Diversity, Equity & Inclusion (DEI) Training Requirement – Mike Berkes, IDoA Planning, Research, Development & Training**

The Diversity, Equity & Inclusion (DEI) Training is offered by the Governor's Office of Equity and is required for all boards, councils, and commissions, pursuant to Executive Order 2021-16 and is mandatory for all state employees, contractors, and appointees. The training commenced on July 1, 2022, and our deadline for completion is October 1, 2022. Please reach out to Beth Skeeters if you are unsure of your training status at [beth.a.skeeters@illinois.gov](mailto:beth.a.skeeters@illinois.gov)

**2023 Meeting Dates & Location – Mike Berkes, IDoA Planning, Research, Development & Training**

Trying to be pro-active to find a more user friendly (technology) meeting space. The Dept of Agriculture Building is no longer available for use on Tuesdays. Discussing an alternative to meeting on Tuesdays as well as meeting somewhere else on a day other than Tuesday. Please let us know of your objections to meeting on a day other than Tuesday and we will discuss again next meeting as we approach the new year. Discussion that Mondays and Fridays are not good.

**Adjournment – Theresa Collins, CCPAC Co-Chair**

Motion to adjourn was provided by Liz Vogt and seconded by Marsha Nelson. The motion carried with no objections. Meeting adjourned at 12:20 P.M.

**Next meeting: December 13, 2022, Annual Meeting via WebEx**