

Community Care Program Advisory Council (CCPAC) Meeting

October 15, 2025

In person, Peoria Civic Center

10:00 am – 12:00 pm

Advisory Committee Members in Attendance

Theresa Collins, CCPAC Co-Chair, Senior Services Plus, Inc; Aaron Fortenbacher, Healthcom/VRI; Cary Crawford, Addus Homecare; Jackie Rodriguez, SEIU; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; John Magee, ADT; Stephanie Garrigan, Lifeline; James Quach, Help at Home; Peter Valessares, Hellenic Foundation; Diane Slezak, representing Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; Lashun James, Addus Homecare; Bob Spaulding, Healthcare Plus Senior Care; Richard Juarez, Solutions for Care; Marta Pereyra, CLESE; Natasha Belli, DuPage County Community Services; Ella Grays, Accent Care; Yvette Lyles, Silver Pearls Senior Solutions

Advisory Committee Members Not in Attendance

Amy Nathan, Northshore Senior Center; Deb Oberman, Help at Home; Jackie Ward, VRI; Katie Wright, VRI; Laura Altenbaumer, Active Day; Sherry Barter-Hamlin, The Voyage Senior Living; Tammy Tenton, AVID Health at Home; Yvette Holcomb, Accent Care; Yolanda Curry, Chicago Department of Family & Support Services; Lori Elliott, Williamson County Programs on Aging; Lori Hendren, AARP; Amber Knox, Alternatives; Winnie Lam, Chinese American Service League; Grace Schonberg, Lawndale Christian Health Center

Guests in Attendance

Lisa Miller, Elena Florea, Ufonmbuk Alepan, Marika Loftman Davis, Raqib Shahzad, Shahzad Noor, Hanifah Daragangan, Yelena Rubina, Molly Jenkins, Heather Knutt, Ankur Sharma, Kendra Corzine, Aderuke Tayo-Obegme, Julius Tayo-Obegme, Vishal Panchfgar, Linda Billups, Gustavo Saberbein, Ivan Colorato, Deanna Krankel, Safurat Adelekan, Winsome Thomas, Donna Cardwell, Jessica Santiller, Ryan Sanders, Brycie Kochuyt, Sandra Kaycer, Bailey Huffman, Marsha Johnson, Channel Griffith, Lanesha Johnson, Karla Baht-Israel, Jasmine Ferguson, Kofi Jones, Yeronica Coates, Jim Soukoalis, Louie Prado, Sampson Maggette, Rashed Alnaser, Odeh Alnaser, Sara Ratcliffe, Stephanie Hawkins, Lori Cummins, Tatiana Tsikis, Kaoris Watanabe, Lisa Kracht, Torison Smith Jesmuth, Jessica Moxey, Jason Branch, Marla Fronczak, Susan Real, Nicole Gebke, Heather Noble, Edna Leyua, Gloria Benitey, Joanna Rubio, Esmeralda Zarraga, Loise Basa, Ketkesy Herena, Cynthia Cunningham, Jane Shekman, Linda Harris, Mattie Bryant, Elaine Grande, Awilda Gonzalez, Jazmen Eison, Ann Berk, Krystina Nickel, Majorie Moore, Joe Herd, Kay Abiola, Paulina Foley, Merlie Raspadi, Emily Reid, Amra Huskic

IDoA Staff in Attendance

Mary Killough, Becky Dragoo, Teri McKeon, Derek Hedges, Marqus Thurmond, Sandra Pastore, Liz Vogt, Quintin Mercier, T’Kira Siler-Wilkerson, Amy Wiatr-Rodriguez, Emily Howerton, John Eckert, Hernando Albarracin, Mary Gilman, Reier Deloney, Iris Huber, Meghan Nierhoff, Ellen Jennings Fairfield, Lisa Zuurbier, Desire Bernard, Audie Jensen, Fabian Egbuabumbe, Jennifer Hebel, Lori Brannan, Joe Gardner, Jamie Richno, Sean Reynolds, Michelle Hoersch, Aileen Vielman

Agenda Items

Call to Order

CCPAC Co-Chair, Theresa Collins officially called the meeting to order at 10:10 am.

Welcome and Introductions

Welcome remarks from CCPAC Co-Chair, Theresa Collins and IDOA Director, Mary Killough.

CCPAC Member Roll call

A sign in sheet was circulated in lieu of a verbal roll call.

Approval of meeting minutes from CCPAC Meeting on August 13, 2025

James Quash presented a motion to approve the August 13, 2025, meeting minutes, Joanne Glenn seconded the motion, and it was carried with no comments or objections.

Public Comments

The invitation for public comments was opened. No public comments were made.

IDoA Leadership & Staffing Update

Becky Dragoo, IDOA Deputy Director and CCPAC Co-Chair, noted IDOA has hired 16 new staff since June, including staff who answer calls to the Senior HelpLine.

CCPAC Subcommittees Updates

- **Services**

Ella Grays provided updates on In-Home Service (INH) provider monitoring by IDoA staff. The subcommittee is focusing on INH tool and a work guide for the INH tool. The INH

entrance summary will review what should be expected during the monitoring visit; the INH exit summary will review what should be expected when the monitoring visit results are sent to providers. A satisfaction survey is available to provide feedback from the INH provider perspective on the monitoring visit.

All forms will be emailed to INH providers. IDOA seeks feedback on how we can keep improving and will adapt these tools for use with other services.

- **Policy**

Sandy Pastore, IDOA Senior Policy Advisor provided updates on homecare aide of choice (HCA of Choice), legally responsible individuals (LRI), and memo that IDOA sent on HCA of Choice. IDOA is also working on an appeal memo to be released soon.

Becky Dragoo, IDOA thanked everyone for the feedback on the State of the Workforce survey, sent out at the end of September. She noted there were over 600 LRI during the pandemic. IDOA worked on an amendment to make the LRI policy permanent.

- **Training**

Liz Vogt, IDOA Chief of Staff provided training updates, including core training curriculum for direct service workers across all waiver programs with Rush University.

- **Technology Subcommittee**

James Quash provided updates. Key members from IDoA and other groups came together to discuss Training Tracking Portal (TTP) and other upcoming technology changes. The subcommittee has a regular meeting on the 4th Tuesday of each month.

Fiscal/Budget Update

Emily Howerton, IDOA provided updates that IDOA is working on maintaining the budget and trying to ensure that all programs are funded.

Teri McKeon, IDOA provided updates that payments are flowing and contracts are moving through as well. All CCP providers have an annual audit that needs to be uploaded to the ARMS system, and instructions will be sent out via email on how to upload. We will share more information on state and federal budgets as it becomes available. Hernando Albarracin, IDOA Bureau Chief, Procurement and Budget Operations was introduced.

Caregiver Protection Laws

Becky Dragoo, IDOA provided an update on new state caregiver protection laws and noted IDoA will follow up further regarding the changes.

Federal Updates

Becky Dragoo, IDOA provided updates on the impact of the federal government shutdown on programs and services. The federal background check system (E-Verify) was down, and instructions have been sent out to help with this issue. The closure has also caused delays in communication with our federal partners. IDOA is working through any payment delays or issues related to the shutdown.

State Plan

Amy Wiatr-Rodriguez, IDOA shared updates on implementation of the State Plan on Aging. The federal Administration for Community Living (ACL) approved it on 9/30/25. The plan is for 3 years (10/1/25-9/30/28), and it is required under the federal Older Americans Act.

Caregiver Portal

Becky Dragoo, IDOA provided updates on the Caregiver Portal as required by the state legislature, although no funding was received for implementation. IDoA has been building the portal along with other state agencies such as HFS.

Rate Study

Derek Hedges, IDOA provided updates on the rate study. A contract was finalized for conducting the rate study. They have more meeting planned and will establish a bi-weekly meeting as well. A survey will be sent out; please complete the survey as fully and accurately as possible. A general inbox will be set up for questions. November/December is when the rate study contractor will start conducting meetings separately with different provider groups like CCPAC. January is when they will start collecting the data from providers. Late spring is when the analysis will begin.

Remaining 2025 CCPAC Meeting Date

- December 10, 2025 (Annual Meeting)

Adjournment

Motion to adjourn at 11:40 am by Richard Juarez, seconded by Cary Crawford; it was carried with no comments or objections.