



**State of Illinois**  
Illinois Department on Aging

Older Adult Services Advisory Committee  
Executive Committee Meeting

Date: July 18, 2016 (Approved October 17th, 2016)

Locations: Illinois Department on Aging offices:

- 160 N LaSalle, Suite N-700, Chicago;
- One Natural Resources Way, Springfield; and
- Conference call

**In Attendance:**

Executive Committee Members:

Terri Harkin, SEIU HealthCare  
Phyllis Mitzen, Health and Medicine Policy Research Group  
Susan Real, East Central Illinois Area Agency on Aging  
Cathy Weightman-Moore, Long-Term Care Ombudsman, Catholic Charities

Department Representatives:

Megan Spitz, Illinois Housing Development Authority

Department on Aging staff:

Jennifer Reif, Deputy Director  
John Eckert  
Sophia Gonzalez  
Lora McCurdy

**Absent:**

Executive Committee Members:

Carol Aronson, Shawnee Alliance for Seniors  
Samantha Olds Frey, Illinois Association of Medicaid Health Plans

Department Representatives:

Debra Bryars, Department of Public Health  
Kelly Cunningham, Department of Healthcare and Family Services  
Linda Gonulsen, Department of Human Services, Division of Rehabilitation Services

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Introductions, call to order and approval of April 18, 2016 minutes:

Jennifer Reif, Deputy Director welcomed everyone to the meeting. Members introduced themselves from Springfield, Chicago and on the phone. John Eckert asked for a motion to call the meeting to order. Cathy Weightman-Moore made a motion; Susan Real seconded. The motion was approved unanimously. Eckert asked for a motion to approve the April 18, 2016, minutes. Phyllis Mitzen made a motion to approve the minutes; Cathy Weightman-Moore seconded. The minutes were approved unanimously without any corrections and will be posted on the Department website.

## Quality Data: Update on Participant Outcome Satisfaction Measure (POSM) & Client Satisfaction Survey

Lora McCurdy shared that the Division of Planning, Research and Development has been working on the waiver renewal for the past 8-9 months in addition to enhancing Quality Performance Measures. OASAC members had previously talked about having an opportunity to provide more feedback on how the Department is performing in these areas. McCurdy noted that the Participant Outcome Satisfaction Measure (POSM) survey is completed during the initial assessment and at the annual re-assessment. The Department looks at data by PSA based on the responses to questions. Some of the topics included in the POSM include Workers, Activities, Privacy, and Availability. The current scores per PSA show that there has been improvement in POSM completions. This year the Department sent reminder letters to the CCUs to try to increase completions. Last fall the Department had a 51% completion rate and that percentage has increased to 71% by July 2016. It was noted that some areas are doing better than other in completing these surveys. The Department is planning to go over these results during the next full OASAC meeting. The Department also shared some results during the last ICCCU meeting.

The Client Satisfaction surveys were sent out in May. A total of 2027 surveys have been returned from the 6186 surveys that were mailed out. The Department has received positive results, but there are some areas that need to be looked at. Some of the areas being looked at are the variations of DON scores per PSA. Phyllis Mitzen asked if another reminder would be sent regarding the Client Satisfaction Surveys and McCurdy responded that no additional reminders would be sent. The Department is looking at handwritten comments and will be following up with these CCP participants directly to learn more about the concerns that were expressed via the survey. Mitzen asked if any patterns of responses had been identified by the Department. McCurdy responded that the data is still being reviewed and hopefully more information will be available to be shared during the full OASAC Meeting. McCurdy also shared that the surveys were translated into several different languages. Susan Real stated that it would be good to look at Performance Outcome Measures; asking the participants if their life improved by the services provided through care coordination. McCurdy stated that the POSM results could potentially inform the development of the service plan. Mitzen noted that looking at positive and negative comments will help identify struggles and see patterns. McCurdy shared that redetermination timeline patterns are being monitored and the Department has had conference calls with the low performing CCUs and corrective plans have been implemented.

Susan Real asked about the status of the Universal assessment Tool (UAT) being developed under the Balancing Incentive Program (BIP). Lora McCurdy shared that the date for implementation was moved back and more details concerning the status of the UAT would be available at the next meeting. Phyllis Mitzen stated that there seemed to be more involvement with BIP last year and it would be good to know what is happening with the UAT, other BIP initiatives and the 1115 Demonstration Waiver.

## Discuss HHS Transformation – Behavioral Health Initiative

John Eckert shared that there will be HHS Transformation 1115 Demonstration Waiver town hall meetings in June. He noted that the HFS 1115 Demonstration Waiver has a focus on Behavioral Health. Phyllis Mitzen stated that the Director had mentioned that Behavioral Health would be on the agenda for Aging and the group would like to know how older adults fit in. Lora McCurdy stated that we can ask Director Bohnhoff for updates, as she participates in a smaller subgroup. It was stated that stakeholder involvement is needed and the town hall meetings are a good way to become involved.

John Eckert shared that he is representing the Department on the HHS Transformation- Moving from Institutional to Community Based Settings workgroup and is the lead on a Prescreening/Deflection sub-group. The sub-group is developing short term goals (6 months) and long term goals (24 months). Lora McCurdy shared that this initiative couples with the work the

Department is doing on revisions to the Choices for Care hospital pre-admission screenings process. Phyllis Mitzen shared that Health & Medicine completed previous work and there may be reports available. McCurdy mentioned that SB2929 has been sent to the governor and this bill requires the CCUs to send the prescreen paperwork to the nursing facilities rather than the hospital discharge planners. The nursing facilities had raised a concern regarding not receiving the information from the hospital discharge planners. Further discussion continued regarding transition issues from the hospital to the nursing facilities and the Bridge model. It was shared that currently the hospital calls the CCU and informs them of the decision made that the person is going to a nursing facility and there is not much discussion about community based alternatives. McCurdy shared that they are currently working on post screens and revising training policies regarding increased de-institutionalization efforts. Cathy Weightman-Moore shared that this was a recommendation from years ago and it is great that it is being worked on now. Eckert stated that the Governor's office is very interested in keeping people out of nursing facilities whose needs can be met in the community with services.

#### Update on Community Reinvestment Program (CRP)

Jennifer Reif, Deputy Director, shared that the Department is moving forward with the Community Reinvestment Program (CRP) and has January 1<sup>st</sup> as an implementation date. Currently the rules are being worked on and answers to questions received are being finalized. January through March will be a transition period and intensive technical assistance from the Department will be provided. The Department plans to draft a letter in the near future and send it out to the participants. This implementation is still in the planning process and the Department is trying to be thoughtful and exploring safety nets. Terri Harkin asked about the status of the rules; when they will be submitted to JCAR and if there is a timeline. Deputy Director Reif shared that the Department has received good feedback and is trying to incorporate the feedback but have not spoken to the Governor's office about the timeline. Harkin asked if the Department plans to move forward with the implementation of CRP without a budget and how CRP will be paid for. Deputy Director Reif stated that the Department would not move forward without a budget, as only a stop gap budget is in place but the Governor's office has advised the Department to continue with the planning process with sister agencies and the Aging network as there is a lot of work to be completed. Phyllis Mitzen mentioned that waiting lists included in the rules will be a problem with transitions. Deputy Director Reif stated that waiting lists will depend on the geographic area and that they needed to be included in the rules and intense levels of technical assistance will be needed to make things happen; CRP is a flexible program. Harkin stated that she did not understand how the same services would be provided with \$200 million in cuts. Deputy Director Reif stated that it will require that for each person to be reassessed (to take a look at the needs vs. the wants) and will require strong communication between the participant, family members and the care coordinator. Harkin shared that it was still not clear how that would be possible; she shared that flexibility is good but does not solve the problem of less funding for 44,000 seniors. Phyllis Mitzen asked if there was an assumption that people are receiving services that are not needed. Deputy Director Reif responded that no assumptions were being made but the Department needed to be creative if we want to continue to provide services to those seniors. The Department will be working with specific geographic areas, Area Agencies on Aging and be person-centered about the needs of each individual. The resources available will be different but they will still provide the supports that the person needs.

#### Review/Approve Agenda for August 22, 2016 Full OASAC meeting:

John Eckert asked for a motion to approve the full OASAC meeting agenda for August 22, 2016. It was noted that an update on the BIP and UAT would be added to item #6. Cathy Weightman-Moore made a motion to approve the agenda. Terri Harkin seconded. All were in favor. The Agenda was approved.

#### Motion to Adjourn

The meeting was adjourned at 3:00 p.m.