



State of Illinois  
Illinois Department on Aging

## Older Adult Services Advisory Committee Meeting Minutes

**Date: February 24, 2020 1:00 – 3:00 p.m. (Approved on 08.24.2020)**

### **Locations:**

Illinois Department on Aging, 160 N. LaSalle St., 7<sup>th</sup> floor, Chicago  
Illinois Department on Aging, One Natural Resources Way, Springfield

### **IN ATTENDANCE:**

#### **OASAC Committee Members**

Director Basta – Department on Aging  
Paul Bennett – AgeOptions  
Meghan Carter – Legal Council for Health Justice  
Liz Vogt (for Theresa Collins) – Senior Services Plus Inc.  
Dr. Thomas Cornwell – HomeCare Physicians  
Cindy Cunningham – Illinois Adult Day Services Association  
Kelly Fischer – Journey Care Hospice  
Topaz Gunderson-Schweska – Molina Healthcare of Illinois  
Linda Hubbartt – Effingham City-County Committee on Aging  
Susan Hughes – UIC Community Health Sciences School of Public Health  
Sharon Manning – Family Caregiver  
Phyllis Mitzen – Health and Medicine Policy Research Group  
David Olsen – Alzheimer Association Illinois Chapter  
Sandra Pastore – Oswego Senior Center  
Susan Real – East Central Illinois Area Agency on Aging  
Walter Rosenberg – Rush University Medical Center  
Gustavo Saberbein – Help at Home LLC  
Teva Shirley – Southwestern Illinois Visiting Nurse Association  
Jason Speaks – Leading Age IL  
Liz Vogt (for Sara Ratcliffe) – Illinois HomeCare and Hospice Council  
Cathy Weightman-Moore – Catholic Charities LTC Ombudsman Program  
Mari Money (for Christopher B. Meister) — Illinois Finance Authority

#### **Ex-officio Committee Members:**

Bonnie Hartman-Walter (for Kelly Cunningham) – Department of Healthcare and Family Services  
Gwen Diehl – Department of Veterans Affairs  
Kelly Richards – State Long Term Care Ombudsman  
Megan Spitz – Illinois Housing Development Authority  
Lyle VanDeventer – Department of Human Services

#### **Department on Aging staff:**

Samantha Brill, Sue DeBoer, Becky Dragoo, Selma D’Souza, John Eckert, Jason Jordan, Sophia Gonzalez, Jose Jimenez, Amy Lulich, Lora McCurdy, Gloria Simmons and Megan Thornton

#### **GUESTS:**

Latisha J. Thomas (Help at Home)

**NOT IN ATTENDANCE:**

**OASAC Committee Members**

Sherry Barter Hamlin – The Voyage Senior Living  
Bill Bell – Illinois Health Care Association  
Amy S. Brown – CRIS Healthy Aging Center  
Theresa Collins – Senior Services Plus Inc.  
Lori Hendren – AARP Illinois  
Michael Koronkowski – UIC College of Pharmacy  
John Larsen – Cantata Adult Life Services  
Dave Lowitzki – Lowitzki Consulting  
Jacqueline Rodriguez – SEIU HealthCare – Illinois and Indiana  
Ancy Zacharia – Home Care Physicians

**Ex-officio – OASAC Committee Members not in attendance:**

Debra Bryars– Department of Public Health

**Welcome & Introductions:**

Director Basta welcomed everyone and thanked them for joining the meeting. All members, guests and IDoA staff introduced themselves.

Director shared that she had attended a press conference held by Senator Durbin at Central West Senior Center on legislation with AARP and the Alzheimer’s Association. SB 1071 is the Supporting America’s Caregivers and Families Act that will increase funding, training, and support for the close to 41,000 caregivers in this state. Director noted that this bill is an effort to recognize the contributions of caregivers and provide the resources they need to help them recharge and support our aging communities. This bill will bolster the state’s network of Area Agencies on Aging, enhance our Caregiver Support Program, and provide more relief for the caregivers in this state through things like skills building, resources and information, respite care, legal assistance and counseling. Director also shared that the Budget Proposal for FY21 was submitted last week and that she pleased that it was a good budget that allows the Department and its aging network providers to effectively serve Illinois’ older adults.

**Call to Order:**

Director Basta asked for a motion to call the meeting to order. Teva Shirley made the motion and Linda Hubbartt seconded. All members voted in favor.

**Approve minutes of Full OASAC November 18, 2019 Meeting:**

John Eckert asked for a motion to review and approve the minutes from the November 18, 2019 meeting. Gustavo Saberbein made the motion and Cathy Weightman-Moore seconded. The minutes were approved unanimously by members with no additions or corrections. The minutes will be posted on the Department website.

**Update on Workforce Stabilization Work Group:**

Phyllis Mitzen (Chair) shared that Megan Thornton continues to work on the preliminary data from the survey that was sent CCUs regarding the availability of field programs to help bring more workers into the workforce. Thornton shared that she is putting together preliminary data from the surveys but was able to share that about 50% of the CCUs that responded to the survey do have internships available. Of those CCUs that reported not currently having a program, all responded that they were interested in offering one. The workforce stabilization workgroup had agreed to look at recruitment (for Care Coordinators and Homecare Aides), internships, education (colleges and high school curriculum). The workgroup has also set up a meeting with the Department of Commerce and Economic Opportunity (DCEO) and Work Net to discuss how the network can obtain more workers. John Eckert added that the workgroup is also looking at retention in addition to creating a CCU pathways for a career. Paul Bennett suggested that there is a need for a strategy to work with education and colleges. Mitzen stated that much more extensive work is needed beyond the Aging network and added that it has been a pleasure to work with Megan and the committee. Many resources have been shared by the committee members. Sandy Pastore shared that she is working with the Gerontology Education Committee and ISBE to determine pathways for Gerontology Education through the school system at the high school level. Currently they are working with three high schools in Illinois, one in JoDavis County and two others downstate. Dr. Thomas Cornwell suggested reaching out to medical students, pre-health programs and community colleges.

Susan Hughes offered to find a contact person for the UIC Health Profession H.S. Program. Sandy Pastore invited everyone to a face to face meeting in Springfield to push forward legislation that would support the Aging network by creating career structures that provide incentives in the Aging Network, that models the Great Start Act. Lyle VanDeventer shared that the workforce workgroup information is inspiring, and that DHS is having the same issue, especially in Chicago. VanDeventer also thanked Aging for the highest level of collaboration between programs. Director Basta thanked Thornton for all her work and encouraged everyone to work together.

### **Help at Home's Person-Centered Service Delivery Model Presentation:**

Latisha J. Thomas, Business Development Manager, and Gustavo Saberbein presented on the Help at Home Person-Centered Service Delivery Model. Latisha shared that the Help at Home (HAH) mission is to be the leading national provider of high quality, person-centered care and support to the elderly and people with disabilities. HAH has a strong presence in the Midwest & Southeast Regions, with 55 locations in Illinois. They provide customized services to meet client needs; these services include Home Care, Home Health, and Community Living Services. HAH has longstanding relationships with key stakeholders that help them maintain referral relationships. In addition, they shared that HAH has developed a strong strategic training program that supports employees in quickly meeting client needs, ensures caregiver competency and empathy, offers continuing education, and assesses caregiver effectiveness and client satisfaction. HAH has a commitment to service and to giving back to the community by partnering with educational research institutions to develop research that will advance the quality of care (PPT attached).

Following the presentation there was discussion on trainings. Gustavo Saberbein was asked by Susan Hughes if Aging trainings are used by HAH. Saberbein responded that HAH supervisors and home care aides have been using the Aging trainings and added that the Falls Prevention Webinar has been very useful. Director Basta stated that the face of Aging is changing, and trainings need to include topics like LGBT and culture to ensure that Illinois diversity is included. Thomas shared that HAH utilizes Reliance, an online training consulting agency, and they have added LGTB to their trainings. Walter Rosenberg shared that Rush has a Center for Health and Social Integration (CHASCI) and continuing education is available for individuals not interested in a degree, a certificate when online modules are completed. Phyllis Mitzen stated that these ideas are incredible and added that Walter Rosenberg should be part of the OASAC Workforce Stabilization Workgroup. Phyllis also asked about retention at HAH and it was noted that they have about 38-40% retention of HCA's. Saberbein additionally added that HAH has about 80% of family caregivers or preferred caregivers. Paul Bennett suggested that the Department look at Consumer Choice. Susan Hughes supported Paul's comment on looking at a Preferred Model of Caregiver Choice. Sue suggested also looking at the HERSHA Engage IL online training modules.

### **2019 OASAC 2-Year Report to GA (2017 & 2018):**

John Eckert shared that the 2- year draft report had been circulated with the OASAC Executive Committee and feedback regarding adding OASAC priorities had been received. The revised draft was shared prior to the meeting and we are getting closer to finalizing the 2-year report. Any other suggestions or comments can be submitted to the Department. A section on the Workforce Stabilization will be added and the report would still need to be sent out to the Governor's office for approval.

### **Department Updates:**

#### **Budget/Fiscal**

Lora McCurdy reviewed the IDoA FY21 Strategic Budget Overview PPT; the mission statement, 1-year accomplishments, collaboration with the Aging Network, Adult Day Service and Stabilization for the Aging Network that included rate increases for In-Home and Adult Day Services that went into effect December 1<sup>st</sup>. McCurdy went over the Executive Summary budget that shows a 9% increase in funds for FY21. The PPT explains how IDoA plans to ensure that vulnerable older adults are able to Age in Place, CCP Cost vs. Nursing Facility costs and goes into detail on specific programs like CCP, Adult Protective Services, Older American Act Services, expanded Support to AAA's, Caregiver Support and Education and Collaboration with State Agencies.

#### **Legislation**

Samantha Brill shared that the Department has two initiatives: HB5272 and HB 4962. HB5272/ SB3890 requires the Department to work with workforce development providers through the federal Workforce Innovation and Opportunity Act to establish and implement an affirmative action employment plan for the recruitment, hiring,

training, and retraining of persons 60 or more years old for jobs for which their employment would not be precluded by law. HB4962/SB3604 provides that any person may report information about the suspicious death of an eligible adult to an agency designated to receive such reports under the Act or to the Department on Aging. It also provides that if a mandated reporter has reason to believe that the death of an eligible adult may be the result of abuse or neglect, the matter shall be reported to an agency designated to receive such reports under the Act or to the Department for subsequent referral to the appropriate law enforcement agency and the coroner or medical examiner

#### Census Outreach

Selma D'Souza, Chief of Staff, shared that the AAA's received funding for Census Outreach, they will be printing materials and reaching out to seniors one on one. Seniors will be receiving a post card regarding the census and the preferred way has been to complete the census online. Beginning May, the outreach will include knocking on doors thru July 31<sup>st</sup>. Director Basta added that it is difficult to reach out to seniors and we want all seniors to be counted. D'Souza additionally added that the Senior HelpLine has been reminding each caller to fill out the census at the end of each call received.

#### Other Issues & Announcements:

Member Sharon Manning shared that she had an issue with a local home delivered meal provider, when she was out on a medical appointment and not home for the delivery. The meal was not left on the porch due to a public health requirement. Manning asked the members on ideas on how she can get her meals delivered when she is away from home at medical appointments. Susan Real suggested putting protocols in place and notifying the HDM provider when she will be at doctor appointments. Aging staff will follow up to assist with getting the issue addressed after the meeting.

#### Motion to Adjourn:

John Eckert asked for a motion to adjourn the meeting David Olsen made a motion and Linda Hubbartt seconded the motion. The motion to adjourn was approved unanimously. The meeting was adjourned at 3:05 p.m.