

ILLINOIS COUNCIL ON AGING

**ONE NATURAL RESOURCES WAY – ROCK RIVER CONFERENCE ROOM
SPRINGFIELD, ILLINOIS**

**160 N. LASALLE ST., SUITE N-700
CHICAGO, ILLINOIS**

**TUESDAY, SEPTEMBER 10, 2019
10:00AM – 12:00PM**

MEMBERS PRESENT:

Jane Angelis, Anthony Frazier, Christie Goleman, Susan Lawler, Patricia Marton, Steve Wolf

MEMBERS PRESENT VIA TELECONFERENCE:

Paulette M. Hamlin, Margaret Huyck, Talat Khan, Phyllis Mitzen. Lee Moriarty

MEMBERS ABSENT:

Representative Mark Batinick, Charles A. Crowder, Senator Mattie Hunter, Representative Rita Mayfield, Mubarak A. Mirjat, Representative Anna Moeller, Robert O'Connor, Anna M. Oestreich, Bernarda Wong

VISITORS:

None

DEPARTMENT ON AGING STAFF PRESENT:

Paula A. Basta, Director
Selma D'Souza, Chief of Staff
Rhonda Armstead, General Counsel
Lisa Zuurbier, Division Manager, Community Relations and Outreach
Kelly Richards, State Long-Term Care Ombudsman
Anna O'Connell, CFO, Division of Finance and Administration
Sandy Leith, SHIP Director, Division of Community Relations and Outreach
Jose Jimenez, Supervisor, Office of Older American Services
Gloria Simmons, Legislative Liaison
Amber Bolden, Administrative Assistant
Portia Riley, Administrative Assistant

SUMMARY

Opening:

The meeting was called to order by Phyllis Mitzen at 10:05 a.m.

Roll call was taken by Lee Moriarty and it was determined that a quorum was established.

Approval of September 18, 2018 ICoA Minutes:

Ms. Mitzen entered a motion to approve the revised minutes from the Illinois Council on Aging meeting held on March 12, 2019. Anthony Frazier moved to approve the March 12, 2019 Illinois Council on Aging minutes as revised. Jane Angelis seconded the motion; all members voted aye, and the minutes were approved.

Ms. Mitzen entered a motion to approve the June 12, 2019 minutes with amendments, stating that Darby Morhardt has a Ph.D. and the title should be added to the minutes. Mr. Frazier moved to accept the June 12, 2019 Illinois Council on Aging minutes as amended. Christine Goldman seconded the motion; all members voted aye, and the minutes were approved.

Public Comment:

None

OLD BUSINESS

Department Updates – Director Paula A. Basta:

Director Basta continues to build a robust, energetic, and diverse team of employees to move the Department into the future. The Department has one Division Manager position to fill.

Director Basta announced Lisa Zuurbier as Division Manger for Community Relations and Outreach. Ms. Zuurbier worked for the Department in the past and returned about three months ago.

Director Basta reintroduced Kelly Richards as the Department’s State Long-Term Care (LTC) Ombudsman. Ms. Richards comes to the Department with extensive background knowledge and has been with the Department since November of 2018. Prior to accepting the position, Ms. Richards served as the Deputy State LTC Ombudsman under Jamie Freschi. Ms. Richards originally came to the Department from the Elizabeth Ludeman Developmental Center, located in Park Forest, where she served as Director.

Director Basta announced Selma D’Souza as the Chief of Staff for the Department. Chief D’Souza served as a tax attorney for over 20 years. She worked for the Illinois Department of Healthcare and Family Services (HFS) as the Legislative Director for a few years with the Quinn Administration. Upon her departure from HFS, she ran the Indo American Center, which is a non-profit vibrant community organization with various programs and services for older adults. Chief D’Souza joined the Department on Aging in July of this year.

Director Basta announced Gloria Simmons as a new legislative team member in the Springfield office. She comes to the Department from the Illinois Department of Human Services (DHS). Ms. Simmons will be working with the Department’s Legislative Liaison, Amy Brennan.

Director Basta announced Sue DeBoer as the Division Manager for Benefit Eligibility Access Monitoring (BEAM).

Director Basta is traveling the State of Illinois visiting the different Aging Network providers to look at the good work agencies are doing to serve the older adult population. As of September 7, 2019, Director Basta has completed 33 visits to agencies in Illinois. Director Basta will continue touring Illinois to spread the news that the Department cares deeply about the quality of life of older adults. The Department will do whatever it can to help and sustain the providers who have boots on the ground performing this important work.

The Elder Abuse Task Force conducted a kicked-off meeting on August 29, 2019. A copy of the Resolution creating the Task Force was sent to the Council for review. The Task Force will host four to five meetings. In January 2021, the Task Force will present a report with recommendations to the Governor's Office. Once the report is submitted, the Task Force will be dismantled. All 23 members of the Task Force attended the initial meeting held on August 29, 2019. Director Basta made sure the Task Force is well represented throughout the State of Illinois. The meetings are public and include time set aside for public comments. Director Basta encouraged Council Members to attend the Task Force meetings. The next meeting is scheduled for November 15, 2019. The meeting will be held via video from the Department's Chicago and Springfield conference rooms.

The Division of Planning, Research, Development and Training is working diligently to set-up the Department's Fall Conference in Peoria, Illinois. The conference will be held September 17-19, 2019 at the Peoria Civic Center. More than 500 people have registered to attend. The Department has lined up a list of outstanding speakers, plenary presentations, and educational sessions. The theme is to *Serve and Advocate*, celebrating 40 years of the Community Care Program (CCP).

Senior Health Insurance Program Update (SHIP) – Sandy Leith

- Open enrollment will be held October 15 - December 7, 2019.
- The 2020 "Medicare and You" Handbook will begin arriving at homes and went live today on the Medicare website.
- The Handbook includes the 2020 Medicare Health Plans and Medicare Drug Plans to let beneficiaries know what options are available next year.
- The Department has 1,000 SHIP counselors throughout the State who are setting up appointments for one-on-one counseling sessions to assist people with their Medicare choices.
- This year the U.S. Centers for Medicare and Medicaid Services (CMS) has a new Medicare.gov plan finder on the website site that goes live on October 1, 2019.
- The new plan finder is now being tested with the 1-800-MEDICARE customer service representatives. In addition, all SHIP staff and counselors throughout the nation are reviewing the new tool. The new tool appears to be cleaner, more user friendly and versatile.
- Each beneficiary must have a personal MyMedicare.gov account with their own password, secret question and answer to access the Medicare.gov plan finder.
- The new tool will add an additional 15 minutes to the approximately 45 minutes on average counseling session per beneficiary. The Department is in the process of setting up one-day trainings in September and October for all SHIP counselors to prepare them for Open Enrollment.

IDoA State Plan on Aging – Jose Jimenez

- The Department is required to create a State Plan every three years. The 2017-2019 State Plan can be found on the Department's website for the Council to review.
- The Department is in the process of creating the new State Plan that will include input from the current Administration and Director Basta.
- The Department has five strategic priorities that the staff is updating to highlight efforts for the next three years.
- A Joint Committee is being created to work on the State Plan that will include input from the Illinois Council on Aging (ICoA); Older Adult Services Act Committee (OASAC); Community Care Program Advisory Committee (CCPAC); Nutrition Advisory Board; and Area Agencies on Aging (AAAs). All input from the Joint Committee must be submitted by the end of November to make sure the State Plan aligns with the Department's five strategic priorities.
- Jose Jimenez asked for two to three volunteers to represent the Council during the Joint Committee phone calls. Ms. Angelis volunteered to serve on the Joint Committee, along with Phyllis Mitzen, Paulette M. Hamlin, and Patricia Martin. Director Basta and Ms. Richards asked that Mr. Jimenez also pull a volunteer for the Joint Committee from the Long-Term Care Council. Mr. Jimenez agreed and will attend the September 25, 2019 Long-Term Care Council meeting to solicit interest.
- Mr. Jimenez will set-up the Joint Committee conference calls and will send the Committee volunteers the Department's current State Plan, along with the five strategic priorities in draft form to review. The collected data will be important, as the Department negotiates budgets and other funding in the future.
- Once approved the State Plan will be presented at three separate locations around Illinois, which includes the Chicago area, downstate, and a third location in the Springfield.
- The Department's comprehensive State Plan will cover Older American Act Services; Adult Protective Services; Community Care Program; and Elder Rights.
- There are also new transportation services the Department is providing through the *Social Isolation* initiative under the AAAs Area Plans and paid from the commitment to the Human Services Fund. Mr. Jimenez will present on this subject at the next Council meeting.
- Ms. Angelis would like the Joint Committee to touch base with other entities that are currently working on three to five-year State Plans, which includes the Illinois Workforce Development Board; P-20 Council; and Serve Illinois Commission. Mr. Jimenez noted that he and Director Basta were invited to attend the State Plan meetings of the Illinois Workforce Development Board and can bring back ideas to the Council from those meetings. Ms. Angelis will also attend the Workforce Development Board meetings and report to the Council any issues related to the Department's priorities for the three-year State Plan.
- Ms. Angelis suggested that perhaps the Department could put together a meeting with the Illinois Workforce Development Board, Illinois Board of Higher Education and Illinois Community College Board to share information and ideas. Director Basta agreed and will work with Jane Angelis to get a meeting set-up with these groups in December of 2020.

- Any Council Member interested in volunteering for the Joint Committee should contact Mr. Jimenez at 217-785-3353, or by email: Jose.Jimenez@Illinois.gov

2020 Census – Chief Selma D’Souza

Director Basta has designated Chief Selma D’Souza as point-person for the 2020 Census. The Department on Human Services (DHS) issued Notice of Funding Availability for Targeted Funding (NOFA). The deadline is September 13, 2019 for any organization or non-for-profit to conduct outreach for the 2020 Census. The Department is very concerned that all seniors in Illinois are counted. The Department receives Federal funding based upon the older adult population in Illinois.

There are two Councils to help with the 2020 Census count. One Council is a Census Advisory Council convened by the Governor’s Office and the State agencies. This Council will conduct meetings that are open to the public with time set aside for public comments. The next meeting is scheduled for 9:30 a.m. on September 20, 2019 at the James R. Thompson Center (JRTC). There will also be a Springfield venue for this meeting and possibly a dial-in number to connect by phone. The second Council is the Illinois Count Commission and their first meeting is scheduled for 10:00 a.m. on October 24, 2019 at the James R. Thompson Center (JRTC). It will also include a Springfield venue and possibly a dial-in number.

In February 2020, the Census Bureau will send out census notices to everyone in the United States along with a code to complete the census form online. If possible, the Census Bureau wants everyone to complete the form online. Completing the census online will be a challenge for some older adults. The Department is hoping providers can help older adults with the online registration. There will be an option for older adults to complete the form in hard copy.

AgeOptions is working with the Illinois Complete Count Commission (ICCC) to put together a subcommittee on Aging so they can coordinate efforts to educate seniors about the importance of completing the Census. The Illinois Complete Count Commission has a tri-fold brochure available on their website in several different languages. Council Members can access the brochure on the ICCC website at: www.IllinoisCensus2020.com. If Council Members can’t find answers to their questions on the ICCC website, please contact Chief D’Souza at 312-814-4284, or by email at: Selma.DSouza@Illinois.gov.

Ms. Richards reached out to Regional Ombudsman to discuss the 2020 Census. She discovered that the Ombudsman program hasn’t had a lot of involvement in the 2020 Census count. This task will be handled by the nursing homes for those older adults living in long-term care facilities. Ms. Richards will bring up this topic at the next Long-Term Care Council Meeting and report back to the Council on Aging. Director Basta would like the Illinois Department of Public Health involved at the nursing home level. Ms. Richards will follow-up with Public Health to make sure efforts are coordinated so that older adults in the nursing homes are counted. The Council suggested that the Department involve the Activities Directors Association and/or use the data that is already available about individuals living in long-term care facilities. Ms. Richards will reach out to Lee Moriarty to discuss these options and report back to the Council.

The Department wants to ensure that everyone is counted and is excited about partnering with DHS in this endeavor. The Department is waiting for DHS to release the NOFA and announce the organizations who will receive funding to conduct targeted outreach. The Council will discuss the topic during the ICoA December meeting. Prior to the December Council meeting, Ms. Mitzen will touch base with Director Basta to help formulate a plan for the Council to help with Census outreach.

NEW BUSINESS

Vote to Approve Proposed Amendments to the By-Laws:

Ms. Mitzen entered a motion to vote on accepting the proposed amendments to the ICoA By-Laws listed below. Mr. Wolf moved to approve the proposed revisions. Ms. Angelis seconded the motion; all members voted aye, and the proposed amendments below were approved.

Suggested Revision (1) – Section V

- There shall be four elected officers from the membership: Chairperson, Vice Chairperson, Secretary and Nominating Committee Chair. Each shall serve a two-year term.
- A full Slate of Officers shall be elected within the same year, instead of alternate years.

Suggested Revision (2) – Section VI

- To develop leadership and broader involvement within the Council, the Nominating Committee is suggesting the inclusion and development of new Council Members by extending the Executive Committee membership to include appointed new Council Members, and perhaps a Legislative Member. The suggested changes would permit the Chairperson to appoint two Members at Large to serve one-year terms on the Executive Committee and may be re-appointed for a consecutive additional one-year term. Ad hoc appointments will be made following the Annual Meeting and before the next regularly scheduled Council meeting.

Member Initiatives – Patricia Marton

Ms. Marton has been working on a project for several years regarding institutions and the elderly drawing on documented materials, as well as personal experience. She found that administrators of institutions being used by the elderly can lack real knowledge and perception. A major factor appears to be the age gap, as well as cultural differences, which can be overwhelming on both sides and leads to a lack of understanding.

Ms. Marton shared her experiences regarding real estate. She was in the market to sell her home but had little knowledge about the real estate profession. Her bank recommended the first real estate broker that she used. Ms. Marton quickly discovered that the realtor's views were much different from her own, so she cut ties with the realtor. She moved on to a second realtor, but the difficulties continued. She wanted to take her time in choosing the right people for her home and community. Ms. Marton felt that both realtors wanted a quicker sale which resulted in intimidation tactics.

Ms. Marton reached out to Representative Anna Moller for assistance. Representative Moller referred her to AARP and the Illinois Realtors Association. They are setting up an educational program to assist home owners and realtors. Ms. Marton suggested that the AARP/Illinois Realtors Association's educational program include information informing older adults that they can file a complaint against the realtor if unsatisfied with the service and that they can contact the Association of Realtors for help. Ms. Marton suggested setting up Senior Resident Realty Specialist (SRES) program that includes classes to acquaint realtors with the needs of the elderly.

Ms. Marton shared that she eventually got her home rented but the rush to sale and the intimidation tactics she experienced by real estate professionals were difficult and frustrating. Representative Moller suggested that she present this issue to the Council on Aging for ideas and suggestions.

Ms. Marton also shared that TRIAD recommended by the Attorney General's Office can be of great assistance. TRIAD organizations are county-based, headed by the Sheriff and a host of knowledgeable residents, and dedicated to helping the elderly. She visited TRIAD in Clinton, Illinois, and was impressed with the help they offered citizens. Ms. Marton encouraged the Council to investigate TRIAD and become familiar the services offered.

Ms. Marton said that churches can often be challenging when it comes to meeting the needs of the elderly. She recommended a book "Redeeming Dementia," that could be very beneficial to the Council and individuals who serve the elderly population. The book delves into some of the issues surrounding the church and the treatment of the elderly. The Attorney General's Office has a hotline to report Clergy abuse. Ms. Marton suggested that churches need to be trained on how to serve the elderly as well. She would like to discuss this topic at future Council meetings.

Ms. Marton mentioned that she has also contacted legislators regarding her concerns about affordable housing and rent control to enable older people to remain in their homes. She found that Representatives including Will Guzzardi, Delia Ramirez, Andre Thapedi, Mary Flowers, and Aaron Ortiz have similar concerns, as do senators Mattie Hunter and John J. Cullerton. Ms. Marton recently corresponded with Senator Cullerton a recent meeting (Subcommittee on Special Issues SB2259) in Chicago on this subject.

Ms. Marton is working in her community to improve public transportation routes for the elderly with the LIFE Center for Independent Living. She found that there are various problems regarding transportation to and from hospitals. She was successful in creating transportation changes at one hospital and at a local Walmart. However, there are three other hospitals in the area that have insufficient transportation routes.

Ms. Marton is in the process of negotiating the set-up of a 5310 Program in her community. The 5310 Program allows busses to operate after hours with longer run times to help seniors navigate their daily appointments.

Commemoration Resolution Honoring Diane J. Alsberry – Anthony Frazier

This commemoration honoring the life of Joan Diane Alsberry was written and presented to the Council by Ms. Alsberry's colleague and friend, Mr. Frazier. Ms. Mitzen noted that Ms. Alsberry served on the Council for many years and was an invaluable member. Ms. Alsberry and Mr. Frazier worked tirelessly to put together the ICoA Orientation Manual, which is a valuable guide for Council members.

On behalf of the Department and the ICoA, Mr. Frazier attended Ms. Alsberry's funeral and homegoing celebration in Matteson, Illinois on August 30, 2019. In recognition of Ms. Alsberry's journey, Mr. Frazier asked the Council to join him in considering the adoption of this proposed Illinois Council on Aging Resolution in honor of the life work of the late Ms. Alsberry and that her name and deeds serve as an inspiration to all generations who are interested in public service careers. The Council is grateful for Ms. Alsberry's contributions on behalf of society.

Ms. Mitzen asked the Council to take this resolution under consideration. She suggested that the resolution be presented to the family, along with a certificate recognizing Ms. Alsberry for the incredible lifetime work. It was suggested that Ms. Zuurbier reach out to the Governor's Office to determine the process to move forward with the resolution. Chief D'Souza stated that Ms. Alsberry's State Representatives could also present the resolution during the General Assembly's legislative session next year. Ms. Zuurbier will reach out to the appropriate State Representative regarding the resolution. Dr. Talat Kahn suggested that Ms. Alsberry be nominated for the Senior Hall of Fame next year. Council Members and the Department agreed.

Director Basta met Ms. Alsberry while working with the City of Chicago and acknowledged her as a true trailblazer. Ms. Alsberry's passing will be a loss for the Council. However, her spirit will be with the Council to help guide it as it moves forward dedicated to serving the older adult population in Illinois.

Ms. Mitzen thanked Mr. Frazier for his work on the resolution, and for representing the Council at Ms. Alsberry's funeral. Ms. Mitzen called for a moment of silence in memory of Ms. Alsberry.

Commemorative Resolution

WHEREAS, on October 7, 1947, Joan Diane Adams-Alsberry was born in Chicago, Illinois to Irving and Amanda Steel and was the youngest of four siblings. Diane made her celestial transition on August 24, 2019.

WHEREAS, Diane at nine years old, accepted Christ as her Lord and savior and was the proud graduate of Chicago's famous Jean Baptiste Point DuSable High School, where she served as the captain of their cheerleader team and successfully participated in extraordinary community and civic engagement activities that empowered thousands and strengthened innumerable family households.

WHEREAS, Diane, a trustworthy member of Delta Sigma Theta Sorority, Inc., a Greek-lettered sorority of college-educated women, committed to public service with an emphasis on programs that target the African-American community, defied institutional and individual racial discrimination and sexism barriers to excel academically and graduate on the Dean's List with a Bachelor of Science Degree in Physical Therapy from the University of Kansas School of Medicine. Diane was the only African-American in her class.

WHEREAS, Diane loved her honorable occupation in the field of Physical Therapy and was licensed to practice in both Illinois and Indiana. Diane was also a prolific small business owner and she medically serviced patients and mentored students at numerous health care facilities and scholastic institutions, including, Advocate Aurora Trinity Hospital; City Colleges of Chicago; Mercy Hospital; Spaulding School (i.e., Chicago's first public school exclusively for children with disabilities); South Chicago Hospital; and, the University of Illinois Hospital. Diane was the first African-American Director of Physical Therapy at Americana Healthcare Center in Oak Lawn, Illinois. Additionally, Diane helped organize the Support Organization for Minority Physical Therapist (SOMPT) and was a charter member of the American Academy of Physical Therapy (AAPPT).

WHEREAS, Diane's noteworthy professional achievements were instrumental in securing a highly coveted appointment on the distinguished Illinois Council on Aging (ICoA), where she helped to enact many public policy initiatives on behalf of older Illinoisans and their family caregivers

WHEREAS, Diane was happily married for over 21 years to Vernard L. Alsberry, Jr., President, Village of Hazelcrest, Illinois, and served with class and distinction as the First Lady of the Village of Hazelcrest. Diane leaves behind a loving family of children, siblings, dependents, relatives, friends, and growing legion of admirers and well-wishers.

WHEREAS, Joan Diane Alsberry is a genuine American heroine, who has exemplified strength, sacrifice, service, and dedication, while helping to improve the quality of life within the State of Illinois; Now; therefore, be it

RESOLVED, That the Governor of Illinois, Illinois Department on Aging, and the Illinois Council on Aging:

- 1) extends their heartfelt sympathies to the family of Mrs. Joan Diane Alsberry;
- 2) honors the glorious life of Mrs. Joan Diane Alsberry;
- 3) on behalf of all Illinoisans, expresses honor and, deep appreciation for the outstanding and important public services of Mrs. Joan Diane Alsberry to the great State of Illinois; and,
- 4) respectfully requests that the Illinois Department on Aging, please communicate this commemorative resolution to the Governor of Illinois; Illinois Council on Aging membership; and, to please transmit a certified official copy of this written commemoration resolution to the devoted and loving family of our beloved Mrs. Joan Diane Alsberry.

Closing Remarks:

Ms. Lawler inquired if there are any communities who have recently been certified as Dementia Friendly. Ms. Lawler is working on this endeavor in her community and has spoken to two other communities who have been certified as Dementia Friendly. However, both communities have experienced personnel changes and Ms. Lawler is looking for a new contact with expertise in this area. Ms. Mitzen and Ms. Zuurbier will work on connecting Ms. Lawler with a Dementia Friendly community that can help.

Ms. Mitzen has been in a rehabilitation facility since June 2019. She will be going home on September 15, 2019. She thanked Council Members who have reached out to her while she's been re-cooperating.

Ms. Mitzen also welcomed Ms. Zuurbier back to the Department. The Council looks forward to working with Ms. Zuurbier moving forward.

Motion to Adjourn:

Meeting adjourned at 12:05 p.m.

/Lee Moriarty

Lee Moriarty, Secretary
Illinois Council on Aging