

**ILLINOIS COUNCIL ON AGING  
MINUTES**

**TELECONFERENCE**

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

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

**WEDNESDAY, SEPTEMBER 12, 2017  
10:00AM – 12:00PM**

**MEMBERS PRESENT:**

Phyllis Mitzen, Jane Angelis, Charles Crowder, Margaret Huyck, Diane Adams-Alsberry, and Dana Rosenzweig

**MEMBERS PRESENT VIA TELECONFERENCE:**

Steve Wolf, Representative Mark Batinick, Representative Rita Mayfield, Representative Anna Moeller, Representative Christine Winger, Anthony Frazier, Paulette Hamlin, Talat Khan, Anna Oestreich, Mubarak Mirjat, and Lee Moriarty

**MEMBERS ABSENT:**

Rev. Melvin Grimes, Senator Mattie Hunter, Senator Sam McCann, Robert O'Connor, and Bernard Wong

**VISITORS:**

No visitors.

**DEPARTMENT ON AGING STAFF PRESENT:**

Jean Bohnhoff, Director  
Elizabeth Delheimer, Manager – Div. of Community Relations & Outreach, Council Liaison  
Rhonda Armstead, General Counsel  
Amber Bolden, Administrative Assistant  
Jamie Freschi, State Long-Term Care Ombudsman  
Alex Burke, Legislative Liaison  
Sandy Leith, SHIP Director  
Anna O'Connell – Manager, Div. of Finance & Administration  
Chuck Miller, Deputy State Long Term Care Ombudsman  
Portia Riley, Administrative Assistant

## **SUMMARY**

### **Opening:**

The meeting was called to order by Phyllis Mitzen at 10:10am.

Roll call was taken by Steve Wolf, and it was determined that a quorum was present.

### **Approval of Minutes:**

At the June 20<sup>th</sup> meeting, a quorum, not present and discussion notes were taken. The discussion notes were distributed to all the Council members but approval by them is not required. There was an error in the July 26<sup>th</sup> minutes (page eight – comments made by Charles Crowder). Motion was made by Diane Adams-Alsberry to approve the July 26<sup>th</sup> minutes as amended; seconded by Margaret Huyck; the minutes were approved.

### **Public Comment: None**

### **IDoA's Annual Report**

A draft of the FY16 Annual Report was e-mailed to the members, in accordance with the By-laws. Comments should be provided to Elizabeth Delheimer no later than September 26<sup>th</sup>. If she does not hear from the members, she will move forward with having the report printed and placed on the Department's Website. Phyllis Mitzen, Anthony Frazier and Diane Adams-Alsberry volunteered to review and provide comments on behalf of the Council.

### **Legislative Updates**

The Legislative Update Report was e-mailed to the members by Alex Burke. The bills that Alex focused on related to the Department and Aging Network. Steve Wolf had a question about HB 2383 and asked if individuals must be licensed by the State to become certified. The bill allows for authorized directive care staff to administer medications to patients. These regulations are very stringent in the licensed long-term care facilities for administering medications. Alex indicated the public act is very specific as to whom the resident is, and the specific medication the resident is receiving. Alex will follow-up with Steve to provide additional information.

### **IDoA Budget Update**

Anna O'Connell reported that the Department has processed most of the bills from FY17. Some of those payments are in queue at the Comptroller's Office, awaiting payment. Due to the overall State backlog, which is around \$15 billion, there are about \$100 million in FY17 payments that have not been paid to the providers. The Department has started to process FY18 billing, and sending out our July payments. As of August 1, there is an increased rate for our Community Care service providers. The Department has completed the appropriate notifications, as it pertains to the waiver, and is moving forward. We are working with the Comptroller to make sure that the payments are being sent out on a somewhat regular basis. We have a bit of a mix of appropriation authority this year. We have both General Revenue Fund appropriations, which causes a lot of delays due to the overall situation of the State; and we also have appropriations from the Commitment to Human Services Fund, which is a more

dedicated fund. Our goal is to send the bulk of the payments through that fund every month, subject to the available cash in the fund. The purpose of that is to have payments processed to the providers, and to help stabilize the Network.

Director Bohnhoff mentioned the addition of new providers - new EHRS providers and additional CCUs. There are some CCUs that have a large number of clients. One CCU, in particular, was placed on a corrective action plan to help bring them in compliance with applicable laws and rules. They were not able to come into compliance and a decision was made to terminate the applicable contract, split up the area, and add more CCUs. We added two new CCUs, and we are getting ready to add another. All clients have been successfully transferred from the first contract that the Department completed. The two new CCUs are doing quite well. This was a good decision for the CCU participants in that area.

### **Membership**

Elizabeth Delheimer reported on the membership. Per the Statute and By-laws, there should be 23 citizen members, 16 of the members should be over 60 years of age and 3 under 60, no more than 12 members from the same political party and should represent, as much as possible, all the geographic sections of the state. Currently, seven more members are needed, four more should be over 60 and three under; there are three Republicans, five Democrats and eight Independents; and to reach statewide geographic representation, we would need individuals from PSAs 01, 04, 05, 06, 07, and 10. A resume was received from Anna Oestreich and it was forwarded to Director Bohnhoff, Deputy Director Reif, General Counsel Armstead, and Chief of Staff Shiliga for review. We are currently looking for members who are dedicated to our mission, members who can serve on the Council, attend quarterly meetings and participate in subcommittees, as necessary.

### **Orientation Manual**

Diane Adams-Alsberry and Anthony Frazier are working on the manual. The Department will assist with the assembly of the manual. Discussion was held regarding the possibility of using interns to collect the materials; however, the Department does not have access to interns. Jane Angelis mentioned that it would be a good idea for the Council to start exploring this topic, look at the positives and negatives of having internships, and contact the Gerontology Network, as well as the State Board of Education, Board of Higher Education, and the Community College Board to see if there might be a way to get an intern.

### **By-laws**

Phyllis Mitzen thanked Diane Adams-Alsberry and Margaret Huyck for their work on the By-laws, and submitted the modifications for Council review. However, due to additional changes made to the by-laws, a vote was not taken during the meeting, and will wait until the December meeting to approve any changes to the By-laws. All changes must be sent to the Council members at least 15 days prior to the next meeting. Modifications included a quorum and proxy designation. Additional discussion was held regarding the production of an annual report by the Council (Section III-B) and potential collaboration with the Older Adult Services Act Committee (OASAC) in developing a joint annual report. Concerns included differences in the advisory groups, potential loss of advisory groups' missions, number of advisory groups/joint meetings, and participation by other state agencies.

### **ICoA Annual Meeting**

Per the By-laws, “The first meeting of the new calendar year shall be the annual meeting and at this meeting, officers will be elected.” Per Elizabeth Delheimer, in the past, the annual meeting coincided with the Governor’s Conference on Aging. Since there is not going to be a Governor’s Conference on Aging again this year, we are going to move the annual meeting to the first meeting in 2018. The first meeting will be an in-person meeting, and it will be held in Springfield. The tentative meeting dates will be brought for Council approval at the next meeting.

### **CCP Task Force Report**

Director Bohnhoff discussed Senate Bill 42 which established a Community Care Program Services Task Force to look at services that are provided to seniors in Illinois, and figure out how costs can be contained while maintaining the current level of services. The Director had the discretion to appoint nine individuals. There will be at least four meetings, and public hearings, as necessary. The necessary information will be gathered and a final report prepared of the findings/recommendations to the Governor and the General Assembly by January 30, 2018. The Task Force will be dissolved in March 2018. The first meeting of the Task Force was held, and Deputy Director Reif asked for ideas, discussed some of the different models that they saw, and advised that their information should be forwarded by the deadline date of September 7, 2017; a summary will be sent to the Task Force. The members have been working on providing their feedback on what they think can be done to sustain CCP. We must act now to identify what truly does work to keep individuals in their homes, and how to do it in such a way that the State can financially cover everyone.

The meetings are open, and we encourage people to attend, and to bring their questions. There is also an opportunity for public comment. There is a public hearing scheduled for September 26th from 9:00-11:00 a.m. in Conference Room C-500 at the Michael A. Bilandic Building. The CCP Services Task Force Meeting is scheduled for September 26th from 1:00-3:00 p.m. at the IDoA Chicago office in the Michael A. Bilandic Building and the IDoA office in Springfield.

### **Budgeting for Results Meeting**

Alex Burke attended the Budgeting for Results (BFR) meeting in Chicago, and another staff person attended in Springfield as well. Phyllis Mitzen submitted a question to the Budgeting for Results Commission, asking if CCP would be evaluated. BFR said once they started evaluating the service agencies, they discovered that this is the type of program they had hoped to be evaluating. From the legislative aspects, we worked with the Commission to identify agency level programs, or mandates that can be changed to approve agency programs. Two initiatives were submitted last year(SB1936) and was still on the House Floor awaiting a vote. One initiative was the Circuit Breaker Property Tax Program, which is noted on our property tax bills. The Circuit Breaker Property Tax Program was defunded in 2012 and no longer offers a property tax grant and was changed to the Benefit Access Program. This legislative change will be successful in removing the Circuit Breaker program from the property tax bill. The other initiative was an outdated CCP Report on CCP changes that occurred several years ago, and over the last several years the changes were completed, accepted and turned into

SB1936. They are now reviewing the next round of initiatives and should have some feedback by Spring 2018.

Director Bohnhoff mentioned that the Department is currently reviewing all our funded programs to see which programs work, which programs give a return, which programs provide a better quality of life, and which programs are keeping seniors in their homes. We are also working on a cost analysis as well as writing good policies. The decisions we are making are truly decisions that will benefit seniors, and help keep them in their homes.

### **Administration for Community Living (ACL) – Site Visit**

Sandy Leith discussed the ACL site visit and the ongoing funding program for the past two to three years. ACL is the federal agency that SHIP reports to now, and who we receive our funding from. SHIP was originally funded by CMS under Medicaid and Medicare for years. When President Trump's budget was released, SHIP was defunded to zero dollars, and the House continued with the defunding of the program. There is this idea that 1-800-MEDICARE does the same thing as SHIP. In Illinois alone, we have 1,100 counselors and 350 offices, and do one-on-one counseling to help people with their Medicare issues. Usually that means during Medicare Open Enrollment, SHIP representatives are helping individuals choose their healthcare plan for the following year. On September 9, 2017, the Senate did put into their budget to restore funding to the \$47.1 million. Out of that budget, SHIP will receive \$1.4 to \$1.5 million in funding – to train counselors on one consistent Medicare message on and how to and navigate through the system. These counselors work with the Aging Network and hospitals. This service has been around for nearly 30 years, and celebrates its 30<sup>th</sup> year anniversary in 2018. Illinois is one of the largest SHIPs in the nation.

Both Director Bohnhoff and Sandy Leith are unable to lobby for program support and have asked the Council members to endorse SHIP in the form of a support letter to be forwarded directly to legislative leaders, and the committees that work with the House and Senate. As mentioned in the support letter, we have 1,100 counselors who have provided 76,000 hours of service as well as additional hours at open enrollment events, health fairs, educational seminars and Facebook. The National Association of Insurance Commissioners has also written a letter of support. Several of the SHIPs who can meet with legislative leaders have gone to Washington and met with their legislators.

Director Bohnhoff and several of the Divisions had the opportunity to meet with ACL as well. She recommended that we send the support letter to Council members to get their support and endorsements, showing that SHIP is a very viable program.

Phyllis Mitzen mentioned that for the last five years, her organization offers “Don’t Fall in Love with your Part D Program” where they have saved beneficiaries \$3,000 to \$4,000 a year.

Phyllis Mitzen requested a motion to submit a letter of support for SHIP to Washington; Anna Oestreich seconded the motion and the measure passed. The letters will be sent immediately.

Sandy Leith also discussed an update to Medicare. There are national television ads airing entitled “Guard your Card.” The Federal government will be replacing all 60 million Medicare

cards starting April 2018 through April 2019. What that means is there will be a lot of fraudsters out there calling people to try and get their old cards as the old cards are linked to their Social Security numbers. Due to changes in FOIA, the Social Security number link will be removed from the new card and replaced with a Medicare Beneficiary Identifier number. The link below is directed to the Website for additional information. Also, if you encounter any problems with potential fraud, contact SHIP immediately, and the problem will be investigated.

<https://www.cms.gov/Medicare/New-Medicare-Card/index.html>

### **Ombudsman Program**

Jamie Freschi discussed changes to some federal rule requirements of the Ombudsman Program and how they have been working with the Department to update and revise their policies and procedures – with a rollout of the final policies and procedures on September 26<sup>th</sup> to the Area Agencies on Aging, Ombudsman Provider Agencies and Regional Ombudsmen. The federal rules make a great deal of inferences on both organizational conflicts of interest, and individual conflicts of interest. In addition, the federal rules focused on the independence of the program, and required having firewalls put in place to address their independence. Since the revisions of our current policies and procedures were required, we also looked at our state rules and determined that there was a great deal of the state rules that we needed to include. We are working with the IDoA Legal Department on revising the Ombudsman rules. We will be following the JCAR process, and we will be sending out the rule for public comment.

We are in the process of revising the monitoring tool that we use to assess and review the Regional Ombudsmen Programs for quality assurance purposes. In addition, the Ombudsman office is working with the Area Agencies on Aging, on a universal tool that they can use to monitor the Ombudsmen Program in their area. We are now looking at revising our Level 1 and Level 2 trainings to reflect not only the new federal Ombudsman rule, but also the new federal regulations for nursing homes. Level 1 is for individuals who had wanted to become certified Ombudsman as part of the process, and Level 2 is for individuals who have already been certified as Ombudsman, but it is just a higher level of training. The Ombudsman Program will be collaborating with Adult Protection Services to organize the Adult Protection Conference, (APAC) that will be held in Springfield, September 26-28, 2017. We plan to roll out the new policies and procedures on the first day of the conference. Another big challenge has been securing a new documentation provider. It takes several months to complete the transition and we are working out the kinks so we are working with the company to tweak their products, but we have trained all Ombudsmen on the new system. We are still struggling with pulling reports from the system, but we continue to work with the company to ensure we will be able to pull the necessary information we need for reporting purposes.

We are also preparing for an ACL-CMS review of our Homecare Ombudsman Program that services individuals who live in the community, and are receiving managed care services on our Medicare Medicaid Alignment Initiative (MMAI) so individuals must be eligible for Medicaid, Medicare, and the Managed Care Organization who would take over responsibility for their Medicare and Medicaid. Also within that grant on the state side, we would continue to serve waivers under persons with disabilities; persons with traumatic brain injuries; persons

who are elderly; persons with HIV or AIDS, but the federal government want us to focus specifically on individuals under who fall under MMAI. This is the 2<sup>nd</sup> federal grant that we have received. The first grant was a three-year demonstration, and as we neared the end of that first grant, we assessed the outcomes of the Homecare Ombudsman Program and felt we needed to restructure the program. The initial structure of the program placed the responsibility of the Homecare Ombudsman Program with our traditional Ombudsman Program throughout the regions across the State, except for the Chicago Ombudsman Program. We found that this was not conducive to the individuals we were trying to reach so we made the decision to restructure, and become a more centralized program. This decision was supported by IDoA, HFS, ACL, and CMS. We hired three contractual workers for the IDoA Chicago office, and two contractual workers for the Springfield office, to perform the deliverables of the grant. The second federal grant was a two-year grant that began January 2013 so we have been gradually phasing this out. In December, we hired and trained the contractual staff members, and we are working closely with the Managed Care Organizations, HFS and other state agencies in setting up community educational events so we are still building this program up, and I look forward to ACL and CMS to look at where we are with that program. Director Bohnhoff has instructed me to prepare a summary of this report for Council members that will be shared prior to the next Council meeting.

Phyllis Mitzen briefly discussed OASAC - Transitions in Care. Transitions from hospitals, to nursing homes, to home, and back again is something that OASAC has taken a very close and serious look at, in terms of models and care. The December Council meeting agenda is full. Phyllis Mitzen suggested additional conversations pertaining to working more closely with OASAC should take place. Steve Wolf will be talking about “Aging in Place” so perhaps these can be discussed during the first meeting in 2018.

Director Bohnhoff – Within the packet of documents you received for this meeting, is some information on changes to the waiver, because there was a wage increase. Time does not allow a discussion on this subject today, but Council members should read the information carefully to get a better understanding of how the changes affect seniors, the Network, and providers.

**Motion to Adjourn:**

Phyllis Mitzen – Meeting adjourned at 12:10 p.m.

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s/Steve Wolf

Steve Wolf, Secretary  
Illinois Council on Aging