

The Community Care Program Advisory Committee Minutes

Tuesday, August 20, 2019 10:00 am

JR Thompson Center 100 W Randolph 16-504, Chicago, IL

Department of Natural Resources Building 1SW Web room, Springfield, IL

Members Present (Chicago): Theresa Collins, Senior Services Plus, Inc; Louie Prado, ADT Health; Mary Callahan, AMAC; Joanne Glenn, Comprehensive Quality Care; Marta Pereyra, CLESE; Laura Altenbaumer, Active Day; Kevin Cosgrave, Guardian Medical Monitoring; Cary Crawford, Chicago Commons; Stephanie Garrigan, Philips Lifeline; Ella Grays, Gareda, LLC; Richard Juarez, Lawndale Christian Health Center; Brycie Kochuyt, Alternatives for the Older Adult; Beth Menz, SEIU Healthcare Illinois Indiana; Dary Mien, Chinese Mutual Aid Association; Amy Nathan, North Shore Senior Center; Susan Simmons, Help at Home; Mikal Sutton, Blue Cross/Blue Shield of Illinois; Tammy Tenton, Premier Home Health Care Services, Inc; Peter Valessares, Hellenic Foundation; Kathy Woodworth, Healthcom, Inc/VRI

Members Present (Springfield): Robert Thieman, IADSA; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; Jill Ohnesorge, Bond County Senior Citizens Center, Inc.

Members Present on the Phone: Mary Hemp, Community Care Adult Day Services, Inc; Lori Hendren, AARP Illinois; Marsha Nelson, Shawnee Health Service; Sandy Pastore, Mindful Innovation Consulting, LLC; William Wheeler, ICCCU; Lori Pence, Central Illinois Area Agency on Aging; Amy Nathan, North Shore Senior Center;

Members not Present at this meeting: Sherry Barter-Hamlin, River to River Residential Co.; Robert Childers, Williamson County Programs on Aging; LaShun James, Addus Homecare – Chicago; Robert Spaulding, Healthcare Plus Senior Care;

Guests Present (Chicago): Larry Dakof, AUAF; Shrvana Shrestha, Chinese Mutual Aid Association; John Eisel, Help at Home; Gustavo Saberbein, Help at Home; Latesha Thomas, Help at Home; Awilda Gonzalez, Universal Industries; Natasha Belli, DuPage County Health; Amy Brennan; Sue Makowski, DuPage County Senior Services; Elena Florea; Richard Odishu; Ket Herena, Chinese Mutual Aid Association; Santosh Keimar, Universal Industries; Roxanne Nuttall, DeKalb; Justin O.; Dipika Vyas, Catholic Charities; Andrew Kretschmar; Becky Edwards, Macon County Health Dept;

Guests Present (Springfield): Topaz Gunderson-Schweska, Molina Healthcare

Guests on Phone: Marsha Johnson, CCSI; Dennise Garcia, Catholic Charities; Amy Brown, AgeStrong; Jason Speaks, Leading Age Illinois; Denise Smith, MCHD

Illinois Department on Aging Staff (Chicago): Paula Basta, Director; Selma D'Souza, Chief of Staff; Lora McCurdy, Deputy Director; Mike Berkes, Planning Division Manager; Russ Kemple, Chief Information Officer; Barbara McConnell

Illinois Department on Aging Staff (Springfield): Rhonda Armstead, General Counsel; Lisa Zuurbier, Community Relations & Outreach Division Manager; Sandy Leith, SHIP Director; Jose Jimenez, OAS Supervisor; Anna O'Connell, CFO; Sue DeBoer, BEAM Division Manager; Mary Gilman; John Eckert; Jody Martin; Paulette Dove; Robin Morgan; Kim Flesch; Chrystal Wofford; Rachael Livingston; Josh DeHeve

IDOA on Phone: LaRhonda Williams, Deputy State Home Care Ombudsman

Agenda Items

Call to Order: The meeting was called to order at 10:12 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 May 21, 2019 minutes was made by Kathy Woodward and seconded by Louie Prado. The motion to approve carried.

Public Comments: Bob Thieman announced the passing of Mary Hill on August 14, 2019. Mary developed and helped to establish the Community Care Program (CCP) in 1979 to help senior citizens to remain in their own homes who might otherwise need nursing home care by providing in-home and community-based services. Mary spent many years in service to the senior population of Illinois before her retirement. Donations in lieu of flowers may be made in Mary's name to the Fibrodysplasia Ossificans Progressiva Association (www.ifopa.org) to fund research or to the Advent Christian Village Benevolent Fund PO Box 4305, Dowling Park, FL 32064 (www.acvillage.net/support-acv-ministry/).

Her obituary may be found at the following link:

<https://www.legacy.com/obituaries/sj-r/obituary.aspx?n=mary-i-hill&pid=193650088>

Department Reports:

IT REPORT – Russ Kemple, CIO: Russ presented information based upon a PowerPoint presentation he had prepared for this meeting on the status of various technology programs that his division is currently creating.

DASHBOARD: The Dashboard is located on the current IDoA website under "Partners & Providers"/Partner Portal (Dashboard). Timeline as follows:

July 15, 2019: ECCPIS open for CATS for FY20

August 1, 2019: System open for FY20 billings

October 16, 2019: Last day to submit billings for FY18

October 16, 2019: Last regular submission of FY19 billings

Please refer to the Billing Memo sent out on June 13, 2019 for more information. Copies may be requested from aging.infotech@illinois.gov.

CRITICAL EVENT REPORTING SYSTEM (CERS) 2.0: We have added “County” to user dashboards for easier sorting; simplifies management for those serving multiple counties. There will be more actions icons available within each report to reduce the burden when completing a report, and reports may be accessed and amended directly from the Search function. The Department will hold a webinar training for providers once CERS 2.0 enhancements are completed.

APS IT is hiring personnel to work on the APS team. It is expected that within the next six months they will have a much better APS system. They do not have a release date for the new APS system yet.

There will be a User Registration page which will include a confidentiality agreement, a Report of substantiation submission date, notice of investigation submission date, and an updated search feature which will show all client cases. All providers will have to register for the APS system.

REPORT UPLOADER: New features will include the ability to have information auto-uploaded (ie: Organization name, User, Report creation date). There is a browser to locate documents.

Lora McCurdy: The goal was to have the new uploader that will help the Department by providing better tracking with the Medicaid applications.

TRAINING TRACKING: The Training Tracking system will aide in monitoring mandatory training requirements for Care Coordination Units (CCUs) and CCP (Community Care Program) service providers.

The Training Tracking system:

- a) Improves the ability to track training for all agency staff;
- b) Allows a mechanism for agencies to review training that employees have already received when staff move from one agency to another.
- c) Assists providers in identifying which employees are out of compliance with training requirements, criminal background checks, etc
- d) Provides IDoA the ability to review 100% of employee records instead of just a small sampling of employees
- e) Assists IDoA in identifying staff who are not authorized to serve CCP participants

Policies and Training Update – Mary Gilman & Robin Morgan:

Robin Morgan: The first phase of the Training Tracking system is done and is being tested and reviewed. IDoA is currently working on the policy that will accompany the system. An announcement will be made informing providers

when the policy becomes effective. Because this system will be used for compliance, providers need to make sure everything is entered into the system accurately.

Mary Gilman: The system will be utilized with CCUs first. Once the CCUs are successfully using the system, the second phase will be to bring in provider agencies. Training links for Care Coordinator certification and homecare supervisor webinar are on the IDoA website.

CMIS-WEB – Russ Kemple:

Lora McCurdy: The Department has been working with Shawnee’s CMIS PC-based system for several years; Shawnee has been very supportive of the Department and has been a real partner over the years. The Department and providers thank the Shawnee team for their many years of IT support to the Department. Their contribution to the Department has been and is invaluable.

Russ Kemple: The IDoA is developing a new CMIS-Web application that will replace the existing Shawnee CMIS PC-based system that will work with all our other systems. It will centralize processes used by CCU providers, help to eliminate rejects, allow multiple year contracts to be billed, and allow for digital signatures. The system is projected to require less user training when it is brought online.

The Department just built a new Senior Help line System. Everyone will be using the same system, running the same reports.

IT workgroup, contractors, etc meet every Thursday to discuss processes and how the system needs to be changed. The Department needs volunteers with IT experience to serve as testers for the CMIS web application. We also need some providers on the group. If you or your agency is willing to assist the Department with testing the application, please email Robin Morgan at robin.morgan@illinois.gov. The Go-Live date is dependent upon the test group and how the testing goes. Shawnee is under contract with the Department until June 2020.

Provider Profile Survey Information: It is imperative that providers ***completely and accurately*** put in their information and services provided to the Provider Profile Survey as soon as possible. This is to the providers’ benefit and a great marketing tool for your agency.

Case Authorization (CATS): Providers will no longer have to wait to get onto the system to do their billings. It will be available 24/7.

ECCPIS Re-write: The Aging Cares Project is soon to come.

Phase 1: Senior HelpLine – Live

Phase 2: Replacing CMIS

Phase 3: ECCPIS Billing

This is being moved to Windows 16 server. We expect to have all completed by December 2020. Please note: if you have any issues with time-out, please let IT know. It should be fixed now.

Financial Report – Anna O’Connell, CFO: The Department is still processing for FY18 and FY19. Be sure to submit all FY18 billings to us soon. There will come a time when we can no longer process those payments. Providers will see FY20 payments before they see payments for FY19 June. This all has to do with the procedures followed by the Comptroller’s office. Following is the link for providers to be able to link to the Comptroller’s website for information on payments.

<https://illinoiscomptroller.gov/vendors/>

The billing system is having some issues that is causing some delays in payments. It has to do with the change in fiscal years and other technological issues. Reminders should be sent for data uploads.

Payments for FY20 billings are being paid from the Human Services fund. This is for services only, not CCUs. The link to check your balances is on the IDoA’s website dashboard.

You received a notice from IDoA Financial with pertinent information regarding billings for previous fiscal years and the current fiscal year. This included key dates for which providers need to be aware.

Key Dates:

Monday, July 15th, ECCPIS open for CATS for fiscal year 2020

Monday, August 1st, system open for fiscal year 2020 billings

Wednesday, October 16th, last day to submit billings for fiscal year 2018

Wednesday, October 16th, last regular submission of fiscal year 2019 billings

2019 Fall Conference – Mary Gilman:

Conference Registration: As of August 20, 2019, there are 374 people registered for the 2019 Fall Conference “To Serve & Advocate: Strengthening our Mission” in Peoria, Illinois September 17-19, 2019. There are a maximum of 500 registrations available. Final printed program will be completed and sent out the week of August 26th.

Hotel Reservations: Some of the conference hotels are past their reservation deadlines to reserve rooms under the conference rates. Any registrants requiring a hotel room will need to select one of the other hotels whose deadlines have not passed.

Staff Longevity Awards: The deadline for submitting names of staff recommended to receive the awards is August 30th. Please submit the names by that date to aging.training@illinois.gov .

CCPAC ReNEWal – Barb McConnell: Barb presented the results and findings of the CCPAC ReNewal survey completed by CCPAC members in July 2019. The survey indicated a desire by CCPAC members to re-focus the meetings to outstanding issues of providers and needs of the participants over IDoA departmental reports. CCPAC feels members need more involvement in producing agendas, focusing on in-person attendance at meetings, and working on the “meat and potatoes” of issues facing IDoA constituents. Members also felt that the current by-laws that were established in 2008 are outdated and need to be revised to reflect present-day updates.

CCPAC By-laws Review Workgroup: The call went out for CCPAC volunteers to create a workgroup to review the current CCPAC by-laws in order to update them (the current by-laws were from the creation of CCPAC in 2008) to reflect changes in the make-up of CCPAC membership and other modernizations.

CCPAC Recommendations for new board members: Included in the CCPAC meeting packets were nomination forms with which members may make nominations for additional CCPAC members. Per the current by-laws, CCPAC is not in compliance with the minimum number of members from each category; it was determined that new members from these categories needed to be nominated to CCPAC to become compliant. Those categories include a) Senior Citizen Membership Organizations and; 2) Citizen Members 60 years or older. Members from other categories may also be nominated.

SWOT Analysis. Theresa Collins: Theresa Collins suggested that a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis be performed during the October 15, 2019 CCPAC meeting with the outcome to direct CCPAC’s future direction.

IDoA Website Re-design Update. Selma D’Souza: Selma informed CCPAC that a workgroup had been formed to develop an updated IDoA website, and the workgroup, along with staff members were progressing toward that goal. A demonstration was scheduled; however due to weather issues resulting in power outages in Springfield and technology issues in both locations, the demonstration was tabled until the October 15, 2019 CCPAC meeting.

MCO Expansion, Robin Morgan: The MCO expansion is going well. Several clients were transferred over on July 1, August 1, and set to transfer on September 1 and October 1. We expect some clients to move from MCOs to CCPs.

Minimum Wage & Recruitment/Retention, Theresa Collins: Theresa Collins led a discussion concerning effects of the new minimum wage laws and recruitment/retention of employees among the members. There are two areas of focus; minimum wage-the push to expedite the minimum wage in Chicago to \$15 and the significant issue of recruitment and retention that CCP providers face.

The expedited minimum wage push is not a for-profit, not-for-profit issue, a carve out will not help our industry. If the minimum wage is increased to \$15 and there is not another increase to providers, they will not be able to pay this rate. In addition, is it reasonable/ethical that providers go back and advocate for another increase now? If there is a carve out for profit providers will simply pull the work force. If we as an industry do not pay \$15 we will continue to lose staff to other industries such as retail, food service and so on.

Recruitment and retention are a crisis level issue for many providers throughout the state. We are competing with companies outside of our industry for employees. Our employees face a multitude of challenges such as unknown work conditions, variations in schedules, travel from client to client and much more. Specifically, we would like to see the HCAs see this as a career rather than a job and validate the work they do through recognition, follow up and creating a career ladder.

State Plan on Aging, Jose Jimenez, OAS: OAS is required to present their State Plan on Aging by May 2020. Jose is seeking feedback from all the IDoA advisory groups to help prepare the State Plan on Aging. He is also seeking volunteers from all IDoA advisory groups to work on completing the plan and help craft the process. There are three required presentations that must be completed prior to May 2020. The workgroup will develop a draft of the plan. Without the State Plan on Aging, OAS will not be able to draw Federal monies. Stakeholder input is important. The following CCPAC members have volunteered for the workgroup: Jill Ohnesorge, Amy Nathan, Topaz Gunderson-Schweska, Theresa Collins.

CCPAC Annual Meeting/40th Anniversary of CCP, Lora McCurdy: IDoA and providers will be planning observance of the 40th anniversary of CCP at the CCPAC's Annual Meeting on December 3, 2019. We are looking for ideas and venues for this meeting and observance. Please contact Lora (lora.mccurdy@illinois.gov) with ideas and suggestions. (**Update:** Amy Nathan has offered use of her agency, North Shore Senior Center in Northfield, IL as a venue for this meeting.)

Adjournment. Bob Thieman: A motion for adjournment was made by Kevin Cosgrave. The motion was seconded by Louie Prado. Motion carried. Meeting was adjourned at 12:20 pm.