

**ILLINOIS COUNCIL ON AGING**

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

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

**TUESDAY, DECEMBER 11, 2018  
10:00AM – 12:00PM**

**MEMBERS PRESENT:**

Phyllis Mitzen, Acting Chair  
Steve Wolf, Secretary  
Jane Angelis  
Christie Goleman  
Representative Anna Moeller

**MEMBERS PRESENT VIA TELECONFERENCE:**

J. Diane Adams-Alsberry, Acting Vice Chair  
Charles A. Crowder  
Paulette M. Hamlin  
Margaret Huyck  
Talat Khan  
Anthony Frazier  
Patricia Marton  
Lee Moriarty  
Representative Mark Batinick  
Representative Rita Mayfield

**MEMBERS ABSENT:**

Anna M. Oestreich, Susan Lawler, Mubarak A. Mirjat, Robert O'Connor, Bernarda Wong,  
Senator Mattie Hunter, Representative Christine Winger

**VISITORS:**

Beth Berendsen, Chicago Department of Family and Support Services

**DEPARTMENT ON AGING STAFF PRESENT:**

Jean Bohnhoff, Director  
Carla Mills, Acting Manager – Div. of Community Relations & Outreach, Council Liaison  
Rhonda Armstead, General Counsel  
Michael Dropka, Public Information Officer  
Felicia Gray, Colbert Manager  
Russ Kemple, Information Technology Manager  
Laura McCurdy, Planning, Research and Development Manager  
John Eckert, Planning Research and Development

Anna O'Connell – Manager, Div. of Finance & Administration  
Amber Bolden, Administrative Assistant  
Portia Riley, Administrative Assistant

## **SUMMARY**

### **Opening:**

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

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

### **Approval of September 18, 2018 ICoA Minutes:**

Jane Angelis entered a Motion to approve the September 18, 2018 minutes as submitted. Diane Adams-Alsberry 2<sup>nd</sup> the Motion; all members voted aye, and the minutes were approved.

### **Public Comment**

None

## **OLD BUSINESS**

### **Nominating Report**

Anna Oestreich prepared a Nominating Report for the Council. Phyllis Mitzen will obtain a copy of the written report and will send to Council Members as soon as possible.

Temporary appointments were sent to the Governor's Office for review and approval. The Nominating Chair will convene the Nominating Committee, and along with the members of the Nominating Committee will present a slate of officers at the Annual Meeting in March 2019. The Nominating Committee has compiled the slate of officers and has worked through the legal questions that have been raised due to the new By-laws.

### **Budget Update**

The Department has crossed over into Fiscal year 19 and is continuing to pay off old bills. New bills are arriving every day and the Department is paying those as they arrive. The CCP Program has a provision for prior year cost in the statute authorizing the Department to dispense funds beyond the FY timeline, so the Department is still paying a small portion of FY 18 bills, out of FY 19 appropriations in accordance with what the law allows. The Comptroller's Office is processing payments in a timely manner, within 30-50 days of receipt. Fiscal has started working on the Department's Budget development and communicating with the Governor's Budget Office to prepare for the February 2019 State Budget Address.

There has been some confusion with providers getting paid for services provided in October, but they still have payments outstanding from June. Usually this has something to do with the funding source used to pay the vendor. For the last few years appropriations flowed from the General Revenue Fund, and the dedicated Commitment Services Fund. The dedicated Commitment Fund has less demands, so those bills are paid sooner than funds disbursed from the General Revenue fund. A large portion of our providers are small providers who can't

function well if they're not getting paid. The Comptroller has been paying our provider bills in a timely manner with no lag time for our vendor payment. We're at approximately 55% Medicaid reimbursable at 50 cents on the dollar, so approximately 25% of everything the Department spends on the CCP Program, come back to the State, as revenue from the Federal Government.

The Illinois Department of Human Services has a website portal that tracks all consenting Medicaid applicants. The Illinois Department on Aging doesn't have access to the portal but would like to pursue the possibility of gaining access in the future, allowing Department staff to track the number of Medicaid applicants across the State. Legislators had concerns about the shrinking number of Medicaid applicants. During the CCP Task Force last year this was one of the major issues identified for Federal Funding. During the Task Force it was determined that many individuals weren't being enrolled in Medicaid, or they weren't being tracked. This practice left an abundance of Federal resources on the table. Last year Legislators passed a bill that would charge OASAC with creating a Subcommittee to investigate ways to increase Medicaid applicants. The OASAC Subcommittee is partnering with other State agencies and are currently holding meetings to help create innovative ways to increase the number of Medicaid applicants across the State and alleviate some of the conflicting information that is being provided concerning the number of eligible individuals who should be on Medicaid but have not been enrolled. A portion of the bill was to increase the reimbursements to Care Providers for processing the Medicaid applications, which was a barrier to Seniors getting the services they need. The Department did an IFP to conduct a rate study for the CCU's that included looking at the Medicaid application rate. The contract has been signed, and the Department is in the final stage of getting the contracts set-up through the Comptroller's Office. The \$200.00 Medicaid application reimbursement won't become effective until next Summer in July of 2019. A conference call with the vendor is being set-up to move the project forward as soon as possible. The Department will have additional information to share with the Council at the next meeting.

## **NEW BUSINESS**

### **Illinois Department on Aging Update – Director Jean Bohnhoff**

Director Bohnhoff's report focused on quality and oversight that the Department has been conducting with providers to insure Illinois older adults have received the community-based services they need to help keep them in their home. The bullet points are listed below.

- The Federal Waiver was renewed November 2016. It was a very complex process, with over 200 questions for the Department.
- Federal CMS Performance increased on Re-determinations and reduced the number of days to conduct assessments for participants in waiver program. The Federal Government wants compliance to be above 85% statewide. The State had been as low as 45-50% on re-determinations due to low performing CCU's. With Technical Assistance, and continued monitoring and in some cases new providers, the Department now sits at compliance to the Federal requirement of approximately 83%.
- Person Centered Planning rules have been filed, and the Federal timeline was met.

- Federal Government instructed the Department to implement an automated CER System for Critical Event Reporting, and the Federal timeline was met.
- The Department has added a new Provider Contract RFP based on performance, audits, and technical assistance provided to agencies that could not perform at the required Federal mandated level. The new RFP allowed providers opportunities to address record retention, and situations where clients had not been seen for over 4 years, however clients always received uninterrupted services.
- Choices for Care screening time has gone from 10 days to 1.2 days to conduct the Post-screen in the facility, and additional funding was provided for the CCU's to conduct the prescreens on weekends.
- Home Delivered Meals increased from 5,562,049 meals in FY16 to 7,430,465 meals in FY 19. Serving individuals increased from 31,359 individuals to 43,274 individuals from FY16 to FY19.
- The Department was able to secure Federal Grants from Federal ACL for Dementia programs, APS, and LTC Ombudsman programs to install a new IT system.
- The Department has cleaned up Rules and language. The Department's address is now correct, and no longer displays a message to contact the Department at the old address.
- The Federal Waiver requires the Department to conduct Rate Studies every 5-years. The rate studies are conducted to make sure rates are adequate to ensure we have enough providers for people to have access to services. Recent Rate Studies conducted by the Department includes: ADS and EHRS, which have both been completed. In-home focus group meetings have occurred around the state, and the study has commenced. A contract has been signed for vendor to conduct CCU study.
- Long Term Care Ombudsman staff have been added at the Department. Deputy Long Term Care Ombudsman, Kelly Richards in Chicago; PSC for Home and Community Ombudsman also added in Chicago.
- The Department is in the process of conducting Statewide trainings.
- For the first-time ever, the Department has secured Statewide representation for the ICoA. Recommendations for new, and current Council Members have been sent to the Governor's Office for re-appointment.
- The Department conducted a Joint Meeting of the ICoA and OASAC. The meeting was held on August 20, 2018 and was well received by all. Council Members can obtain a copy of the joint minutes from the Department's website via the link below. [https://www2.illinois.gov/aging/PartnersProviders/OlderAdult/Documents/Full\\_OASAC\\_Minutes\\_08.20.18.pdf](https://www2.illinois.gov/aging/PartnersProviders/OlderAdult/Documents/Full_OASAC_Minutes_08.20.18.pdf)
- Award Presentations process for the Senior IL Hall of Fame has changed. The award ceremony is now more about the person receiving the award, in their Communities among their family, friends, and neighbors. Director traveled thorough out the state to present the Senior Hall of Fame Awards. Recent cities include Belleville, Chicago, Edwardsville, Springfield, Aurora, Oak Park, Burr Ridge, Bridgeview, Granite City, Danville, and Champaign.
- Benefit Access Application program (BAA) had a previous backlog of 12-16 weeks, which has been reduced to same day as filed.
- The Federal Mandated Adult Protective Services Registry has been created and implemented. The new system was set-up to separate abusive caregivers away from venerable seniors.

- Staff of the Department's Benefits Eligibility Access Monitor program (BEAM) are working with MCO's and providers to properly identify clients for services, so no one is lost in the system.
- Fraud Task Force has been developed and the Department is working closely with the Task Force, State Police, and HFS to combat fraud across the system.
- The State now has 5 providers to service clients in the Automated Medication Dispensary program. Care Coordinators are in-homes throughout the State educating participants about the program.
- Use of Social Media to reach a broader audience; Facebook; LinkedIn; possibly Twitter in the future. The Department has Public Service announcements running on local radio advising Medicare Open enrollment and Medicare Part D.
- Website Enhancements added, but there's more work to be done. A Demo of the website enhancements was provided to Council Members. All services are listed on the website. Using the virtual map on the website a person can pull up service information one touch by County or zip code. The State has a LTCO Site for choice of Facility and there are links to HCBS, Translator services, and a zoom-in feature for individuals with sight problems.
- Monitoring across the State has been increased. The Department is holding providers accountable to ensure that clients are getting the needed services and offering TA to improve quality.
- Last year the HHS-OIG Waiver Audit report released showed 18 out of 20 ADS sites visited by the Federal Government, had findings. After providing the needed trainings, and Technical Assistance, Aging staff now go and conduct unannounced visits to hold them accountable.
- Symposiums were added in a centralized location and streamlined to focus on training. There was no cost registration fee to attend, which increased participation in comparison to years when Aging did charge a registration fee. The policy change to no cost registration was an enormous savings to Agencies and Providers. The Symposiums were well received with over 500 participants in attendance. The Department received an abundance of feedback from participants. The symposium format was just as successful as the Governor's Conference on Aging in past years. The Department will make sure all Councils, Committees, and Boards are invited to attend upcoming Symposiums. Council Members were encouraged to express their agenda topics and ideas for next year's Symposiums, with Phyllis Mitzen.

### **Provider Profile Website Presentation – Russ Kemple, CIO**

The creation of the Provider Website was a Federal Waiver requirement to provide clients with CCP choices for providers in their area. The new Provider Profile website was set-up for an elderly person, or their care giver to look for available services within the State of Illinois, and where to go to get those needed services. There will be various ways to look-up information in the system, which includes by Zip Code, City, and County. There will also be a zoom feature to enhance the fonts for clients who have difficulty with small print. The Department created a simple to use website with one click answers. The person will go to the map and click on their location in the state and the application will provide the APS provider, Interpreter services, CCU Provider, AAA provider with types of services and all providers who provide this type of service in their area. Every CCU, AAA, and provider who has a current contract with the state

of Illinois is loaded into this website. If individuals need additional help, at the top of the website there is a section entitled “Still Need Help” which directs individuals to contact the Department via telephone to connect with SeniorHelp Line staff for assistance.

IT developed the following systems within the new Provider website: APS Registry, which is a direct link to Public Health for reporting abusers; Critical Event Reporting System, which has real time statistics on falls amongst seniors; APS Case Management System; APS Billing System; Ombudsman Application where people can seek out details about nursing homes. The Department will be conducting a release for the Critical Event Reporting system, and APS applications as soon as possible. The Child and Adult Application will launch December 2018.

Updates to the system will occur every night from batch, based on contracts and information out of the ECCPIS System, so the Consumer will always have the most up-to-date information. For CCP Providers, the Department holds contracts in-house, and updates to the website will happen internally via a behind the scene tool created by IT. If a Provider updates anything that is not approved by the Department on the front end, the system will produce an alert to notify the Department that validation is needed from the Department before updates can be officially uploaded to the website. The AAA’s have an entire Network of Providers and the Department doesn’t hold those contracts in-house, so the Department has given the AAA’s the ability to do the assurances and validation prior to posting on the website. If information is deemed incorrect after being uploaded to the website, there’s an option on the website where Consumers can report the incorrect information, and the system will alert the Department that validation is needed.

The Department will continue to work on improving the Provider Profile website and will be collecting input from Providers and clients to help enhance the site for all users. The website is still in development, but the Department hopes to have it up and running in a couple of weeks. Access the Provider website at: <https://webappstest.ilttest.illinois.gov/AGE/ProviderProfileSearch>.

### **IT Department Updates**

- The IT Department is working on a Training Tracking website that will store every case referred in the State, to include background checks and training. There will be a Case Management feature that informs the Department when a Case Worker needs re-training, and they can schedule training right on the Training Tracking website.
- IT is currently in the process of moving the Departments computer systems to a new and enhanced server.
- The IT Department has 5 Contractors who will be on-site to replace the Department’s ECCPIS system, with a new State-of-the-art system that will be easier to use. All services will be tracked within this system from beginning to end. After the enhancements are completed everyone will use the same system and there will no longer be contract issues or rejects.
- IT is also working on a Policy application for the Department’s website that will list all Departments policies.

### **Recommend Candidates to the Governor for Appointment as Director of the Department**

Council Members received an email from Carla Mills this week to inquire about recommendations for the next Director for the Department. The Council should have discussions about their duty to recommend qualified candidates to the Governor. Christian L. Mitchell, Democratic State Representative in Phyllis Mitzen's area is on Governor Elect, J.B. Pritzker's Transition Team. As Acting Chair of the Council, Ms. Mitzen sent Representative Mitchell an email, to inform the Representative of the Council's responsibility.

To prepare for the upcoming recommendations, Phyllis Mitzen asked the Council what attributes they would like to see in the next Director for the Department, and what requirements the Council has for the position. The Council should also discuss where they would like to see the Department headed in the future, because their vision will help to dictate who the Council would like to recommend as Director.

Council Members were asked to send their suggested attributes, requirements, and recommended candidates to Phyllis Mitzen who will organize the list as an outline. Carla Mills and Ms. Mitzen will send the outline to Council Members within the next few days and will set-up a 30-minute conference in January 2019 to discuss the recommended individuals. The deadline to submit to the Governor is quickly approaching. The individuals identified during the conference call should be notified that they have been added to the list of possible candidates. The candidates will be asked to send a letter of interest to be distributed to the Council.

### **Suggested Attributes and Requirements for Director of the Department**

- A leader with vision who can see the needs of Seniors, and direct resources to meet those needs.
- An aging advocate with management experience who can work with public and private arenas, to build relationships inside and outside State Government.
- A trailblazer who can leverage resources and good will, with acknowledgement of the Growth of need to anticipate future cost.
- An individual with a wealth of knowledge, regarding older adults.
- An innovator who can build alliances and coalitions to bring together people from various Departments, to include aging, education, workforce, and transportation.
- An individual who can strengthen the connections, and linkages between generations.
- A Leader who can show some commitment to preserving the Community Care Program due to the program's efficient cost saving measures for the State, in keeping people out of institutions and in their own homes.
- The Director of the Department must spend a considerable amount of time working from the main Department on Aging office located in Springfield.
- The Council should suggest someone who can help create an age friendly atmosphere across the State and within our Universities, and to also enlist the Universities to help in this endeavor.

### **Recommendations for Director of the Department**

- Director Bohnhoff should remain on the list of recommended individuals, as an inclusive force to begin with a new Administration.

- Representative Steven A. Andersson has expressed interest. He is a Republican from the Geneva area who did not run for re-election. Representative Andersson has been an Elder law attorney for 16 years. He was one the only representatives who was opposed to the CRP program. Representative Andersson will be asked to acknowledge his interest for the position in writing.

### **Closing Remarks**

Betsy Creamer is retiring after 30 years of service. The position was posted, interviews were conducted, and the best candidate was selected. Director Bohnhoff announced that Jose Jimenez, former Divisional Manager of the Home & Community Services Division at the Department has accepted the position working with Older American Services.

Lora McCurdy will send the power point presentation to Council Members that was shared with OASAC, regarding Falls data. She will also set-up a presentation for the Council, regarding this matter in the Spring of 2019. The Department is receiving an ample amount of data from the Aging Network and Providers on the Critical Event reporting system that the Department put in place in July of 2017. There are 8,261 CCP Participants that have experienced at least 1 fall. The Department is tracking falls, hospitalizations, emergency room visits, and missing persons. The Department received in total 50,790 reports of critical incidents, and of the 50,790 incidents those relate to 23,055 distinct participants, which means we have people who have experienced more than one critical incident in a year's timeline through October 17, 2018. This data will help to better align our case management with those people that are experiencing multiple critical events. The Department would view those people at higher risk for nursing home placement. The Department is looking at ways to avoid incidents and keep seniors in their home and the community. The Department is collaborating with the University of Illinois Urbana-Champaign, falls clinic led by Professor Jacob Sosnoff, regarding a Falls Screening tool to try and identify people at risk for falling, before they fall.

The next Council meeting is the Annual meeting to be held on March 12, 2019. The Council has a budget to reimburse Council Members for travel expenses. Travel reimbursement guidelines have been distributed to Council Members. Council Members should block 3 hours for the meeting. This will allow the necessary time to pack-in as much work as possible while the Council is together in one room. Legislators are in-session on March 12<sup>th</sup>, which would underline the importance of conducting the meeting in Springfield. The March meeting should be scheduled early morning to allow Legislators to attend, as most are in-session in the afternoon. It was determined that the Annual Council meeting will be held in-person at the Department's Springfield office on March 12, 2019.

### **Motion to Adjourn:**

The meeting was adjourned at 12:10pm.

s/Steve Wolf

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Steve Wolf, Secretary  
Illinois Council on Aging