

**The Community Care Program Advisory Committee Minutes**  
**Tuesday, May 21, 2019 10:00 am**  
**Dept of Agriculture John R Block Building Auditorium, Springfield, IL**

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**Members Present:** Robert Thieman, IACCPHP/IADSA; Dary Mien, Chinese Mutual Aid Association; Kathy Woodworth, Healthcom/VRI; Jill Ohnesorge, Bond County Senior Center; Robert Childers, Williamson County Programs on Aging; Marta Pereyra, CLESE;; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc; William Wheeler, ICCCU; Mary Callahan, Tunstall; Theresa Collins, Senior Services Plus; Louie Prado, ADT Health; Stephanie Garrigan, Philips Lifeline; Marsha Nelson, Shawnee Health Services; Sherry Barter-Hamlin, The Voyage Senior Living; Kevin Cosgrave, Guardian Medical Monitoring; Richard Juarez, Lawndale Christian Health Center;

**Members Present on the Phone:** Peter Valessares, Hellenic Foundation; Susan Simmons, Help at Home; Laura Altenbaumer, Active Day; Lori Hendren, AARP Illinois; Ella Grays, Gareda; Brycie Kochuyt, Alternatives; Marsha Johnson, CCSI; Tammy Tenton, Premiere Home Health Care Services

**Members not Present at this meeting:** Cary Crawford, Chicago Commons; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; Mary Hemp, Community Care Adult Day Services, Inc.; LaShun James, Addus Homecare; David Lukens, VRI; Beth Menz, SEIU Healthcare Illinois Indiana; Amy Nathan, North Shore Senior Center; Sandra Pastore, Oswego Senior Center; Lori Pence, Central Illinois Area Agency on Aging; Robert Spaulding, Healthcare Plus Senior Care; Mikal Sutton, BlueCross Blue Shield of Illinois; Tammy Tenton, Premier Home Health Care Services, Inc

**Guests Present:** Linda Hubbartt, ECCOA; Lisa Kracht, ECCOA; Jean Jones, Cass County Mental Health; Lori Elliott, WCPA; Awilda Gonzalez,; Rebecca Wheat, Advocate Bromenn ADS; Tonia Oberg, ECCOA; Betty DeGroot, Cass County Mental Health; Ket Herena, CMAA; Terrance Sims, Gareda Home Care; Becky Edwards, Macon County Health Dept; Awilda Gonzalez, UI; Topaz Gunderson-Schweska, Molina; Elena Floren, EAA;

**Guests on Phone:** Denise Smith; LaRhonda Williams; Dennis Garcia; Gustavo Saberbein, Help at Home; Dennise Garcia, Catholic Charities;

**Illinois Department on Aging Staff:** Paula Basta, Director; Lora McCurdy; John Eckert; Barbara McConnell; Jody Martin; Paulette Dove; Robin Morgan; Sally Lisnek; Kim Flesch; Aster Bowden, Chrystal Alexander; Jose Jimenez; Melanie Kluzek; Anna O'Connell; Russ Kemple

**IDOA on Phone:** None

**Call to Order:** The meeting was called to order at 10:06 am by Robert Thieman. Motion to call to order was made by Kathy Woodward; motion was seconded by Theresa Collins. Roll call was taken; a quorum was declared.

**Approval of January 15, 2019 Minutes:** With minor corrections a motion to approve the March 19, 2019 minutes was made by Richard Juarez and seconded by Dary Mien. The motion to approve carried.

**Public Comments:** None

## **Department Reports:**

### **Fiscal - Anna O'Connell, CFO**

The Commitment to Human Services Fund has been spent for FY19. We are going to General Revenue Funds for billing. Payments may take a bit to get out.

Please clear up your FY18 billings before the end of FY19.

Budget work is going on now. We are hoping to have an FY20 budget passed soon.

Expect to have CCUs paid from the Commitment to Human Services Fund. Home delivered meals will come from the Commitment to Human Services Fund.

### **Lora McCurdy, Deputy Director**

**CCPAC SURVEY** - In the next few weeks we will be developing and sending out a survey to CCPAC Board members that will segue into restructuring future CCPAC meetings.

**Bob Thieman** Please get your annual Ethics training in to Barb McConnell by June 30, 2019. It is required by law.

### **BEAM - Robin Morgan**

**MCO Expansion** - A notice was sent out on May 9, 2019 to all CCUs and providers notifying all that the MCO Expansion is going live on July 1, 2019. If there are issues with billing MCOs, please email the Department at [aging.advisor@illinois.gov](mailto:aging.advisor@illinois.gov) and we will assist with getting you paid.

We did training last March for Case Managers. That webinar is available on eCCPIS under Information Webinars. Please ask your Case Managers to re-watch the webinars for a review on the policies.

There will be letters sent out on May 27, 2019 to MCO and MMAI clients about the MCO Expansion.

### **Website Survey Redesign Report – Barb McConnell**

Director Basta has requested the current IDoA website be reviewed to determine pros and cons with providers and staff members through surveys, and to glean a “wish list” for what the Network believes the IDoA website should offer for providers, older adults, and those involved with assisting seniors requiring services. A 17-question anonymous survey was sent to the Network (a total of 476 provider members) at the beginning of May 2019.

There was a response rate of 68% by the close of the survey on May 16, 2019. The survey gleaned information on ease of navigation, whether information sought was easily found and shared, whether information sought was relevant to the user’s job or to the older adults served by the user, and opinions on the usefulness of the information contained on the IDoA website. “Wishlist” questions for items the provider felt would make the website more user-friendly and helpful to both providers and older adults were posed, followed by contact statements – methods to establish easier contact with

IDoA staff for questions or issues (online contact forms, conspicuous phone numbers, email, etc). Based on the overwhelming opinion of the Network responses, it was determined that there is a need for a complete re-design of the IDoA website to make it easier to navigate and to provide information and links to sources for the population and the Network providers.

**Lora McCurdy** requested volunteers for a short-term work group from the CCPAC Board and guests. Following is the list of the workgroup members.

**IDoA Website Redesign Workgroup:** Director Paula Basta, Josh DeHeve, Barb McConnell, Marta Pereyra, Bob Thieman, Marsha Nelson, Linda Hubbartt, Rebecca Wheat, Kevin Cosgrave, Susan Real, Bill Wheeler, Russ Kemple, Mary Callahan, Awilda Gonzalez, Dary Mien, Shana Holmes, Mike Dropka, Lora McCurdy, Carrie Marcy, Marcia Walker. **(Note: Chief of Staff, Selma D'Souza was added to the workgroup in July, 2019)**

### IT Update – Russ Kemple, CIO

**Adult Day Care Food Program Web Application** The application went live on January 15, 2019. Providers no longer need to submit paper invoices; this can all be done online through the application. Everything needs to be completed and submitted online now in order to receive payment.

**Dashboard:** To view the Dashboard go to the IDoA website and click on Partner Portals (Dashboard), log in, then click on Dashboard to access. Providers will be able to access the applications that are supported. There are four public sites here - IDoA, Provider Profile, Ombudsman and BAA Log in with your Illinois.gov ID. Providers will be able to communicate, see training tracking, and policies.

**Senior Help Line Web Application:** The Senior Help Line Web Application went live on May 15, 2019. We built a referral system into the site to make it easier to connect the callers with providers. Through this referral system, we will be able to track whether callers have been able to connect with providers and are finding the services they require.

**Training/Tracking System** This system will track all background checks, keep track of training done every three years, and will show which employees are due for training within 90 days. Providers will be able to click on a button and immediately schedule their employees for training. If an employee transfers to another agency, all the information will transfer with them.

**Mary Gilman** Roll out of the Training/Tracking system will be in stages beginning with the CCUs, then going to the Provider agencies.

**Aging Cares System: CMIS:** Will replace current system. Senior Help Line, Training/Tracking system are all components of the Aging Cares system. The CMIS web is currently being built; pieces are being tested. The system will have built-in edits, so it won't allow a claim to be submitted without first being completely verified.

**Critical Event Reporting System (CERS) Phase II:** Scheduled to go live in late June 2019.

**APS:** We are projecting a turn-around for help desk tickets within 24 hours. There will be a webinar for APS agencies to answer questions within the next few weeks.

**Provider Profiles:** Not all providers have completed their Provider Profiles. Please complete and submit your profiles for your agencies if they've not been completed. Some large providers may have

completed their profiles based on the whole state. Please check your Provider Profiles to ensure they are complete and accurate for your area only.

### **Fall Conference – Mary Gilman:**

**September 17-19, 2019 at the Peoria Civic Center, Peoria, Illinois.** Speakers are being contracted for sessions. If you have any speakers and/or subjects to recommend, please email us at [aging.training@illinois.gov](mailto:aging.training@illinois.gov) . This year is the 40<sup>th</sup> anniversary of the Community Care Program. One of the plenary sessions at the Fall Conference will celebrate this landmark anniversary. Any suggestions for ideas on how to celebrate will be appreciated. We would like to have a small group to develop the celebration, please contact Mary Gilman at [aging.training@illinois.gov](mailto:aging.training@illinois.gov) . Anyone who has pictures years that show the CCPs in action over the past 40 years and are willing to share those pictures, your submissions would be greatly appreciated.

Registration for the conference will be free. Periodic reminders will be sent from [aging.occs@illinois.gov](mailto:aging.occs@illinois.gov) .

Updates on the conference will be provided at the next CCPAC Bi-monthly Board meeting in Chicago on August 20, 2019.

### **Legislative Updates – Lora McCurdy, Deputy Director:**

There are several bills that the Department is currently tracking. Two are related to Adult Protective Services.

- SJR 13 creates the Elder Abuse Task Force. You may locate references to these bills under the ILGA site.
- HB 3065 – Aging-Abuse Investigations passed the full house and the Human Services Committee.
- Another proposed legislation (no bill number yet) has to do with Medicaid Ex Parte Redetermination Process. DHS and HFS are working on different aspects of this legislation mainly on Medicaid Eligibility. They are working on an Electronic certification process which should make it easier for seniors to apply for and hopefully stay on Medicaid rather than dropping off because they are not filling out the paperwork to complete for the re-determination. We are advocating DHS and HFS to include the CCP Elderly Right-Waiver population.

### **Adult Day Services**

We have an Adult Day Services Workgroup. We are working on making people more aware of ADS services. We are discussing having ADSs come to the next ICCCU meeting on July 9<sup>th</sup> in Springfield to discuss how we can work together to have an open dialog between ADSs and CCUs to promote using Adult Day services, what they have to offer. The Department is discussing putting together a brochure on ADS. **Rates:** The new rates are still being discussed but are close to resolution. A public meeting will have to be held when the rates are released. Public notices for the meeting will be published. If you want to be a part of the workgroup, contact either Lora McCurdy at [lora.mccurdy@illinois.gov](mailto:lora.mccurdy@illinois.gov) or Chrystal Alexander at [chrystal.d.alexander@illinois.gov](mailto:chrystal.d.alexander@illinois.gov).

## **OAS - Jose Jimenez**

**Initiatives:** We are in the process of setting up a grant that will fund the IMA sites for BA Applications.

**Social Isolation Initiative:** This is a state-wide initiative that will target those in our population who are socially isolated to encourage them to become involved in their communities.

**Home-Delivered Meals:** Additional \$2 million in the budget for Home-delivered meals program. We are looking to expand meals to un-served or underserved areas. We developed a standardized state-wide referral form so that we don't have multiple versions of this form. Use of this form will assure that we are able to provide these meals to the individuals.

**Nutrition survey:** Melanie Kluzek is working on a state-wide nutrition survey to all nutrition providers. We need to make sure we are expanding meals in Chicago and the rural areas.

## **2019 Mandatory Ethics Training Certification – Robert Thieman:**

The deadline for submitting your legally mandated certification form stating that you have read the Ethics Training book for 2019 is **June 30, 2019**. Please make certain that these are received by June 30, 2019 so that you are in compliance with federally mandated rules.

## **CCPAC Board Meeting Survey – Lora McCurdy, Deputy Director**

We will be sending out a brief survey in a few weeks to all CCPAC Board Members to get feedback on the format of CCPAC Bi-Monthly Board meetings. Please complete and submit the survey; we will present results of the survey at the next CCPAC meeting.

**CCPAC Bi-monthly Board Meeting - Robert Thieman:** Next CCPAC Board meeting will be held on Tuesday, August 20, 2019 in Chicago, IL at the JRTC Room 16-504, 100 W Randolph St.

A Satellite Conference room will be located at the DNR Building on the Illinois State Fairgrounds in the lower level Lakeview Room A.

**Robert Thieman: Call for Adjournment:** Motion to adjourn was made by Louis Prado and seconded by Dary Mien. Unanimous vote to adjourn. Meeting was adjourned at 12:09 pm.